

LAKE FOREST PARK CITY COUNCIL

**Agenda Item Cover Sheet
Meeting Date: September 11, 2014**

<u>Title</u>	Comprehensive Plan Update 2035 – Telephone Survey Report	
<u>Originating Department</u>	Planning and Building Department	
<u>Contact Person</u>	Steve Bennett, Planning and Building Director	
<u>Attachments</u>	1. Telephone Survey Report from DHM Research (sub-consultant to Studio 3MW Consultants) with four appendices	
Work Session	Regular Meeting	Public Hearing
July 10 and Sept. 11, 2014	June 12, 2014	

Executive Summary:

The telephone survey that is part of the scope of work for the Comprehensive Plan Update visioning process was conducted last month. The attached report from DHM Research (sub-consultant to Studio 3MW Consultants, the City's Comprehensive Planning Consultant) includes a summary of observations, key findings, the annotated questionnaire and four appendices that contain the verbatim responses to the open-ended questions in the survey. Ari Wubbold from DHM Research's Portland office will present the findings via speakerphone and a remotely run a PowerPoint presentation during the work session.

Alternatives: Discussion, no action required.

Financial Impact: N/A

Recommendation:

Review attached report and appendices in preparation for discussion of survey findings.

Reviewed By: Planning Director

ATTACHMENT 1



PREPARED FOR:

LAKE FOREST PARK

Telephone Survey

August 2014

PREPARED BY:

DHM RESEARCH

(503) 220-0575 • 239 NW 13th Ave., #205, Portland, OR 97209 • www.dhmresearch.com

1. | INTRODUCTION AND METHODOLOGY

Between August 7 and 10, 2014, Davis, Hibbitts & Midghall, Inc. (DHM Research) conducted a telephone survey of 150 residents in the city of Lake Forest Park to gauge their priorities and opinions related to city services and other local issues.

Research Methodology: The telephone survey consisted of 150 residents in the city of Lake Forest Park and took approximately 14 minutes to administer.

In gathering responses, a variety of quality control measures were employed, including questionnaire pre-testing and validations. For a representative sample, quotas were set by age and gender. In the annotated questionnaire, results may add up to 99% or 101% due to rounding.

Statement of Limitations: Any sampling of opinions or attitudes is subject to a margin of error. The margin of error is a standard statistical calculation that represents differences between the sample and total population at a confidence interval, or probability, calculated to be 95%. This means that there is a 95% probability that the sample taken for this study would fall within the stated margins of error if compared with the results achieved from surveying the entire population.

For a sample size of 150, the margin of error would fall within +/-4.8% and +/-8.0% at the 95% confidence level. If they answered 50% each way, the margin of error would be 8.0%. The reason for the difference lies in the fact that when response categories are relatively even in size, each is numerically smaller and thus slightly less able—on a statistical basis—to approximate the larger population.

DHM Research Background: DHM Research has been providing opinion research and consultation throughout the Pacific Northwest and across the United States for over three decades. The firm is non-partisan and independent and specializes in research projects to support public policy-making. www.dhmresearch.com

2. | SUMMARY & OBSERVATIONS

Overall, residents have very high opinions of Lake Forest Park.

- 67% believe things in the city are headed in the right direction, compared to just 11% who believe things are off on the wrong track.
- 85% are satisfied with the amount of City services they receive for the taxes they pay.
 - Satisfaction ratings are above 80% among all demographic groups.
- 8 of the 13 City services in the survey receive satisfaction ratings of at least 5.0 on a 1-7 scale.
 - Residents give the highest ratings to responding to emergencies (mean: 6.1, top box: 88%), law enforcement (5.5, 80%), and road maintenance (5.4, 80%).
 - Asked about City services they would like to see increased or eliminated, large majorities say that everything is good and that nothing should be changed.

Residents prioritize public safety and law enforcement, though they personally feel very safe in the city.

- 18% mention crime prevention/public safety issues when asked to name the most important issue they would like their city government to address.
- Residents rate *responding to emergencies and natural disasters* and *law enforcement* as the top two funding priorities for the City (mean ratings of 6.1 and 5.5 respectively on a 1-7 scale).
- Nearly all (98%) residents feel safe in their home (79% “very” safe) and 90% feel safe on the streets of Lake Forest Park (63% “very” safe).
- Despite the emphasis on safety, many residents say they do not like traffic cameras, especially those at stoplights.
 - Maintaining and installing new camera-enforced stoplights receives, by far, the lowest priority ratings of any City service (mean: 2.6 out of 7, top box: 18%).
 - Traffic cameras is the most commonly mentioned City service that residents want reduced or eliminated.

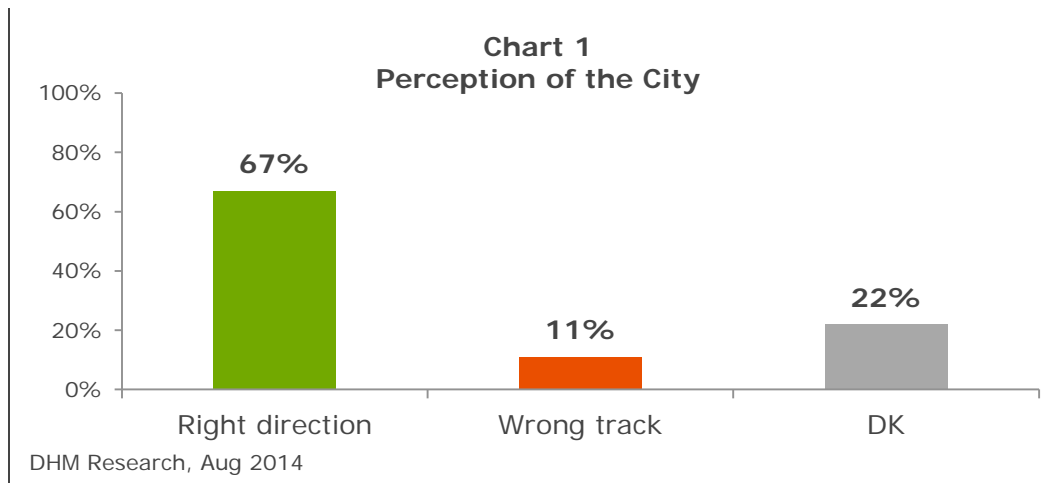
Issues relating to sidewalks, crosswalks, and bike lanes are a priority to residents.

- Residents rate *sidewalks, crosswalks, and pedestrian walkways* as the most important transportation improvement to fund over the next 10 years (79% overall importance, 54% “very” important).
 - Although a slightly lower priority, 60% rate *bike lanes and bike paths* as important to fund over the next 10 years.
- Increasing the number of sidewalks and bike lanes is the second most mentioned City service that residents feel should be increased or added.
- 55% believe it is important to invest in infrastructure to make it easier to get in and out of the Lake Forest Park Town Center and from the Burke-Gilman Trail to the Town Center.
- The emphasis on crosswalks and bike lanes may relate to residents’ views on future growth. 56% agree that Lake Forest Park should encourage more compact neighborhoods where people can walk or bike to shopping, retail, and other businesses.

3. | KEY FINDINGS

3.1 | General Perceptions

The survey began by asking residents if they believe things in Lake Forest Park are headed in the right direction or if they are off on the wrong track (Q1).



Two-thirds (67%) of residents felt that things are headed in the right direction, compared to just 11% who said wrong track. Two in 10 (22%) were unsure.

Demographic Differences: Although sample sizes are small, younger residents (ages 18-34) were more likely to be optimistic about the direction of the city than those ages 55 and older; a common trend seen in other cities.

3.2 | City Priorities

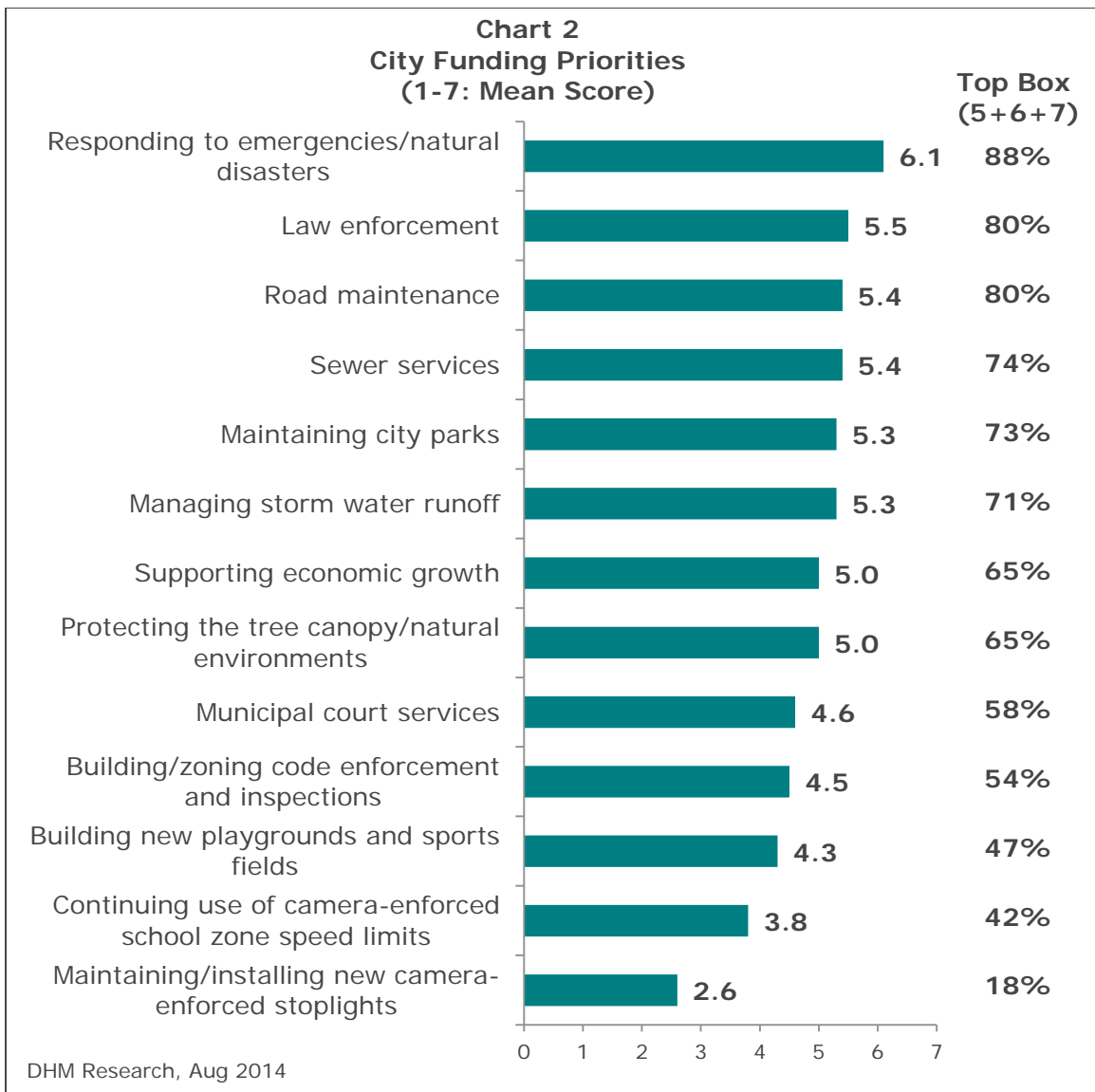
Residents were asked, unprompted, to name the most important issue they would like their city government to address (Q17). The following were the most common responses¹:

- *Crime prevention/public safety* (18%)
- *Zoning issues* (6%)
- *Traffic safety* (5%)
- *Concern for the environment* (5%)
- *Law enforcement/emergency services* (4%)
- *Economic growth* (4%)
- *Maintaining road infrastructure* (4%)
- *Everything is good/doing a good job* (5%)
- *Nothing/none* (8%)
- *Don't know* (11%)

¹ See Appendix 1C for full responses.

