



CITY OF LIBERTY LAKE

COMMUNITY SATISFACTION SURVEY 2024



October 7, 2024



EXECUTIVE SUMMARY

Purpose

The 2024 Community Satisfaction Survey was designed to measure resident sentiment across a range of priorities and results expressed in the 2024-2028 Strategic Plan, which is available to view and download on the city's website at <https://www.libertylakewa.gov/496/Strategic-Plan>. Additional surveys are planned each January so that city leaders can evaluate changing sentiments over time and use the results to improve the quality of core services, better align the city budget with its strategic priorities, and help the community realize the key results named in the strategic plan.

Methodology

City staff, with the assistance of the Community Engagement Commission, designed the survey, defined a methodology, and established the process for collecting and analyzing results. A sample size of 660 residential households inside the city limits of Liberty Lake was randomly selected to participate in the survey. Each randomly selected household received a letter in January 2024, inviting participation in the survey. This was followed by a second mailing in January 2024 that included the 32-question survey, tips for completing the survey online or by mail, and a stamped return envelope. Finally, a reminder post card was mailed in February 2024 to help encourage selected households to complete the survey.

Response

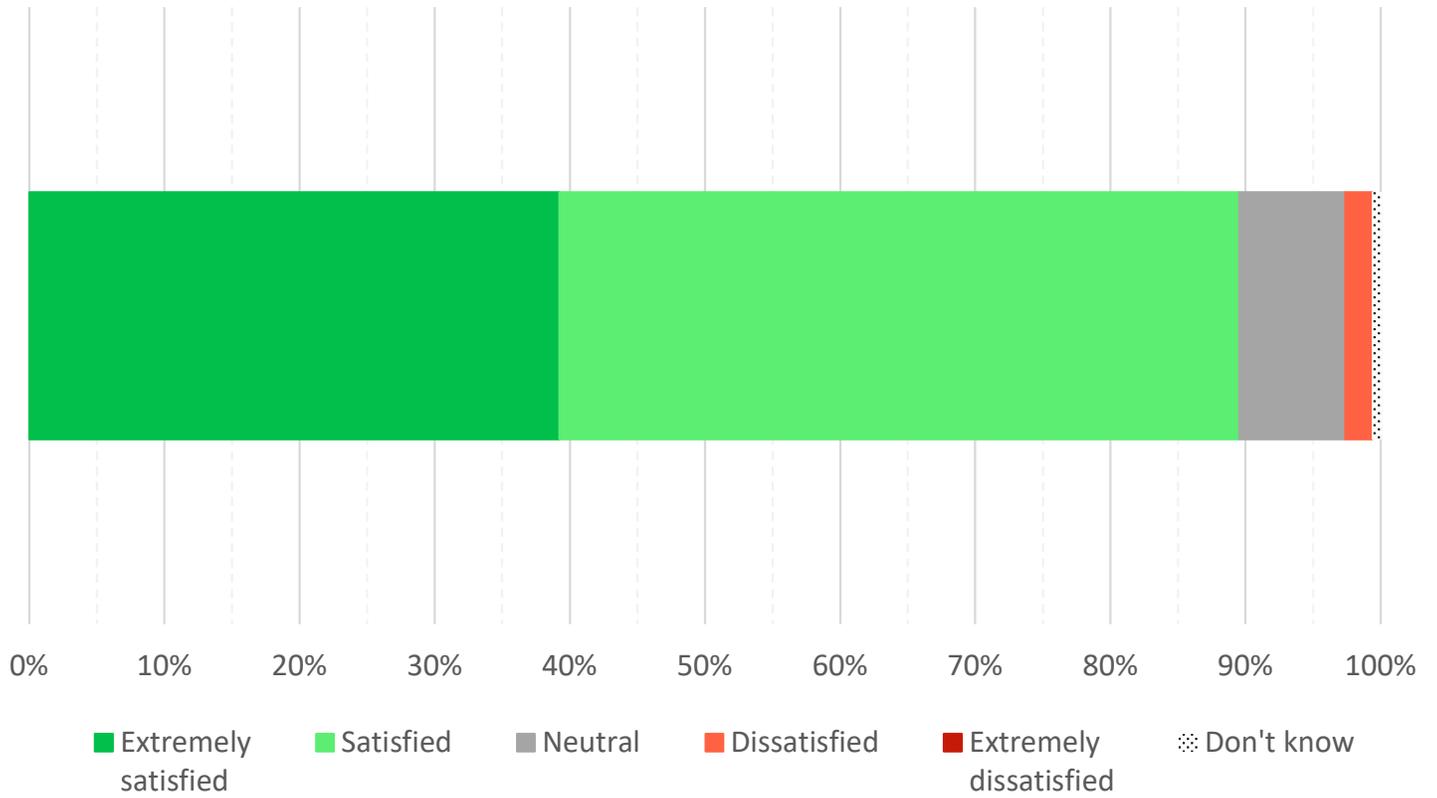
173 households completed the survey between January 2024 and June 2024. While the response rate is less than required to make any statistically valid conclusions, it does provide meaningful data from Liberty Lake residents that city leaders can use for the stated purpose. As the first survey of its kind in Liberty Lake, the collection process and response also provides some great insights and lessons learned for planned future surveys.

Findings

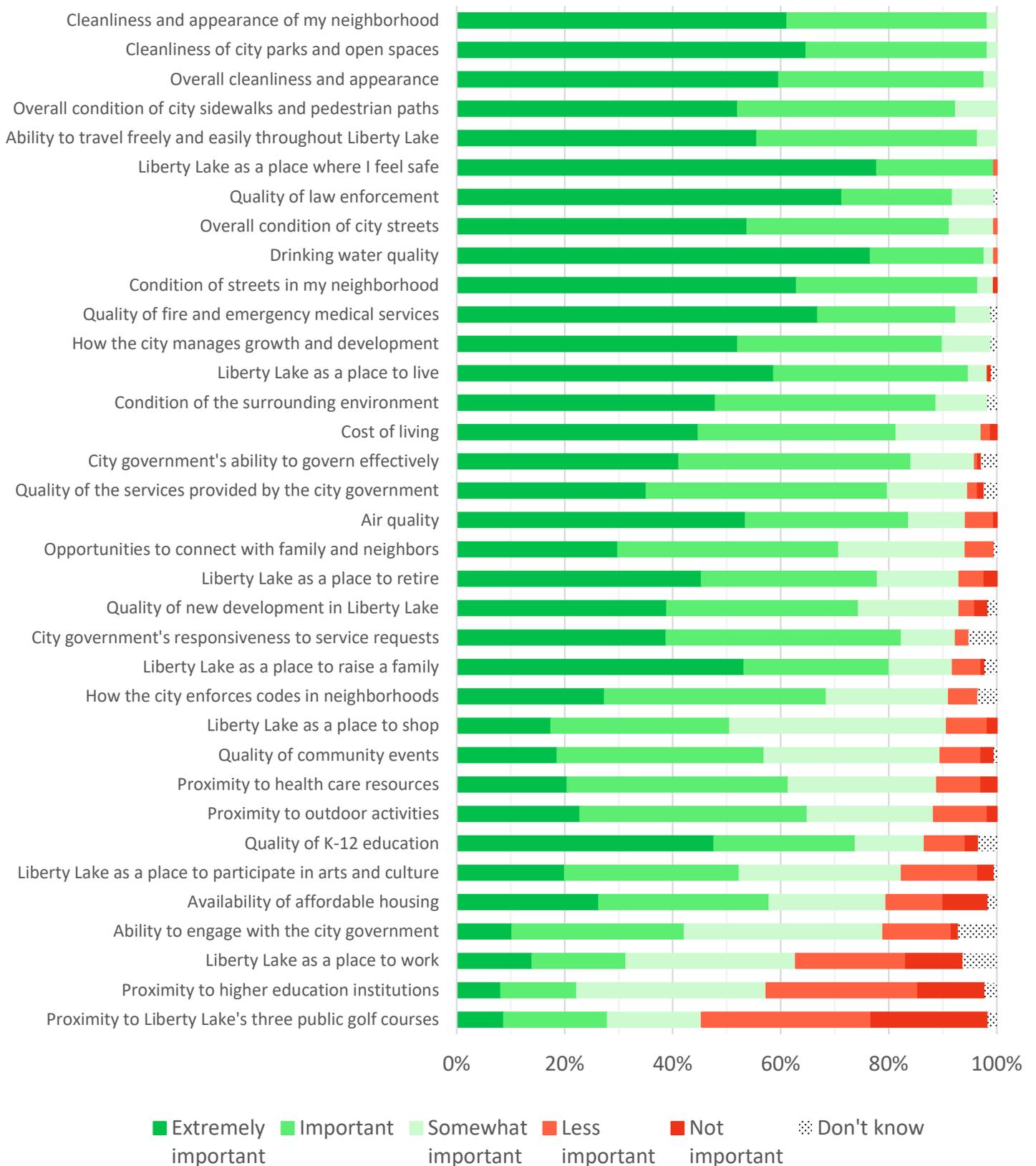
The survey is centered on measuring the city's performance against several key results named in the strategic plan. The following eight questions provide quantitative insights into six of the 13 named key results.

1. Overall, how satisfied do you feel about your quality of life in Liberty Lake?
 - 89.6% Extremely Satisfied or Satisfied
6. Overall, how safe do you feel in Liberty Lake?
 - 89.1% Extremely Safe or Safe
10. Overall, how prepared do you feel the city government is to respond to emergencies/natural disasters in Liberty Lake?
 - 32.3% Extremely Prepared or Prepared
13. Overall, how satisfied do you feel about your economic opportunities in Liberty Lake?
 - 37.8% Extremely Satisfied or Satisfied
14. Overall, how optimistic do you feel about your economic opportunities in the next 12 months?
 - 23.3% Extremely Optimistic or Optimistic
19. Overall, do you trust the Liberty Lake city government's ability to lead the city in the right direction?
 - 41.9% Yes
21. Overall, how would you rate the quality of the following core city services?
 - Top Excellent or Good: Community Events 82.0%; Parks Maintenance 78.7%; Mowing 73.8%; Library 71.6%
23. Overall, how would you rate the quality of the following services provided by partners?
 - Top Excellent or Good: Drinking Water 86.1%; Garbage/Recycling 65.1%; Traffic signal maintenance 59.6%

1. Overall, how satisfied do you feel about your quality of life in Liberty Lake? (Choose one.)



2. How important is each of the following in determining your answer to Question 1?



3. What one thing has the greatest positive impact on your quality of life in Liberty Lake?

Theme	Percentage
Safety	35.7%
Trails	9.7%
Parks	9.2%
Sense of community	8.2%
Cleanliness	7.1%
My neighborhood	4.6%
Golf courses	4.1%
Mobility	3.1%
Size	2.6%
Location in region	2.0%
Events	1.5%
Infrastructure maintenance	1.5%
Schools	1.5%

