

City of Tacoma, Washington 2024 City of Tacoma Community Survey Findings Report

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Executive Summary



Purpose

ETC Institute administered the community survey for the City of Tacoma, Washington in 2024. The survey assesses Tacoma resident's satisfaction with the delivery of major City services and will be used to help determine priorities for the community as part of the City's strategic planning efforts.

Methodology

The six-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in Tacoma. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. ETC Institute then matched the address provided by respondents who completed the survey with the addresses that were selected for the sample to ensure the participant is part of the sample. If a respondent did not provide an address or the address was not part of the sample, it was held separate from the database. ETC Institute followed-up with residents who received the mailed survey and promoted awareness of the survey using social media ads on Facebook and Instagram to encourage participation.

The goal was to obtain completed surveys from at least 900 residents with 150 completed surveys coming from each of the five Council Districts. This goal was exceeded, with a total of 905 residents completing the survey. The overall results for the sample of 905 households have a precision of at least $\pm 3.25\%$ at the 95% level of confidence. A 95% confidence interval for margin of error provides a range within which we can be 95% confident that the true value of a parameter lies. For this example, the survey estimates a margin of error of $\pm 3.25\%$, this means that if we were to repeat the survey many times, approximately 95% of those surveys would produce results within $\pm 3.25\%$.

Notes on Reporting:

The combination of top two box responses such as “very satisfied” or “satisfied” has been used to represent results for the purpose of this executive summary and throughout this report.

The percentage of “don't know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Tacoma with the results from other communities in ETC Institute's *DirectionFinder*[®] database. Since the number of “don't know” responses often reflect the utilization and awareness of City services, the percentage of “don't know” responses have been provided in the tabular data section of this report.

This report contains:

- An executive summary of the methodology and major findings.
- Charts showing the overall results for most questions on the survey.
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results.
- Tables that show the results of the random sample for each question on the survey.
- A copy of the survey instrument.



Summary of Major Findings

Perceptions about Tacoma

Perceptions play a pivotal role in shaping the overall satisfaction within a community. How individuals perceive various aspects of their community, including safety, amenities, and services, significantly influences their overall happiness and contentment with where they live. Positive perceptions can foster a sense of belonging, trust in local institutions, and pride in the community, ultimately enhancing satisfaction levels. Conversely, negative perceptions, such as concerns about safety, inadequate services, or limited opportunities, can erode trust, diminish morale, and lead to decreased satisfaction among residents. Thus, understanding and addressing the perceptions of a community are essential for fostering an environment where residents feel valued and fulfilled.

Perceptions of Tacoma (Very Satisfied + Satisfied Scores)	
• Overall access to daily essentials, like grocery stores and schools	72%
• Whether you feel like you belong in the community	52%
• Overall quality of life in Tacoma	48%
• Overall quality of services provided by the City	39%
• Overall appearance of Tacoma	30%
• Overall image of Tacoma	30%
• How well the community is managing growth	23%
• Overall value that you receive for your City taxes and fees	22%

Community Safety

The results from the survey show a sharp difference in the ratings between Police Services and Fire and Emergency Medical Services. Although Fire and Emergency Medical services provided some of the highest ratings on the entire survey, Police services were among the lowest. ETC's Importance-Satisfaction Analysis indicated that the City should continue the current emphasis and priority with Fire and Emergency Medical Services while prioritizing police services with the highest priority being given to efforts by police in your community to prevent crime, police patrol, and how quickly police respond to emergencies.

How Safe Do You Feel?

Residents were asked to rate how safe they feel in a variety of areas around Tacoma. Residents indicated that they felt the safest in their neighborhood during the day (64%). All the other areas assessed received safety ratings below 40%, with the lowest rating being in the downtown area of your community (24%). Transparent communication about safety measures can also contribute to a greater sense of security.

Infrastructure, Roads, and Public Works

When residents were asked to rate their satisfaction with 12 infrastructure, roads and public works services, the top three rated services were overall quality of water services (72%), electric utility services (69%), and wastewater and sanitary sewer services (65%). The lowest rated services were quality of on-street bicycle infrastructure (27%), condition of major streets (24%), and cleanliness of streets and public areas (20%).

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The Importance-Satisfaction Analysis indicated that Tacoma has four service areas where there needs to be very high or high priority given and an increase in emphasis. Those four services are, 1.) Condition of Major Streets, 2.) Cleanliness of streets and public areas, 3.) Walkability of your neighborhood, and 4.) Adequacy of street lighting in your community.

City Communication and Customer Service

Customer Service

Of the residents surveyed, 45% of respondents indicated that they have contacted the City with a question, problem, or complaint during the past year. The top three departments that were contacted by residents were 311 Customer Service Center, Police Department, and Tacoma Public Utilities.

When residents were asked to rate their satisfaction with five City customer service items, the top three rated items were how courteous you were treated (59%), the technical competence, knowledge of employees who assisted you (51%), and how easy the department or division was to contact (48%). The lowest rated customer service item was how your concern or request was resolved or answered (36%).

City Communication

Residents were asked to select where they currently get news and information about City events and programs or services and there was a consensus top four of 1.) From friends and neighbors, 2.) City social media, 3.) Print mailings, and 4.) News media. After asking residents where they currently get information about the City, they were asked where they would prefer to get this information; residents indicated that they would prefer to get City information from 1.) City social media, 2.) Print mailings, and 3.) News media. This shows that residents would prefer to get information about the City through official City channels and provides an opportunity for the City to increase awareness around these sources of information.

The Importance-Satisfaction Analysis indicated that Tacoma has six City Communication areas where there needs to be very high or high priority given and an increase in emphasis. Those six services are, 1.) Efforts by local government to keep you informed about local issues, 2.) Level of public involvement in local decision making, 3.) Availability of information about local government services and activities, 4.) Timeliness of information provided by your local government, 5.) Your local governments use of social media outlets, and 6.) Usefulness of your City's website.

Funding Priorities and Issues in your Neighborhood

Residents were asked to pick four issues in their neighborhood that they think are the most important for the City of Tacoma and partners to address and the top four were, 1.) Addressing homelessness, 2.) Housing affordability, 3.) Community safety, and 4.) Access to living wage jobs.

When asked to pick if an item deserved high, medium, or low priority, the items that received the highest priority ratings were, 1.) Homelessness Encampment Outreach and Cleanup, 2.) Mental Health and Substance use, and 3.) Youth Violence Reduction.

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Next Steps:

To maximize the effectiveness of the information gathered through the survey, ETC Institute recommends that City leaders do the following:

- **Analyze Survey Data Thoroughly:**
 - **Data Breakdown:** Analyze the results by demographics, Council Districts, and key issues to identify trends and specific areas of concern.
- **Prioritize Key Issues:**
 - **ETC's Importance-Satisfaction Analysis:** Use ETC's Importance-Satisfaction Analysis to evaluate which issues have the greatest impact on quality of life and which can be addressed in the short, medium, and long term.
- **Engage Stakeholders:**
 - **Hold Internal Meetings:** Gather city departments and key staff to discuss findings and implications.
- **Develop Action Plans:**
 - **Create Strategies:** Formulate actionable plans to address the top issues identified in the survey.
 - **Set Objectives:** Define clear, measurable goals for each action plan.
- **Communicate with Residents:**
 - **Transparency:** Share a summary of the survey results and planned actions with residents to keep them informed and engaged.
 - **Feedback Loop:** Create opportunities for residents to provide further input or feedback on proposed plans.
- **Implement Action Plans:**
 - **Execution:** Begin implementing the strategies and initiatives based on the developed action plans.
 - **Monitor Progress:** Regularly review the progress of each initiative and adjust as needed.
- **Evaluate and Report:**
 - **Assess Outcomes:** Measure the effectiveness of implemented actions against the defined objectives.
 - **Report Results:** Provide updates to residents on progress and any adjustments to the plans.
- **Plan for Future Surveys:**
 - **Schedule Next Survey:** ETC Institute recommends administering community surveys every two years to keep track of changing needs and measure the impact of current actions.
 - **Continuous Improvement:** Use feedback from residents and outcomes of actions to refine survey questions and improve future engagement.

By following these steps, the city can effectively use survey results to drive meaningful improvements and foster a stronger connection with its residents and the community.



Charts and Graphs

City of Tacoma Charts and Graphs

The following shows the charts and graphs for the City of Tacoma in 2024.

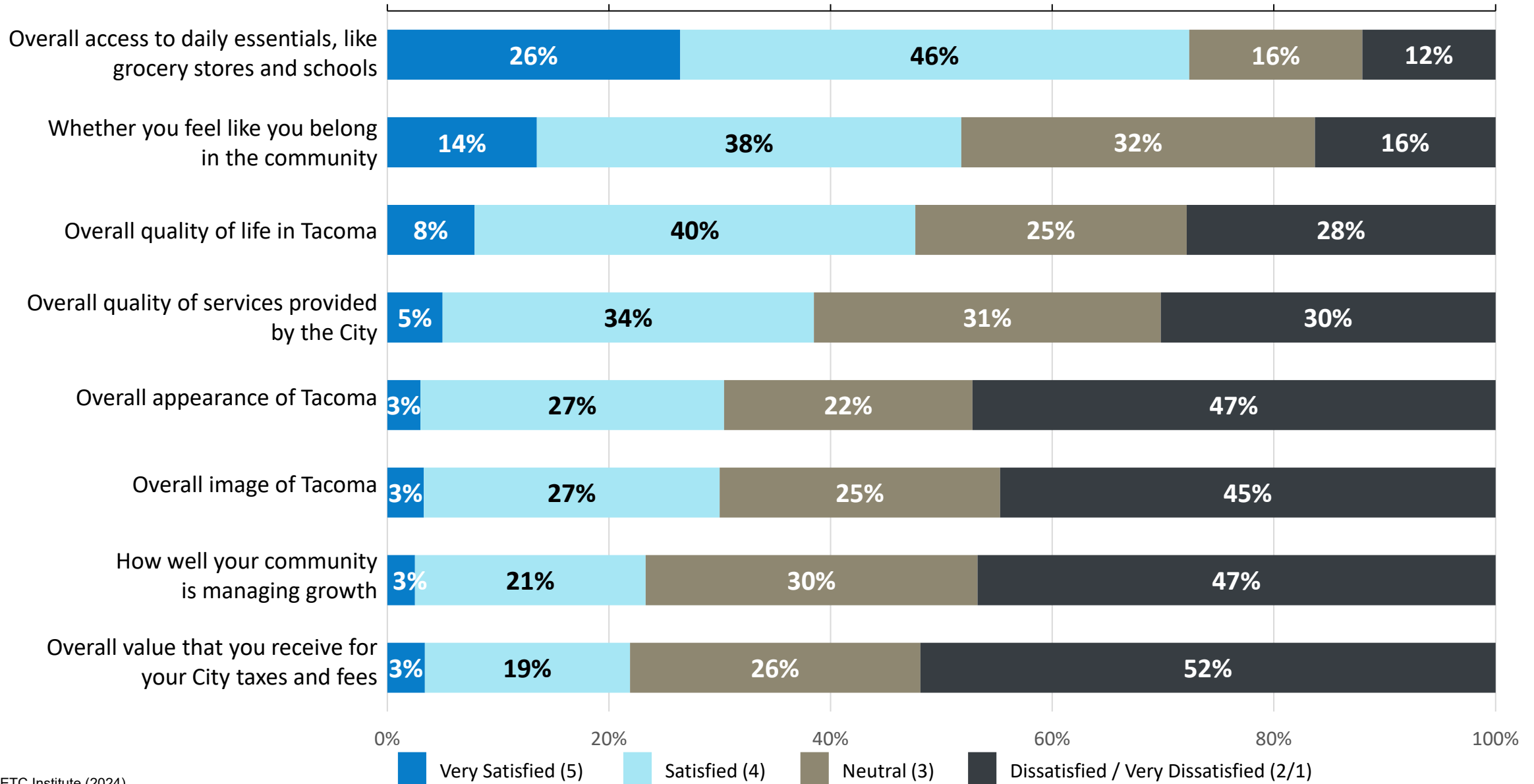


ETC Institute (2024)



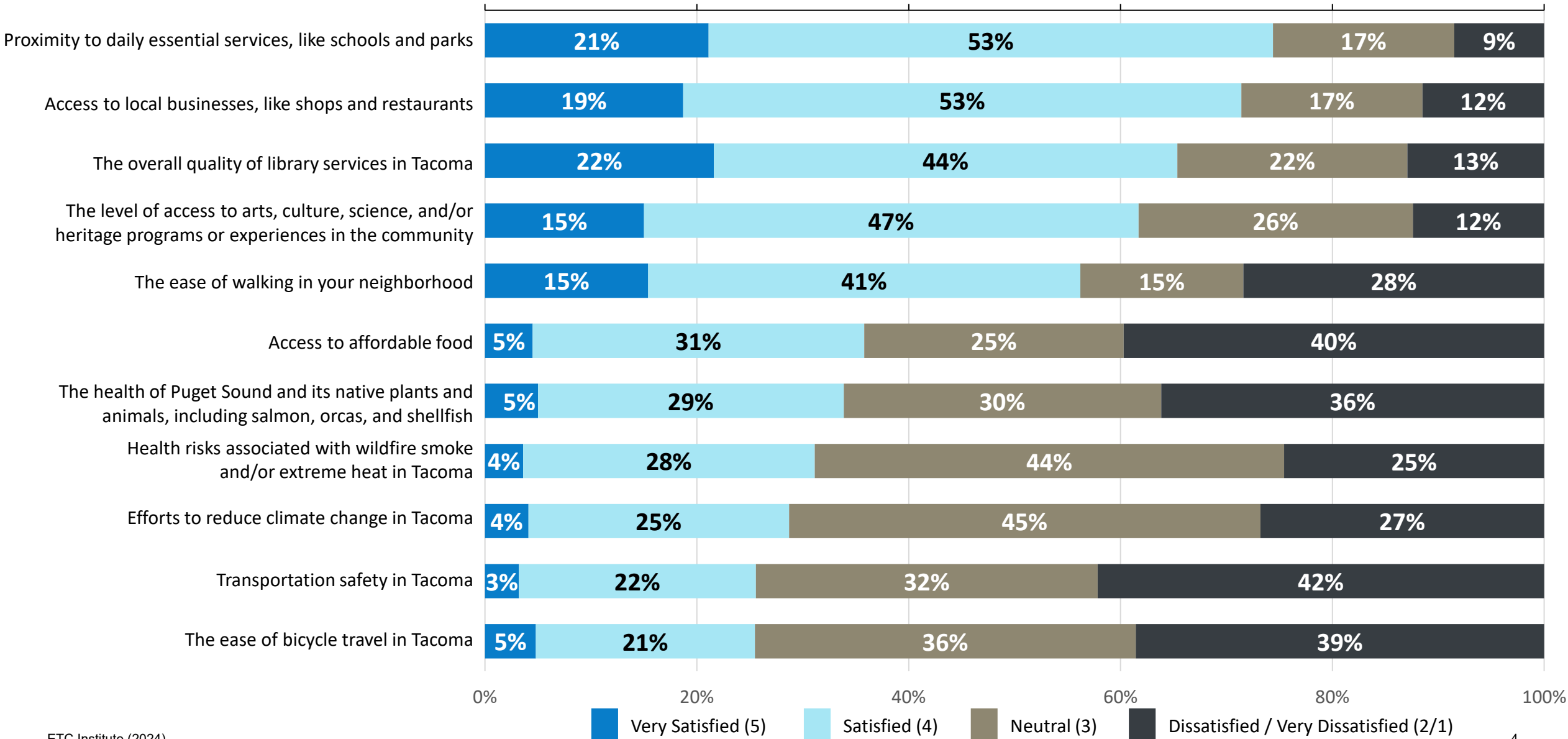
Q1. Perceptions of Tacoma

by percentage of respondents (excluding don't know)



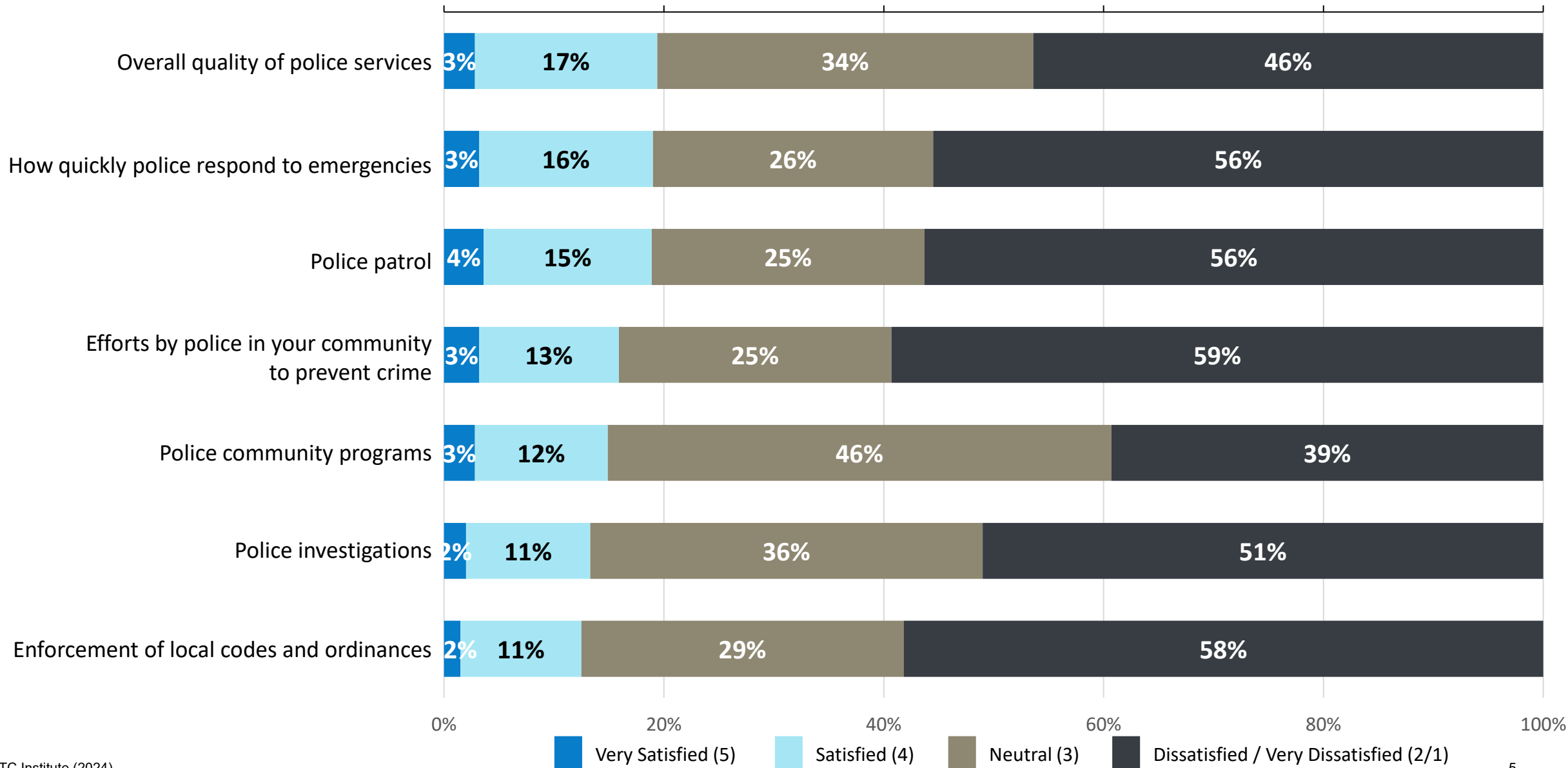
Q2. Satisfaction with Tacoma

by percentage of respondents (excluding don't know)



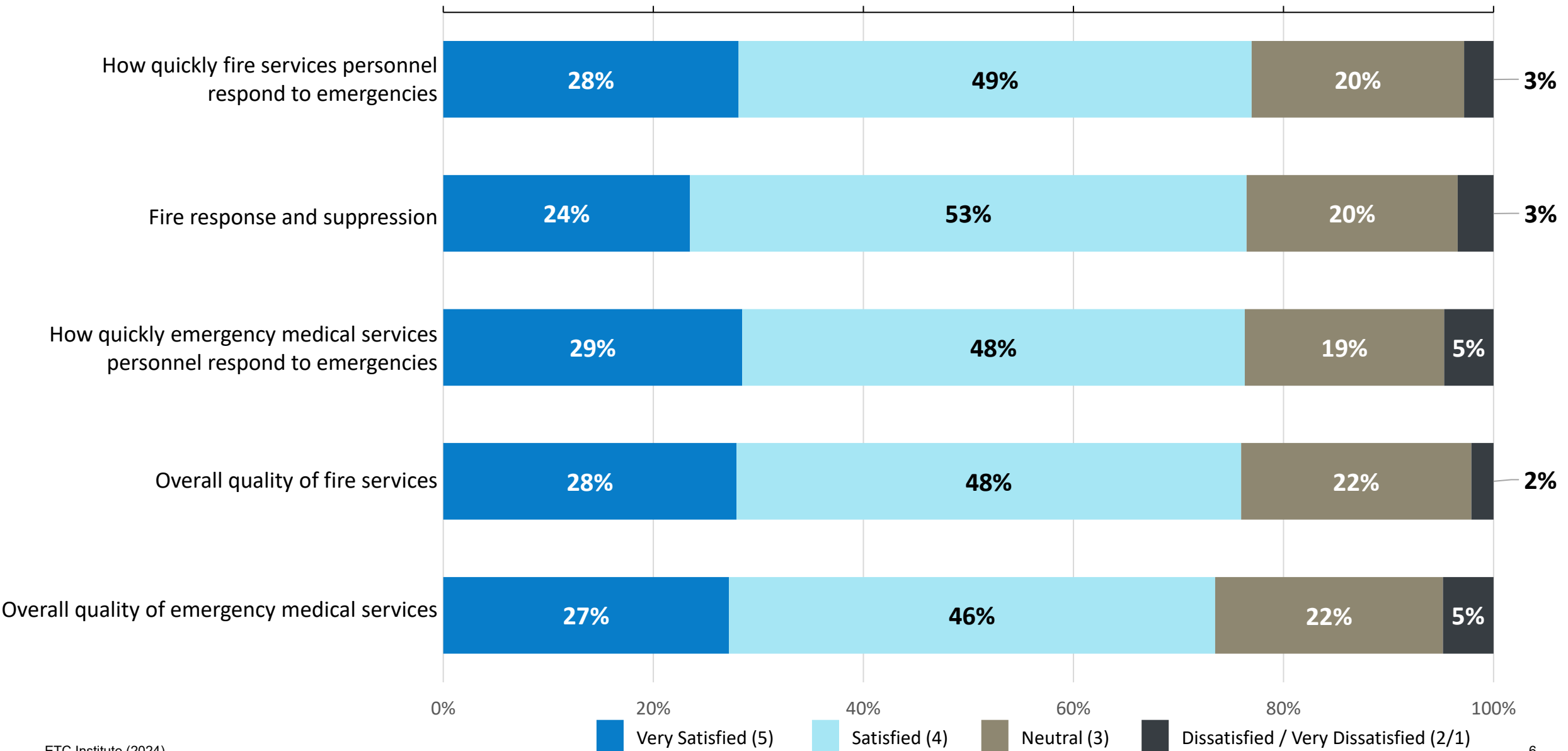
Q3. Public Safety Enforcement: Police Services

by percentage of respondents (excluding don't know)



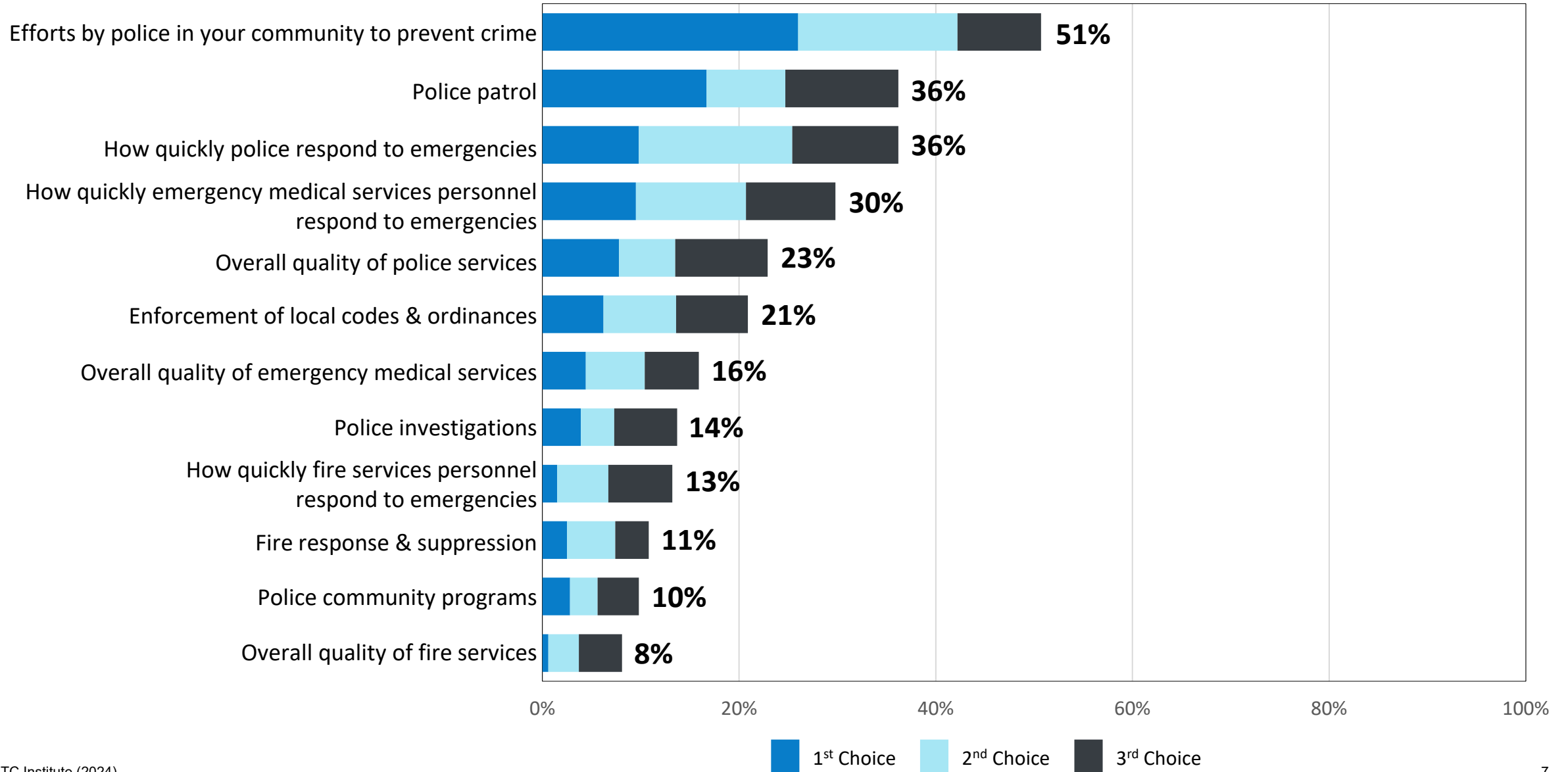
Q3. Public Safety Enforcement: Fire and Emergency Medical Services

by percentage of respondents (excluding don't know)