Crime prevention/public safety issues were mentioned by 18% of residents, the most of any issue. No other issue garnered more than 6%. A combined one in four (24%) said either *everything is good, nothing, or don't know*.

Residents were read a list of services provided by the City of Lake Forest Park and asked to rate each service using a scale of 1 to 7, where 1 meant a very low funding priority and 7 meant a very high funding priority (Q2-Q14).



Top Funding Priorities: (Mean rating > 5.0)

The following services received the highest priority ratings:

- *Responding to emergencies/natural disasters* (mean: 6.1, top box: 88%)
- *Law enforcement* (mean: 5.5, top box: 80%)
- *Road maintenance* (mean: 5.4, top box: 80%)
- *Sewer services* (mean: 5.4, top box: 74%)
- *Maintaining city parks* (mean: 5.3, top box: 73%)
- *Managing storm water runoff* (mean: 5.3, top box: 71%)

Second Tier Funding Priorities: (Mean rating > 4.0)

The following services received second-tier priority ratings:

- *Supporting economic growth* (mean: 5.0, top box: 65%)
- *Protecting the tree canopy and natural environment* (mean: 5.0, top box: 65%)
- *Municipal court services* (mean: 4.6, top box: 58%)
- *Building and zoning code enforcement and inspections* (mean: 4.5, top box: 54%)
- *Building new playgrounds and sports fields* (mean: 4.3, top box: 47%)

Third Tier: (Mean rating < 4.0)

The following responses received the lowest priority ratings:

- *Continuing use of camera-enforced school zone speed limits* (mean: 3.8, top box: 42%)
- *Maintaining and installing new camera-enforced stoplights* (mean: 2.6, top box: 18%)
 - It is worth noting that this service is rated by far the lowest of any city service and appears in a negative context in several other questions as well.

Demographic Differences: Ratings were fairly consistent across all services with a couple of exceptions:

- Residents of Central Lake Forest Park (mean 5.7) were more likely than those living in North Lake Forest Park (5.0) to prioritize *road maintenance*.
- Women are more likely than men to prioritize *responding to emergencies and natural disasters* (6.4 vs. 5.9), *managing storm water runoff* (5.6 vs. 5.0), and *building and zoning code enforcement and inspections* (4.8 vs. 4.2).

Residents were asked unprompted if there are any services the City provides that they feel should be reduced or eliminated (Q15). The following were the most common responses²:

- *Traffic cameras* (12%)
- *Reduce law enforcement* (4%)
- *School zone monitoring* (3%)
- *Everything is good/fine/satisfied* (5%)
- *Nothing/none* (49%)
- *Don't know* (19%)

² See Appendix 1A for full responses.

Nearly three-quarters (73%) said either *everything is good, nothing, or don't know*, indicating there are few services with which residents are unhappy. *Traffic cameras* was the only issue mentioned by more than 10% of residents.

Residents were asked if there are any services that they feel should be increased or new services that should be added (Q16). The following were the most common responses³:

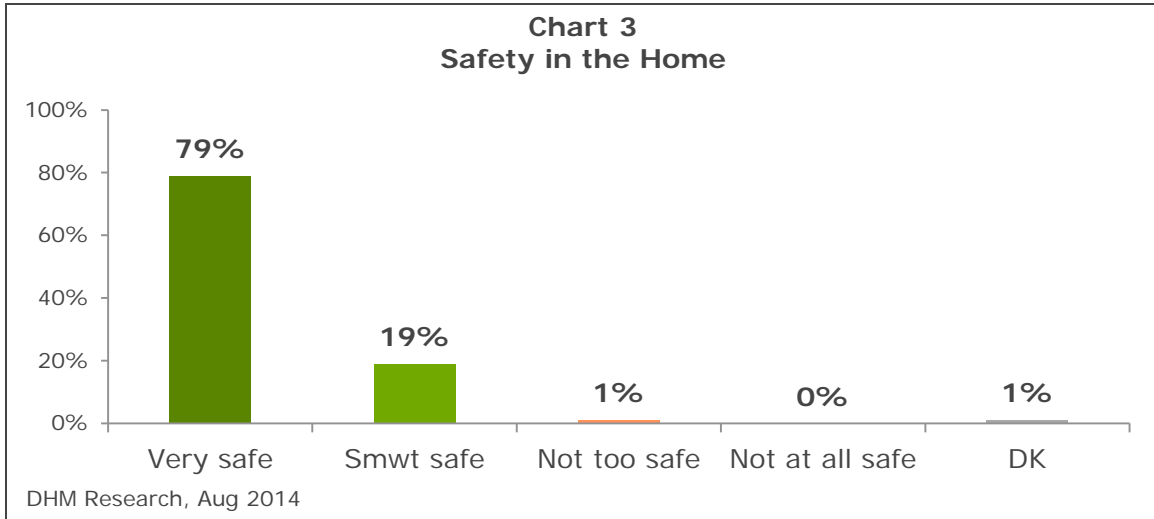
- *Increase the number of sidewalks/bike lanes* (7%)
- *Enforce public safety* (4%)
- *More parks* (4%)
- *Everything is good/doing a good job* (9%)
- *Nothing/none* (41%)
- *Don't know* (17%)

Again, a majority (67%) said either *everything is good, nothing, or don't know*, suggesting that residents overall are satisfied with the services provided by the City. Sidewalks and bike lanes, public safety, and parks were other mentions.

³ See Appendix 1B for full responses.

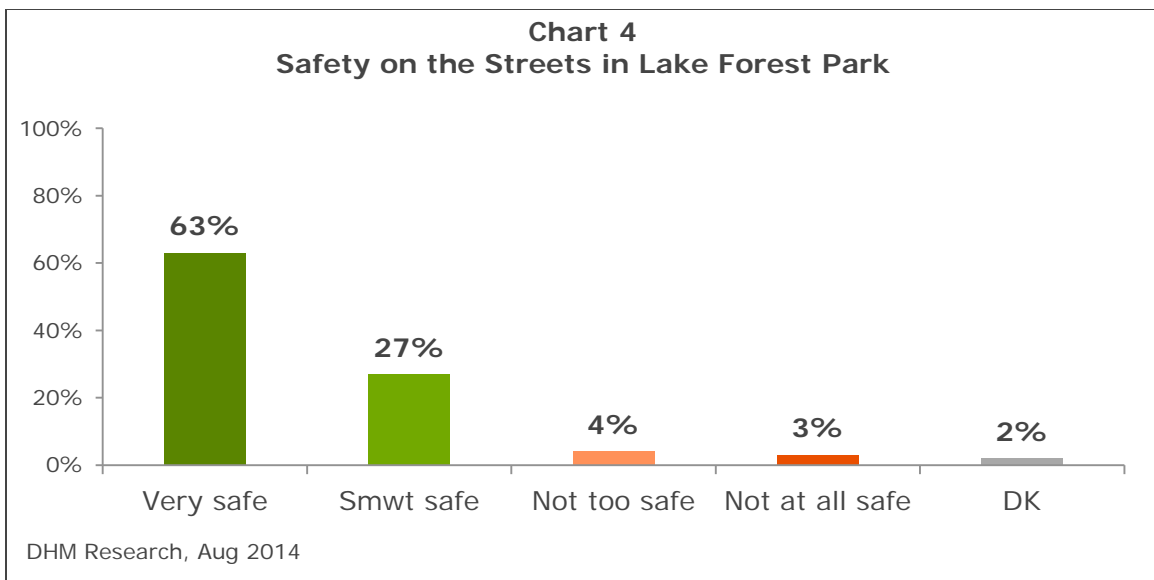
3.3 | Public Safety

Residents were asked how safe they feel in their home and on the streets of Lake Forest Park (Q18-19).



Nearly all (98%) residents felt very safe (79%) or somewhat safe (19%) in their home.

Demographic Differences: Residents of Lake Forest Park felt safe in their home regardless of demographics. At least seven in ten of all demographic subgroups felt safe in their home.

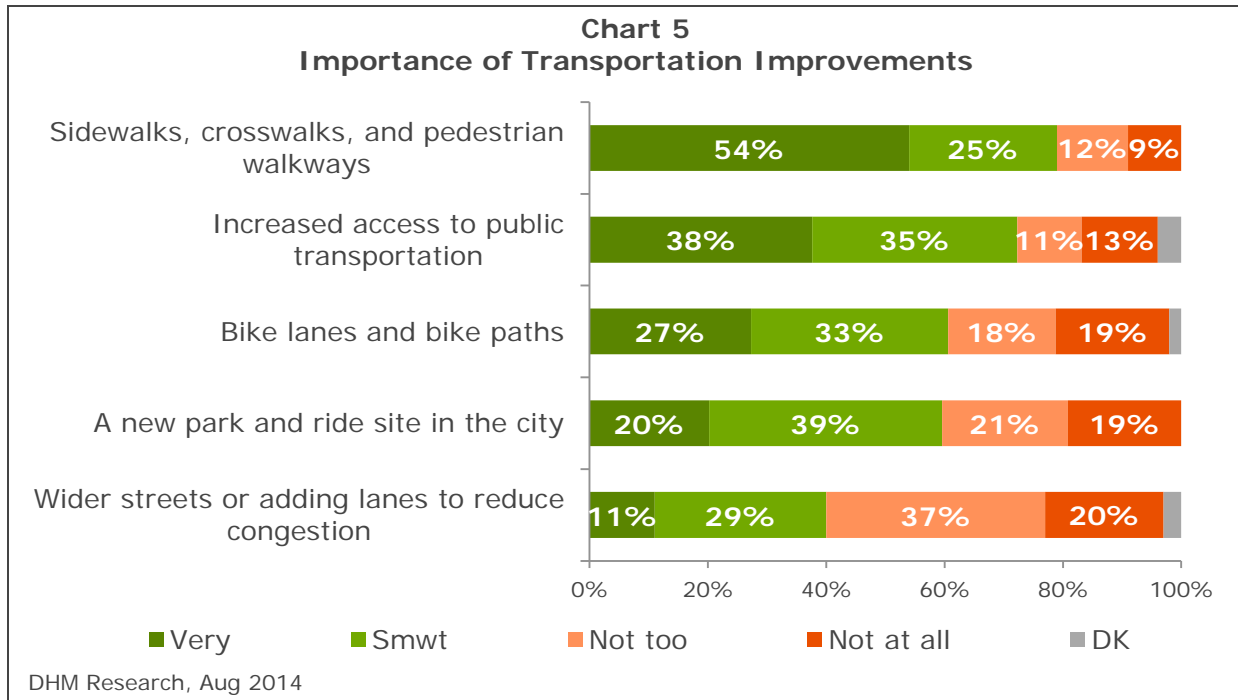


Nine in 10 (90%) felt very safe (63%) or somewhat safe (27%) on the streets in Lake Forest Park.

