City of Tacoma, Washington

2024 City of Tacoma Community Survey Benchmarking Analysis

Submitted to the City of Tacoma, Washington by:

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National 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 300 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 more than 8,000 residents in the continental United States and (2) from this national survey, an average of the respondents from cities that have a population between 100,000 and 249,999.

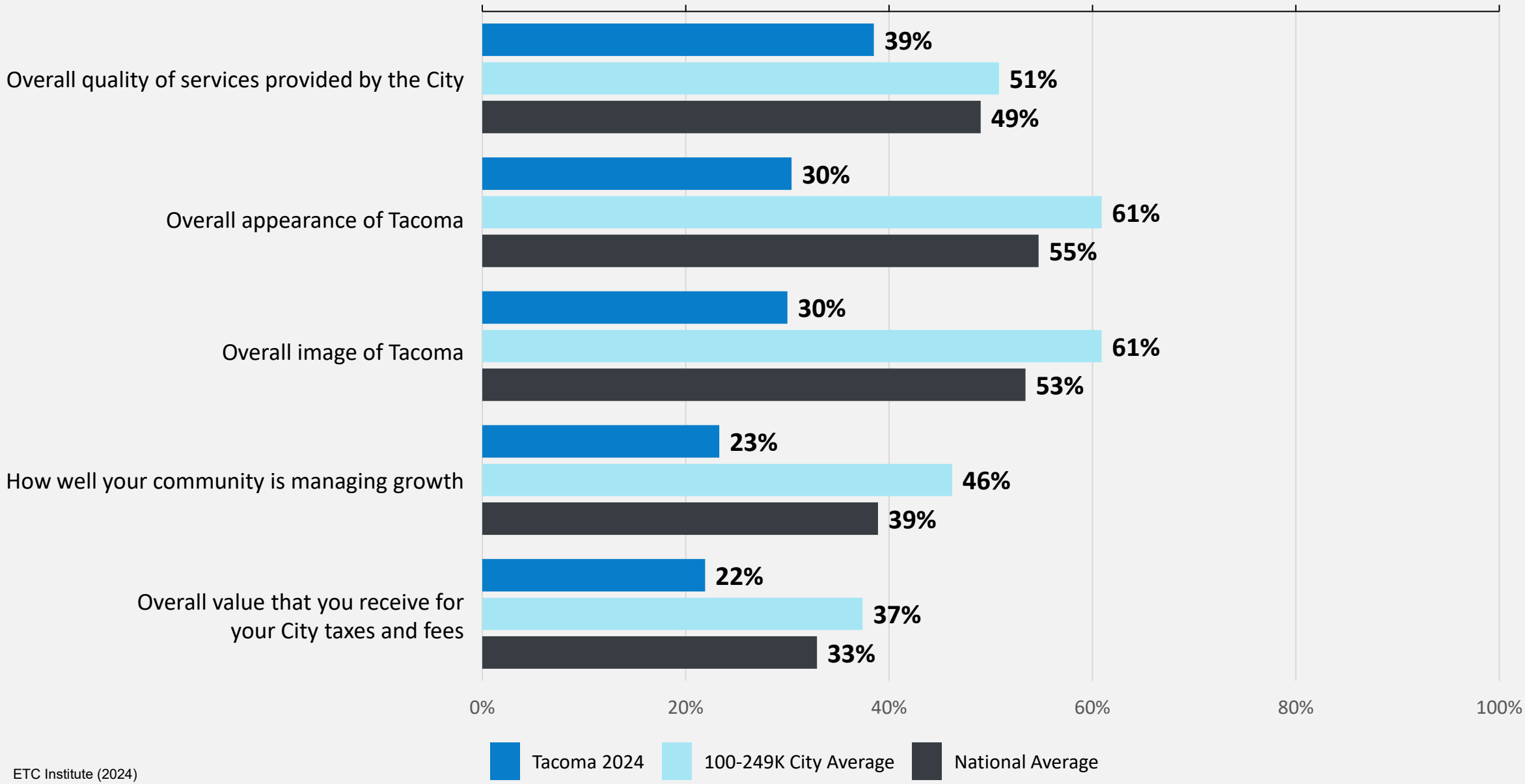
The charts on the following pages show how the results for the City of Tacoma compare to the national average and a the 100-249k city average. The dark blue bar shows the results for the City of Tacoma in 2024. The light blue bar shows the 100-249k city average. The dark grey bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 8,000 U.S. residents during the summer of 2023.

ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2024 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.

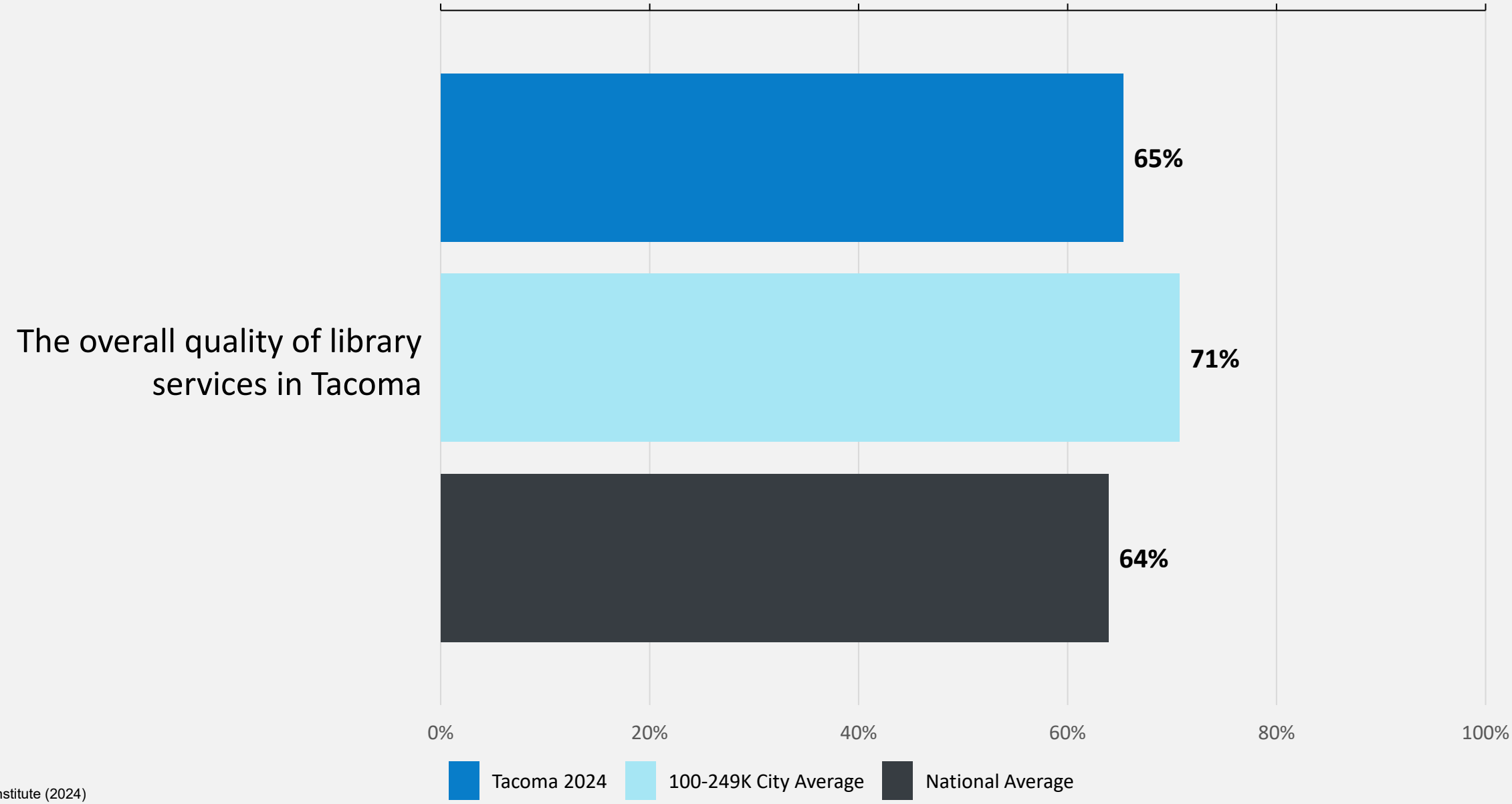
City of Tacoma Benchmarking

The following shows how the City of Tacoma in 2024 compares to a 100-249k city size average and a national average.

