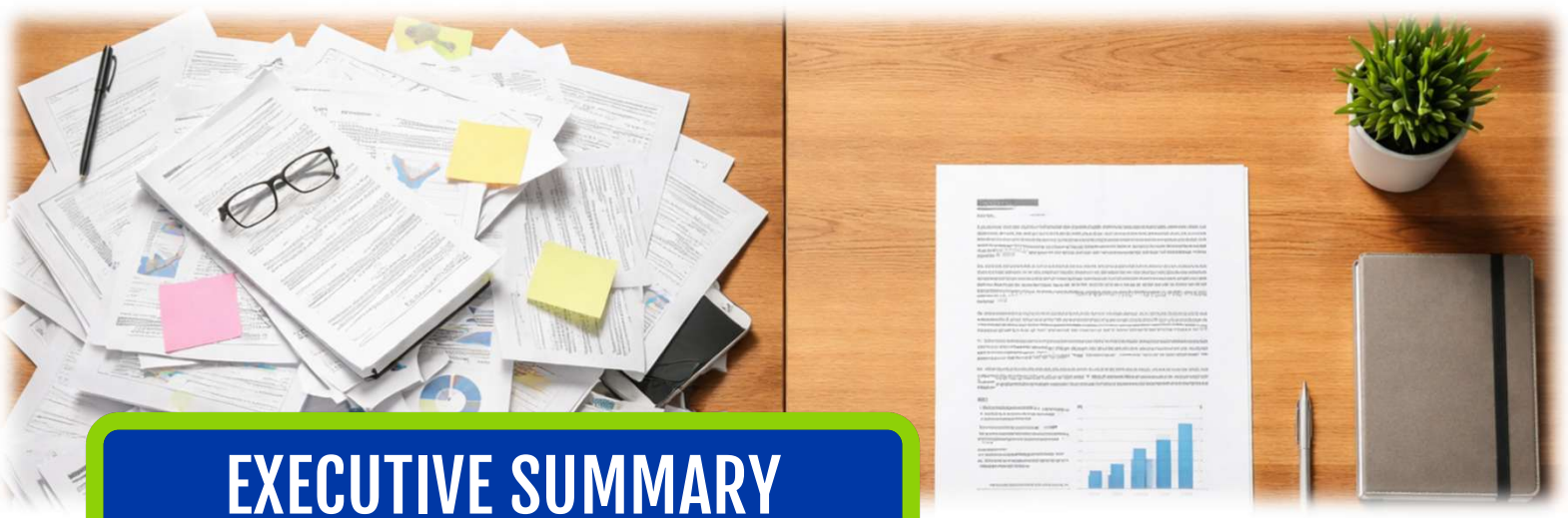


CITY OF LIBERTY LAKE

2026
COMMUNITY SATISFACTION SURVEY

March 27, 2026



EXECUTIVE SUMMARY

Purpose

The 2026 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 service delivery, better align the city budget with its strategic priorities, and help the community realize the key results in the strategic plan.

Methodology

With continuous improvement in mind, the City staff revised the survey methodology in 2026 to help boost the response rate. Every residential address in Liberty Lake, representing approximately 5,100 households, received a mailed invitation to participate in the online survey. Participants were encouraged to visit City Hall or the Liberty Lake Municipal Library if they encountered difficulties accessing or completing the survey.

Response

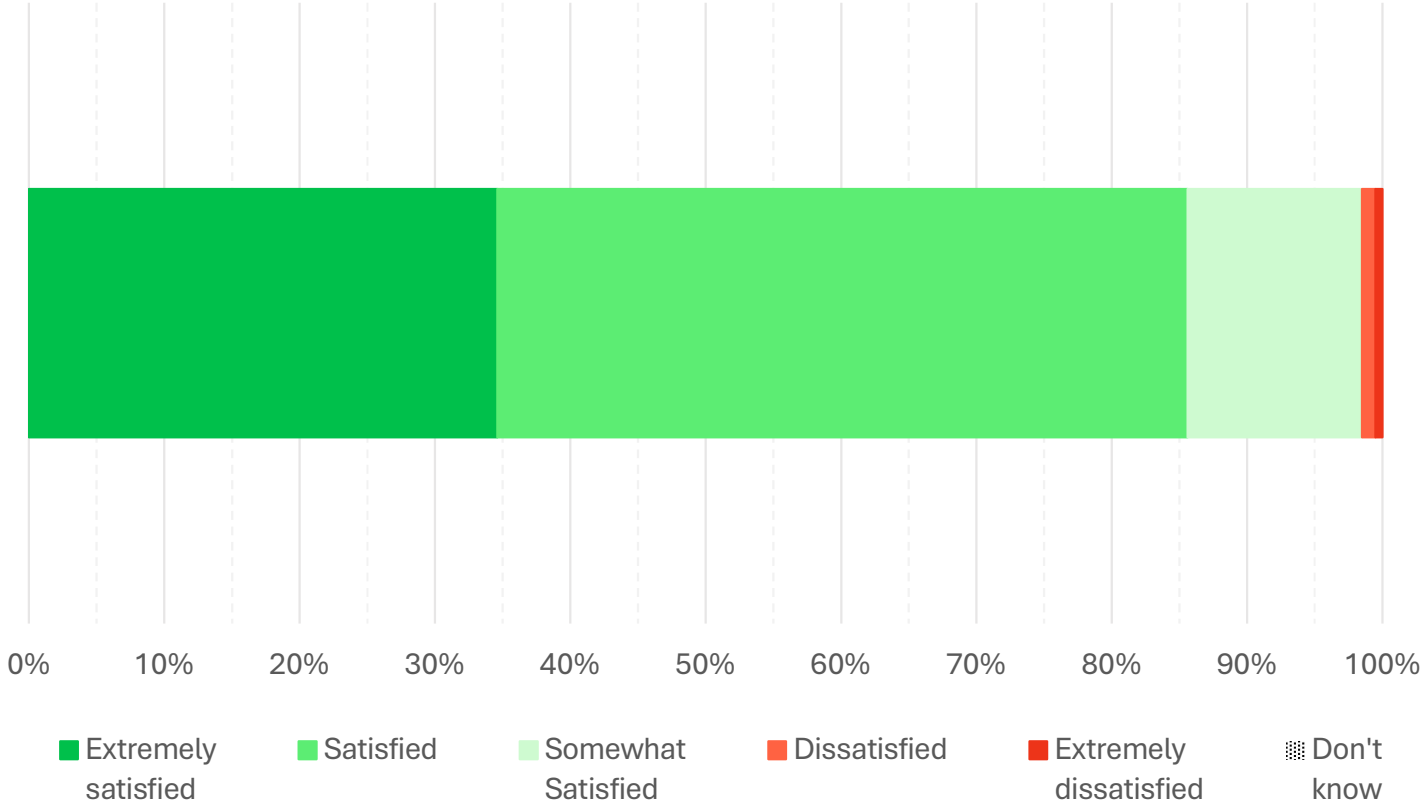
Between January 12 and February 28, over 400 households accessed the survey and answered at least 1 question. 396 households answered every question. While the response rate fell short of the number necessary to achieve statistical significance, it represents a 75% improvement over 2025. Even still, Liberty Lake residents have provided city leaders with valid and meaningful data that can inform future decisions. The companion report showing multi-year results and comparative analysis will be published in June.

Findings

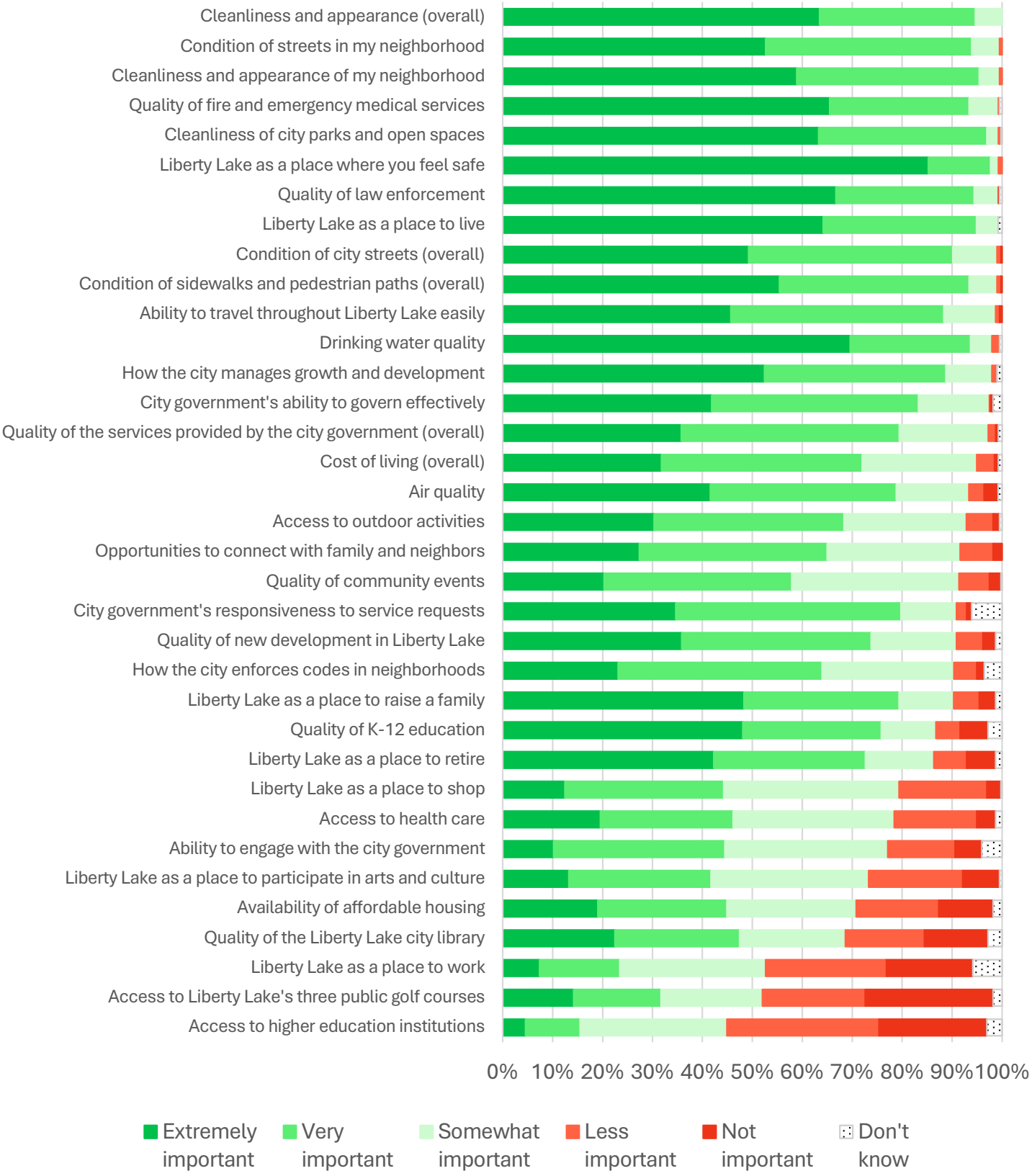
Survey findings measure the city's performance against several key results named in the strategic plan. The following eight questions provide quantitative insights into six of the 13 named key results.