Demographic Differences: Again, results were consistently high across all demographic subgroups, with a majority reporting that they felt very safe on the streets of Lake Forest Park.

3.4 | Transportation

Residents were read a list of several possible transportation improvements in their community and asked to rate the importance of funding each over the next 10 years (Q20-24).

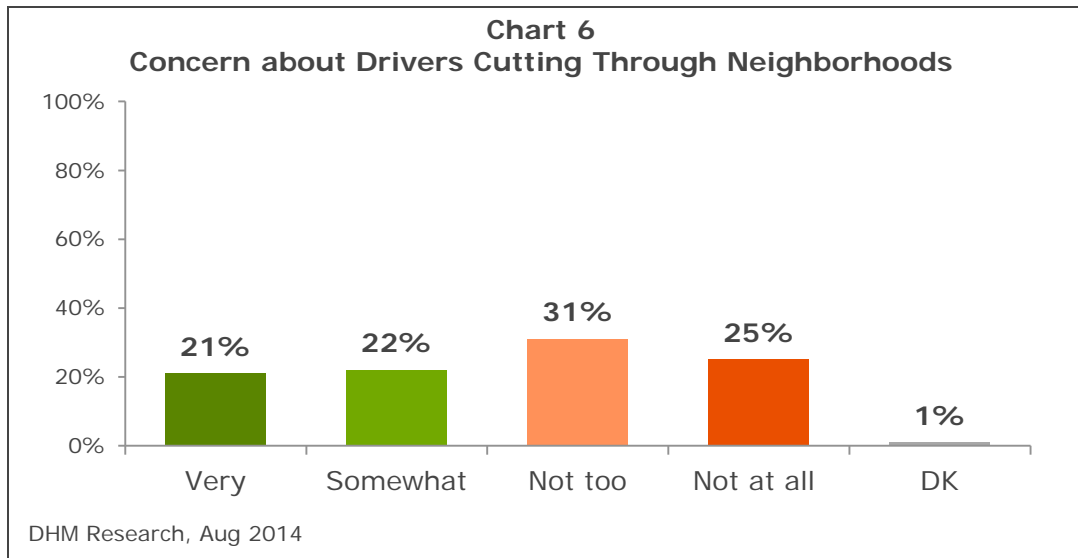


Overall, residents rated *sidewalks, crosswalks, and pedestrian walkways* (79% overall importance, 54% “very” important) the most important transportation improvement to fund over the next ten years. This was followed by *increased access to public transportation* (73% importance, 38% “very” important), *bike lanes and bike paths* (60% overall, 27% “very” important), and *a new park and ride site in the city* (59% overall, 20% “very” important). The lowest importance ratings went to *wider streets or adding lanes to reduce congestion* (40% overall, 11% “very” important).

Demographic Differences: Again, overall, very few significant differences were seen among demographic subgroups.

- Residents in South Lake Forest Park were more likely to feel *increased access to public transportation* is “very” important than those in North Lake Forest Park (55% vs. 28%).
- Women were more likely than men to feel *sidewalks, crosswalks, and pedestrian walkways* are “very” important (67% vs. 41%).

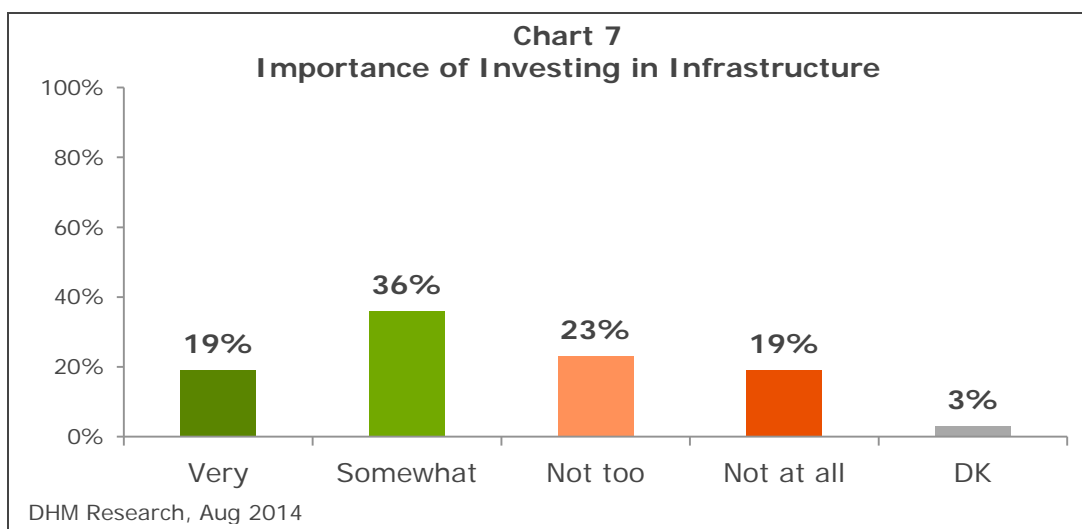
Residents were asked their level of concern about drivers using side streets as a shortcut through Lake Forest Park instead of sticking to the main roads (Q25).



A majority of residents (56%) were not concerned about drivers using side streets as a shortcut, although a sizeable number (43%) do express some level of concern.

Demographic Differences: In general, older residents (ages 55+) were more likely to be concerned about the use of side roads than those ages 18-35. Residents in South Lake Forest Park were also more concerned than those in North Lake Forest Park (68% vs. 33%).

Residents were asked how important they believe it is for the City to invest in infrastructure to make it easier to get in and out of the Lake Forest Park Town Center and from the Burke-Gilman Trail to the LFP Town Center (Q26).

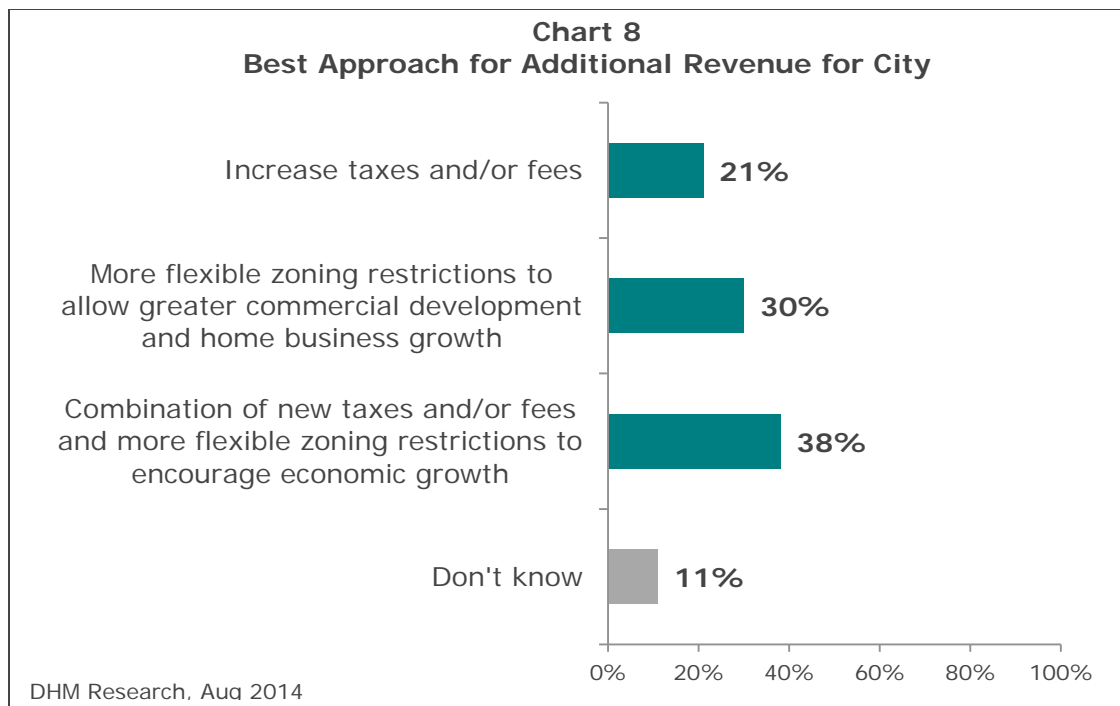


A majority (55%) said it is important to invest in infrastructure to improve access to the Lake Forest Park Town Center, although just two in 10 (19%) said it is “very” important. Four in ten (42%) did not feel investing in infrastructure to improve access is important.

Demographic Differences: Results were consistent across demographic subgroups. No significant differences exist.

