

# 2025 Battle Ground Survey
# Findings Report

Presented to the City of Battle Ground, WA

March 2025

ETC INSTITUTE

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# Executive Summary

# 2025 Battle Ground Survey
## Executive Summary

### Purpose

ETC Institute administered a community survey for the City of Battle Ground during January and February of 2025. The survey was conducted as part of the City's effort to gather resident opinions and feedback on programs and services. The results of the survey will be used to help the City improve existing programs and determine future needs of residents in the City. This is the first community survey ETC Institute has administered for the City of Battle Ground.

### Methodology

A five-page survey was mailed to a random sample of households throughout the City of Battle Ground. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to complete the survey over the internet. Approximately 10 days after the surveys were mailed, residents who were part of the random sample received a follow-up message to encourage participation.

To prevent people who were not residents of Battle Ground from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected from the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to receive at least 400 completed surveys. This goal was met, with a total of 405 households responding to the survey. The results for the random sample of 405 households have a 95% level of confidence with a precision of at least +/- 4.8%.

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

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey (Section 1)

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- benchmarking data that show how the results for the City of Battle Ground compare to results in other communities in the Northwest Region and across the U.S. (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)

### Overall Satisfaction with City Services

The categories of City services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: quality of ambulance services (75%), quality of police services (72%), city sewer services (64%), and customer services from city employees (63%).

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

### Perceptions of the City

Sixty-five percent (65%) of the residents surveyed, *who had an opinion,* are either "very satisfied" or "satisfied" with the feeling of safety in the city; 58% were satisfied with the quality of life in Battle Ground, and 55% are satisfied with the quality of services provided by the City.

### Satisfaction with Specific City Services

**Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: quality of local ambulance service (72%), how quick ambulance personnel respond to emergencies (70%), how quickly police respond to emergencies (67%), and the visibility of police in the community (63%).

Based on the sum of their top two choices, the public safety services that residents thought should receive the most emphasis over the next two years were: 1) the City's overall effort to prevent crime and 2) enforcement of local traffic laws.

**Parks.** The highest levels of satisfaction with the city's parks, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: quality of park facilities such as playgrounds, open space, and picnic shelters (48%) and appearance and maintenance of existing parks and recreational facilities (46%).

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Based on the sum of their top two choices, the parks items that residents thought should receive the most emphasis over the next two years were: 1) quality of park facilities such as playgrounds, open space, and picnic shelters and 2) appearance and maintenance of existing parks and recreational facilities.

**Community Outreach.** The highest levels of satisfaction with community outreach, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: quality of the city's website and social media (37%) and city efforts to keep the public informed about local issues (30%).

Based on the sum of their top two choices, the community outreach items that residents thought should receive the most emphasis over the next two years were: 1) city efforts to keep the public informed about local issues and 2) level of public involvement in local decision making.

**City Streets/Sidewalks.** The highest levels of satisfaction with city streets and sidewalks, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: mowing and trimming along city streets and other rights-of-way (47%) and adequacy of street lighting (46%).

Based on the sum of their top two choices, the street related items that residents thought should receive the most emphasis over the next two years were: 1) maintenance of major city streets and 2) maintenance of neighborhood streets.

**Code Enforcement.** The highest levels of satisfaction with code enforcement services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: animal control and enforcement of animal regulations (34%), responding to noise concerns or complaints (31%), and responding to reports of dangerous or unpermitted building (27%).

Based on the sum of their top two choices, the code enforcement services that residents thought should receive the most emphasis over the next two years were: 1) addressing concerns about material/garbage/recyclables/furniture and 2) responding to noise concerns or complaints.

## Other Findings

- Residents were asked their opinion about the current pace of development in various areas. Fifty-five percent (55%), *who had an* opinion, thought the pace of eatery/restaurant development was "much too slow" or "slow." Nearly two-thirds of respondents (65%) thought the pace of multi-family residential development was "fast" or "much too fast."
- Thirty-six percent (36%) of residents surveyed indicated they had called, emailed, or visited the City with a question or to report a problem or complaint during the past year. Of those, 71% thought it was "very easy" or "somewhat easy" to contact the person they needed to reach. When asked about the quality of customer service they received from the City employees who

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## Executive Summary

were contacted, 94% *who had an opinion* indicated employees were "always" or "sometimes" courteous and polite, and 81% indicated employees "always" or "sometimes" gave prompt, accurate, and complete answers in response to questions/concerns.

- Based on the sum of their top five choices, the unfunded parks, recreation, or public facilities projects that respondents indicated should be the top priorities for the City were: 1) pool or aquatic center and 2) new city pathways or walking trails.
- More than half (54%) of the residents surveyed, *who had an opinion*, indicated they would support a restriction that would limit the use of personal fireworks within City limits to a "Safe and Sane" fireworks, which are defined as fireworks that do not fly, explode, or travel more than one foot into the air or more than six feet on the ground. Forty-four percent (44%) of respondents, *who had an opinion,* would support a ban on the use of all personal fireworks within the City limits.

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### How the City of Battle Ground Compares to Other Communities Nationally

Satisfaction levels for Battle Ground **rated the same or higher than the U.S. average in 14 of the 31 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 9 of these areas. Listed below are the comparisons between Battle Ground and the U.S. average:

| Service | Battle Ground | U.S. | Difference | Category |
|---|---|---|---|---|
| Overall quality of customer services you receive from city employees | 63% | 39% | 24% | Major Categories of City Services |
| Overall quality of police services | 72% | 53% | 19% | Major Categories of City Services |
| Overall quality of city sewer services | 64% | 53% | 11% | Major Categories of City Services |
| How quickly police respond to emergencies | 67% | 56% | 11% | Public Safety |
| Overall effectiveness of city communication with the public | 46% | 37% | 9% | Major Categories of City Services |
| The visibility of police in the community | 63% | 54% | 9% | Public Safety |
| The City's overall effort to prevent crime | 56% | 49% | 7% | Public Safety |
| Overall effectiveness of city management of stormwater runoff | 56% | 50% | 6% | Major Categories of City Services |
| Overall quality of services provided by the City | 55% | 49% | 6% | Perceptions of the City |
| Overall quality of city water utilities and services | 54% | 52% | 2% | Major Categories of City Services |
| Quality of local ambulance service | 72% | 71% | 1% | Public Safety |
| How quickly ambulance personnel respond to emergencies | 70% | 69% | 1% | Public Safety |
| Overall quality of city parks | 49% | 49% | 0% | Major Categories of City Services |
| Enforcement of local traffic laws | 50% | 50% | 0% | Public Safety |
| Overall feeling of safety in the city | 65% | 66% | -1% | Perceptions of the City |
| Overall enforcement of city codes and ordinances | 37% | 40% | -3% | Major Categories of City Services |
| Overall value that you receive for your city tax dollars and fees | 29% | 33% | -4% | Perceptions of the City |
| Mowing and trimming along city streets and other rights-of-way | 47% | 55% | -8% | City Streets/Sidewalks |
| Condition of sidewalks in the city | 36% | 47% | -11% | City Streets/Sidewalks |
| Overall image of the city | 41% | 53% | -12% | Perceptions of the City |
| Overall maintenance of city streets | 28% | 41% | -13% | Major Categories of City Services |
| Adequacy of street lighting | 46% | 59% | -13% | City Streets/Sidewalks |
| City efforts to keep the public informed about local issues | 30% | 43% | -13% | Community Outreach |
| Maintenance of major city streets | 37% | 50% | -13% | City Streets/Sidewalks |
| Animal control and enforcement of animal regulations | 34% | 49% | -15% | Code Enforcement |
| Availability of information with city programs and services | 27% | 46% | -22% | Community Outreach |
| Maintenance of streets in your neighborhood | 33% | 49% | -16% | City Streets/Sidewalks |
| Level of public involvement in local decision making | 17% | 34% | -17% | Community Outreach |
| Timeliness of information provided by the City | 25% | 43% | -18% | Community Outreach |
| How well the city is managing growth and development | 17% | 39% | -22% | Perceptions of the City |
| Enforcing the mowing and trimming of grass, weeds, and vegetation on private property | 22% | 46% | -24% | Code Enforcement |

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### How the City of Battle Ground Compares to Other Communities in the Region

Satisfaction levels for Battle Ground **rated the same or higher than the Northwest regional average in 13 of the 31 areas** that were assessed. The City rated significantly higher than the Northwest Region (difference of 5% or more) in 9 of these areas. Listed below are the comparisons between Battle Ground and the Northwest regional average:

| Service | Battle Ground | Northwest Region | Difference | Category |
|---|---|---|---|---|
| Overall quality of customer services you receive from city employees | 63% | 38% | 25% | Major Categories of City Services |
| Overall quality of police services | 72% | 56% | 16% | Major Categories of City Services |
| Overall quality of services provided by the City | 55% | 44% | 11% | Perceptions of the City |
| Overall effectiveness of city management of stormwater runoff | 56% | 48% | 8% | Major Categories of City Services |
| The City's overall effort to prevent crime | 56% | 49% | 7% | Public Safety |
| The visibility of police in the community | 63% | 56% | 7% | Public Safety |
| Overall quality of city sewer services | 64% | 59% | 5% | Major Categories of City Services |
| Overall effectiveness of city communication with the public | 46% | 41% | 5% | Major Categories of City Services |
| Overall feeling of safety in the city | 65% | 60% | 5% | Perceptions of the City |
| Overall enforcement of city codes and ordinances | 37% | 34% | 3% | Major Categories of City Services |
| Overall quality of city parks | 49% | 48% | 1% | Major Categories of City Services |
| How quickly police respond to emergencies | 67% | 66% | 1% | Public Safety |
| Enforcement of local traffic laws | 50% | 50% | 0% | Public Safety |
| City efforts to keep the public informed about local issues | 30% | 36% | -6% | Community Outreach |
| Overall value that you receive for your city tax dollars and fees | 29% | 36% | -7% | Perceptions of the City |
| Quality of local ambulance service | 72% | 79% | -7% | Public Safety |
| Mowing and trimming along city streets and other rights-of-way | 47% | 54% | -7% | City Streets/Sidewalks |
| Overall image of the city | 41% | 50% | -9% | Perceptions of the City |
| Overall quality of city water utilities and services | 54% | 64% | -10% | Major Categories of City Services |
| Timeliness of information provided by the City | 25% | 35% | -10% | Community Outreach |
| Maintenance of major city streets | 37% | 47% | -10% | City Streets/Sidewalks |
| Adequacy of street lighting | 46% | 56% | -10% | City Streets/Sidewalks |
| How quickly ambulance personnel respond to emergencies | 70% | 80% | -10% | Public Safety |
| How well the city is managing growth and development | 17% | 28% | -11% | Perceptions of the City |
| Level of public involvement in local decision making | 17% | 28% | -11% | Community Outreach |
| Animal control and enforcement of animal regulations | 34% | 46% | -12% | Code Enforcement |
| Availability of information with city programs and services | 27% | 41% | -14% | Community Outreach |
| Maintenance of streets in your neighborhood | 33% | 49% | -16% | City Streets/Sidewalks |
| Condition of sidewalks in the city | 36% | 52% | -16% | City Streets/Sidewalks |
| Overall maintenance of city streets | 28% | 52% | -24% | Major Categories of City Services |
| Enforcing the mowing and trimming of grass, weeds, and vegetation on private property | 22% | 50% | -28% | Code Enforcement |

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

- Overall maintenance of city streets (I-S Rating = 0.4933)
- Overall effectiveness of city economic development efforts (I-S Rating = 0.2790)
- Overall enforcement of city codes and ordinances (I-S Rating = 0.1872)
- Overall quality of city parks (I-S Rating = 0.1715)
- Overall effectiveness of city communication with the public (I-S Rating = 0.1307)
- Overall quality of city water utilities and services (I-S Rating = 0.1160)

The table on the following page shows the importance-satisfaction rating for all 11 categories of City services that were rated.

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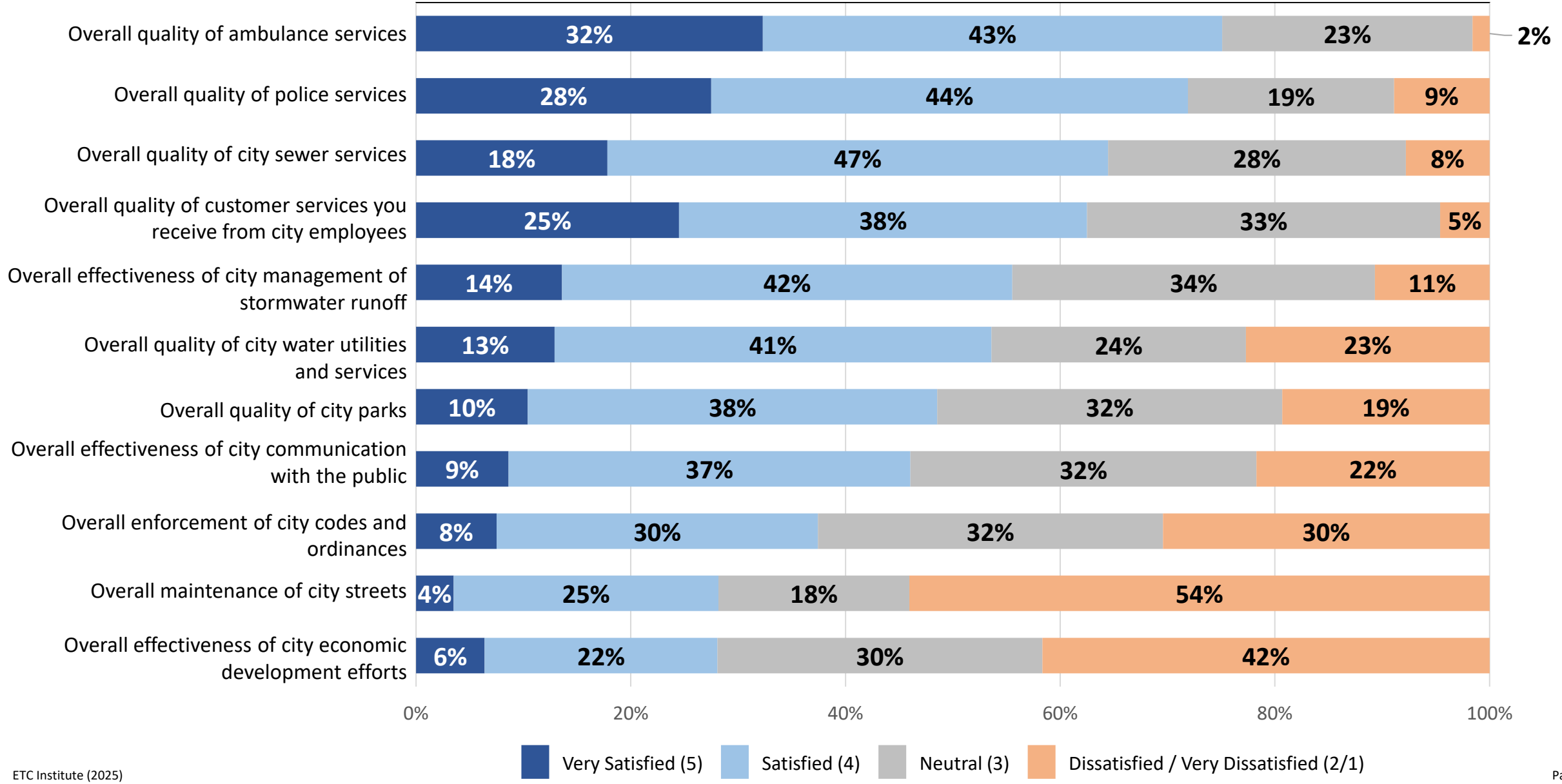
## 2025 Importance-Satisfaction Rating
### Battle Ground, WA
### Major Categories of City Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **Very High Priority (IS >.20)** | | | | | | |
| Overall maintenance of city streets | 69% | 1 | 28% | 10 | 0.4933 | 1 |
| Overall effectiveness of city economic development efforts | 39% | 2 | 28% | 11 | 0.2790 | 2 |
| **High Priority (IS .10-.20)** | | | | | | |
| Overall enforcement of city codes and ordinances | 30% | 5 | 37% | 9 | 0.1872 | 3 |
| Overall quality of city parks | 33% | 3 | 49% | 7 | 0.1715 | 4 |
| Overall effectiveness of city communication with the public | 24% | 7 | 46% | 8 | 0.1307 | 5 |
| Overall quality of city water utilities and services | 25% | 6 | 54% | 6 | 0.1160 | 6 |
| **Medium Priority (IS <.10)** | | | | | | |
| Overall quality of police services | 30% | 4 | 72% | 2 | 0.0846 | 7 |
| Overall effectiveness of city management of stormwater runoff | 8% | 9 | 56% | 5 | 0.0342 | 8 |
| Overall quality of ambulance services | 10% | 8 | 75% | 1 | 0.0251 | 9 |
| Overall quality of city sewer services | 4% | 10 | 64% | 3 | 0.0146 | 10 |
| Overall quality of customer services you receive from city employees | 3% | 11 | 63% | 4 | 0.0128 | 11 |

# 1 Charts and Graphs

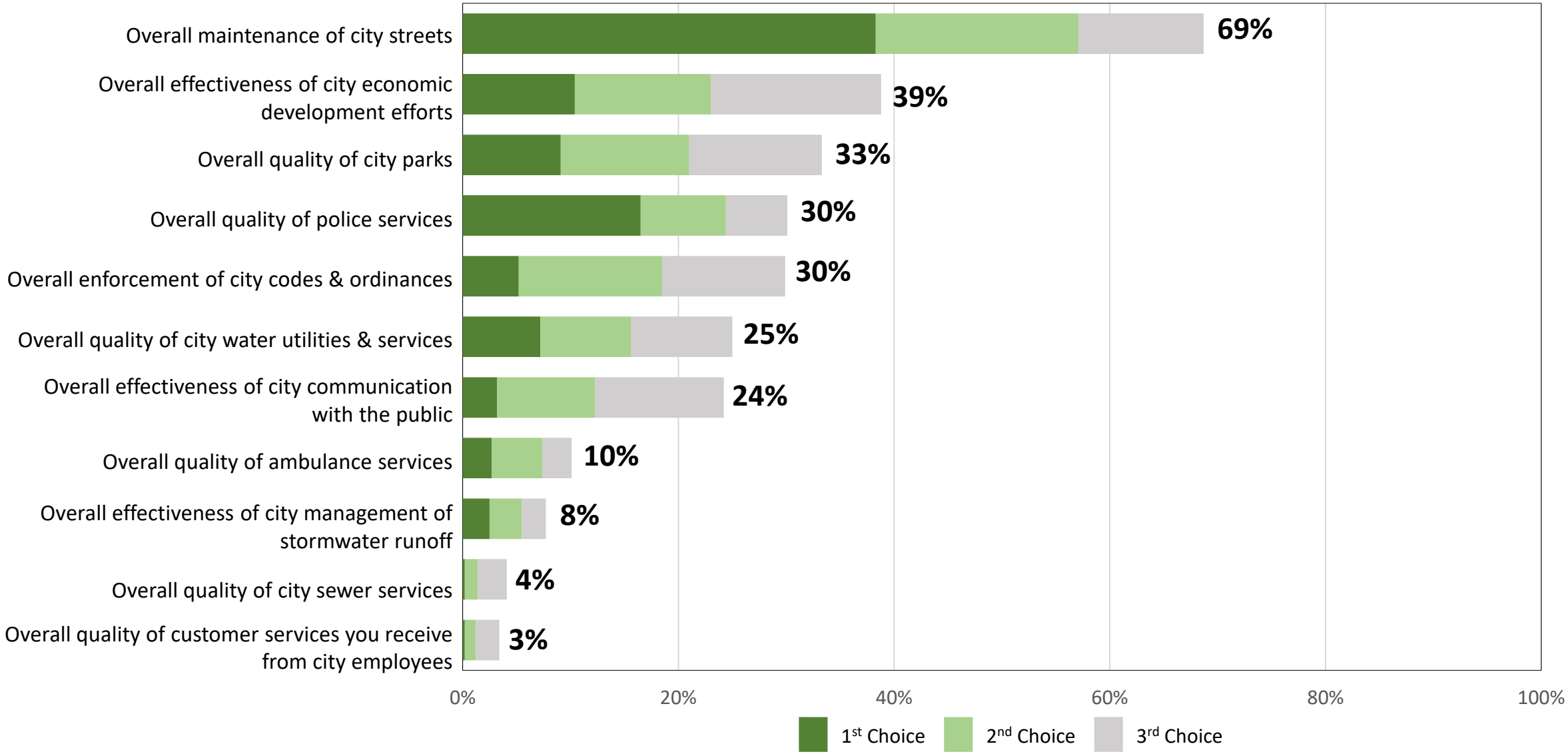
# Q1. Satisfaction with Major Categories of Services

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



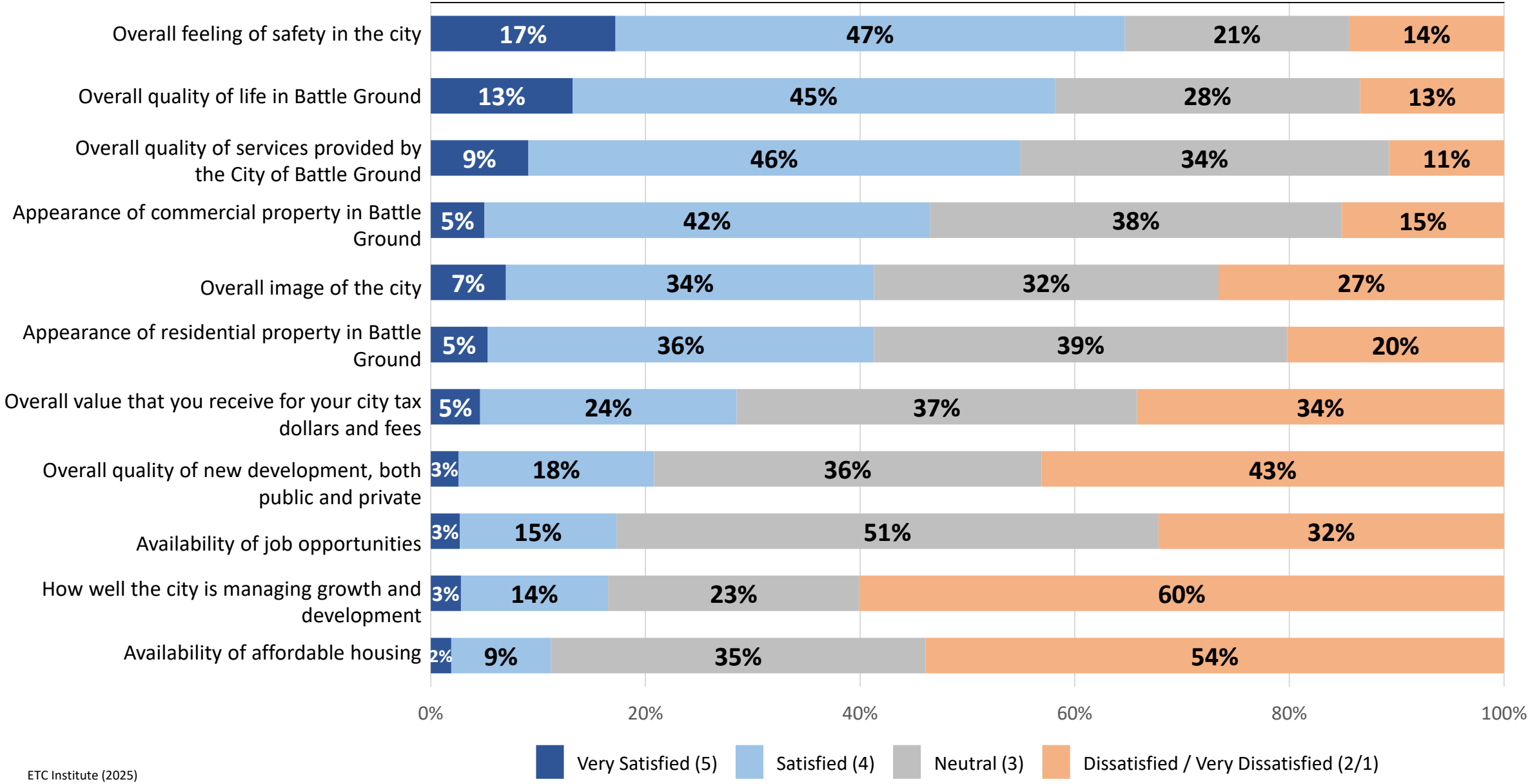
# Q2. City Services That Are Most Important to Emphasize Over the Next Two Years

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



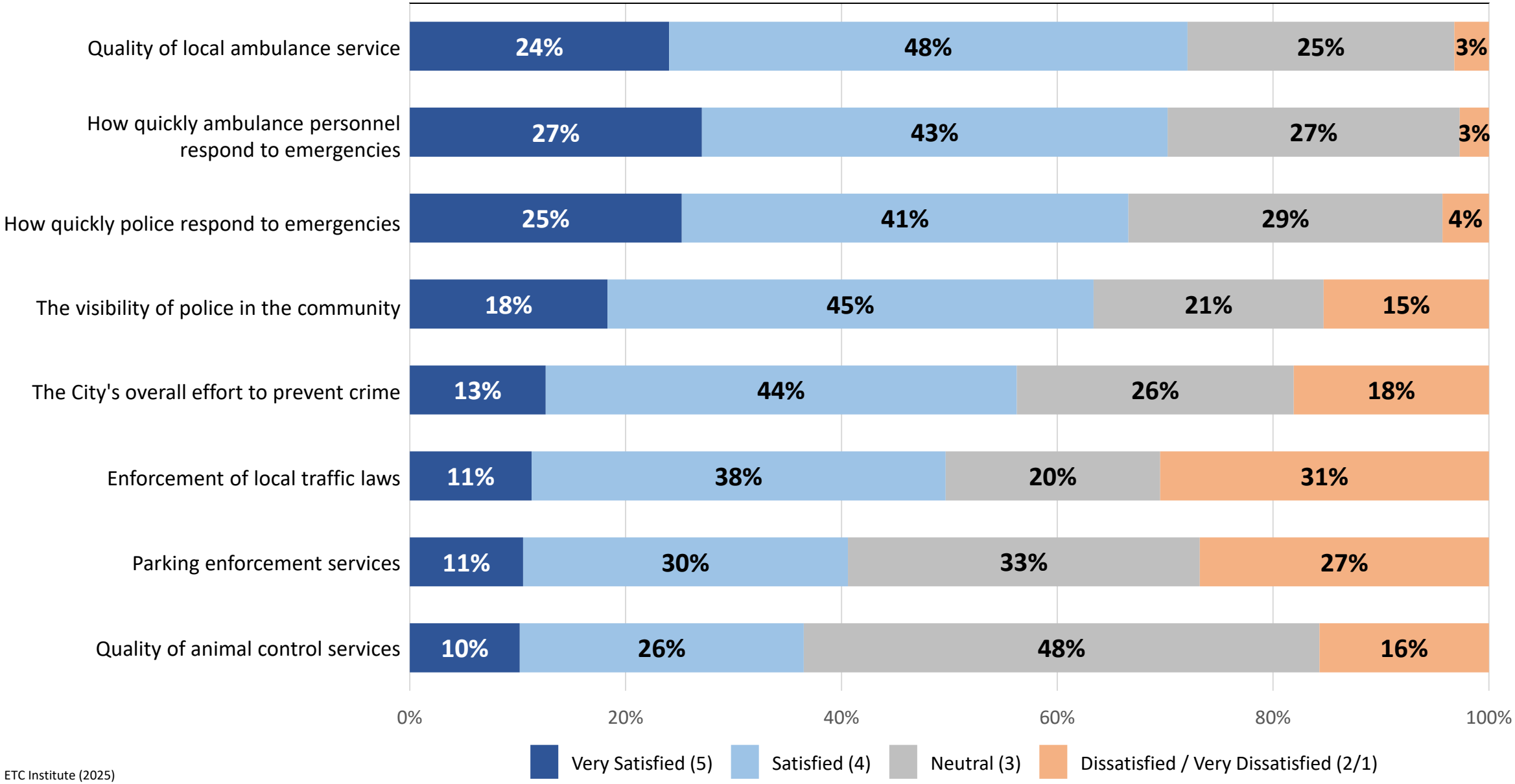
# Q3. Satisfaction with Perceptions of the City