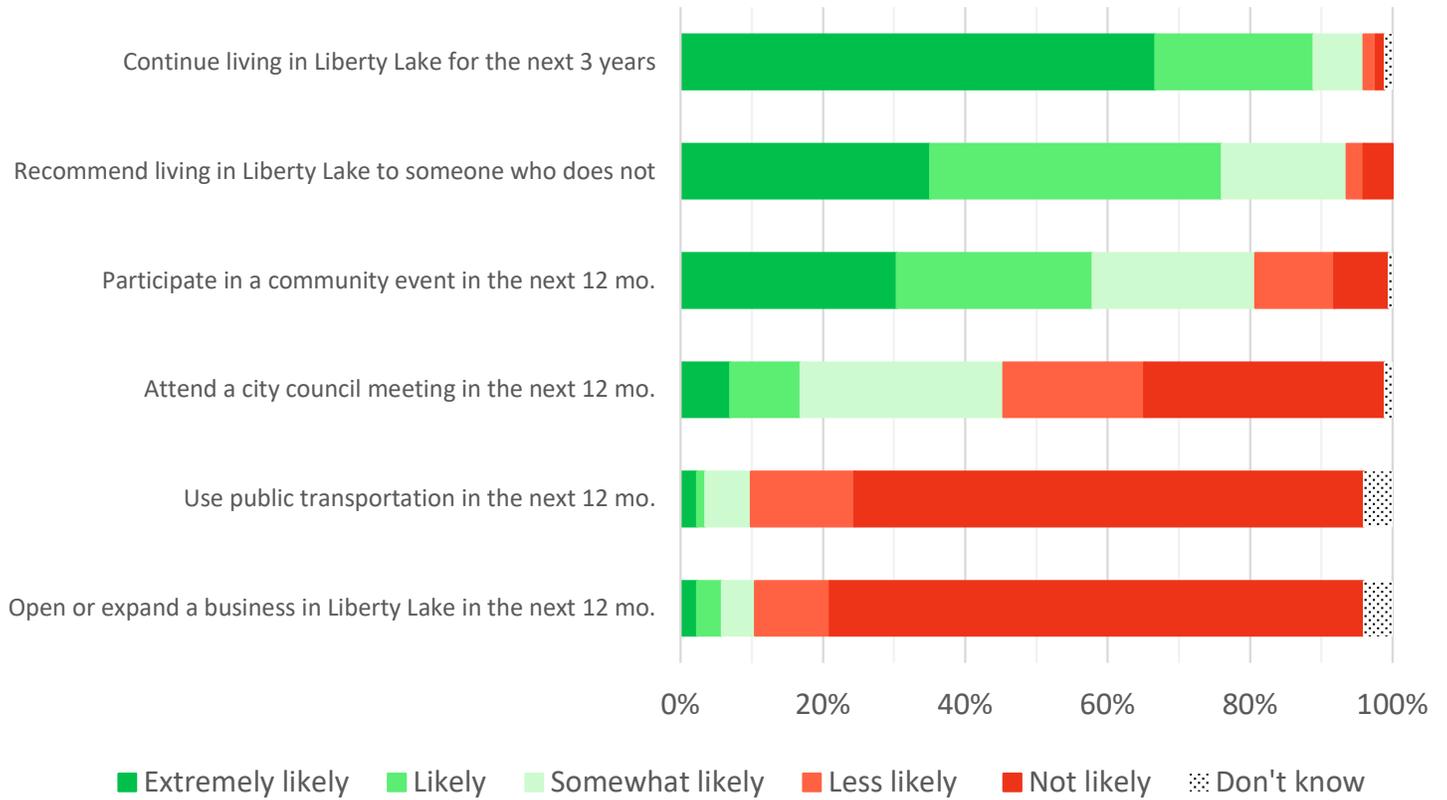
Questions 3 and 4 were presented as open-ended questions, designed to prompt respondents to provide free-form, unrestricted responses. These questions help provide qualitative insights to the answers provided in Questions 1 and 2.

Since responses were unrestricted, some subjective analysis was required to categorize the responses into themes, which are reported here. Even so, we believe these results accurately capture the intent of each response. Themes representing less than 1% of the total number of responses are not reported.

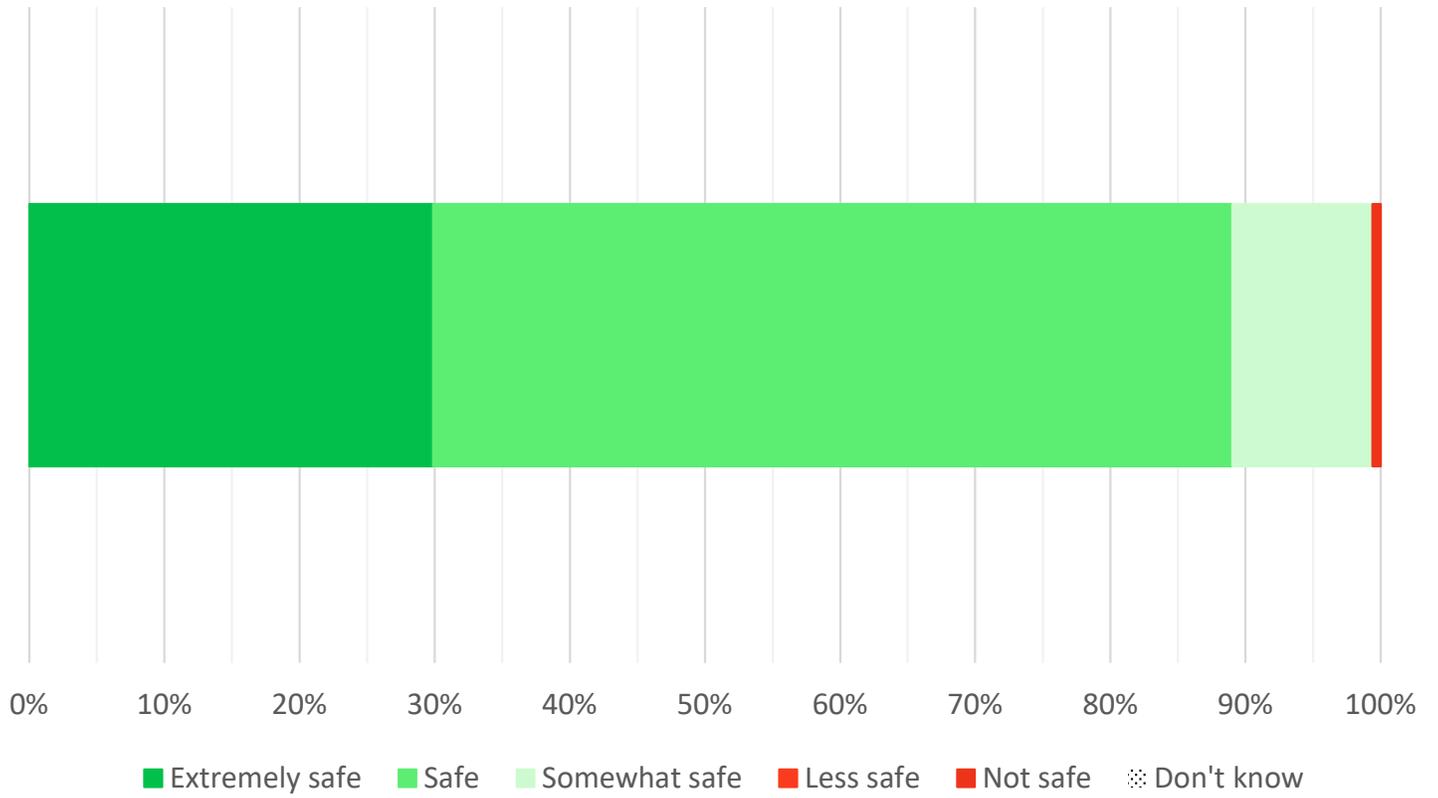
4. What one thing has the greatest negative impact on your quality of life in Liberty Lake?

Theme	Percentage
Traffic	10.0%
Local politics	9.4%
Apartments	7.5%
Lack of traffic enforcement	7.5%
Population growth	7.5%
Cost of living	5.6%
Property Tax	4.4%
Crime	3.8%
Lack of activities	3.8%
Lack of shopping	3.8%
Lack of restaurants	3.1%
Cost of housing	2.5%
Homeless people	2.5%
Lack of community	2.5%
HOA practices	1.9%
Pet owners	1.9%
Poor budgeting	1.9%
Street maintenance	1.9%
Too many businesses	1.9%
Entitled residents	1.3%
Lack of lake access	1.3%
Noise	1.3%
Residential property maintenance	1.3%
Snow removal	1.3%

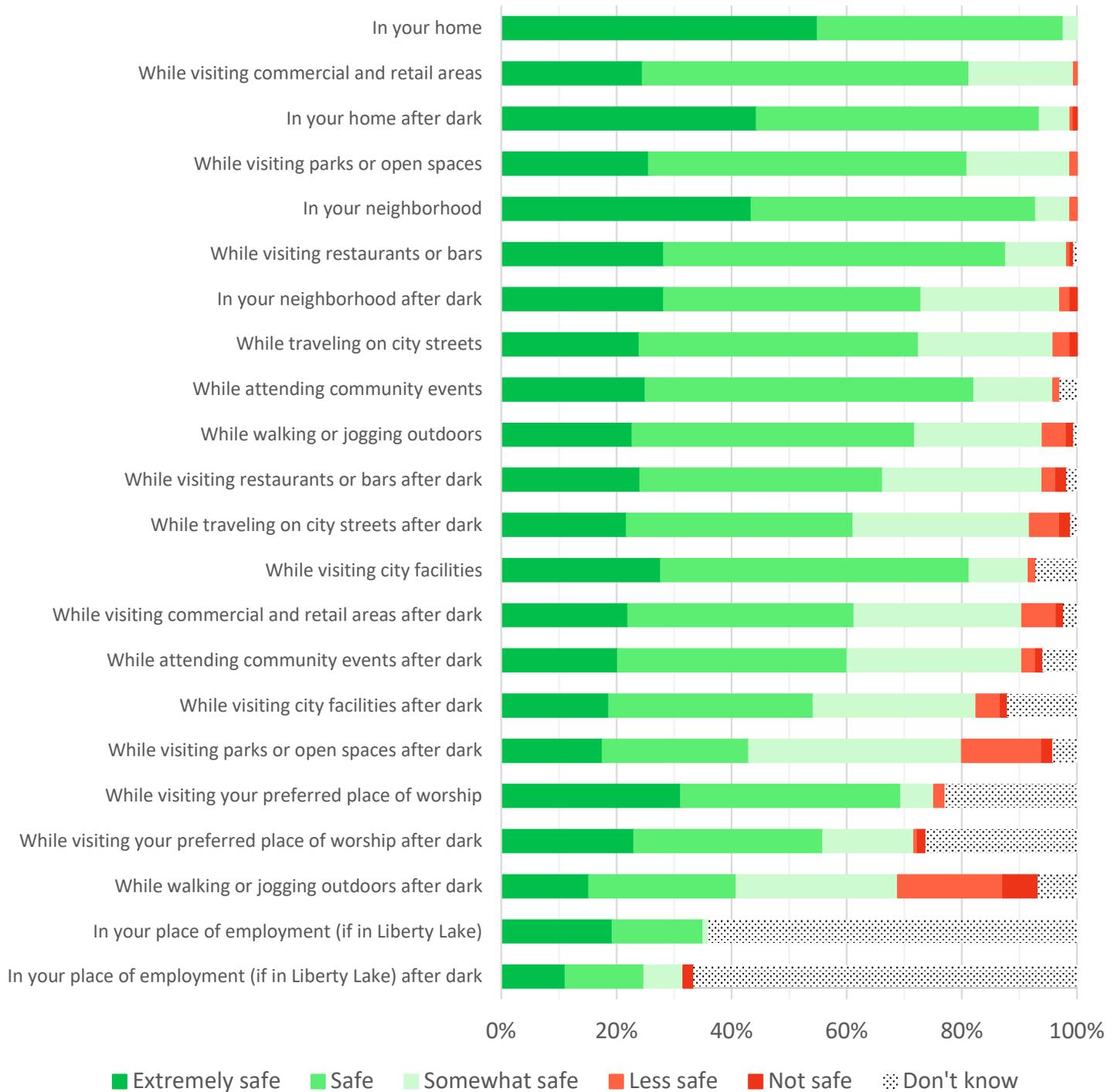
5. How likely are you to do each of the following things?



