



Meeting Agenda

City Council

City Hall
601 4th Avenue E
Olympia, WA 98501

Information: 360.753.8244

Tuesday, June 15, 2021

5:30 PM

Online and Via Phone

Special Work Session

Attend: [https://us02web.zoom.us/j/86988086395?](https://us02web.zoom.us/j/86988086395?pwd=T1FTa0EwU0Voa0R0UVpUWi85dnRkZz09)
[pwd=T1FTa0EwU0Voa0R0UVpUWi85dnRkZz09](https://us02web.zoom.us/j/86988086395?pwd=T1FTa0EwU0Voa0R0UVpUWi85dnRkZz09)

1. ROLL CALL

2. BUSINESS ITEM

2.A [21-0604](#) 2022 Budget Priorities

Attachments: [2021 Community Engagement and Public Opinion Survey](#)
[DRAFT 2021-2022 City of Olympia Work Plan](#)

3. ADJOURNMENT

The City of Olympia is committed to the non-discriminatory treatment of all persons in employment and the delivery of services and resources. If you require accommodation for your attendance at the City Council meeting, please contact the Council's Executive Assistant at 360.753.8244 at least 48 hours in advance of the meeting. For hearing impaired, please contact us by dialing the Washington State Relay Service at 7-1-1 or 1.800.833.6384.



City Council

2022 Budget Priorities

Agenda Date: 6/15/2021
Agenda Item Number: 2.A
File Number: 21-0604

Type: discussion **Version:** 1 **Status:** Other Business

Title

2022 Budget Priorities

Recommended Action

Committee Recommendation:

Not referred to a committee.

City Manager Recommendation:

Engage in a discussion on 2022 Budget Priorities.

Report

Issue:

Whether to engage in a discussion on 2022 Budget Priorities

Staff Contact:

Jay Burney, City Manager, 360.753.8740

Debbie Sullivan, Assistant City Manager - Strategic Initiatives, 360.753.8499

Presenter(s):

Jay Burney, City Manager

Debbie Sullivan, Assistant City Manager - Strategic Initiatives

Background and Analysis:

The City of Olympia's annual budget is one of the most visible and significant ways we demonstrate how the City is advancing the Community's vision and priorities as articulated in the Comprehensive Plan's Action Plan.

To ensure we are on track to achieving the community's vision, the City uses a framework called the annual Priorities, Performance, and Investment (PPI) cycle to prepare the City's annual budget. It includes three main phases: learning, engaging, and investing. First, we look at how well we are achieving our community vision based on data, we then listen to community members to affirm priorities, and then invest resources through our budget process that align with and carry out the community vision.

To prepare for the 2022 budget process, the City launched the PPI cycle of learning and engaging by

commissioning a statistically valid community engagement and public opinion survey. The City contracted with Change Research to conduct the survey in mid-March. The purpose of the survey was to assess satisfaction regarding quality of life; perception of progress on the City's Comprehensive Plan's Focus Areas; assess performance and priorities regarding City Services; opinions regarding public safety, policing, and communication.

Council received a briefing on the 2021 Community Engagement and Public Opinion Survey at their retreat on June 12. Staff also shared a draft 2021 - 2022 workplan for their consideration. The draft work plan is based on existing strategic plans, master plans, key council priorities, and the community's feedback through the 2021 survey.

Staff will facilitate a conversation with Council to discuss 2022 budget priorities.

Neighborhood/Community Interest:

Opportunities for citizens to engage with the City on budget priorities are of high community interest.

Options:

1. Hold the Work Session.
2. Do not hold the Work Session.
3. Hold the Work Session at another time.

Attachments:

2021 Community Engagement and Public Opinion Survey
DRAFT 2021-2022 City of Olympia Work Plan

City of Olympia

Community engagement and public opinion survey

June 2021



Overview

The City of Olympia seeks to measure public opinion around quality of life, issues of interest, delivery of city services, and community priorities, in order to better evaluate potential policies and plans and guide strategic decisions. On behalf of the City, Change Research designed and administered two online surveys of residents of Olympia to measure public opinion among the city's diverse population.

The surveys were designed primarily to assess residents' quality of life and satisfaction with public services. This included a detailed view of Olympians' perception of progress on the priorities set forth in the City's 2014 Comprehensive Plan's Action Plan—public health and safety, community, livability, downtown, the economy, environment, and neighborhoods—as well as their priorities for city services, priorities for downtown, and opinions on addressing homelessness.

In addition, the surveys were developed in conjunction with specific planning processes. In early 2021, the City launched a 3–5 year strategic communications planning process, which the communications and engagement section of the survey was designed to support. Separately, a public engagement process was launched the summer of 2020 to both form a Social Justice and Equity Commission and the Reimagine Public Safety process, in response to the City Council's direction to address systemic racism, bias, and inequities. To complement that process, a section of the survey was designed to measure residents' perceptions of public safety, the criminal justice system, and policing in Olympia.

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Methodology and sample

Change Research surveyed 515 adults living in Olympia, WA from March 16–23, 2021, and 400 adults living in Olympia, WA from May 8–17, 2021. We used some or all of the following sources to recruit respondents:

- targeted advertisements on Facebook
- targeted advertisements on Instagram
- targeted advertisements on individual websites via Google and/or Facebook's ad platform
- text messages sent, via the echo19 platform, to cell phone numbers listed on the WA voter file for individuals who qualified for the survey's sample universe

Regardless of which of these sources a respondent came from, they were directed to a survey hosted on SurveyMonkey's website.

Ads placed targeted adults living in the city of Olympia. As the survey fielded, Change Research used dynamic online sampling: lowering budgets for ads targeting groups that were overrepresented and raising budgets for ads targeting groups that were underrepresented, to maximize the representativeness of the final sample across different groups.

The surveys were conducted on behalf of the City of Olympia and conducted online by Change Research. Post-stratification was performed on age, gender, education, race/ethnicity, housing tenure, and self-reported 2020 vote among those who reported voting. Weighting parameters were based on the demographic composition of adults living within city boundaries, based on 2015–2019 American Community Survey estimates from the U.S. Census Bureau. That is, if a given age bracket or gender group represented x% of adults based on ACS estimates, then that same group would be weighted to about x% in this survey.

The modeled margin of error¹ is 4.8% for the first survey and 5.8% for the second, which uses the effective sample size² that adjusts for the design effect of weighting. The design effect, which can roughly be interpreted as the effect of sample weights set on respondents such that a completely unweighted survey would have a design effect of 1, is 1.24³ for the first survey and 1.40 for the second.

¹ We adopt The Pew Research Center's convention for the term "[modeled margin of error](#)" (mMOE) to indicate that our surveys are not simple random samples in the pure sense, similar to any survey that has either non-response bias or for which the general population was not invited at random. A common, if imperfect, convention for reporting survey results is to use a single, survey-level mMOE based on a normal approximation. This is a poor approximation for proportion estimates close to 0 or 1. However, it is a useful communication tool in many settings and is reasonable in places where the proportion of interest is close to 50%. We report this normal approximation for our surveys assuming a proportion estimate of 50%.

² The effective sample size adjusts for the weighting applied to respondents, and is calculated using Kish's approximation. Kish, Leslie. Survey Sampling, 1965.

³ For comparison, see a fairly high design effect of [1.92](#) for a resident survey conducted for Pew Research in heterogeneous Philadelphia County, PA. For a more typical example, see an estimated design effect of [1.38](#) for a Rutgers resident survey of Newark, NJ, as estimated by the adjusted margin of error given.

The samples are composed as follows, shown next to comparable American Community Survey five-year estimates from 2015–2019 for Olympia demographics.

Demographics of sample, compared to demographics of Olympia		Respondents (survey 1)	Respondents (survey 2)	% of respondents (weighted)	Census Bureau estimates for Olympia, ACS 15–19
Gender	Women	276	214	51%	53%
	Men	213	167	45%	47%
	Other	26	19	4%	
Age range	18–34	123	99	32%	32%
	35–49	144	108	25%	25%
	50–64	117	101	21%	21%
	65 or older	121	85	21%	21%
	Refused	10	7	1%	
Race/ethnicity	White (non-Hispanic)	429	338	78%	79%
	Hispanic or Latino/a	31	20	7%	7%
	Asian / Pacific Islander	15	11	8%	8%
	Black or African American	14	10	3%	
	Other	26	21	4%	
Education	Bachelor's or higher	265	199	45%	44%
	Some college or less	245	197	55%	56%
	Refused	5	4	1%	
Tenure	Homeowner	256	199	45%	51% ⁴
	Tenant	198	157	42%	49% ⁵
	Unit owned/rented by friend or family	45	34	10%	
	Refused	16	10	3%	

⁴ That is, 51% of the housed population, including children, lives in owner-occupied units, as estimated by the number of owner-occupied units and the average household size of owner-occupied units in Olympia. This is distinct from the 47% of *units* which are owner-occupied. According to publicly available estimates for the smallest geography unit the Census Bureau publishes (Central Thurston County PUMA), estimates for the housed *adult* population are slightly higher (61% in owner-occupied, 39% in renter-occupied) than those for the overall housed population (59% in owner-occupied, 41% in renter-occupied).

⁵ That is, 49% of the housed population, including children, is estimated to live in renter-occupied units.

Change Research's sampling methodology is well-equipped to ensure that responses accurately reflect the opinion of Olympia residents and not those who may work in or visit Olympia, whose opinion may still be of value to the City but is out of scope for this research.

In past public opinion research where we have asked respondents for enough identifying information to match them to public records, such as state records of registered voters, our own testing has confirmed that it is extremely uncommon for us to get responses from people outside the targeted geographic population. This includes research in small, gerrymandered electoral districts as well as municipalities bordering on unincorporated areas or containing enclaves.

In addition, although this research was conducted for entirely non-political purposes, electoral outcomes provide a uniquely objective benchmark to assess our technology's ability to deliver accurate results in very specific geographies. In 2020, our private and public polling was nearly 25% more accurate than other polls in presidential battleground states. For more on this topic, please see our [2020 accuracy report](#).

Additional measures to ensure accurate representation of Olympia's population include:

- Using advertising platforms' accurate geolocation of respondents. That is, Change Research does not have direct access to personally identifiable information but is able to provide granular geographic targeting specifications to advertising platforms. Platforms such as Google or Facebook can accurately derive location at given times from sources including GPS-based locations, past activity on search or social media, IP address, or nearby Wi-Fi or mobile network signals.
- Filtering based on details provided directly on the survey instrument, such as volunteered zip code.
- Generally not relying on incentivizing respondents, as online panel providers tend to do, meaning that we do not need to worry about people speeding through surveys to earn rewards.
- Using proprietary technology that tests for anomalies in both individual responses and patterns of responses to find and remove suspicious responses.

For more information, please contact Alex Chen at alexchen [at] changeresearch.com.

Key findings at a glance

Residents are deeply concerned about homelessness, housing, and related issues.

- Open-ends consistently tie homelessness to a web of other topics, including crime and public safety or mental health or substance abuse resources.
- The vast majority of respondents include housing and homelessness services in their top three priorities for city government, and the vast majority say they are dissatisfied with the city's housing and homelessness services.
- Residents support multiple different approaches to addressing homelessness by wide margins, but think the most important ways are expanding access to mental health treatment, preventing and removing new homeless encampments, and building more supportive housing.
- When asked about strategies to increase the stock of affordable housing, residents support a number of general approaches by wide margins, including encouraging “low- and moderate-income housing” and “allowing...smaller, more affordable units in all areas of the city.”

Olympians see the city doing well on many of its strategic goals and see room for improvement on housing, economy, and downtown.

- When presented with six categories of City-defined strategic goals, more residents agree than disagree that the city is meeting goals relating to the environment, livability, neighborhoods, and public health and safety.
- Residents disagree more than agree that the city is meeting goals relating to downtown and the economy.
- Thinking about downtown, residents believe that there are not enough city staff of all kinds—including police foot patrols, unarmed crisis responders, Clean Team staff, and downtown ambassadors. Residents are most pessimistic about homelessness and public safety downtown.
- Despite concerns, residents are generally optimistic about the direction of shops and restaurants downtown, as well as events, arts, and culture downtown.

Olympians are satisfied with many core city services but dissatisfied with those they consider most important.

- The most salient city services in residents' eyes are housing and homelessness services by a large margin, followed by police, economic development, climate change, and street repair and maintenance. Most residents are dissatisfied with the services that residents consider most important, on average.
- High-satisfaction, lower-salience services include drinking water (10% dissatisfied), emergency medical response (8% dissatisfied), fire services (3% dissatisfied), parks and recreation facilities (17% dissatisfied), and stormwater and sewer services (14% dissatisfied).

Feelings of safety are lower than in previous research, particularly around downtown.

- Broadly, 79% of residents think downtown is on the wrong track, 59% feel safe downtown during the day, and 24% feel safe downtown at night.
- While feelings of safety in residents' neighborhoods during the day are stable relative to research conducted by the City in 2017, feelings of safety in downtown are lower.

Trust in local law enforcement is paired with significant appetite for reforms.

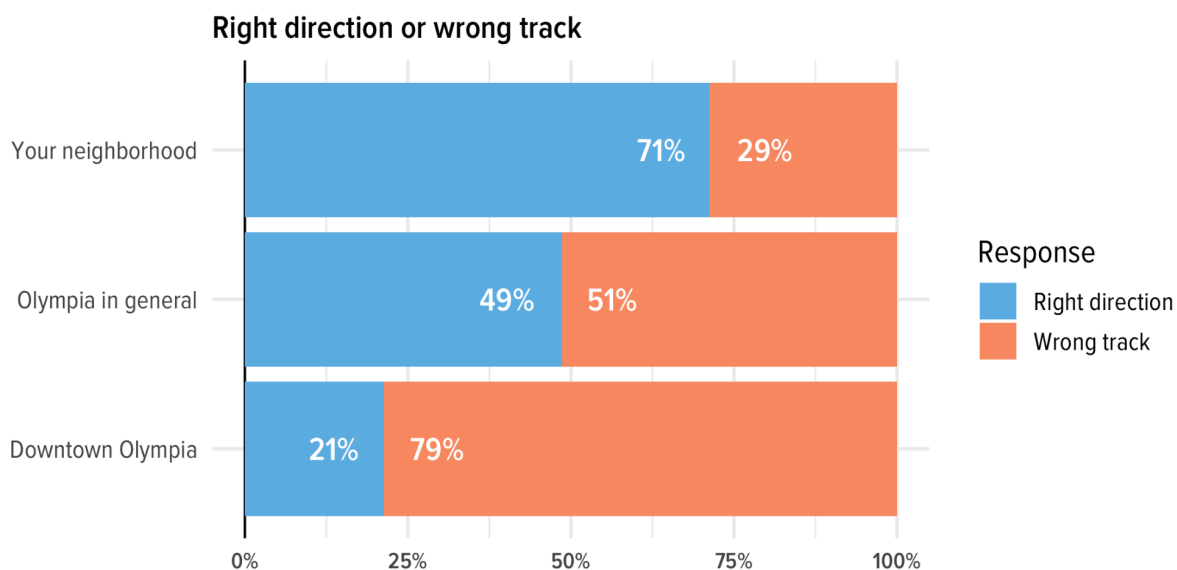
- 42% of residents are satisfied with police services and 32% are dissatisfied.
- 31% say they trust the criminal justice system, 46% say they trust Olympia police, and 50% agree that police treat people with dignity and respect.
- 54% agree that there are many things about the police that need to be changed, and 49% agree that the police are not consistent in applying the rules.

Residents see many opportunities for the City to engage more fully with people and neighborhoods, particularly through digital and online channels.

- 28% agree that neighborhoods are engaged in decision making, and 40% disagree. 29% agree that residents can be involved in City decision-making, and 16% feel confident that the City listens to resident feedback.
- In a top-three closed-ended question, 52% say they prefer to hear about what is happening via social media, 40% say the City website, and 36% say email. For most current or potential official communication channels tested, at least one in ten says they prefer that channel, suggesting a long tail of modes of communication to coordinate.
- Social media, word of mouth are common sources of information about what is happening in Olympia, suggesting a strong social fabric tying residents together.

General outlook

After over a year in the shadow of the COVID-19 pandemic, Olympians are split between optimism and pessimism. 49% of respondents say that things in Olympia in general are going in the right direction and 51% say that things are off on the wrong track. Residents are much more optimistic, relatively, when asked about their own neighborhoods (71% right direction, 29% wrong track), and much more pessimistic about downtown (21% right direction, 79% wrong track).



A later section covers residents' opinions about downtown in more detail..

Olympians satisfied with the city as a place to live, work, play

When asked about general satisfaction with Olympia as a place to live, 38% of residents rate the city excellent or very good, 32% rate it poor or only fair, and 30% rate it satisfactory. Average satisfaction with neighborhoods as places to live is much higher: 58% of residents rate their neighborhoods excellent or very good, 14% rate them poor or only fair, and 28% rate them satisfactory. The response scale here was chosen for direct comparison to previous research; compared to a 2017 survey of residents, ratings for overall satisfaction as a place to live have generally declined: while just over 2 in 3 residents rated the city satisfactory or better in this survey, 9 in 10 rated it satisfactory or better in 2017.

Although residents of color⁶, on average, offer poorer ratings of the city as a place to live (28% excellent or very good) than white residents do (40% excellent or very good), there is not enough

⁶ Due to sample size, grouping together respondents who identified as Hispanic or Latino/a, Asian American, Pacific Islander, Black or African American, or American Indian or Alaska Native. While people of color are not a monolith and the results should not be interpreted as such a claim, this aggregation is nevertheless useful to increase statistical power at a sample size where disaggregation is not possible.

evidence to suggest that race alone is a factor when holding other demographic factors constant. Rather, age and education, which vary considerably by race in the city, stand out—on average, holding other factors constant, an increase in age by a decade is associated with a slight increase on this poor-to-excellent scale, and having a college education is associated with a moderate increase on the scale.⁷ Obtaining these differences by chance is unlikely in a model where age and educational attainment are not associated with differences in satisfaction with the city.

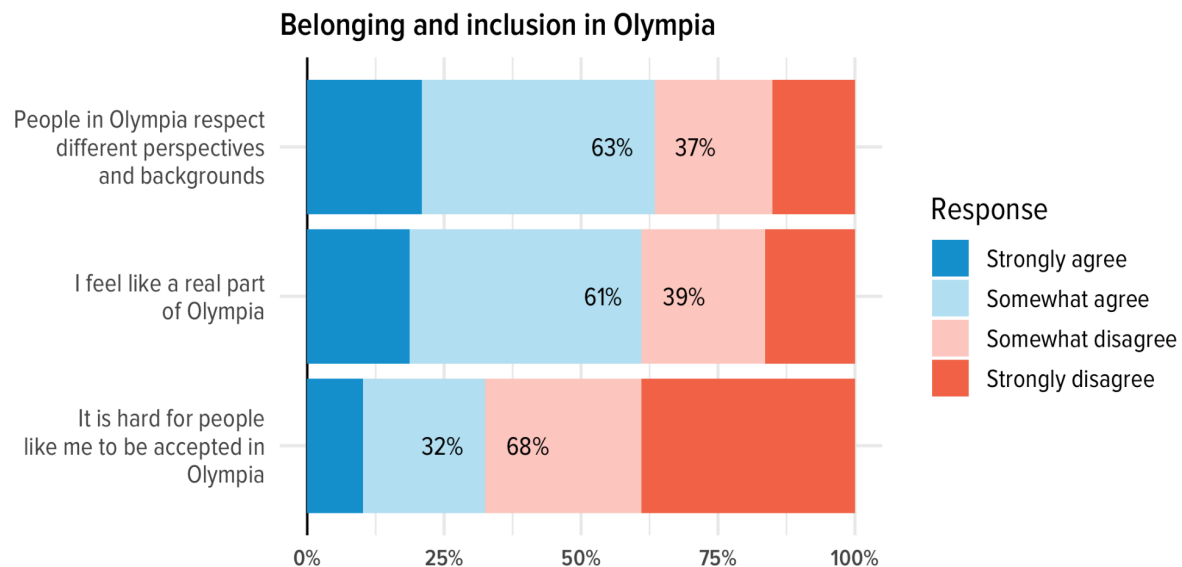
Respondents are most satisfied with Olympia as a place to experience nature and the outdoors (80% satisfied, 12% unsatisfied) and least satisfied with the city as a place to retire (41% satisfied, 33% unsatisfied, 26% neutral). Majorities are also satisfied with Olympia as a place to raise a family (52% satisfied), as a place to work (50% satisfied), and as a place to experience arts and culture (55% satisfied).

Satisfaction with Olympia as a potential retirement destination tends to increase as age increases: of Olympians 65 and older, 62% say they are satisfied with Olympia as a place to retire, compared to 26% satisfied / 39% dissatisfied among those younger than 35.

⁷ Full regression analysis omitted. Adjusted R-squared of 0.11—much variance not explained by demographics. P-value = 0.0004 for age, p-value < 0.0001 for educational attainment (college/non-college). Responses to overall rating coded 1 for poor through 5 for excellent and regressed on age, gender, reduced ethnicity, and housing tenure.

Most residents agree that Olympia is a welcoming community

Respondents were asked to agree or disagree with a few statements about belonging, acceptance, and respect in Olympia. Overall, 61% agreed with the statement "I feel like a real part of Olympia," 32% agreed that "It is hard for people like me to be accepted in Olympia," and 63% agreed that "People in Olympia respect different perspectives and backgrounds." Responses to each of these are correlated, suggesting that they are measuring at least in part common things.⁸



Residents of color are more likely than white residents to agree that it is hard for people like them to be accepted in the city: 46% of POC agree, while 32% of white residents agree. This difference holds when holding other demographic factors constant. In the same regression, holding all else constant, men (37% agree) are also much more likely than women (28% agree) to agree with this statement, as are residents without a bachelor's degree or higher (38% agree) compared to those with one (25% agree). While not conclusive, the data suggest that the effects of race are not necessarily consistent across all residents: for example, white non-college men (42% agree, n=93) are particularly likely to agree that it is hard for people like them to be accepted.⁹

Response patterns also vary by education and gender for the other two statements about Olympia being inclusive or welcoming. Although on average, residents of color are still more negative than white residents, e.g. 52% of POC agree with "People in Olympia respect different perspectives and backgrounds" when 66% of white residents agree, there is not enough evidence to suggest that this difference holds when other demographic factors are held constant.