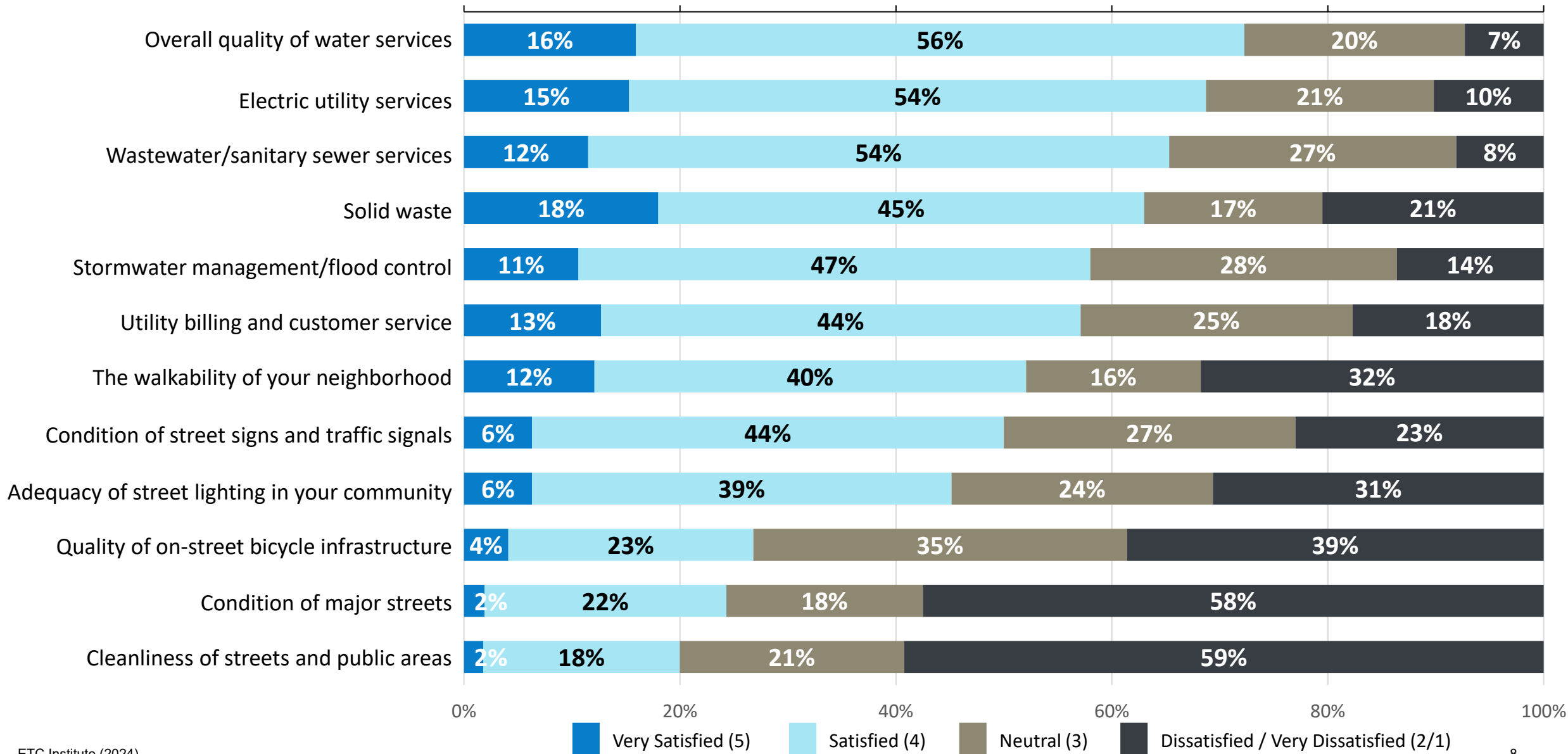
Q4. Public Safety Enforcement That Should Be The Most Important Over The Next Two Years

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



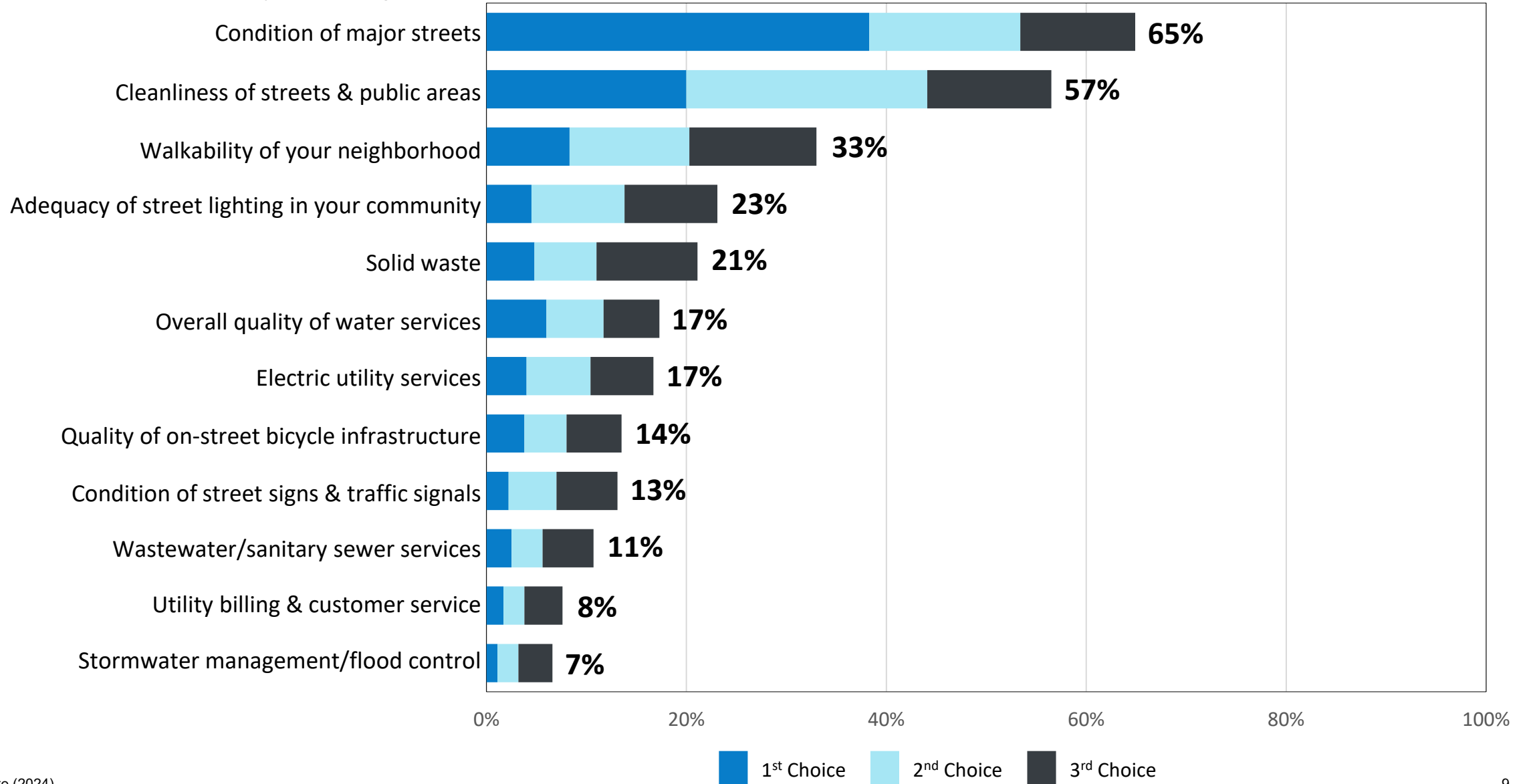
Q5. Satisfaction with Infrastructure, Roads, and Public Works

by percentage of respondents (excluding don't know)



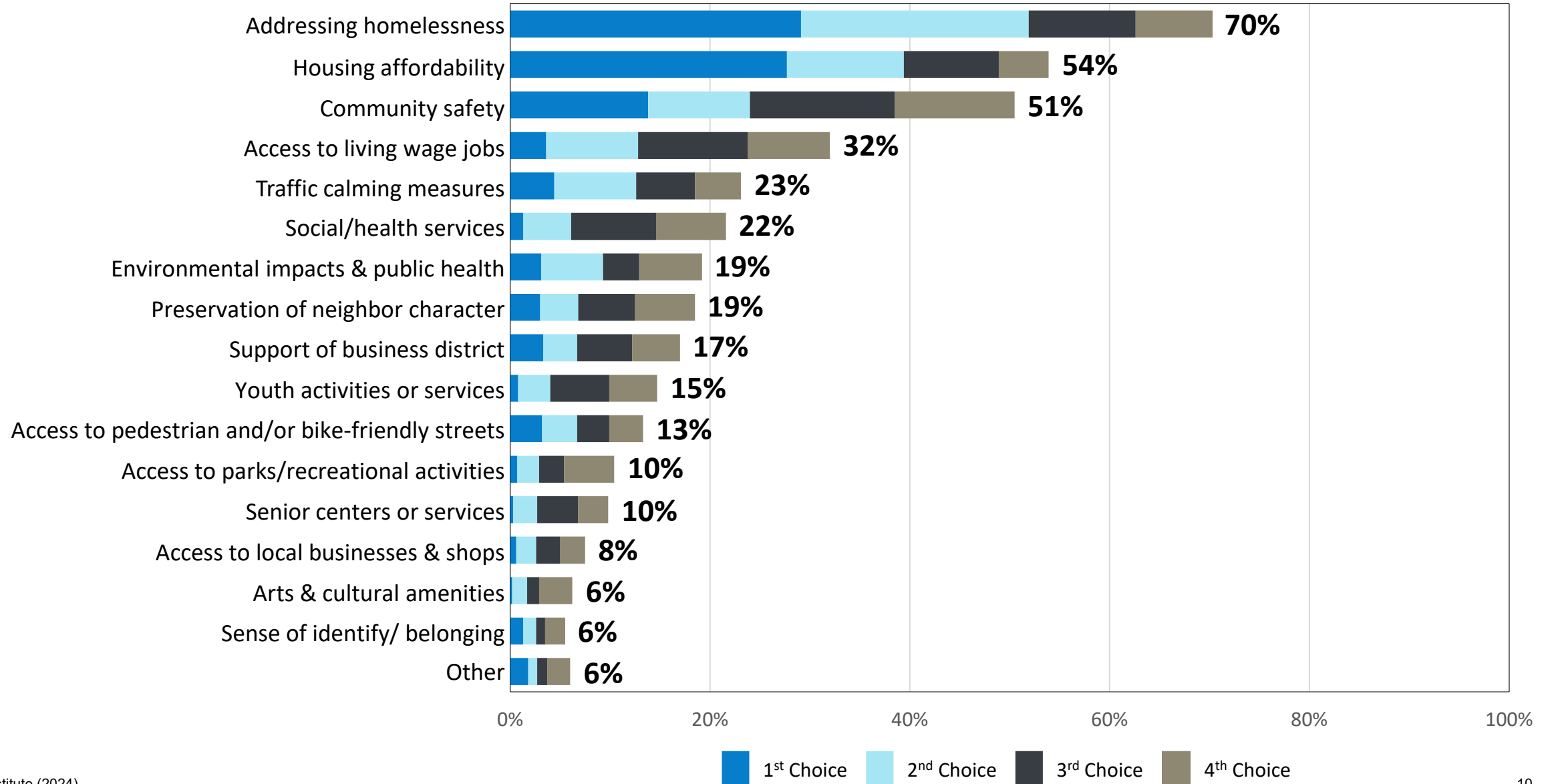
Q6. Infrastructure, Roads, and Public Works That Should Be The Most Important Over The Next Two Years

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



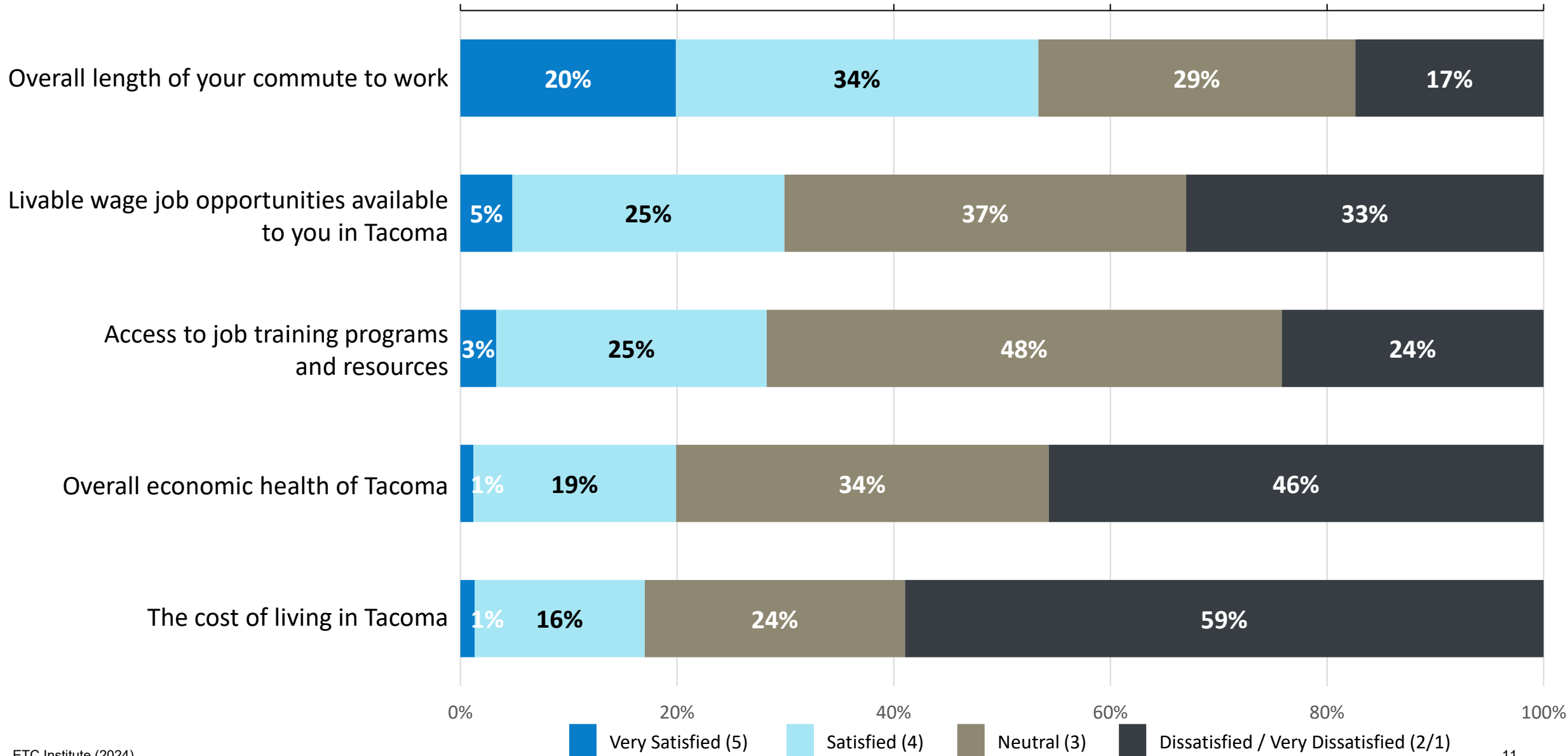
Q7. Issues In Your Neighborhood You Think Are MOST IMPORTANT For The City Of Tacoma And Partners To Address

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



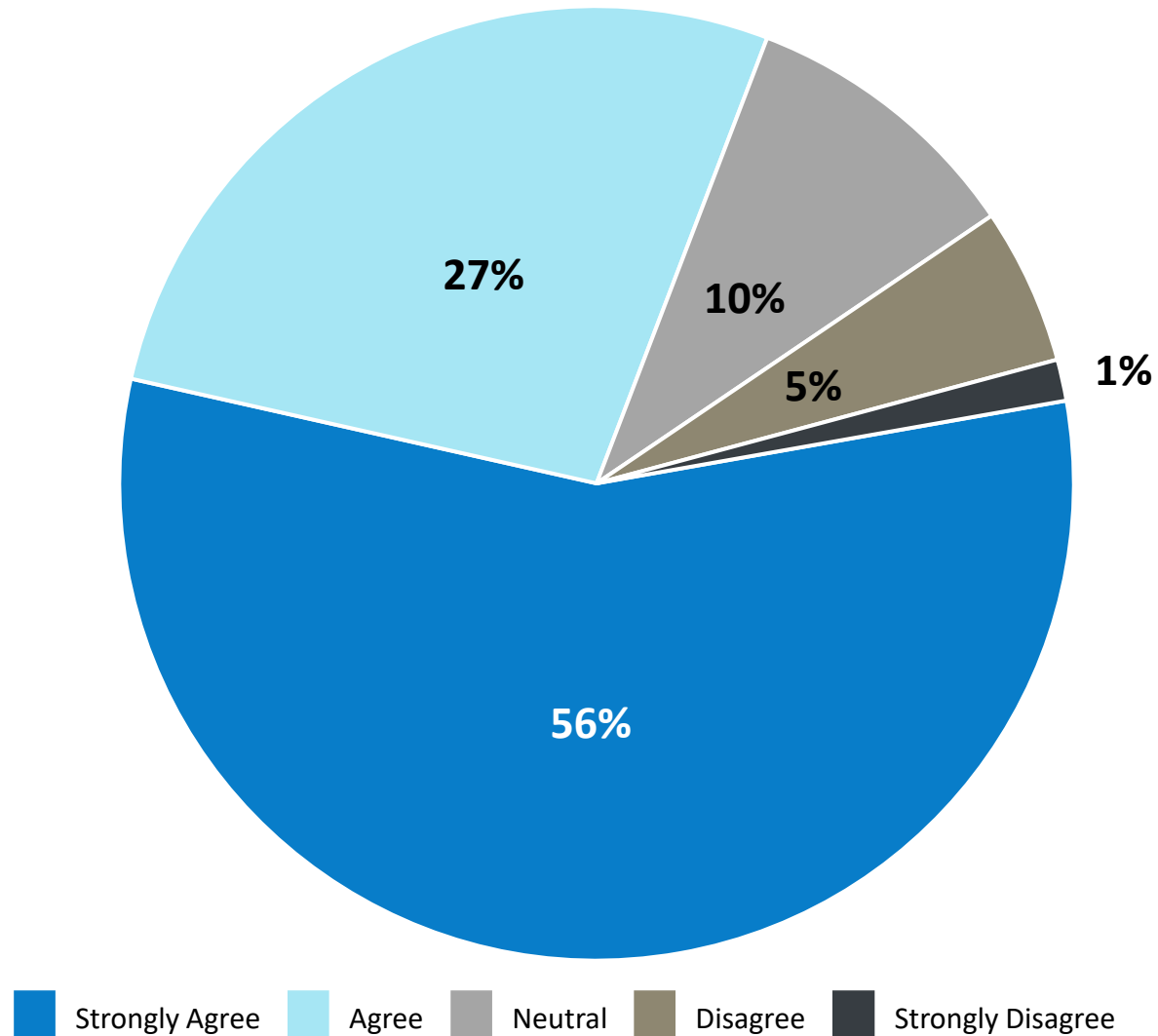
Q8. Satisfaction with Jobs and Economy

by percentage of respondents (excluding don't know)



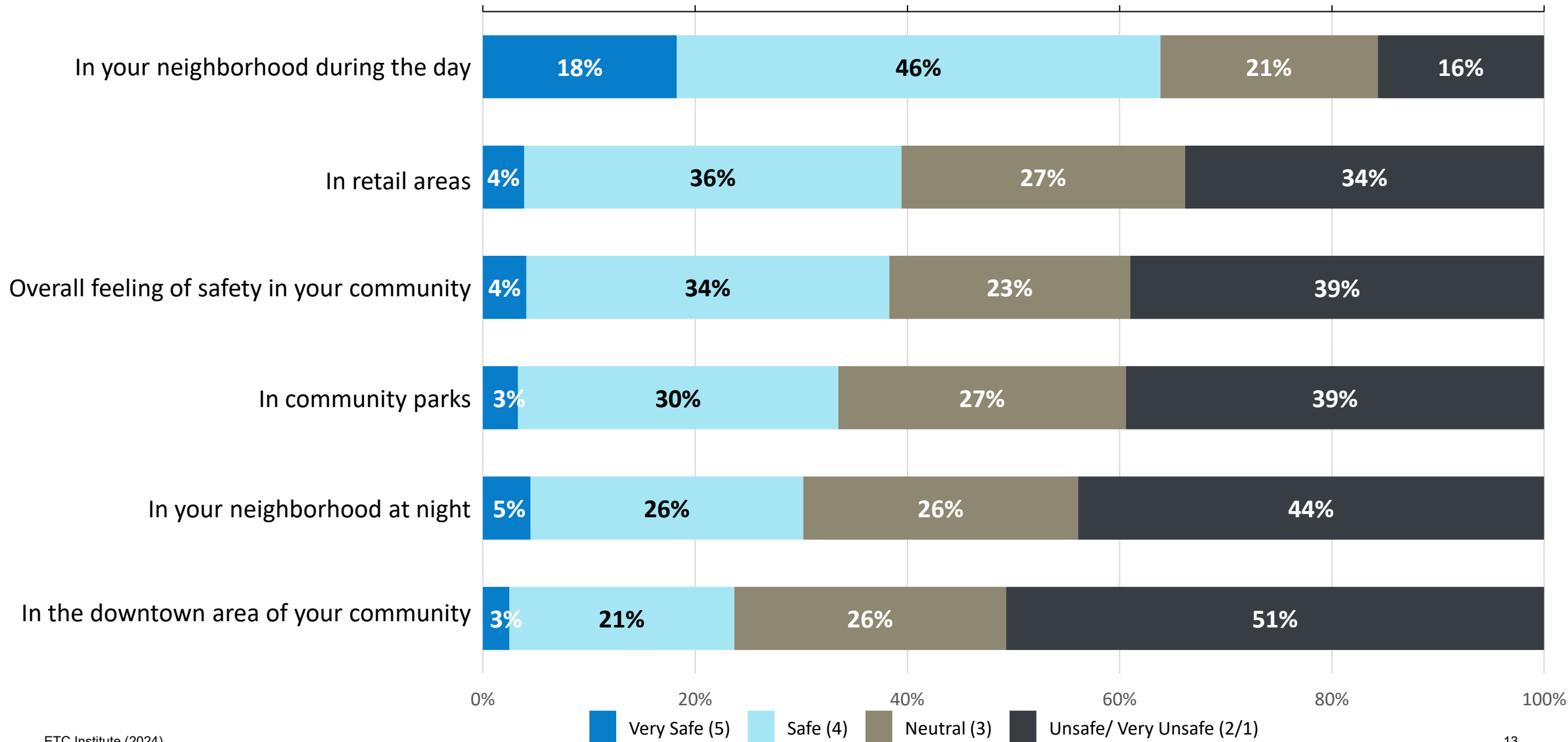
Q9. “In The Future, Daily Essentials, Such As Groceries, Schools, Parks, And Healthcare, Should Be A Safe And Short Walk, Bus, Train, Or Bike Ride Away For Every Resident.”

by percentage of respondents (excluding don't know)



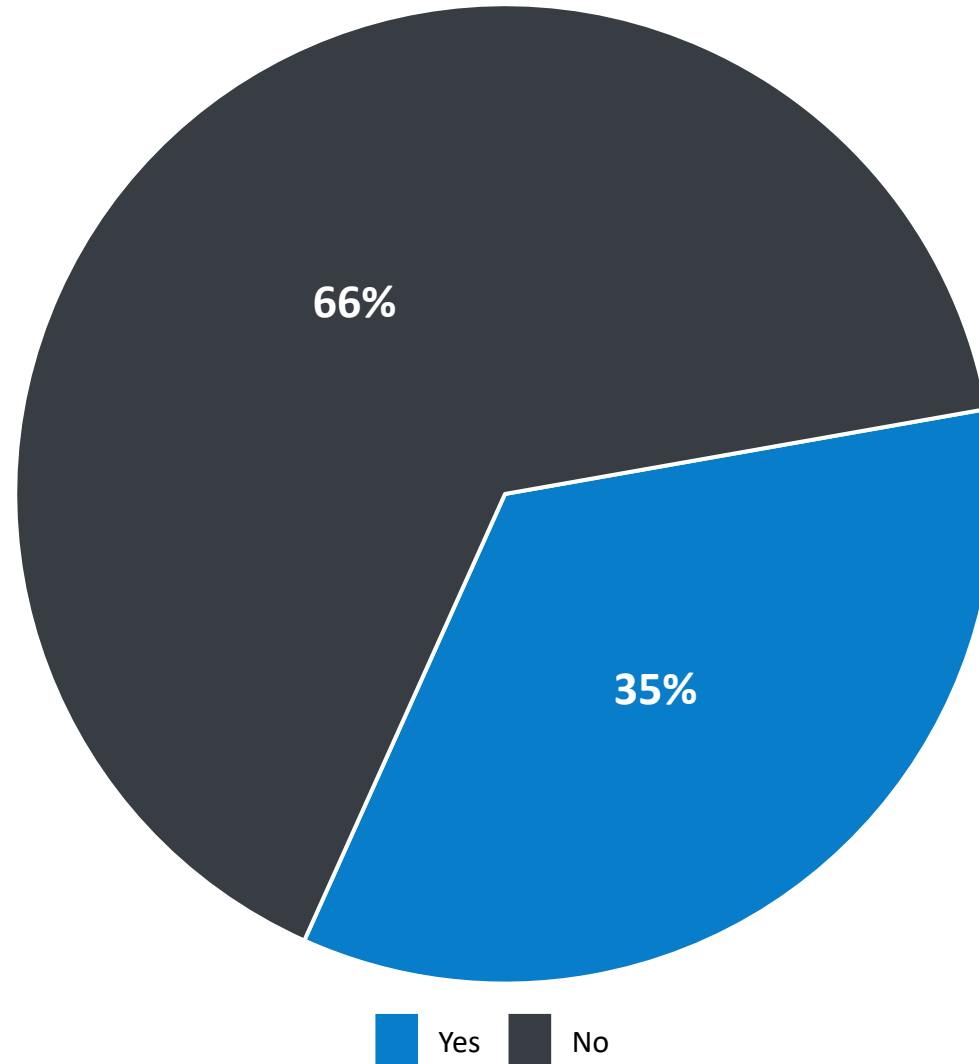
Q10. How Safe Do You Feel?

by percentage of respondents (excluding don't know)