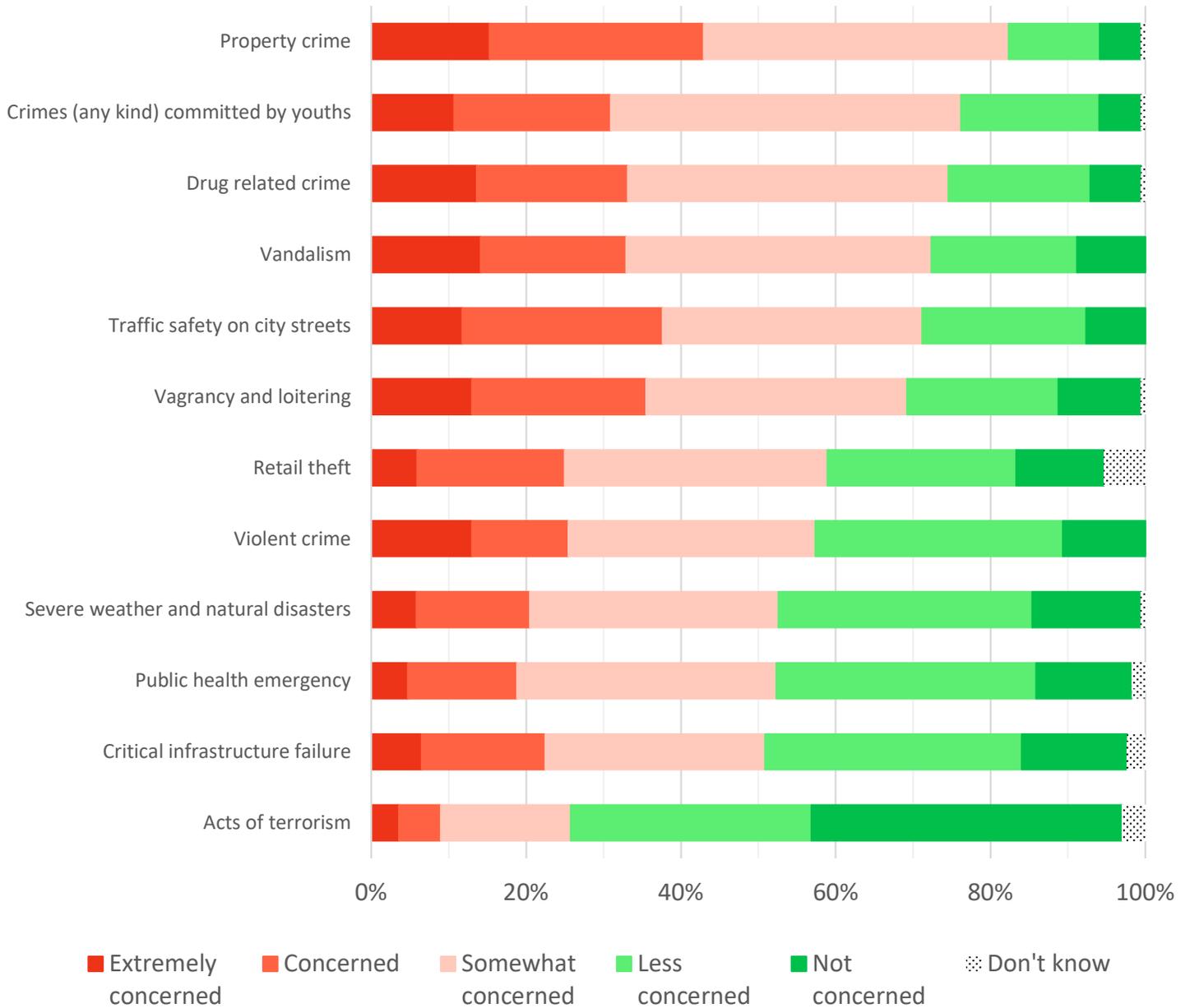
6. Overall, how safe do you feel in Liberty Lake?



7. How safe do you feel in the following places in Liberty Lake?



8. Describe your level of concern with the following things in Liberty Lake:



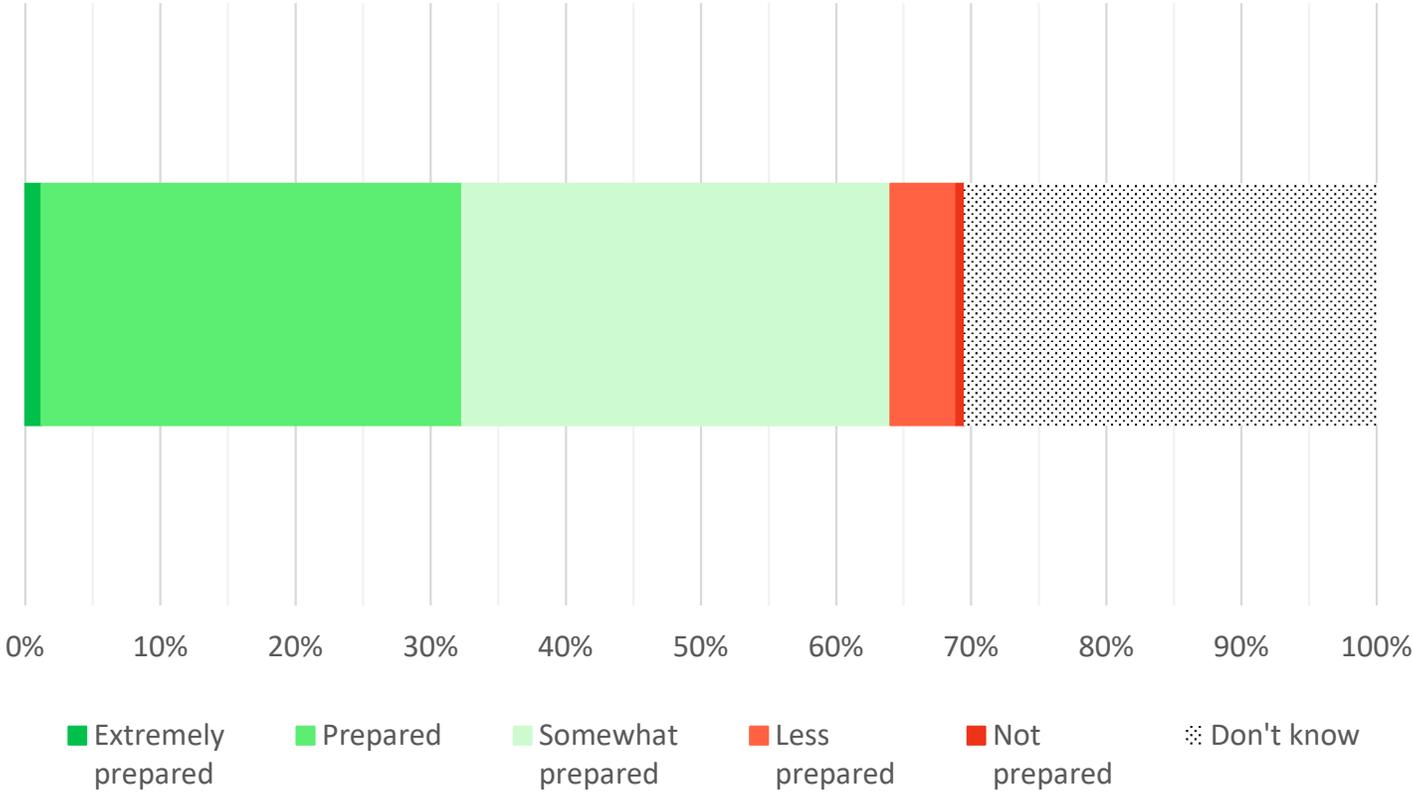
9. What one thing should city leaders focus on over the next 12 months to help you feel safer in Liberty Lake?

Theme	Percentage
Keep homeless out	15.5%
More police visibility	12.4%
Reduce speeding	10.1%
More police patrols	8.5%
Enforce traffic laws	7.8%
Reduce drugs	5.4%
Enforce golf cart rules	3.9%
More street lights	3.9%
Improve pedestrian safety	3.1%
More crime deterrence (technology)	3.9%
Prioritize crimes against people and property	3.1%
More police officers	2.3%
More trail lighting	2.3%
Stop apartments	2.3%
More police training	1.6%
Repair streets	1.6%
Stop growth	1.6%

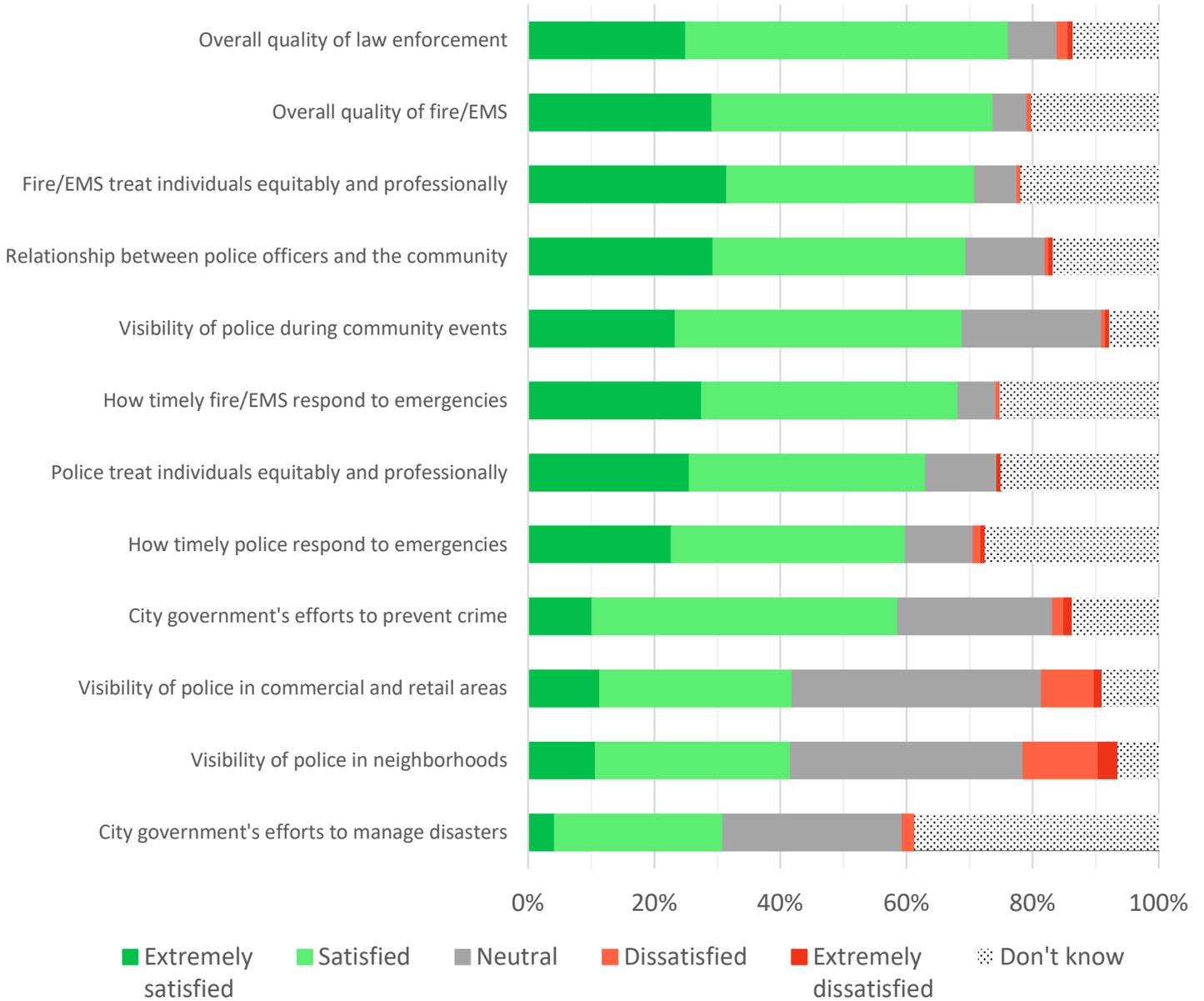
Question 9 was presented as an open-ended question, designed to prompt respondents to provide free-form, unrestricted responses. This question helps provide qualitative insights to the answers provided in Questions 6, 7, and 8.