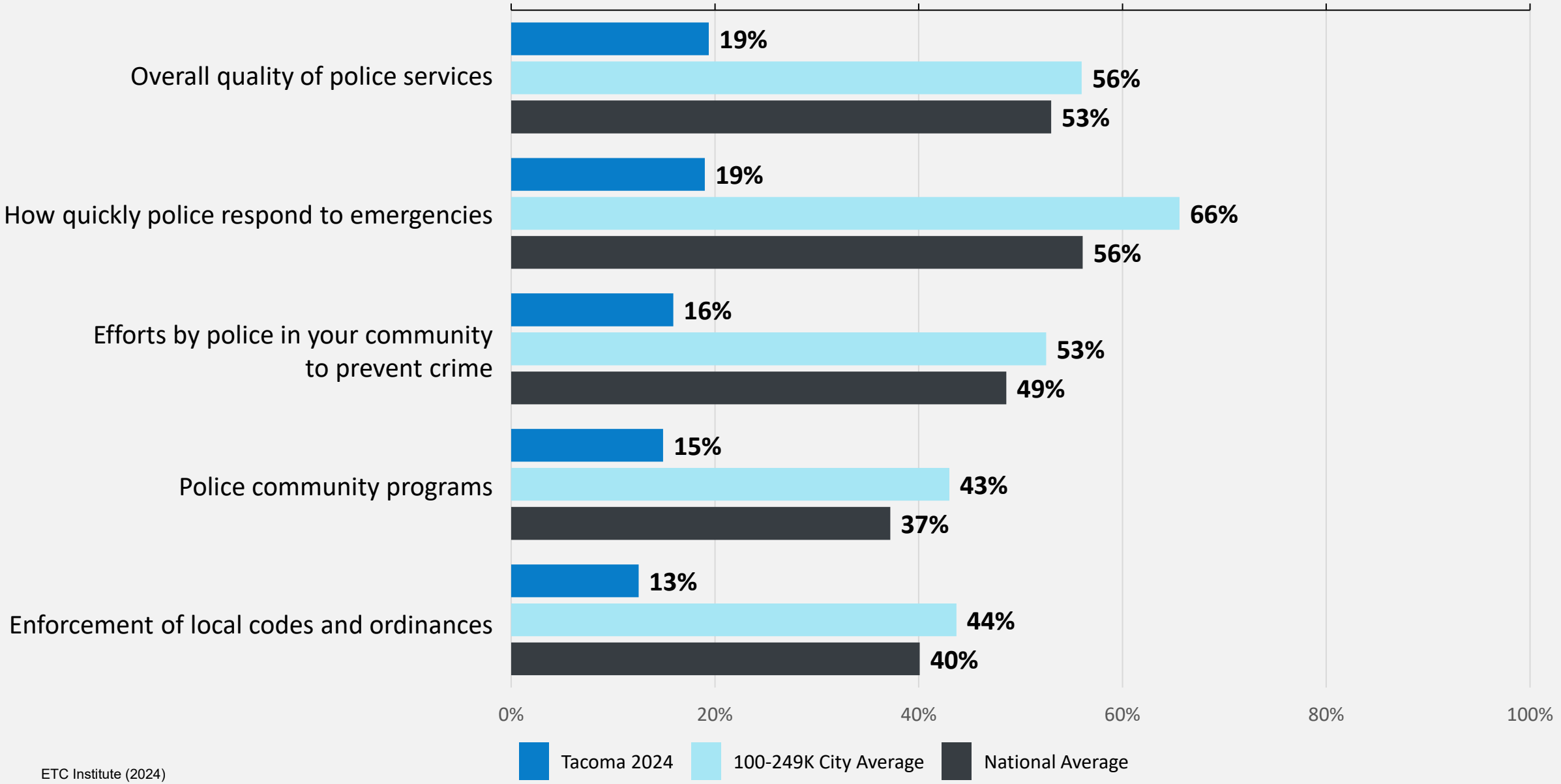
Q1. Perceptions of Tacoma: Benchmarking