⁸ Cronbach's alpha of 0.71, reverse scoring "It is hard for people like me..."

⁹ Response frequencies given to illustrate visible patterns outside of regression. A cursory three-way ANOVA suggests different group means for reduced race/ethnicity, reduced educational attainment, gender, and the interaction of race/ethnicity and education at the $p < 0.05$ level.

Strategic goals and city services

Respondents were asked whether the City is meeting its strategic goals. On 17 out of 24 goals, residents agree more than disagree that the city is meeting them. Out of six categories of goals, residents agree more than disagree on goals for the environment, livability, neighborhoods, and public health and safety; more disagree than agree that the city is meeting goals for downtown and the economy. Highlighted cells indicate a majority or plurality of responses.

<i>"Do you agree or disagree with each of the following?"</i>	Agree	Disagree	Neutral
Olympians have opportunities for a daily connection to nature	80%	8%	12%
Olympians have opportunities for recreation	71%	14%	15%
Neighborhoods have nearby access to goods and services	69%	11%	21%
Olympia's water supply is safe and reliable	68%	10%	22%
Olympia has protected water resources and natural areas	61%	19%	20%
Olympians value diversity	57%	23%	20%
Downtown has engaging arts and entertainment	52%	29%	19%
Olympia's transportation system has safe transportation options for everyone	51%	24%	25%
The city responds to emergencies quickly	49%	24%	27%
Neighborhoods are safe and welcoming places to live	46%	31%	23%
Olympia has thriving, independent, and locally owned businesses	46%	37%	17%
Neighborhoods have distinctive places and gathering spaces	41%	27%	32%
Olympia keeps its connections to our culture and history	41%	30%	29%
Public infrastructure in the city is well-maintained	41%	39%	20%
Olympia is prepared for emergencies	38%	29%	32%
Olympia embraces a waste-free culture	38%	36%	26%
Olympia is a leader on climate action	33%	27%	40%
Olympia has a stable and resilient economy	33%	38%	29%
Residents have adequate food and shelter	32%	50%	19%
Neighborhoods are engaged in community decision making	28%	40%	32%
Downtown is a vibrant urban destination	22%	61%	16%
Residents are economically secure with opportunities to prosper	21%	54%	26%
Residents can access affordable and stable housing	18%	69%	13%
Downtown has a mix of housing for all income levels	16%	64%	21%

Statements were designed to evaluate residents' *perceptions* of how well the city is meeting strategic goals and to understand areas where residents think the city is doing well or not. In most cases, they should not be taken as direct measurements of 'performance' on goals, in part due to ambiguity. The same statement can mean very different things to different residents: e.g. when agreeing or disagreeing with "The city responds to emergencies quickly," respondents may differ in what they think the acceptable threshold is for emergency response times; may differ in whether they are thinking about fire, EMS, or police; and may differ in what kind of response times they themselves have witnessed, if they have dialed 911 at all.

Residents were also asked to rate their level of satisfaction with city services. Again, in most cases, these ratings should not be understood as 'performance' but rather as important reflections of how residents think about services. Highlighted cells indicate a majority or a plurality of responses:

<i>"How satisfied are you with how the city is doing on each of the following?"</i>	Satisfied	Dissatisfied	Neither
Fire services	64%	3%	33%
Drinking water	66%	10%	24%
Emergency medical response	57%	8%	36%
Garbage, recycling, and organics collection	57%	24%	19%
Parks and recreation facilities	60%	17%	24%
Stormwater and sewer services	46%	14%	40%
Arts and community events	49%	21%	31%
Recreation programs and classes	42%	18%	40%
Police services	42%	32%	26%
Climate change mitigation and adaptation	30%	25%	45%
Building permits and inspections	18%	22%	59%
Code enforcement	19%	34%	47%
Street repair and maintenance	35%	42%	23%
Sidewalk repair and maintenance	33%	40%	27%
Parking services	29%	40%	30%
Economic development	26%	42%	33%
Housing and homelessness services	6%	87%	7%

In a top-three closed-ended question, residents were asked to choose up to three items in the list of city services as priorities for city government in the next year. 83% of respondents selected "housing and homelessness services" as one of their top three, trailed by police services at 33%,

economic development at 33%, climate change mitigation and adaptation at 26%, and street repair and maintenance at 22%.

When residents think about what kinds of city services are *important*, the data suggest they respond with city services they think should be most *improved*. Among residents who selected these issues in their top three, satisfaction is as follows:

<i>Satisfaction for most common priorities</i>	% top three	Among all respondents		Among respondents who prioritize this service	
		Satisfied	Dissatisfied	Satisfied	Dissatisfied
Housing and homelessness services	83%	6%	87%	4%	90%
Police services	33%	42%	32%	40%	47%
Economic development	33%	26%	42%	26%	49%
Climate change mitigation and adaptation	26%	30%	25%	39%	31%
Street repair and maintenance	22%	35%	42%	17%	72%

For all of these top priorities except climate change mitigation and adaptation, dissatisfaction among residents who put these services in their top three for the city to prioritize tends to be higher than among residents who do not think these are top-three priorities. That is, those who think each of these services are important for the city tend to be more dissatisfied with how things are going.

Olympians deeply concerned about homelessness

In a city where homelessness has been front and center in previous public opinion research, and in a county where the unhoused population has risen sharply in recent years,¹⁰ response patterns suggest deep concern among Olympians about housing and homelessness, among other interrelated issues, and broad support for the city to address these issues in a number of ways.

Respondents used every opportunity throughout the surveys to express concern about unhoused Olympians. The vast majority of respondents—in every major demographic group—named

¹⁰ In January 2020, [the official county-wide point-in-time count](#) of people experiencing homelessness across Thurston County exceeded the previous year's count by 24%: 995 in 2020, 800 in 2019.

housing and homelessness services among their top three priorities among city services, and out of the seven strategic goals that more respondents disagreed than agreed that the city is meeting, six can be reasonably interpreted as relating in some way to basic needs and opportunity.

- 18% of respondents agree and 69% disagree that "Residents can access affordable and stable housing." Strong disagreement with this statement (42%) considerably outpaces strong agreement (5%).
- Separately, just 16% agree that "Downtown has a mix of housing for all income levels" and 64% disagree. Again, strong disagreement (42%) is much higher than strong agreement (5%).
- Half of respondents disagree with "Residents have adequate food and shelter," and 32% agree.
- 54% disagree that "Residents are economically secure with opportunities to prosper," and 21% agree.
- 61% of respondents disagree that "Downtown is a vibrant urban destination," and 22% agree.
- 38% disagree that "Olympia has a stable and resilient economy," while 33% agree. This is a much smaller gap than for statements above.

Both access to shelter and services and managing the impacts of encampments on the surrounding area are important to residents. In a top-two closed-ended question in a second survey, 39% of residents say that expanding access to mental health treatment is among the most important ways to address homelessness in Olympia, 38% include preventing and removing new homeless encampments, 30% say building more supportive housing, 20% say expanding access to substance abuse treatment, and 18% say prohibiting and responding to open fires, pollution, and waste accumulation.

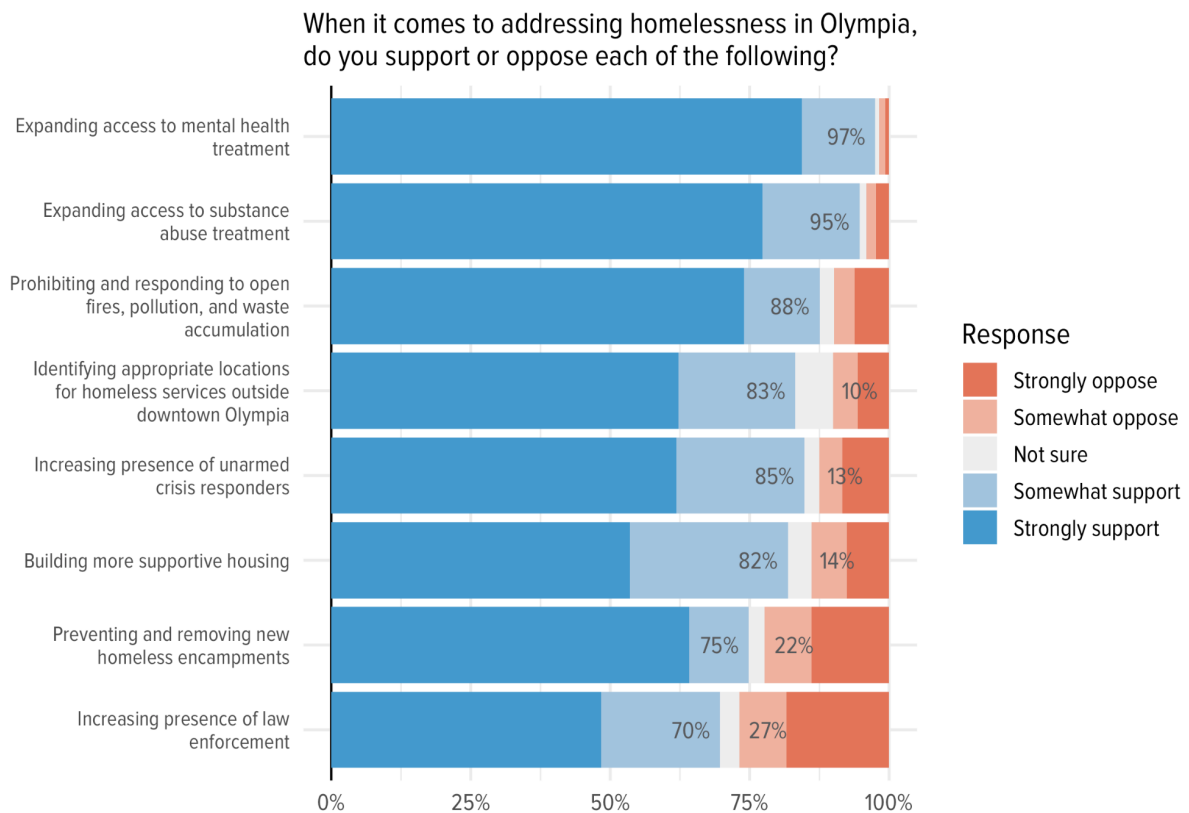
Which of the following do you think are the *most* important ways to address homelessness in Olympia? Please select up to two.

<i>Category</i>	<i>% top two</i>
Expanding access to mental health treatment	39
Preventing and removing new homeless encampments	38
Building more supportive housing	30
Expanding access to substance abuse treatment	20
Prohibiting and responding to open fires, pollution, and waste accumulation	18
Identifying appropriate locations for homeless services outside downtown Olympia	15

Increasing presence of law enforcement	12
Increasing presence of unarmed crisis responders	11
Other	8
None of the above	0

Residents 50 to 64 years old are among the most likely to prioritize preventing and removing new encampments; prohibiting and responding to open fires, pollution, and waste accumulation; and identifying appropriate locations for homeless services outside downtown Olympia. Women are more likely to prioritize expanding access to mental health treatment and building more supportive housing than men, on average.

While specific priorities for addressing homelessness may differ, residents support **all** of the items tested by wide margins. Increasing presence of law enforcement, while receiving the most opposition of any items tested (27% oppose), still has the support of 70% of residents as a way to address homelessness. At the other end, expanding access to mental health treatment at the other end receives nearly unanimous support (97% support, 2% oppose).



Smaller segment concerned about housing burden and economic insecurity

While most Olympians are concerned about homelessness, a significantly smaller but still sizable group is personally concerned about economic or housing insecurity, particularly in the wake of COVID-19. Most respondents—over two thirds—say they feel safe from losing their job or income, and 70% say they feel safe from losing their housing.

Younger residents and residents of color feel more risk of housing and economic insecurity. Residents under 35 are among the least likely to feel safe from losing their housing: 34% say they feel unsafe about this, compared to 18% of those 65 or older. When controlling for housing tenure (owner or renter), age is no longer significantly associated with different responses, but the fact that the typical tenant is younger than the typical homeowner still means younger residents feel more housing insecurity. Residents of color are also much less likely than white residents to feel safe from losing their housing (57% safe among POC, 74% safe among white residents), even when homeownership and other factors are held constant.

To a lesser degree, younger residents and residents of color are more likely to express worry about economic insecurity than older residents and white residents, respectively. The effect is not significant when housing tenure is accounted for, but 57% of residents of color feel unsafe from losing their job or income, while 69% of white residents say so. Those with lower than a bachelor's degree are also much more likely, other factors held constant, than those with a bachelor's or higher to feel unsafe from losing job or income.

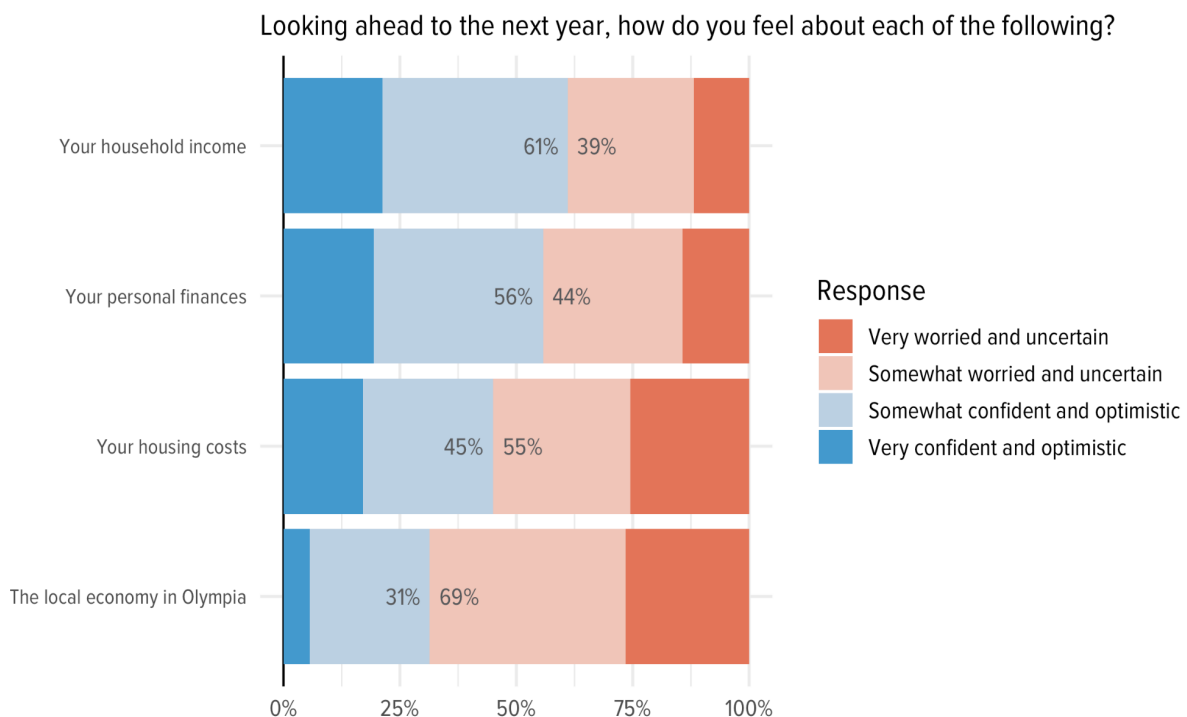
Concretely, when asked about their experiences last year, 12% of residents recall being late on a rent or mortgage payment, 14% recall being late on a utility payment, and 23% recall having difficulty paying for food, groceries, or essential expenses. These experiences are more heavily concentrated among renters than owners, and significantly more among residents under 50 than those 50 or older. Contrary to the pattern in feelings of housing insecurity, these experiences appear to be more prevalent among white residents than POC.

In the last year, have you or your household experienced any of the following? Please check all that apply or indicate if none do.

<i>Category</i>	<i>%</i>
Lost your job or business	19
Lost income or hours	35
Moved in with family or friends	6
Moved to a less expensive neighborhood	3
Had difficulty paying for food, groceries, or essential expenses	23

Been late on a rent or mortgage payment	12
Been late on a utility payment	14
Been evicted	1
Become homeless	1
None of the above	49

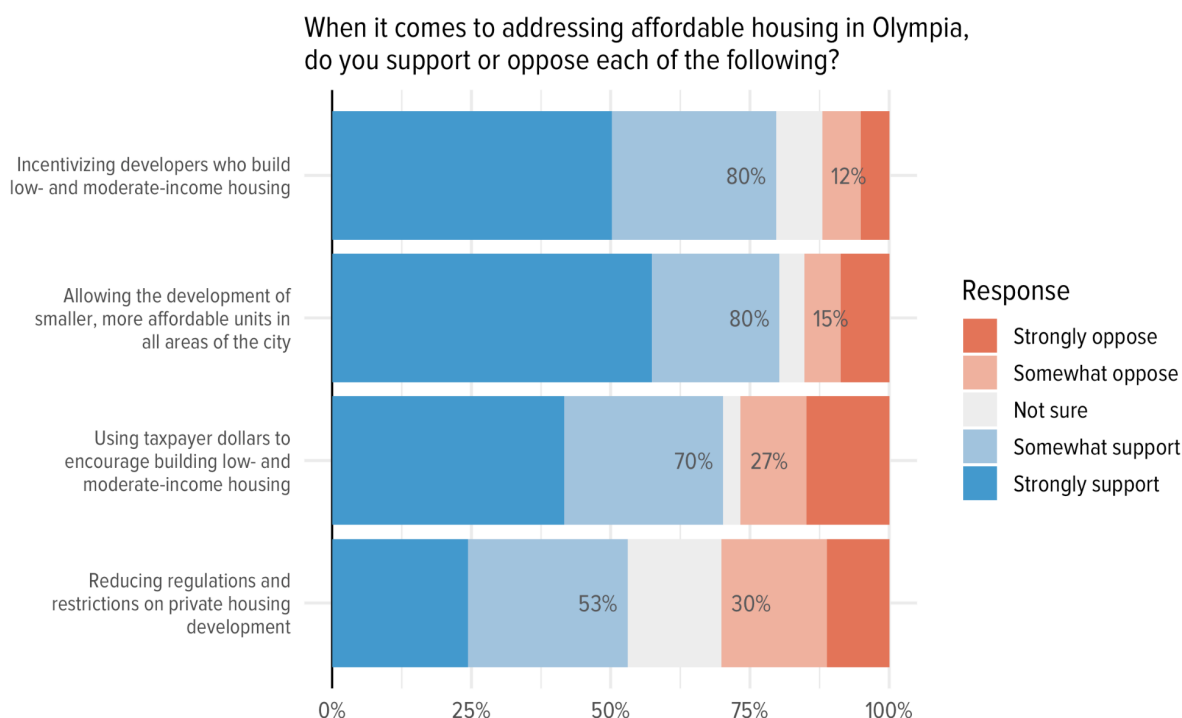
Looking ahead to the next year, more Olympians feel confident and optimistic about their own household income and their personal finances than not—but more are worried than confident about their housing costs and about the local economy in Olympia.



Broad support for some increased density and incentivizing affordable housing

Asked about different strategies for addressing affordable housing across the city, residents support encouraging low- and moderate-income housing and some forms of greater density, with 70%–80% support. Out of all items tested, residents are least in support of "reducing regulations and restrictions on private housing development," but a majority of 53% still support and 30% oppose this. There is markedly lower support for "using taxpayer dollars to encourage building

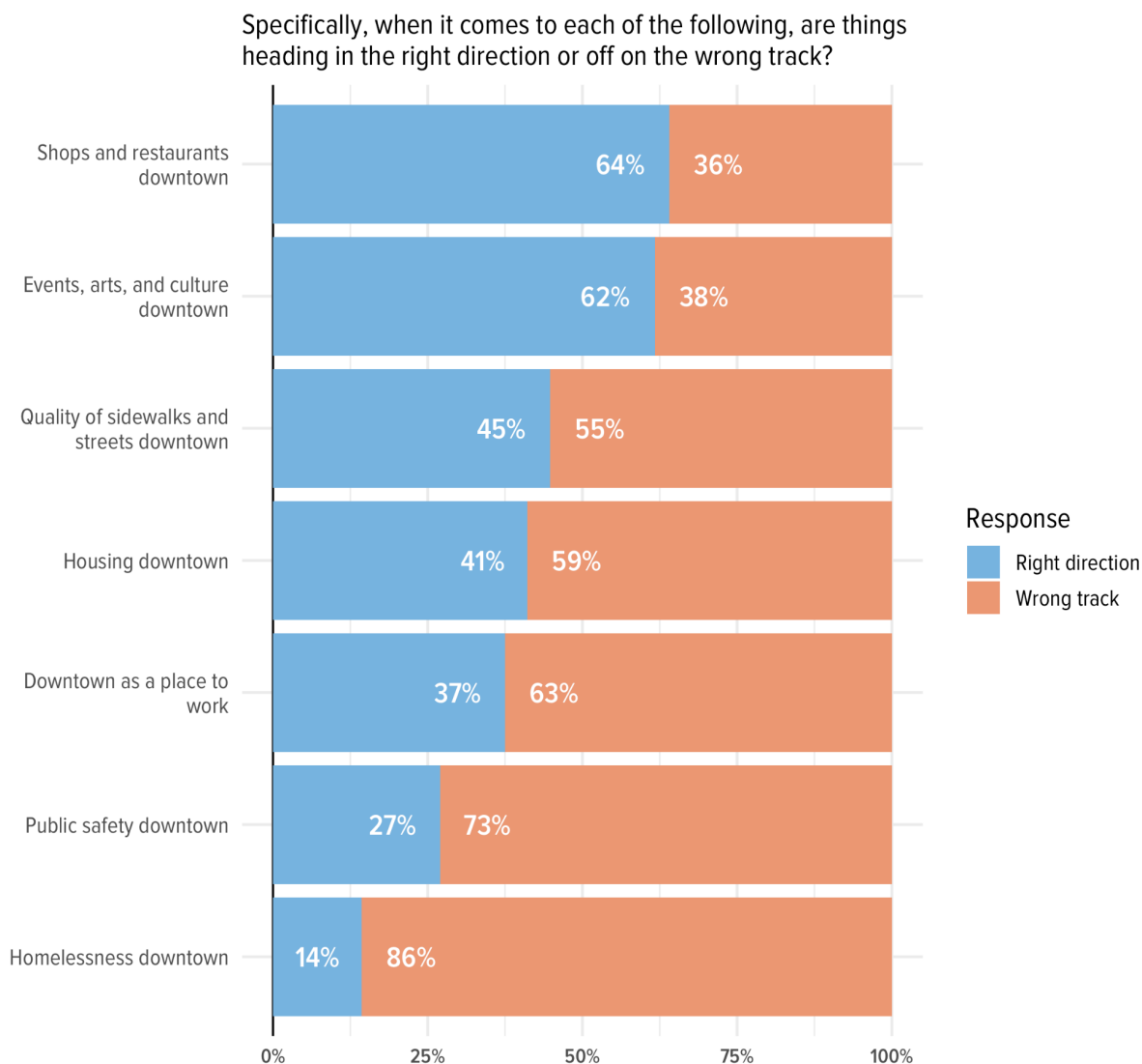
low- and moderate-income housing" (70% support) than "incentivizing developers who build low- and moderate-income housing" (80% support). This gap points to some sensitivity around directly allocating city funds to support housing construction.