1. Overall, how satisfied do you feel about your quality of life in Liberty Lake?
    - 98.7% feel at least Somewhat Satisfied.
6. Overall, how safe do you feel in Liberty Lake?
    - 98.5% feel at least Somewhat Safe.
10. Overall, how prepared do you feel the city government is to respond to emergencies/natural disasters in Liberty Lake?
    - 65.7% feel the city is at least Somewhat Prepared.
13. Overall, how satisfied do you feel about your economic opportunities in Liberty Lake?
    - 67.2% feel at least Somewhat Satisfied.
14. Overall, how optimistic do you feel about your economic opportunities in the next 12 months?
    - 63.6% feel at least Somewhat Optimistic.
19. Overall, do you trust the Liberty Lake city government's ability to lead the city in the right direction?
    - 39.6% answered Yes (35.6% answered Don't know)
21. Overall, how would you rate the quality of the following core city services?
    - Excellent or Good: Parks Maintenance 80.5%; Community Events 79.1%; Law Enforcement 77.2%.
23. Overall, how would you rate the quality of the following services provided by partners?
    - Excellent or Good: Drinking Water 81.3%; Garbage/Recycling 63.3%; Traffic Signal Maintenance 60.7%.

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



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	28.3%
Outdoor amenities -Trails (8.3%) -Non specified (6.7%) -Parks (4.5%) -Golf (1.6%)	21.1%
Cleanliness	8.5%
Sense of community	8.5%
Proximity to retail / services	6.1%
Walkability	4.0%

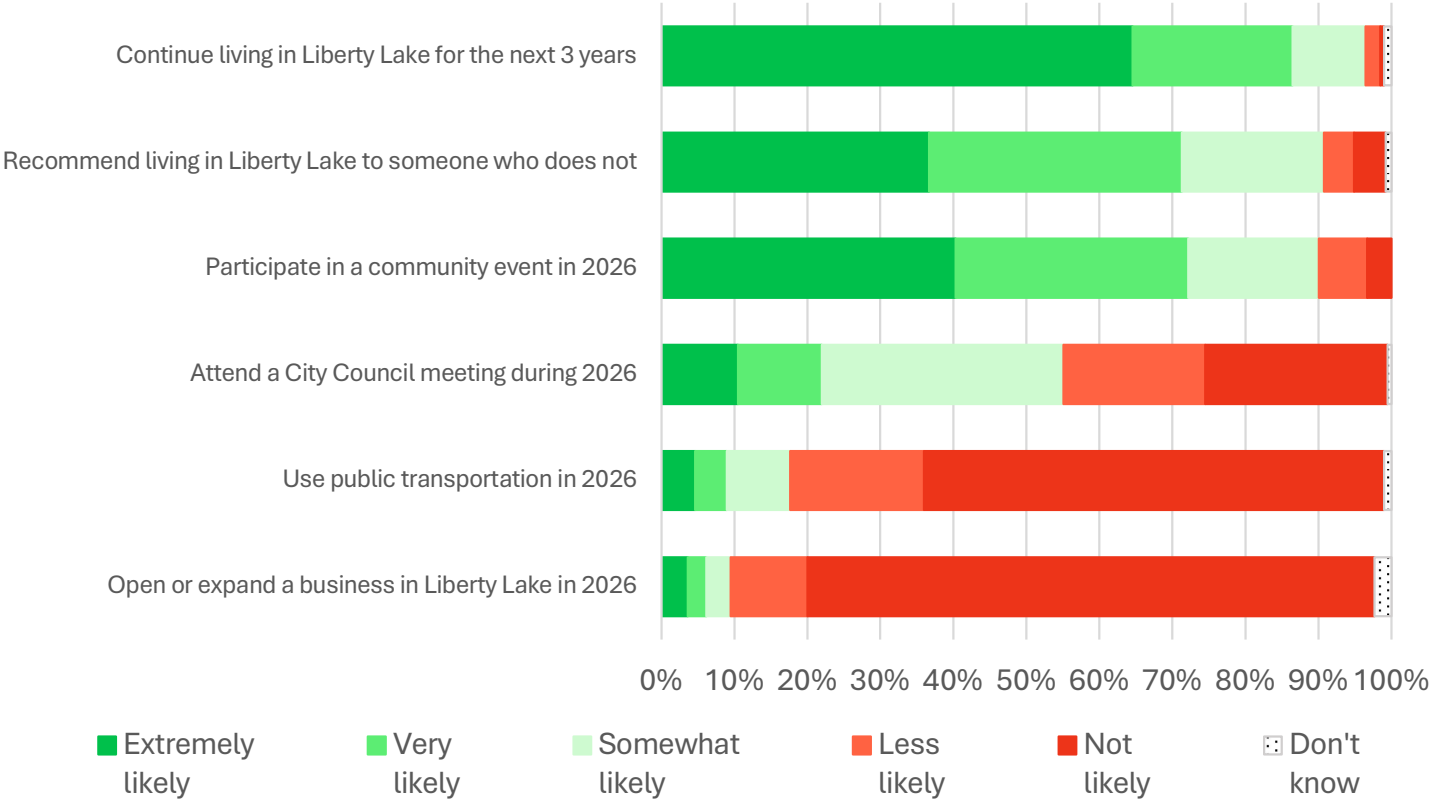
Questions 3 and 4 were presented as open-ended questions, designed to prompt respondents to provide free-form, unrestricted responses. These questions help provide qualitative insights into the answers provided in Questions 1 and 2.

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 3% of the total number of responses are not reported.

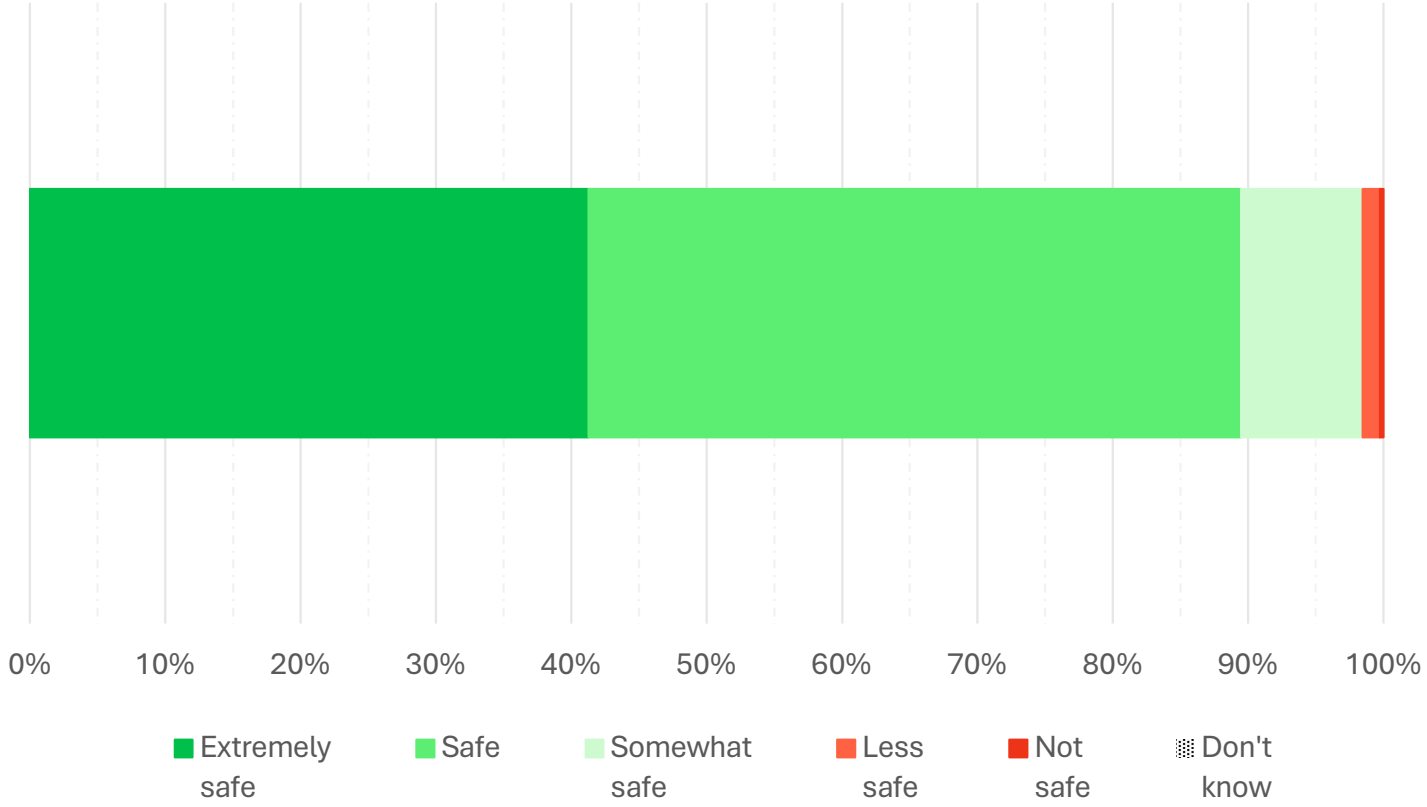
4. What one thing has the greatest negative impact on your quality of life in Liberty Lake?

Theme	Percentage
Growth	17.4%
Local politics	9.9%
Lack of retail / services	8.0%
Traffic congestion	6.9%
Cost of living	6.1%
Crime	6.1%
Taxes	5.5%
Golf carts, E-bikes	4.7%

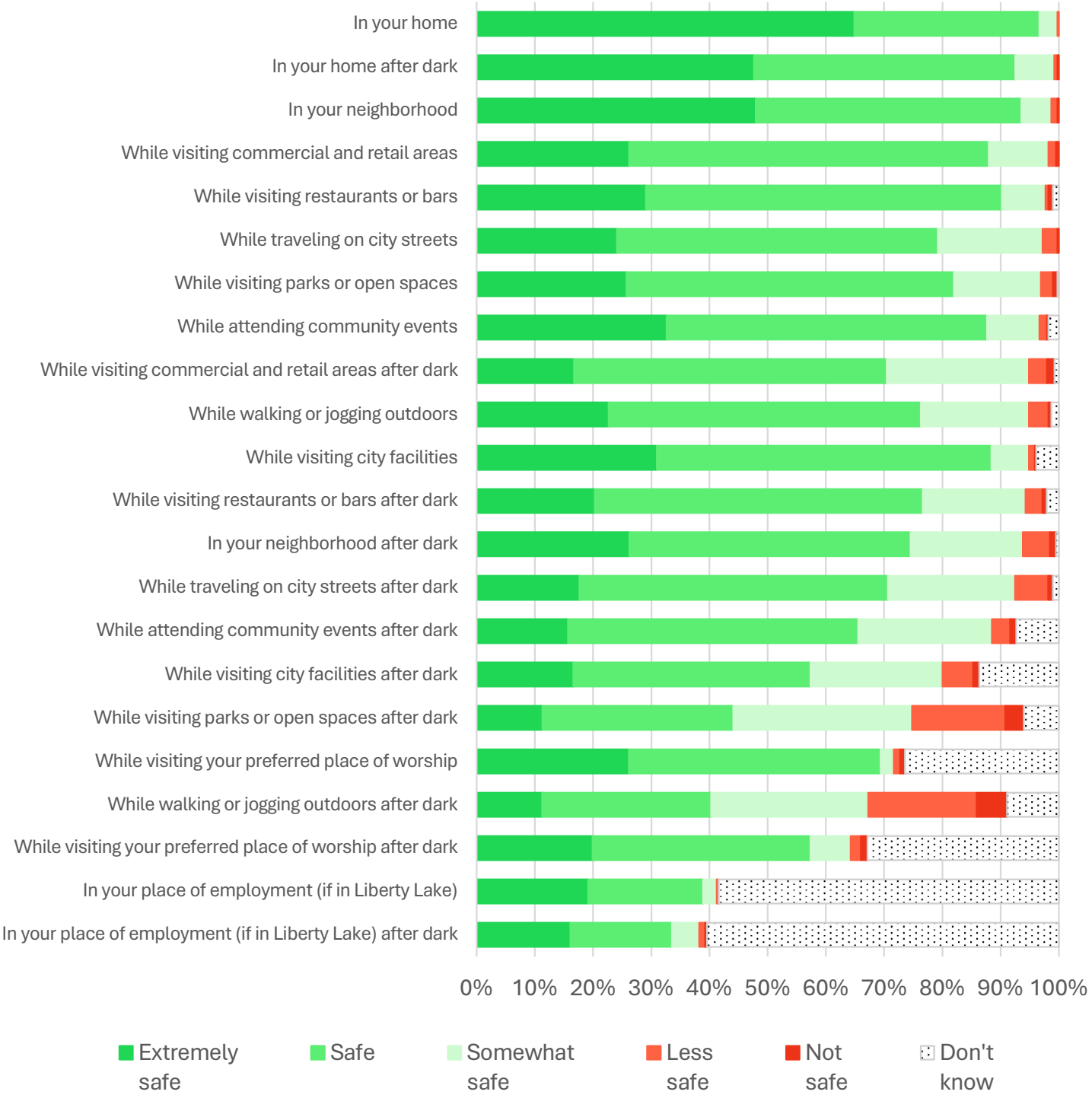
5. How likely are you to do each of the following things?



