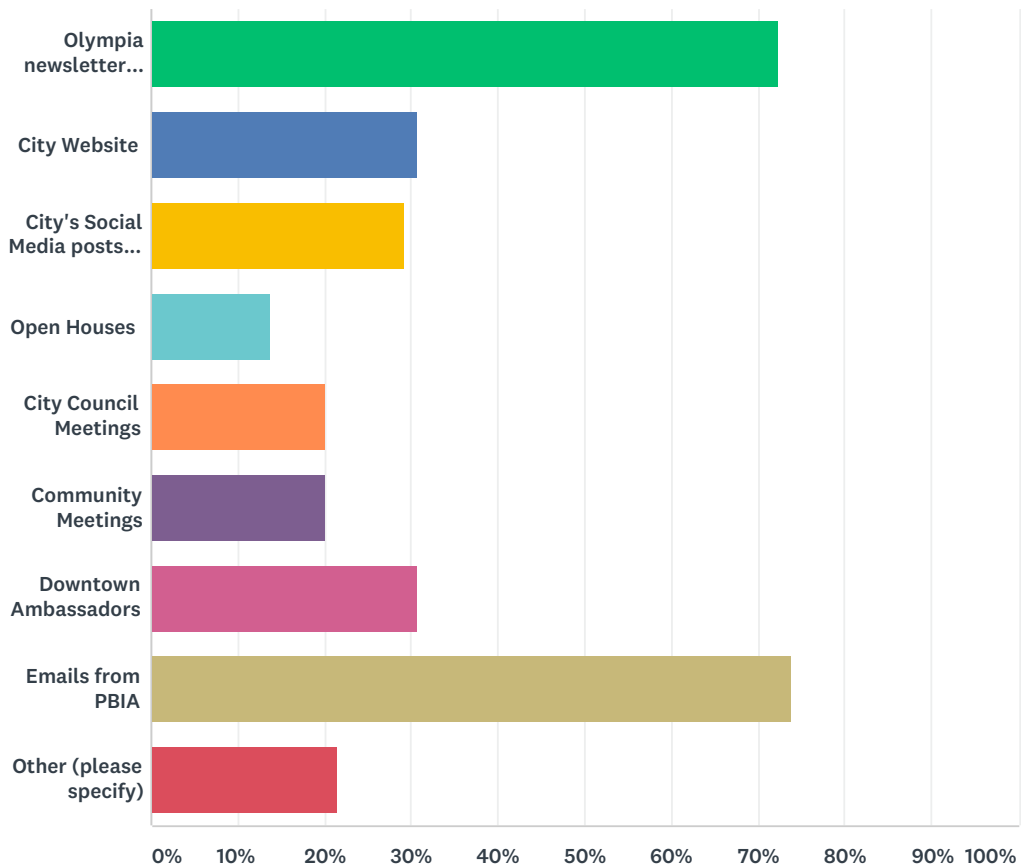


Q1 Please select all the ways you receive information directly from the City

Answered: 65 Skipped: 0



ANSWER CHOICES	RESPONSES	
Olympia newsletter email subscriptions (Homeless Response, Sea-level rise, etc)	72.31%	47
City Website	30.77%	20
City's Social Media posts including Facebook and Twitter	29.23%	19
Open Houses	13.85%	9
City Council Meetings	20.00%	13
Community Meetings	20.00%	13
Downtown Ambassadors	30.77%	20
Emails from PBI A	73.85%	48
Other (please specify)	21.54%	14
Total Respondents: 65		