These questions were asked about Olympia in general, and residents may feel differently about specific projects proposed in their own neighborhoods.

Downtown attitudes linked to homelessness, public safety

As we saw above when discussing residents' overall outlook, feelings about downtown are significantly more pessimistic than feelings about the city as a whole. In a second survey, while residents are pessimistic about homelessness and public safety downtown, they are much more optimistic about the direction of arts, culture, and commerce downtown—64% say that shops and restaurants downtown are going in the right direction and 62% say events, arts, and culture downtown are heading in the right direction. Homelessness downtown (14% right direction, 86% wrong track) and public safety downtown (27% right direction, 73% wrong track) are on the other end of the spectrum.



In a closed-ended, top-three question, 61% say that "people having mental health crises" are among their top three concerns downtown; 52% say trash, litter, graffiti, and hygiene; 49% say people not having access to permanent shelter, and 47% say public drug use. Of less *relative* concern are lack of lighting at night (4%), traffic (2%), and parking (12%).

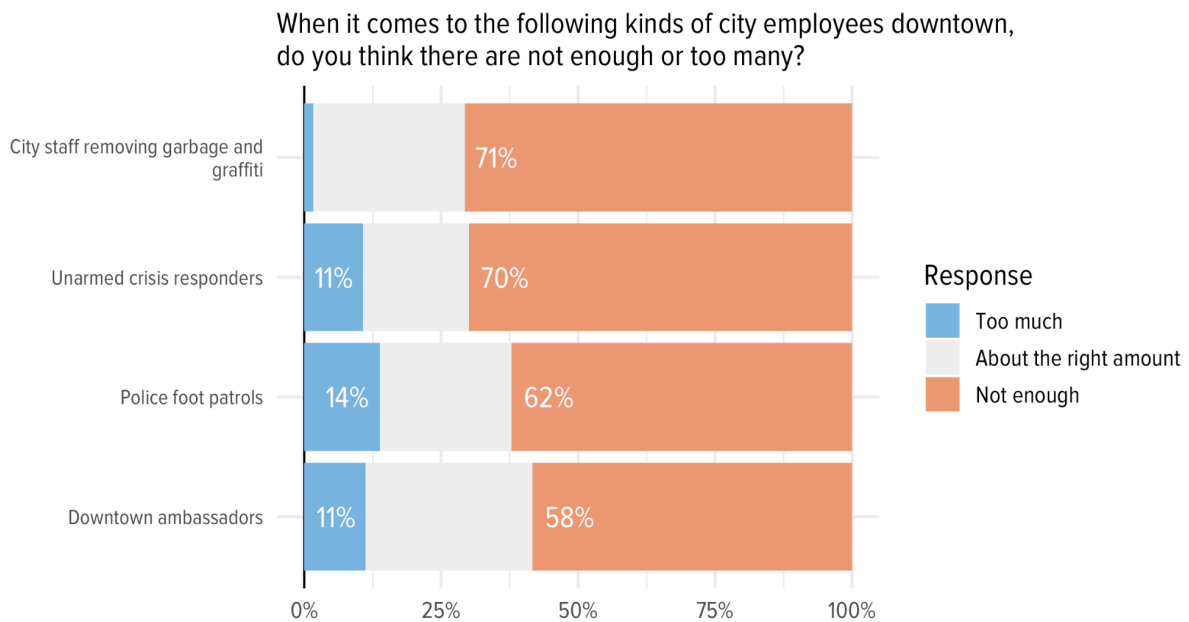
Which of the following most concern you about downtown Olympia? Please select up to three.

Category	% top three
People having mental health crises	61
Trash, litter, graffiti, and hygiene	52

People not having access to permanent shelter	49
Public drug use	47
Public demonstrations by armed protestors	21
Lack of visible law enforcement	17
Parking availability and pricing	12
Lack of lighting at night	4
Traffic	2
Other	13

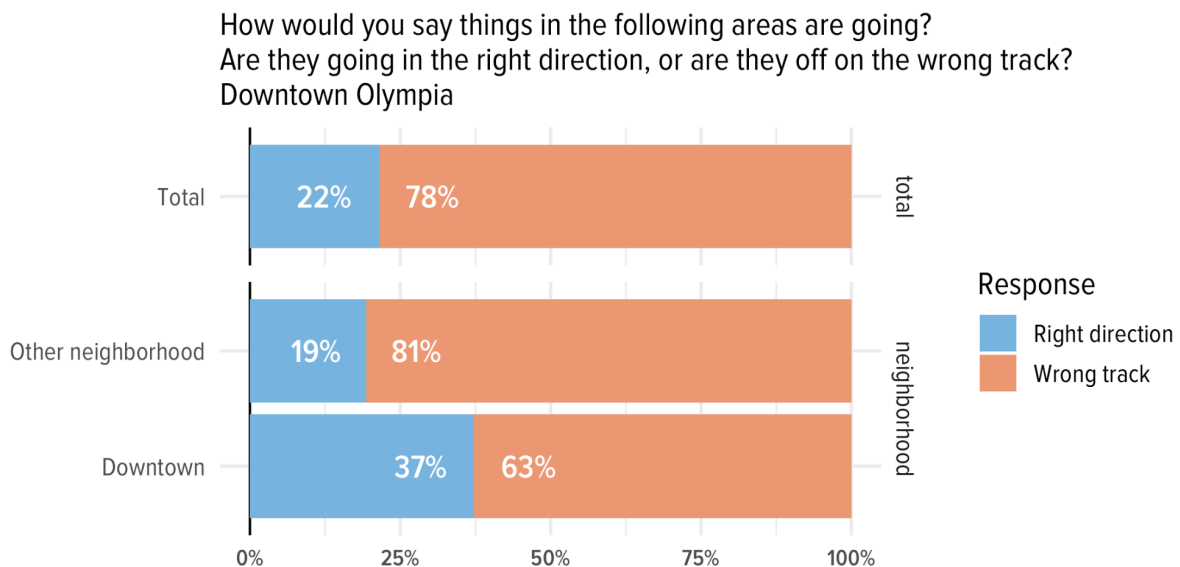
Asked about the pace of developing housing, office space, shops, and restaurants downtown, 20% of residents say that there is too much new development downtown, 43% say that there is about the right amount, and 37% say there is not enough new development downtown.

Residents generally say that there are not enough city employees downtown of all kinds: 71% say that there are not enough city staff removing garbage and graffiti, 70% say that there are not enough unarmed crisis responders, 62% say there are not enough police foot patrols, and 58% say that there are not enough downtown ambassadors.



Downtown residents more optimistic about downtown

Mood about downtown tends to differ by area of residence, with respondents who identified themselves as living in downtown Olympia more positive about the area compared to residents of other neighborhoods: over a third of downtown residents say that downtown is going in the right direction, compared to under one in five residents of other neighborhoods. This noticeable difference between the responses of downtown residents and those of other residents persists after holding gender, age, and race/ethnicity constant.¹¹



At the same time, downtown residents, on average, are more negative when asked about their own neighborhoods than residents of other neighborhoods: 48% of downtown residents and 75% of residents in other neighborhoods say that things in their neighborhoods are on the right track. The effect of self-identified neighborhood of residency persists after controlling for the same demographic factors.¹²

This dynamic suggests differences in public opinion about downtown between Olympians who live downtown and Olympians who do not. That is, residents who live there tend to be rosier about the area's prospects than residents who do not live there; at the same time, downtown

¹¹ As the regressions here are mostly an aside, no interpretation of coefficients in terms of log odds or change in the odds ratio for this logistic regression will be provided for a general audience. Although p-values are flawed as a bright-line threshold for "statistical significance," we report $p=0.002$ for downtown residency in lieu of a full table, regressing right direction/wrong track for downtown Olympia on age, downtown residency, reduced educational attainment, gender, and reduced ethnicity (white / POC).

¹² Logistic regression, $p=0.0001$ for downtown residency when right direction/wrong track for neighborhood regressed on age, downtown residency, reduced educational attainment, gender, and reduced ethnicity (white/POC).

residents do perceive their neighborhoods more negatively than residents in other neighborhoods perceive their own surroundings.

Olympians see the city doing well across many other areas

More residents agree than disagree "the city responds to emergencies quickly" (49% agree, 24% disagree), and that "Olympia is prepared for emergencies" (38% agree, 29% disagree), covering important goals for the city's public safety departments. Specifically, more residents are satisfied than dissatisfied with fire services (64% satisfied), emergency medical response (57% satisfied), and police services (42% satisfied, 32% dissatisfied).

When it comes to the wide range of public works responsibilities, more residents agree than disagree that "Olympia's water supply is safe and reliable" (68% agree, 10% disagree) and residents are split evenly on "public infrastructure in the city is well-maintained," (41% agree, 39% disagree). Residents are net satisfied with drinking water (66% satisfied); stormwater and sewer services (46% satisfied, 14% dissatisfied); and garbage, recycling, and organics collection (57% satisfied). Residents are net dissatisfied with street repair and maintenance (35% satisfied, 42% dissatisfied) and sidewalk repair and maintenance (33% satisfied, 40% dissatisfied).

Conservation, recreation, and culture are seen as strong points of life in the city. Olympians agree most strongly that "Olympians have opportunities for a daily connection to nature" (80% agree) and that "Olympians have opportunities for recreation" (71% agree). Majorities also agree that "Olympia has protected water resources and natural areas" (61% agree, 19% disagree) and that "Downtown has engaging arts and entertainment" (52% agree, 29% disagree).

Neighborhoods are also generally perceived well: a 69% majority agrees that "neighborhoods have nearby access to goods and services," a 46% plurality agrees that "neighborhoods are safe and welcoming places to live," and a 41% plurality agrees that "neighborhoods have distinctive places and gathering spaces."

Residents split on climate, sustainability

When asked about goals related to climate and sustainability, residents are divided. 33% agree that "Olympia is a leader on climate action," 27% agree, and a plurality of 40% is neutral. Similarly, 38% agree that "Olympia embraces a waste-free culture," 36% disagree, and 26% are neutral. These results could suggest a wide variety of interpretations among residents of the question, including what it means to have a waste-free culture or to be a leader on climate action, as well as uncertainty about what progress is being made on these.

Among those who consider climate change mitigation and adaptation among their top three priorities for the city, a slim plurality (39%) says it is satisfied with how the city is doing on this. This

stands out among top issues—for nearly every other top-tier priority, those who say it is a priority also tend to be more dissatisfied with the service than other residents. More than for other priorities, this result suggests more uncertainty about the current state of climate action among residents who think this is a priority and perhaps more positive perceptions of actions.

Data suggest that younger residents are more likely than older residents to put climate change mitigation and adaptation in their top three priorities for the city (33% top three among 18–34, 19% top three among 65 or older), but more variation is explained by educational attainment (34% top three among all those with a bachelor's or higher, 19% top three among those with some college or less).

Plurality of Olympians do not believe neighborhoods are engaged in decision making

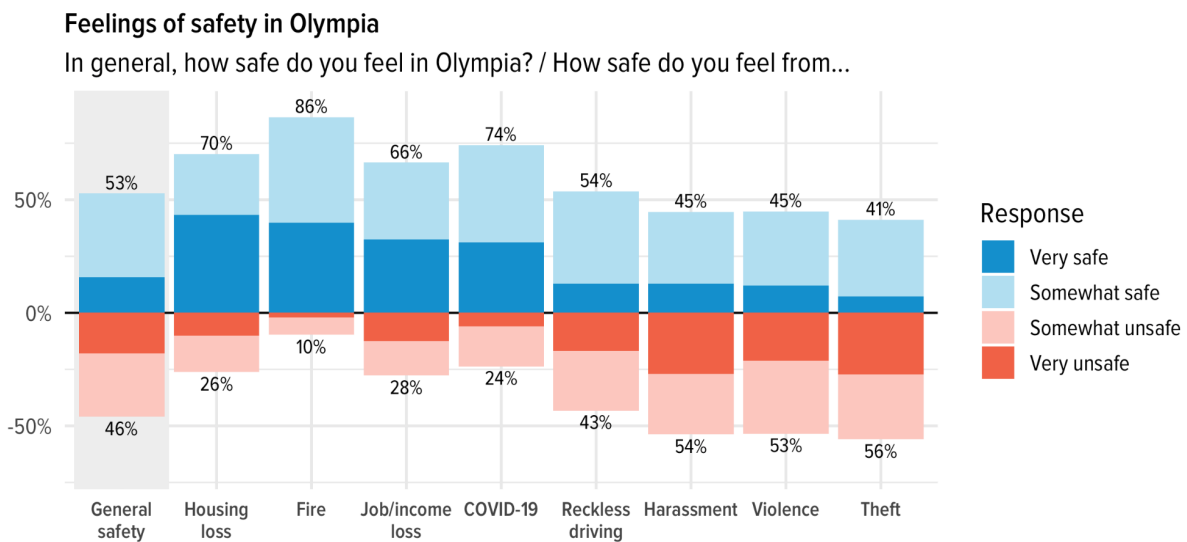
Asked about the statement, "Neighborhoods are engaged in community decision making," 40% of residents disagreed and 28% agreed. There appear to be rather non-linear differences in age, with nearly half of 18–34 year olds and over half of 50–64 year olds in disagreement, while other age groups are split relatively evenly on this statement. Beyond age, education also appears to play a key role: 35% of those with a bachelor's degree or higher agree that neighborhoods are engaged, while just 21% of those with some college or less agree.

Just under a third of respondents selected 'Neutral' in response to this statement, a somewhat larger proportion than we see for other statements tested. These midpoint responses could be interpreted in a variety of ways, including "it depends," "don't care," "don't know", "unsure," or "neither agree nor disagree."

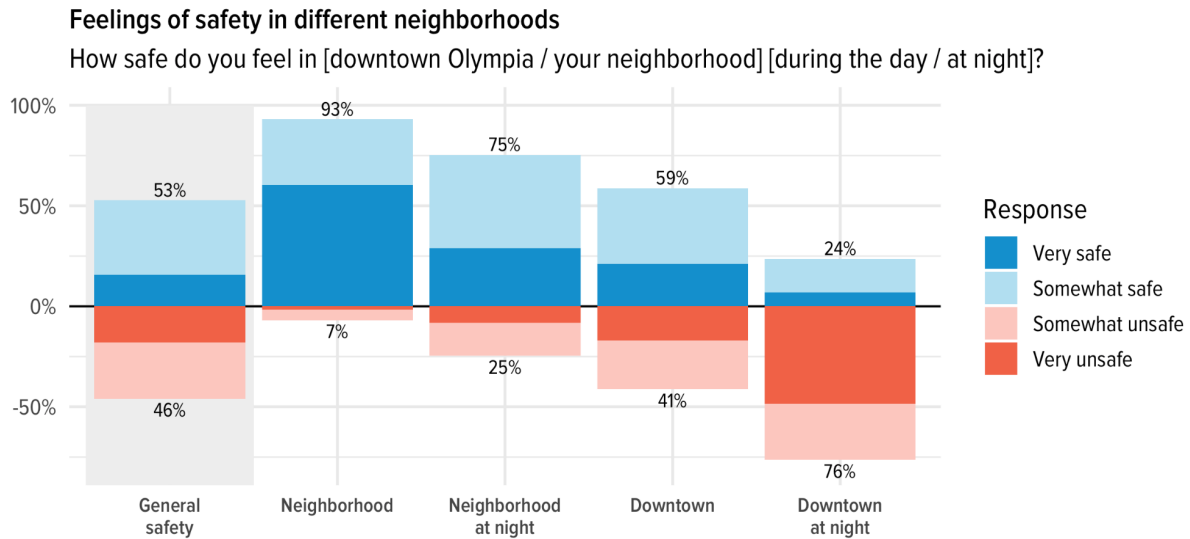
Public safety

In 2020, the Olympia City Council directed city staff to address systemic racism, bias, and inequities. In early 2021, staff launched a public engagement process to form a Social Justice and Equity Commission and reimagine public safety, and part of this survey was designed to begin to assess residents' perceptions of public safety in service of that engagement.

While a majority (53%) of residents surveyed say they felt very safe or somewhat safe in Olympia, this represents a much lower proportion of respondents than in a 2017 survey, in which 92% said they felt safe in general. When asked about individual categories of safety, residents feel most unsafe from harassment (54% somewhat unsafe or very unsafe), violence (53% somewhat unsafe or very unsafe), and theft (56% somewhat unsafe or very unsafe).



This survey also tracked past survey questions asking about perceived safety in neighborhoods and downtown, during the day and at night. Overall patterns are similar to those in previous research: residents feel safest in their neighborhoods during the day and least safe downtown at night. Compared to previous research, feelings of safety have decreased in all except neighborhoods during the day, most steeply for downtown: 61% felt unsafe downtown at night in 2017, while 76% feel unsafe today; 78% felt safe downtown during the day in 2017, while 59% feel safe today; 86% felt safe in their neighborhoods at night in 2017, while 75% feel unsafe today.



In response to a separate set of questions about Olympia police, residents express both positive views of police behavior and a desire for change.

That is, 50% of respondents agree that "the police treat people with dignity and respect," while 54% separately agree that "there are many things about the police and their policies that need to be changed." These are not mutually exclusive—among respondents who agree with the statement about dignity and respect, 36% also agree that many things need change; looked at another way, among those who agree that many things need change, 34% also agree that the police treat people with dignity and respect. That is, in a national environment that has seen increased discussion about local law enforcement in the last year, residents hold nuanced views about both the current state of policing in Olympia and the path forward:

- 31% of residents strongly trust or somewhat trust the criminal justice system in Olympia to act in the best interest of Olympia residents; 47% distrust; and 23% say neither
- 46% agree that "I trust the police to make decisions that are good for everyone in the city"; 33% disagree; and 20% are neutral
- 49% agree that "the police are not consistent in how they apply the rules to people;" 24% disagree, and 27% are neutral

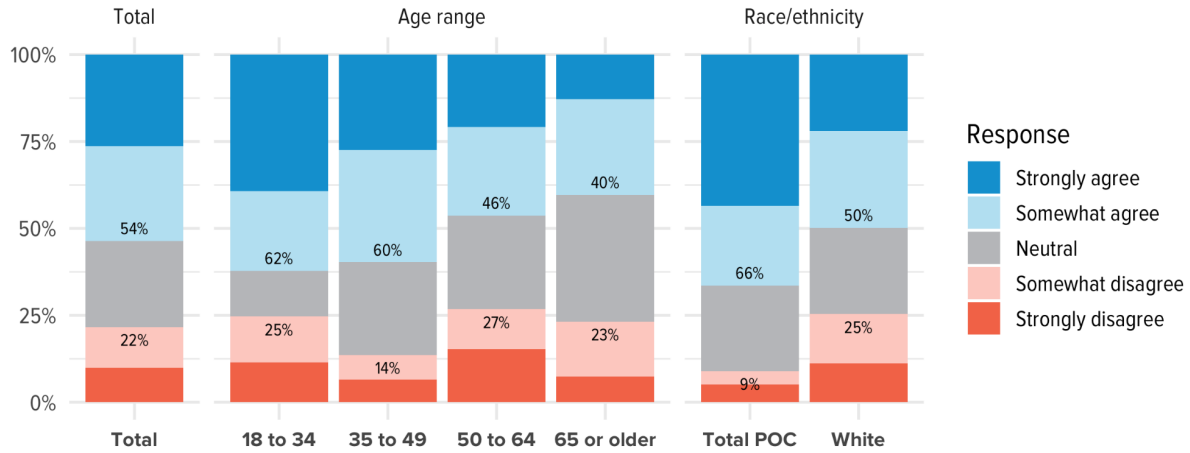
Taken together, responses to the five statements specifically relating to police are all highly intercorrelated.¹³

In an open-ended question about what makes them feel most unsafe in the city, over a third of residents volunteer an answer about homelessness. The next most common categories are drug use, policing, and crime. Residents think about policing in disparate ways: some naming issues with police conduct and protests in 2020, e.g. "Copious amounts of teargas applied to the general public", and other naming issues with not enough patrols, e.g. "Homeless harassment and lack of police patrols." In general, many verbatims mention homelessness, drug use, mental health / crisis resources, police, or crime together in the same response.

¹³ Cronbach's alpha of 0.90 (reverse scoring statements about inconsistency, change, and embarrassment). Factor analysis using polychoric correlations suggests that one factor is sufficient.

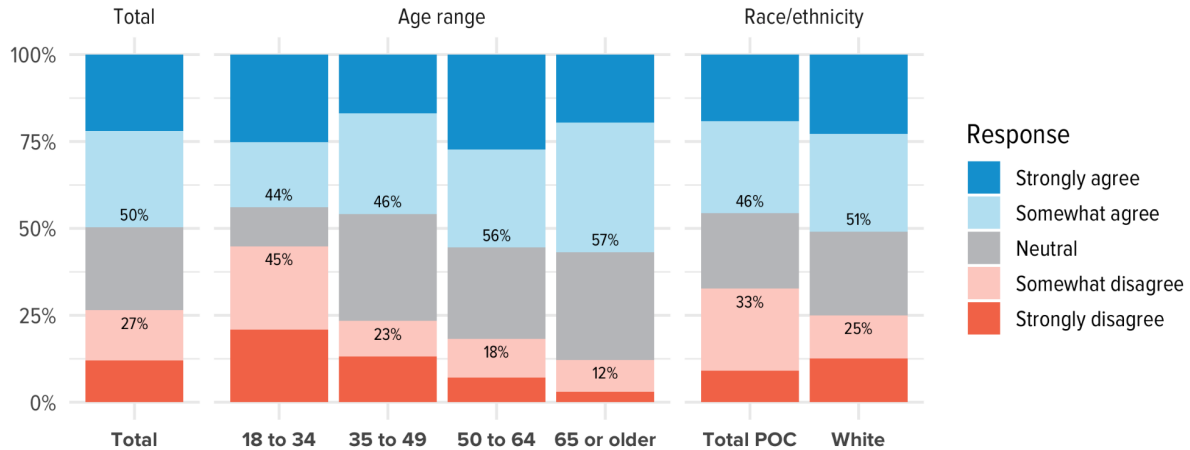
Many things need to be changed

Do you agree or disagree with each of the following statements about Olympia police?
There are many things about police and their policies that need to be changed.