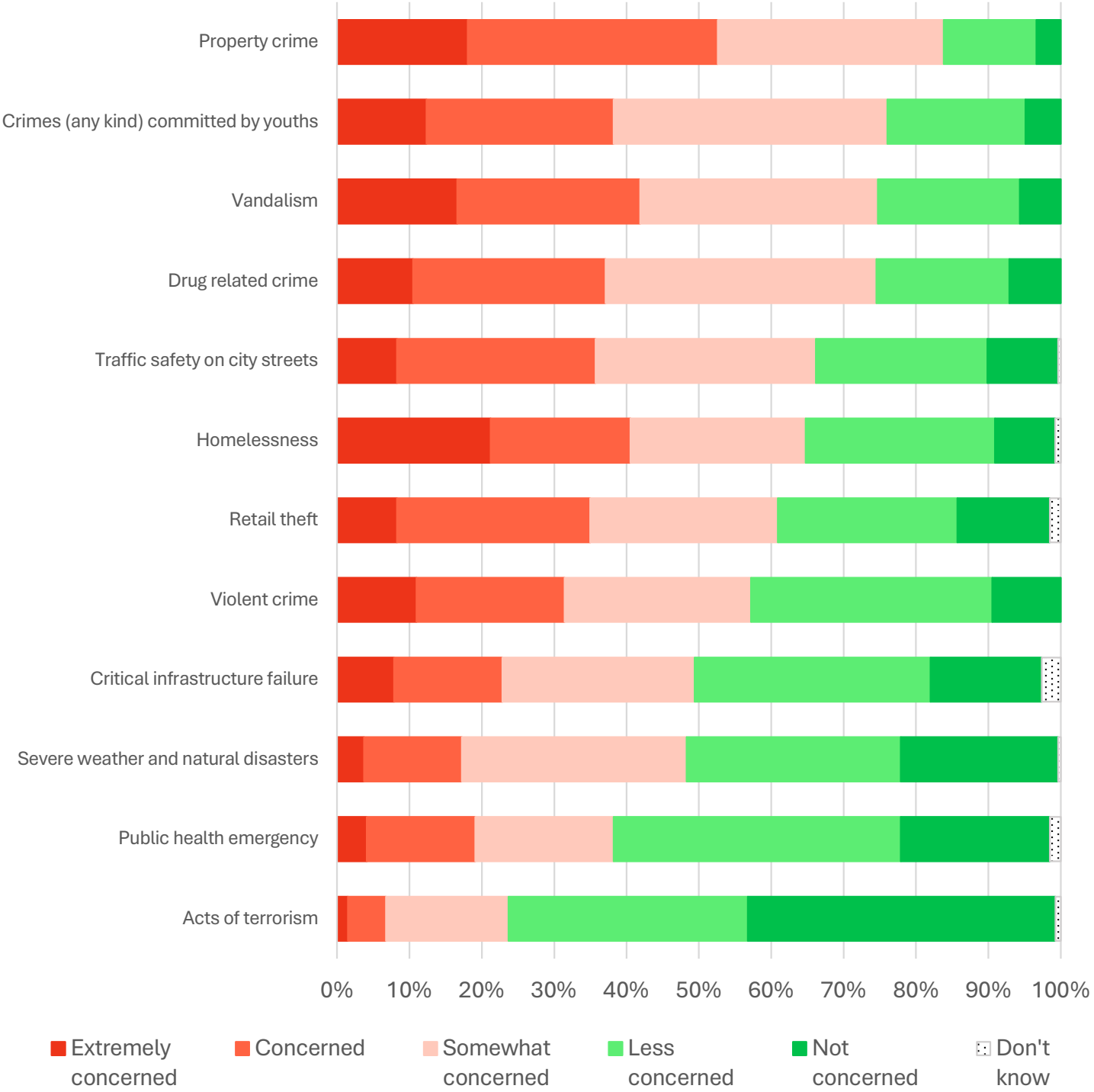
6. Overall, how safe do you feel in Liberty Lake?



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.



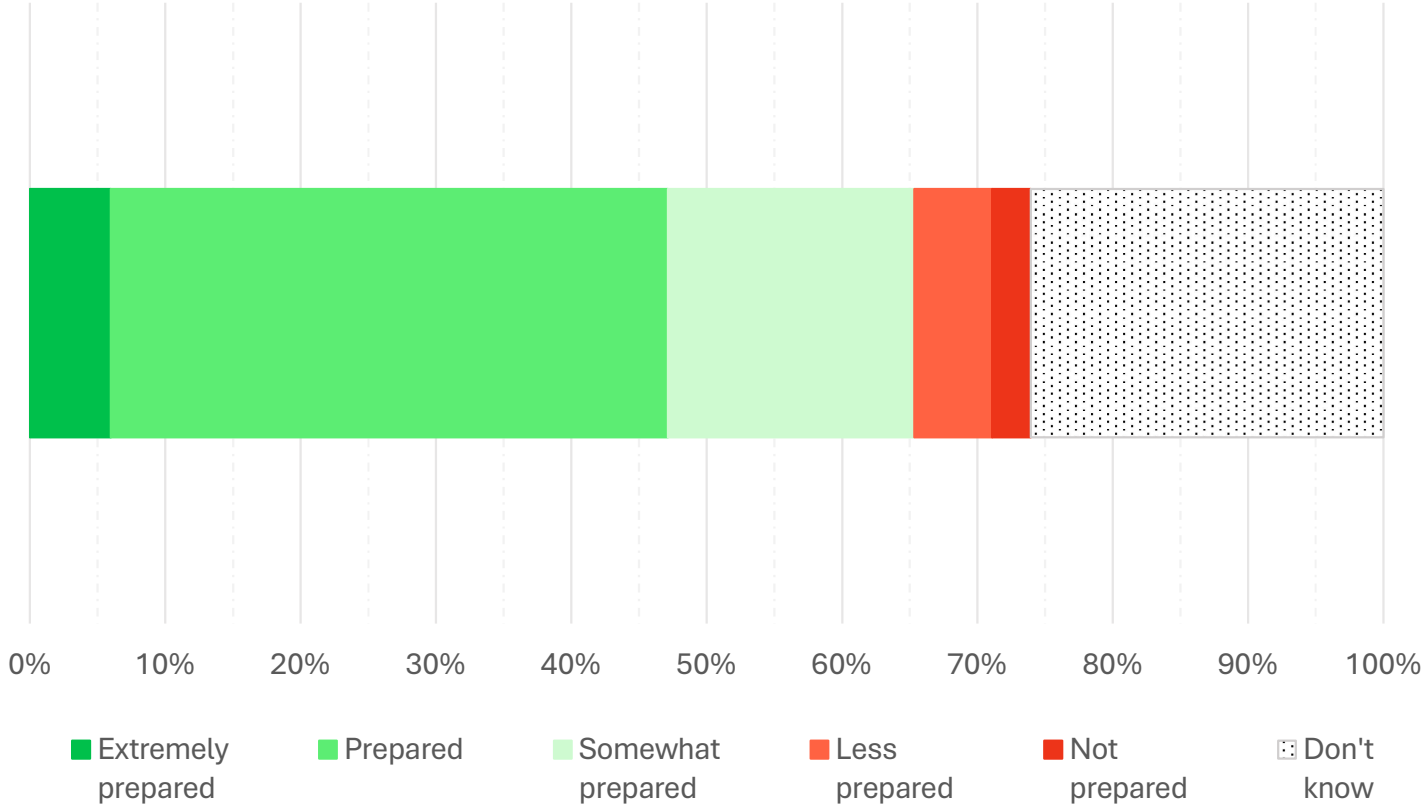
9. What one thing should city leaders focus on over the next 12 months to help you feel safer in Liberty Lake?

Theme	Percentage
Increase police presence	22.8%
Enforce traffic laws -E-bikes, golf carts (9.0%) -Cars (6.8%)	15.8%
Reduce homeless population	12.5%
Better lighting	8.0%
Crime prevention	6.8%
Limit growth (specifically apartments)	5.1%
Youth crime	3.2%