3.5 | Public Finances

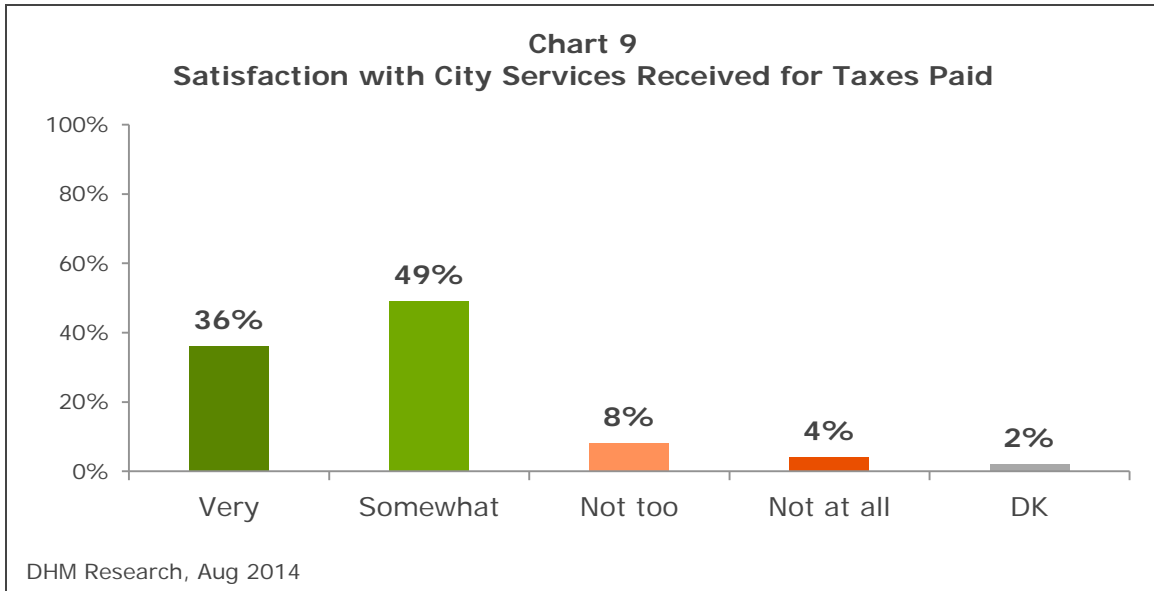
The survey next asked residents two questions about public finances in Lake Forest Park. First, it asked what approach they believe is the best way for the City to add needed additional revenue to maintain or expand services: additional taxes or fees, more flexible zoning restrictions, or a combination of the two (Q27).



A plurality (38%) preferred a combination of new taxes/fees and more flexible zoning restrictions over each approach separately. Three in ten (30%) felt the best approach would be more flexible zoning, while two in ten (21%) felt the best approach would be increasing taxes or fees.

Demographic Differences: Results were consistent across demographic subgroups. No significant differences exist.

Second, residents were asked how satisfied they are with the amount of city services they receive for the taxes they currently pay (Q29).

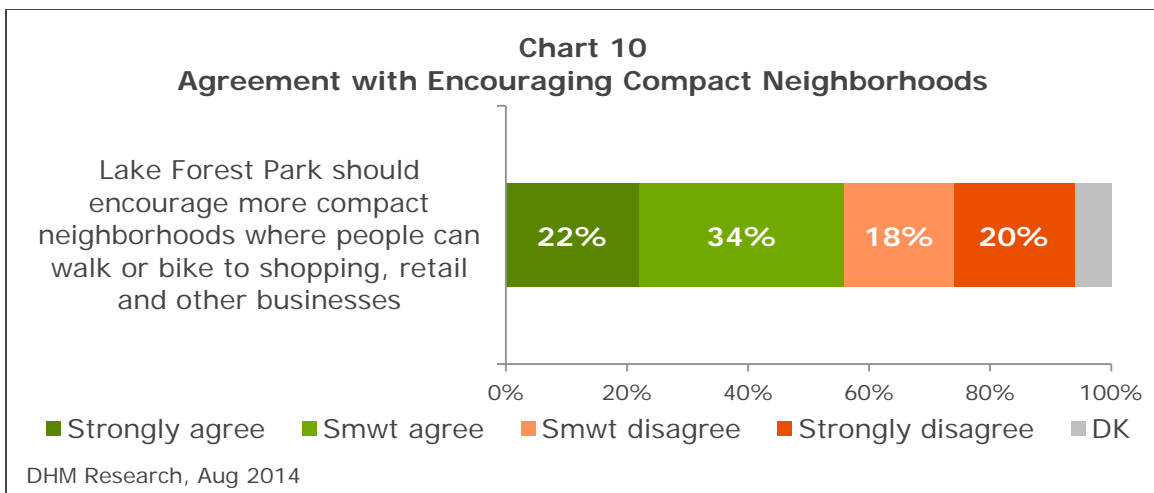


A large majority (85%) are very satisfied (36%) or somewhat satisfied (49%) with the amount of services they receive for the taxes they pay. Just one in ten (12%) are not satisfied.

Demographic Differences: Satisfaction ratings were above 80% among all demographic subgroups. No significant differences exist.

3.6 | Land Use & Business Development

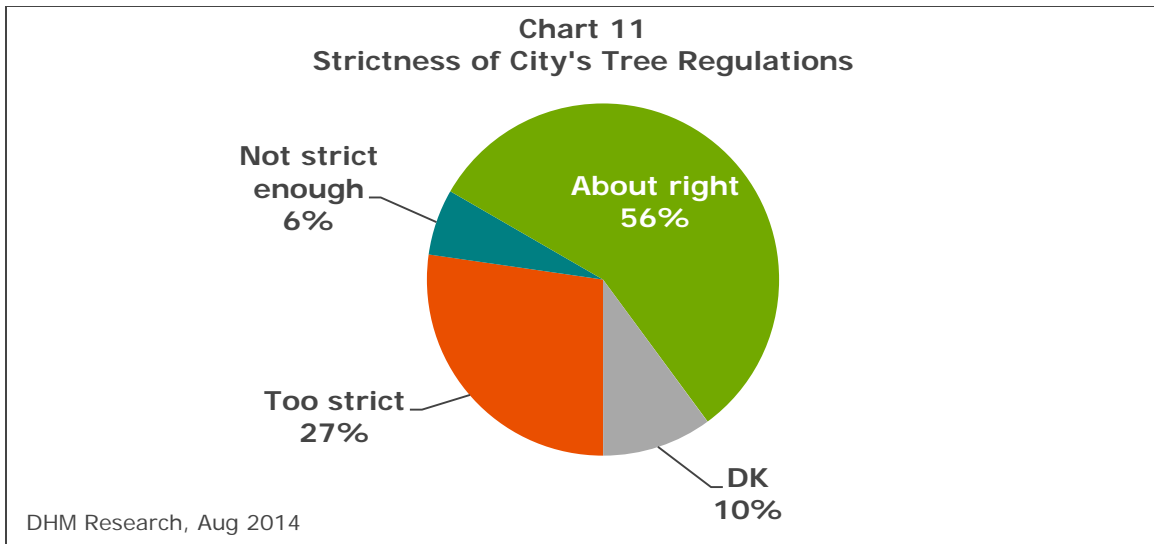
Residents were asked to indicate their level of agreement that Lake Forest Park should encourage more compact neighborhoods where people can walk or bike to shopping, retail, and other businesses (Q33).



A majority of residents (56%) agreed that the City should encourage more compact neighborhoods, while four in 10 (38%) disagreed. Notably, two in ten strongly agreed (22%) and strongly disagreed (20%) with more compact neighborhoods.

Demographic Differences: Results were consistent across demographic subgroups. No significant differences exist.

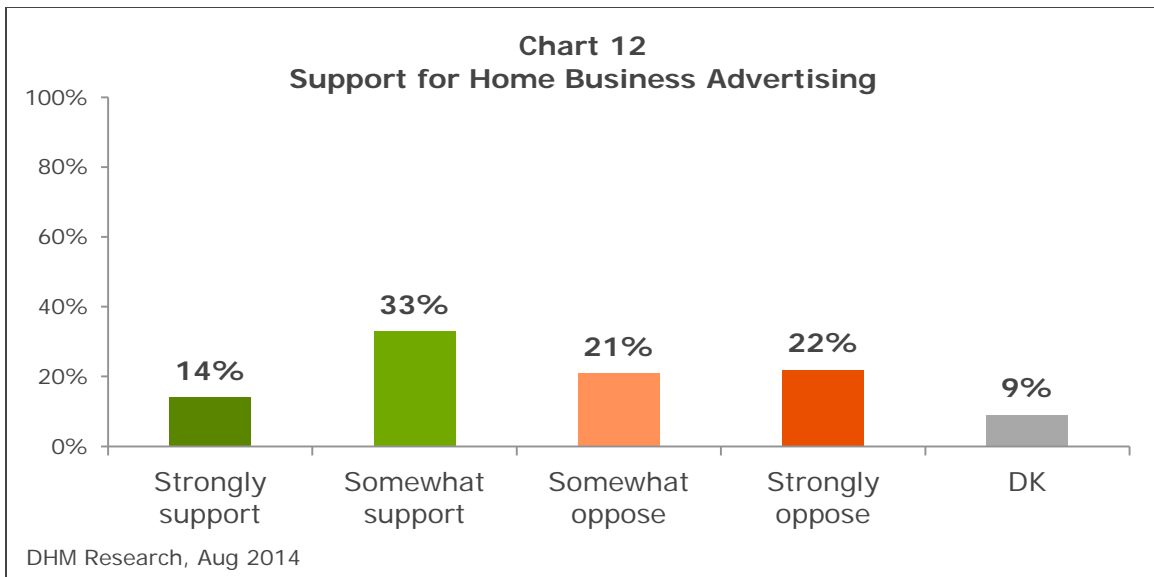
Residents were asked if the City's tree regulations are too strict, not strict enough, or about right (Q34).



A majority (56%) felt current tree regulations are about right. Three in 10 (27%) said they are too strict, while just 6% said they are not strict enough.

Demographic Differences: Feeling on the City's tree code were fairly consistent across demographic subgroups. No significant differences exist.

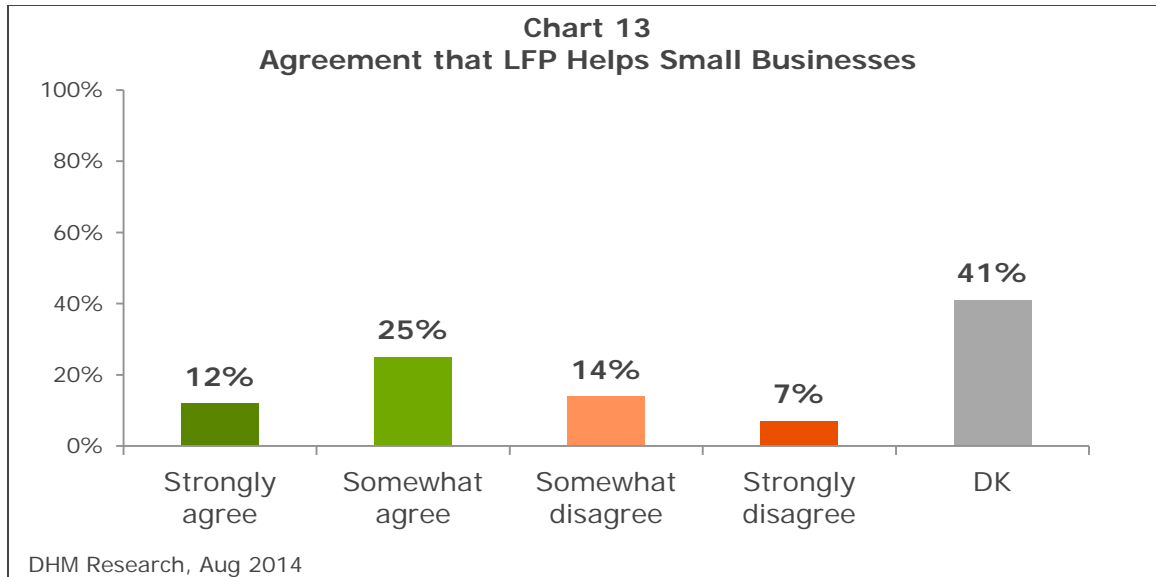
Residents were asked to indicate whether they support or oppose allowing home businesses in residential areas of Lake Forest Park to have signs advertising the business on their house or in a window (Q35).