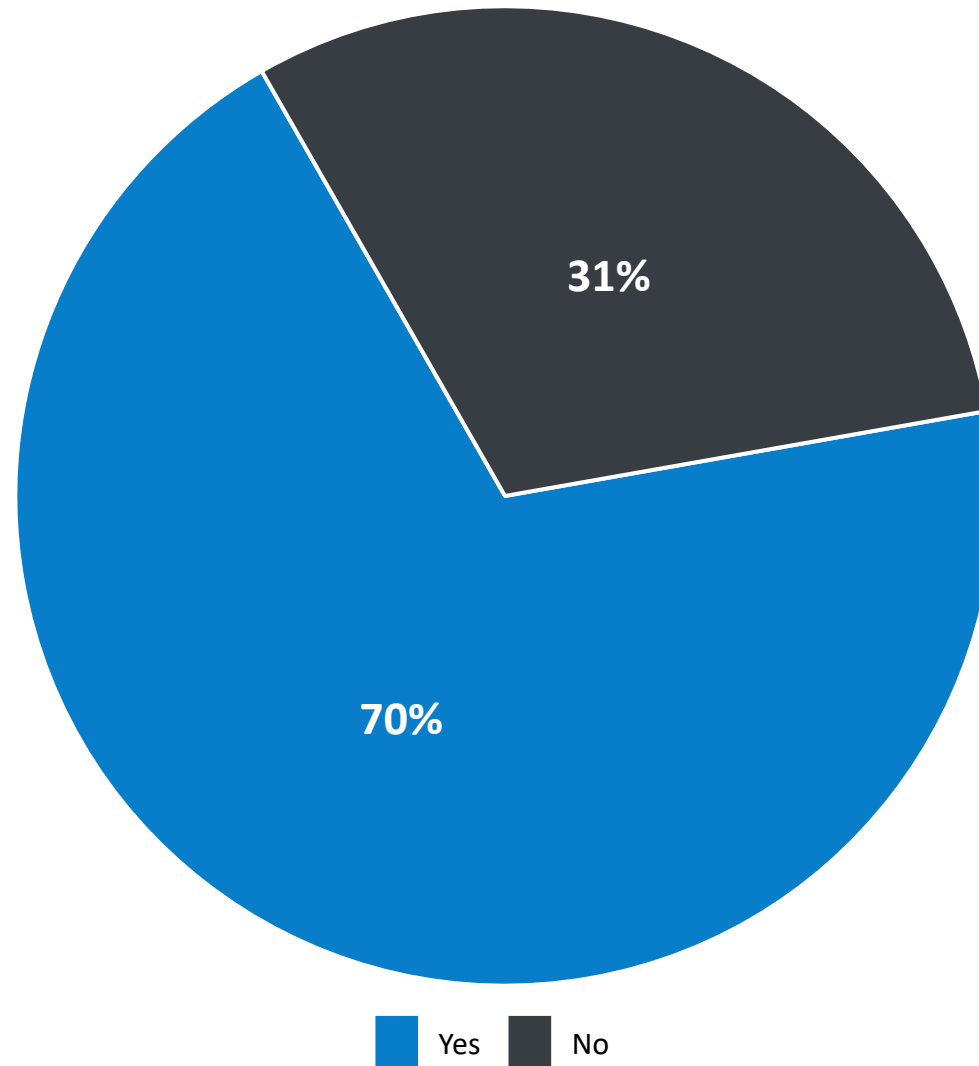
Q11. Have You Or Someone In Your Household Been The Victim Of A Crime In Tacoma In The Last 12 Months?

by percentage of respondents (excluding not provided)



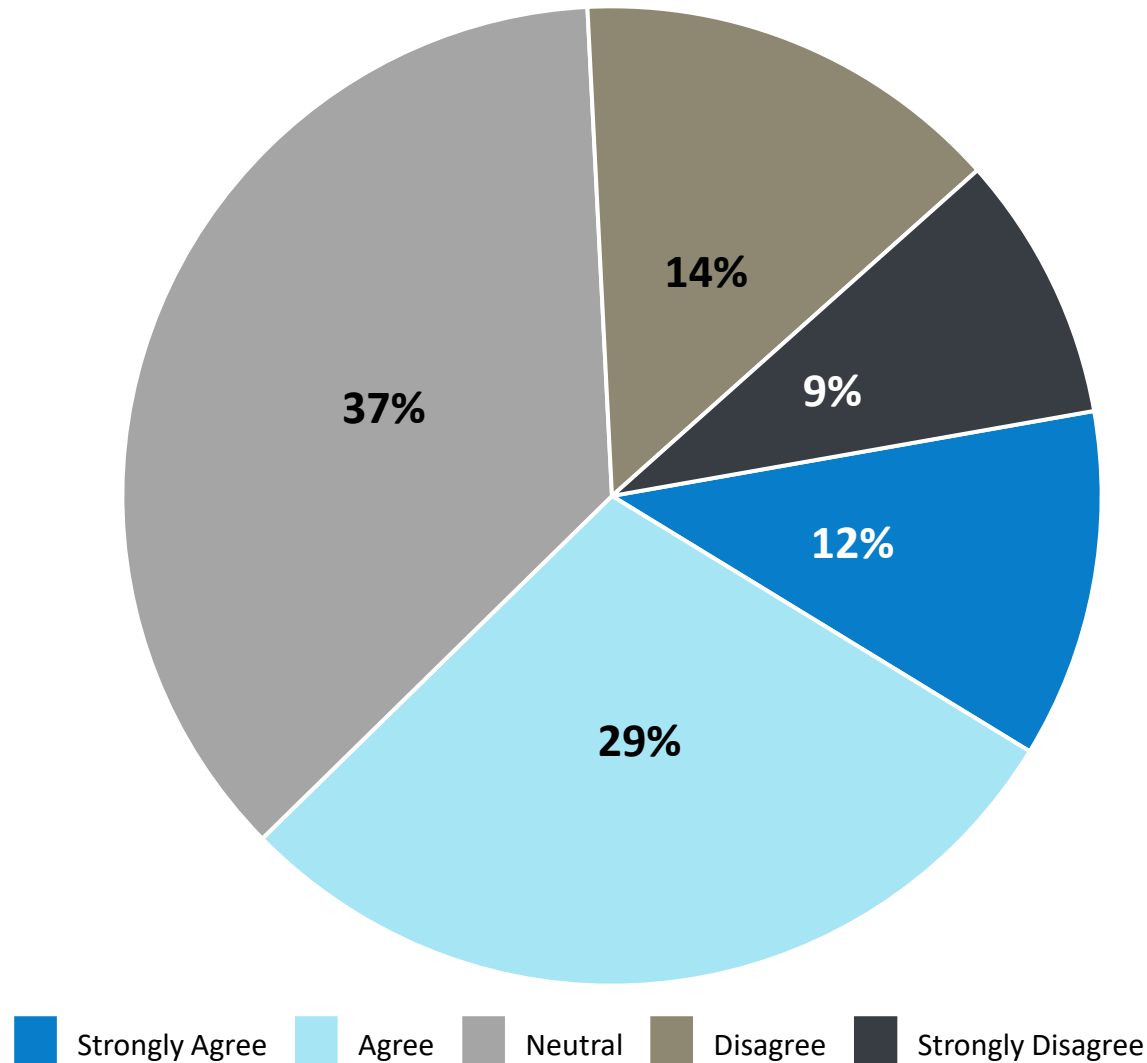
Q11a. Did You Report The Crime?

by percentage of respondents that have been victims of a crime (excluding not provided)



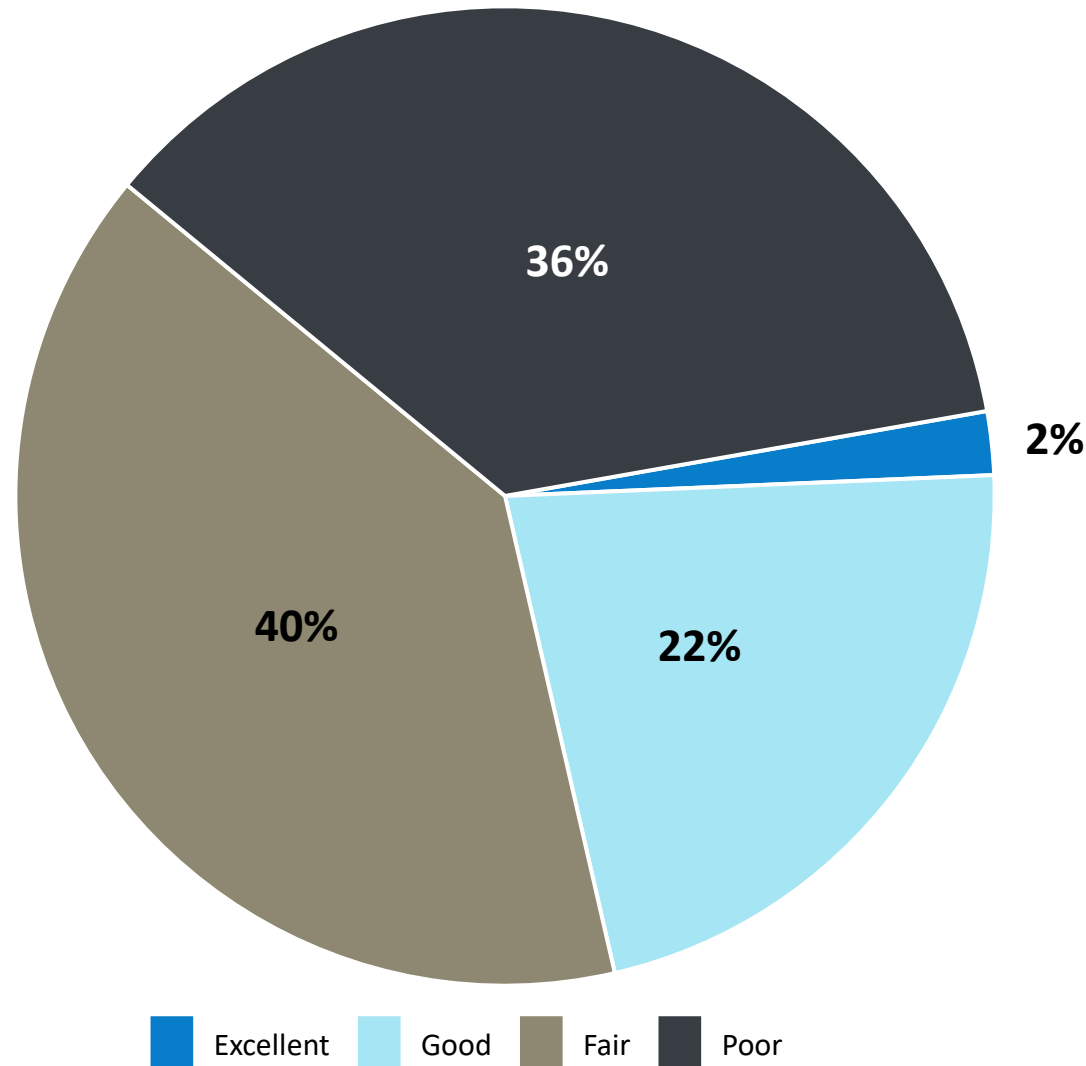
Q12. Do Tacoma Police Officers Treat People Fairly?

by percentage of respondents (excluding don't know)



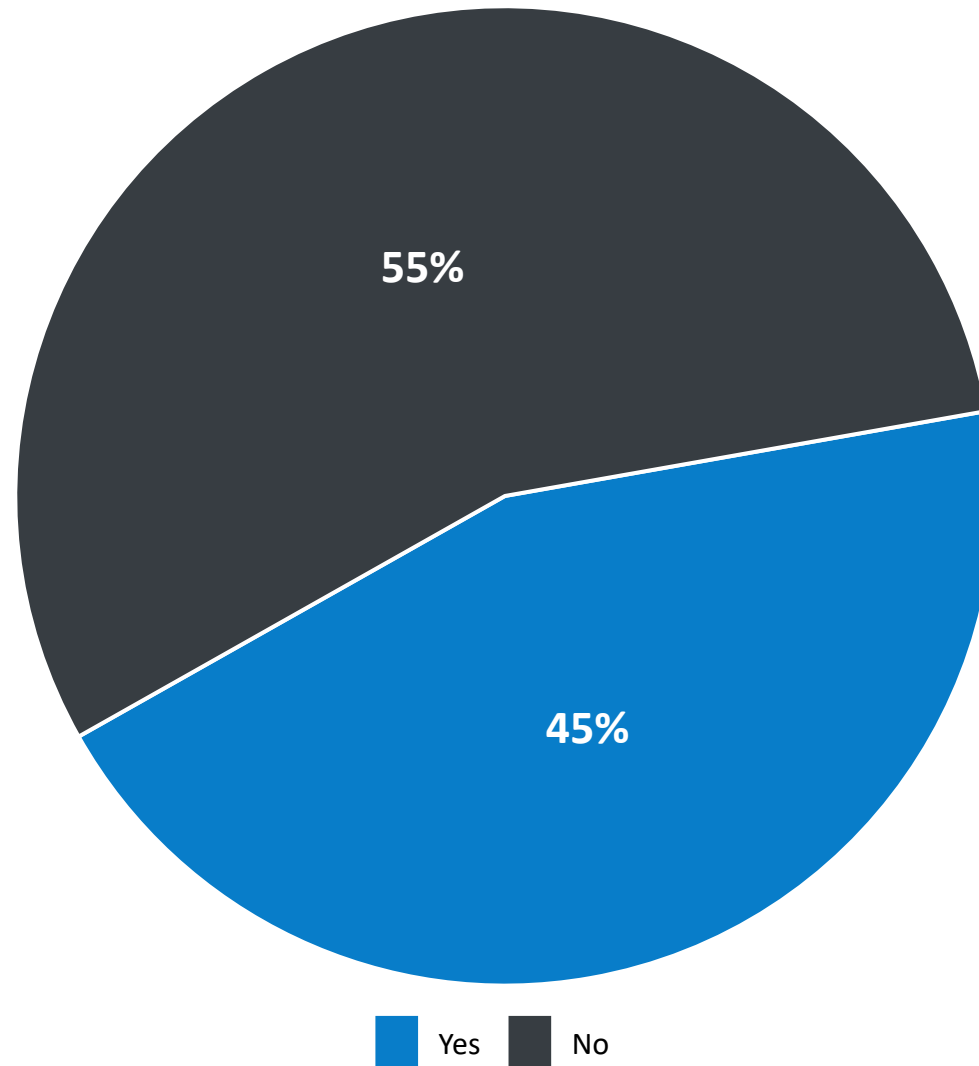
Q13. Would You Say Your Trust In Tacoma's Municipal Government Is...

by percentage of respondents (excluding don't know)



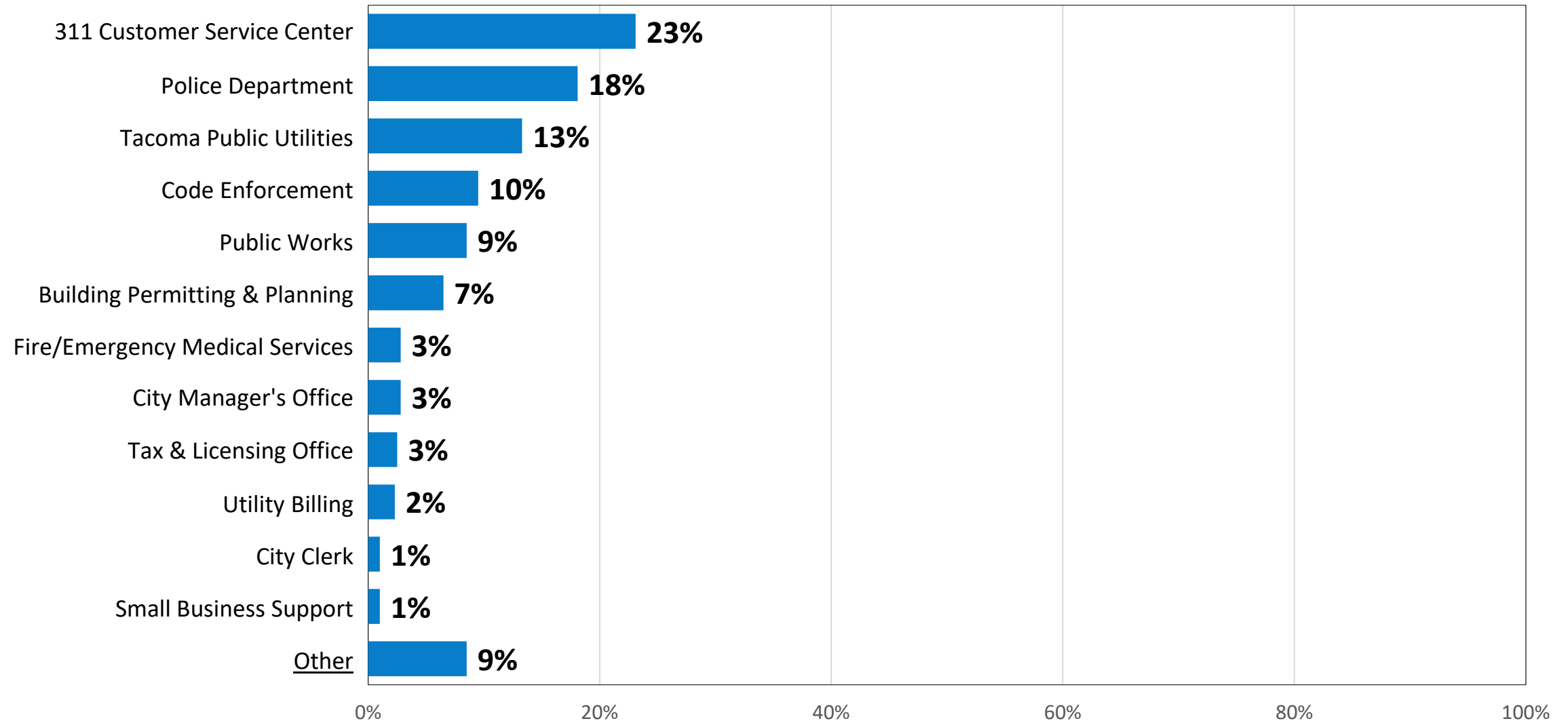
Q14. Have You Contacted The City With A Question, Problem, Or Complaint During The Past Year?

by percentage of respondents



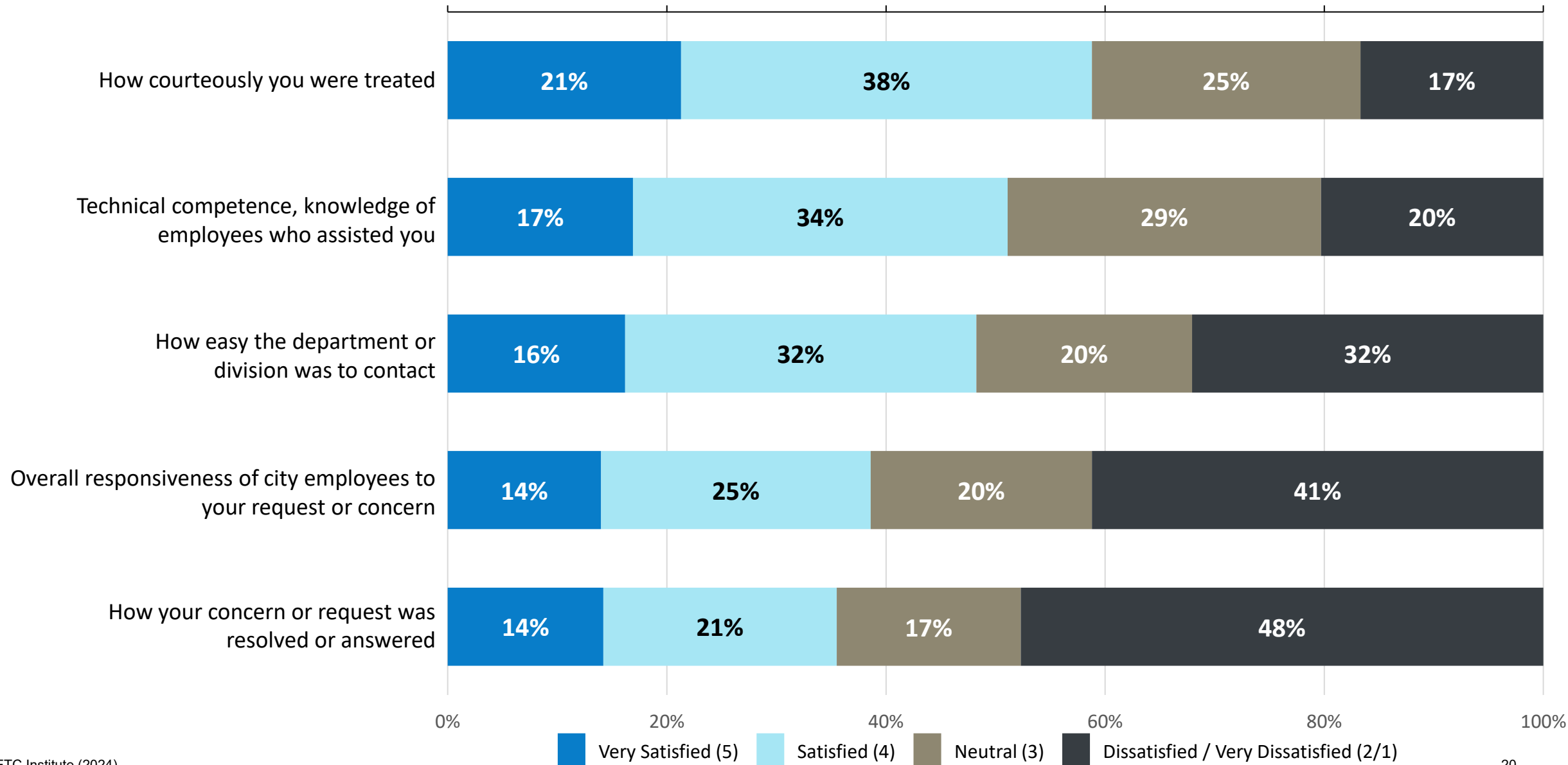
Q14a. Which City Department Or Division Did You Contact Most Recently?

by percentage of respondents who have contacted the City



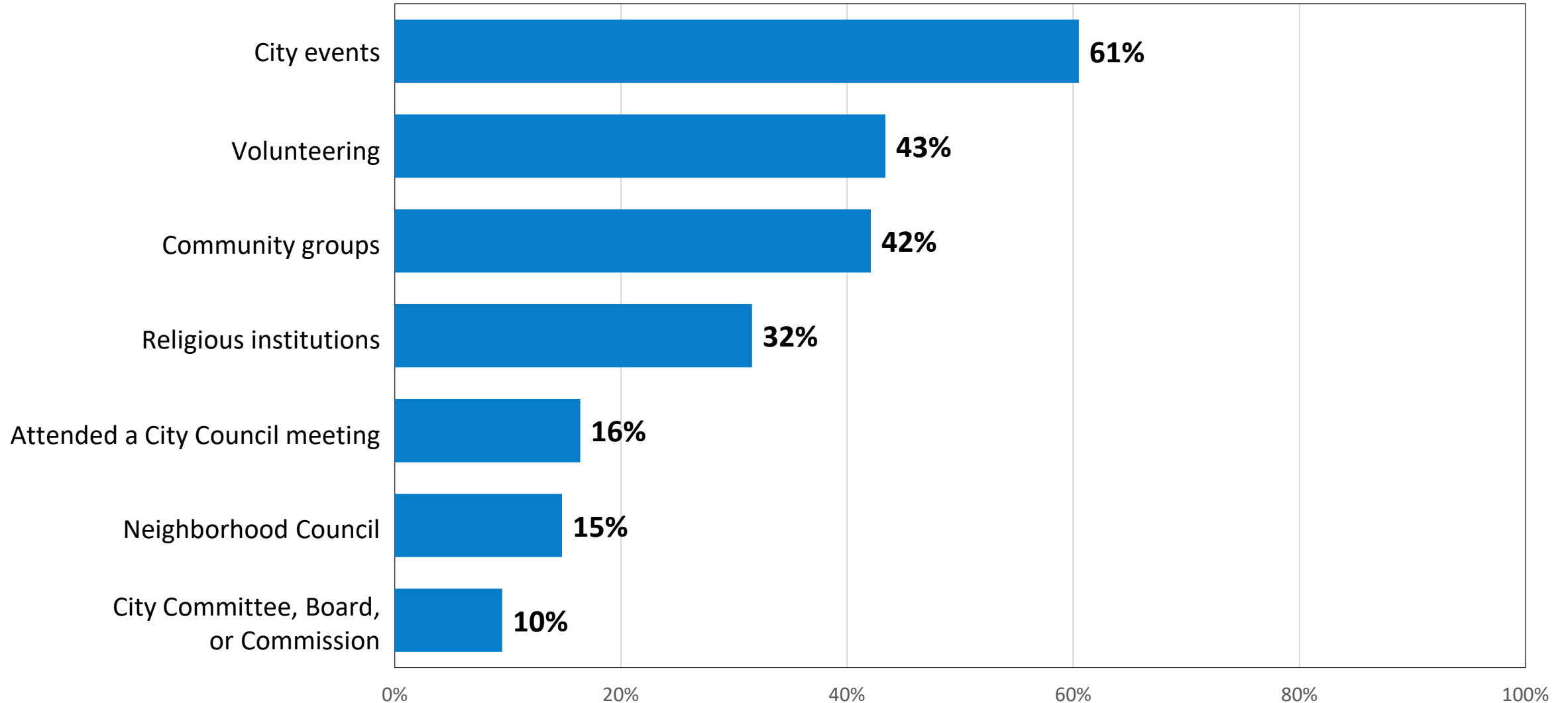
Q14b. Satisfaction with City Customer Service

by percentage of respondents (excluding don't know)



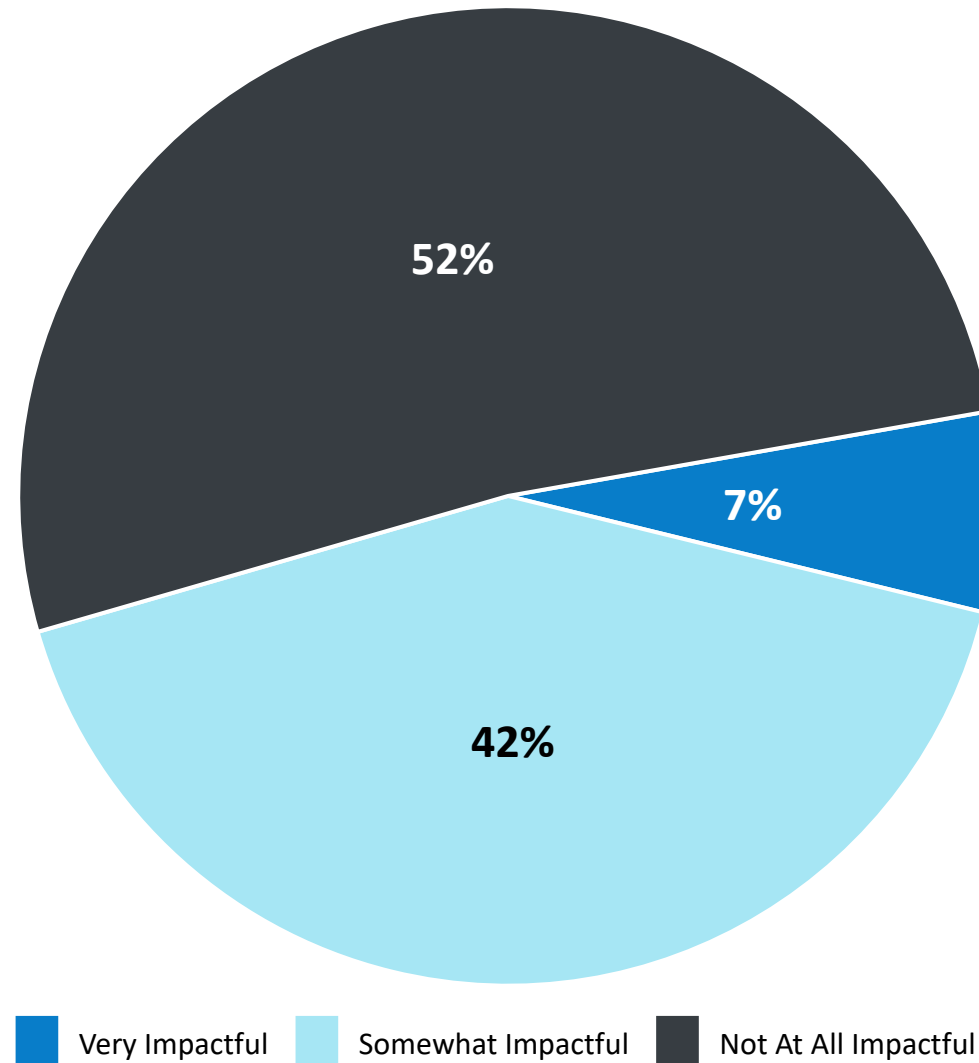
Q15. Have You Participated In Any Of The Following Civic Activities In The Last 12 Months?