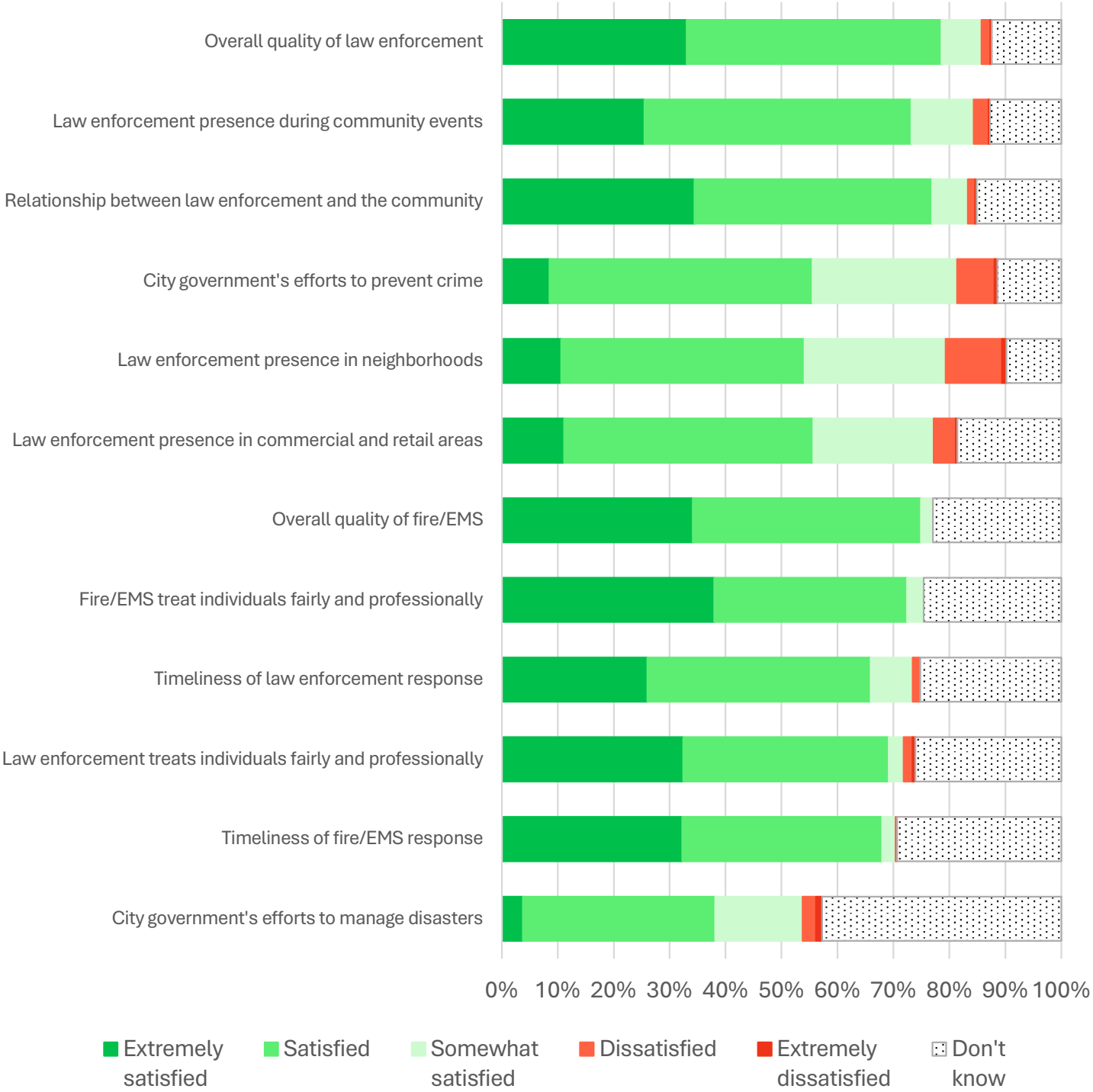
Question 9 was presented as an open-ended question, designed to prompt respondents to provide free-form, unrestricted responses. This question helps provide qualitative insights to the answers provided in Questions 6, 7, and 8.

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 3% of the total number of responses are not reported.

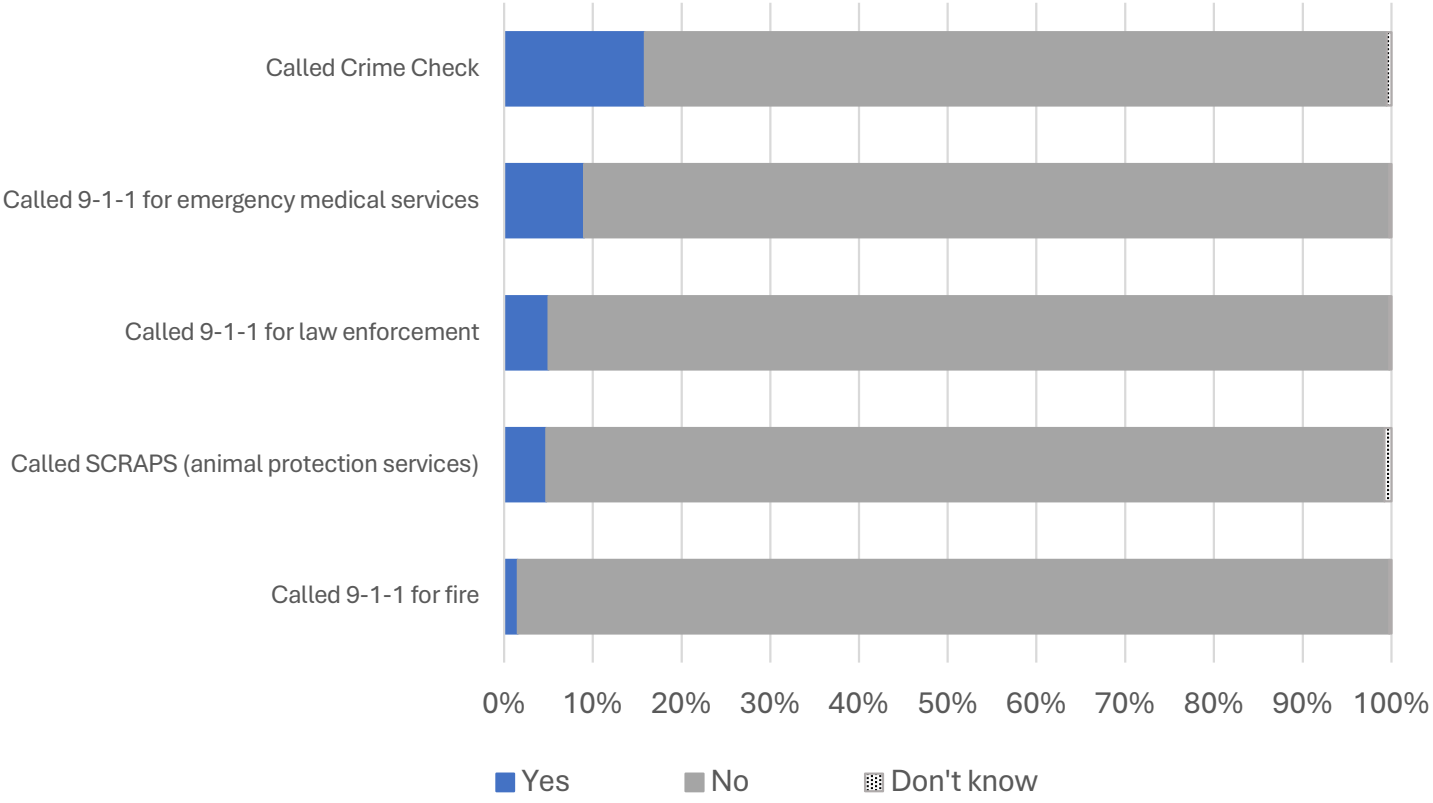
10. Overall, how prepared do you feel the city government is to respond to emergencies and natural disasters in Liberty Lake?



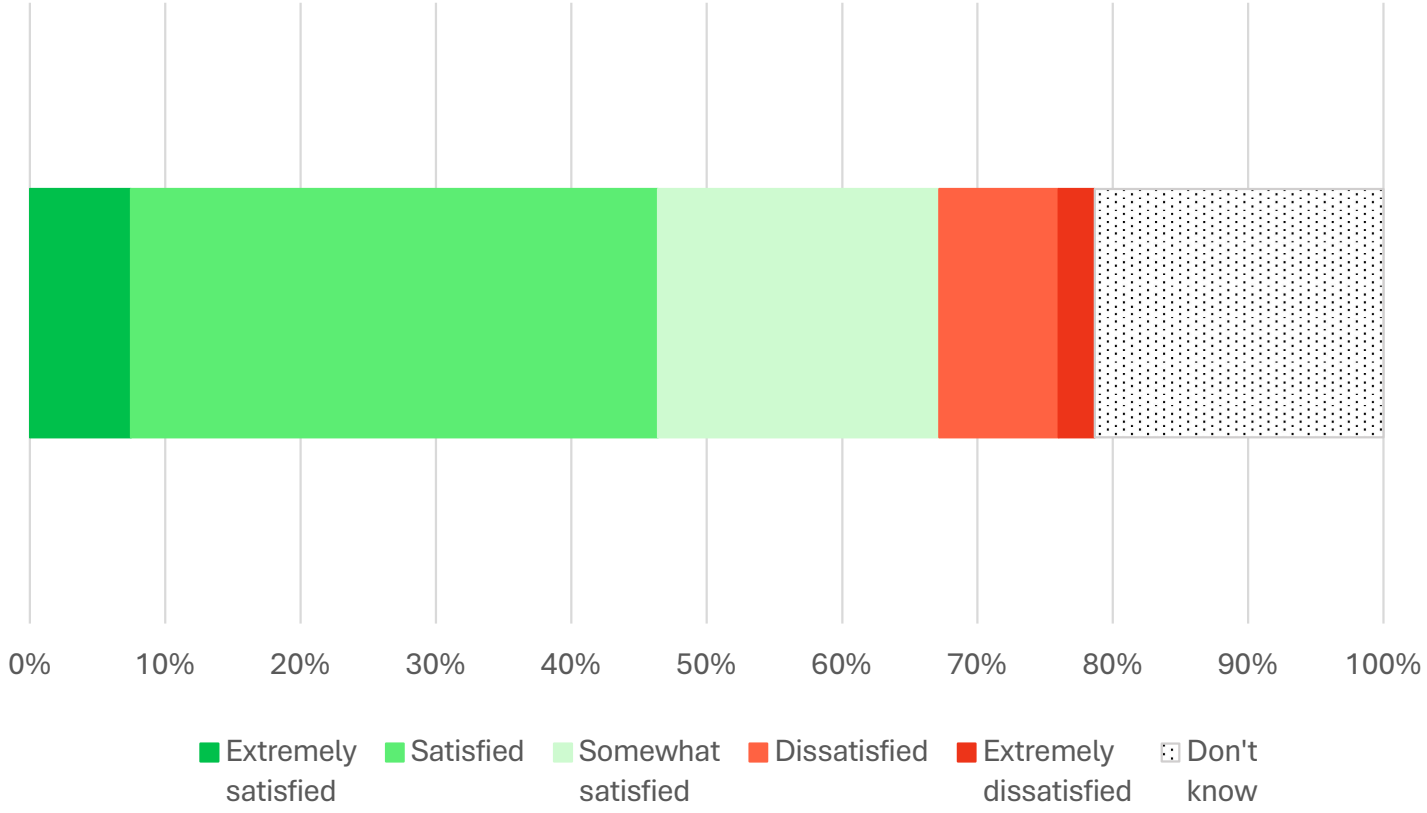
11. Describe your level of satisfaction with the following elements of public safety in Liberty Lake.



