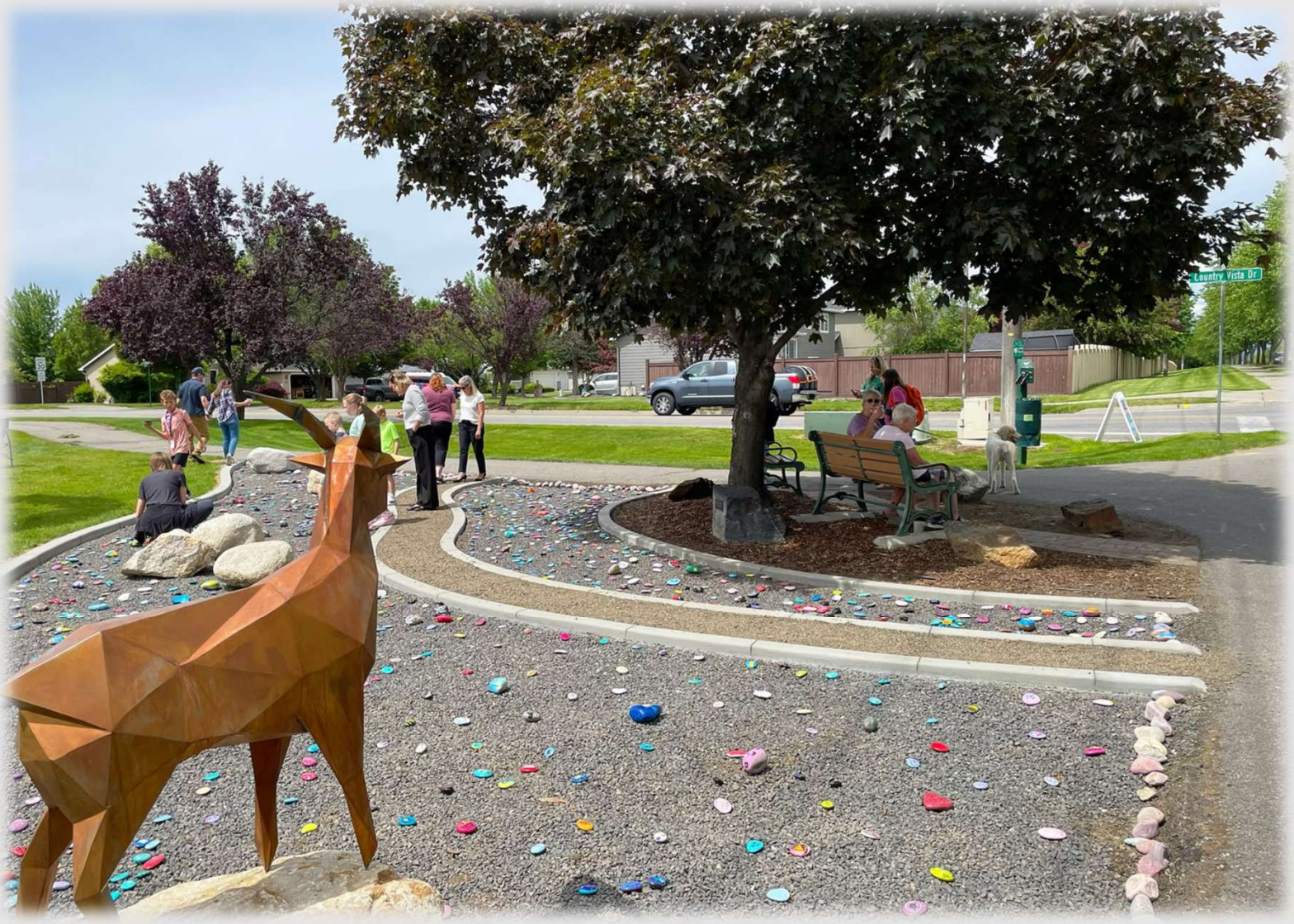


CITY OF LIBERTY LAKE

COMMUNITY SATISFACTION SURVEY APPENDIX

(2024 through 2026 Comparison)