Since responses were unrestricted, some subjective analysis was required to categorize the responses into themes, which are reported here. Even so, we believe these results accurately capture the intent of each response. Themes representing less than 1% of the total number of responses are not reported.

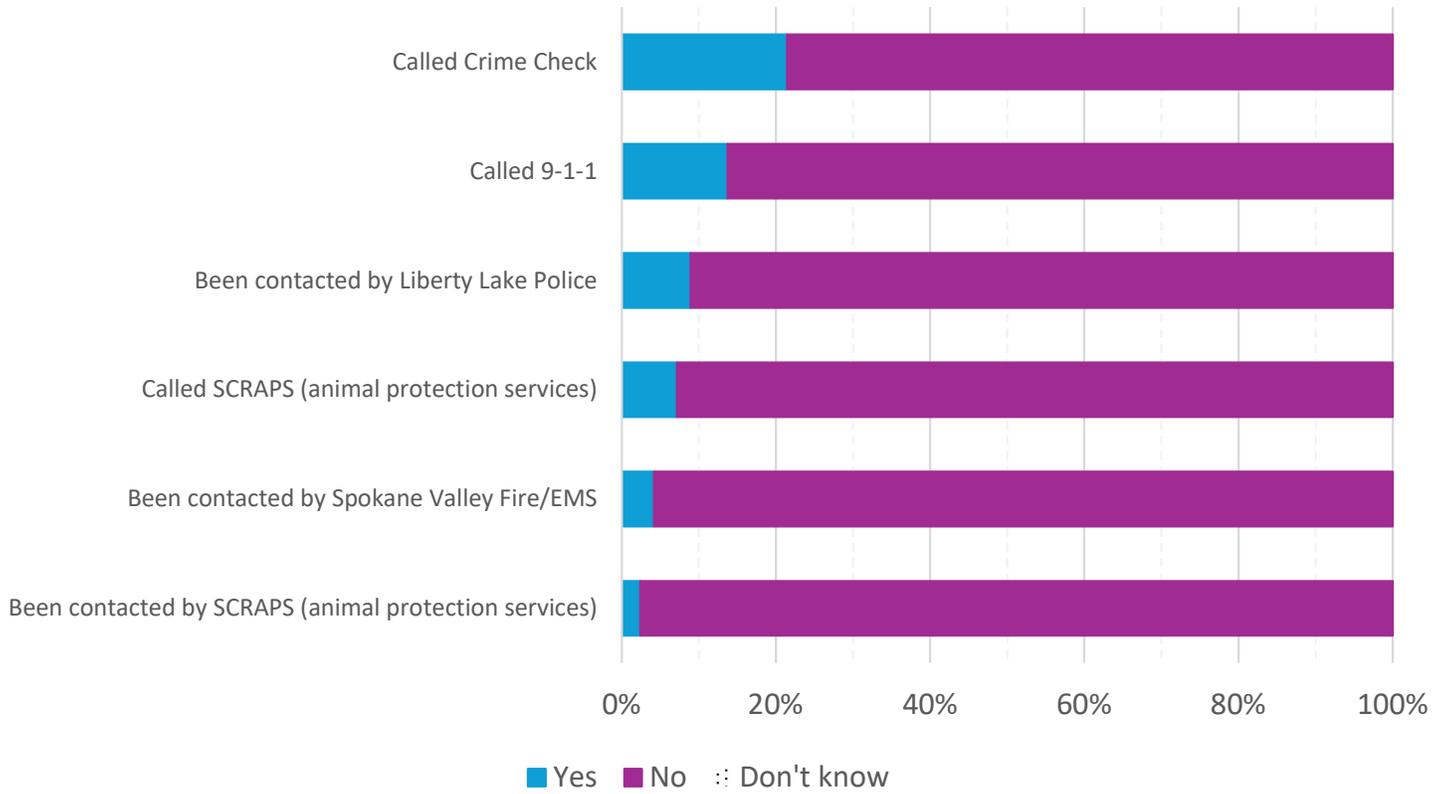
10. Overall, how prepared do you feel the city government is to respond to emergencies and natural disasters in Liberty Lake?



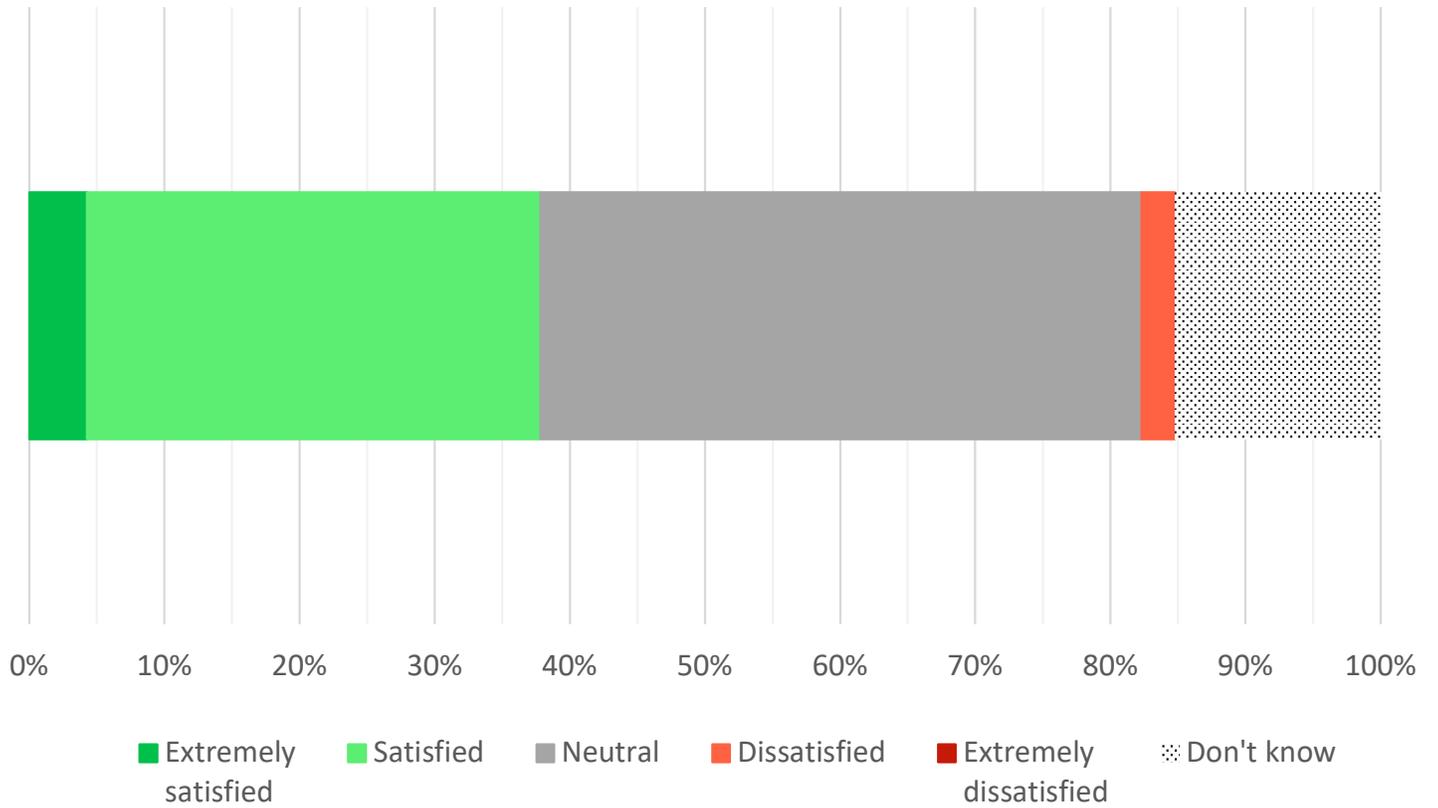
11. Describe your level of satisfaction with the following elements of public safety in Liberty Lake:



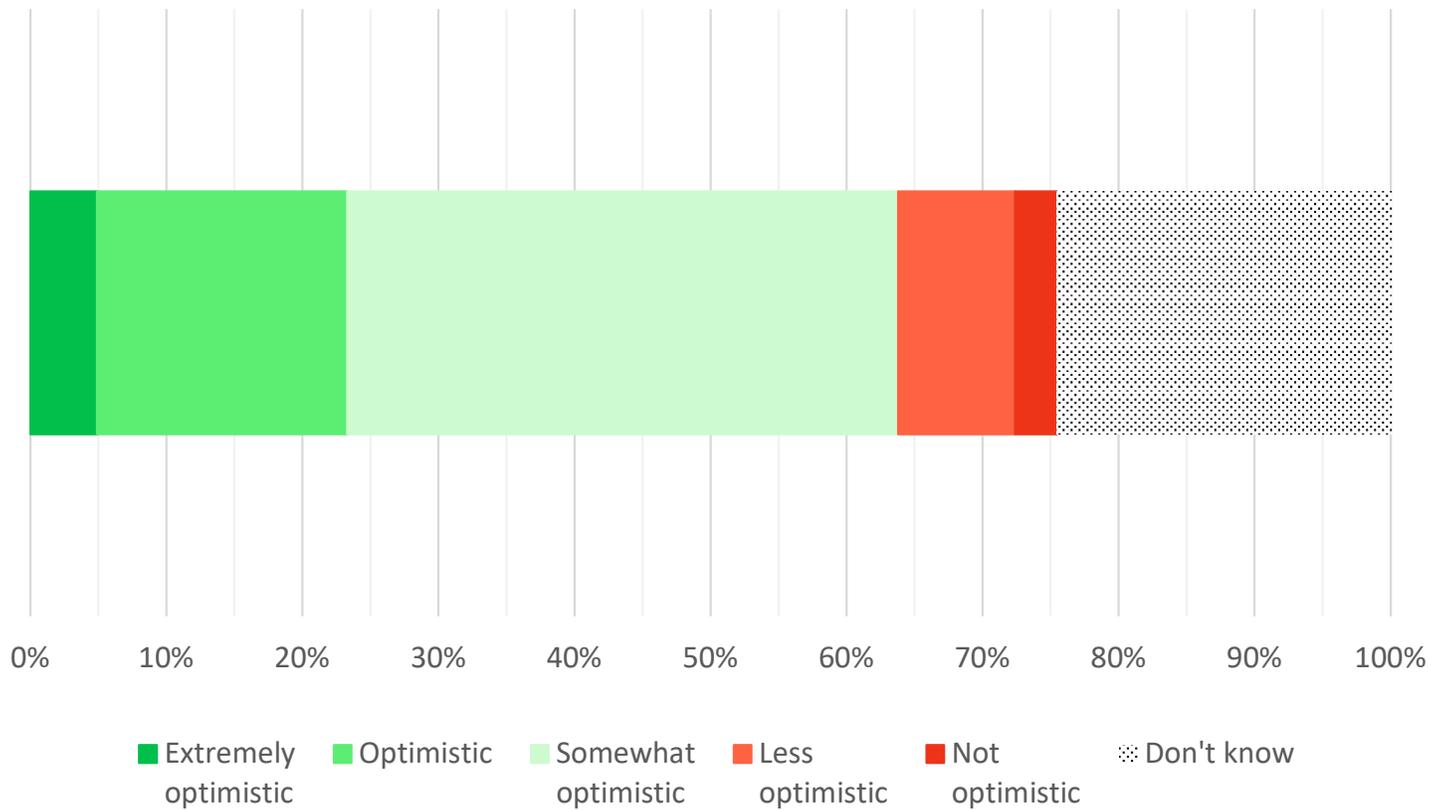
12. Have you, or anyone in your household, done any of the following in the past 12 months?