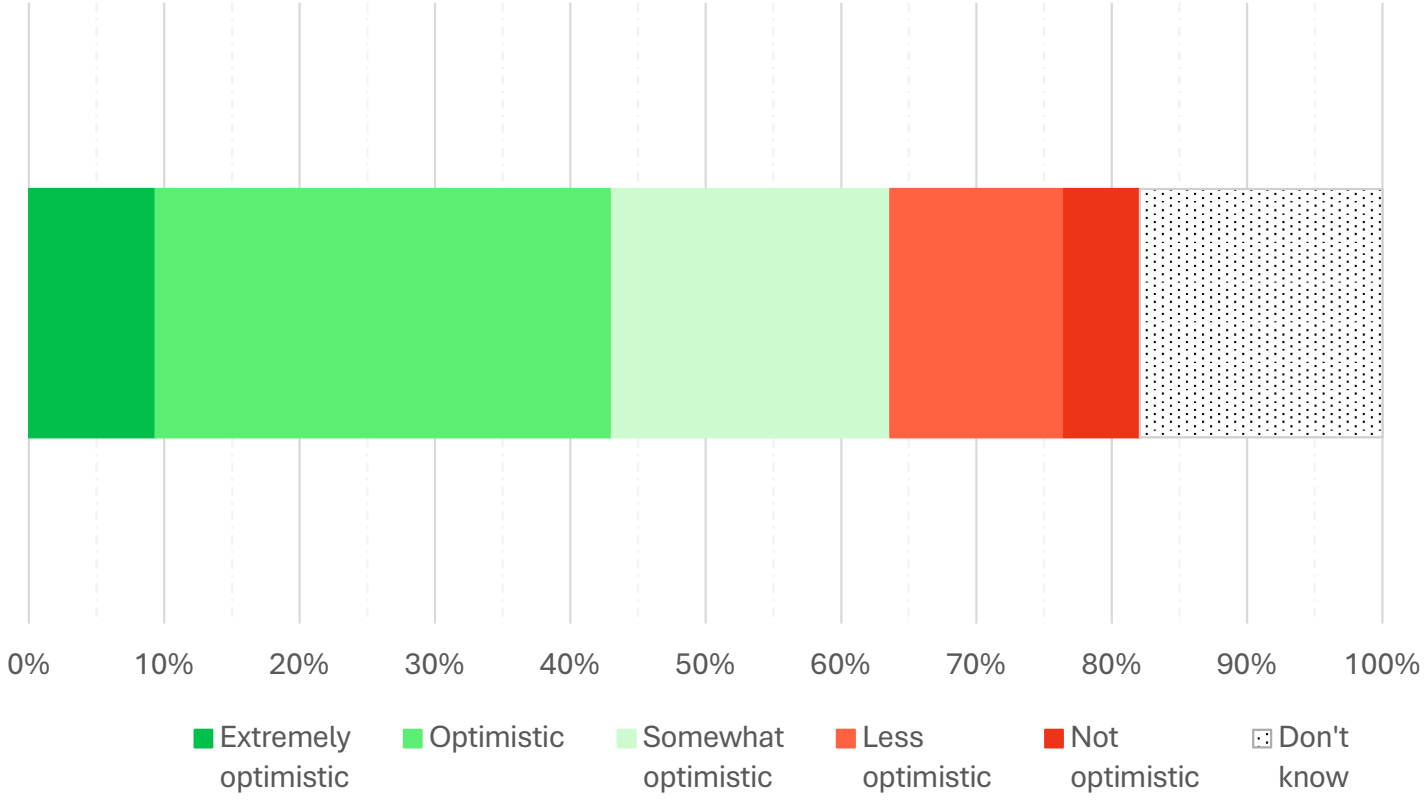
12. Have you, or anyone in your household, done any of the following in the past 12 months?



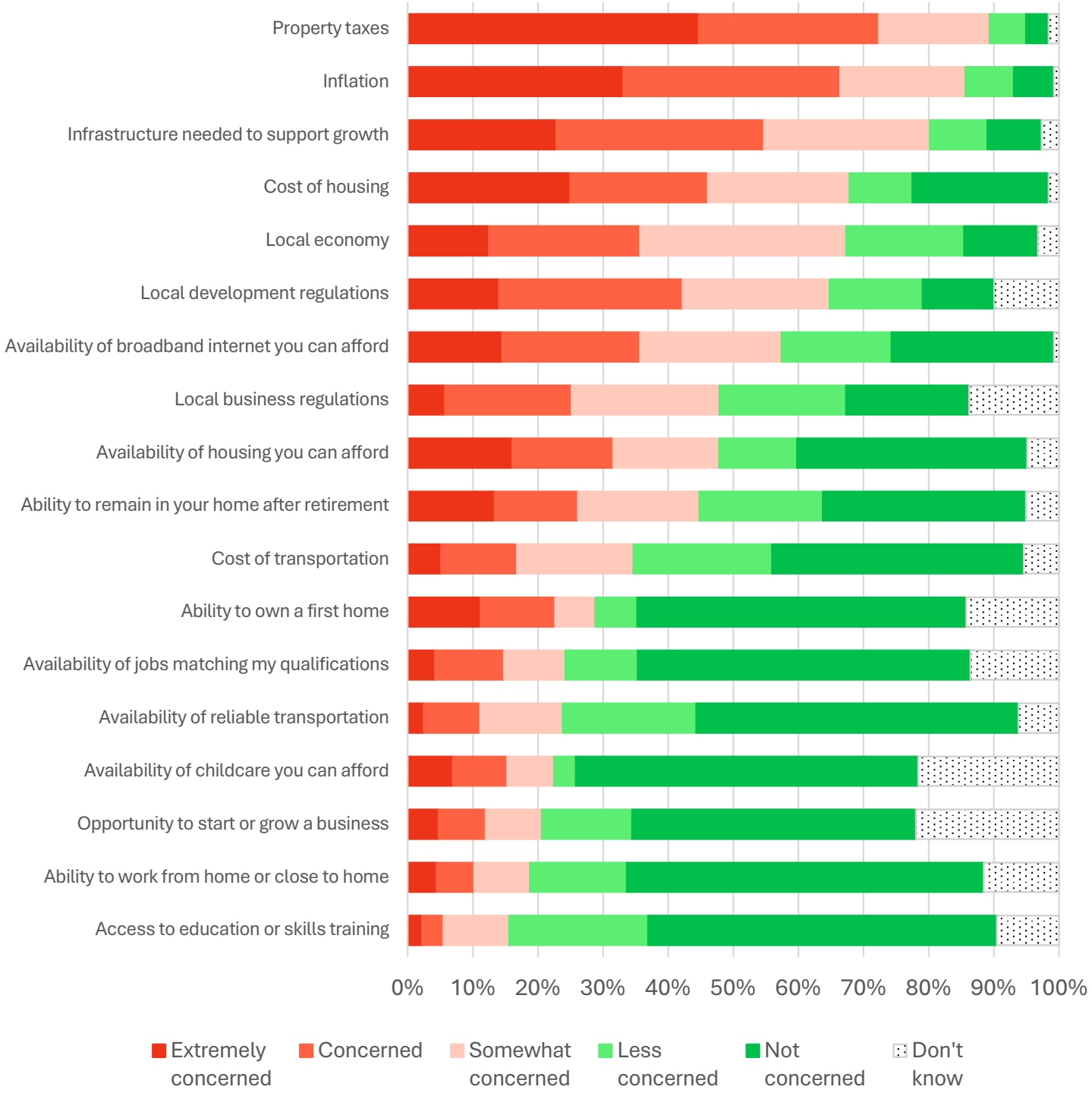
13. Overall, how satisfied do you feel about your economic opportunities in Liberty Lake?



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 employment	20.6%
Home / Property values	13.8%
Access to retail / services	11.6%
Access to customers (local business)	9.5%
Low taxes	8.5%
Low cost of living	7.4%
Access to broadband	6.3%
Quality education	5.3%
Quality of life	4.2%

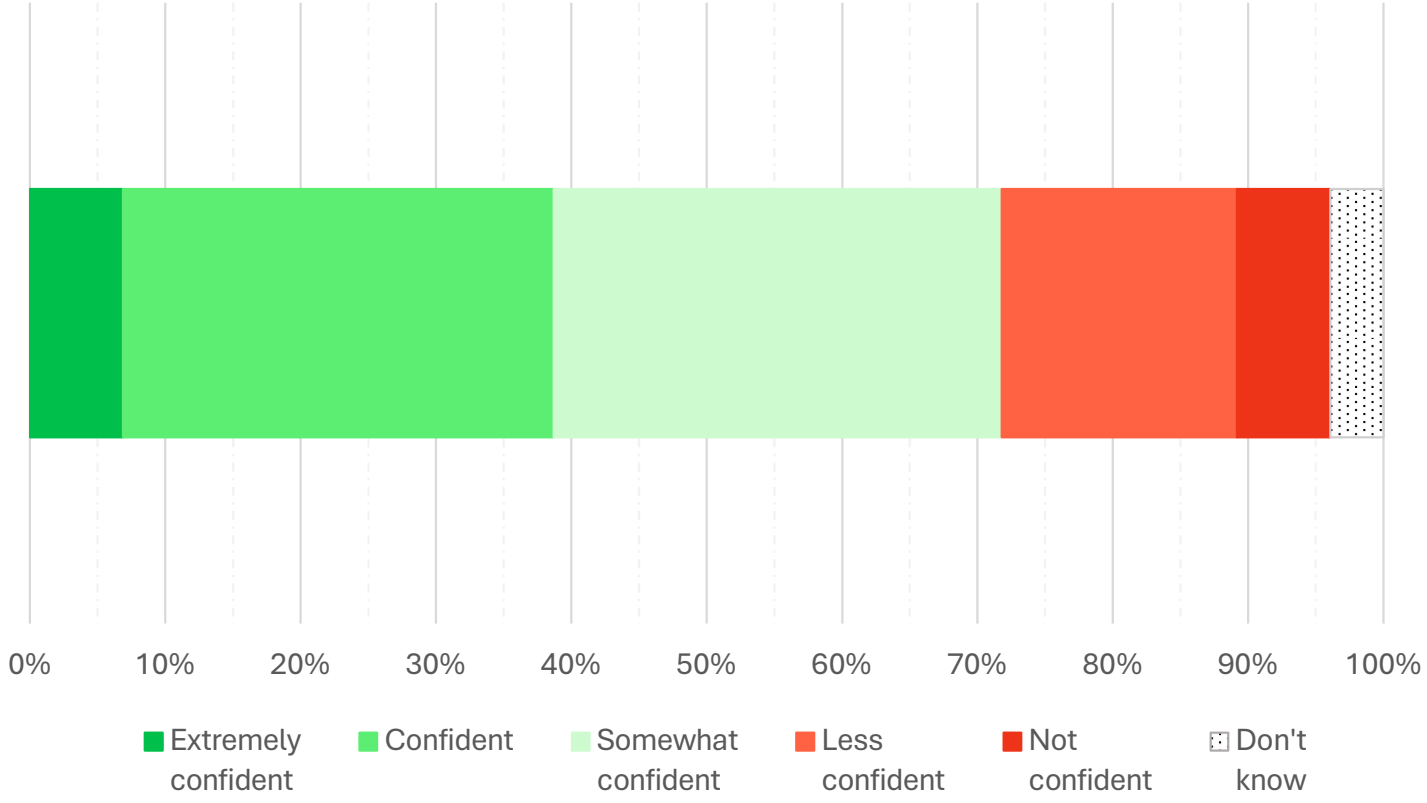
Questions 16 and 17 were presented as open-ended questions, designed to prompt respondents to provide free-form, unrestricted responses. These questions help provide qualitative insights to the answers provided in Questions 13, 14, and 15.

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 3% of the total number of responses are not reported.