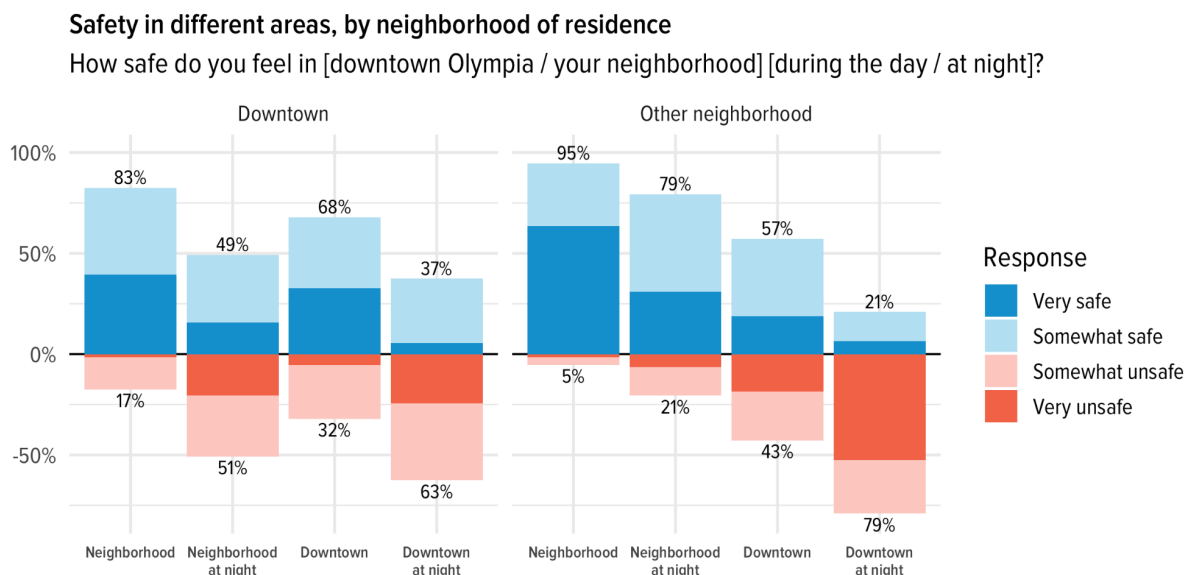


Dignity and respect

Do you agree or disagree with each of the following statements about Olympia police?
The police treat people with dignity and respect.



Downtown residents feel safer downtown than others



Perceptions of downtown have worsened compared to prior research across the board, but just as downtown residents differ from other residents in their overall assessment of downtown, they differ on safety as well.

- While 21% of other residents feel safe downtown at night, 37% of downtown residents feel safe downtown at night
- While 57% of other residents feel safe downtown during the day, 68% of downtown residents feel safe downtown during the day.

Downtown residents' perceived safety in their own neighborhoods, whether during the day or at night, is markedly worse, on average, than other residents' perceived safety in their own neighborhoods. These differences between downtown residents and other residents persist when controlling for other demographic factors.

Younger residents, non-college educated, and POC feel less safety

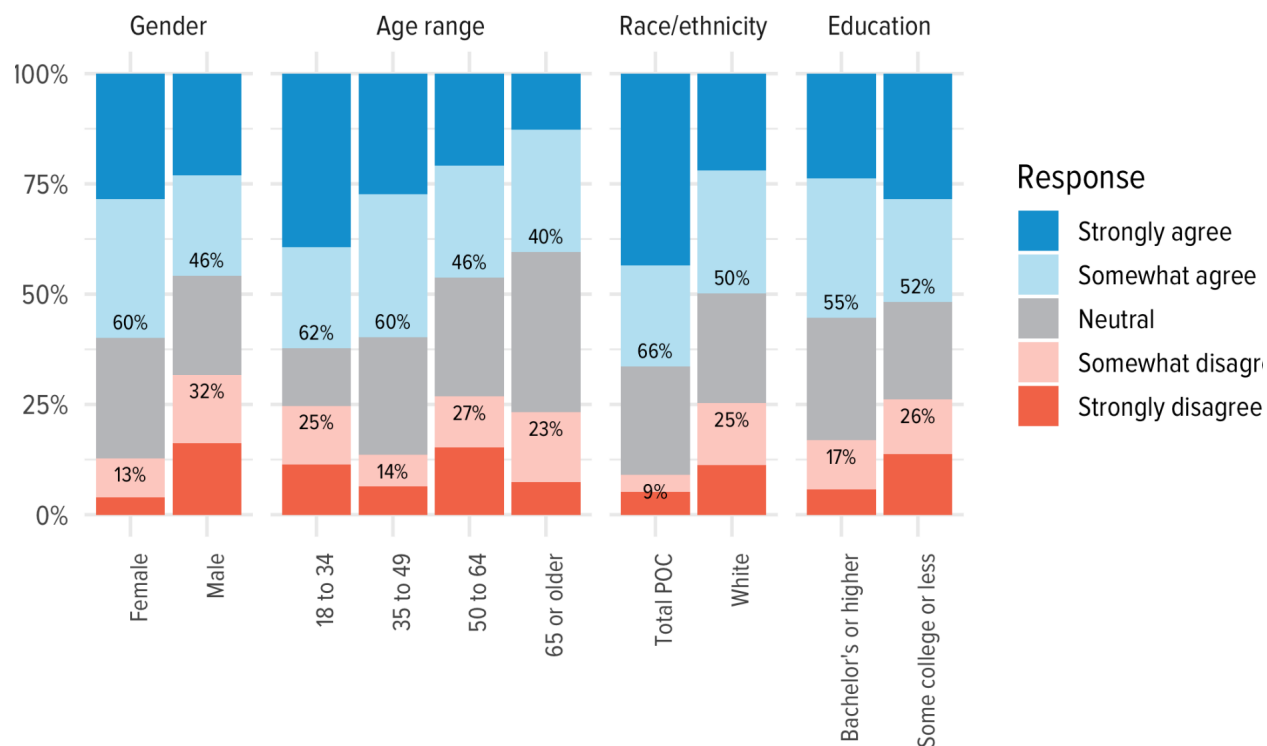
Younger residents tend to feel less safe in Olympia in general than older ones do: (38% of 18–34 feel safe in Olympia in general, compared to 65% of 65 or older). This effect persists even after controlling for housing tenure—in fact, homeownership is associated with lower feelings of safety in general, all else held constant. Having a bachelor's degree or higher and being older are also associated with significantly higher feelings of safety from violence, harassment, and theft when controlling for other demographic factors. Results also suggest that people of color feel much less safe from harassment (64% unsafe, 48% very unsafe) than white residents do (51% unsafe, 21% very unsafe), though there does not appear to be a significant effect associated with race/ethnicity when age and educational attainment are held constant.

Consistent demographic variations in attitudes about policing

Throughout most questions around policing and the criminal justice system, older residents consistently express more positive attitudes about Olympia police than younger residents, men are more positive than women, non-college-educated residents are more positive than college-educated residents, and white residents are more positive than residents of color. While demographics by no means explain all the variation between respondents, these are consistent, visible patterns. As an illustrative example, below are response frequencies for "There are many things about the police and their policies that need to be changed".

Many things need to be changed, by key demographics

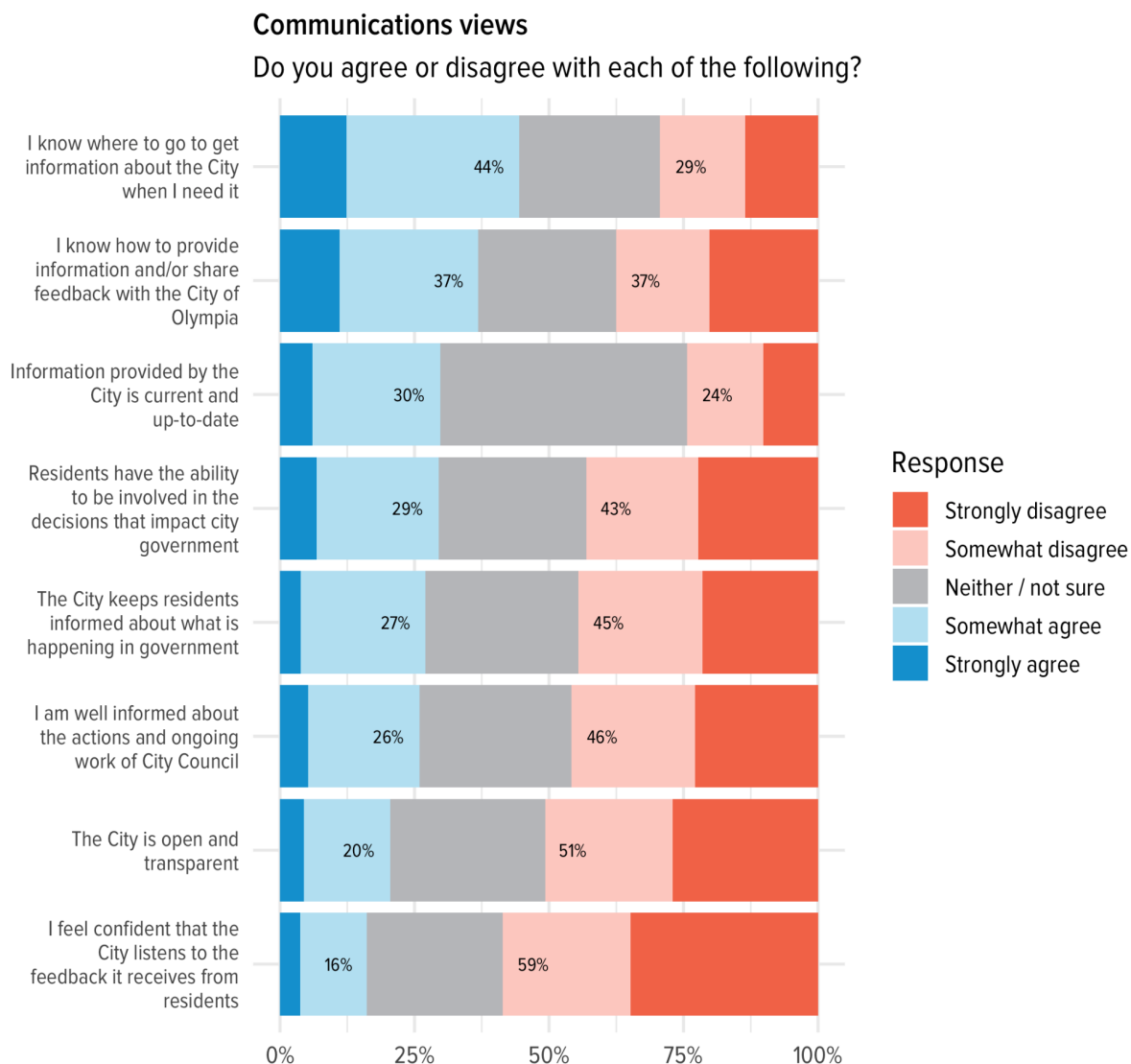
Do you agree or disagree with each of the following statements about Olympia police?
There are many things about the police and their policies that need to be changed.



Communications

This section of the survey was designed to guide the development and recommendations of a 3–5 year strategic communications planning process launched in early 2021 and listen to residents' preferences for City communications.

On the whole, residents tend to feel more negatively than positively about how the City currently communicates with residents. Respondents were asked to agree or disagree with a series of statements about information, communication, and engagement, shown below:



Overall, responses to all of these questions are intercorrelated.¹⁴ These statements can be roughly grouped into statements about personal knowledge, ("I know where to go...", "I know how

¹⁴ Cronbach's alpha of 0.89 implies good internal consistency. Factor analysis suggests two or three factors reasonable.

to provide...", "I am well informed...") and statements covering the perceived quality of city communications ("The City keeps residents informed...", "The City is open and transparent").

On personal knowledge, respondents agree most with "I know where to go to get information about the City when I need it," which earns 44% agreement and 29% disagreement. Much fewer rate themselves as well-informed about the actions of Council: 26% agree and 46% disagree.

When it comes to the perceived frequency, accuracy, or transparency of City communications and resident engagement, residents see room for improvement. Residents agree more than disagree that "information provided by the City is current and up-to-date," 30% agree to 24% disagree, though responses to this statement include the higher proportion of neutral/unsure answers in the battery. Other statements in this category earn more disagreement than agreement—at the most extreme, 16% agree that "I feel confident that the City listens to the feedback it receives from residents" and 59% disagree.

Residents think the City needs to communicate more

Beyond general disagreement that the City is keeping residents informed or that the City is open and transparent, the second most frequent category of response in an open-ended suggestion question, making up 10–20% of responses, was general improvements—suggesting that the city be more transparent, communicate more frequently, or increase communications in general without necessarily being specific about content. A few sample responses follow:

- "Lots more of it [communication], more frequent, more targeted, more responsive."
- "Be more creative; require departments (OPD, Planning, others) to report to the public more and to be more disclosure about internal matters. [sic]"
- "Be more visible- remind citizens of the need for and value of their input"
- "More openness about what is going on in the background"

Many prefer digital communication, but long tail of preferences

In a closed-ended question (see table), residents express the most preference for hearing about what is happening in the City of Olympia via social media (52% top three), the City website (40%), email (36%), and postcard/direct mail (27%). Residents who may not prefer one digital mode often prefer another one: 45% of those who did not select social media as one of their top three, for instance, selected the website as a preferred source of information. Many residents prefer other modes as well, such as radio (10%) or Cable Channel 3 - TCTV (6%), suggesting a continued need for coordinated communications across different channels even as the City may ramp up its online presence.

How do you prefer to hear about what is happening in the City of Olympia? Please select up to three.

<i>Category</i>	<i>Top three</i>
Social media	52
The City website	40
Email	36
Postcard/direct mail	27
Newspaper	19
Council meetings/public meetings	17
Utility bill insert	17
Text message	11
Radio	10
Notice or hanger on the door of your residence	7
Friends and family	7
Cable Channel 3 - TCTV	6
Other (specified)	3

Although preferences do appear to vary by age, social media is still a top preference for even residents 65 and older (44% social media, 44% email, 26% City website), and over a quarter of respondents under 35 say they prefer postcards or direct mail.

Below are some verbatim responses to a question asking for recommendations to the City about how to communicate better mentioning digital:

- "More activate [sic] and frequent use of social media. As a young renter, I don't get utility bill inserts, have cable tv, or a local newspaper subscription."
- "Unified social media presence across all departments"
- "Put things on Facebook. Even things like parades and fireworks. I never know when these are."
- "Having an updated website or Social media is fine and good, but I'm on my computer all day and don't take the time looking there. I'd rather have direct mail, such as via post

card, letter, or a complete newsletter. I can always go to the website for additional information."

- "Text messages to link the website for vital information. Also more zoom meeting type situations not all can make it to town meetings and such"

Overall, between 10–20% of all responses to this open-ended question mentioned social media specifically, out of 40–50% of responses that made a specific recommendation about mode of communication. Often, residents suggested increased social media usage in general, with Facebook being the most common platform named.

Separately, respondents were asked about how effective different modes were, with strong majorities (over three-quarters) saying that TV or radio; online (website, email); social media; printed communication (mailers, utility bill insert, etc.); and meetings (council meetings/public meetings) were somewhat effective or very effective ways to get information about what is going on in the city. That is, residents appear to separate their own personal preferences with what they perceive to be effective communication channels: even among residents who do not prefer social media, nearly two-thirds still say it is somewhat effective or very effective, and even among those who prefer social media, over four in five still rate printed communication somewhat effective or very effective.

Residents want many different types of information from City communications

Residents are nearly united in wanting information about issues of public concern, such as homelessness, public safety, or climate change (79% put this in their top-five), but every other category of information tested is a top-five category for at least one in ten residents. On the lower end of importance, fewer residents say that information about development, permits, or zoning issues (14%) or parking rates, policies, and enforcement (13%) is important to them. At least a third say they want information about projects in their neighborhoods (40%), emergency information (39%), and police department information (34%).



Olympia Survey

Core demographics and screening

1. Are you:

- A man
- A woman
- Non-binary
- Something else (please specify)
- Prefer not to say

2. In what year were you born?

3. In what ZIP code do you currently live?

3b. Do you live in:

- Downtown Olympia
- Northwest Olympia
- Northeast Olympia
- Southwest Olympia
- Southeast Olympia
- None of these

4. What is your race/ethnicity? [multi-select]

- White/Caucasian
- Hispanic or Latino/a
- Asian / Pacific Islander
- Black or African American
- American Indian or Alaska Native
- Something else (please specify)

5. What is the highest level of education you have completed?

- High school diploma or less
- Some college, but no degree
- Associate's degree or a technical / vocational degree
- Bachelor's degree, or four-year college degree
- Graduate degree

6*. For how many years have you lived in Olympia?



—

General outlook and quality of life

7. How would you say things in the following areas are going? Are they going in the right direction, or are they off on the wrong track? [Right direction | Wrong track]

- Olympia in general
- Downtown Olympia
- Your neighborhood

8*. How would you rate Olympia as a place to live? [Rotate]

- Poor
- Only Fair
- Satisfactory
- Very good
- Excellent

9*. How would you rate your neighborhood as a place to live? [Rotate]

- Poor
- Only Fair
- Satisfactory
- Very good
- Excellent

10. How satisfied are you with Olympia as a: [Very satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Very dissatisfied] [Rotate]

- Place to raise a family
- Place to work
- Place to retire
- Place to experience arts and culture
- Place to experience nature and the outdoors

11. Do you agree or disagree with each of the following statements? [Strongly agree | Somewhat agree | Somewhat disagree | Strongly disagree] [Randomize]

- I feel like a real part of Olympia
- It is hard for people like me to be accepted in Olympia
- People in Olympia respect different perspectives and backgrounds

—



Satisfaction on priorities

12. In a few words, what is the **most** important issue to you for Olympia to address? [Open-end]

13. The following statements reflect **general** impressions of Olympia and living in Olympia. Do you agree or disagree with each of the following statements? [Strongly agree | Somewhat agree | Neutral | Somewhat disagree | Strongly disagree] [Randomize]

[Public Health & Safety]

- Olympia is prepared for emergencies
- The city responds to emergencies quickly
- Olympia's water supply is safe and reliable
- Public infrastructure in the city is well-maintained
- Residents have adequate food and shelter

14. [Livability]

- Olympians value diversity
- Olympians have opportunities for recreation
- Olympia's transportation system has safe transportation options for everyone
- Residents can access affordable and stable housing
- Olympia keeps its connections to our culture and history

15. [Downtown]

- Downtown is a vibrant urban destination
- Downtown has a mix of housing for all income levels
- Downtown has engaging arts and entertainment

16. [Economy]

- Olympia has a stable and resilient economy
- Olympia has thriving, independent, and locally owned businesses
- Residents are economically secure with opportunities to prosper

17. [Environment]

- Olympia is a leader on climate action
- Olympians have opportunities for a daily connection to nature
- Olympia has protected water resources and natural areas
- Olympia embraces a waste-free culture

18. [Neighborhoods]

- Neighborhoods have distinctive places and gathering spaces
- Neighborhoods have nearby access to goods and services
- Neighborhoods are engaged in community decision making



- Neighborhoods are safe and welcoming places to live

19—23. How satisfied are you with how the city is doing on each of the following? [Very satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Very dissatisfied]

[Randomize]

- Arts and community events
- Building permits and inspections
- Climate change mitigation and adaptation
- Code enforcement
- Drinking water
- Economic development
- Emergency medical response
- Fire services
- Garbage, recycling, and organics collection
- Housing and homelessness services
- Parking services
- Parks and recreation facilities
- Police services
- Recreation programs and classes
- Sidewalk repair and maintenance
- Stormwater and sewer services
- Street repair and maintenance

24. Which THREE of the following do you think should be the **most** important priorities for Olympia city government in the next year?

- [Repeat list of services above]

—

Public safety and policing

25*. In general, how safe do you feel in Olympia?

- Very safe
- Somewhat safe
- Somewhat unsafe
- Very unsafe
- Not sure

26. What would you say makes you feel the most **unsafe** in Olympia?

27. What would you say makes you feel the most **safe** in Olympia?

28. How safe do you feel: [Very safe | Somewhat safe | Somewhat unsafe | Very unsafe | Not sure]



- From COVID-19, the coronavirus
- From violence
- From harassment
- From theft
- From fire
- From reckless driving
- From losing your job or income
- From losing your housing

29*. How safe do you feel: [Very safe | Somewhat safe | Somewhat unsafe | Very unsafe]

- In downtown Olympia during the day
- In your neighborhood during the day
- In downtown Olympia at night
- In your neighborhood at night

30. In general, how much do you trust the criminal justice system in Olympia to act in the best interests of Olympia residents?

- Strongly trust
- Somewhat trust
- Neither trust nor distrust
- Somewhat distrust
- Strongly distrust

31. In the last twelve months, have you or anyone you are close to had any of the following experiences?

[Yes, I have | Yes, a person close to me has | No, neither] [Randomize]

- Interacted with an Olympia police officer for any reason
- Been stopped by Olympia Police
- Been arrested by Olympia Police
- Reported a crime to Olympia Police
- Been a victim of a violent crime
- Been a victim of a property crime

32. Do you agree or disagree with each of the following statements about Olympia police? [Agree | Disagree] [Rotate]

- I trust the police to make decisions that are good for everyone in the city.
- There are many things about the police and their policies that need to be changed.
- The police are not consistent in how they apply the rules to people
- The police treat people with dignity and respect.
- Some of the things the police do embarrass the city.