by percentage of respondents



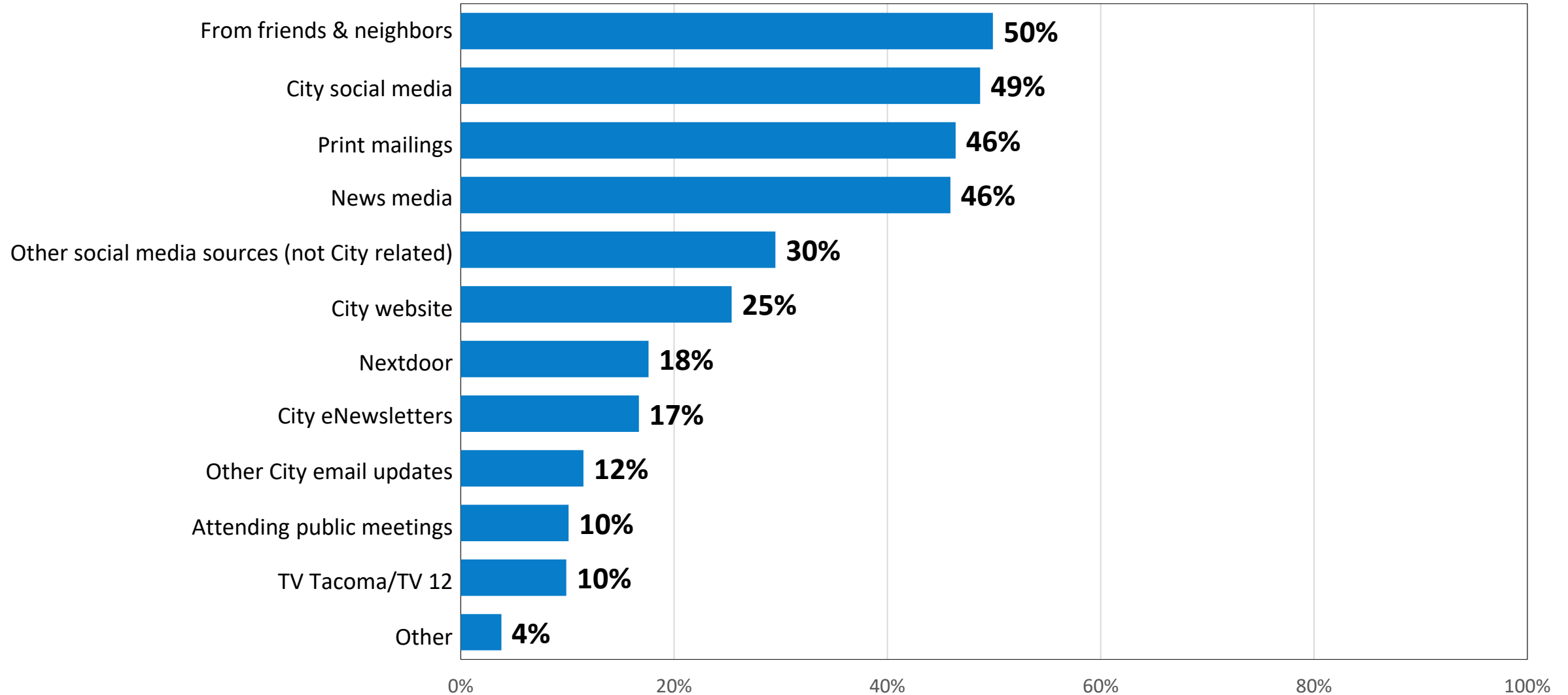
Q16. How Much Of An Impact Do You Believe Your Participation Has Had On The Community?

by percentage of respondents (excluding not provided)



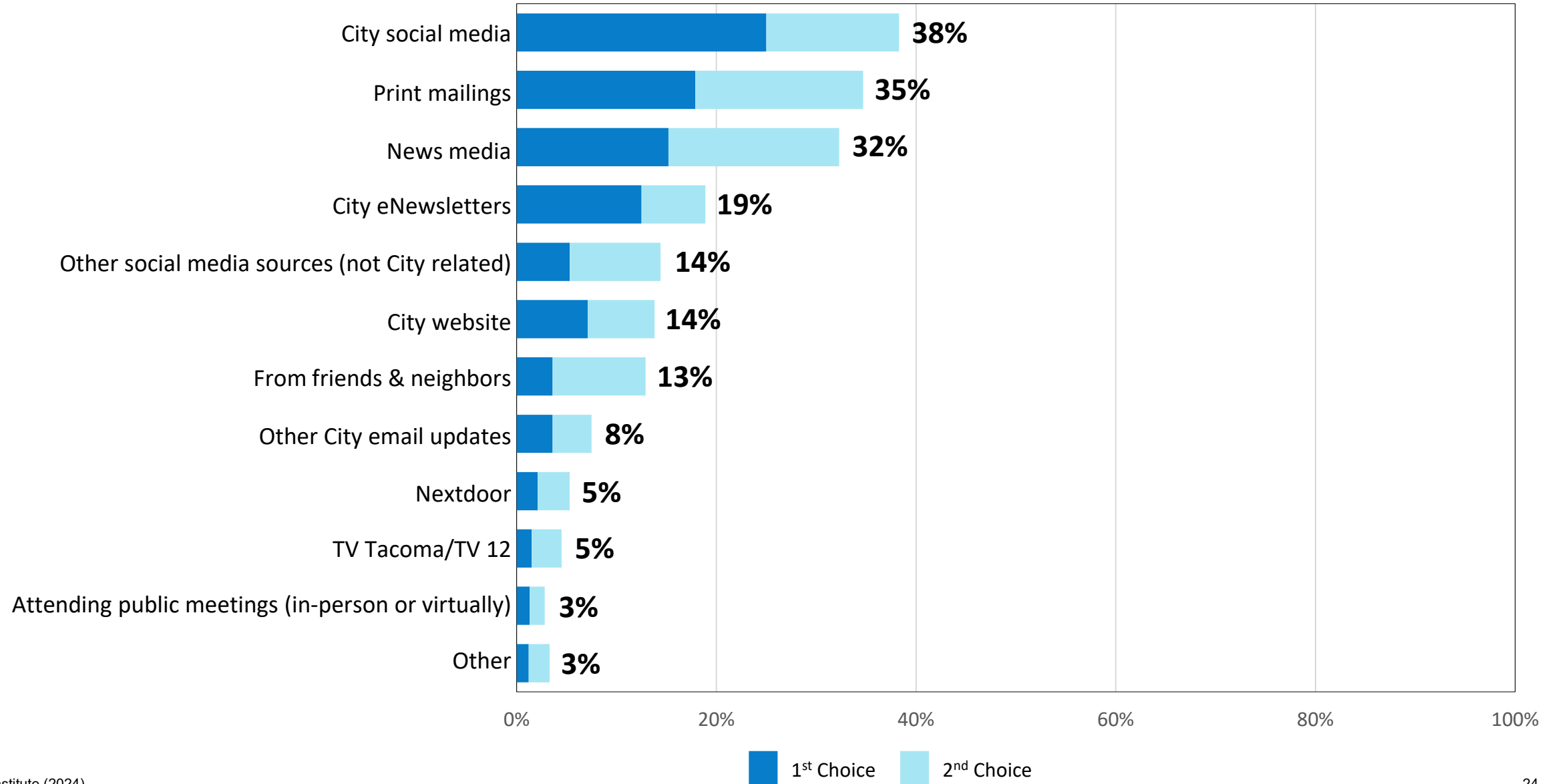
Q17. Where Do You Currently Get News And Information About City Programs, Services, And Events?

by percentage of respondents



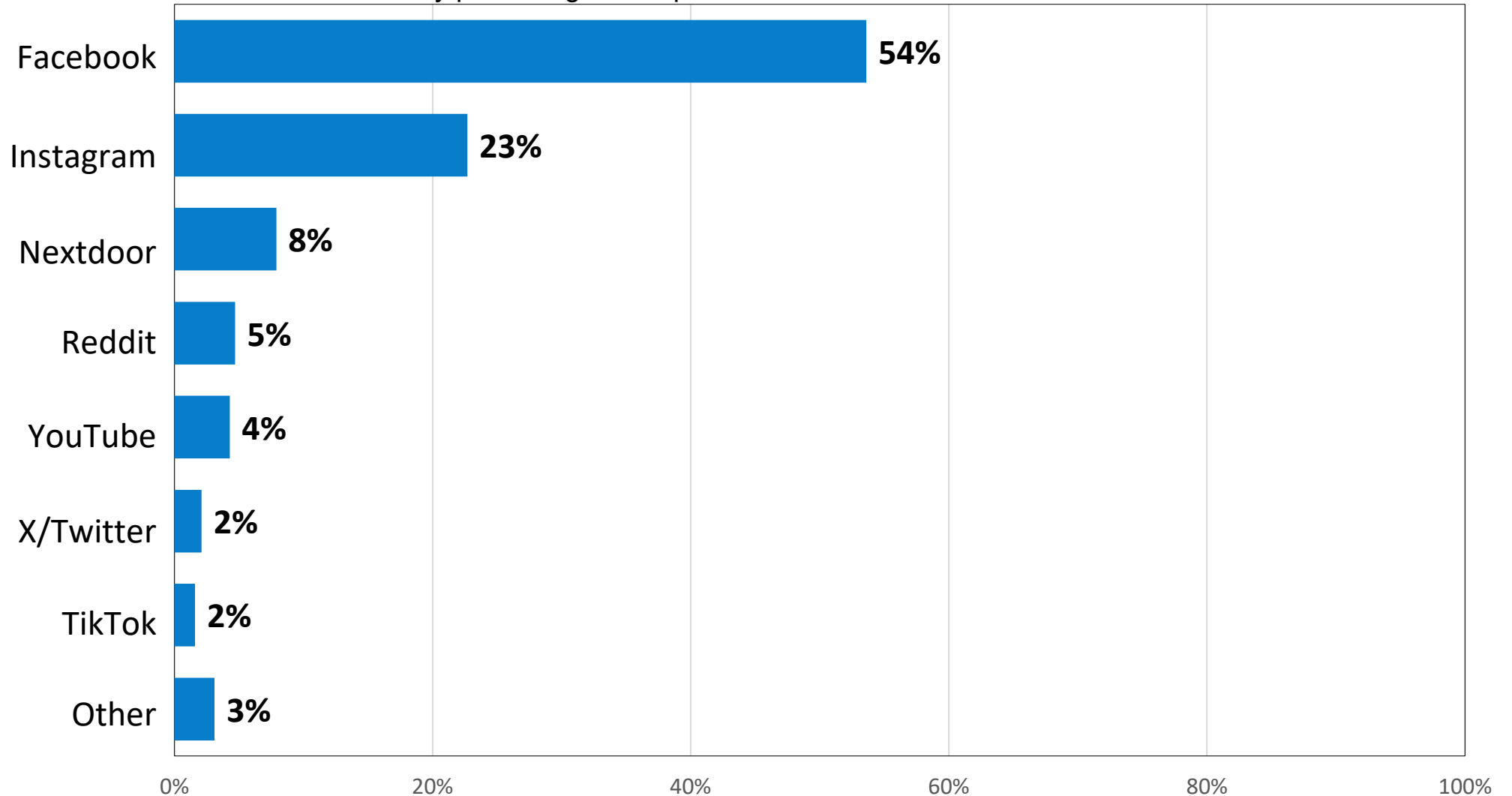
Q18. The Information Sources You Most Prefer To Get News And Information About City Programs, Services, And Events?

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



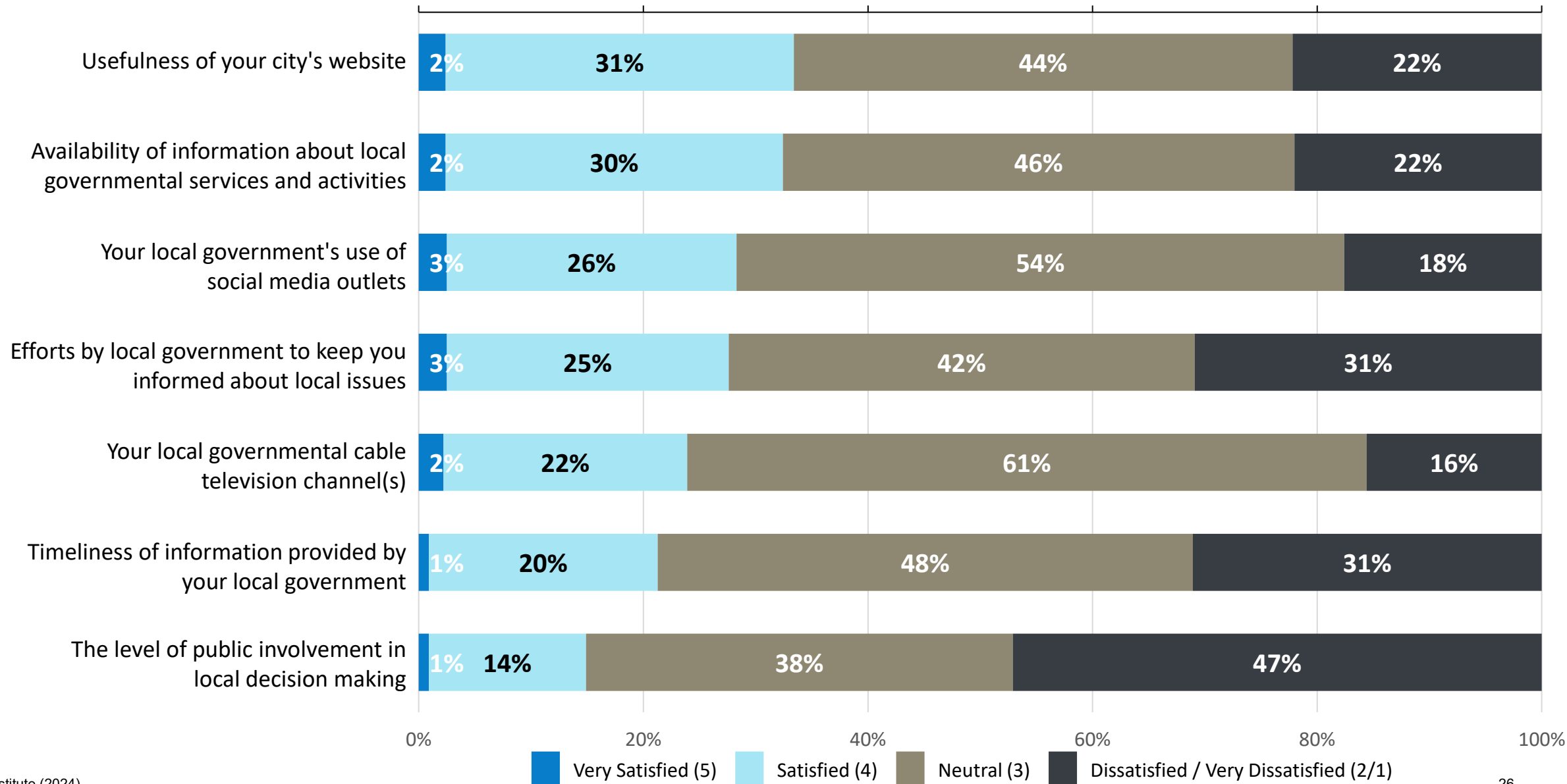
Q19. If You Currently Get News And Information About City Programs, Services, And Events From Social Media, Which Platform Do You Use Most?

by percentage of respondents



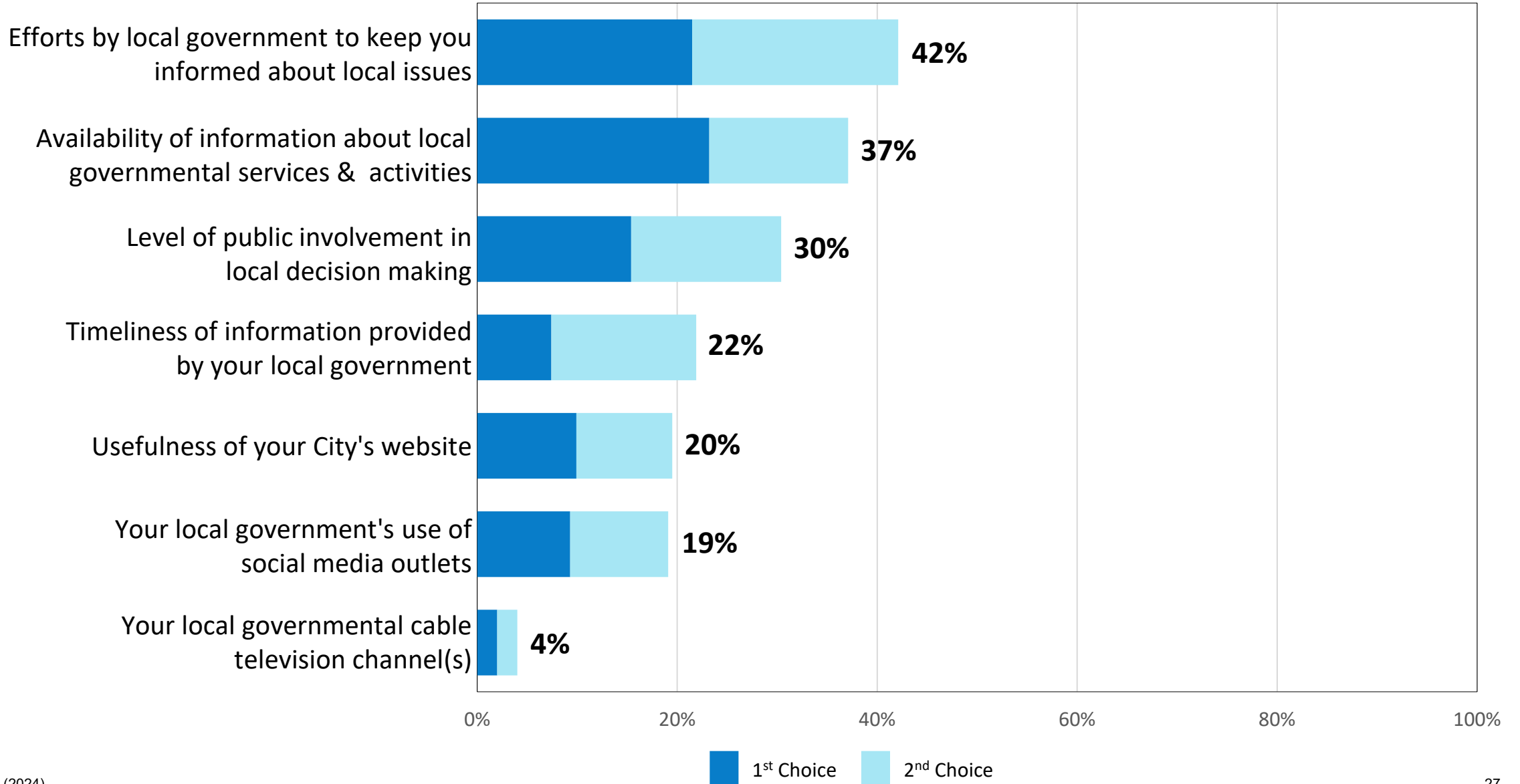
Q20. Satisfaction with City Communication

by percentage of respondents (excluding don't know)



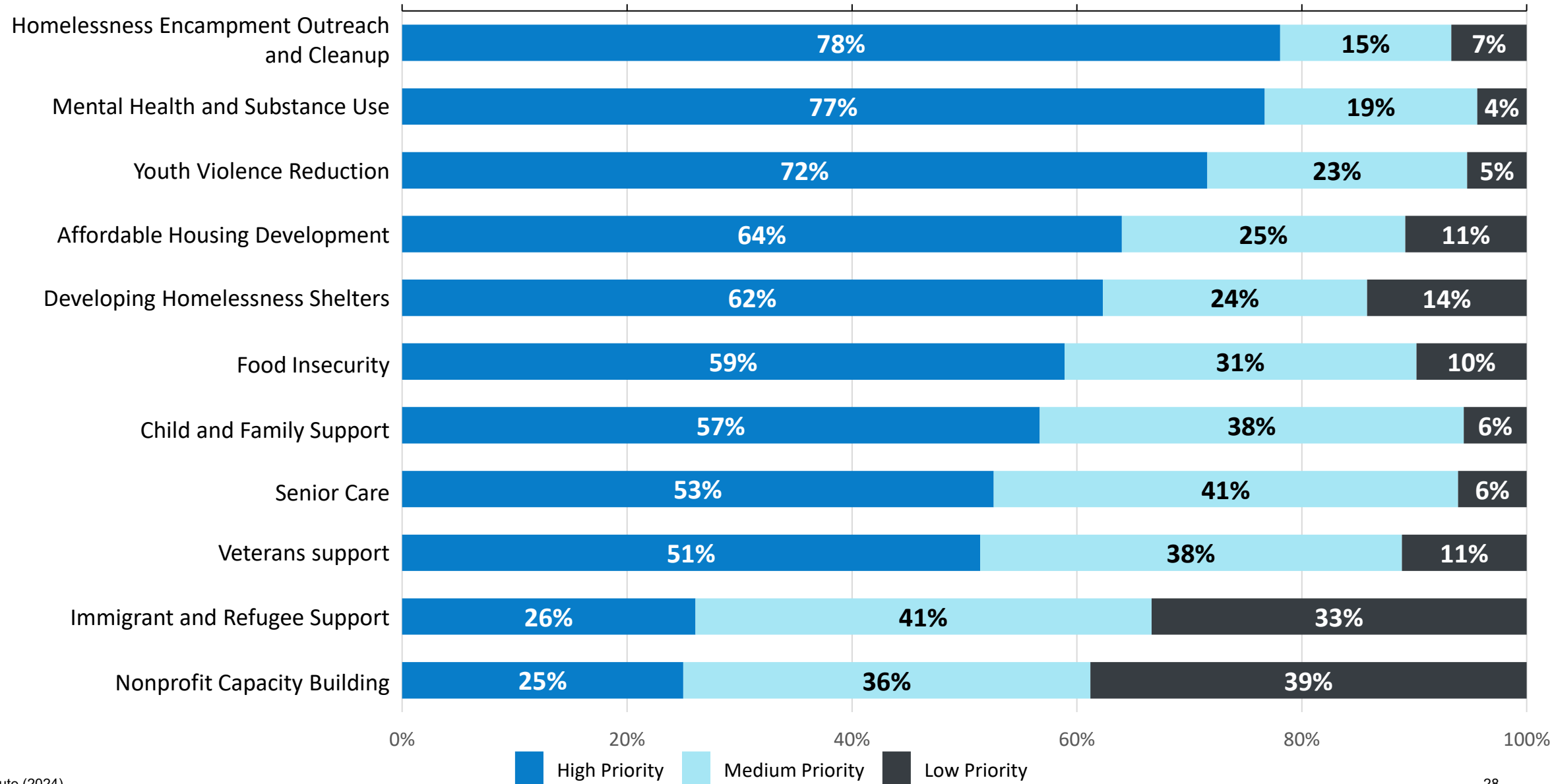
Q21. City Communication That Should Be The Most Important Over The Next Two Years

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



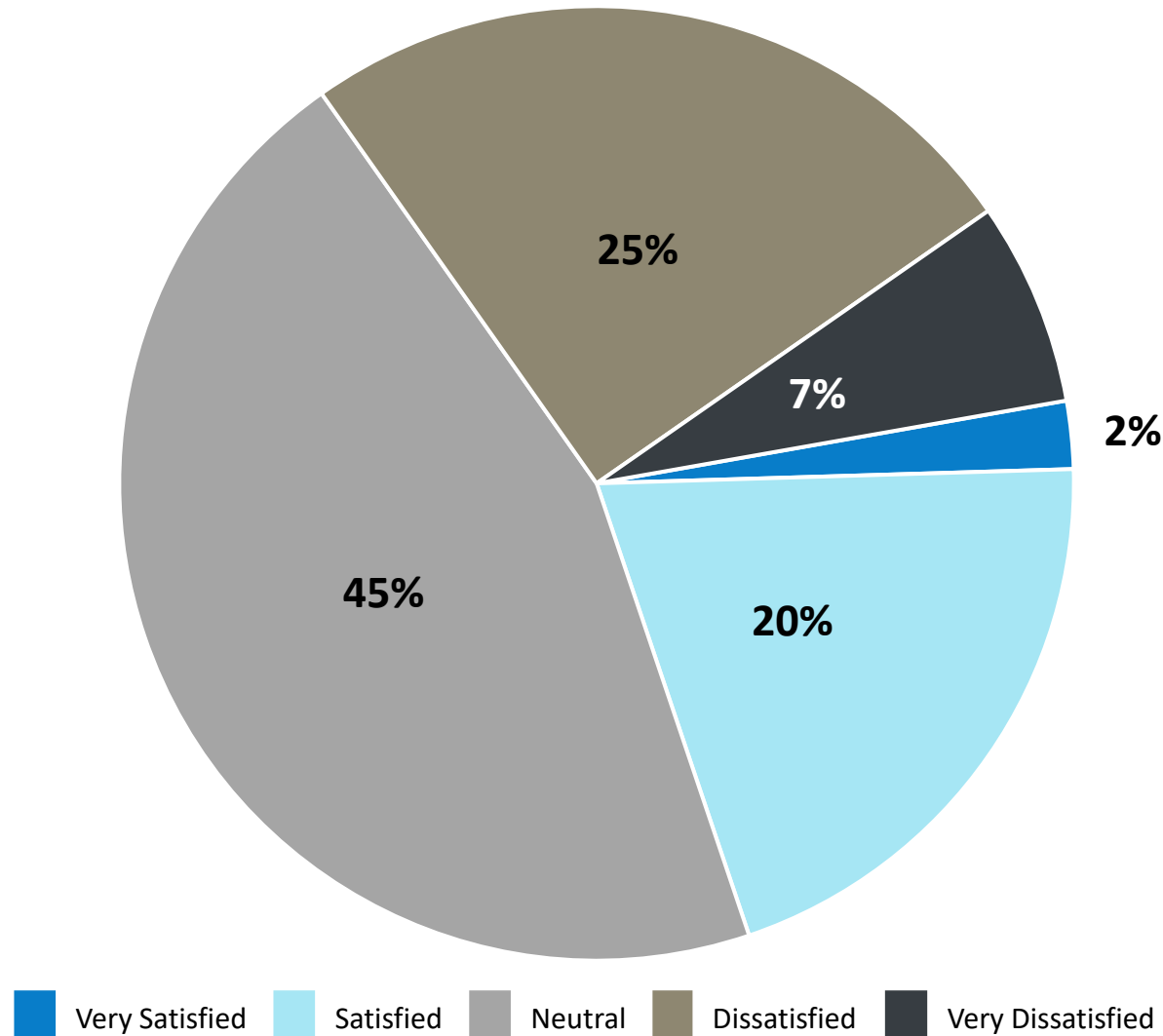
Q22. Funding Priorities

by percentage of respondents (excluding don't know)



Q23. Overall, How Satisfied Are You With The Amount Of Services Tacoma Devotes To Social Services?