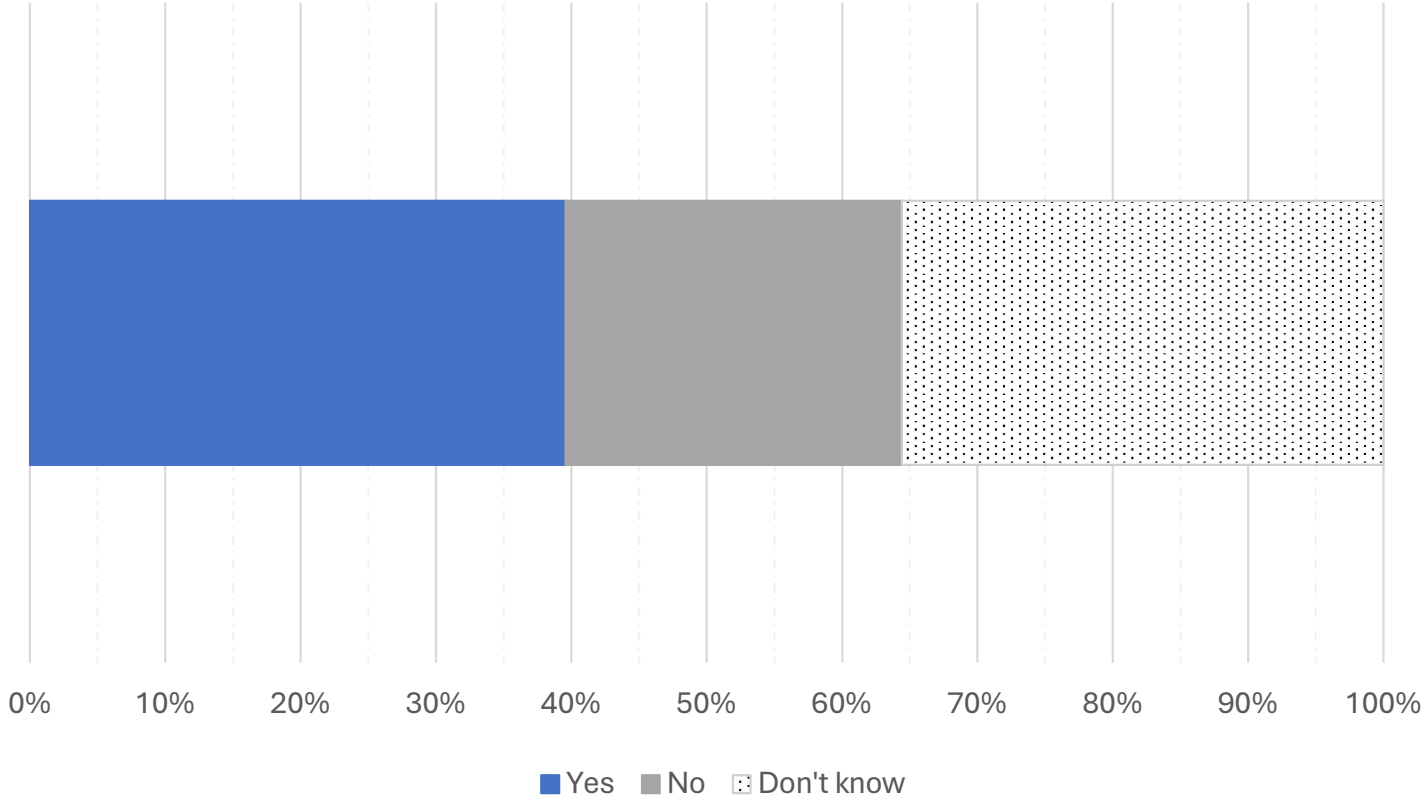
17. What one thing has the greatest negative impact on your economic opportunities in Liberty Lake?

Theme	Percentage
Cost of living -Taxes (32.7%) -Prices (24.1%) -Housing (9.8%)	66.5%
Lack of employment	9.0%
Lack of retail / services	6.5%
Over regulation	3.7%

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?



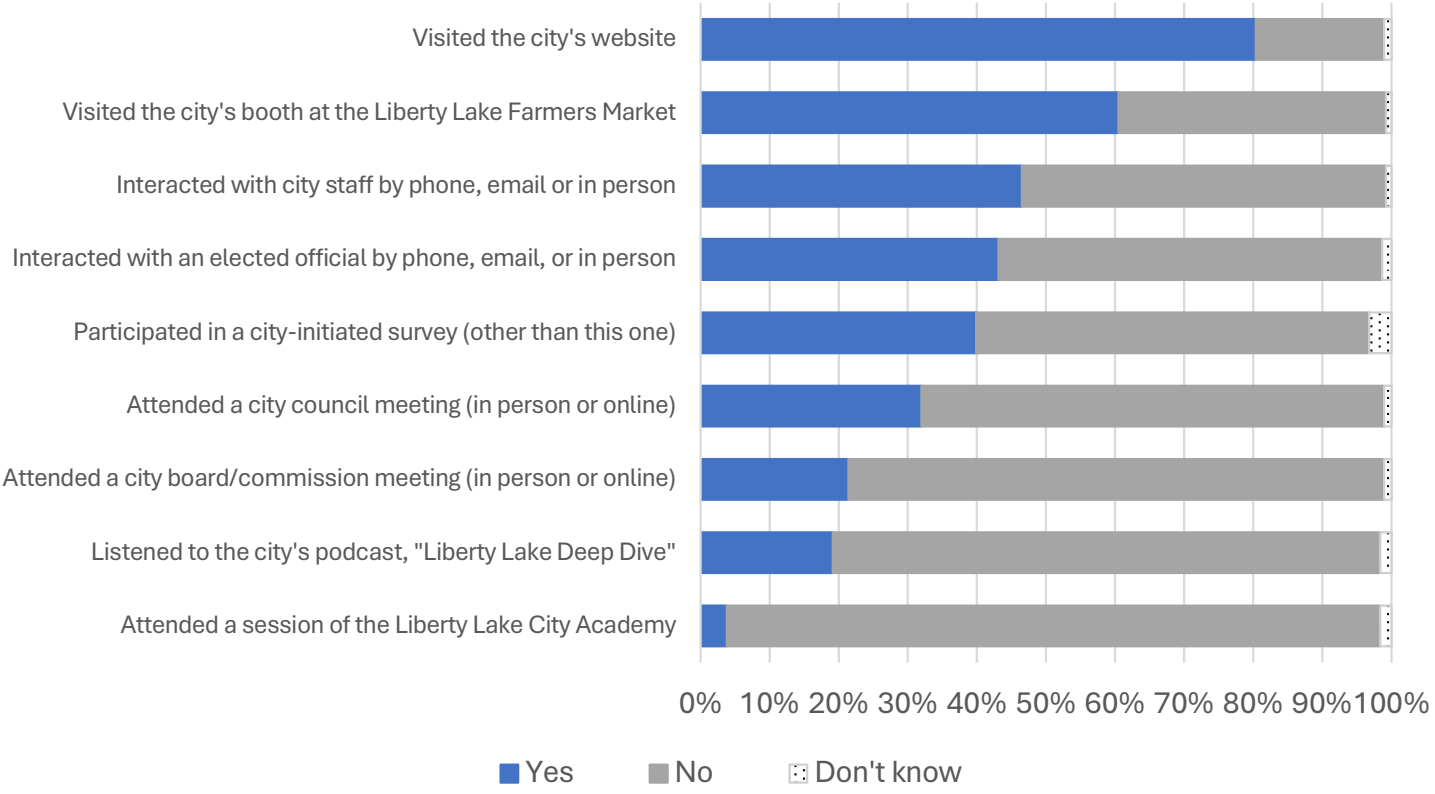
19. If you answered “YES” to Question 19, why?

Theme	Percentage
City officials display competence and/or effectiveness	23.4%
Newly elected council members since January 1	18.8%
Community outcomes have been positive	18.0%
They seem to represent my values	14.1%
They listen to residents	12.5%
They are community focused	7.0%
Good decision making on growth	5.5%

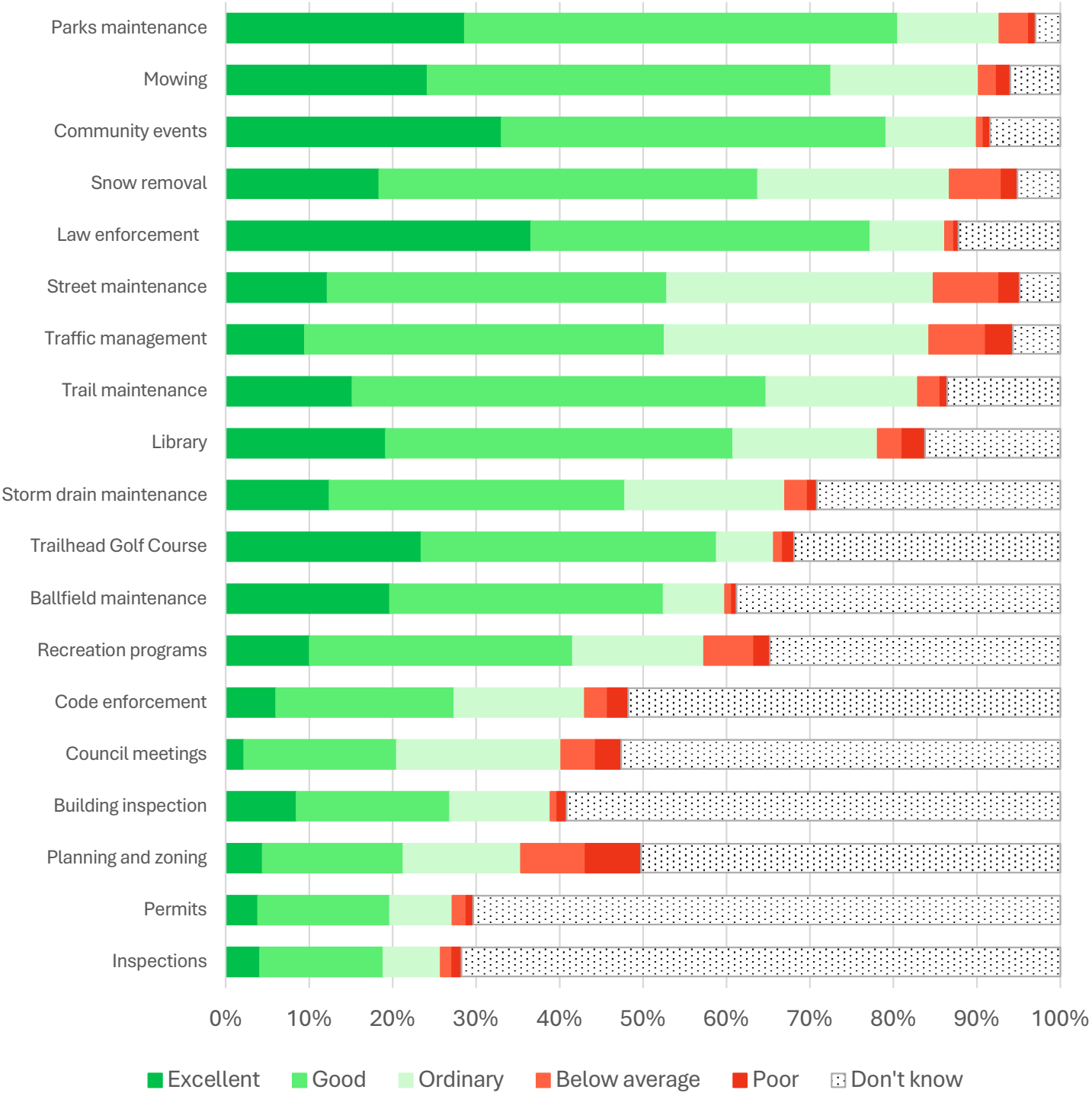
19. If you answered “NO” to Question 19, why?