Engagement and information

33–35. Do you agree or disagree with each of the following? [Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Not sure] [Rotate]

- The City keeps residents informed about what is happening in government
- The City is open and transparent
- I am well informed about the actions and ongoing work of City Council
- Residents have the ability to be involved in the decisions that impact city government
- I know where to go to get information about the City when I need it
- Information provided by the City is current and up-to-date
- I know how to provide information and/or share feedback with the City of Olympia
- I feel confident that the City listens to the feedback it receives from residents

36. How do you **prefer** to hear about what is happening in the City of Olympia? Please select up to three.

- Cable Channel 3 - TCTV
- The City website
- Council meetings/public meetings
- Email
- Newspaper
- Notice or hanger on the door of your residence
- Postcard/direct mail
- Radio
- Social media
- Text message
- Utility bill insert
- Friends and family
- Something else (please specify)

37. In the last twelve months, have you heard about what is going on in the City by any of the following methods? Please select all that apply.

- TV or Radio
- Online (website, email)
- Social media
- Printed communication (mailers, utility bill insert, etc.)
- Meetings (Council meetings/public meetings)
- Word of mouth

38. How **effective** would you say each of the following is as a way to get information about what is going on in the City? [Not effective at all | Not too effective | Somewhat effective | Very effective]

- [List of selected items from Q36]

39. Do you use any of the following social media platforms? Please check all that apply.

- Facebook



- Instagram
- NextDoor
- Twitter
- YouTube

40. What kinds of information about the City would you say are the **most** important to you? Please select up to five.

- Information about projects in my neighborhood
- General information about the City operations
- City Council business
- Information about public events
- Information about issues of public concern (homelessness, public safety, climate change, etc.)
- Emergency information
- City utilities rates, services, and programs
- Parking rates, policies, and enforcement
- Police Department information
- Fire Department information
- Development, permits, or zoning issues
- Recreational programming and facilities
- Arts, culture, and heritage
- Environmental education
- Current budget information
- None of these

41. Where do you currently receive information about each of the following? [TV or Radio | Website or email | Social media | Printed communication | Meetings | Word of mouth]

- [Selected items from Q38]

42. If you had one recommendation to the City about how to communicate better with residents, what would it be? [Open-end; coded]

43. Which best describes your living situation?

- I own the home that I live in
- I rent the home that I live in
- I live in a home owned or rented by family members or friends
- Prefer not to say

44. For statistical purposes, what is your household income?

- Less than \$20,000
- \$20,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999



- \$100,000 to \$249,999
- \$250,000 or more
- Prefer not to say



Olympia Survey

1. Are you:

- A man
- A woman
- Non-binary
- Something else (please specify)
- Prefer not to say

2. In what year were you born?

3. In what ZIP code do you currently live?

3b. Do you live in:

- Downtown Olympia
- Northwest Olympia
- Northeast Olympia
- Southwest Olympia
- Southeast Olympia
- None of these

4. What is your race/ethnicity? [multi-select]

- White/Caucasian
- Hispanic or Latino/a
- Asian / Pacific Islander
- Black or African American
- American Indian or Alaska Native
- Something else (please specify)

5. What is the highest level of education you have completed?

- High school diploma or less
- Some college, but no degree
- Associate's degree or a technical / vocational degree
- Bachelor's degree, or four-year college degree
- Graduate degree

6. Which best describes your living situation?

- I own the home that I live in
- I rent the home that I live in
- I live in a home owned or rented by family members or friends
- Prefer not to say

7. Which of the following best describes your current employment status?



- Employed full-time
- Employed part-time
- Retired
- Unemployed, looking for work
- Not employed for pay
- Disabled
- Student
- Something else

—

Downtown

8. Do you think things in downtown Olympia are heading in the right direction or off on the wrong track?

- Right direction
- Wrong track

9. Specifically, when it comes to each of the following, are things heading in the right direction or off on the wrong track? [Right direction | Wrong track]

- Housing downtown
- Downtown as a place to work
- Shops and restaurants downtown
- Events, arts, and culture downtown
- Homelessness downtown
- Public safety downtown
- Quality of sidewalks and streets downtown

10. When it comes to the following kinds of city employees downtown, do you think there are not enough or too much? [Not enough | About the right amount | Too much] [Randomize]

- City staff removing garbage and graffiti
- Downtown ambassadors
- Police foot patrols
- Unarmed crisis responders

11. When it comes to developing housing, office space, shops, and restaurants to downtown Olympia, do you think there is: [Flip]

- Too much new development downtown
- About the right amount of new development downtown
- Not enough new development downtown

12. Which of the following **most** concern you about downtown Olympia? Please select up to 3. [Randomize]

- People not having access to permanent shelter



- People having mental health crises
- Lack of visible law enforcement
- Lack of lighting at night
- Trash, litter, graffiti, and hygiene
- Public drug use
- Public demonstrations by armed protestors
- Parking availability and pricing
- Traffic
- None of the above
- Something else (please specify)

—

Homelessness / housing

13. When it comes to addressing affordable housing in Olympia, do you support or oppose each of the following? [Strongly support | Somewhat support | Somewhat oppose | Strongly oppose | Not sure]
[Randomize]

- Incentivizing developers who build low- and moderate-income housing
- Using taxpayer dollars to encourage building low- and moderate-income housing
- Allowing the development of smaller, more affordable units in all areas of the city
- Reduce regulations and restrictions on private housing development

14–16. When it comes to addressing homelessness in Olympia, do you support or oppose each of the following? [Strongly support | Somewhat support | Somewhat oppose | Strongly oppose | Not sure]
[Randomize]

- Building more supportive housing
- Expanding access to mental health treatment
- Expanding access to substance abuse treatment
- Increasing presence of law enforcement
- Increasing presence of unarmed crisis responders
- Identifying appropriate locations for homeless services outside downtown Olympia
- Preventing and removing new homeless encampments
- Prohibiting and responding to open fires, pollution, and waste accumulation

17. Which of the following do you think are the most **important** ways to address homelessness in Olympia?
Please select up to two.

- [repeat list]
- Something else (please specify)

Personal experiences, outlook



18. In the last year, have you or your household experienced any of the following? Please check all that apply or indicate if none do.

- Lost your job or business
- Lost income or hours
- Moved in with family or friends
- Moved to a less expensive neighborhood
- Been late on a rent or mortgage payment
- Been late on a utility payment
- Been evicted
- Had difficulty paying for food, groceries, or essential expenses
- Become homeless
- None of the above

19. Looking ahead to the next year, how do you feel about each of the following? [Somewhat worried and uncertain | Very worried and uncertain | Somewhat confident and optimistic | Very confident and optimistic]

- Your household income
- Your personal finances
- Your housing costs
- The local economy in Olympia

Question		Answer		Respondents		Female		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or higher		Some College or less		Owner		Renter	
How satisfied are you with Olympia as a: - Place to retire	Very satisfied	18	18	18	18	10	17	18	30	18	17	25	12	22	14														
	Somewhat satisfied	24	23	16	20	30	23	25	21	29	19	25	23	27	23														
	Neither satisfied nor dissatisfied	26	31	21	35	26	21	18	25	31	23	29	21	27	21														
	Somewhat dissatisfied	14	16	13	18	13	16	13	16	9	18	15	15	15	15														
	Very dissatisfied	18	13	25	21	24	19	7	17	23	13	22	17	22	22														
	Total satisfied	41	40	41	26	37	47	62	42	38	54	31	47	37	37														
How satisfied are you with Olympia as a: - Place to experience arts and culture	Total dissatisfied	33	29	38	39	37	31	20	33	32	23	40	32	37	37														
	Very satisfied	18	20	16	14	16	25	23	20	11	22	16	20	17	17														
	Somewhat satisfied	36	40	32	38	37	30	37	37	32	40	33	36	39	39														
	Neither satisfied nor dissatisfied	23	19	27	26	19	18	27	22	29	18	27	21	24	24														
	Somewhat dissatisfied	13	12	13	14	12	13	12	12	15	12	13	12	12	12														
	Very dissatisfied	10	9	11	8	16	14	2	9	13	9	11	12	8	8														
	Total satisfied	55	59	49	52	53	55	60	57	44	62	49	55	56	56														
	Total dissatisfied	23	21	24	22	28	27	13	21	28	20	24	24	20	20														
	Very satisfied	44	49	38	41	45	41	50	45	40	52	37	44	43	43														
	Somewhat satisfied	36	32	39	41	35	34	30	35	37	34	37	34	39	39														
	Neither satisfied nor dissatisfied	8	7	10	4	10	9	13	8	10	6	10	10	7	7														
	Somewhat dissatisfied	7	7	6	6	9	5	7	7	7	5	8	7	7	7														
	Very dissatisfied	5	5	6	7	4	8	2	5	7	2	8	6	4	4														
	Total satisfied	80	81	77	82	80	75	80	80	77	87	74	78	82	82														
	Total dissatisfied	12	12	13	13	10	17	7	12	14	7	16	13	12	12														
	Strongly agree	19	19	18	15	24	21	17	16	26	23	15	17	18	18														
	Somewhat agree	42	44	41	44	38	44	40	45	32	47	38	42	43	43														
	Somewhat disagree	23	24	21	20	24	23	24	26	23	19	26	24	21	21														
Do you agree or disagree with each of the following statements? - I feel like a real part of Olympia	Strongly disagree	16	14	20	22	15	15	12	16	18	11	21	17	18	18														
	Total agree	61	62	59	59	61	66	57	62	59	70	53	59	61	61														
	Total disagree	39	38	41	41	39	34	43	38	41	30	47	41	39	39														
	Net agree	22	24	17	17	23	32	15	24	17	40	7	18	21	21														
	Strongly agree	10	8	14	14	13	6	7	8	18	6	13	7	12	12														
	Somewhat agree	22	21	23	16	25	25	26	21	28	19	25	22	20	20														
Do you agree or disagree with each of the following statements? - It is hard for people like me to be accepted in Olympia	Somewhat disagree	29	29	28	27	29	27	32	28	29	30	27	31	28	28														
	Strongly disagree	39	43	35	44	33	42	35	43	25	44	35	40	40	40														
	Total agree	32	28	37	29	38	31	33	29	46	25	38	29	33	33														
	Total disagree	68	72	63	71	62	69	67	71	54	75	62	71	67	67														
	Net agree	-35	-44	-26	-42	-24	-39	-35	-43	-8	-49	-23	-42	-35	-35														

Question	Answer	Respondents		Male		18 to 34	35 to 49	50 to 64	65 or Older	White	Total POC	Bachelor's or higher	Some college or less	Owner	Renter
Do you agree or disagree with each of the following statements? - People in Olympia respect different perspectives and backgrounds	Strongly agree	21	20	23	25	20	20	25	12	22	17	23	19	23	17
	Somewhat agree	43	48	35	30	47	41	41	55	44	36	48	38	44	43
	Somewhat disagree	21	22	22	25	18	16	27	27	20	29	18	24	18	25
	Strongly disagree	15	9	21	20	15	18	6	6	14	19	11	18	16	15
	Total agree	63	68	57	56	67	66	66	67	66	52	71	57	66	61
	Total disagree	37	32	43	44	33	34	33	33	34	48	29	43	34	39
	Net agree	27	37	15	11	34	31	31	35	33	5	43	14	33	21

Question		Answer		Respondents		Male		Female		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or higher		Some college or less		Owner		Renter	
Do you agree or disagree with each of the following? - Downtown is a vibrant urban destination	Strongly agree	5	6	4	7	7	0	3	5	6	4	5	3	18	15	24	12	18	19	3	3								
	Somewhat agree	17	16	19	14	20	20	16	18	15	24	12	18	15	24	12	18	19	15	24	12	18							
	Neutral	16	17	15	14	15	11	25	15	22	16	16	22	16	16	16	16	14	20	16	14								
	Somewhat disagree	26	24	27	25	24	25	28	28	17	25	26	22	25	26	22	25	20	27	25	26								
	Strongly disagree	36	37	35	39	33	45	28	35	40	31	40	43	33	31	40	43	33	36	35	40								
	Total agree	22	22	23	22	28	20	19	23	21	28	18	21	22	21	28	18	21	22	21	28								
	Total disagree	61	61	62	64	57	69	56	62	57	66	66	65	59	65	66	65	59	62	57	66								
	Net agree	-39	-38	-39	-43	-29	-50	-37	-39	-36	-28	-48	-44	-37	-36	-28	-48	-44	-37	-36	-28								
	Strongly agree	5	5	3	5	7	4	2	5	4	4	5	7	2	5	7	2	5	7	2	5								
	Somewhat agree	11	10	13	11	6	13	15	12	6	13	9	13	10	6	13	9	13	10	6	13								
Neutral	21	20	23	20	19	29	22	14	20	21	22	14	20	21	22	21	22	21	22	21									
Somewhat disagree	22	23	22	18	24	22	25	23	17	27	17	27	16	17	27	16	17	27	16	17									
Strongly disagree	42	43	40	50	43	42	29	37	58	36	47	31	51	51	31	47	31	51	31	47									
Total agree	16	15	16	16	13	17	17	17	10	17	15	20	12	10	17	15	20	12	10	17									
Total disagree	64	65	62	69	67	64	54	61	76	63	64	58	68	68	58	64	58	68	68	58									
Net agree	-48	-51	-46	-53	-54	-47	-38	-44	-65	-46	-50	-38	-56	-56	-38	-50	-38	-56	-56	-38									
Strongly agree	13	15	11	10	13	12	18	14	9	14	12	14	13	9	14	12	14	13	9	14									
Somewhat agree	39	39	38	51	32	38	33	40	36	42	37	38	39	36	42	37	38	39	36	42									
Neutral	19	20	18	12	22	16	25	18	21	18	19	18	19	21	18	19	18	19	18	19									
Somewhat disagree	15	12	17	11	19	10	18	15	13	14	15	13	14	15	13	14	15	13	14	15									
Strongly disagree	15	15	16	16	14	24	7	13	21	13	17	17	15	13	17	17	15	13	17	17									
Total agree	52	54	49	61	45	49	50	54	45	55	49	52	52	45	55	49	52	52	45	55									
Total disagree	29	26	33	27	33	34	25	28	34	27	32	30	29	29	32	30	29	29	30	29									
Net agree	22	27	16	34	12	15	26	26	11	29	18	22	23	11	29	18	22	23	11	29									
Strongly agree	4	4	4	5	6	3	3	5	2	5	4	4	3	5	2	5	4	3	5	2									
Somewhat agree	29	28	30	20	30	34	34	29	24	39	20	36	24	29	32	36	24	29	30	36									
Neutral	29	33	25	33	25	16	39	29	30	24	33	25	34	30	24	33	25	34	30	24									
Somewhat disagree	24	22	27	26	26	28	17	24	26	23	25	21	25	24	26	23	25	21	24	26									
Strongly disagree	14	13	14	16	13	19	7	12	18	9	17	13	14	18	9	17	13	14	18	9									
Total agree	33	32	34	25	36	37	37	34	27	44	24	41	27	34	27	44	24	41	27	44									
Total disagree	38	35	41	42	39	47	24	36	43	32	43	34	39	43	32	43	34	39	43	32									
Net agree	-5	-4	-7	-17	-3	-9	13	-2	-17	11	-19	6	-12	-17	11	-19	6	-12	-17	11									
Strongly agree	11	12	10	16	10	9	6	11	10	15	7	11	11	10	15	7	11	11	10	15									
Somewhat agree	36	37	34	28	39	39	38	36	35	40	32	39	36	35	40	32	39	36	35	40									
Neutral	17	18	14	15	15	9	29	18	13	17	17	17	17	13	17	17	17	17	13	17									
Somewhat disagree	25	21	30	30	21	26	21	24	28	19	29	21	24	28	19	29	21	24	28	19									
Strongly disagree	12	12	13	11	14	17	6	11	14	8	15	12	13	14	8	15	12	13	14	8									
Total agree	46	49	43	44	50	48	44	47	45	56	38	50	47	45	56	38	50	47	45	56									
Total disagree	37	33	42	41	27	35	42	27	35	42	27	45	33	42	27	45	33	42	27	45									
Net agree	10	16	1	2	15	6	16	11	3	29	-6	17	10	3	29	-6	17	10	3	29									

Question		Answer		Respondents		Female		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or Higher		Some college or less		Owner		Renter	
Do you agree or disagree with each of the following? - Residents are economically secure with opportunities to prosper	Strongly agree	3	2	3	3	1	5	2	2	3	2	2	3	2	3	3	3	2	3	3	3	2	3	3	3	3	2	3	2
	Somewhat agree	18	14	23	15	17	19	23	18	18	18	18	26	11	25	11	25	11	25	11	25	11	25	11	25	11	25	11	25
	Neutral	26	23	30	24	27	20	33	27	24	27	20	33	27	24	27	24	27	24	27	24	30	31	34	29	30	23	30	
	Somewhat disagree	33	37	28	31	30	36	35	34	30	31	36	35	34	30	31	34	29	31	38	29	31	38	29	31	38	29	31	
	Strongly disagree	21	24	16	29	21	22	8	19	28	16	22	8	19	28	16	25	14	25	14	25	14	25	14	25	14	25	14	
	Total agree	21	16	26	16	22	21	25	20	20	20	21	25	20	20	20	29	13	28	13	28	13	28	13	28	13	28	13	
	Total disagree	54	61	44	58	51	58	43	52	58	47	59	43	64	59	43	64	59	43	64	59	43	64	59	43	64	59	43	
	Net agree	-33	-45	-19	-44	-29	-37	-18	-32	-38	-18	-46	-15	-51	-15	-51	-15	-51	-15	-51	-15	-51	-15	-51	-15	-51	-15	-51	
Do you agree or disagree with each of the following? - Olympia is a leader on climate action	Strongly agree	8	8	8	6	9	8	11	10	3	7	10	7	9	7	10	7	9	7	10	7	9	7	10	7	9	7	9	
	Somewhat agree	25	28	22	22	24	22	31	27	16	35	15	32	19	32	19	32	19	32	19	32	19	32	19	32	19	32	19	
	Neutral	40	40	40	40	40	46	38	50	37	44	36	44	36	44	36	44	36	44	36	44	36	44	36	44	36	44	36	
	Somewhat disagree	14	13	14	16	10	12	16	14	12	13	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	12	
	Strongly disagree	13	11	15	17	16	12	4	11	19	8	17	11	8	17	11	16	16	11	16	11	16	11	16	11	16	11	16	
	Total agree	33	36	30	28	33	30	41	36	36	19	42	24	39	28	39	28	39	28	39	28	39	28	39	28	39	28	39	
	Total disagree	27	23	29	33	27	24	21	20	11	-12	21	32	25	29	32	25	29	32	25	29	32	25	29	32	25	29	32	
	Net agree	6	13	1	-5	6	7	20	11	25	11	-12	21	14	-1	14	-1	14	-1	14	-1	14	-1	14	-1	14	-1	-1	
Do you agree or disagree with each of the following? - Olympians have opportunities for a daily connection to nature	Strongly agree	36	39	31	29	39	39	37	37	29	38	33	38	33	38	33	38	33	38	33	38	33	38	33	38	33	38	34	
	Somewhat agree	44	43	46	51	39	43	45	45	46	48	42	44	43	44	43	44	43	44	43	44	43	44	43	44	43	44	43	
	Neutral	12	10	15	11	14	11	13	10	19	9	15	11	14	11	14	11	14	11	14	11	14	11	14	11	14	11	14	
	Somewhat disagree	6	6	6	6	7	6	5	6	6	3	8	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	
	Strongly disagree	2	1	3	3	1	2	1	2	0	1	3	1	2	1	3	1	2	1	3	1	2	1	3	1	2	1	2	
	Total agree	80	83	77	80	78	81	82	82	75	87	75	82	75	82	75	82	75	82	78	82	75	82	75	82	78	82	78	
	Total disagree	8	7	9	9	8	7	6	8	6	4	10	7	8	10	7	8	10	7	8	10	7	8	10	7	8	10	7	
	Net agree	73	76	68	71	71	74	76	74	69	82	64	75	69	75	64	75	69	75	69	75	69	75	69	75	69	75	69	
Do you agree or disagree with each of the following? - Olympia has protected water resources and natural areas	Strongly agree	19	19	17	16	20	20	20	20	22	8	22	16	20	19	20	19	20	19	20	19	20	19	20	19	20	19	20	
	Somewhat agree	43	42	44	37	45	41	48	43	38	44	44	38	44	42	38	44	42	43	44	42	38	44	42	38	44	42		
	Neutral	20	21	19	25	16	19	20	19	23	18	22	19	21	22	19	21	22	19	21	22	19	21	22	19	21	21	21	
	Somewhat disagree	10	9	11	13	8	10	8	8	20	6	14	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	
	Strongly disagree	8	8	9	9	10	9	4	8	12	6	10	8	10	8	10	8	10	8	10	8	10	8	10	8	10	8	10	
	Total agree	61	62	61	53	65	61	68	65	45	70	54	64	61	54	64	61	54	64	61	54	64	61	54	64	61	54	64	
	Total disagree	19	17	20	23	18	20	11	16	31	12	24	17	19	24	17	19	24	17	19	24	17	19	24	17	19	24	17	
	Net agree	43	45	41	30	47	42	57	50	50	14	58	30	47	42	47	42	47	42	47	42	47	42	47	42	47	42	47	
Do you agree or disagree with each of the following? - Olympia embraces a waste-free culture	Strongly agree	8	8	9	6	13	7	8	9	6	8	9	8	9	8	9	8	9	8	9	8	9	8	9	8	9	8	9	
	Somewhat agree	30	32	28	26	31	20	43	30	29	42	20	35	26	35	26	35	26	35	26	35	26	35	26	35	26	35	26	
	Neutral	26	24	27	27	22	30	24	24	34	20	30	23	25	30	23	25	30	23	25	30	23	25	30	23	25	30	23	
	Somewhat disagree	21	24	16	23	21	22	15	23	12	21	20	17	25	20	17	25	20	17	25	20	17	25	20	17	25	20	17	
	Strongly disagree	16	12	20	18	13	21	9	14	18	9	21	17	16	16	21	17	16	16	21	17	16	21	17	16	21	17	16	
	Total agree	38	40	37	32	44	27	51	39	35	49	28	43	34	34	43	34	34	43	34	34	43	34	34	43	34	34	43	
	Total disagree	36	36	36	41	34	42	25	37	30	41	34	41	34	41	34	41	34	41	34	41	34	41	34	41	34	41	34	
	Net agree	2	4	1	-10	9	-15	26	1	5	19	-13	9	-7	9	-13	9	-7	9	-13	9	-7	9	-13	9	-7	9	-7	