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



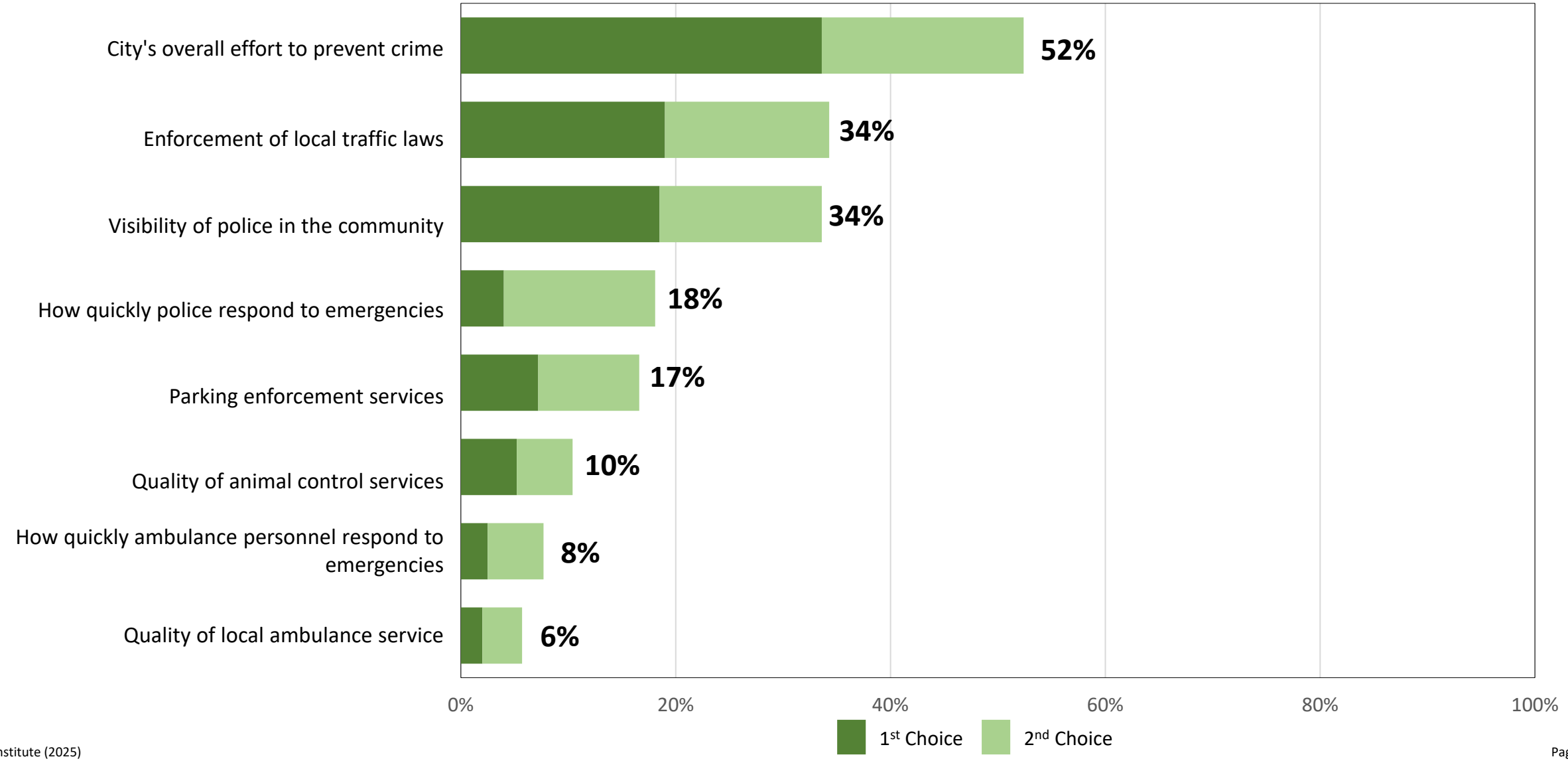
# Q4. Satisfaction with Public Safety Services

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



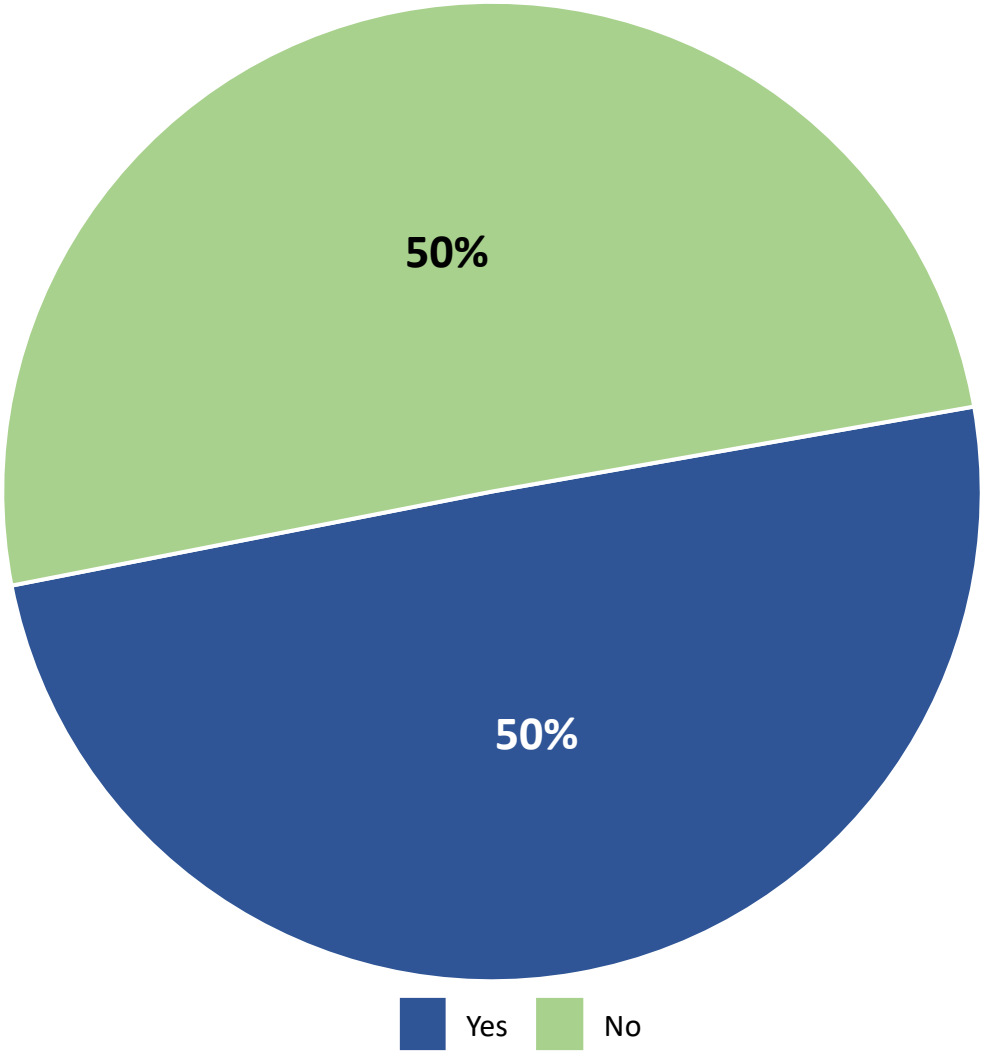
# Q5. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



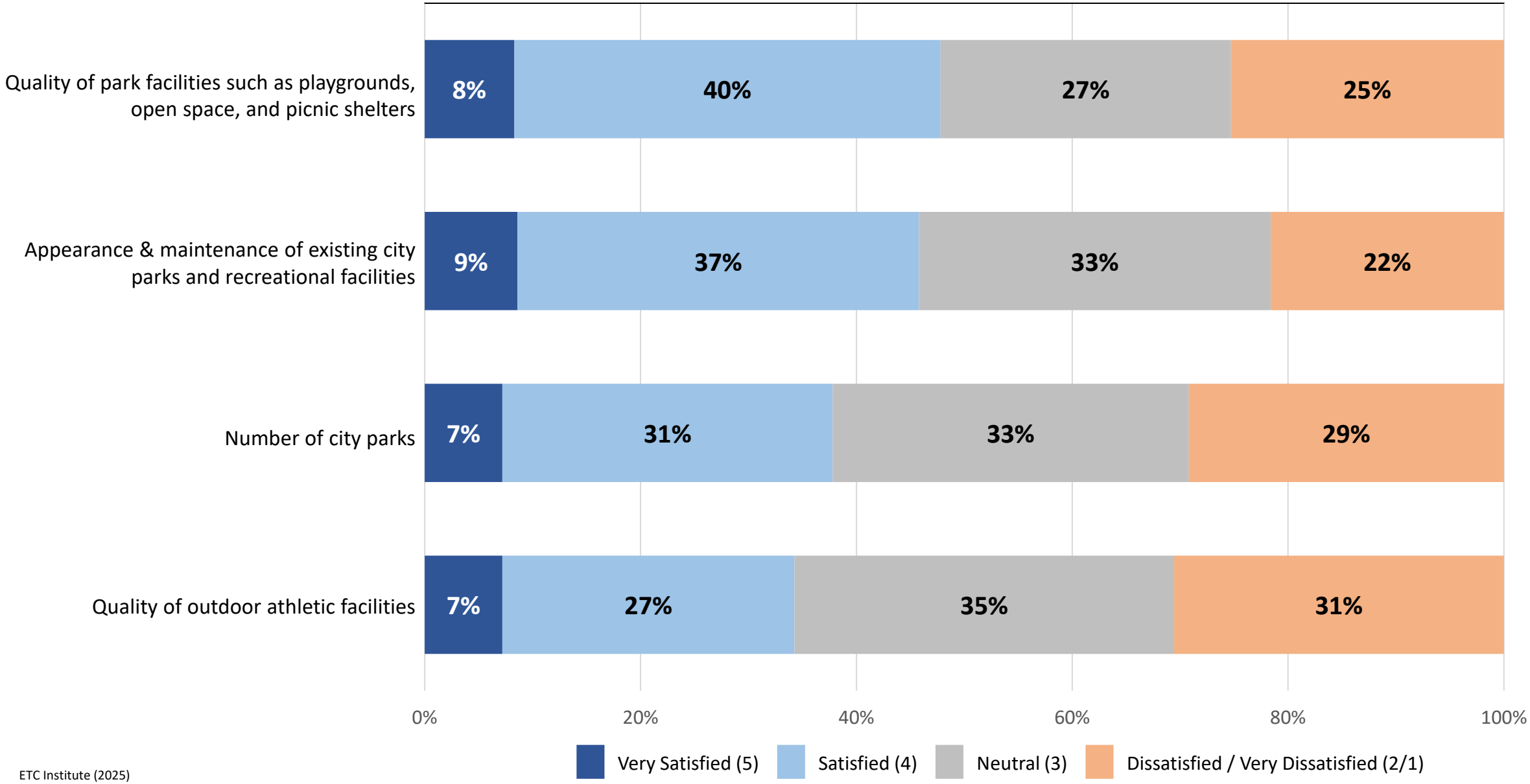
# Q5a. Would you be willing to pay more in taxes or fees to hire additional police officers or support an increase in the public safety service level?

by percentage of respondents (excluding "not provided")



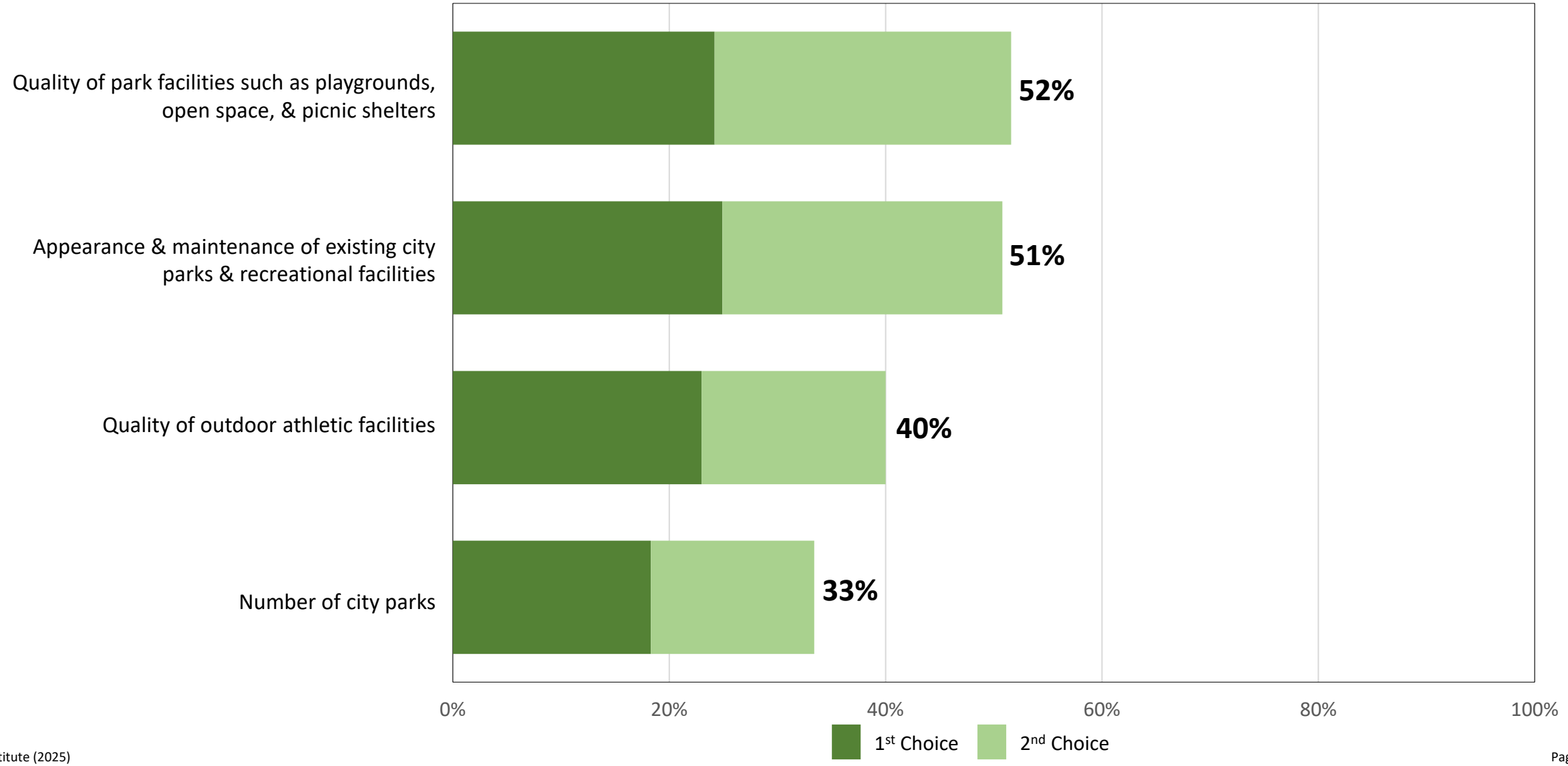
# Q6. Satisfaction with Parks and Recreation

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



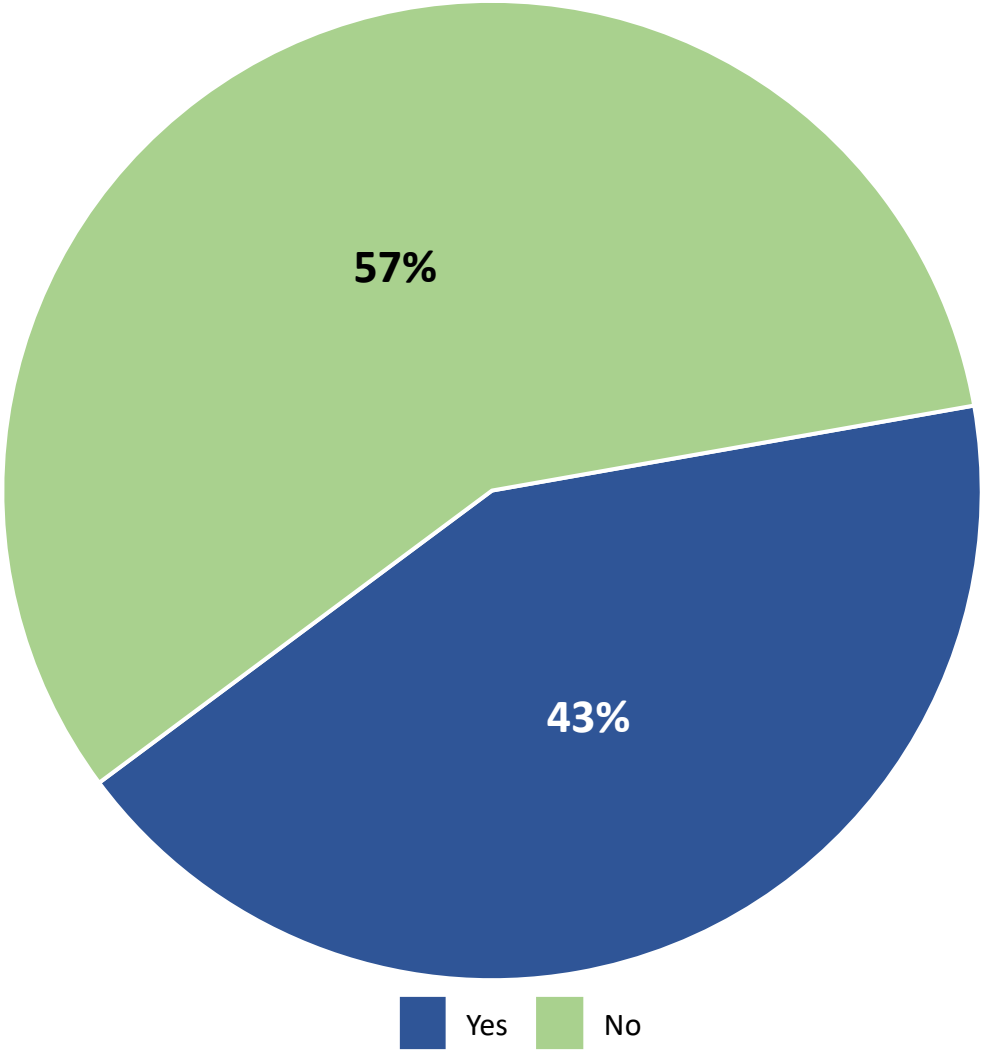
# Q7. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



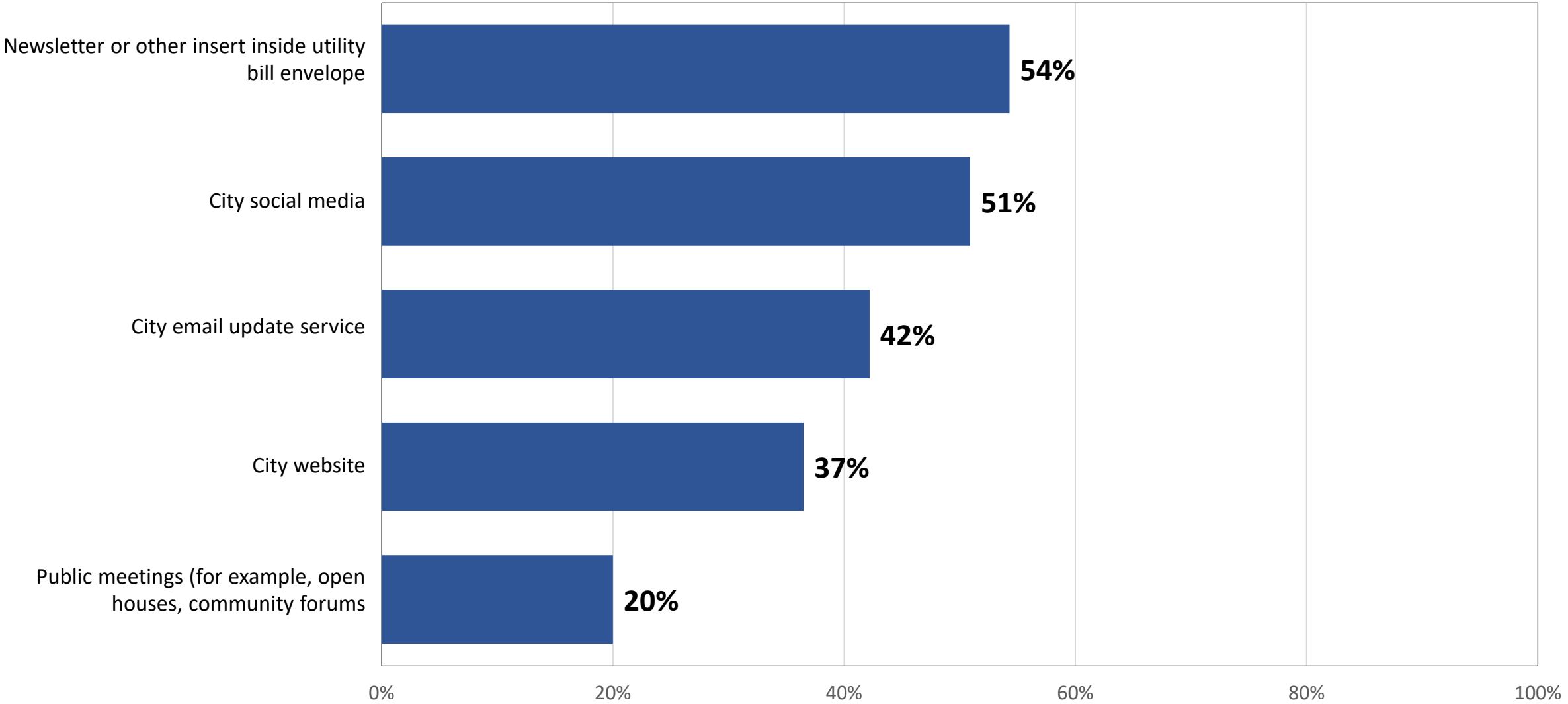
# Q7a. Would you be willing to pay more in taxes or fees to support the creation of new Parks and Recreation programs, such as summer concerts, “Movies in the Park,” or new adult/youth recreation?

by percentage of respondents (excluding “not provided”)



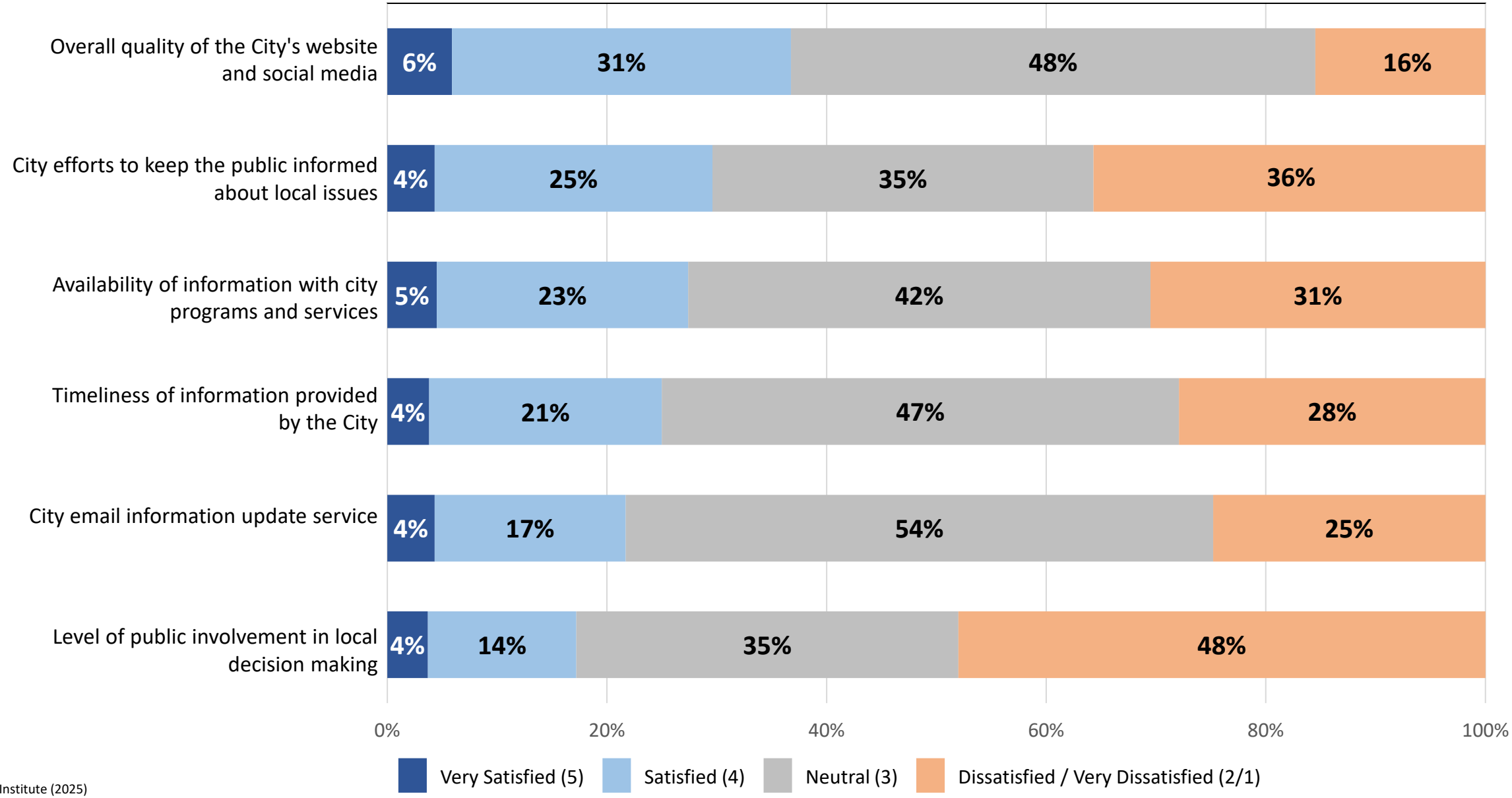
# Q8. Which of the following would be your preferred way(s) to receive news and information about City programs, projects, services, and events?

by percentage of respondents (multiple selections could be made)



