

ROUGH DRAFT – Finance Committee Survey



CITY OF OLYMPIA

We are conducting a public opinion survey about citizen priorities for the City of Olympia. Your answers will be anonymous and confidential. Survey results will be used to help Olympia plan for the future.

GENERAL INFORMATION

1. How long have you lived in Olympia ? (Check one.)

- ₁ Less than 1 yr
- ₂ 1 to 5 yrs
- ₃ 5 to 10 yrs
- ₄ 10 to 20 yrs
- ₅ More than 20 yrs
- ₉ Don't know/not applicable

2. How would you rate Olympia as a place to live? (Check one.)

- ₁ Excellent
- ₂ Very Good
- ₃ Satisfactory
- ₄ Unsatisfactory
- ₅ Poor
- ₉ Don't know/not applicable

3. What do you like best about living in Olympia ?

4. When you think about the way things are going in Olympia, is there anything that concerns you?

5. In general, how much attention would you say you pay to City of Olympia government? (Check one.)

- ₁ A Lot Of Attention
- ₂ Some
- ₃ Not Very Much
- ₄ Almost No Attention
- ₉ Don't know/not applicable

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6. In your opinion, is the Olympia focused on the right things? Or does it spend too much time on things it should not be doing? (Check one.)

- ₁ Right things
₂ Too much time on wrong things
₉ Don't know/not applicable

6.1. IF WRONG THINGS, What would you say is an example of that?

7. Two ways that people often measure how well an organization is running are effectiveness and efficiency. Effectiveness means accomplishing what you are supposed to accomplish. When it comes to being effective, how would you grade Olympia? (Check one.)

- A = Excellent
 B = Good
 C = Satisfactory
 D = Unsatisfactory
 F = Poor
 Don't know/not applicable

8. Efficiency means that the Olympia delivers valuable services at reasonable cost. When it comes to being efficient, how would you grade your Olympia? (Check one.)

- A = Excellent
 B = Good
 C = Satisfactory
 D = Unsatisfactory
 F = Poor
 Don't know/not applicable

9. Another measure is accountability. That is, does Olympia government answer to the public for its actions? When it comes to being accountable, how would you grade Olympia? (Check one.)

- A = Excellent
 B = Good
 C = Satisfactory
 D = Unsatisfactory
 F = Poor
 Don't know/not applicable

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CITY SERVICES

10. The following is a list of services and programs currently provided by the City of Olympia. In your opinion, how ESSENTIAL is each service in Olympia? Is it an **Essential** (ESNTL), **High** (HI), **Medium** (MED), or **Low** (LOW) Priority, or should this **Not** (NOT) be an Olympia program? If you don't know, check DK. (Check one for each service.)

	ESNTL	HI	MED	LOW	NOT	DK
1. Fire services	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
2. Emergency medical services	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
3. Law enforcement services	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
4. Crime prevention	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
5. Drinking water	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
6. City parks	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
7. Recreation programs and classes	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
8. Urban Forrestry programs	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
9. Art Programs	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
10. Garbage collection	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
11. Curbside recycling	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
12. Yardwaste & Organics collection	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
13. Building Maintenance	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
14. Street Maintenance	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
15. Sidewalks	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
16. Bicycle lanes	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
17. Building permit and inspections	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
18. Building code enforcement	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
19. Prosecutor/Probation Services	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
20. Senior Services	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9

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11. Regarding the same list of services, how well do you think the Olympia is doing in each area. For each service, please give it a letter grade: A for Excellent, B for Good, C for Satisfactory, D for Unsatisfactory, F for Poor, DK for Don't Know. (Check one for each service.)

	A	B	C	D	F	DK
1. Fire services	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
2. Emergency Medical	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
3. Law enforcement	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
4. Crime prevention	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
5. Drinking water	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
6. City parks	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
7. Recreation programs and classes	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
8. Urban Forrestry	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
9. Art Programs	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
10. Garbage collection	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
11. Curbside recycling	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
12. Yard waste & Organic collection	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
13. Building maintenance	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
14. Street maintenance	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
15. Sidewalks	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
16. Bicycle lanes	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
17. Building permit and inspection	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
18. Building code enforcement	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
19. Prosecutor/Probation services	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9
20. Senior Services	<input type="checkbox"/> 4.....	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1.....	<input type="checkbox"/> 0	<input type="checkbox"/> 9

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12. In your opinion, which one of these services should be the priority **NOW** (in the next two years), in the **LONG** run or a **LOW** priority overall? If you don't know, check DK/NA. (Check one.)

	NOW	LONG	LOW	DK/NA
Building Maintenance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 9
Roads/Streets and sidewalks.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 9
Zoning, Land Use & Development.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 9
Parks & Recreation and Cultural Opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 9
Environmental programs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 9
Economic development.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 9
City Utilities, like water, sewer & garbage.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 9
Public safety, like police and fire	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 9

13. Are there parts of your community in which you do not feel safe? If so, what are those areas?

COMMUNICATION

14. During the past 12 months, have you contacted the City of Olympia to seek service or information, or to make a complaint? (Check one.)

- 1 Yes
- 2 No → Skip to Q15
- 9 Not applicable → Skip to Q15

14.1. Was your contact in person, by telephone, via internet, mail, or some other means? (Check one.)

- 1 In person
- 2 Telephone
- 3 Internet
- 4 Mail
- 5 Other – please explain _____
- 9 Don't know/not applicable

14.2. Were you generally satisfied or dissatisfied with the response you got? (Check one.)

- 1 Very satisfied
- 2 Mostly satisfied
- 3 Mostly dissatisfied
- 4 Very dissatisfied

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9 Don't know/not applicable

15. In terms of keeping citizens informed about what is happening in the City of Olympia what grade would you give us? (Check one.)

- 1 **A** = Excellent
- 2 **B** = Good
- 3 **C** = Satisfactory
- 4 **D** = Unsatisfactory
- 5 **F** = Poor
- 9 Don't know/not applicable

16. In terms of our performance in providing residents an opportunity to be involved in decisions that affect residents , what grade would you give Olympia ? (Check one.)

- 1 **A** = Excellent
- 2 **B** = Good
- 3 **C** = Satisfactory
- 4 **D** = Unsatisfactory
- 5 **F** = Poor
- 9 Don't know/not applicable

17. When it comes to getting information about Olympia programs and services, which of the following would be an effective way to get you that information? (Check all that apply.)

- 1 Utility Bill Inserts
- 2 Olympia Website
- 3 Olympia Cable TV Channels
- 4 Olympia Newsletter
- 5 Radio
- 6 Postcard or Mailing
- 7 Newspaper
- 8 Social media, e.g. Facebook, Twitter
- 9 Other (please specify)
- 10 Don't know/not applicable

18. Have you ever visited the website for Olympia ? (Check one.)

- 1 Yes
- 2 No
- 9 Don't know/not applicable

18.1. IF YES: What information were you looking for on the website?

18.2. IF YES: Were you able to find what you were looking for? (Check one.)

- 1 Yes
- 2 No

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Don't know/not applicable

19. Since the Olympia council meetings were telecast on Channel 3, how likely are you to watch? (Check one.)

- Watch regularly
- Check in fairly often to see what they were doing
- Tune in when they were discussing something important to me
- Not watch the Olympia council meetings
- Don't know/not applicable

20. Thinking now about all the things we have discussed; as a citizen of Olympia do you think that your tax dollars are being well spent? (Check one.)

- Yes
- Not
- Don't know/not applicable

21. Is there anything else you would like to say about Olympia that we have not asked about?

Thank you very much. You have been very helpful. We will post the results of the survey on our website.