June 12, 2026



EXECUTIVE SUMMARY

Purpose

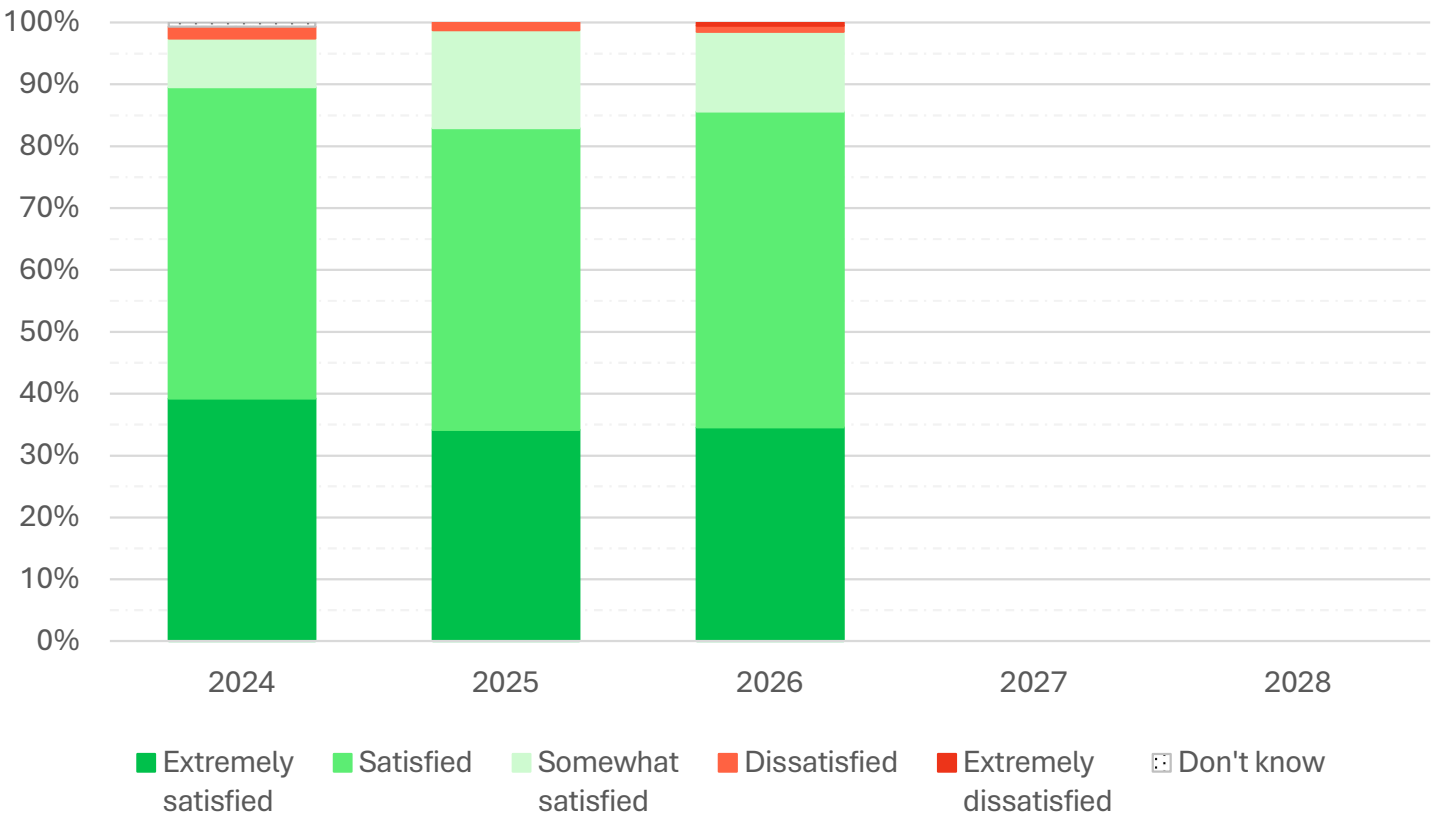
The City of Liberty Lake's Community Satisfaction Survey is designed to measure resident sentiment across a range of priorities and results expressed in the 2024-2028 Strategic Plan, which is available to view and download on the city's website at https://www.libertylakewa.gov/496/Strategic-Plan. Surveys are planned each January between 2024 and 2028 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 in the strategic plan. The purpose of this report is to provide year-over-year response data and allow the reader to observe emerging trends.

Response

2024 – **173** households responded
2025 – **226** households responded
2026 – **396** households responded
2027 – Scheduled for January 2027
2028 – Scheduled for January 2028

2024 survey results: https://www.libertylakewa.gov/496/Strategic-Plan
2025 survey results: https://www.libertylakewa.gov/496/Strategic-Plan
2026 survey results: https://www.libertylakewa.gov/496/Strategic-Plan

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?