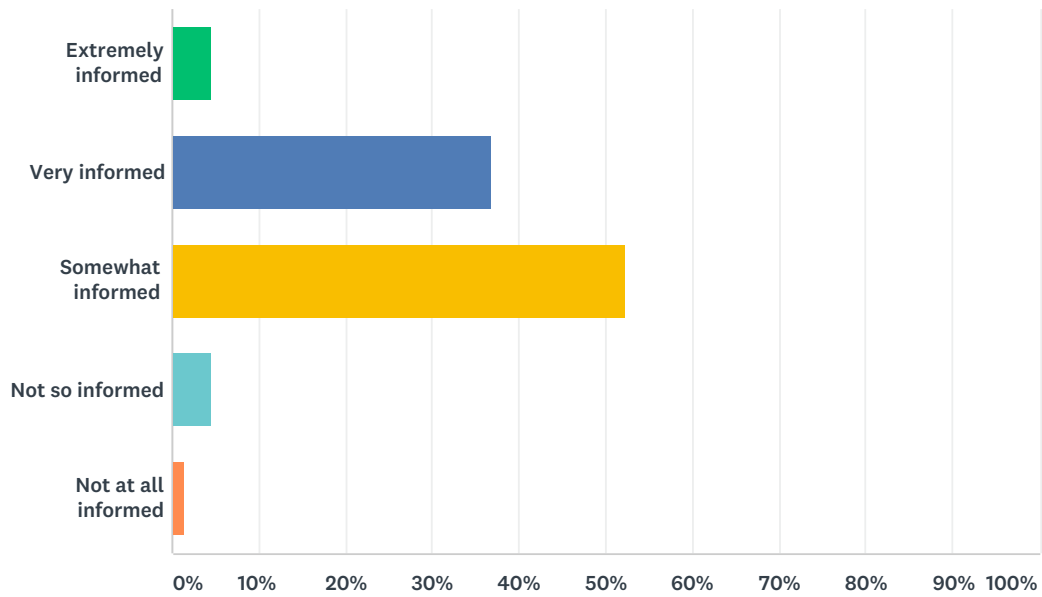
#	OTHER (PLEASE SPECIFY)	DATE
1	Olympian newspaper	3/22/2019 4:51 PM

City Programs Communication

2	.	3/22/2019 2:55 PM
3	PBIA bill	3/20/2019 12:47 PM
4	Police	3/19/2019 10:03 PM
5	Through the ODA	3/19/2019 7:32 PM
6	Facebook downtown business owners	3/17/2019 3:31 PM
7	face to face	3/15/2019 2:48 PM
8	ODA and Downton Business Owners Facebook page	3/14/2019 2:15 PM
9	word of mouth/social media about an issue or meeting to track	3/13/2019 11:07 AM
10	ODA	3/13/2019 9:19 AM
11	ODA	3/12/2019 10:22 PM
12	ODA	3/12/2019 3:39 PM
13	Through Work	3/1/2019 12:11 PM
14	next door ap	2/27/2019 6:39 PM

Q2 Please indicate how informed you feel about the City's response programs (e.g. homeless response, winter storm response)

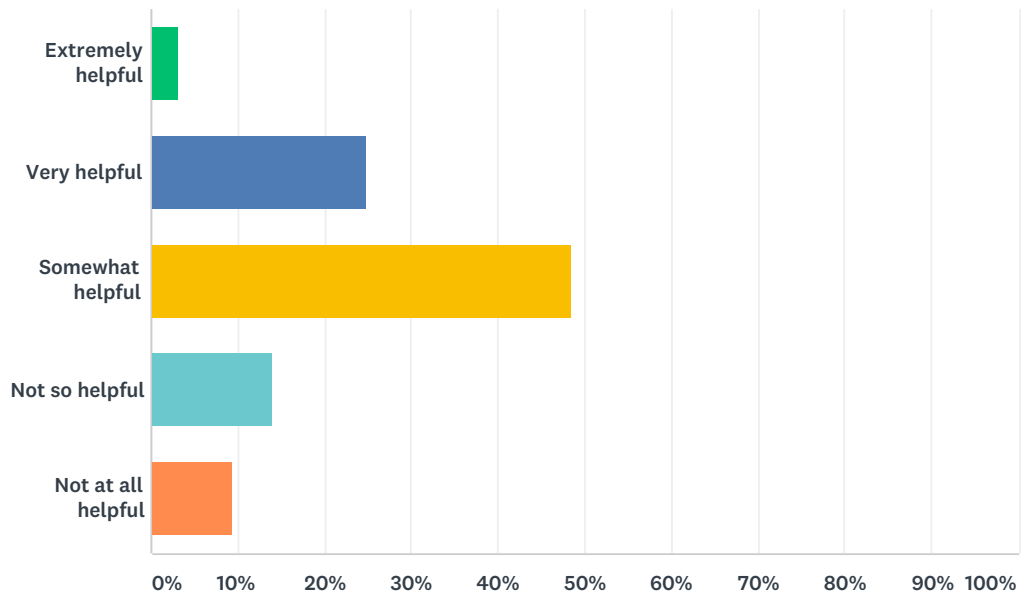
Answered: 65 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely informed	4.62%	3
Very informed	36.92%	24
Somewhat informed	52.31%	34
Not so informed	4.62%	3
Not at all informed	1.54%	1
TOTAL		65

Q3 How helpful is the City's communication when addressing concerns of your business's customers or employees?