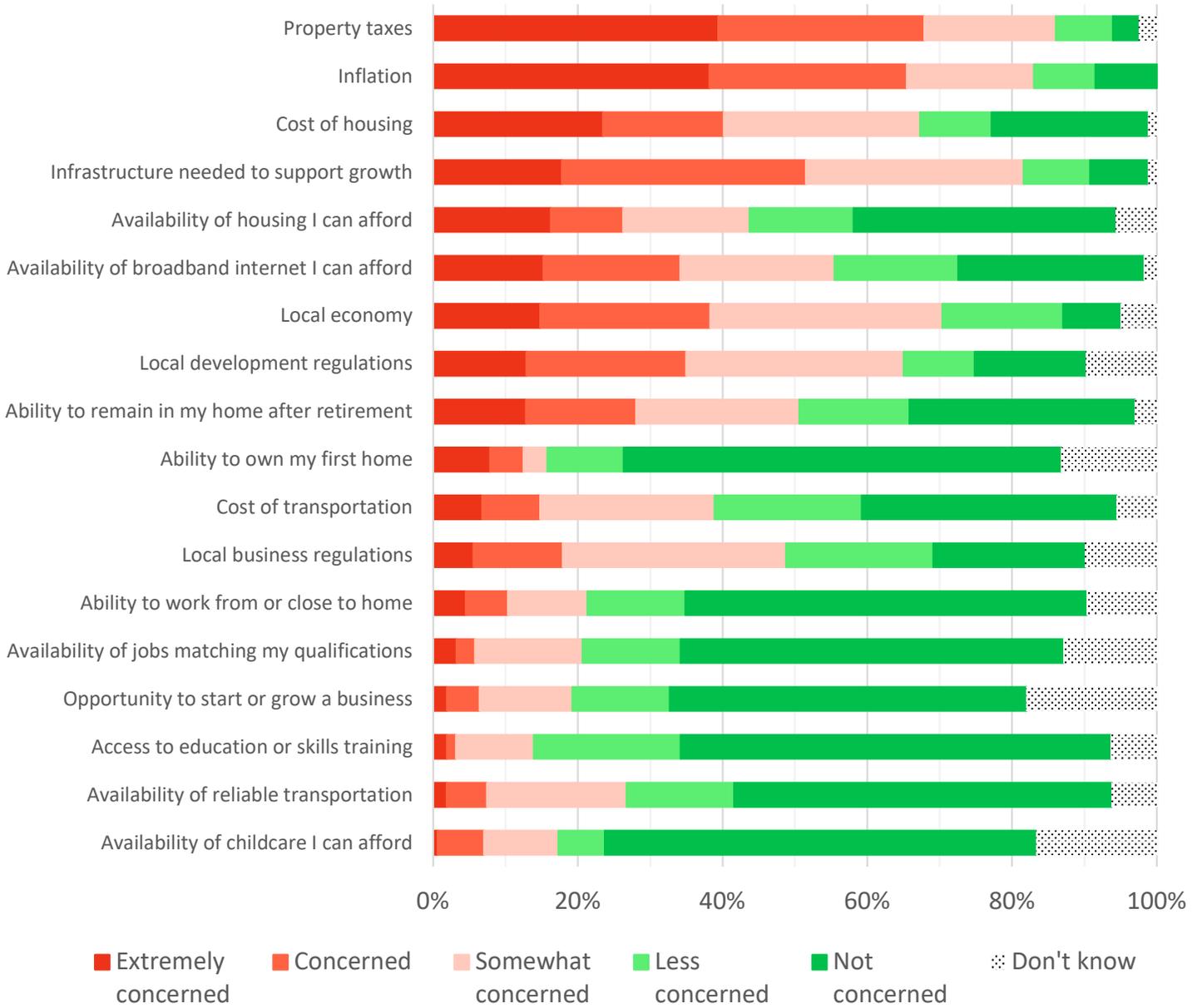
13. Overall, how satisfied do you feel about your economic opportunities in Liberty Lake?



14. Overall, how optimistic do you feel about your economic opportunities in the next 12 months?



15. Describe your level of concern with the following things in Liberty Lake:



16. What one thing has the greatest positive impact on your economic opportunities in Liberty Lake?

Theme	Percentage
Proximity to jobs	23.5%
Proximity to Idaho	9.9%
Low taxes	8.6%
Low cost of living	7.4%
Proximity to Spokane	7.4%
Rising property values	6.2%
Business growth	4.9%
Low crime	4.9%
Proximity to clients	4.9%
Attractiveness of city	3.7%
Home ownership	3.7%
Proximity to services	2.5%
Proximity to education	2.5%

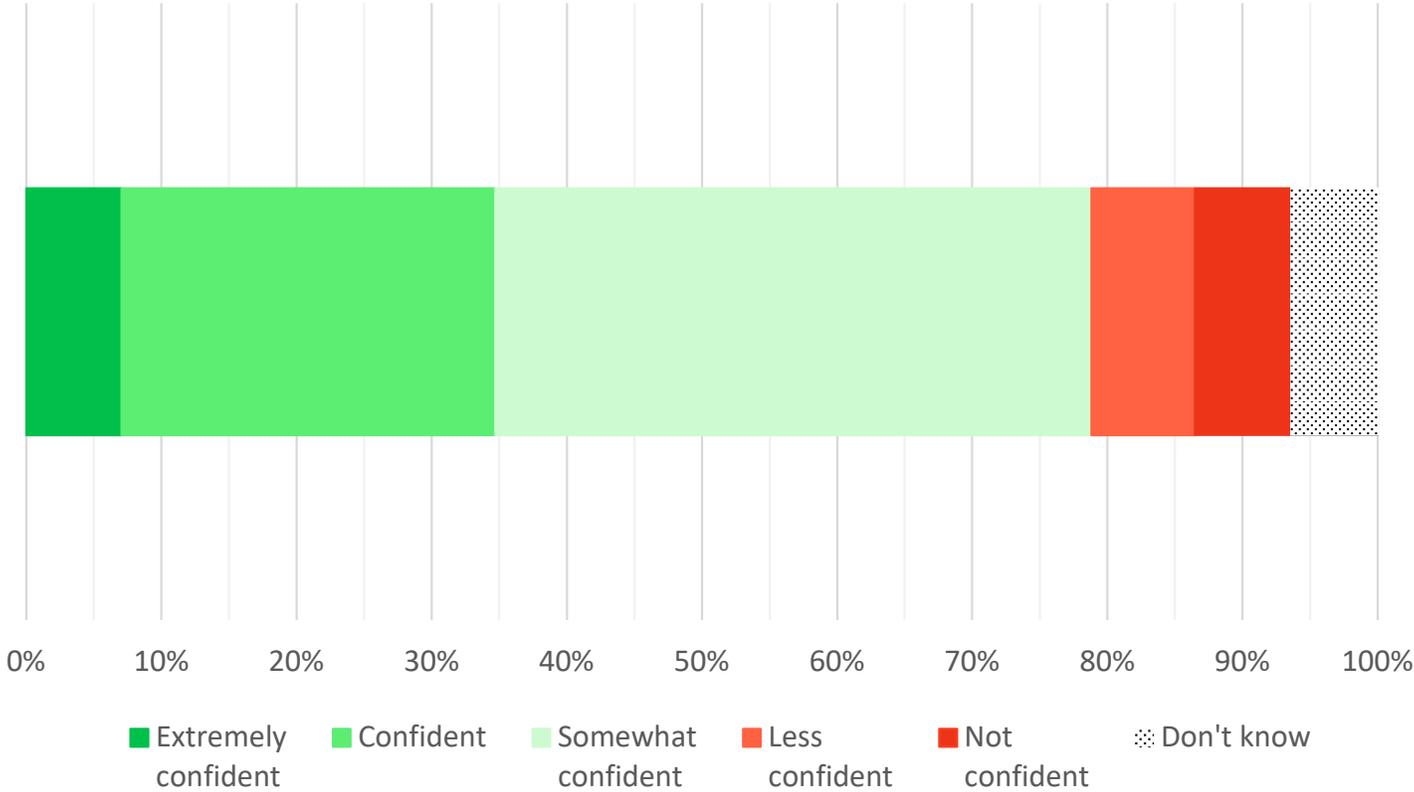
Questions 16 and 17 were presented as open-ended questions, designed to prompt respondents to provide free-form, unrestricted responses. These questions help provide qualitative insights to the answers provided in Questions 13, 14, and 15.

Since responses were unrestricted, some subjective analysis was required to categorize the responses into themes, which are reported here. Even so, we believe these results accurately capture the intent of each response. Themes representing less than 1% of the total number of responses are not reported.

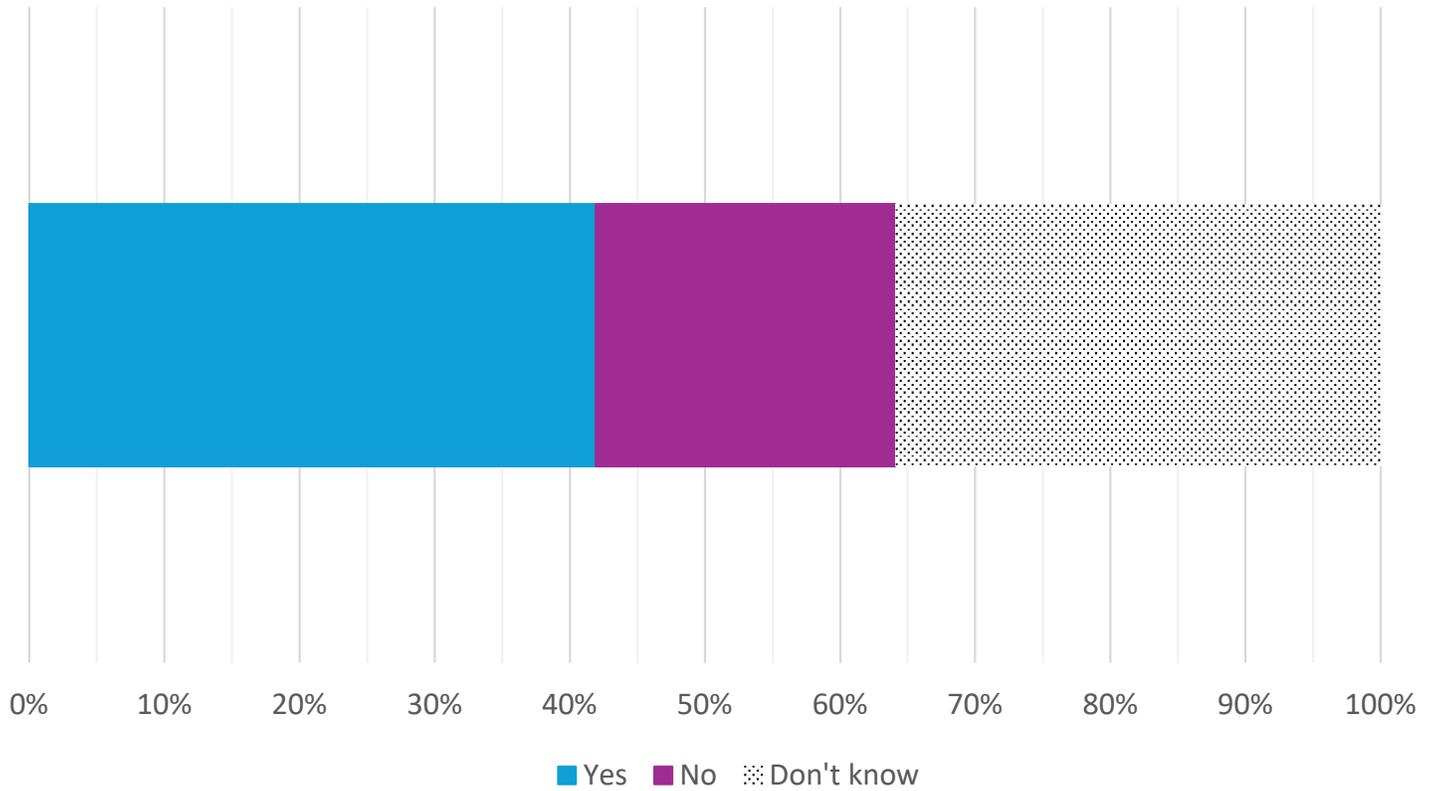
17. What one thing has the greatest negative impact on your economic opportunities in Liberty Lake?