Residents had mixed views on allowing home businesses to have signs, 47% were in support of home business advertising and 43% in opposition. Notably, residents were more likely to strongly oppose (22%) than strongly support (14%) allowing signs to advertise home business.

Demographic Differences: In general, support was fairly consistent across demographic subgroups with one exception. Residents under the age of 55 (58%) were more likely than those older (34%) to support allowing signs.

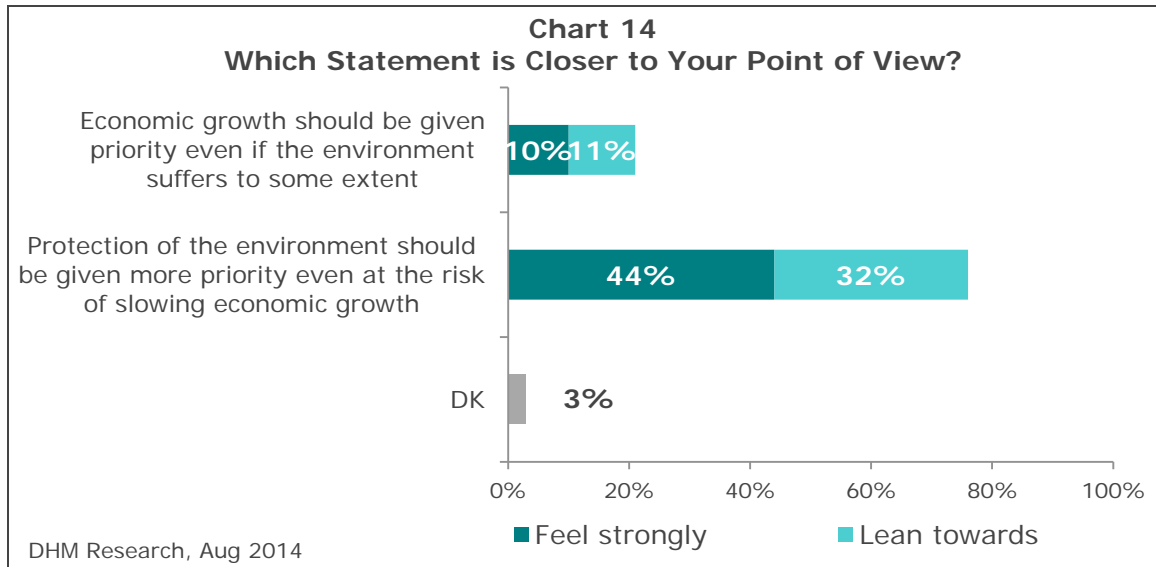
Residents were asked whether they agree or disagree that Lake Forest Park does enough to help small businesses in the area to promote economic growth (Q28).



A large number (41%) of residents were unsure, indicating low levels of awareness about the City's relationship with businesses. Of those who had an opinion, more agreed (37%) than disagreed (21%) that the City does enough, though few had a strong opinion one way or another.

Demographic Differences: In general, agreement was consistent across demographic subgroups with one exception. Residents in North Lake Forest Park were more likely to agree than those in Central Lake Forest Park (48% vs. 26%).

Continuing with economic growth, residents were asked whether protection of the environment should be given more priority, even at the risk of slowing economic growth or if economic growth should be given priority, even if the environment suffers to some extent (Q36).



Residents were more than three times more likely to say that protection of the environment should be given priority even at the risk of slowing economic growth (76%) than they were to say that economic growth should be given priority even if the environment suffers (21%). They were more than four times more likely to feel strongly towards the former statement (44% vs. 10%).

Demographic Differences: A strong majority of all subgroups felt that protection of the environment should be given priority even at the risk of slowing economic growth. However, women (84%) were more likely than men (68%) to feel this way.

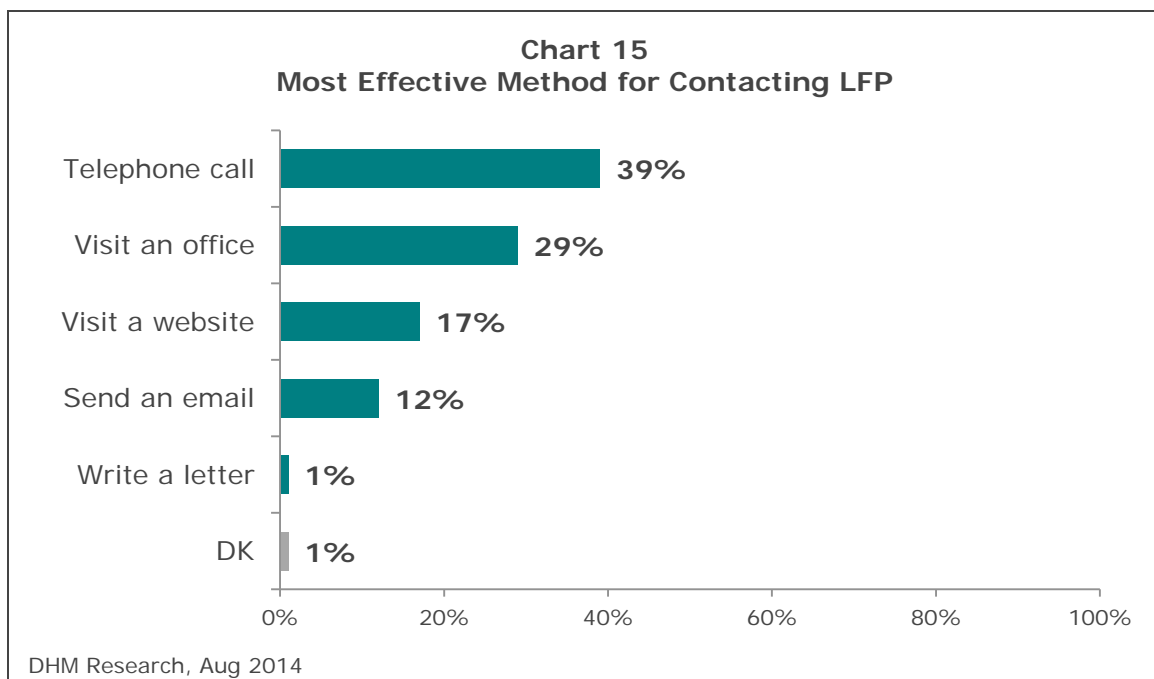
3.7 | Public Engagement

Residents were asked, unprompted, what sources they use to get information about the city (Q30). The following were the most common responses:

- *City website* (41%)
- *Word of mouth* (23%)
- *City paper newsletter (included w/ utility bill)* (21%)
- *City email newsletter* (19%)
- *Newspaper ads* (14%)

The City's website is by far the most common source, nearly twice as popular as any other source.

Residents were then asked what the most effective method would be to contact a government agency in Lake Forest Park if they had a question or needed something that required contacting the City (Q31).



A telephone call (39%) was the most preferred method, followed by visiting an office (29%). Although residents said they frequently use the City's website to get information, visiting a website (17%) and sending an email (12%) were ranked as less effective methods to contact a Lake Forest Park government agency.

Demographic Differences: Telephone and office visit were the most preferred methods across all demographic subgroups. However, men were more likely than women to prefer a telephone call (47% vs. 30%), while women were more likely than men to prefer sending an email (19% vs. 5%).

Residents were asked if they had any other feedback about how the City can better communicate with the public (Q32). The following were the most common responses⁴:

- *More info from the City via flyers/newsletters/printed updates* (10%)
- *More info from the City via online/emails* (8%)
- *They are doing a good job* (11%)
- *Nothing/none* (56%)
- *Don't know* (6%)

Combined, nearly three-quarters (73%) said either *they are doing a good job*, *nothing*, or *don't know*, suggesting that the City does not have any major problems communicating with the public.

⁴ See Appendix 1D for full responses.

4. | ANNOTATED QUESTIONNAIRE

Lake Forest Park Telephone Survey
August 7-10, 2014; N=150; Residents (18+)
14 minutes, margin of error: +/-8.0%
DHM Research

Warm up/general perceptions of the City:

1. All in all, would you say things in Lake Forest Park are headed in the right direction or are they off on the wrong track?

Response Category	N=150
Right direction	67%
Wrong track	11%
(DON'T ASK) Don't know	22%

City priorities/satisfaction:

I'm going to read you a list of services that the City of Lake Forest Park provides. For each service, using a scale of 1 to 7, where 1 is a very low priority and 7 is a very high priority; please tell me how high a priority funding that service should be. **(Randomize)**

Response Category	Top Box (5+6+7)	Mean	Don't know
2. Law enforcement	80%	5.5	0%
3. Road maintenance	80%	5.4	0%
4. Supporting economic growth	65%	5.0	2%
5. Responding to emergencies and natural disasters	88%	6.1	1%
6. Maintaining City parks	73%	5.3	1%
7. Building and zoning code enforcement and inspections	54%	4.5	3%
8. Municipal court services	58%	4.6	7%
9. Sewer services	74%	5.4	6%
10. Managing storm water runoff	71%	5.3	2%
11. Protecting the tree canopy and natural environment	65%	5.0	0%
12. Building new playgrounds and sports fields	47%	4.3	2%
13. Continuing use of camera-enforced school-zone speed limits	42%	3.8	2%
14. Maintaining current and installing new camera-enforced stoplights across the City	18%	2.6	3%

15. Are there any services that the City provides that you feel should be reduced or eliminated? **(OPEN; probe for specifics)**

Response Category	N=150
Traffic cameras	12%
Everything is good/fine/satisfied	5%
Reduce law enforcement	4%
School zone monitoring	3%
Tree regulations	2%
Reduce amount of employees working for the city	1%
All other responses	1% or less
Nothing/None	49%
Don't know	19%

16. Are there any services that the City currently provides that you feel should be increased or any new services that should be added? **(OPEN; probe for specifics)**

Response Category	N=150
Everything is good/doing a good job	9%
Increase the number of sidewalks/bike lanes	7%
Enforce public safety	4%
More parks	4%
Protect the environment	2%
All other responses	1% or less
Nothing/None	41%
Don't know	17%

17. What, in your opinion, is the single most important issue you'd like your City government to address? **(OPEN; probe for specifics)**

Response Category	N=150
Crime prevention/public safety	18%
Zoning issues	6%
Everything is good/doing a good job	5%
Traffic safety	5%
Concern for the environment	5%
Law enforcement/emergency services	4%
Economic growth	4%
Maintaining road infrastructure	4%
Education funding	3%
All other responses	2% or less
Nothing/None	8%
Don't know	11%

Public Safety:

18. How safe do you feel in your home? Would you say you feel very, somewhat, not too, or not at all safe in your home?

Response Category	N= 150
Very safe	79%
Somewhat safe	19%
Not too safe	1%
Not at all safe	0%
(DON'T ASK) Don't know	1%

19. How about on the street in Lake Forest Park? Would you say you feel very, somewhat, not too, or not at all safe when you are out in Lake Forest Park?