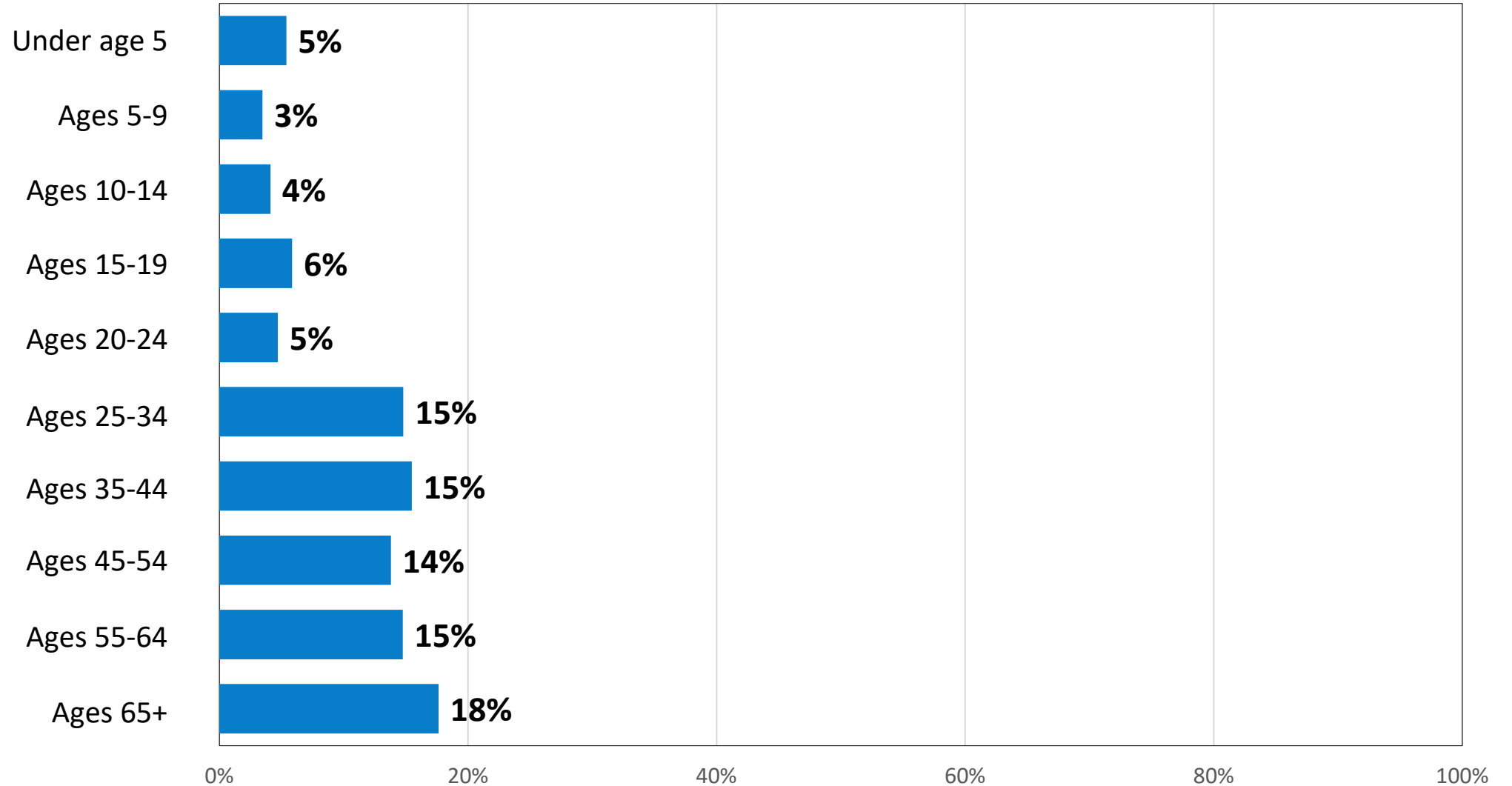
by percentage of respondents (excluding don't know)



Demographics

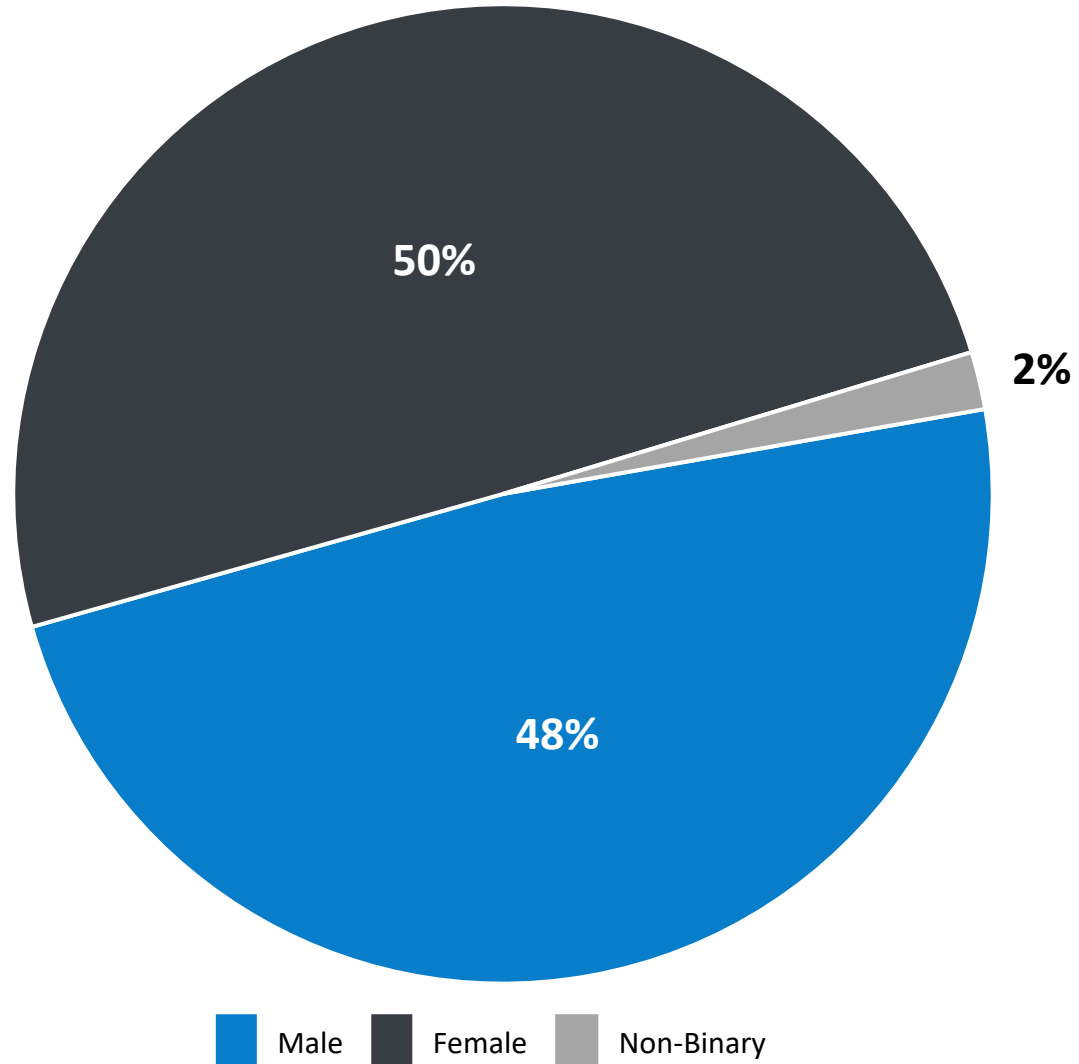
Q24. Including Yourself, How Many People In Your Household Are...

by percentage of respondents



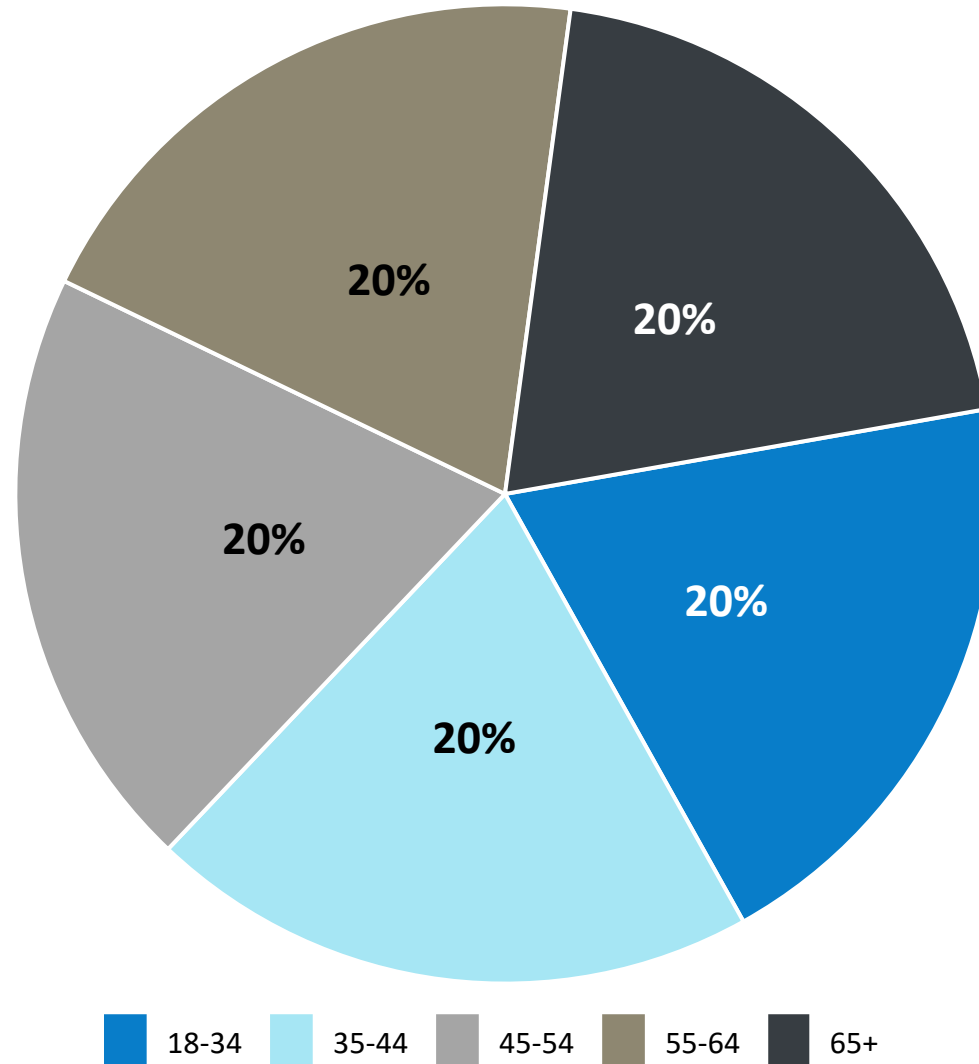
Q25. Your Gender:

by percentage of respondents (excluding not provided)



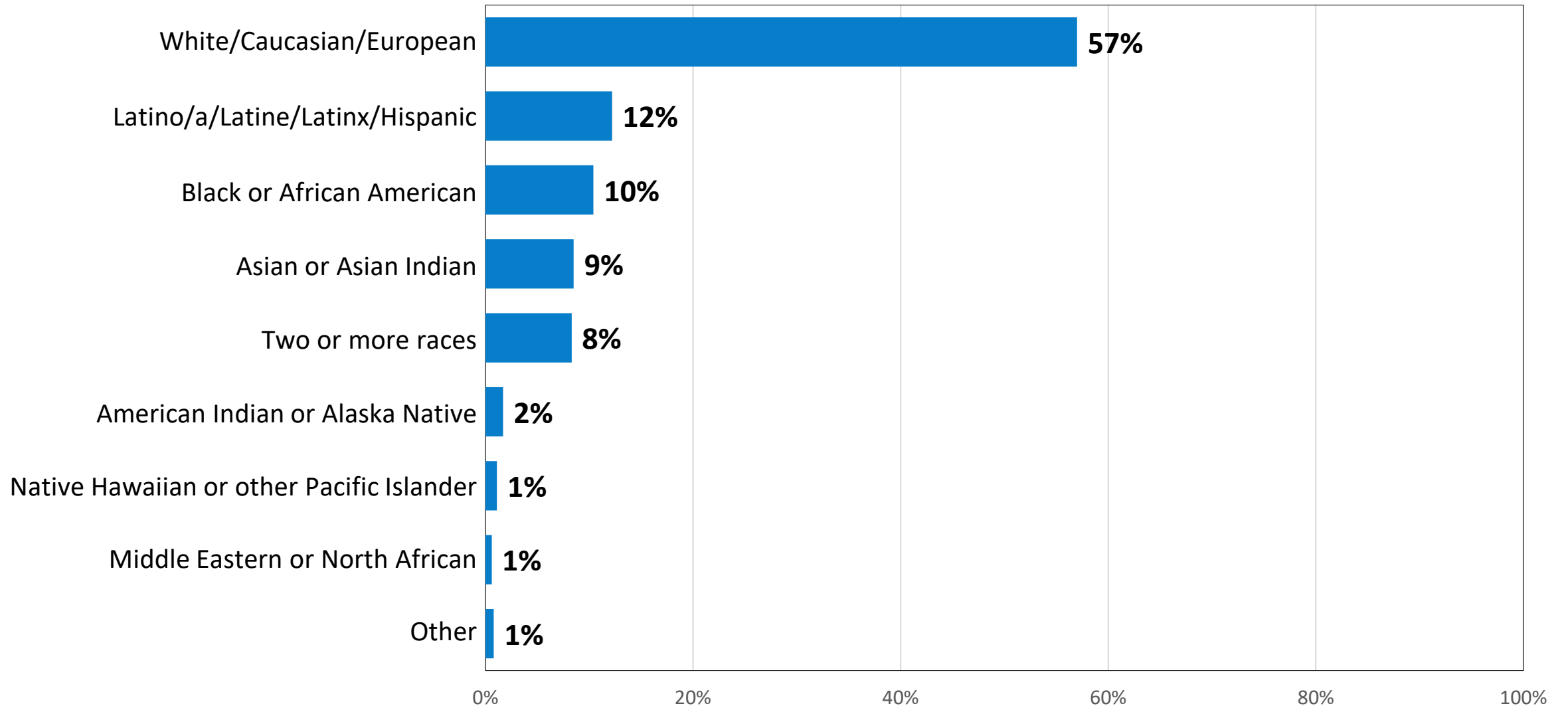
Q26. What Is Your Age?

by percentage of respondents (excluding not provided)



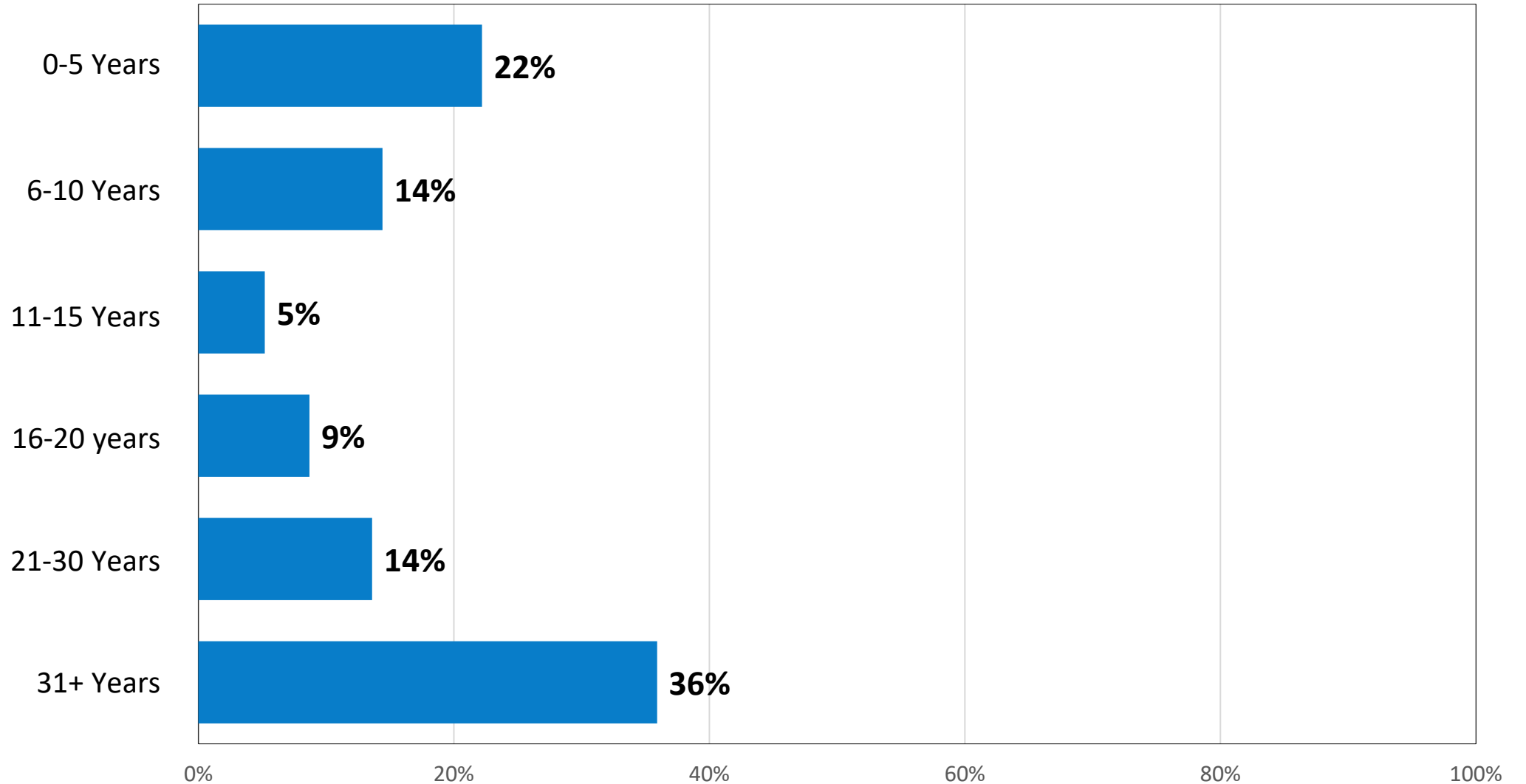
Q27. Which Of The Following Best Describes Your Race/Ethnicity?

by percentage of respondents



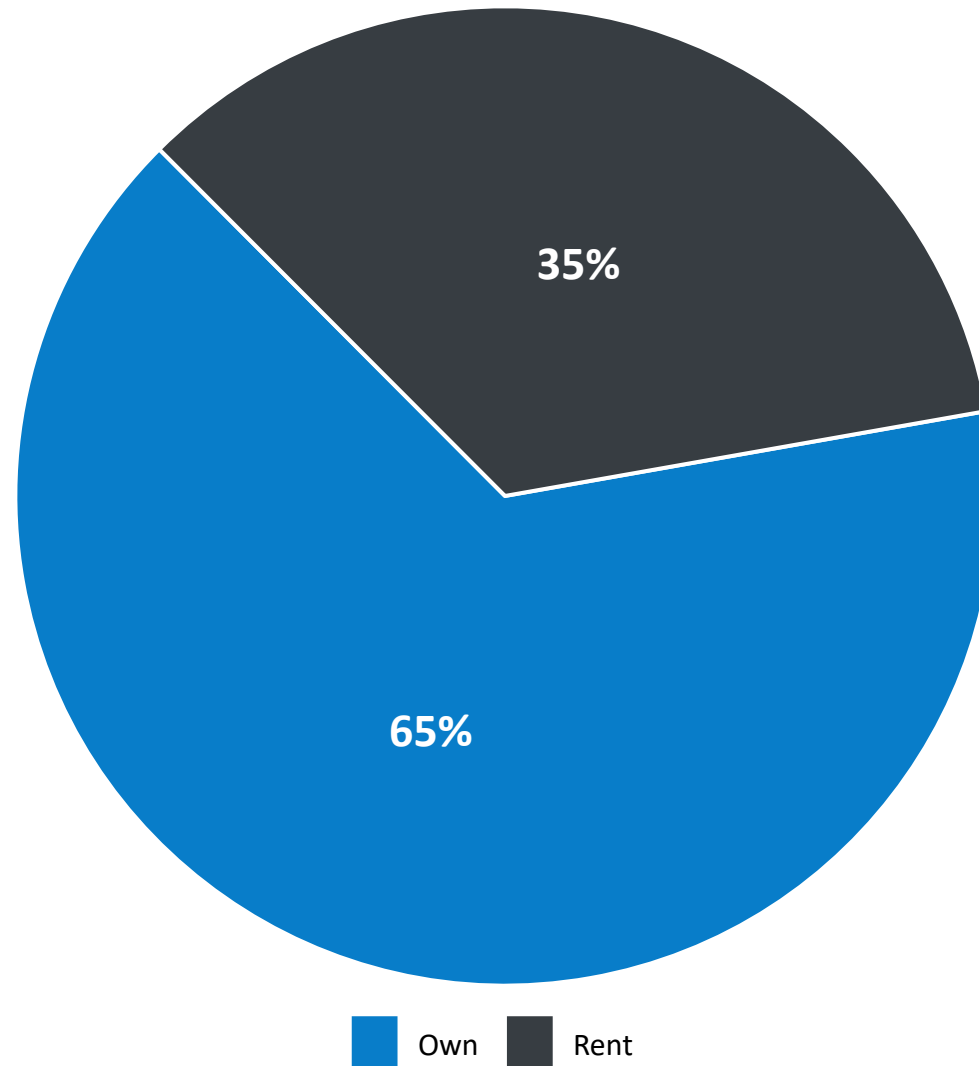
Q28. Approximately How Many Years Have You Lived In Tacoma?

by percentage of respondents



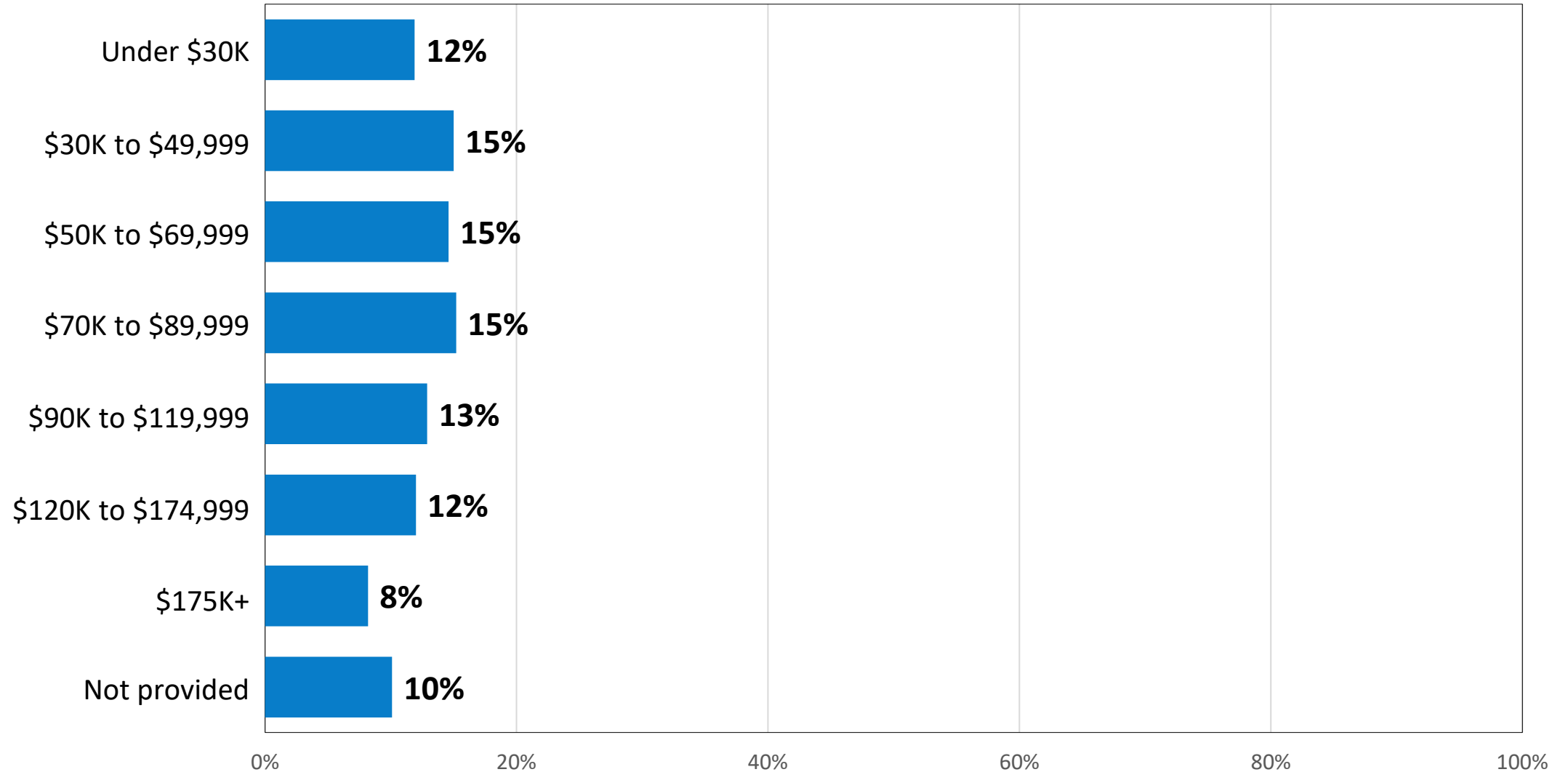
Q29. Do You Own Or Rent Your Current Residence?

by percentage of respondents (excluding not provided)



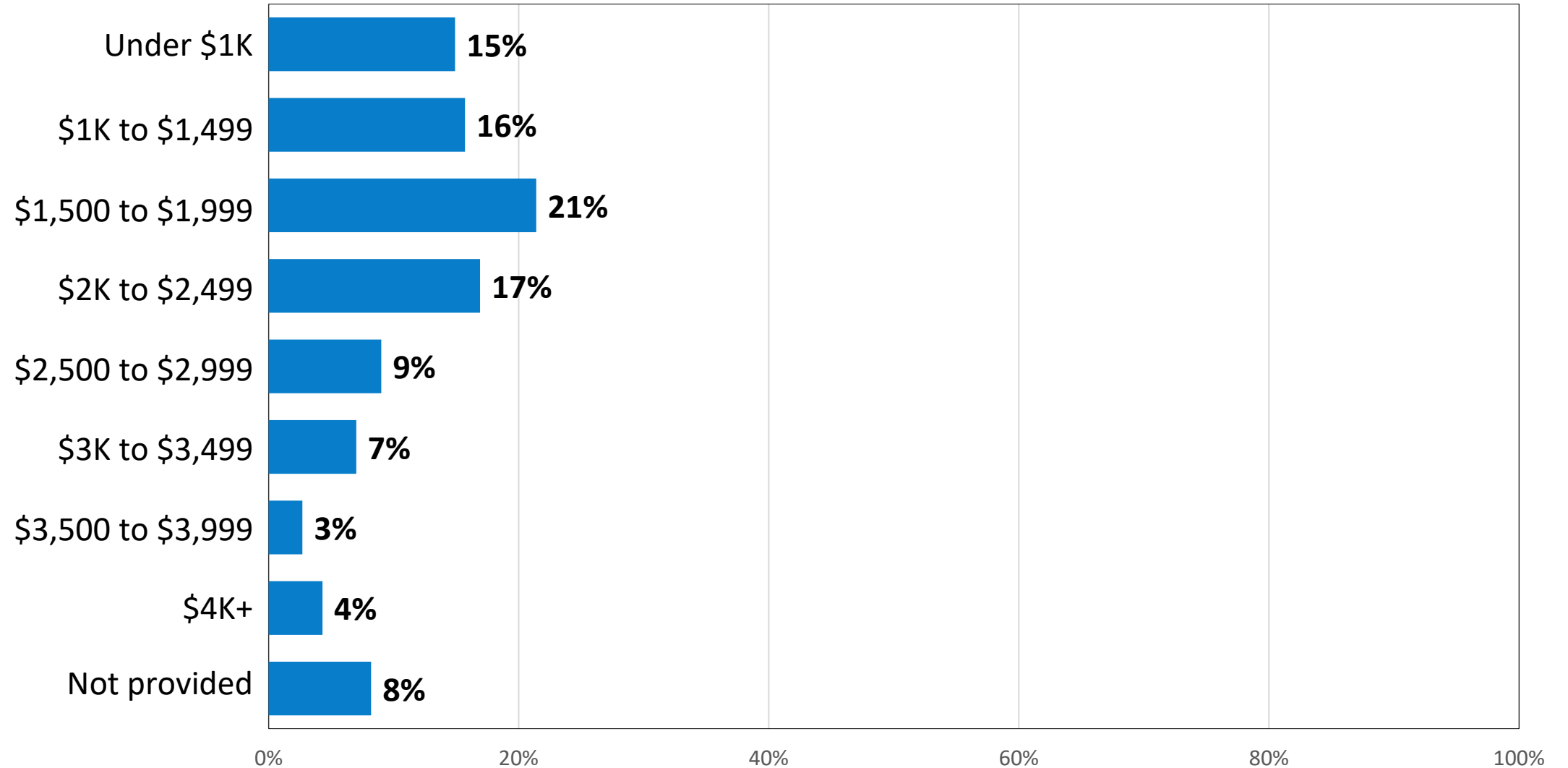
Q30. Would you say your total annual household income is...

by percentage of respondents



Q31. How Much Do You Spend On Monthly Housing (Excluding Utilities)?