Theme	Percentage
Property Tax	27.9%
Cost of living	18.3%
Inflation	11.5%
Cost of housing	7.7%
Poor budgeting (by City)	2.9%
Business regulations	1.9%
Poor budgeting	1.9%
Sales Tax	1.9%
Traffic	1.9%

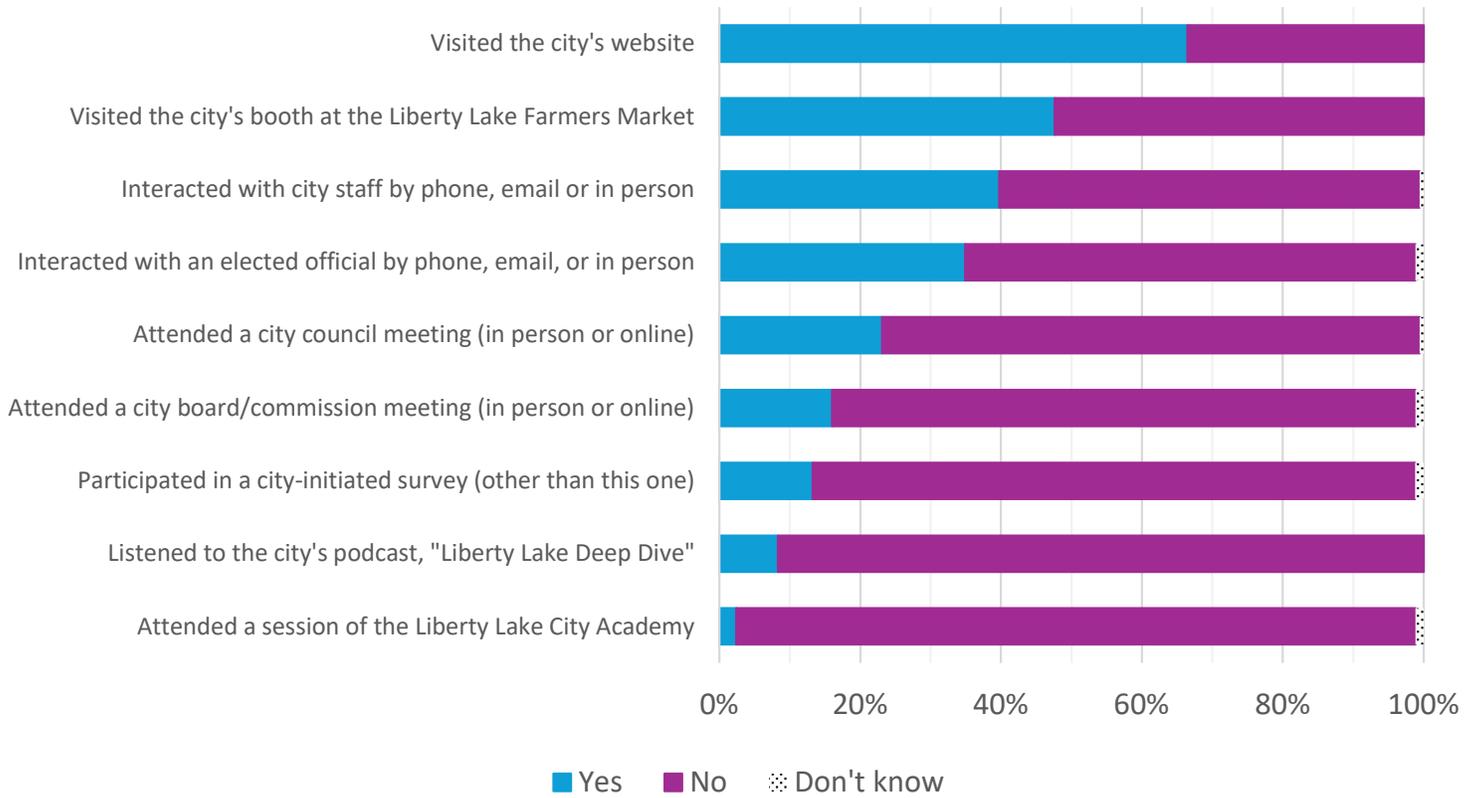
18. Regardless of your opinion regarding any individual, how confident are you in the Liberty Lake city government, as an organization, to act in the best interest of the people of Liberty Lake?



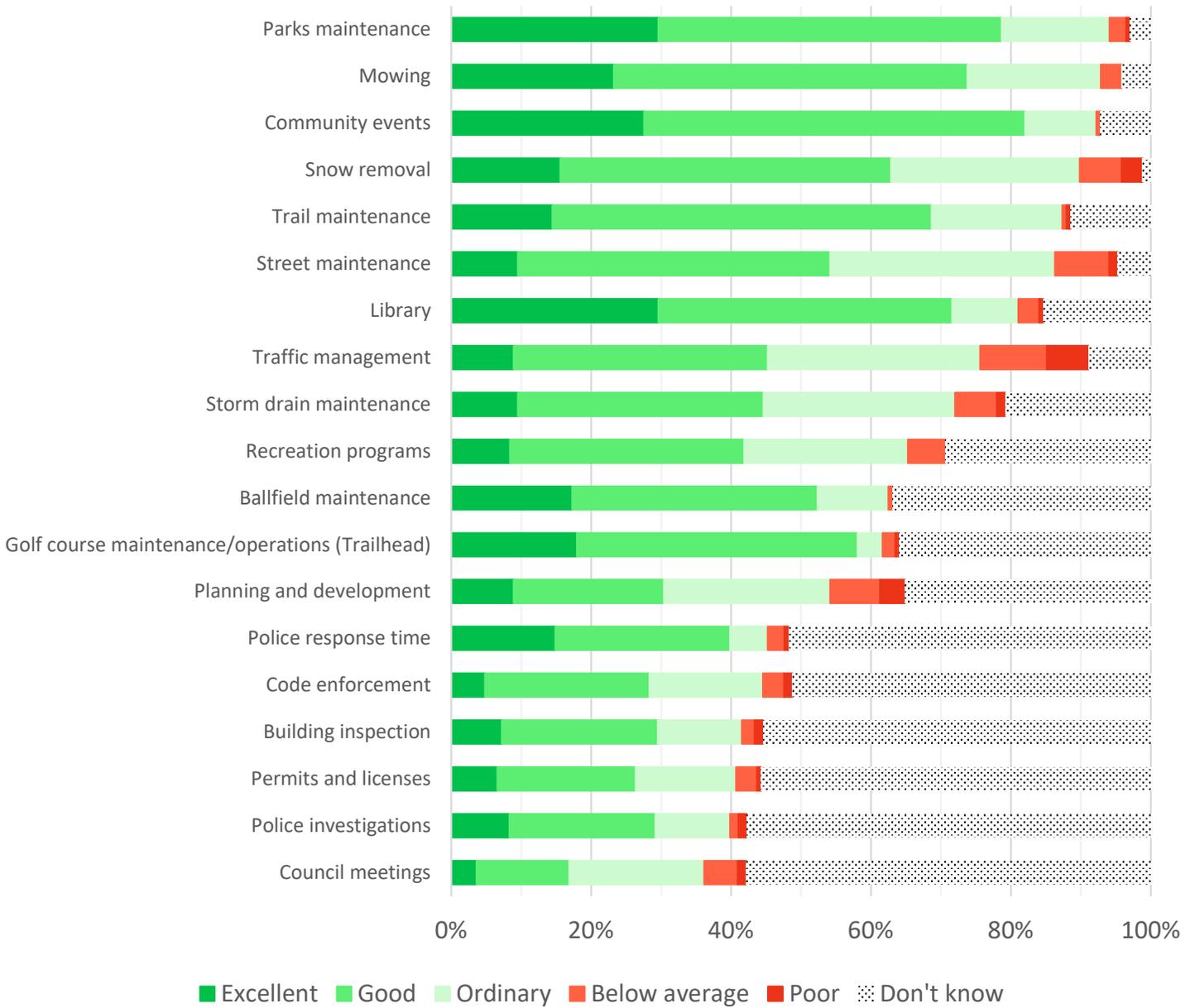
19. Overall, do you trust the Liberty Lake city government's ability to lead the city in the right direction?



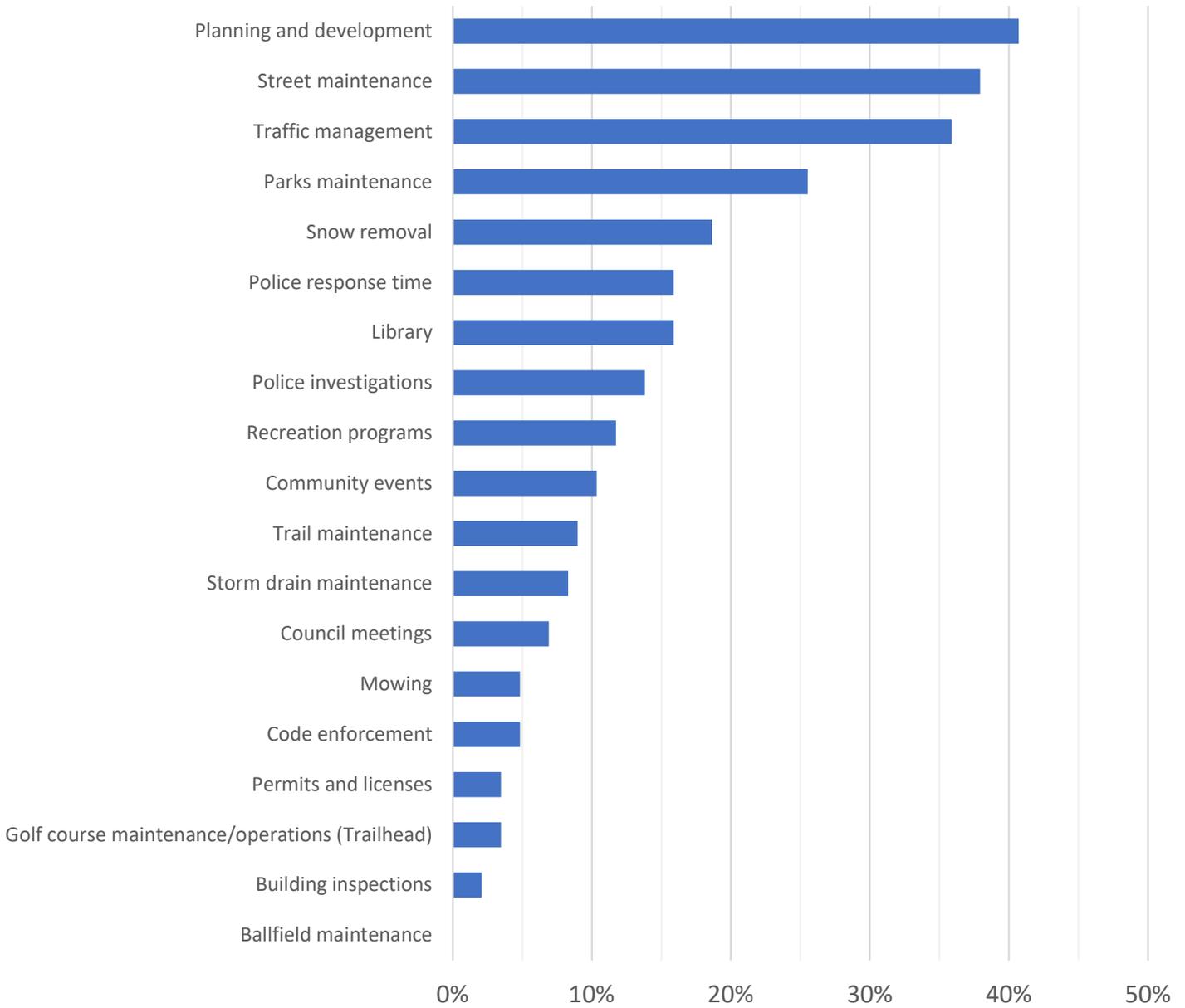
20. Have you, or anyone in household, done any of the following in the past 12 months?