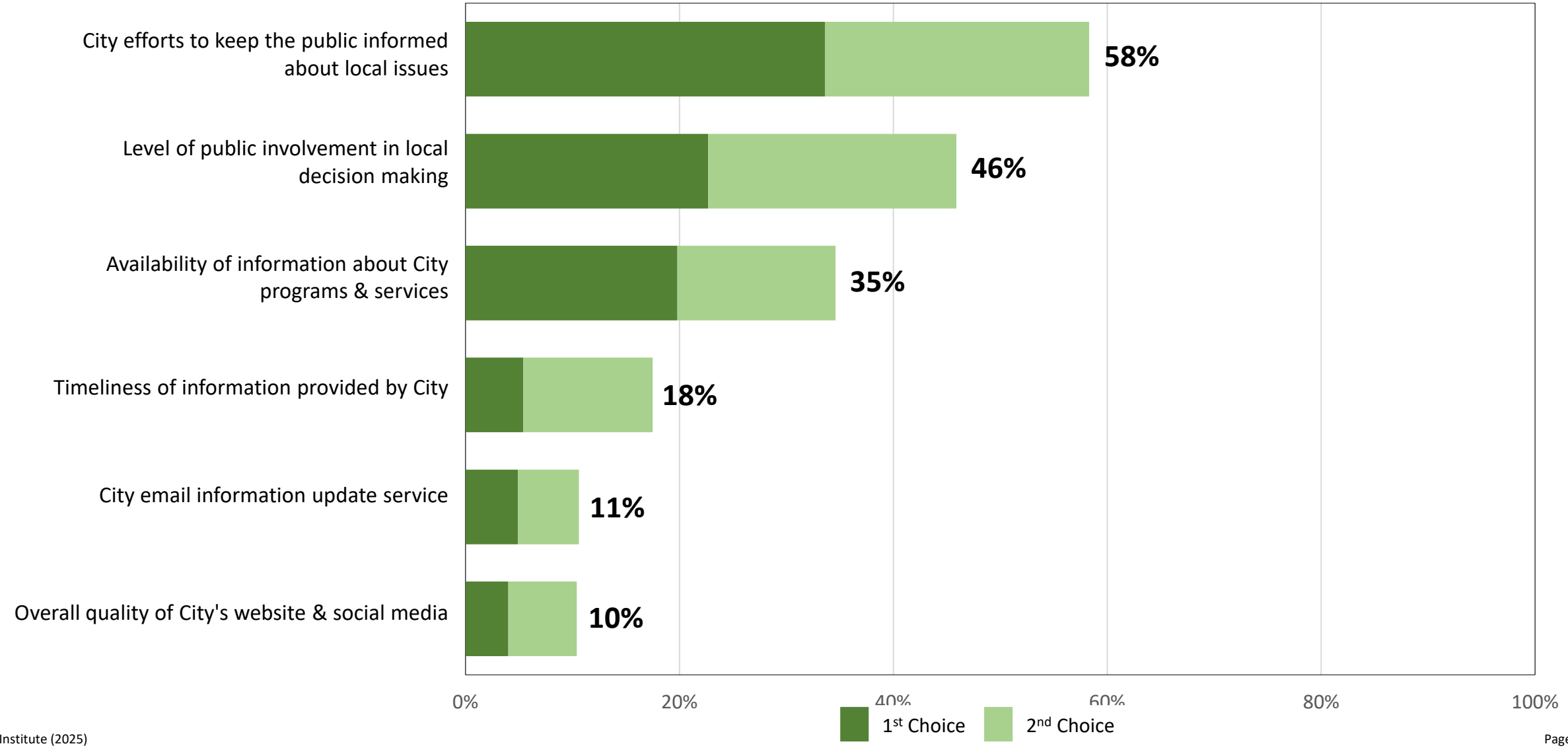
# Q9. Satisfaction with Community Outreach

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



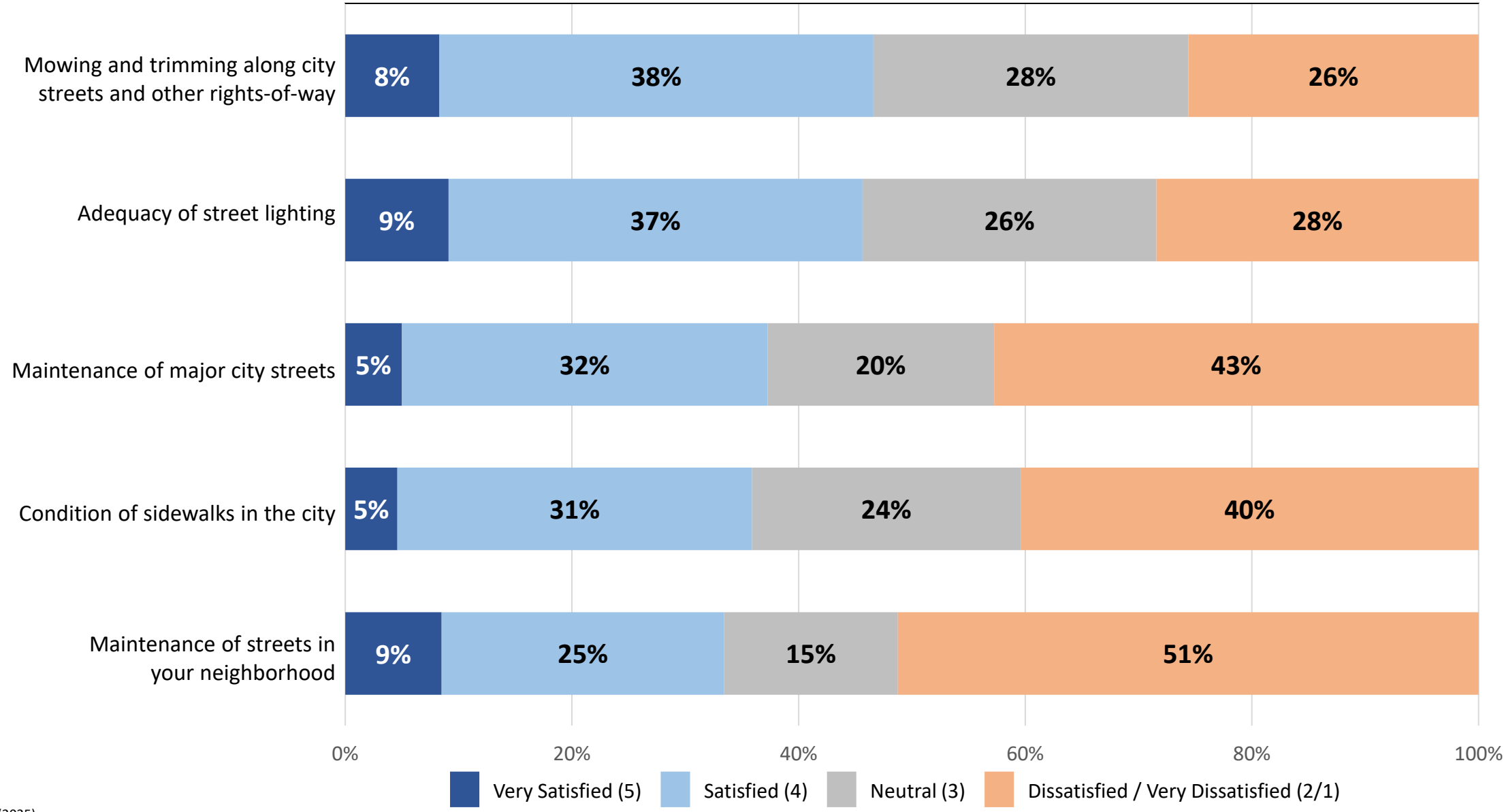
# Q10. Community Outreach Services That Should Receive the Most Emphasis Over the Next Two Years

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



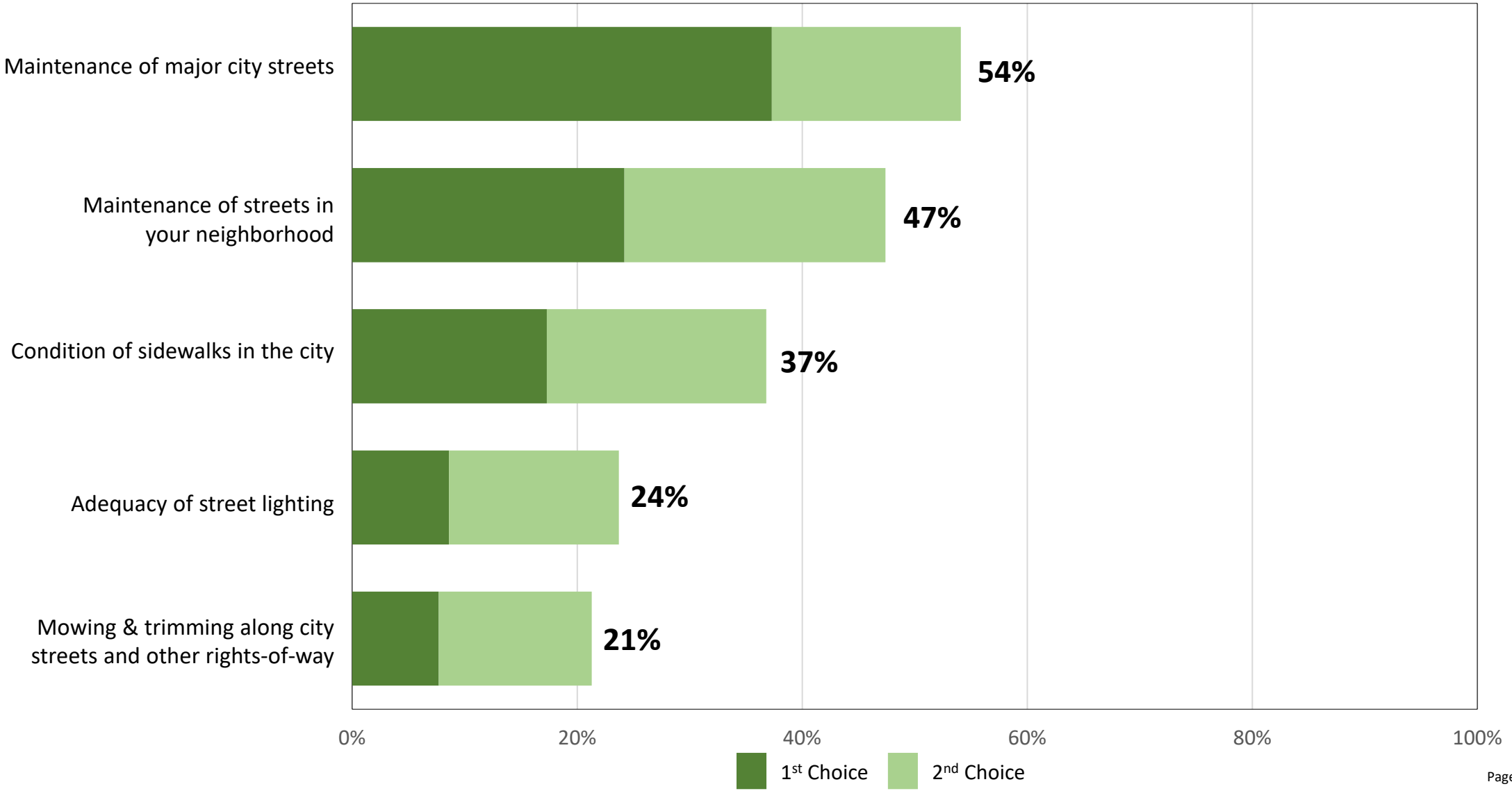
# Q11. Satisfaction with City Streets/Sidewalks

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



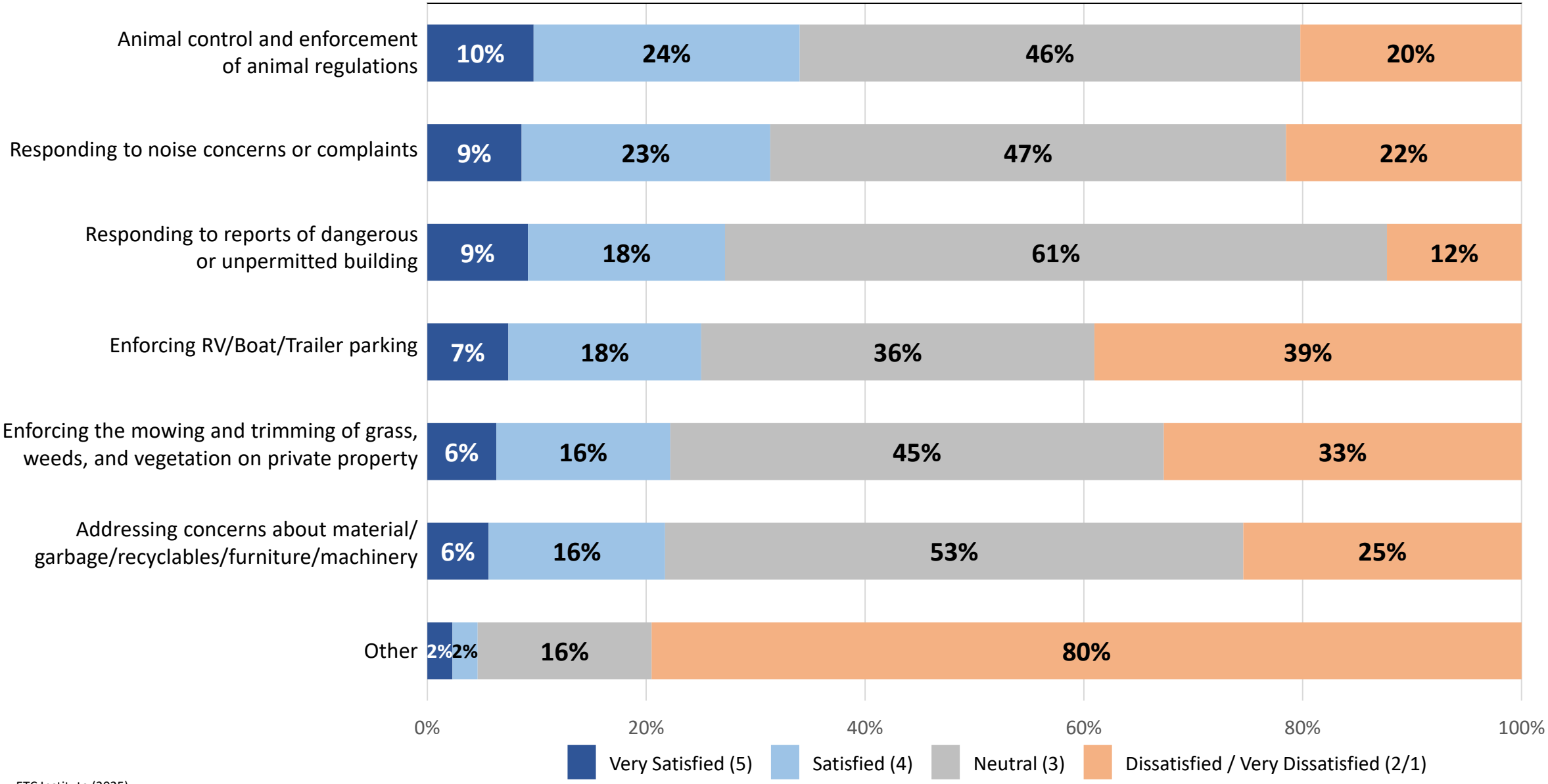
# Q12. Street Related Items That Should Receive the Most Emphasis Over the Next Two Years

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



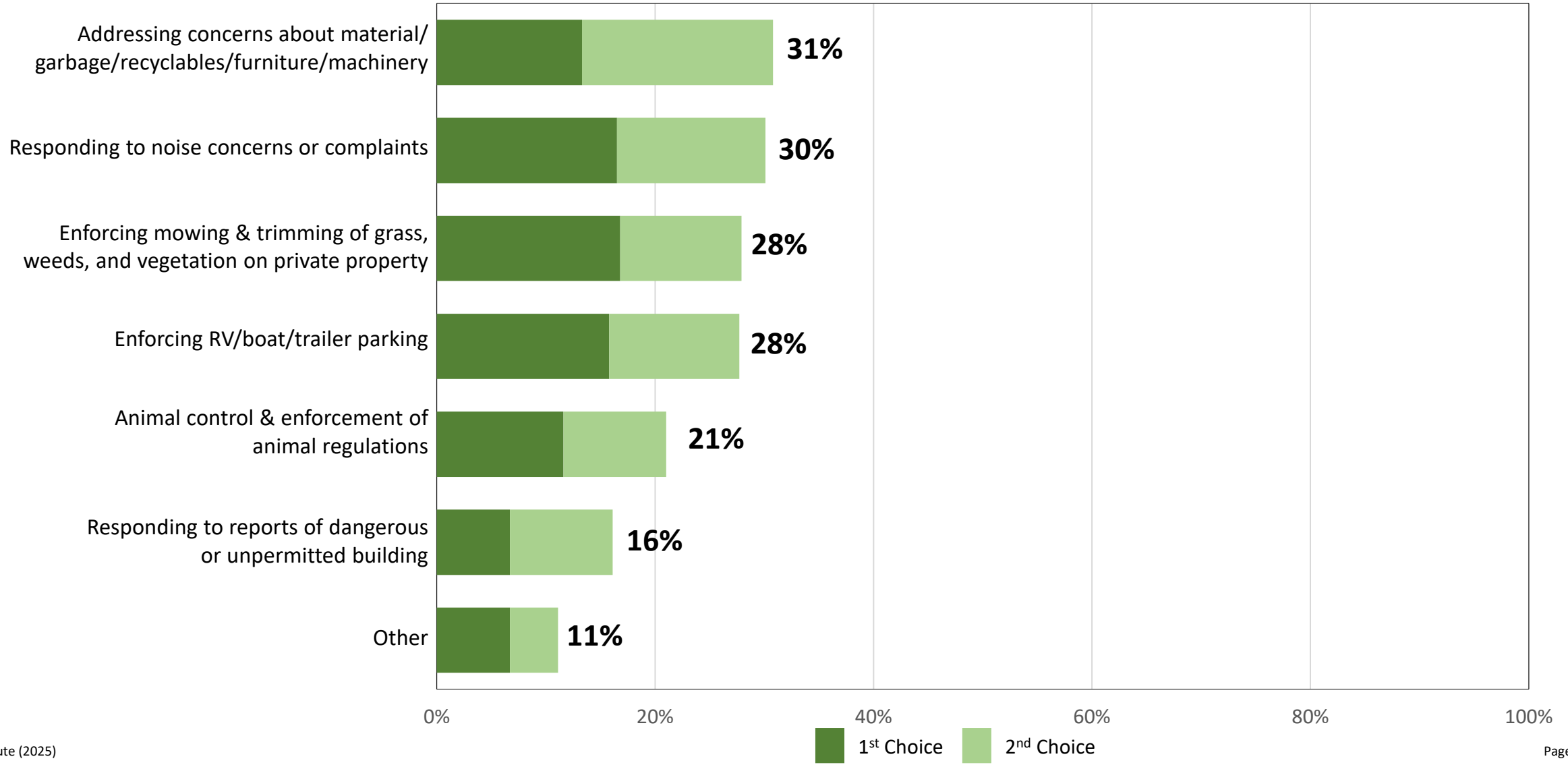
# Q13. Satisfaction with Code Enforcement

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



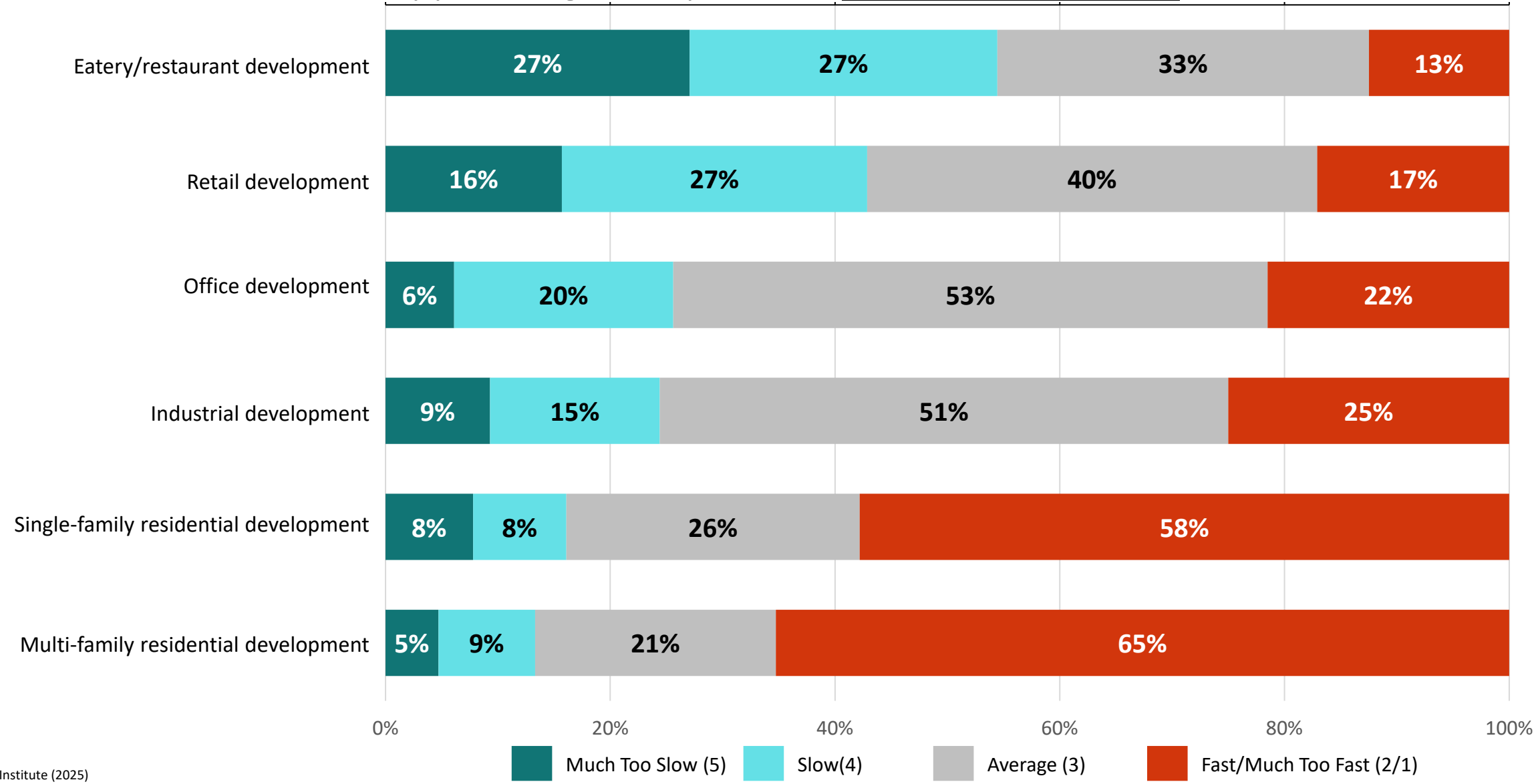
# Q14. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

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



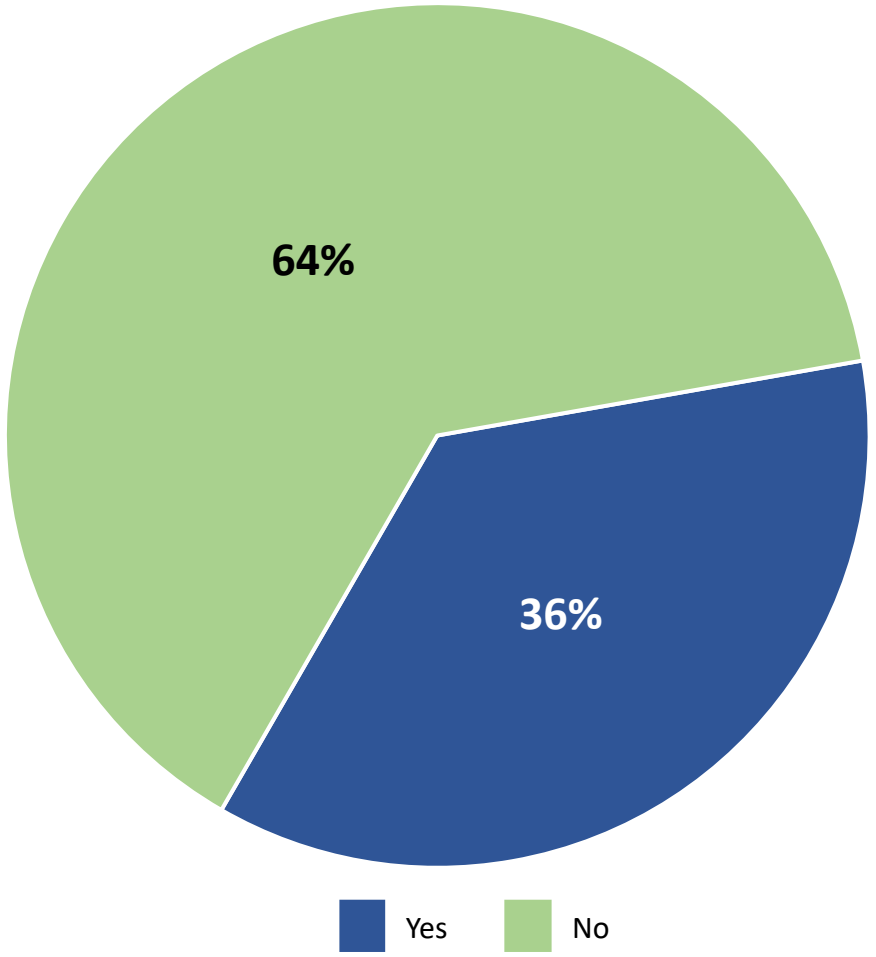
# Q15. Current Pace of Development in Each of the Following Areas

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



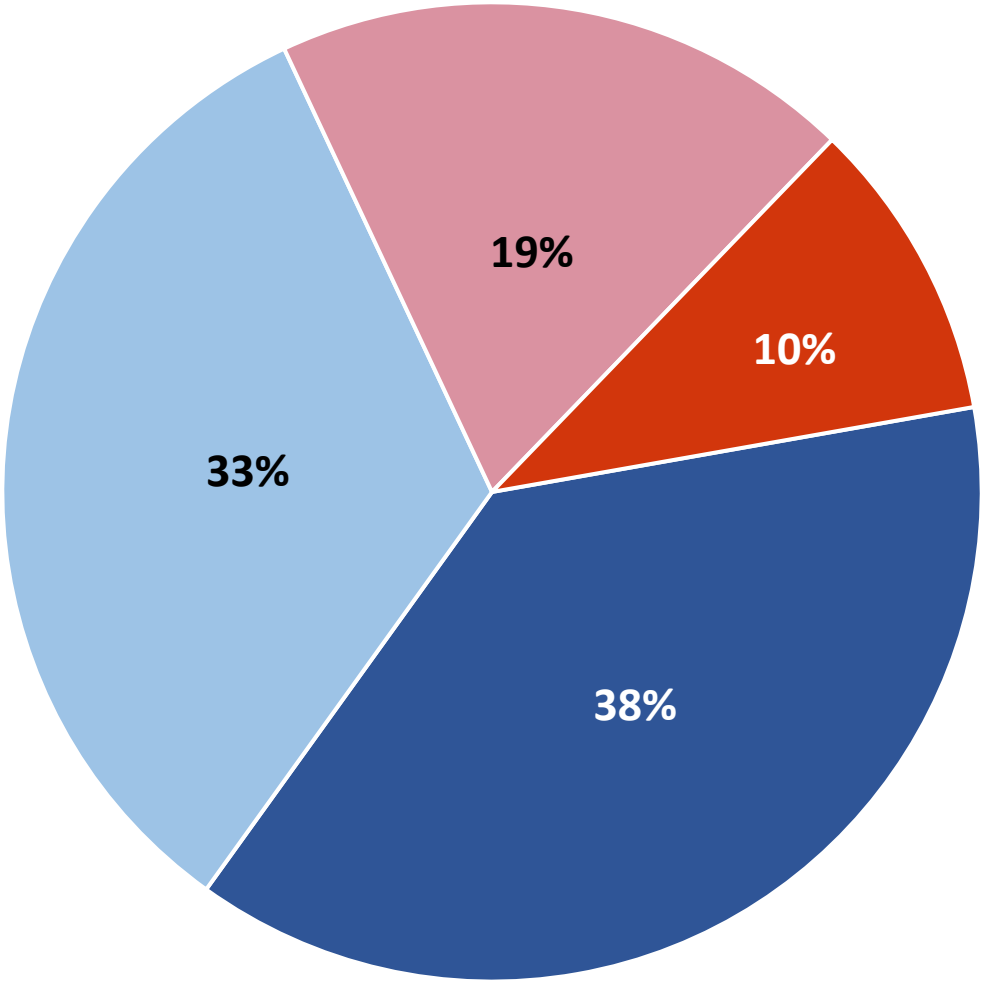
# Q16. Have you called, emailed, or visited the City with a question or to report a problem or complaint during the past year?