Question		Respondents		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or higher		Some college or less		Owner		Renter	
Answer		Female		11	7	12	9	12	9	12	10	8	12	8	12	8	12	8	12	8	12	8	12	8	
Do you agree or disagree with each of the following? - Neighborhoods have distinctive places and gathering spaces	Strongly agree	10	9																						
	Somewhat agree	31	33	29	34	35	22	28	32	27	36	26	29	30											
	Neutral	32	32	32	27	28	36	42	36	42	32	34	26	38	33	33									
	Somewhat disagree	20	16	23	23	14	27	15	20	16	27	15	20	19	21										
	Strongly disagree	8	10	5	9	10	6	3	6	14	6	14	6	9	6	8									
Do you agree or disagree with each of the following? - Neighborhoods have nearby access to goods and services	Total agree	41	42	40	41	47	32	40	42	35	48	34	41	38											
	Total disagree	27	26	29	32	25	33	18	26	30	25	29	26	29											
	Net agree	14	16	11	9	22	-1	22	16	5	23	5	16	9											
	Strongly agree	22	24	18	24	18	25	21	24	14	19	24	22	19											
	Somewhat agree	47	45	50	44	53	46	44	47	46	57	38	48	44											
Do you agree or disagree with each of the following? - Neighborhoods are engaged in community decision making	Neutral	21	23	19	18	17	21	28	20	23	16	25	23	21											
	Somewhat disagree	7	5	10	10	8	6	13	6	13	6	8	4	9											
	Strongly disagree	4	3	3	4	5	2	3	3	5	3	4	2	5											
	Total agree	69	69	68	67	71	71	65	71	60	75	63	70	64											
	Total disagree	11	8	13	14	12	7	7	9	17	9	12	6	15											
Do you agree or disagree with each of the following? - Neighborhoods are safe and welcoming places to live	Net agree	58	61	55	53	58	64	58	62	42	67	51	64	49											
	Strongly agree	5	5	6	5	12	2	2	5	8	4	6	4	4											
	Somewhat agree	22	22	22	15	25	18	30	25	13	31	14	25	21											
	Neutral	32	36	29	34	30	28	37	29	42	33	31	33	31											
	Somewhat disagree	25	23	28	26	20	32	26	29	12	21	29	27	25											
Do you agree or disagree with each of the following? - Neighborhoods are engaged in community decision making	Strongly disagree	15	13	16	20	13	20	5	12	25	10	19	11	19											
	Total agree	28	27	27	20	37	20	32	30	21	35	21	29	25											
	Total disagree	40	37	43	46	33	52	31	41	37	31	48	37	44											
	Net agree	-13	-10	-16	-25	4	-32	1	-11	-16	4	-27	-8	-18											
	Do you agree or disagree with each of the following? - Neighborhoods are safe and welcoming places to live	Strongly agree	10	9	12	11	17	6	6	12	4	14	8	12	9										
Somewhat agree		35	39	31	27	39	32	46	36	34	44	28	35	35											
Neutral		23	25	22	26	20	24	24	21	32	21	26	25	20											
Somewhat disagree		22	20	25	23	16	29	22	23	21	15	28	19	26											
Strongly disagree		9	7	11	14	8	9	2	8	9	6	11	9	9											
Do you agree or disagree with each of the following? - Neighborhoods are safe and welcoming places to live	Total agree	46	48	43	38	56	38	52	48	38	58	35	47	44											
	Total disagree	31	27	36	37	24	38	31	30	22	39	28	35	35											
	Net agree	15	21	7	1	32	0	28	17	8	36	-4	19	9											

Question		Answer		Respondents		Female		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or Higher		Some college or less		Owner		Renter	
How satisfied are you with how the city is doing on each of the following? - Economic development	Very satisfied	5	4	5	5	7	4	2	5	2	5	2	4	4	5	5	4												
	Somewhat satisfied	21	22	21	19	19	22	25	20	24	20	24	26	26	16	23	19												
	Neither satisfied nor dissatisfied	33	34	30	29	31	29	33	42	35	23	33	32	33	32	32	35												
	Somewhat dissatisfied	23	24	23	23	19	29	24	22	29	24	22	29	25	22	25	21												
	Very dissatisfied	18	16	20	24	23	16	7	17	22	12	24	16	21	16	21	21												
	Total satisfied	26	26	26	24	26	26	27	26	26	26	26	26	30	21	27	23												
	Total dissatisfied	42	40	44	47	43	45	31	39	51	36	46	41	42															
How satisfied are you with how the city is doing on each of the following? - Emergency medical response	Very satisfied	28	30	25	25	26	27	35	29	25	30	27	30	27	30	27	27												
	Somewhat satisfied	29	27	31	24	30	24	38	32	15	34	24	34	24	33	25	25												
	Neither satisfied nor dissatisfied	36	37	35	36	35	47	26	34	42	33	38	32	37	32	37	37												
	Somewhat dissatisfied	3	4	2	3	4	2	1	2	7	3	2	3	2	3	1	1												
	Very dissatisfied	5	2	7	12	4	0	1	3	12	1	8	1	9	1	9	9												
	Total satisfied	57	57	56	50	57	51	72	61	40	63	51	63	52															
	Total dissatisfied	8	6	9	15	8	2	2	4	18	4	11	5	11															
How satisfied are you with how the city is doing on each of the following? - Fire services	Very satisfied	39	40	37	36	43	37	38	40	33	33	33	39	38	42	36	36												
	Somewhat satisfied	25	23	29	23	21	26	32	28	18	28	24	31	22															
	Neither satisfied nor dissatisfied	33	35	29	31	34	36	30	29	45	32	33	27	35	27	35	32												
	Somewhat dissatisfied	2	1	3	5	1	0	0	1	5	0	3	1	4	1	4	4												
	Very dissatisfied	1	1	2	4	0	0	0	2	0	1	2	0	3	0	3	1												
	Total satisfied	64	64	66	59	64	64	70	68	50	67	62	72	58															
	Total dissatisfied	3	1	6	9	1	0	0	3	5	1	5	1	7															
How satisfied are you with how the city is doing on each of the following? - Garbage, recycling, and organics collection	Very satisfied	25	23	29	17	26	21	40	27	22	28	23	34	17															
	Somewhat satisfied	32	31	32	32	30	35	30	33	26	37	27	29	33	29	33	22												
	Neither satisfied nor dissatisfied	19	15	23	21	18	15	21	17	24	13	24	18	20	18	20	20												
	Somewhat dissatisfied	18	23	12	19	18	26	9	17	21	17	19	16	21	16	21	22												
	Very dissatisfied	6	7	5	11	8	3	1	6	8	5	7	4	8															
	Total satisfied	57	54	60	49	56	56	70	60	48	65	50	63	50															
	Total dissatisfied	24	31	17	30	26	30	10	23	29	22	27	20	30															
How satisfied are you with how the city is doing on each of the following? - Housing and homelessness services	Very satisfied	1	1	2	2	3	1	0	1	2	1	2	1	1															
	Somewhat satisfied	4	4	5	6	4	2	6	5	2	7	2	7	2															
	Neither satisfied nor dissatisfied	7	8	6	4	8	10	8	7	8	8	6	7	8															
	Somewhat dissatisfied	21	24	18	14	22	12	36	21	18	21	24	22	21	22	21	22												
	Very dissatisfied	66	63	69	75	63	75	50	65	70	63	69	64	67															
	Total satisfied	6	5	7	7	7	3	6	6	4	8	4	8	4															
	Total dissatisfied	87	87	87	89	86	87	86	87	88	84	89	85	88															

Question		Answer		Respondents		Female		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or Higher		Some college or less		Owner		Renter	
How satisfied are you with how the city is doing on each of the following? - Parking services	Very satisfied	7	10	4	11	7	5	4	8	5	10	5	5	10	5	5	5	5	10	5	5	5	5	5	5	5	5	7	
	Somewhat satisfied	22	18	28	19	26	24	19	22	25	27	18	24	25	27	18	24	25	27	18	24	25	27	18	24	25	27	18	
	Neither satisfied nor dissatisfied	30	31	30	25	29	31	26	32	34	32	28	31	32	34	22	34	28	31	32	34	22	34	28	31	32	31		
	Somewhat dissatisfied	23	23	24	25	18	26	24	26	24	21	19	27	22	23	22	26	24	21	19	27	22	23	22	23	22	23		
	Very dissatisfied	17	18	15	20	20	16	10	14	27	11	22	14	27	11	22	14	27	11	22	14	27	11	22	14	21	21		
	Total satisfied	29	28	32	29	33	29	23	30	38	48	30	49	36	23	32	25	36	23	32	25	36	23	32	25	36	25		
	Total dissatisfied	40	41	38	45	38	42	36	38	48	30	49	36	38	48	30	49	36	38	48	30	49	36	38	48	30	44		
How satisfied are you with how the city is doing on each of the following? - Parks and recreation facilities	Very satisfied	20	22	18	14	23	21	24	20	20	28	13	22	13	22	13	22	13	22	13	22	13	22	13	22	13	22	17	
	Somewhat satisfied	39	37	42	42	39	42	33	44	23	42	37	38	42	37	38	42	37	38	42	37	38	42	37	38	42	38		
	Neither satisfied nor dissatisfied	24	24	23	24	17	20	34	24	23	18	28	24	23	18	28	24	23	18	28	24	23	18	28	24	23	23		
	Somewhat dissatisfied	12	12	12	14	12	12	8	12	15	12	11	12	8	12	15	12	11	12	8	12	15	12	11	12	11	12		
	Very dissatisfied	5	6	5	5	9	5	1	3	12	4	7	5	6	3	12	4	7	5	6	3	12	4	7	5	6	6		
	Total satisfied	60	59	60	56	62	63	57	64	43	70	51	60	59	64	43	70	51	60	59	64	43	70	51	60	59	59		
	Total dissatisfied	17	17	17	19	21	17	9	12	34	12	22	16	18	12	22	16	18	12	22	16	18	12	22	16	18	18		
How satisfied are you with how the city is doing on each of the following? - Police services	Very satisfied	12	12	12	8	15	14	14	14	4	13	12	13	13	12	13	12	13	13	12	13	12	13	12	13	12	13		
	Somewhat satisfied	30	27	34	23	28	31	40	32	23	35	25	38	22	35	25	38	22	35	25	38	22	35	25	38	22	22		
	Neither satisfied nor dissatisfied	26	28	26	30	22	24	28	26	30	22	30	22	30	22	30	22	30	22	30	22	30	22	30	22	27	27		
	Somewhat dissatisfied	14	18	9	11	10	24	12	13	16	16	12	18	10	16	12	18	10	16	12	18	10	16	12	18	10			
	Very dissatisfied	18	15	21	29	24	8	6	16	27	14	21	10	27	14	21	10	27	14	21	10	27	14	21	10	27	27		
	Total satisfied	42	39	46	30	43	44	54	46	27	48	37	51	35	48	37	51	35	48	37	51	35	48	37	51	35	35		
	Total dissatisfied	32	33	30	40	34	32	18	29	43	30	33	27	38	30	33	27	38	30	33	27	38	30	33	27	38	38		
How satisfied are you with how the city is doing on each of the following? - Recreation programs and classes	Very satisfied	12	13	11	13	11	13	11	12	11	13	12	14	8	12	14	12	14	8	12	14	12	14	8	12	14	8		
	Somewhat satisfied	30	29	31	26	30	31	33	30	28	36	24	36	25	36	24	36	25	36	24	36	25	36	24	36	25	25		
	Neither satisfied nor dissatisfied	40	38	41	42	37	40	39	41	34	35	44	37	46	35	44	37	46	35	44	37	46	35	44	37	46	46		
	Somewhat dissatisfied	11	11	12	9	16	10	11	10	15	11	11	9	10	11	11	9	10	11	11	9	10	11	11	9	10	10		
	Very dissatisfied	7	9	5	10	6	6	5	5	12	5	9	3	11	5	9	3	11	5	9	3	11	5	9	3	11	11		
	Total satisfied	42	42	42	38	41	44	45	43	39	49	36	50	34	49	36	50	34	49	36	50	34	49	36	50	34	34		
	Total dissatisfied	18	20	17	20	22	16	16	16	27	16	20	12	21	16	20	12	21	16	20	12	21	16	20	12	21	21		
How satisfied are you with how the city is doing on each of the following? - Sidewalk repair and maintenance	Very satisfied	7	8	6	6	9	5	8	8	2	9	5	8	7	5	8	7	5	8	7	5	8	7	5	8	7	7		
	Somewhat satisfied	26	26	27	25	27	25	27	26	25	33	20	26	25	33	20	26	25	33	20	26	25	33	20	26	25	25		
	Neither satisfied nor dissatisfied	27	30	25	28	22	29	31	28	26	26	28	30	27	28	26	28	30	27	28	26	28	30	27	28	27	27		
	Somewhat dissatisfied	23	20	23	19	28	23	24	23	23	23	25	23	21	23	23	25	23	21	23	23	25	23	21	23	21	21		
	Very dissatisfied	17	17	16	23	14	18	11	15	24	10	22	13	21	15	24	10	22	13	21	15	24	10	22	13	21	21		
	Total satisfied	33	33	33	31	36	31	34	34	27	42	25	34	32	42	25	34	32	42	25	34	32	42	25	34	32	32		
	Total dissatisfied	40	37	42	41	41	40	35	38	47	32	47	36	41	40	35	38	47	32	47	36	41	40	35	38	41	41		

Question		Answer		Respondents		Female		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or higher		Some college or less		Owner		Renter	
How satisfied are you with how the city is doing on each of the following ? - Stormwater and sewer services	Very satisfied		16		17		14		14		14		19		15		14		18		6		21		11		18		15
	Somewhat satisfied		31		27		37		24		33		33		35		33		34		19		36		26		31		31
	Neither satisfied nor dissatisfied		40		42		37		47		35		35		43		43		36		55		34		45		40		39
	Somewhat dissatisfied		11		12		9		11		9		15		9		14		10		6		12		14		10		11
	Very dissatisfied		3		3		2		4		5		5		1		2		3		4		2		3		2		4
	Total satisfied		46		44		51		38		51		50		47		52		48		26		57		37		48		46
How satisfied are you with how the city is doing on each of the following ? - Street repair and maintenance	Total dissatisfied		14		15		12		15		14		15		10		12		12		19		9		18		12		15
	Very satisfied		6		8		4		8		6		3		7		7		7		2		7		5		6		9
	Somewhat satisfied		29		28		30		27		28		30		31		31		31		21		39		20		34		25
	Neither satisfied nor dissatisfied		23		24		22		23		25		21		23		24		24		23		23		24		22		26
	Somewhat dissatisfied		27		24		29		27		23		29		30		24		24		35		23		30		26		22
	Very dissatisfied		15		15		15		16		18		17		9		13		13		19		7		21		12		18
Which THREE of the following do you think should be the most important priorities for Olympia city government in the next year?	Total satisfied		35		37		34		34		34		34		33		38		38		23		47		25		40		33
	Total dissatisfied		42		39		44		42		41		46		46		38		38		54		30		51		38		40
	Housing and homelessness services		83		88		78		87		80		82		83		83		85		76		87		80		78		87
	Police services		33		25		43		29		33		40		33		34		34		30		36		37		34		37
	Economic development		33		31		36		28		40		44		44		21		30		44		40		26		31		32
	Climate change mitigation and adaptation		26		27		24		33		24		26		19		26		26		27		34		19		23		32
	Street repair and maintenance		22		20		24		22		18		21		29		22		22		20		16		27		25		17
	Code enforcement		14		13		16		16		16		11		14		11		14		12		12		16		15		14
	Arts and community events		12		14		11		11		16		6		15		11		11		17		16		9		13		9
	Sidewalk repair and maintenance		11		12		9		9		9		14		12		10		16		8		8		14		11		11
	Parks and recreation facilities		11		13		9		12		14		4		10		9		14		14		13		9		13		7
	Garbage, recycling, and organics collection		10		10		10		14		9		7		9		9		11		4		11		8		8		12
	Parking services		9		7		10		10		7		6		11		9		9		7		7		10		7		11
	Drinking water		6		8		5		9		4		4		8		5		11		11		2		10		4		7
	Emergency medical response		6		7		3		4		5		6		8		5		6		6		5		6		7		4
	Recreation programs and classes		5		8		2		5		6		5		6		5		6		7		5		6		6		3
	Fire services		5		2		7		2		4		9		6		5		4		5		2		8		7		3
	Building permits and inspections		4		3		6		4		3		7		5		5		0		4		4		4		4		3
	Stormwater and sewer services		1		2		1		2		2		2		0		2		1		2		1		1		1		2

Question		Answer		Respondents		Female		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or higher		Some College or less		Owner		Renter	
Safety																													
In general, how safe do you feel in Olympia?		Very safe	16	13	19	14	17	13	20	18	4	21	11	13	17	4	21	11	13	17	4	21	11	13	17	4	21	11	13
		Somewhat safe	37	39	35	25	40	43	45	35	49	41	34	37	41	35	49	41	34	37	41	35	49	41	34	37	41	35	37
		Somewhat unsafe	28	28	28	36	26	23	24	30	19	26	30	27	26	30	19	26	30	27	26	30	19	26	30	27	26	30	27
		Very unsafe	18	19	17	25	15	23	10	16	25	12	23	21	17	16	25	12	23	21	16	25	12	23	21	16	25	16	16
How safe do you feel: - From COVID-19, the coronavirus		Not sure	1	1	2	1	2	0	1	1	1	3	2	1	1	1	2	1	2	1	1	2	1	1	2	1	1	2	2
		Very safe	31	28	36	37	33	27	33	25	31	30	32	31	30	32	31	30	32	31	30	32	31	30	32	31	30	32	32
		Somewhat safe	43	45	42	30	40	52	43	57	43	42	47	40	47	40	42	47	40	47	40	42	47	40	47	40	47	39	39
		Somewhat unsafe	18	20	13	18	21	16	14	19	15	10	16	19	15	16	14	19	15	16	14	19	15	16	14	19	15	14	21
How safe do you feel: - From violence		Very unsafe	6	7	5	11	5	2	3	5	10	3	9	2	3	5	10	3	9	2	3	5	10	3	9	2	3	7	7
		Not sure	2	1	4	4	0	3	1	2	2	4	0	3	1	2	3	1	2	3	2	3	2	3	2	3	2	3	1
		Very safe	12	8	17	13	11	10	14	14	8	17	8	17	8	13	11	8	17	8	13	11	8	17	8	9	16	9	16
		Somewhat safe	33	37	29	21	37	33	33	42	33	33	35	31	35	33	33	35	31	35	33	33	35	31	35	30	35	30	30
How safe do you feel: - From harassment		Somewhat unsafe	32	34	31	36	30	30	32	35	22	32	33	32	30	32	32	35	22	32	33	32	35	22	33	35	29	29	
		Very unsafe	21	20	20	28	17	27	11	18	11	13	28	21	17	18	13	28	21	17	18	13	28	21	17	21	22	22	
		Not sure	2	1	3	2	4	0	1	1	1	6	3	1	0	1	6	3	1	0	1	6	3	1	0	2	2	2	2
		Very safe	13	8	18	13	11	13	11	16	15	5	16	10	13	11	15	5	16	10	13	11	5	16	10	13	14	14	
How safe do you feel: - From theft		Somewhat safe	32	33	31	17	35	31	48	33	26	39	25	36	31	26	39	25	36	31	26	39	25	36	31	36	31	31	
		Somewhat unsafe	27	32	21	29	27	25	23	29	17	26	28	27	25	23	29	17	26	28	27	26	28	27	26	26	26	26	
		Very unsafe	27	27	13	39	22	31	22	21	48	16	36	24	22	48	16	36	24	22	48	16	36	24	22	29	29	29	
		Not sure	2	0	3	1	4	0	1	0	1	4	3	1	0	1	4	3	1	0	1	4	3	1	0	1	1	1	1
How safe do you feel: - From fire		Very safe	7	5	9	6	8	3	14	9	2	8	7	6	8	9	2	8	7	6	8	9	2	8	7	6	8	8	
		Somewhat safe	34	35	32	26	31	33	48	34	34	34	38	30	39	30	34	38	30	39	30	34	38	30	39	30	39	39	
		Somewhat unsafe	29	33	26	29	31	35	21	30	24	31	27	31	27	31	26	31	27	31	26	31	27	31	26	31	26	31	
		Very unsafe	27	25	29	32	27	29	34	21	32	25	34	21	32	33	24	32	33	24	32	33	24	32	33	24	29	29	
How safe do you feel: - From reckless driving		Not sure	3	2	4	7	3	0	0	2	7	2	4	0	3	7	2	4	0	3	7	2	4	0	3	3	3	3	
		Very safe	40	36	42	44	35	39	42	42	30	48	32	45	35	42	30	48	32	45	35	42	30	45	35	35	35	35	
		Somewhat safe	47	51	43	35	50	52	54	46	47	43	50	47	47	46	47	43	50	47	47	43	50	47	47	47	47	47	
		Somewhat unsafe	8	8	7	10	8	7	5	7	10	5	9	5	9	7	10	5	9	7	10	5	9	7	10	5	9	9	9
How safe do you feel: - From losing your job or income		Very unsafe	2	1	3	6	1	0	0	2	1	3	1	0	0	2	1	3	1	0	2	1	3	1	0	3	3	3	
		Not sure	4	4	4	7	5	1	0	0	2	11	3	5	1	0	2	11	3	5	1	11	3	5	1	6	6	6	
		Very safe	13	13	11	12	15	8	16	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	
		Somewhat safe	41	45	38	38	42	49	35	43	31	48	35	44	40	43	48	35	44	40	43	48	35	44	40	44	40	40	
How safe do you feel: - From losing your housing		Somewhat unsafe	26	29	23	27	26	21	32	27	23	28	25	29	22	27	23	28	25	29	22	28	25	29	22	22	22	22	
		Very unsafe	17	10	24	21	12	18	14	14	29	8	24	13	23	14	29	8	24	13	23	14	29	8	24	13	23	23	
		Not sure	3	2	4	2	4	4	3	3	4	3	3	2	4	3	4	3	3	2	4	3	3	2	2	2	2	2	
		Very safe	33	30	37	25	35	27	45	36	19	40	25	45	23	36	19	40	25	45	23	36	19	40	25	45	23	23	
How safe do you feel: - From losing your housing		Somewhat safe	34	37	30	36	27	43	31	33	38	33	35	34	33	38	33	35	34	33	38	33	35	34	33	34	34	34	
		Somewhat unsafe	15	13	18	20	15	14	10	16	15	12	18	10	19	16	15	12	18	10	19	16	15	12	18	10	19	19	19
		Very unsafe	12	14	10	15	14	13	5	11	18	7	17	5	19	11	18	7	17	5	19	11	18	7	17	5	19	19	19
		Not sure	6	6	5	4	9	3	8	5	10	8	4	5	5	10	8	4	5	5	10	8	4	5	5	5	5	5	5
How safe do you feel: - From losing your housing		Very safe	43	44	44	36	41	48	51	49	21	54	34	64	25	49	21	54	34	64	25	49	21	54	34	64	25	25	
		Somewhat safe	27	27	26	23	30	28	29	25	36	29	26	24	33	26	36	29	26	24	33	26	36	29	26	24	24	24	24
		Somewhat unsafe	16	13	20	19	16	17	12	13	16	19	12	20	8	13	16	19	12	20	8	13	16	19	12	20	8	8	8
		Very unsafe	10	13	6	15	12	5	6	8	18	4	16	2	16	8	18	4	16	2	16	8	18	4	16	2	16	16	16
Not sure		3	3	4	8	2	1	3	3	6	2	5	3	3	3	6	2	5	3	6	2	5	3	3	3	3	3	3	