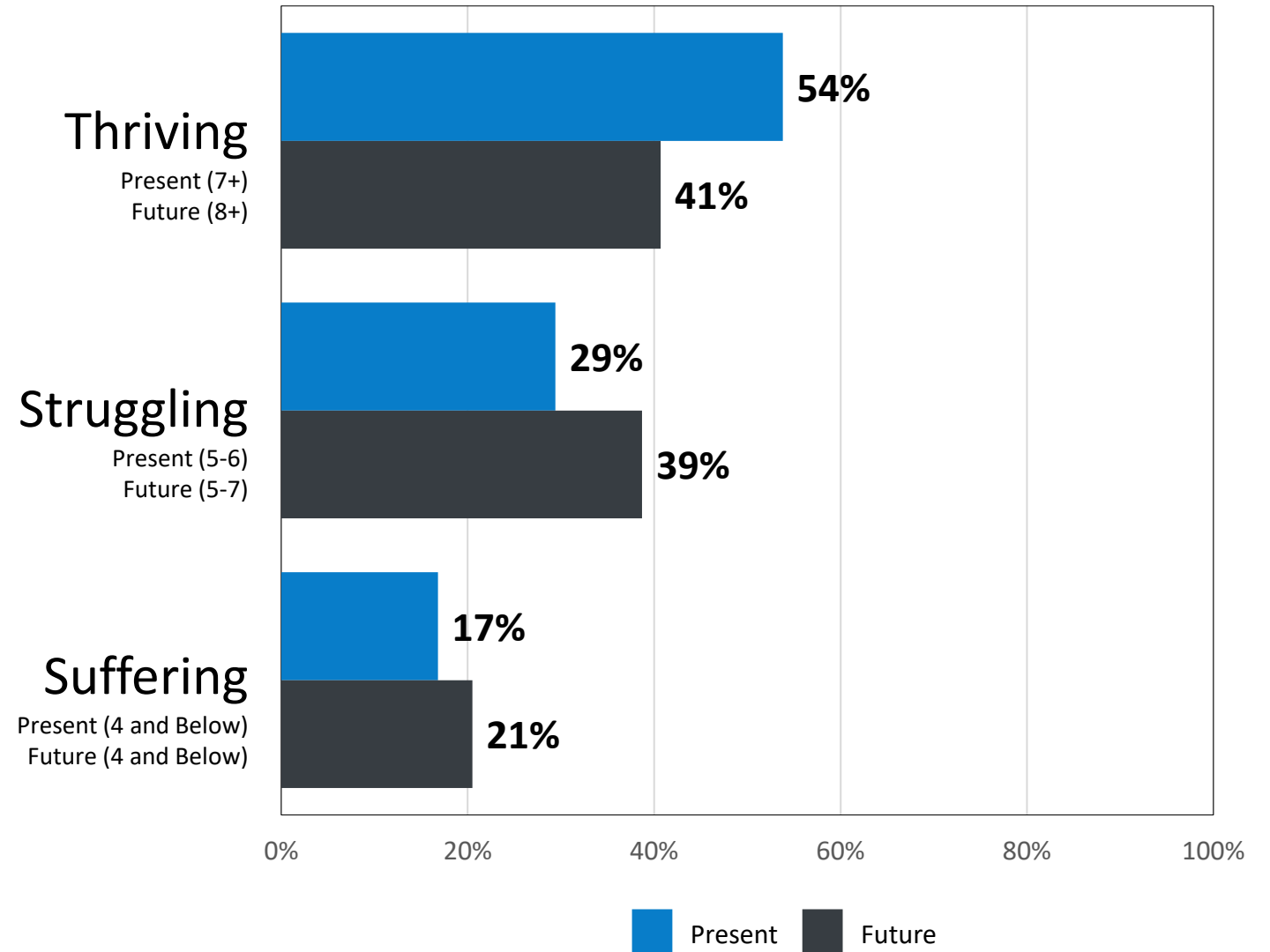
by percentage of respondents



Q32. Tacoma Life Evaluation Index

by percentage of respondents (excluding not provided)

The Cantril Scale, also known as the "Self-Anchoring Scale," is a tool used to measure subjective well-being and life satisfaction. It asks individuals to imagine a ladder with steps numbered from 0 at the bottom to 10 at the top, with each step representing a higher level of life satisfaction. Respondents were asked to rate their current and ideal life satisfaction in Tacoma by placing themselves on this ladder, providing insight into their overall happiness and perceived quality of life. This scale can help researchers and policymakers understand subjective well-being beyond simple economic indicators.





2 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Importance-Satisfaction Overview

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

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

Methodology

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

Formula:

$$[IS=Importance \times (1-Satisfaction)]$$

Example of the Calculation: Respondents were asked to identify the public safety services they think are most important for the City to provide. Fifty-one percent (50.7%) of respondents selected efforts by police in your community to prevent crime as the most important service for the City to provide.

Regarding satisfaction, sixteen percent (15.9%) of respondents surveyed rated efforts by police in your community to prevent crime as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for efforts by police in your community to prevent crime was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 50.7% was multiplied by 84.1% (1-0.159). This calculation yielded an I-S rating of 0.4264 which ranked first out of twelve public safety services. All of the calculations for Public Safety services can be seen in the chart on the following page.

Tacoma Example: Efforts by police in your community to prevent crime

$$[50.7\% \times (1-15.9\%)] = 0.4264$$

Importance-Satisfaction Analysis



2024 Importance-Satisfaction Rating Tacoma, Washington Public Safety and Enforcement						
Category of Service	Most	Most	Satisfaction	Satisfaction	Importance- Satisfaction	I-S Rating Rank
	Important %	Important Rank				
Very High Priority (IS >.20)						
Efforts by police in your community to prevent crime	51%	1	16%	9	0.4264	1
Police patrol	36%	2	19%	8	0.2936	2
How quickly police respond to emergencies	36%	3	19%	7	0.2932	3
High Priority (IS .10-.20)						
Overall quality of police services	23%	5	19%	6	0.1846	4
Enforcement of local codes & ordinances	21%	6	13%	12	0.1829	5
Police investigations	14%	8	13%	11	0.1188	6
Medium Priority (IS <.10)						
Police community programs	10%	11	15%	10	0.0834	7
How quickly emergency medical services personnel respond to emergencies	30%	4	76%	3	0.0703	8
Overall quality of emergency medical services	16%	7	74%	5	0.0421	9
How quickly fire services personnel respond to emergencies	13%	9	77%	1	0.0305	10
Fire response & suppression	11%	10	77%	2	0.0254	11
Overall quality of fire services	8%	12	76%	4	0.0195	12

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

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


- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

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

- Very High Priority / Significantly Increase Emphasis (IS \geq 0.20)
- High Priority / Increase Emphasis (0.10 \leq IS $<$ 0.20)
- Medium Priority / Maintain Current Emphasis (IS $<$ 0.10)

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


2024 Importance-Satisfaction Rating Tacoma, Washington Public Safety and Enforcement						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Efforts by police in your community to prevent crime	51%	1	16%	9	0.4264	1
Police patrol	36%	2	19%	8	0.2936	2
How quickly police respond to emergencies	36%	3	19%	7	0.2932	3
High Priority (IS .10-.20)						
Overall quality of police services	23%	5	19%	6	0.1846	4
Enforcement of local codes & ordinances	21%	6	13%	12	0.1829	5
Police investigations	14%	8	13%	11	0.1188	6
Medium Priority (IS <.10)						
Police community programs	10%	11	15%	10	0.0834	7
How quickly emergency medical services personnel respond to emergencies	30%	4	76%	3	0.0703	8
Overall quality of emergency medical services	16%	7	74%	5	0.0421	9
How quickly fire services personnel respond to emergencies	13%	9	77%	1	0.0305	10
Fire response & suppression	11%	10	77%	2	0.0254	11
Overall quality of fire services	8%	12	76%	4	0.0195	12

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 emphasis.

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.

2024 Importance-Satisfaction Rating Tacoma, Washington Infrastructure, Roads, and Public Works						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of major streets	65%	1	24%	11	0.4913	1
Cleanliness of streets & public areas	57%	2	20%	12	0.4520	2
High Priority (IS .10-.20)						
Walkability of your neighborhood	33%	3	57%	6	0.1416	3
Adequacy of street lighting in your community	23%	4	45%	9	0.1268	4
Medium Priority (IS <.10)						
Quality of on-street bicycle infrastructure	14%	8	27%	10	0.0988	5
Solid waste	21%	5	63%	4	0.0781	6
Condition of street signs & traffic signals	13%	9	50%	8	0.0655	7
Electric utility services	17%	7	69%	2	0.0521	8
Overall quality of water services	17%	6	72%	1	0.0481	9
Wastewater/sanitary sewer services	11%	10	65%	3	0.0371	10
Utility billing & customer service	8%	11	52%	7	0.0364	11
Stormwater management/flood control	7%	12	58%	5	0.0277	12

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 emphasis.

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.

2024 Importance-Satisfaction Rating Tacoma, Washington City Communication



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Efforts by local government to keep you informed about local issues	42%	1	28%	4	0.3048	1
Level of public involvement in local decision making	30%	3	15%	7	0.2587	2
Availability of information about local governmental services & activities	37%	2	32%	2	0.2508	3
High Priority (IS .10-.20)						
Timeliness of information provided by your local government	22%	4	21%	6	0.1724	4
Your local government's use of social media outlets	19%	6	28%	3	0.1369	5
Usefulness of your City's website	20%	5	33%	1	0.1299	6
Medium Priority (IS <.10)						
Your local governmental cable television channel(s)	4%	7	24%	5	0.0304	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 emphasis.

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.



3

Tabular Data

District:

District	Number	Percent
1	216	23.9 %
2	211	23.3 %
3	160	17.7 %
4	168	18.6 %
5	150	16.6 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q1. Perceptions of Tacoma. Please rate your satisfaction with each of the following.

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall appearance of Tacoma	3.0%	27.3%	22.3%	34.0%	13.0%	0.3%
Q1-2. Overall image of Tacoma	3.3%	26.5%	25.1%	32.8%	11.6%	0.7%
Q1-3. Overall quality of life in Tacoma	7.8%	39.7%	24.4%	21.1%	6.6%	0.3%
Q1-4. Overall quality of services provided by City	4.9%	32.6%	30.5%	20.2%	9.2%	2.7%
Q1-5. Overall value that you receive for your City taxes & fees	3.3%	18.1%	25.7%	29.5%	21.4%	1.9%
Q1-6. How well your community is managing growth	2.4%	19.9%	28.6%	29.8%	14.8%	4.4%
Q1-7. Whether you feel like you belong in the community	13.3%	37.7%	31.4%	9.5%	6.5%	1.7%
Q1-8. Overall access to daily essentials, like grocery stores & schools	26.3%	45.7%	15.6%	8.3%	3.6%	0.4%

WITHOUT "DON'T KNOW"**Q1. Perceptions of Tacoma. Please rate your satisfaction with each of the following. (without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall appearance of Tacoma	3.0%	27.4%	22.4%	34.1%	13.1%
Q1-2. Overall image of Tacoma	3.3%	26.7%	25.3%	33.0%	11.7%
Q1-3. Overall quality of life in Tacoma	7.9%	39.8%	24.5%	21.2%	6.7%
Q1-4. Overall quality of services provided by City	5.0%	33.5%	31.3%	20.8%	9.4%
Q1-5. Overall value that you receive for your City taxes & fees	3.4%	18.5%	26.2%	30.1%	21.8%
Q1-6. How well your community is managing growth	2.5%	20.8%	29.9%	31.2%	15.5%
Q1-7. Whether you feel like you belong in the community	13.5%	38.3%	31.9%	9.7%	6.6%
Q1-8. Overall access to daily essentials, like grocery stores & schools	26.4%	45.9%	15.6%	8.3%	3.7%

Q2. Satisfaction with Tacoma. Please rate your satisfaction with each of the following.

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Transportation safety in Tacoma	2.9%	20.2%	29.2%	24.1%	14.0%	9.6%
Q2-2. Efforts to reduce climate change in Tacoma	3.4%	20.6%	37.2%	15.2%	7.2%	16.4%
Q2-3. Ease of bicycle travel in Tacoma	3.8%	16.1%	28.1%	18.5%	11.6%	22.0%
Q2-4. Ease of walking in your neighborhood	15.2%	40.4%	15.2%	16.7%	11.4%	1.0%
Q2-5. Health risks associated with wildfire smoke and/or extreme heat in Tacoma	3.2%	24.9%	40.0%	16.5%	5.6%	9.8%
Q2-6. Health of Puget Sound & its native plants & animals, including salmon, orcas, & shellfish	4.6%	26.7%	27.7%	24.3%	9.2%	7.4%
Q2-7. Access to affordable food	4.4%	30.7%	24.0%	25.3%	13.6%	2.0%
Q2-8. Level of access to arts, culture, science, and/or heritage programs or experiences in the community	14.5%	45.0%	25.0%	9.5%	2.4%	3.6%
Q2-9. Proximity to daily essential services, like schools & parks	20.9%	52.7%	16.9%	6.4%	2.0%	1.1%
Q2-10. Access to local businesses, like shops & restaurants	18.6%	52.3%	16.9%	9.0%	2.4%	0.9%
Q2-11. Overall quality of library services in Tacoma	18.9%	38.2%	19.0%	7.4%	3.9%	12.6%

WITHOUT "DON'T KNOW"**Q2. Satisfaction with Tacoma. Please rate your satisfaction with each of the following. (without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Transportation safety in Tacoma	3.2%	22.4%	32.3%	26.7%	15.5%
Q2-2. Efforts to reduce climate change in Tacoma	4.1%	24.6%	44.5%	18.2%	8.6%
Q2-3. Ease of bicycle travel in Tacoma	4.8%	20.7%	36.0%	23.7%	14.9%
Q2-4. Ease of walking in your neighborhood	15.4%	40.8%	15.4%	16.9%	11.5%
Q2-5. Health risks associated with wildfire smoke and/or extreme heat in Tacoma	3.6%	27.6%	44.4%	18.3%	6.3%
Q2-6. Health of Puget Sound & its native plants & animals, including salmon, orcas, & shellfish	5.0%	28.9%	30.0%	26.3%	9.9%
Q2-7. Access to affordable food	4.5%	31.3%	24.5%	25.8%	13.9%
Q2-8. Level of access to arts, culture, science, and/or heritage programs or experiences in the community	15.0%	46.7%	25.9%	9.9%	2.5%
Q2-9. Proximity to daily essential services, like schools & parks	21.1%	53.3%	17.1%	6.5%	2.0%
Q2-10. Access to local businesses, like shops & restaurants	18.7%	52.7%	17.1%	9.0%	2.5%
Q2-11. Overall quality of library services in Tacoma	21.6%	43.7%	21.7%	8.5%	4.4%

Q3(1-7). Police Services: Please rate your overall satisfaction with these categories of Public Safety and Enforcement Services provided by the City of Tacoma.

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Police patrol	3.4%	14.5%	23.5%	30.4%	23.1%	5.1%
Q3-2. Efforts by police in your community to prevent crime	3.0%	11.7%	22.9%	27.2%	27.6%	7.6%
Q3-3. Police investigations	1.5%	8.6%	27.3%	19.7%	19.3%	23.5%
Q3-4. Police community programs	1.9%	8.3%	31.3%	13.0%	13.8%	31.7%
Q3-5. How quickly police respond to emergencies	2.7%	12.9%	20.9%	22.2%	23.3%	18.0%
Q3-6. Enforcement of local codes & ordinances	1.2%	9.2%	24.4%	24.0%	24.5%	16.7%
Q3-7. Overall quality of police services	2.5%	15.1%	31.2%	24.8%	17.5%	9.0%

WITHOUT "DON'T KNOW"

Q3(1-7). Police Services: Please rate your overall satisfaction with these categories of Public Safety and Enforcement Services provided by the City of Tacoma. (without "don't know")

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Police patrol	3.6%	15.3%	24.8%	32.0%	24.3%
Q3-2. Efforts by police in your community to prevent crime	3.2%	12.7%	24.8%	29.4%	29.9%
Q3-3. Police investigations	2.0%	11.3%	35.7%	25.7%	25.3%
Q3-4. Police community programs	2.8%	12.1%	45.8%	19.1%	20.2%
Q3-5. How quickly police respond to emergencies	3.2%	15.8%	25.5%	27.1%	28.4%
Q3-6. Enforcement of local codes & ordinances	1.5%	11.0%	29.3%	28.8%	29.4%
Q3-7. Overall quality of police services	2.8%	16.6%	34.2%	27.2%	19.2%

Q3(8-12). Fire and Emergency Medical Services: Please rate your overall satisfaction with these categories of Public Safety and Enforcement Services provided by the City of Tacoma.

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-8. Fire response & suppression	19.2%	43.3%	16.5%	2.1%	0.7%	18.2%
Q3-9. How quickly emergency medical services personnel respond to emergencies	22.4%	37.7%	14.9%	2.7%	1.0%	21.3%
Q3-10. How quickly fire services personnel respond to emergencies	22.0%	38.1%	15.8%	1.5%	0.7%	21.9%
Q3-11. Overall quality of emergency medical services	22.0%	37.5%	17.6%	2.7%	1.2%	19.1%
Q3-12. Overall quality of fire services	22.0%	37.8%	17.2%	1.0%	0.7%	21.3%

WITHOUT "DON'T KNOW"

Q3(8-12). Fire and Emergency Medical Services: Please rate your overall satisfaction with these categories of Public Safety and Enforcement Services provided by the City of Tacoma. (without "don't know")

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-8. Fire response & suppression	23.5%	53.0%	20.1%	2.6%	0.8%
Q3-9. How quickly emergency medical services personnel respond to emergencies	28.5%	47.9%	19.0%	3.4%	1.3%
Q3-10. How quickly fire services personnel respond to emergencies	28.1%	48.8%	20.2%	2.0%	0.8%
Q3-11. Overall quality of emergency medical services	27.2%	46.3%	21.7%	3.3%	1.5%
Q3-12. Overall quality of fire services	27.9%	48.0%	21.9%	1.3%	0.8%

Q4. Which THREE of the services listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. Top choice	Number	Percent
Police patrol	151	16.7 %
Efforts by police in your community to prevent crime	235	26.0 %
Police investigations	35	3.9 %
Police community programs	25	2.8 %
How quickly police respond to emergencies	89	9.8 %
Enforcement of local codes & ordinances	56	6.2 %
Overall quality of police services	71	7.8 %
Fire response & suppression	23	2.5 %
How quickly emergency medical services personnel respond to emergencies	86	9.5 %
How quickly fire services personnel respond to emergencies	14	1.5 %
Overall quality of emergency medical services	40	4.4 %
Overall quality of fire services	5	0.6 %
None chosen	75	8.3 %
Total	905	100.0 %

Missing Cases = 0

Q4. Which THREE of the services listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 2nd choice	Number	Percent
Police patrol	72	8.0 %
Efforts by police in your community to prevent crime	147	16.2 %
Police investigations	31	3.4 %
Police community programs	25	2.8 %
How quickly police respond to emergencies	141	15.6 %
Enforcement of local codes & ordinances	67	7.4 %
Overall quality of police services	52	5.7 %
Fire response & suppression	44	4.9 %
How quickly emergency medical services personnel respond to emergencies	101	11.2 %
How quickly fire services personnel respond to emergencies	47	5.2 %
Overall quality of emergency medical services	54	6.0 %
Overall quality of fire services	28	3.1 %
None chosen	96	10.6 %
Total	905	100.0 %

Missing Cases = 0

Q4. Which THREE of the services listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 3rd choice	Number	Percent
Police patrol	104	11.5 %
Efforts by police in your community to prevent crime	77	8.5 %
Police investigations	58	6.4 %
Police community programs	38	4.2 %
How quickly police respond to emergencies	98	10.8 %
Enforcement of local codes & ordinances	66	7.3 %
Overall quality of police services	85	9.4 %
Fire response & suppression	31	3.4 %
How quickly emergency medical services personnel respond to emergencies	82	9.1 %
How quickly fire services personnel respond to emergencies	59	6.5 %
Overall quality of emergency medical services	50	5.5 %
Overall quality of fire services	40	4.4 %
None chosen	117	12.9 %
Total	905	100.0 %

Missing Cases = 0

SUM OF TOP 3

Q4. Which THREE of the services listed in Question 3 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q4. Top choice	Number	Percent
Police patrol	327	36.1 %
Efforts by police in your community to prevent crime	459	50.7 %
Police investigations	124	13.7 %
Police community programs	88	9.7 %
How quickly police respond to emergencies	328	36.2 %
Enforcement of local codes & ordinances	189	20.9 %
Overall quality of police services	208	23.0 %
Fire response & suppression	98	10.8 %
How quickly emergency medical services personnel respond to emergencies	269	29.7 %
How quickly fire services personnel respond to emergencies	120	13.3 %
Overall quality of emergency medical services	144	15.9 %
Overall quality of fire services	73	8.1 %
None chosen	75	8.3 %
Total	2502	

Number of Cases = 905

Number of Responses = 2502

Average Number Of Responses Per Case = 2.8

Number Of Cases With At Least One Response = 905

Response Percent = 100.0 %

Q5. Infrastructure, Roads, and Public Works. Please rate your overall satisfaction with these categories of services provided by the City of Tacoma.