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



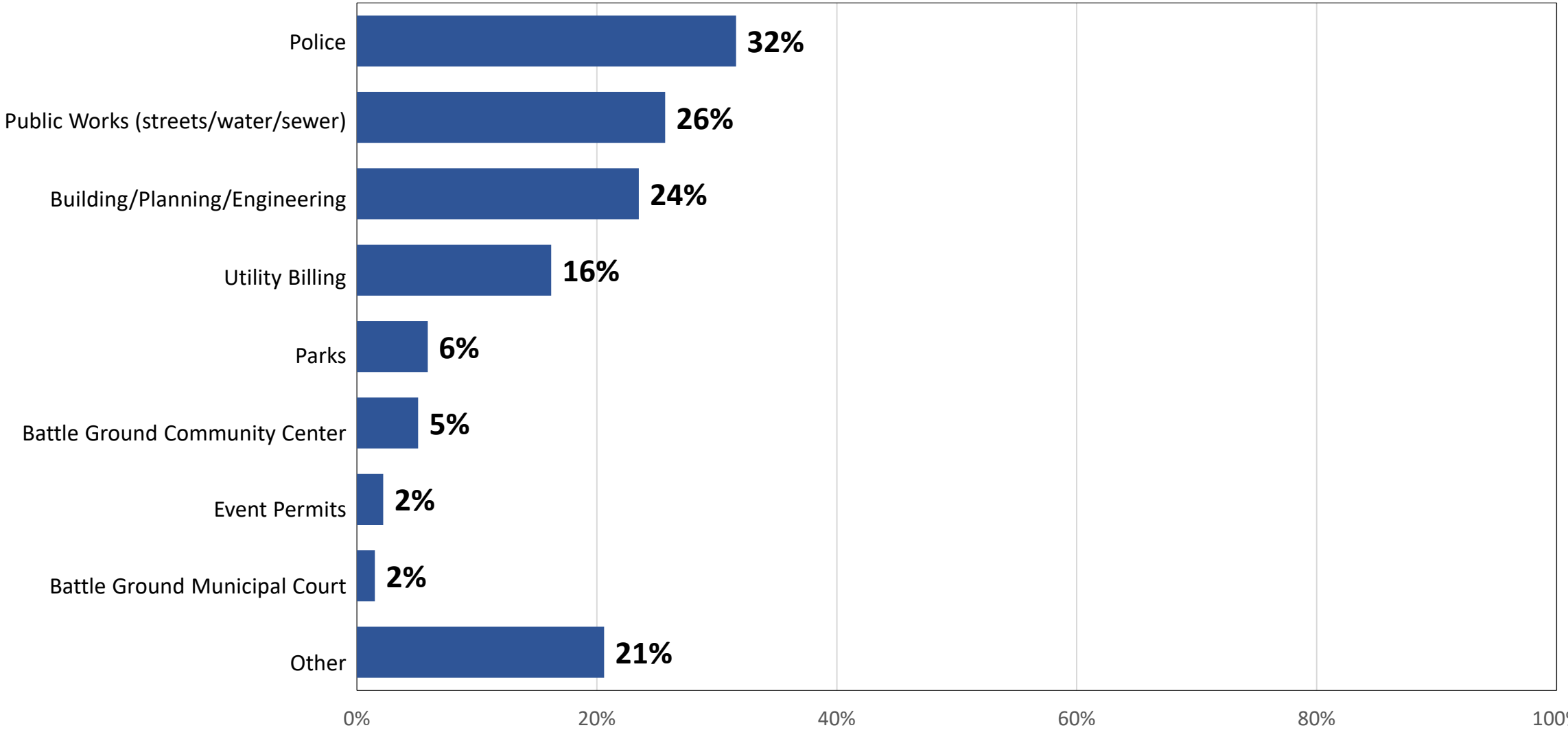
# Q16a. How easy was it to contact the person you needed to reach?

by percentage of respondents who contacted with City during the past year (excluding "don't know")



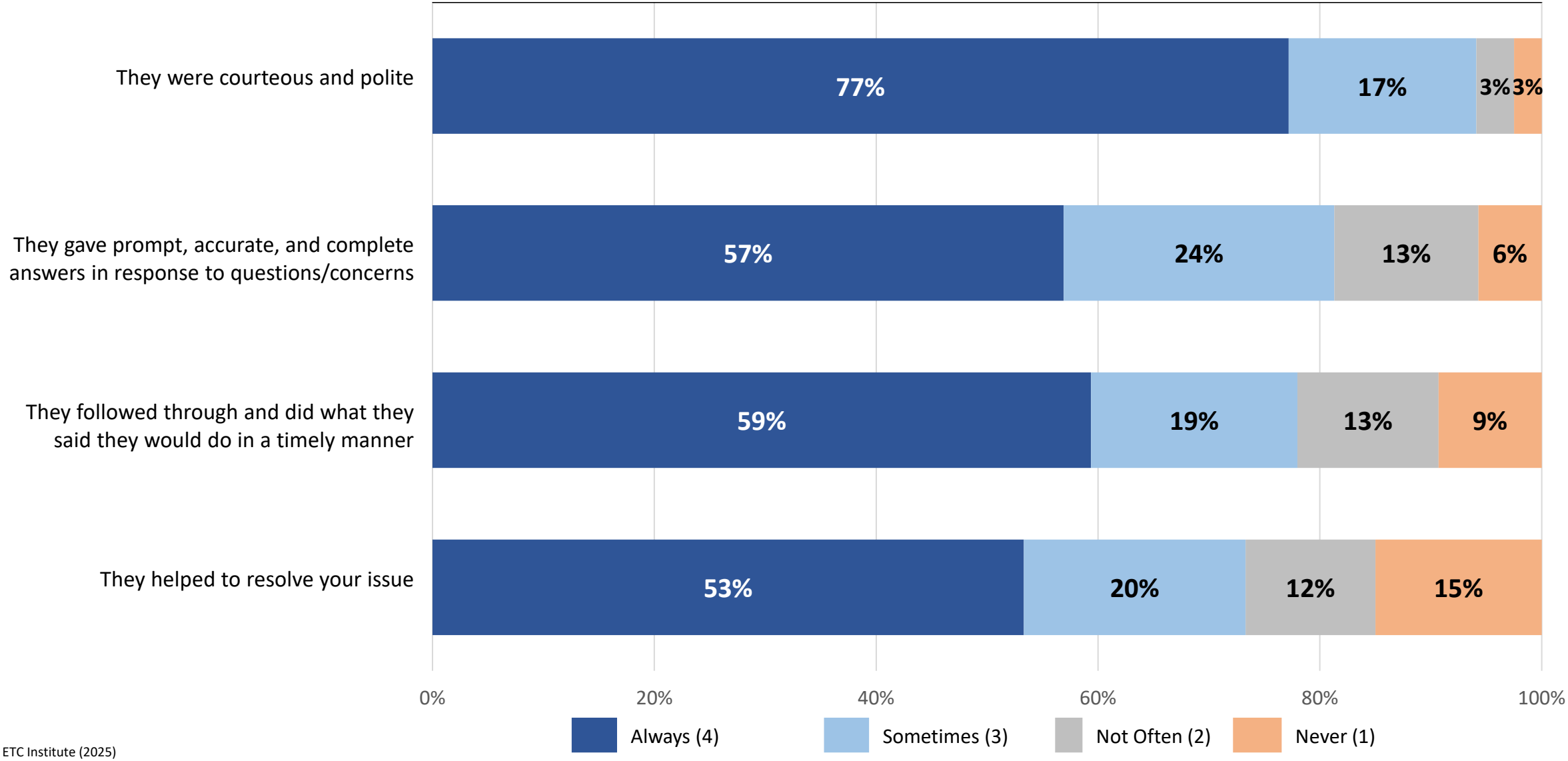
# Q16b. What department did you contact?

by percentage of respondents who contacted with City during the past year
(multiple selections could be made)



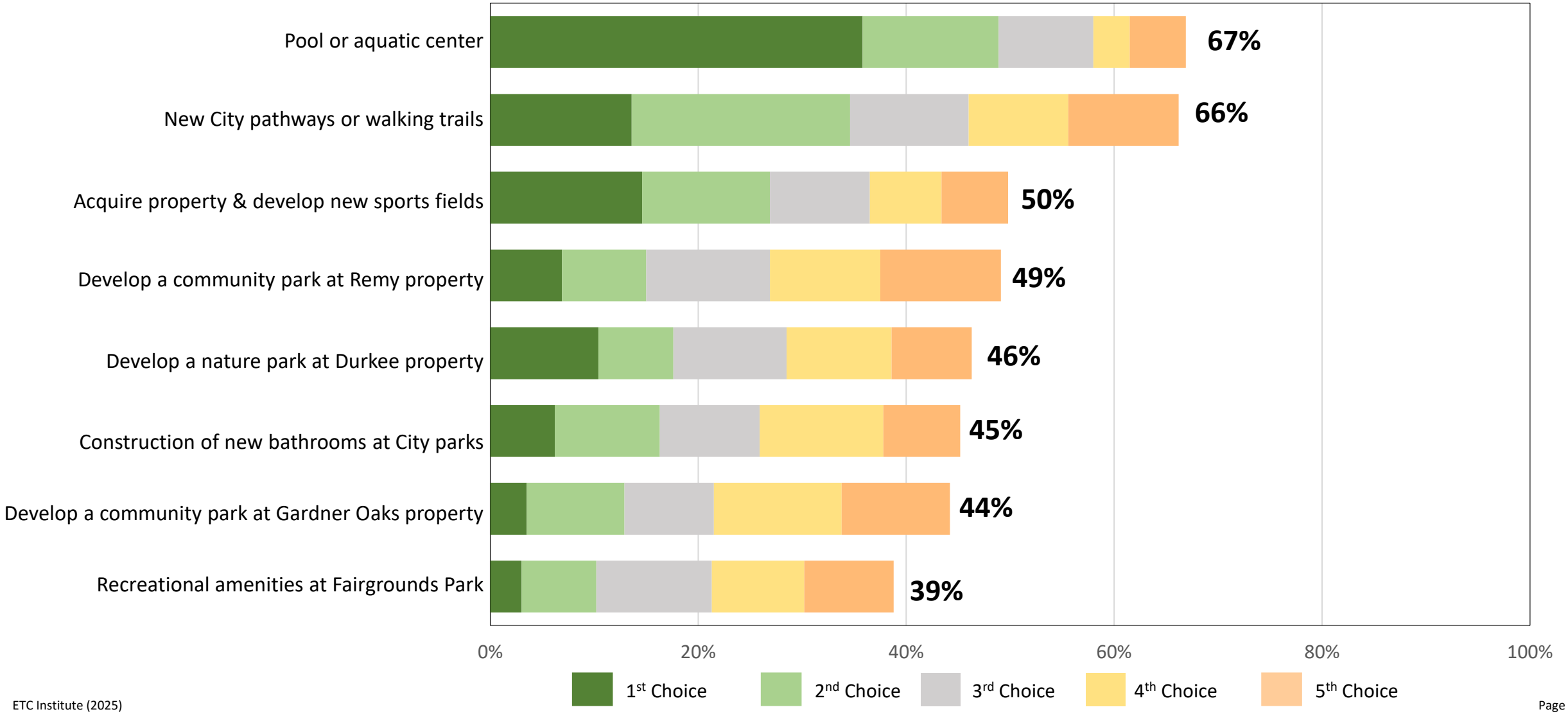
# Q16c. Frequency That City Employees Displayed the Following Behaviors

by percentage of respondents who contacted with City during the past year (excluding "don't know")



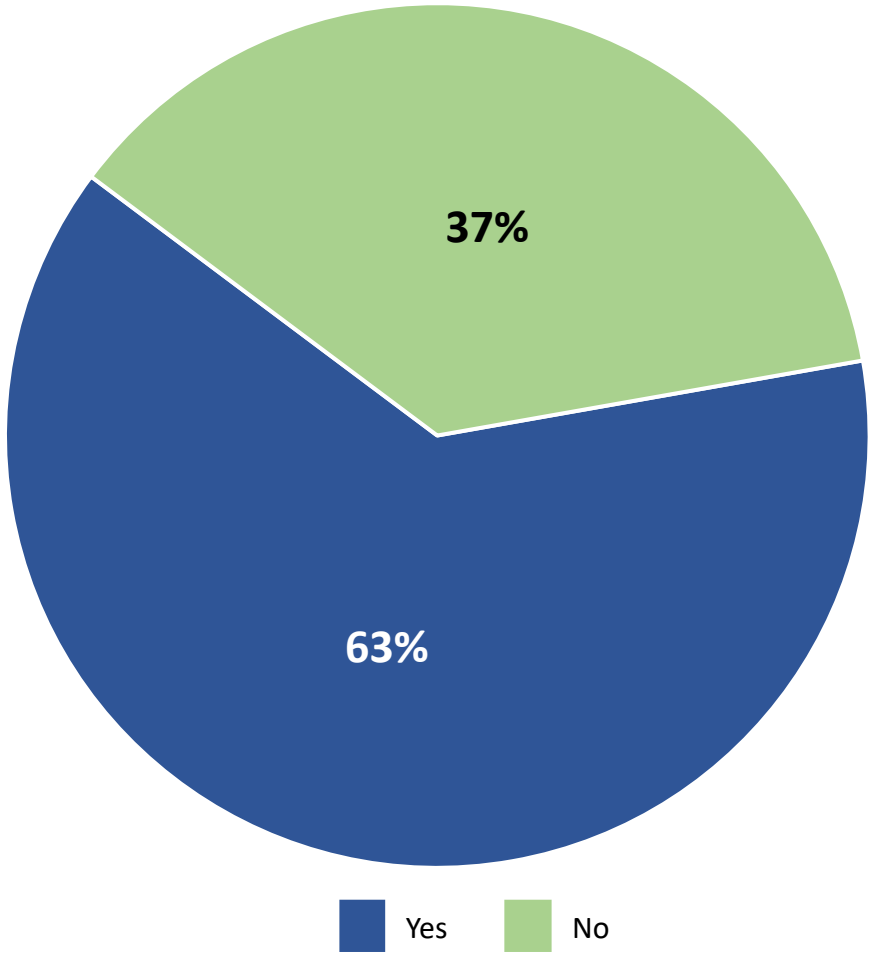
# Q17. Unfunded Parks, Recreation, or Public Facilities Projects That Should Be the Top Priorities for the City

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



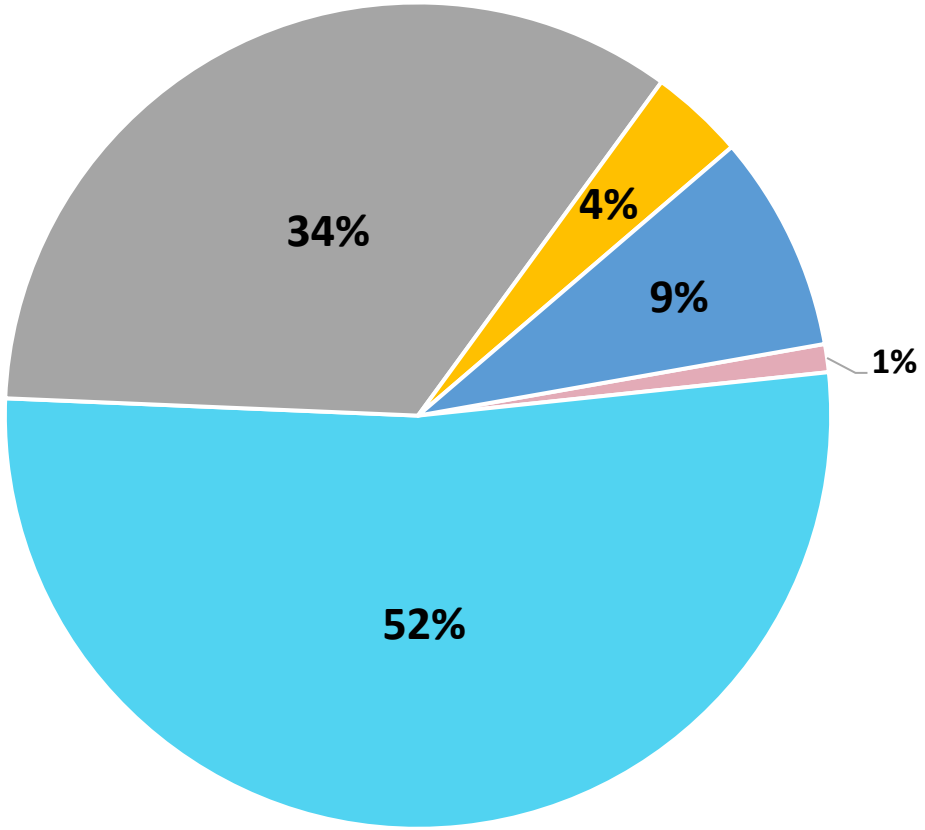
# Q18. Would you still support any of your priority parks projects if it required an increase in taxes or fees or a bond measure approved by voters?

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



# Q18a. Please select the maximum amount of additional property tax you would be willing to support to fund the construction of parks, recreation, or public facilities projects

by percentage of respondents who answered "yes" to Question 18 (excluding "not provided")




Nothing

$0.25 per $1,000 assessed value

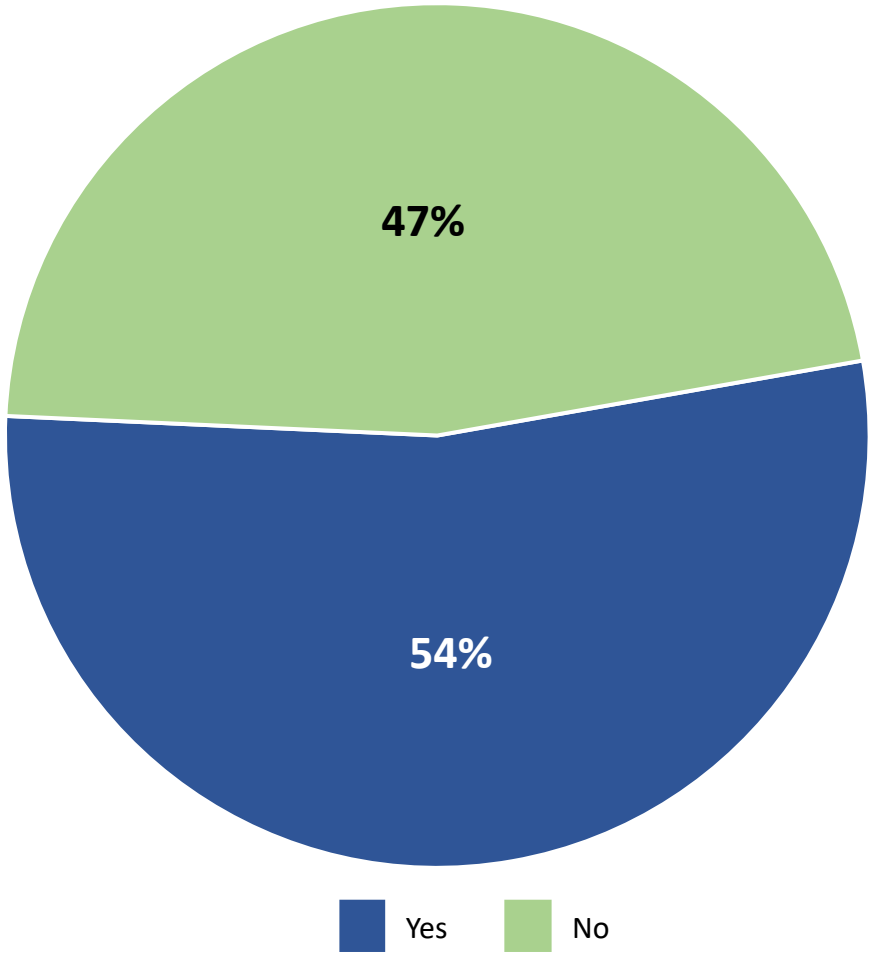
$0.50 per $1,000 assessed value

$0.75 per $1,000 assessed value

$1.00 per $1,000 assessed value

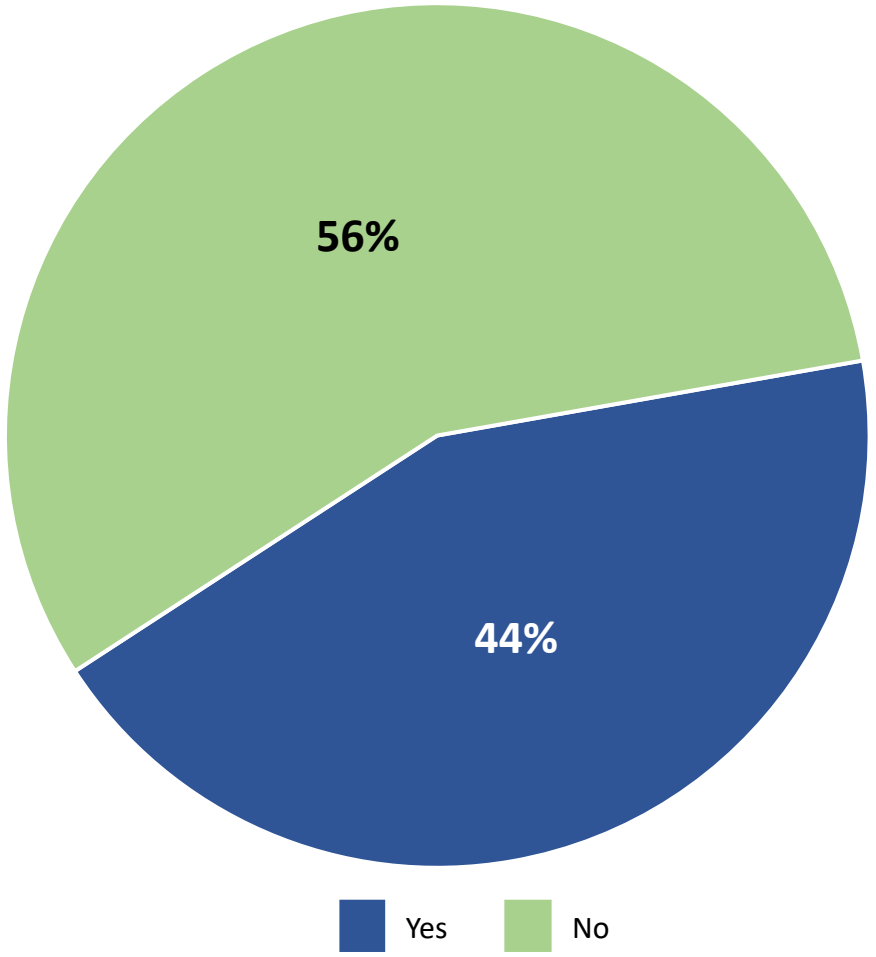
# Q19. Would you support a restriction that would limit the use of personal fireworks within City limits to a “Safe and Sane” fireworks?

by percentage of respondents (excluding “don’t know”)



# Q20. Would you support a ban on the use of all personal fireworks within the City limits?

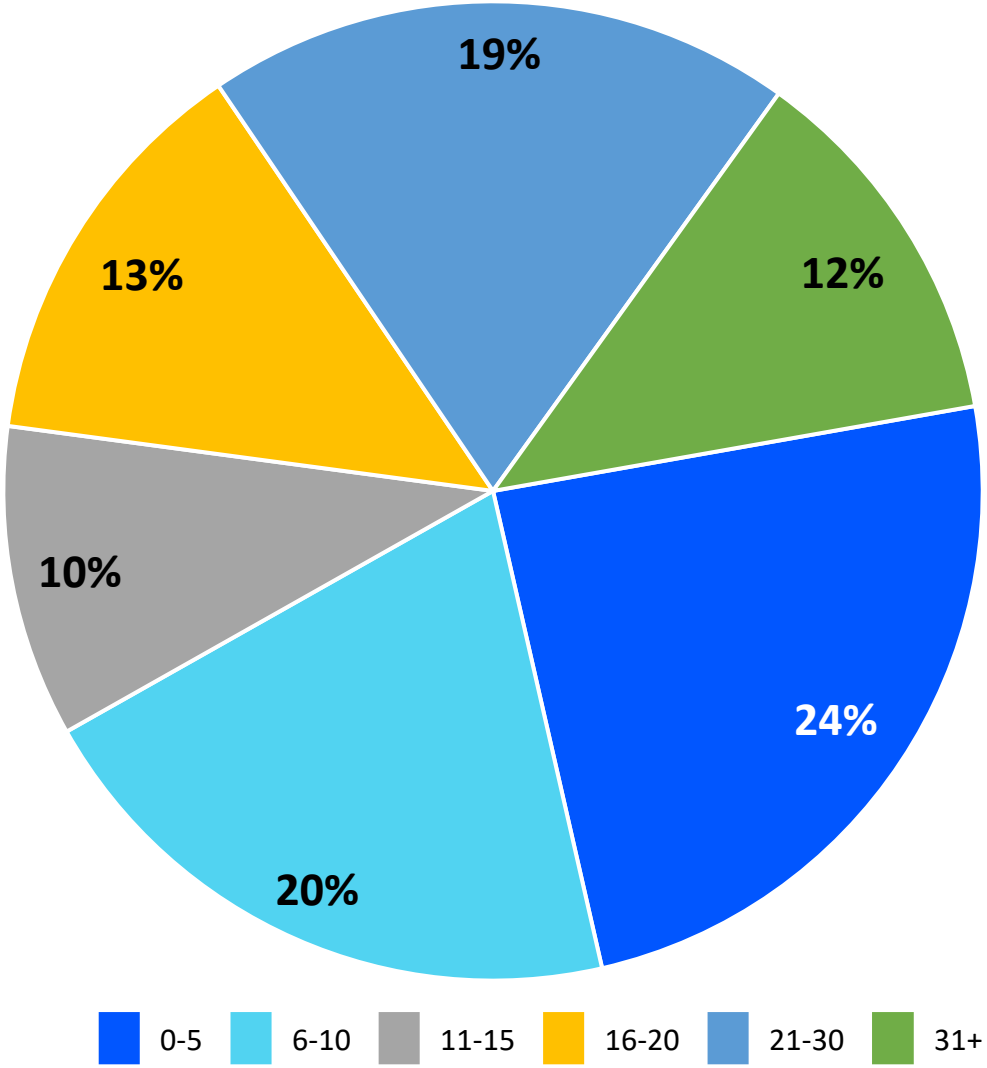
by percentage of respondents (excluding "don't know")