Response Category	N= 150
Very safe	63%
Somewhat safe	27%
Not too safe	4%
Not at all safe	3%
(DON'T ASK) Don't know	2%

Transportation:

Now I'm going to ask you about some transportation issues in your community.

Are the following transportation improvements and options very important, somewhat important, not too important, or not at all important for Lake Forest Park to fund over the next 10 years? Please be selective as the City has finite resources **(Randomize)**

Response Category	Very important	Smwt important	Not too important	Not at all important	Don't know
20. Increased access to public transportation	38%	35%	11%	13%	4%
21. Sidewalks, crosswalks, and pedestrian walkways	54%	25%	12%	9%	0%
22. Bike lanes and bike paths	27%	33%	18%	19%	2%
23. Wider streets or adding lanes to main roads to reduce congestion	11%	29%	37%	20%	3%
24. A new park and ride site in the City	20%	39%	21%	19%	0%

25. Would you say that you are very, somewhat, not too, or not at all concerned about drivers using side streets as a shortcut through Lake Forest Park instead of sticking to the main roads?

Response Category	N= 150
Very concerned	21%
Somewhat concerned	22%
Not too concerned	31%
Not at all concerned	25%
(DON'T ASK) Don't know	1%

26. Would you say that it is very, somewhat, not too, or not at all important for the City to invest in infrastructure that would make it easier to get in and out of the Lake Forest Park Town Center and from the Burke-Gilman Trail to the Lake Forest Park Town Center?

Response Category	N= 150
Very important	19%
Somewhat important	36%
Not too important	23%
Not at all important	19%
(DON'T ASK) Don't know	3%

Public Finances:

27. Which ONE of the following approaches do you believe is the best way for the City to add needed additional revenue to maintain or expand services the community finds valuable?

Response Category	N= 150
a. Increase taxes and/or fees.	21%
b. More flexible zoning restrictions that would allow a greater amount of commercial development and home business growth.	30%
c. A combination of new taxes and/or fees that would raise revenue and more flexible zoning restrictions to encourage economic growth.	38%
(DON'T ASK) Don't know	11%

28. Would you agree or disagree that Lake Forest Park does enough to help small businesses, promoting economic growth in the area? **(Wait and ask, is that strongly or somewhat?)**

Response Category	N= 150
Agree, strongly	12%
Agree, somewhat	25%
Disagree, somewhat	14%
Disagree, strongly	7%
(DON'T ASK) Don't know	41%

29. Would you say you are very, somewhat, not too, or not at all satisfied with the amount of City services you receive for the taxes you currently pay?

Response Category	N= 150
Very satisfied	36%
Somewhat satisfied	49%
Not too satisfied	8%
Not at all satisfied	4%
(DON'T ASK) Don't know	2%

Public engagement/News sources:

30. What sources do you use to get information about the City? **(Probe for up to 3 answers; DO NOT READ LIST)**

Response Category	N= 150
City website	41%
Word of mouth	23%
City paper newsletter (included with utility bill)	21%
City email newsletter	19%
Newspaper ads	14%
Other media	7%
Written materials (posters, postcards)	7%
Public access television of City meetings	6%
Neighborhood Associations (NACs)	5%
Facebook	5%
Through community organizations (churches, civic groups, Chamber of Commerce, etc.)	5%
Open houses or public meetings	3%
Internet (general)	3%
All other responses	1% or less
Don't know	4%

31. Overall, if you have a question or there is something you need that requires you contacting a government agency in Lake Forest Park, which method would be most effective? **(Randomize; read list; accept one)**

Response Category	N= 150
Telephone call	39%
Visit an office	29%
Visit a website	17%
Send an email	12%
Write a letter	1%
Personally visiting them	0%
Other? (specify)	0%
(DON'T ASK) Don't know	1%

32. Do you have any other feedback about how the City can better communicate with the public? **(Open; probe for up to 3 answers)**

Response Category	N= 150
They are doing a good job	11%
More info from the City via flyers/newsletters/printed updates	10%
More info from the City via online/emails	8%
Public meetings	5%
Being more proactive in the community	4%
More social media activity	2%
Signs/billboards/posters	2%
Telephone calls	2%
All other responses	2% or less
Nothing/None	56%
Don't know	6%

Land use/business development:

Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements about future growth in Lake Forest Park?

Response Category	Strong agree	Smwt agree	Smwt disagree	Strong disagree	Don't know
33. Lake Forest Park should encourage more compact neighborhoods where people can walk or bike to shopping, retail, and other businesses.	22%	34%	18%	20%	6%

34. Do you feel that the City's tree regulations are too strict, not strict enough, or about right?

Response Category	N= 150
Too strict	27%
Not strict enough	6%
About right	56%
(DON'T ASK) Don't know	10%

35. Would you say that you support or oppose allowing home businesses in residential areas of Lake Forest Park to have signs advertising the business on their house or in a window? **(Wait and ask, is that strongly or somewhat?)**

Response Category	N= 150
Strongly support	14%
Somewhat support	33%
Somewhat oppose	21%
Strongly oppose	22%
(DON'T ASK) Don't know	9%

36. For the following pair of statements, indicate which one comes closest to your view even if neither represents it exactly.

Response Category	N= 150
A. Economic growth should be given priority even if the environment suffers to some extent	
Feel strongly	10%
Lean towards	11%
B. Protection of the environment should be given more priority even at the risk of slowing economic growth	
Lean towards	32%
Feel strongly	44%
(DON'T ASK) Don't know	3%

Demographics:

The remaining questions are demographic in nature. They are for statistical purposes only, and we ask them to make sure we have a good representation of the community. No identifying information will be associated with any of your answers.

37. What is your age?

Response Category	N= 150
18-24	11%
25-34	6%
35-54	39%
55-64	13%
65+	29%
(DON'T ASK) Refused	2%

38. Gender **(by observation)**

Response Category	N= 150
Male	50%
Female	50%

39. Including yourself, how many people live in your household?

Response Category	N= 150
1 Person	10%
2 People	29%
3 People	21%
4 People	28%
5 or more people	12%
(DON'T ASK) Refused	0%

40. How many years have you lived in Lake Forest Park?

Response Category	N= 150
Less than 6 years	10%
6-10 years	18%
More than 10 years	73%
(DON'T ASK) Refused	0%

41. In which of the following areas of Lake Forest Park would you say you live? **(READ LIST)**

Response Category	N= 150
a. <u>North Lake Forest Park</u> which includes the area around Horizon View Park and is near Ballinger Way where it crosses into Shoreline.	43%
b. <u>Central Lake Forest Park</u> which includes the neighborhoods around Town Center and Grace Cole Nature Park.	34%
c. <u>South Lake Forest Park</u> which is along the lake or near the Acacia Cemetery and Seattle.	17%
(DON'T ASK) Don't know	6%

APPENDIX - Q15



In August of 2014, DHM Research conducted a telephone survey of 150 residents of Lake Forest Park. This document, which accompanied full quantitative data, includes all open-ended responses and can be sorted by age, gender, and area of the city.

Q15. Are there any services that the City provides that you feel should be reduced or eliminated?	Age	Gender	Area
A tree fell down and they were worried about environmentalism.	35-54	Male	North
Any of the traffic cameras.	35-54	Male	South
Bridge over the creek.	65+	Female	North
Cameras, speed enforcement cameras, they are still working even though the kids are out of school and people are getting tickets.	35-54	Male	North
City does excellent maintaining the integrity of forest park.	65+	Female	North
City government, I believe that my area should merge with the government of shoreline.	55-64	Female	DK/NR
Currently can't think of any.	55-64	Female	South
Don't know any services because he doesn't use them.	35-54	Male	North
Far too many police officer, to many police cars, I counted.	55-64	Female	North
I don't really have a hot button issue that I see. Well, schools there's a lot of money going towards the schools. That they can cut back on.	35-54	Male	Central
I think I'm pretty lucky and satisfied.	65+	Male	North
I'm not a big fan of the camera thing it have me thrown there not on the school streets they are blocks away. On 35 there's a camera the school on the 28 there no camera enforcement on the streets of the school.	35-54	Male	North
I'd say we are heavy on police and fire, they don't seem to have a lot do and I don't think we need them just standing around.	55-64	Male	Central
Look into salaries, some are quite high, too high for the number of people. Public art, have them to look at the cost and see if it's a appropriate way to use the funds, nothing.	65+	Female	North
No but I think they should be more vigilant about allowing high density housing.	65+	Male	Central
No. Nope. Cameras. Cameras should be eliminated. Because I thin they have the cameras to make money and not for any safety purpose.	55-64	Male	Central
One it puts cars on the residential to avoid the cameras and the second thing if there into taking care of the children we should put reminders like rumble strips.	35-54	Female	North
Police. Too much Police. Maintaining the roads and sewers. And safety for others.	55-64	Male	Central
Reduce the law enforcement. Less portal men. Many patrol cars at city hall.	55-64	Male	Central
School zone monitoring the reason is because they have those cameras on places not even by the school. The 2 streets the cameras are on the north and south side is the busiest and most dangerous streets but doesn't have a camera.	35-54	Female	North
School zone traffic enforcement; I was ticketed during a non-school time going 25 miles an hour in a school zone, and I had to go through a hassle to get it dismissed; the cameras in the school zone should be eliminated; they are not accurate.	55-64	Female	South
Sewer does not need to be expanded.	NR	Female	Central
Speeders going thru Sheridan heights driving too fast while high school students are on their way to school.	55-64	Female	South
Stop lights. The camera stoplights.	65+	Male	South
Stoplight cameras not in school zones, because they are not necessary.	65+	Male	South
The camera controlled school zones they should put a police officer there if they want to monitor it I don't believe in the camera enforcement.	35-54	Female	North
The cameras; the school zone cameras; I am looking at the camera instead of looking at the kids; I think it is more dangerous, the point of the school zone is to look at the kids; no others.	35-54	Female	North
The city council should be eliminated and public transportation should be reduced.	35-54	Male	North
The city is too small for a law enforcement.	18-24	Male	Central
The court and police system shouldn't be over funded.	55-64	Male	Central
The mayor, I don't think he does his job I don't even know who he/she is!	NR	Male	Central
The police department we have a really small town and we don't need that many police.	55-64	Female	Central
The speed cameras. I feel that they are not improving safety.	35-54	Female	North
The traffic cameras should be reduced.	35-54	Female	Central
There are too many people working in the maintenance dept. for the city. There are too many layers of worker there.	65+	Female	North
There is nothing I can think of.	18-24	Male	North
There isn't anything the concerns me.	65+	Male	North
There's something going on with the city keeps paving the roads unnecessarily. I don't know all the technical components. but a road is a road, and we got fine roads. Our roads are fine in this city.	35-54	Male	North
They don't need a lot of people in city hall.	65+	Male	North
They need to not limit people on how many trees they cut down and stop being so stressed about re-planting.	35-54	Female	South
Too many codes and regulations about certain things in the city.	65+	Female	South
Traffic cameras that she has to slow down considerably, they don't go off properly, not set properly.	55-64	Female	Central
Traffic cameras.	65+	Male	Central
Tree regulations should be reduced.	65+	Male	North
Well I'm not sure that anything need to be reduced.	65+	Male	DK/NR
Well sometimes if we can combine the sewer with Brightwater.	35-54	Male	South
Well the camera system should be gone.	65+	Male	North

APPENDIX - Q16



In August of 2014, DHM Research conducted a telephone survey of 150 residents of Lake Forest Park. This document, which accompanied full quantitative data, includes all open-ended responses and can be sorted by age, gender, and area of the city.