Theme	Percentage
Council members not respecting the Library advisory measure	18.8%
Elected officials do not listen to residents	14.5%
Elected officials are too partisan -Too right (6.8%) -Too left (3.4%) -Non specified (3.4%)	13.7%
Poor decision making on growth	12.8%
Council members have personal agendas	6.8%
City officials seem to have a lack of vision	6.0%
Wasteful spending	4.3%

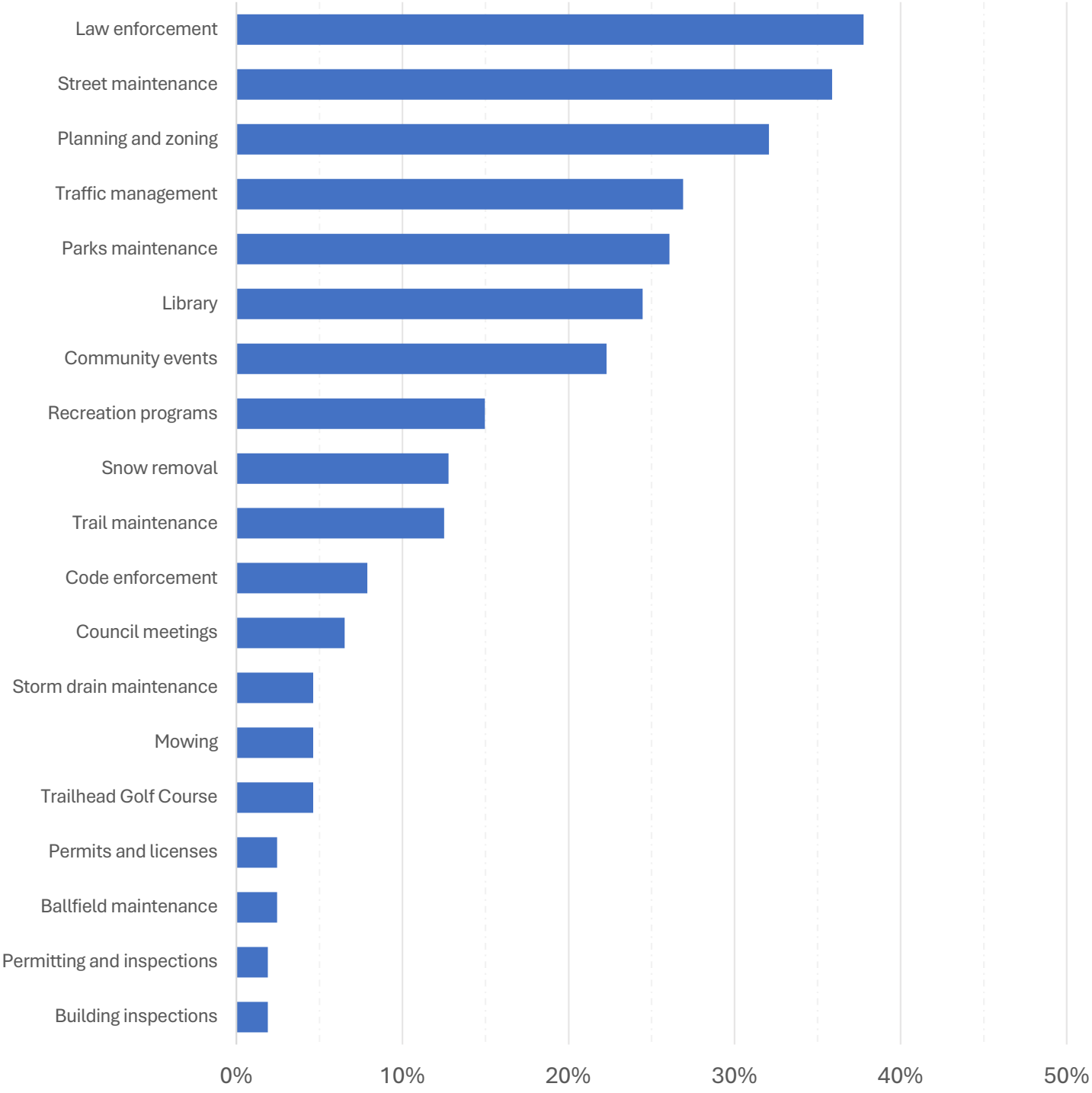
20. Have you, or anyone in household, done any of the following in the past 12 months?



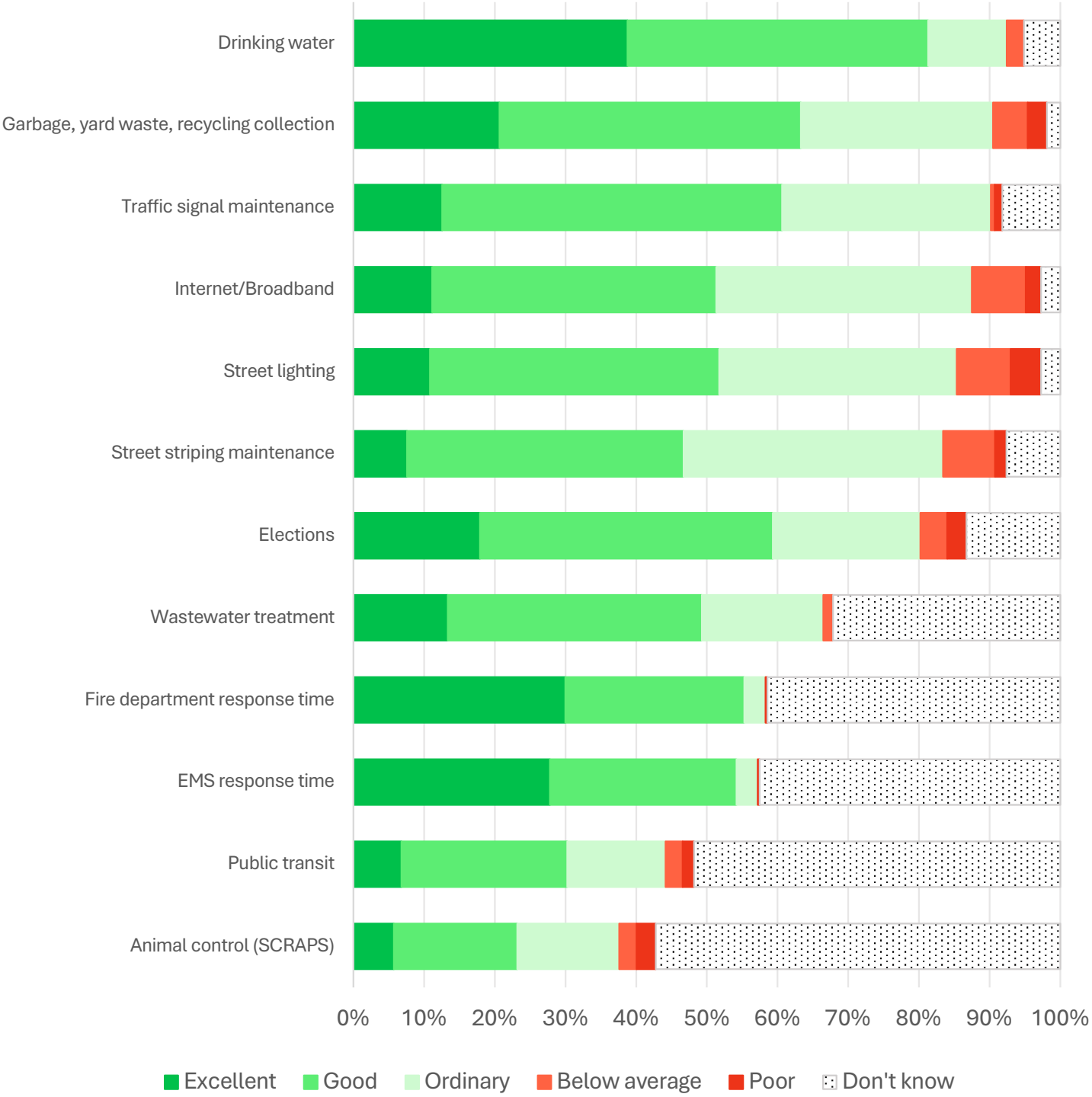
21. Overall, how would you rate the quality of the following core city services?



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?