# Demographics

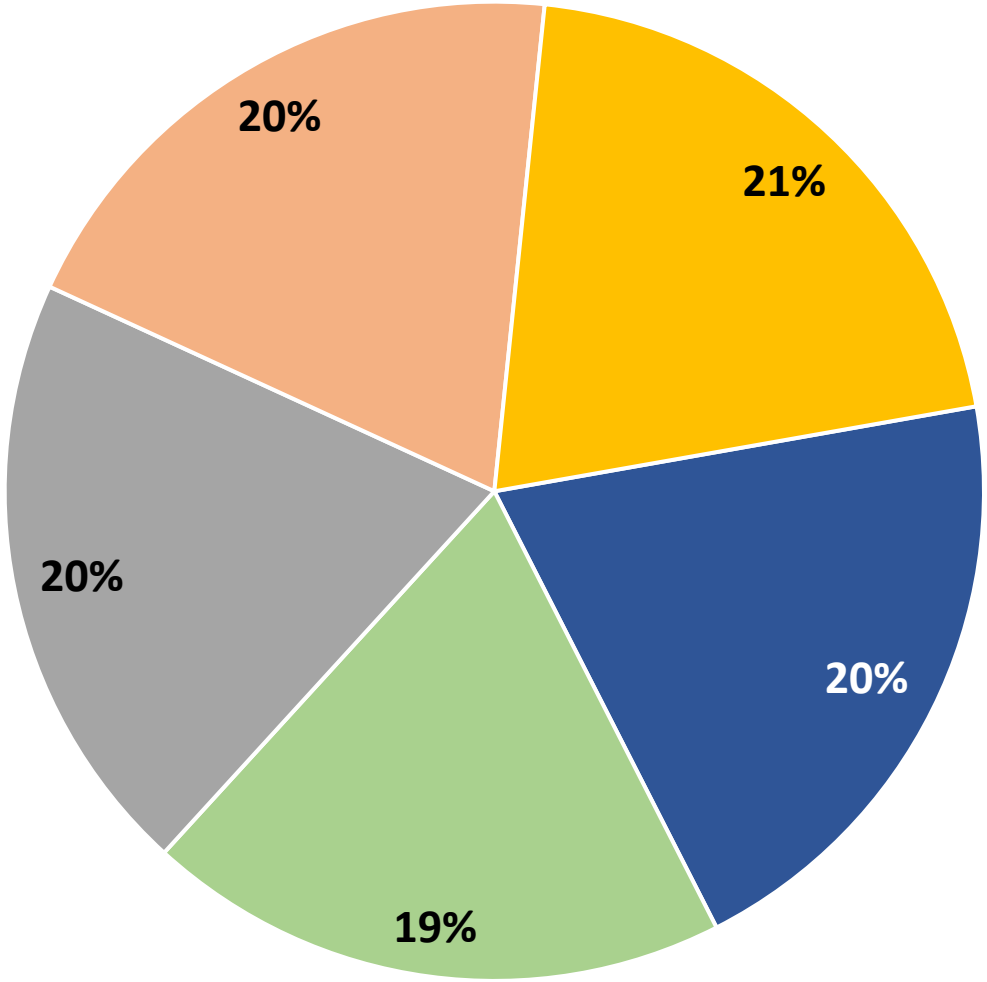
# Q21. Approximately how many years have you lived in Battle Ground?

by percentage of respondents (excluding "not provided")



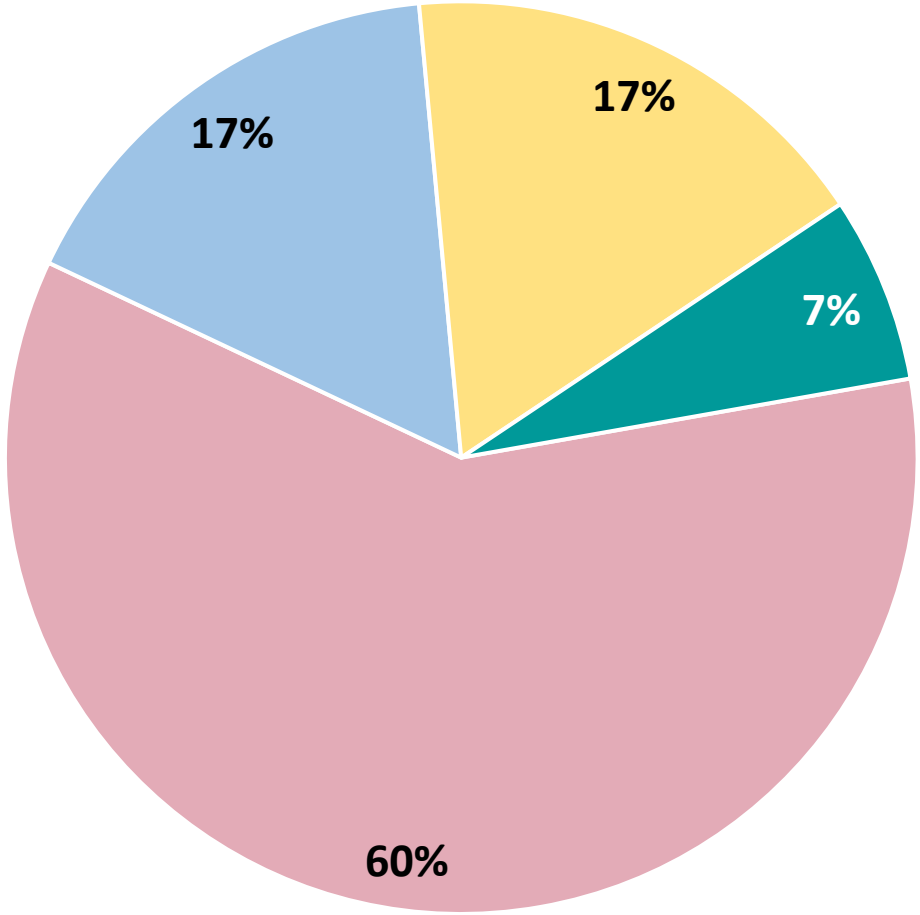
# Q22. What Is Your Age?

by percentage of respondents (excluding "not provided")



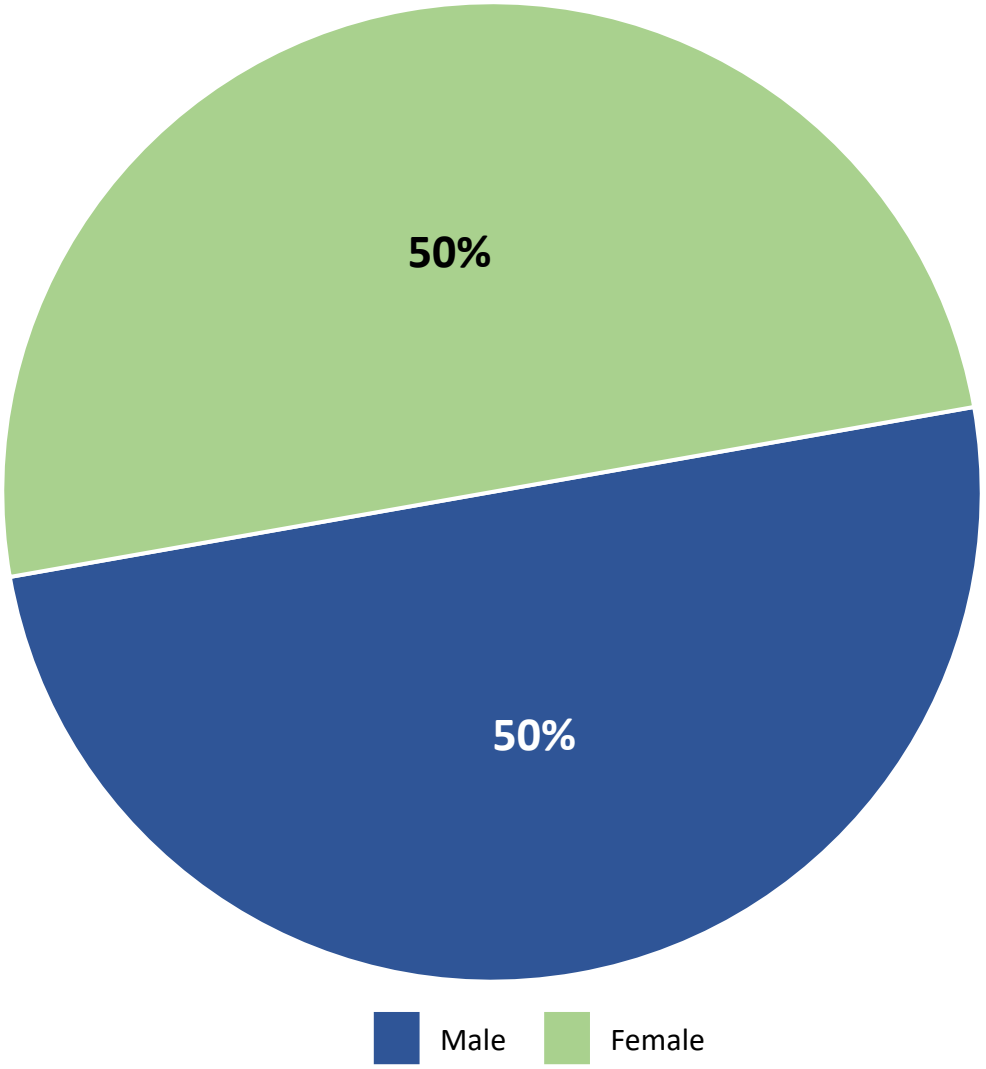
# Q23. How many children under the age of 18 live in your household?

by percentage of respondents (excluding “not provided”)



# Q24. What is your gender?

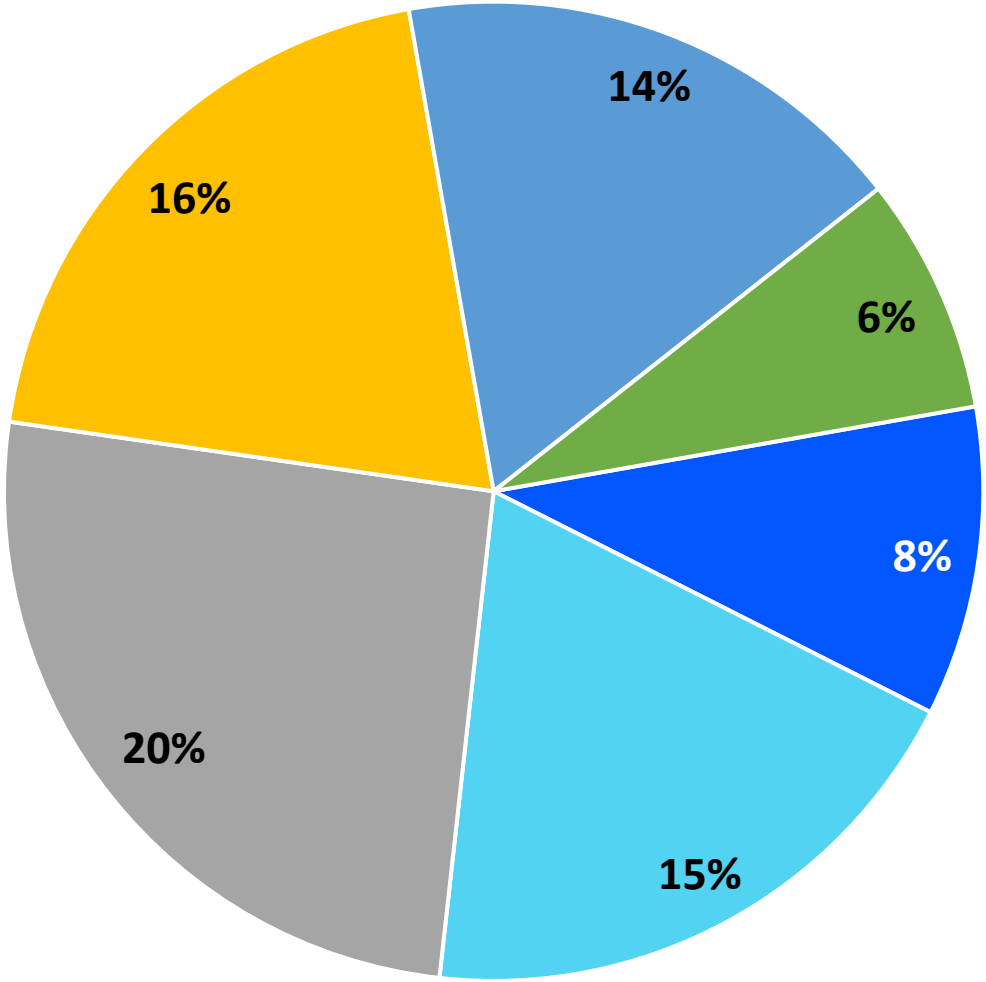
by percentage of respondents (excluding "not provided")




*0.3% of respondents selected "other"

# Q25. What is your total annual household income?

by percentage of respondents (excluding “prefer not to say”)



# 2 Benchmarking Analysis

# Benchmarking Analysis

## Overview

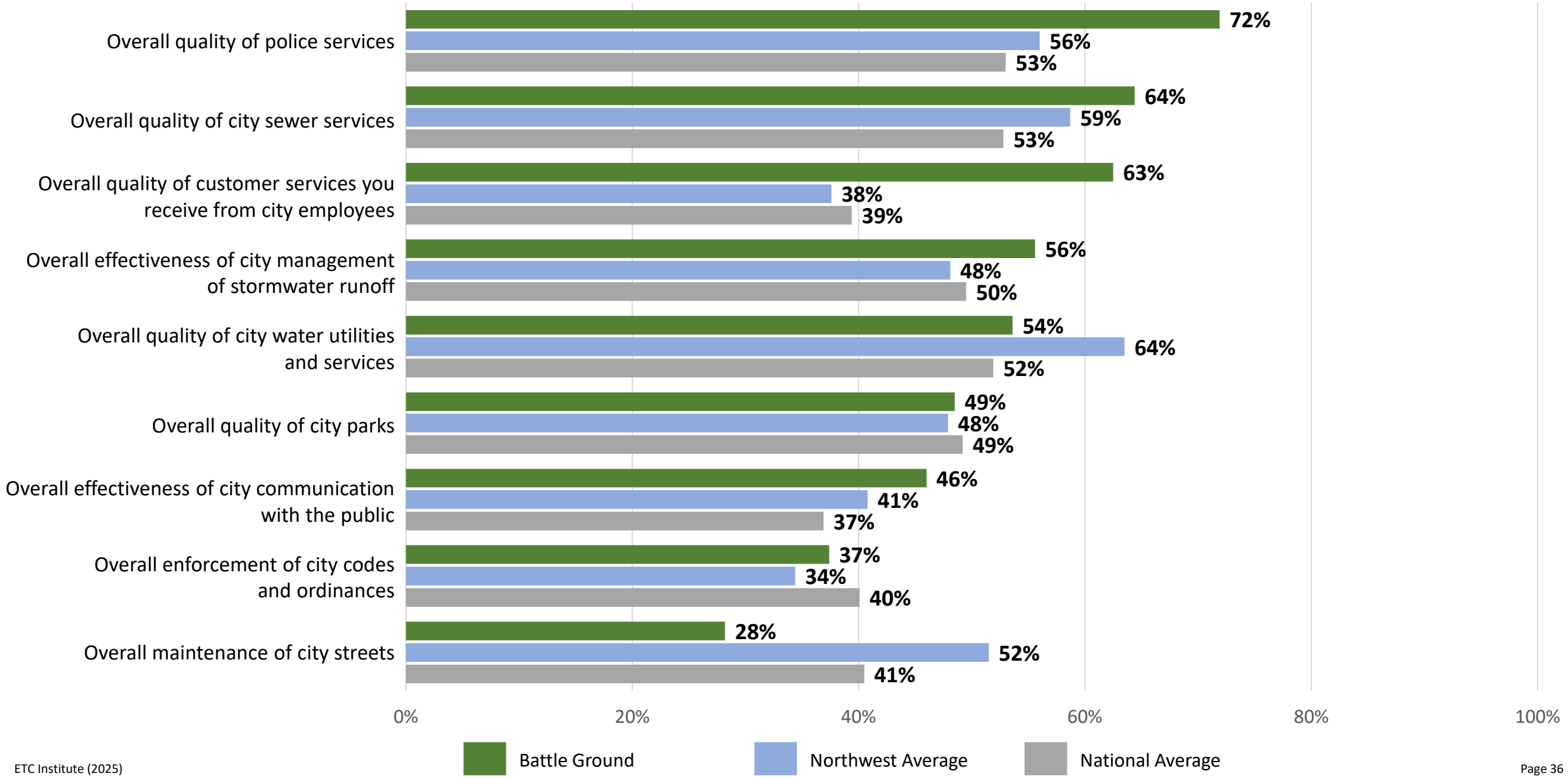
ETC Institute's *DirectionFinder®* program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating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