Question	Answer	Respondents		Gender		Age		Race		Education		Owner	Renter
		Female	Male	18 to 34	35 to 49	50 to 64	65 or Older	White	Total POC	Bachelor's or higher	Some college or less		
Do you agree or disagree with each of the following statements about Olympia police? I trust the police to make decisions that are good for everyone in the city.	Strongly agree	17	13	22	21	14	19	13	17	17	12	20	21
	Somewhat agree	30	27	34	19	32	34	36	30	31	31	28	33
	Neutral	20	23	18	9	26	21	29	23	10	19	22	20
	Somewhat disagree	16	19	14	23	7	17	19	17	16	20	14	17
	Strongly disagree	17	19	13	28	21	9	3	14	27	17	16	10
													24
	Total agree	46	40	55	40	46	53	49	46	47	44	49	54
	Total disagree	33	38	27	51	28	26	22	31	43	37	30	26
	Net agree	13	2	-11	18	18	28	26	16	4	6	19	27
													5
There are many things about the police and their policies that need to be changed.	Strongly agree	26	28	23	39	27	21	13	22	43	24	28	17
	Somewhat agree	27	31	23	23	32	25	28	28	23	32	23	27
	Neutral	25	27	22	13	27	27	36	25	25	28	22	27
	Somewhat disagree	12	9	16	13	7	11	16	14	4	11	12	15
	Strongly disagree	10	4	16	11	6	15	7	11	5	6	14	7
													14
	Total agree	54	60	46	62	60	46	40	50	66	55	52	44
	Total disagree	22	13	32	25	14	27	23	25	9	17	26	29
	Net agree	32	47	14	38	46	19	17	24	57	38	26	15
													46
The police are not consistent in how they apply the rules to people	Strongly agree	25	26	22	37	25	21	10	22	34	22	27	16
	Somewhat agree	24	24	25	18	26	30	27	26	19	28	21	25
	Neutral	27	30	24	20	31	20	37	28	20	27	26	29
	Somewhat disagree	10	7	12	8	7	12	15	11	8	11	9	12
	Strongly disagree	14	12	17	18	12	16	11	13	20	12	16	17
													10
	Total agree	49	51	47	55	51	51	37	48	53	50	49	56
	Total disagree	24	19	29	25	18	28	25	24	27	24	25	29
	Net agree	25	32	18	30	33	23	12	24	26	26	24	12
													37
The police treat people with dignity and respect.	Strongly agree	22	18	26	25	17	27	20	23	19	16	27	25
	Somewhat agree	28	26	30	19	29	28	37	28	26	31	25	29
	Neutral	24	26	23	11	31	26	31	24	22	28	20	28
	Somewhat disagree	14	18	11	24	10	11	9	12	24	14	15	12
	Strongly disagree	12	12	10	21	13	7	3	13	9	11	12	5
													20
	Total agree	50	44	56	44	46	56	57	51	46	47	52	54
	Total disagree	27	30	21	45	23	18	12	25	33	25	27	17
	Net agree	23	14	35	-1	22	37	45	26	13	21	25	37
													13
Some of the things the police do embarrass the city.	Strongly agree	19	19	17	25	21	17	9	17	22	20	17	12
	Somewhat agree	22	27	16	25	23	14	22	21	28	23	21	19
	Neutral	26	28	24	19	29	23	35	27	23	27	25	29
	Somewhat disagree	12	9	17	7	11	17	17	14	8	13	12	14
	Strongly disagree	21	17	26	25	16	29	17	22	19	17	25	25
													18
	Total agree	40	47	33	50	44	32	32	38	50	43	38	46
	Total disagree	34	26	43	32	27	45	34	35	27	30	37	40
	Net agree	7	21	-10	18	17	-13	-2	2	23	13	2	-8
													17

Question		Respondents			Male			18 to 34			35 to 49			50 to 64			65 or Older			White			Total POC			Bachelor's or higher			Some college or less			Owner			Renter		
Answer																																					
How do you prefer to hear about what is happening in the City of Olympia? Please select up to three.	Social media	52	55	50	59	52	52	52	44	50	63	52	53	55	48																						
	The city website	40	38	42	42	46	43	26	43	35	46	35	38	42																							
	Email	36	36	37	39	33	31	44	39	41	33	41	33	38																							
	Postcard/direct mail	27	31	25	28	29	27	26	23	28	26	26	26																								
	Newspaper	19	16	23	12	18	23	24	21	11	23	15	23	16																							
	Council meetings/public meetings	17	14	20	12	17	32	10	17	16	14	19	15	17																							
	Utility bill insert	17	20	13	13	15	20	21	18	14	19	15	22	14																							
	Text message	11	12	9	14	7	10	12	10	16	10	12	7	12																							
	Radio	10	11	10	12	10	8	8	13	0	7	13	11	8																							
	Notice or hanger on the door of your residence	7	11	3	4	6	8	11	6	11	4	10	7	8																							
	Friends and family	7	6	7	10	6	6	4	9	0	3	10	4	8																							
	Cable Channel 3 - TCTV	6	8	5	3	6	9	8	5	11	6	6	5	8																							
	Other (specified)	3	1	5	5	4	1	3	6	6	3	4	1	6																							
In the last twelve months, have you heard about what is going on in the City by any of the following methods? Please select all that apply.	TV or radio	27	24	32	24	23	26	37	28	24	27	27	26	27																							
	Online (website, email)	50	44	57	50	52	52	44	49	53	55	45	50	45																							
	Social media	67	66	67	75	65	70	56	65	73	61	72	70	61																							
	Printed communication (mailers, utility bill insert, etc.)	28	28	29	29	22	31	29	29	21	30	26	29	30																							
	Meetings (Council meetings/public meetings)	14	8	20	14	14	17	12	13	18	15	13	16	13																							
	Word of mouth	52	52	51	55	57	54	39	49	61	50	53	44	60																							
How effective would you say each of the following is as a way to get information about what is going on in the City?	TV or radio																																				
	Not effective at all	6	2	8	19	2	3	0	7	0	3	9	3	11																							
	Not too effective	15	12	17	15	21	14	11	11	34	16	14	15	12																							
	Somewhat effective	59	55	62	45	60	56	72	60	67	51	63	57	63																							
	Very effective	21	32	12	22	17	27	17	19	26	14	26	19	19																							
	Online (website, email)																																				
	Not effective at all	6	2	9	11	0	7	5	6	5	2	10	3	6																							
	Not too effective	12	11	14	13	17	6	14	9	23	9	16	7	12																							
	Somewhat effective	54	57	50	40	57	66	56	59	37	57	50	61	51																							
	Very effective	28	30	26	36	26	22	25	26	35	32	23	30	30																							
	Social media																																				
	Not effective at all	5	2	8	9	2	2	5	6	0	2	7	4	7																							
	Not too effective	12	13	13	11	10	15	17	13	12	8	16	10	14																							
	Somewhat effective	53	52	55	39	64	57	59	51	58	56	51	62	43																							
Printed communication (mailers, utility bill insert, etc.)	Very effective	30	33	25	41	24	26	19	30	31	34	26	24	36																							
	Not effective at all																																				
	Not too effective	5	4	6	12	5	0	0	6	0	2	8	0	10																							
	Somewhat effective	11	8	13	9	3	15	15	4	49	17	4	17	3																							
	Very effective	28	27	29	12	37	32	35	28	22	26	28	33	25																							
	Meetings (Council meetings/public meetings)																																				
	Not effective at all	4	0	6	9	0	0	7	5	0	0	8	2	7																							
	Not too effective	21	26	20	36	19	4	25	21	22	27	15	20	26																							
	Somewhat effective	49	21	61	0	66	78	61	52	42	50	48	51	39																							
	Very effective	26	54	14	55	15	18	7	22	36	24	28	27	28																							
	Word of mouth																																				
	Not effective at all	16	14	18	23	11	19	10	17	12	14	18	14	20																							
	Not too effective	36	37	35	30	45	23	48	34	41	33	38	34	36																							
	Somewhat effective	41	33	34	33	39	55	35	36	46	36	40	43	40																							
	Very effective	8	8	7	13	6	4	8	6	13	7	9	6	5																							

Question	Answer	Respondents					Age			Gender			Race			Education			Owner	Renter
		Male		Female		Respondents	25 to 34	35 to 49	50 to 64	65 or Older	White	Total POC	Bachelor's or higher	Some College or less						
Do you use any of the following social media platforms? Please check all that apply.	Facebook	92	95	90	88	90	88	90	97	96	92	94	91	93	93				93	91
	Instagram	51	57	44	80	55	33	25	46	70	53	49	44	55					44	55
	NextDoor	37	43	31	34	38	41	28	35	34	37	47	28	51					51	22
	Twitter	25	22	28	29	27	13	24	27	29	21	22	27	27					22	27
	YouTube	43	33	55	46	37	34	44	42	46	42	42	46	38					38	48
What kinds of information about the City would you say are the most important to you? Please select up to five.	Information about issues of public concern (homelessness, public safety, climate change, etc.)	79	84	75	85	74	81	73	84	76									76	85
	Information about projects in my neighborhood	40	48	33	39	41	40	42	41	40	44	37	41	40					41	40
	Emergency information	39	43	35	43	34	38	37	46	33	44	42	42	35					42	35
	Police Department information	34	25	42	26	38	35	26	28	39	34	38	34	38					34	38
	Information about public events	32	41	23	36	38	37	34	28	33	33	31	34	34					31	34
	City Council business	28	22	34	30	21	36	28	27	28	29	29	29	29					29	29
	General information about the City operations	28	29	27	33	29	24	25	41	30	26	30	23	23					30	23
	Arts, culture, and heritage	28	34	21	25	34	24	28	32	30	26	28	23	23					28	23
	Recreational programming and facilities	25	28	21	26	23	23	34	28	23	30	17		17					30	17
	City utilities rates, services, and programs	19	18	22	18	20	21	20	19	19	20	26	14	14					26	14
	Current budget information	18	12	23	22	19	13	15	18	15	18	17	19	16					19	16
	Environmental education	16	17	13	20	12	13	17	12	19	13	13	20	20					13	20
	Development, permits, or zoning issues	15	14	15	12	19	13	15	12	18	12	17	14	14					17	14
	Parking rates, policies, and enforcement	13	15	12	20	12	9	9	14	11	8	17	7	16					7	16
	Fire Department information	10	6	15	9	12	9	11	9	15	4	15	10	9					10	9
	None of these	2	2	2	1	2	3	2	2	1	2	1	2	2					2	2
Where do you currently receive information about each of the following? [If information type top five] Information about projects in my neighborhood	TV or radio	5	7	3	3	9	8	5	2	3									3	7
	Website or email	20	14	30	14	26	13	27	13	24	19								24	19
	Social media	23	25	18	22	27	18	24	22	28	25	20	24	23					24	23
	Printed communication	18	22	14	23	10	21	16	20	10	12	24	23	12					23	12
	Meetings	1	2	0	4	0	0	0	1	0	0	2	0	2					0	2
[If information type top five] General information about the City operations	Word of mouth	32	30	35	34	37	25	33	27	33	32	26	36						26	36
	TV or radio	9	13	4	3	12	7	10	7	10	10	6	4	15					4	15
	Website or email	19	15	23	15	26	12	22	10	26	12	24	17						24	17
	Social media	41	33	46	37	33	26	39	46	36	46	39	37	37					39	37
	Printed communication	12	17	7	16	2	13	19	10	18	9	15	15	6					15	6
[If information type top five] City Council business	Meetings	2	1	2	4	0	0	0	2	0	0	3	2	2					3	2
	Word of mouth	18	21	17	8	14	34	28	20	16	19	18	15	23					15	23
	TV or radio	7	2	11	12	0	5	8	4	23	3	10	3	13					3	13
	Website or email	22	12	27	18	3	46	22	18	26	19	26	26	16					26	16
	Social media	36	41	32	49	13	40	27	36	33	38	34	36	36					34	36
[If information type top five] Information about projects in my neighborhood	Printed communication	9	3	13	4	5	10	16	8	9	12	5	14	4					14	4
	Meetings	6	6	5	12	6	2	3	8	0	2	4	8	4					8	4
	Word of mouth	21	35	11	19	30	13	25	22	16	21	20	20	21					20	21

Question		Answer		Respondents		Female		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or Higher		Some College or Less		Owner		Renter	
[If information type top five] Information about public events	TV or radio	12	11	14	14	0	0	16	32	13	7	6	17	10	12														
	Website or email	15	14	18	16	24	9	12	15	16	15	16	15	16	11														
	Social media	52	56	48	62	50	56	41	53	50	48	56	49	56	49														
	Printed communication	4	2	8	0	8	2	5	0	5	0	8	1	6	3														
	Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0	0														
[If information type top five] Information about issues of public concern (homelessness, public safety, climate change, etc.)	Word of mouth	16	16	12	21	18	16	10	14	14	27	24	10	17	17														
	TV or radio	13	14	11	3	15	15	21	21	13	11	12	14	12	14														
	Website or email	15	12	18	9	22	6	22	17	17	3	17	12	16	14														
	Social media	42	39	44	38	48	33	39	44	48	35	48	35	48	48														
	Printed communication	6	5	7	6	2	4	12	5	5	9	7	5	7	5														
[If information type top five] Emergency information	Meetings	2	2	3	5	3	0	0	0	2	2	2	2	0	4														
	Word of mouth	23	24	21	28	20	30	12	23	23	26	24	22	17	28														
	TV or radio	32	29	36	21	32	36	40	36	18	18	22	38	31	26														
	Website or email	19	25	12	20	26	9	20	19	22	28	13	20	21	21														
	Social media	35	32	38	45	29	33	31	37	31	30	37	31	30	37														
[If information type top five] City utilities rates, services, and programs	Printed communication	3	3	3	0	13	2	1	8	7	0	6	0	6	0														
	Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0	0														
	Word of mouth	11	11	11	14	12	8	7	7	7	21	8	13	5	22														
	TV or radio	7	8	5	9	9	14	10	4	13	9	3	10	4	13														
	Website or email	31	30	33	50	28	17	30	31	40	40	40	25	27	28														
[If information type top five] Parking rates, policies, and enforcement	Social media	12	3	20	24	8	0	15	8	26	7	16	11	14	14														
	Printed communication	43	53	34	19	47	76	31	46	26	50	36	48	45	45														
	Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0	0														
	Word of mouth	7	6	7	3	7	8	10	8	8	0	0	13	10	0														
	TV or radio	5	3	7	0	6	8	14	6	6	0	4	5	12	3														
[If information type top five] Police Department information	Website or email	24	24	24	41	10	25	18	20	44	22	25	25	25	16														
	Social media	17	8	30	35	4	9	0	20	0	3	23	18	21	21														
	Printed communication	4	4	4	4	8	3	8	4	3	0	5	3	14	0														
	Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0	0														
	Word of mouth	51	61	35	21	80	75	61	50	56	56	66	44	32	60														
[If information type top five] Fire Department information	TV or radio	11	16	9	10	10	3	23	14	14	0	12	12	13	10														
	Website or email	19	23	14	20	41	7	10	20	10	18	15	21	13	13														
	Social media	50	42	56	48	41	59	47	45	75	49	49	53	48	48														
	Printed communication	5	3	6	3	0	6	9	5	4	7	3	6	3	3														
	Meetings	0	1	0	3	0	0	0	1	0	1	0	1	0	0														
[If information type top five] Development, permits, or zoning issues	Word of mouth	15	14	15	18	6	24	10	16	16	11	11	17	11	17														
	TV or radio	8	0	12	0	4	0	34	13	13	0	6	9	7	13														
	Website or email	21	34	16	0	47	35	0	15	32	30	30	19	17	8														
	Social media	37	38	36	35	23	41	54	44	22	22	22	40	46	29														
	Printed communication	7	7	10	12	5	10	0	17	7	4	4	4	4	12														
[If information type top five] Development, permits, or zoning issues	Meetings	3	0	4	0	4	0	14	0	4	0	14	0	6	0														
	Word of mouth	24	21	25	54	21	0	12	13	47	11	11	27	19	38														
	TV or radio	13	21	5	7	26	4	10	8	34	18	7	5	5	25														
[If information type top five] Development, permits, or zoning issues	Website or email	25	10	41	28	29	19	22	31	4	23	28	25	25	25														
	Social media	15	14	14	20	15	8	16	16	13	13	14	17	13	15														
	Printed communication	13	16	11	19	0	31	25	11	6	49	11	15	25	0														
[If information type top five] Development, permits, or zoning issues	Meetings	4	7	2	8	3	0	6	5	0	8	0	4	5	5														
	Word of mouth	29	32	26	18	27	38	36	34	0	25	33	27	27	30														

Question		Respondents		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or higher		Some college or less		Owner		Renter	
Answer		Female		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or higher		Some college or less		Owner		Renter	
[If information type top five] Recreational programming and facilities	TV or radio	3	2	5	0	7	6	0	3	5	3	0	0	3	5	3	4	0	7	0	0	0	7	0	
	Website or email	29	25	37	43	34	14	17	28	31	31	17	28	31	28	31	26	36	31	26	36	36	14	14	
	Social media	33	33	30	29	29	34	45	34	33	21	34	45	34	34	33	21	45	34	21	45	34	28	28	
	Printed communication	19	23	14	6	22	23	30	20	17	25	14	20	22	20	17	25	14	20	22	14	20	22	20	
	Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
[If information type top five] Arts, culture, and heritage	Word of mouth	15	16	13	22	8	23	7	16	14	20	11	10	29	16	14	20	11	10	29	16	14	20	29	
	TV or radio	5	5	7	5	3	4	12	7	0	6	4	7	0	7	0	6	4	7	0	6	4	7	2	
	Website or email	16	13	21	19	14	9	24	17	16	21	16	24	17	16	21	11	20	16	21	11	20	16	16	
	Social media	44	45	42	41	49	50	35	46	35	37	52	33	46	35	37	52	33	52	37	52	33	52	33	
	Printed communication	12	9	16	4	9	11	25	11	14	18	5	19	6	11	14	18	5	19	6	11	14	18	6	
[If information type top five] Environmental education	Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Word of mouth	22	27	14	31	25	26	4	19	35	18	27	20	4	19	35	18	27	20	18	27	20	24	24	
	TV or radio	15	14	18	10	20	20	14	15	14	10	15	14	15	14	10	15	14	10	15	14	10	19	19	
	Website or email	19	19	17	12	19	22	28	22	0	20	22	28	22	0	20	18	19	21	18	19	21	21	21	
	Social media	31	23	39	26	39	44	31	30	34	35	26	41	31	30	34	35	26	41	31	24	35	41	24	
[If information type top five] Current budget information	Printed communication	8	14	0	5	5	14	5	20	5	24	0	5	20	5	24	0	15	4	0	15	4	0	15	4
	Meetings	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Word of mouth	28	30	26	47	27	14	7	28	27	21	36	18	7	28	27	21	36	18	32	36	18	32	32	
	TV or radio	5	5	5	5	4	6	0	5	0	4	4	0	5	0	4	4	4	0	4	4	4	8	8	
	Website or email	29	20	32	24	33	40	25	35	7	35	24	26	35	7	35	24	26	26	35	24	26	26	26	
[If information type top five] Current budget information	Social media	20	33	10	18	36	10	11	13	52	26	13	11	13	52	26	13	13	52	26	13	13	52	26	
	Printed communication	9	12	7	0	0	5	40	8	10	11	6	16	8	10	11	6	16	8	10	11	6	16	0	
	Meetings	11	0	20	27	5	0	0	14	0	3	20	2	0	14	0	3	20	2	20	2	27	27	27	
	Word of mouth	26	30	26	26	21	39	25	23	32	30	22	27	25	23	32	30	22	27	30	22	27	27	27	