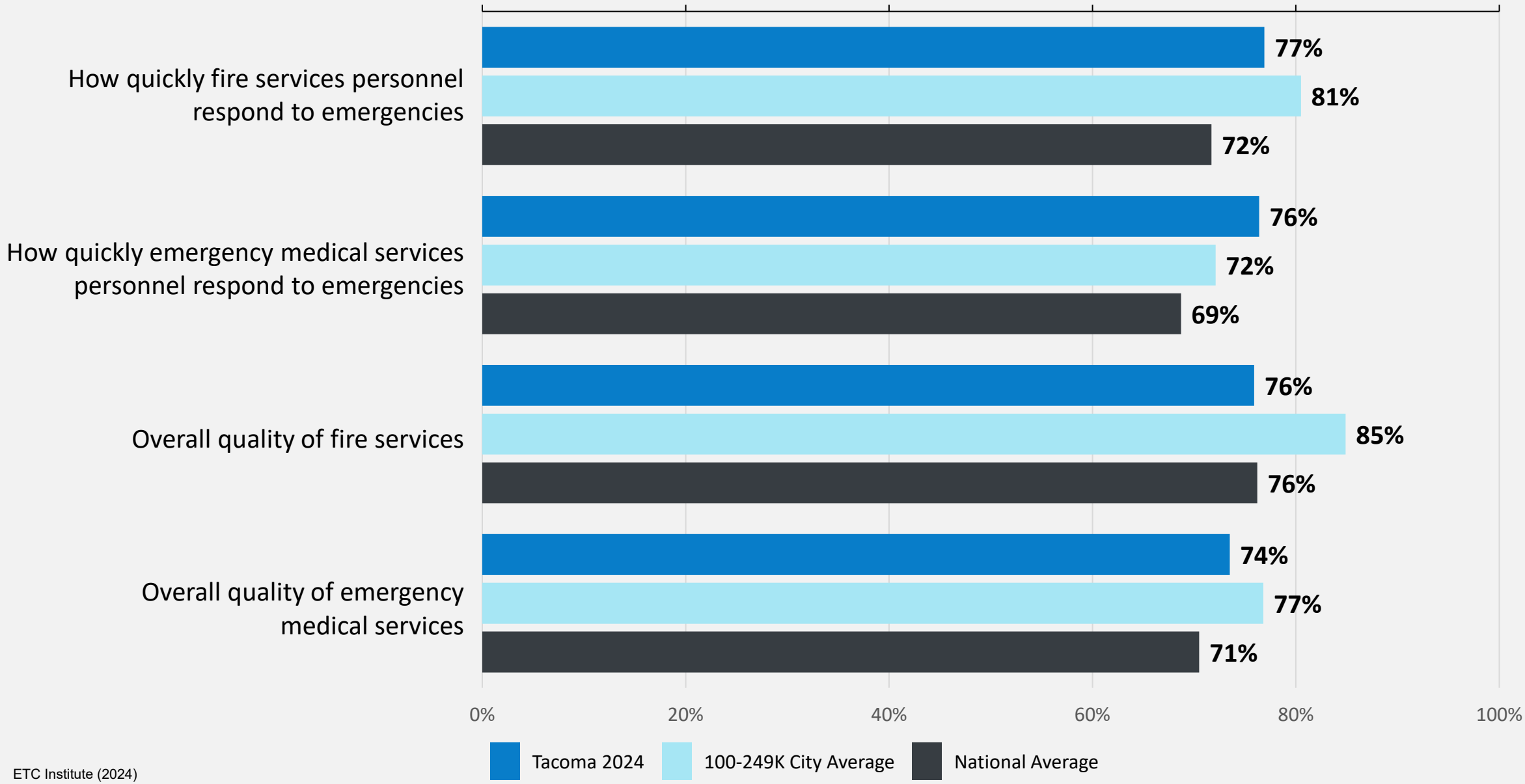
Q2. Satisfaction with Tacoma: Benchmarking