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

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

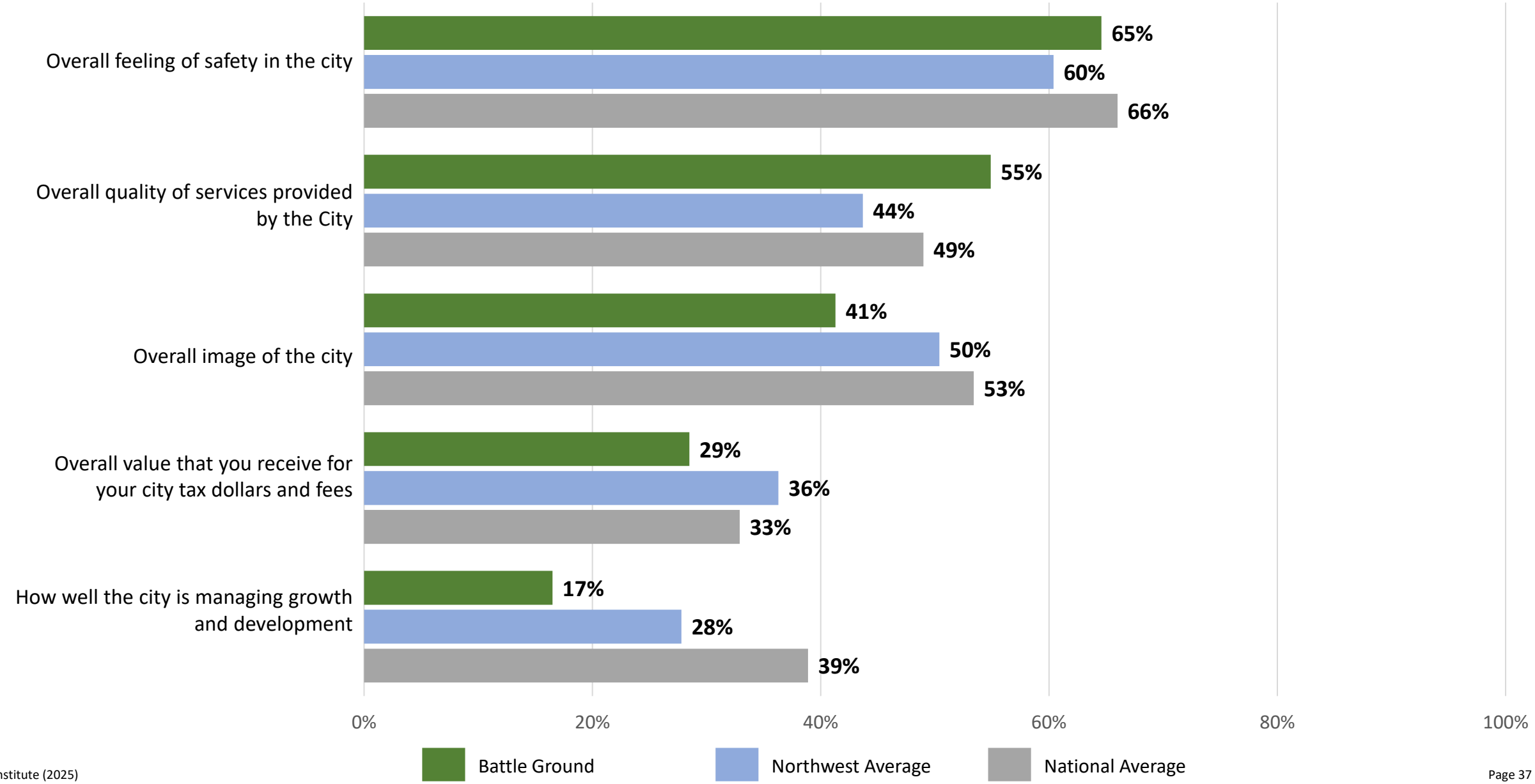
# Major Categories of City Services

## Battle Ground vs. Northwest Average vs. National Average



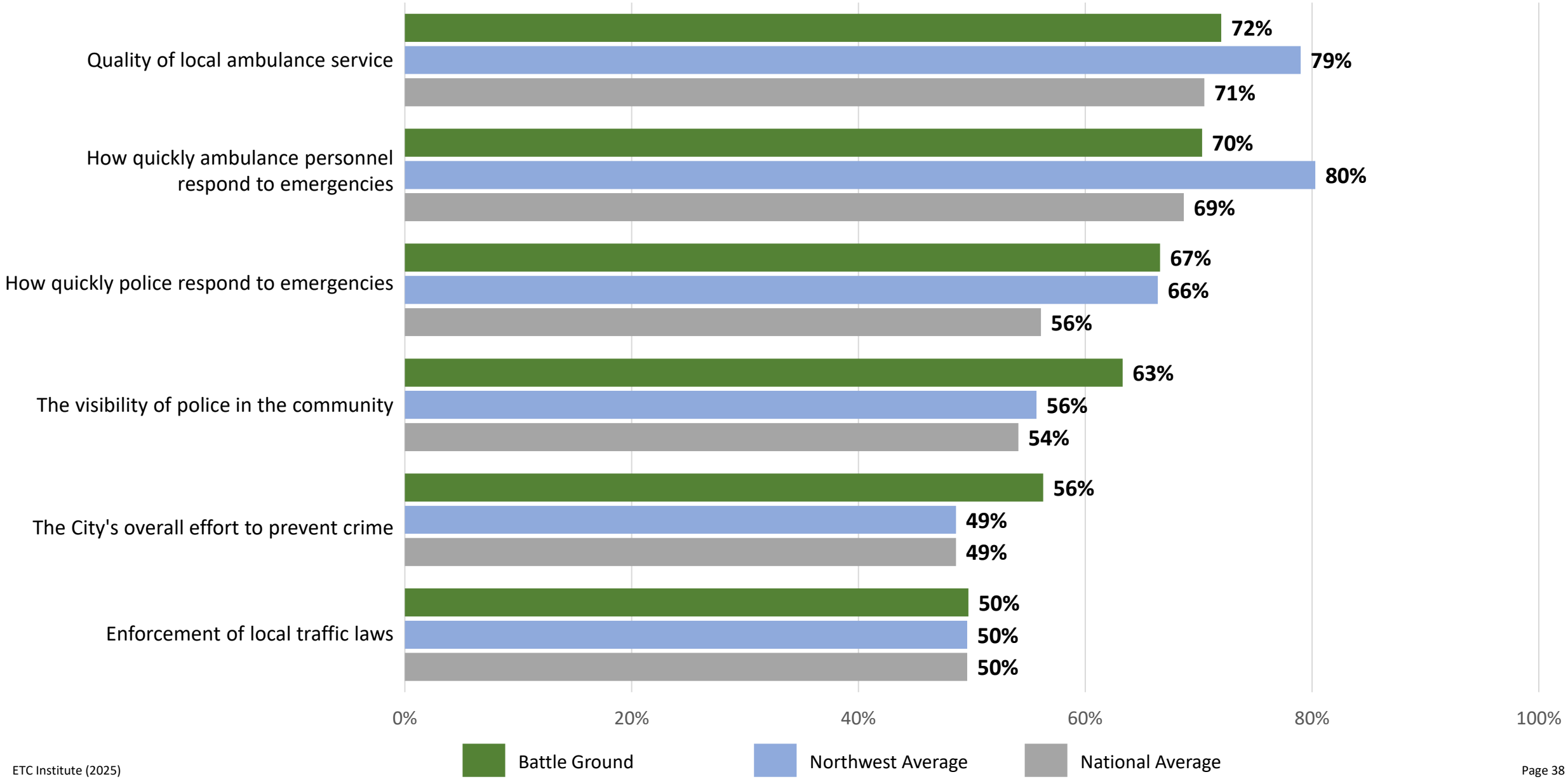
# Perceptions of the City

## Battle Ground vs. Northwest Average vs. National Average



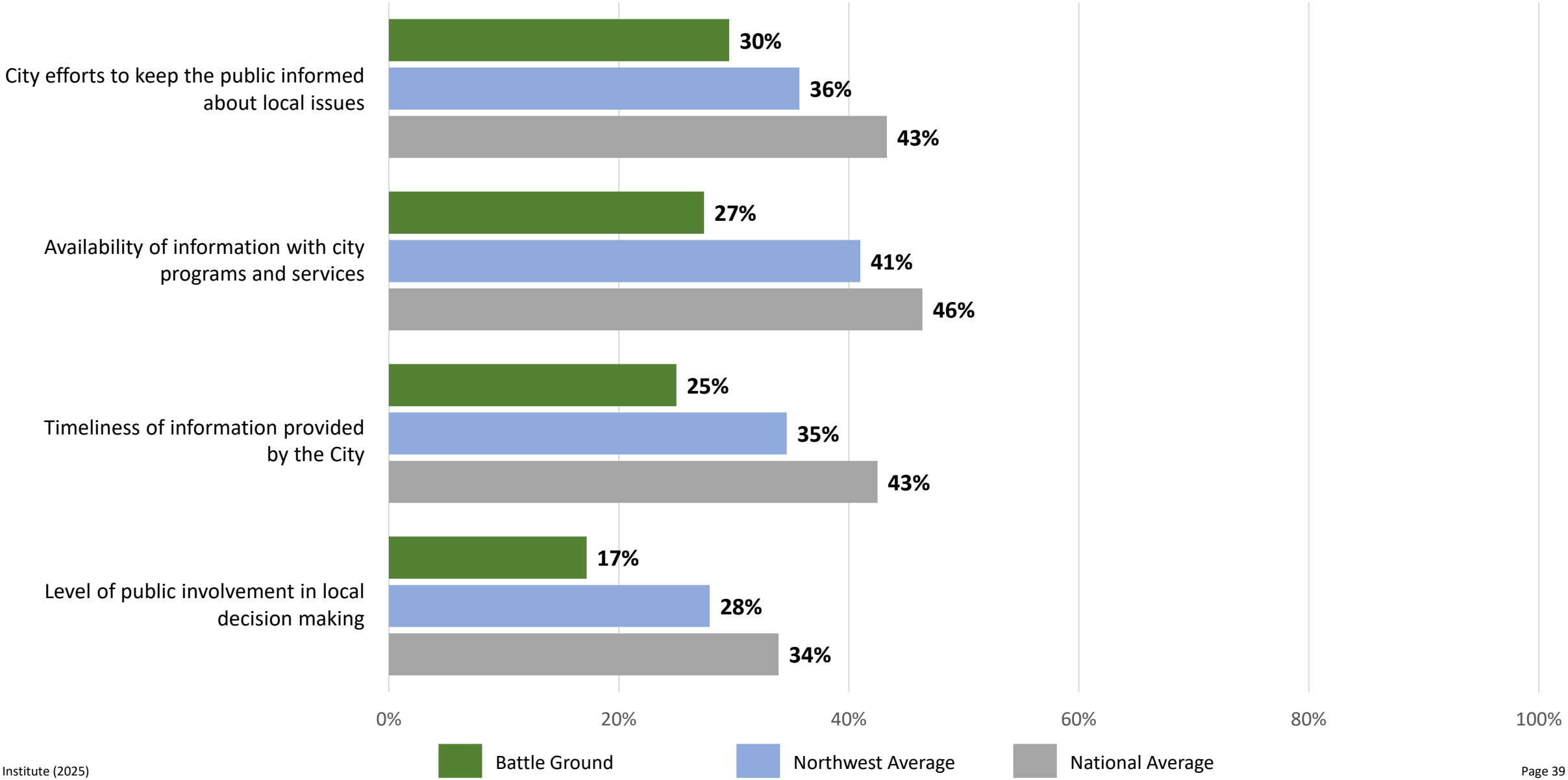
# Public Safety

## Battle Ground vs. Northwest Average vs. National Average



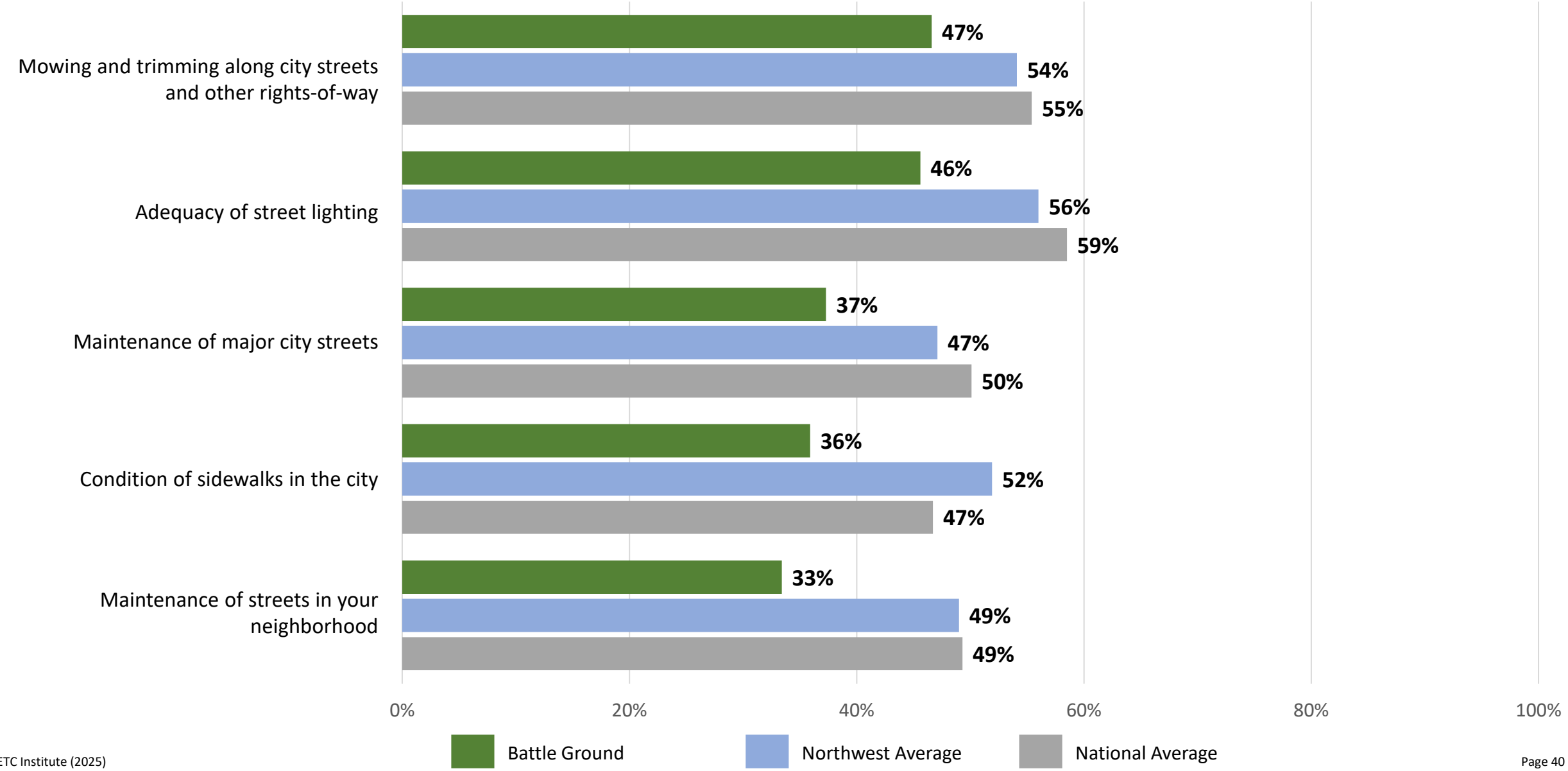
# Community Outreach

## Battle Ground vs. Northwest Average vs. National Average



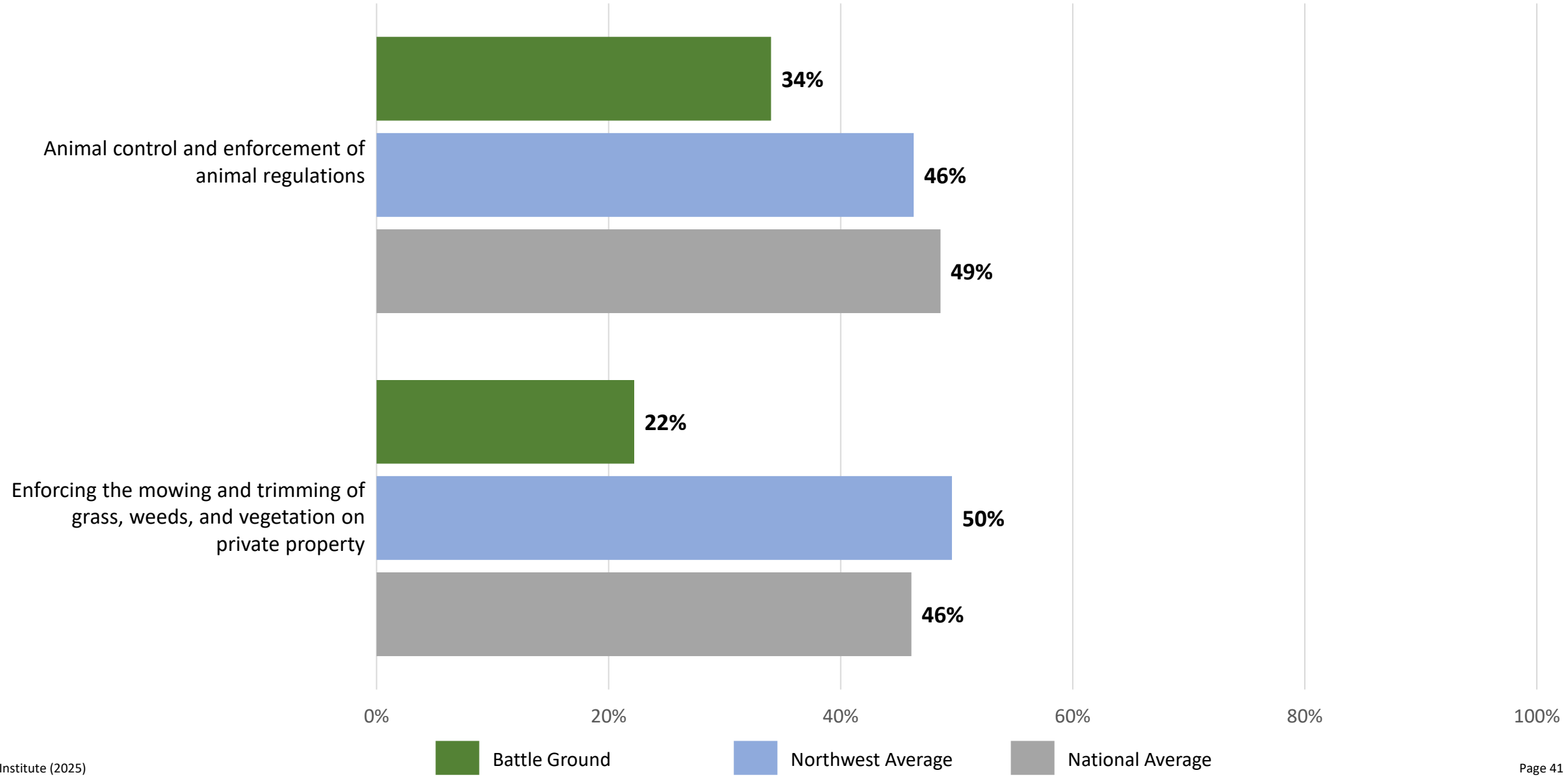
# City Streets/Sidewalks

## Battle Ground vs. Northwest Average vs. National Average



# Code Enforcement

## Battle Ground vs. Northwest Average vs. National Average



# 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 most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

**I-S Rating = Importance x (1-Satisfaction)**

## Example of the Calculation

Respondents were asked to identify the major categories of City services that are most important to emphasize over the next two years. More than two-thirds (68.7%) of the respondent households selected *"overall maintenance of city streets"* as one of the services that are most important to emphasize over the next two years.

With regard to satisfaction, 28.2% of respondents surveyed rated *"overall 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, 68.7% was multiplied by 71.8% (1-0.282). This calculation yielded an I-S rating of 0.4933, which ranked first out of eleven major 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 two or 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 most important areas.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. 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 Battle Ground are provided on the following pages.

# 2025 Importance-Satisfaction Rating
## Battle Ground, WA
## Major Categories of City Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **Very High Priority (IS >.20)** | | | | | | |
| Overall maintenance of city streets | 69% | 1 | 28% | 10 | 0.4933 | 1 |
| Overall effectiveness of city economic development efforts | 39% | 2 | 28% | 11 | 0.2790 | 2 |
| **High Priority (IS .10-.20)** | | | | | | |
| Overall enforcement of city codes and ordinances | 30% | 5 | 37% | 9 | 0.1872 | 3 |
| Overall quality of city parks | 33% | 3 | 49% | 7 | 0.1715 | 4 |
| Overall effectiveness of city communication with the public | 24% | 7 | 46% | 8 | 0.1307 | 5 |
| Overall quality of city water utilities and services | 25% | 6 | 54% | 6 | 0.1160 | 6 |
| **Medium Priority (IS <.10)** | | | | | | |
| Overall quality of police services | 30% | 4 | 72% | 2 | 0.0846 | 7 |
| Overall effectiveness of city management of stormwater runoff | 8% | 9 | 56% | 5 | 0.0342 | 8 |
| Overall quality of ambulance services | 10% | 8 | 75% | 1 | 0.0251 | 9 |
| Overall quality of city sewer services | 4% | 10 | 64% | 3 | 0.0146 | 10 |
| Overall quality of customer services you receive from city employees | 3% | 11 | 63% | 4 | 0.0128 | 11 |

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

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

# 2025 Importance-Satisfaction Rating
## Battle Ground, WA
## Public Safety

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **Very High Priority (IS >.20)** | | | | | | |
| The City's overall effort to prevent crime | **52%** | **1** | **56%** | **5** | **0.2290** | **1** |
| **High Priority (IS .10-.20)** | | | | | | |
| Enforcement of local traffic laws | **34%** | **2** | **50%** | **6** | **0.1725** | **2** |
| The visibility of police in the community | **34%** | **3** | **63%** | **4** | **0.1233** | **3** |
| **Medium Priority (IS <.10)** | | | | | | |
| Parking enforcement services | **17%** | **5** | **41%** | **7** | **0.0986** | **4** |
| Quality of animal control services | **10%** | **6** | **37%** | **8** | **0.0660** | **5** |
| How quickly police respond to emergencies | **18%** | **4** | **67%** | **3** | **0.0605** | **6** |
| How quickly ambulance personnel respond to emergencies | **8%** | **7** | **70%** | **2** | **0.0229** | **7** |
| Quality of local ambulance service | **6%** | **8** | **72%** | **1** | **0.0160** | **8** |

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

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

# 2025 Importance-Satisfaction Rating
## Battle Ground, WA
## Parks

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **Very High Priority (IS >.20)** | | | | | | |
| Appearance and maintenance of existing city parks and recreational facilities | **51%** | **2** | **46%** | **2** | **0.2753** | **1** |
| Quality of park facilities such as playgrounds, open space, and picnic shelters | **52%** | **1** | **48%** | **1** | **0.2694** | **2** |
| Quality of outdoor athletic facilities | **40%** | **3** | **34%** | **4** | **0.2628** | **3** |
| Number of city parks | **33%** | **4** | **38%** | **3** | **0.2077** | **4** |

**Most Important %:**

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

**Satisfaction %:**

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

# 2025 Importance-Satisfaction Rating
## Battle Ground, WA
## Community Outreach

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **Very High Priority (IS >.20)** | | | | | | |
| City efforts to keep the public informed about local issues | **58%** | **1** | **30%** | **2** | **0.4104** | **1** |
| Level of public involvement in local decision making | **46%** | **2** | **17%** | **6** | **0.3801** | **2** |
| Availability of information with city programs and services | **35%** | **3** | **27%** | **3** | **0.2512** | **3** |
| **High Priority (IS .10-.20)** | | | | | | |
| Timeliness of information provided by the City | **18%** | **4** | **25%** | **4** | **0.1313** | **4** |
| **Medium Priority (IS <.10)** | | | | | | |
| City email information update service | **11%** | **5** | **22%** | **5** | **0.0830** | **5** |
| Overall quality of the City's website and social media | **10%** | **6** | **37%** | **1** | **0.0657** | **6** |

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

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

# 2025 Importance-Satisfaction Rating
## Battle Ground, WA
## City Streets/Sidewalks

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **Very High Priority (IS >.20)** | | | | | | |
| Maintenance of major city streets | 54% | 1 | 37% | 3 | 0.3392 | 1 |
| Maintenance of streets in your neighborhood | 47% | 2 | 33% | 5 | 0.3157 | 2 |
| Condition of sidewalks in the city | 37% | 3 | 36% | 4 | 0.2359 | 3 |
| **High Priority (IS .10-.20)** | | | | | | |
| Adequacy of street lighting | 24% | 4 | 46% | 2 | 0.1289 | 4 |
| Mowing and trimming along city streets and other rights-of-way | 21% | 5 | 47% | 1 | 0.1137 | 5 |

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

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

# 2025 Importance-Satisfaction Rating
## Battle Ground, WA
## Codes and Ordinances

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|---|---|---|---|---|---|
| **Very High Priority (IS >.20)** | | | | | | |
| Addressing concerns about material, garbage, recyclables, furniture | 31% | 1 | 22% | 6 | 0.2412 | 1 |
| Enforcing the mowing and trimming of grass, weeds, and vegetation on private property | 28% | 3 | 22% | 5 | 0.2171 | 2 |
| Enforcing RV/Boat/Trailer parking | 28% | 4 | 25% | 4 | 0.2078 | 3 |
| Responding to noise concerns or complaints | 30% | 2 | 31% | 2 | 0.2068 | 4 |
| **High Priority (IS .10-.20)** | | | | | | |
| Animal control and enforcement of animal regulations | 21% | 5 | 34% | 1 | 0.1386 | 5 |
| Responding to reports of dangerous or unpermitted building | 16% | 6 | 27% | 3 | 0.1172 | 6 |
| Other | 11% | 7 | 5% | 7 | 0.1059 | 7 |

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

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

# 4 Tabular Data

## Q1. OVERALL SATISFACTION. Major categories of services provided by the City of Battle Ground are listed below. Please rate each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|---|---|---|---|---|---|
| Q1-1. Overall quality of police services | 26.2% | 42.2% | 18.3% | 6.9% | 1.5% | 4.9% |
| Q1-2. Overall quality of ambulance services | 24.9% | 33.1% | 18.0% | 0.2% | 1.0% | 22.7% |
| Q1-3. Overall quality of City parks | 9.9% | 36.0% | 30.4% | 14.6% | 3.7% | 5.4% |
| Q1-4. Overall maintenance of City streets | 3.5% | 24.7% | 17.8% | 33.1% | 21.0% | 0.0% |
| Q1-5. Overall quality of City water utilities & services | 12.6% | 39.8% | 23.2% | 15.1% | 7.2% | 2.2% |
| Q1-6. Overall quality of City sewer services | 16.8% | 44.0% | 26.2% | 5.7% | 1.7% | 5.7% |
| Q1-7. Overall effectiveness of City management of stormwater runoff | 12.3% | 38.0% | 30.6% | 7.4% | 2.2% | 9.4% |
| Q1-8. Overall enforcement of City codes & ordinances | 6.9% | 27.4% | 29.4% | 20.0% | 7.9% | 8.4% |
| Q1-9. Overall quality of customer services you receive from City employees | 21.0% | 32.6% | 28.1% | 2.5% | 1.5% | 14.3% |
| Q1-10. Overall effectiveness of City communication with the public | 8.1% | 35.3% | 30.4% | 15.6% | 4.9% | 5.7% |
| Q1-11. Overall effectiveness of City economic development efforts | 5.4% | 18.5% | 25.9% | 23.5% | 12.1% | 14.6% |

**WITHOUT "DON'T KNOW"**

**Q1. OVERALL SATISFACTION. Major categories of services provided by the City of Battle Ground are listed below. Please rate each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| Q1-1. Overall quality of police services | 27.5% | 44.4% | 19.2% | 7.3% | 1.6% |
| Q1-2. Overall quality of ambulance services | 32.3% | 42.8% | 23.3% | 0.3% | 1.3% |
| Q1-3. Overall quality of City parks | 10.4% | 38.1% | 32.1% | 15.4% | 3.9% |
| Q1-4. Overall maintenance of City streets | 3.5% | 24.7% | 17.8% | 33.1% | 21.0% |
| Q1-5. Overall quality of City water utilities & services | 12.9% | 40.7% | 23.7% | 15.4% | 7.3% |
| Q1-6. Overall quality of City sewer services | 17.8% | 46.6% | 27.7% | 6.0% | 1.8% |
| Q1-7. Overall effectiveness of City management of stormwater runoff | 13.6% | 42.0% | 33.8% | 8.2% | 2.5% |
| Q1-8. Overall enforcement of City codes & ordinances | 7.5% | 29.9% | 32.1% | 21.8% | 8.6% |
| Q1-9. Overall quality of customer services you receive from City employees | 24.5% | 38.0% | 32.9% | 2.9% | 1.7% |
| Q1-10. Overall effectiveness of City communication with the public | 8.6% | 37.4% | 32.2% | 16.5% | 5.2% |
| Q1-11. Overall effectiveness of City economic development efforts | 6.4% | 21.7% | 30.3% | 27.5% | 14.2% |

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

| Q2. Top choice | Number | Percent |
|---|---|---|
| Overall quality of police services | 67 | 16.5 % |
| Overall quality of ambulance services | 11 | 2.7 % |
| Overall quality of City parks | 37 | 9.1 % |
| Overall maintenance of City streets | 155 | 38.3 % |
| Overall quality of City water utilities & services | 29 | 7.2 % |
| Overall quality of City sewer services | 1 | 0.2 % |
| Overall effectiveness of City management of stormwater runoff | 10 | 2.5 % |
| Overall enforcement of City codes & ordinances | 21 | 5.2 % |
| Overall quality of customer services you receive from City employees | 1 | 0.2 % |
| Overall effectiveness of City communication with the public | 13 | 3.2 % |
| Overall effectiveness of City economic development efforts | 42 | 10.4 % |
| None chosen | 18 | 4.4 % |
| Total | 405 | 100.0 % |

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

| Q2. 2nd choice | Number | Percent |
|---|---|---|
| Overall quality of police services | 32 | 7.9 % |
| Overall quality of ambulance services | 19 | 4.7 % |
| Overall quality of City parks | 48 | 11.9 % |
| Overall maintenance of City streets | 76 | 18.8 % |
| Overall quality of City water utilities & services | 34 | 8.4 % |
| Overall quality of City sewer services | 5 | 1.2 % |
| Overall effectiveness of City management of stormwater runoff | 12 | 3.0 % |
| Overall enforcement of City codes & ordinances | 54 | 13.3 % |
| Overall quality of customer services you receive from City employees | 4 | 1.0 % |
| Overall effectiveness of City communication with the public | 37 | 9.1 % |
| Overall effectiveness of City economic development efforts | 51 | 12.6 % |
| None chosen | 33 | 8.1 % |
| Total | 405 | 100.0 % |

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

| Q2. 3rd choice | Number | Percent |
|---|---|---|
| Overall quality of police services | 23 | 5.7 % |
| Overall quality of ambulance services | 11 | 2.7 % |
| Overall quality of City parks | 50 | 12.3 % |
| Overall maintenance of City streets | 47 | 11.6 % |
| Overall quality of City water utilities & services | 38 | 9.4 % |
| Overall quality of City sewer services | 11 | 2.7 % |
| Overall effectiveness of City management of stormwater runoff | 9 | 2.2 % |
| Overall enforcement of City codes & ordinances | 46 | 11.4 % |
| Overall quality of customer services you receive from City employees | 9 | 2.2 % |
| Overall effectiveness of City communication with the public | 48 | 11.9 % |
| Overall effectiveness of City economic development efforts | 64 | 15.8 % |
| None chosen | 49 | 12.1 % |
| Total | 405 | 100.0 % |

## SUM OF TOP 3 CHOICES

## Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

| Q2. Sum of top 3 choices | Number | Percent |
|---|---|---|
| Overall quality of police services | 122 | 30.1 % |
| Overall quality of ambulance services | 41 | 10.1 % |
| Overall quality of City parks | 135 | 33.3 % |
| Overall maintenance of City streets | 278 | 68.6 % |
| Overall quality of City water utilities & services | 101 | 24.9 % |
| Overall quality of City sewer services | 17 | 4.2 % |
| Overall effectiveness of City management of stormwater runoff | 31 | 7.7 % |
| Overall enforcement of City codes & ordinances | 121 | 29.9 % |
| Overall quality of customer services you receive from City employees | 14 | 3.5 % |
| Overall effectiveness of City communication with the public | 98 | 24.2 % |
| Overall effectiveness of City economic development efforts | 157 | 38.8 % |
| None chosen | 18 | 4.4 % |
| Total | 1133 | |

**Q3. Several factors may influence your perception of the City of Battle Ground and the services it provides to the public. Please rate each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|---|---|---|---|---|---|
| Q3-1. Overall quality of services provided by City of Battle Ground | 8.6% | 43.5% | 32.6% | 8.9% | 1.2% | 5.2% |
| Q3-2. Overall value that you receive for your City tax dollars & fees | 4.4% | 23.0% | 35.8% | 21.7% | 11.1% | 4.0% |
| Q3-3. Overall image of City | 6.9% | 33.8% | 31.6% | 20.0% | 6.2% | 1.5% |
| Q3-4. How well City is managing growth & development | 2.7% | 13.3% | 22.7% | 30.9% | 27.4% | 3.0% |
| Q3-5. Overall quality of life in Battle Ground | 13.1% | 44.4% | 28.1% | 10.6% | 2.7% | 1.0% |
| Q3-6. Overall feeling of safety in City | 17.0% | 46.9% | 20.7% | 12.1% | 2.2% | 1.0% |
| Q3-7. Availability of job opportunities | 2.0% | 10.9% | 37.5% | 19.8% | 4.2% | 25.7% |
| Q3-8. Availability of affordable housing | 1.7% | 8.4% | 31.4% | 25.7% | 22.7% | 10.1% |
| Q3-9. Overall quality of new development, both public & private | 2.5% | 17.0% | 33.8% | 22.7% | 17.8% | 6.2% |
| Q3-10. Appearance of residential property in Battle Ground | 5.2% | 35.3% | 37.8% | 15.1% | 4.7% | 2.0% |
| Q3-11. Appearance of commercial property in Battle Ground | 4.9% | 40.7% | 37.8% | 13.3% | 1.5% | 1.7% |

**WITHOUT "DON'T KNOW"**

**Q3. Several factors may influence your perception of the City of Battle Ground and the services it provides to the public. Please rate each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| Q3-1. Overall quality of services provided by City of Battle Ground | 9.1% | 45.8% | 34.4% | 9.4% | 1.3% |
| Q3-2. Overall value that you receive for your City tax dollars & fees | 4.6% | 23.9% | 37.3% | 22.6% | 11.6% |
| Q3-3. Overall image of City | 7.0% | 34.3% | 32.1% | 20.3% | 6.3% |
| Q3-4. How well City is managing growth & development | 2.8% | 13.7% | 23.4% | 31.8% | 28.2% |
| Q3-5. Overall quality of life in Battle Ground | 13.2% | 44.9% | 28.4% | 10.7% | 2.7% |
| Q3-6. Overall feeling of safety in City | 17.2% | 47.4% | 20.9% | 12.2% | 2.2% |
| Q3-7. Availability of job opportunities | 2.7% | 14.6% | 50.5% | 26.6% | 5.6% |
| Q3-8. Availability of affordable housing | 1.9% | 9.3% | 34.9% | 28.6% | 25.3% |
| Q3-9. Overall quality of new development, both public & private | 2.6% | 18.2% | 36.1% | 24.2% | 18.9% |
| Q3-10. Appearance of residential property in Battle Ground | 5.3% | 36.0% | 38.5% | 15.4% | 4.8% |
| Q3-11. Appearance of commercial property in Battle Ground | 5.0% | 41.5% | 38.4% | 13.6% | 1.5% |

## Q4. PUBLIC SAFETY. Please rate your satisfaction with each of the following public safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|---|---|---|---|---|---|
| Q4-1. Visibility of police in the community | 18.3% | 44.9% | 21.2% | 9.9% | 5.4% | 0.2% |
| Q4-2. City's overall effort to prevent crime | 11.9% | 41.2% | 24.2% | 13.8% | 3.2% | 5.7% |
| Q4-3. Enforcement of local traffic laws | 10.9% | 37.0% | 19.3% | 17.5% | 11.9% | 3.5% |
| Q4-4. Parking enforcement services | 9.4% | 26.9% | 29.1% | 11.4% | 12.6% | 10.6% |
| Q4-5. How quickly police respond to emergencies | 18.8% | 30.9% | 21.7% | 3.0% | 0.2% | 25.4% |
| Q4-6. Quality of local ambulance service | 16.5% | 33.1% | 17.0% | 1.2% | 1.0% | 31.1% |
| Q4-7. How quickly ambulance personnel respond to emergencies | 17.8% | 28.4% | 17.8% | 1.2% | 0.5% | 34.3% |
| Q4-8. Quality of animal control services | 6.4% | 16.5% | 30.1% | 6.9% | 3.0% | 37.0% |

**WITHOUT "DON'T KNOW"**

**Q4. PUBLIC SAFETY. Please rate your satisfaction with each of the following public safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| Q4-1. Visibility of police in the community | 18.3% | 45.0% | 21.3% | 9.9% | 5.4% |
| Q4-2. City's overall effort to prevent crime | 12.6% | 43.7% | 25.7% | 14.7% | 3.4% |
| Q4-3. Enforcement of local traffic laws | 11.3% | 38.4% | 19.9% | 18.2% | 12.3% |
| Q4-4. Parking enforcement services | 10.5% | 30.1% | 32.6% | 12.7% | 14.1% |
| Q4-5. How quickly police respond to emergencies | 25.2% | 41.4% | 29.1% | 4.0% | 0.3% |
| Q4-6. Quality of local ambulance service | 24.0% | 48.0% | 24.7% | 1.8% | 1.4% |
| Q4-7. How quickly ambulance personnel respond to emergencies | 27.1% | 43.2% | 27.1% | 1.9% | 0.8% |
| Q4-8. Quality of animal control services | 10.2% | 26.3% | 47.8% | 11.0% | 4.7% |

## Q5. Which TWO of the Public Safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q5. Top choice | Number | Percent |
|---|---|---|
| Visibility of police in the community | 75 | 18.5 % |
| City's overall effort to prevent crime | 136 | 33.6 % |
| Enforcement of local traffic laws | 77 | 19.0 % |
| Parking enforcement services | 29 | 7.2 % |
| How quickly police respond to emergencies | 16 | 4.0 % |
| Quality of local ambulance service | 8 | 2.0 % |
| How quickly ambulance personnel respond to emergencies | 10 | 2.5 % |
| Quality of animal control services | 21 | 5.2 % |
| None chosen | 33 | 8.1 % |
| Total | 405 | 100.0 % |

## Q5. Which TWO of the Public Safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q5. 2nd choice | Number | Percent |
|---|---|---|
| Visibility of police in the community | 61 | 15.1 % |
| City's overall effort to prevent crime | 76 | 18.8 % |
| Enforcement of local traffic laws | 62 | 15.3 % |
| Parking enforcement services | 38 | 9.4 % |
| How quickly police respond to emergencies | 57 | 14.1 % |
| Quality of local ambulance service | 15 | 3.7 % |
| How quickly ambulance personnel respond to emergencies | 21 | 5.2 % |
| Quality of animal control services | 21 | 5.2 % |
| None chosen | 54 | 13.3 % |
| Total | 405 | 100.0 % |

**SUM OF TOP 2 CHOICES**

## Q5. Which TWO of the Public Safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

| Q5. Sum of top 2 choices | Number | Percent |
|---|---|---|
| Visibility of police in the community | 136 | 33.6 % |
| City's overall effort to prevent crime | 212 | 52.3 % |
| Enforcement of local traffic laws | 139 | 34.3 % |
| Parking enforcement services | 67 | 16.5 % |
| How quickly police respond to emergencies | 73 | 18.0 % |
| Quality of local ambulance service | 23 | 5.7 % |
| How quickly ambulance personnel respond to emergencies | 31 | 7.7 % |
| Quality of animal control services | 42 | 10.4 % |
| None chosen | 33 | 8.1 % |
| Total | 756 | |

## Q5a. Would you be willing to pay more in taxes or fees to hire additional police officers or support an increase in the public safety service level?

| Q5a. Would you be willing to pay more in taxes or fees to hire additional police officers or support an increase in public safety service level | Number | Percent |
|---|---|---|
| Yes | 183 | 45.2 % |
| No | 185 | 45.7 % |
| Not provided | 37 | 9.1 % |
| Total | 405 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q5a. Would you be willing to pay more in taxes or fees to hire additional police officers or support an increase in the public safety service level? (without "not provided")

| Q5a. Would you be willing to pay more in taxes or fees to hire additional police officers or support an increase in public safety service level | Number | Percent |
|---|---|---|
| Yes | 183 | 49.7 % |
| No | 185 | 50.3 % |
| Total | 368 | 100.0 % |

## Q6. PARKS. Please rate your satisfaction with each of the following parks items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied.