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Condition of major streets	1.9%	22.2%	18.0%	35.8%	21.2%	0.9%
Q5-2. Adequacy of street lighting in your community	6.2%	38.0%	23.8%	22.1%	8.0%	2.0%
Q5-3. Condition of street signs & traffic signals	6.2%	43.2%	26.6%	17.9%	4.9%	1.2%
Q5-4. Cleanliness of streets & public areas	1.8%	18.0%	20.6%	31.2%	27.5%	1.0%
Q5-5. Solid waste (e.g., trash, yard waste & recycling services)	17.8%	44.3%	16.2%	13.7%	6.5%	1.4%
Q5-6. Stormwater management/ flood control	9.5%	42.5%	25.5%	8.1%	4.1%	10.3%
Q5-7. Wastewater/sanitary sewer services	10.6%	49.6%	24.5%	4.3%	3.1%	7.8%
Q5-8. Electric utility services	14.9%	52.2%	20.6%	6.1%	3.9%	2.4%
Q5-9. Overall quality of water services	15.4%	54.3%	19.7%	4.5%	2.5%	3.6%
Q5-10. Utility billing & customer service	12.4%	43.3%	24.5%	10.2%	7.1%	2.5%
Q5-11. Walkability of your neighborhood (e.g., sidewalks, curb ramps, crossings)	11.9%	39.6%	16.0%	20.6%	10.9%	1.0%
Q5-12. Quality of on-street bicycle infrastructure (e.g., bike lanes, signage, safety)	3.5%	19.7%	29.9%	21.9%	11.5%	13.5%

WITHOUT "DON'T KNOW"**Q5. Infrastructure, Roads, and Public Works. Please rate your overall satisfaction with these categories of services provided by the City of Tacoma. (without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Condition of major streets	1.9%	22.4%	18.2%	36.1%	21.4%
Q5-2. Adequacy of street lighting in your community	6.3%	38.8%	24.2%	22.5%	8.1%
Q5-3. Condition of street signs & traffic signals	6.3%	43.7%	27.0%	18.1%	4.9%
Q5-4. Cleanliness of streets & public areas	1.8%	18.2%	20.8%	31.5%	27.8%
Q5-5. Solid waste (e.g., trash, yard waste & recycling services)	18.0%	45.0%	16.5%	13.9%	6.6%
Q5-6. Stormwater management/flood control	10.6%	47.4%	28.4%	9.0%	4.6%
Q5-7. Wastewater/sanitary sewer services	11.5%	53.8%	26.6%	4.7%	3.4%
Q5-8. Electric utility services	15.3%	53.5%	21.1%	6.2%	4.0%
Q5-9. Overall quality of water services	15.9%	56.3%	20.4%	4.7%	2.6%
Q5-10. Utility billing & customer service	12.7%	44.4%	25.2%	10.4%	7.3%
Q5-11. Walkability of your neighborhood (e.g., sidewalks, curb ramps, crossings)	12.1%	40.0%	16.2%	20.8%	11.0%
Q5-12. Quality of on-street bicycle infrastructure (e.g., bike lanes, signage, safety)	4.1%	22.7%	34.6%	25.3%	13.3%

Q6. Which THREE of the services listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. Top choice	Number	Percent
Condition of major streets	347	38.3 %
Adequacy of street lighting in your community	41	4.5 %
Condition of street signs & traffic signals	20	2.2 %
Cleanliness of streets & public areas	181	20.0 %
Solid waste (e.g., trash, yard waste & recycling services)	43	4.8 %
Stormwater management/flood control	10	1.1 %
Wastewater/sanitary sewer services	23	2.5 %
Electric utility services	36	4.0 %
Overall quality of water services	54	6.0 %
Utility billing & customer service	15	1.7 %
Walkability of your neighborhood (e.g., sidewalks, curb ramps, crossings)	75	8.3 %
Quality of on-street bicycle infrastructure (e.g., bike lanes, signage, safety)	34	3.8 %
None chosen	26	2.9 %
Total	905	100.0 %

Missing Cases = 0

Q6. Which THREE of the services listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. 2nd choice	Number	Percent
Condition of major streets	137	15.1 %
Adequacy of street lighting in your community	84	9.3 %
Condition of street signs & traffic signals	43	4.8 %
Cleanliness of streets & public areas	218	24.1 %
Solid waste (e.g., trash, yard waste & recycling services)	56	6.2 %
Stormwater management/flood control	19	2.1 %
Wastewater/sanitary sewer services	28	3.1 %
Electric utility services	58	6.4 %
Overall quality of water services	52	5.7 %
Utility billing & customer service	19	2.1 %
Walkability of your neighborhood (e.g., sidewalks, curb ramps, crossings)	109	12.0 %
Quality of on-street bicycle infrastructure (e.g., bike lanes, signage, safety)	38	4.2 %
None chosen	44	4.9 %
Total	905	100.0 %

Missing Cases = 0

Q6. Which THREE of the services listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. 3rd choice	Number	Percent
Condition of major streets	104	11.5 %
Adequacy of street lighting in your community	84	9.3 %
Condition of street signs & traffic signals	55	6.1 %
Cleanliness of streets & public areas	112	12.4 %
Solid waste (e.g., trash, yard waste & recycling services)	91	10.1 %
Stormwater management/flood control	31	3.4 %
Wastewater/sanitary sewer services	46	5.1 %
Electric utility services	57	6.3 %
Overall quality of water services	51	5.6 %
Utility billing & customer service	34	3.8 %
Walkability of your neighborhood (e.g., sidewalks, curb ramps, crossings)	115	12.7 %
Quality of on-street bicycle infrastructure (e.g., bike lanes, signage, safety)	50	5.5 %
None chosen	75	8.3 %
Total	905	100.0 %

Missing Cases = 0

SUM OF TOP 3

Q6. Which THREE of the services listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q6. Top choice	Number	Percent
Condition of major streets	588	65.0 %
Adequacy of street lighting in your community	209	23.1 %
Condition of street signs & traffic signals	118	13.0 %
Cleanliness of streets & public areas	511	56.5 %
Solid waste (e.g., trash, yard waste & recycling services)	190	21.0 %
Stormwater management/flood control	60	6.6 %
Wastewater/sanitary sewer services	97	10.7 %
Electric utility services	151	16.7 %
Overall quality of water services	157	17.3 %
Utility billing & customer service	68	7.5 %
Walkability of your neighborhood (e.g., sidewalks, curb ramps, crossings)	299	33.0 %
Quality of on-street bicycle infrastructure (e.g., bike lanes, signage, safety)	122	13.5 %
None chosen	26	2.9 %
Total	2596	

Number of Cases = 905

Number of Responses = 2596

Average Number Of Responses Per Case = 2.9

Number Of Cases With At Least One Response = 905

Response Percent = 100.0 %

Q7. Which FOUR of these Issues in your neighborhood below do you think are MOST IMPORTANT for the City of Tacoma and partners to address?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Support of business district	30	3.3 %
Sense of identify/ belonging	12	1.3 %
Housing affordability	251	27.7 %
Environmental impacts & public health	28	3.1 %
Access to local businesses & shops	5	0.6 %
Access to pedestrian and/or bike-friendly streets	29	3.2 %
Addressing homelessness	263	29.1 %
Access to parks/recreational activities	6	0.7 %
Access to living wage jobs	33	3.6 %
Arts & cultural amenities	2	0.2 %
Traffic calming measures (traffic circles, speed bumps, slower driving speeds, etc.)	40	4.4 %
Youth activities or services	7	0.8 %
Senior centers or services	3	0.3 %
Social/health services	12	1.3 %
Preservation of neighbor character	27	3.0 %
Community safety	125	13.8 %
Other	16	1.8 %
<u>None chosen</u>	<u>16</u>	<u>1.8 %</u>
Total	905	100.0 %

Missing Cases = 0

Q7. Which FOUR of these Issues in your neighborhood below do you think are MOST IMPORTANT for the City of Tacoma and partners to address?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Support of business district	31	3.4 %
Sense of identify/ belonging	12	1.3 %
Housing affordability	106	11.7 %
Environmental impacts & public health	56	6.2 %
Access to local businesses & shops	18	2.0 %
Access to pedestrian and/or bike-friendly streets	32	3.5 %
Addressing homelessness	206	22.8 %
Access to parks/recreational activities	20	2.2 %
Access to living wage jobs	83	9.2 %
Arts & cultural amenities	14	1.5 %
Traffic calming measures (traffic circles, speed bumps, slower driving speeds, etc.)	74	8.2 %
Youth activities or services	29	3.2 %
Senior centers or services	22	2.4 %
Social/health services	43	4.8 %
Preservation of neighbor character	34	3.8 %
Community safety	92	10.2 %
Other	8	0.9 %
<u>None chosen</u>	<u>25</u>	<u>2.8 %</u>
Total	905	100.0 %

Missing Cases = 0

Q7. Which FOUR of these Issues in your neighborhood below do you think are MOST IMPORTANT for the City of Tacoma and partners to address?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Support of business district	50	5.5 %
Sense of identify/ belonging	8	0.9 %
Housing affordability	86	9.5 %
Environmental impacts & public health	33	3.6 %
Access to local businesses & shops	22	2.4 %
Access to pedestrian and/or bike-friendly streets	29	3.2 %
Addressing homelessness	97	10.7 %
Access to parks/recreational activities	23	2.5 %
Access to living wage jobs	100	11.0 %
Arts & cultural amenities	11	1.2 %
Traffic calming measures (traffic circles, speed bumps, slower driving speeds, etc.)	53	5.9 %
Youth activities or services	53	5.9 %
Senior centers or services	37	4.1 %
Social/health services	77	8.5 %
Preservation of neighbor character	52	5.7 %
Community safety	131	14.5 %
Other	9	1.0 %
<u>None chosen</u>	<u>34</u>	<u>3.8 %</u>
Total	905	100.0 %

Missing Cases = 0

Q7. Which FOUR of these Issues in your neighborhood below do you think are MOST IMPORTANT for the City of Tacoma and partners to address?

<u>Q7. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Support of business district	43	4.8 %
Sense of identify/ belonging	18	2.0 %
Housing affordability	45	5.0 %
Environmental impacts & public health	57	6.3 %
Access to local businesses & shops	23	2.5 %
Access to pedestrian and/or bike-friendly streets	31	3.4 %
Addressing homelessness	70	7.7 %
Access to parks/recreational activities	45	5.0 %
Access to living wage jobs	74	8.2 %
Arts & cultural amenities	30	3.3 %
Traffic calming measures (traffic circles, speed bumps, slower driving speeds, etc.)	42	4.6 %
Youth activities or services	43	4.8 %
Senior centers or services	27	3.0 %
Social/health services	63	7.0 %
Preservation of neighbor character	54	6.0 %
Community safety	109	12.0 %
Other	21	2.3 %
<u>None chosen</u>	<u>110</u>	<u>12.2 %</u>
Total	905	100.0 %

Missing Cases = 0

SUM OF TOP 4**Q7. Which FOUR of these Issues in your neighborhood below do you think are MOST IMPORTANT for the City of Tacoma and partners to address? (top 4)**

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Support of business district	154	17.0 %
Sense of identify/ belonging	50	5.5 %
Housing affordability	488	53.9 %
Environmental impacts & public health	174	19.2 %
Access to local businesses & shops	68	7.5 %
Access to pedestrian and/or bike-friendly streets	121	13.4 %
Addressing homelessness	636	70.3 %
Access to parks/recreational activities	94	10.4 %
Access to living wage jobs	290	32.0 %
Arts & cultural amenities	57	6.3 %
Traffic calming measures (traffic circles, speed bumps, slower driving speeds, etc.)	209	23.1 %
Youth activities or services	132	14.6 %
Senior centers or services	89	9.8 %
Social/health services	195	21.5 %
Preservation of neighbor character	167	18.5 %
Community safety	457	50.5 %
Other	54	6.0 %
None chosen	16	1.8 %
Total	3451	

Number of Cases = 905

Number of Responses = 3451

Average Number Of Responses Per Case = 3.8

Number Of Cases With At Least One Response = 905

Response Percent = 100.0 %

Q8. Jobs and Economy. Please rate your satisfaction with each of the following.

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Livable wage job opportunities available to you in Tacoma	4.1%	21.5%	31.9%	19.9%	8.5%	14.0%
Q8-2. Access to job training programs & resources	2.2%	16.6%	31.6%	12.6%	3.4%	33.6%
Q8-3. Overall length of your commute to work	16.6%	28.0%	24.4%	8.1%	6.4%	16.6%
Q8-4. Cost of living in Tacoma	1.3%	15.5%	23.6%	37.7%	20.2%	1.7%
Q8-5. Overall economic health of Tacoma	1.1%	17.3%	31.9%	28.6%	13.7%	7.3%

WITHOUT "DON'T KNOW"**Q8. Jobs and Economy. Please rate your satisfaction with each of the following. (without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Livable wage job opportunities available to you in Tacoma	4.8%	25.1%	37.1%	23.1%	9.9%
Q8-2. Access to job training programs & resources	3.3%	25.0%	47.6%	19.0%	5.2%
Q8-3. Overall length of your commute to work	19.9%	33.5%	29.3%	9.7%	7.7%
Q8-4. Cost of living in Tacoma	1.3%	15.7%	24.0%	38.3%	20.6%
Q8-5. Overall economic health of Tacoma	1.2%	18.7%	34.4%	30.9%	14.8%

Q9. What is your level of agreement with the following statement? "In the future, daily essentials, such as groceries, schools, parks, and healthcare, should be a safe and short walk, bus, train, or bike ride away for every resident."

Q9. In the future, daily essentials, such as groceries, schools, parks, & healthcare, should be a safe & short walk, bus, train, or bike ride away for every resident

	Number	Percent
Strongly agree	499	55.1 %
Agree	242	26.7 %
Neutral	86	9.5 %
Disagree	47	5.2 %
Strongly disagree	12	1.3 %
Not provided	19	2.1 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"

Q9. What is your level of agreement with the following statement? "In the future, daily essentials, such as groceries, schools, parks, and healthcare, should be a safe and short walk, bus, train, or bike ride away for every resident." (without "not provided")

Q9. In the future, daily essentials, such as groceries, schools, parks, & healthcare, should be a safe & short walk, bus, train, or bike ride away for every resident

	Number	Percent
Strongly agree	499	56.3 %
Agree	242	27.3 %
Neutral	86	9.7 %
Disagree	47	5.3 %
Strongly disagree	12	1.4 %
Total	886	100.0 %

Missing Cases = 19

Response Percent = 97.9 %

Q10. Safety. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=905)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q10-1. Overall feeling of safety in your community	4.1%	33.8%	22.4%	26.4%	12.2%	1.1%
Q10-2. In community parks	3.2%	29.3%	26.3%	26.4%	11.8%	3.0%
Q10-3. In retail areas	3.9%	34.8%	26.2%	25.9%	7.3%	2.0%
Q10-4. In the downtown area of your community	2.4%	20.6%	24.8%	30.9%	18.1%	3.2%
Q10-5. In your neighborhood at night	4.4%	25.3%	25.5%	25.1%	18.2%	1.4%
Q10-6. In your neighborhood during the day	18.0%	45.0%	20.2%	12.2%	3.3%	1.3%

WITHOUT "DON'T KNOW"

Q10. Safety. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=905)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q10-1. Overall feeling of safety in your community	4.1%	34.2%	22.7%	26.7%	12.3%
Q10-2. In community parks	3.3%	30.2%	27.1%	27.2%	12.2%
Q10-3. In retail areas	3.9%	35.5%	26.7%	26.4%	7.4%
Q10-4. In the downtown area of your community	2.5%	21.2%	25.6%	32.0%	18.7%
Q10-5. In your neighborhood at night	4.5%	25.7%	25.9%	25.4%	18.5%
Q10-6. In your neighborhood during the day	18.3%	45.6%	20.5%	12.3%	3.4%

Q11. Have you or someone in your household been the victim of a crime in Tacoma in the last 12 months?

Q11. Has your household been the victim of a crime in

Tacoma in last 12 months	Number	Percent
Yes	306	33.8 %
No	580	64.1 %
Not provided	19	2.1 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q11. Have you or someone in your household been the victim of a crime in Tacoma in the last 12 months? (without "not provided")**

Q11. Has your household been the victim of a crime in

Tacoma in last 12 months	Number	Percent
Yes	306	34.5 %
No	580	65.5 %
Total	886	100.0 %

Missing Cases = 19

Response Percent = 97.9 %

Q11a. If "yes" to Question 11, did you report the crime?

Q11a. Did you report the crime	Number	Percent
Yes	210	68.6 %
No	92	30.1 %
Not provided	4	1.3 %
Total	306	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q11a. If "yes" to Question 11, did you report the crime? (without "not provided")**

Q11a. Did you report the crime	Number	Percent
Yes	210	69.5 %
No	92	30.5 %
Total	302	100.0 %

Missing Cases = 4

Response Percent = 98.7 %

Q12. Do Tacoma Police Officers treat people fairly?

Q12. Tacoma Police officers treat people fairly	Number	Percent
Strongly agree	97	10.7 %
Agree	243	26.9 %
Neutral	307	33.9 %
Disagree	119	13.1 %
Strongly disagree	74	8.2 %
Not provided	65	7.2 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q12. Do Tacoma Police Officers treat people fairly? (without "not provided")**

Q12. Tacoma Police officers treat people fairly	Number	Percent
Strongly agree	97	11.5 %
Agree	243	28.9 %
Neutral	307	36.5 %
Disagree	119	14.2 %
Strongly disagree	74	8.8 %
Total	840	100.0 %

Missing Cases = 65

Response Percent = 92.8 %

Q13. Would you say your trust in Tacoma's Municipal Government is...

Q13. Your trust in Tacoma's Municipal Government	Number	Percent
Excellent	17	1.9 %
Good	183	20.2 %
Fair	328	36.2 %
Poor	301	33.3 %
Don't know	76	8.4 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "DON'T KNOW"**Q13. Would you say your trust in Tacoma's Municipal Government is... (without "don't know")**

Q13. Your trust in Tacoma's Municipal Government	Number	Percent
Excellent	17	2.1 %
Good	183	22.1 %
Fair	328	39.6 %
Poor	301	36.3 %
Total	829	100.0 %

Missing Cases = 76

Response Percent = 91.6 %

Q14. Have you contacted the City with a question, problem, or complaint during the past year?

Q14. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	404	44.6 %
No	501	55.4 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q14a. Which City department or division did you contact most recently?

Q14a. Which City department or division did you contact most recently	Number	Percent
Police Department	72	17.8 %
Fire/Emergency Medical Services	11	2.7 %
Tacoma Public Utilities (power, water, rail)	53	13.1 %
City Clerk	4	1.0 %
Building Permitting & Planning	26	6.4 %
Public Works	34	8.4 %
311 Customer Service Center	92	22.8 %
Code Enforcement	38	9.4 %
Small Business Support	4	1.0 %
Tax & Licensing Office	10	2.5 %
Utility Billing	9	2.2 %
City Manager's Office	11	2.7 %
Other	34	8.4 %
Not provided	6	1.5 %
Total	404	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q14a. Which City department or division did you contact most recently? (without "not provided")**

Q14a. Which City department or division did you contact most recently	Number	Percent
Police Department	72	18.1 %
Fire/Emergency Medical Services	11	2.8 %
Tacoma Public Utilities (power, water, rail)	53	13.3 %
City Clerk	4	1.0 %
Building Permitting & Planning	26	6.5 %
Public Works	34	8.5 %
311 Customer Service Center	92	23.1 %
Code Enforcement	38	9.5 %
Small Business Support	4	1.0 %
Tax & Licensing Office	10	2.5 %
Utility Billing	9	2.3 %
City Manager's Office	11	2.8 %
Other	34	8.5 %
Total	398	100.0 %

Missing Cases = 6

Response Percent = 98.5 %

Q14b. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following based on your most recent experience with the City.

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14b-1. How easy the department or division was to contact	15.8%	31.4%	19.3%	20.3%	11.1%	2.0%
Q14b-2. How courteously you were treated	19.6%	34.4%	22.5%	7.2%	8.2%	8.2%
Q14b-3. Technical competence, knowledge of employees who assisted you	15.1%	30.4%	25.5%	9.4%	8.7%	10.9%
Q14b-4. Overall responsiveness of City employees to your request or concern	13.4%	23.5%	19.3%	19.6%	19.8%	4.5%
Q14b-5. How your concern or request was resolved or answered	13.4%	20.0%	15.8%	19.6%	25.5%	5.7%

WITHOUT "DON'T KNOW"

Q14b. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following based on your most recent experience with the City. (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14b-1. How easy the department or division was to contact	16.2%	32.1%	19.7%	20.7%	11.4%
Q14b-2. How courteously you were treated	21.3%	37.5%	24.5%	7.8%	8.9%
Q14b-3. Technical competence, knowledge of employees who assisted you	16.9%	34.2%	28.6%	10.6%	9.7%
Q14b-4. Overall responsiveness of City employees to your request or concern	14.0%	24.6%	20.2%	20.5%	20.7%
Q14b-5. How your concern or request was resolved or answered	14.2%	21.3%	16.8%	20.7%	27.0%

Q15. Have you participated in any of the following civic activities in the last 12 months?

Q15. In which following civic activities have you participated in last 12 months

	Number	Percent
Attended a City Council meeting	100	11.0 %
Neighborhood Council	90	9.9 %
City Committee, Board, or Commission	58	6.4 %
City events	368	40.7 %
Volunteering	264	29.2 %
Religious institutions	192	21.2 %
Community groups	256	28.3 %
None	297	32.8 %
Total	1625	

Number of Cases = 905

Number of Responses = 1625

Average Number Of Responses Per Case = 1.8

Number Of Cases With At Least One Response = 905

Response Percent = 100.0 %

WITHOUT "NONE"**Q15. Have you participated in any of the following civic activities in the last 12 months? (without "none")**

Q15. In which following civic activities have you participated in last 12 months

	Number	Percent
City events	368	60.5 %
Volunteering	264	43.4 %
Community groups	256	42.1 %
Religious institutions	192	31.6 %
Attended a City Council meeting	100	16.4 %
Neighborhood Council	90	14.8 %
City Committee, Board, or Commission	58	9.5 %
Total	1328	

Number of Cases = 608

Number of Responses = 1328

Average Number Of Responses Per Case = 2.2

Number Of Cases With At Least One Response = 608

Response Percent = 100.0 %

Q16. How much of an impact do you believe your participation has had on the community?

Q16. How much of an impact has your participation had on the community	Number	Percent
Very impactful	43	4.8 %
Somewhat impactful	271	29.9 %
Not at all impactful	336	37.1 %
Don't know	255	28.2 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "DON'T KNOW"**Q16. How much of an impact do you believe your participation has had on the community? (without "don't know")**

Q16. How much of an impact has your participation had on the community	Number	Percent
Very impactful	43	6.6 %
Somewhat impactful	271	41.7 %
Not at all impactful	336	51.7 %
Total	650	100.0 %

Missing Cases = 255

Response Percent = 71.8 %

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

Q17. Where do you currently get news & information
about City programs, services, & events

	Number	Percent
City eNewsletters	151	16.7 %
Other City email updates	104	11.5 %
City website	230	25.4 %
Attending public meetings (in-person or virtually)	91	10.1 %
City social media (e.g., Facebook, X/Twitter, Instagram, YouTube)	441	48.7 %
Print mailings	420	46.4 %
Nextdoor	159	17.6 %
TV Tacoma/TV 12	90	9.9 %
News media (newspaper, television, radio)	415	45.9 %
Other social media sources (not City related)	267	29.5 %
From friends & neighbors	452	49.9 %
Other	34	3.8 %
Total	2854	

Number of Cases = 905

Number of Responses = 2854

Average Number Of Responses Per Case = 3.2

Number Of Cases With At Least One Response = 887

Response Percent = 98.0 %

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

Q18. Top choice	Number	Percent
City eNewsletters	113	12.5 %
Other City email updates	33	3.6 %
City website	64	7.1 %
Attending public meetings (in-person or virtually)	12	1.3 %
City social media (e.g., Facebook, X/Twitter, Instagram, YouTube)	226	25.0 %
Print mailings	162	17.9 %
Nextdoor	19	2.1 %
TV Tacoma/TV 12	14	1.5 %
News media (newspaper, television, radio)	138	15.2 %
Other social media sources (not City related)	48	5.3 %
From friends & neighbors	33	3.6 %
Other	11	1.2 %
None chosen	32	3.5 %
Total	905	100.0 %

Missing Cases = 0

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

Q18. 2nd choice	Number	Percent
City eNewsletters	58	6.4 %
Other City email updates	35	3.9 %
City website	61	6.7 %
Attending public meetings (in-person or virtually)	14	1.5 %
City social media (e.g., Facebook, X/Twitter, Instagram, YouTube)	120	13.3 %
Print mailings	152	16.8 %
Nextdoor	29	3.2 %
TV Tacoma/TV 12	27	3.0 %
News media (newspaper, television, radio)	155	17.1 %
Other social media sources (not City related)	82	9.1 %
From friends & neighbors	84	9.3 %
Other	19	2.1 %
None chosen	69	7.6 %
Total	905	100.0 %

Missing Cases = 0

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

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
City eNewsletters	171	18.9 %
Other City email updates	68	7.5 %
City website	125	13.8 %
Attending public meetings (in-person or virtually)	26	2.9 %
City social media (e.g., Facebook, X/Twitter, Instagram, YouTube)	346	38.2 %
Print mailings	314	34.7 %
Nextdoor	48	5.3 %
TV Tacoma/TV 12	41	4.5 %
News media (newspaper, television, radio)	293	32.4 %
Other social media sources (not City related)	130	14.4 %
From friends & neighbors	117	12.9 %
Other	30	3.3 %
None chosen	32	3.5 %
Total	1741	

Number of Cases = 905

Number of Responses = 1741

Average Number Of Responses Per Case = 1.9

Number Of Cases With At Least One Response = 905

Response Percent = 100.0 %

Q19. If you currently get news and information about City programs, services, and events from social media, which ONE platform do you use most?

Q19. Which social media platform do you use most to get news & information about City programs, services, & events

	Number	Percent
Facebook	375	41.4 %
Instagram	159	17.6 %
X/Twitter	15	1.7 %
YouTube	30	3.3 %
Nextdoor	55	6.1 %
TikTok	11	1.2 %
Reddit	33	3.6 %
Other	22	2.4 %
None	205	22.7 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NONE"

Q19. If you currently get news and information about City programs, services, and events from social media, which ONE platform do you use most? (without "none")

Q19. Which social media platform do you use most to get news & information about City programs, services, & events

	Number	Percent
Facebook	375	53.6 %
Instagram	159	22.7 %
X/Twitter	15	2.1 %
YouTube	30	4.3 %
Nextdoor	55	7.9 %
TikTok	11	1.6 %
Reddit	33	4.7 %
Other	22	3.1 %
Total	700	100.0 %

Missing Cases = 205

Response Percent = 77.3 %

Q19-8. Other:

<u>Q19-8. Other</u>	<u>Number</u>	<u>Percent</u>
TV	3	13.6 %
Newsbreak	2	9.1 %
Emails	2	9.1 %
THE TACOMA NEWSPAPER	1	4.5 %
All the above	1	4.5 %
News articles in the Google News feed	1	4.5 %
Epoch Times	1	4.5 %
Google News App	1	4.5 %
I use more than one source	1	4.5 %
Radio, NPR	1	4.5 %
TNT online	1	4.5 %
TV news	1	4.5 %
News	1	4.5 %
Newspaper	1	4.5 %
Friends of NE Tacoma	1	4.5 %
TNT	1	4.5 %
Word of month	1	4.5 %
Newsbreak/Tacoma Tribune	1	4.5 %
Total	22	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q20. Communication. Please rate your satisfaction with each of the following.

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Availability of information about local governmental services & activities	2.2%	27.2%	41.2%	14.8%	5.1%	9.5%
Q20-2. Efforts by local government to keep you informed about local issues	2.3%	23.2%	38.5%	21.5%	7.1%	7.4%
Q20-3. Level of public involvement in local decision making	0.8%	11.9%	32.5%	27.1%	13.1%	14.6%
Q20-4. Timeliness of information provided by your local government	0.8%	17.5%	40.9%	17.6%	9.1%	14.3%
Q20-5. Usefulness of your City's website	1.9%	24.0%	34.4%	12.3%	4.9%	22.7%
Q20-6. Your local governmental cable television channel(s)	1.0%	9.8%	27.4%	4.5%	2.5%	54.7%
Q20-7. Your local government's use of social media outlets (e.g., Facebook, X/Twitter, Instagram, YouTube)	1.8%	18.0%	37.8%	8.7%	3.5%	30.2%

WITHOUT "DON'T KNOW"**Q20. Communication. Please rate your satisfaction with each of the following. (without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of information about local governmental services & activities	2.4%	30.0%	45.5%	16.4%	5.6%
Q20-2. Efforts by local government to keep you informed about local issues	2.5%	25.1%	41.5%	23.3%	7.6%
Q20-3. Level of public involvement in local decision making	0.9%	14.0%	38.0%	31.7%	15.4%
Q20-4. Timeliness of information provided by your local government	0.9%	20.4%	47.7%	20.5%	10.6%
Q20-5. Usefulness of your City's website	2.4%	31.0%	44.4%	15.9%	6.3%
Q20-6. Your local governmental cable television channel(s)	2.2%	21.7%	60.5%	10.0%	5.6%
Q20-7. Your local government's use of social media outlets (e.g., Facebook, X/Twitter, Instagram, YouTube)	2.5%	25.8%	54.1%	12.5%	5.1%

Q21. Which TWO of the communication services listed in Question 20 do you think are the MOST IMPORTANT for the City to provide?

Q21. Top choice	Number	Percent
Availability of information about local governmental services & activities	210	23.2 %
Efforts by local government to keep you informed about local issues	195	21.5 %
Level of public involvement in local decision making	139	15.4 %
Timeliness of information provided by your local government	67	7.4 %
Usefulness of your City's website	90	9.9 %
Your local governmental cable television channel(s)	18	2.0 %
Your local government's use of social media outlets (e.g., Facebook, X/Twitter, Instagram, YouTube)	84	9.3 %
None chosen	102	11.3 %
Total	905	100.0 %

Missing Cases = 0

Q21. Which TWO of the communication services listed in Question 20 do you think are the MOST IMPORTANT for the City to provide?