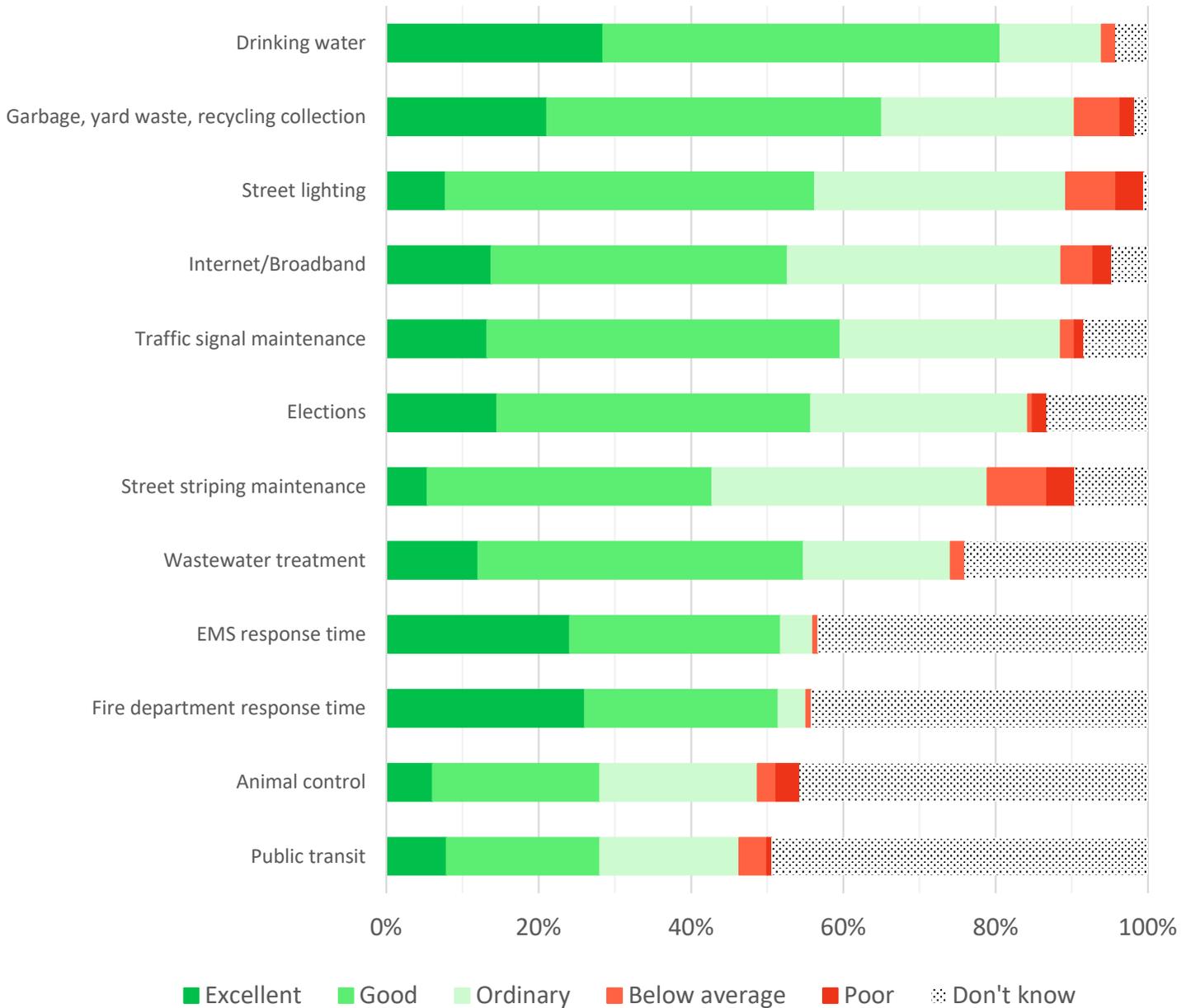
21. Overall, how would you rate the quality of the following core city services?



22. Which THREE items from the list in Question 21 do you think should receive the most attention from city leaders over the next 12 months?

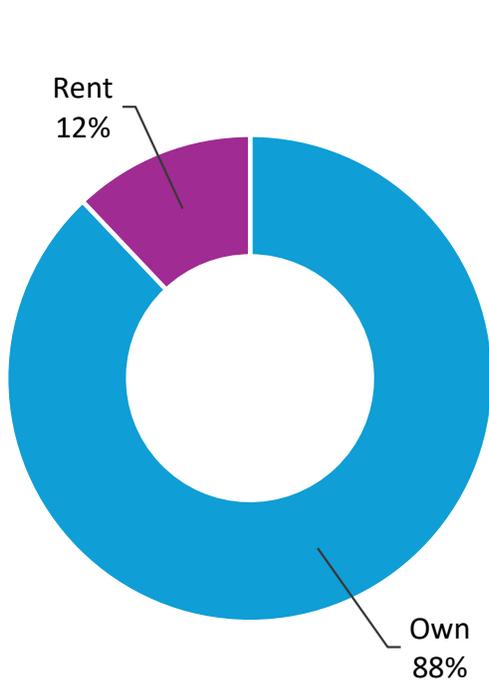


23. Overall, how would you rate the quality of the following services provided by partners?

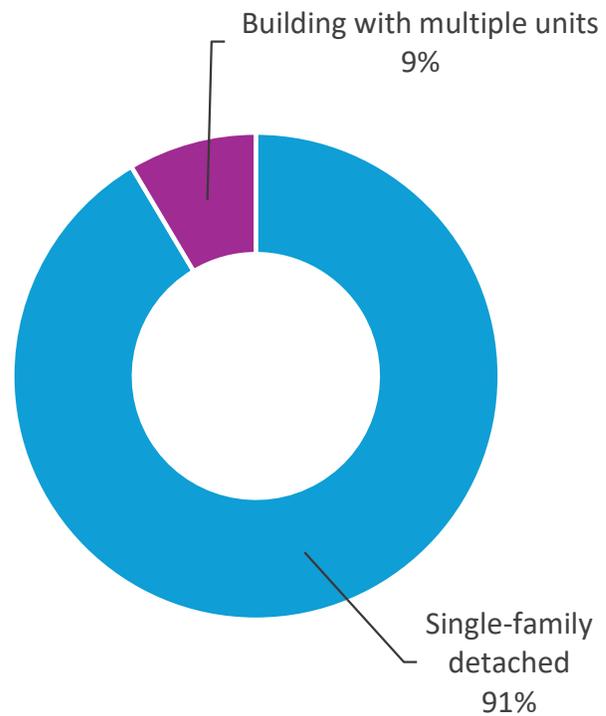


The services represented in Question 23 are provided by agencies other than the City of Liberty Lake government. Some are provided by other government agencies, some by private sector corporations.

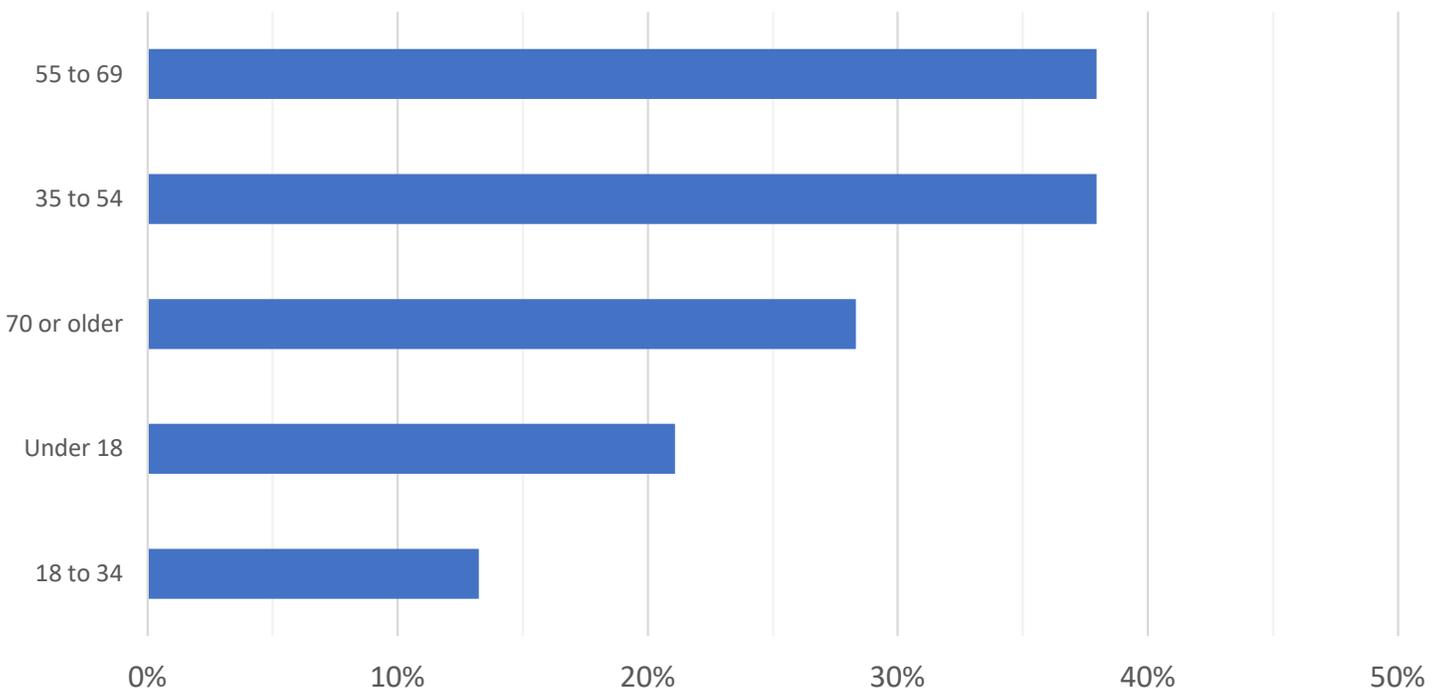
26. Do you own or rent the dwelling in which you live?