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|---|---|---|---|---|---|
| Q6-1. Quality of park facilities such as playgrounds, open space, & picnic shelters | 7.7% | 36.3% | 24.7% | 18.3% | 4.9% | 8.1% |
| Q6-2. Quality of outdoor athletic facilities (for example, skating, baseball, basketball) | 6.2% | 23.2% | 30.1% | 17.0% | 9.1% | 14.3% |
| Q6-3. Appearance & maintenance of existing City parks & recreational facilities | 7.9% | 34.3% | 30.1% | 14.8% | 5.2% | 7.7% |
| Q6-4. Number of City parks | 6.7% | 28.1% | 30.4% | 20.7% | 6.2% | 7.9% |

**WITHOUT "DON'T KNOW"**

## Q6. PARKS. Please rate your satisfaction with each of the following parks items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied. (without "don't know")

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| Q6-1. Quality of park facilities such as playgrounds, open space, & picnic shelters | 8.3% | 39.5% | 26.9% | 19.9% | 5.4% |
| Q6-2. Quality of outdoor athletic facilities (for example, skating, baseball, basketball) | 7.2% | 27.1% | 35.2% | 19.9% | 10.7% |
| Q6-3. Appearance & maintenance of existing City parks & recreational facilities | 8.6% | 37.2% | 32.6% | 16.0% | 5.6% |
| Q6-4. Number of City parks | 7.2% | 30.6% | 33.0% | 22.5% | 6.7% |

## Q7. Which TWO of the Parks items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q7. Top choice | Number | Percent |
|---|---|---|
| Quality of park facilities such as playgrounds, open space, & picnic shelters | 98 | 24.2 % |
| Quality of outdoor athletic facilities (for example, skating, baseball, basketball) | 93 | 23.0 % |
| Appearance & maintenance of existing City parks & recreational facilities | 101 | 24.9 % |
| Number of City parks | 74 | 18.3 % |
| None chosen | 39 | 9.6 % |
| Total | 405 | 100.0 % |

## Q7. Which TWO of the Parks items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q7. 2nd choice | Number | Percent |
|---|---|---|
| Quality of park facilities such as playgrounds, open space, & picnic shelters | 111 | 27.4 % |
| Quality of outdoor athletic facilities (for example, skating, baseball, basketball) | 69 | 17.0 % |
| Appearance & maintenance of existing City parks & recreational facilities | 105 | 25.9 % |
| Number of City parks | 61 | 15.1 % |
| None chosen | 59 | 14.6 % |
| Total | 405 | 100.0 % |

## SUM OF TOP 2 CHOICES

## Q7. Which TWO of the Parks items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

| Q7. Sum of top 2 choices | Number | Percent |
|---|---|---|
| Quality of park facilities such as playgrounds, open space, & picnic shelters | 209 | 51.6 % |
| Quality of outdoor athletic facilities (for example, skating, baseball, basketball) | 162 | 40.0 % |
| Appearance & maintenance of existing City parks & recreational facilities | 206 | 50.9 % |
| Number of City parks | 135 | 33.3 % |
| None chosen | 39 | 9.6 % |
| Total | 751 | |

## Q7a. Would you be willing to pay more in taxes or fees to support the creation of new Parks and Recreation programs, such as summer concerts, "Movies in the Park," or new adult/youth recreation programs?

| Q7a. Would you be willing to pay more in taxes or fees to support creation of new Parks & Recreation programs | Number | Percent |
|---|---|---|
| Yes | 160 | 39.5 % |
| No | 216 | 53.3 % |
| Not provided | 29 | 7.2 % |
| Total | 405 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q7a. Would you be willing to pay more in taxes or fees to support the creation of new Parks and Recreation programs, such as summer concerts, "Movies in the Park," or new adult/youth recreation programs? (without "not provided")

| Q7a. Would you be willing to pay more in taxes or fees to support creation of new Parks & Recreation programs | Number | Percent |
|---|---|---|
| Yes | 160 | 42.6 % |
| No | 216 | 57.4 % |
| Total | 376 | 100.0 % |

## Q8. COMMUNITY OUTREACH. Which of the following would be your preferred way(s) to receive news and information about City programs, projects, services, and events?

| Q8. Your preferred ways to receive news & information about City programs, projects, services, & events | Number | Percent |
|---|---|---|
| City website | 148 | 36.5 % |
| City social media | 206 | 50.9 % |
| Public meetings (for example, open houses, community forums | 81 | 20.0 % |
| City email update service | 171 | 42.2 % |
| Newsletter or other insert inside utility bill envelope | 220 | 54.3 % |
| Total | 826 | |

## Q9. Please rate your satisfaction with each of the following items concerning Community Outreach using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|---|---|---|---|---|---|
| Q9-1. Availability of information about City programs & services | 4.0% | 20.0% | 36.8% | 22.0% | 4.7% | 12.6% |
| Q9-2. City efforts to keep the public informed about local issues | 4.0% | 23.2% | 31.9% | 25.9% | 6.9% | 8.1% |
| Q9-3. Overall quality of City's website & social media | 4.9% | 25.7% | 39.8% | 10.6% | 2.2% | 16.8% |
| Q9-4. Level of public involvement in local decision making | 3.2% | 11.6% | 29.9% | 28.1% | 13.1% | 14.1% |
| Q9-5. Timeliness of information provided by City | 3.2% | 18.0% | 40.0% | 17.8% | 5.9% | 15.1% |
| Q9-6. City email information update service | 2.7% | 11.1% | 34.1% | 10.6% | 5.2% | 36.3% |

**WITHOUT "DON'T KNOW"**

**Q9. Please rate your satisfaction with each of the following items concerning Community Outreach using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| Q9-1. Availability of information about City programs & services | 4.5% | 22.9% | 42.1% | 25.1% | 5.4% |
| Q9-2. City efforts to keep the public informed about local issues | 4.3% | 25.3% | 34.7% | 28.2% | 7.5% |
| Q9-3. Overall quality of City's website & social media | 5.9% | 30.9% | 47.8% | 12.8% | 2.7% |
| Q9-4. Level of public involvement in local decision making | 3.7% | 13.5% | 34.8% | 32.8% | 15.2% |
| Q9-5. Timeliness of information provided by City | 3.8% | 21.2% | 47.1% | 20.9% | 7.0% |
| Q9-6. City email information update service | 4.3% | 17.4% | 53.5% | 16.7% | 8.1% |

## Q10. Which TWO of the Community Outreach items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q10. Top choice | Number | Percent |
|---|---|---|
| Availability of information about City programs & services | 80 | 19.8 % |
| City efforts to keep the public informed about local issues | 136 | 33.6 % |
| Overall quality of City's website & social media | 16 | 4.0 % |
| Level of public involvement in local decision making | 92 | 22.7 % |
| Timeliness of information provided by City | 22 | 5.4 % |
| City email information update service | 20 | 4.9 % |
| None chosen | 39 | 9.6 % |
| Total | 405 | 100.0 % |

## Q10. Which TWO of the Community Outreach items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q10. 2nd choice | Number | Percent |
|---|---|---|
| Availability of information about City programs & services | 60 | 14.8 % |
| City efforts to keep the public informed about local issues | 100 | 24.7 % |
| Overall quality of City's website & social media | 26 | 6.4 % |
| Level of public involvement in local decision making | 94 | 23.2 % |
| Timeliness of information provided by City | 49 | 12.1 % |
| City email information update service | 23 | 5.7 % |
| None chosen | 53 | 13.1 % |
| Total | 405 | 100.0 % |

## SUM OF TOP 2 CHOICES

## Q10. Which TWO of the Community Outreach items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

| Q10. Sum of top 2 choices | Number | Percent |
|---|---|---|
| Availability of information about City programs & services | 140 | 34.6 % |
| City efforts to keep the public informed about local issues | 236 | 58.3 % |
| Overall quality of City's website & social media | 42 | 10.4 % |
| Level of public involvement in local decision making | 186 | 45.9 % |
| Timeliness of information provided by City | 71 | 17.5 % |
| City email information update service | 43 | 10.6 % |
| None chosen | 39 | 9.6 % |
| Total | 757 | |

**Q11. CITY STREETS/SIDEWALKS. Please rate your satisfaction with each of the following items concerning City streets using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|---|---|---|---|---|---|
| Q11-1. Maintenance of major City streets | 4.9% | 31.9% | 19.8% | 25.4% | 16.8% | 1.2% |
| Q11-2. Maintenance of streets in your neighborhood | 8.4% | 24.4% | 15.1% | 26.2% | 24.2% | 1.7% |
| Q11-3. Mowing & trimming along City streets & other rights-of-way | 8.1% | 37.8% | 27.4% | 18.5% | 6.7% | 1.5% |
| Q11-4. Adequacy of street lighting | 8.9% | 35.6% | 25.2% | 21.2% | 6.4% | 2.7% |
| Q11-5. Condition of sidewalks in City | 4.4% | 30.4% | 23.0% | 25.4% | 13.8% | 3.0% |

**WITHOUT "DON'T KNOW"**

**Q11. CITY STREETS/SIDEWALKS. Please rate your satisfaction with each of the following items concerning City streets using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| Q11-1. Maintenance of major City streets | 5.0% | 32.3% | 20.0% | 25.8% | 17.0% |
| Q11-2. Maintenance of streets in your neighborhood | 8.5% | 24.9% | 15.3% | 26.6% | 24.6% |
| Q11-3. Mowing & trimming along City streets & other rights-of-way | 8.3% | 38.3% | 27.8% | 18.8% | 6.8% |
| Q11-4. Adequacy of street lighting | 9.1% | 36.5% | 25.9% | 21.8% | 6.6% |
| Q11-5. Condition of sidewalks in City | 4.6% | 31.3% | 23.7% | 26.2% | 14.2% |

## Q12. Which TWO of the Street related items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q12. Top choice | Number | Percent |
|---|---|---|
| Maintenance of major City streets | 151 | 37.3 % |
| Maintenance of streets in your neighborhood | 98 | 24.2 % |
| Mowing & trimming along City streets & other rights-of-way | 31 | 7.7 % |
| Adequacy of street lighting | 35 | 8.6 % |
| Condition of sidewalks in City | 70 | 17.3 % |
| None chosen | 20 | 4.9 % |
| Total | 405 | 100.0 % |

## Q12. Which TWO of the Street related items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q12. 2nd choice | Number | Percent |
|---|---|---|
| Maintenance of major City streets | 68 | 16.8 % |
| Maintenance of streets in your neighborhood | 94 | 23.2 % |
| Mowing & trimming along City streets & other rights-of-way | 55 | 13.6 % |
| Adequacy of street lighting | 61 | 15.1 % |
| Condition of sidewalks in City | 79 | 19.5 % |
| None chosen | 48 | 11.9 % |
| Total | 405 | 100.0 % |

## SUM OF TOP 2 CHOICES

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

| Q12. Sum of top 2 choices | Number | Percent |
|---|---|---|
| Maintenance of major City streets | 219 | 54.1 % |
| Maintenance of streets in your neighborhood | 192 | 47.4 % |
| Mowing & trimming along City streets & other rights-of-way | 86 | 21.2 % |
| Adequacy of street lighting | 96 | 23.7 % |
| Condition of sidewalks in City | 149 | 36.8 % |
| None chosen | 20 | 4.9 % |
| Total | 762 | |

## Q13. CODE ENFORCEMENT. Please rate your satisfaction with each of the code enforcement items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|---|---|---|---|---|---|
| Q13-1. Animal control & enforcement of animal regulations | 6.4% | 16.0% | 30.1% | 10.4% | 3.0% | 34.1% |
| Q13-2. Responding to noise concerns or complaints | 5.9% | 15.6% | 32.3% | 10.1% | 4.7% | 31.4% |
| Q13-3. Enforcing mowing & trimming of grass, weeds, & vegetation on private property | 4.9% | 12.3% | 35.1% | 17.0% | 8.4% | 22.2% |
| Q13-4. Enforcing RV/boat/trailer parking | 5.9% | 14.1% | 28.6% | 17.0% | 14.1% | 20.2% |
| Q13-5. Responding to reports of dangerous or unpermitted building | 5.2% | 10.1% | 34.1% | 4.0% | 3.0% | 43.7% |
| Q13-6. Addressing concerns about material/garbage/ recyclables/furniture/machinery | 3.5% | 9.9% | 32.3% | 9.4% | 6.2% | 38.8% |
| Q13-7. Other | 0.2% | 0.2% | 1.7% | 3.2% | 5.4% | 89.1% |

**WITHOUT "DON'T KNOW"**

**Q13. CODE ENFORCEMENT. Please rate your satisfaction with each of the code enforcement items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=405)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| Q13-1. Animal control & enforcement of animal regulations | 9.7% | 24.3% | 45.7% | 15.7% | 4.5% |
| Q13-2. Responding to noise concerns or complaints | 8.6% | 22.7% | 47.1% | 14.7% | 6.8% |
| Q13-3. Enforcing mowing & trimming of grass, weeds, & vegetation on private property | 6.3% | 15.9% | 45.1% | 21.9% | 10.8% |
| Q13-4. Enforcing RV/boat/ trailer parking | 7.4% | 17.6% | 35.9% | 21.4% | 17.6% |
| Q13-5. Responding to reports of dangerous or unpermitted building | 9.2% | 18.0% | 60.5% | 7.0% | 5.3% |
| Q13-6. Addressing concerns about material/garbage/ recyclables/furniture/ machinery | 5.6% | 16.1% | 52.8% | 15.3% | 10.1% |
| Q13-7. Other | 2.3% | 2.3% | 15.9% | 29.5% | 50.0% |

## Q13-7. Other

- Abandoned homes/structures and properties that look like vehicle junk yards are not only an eyesore but could be potential hazards to residents and first responders.
- ABANDONED VEHICLES
- cars parked for long periods on street.
- Children on scooters.
- Disabled vehicles parked
- Discrimination for code enforcement
- Dog shelter
- Enforcement of parking on streets. I had a broken arm and didn't drive but had 2 visitors 1 parked blocking my driveway, with my permission, the other parked on the street. The one in my driveway had a warning ticket when she left. No one came to see if it was ok for her to park there.
- Fireworks usage when it's not supposed to be allowed.
- Get a handle on the homeless camps.
- I am dissatisfied with the fact that the "Community Center" is a rental facility, not a true Community center. What a waste of city funds. Also, why do you build new play structures in neighborhood parks without neighborhood input? The sidewalks in the Parkview Trails neighborhood behind Albertsons are one trip Hazard after another, and the streets are so narrow that if there are cars park on the street, cars going different directions have to take turns instead of being able to pass one another like on a normal street. In neighborhoods where the speed limit is 25, no one enforces it...cars go much faster all the time. People drive around without their kids not properly restrained-sometimes even hanging out the windows or standing up through the sunroof. No one is enforcing any kind of safety in the neighborhoods!
- I feel like the parking enforcement is overboard & more focus should be put on following traffic laws over making sure people are parked in the right direction in a neighborhood.
- I think fireworks should be permitted in the city
- Is there code enforcement in the city? Never seen anyone, never had any satisfaction with calling code enforcement.
- Leave people alone. Stop being code enforcement jerks
- limit the number of allowed chickens
- MAKING HOMELESS MOVE ALONG
- Neighborhood burning fireworks
- Our street is in shambles it's one of the worst streets in town with big pot holes and converts that make it hard to park. When people do park it makes our narrow streets where only one car and drive at a time.
- parking at 4 should be allowed
- parking enforcement
- Parking Enforcement is a waste of our tax dollars.
- People regularly block sidewalks with impunity. Cars parked on or across sidewalks, trash bins placed on sidewalks, basketball hoops blocking sidewalks. Sidewalk code enforcement would make a big improvement in the walkability of neighborhoods here.
- Police not stopping speeding in neighborhood areas and writing speeding tickets.
- Prohibit panhandling.
- prohibit parking of RV on private driveways.
- Property in disrepair.
- quality of schools

## Q13-7. Other

- recycling needs to step up
- sidewalks are bad, tripping hazard
- Smoking
- STREETS CROWDED WITH VEHICLES-MANY CARS PER HOUSEHOLD AND RULES NOT ENFORCED
- The city should hire a code enforcement officer, we need Larry back
- the illegal Mexican fruit stands
- The police did not investigate a case of the Walmart Pharmacy tampering with a controlled prescription medication. They allowed Walmart to investigate the issue themselves, which is an obvious conflict of interest. They did not take my complaint seriously and never followed up. The impact to me was that I was without pain management for 24 hours after major surgery and the police rather than investigating a case where a pharmacy employee dispensed damaged or unsafe, the police officer did not care or even try to investigate
- There seems to be ZERO code enforcement in this city. It's embarrassing to drive into Battleground and see what can best be described as junkyards on residential properties. DO BETTER AND ENFORCE THE CODE!
- This would be odd ball items such as a vehicle engine.
- Too many cars parked on the streets.
- Traffic muffler noise
- Traffic noise on SE Grace Ave
- unauthorized camping
- Vehicles that are parked in locations for long periods of time making it unsafe to turn corner or people to cross street right by schools
- Water bill is including a lot of fees , regardless of the water consumption we always get big bill. City has to stop to use water bill as a method to pull money. City taxes are high that includes vehicles registration fees. We still have a lot of roads in bad shape. My street has big puddles since my house been built. My street never get cleaned by city, we clean it my ourselves.
- Way too much interference in private lives in this section

## Q14. Which TWO of the Code Enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q14. Top choice | Number | Percent |
|---|---|---|
| Animal control & enforcement of animal regulations | 47 | 11.6 % |
| Responding to noise concerns or complaints | 67 | 16.5 % |
| Enforcing mowing & trimming of grass, weeds, & vegetation on private property | 68 | 16.8 % |
| Enforcing RV/boat/trailer parking | 64 | 15.8 % |
| Responding to reports of dangerous or unpermitted building | 27 | 6.7 % |
| Addressing concerns about material/garbage/recyclables/ furniture/machinery | 54 | 13.3 % |
| Other | 27 | 6.7 % |
| None chosen | 51 | 12.6 % |
| Total | 405 | 100.0 % |

## Q14. Which TWO of the Code Enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q14. 2nd choice | Number | Percent |
|---|---|---|
| Animal control & enforcement of animal regulations | 38 | 9.4 % |
| Responding to noise concerns or complaints | 55 | 13.6 % |
| Enforcing mowing & trimming of grass, weeds, & vegetation on private property | 45 | 11.1 % |
| Enforcing RV/boat/trailer parking | 48 | 11.9 % |
| Responding to reports of dangerous or unpermitted building | 38 | 9.4 % |
| Addressing concerns about material/garbage/recyclables/ furniture/machinery | 71 | 17.5 % |
| Other | 18 | 4.4 % |
| None chosen | 92 | 22.7 % |
| Total | 405 | 100.0 % |

**SUM OF TOP 2 CHOICES**

## Q14. Which TWO of the Code Enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

| Q14. Sum of top 2 choices | Number | Percent |
|---|---|---|
| Animal control & enforcement of animal regulations | 85 | 21.0 % |
| Responding to noise concerns or complaints | 122 | 30.1 % |
| Enforcing mowing & trimming of grass, weeds, & vegetation on private property | 113 | 27.9 % |
| Enforcing RV/boat/trailer parking | 112 | 27.7 % |
| Responding to reports of dangerous or unpermitted building | 65 | 16.0 % |
| Addressing concerns about material/garbage/recyclables/ furniture/machinery | 125 | 30.9 % |
| Other | 45 | 11.1 % |
| None chosen | 51 | 12.6 % |
| Total | 718 | |

**Q15. PLANNING AND LAND USE. Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.**

(N=405)

| | Much too slow | Slow | Average | Fast | Much too fast | Don't know |
|---|---|---|---|---|---|---|
| Q15-1. Office development | 4.4% | 14.1% | 38.3% | 5.7% | 9.9% | 27.7% |
| Q15-2. Industrial development | 7.2% | 11.6% | 39.0% | 9.4% | 9.9% | 23.0% |
| Q15-3. Multi-family residential development | 4.2% | 7.7% | 19.0% | 17.3% | 40.7% | 11.1% |
| Q15-4. Single-family residential development | 6.9% | 7.4% | 23.2% | 19.0% | 32.3% | 11.1% |
| Q15-5. Retail development | 13.8% | 24.0% | 35.3% | 5.9% | 9.1% | 11.9% |
| Q15-6. Eatery/restaurant development | 24.7% | 24.9% | 30.1% | 5.4% | 5.9% | 8.9% |

**WITHOUT "DON'T KNOW"**

**Q15. PLANNING AND LAND USE. Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas. (without "don't know")**

(N=405)

| | Much too slow | Slow | Average | Fast | Much too fast |
|---|---|---|---|---|---|
| Q15-1. Office development | 6.1% | 19.5% | 52.9% | 7.8% | 13.7% |
| Q15-2. Industrial development | 9.3% | 15.1% | 50.6% | 12.2% | 12.8% |
| Q15-3. Multi-family residential development | 4.7% | 8.6% | 21.4% | 19.4% | 45.8% |
| Q15-4. Single-family residential development | 7.8% | 8.3% | 26.1% | 21.4% | 36.4% |
| Q15-5. Retail development | 15.7% | 27.2% | 40.1% | 6.7% | 10.4% |
| Q15-6. Eatery/restaurant development | 27.1% | 27.4% | 33.1% | 6.0% | 6.5% |

## Q16. CITY CUSTOMER SERVICE. Have you called, emailed, or visited the City with a question or to report a problem or complaint during the past year?

| Q16. Have you called, emailed, or visited City with a question or to report a problem or complaint during past year | Number | Percent |
|---|---|---|
| Yes | 136 | 33.6 % |
| No | 241 | 59.5 % |
| Don't know | 28 | 6.9 % |
| Total | 405 | 100.0 % |

**WITHOUT "DON'T KNOW"**

## Q16. CITY CUSTOMER SERVICE. Have you called, emailed, or visited the City with a question or to report a problem or complaint during the past year? (without "don't know")

| Q16. Have you called, emailed, or visited City with a question or to report a problem or complaint during past year | Number | Percent |
|---|---|---|
| Yes | 136 | 36.1 % |
| No | 241 | 63.9 % |
| Total | 377 | 100.0 % |

## Q16a. How easy was it to contact the person you needed to reach?

| Q16a. How easy was it to contact the person you needed to reach | Number | Percent |
|---|---|---|
| Very easy | 49 | 36.0 % |
| Somewhat easy | 43 | 31.6 % |
| Difficult | 25 | 18.4 % |
| Very difficult | 13 | 9.6 % |
| Don't know | 6 | 4.4 % |
| Total | 136 | 100.0 % |

**WITHOUT "DON'T KNOW"**

## Q16a. How easy was it to contact the person you needed to reach? (without "don't know")

| Q16a. How easy was it to contact the person you needed to reach | Number | Percent |
|---|---|---|
| Very easy | 49 | 37.7 % |
| Somewhat easy | 43 | 33.1 % |
| Difficult | 25 | 19.2 % |
| Very difficult | 13 | 10.0 % |
| Total | 130 | 100.0 % |

## Q16b. What department did you contact?

| Q16b. What department did you contact | Number | Percent |
|---|---|---|
| Police | 43 | 31.6 % |
| Battle Ground Municipal Court | 2 | 1.5 % |
| Building/Planning/Engineering | 32 | 23.5 % |
| Battle Ground Community Center | 7 | 5.1 % |
| Parks | 8 | 5.9 % |
| Event Permits | 3 | 2.2 % |
| Utility Billing | 22 | 16.2 % |
| Public Works (streets/water/sewer) | 35 | 25.7 % |
| Other | 28 | 20.6 % |
| Total | 180 | |