Q21. 2nd choice	Number	Percent
Availability of information about local governmental services & activities	126	13.9 %
Efforts by local government to keep you informed about local issues	186	20.6 %
Level of public involvement in local decision making	136	15.0 %
Timeliness of information provided by your local government	131	14.5 %
Usefulness of your City's website	87	9.6 %
Your local governmental cable television channel(s)	18	2.0 %
Your local government's use of social media outlets (e.g., Facebook, X/Twitter, Instagram, YouTube)	89	9.8 %
None chosen	132	14.6 %
Total	905	100.0 %

Missing Cases = 0

SUM OF TOP 2

Q21. Which TWO of the communication services listed in Question 20 do you think are the MOST IMPORTANT for the City to provide? (top 2)

Q21. Top choice	Number	Percent
Availability of information about local governmental services & activities	336	37.1 %
Efforts by local government to keep you informed about local issues	381	42.1 %
Level of public involvement in local decision making	275	30.4 %
Timeliness of information provided by your local government	198	21.9 %
Usefulness of your City's website	177	19.6 %
Your local governmental cable television channel(s)	36	4.0 %
Your local government's use of social media outlets (e.g., Facebook, X/Twitter, Instagram, YouTube)	173	19.1 %
None chosen	102	11.3 %
Total	1678	

Number of Cases = 905

Number of Responses = 1678

Average Number Of Responses Per Case = 1.9

Number Of Cases With At Least One Response = 905

Response Percent = 100.0 %

Q22. The City of Tacoma helps fund social services programs that provide public benefits and promote the welfare of the community. Please rate the level of priority the City of Tacoma should give these social services.

(N=905)

	High priority	Medium priority	Low priority	Don't know
Q22-1. Developing Homelessness Shelters	57.7%	21.8%	13.1%	7.4%
Q22-2. Homelessness Encampment Outreach & Cleanup	74.3%	14.5%	6.4%	4.9%
Q22-3. Affordable Housing Development	61.4%	24.2%	10.4%	4.0%
Q22-4. Youth Violence Reduction	67.8%	21.9%	5.0%	5.3%
Q22-5. Mental Health & Substance Use	74.0%	18.2%	4.2%	3.5%
Q22-6. Child & Family Support	53.6%	35.6%	5.3%	5.5%
Q22-7. Veterans Support	48.7%	35.6%	10.5%	5.2%
Q22-8. Senior Care	49.8%	39.1%	5.7%	5.3%
Q22-9. Immigrant & Refugee Support	24.0%	37.3%	30.7%	8.0%
Q22-10. Food Insecurity	54.9%	29.2%	9.2%	6.7%
Q22-11. Nonprofit Capacity Building	19.1%	27.7%	29.7%	23.4%

WITHOUT "NONE"

Q22. The City of Tacoma helps fund social services programs that provide public benefits and promote the welfare of the community. Please rate the level of priority the City of Tacoma should give these social services. (without "don't know")

(N=905)

	High priority	Medium priority	Low priority
Q22-1. Developing Homelessness Shelters	62.3%	23.5%	14.2%
Q22-2. Homelessness Encampment Outreach & Cleanup	78.0%	15.2%	6.7%
Q22-3. Affordable Housing Development	64.0%	25.2%	10.8%
Q22-4. Youth Violence Reduction	71.6%	23.1%	5.3%
Q22-5. Mental Health & Substance Use	76.7%	18.9%	4.4%
Q22-6. Child & Family Support	56.7%	37.7%	5.6%
Q22-7. Veterans Support	51.4%	37.5%	11.1%
Q22-8. Senior Care	52.6%	41.3%	6.1%
Q22-9. Immigrant & Refugee Support	26.1%	40.6%	33.4%
Q22-10. Food Insecurity	58.9%	31.3%	9.8%
Q22-11. Nonprofit Capacity Building	25.0%	36.2%	38.8%

Q23. Overall, how satisfied are you with the amount of services Tacoma devotes to social services?

Q23. How satisfied are you with the amount of services

Tacoma devotes to social services	Number	Percent
Very satisfied	19	2.1 %
Satisfied	171	18.9 %
Neutral	382	42.2 %
Dissatisfied	211	23.3 %
Very dissatisfied	58	6.4 %
Not provided	64	7.1 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q23. Overall, how satisfied are you with the amount of services Tacoma devotes to social services? (without "not provided")**

Q23. How satisfied are you with the amount of services

Tacoma devotes to social services	Number	Percent
Very satisfied	19	2.3 %
Satisfied	171	20.3 %
Neutral	382	45.4 %
Dissatisfied	211	25.1 %
Very dissatisfied	58	6.9 %
Total	841	100.0 %

Missing Cases = 64

Response Percent = 92.9 %

Q24. Including yourself, how many people in your household are...

	Mean	Sum
number	2.5	2189
Under age 5	0.1	118
Ages 5-9	0.1	76
Ages 10-14	0.1	90
Ages 15-19	0.1	128
Ages 20-24	0.1	103
Ages 25-34	0.4	324
Ages 35-44	0.4	339
Ages 45-54	0.3	302
Ages 55-64	0.4	323
Ages 65+	0.4	386

Q25. Your gender:

Q25. Your gender	Number	Percent
Male	431	47.6 %
Female	443	49.0 %
Non-Binary	17	1.9 %
Prefer not to say	14	1.5 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "PREFER NOT TO SAY"**Q25. Your gender: (without "prefer not to say")**

Q25. Your gender	Number	Percent
Male	431	48.4 %
Female	443	49.7 %
Non-Binary	17	1.9 %
Total	891	100.0 %

Missing Cases = 14

Response Percent = 98.5 %

Q26. What is your age?

Q26. Your age	Number	Percent
18-34	174	19.2 %
35-44	178	19.7 %
45-54	177	19.6 %
55-64	176	19.4 %
65+	177	19.6 %
Not provided	23	2.5 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q26. What is your age? (without "not provided")**

Q26. Your age	Number	Percent
18-34	174	19.7 %
35-44	178	20.2 %
45-54	177	20.1 %
55-64	176	20.0 %
65+	177	20.1 %
Total	882	100.0 %

Missing Cases = 23

Response Percent = 97.5 %

Q27. Which of the following best describes your race/ethnicity?

<u>Q27. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	77	8.5 %
Black or African American	94	10.4 %
American Indian or Alaska Native	15	1.7 %
White/Caucasian/European	516	57.0 %
Native Hawaiian or other Pacific Islander	10	1.1 %
Latino/a/Latine/Latinx/Hispanic	110	12.2 %
Middle Eastern or North African	5	0.6 %
Two or more races	75	8.3 %
Other	7	0.8 %
Total	909	

Number of Cases = 905

Number of Responses = 909

Average Number Of Responses Per Case = 1.0

Number Of Cases With At Least One Response = 902

Response Percent = 99.7 %

Q27-9. Self-describe your race/ethnicity:

<u>Q27-9. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Sioux, Jew, Irish	1	14.3 %
IRISH/GERMAN	1	14.3 %
Slavic	1	14.3 %
Scandinavian	1	14.3 %
Italian and White	1	14.3 %
American Indian/European	1	14.3 %
Nativo de Mexico	1	14.3 %
Total	7	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

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

Q28. How many years have you lived in Tacoma	Number	Percent
0-5	197	21.8 %
6-10	128	14.1 %
11-15	46	5.1 %
16-20	77	8.5 %
21-30	121	13.4 %
31+	318	35.1 %
Not provided	18	2.0 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q28. Approximately how many years have you lived in Tacoma? (without "not provided")**

Q28. How many years have you lived in Tacoma	Number	Percent
0-5	197	22.2 %
6-10	128	14.4 %
11-15	46	5.2 %
16-20	77	8.7 %
21-30	121	13.6 %
31+	318	35.9 %
Total	887	100.0 %

Missing Cases = 18

Response Percent = 98.0 %

Q29. Do you own or rent your current residence?

Q29. Do you own or rent your current residence	Number	Percent
Own	580	64.1 %
Rent	308	34.0 %
Not provided	17	1.9 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q29. Do you own or rent your current residence? (without "not provided")**

Q29. Do you own or rent your current residence	Number	Percent
Own	580	65.3 %
Rent	308	34.7 %
Total	888	100.0 %

Missing Cases = 17

Response Percent = 98.1 %

Q30. Would you say your total annual household income is...

Q30. Your total annual household income	Number	Percent
Under \$30K	108	11.9 %
\$30K to \$49,999	136	15.0 %
\$50K to \$69,999	132	14.6 %
\$70K to \$89,999	138	15.2 %
\$90K to \$119,999	117	12.9 %
\$120K to \$174,999	109	12.0 %
\$175K+	74	8.2 %
Not provided	91	10.1 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q30. Would you say your total annual household income is... (without "not provided")**

Q30. Your total annual household income	Number	Percent
Under \$30K	108	13.3 %
\$30K to \$49,999	136	16.7 %
\$50K to \$69,999	132	16.2 %
\$70K to \$89,999	138	17.0 %
\$90K to \$119,999	117	14.4 %
\$120K to \$174,999	109	13.4 %
\$175K+	74	9.1 %
Total	814	100.0 %

Missing Cases = 91

Response Percent = 89.9 %

Q31. How much do you spend on monthly housing (excluding utilities)?

Q31. How much do you spend on monthly housing	Number	Percent
Under \$1K	135	14.9 %
\$1K to \$1,499	142	15.7 %
\$1,500 to \$1,999	194	21.4 %
\$2K to \$2,499	153	16.9 %
\$2,500 to \$2,999	81	9.0 %
\$3K to \$3,499	63	7.0 %
\$3,500 to \$3,999	24	2.7 %
\$4K+	39	4.3 %
Not provided	74	8.2 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q31. How much do you spend on monthly housing (excluding utilities)? (without "not provided")**

Q31. How much do you spend on monthly housing	Number	Percent
Under \$1K	135	16.2 %
\$1K to \$1,499	142	17.1 %
\$1,500 to \$1,999	194	23.3 %
\$2K to \$2,499	153	18.4 %
\$2,500 to \$2,999	81	9.7 %
\$3K to \$3,499	63	7.6 %
\$3,500 to \$3,999	24	2.9 %
\$4K+	39	4.7 %
Total	831	100.0 %

Missing Cases = 74

Response Percent = 91.8 %

Q32. Please imagine a ladder with steps numbered from zero (0) at the bottom to ten (10) at the top. The bottom of the ladder (0) represents the worst possible life in Tacoma for you, and the top of the ladder (10) represents the best possible life in Tacoma for you. On which step of the ladder would you say you personally feel you stand in terms of your life in Tacoma at this time?

Q32. What is your life in Tacoma at this time	Number	Percent
Best possible life in Tacoma	24	2.7 %
9	56	6.2 %
8	169	18.7 %
7	225	24.9 %
6	134	14.8 %
5	125	13.8 %
4	77	8.5 %
3	44	4.9 %
2	10	1.1 %
1	5	0.6 %
Worst possible life in Tacoma	12	1.3 %
Not provided	24	2.7 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"

Q32. Please imagine a ladder with steps numbered from zero (0) at the bottom to ten (10) at the top. The bottom of the ladder (0) represents the worst possible life in Tacoma for you, and the top of the ladder (10) represents the best possible life in Tacoma for you. On which step of the ladder would you say you personally feel you stand in terms of your life in Tacoma at this time? (without "not provided")

Q32. What is your life in Tacoma at this time	Number	Percent
Best possible life in Tacoma	24	2.7 %
9	56	6.4 %
8	169	19.2 %
7	225	25.5 %
6	134	15.2 %
5	125	14.2 %
4	77	8.7 %
3	44	5.0 %
2	10	1.1 %
1	5	0.6 %
Worst possible life in Tacoma	12	1.4 %
Total	881	100.0 %

Missing Cases = 24

Response Percent = 97.3 %

Q32a. On which step (0 to 10) do you think you will stand in terms of your life in Tacoma about FIVE YEARS from now?

Q32a. What will your life in Tacoma be about 5 years from now	Number	Percent
Best possible life in Tacoma	46	5.1 %
9	109	12.0 %
8	190	21.0 %
7	134	14.8 %
6	84	9.3 %
5	110	12.2 %
4	46	5.1 %
3	47	5.2 %
2	41	4.5 %
1	13	1.4 %
Worst possible life in Tacoma	28	3.1 %
Not provided	57	6.3 %
Total	905	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"

Q32a. On which step (0 to 10) do you think you will stand in terms of your life in Tacoma about FIVE YEARS from now? (without "not provided")

Q32a. What will your life in Tacoma be about 5 years from now	Number	Percent
Best possible life in Tacoma	46	5.4 %
9	109	12.9 %
8	190	22.4 %
7	134	15.8 %
6	84	9.9 %
5	110	13.0 %
4	46	5.4 %
3	47	5.5 %
2	41	4.8 %
1	13	1.5 %
Worst possible life in Tacoma	28	3.3 %
Total	848	100.0 %

Missing Cases = 57

Response Percent = 93.7 %



Survey Instrument



City of Tacoma Community Survey

Dear Tacoma Resident,

We need your help shaping City of Tacoma programs and services. To do this, we are conducting a survey of residents to gather information and feedback about city priorities and the quality of programs and services. The results of this survey will help inform decisions regarding the City budget, the Comprehensive Plan, and the ten-year Strategic Plan, and more. You have been randomly selected and responses to this survey will be confidential and reported in group form only.

Please take a few minutes to complete and return this survey in the next few days. A postage-paid return envelope, addressed to ETC Institute, has been provided for your convenience. If you would prefer to take the survey online, please visit tacomasurvey.org or scan the QR code below. As a thank you for completing this survey, you will have the opportunity to enter a drawing for a **\$500 gift card** at the end of the survey.

We selected ETC Institute as our partner because of its outstanding record of performance in working with communities nationwide. ETC will compile the results and present a public report to the City in the months ahead. Survey results will be compared with responses to similar surveys in previous years. The report will be a valuable resource as we work to provide you with the most responsive government possible.

Please feel free to contact ETC Institute's project manager, Ryan Murray at 913-254-4598 or email him at Ryan.Murray@ETCInstitute.com if you should have any questions or require assistance with your survey.

Sincerely,

Elizabeth Pauli
City Manager



2024 City of Tacoma Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City of Tacoma's planning process and will be used by City leaders to make planning and investment decisions. If you prefer, you can take this survey at tacomasurvey.org.

1. Perceptions of Tacoma. Please rate your satisfaction with each of the following.

How satisfied are you with...	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
1. Overall appearance of Tacoma	5	4	3	2	1	9
2. Overall image of Tacoma	5	4	3	2	1	9
3. Overall quality of life in Tacoma	5	4	3	2	1	9
4. Overall quality of services provided by the City	5	4	3	2	1	9
5. Overall value that you receive for your City taxes and fees	5	4	3	2	1	9
6. How well your community is managing growth	5	4	3	2	1	9
7. Whether you feel like you belong in the community	5	4	3	2	1	9
8. Overall access to daily essentials, like grocery stores and schools	5	4	3	2	1	9

2. Satisfaction with Tacoma. Please rate your satisfaction with each of the following.

How satisfied are you with...	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
01. Transportation safety in Tacoma	5	4	3	2	1	9
02. Efforts to reduce climate change in Tacoma	5	4	3	2	1	9
03. The ease of bicycle travel in Tacoma	5	4	3	2	1	9
04. The ease of walking in your neighborhood	5	4	3	2	1	9
05. Health risks associated with wildfire smoke and/or extreme heat in Tacoma	5	4	3	2	1	9
06. The health of Puget Sound and its native plants and animals, including salmon, orcas, and shellfish	5	4	3	2	1	9
07. Access to affordable food	5	4	3	2	1	9
08. The level of access to arts, culture, science, and/or heritage programs or experiences in the community	5	4	3	2	1	9
09. Proximity to daily essential services, like schools and parks	5	4	3	2	1	9
10. Access to local businesses, like shops and restaurants	5	4	3	2	1	9
11. The overall quality of library services in Tacoma	5	4	3	2	1	9

3. Public Safety and Enforcement. Please rate your overall satisfaction with these categories of services provided by the City of Tacoma.

How satisfied are you with...	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Police Services						
01. Police patrol	5	4	3	2	1	9
02. Efforts by police in your community to prevent crime	5	4	3	2	1	9
03. Police investigations	5	4	3	2	1	9
04. Police community programs	5	4	3	2	1	9
05. How quickly police respond to emergencies	5	4	3	2	1	9
06. Enforcement of local codes and ordinances	5	4	3	2	1	9
07. Overall quality of police services	5	4	3	2	1	9
Fire and Emergency Medical Services						
08. Fire response and suppression	5	4	3	2	1	9
09. How quickly emergency medical services personnel respond to emergencies	5	4	3	2	1	9
10. How quickly fire services personnel respond to emergencies	5	4	3	2	1	9
11. Overall quality of emergency medical services	5	4	3	2	1	9
12. Overall quality of fire services	5	4	3	2	1	9

4. Which **THREE** of the services listed in Question 3 on the previous page do you think are **MOST IMPORTANT** for the City to provide? [Write in your answers below using the numbers from the list in Question 3, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

5. **Infrastructure, Roads, and Public Works.** Please rate your overall satisfaction with these categories of services provided by the City of Tacoma.

How satisfied are you with...	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
01. Condition of major streets	5	4	3	2	1	9
02. Adequacy of street lighting in your community	5	4	3	2	1	9
03. Condition of street signs and traffic signals	5	4	3	2	1	9
04. Cleanliness of streets and public areas	5	4	3	2	1	9
05. Solid waste (e.g., trash, yard waste and recycling services)	5	4	3	2	1	9
06. Stormwater management/flood control	5	4	3	2	1	9
07. Wastewater/sanitary sewer services	5	4	3	2	1	9
08. Electric utility services	5	4	3	2	1	9
09. Overall quality of water services	5	4	3	2	1	9
10. Utility billing and customer service	5	4	3	2	1	9
11. The walkability of your neighborhood (e.g., sidewalks, curb ramps, crossings)	5	4	3	2	1	9
12. Quality of on-street bicycle infrastructure (e.g., bike lanes, signage, safety)	5	4	3	2	1	9

6. Which **THREE** of the services listed in Question 5 do you think are **MOST IMPORTANT** for the City to provide? [Write in your answers below using the numbers from the list in Question 5, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

7. What **FOUR** of these Issues in your neighborhood below do you think are **MOST IMPORTANT** for the city of Tacoma and partners address? [Write in your answers below using the numbers from the list below, or circle "NONE."]

- | | |
|---|--|
| 01. Support of business district | 10. Arts and cultural amenities |
| 02. Sense of identify/ belonging | 11. Traffic calming measures (traffic circles, speed bumps, slower driving speeds, etc.) |
| 03. Housing affordability | 12. Youth activities or services |
| 04. Environmental impacts and public health | 13. Senior centers or services |
| 05. Access to local businesses and shops | 14. Social/health services |
| 06. Access to pedestrian and/or bike-friendly streets | 15. Preservation of neighbor character |
| 07. Addressing Homelessness | 16. Community safety |
| 08. Access to parks/recreational activities | 17. Other: _____ |
| 09. Access to living wage jobs | |

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

8. **Jobs and Economy.** Please rate your satisfaction with each of the following.

How satisfied are you with...	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
1. Livable wage job opportunities available to you in Tacoma	5	4	3	2	1	9
2. Access to job training programs and resources	5	4	3	2	1	9
3. Overall length of your commute to work	5	4	3	2	1	9
4. The cost of living in Tacoma	5	4	3	2	1	9
5. Overall economic health of Tacoma	5	4	3	2	1	9

9. What is your level of agreement with the following statement? "In the future, daily essentials, such as groceries, schools, parks, and healthcare, should be a safe and short walk, bus, train, or bike ride away for every resident." [Check only one.]

___(5) Strongly agree ___(4) Agree ___(3) Neutral ___(2) Disagree ___(1) Strongly disagree

10. **Safety.** Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
1. Overall feeling of safety in your community	5	4	3	2	1	9
2. In community parks	5	4	3	2	1	9
3. In retail areas	5	4	3	2	1	9
4. In the downtown area of your community	5	4	3	2	1	9
5. In your neighborhood at night	5	4	3	2	1	9
6. In your neighborhood during the day	5	4	3	2	1	9

11. Have you or someone in your household been the victim of a crime in Tacoma in the last 12 months?

___(1) Yes [Answer Q11a.] ___(2) No [Skip to Q12.]

11a. If yes, did you report the crime?

___(1) Yes [Skip to Q12.] ___(2) No [Answer Q11b.]

11b. What made you decide to not report the crime? [Write your response below.]

12. Do Tacoma Police Officers treat people fairly?

___(5) Strongly agree ___(4) Agree ___(3) Neutral ___(2) Disagree ___(1) Strongly disagree

13. Would you say your trust in Tacoma's Municipal Government is...

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

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

___(1) Yes ___(2) No [Skip to Q14c.]

14a. Which City department or division did you contact most recently?

- | | |
|--|----------------------------------|
| ___(01) Police Department | ___(08) Code Enforcement |
| ___(02) Fire/Emergency Medical Services | ___(09) Small business support |
| ___(03) Tacoma Public Utilities (power, water, rail) | ___(10) Tax and Licensing office |
| ___(04) City Clerk | ___(11) Utility Billing |
| ___(05) Building Permitting and Planning | ___(12) City Manager's Office |
| ___(06) Public Works | ___(13) Communications/Marketing |
| ___(07) 311 Customer Service Center | ___(14) Other: _____ |

14b. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following based on your most recent experience with the City.

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

14c. In the last 5 years, if you have ever had a complaint or inquiry to make about a problem with a City service but did not report it, what made you decide NOT to report it?

15. Have you participated in any of the following civic activities in the last 12 months? [Check all that apply.]

- | | |
|---|---|
| <input type="checkbox"/> (1) Attended a City Council meeting | <input type="checkbox"/> (5) Volunteering |
| <input type="checkbox"/> (2) Neighborhood Council | <input type="checkbox"/> (6) Religious institutions |
| <input type="checkbox"/> (3) City committee, board, or commission | <input type="checkbox"/> (7) Community groups |
| <input type="checkbox"/> (4) City events | <input type="checkbox"/> (8) None |

16. How much of an impact do you believe your participation has had on the community? [Check only one.]

- (3) Very impactful (2) Somewhat impactful (1) Not at all impactful (9) Don't know

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

- | | |
|---|---|
| <input type="checkbox"/> (01) City e-Newsletters | <input type="checkbox"/> (07) Nextdoor |
| <input type="checkbox"/> (02) Other City email updates | <input type="checkbox"/> (08) TV Tacoma/TV 12 |
| <input type="checkbox"/> (03) City website | <input type="checkbox"/> (09) News media (newspaper, television, radio) |
| <input type="checkbox"/> (04) Attending public meetings (in-person or virtually) | <input type="checkbox"/> (10) Other social media sources (not City related) |
| <input type="checkbox"/> (05) City social media (e.g., Facebook, X/Twitter, Instagram, YouTube) | <input type="checkbox"/> (11) From friends and neighbors |
| <input type="checkbox"/> (06) Print mailings | <input type="checkbox"/> (12) Other: _____ |

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

1st: _____ 2nd: _____

19. If you currently get news and information about City programs, services, and events from social media, which platform do you use most? [Check only one.]

- | | | |
|--|---------------------------------------|---|
| <input type="checkbox"/> (1) Facebook | <input type="checkbox"/> (4) YouTube | <input type="checkbox"/> (7) Reddit |
| <input type="checkbox"/> (2) Instagram | <input type="checkbox"/> (5) Nextdoor | <input type="checkbox"/> (8) Other: _____ |
| <input type="checkbox"/> (3) X/Twitter | <input type="checkbox"/> (6) TikTok | <input type="checkbox"/> (9) None |

20. Communication. Please rate your satisfaction with each of the following.

How satisfied are you with...		Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
1.	Availability of information about local governmental services and activities	5	4	3	2	1	9
2.	Efforts by local government to keep you informed about local issues	5	4	3	2	1	9
3.	The level of public involvement in local decision making	5	4	3	2	1	9
4.	Timeliness of information provided by your local government	5	4	3	2	1	9
5.	Usefulness of your city's website	5	4	3	2	1	9
6.	Your local governmental cable television channel(s)	5	4	3	2	1	9
7.	Your local government's use of social media outlets (e.g., Facebook, X/Twitter, Instagram, YouTube)	5	4	3	2	1	9

21. Which TWO of the communication services listed in Question 20 do you think are the MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 20, or circle "NONE."]

1st: _____ 2nd: _____ NONE

22. The City of Tacoma helps fund social services programs that provide public benefits and promote the welfare of the community. Please rate the level of priority the City of Tacoma should give these social services.

Please rate...		High priority	Medium priority	Low priority	Don't know
01.	Developing Homelessness Shelters	3	2	1	9
02.	Homelessness Encampment Outreach and Cleanup	3	2	1	9
03.	Affordable Housing Development	3	2	1	9
04.	Youth Violence Reduction	3	2	1	9
05.	Mental Health and Substance Use	3	2	1	9
06.	Child and Family Support	3	2	1	9
07.	Veterans support	3	2	1	9
08.	Senior Care	3	2	1	9
09.	Immigrant and Refugee Support	3	2	1	9
10.	Food Insecurity	3	2	1	9
11.	Nonprofit Capacity Building	3	2	1	9

23. Overall, how satisfied are you with the amount of services Tacoma devotes to social services? [Check only one.]

- (5) Very satisfied (2) Dissatisfied
 (4) Satisfied (1) Very dissatisfied
 (3) Neutral

Demographics	<i>Your individual responses will remain confidential.</i>
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24. Including yourself, how many people in your household are...

- Under age 5: Ages 20-24: Ages 55-64:
 Ages 5-9: Ages 25-34: Ages 65+:
 Ages 10-14: Ages 35-44:
 Ages 15-19: Ages 45-54:

25. Your gender: (1) Male (2) Female (3) Non-Binary (4) Prefer not to say

26. What is your age? years

27. Which of the following best describes your race/ethnicity? [Check ALL that apply.]

- (01) Asian (05) American Indian or Alaska Native
 (02) Black or African American (06) White/Caucasian/European
 (03) Latino/Latine/Latinx/Hispanic (07) Native Hawaiian or other Pacific Islander
 (04) Middle Eastern or North African (99) Other: _____

28. Approximately how many years have you lived in Tacoma? years

29. Do you own or rent your current residence? (1) Own (2) Rent

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

- (1) Under \$30,000 (4) \$70,000 to \$89,999 (7) \$175,000 or more
 (2) \$30,000 to \$49,999 (5) \$90,000 to \$119,999
 (3) \$50,000 to \$69,999 (6) \$120,000 to \$174,999

31. How much do you spend on monthly housing (excluding utilities)?

- (1) Under \$1,000 (5) \$2,500 to \$2,999
 (2) \$1,000 to \$1,499 (6) \$3,000 to \$3,499
 (3) \$1,500 to \$1,999 (7) \$3,500 to \$3,999
 (4) \$2,000 to \$2,499 (8) \$4,000 or more

32. Please imagine a ladder with steps numbered from zero (0) at the bottom to ten (10) at the top. The bottom of the ladder (0) represents the worst possible life in Tacoma for you, and the top of the ladder (10) represents the best possible life in Tacoma for you.

On which step of the ladder would you say you personally feel you stand in terms of your life in Tacoma at this time? _____

32a. On which step (0 to 10) do you think you will stand in terms of your life in Tacoma about FIVE YEARS from now? _____

33. What do you think makes an ideal neighborhood or community?

34. What needs to change about your community or neighborhood?

35. If you have any other suggestions you would like to make, please provide them here.

36. **For participating.** If you would like to be entered into a drawing for a chance to win a \$500 VISA gift card, please provide your contact information below to contact you if you are the winner.

ALL of your responses and information will remain confidential and will not be shared with anyone outside of ETC Institute.

Name: _____

Email: _____

Phone: _____

This concludes the survey. We appreciate your time!

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