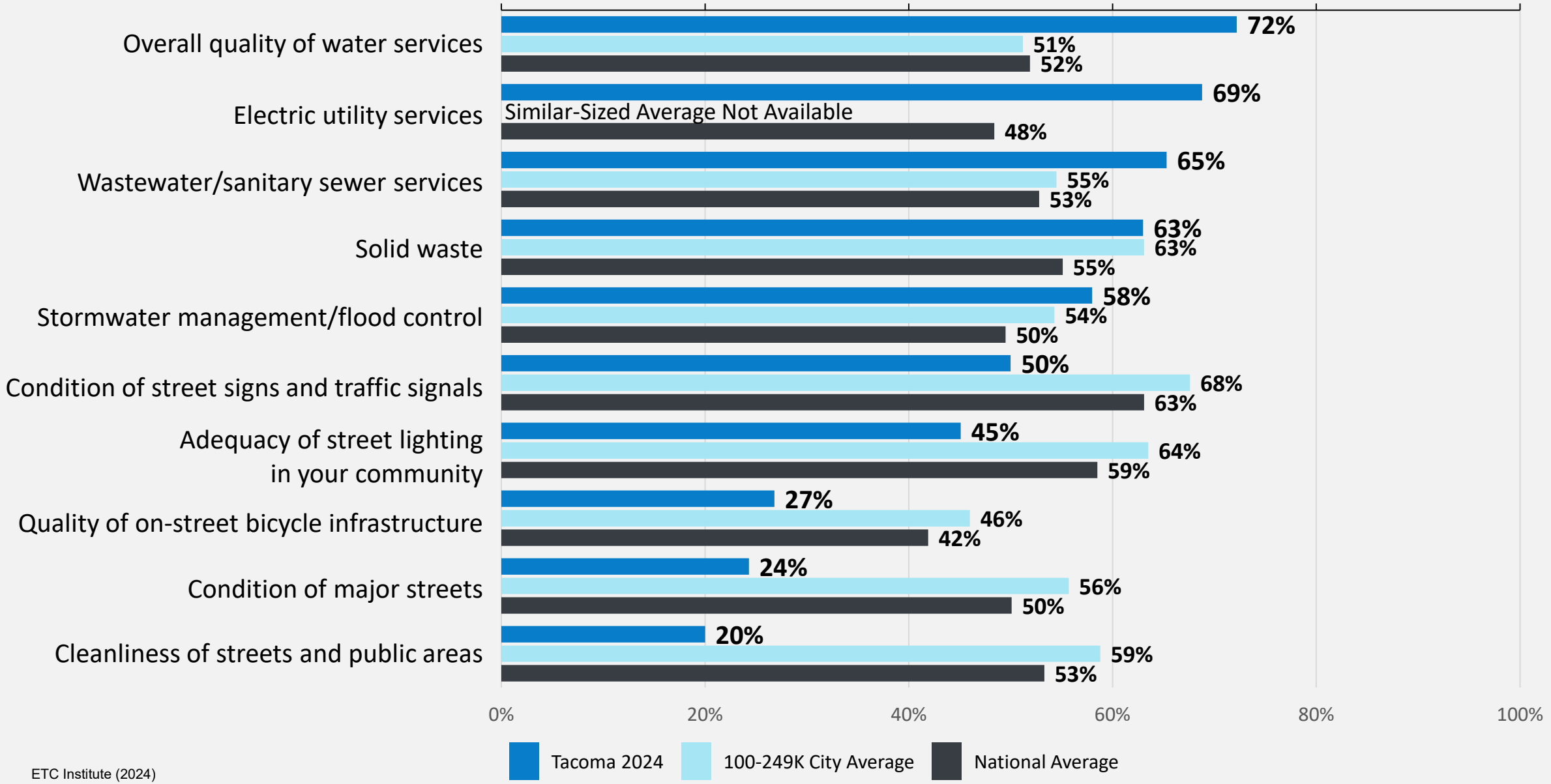
Q3. Police Services: Benchmarking



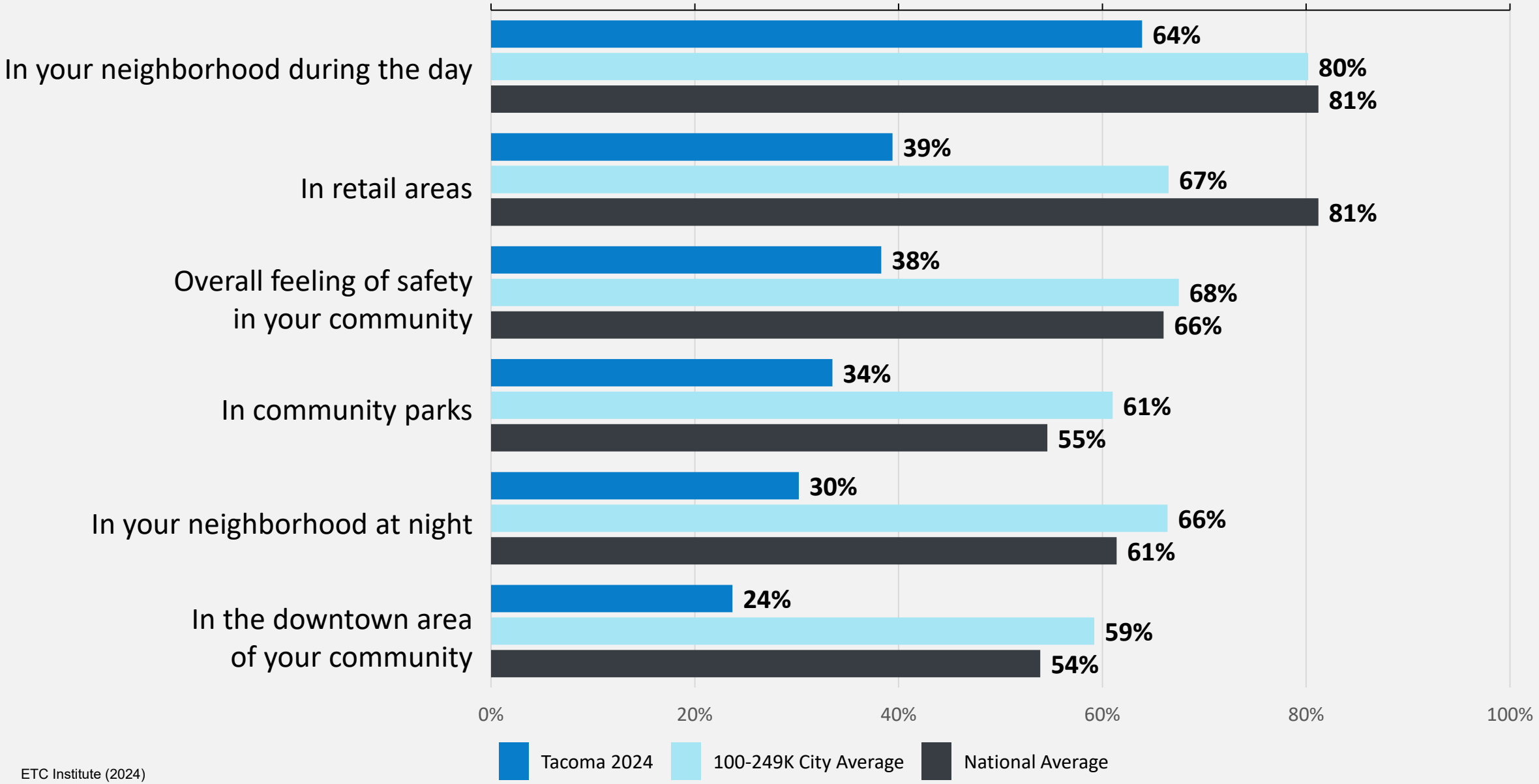