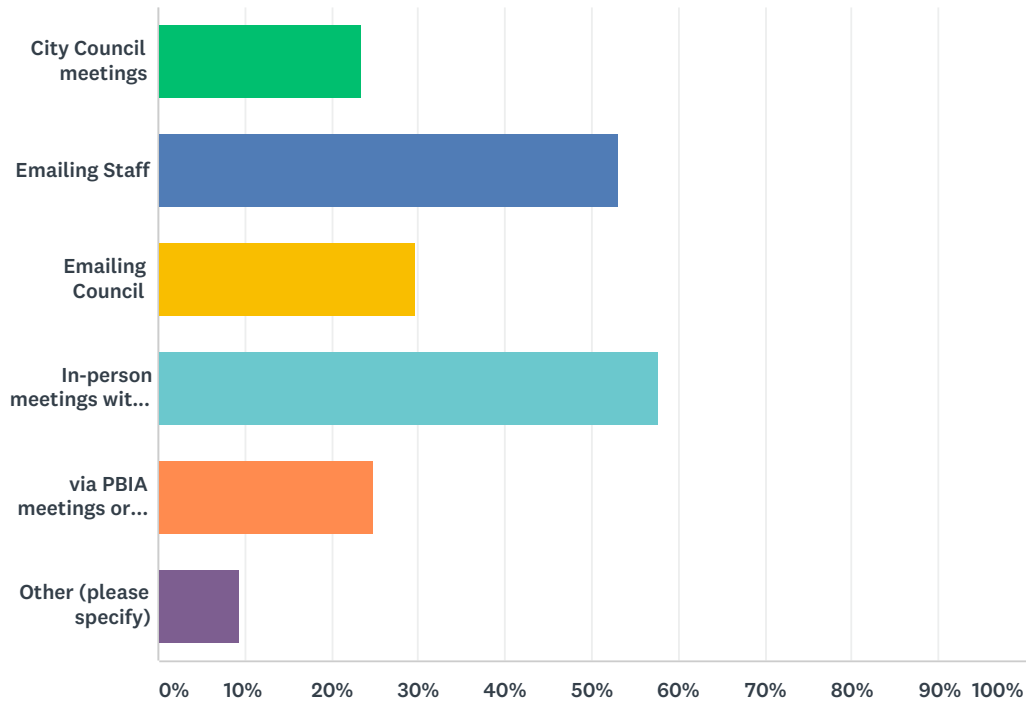
Answered: 64 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely helpful	3.13%	2
Very helpful	25.00%	16
Somewhat helpful	48.44%	31
Not so helpful	14.06%	9
Not at all helpful	9.38%	6
TOTAL		64

Q4 Which channels do you use when providing the city with feedback?

Answered: 64 Skipped: 1



ANSWER CHOICES	RESPONSES
City Council meetings	23.44% 15
Emailing Staff	53.13% 34
Emailing Council	29.69% 19
In-person meetings with city employees including Downtown Ambassadors, Downtown Liaison, and other city employees	57.81% 37
via PBI meetings or board members	25.00% 16
Other (please specify)	9.38% 6
Total Respondents: 64	

#	OTHER (PLEASE SPECIFY)	DATE
1	non-emergency police department number	3/20/2019 12:47 PM
2	Surveys	3/19/2019 7:32 PM
3	Downtown Ambassadors and Mark Rentrow are outstanding. They ARE helpful and I'm beyond thankful for them specifically	3/15/2019 2:48 PM
4	meeting in person with city staff/councilmembers, phone messages, texting	3/13/2019 11:07 AM
5	ODA	3/13/2019 9:19 AM
6	Work Related	3/1/2019 12:11 PM

Q5 Is there anything else you would like us to be aware of?