## Q16b-9. Other

- Ambulance-fire dept
- An email was sent to request something be done about junk cars and trash on a property at the SW corner of 500 and SE Paden. I never received a reply. Code enforcement seems to nonexistent in Battleground and it makes it look like an actual battleground.
- Animal control
- Animal control
- Animal control
- Animal control
- Animal control
- Animal control
- Animal control
- animal licensing
- City council
- City ordinance
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement it took.me numerous phone calls over 3 months to get it resolved.
- Code enforcement
- Communications
- Dog Enforcement
- HR for career opportunities.
- Mayor's office
- On street RV parking.
- parking enforcement

**Q16c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

(N=136)

| | Always | Sometimes | Not often | Never | Don't know |
|---|---|---|---|---|---|
| Q16c-1. They were courteous & polite | 66.9% | 14.7% | 2.9% | 2.2% | 13.2% |
| Q16c-2. They gave prompt, accurate, & complete answers in response to questions/ concerns | 51.5% | 22.1% | 11.8% | 5.1% | 9.6% |
| Q16c-3. They followed through & did what they said they would do in a timely manner | 51.5% | 16.2% | 11.0% | 8.1% | 13.2% |
| Q16c-4. They helped to resolve your issue | 47.1% | 17.6% | 10.3% | 13.2% | 11.8% |

**WITHOUT "DON'T KNOW"**

**Q16c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")**

(N=136)

| | Always | Sometimes | Not often | Never |
|---|---|---|---|---|
| Q16c-1. They were courteous & polite | 77.1% | 16.9% | 3.4% | 2.5% |
| Q16c-2. They gave prompt, accurate, & complete answers in response to questions/ concerns | 56.9% | 24.4% | 13.0% | 5.7% |
| Q16c-3. They followed through & did what they said they would do in a timely manner | 59.3% | 18.6% | 12.7% | 9.3% |
| Q16c-4. They helped to resolve your issue | 53.3% | 20.0% | 11.7% | 15.0% |

## Q17. POTENTIAL CITY PROJECTS AND PROGRAMS. Which FIVE of the following unfunded parks, recreation, or public facilities projects should be the top priorities for the City?

| Q17. Top choice | Number | Percent |
|---|---|---|
| Acquire property & develop new sports fields (baseball, soccer, mixed-use, etc.) in or near Battle Ground | 59 | 14.6 % |
| Develop a community park at Remy property (City-owned property NE corner of SW 20th Avenue & Scotton Way) | 28 | 6.9 % |
| Develop a community park at Gardner Oaks property (City-owned property east side of SR 503 near SW 10th Street | 14 | 3.5 % |
| Develop a nature park at Durkee property (City-owned property outside of Battle Ground on north side of NE 219 Street near NE 173rd Avenue) | 42 | 10.4 % |
| Recreational amenities at Fairgrounds Park | 12 | 3.0 % |
| Construction of new bathrooms at City parks | 25 | 6.2 % |
| New City pathways or walking trails | 55 | 13.6 % |
| Pool or aquatic center | 145 | 35.8 % |
| None chosen | 25 | 6.2 % |
| Total | 405 | 100.0 % |

## Q17. POTENTIAL CITY PROJECTS AND PROGRAMS. Which FIVE of the following unfunded parks, recreation, or public facilities projects should be the top priorities for the City?

| Q17. 2nd choice | Number | Percent |
|---|---|---|
| Acquire property & develop new sports fields (baseball, soccer, mixed-use, etc.) in or near Battle Ground | 50 | 12.3 % |
| Develop a community park at Remy property (City-owned property NE corner of SW 20th Avenue & Scotton Way) | 33 | 8.1 % |
| Develop a community park at Gardner Oaks property (City-owned property east side of SR 503 near SW 10th Street | 38 | 9.4 % |
| Develop a nature park at Durkee property (City-owned property outside of Battle Ground on north side of NE 219 Street near NE 173rd Avenue) | 29 | 7.2 % |
| Recreational amenities at Fairgrounds Park | 29 | 7.2 % |
| Construction of new bathrooms at City parks | 41 | 10.1 % |
| New City pathways or walking trails | 85 | 21.0 % |
| Pool or aquatic center | 53 | 13.1 % |
| None chosen | 47 | 11.6 % |
| Total | 405 | 100.0 % |

## Q17. POTENTIAL CITY PROJECTS AND PROGRAMS. Which FIVE of the following unfunded parks, recreation, or public facilities projects should be the top priorities for the City?

| Q17. 3rd choice | Number | Percent |
|---|---|---|
| Acquire property & develop new sports fields (baseball, soccer, mixed-use, etc.) in or near Battle Ground | 39 | 9.6 % |
| Develop a community park at Remy property (City-owned property NE corner of SW 20th Avenue & Scotton Way) | 48 | 11.9 % |
| Develop a community park at Gardner Oaks property (City-owned property east side of SR 503 near SW 10th Street | 35 | 8.6 % |
| Develop a nature park at Durkee property (City-owned property outside of Battle Ground on north side of NE 219 Street near NE 173rd Avenue) | 44 | 10.9 % |
| Recreational amenities at Fairgrounds Park | 45 | 11.1 % |
| Construction of new bathrooms at City parks | 39 | 9.6 % |
| New City pathways or walking trails | 46 | 11.4 % |
| Pool or aquatic center | 37 | 9.1 % |
| None chosen | 72 | 17.8 % |
| Total | 405 | 100.0 % |

## Q17. POTENTIAL CITY PROJECTS AND PROGRAMS. Which FIVE of the following unfunded parks, recreation, or public facilities projects should be the top priorities for the City?

| Q17. 4th choice | Number | Percent |
|---|---|---|
| Acquire property & develop new sports fields (baseball, soccer, mixed-use, etc.) in or near Battle Ground | 28 | 6.9 % |
| Develop a community park at Remy property (City-owned property NE corner of SW 20th Avenue & Scotton Way) | 43 | 10.6 % |
| Develop a community park at Gardner Oaks property (City-owned property east side of SR 503 near SW 10th Street | 50 | 12.3 % |
| Develop a nature park at Durkee property (City-owned property outside of Battle Ground on north side of NE 219 Street near NE 173rd Avenue) | 41 | 10.1 % |
| Recreational amenities at Fairgrounds Park | 36 | 8.9 % |
| Construction of new bathrooms at City parks | 48 | 11.9 % |
| New City pathways or walking trails | 39 | 9.6 % |
| Pool or aquatic center | 14 | 3.5 % |
| None chosen | 106 | 26.2 % |
| Total | 405 | 100.0 % |

## Q17. POTENTIAL CITY PROJECTS AND PROGRAMS. Which FIVE of the following unfunded parks, recreation, or public facilities projects should be the top priorities for the City?

| Q17. 5th choice | Number | Percent |
|---|---|---|
| Acquire property & develop new sports fields (baseball, soccer, mixed-use, etc.) in or near Battle Ground | 26 | 6.4 % |
| Develop a community park at Remy property (City-owned property NE corner of SW 20th Avenue & Scotton Way) | 47 | 11.6 % |
| Develop a community park at Gardner Oaks property (City-owned property east side of SR 503 near SW 10th Street | 42 | 10.4 % |
| Develop a nature park at Durkee property (City-owned property outside of Battle Ground on north side of NE 219 Street near NE 173rd Avenue) | 31 | 7.7 % |
| Recreational amenities at Fairgrounds Park | 35 | 8.6 % |
| Construction of new bathrooms at City parks | 30 | 7.4 % |
| New City pathways or walking trails | 43 | 10.6 % |
| Pool or aquatic center | 22 | 5.4 % |
| None chosen | 129 | 31.9 % |
| Total | 405 | 100.0 % |

## SUM OF TOP 5 CHOICES

## Q17. POTENTIAL CITY PROJECTS AND PROGRAMS. Which FIVE of the following unfunded parks, recreation, or public facilities projects should be the top priorities for the City? (top 5)

| Q17. Sum of top 5 choices | Number | Percent |
|---|---|---|
| Acquire property & develop new sports fields (baseball, soccer, mixed-use, etc.) in or near Battle Ground | 202 | 49.9 % |
| Develop a community park at Remy property (City-owned property NE corner of SW 20th Avenue & Scotton Way) | 199 | 49.1 % |
| Develop a community park at Gardner Oaks property (City-owned property east side of SR 503 near SW 10th Street | 179 | 44.2 % |
| Develop a nature park at Durkee property (City-owned property outside of Battle Ground on north side of NE 219 Street near NE 173rd Avenue) | 187 | 46.2 % |
| Recreational amenities at Fairgrounds Park | 157 | 38.8 % |
| Construction of new bathrooms at City parks | 183 | 45.2 % |
| New City pathways or walking trails | 268 | 66.2 % |
| Pool or aquatic center | 271 | 66.9 % |
| None chosen | 25 | 6.2 % |
| Total | 1671 | |

## Q18. Would you still support any of your priority parks projects if it required an increase in taxes or fees or a bond measure approved by voters?

| Q18. Would you still support any of your priority park projects if it required an increase in taxes or fees or a bond measure approved by voters | Number | Percent |
|---|---|---|
| Yes | 196 | 48.4 % |
| No | 115 | 28.4 % |
| Don't know | 94 | 23.2 % |
| Total | 405 | 100.0 % |

**WITHOUT "DON'T KNOW"**

## Q18. Would you still support any of your priority parks projects if it required an increase in taxes or fees or a bond measure approved by voters? (without "don't know")

| Q18. Would you still support any of your priority park projects if it required an increase in taxes or fees or a bond measure approved by voters | Number | Percent |
|---|---|---|
| Yes | 196 | 63.0 % |
| No | 115 | 37.0 % |
| Total | 311 | 100.0 % |

## Q18a. If "yes" to Question 18, please select the maximum amount of additional property tax you would be willing to support to fund the construction of parks, recreation, or public facilities projects.

| Q18a. Maximum amount of additional property tax you would be willing to support to fund | Number | Percent |
|---|---|---|
| Nothing | 2 | 1.0 % |
| $0.25 per $1,000 assessed value ($100 annual cost to $400K home) | 99 | 50.5 % |
| $0.50 per $1,000 assessed value ($200 annual cost to $400K home) | 65 | 33.2 % |
| $0.75 per $1,000 assessed value ($300 annual cost to $400K home) | 7 | 3.6 % |
| $1.00 per $1,000 assessed value ($400 annual cost to $400K home) | 16 | 8.2 % |
| Not provided | 7 | 3.6 % |
| Total | 196 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q18a. If "yes" to Question 18, please select the maximum amount of additional property tax you would be willing to support to fund the construction of parks, recreation, or public facilities projects. (without "not provided")

| Q18a. Maximum amount of additional property tax you would be willing to support to fund | Number | Percent |
|---|---|---|
| Nothing | 2 | 1.1 % |
| $0.25 per $1,000 assessed value ($100 annual cost to $400K home) | 99 | 52.4 % |
| $0.50 per $1,000 assessed value ($200 annual cost to $400K home) | 65 | 34.4 % |
| $0.75 per $1,000 assessed value ($300 annual cost to $400K home) | 7 | 3.7 % |
| $1.00 per $1,000 assessed value ($400 annual cost to $400K home) | 16 | 8.5 % |
| Total | 189 | 100.0 % |

## Q19. Would you support a restriction that would limit the use of personal fireworks within City limits to "Safe and Sane" fireworks, which are defined as fireworks that do not fly, explode, or travel more than one foot into the air or more than six feet on the ground?

| Q19. Would you support a restriction that would limit use of personal fireworks within City limits | Number | Percent |
|---|---|---|
| Yes | 206 | 50.9 % |
| No | 179 | 44.2 % |
| Don't know | 20 | 4.9 % |
| Total | 405 | 100.0 % |

**WITHOUT "DON'T KNOW"**

## Q19. Would you support a restriction that would limit the use of personal fireworks within City limits to "Safe and Sane" fireworks, which are defined as fireworks that do not fly, explode, or travel more than one foot into the air or more than six feet on the ground? (without "don't know")

| Q19. Would you support a restriction that would limit use of personal fireworks within City limits | Number | Percent |
|---|---|---|
| Yes | 206 | 53.5 % |
| No | 179 | 46.5 % |
| Total | 385 | 100.0 % |

## Q20. Would you support a ban on the use of all personal fireworks within City limits?

| Q20. Would you support a ban on use of all personal fireworks within City limits | Number | Percent |
|---|---|---|
| Yes | 168 | 41.5 % |
| No | 217 | 53.6 % |
| Don't know | 20 | 4.9 % |
| Total | 405 | 100.0 % |

**WITHOUT "DON'T KNOW"**

## Q20. Would you support a ban on the use of all personal fireworks within City limits? (without "don't know")

| Q20. Would you support a ban on use of all personal fireworks within City limits | Number | Percent |
|---|---|---|
| Yes | 168 | 43.6 % |
| No | 217 | 56.4 % |
| Total | 385 | 100.0 % |

## Q21. Approximately how many years have you lived in Battle Ground?

| Q21. How many years have you lived in Battle Ground | Number | Percent |
|---|---|---|
| 0-5 | 96 | 23.7 % |
| 6-10 | 81 | 20.0 % |
| 11-15 | 41 | 10.1 % |
| 16-20 | 53 | 13.1 % |
| 21-30 | 77 | 19.0 % |
| 31+ | 49 | 12.1 % |
| Not provided | 8 | 2.0 % |
| Total | 405 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q21. Approximately how many years have you lived in Battle Ground? (without "not provided")

| Q21. How many years have you lived in Battle Ground | Number | Percent |
|---|---|---|
| 0-5 | 96 | 24.2 % |
| 6-10 | 81 | 20.4 % |
| 11-15 | 41 | 10.3 % |
| 16-20 | 53 | 13.4 % |
| 21-30 | 77 | 19.4 % |
| 31+ | 49 | 12.3 % |
| Total | 397 | 100.0 % |

## Q22. What is your age?

| Q22. Your age | Number | Percent |
|---|---|---|
| 18-34 | 80 | 19.8 % |
| 35-44 | 76 | 18.8 % |
| 45-54 | 79 | 19.5 % |
| 55-64 | 78 | 19.3 % |
| 65+ | 81 | 20.0 % |
| Not provided | 11 | 2.7 % |
| Total | 405 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q22. What is your age? (without "not provided")

| Q22. Your age | Number | Percent |
|---|---|---|
| 18-34 | 80 | 20.3 % |
| 35-44 | 76 | 19.3 % |
| 45-54 | 79 | 20.1 % |
| 55-64 | 78 | 19.8 % |
| 65+ | 81 | 20.6 % |
| Total | 394 | 100.0 % |

## Q23. How many children under the age of 18 live in your household?

| Q23. How many children under 18 live in your household | Number | Percent |
|---|---|---|
| 0 | 228 | 56.3 % |
| 1 | 63 | 15.6 % |
| 2 | 65 | 16.0 % |
| 3+ | 25 | 6.2 % |
| Not provided | 24 | 5.9 % |
| Total | 405 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q23. How many children under the age of 18 live in your household? (without "not provided")

| Q23. How many children under 18 live in your household | Number | Percent |
|---|---|---|
| 0 | 228 | 59.8 % |
| 1 | 63 | 16.5 % |
| 2 | 65 | 17.1 % |
| 3+ | 25 | 6.6 % |
| Total | 381 | 100.0 % |

## Q24. What is your gender?

| Q24. Your gender | Number | Percent |
|---|---|---|
| Male | 198 | 48.9 % |
| Female | 201 | 49.6 % |
| Other | 1 | 0.2 % |
| Not provided | 5 | 1.2 % |
| Total | 405 | 100.0 % |

**WITHOUT "NOT PROVIDED"**

## Q24. What is your gender? (without "not provided")

| Q24. Your gender | Number | Percent |
|---|---|---|
| Male | 198 | 49.5 % |
| Female | 201 | 50.3 % |
| Other | 1 | 0.3 % |
| Total | 400 | 100.0 % |

## Q24-3. Self-describe your gender:

| Q24-3. Self-describe your gender | Number | Percent |
|---|---|---|
| Nonbinary | 1 | 100.0 % |
| Total | 1 | 100.0 % |

## Q25. What is your total annual household income?

| Q25. Your total annual household income | Number | Percent |
|---|---|---|
| Under $30K | 33 | 8.1 % |
| $30K-$59,999 | 62 | 15.3 % |
| $60K-$99,999 | 82 | 20.2 % |
| $100K-$149,999 | 64 | 15.8 % |
| $150K-$199,999 | 55 | 13.6 % |
| $200K+ | 25 | 6.2 % |
| Prefer not to answer | 84 | 20.7 % |
| Total | 405 | 100.0 % |

**WITHOUT "PREFER NOT TO ANSWER"**

## Q25. What is your total annual household income? (without "prefer not to answer")

| Q25. Your total annual household income | Number | Percent |
|---|---|---|
| Under $30K | 33 | 10.3 % |
| $30K-$59,999 | 62 | 19.3 % |
| $60K-$99,999 | 82 | 25.5 % |
| $100K-$149,999 | 64 | 19.9 % |
| $150K-$199,999 | 55 | 17.1 % |
| $200K+ | 25 | 7.8 % |
| Total | 321 | 100.0 % |

# 5 Survey Instrument

# City of Battle Ground

City Hall • Executive Department

109 S.W. 1st Street, Suite 221 • Battle Ground, WA 98604 • (360) 342-5000 • Fax (360) 342-5050


Dear Battle Ground Resident:

The City of Battle Ground is conducting a survey of residents to gather information and opinions about City priorities and the quality of City programs and services. Your feedback will be valuable as we prioritize projects and programs aligned with the needs of our residents. **Your insights on the enclosed survey will be extremely important as we create meaningful improvements in our community.**

We realize this survey may take some time to complete, however we believe that every question is important. The time you invest in completing this survey will help to influence and guide policy decisions made by the Battle Ground City Council regarding the future of Battle Ground. **We appreciate your choice to be involved in shaping our community.**

The City of Battle Ground has partnered with ETC Institute to assist with the data collection and analysis of the survey responses. They were selected for their outstanding record of performance in working with communities nationwide to gather data through scientific surveys. ETC will compile the results and present a report to the City of Battle Ground in early 2025. The report will be a valuable resource as we work to provide our residents with the most effective and efficient government possible. A summary of the survey results will be shared on the City's website, once it is complete.

**Please take a few minutes to complete and return the enclosed survey.** A pre-paid postage return envelope, addressed to ETC Institute, has been provided for your convenience. Although the survey has been sent to only a random selection of homes within the city limits of Battle Ground, you may also complete the survey online by going to battlegroundsurvey.com.

*If you have questions, please contact Deputy City Manager Robert Ferrier at 360-342-5009 or by email at robert.ferrier@cityofbg.org.* **On behalf of the City Council and the City of Battle Ground, thank you for your participation in this important process.**

Sincerely,

Troy McCoy
Mayor – City of Battle Ground

# 2025 Battle Ground Washington Survey

**1. <u>OVERALL SATISFACTION</u>. Major categories of services provided by the City of Battle Ground are listed below. Please rate each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| | How satisfied are you with… | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| 01. | Overall quality of police services | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Overall quality of ambulance services (please note, fire services in Battle Ground are provided by Fire District 3, not the City of Battle Ground) | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Overall quality of city parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Overall maintenance of city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | Overall quality of city water utilities and services | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Overall quality of city sewer services | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | Overall effectiveness of city management of stormwater runoff | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Overall enforcement of city codes and ordinances | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Overall quality of customer services you receive from city employees | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Overall effectiveness of city communication with the public | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | Overall effectiveness of city economic development efforts | 5 | 4 | 3 | 2 | 1 | 9 |

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

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

**3. Several factors may influence your perception of the City of Battle Ground and the services it provides to the public. Please rate each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| | How satisfied are you with… | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| 01. | Overall quality of services provided by the City of Battle Ground | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Overall value that you receive for your city tax dollars and fees | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Overall image of the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | How well the city is managing growth and development | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | Overall quality of life in Battle Ground | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Overall feeling of safety in the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | Availability of job opportunities | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Availability of affordable housing | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Overall quality of new development, both public and private | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Appearance of residential property in Battle Ground | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | Appearance of commercial property in Battle Ground | 5 | 4 | 3 | 2 | 1 | 9 |

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**4. <u>PUBLIC SAFETY</u>. Please rate your satisfaction with each of the following public safety items listed below using 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 visibility of police in the community | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | The City's overall effort to prevent crime | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Enforcement of local traffic laws | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Parking enforcement services | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | How quickly police respond to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | Quality of local ambulance service | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. | How quickly ambulance personnel respond to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. | Quality of animal control services | 5 | 4 | 3 | 2 | 1 | 9 |

**5. Which TWO of the Public Safety items listed in Question 4 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 4.]*

1st: ____ 2nd: ____

**5a. Would you be willing to pay more in taxes or fees to hire additional police officers or support an increase in the public safety service level?**

____(1) Yes ____(2) No

**6. <u>PARKS</u>. Please rate your satisfaction with each of the following parks items listed below using 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. | Quality of park facilities such as playgrounds, open space, and picnic shelters | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Quality of outdoor athletic facilities (for example skating, baseball, basketball) | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Appearance and maintenance of existing city parks and recreational facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Number of city parks | 5 | 4 | 3 | 2 | 1 | 9 |

**7. Which TWO of the Parks items listed in Question 6 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 6.]*

1st: ____ 2nd: ____

**7a. Would you be willing to pay more in taxes or fees to support the creation of new Parks and Recreation programs, such as summer concerts, *"Movies in the Park,"* or new adult/youth recreation programs?**

____(1) Yes ____(2) No

**8. <u>COMMUNITY OUTREACH</u>. Which of the following would be your preferred way(s) to receive news and information about city programs, projects, services, and events?** *[Check all that apply.]*

____(1) City website
____(2) City social media
____(3) Public meetings (for example open houses, community forums)
____(4) City email update service
____(5) Newsletter or other insert inside utility bill envelope

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**9. Please rate your satisfaction with each of the following items concerning Community Outreach using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| | How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|---|---|---|---|---|---|
| 1. | The availability of information with city programs and services | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | City efforts to keep the public informed about local issues | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | The overall quality of the City's website and social media | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | The level of public involvement in local decision making | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Timeliness of information provided by the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | City email information update service | 5 | 4 | 3 | 2 | 1 | 9 |

**10. Which TWO of the Community Outreach items listed in Question 9 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 9.]*

1st: ____ 2nd: ____

**11. <u>CITY STREETS/SIDEWALKS</u>. Please rate your satisfaction with each of the following items concerning city streets using 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 rights-of-way | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Adequacy of street lighting | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Condition of sidewalks in the city | 5 | 4 | 3 | 2 | 1 | 9 |

**12. Which TWO of the Street related items listed in Question 11 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 11.]*

1st: ____ 2nd: ____

**13. <u>CODE ENFORCEMENT</u>. Please rate your satisfaction with each of the code enforcement items listed below using 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. | Animal control and enforcement of animal regulations | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Responding to noise concerns or complaints | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Enforcing the mowing and trimming of grass, weeds, and vegetation on private property | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Enforcing RV/Boat/Trailer parking | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Responding to reports of dangerous or unpermitted building | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | Addressing concerns about material/garbage/recyclables/furniture/machinery | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. | Other (please specify): _____ | 5 | 4 | 3 | 2 | 1 | 9 |

**14. Which TWO of the Code Enforcement items listed in Question 13 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 13.]*

1st: ____ 2nd: ____

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**15. <u>PLANNING AND LAND USE</u>. Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.**

| | The pace of development is… | Much Too Slow | Slow | Average | Fast | Much Too Fast | Don't Know |
|---|---|---|---|---|---|---|---|
| 1. | Office development | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Industrial development | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Multi-family residential development | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Single-family residential development | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Retail development | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | Eatery/restaurant development | 5 | 4 | 3 | 2 | 1 | 9 |

**16. <u>CITY CUSTOMER SERVICE</u>. Have you called, emailed, or visited the City with a question or to report a problem or complaint during the past year?**

____(1) Yes *[Answer 16a-c.]* ____(2) No *[Skip to Q17.]* ____(9) Don't know *[Skip to Q17.]*

**16a. How easy was it to contact the person you needed to reach?**

____(4) Very easy ____(2) Difficult ____(9) Don't know
____(3) Somewhat easy ____(1) Very difficult

**16b. What department did you contact?** *[Check all that apply.]*

____(1) Police
____(2) Battle Ground Municipal Court
____(3) Building/Planning/Engineering
____(4) Battle Ground Community Center
____(5) Parks
____(6) Event Permits
____(7) Utility Billing
____(8) Public Works (streets/water/sewer)
____(9) Other: _____

**16c. Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. For each item, please rate how often the employees you contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

| | Rate of contact: | Always | Sometimes | Not Often | Never | Don't Know |
|---|---|---|---|---|---|---|
| 1. | They were courteous and polite | 4 | 3 | 2 | 1 | 9 |
| 2. | They gave prompt, accurate, and complete answers in response to questions/concerns | 4 | 3 | 2 | 1 | 9 |
| 3. | They followed through and did what they said they would do in a timely manner | 4 | 3 | 2 | 1 | 9 |
| 4. | They helped to resolve your issue | 4 | 3 | 2 | 1 | 9 |

**17. <u>POTENTIAL CITY PROJECTS AND PROGRAMS</u>. Which FIVE of the following unfunded parks, recreation, or public facilities projects should be the top priorities for the City?** *[Write in your answers below using the numbers from the list.]*

1. Acquire property and develop new sports fields (baseball, soccer, mixed-use, etc.) in or near Battle Ground
2. Develop a community park at the Remy property (City-owned property NE corner of SW 20th Avenue and Scotton Way)
3. Develop a community park at the Gardner Oaks property (City-owned property east side of SR 503 near SW 10th Street)
4. Develop a nature park at the Durkee property (City-owned property outside of Battle Ground on the north side of NE 219 Street near NE 173rd Avenue)
5. Recreational amenities at Fairgrounds Park
6. Construction of new bathrooms at city parks
7. New city pathways or walking trails
8. Pool or aquatic center

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

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**18. Would you still support any of your priority parks projects if it required an increase in taxes or fees or a bond measure approved by voters?**

____(1) Yes *[Answer Q18a.]* ____(2) No ____(9) Don't know

**18a. If "Yes," please select the maximum amount of additional property tax you'd be willing to support to fund the construction of parks, recreation, or public facilities projects.**

____(1) Nothing
____(2) $0.25 per $1,000 assessed value ($100 annual cost to $400K home)
____(3) $0.50 per $1,000 assessed value ($200 annual cost to $400K home)
____(4) $0.75 per $1,000 assessed value ($300 annual cost to $400K home)
____(5) $1.00 per $1,000 assessed value ($400 annual cost to $400K home)

**19. Would you support a restriction that would limit the use of personal fireworks within city limits to "Safe and Sane" fireworks, which are defined as fireworks that do not fly, explode, or travel more than one foot into the air or more than six feet on the ground?**

____(1) Yes ____(2) No ____(9) Don't know

**20. Would you support a ban on the use of all personal fireworks within city limits?**

____(1) Yes ____(2) No ____(9) Don't know

## Demographics

**21. Approximately how many years have you lived in Battle Ground?** _____ years

**22. What is your age?** _____ years

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

**24. What is your gender?** ____(1) Male ____(2) Female ____(3) Other: _____

**25. What is your total annual household income?**

____(1) Under $30,000
____(2) $30,000-$59,999
____(3) $60,000-$99,999
____(4) $100,000-$149,999
____(5) $150,000-$199,999
____(6) $200,000 or more
____(7) Prefer not to answer

**26. If you have suggestions for improving the quality of city programs, facilities, or services, please share your suggestions in the space below.**

_____

_____

_____

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential. The information to the right will ONLY be used to help identify the level of need in your area. Thank you!

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