Question		Answer		Respondents		Female		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or higher		Some college or less		Owner		Renter		
Demographics, housing, economics				Respondents		Female		Male		18 to 34		35 to 49		50 to 64		65 or Older		White		Total POC		Bachelor's or higher		Some college or less		Owner		Renter		
For statistical purposes, what is your household income?		Less than \$20,000		8	9	4	4	8	10	12	8	8	10	12	8	8	3	12	8	8	3	12	2	14						
		\$20,000 to \$34,999		9	13	4	10	4	8	13	8	10	4	8	13	8	11	6	11	8	11	6	11	3	14					
		\$35,000 to \$49,999		11	10	12	20	4	3	15	11	20	4	3	15	11	9	7	11	9	9	7	11	5	15					
		\$50,000 to \$74,999		22	23	22	30	24	20	12	21	31	24	21	12	21	31	24	21	21	31	24	21	17	32					
		\$75,000 to \$99,999		18	19	17	15	23	18	17	18	17	15	23	18	17	18	17	24	13	24	13	24	11	24					
		\$100,000 to \$249,999		21	14	29	12	27	28	18	22	15	26	16	26	16	22	15	26	16	22	15	26	36	8					
		\$250,000 or more		2	2	2	2	3	2	2	3	2	3	2	2	3	2	3	1	4	1	4	1	4	1					
		Prefer not to say		9	8	9	6	6	11	13	8	9	8	9	8	11	13	8	9	8	9	8	9	10	5					
		Which best describes your living situation?		I own the home that I live in		45	43	49	25	45	57	62	47	37	58	35	100	0	58	35	47	37	58	35	100	0				
I rent the home that I live in				42	46	39	55	45	34	30	44	40	35	49	0	100	0	34	30	44	40	35	49	0	100					
I live in a home owned or rented by family members or friends				10	11	9	18	9	5	5	8	20	6	14	0	0	0	8	20	6	14	0	0	0	0					
Prefer not to say				2	0	4	2	0	3	3	2	3	1	3	0	0	3	2	3	2	3	1	3	0	0					
Are you:																														
Do you live in:		A man		45	0	100	48	48	42	42	45	48	43	49	41	45	48	43	45	48	43	49	41							
		A woman		51	100	0	50	49	53	54	51	52	49	53	49	55	52	49	53	51	52	49	53	49	55					
		Non-binary		1	0	0	1	2	0	0	1	2	0	1	0	0	1	0	1	0	1	0	1	0	2					
		Prefer not to say		2	0	0	4	3	1	4	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2					
		Other (specified)		1	0	0	1	0	1	0	1	0	1	0	1	1	1	1	0	1	1	0	1	1	0					
Age Range		Downtown Olympia		13	13	13	14	13	15	8	12	18	12	14	7	21	18	12	18	12	14	7	21							
		Northwest Olympia		18	15	22	21	18	21	18	21	20	12	19	18	16	21	20	12	19	18	16	21	21						
		Northeast Olympia		20	19	21	18	20	24	19	22	14	22	18	23	16	23	16	22	14	22	18	23	16						
		Southwest Olympia		18	24	13	17	18	18	21	16	24	16	19	17	18	16	24	16	19	16	24	17	18						
		Southeast Olympia		21	22	20	18	25	20	22	25	20	27	23	22	19	20	25	27	23	22	19	20	25	15					
Ethnicity		Refused / no response		9	8	11	12	7	10	8	11	4	7	11	12	8	7	11	4	7	11	12	8							
		18 to 34		32	31	34	100	0	0	0	30	42	25	38	18	41	18	42	25	38	18	41	18							
		35 to 49		25	24	27	0	100	0	0	24	30	31	26	27	27	21	26	27	30	31	26	27	21						
		50 to 64		21	22	20	0	0	100	0	22	18	22	21	27	17	21	26	21	22	18	22	21	27	17					
		65 or older		21	23	20	0	0	0	0	24	10	22	21	30	15	30	15	22	10	22	21	30	15						
		American Indian or Alaska Native		2	1	3	2	2	3	0	0	9	0	3	2	1	3	0	9	0	3	2	1							
		Asian / Pacific Islander		8	7	8	11	10	3	4	0	40	9	7	4	7	4	0	40	9	7	4	7	4						
		Black or African American		3	4	1	4	4	1	0	0	13	1	4	1	4	1	4	0	13	1	4	1	3						
		Hispanic or Latino/a		7	8	7	8	6	10	6	0	38	7	8	5	10	7	8	0	38	7	8	5	10						
		Other		2	1	2	1	1	2	3	0	1	2	2	1	2	2	1	2	0	1	2	2	1						
Educational Attainment		White / Caucasian		79	79	79	73	76	82	88	100	0	82	76	82	80	82	76	100	0	82	76	82	80						
		High school diploma or less		12	11	13	23	8	4	4	11	17	0	21	8	15	21	8	11	17	0	21	8	15						
		Some college, but no degree		26	26	26	26	18	34	29	27	20	0	47	20	29	20	47	20	27	20	0	47	20						
		Associate's degree or a technical / vocational degree		17	20	14	16	20	14	20	15	26	0	32	14	19	0	32	14	15	26	0	32	14						
		Bachelor's degree, or four-year college degree		26	27	25	26	30	26	20	27	21	57	0	31	23	57	31	21	27	21	57	0	31	23					
		Graduate degree		19	16	23	9	25	21	27	20	16	43	0	26	15	43	26	20	16	43	26	15							

Question		Answers		Respondents		Female		Male		35 to 49		50 to 64		65 or older		Total POC		White		Bachelor's or higher		Some college or less		Live in a home owned by family members or friends		I rent the home that I live in	
Sample Size (Weighted)				400	205	180	125	100	84	85	76	312	162	194	41	179	166										
Downtown																											
Do you think things in downtown Olympia are heading in the right direction or off on the wrong track?		Right direction		31	30	33	33	42	22	28	38	31	35	31	24	27	38										
		Wrong track		69	70	67	67	58	78	72	62	69	65	69	76	73	62										
Specifically, when it comes to each of the following, are things heading in the right direction or off on the wrong track?																											
Housing downtown		Right direction		41	35	49	27	52	50	43	39	43	48	37	25	50	36										
		Wrong track		59	65	51	73	48	50	57	61	57	52	63	75	50	64										
Downtown as a place to work		Right direction		37	39	36	40	48	29	32	37	39	47	35	31	32	47										
		Wrong track		63	61	64	60	52	71	68	63	61	53	65	69	68	53										
Shops and restaurants downtown		Right direction		64	70	58	66	72	58	64	55	67	72	60	70	61	68										
		Wrong track		36	30	42	34	28	42	36	45	33	28	40	30	39	32										
Events, arts, and culture downtown		Right direction		62	64	60	63	59	57	71	64	61	68	60	70	58	65										
		Wrong track		38	36	40	37	41	43	29	36	39	32	40	30	42	35										
Homelessness downtown		Right direction		14	13	15	16	23	8	9	21	11	19	12	3	15	15										
		Wrong track		86	87	85	84	77	92	91	71	89	81	88	97	85	85										
Public safety downtown		Right direction		27	24	30	26	40	19	22	37	25	34	25	9	24	35										
		Wrong track		73	76	70	74	60	81	78	63	75	66	75	91	76	65										
Quality of sidewalks and streets downtown		Right direction		45	47	44	42	54	46	39	57	43	46	39	38	43	51										
		Wrong track		55	53	56	58	46	54	61	43	57	44	61	62	57	49										
When it comes to the following kinds of city employees downtown, do you think there are not enough or too many?																											
City staff removing garbage and graffiti		Not enough		71	69	75	70	71	68	73	62	72	61	77	89	73	63										
		About the right amount		28	30	23	27	25	32	27	35	27	25	21	10	25	34										
		Too much		2	1	2	2	4	0	0	4	1	2	2	1	1	2										
Unarmed crisis responders		Not enough		70	76	62	63	74	61	82	40	76	73	69	56	70	75										
		About the right amount		19	16	25	22	17	25	14	33	17	20	20	20	18	20										
		Too much		11	8	13	14	10	14	4	27	7	7	11	24	12	5										
Police foot patrols		Not enough		62	60	66	43	55	78	78	62	62	58	63	47	71	56										
		About the right amount		24	26	23	35	24	18	22	22	24	26	22	41	21	23										
		Too much		14	14	12	23	21	4	4	16	14	15	15	12	9	22										
Downtown ambassadors		Not enough		58	63	52	47	57	67	65	49	60	60	57	43	57	62										
		About the right amount		31	26	37	32	35	31	31	32	31	31	31	31	29	33										
		Too much		11	12	11	21	8	9	4	30	6	9	12	27	14	5										

Question		Respondents		Female		Male		18 to 34		35 to 49		50 to 64		65 or older		Total POC		White		Bachelor's or higher		Some college or less		Live in a home owned or rented by family members or friends		I own the home that I live in		I rent the home that I live in	
Answer																													
Housing/homelessness																													
When it comes to addressing affordable housing in Olympia, do you support or oppose each of the following?																													
Incentivizing developers who build low- and moderate-income housing																													
	Strongly support	50	55	47	58	52	38	52	38	52	38	52	38	42	53	59	46	43	40	46	43	29	35	23	66				
	Somewhat support	30	27	30	22	30	35	33	35	33	35	33	35	28	30	24	32	29	35	32	29	1	8	5	23				
	Somewhat oppose	7	5	8	5	4	11	7	4	11	7	4	11	8	6	4	10	1	8	10	1	1	8	5	23				
	Strongly oppose	5	3	7	4	5	7	5	4	5	7	5	4	8	4	6	3	5	8	3	5	3	3	4	4				
	Not sure	8	9	8	11	9	10	3	10	3	10	3	10	13	7	7	9	21	9	9	21	9	4	4					
	Total support	80	82	77	80	82	73	85	73	85	73	85	73	70	82	83	78	73	75	78	73	75	89						
	Total oppose	12	9	15	9	10	18	12	17	11	18	12	17	17	11	10	13	7	16	13	7	16	7						
	Net support	68	73	61	72	73	55	73	55	73	55	73	55	53	72	73	65	66	59	65	66	59	82						
Using taxpayer dollars to encourage building low- and moderate-income housing																													
	Strongly support	42	44	38	46	53	30	37	30	37	30	37	30	41	42	51	37	26	32	37	26	32	60						
	Somewhat support	28	31	28	31	20	25	39	20	25	39	20	25	23	30	26	32	40	27	32	40	27	26						
	Somewhat oppose	12	10	12	7	12	18	9	12	18	9	12	18	5	13	9	14	11	17	6	11	17	6						
	Strongly oppose	15	12	18	11	11	26	13	26	13	26	13	26	26	13	11	15	11	20	15	11	20	8						
	Not sure	3	3	4	4	5	1	2	5	1	2	5	1	5	2	3	2	12	4	2	12	4	0						
	Total support	70	76	66	78	72	55	76	55	76	55	76	55	64	72	76	68	66	59	68	66	59	86						
	Total oppose	27	22	30	18	23	44	22	44	22	44	22	44	31	26	20	29	22	37	20	29	22	37	14					
	Net support	43	54	36	60	50	11	53	11	53	11	53	11	33	46	56	39	44	22	48	37	44	72						
Allowing the development of smaller, more affordable units in all areas of the city																													
	Strongly support	57	63	53	62	68	49	52	49	52	49	52	49	59	58	65	51	53	49	51	53	49	72						
	Somewhat support	23	20	27	19	24	22	28	22	28	22	28	22	23	23	22	26	24	26	20	26	24	20						
	Somewhat oppose	7	6	7	4	4	8	8	4	8	4	8	8	0	7	5	7	8	8	5	7	8	5						
	Strongly oppose	9	5	11	9	2	17	8	17	8	17	8	17	17	7	6	10	2	13	6	10	2	13	2					
	Not sure	4	6	2	6	2	6	5	6	2	6	5	6	1	5	2	5	13	4	5	13	4	2						
	Total support	80	82	79	81	93	70	79	70	79	70	79	79	82	82	87	77	77	75	91	77	77	91						
	Total oppose	15	12	18	13	6	24	16	24	16	24	16	16	17	14	10	18	10	21	18	10	21	7						
	Net support	65	71	61	68	87	46	63	46	63	46	63	63	64	68	77	60	67	54	73	67	54	85						
Reducing regulations and restrictions on private housing development																													
	Strongly support	24	15	32	30	28	22	17	22	17	22	17	22	29	24	24	21	19	26	23	21	26	23						
	Somewhat support	29	29	30	20	28	40	29	28	40	29	29	29	25	30	34	25	25	27	29	25	27	29						
	Somewhat oppose	19	20	19	9	21	21	28	21	21	21	28	18	18	19	22	17	1	22	21	1	22	21						
	Strongly oppose	11	13	9	8	7	13	17	13	13	7	17	7	7	12	10	13	5	12	13	5	12	13						
	Not sure	17	23	10	33	16	5	9	16	5	9	9	9	21	15	11	23	50	13	14	50	13	14						
	Total support	53	44	62	50	56	62	46	56	62	46	46	46	55	54	58	47	44	53	52	44	53	52						
	Total oppose	30	33	28	17	28	33	45	28	33	45	45	24	24	31	32	31	6	34	34	6	34	34						
	Net support	23	11	34	34	27	28	1	28	27	28	1	1	30	23	26	16	37	19	21	37	19	18						

Question		Answer	Respondents		Female	Male	18 to 34	35 to 49	50 to 64	65 or Older	Total POC		White	Bachelor's or higher	Some college or less	I live in a home owned by friends or family members	I rent the home that I live in
Sample																	
Gender		A man	45	0	100	48	41	42	45	46	50	42	37	50	42		
		A woman	51	100	0	50	49	53	54	51	48	55	61	46	55		
		Non-binary	0	0	0	1	0	0	0	0	1	0	1	0	1		
		Prefer not to say	2	0	0	0	3	1	3	3	1	0	2	0	3	1	
		Other (specified)	1	0	0	0	3	3	0	2	2	0	0	1	2		
Neighborhood		Downtown Olympia	11	13	8	12	11	12	18	9	10	12	0	6	18		
		Northwest Olympia	15	13	19	10	14	16	24	8	17	14	20	17	13		
		Northwest Olympia	27	25	23	25	31	23	25	20	23	28	47	29	20		
		Southwest Olympia	19	17	22	23	13	18	20	18	19	17	22	12	17		
		Southeast Olympia	21	20	22	17	26	24	19	29	19	24	17	9	31		
Housing tenure		None of these	7	10	5	11	5	7	5	7	8	6	12	0	14		
		I own the home that I live in	45	41	50	23	53	55	54	53	44	53	39	0	100	0	
		I rent the home that I live in	42	45	39	48	41	36	42	33	43	41	43	0	0	100	
		I live in a home owned or rented by family members or friends	10	12	9	26	5	4	1	11	10	3	16	100	0	0	
		Prefer not to say	3	3	2	3	1	5	4	3	3	2	0	0	0	0	
Employment status		Employed full-time	49	39	61	60	68	50	10	70	44	58	45	38	55	47	
		Retired	24	27	20	0	1	22	85	4	29	24	20	0	29	23	
		Unemployed, looking for work	7	10	4	12	13	2	0	7	7	6	9	22	2	10	
		Employed part-time	7	8	6	15	4	3	3	9	7	4	9	19	5	7	
		Disabled	5	5	4	2	14	1	3	6	6	1	8	5	2	6	
Age Range		Something else	4	5	1	2	4	8	0	6	3	3	4	4	5	3	
		Student	3	4	2	7	2	1	0	0	3	3	3	8	0	4	
		Not employed for pay	2	3	1	0	5	1	1	0	2	2	4	2	1		
		18 to 34	32	31	34	100	0	0	45	28	24	41	78	17	36		
		35 to 49	25	24	27	0	100	0	34	24	33	21	12	31	25		
Ethnicity		50 to 64	21	22	19	0	0	100	7	22	20	21	7	27	18		
		65 or older	22	23	20	0	0	100	0	27	23	17	3	26	21		
		American Indian or Alaska Native	2	1	3	1	3	4	0	9	0	3	3	2	1		
		Asian / Pacific Islander	8	11	4	13	12	5	0	41	0	11	7	13	11	4	
		Black or African American	3	2	3	6	1	1	0	13	0	3	3	0	3	3	
Educational Attainment		Hispanic or Latino/a	7	6	9	8	11	8	0	37	0	8	6	5	7	6	
		Other	2	2	1	4	2	1	0	0	0	1	2	4	0	3	
		White / Caucasian	79	78	80	69	72	80	100	0	100	77	78	75	77	82	
		High school diploma or less	15	15	15	30	11	8	2	29	11	0	31	33	14	13	
		Some college, but no degree	34	38	30	32	28	41	39	20	37	0	69	44	28	38	
		Associate's degree or a technical / vocational degree	10	9	9	7	7	12	13	4	11	0	0	12	9	9	
		Bachelor's degree, or four-year college degree	21	19	23	15	27	20	21	18	22	50	0	8	22	23	
		Graduate degree	20	19	22	15	26	18	24	30	19	50	0	3	27	18	



City of Olympia

Connecting Our Community's Vision with Our 2021-2022 Work Plan

Vision

A Vibrant, Healthy, Beautiful Capital City

Mission

Working Together to Make a Difference

Values

Compassion, Integrity and Effectiveness

City Manager & Executive Team

The City Manager implements the policy direction of the City Council and administers City operations. The City Manager relies on the Executive Team to help provide the City the cohesive leadership and strategic direction necessary to create a healthy, respectful organization where employees thrive and to advance the Community's Vision as outlined in the Comprehensive Plan.

Jay Burney

City Manager

Susan Grisham

Assistant to the City Manager

Keith Stahley

Assistant City Manager • Community Vitality

Debbie Sullivan

Assistant City Manager • Strategic Initiatives

Mark Barber

City Attorney

Leonard Bauer

Community Planning & Development Director

Kellie Purce Braseth

Strategic Communications Director

Rich Hoey

Public Works Director

Linnaea Jablonski

Human Resources Director

Aaron Jelcick

Interim Police Chief

Mark John

Fire Chief

Nanci Lien

Finance Director

Paul Simmons

Parks, Arts & Recreation Director

Mike Reid

Economic Development Director

The Community's Vision

In 2014, the City Council adopted a 20-year Comprehensive Plan that outlines a broad and ambitious vision for our community. To help us track, share and evaluate our progress, the City organized the plan into six focus areas.

Every year we evaluate our performance and engage with the community to ensure we're making progress on our priorities. This informs where we invest resources and our annual work plan.

Comprehensive Plan Six Focus Areas



Informs the Annual Work Plan

City Work Plan



A Safe and Welcoming Community

- Reimaging Public Safety
- Olympia Police Department 2020 Demonstrations and Crowd Control review
- Complete Public Safety Plan

Reliable and Responsive Emergency Services

- Provide I-940 training to all Police Officers
- Feasibility Study - Regional Fire Authority for Olympia and Tumwater
- Feasibility Study to provide Basic Life Support Transport

A Safe and Reliable Water Supply

- Drinking Water Utility Emergency Response Plan
- Water System Plan update
- Drinking Water Reservoir improvements, including seismic upgrades

Public Infrastructure in the City is Well-Maintained

- Planning for replacement of Maintenance Center and Justice Center complexes
- Update of Citywide Pavement Condition Rating System
- Building Condition Assessment – completion of high priority needs

Adequate Food and Shelter

- Implement homeless encampment Scattered Site program
- Complete 2828 Martin Way construction
- Develop capacity of the Regional Housing Council



A Commitment to a Diverse, Equitable and Inclusive Community

- Establish Social Justice and Equity Commission
- Implement Transgender Rights Resolution action items
- Create equity framework to guide decision-making
- Citywide DEI Assessment and Strategic Plan

Access to Affordable and Stable Housing

- Landlord/tenant protections
- Select development partner for Boulevard Road parcel
- Collaborate with partners to leverage funding to build 300 new supportive housing units

A Safe Transportation System with Options for Everyone

- Fones Road multi-modal improvements project
- Bicycle and Pedestrian Safety improvements project – State and Plum intersection
- Finalize and implement ADA Transition Plan

Recreation Opportunities for Everyone

- Adopt the Parks, Arts & Recreation Plan
- Finalize the Yelm Highway Park design
- Complete an Aquatic Center Feasibility Study

Connections to Our Culture and History

- Develop City Council/Squaxin Tribal Council strategic work plan
- Install Squaxin Island Tribal Land Acknowledgement in City Hall
- Work with Squaxin Island Tribe to design and install Historical Marker on Percival Landing



A Stable and Resilient Economy

- Complete Economic Development/Resiliency Strategic Plan

Thriving, Independent and Locally Owned Businesses

- Implement COVID Recovery & Reopening Plan

Economically Secure with Opportunities to Prosper

- Develop City-owned real estate to support future economic development opportunities
- Develop plan to leverage American Recovery Plan funding

Downtown

Outcomes and Work Plan Items



A Vibrant Urban Destination

- Open seasonal ice rink
- Develop Peace Park at Fertile Grounds
- Complete Franklin Street Improvements project
- Re-envision Percival Landing
- Develop partnership with ODA for COVID response and reopening

Safe and Welcoming for All

- Implement Downtown Clean and Safe program
- Implement CRU expansion pilot program
- Implement Ambassador expansion program

A Mix of Housing for All Income Levels

- Develop Griswold Property
- Implement Housing Action Plan

Engaging Arts and Entertainment

- Engage stakeholders and expand Creative District
- Use LTAC Funds and reserves to support local arts and entertainment partners
- Acquire Armory and develop creative campus concept

Environment

Outcomes and Work Plan Items



A Leader on Climate Action

- Implement Regional Climate Plan Phase III
- Create Climate framework to guide decision-making
- Become a Sol-Smart Community
- Implement Sea Level Rise Response Plan

Opportunities for a Daily Connection to Nature

- Develop Grass Lake Park trail
- Construct Kaiser Woods Park improvements
- Transfer stormwater properties for parks/open space use

Protected Water Resources and Natural Areas

- Harrison Avenue Stormwater Treatment improvements
- Aquatic habitat stewardship projects
- Use EPA Brownfield grants to clean up contaminated properties
- Support Capitol Lake/Deschutes Estuary EIS process

Embrace a Waste-Free Culture

- Waste ReSources Master Plan update
- Reduce contamination in recycling stream
- Improve recycling at multi-family complexes

Neighborhoods

Outcomes and Work Plan Items



Distinctive Places & Gathering Spaces

- Complete a Neighborhood Gateway art project
- Award neighborhood matching grants

Nearby Goods and Services

- Develop and support urban agriculture projects and policies
- Review incentives to establish neighborhood centers

Engaged in Community Decision Making

- Update Coalition of Neighborhood Association MOU

Safe and Welcoming Places to Live

- Partner with community to solve neighborhood problems
- Create strong partnerships with Neighborhood Associations
- Proactively address crime trends impacting neighborhoods
- Promote crime prevention through environmental design (CPTED) strategies



City of Olympia

Connecting Our Community's Vision with Our 2021-2022 Work Plan

City Councilmembers



Cheryl Selby
Mayor



Clark Gilman
Mayor Pro Tem



Dani Madrone



Yến Huỳnh



Lisa Parshley



Renata Rollins



Jim Cooper