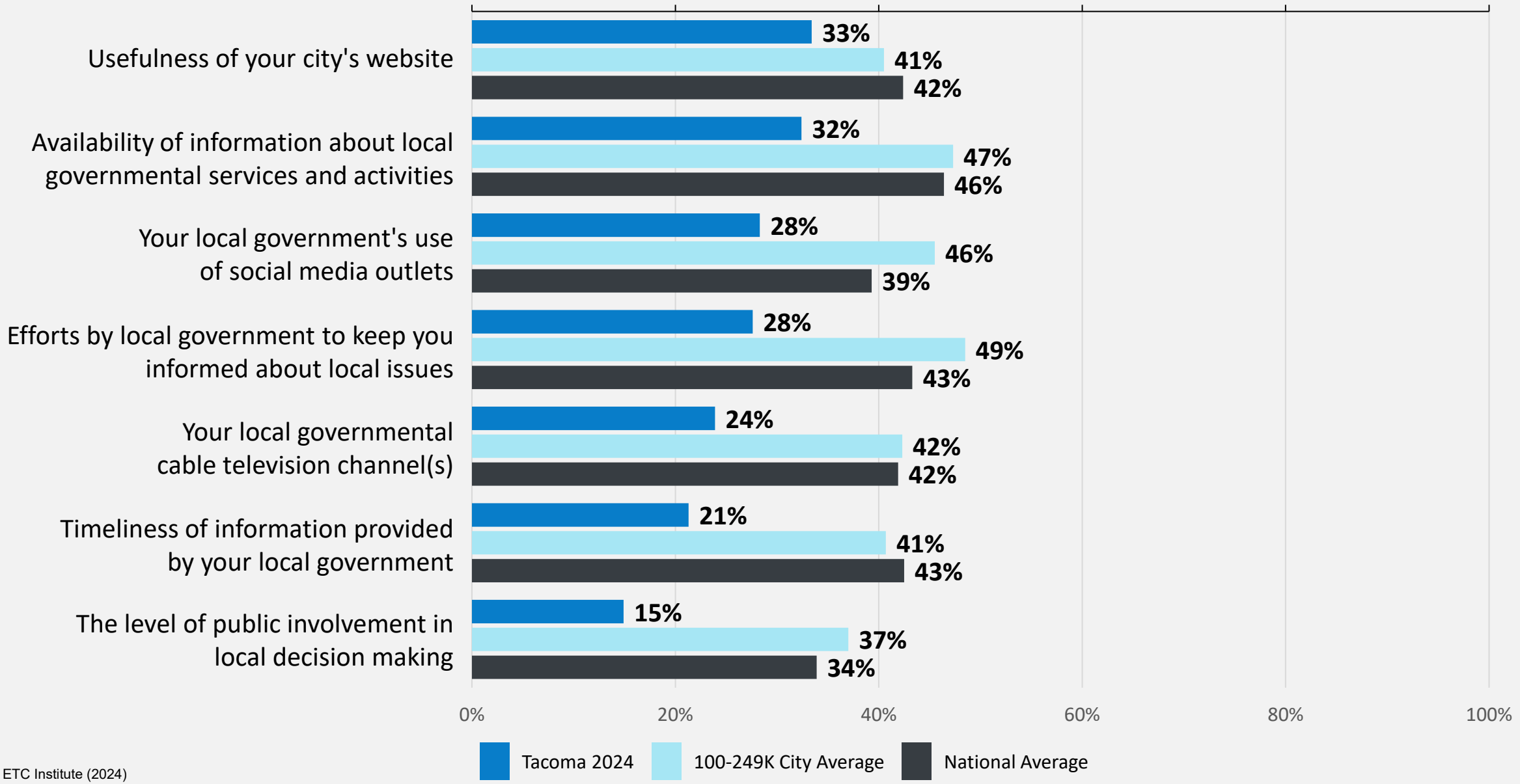
Q3. Fire and Emergency Medical Services: Benchmarking



Q5. Infrastructure, Roads, and Public Works: Benchmarking



Q10. How Safe Do You Feel?: Benchmarking



Q20. City Communication: Benchmarking