Q16. Are there any services that the City currently provides that you feel should be increased or any new services that should be added?

	Age	Gender	Area
Decrease would be the saving of the trees and how they code and block everyone even if they endangering a house.	35-54	Male	North
Education support head start programs.	55-64	Male	DK/NR
Enforcement of the environmental code.	65+	Male	Central
Enforcing the dog leash law; all dogs in the city of Lake Forest Park should be licensed and when walked, be on a control leash; when I walk my dog there are dogs that come out from homes and they are unleashed and come to us on the street.	65+	Female	North
Everything is fine.	35-54	Female	South
I don't know. The one issue that I have is the fly overs. They need to get that taken out of our air space or do it more higher up than they have been doing. The low altitude fly overs. They come to low and to frequent.	35-54	Female	North
I think community resources for family to help them out allot more.	35-54	Female	North
I think I'd like more updates about what the cities doing more public awareness by emails more frequently.	35-54	Female	Central
I think that there could be more emphasis on human services, by that I mean assistance, citizens who need extra help, who need food and shelter.	65+	Female	North
I think there doing a pretty good.	35-54	Female	Central
I think there should be more bus services.	18-24	Male	North
I think they should do more for the senior citizens, more support groups.	65+	Female	South
I think they should have an off leash dog park.	35-54	Female	Central
I think we should be able to maintain our own property and cut down our own trees without having to get a permit for every tree we want to cut.	65+	Female	Central
I wonder about the cost of housing, and the people foreclosing on their houses. There should be more low income and senior housing.	65+	Female	North
I would like more on-line information.	65+	Female	North
I would like to see much more sidewalks.	65+	Female	North
I'm not using the city services period. So I don't know.	35-54	Male	Central
Improving the parks, specifically lion lion creek park needs more maintenance. Supporting the third place commons, it needs financial support. Support general public art, artistic pieces, and musical performances.	65+	Male	South
It would be nice to have a post office.	35-54	Female	North
Law enforcement should increase.	35-54	Male	North
Maintaining the roads.	65+	Male	South
Maybe some supervision of speeding where we live.	65+	Female	Central
Monitoring of speed in the city and installing more speed bumps.	55-64	Female	North
More awareness to children needs but in my current area things are being in right direction.	55-64	Female	North
More bike lanes.	18-24	Male	North
Natural gas in more areas, more buried power lines.	35-54	Male	Central
New park routes i think.	55-64	Female	South
Parks should be increased and storm water runoff. Need to protect the environment better.	18-24	Female	DK/NR
Police presence, we don't even see them up our street. They need to be out and about more. I hardly ever see them!	NR	Male	Central
Police protection. Because we have had a lot of burglaries in lake forest park.	55-64	Female	South
Police surveillance.	65+	Male	South
Probably more parks. but not high priority.	35-54	Female	North
Promoting economic growth.	35-54	Female	Central
Sidewalks.	35-54	Female	North
Sidewalks more.	35-54	Female	Central
Sidewalks, I have children's who walk to school and the sidewalks are a mess. They need to add sidewalks and repair current ones.	35-54	Female	Central
Sidewalks, there are not enough, she thinks it's a safety issue.	65+	Female	North
Small groups getting together to discuss the future of the community.	65+	Female	North
The city should be investing in high speed fiber optic cable for internet access at his house. I want better internet service within my home.	35-54	Male	Central
The number of sidewalks around town.	65+	Male	North
The public schools should have more teachers and smaller classes.	35-54	Male	South
The road maintained like fixing the pot holes around the city.	65+	Male	North
The water quality is going down, the water should taste less like chlorine, and it's getting very undrinkable. They need to spend more time on fixing that.	65+	Female	North
There doing a good job no lacking.	65+	Female	North
To me everything is good the way it is I wouldn't want to change it maybe in the future but not now.	65+	Male	North
Traffic is an issue and it would be nice to see that regulated more.	55-64	Male	Central
Traffic strips on their street.	55-64	Male	Central
Truthfully I don't know a whole lot about what they, so no.	35-54	Female	North
Variety of housing options.	55-64	Male	South
We need more sidewalks. We definitely need them am certain parts of town.	35-54	Female	South
We need neighborhood police surveillance.	NR	Female	Central
Would like to see them have controlled of lights crossing lights specific.	55-64	Female	South

APPENDIX - Q17



In August of 2014, DHM Research conducted a telephone survey of 150 residents of Lake Forest Park. This document, which accompanied full quantitative data, includes all open-ended responses and can be sorted by age, gender, and area of the city.

Q17. What, in your opinion, is the single most important issue you'd like your City government to address?	Age	Gender	Area
10 year plan, we need to think about roads and streets and the shopping mall, and burt gilman trail, we need to have plan that takes those all into consideration, business friendly w/o cheapening the environment.	65+	Male	South
A lot of things, the people in office need to pay more attention to the people who vote for them. And they need to fix our dang streets, they got holes all over the place and they look like crap.	NR	Male	Central
All of above, can't find specific reason.	65+	Female	North
Big trees falling every where.	35-54	Female	Central
Buried power lines.	35-54	Male	Central
Cause analysis she approached by issuing better. Public works specific.	55-64	Female	North
City gov needs to resist the growing movement to get thought against those who oppose city taxes.	65+	Male	Central
Control with inflation. Inflation keeps going up. They need to put it in control.	55-64	Female	North
Controlling spending and budgeting for the city.	55-64	Male	Central
Crime prevention.	65+	Male	Central
Crime, like prevention, cut back on robbery.	55-64	Male	DK/NR
Cut down the cost of city government	65+	Male	DK/NR
Don't know, I feel like any problems we had are already being addressed.	65+	Female	Central
Drug enforcement, I met a couple people trying to sell me pot and weed and stuff.	18-24	Male	Central
Economic development sample people property.	18-24	Female	DK/NR
Economic growth of the city, high residential, low commercial zoning, they are not bringing in enough revenue to support their municipal means of the city, due to low ratio of commercial zoning relative to residential zoning.	35-54	Female	South
Education, more funding for the schools.	25-34	Male	Central
Eliminate the charging of septic system owers for sewage treatment.	NR	Female	Central
Emergency services, improve.	65+	Female	Central
Emergency services, police, fire, medical services.	65+	Male	South
Employment. More jobs.	65+	Male	Central
Enforce the firework laws.	65+	Female	South
Environment. Keep it clean.	65+	Male	South
Environment. Preservation of the natural biological environment. The excess water runoff is causing a lot of problems in Washington. One of their solutions is a 5 million dollar pipeline. It's a mediocre solution to a bad problem. There are other solutions that should be implemented first. Back to the road paving... there's the old asphalt, and the asphalt that lets the water run through it (Pervious). Out city should use pervious asphalt (if possible). The city should also look into rewarding homeowners who utilize pervious asphalt instead of the old asphalt to help with the water runoff.	35-54	Male	North
Everything's being addressed correctly.	65+	Female	North
Excess of government, excess of planning regulations.	55-64	Female	DK/NR
Feeding the children.	65+	Female	South
Fix the roads, potholes, that's it.	65+	Male	South
Funding schools, make sure they get the funding needed.	35-54	Male	North
High property taxes.	55-64	Female	North
Honesty and transparency.	55-64	Female	South
I don't have any issues that are crying out to me at a city level. At a state or federal level I don't. But as a city level is would keeping our safety as fire department that's important. But as far as I know. Out fire department are in good shape. Fire fighters including medical.	65+	Male	Central
I don't really know, because i don't really know the services.	65+	Female	Central
I guess for me it's just safety, we have a lot of burglaries and just doing more to keep our neighborhoods safe.	35-54	Female	South
I guess getting the air traffic out of here. No, I really like it here. I don't have any complaints.	35-54	Female	North
I suppose budgeting, just to make sure important things get well enough funded here.	65+	Female	North
I think building new houses on small lots, I don't like dividing all these lots to make small housing lots.	35-54	Female	Central
I think that it's too dangerous for people to get a driver's license now a days. I mean they can take driver's ED and get a license at a very young age.	25-34	Female	North
I think the maintenance of the quality of life in this community should be addressed. The zoning laws keep housing density low. And the laws with the tree canopies and the environment keeps housing low.	35-54	Male	Central
I think the roads.	65+	Female	South
I think the zoning, yeah there that the construction in the zone.	35-54	Male	South
I think we need more sidewalks.	65+	Female	North
I would get rid of cameras otherwise they are doing a good job. I think it's just a privacy issues having cameras everywhere. I don't think there is any use for them other to make money for the city.	55-64	Male	Central
I would like that to continue to keep us feeling safe with law enforcement.	35-54	Female	Central
I would say, it would be important to provide the tools to help the city grow economically, people should come first.	65+	Female	North
I would think crime. I just haven't had any experience, lots of gangs.	65+	Female	Central
I'd like it to find other ways to better save energy.	35-54	Female	North
I'd say crime.	55-64	Female	Central
I'd like them to do something about this traffic here in Bothal way. They got the light times so bad.	65+	Female	North
Improve the technology with in the schools.	35-54	Female	South
In my neighborhood there is a truck going around selling steaks and they keep bugging he is very combative.	35-54	Female	Central
Increasing the availability of multifamily housing units.	35-54	Female	North
It's a city government it's all important it's a small city.	55-64	Male	Central