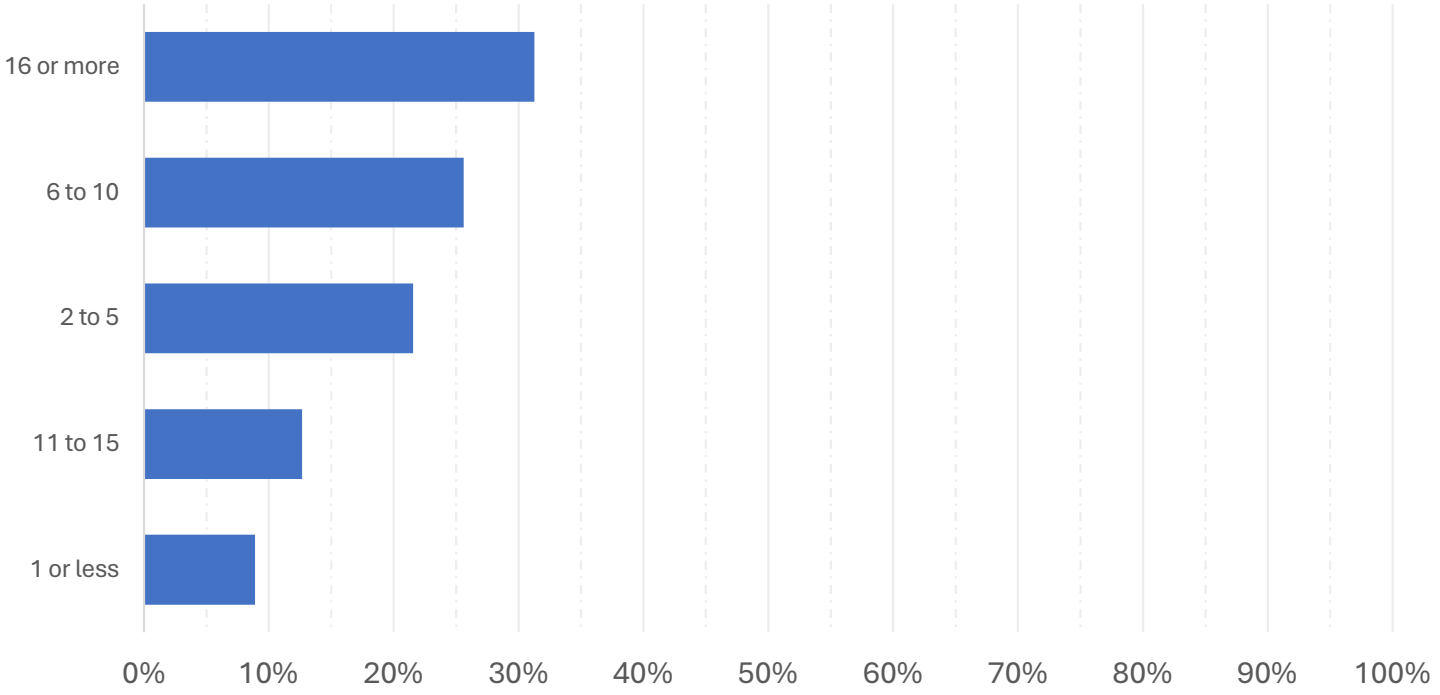


23. Overall, how would you rate the quality of the following services provided by other agencies?

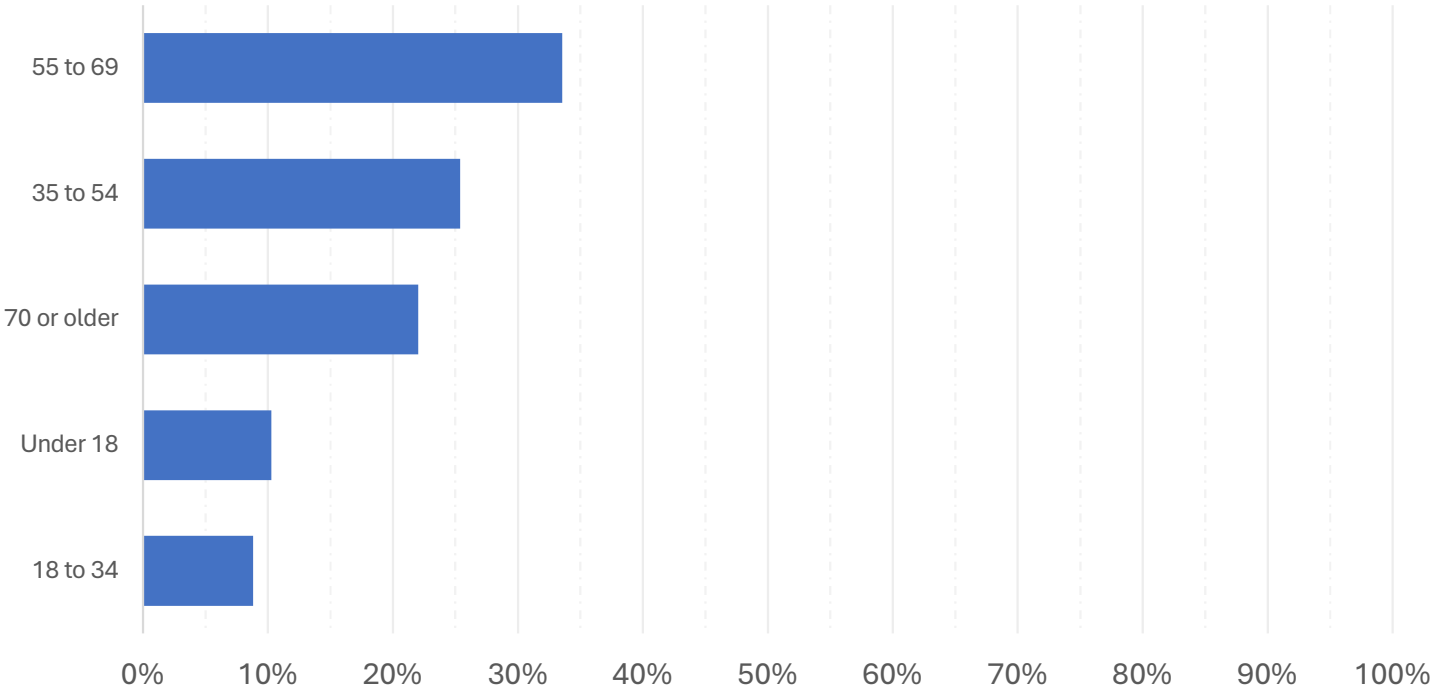


The services represented in Question 23 are provided by agencies other than the City of Liberty Lake. Some are provided by other government agencies, some by private sector corporations.

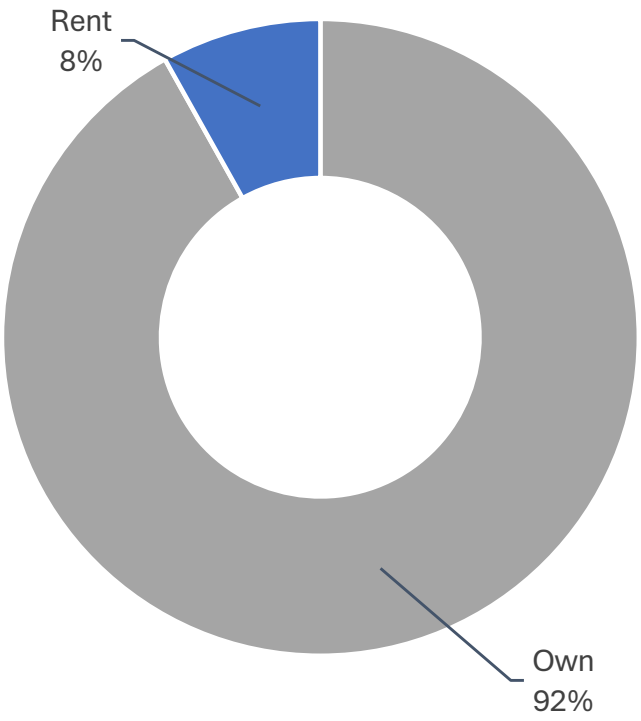
24. How many years have you lived in Liberty Lake?



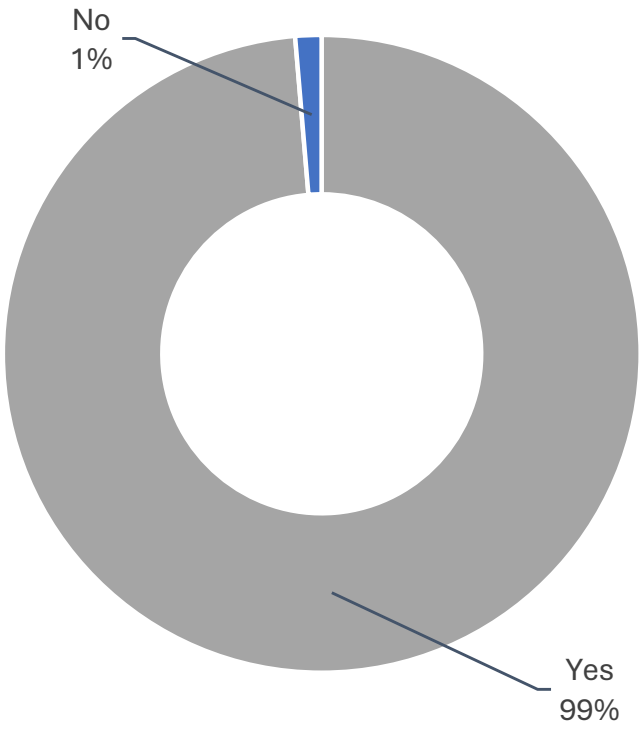
26. Which of the following age brackets are represented in the household? (Check all that apply.)



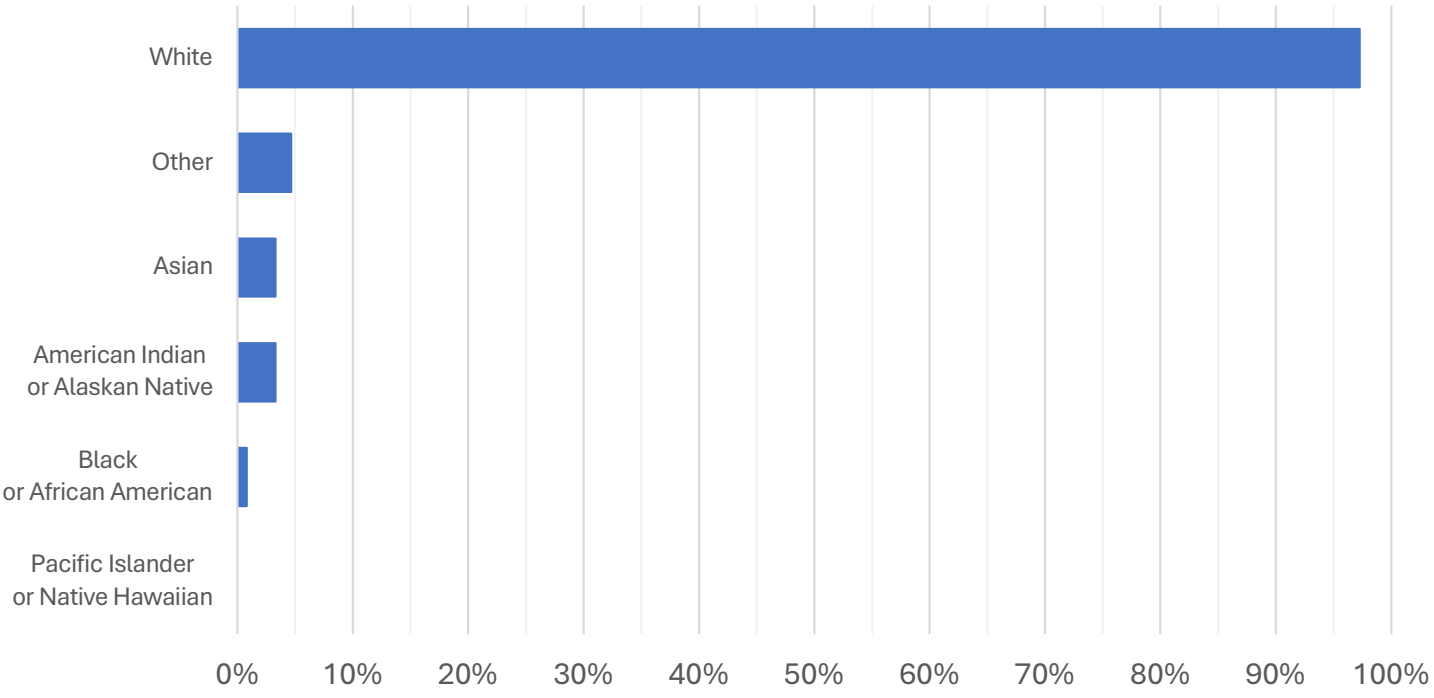
25. Do you own or rent the dwelling in which you live?



28. Is English your native language?



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





ENGAGEMENT OPPORTUNITIES

Comprehensive Plan

The city will be completing the comprehensive plan update in 2026. Although most of the public engagement opportunities have passed, some remain. Details about the comprehensive plan update and remaining engagement opportunities may be found on the city's website at https://www.libertylakewa.gov/779/Comprehensive-Plan-2026-2046.

2027 Budget Development

Development of the city's 2027 budget will begin in July 2026. Through the budget development process, city leaders will make decisions on setting tax rates, funding programs and projects, and establishing service levels for the coming year. Results from the 2026 Community Satisfaction Survey will help inform and support budget decisions. Beyond this survey, public input throughout the budget process is welcome and encouraged. Keep up with each step by visiting our 2027 budget page at https://libertylake-wa.civilspace.io/en.

2027 Community Satisfaction Survey

The 2027 Community Satisfaction Survey will be launched in January 2027. Like the 2026 survey, it will help us align city services, investments, and policies with resident preferences and priorities and evaluate how effectively we deliver the key results outlined in the 2024-2028 Strategic Plan. Community input is crucial, so please help us improve the overall response rate by completing a survey if your household is selected to participate. Look for more information from the city in early 2027.

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 staggered 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 regular meetings on the 1st and 3rd Tuesdays of each month, beginning at 6:00 PM.

Boards and Commissions

Boards and commissions play an important role in carrying out city's responsibilities in Liberty Lake. Board and commission members are citizen volunteers whom the mayor appoints, and the council confirms for 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. Many of the city's elected officials began their service as a board or commission member.

Meeting agendas and minutes for City Council and each Board and Commission may be found on the city's website at https://www.libertylakewa.gov/AgendaCenter. Recordings of all meetings may be found on our YouTube channel at http://www.youtube.com/@cityoflibertylakewa6272.

Other Opportunities

- Liberty Lake Farmers Market – City representatives are available to answer questions each Saturday from May to October.
- Liberty Lake Deep Dive Podcast – https://www.libertylakewa.gov/704/City-Podcast---The-Liberty-Lake-Deep-Div.
- City Academy – We are reimagining the City Academy and plan to migrate some of the content online in a series of short video segments. Stay tuned for more exciting news about the new and improved academy later this year.