Answered: 21 Skipped: 44

#	RESPONSES	DATE
1	How about a survey of PBIA fees, services, and methods of voice.	3/25/2019 6:42 AM
2	I would like participation in the PBIA to be voluntary.	3/22/2019 2:55 PM
3	Taking business into consideration, the city does very little to reach out to business on any issue. We run businesses that pay the city-we shouldn't have to reach out in council meetings, phone calls, e-mails!	3/20/2019 12:47 PM
4	I applaud your efforts to clean up the encampments and understand the philosophy you are working towards. However, clearing out the encampment has disbursed the majority of these individuals back onto the streets to sleep in doorways and sidewalks. Could you communicate the plan to rectify this? Thank you	3/19/2019 7:32 PM
5	Do you have a vibrant downtown, we need people living in the downtown area. Housing for a mixed incomes, upper and lower.	3/19/2019 5:49 PM
6	I think you should make sure that all council members, and PBIA watch this documentary, if they haven't already!!! I think something new needs to happen regarding our homeless/drug addict situation in downtown Olympia. https://komonews.com/news/local/komo-news-special-seattle-is-dying	3/19/2019 5:42 PM
7	I spend an inordinate amount of time discussing with customers what the city is doing, or not doing about about downtown issues. The biggest downside to having a business located downtown is the amount of time you must spend talking with your customers about it.	3/14/2019 3:43 PM
8	Although there have been some slight improvements downtown Many of us feel the Community Care Center needs to change locations. It continues to be a Draw for bad behavior, drug dealing. I don't see any police walking patrols or the planned mobile mental health response team. There are more promises and expectations than results.	3/14/2019 2:15 PM
9	nope	3/14/2019 1:24 PM
10	The City's website has improved significantly however I still struggle to find reports, activities and updates on the website	3/14/2019 1:06 PM
11	I ALWAYS think every survey should include demographics. It's important to know who has the time and interest to answer when weighing results. I hesitate to use results without demographics because you don't know whose interests/priorities you are looking at. One of my biggest general concerns with city services, programs, communication and availability right now are the different needs of daytime and nighttime downtown. Accessible services offered evenings and weekends have a big impact on the clean/welcoming nature of downtown. As well, meeting times in the evening, leaves out nighttime businesses because that's when they are working so they contribute little feedback. Anytime we can better coordinate and get in front of situations that lead to negative perceptions will prevent those experiences from rippling out and impacting if someone will choose this neighborhood again for shopping, dining or entertainment.	3/13/2019 11:07 AM
12	The PBIA is a sham. We were promised a parking garage. Oh! Lets talk green machine. What ever became of that waste of money?	3/13/2019 10:34 AM
13	City council is remarkably tone-deaf to the concerns of downtown business owners and visitors. Decisions they have made in the past year relating to homeless response has created a mecca for transients and turned our lovely downtown into an ugly and scary place to visit. They have violated the public trust, squandered the home fund, and should be ashamed.	3/13/2019 9:19 AM
14	We see your efforts. Thank you.	3/13/2019 8:49 AM
15	There is so little info from PBIA, it's like they dont exist.	3/12/2019 10:22 PM
16	In 2018 the City proposed an increase in parking fees for residents of Downtown. In my location it would go from current fee of \$10/year to \$20 per month. I submitted a letter to the City.. Would like to know what status and have time to have input.	3/12/2019 5:02 PM

City Programs Communication

17	Thank you for clearing the unsanctioned camping sites!	3/12/2019 4:37 PM
18	Maybe the PBIA should dissolve. I'm not sure it's useful.	3/12/2019 4:24 PM
19	This is not a complaint, just an observation: The only challenge with city communications is that it always has to be "official". For example, there was no special notice to business owners about the finance committee having an agenda item on a minimum wage; that "hey, look at this" notice came from other organizations. In this way, the city alone does not / can not be the definitive information source for everyone. We need our community organization as well and these work complementary with city communications.	3/12/2019 4:24 PM
20	I receive a LOT of information from the City but still can't say that I feel well informed. How helpful it would be to have a public information officer to be able to send questions to.	3/12/2019 4:20 PM
21	No.	3/12/2019 3:56 PM