Just making sure they create rainy day reserves, and that they don't bend the rules in regards to the reserves.	55-64	Male	North
Just the city growing so fast, they should watch the zoning so they don't crowd around with houses.	NR	Female	Central
Keeping an eye on the budget.	65+	Male	North
Keeping property taxes manageable; I don't want them to come up with some new harebrained plan that will increase property taxes.	65+	Male	Central
Keeping the budget under control, promoting economic growth.	55-64	Male	Central
Keeping the taxes down, cause we pay a lot of property tax, nothing.	65+	Female	North
Keeping the taxes down; minimize the amount of government and therefore the cost of it.	65+	Male	North
Keeping the wells away or as far as possible from Seattle.	65+	Male	Central
Keeping zoning in check, making sure it is correct as well as within city limits, and making sure we don't over build within the city.	55-64	Female	South
Land use regulations meaning zoning in the community and on your property.	65+	Male	North
Law enforcement. They should be more secure because there is to many home break ins	35-54	Male	North
Law enforcement, more funding so they can protect the community.	35-54	Female	North
Law enforcement. They should be more secure because there is to many home break ins	35-54	Female	Central
Limiting residential growth.	35-54	Male	South
Maintain maintenance. The streets. The roads could use some fixing up.	55-64	Female	Central
Maintain security.	35-54	Female	North
Maintaining the environment, the beauty of it take care of it in terms of lake and trees and maintaining clear roads.	65+	Female	Central
Maintaining the natural environment. Less development helps with that. New houses were built in my neighborhood, and the houses replaces the forests that were beautiful. I didn't appreciate that.	18-24	Female	North
More economic stuff with lake Forrest park.	65+	Male	North
Municipal safety, assuring the safety, lake forest park police.	55-64	Female	North
Neighborhood safety.	65+	Female	North
Nope, I think they have a pretty good handle on it.	18-24	Male	North
Not sure. Probably managing economic growth.	65+	Male	South
Not taking the tops of trees.	55-64	Female	North
Not that i can think of off the top of my head.	55-64	Male	North
Now that we don't have the jail going where the parks going to be, safety of lake forest park residents.	35-54	Male	North
One of the roads in lake forest park, is balthelway and I like to see them lower the speed limit to 30 miles per hour.	55-64	Male	South
Planning for the future.	55-64	Male	South
Police protection, I guess I'd like a faster police response.	65+	Female	Central
Police protection. More safety for the people.	55-64	Male	Central
Preserving the trees; we have a lot of building going on, old homes being torn down; and new homes going in and because of that they have pulled the trees out and it seems to be allowed; protecting the integrity of Lake Forest Park.	65+	Female	North
Probably road maintenance. Manage the roads better, or make it more transparent on how they manage their money on road maintenance.	35-54	Male	Central
Protecting individual liberty.	35-54	Male	North
Public safety.	35-54	Male	Central
Reduce 522 congestion and noise.	55-64	Female	South
Reduce the city budget it's to bloated.	55-64	Female	Central
Reducing services.	35-54	Male	North
Right now I don't have an important issue.	35-54	Male	Central
Road maintenance, fixing the roads as much as possible.	65+	Female	North
Road maintenance, pot holes, nothing else.	65+	Male	Central
Safety of the residents. Police, fire.	65+	Female	Central
Safety, in general.	65+	Female	North
Safety, people safety.	65+	Female	North
Safety, safety for the old young and in between, nothing else.	65+	Female	Central
Seattle north is a problem; lots of homeless in area.	65+	Female	North
Security in Lake Forest Park; our block watch has had bad experience with that, with people breaking into homes; would like to see cameras and more police.	65+	Male	DK/NR
Sidewalks are the only thing that really bothers me.	35-54	Female	South
Speeding in all residential areas; maintaining the 25 mph.	35-54	Female	North
Speeding in the city, some cars go to fast past their limit.	65+	Male	North
Stability. That they maintain what we've got but in the form of the people when they're changes at any time.			
That's going to affect them. Example: Probably when they're redoing the roadways. They were resurfacing and doing stuff without notifying people. That's an inconvenience.	65+	Male	Central
Support of schools local schools.	35-54	Female	North
Sustainability for the environment.	65+	Female	South
Take care of the crime situation that we have there.	65+	Male	North
Take more action in local crimes, specific home invasion.	55-64	Female	South
The city spending, I'd like to maintain it at a low level.	65+	Male	DK/NR
The fire dept. payroll.	18-24	Male	North
The light and school zone cameras need to go.	18-24	Male	Central
The vacancy's in lake forest park town center.	35-54	Female	Central
There are no major issues he loves it there.	35-54	Male	North
To making town center long-term making it social make it urban.	35-54	Male	South
Too many tall buildings, makes things too dangerous. We must be more selective about building regulations.	65+	Female	South
Traffic control.	65+	Male	North
Traffic safety, just having children In school and I think the camera have been really helpful, and seeing he presence has been comforting.	35-54	Female	Central
Transparent operations. All segments of the city government should not operate in secret.	65+	Male	Central
Tree canopy. Keep it the way it is.	65+	Female	North

Environmental protection.	65+	Female	North
Voter fraud. I think people should have pictures and fingerprints before they vote. People get stupid and try to rig the elections.	65+	Male	North
Well... I think that the city should address the traffic congesting. It's coming to the point when it's now a safety issue.	65+	Female	North
Zoning issues; the south gateway; they zoned it and changed zoning and the public's input was not listened to; they are putting in multiple family housing in a small area and they did not look at how it would affect the traffic in the area; they did it anyway, they did not listen to the input.	55-64	Female	South

APPENDIX - Q32



In August of 2014, DHM Research conducted a telephone survey of 150 residents of Lake Forest Park. This document, which accompanied full quantitative data, includes all open-ended responses and can be sorted by age, gender, and area of the city.

Q32. Do you have any other feedback about how the City can better communicate with the public?	Age	Gender	Area
More surveys and holding more meetings.	55-64	Male	Central
1) The website is good, but the website can be better and to make more sense. Make it more easily navigable. 2) They should re-start the newsletter. I think they discontinued it. It would be beneficial towards people. They can target it to people that want it. 3) There also needs to be better information about the road paving within the road paving too. A e mail newsletter would be nice.	25-34	Male	Central
A newsletter.	65+	Female	North
Actually showing faces at yearly night out and attending public gatherings.	55-64	Female	Central
Ask residents if they want to provide email information to the city so the city can send them information via email.	NR	Male	Central
Better notifications for neighbors hoods about construction and changes.	65+	Male	DK/NR
Better social media.	35-54	Female	North
Can do a better job proactively alerting the citizens in lake forest park about home burglaries and other crimes; could do email alerts about crime.	NR	Female	Central
Come to your house and ask directly.	18-24	Male	North
Contact feels the city is working pretty well with the public.	65+	Female	Central
Continue email, and paper flyer, the newsletters also have been helpful.	18-24	Male	North
Don't have an answer for this because he thinks it's going ok the way that it is.	65+	Male	North
Get involved more in our schools.	55-64	Male	South
Get out and walk the pavement, do what you are supposed to do, knock on people's doors and talk to people face to face like they used to do when I was young.	55-64	Male	Central
Give more info on newspaper improved hours of availability.	35-54	Female	Central
I guess I liked it when we had the paper, I don't even know if it is plausible for us to get the newspaper again. But it was a good way of communication.	35-54	Female	North
I like their newsletter and if I have questions I ask just ask them. They do a very good job and I am very happy with where I live.	65+	Female	North
I like when we got the little newsletters in the mail.	55-64	Female	Central
I really don't participate in what the city offers or anything. I don't use electronics.	65+	Female	Central
I think about the older people that don't have e-mail, so I don't know how they get their information. Good job on sending out the flyers for information about the city.	55-64	Male	Central
I think they are doing a good job, their website is a good resource and is designed well and they are doing well communicatino with the size of our city.	65+	Male	Central
If they have a sort of a blog or newspaper that's on a website they need to publicize cause I don't know if they do.	65+	Male	Central
Just to make sure people receive their newsletters, nothing else really.	35-54	Female	North
Mailing have periodic mailing so I could read about the progress in the city.	65+	Female	North
Mayor doing excellent job. Police dept. doing a great job and also fire fighters.	35-54	Male	Central
More info on what the governor has generally communicate with the public.	35-54	Male	Central
More online information.	65+	Male	DK/NR
More social media active and phone calls.	55-64	Female	South
Need to bring back the mailed monthly city newsletter.	35-54	Male	North
No nothing comes to mind off hand. There is nothing really to do for me.	65+	Male	Central
No there doing a good job.	65+	Male	DK/NR
No, I haven't really tried very hard to get in touch with them. I'm sure it would be easier if the permitting information was easier to oet through.	65+	Male	North
No, I think they're doing a good job of reaching out to I think.	65+	Female	South
No, probably not, I'm a passively involved citizen.	35-54	Female	Central
No, seems to him that the city is trying hard to keep community involved and informed.	65+	Female	North
No, small community word of mouth get around quick.	18-24	Male	Central
No, they do a good job.	65+	Female	North
No. They do a good job.	35-54	Male	DK/NR
Not really I've been top city council meetings it's good that they are open.	65+	Female	Central
Not so much on the computer. Maybe in a letter.	65+	Male	North
Print something out and go to pick it up.	55-64	Female	North
Probably more active newsletters would be useful.	65+	Male	North
Public meetings.	35-54	Male	North
Reinstate the newsletter. And the newsletter should be more informative.	65+	Male	South
Signs. For example when the community puts up signs for the farms market on Sunday, the could do that to communicate better with the public.	65+	Female	North
The city is doing good with communicating with the public.	55-64	Female	North
The city is doing good with communicating.	65+	Female	North
The city should have public events at lake Forrest park they should advertise it with bill boards and posters for the community.	65+	Female	South
The mayor should answer her e-mails.	35-54	Female	North
There doing an ok job with communication.	65+	Male	South
They cover all the basic ways to get information to the residence now.	65+	Female	Central
They need to return their phone calls. There have been times when I have tried to contact them and they have not returned my calls which is why I went to city hall. Also like to see more detailed records online and find in a more efficient manner blueprints of buildings and such.	65+	Female	North
They send out flyers and I think that's good I suppose you could add more depth to them.	35-54	Male	South
They should have an easy access website of building permits. Nothing else to say.	65+	Female	Central
They used to have a little city newsletter and they would mail it out; they stopped doing that; would like it again; it made me feel connected, reading a paper; you can read thru it when you want to; it was short and sweet and to the point; had good information; I don't have time to read all my emails, I delete them, don't have time.	25-34	Male	North
To be timely on the communications and give enough notice.	55-64	Female	South
Town hall meetings every once in a while.	65+	Male	DK/NR
Website should post more information about the city.	55-64	Female	South
Well I should say the websites can be frequent and what being address.	65+	Male	South
Well Increase the info you send out monthly.	55-64	Female	North
Well they could send a updater more often.	65+	Male	North
Well, maybe city council being seen more, as they are not really well liked for that.	65+	Male	North