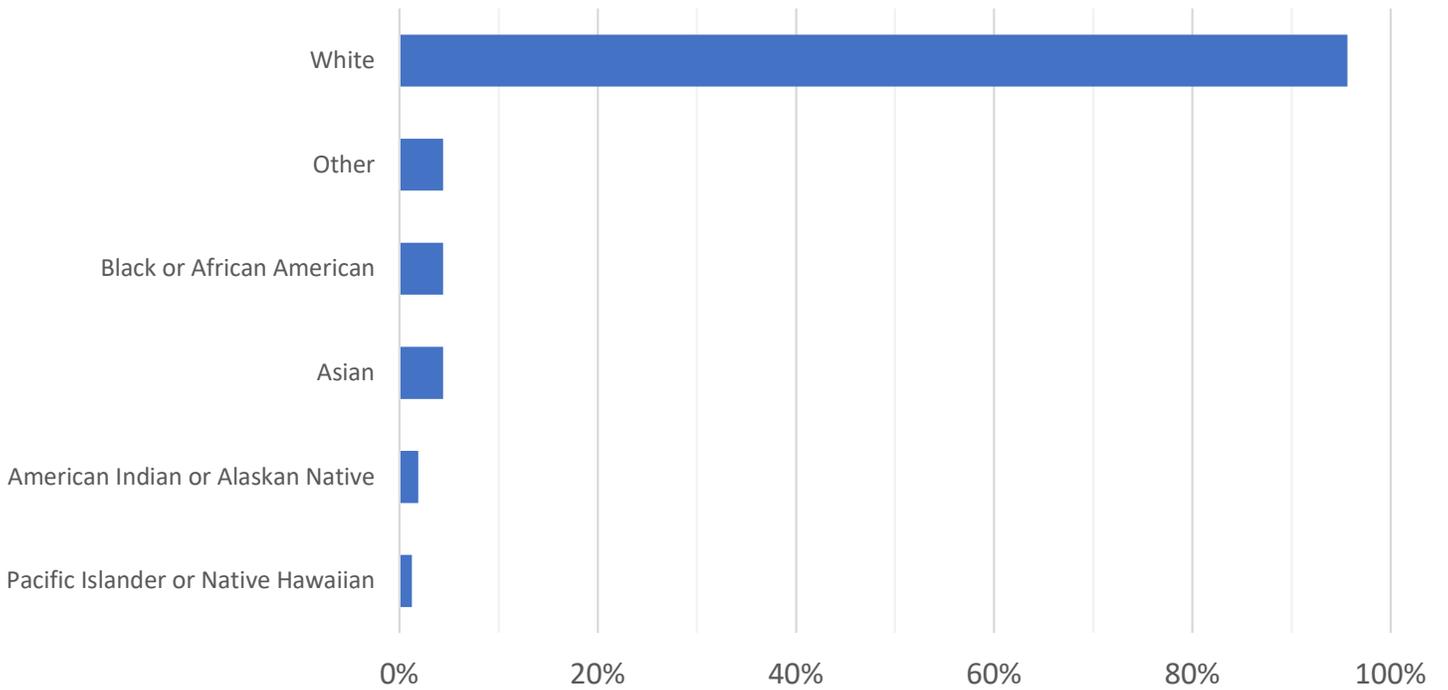
27. Which of the following best describes the dwelling in which you live?



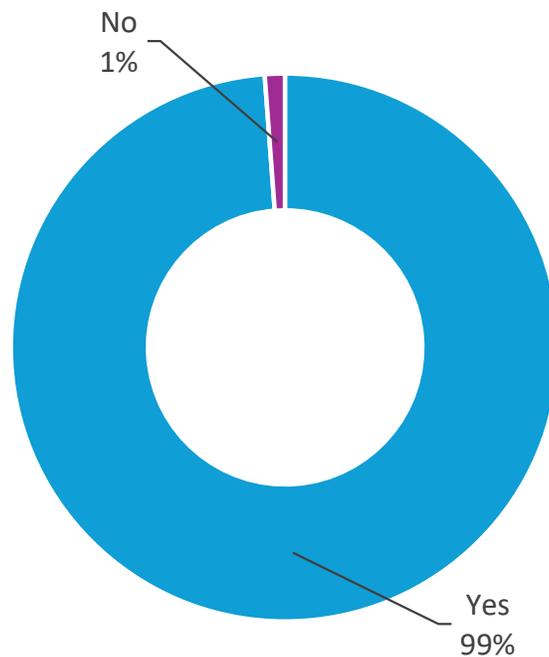
28. Which of the following age brackets are represented in the household? (Check all that apply.)



29. Which of the following races are represented in the household? (Check all that apply.)

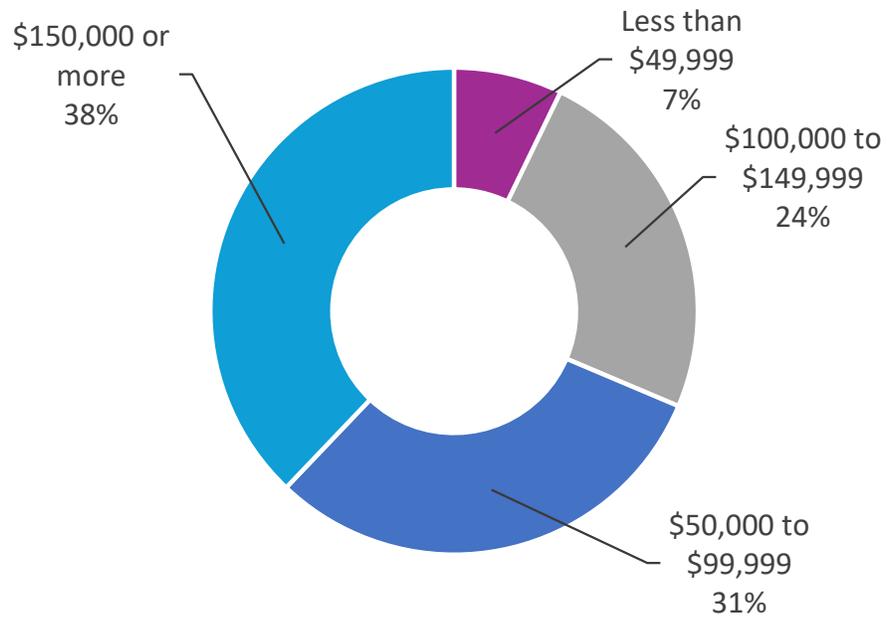


32. Is English your native language?

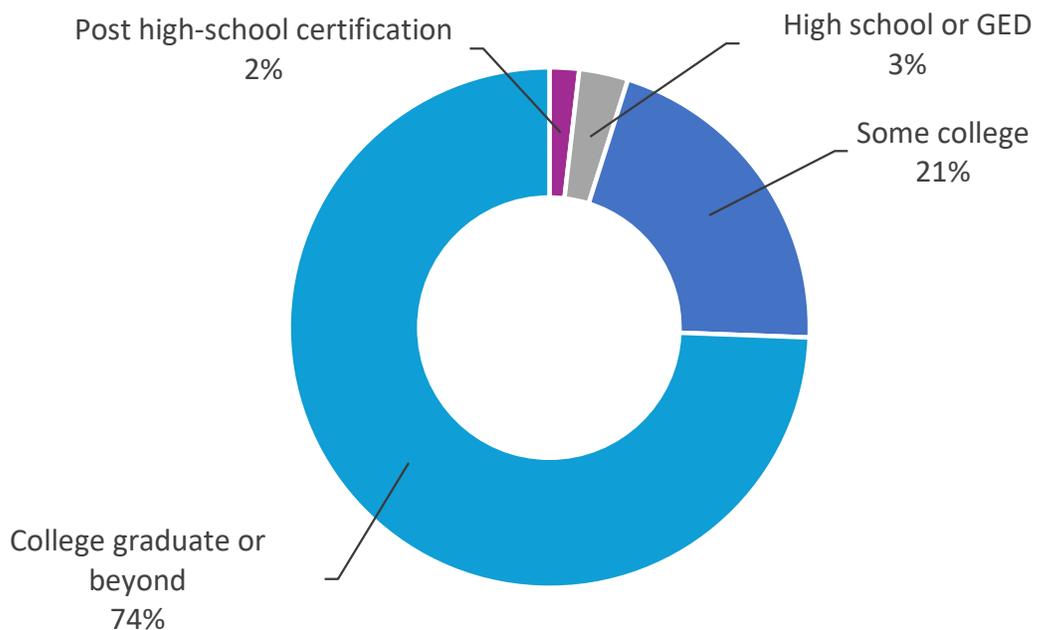


Question 32 and its response data is intentionally presented out of sequence in this report.

30. Which of the following best describes the total combined income of everyone in the household?



31. Which of the following best describes your highest level of education?





ENGAGEMENT OPPORTUNITIES

2025 Budget Development

The 2025 Liberty Lake Budget Development is under way. City leaders are making decisions to set tax rates, fund programs and projects, and establish service levels between now and December 17, 2024. Although the results of the 2024 Community Satisfaction Survey will help inform those decisions, public input throughout the process is welcomed and encouraged. Keep up with each step of the process by visiting our project page at <https://libertylake-wa.civilspace.io/en/projects/2025-liberty-lake-budget-development>.

2025 Community Satisfaction Survey

The 2025 Community Satisfaction Survey will be launched in January 2025. Like the 2024 survey, it will help us align city services, investments, and policies with resident preferences and priorities and evaluate how effectively we are achieving the key results outlined in the 2024-2028 Strategic Plan. We need the community's input, so please help us improve the response rate by completing a survey if you are among those randomly selected to participate. Look for more information from the city in early 2025.

City Council

The Liberty Lake City Council is the legislative branch of the city's government. It consists of seven at large seats, which are elected by voters residing inside the Liberty Lake city limits to serve four-year terms. As the legislative body, the City Council establishes local laws and policies and exercises general oversight and control of the city's finances through the budget process. The City Council conducts its regular meetings on the 1st and 3rd Tuesdays of each month, beginning with a workshop at 6:00PM and followed by the business agenda at 7:00PM. Meeting agendas and minutes may be found on the city's website at <https://www.libertylakewa.gov/AgendaCenter>. Recordings of City Council meetings may be found on our YouTube channel at <http://www.youtube.com/@cityoflibertylakewa6272>.

Boards and Commissions

Boards and commissions play an important role in carrying out the responsibilities of the city government in Liberty Lake. Board and commission members are citizen volunteers who are appointed by the Mayor and confirmed by the City Council to a term defined by each body's rules of procedure. Serving on a board or commission is an excellent way for civic minded residents to make significant and lasting contributions to the community.

- Planning Commission – regular meetings are scheduled the second Wednesday of each month at 4:00PM
- Parks and Arts Commission – regular meetings are scheduled the first Monday of each month at 4:00PM
- Civil Service Commission – regular meetings are scheduled the second Thursday of each month at 4:00PM
- Community Engagement Commission – regular meetings are scheduled the third Wednesday of each month at 6:00PM
- Salary Commission – regular meetings are scheduled on an as needed basis
- Library Board of Trustees – regular meetings are scheduled the second Wednesday of each month at 1:00PM
- Lodging Tax Advisory Committee – regular meetings are scheduled on an as needed basis

Board and Commission meeting agendas and minutes may be found on the city's website at <https://www.libertylakewa.gov/AgendaCenter>. Recordings of Board and Commission meetings may be found on our YouTube channel at <http://www.youtube.com/@cityoflibertylakewa6272>.