Table 2

Answer	2024	2025	2026	2027	2028	Avg	Trend
Ability to engage with the city government	79%	85%	77%			80.2%	▼
Ability to travel throughout Liberty Lake easily	100%	99%	99%			99.3%	—
Access to health care	89%	87%	78%			84.7%	▼
Access to higher education institutions	57%	50%	45%			50.9%	▼
Access to Liberty Lake's 3 public golf courses	45%	58%	52%			51.8%	—
Access to outdoor activities	88%	93%	93%			91.4%	▲
Air quality	94%	93%	93%			93.6%	—
Availability of affordable housing	80%	75%	71%			75.2%	▼
City government's ability to govern effectively	96%	96%	98%			96.4%	▲
City government's responsiveness to service requests	92%	93%	91%			92.2%	—
Cleanliness and appearance (overall)	100%	100%	100%			99.9%	—
Cleanliness and appearance of my neighborhood	100%	99%	100%			99.6%	—
Cleanliness of city parks and open spaces	100%	99%	99%			99.5%	—
Condition of city streets (overall)	99%	100%	99%			99.5%	—
Condition of sidewalks and pedestrian paths (overall)	100%	100%	99%			99.7%	—
Condition of streets in my neighborhood	99%	100%	100%			99.6%	—
Cost of living (overall)	97%	93%	95%			94.8%	—
Drinking water quality	99%	99%	98%			98.9%	—

Answer options for Question #2 read:

- Extremely important
- Important
- Somewhat important
- Less important
- Not important
- Don't know

Percentages in Table 2 represent a subtotal of Extremely important + Important + Somewhat important answers.

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

Table 2 cont'd

Answer	2024	2025	2026	2027	2028	Avg	Trend
How the city enforces codes in neighborhoods	91%	90%	90%			90.4%	—
How the city manages growth and development	99%	97%	98%			98.0%	—
Liberty Lake as a place to live	98%	98%	99%			98.5%	—
Liberty Lake as a place to participate in arts and culture	82%	77%	73%			77.5%	▼
Liberty Lake as a place to raise a family	92%	87%	90%			89.7%	—
Liberty Lake as a place to retire	93%	88%	86%			89.0%	▼
Liberty Lake as a place to shop	91%	84%	79%			84.6%	▼
Liberty Lake as a place to work	63%	53%	53%			56.3%	▼
Liberty Lake as a place where you feel safe	99%	100%	99%			99.5%	—
Opportunities to connect with family and neighbors	94%	93%	92%			92.9%	▼
Quality of community events	90%	91%	91%			90.6%	—
Quality of fire and emergency medical services	99%	99%	99%			98.9%	—
Quality of K-12 education	87%	88%	87%			87.0%	—
Quality of law enforcement	99%	98%	99%			98.8%	—
Quality of new development in Liberty Lake	93%	93%	91%			92.3%	▼
Quality of the Liberty Lake city library[1]		79%	69%			73.7%	▼
Quality of services provided by the city government (overall)	95%	98%	97%			96.7%	—

Answer options for Question #2 read:

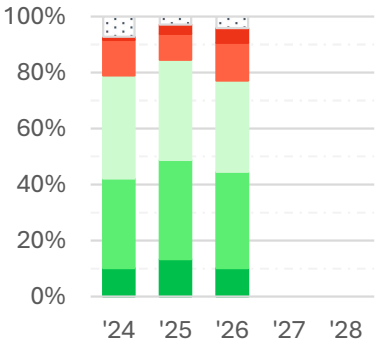
- Extremely important
- Important
- Somewhat important
- Less important
- Not important
- Don't know

Percentages in Table 2 represent a subtotal of Extremely important + Important + Somewhat important answers.

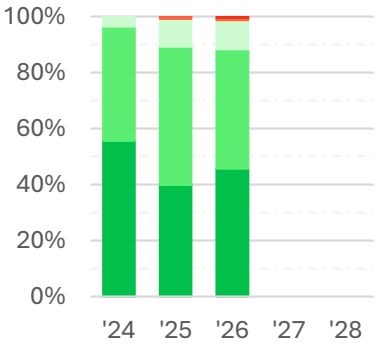
[1]Answer option "Quality of the Liberty Lake city library" did not appear on the 2024 survey—added for the 2025 survey.

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

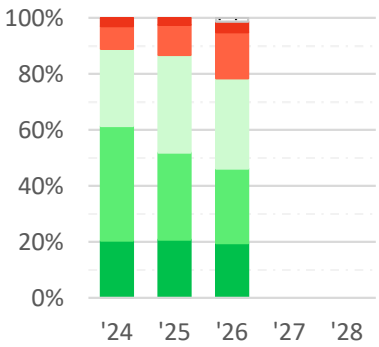
Ability to engage with the city government



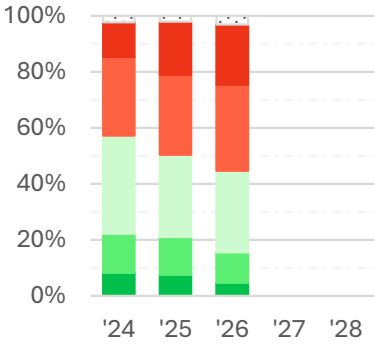
Ability to travel throughout Liberty Lake easily



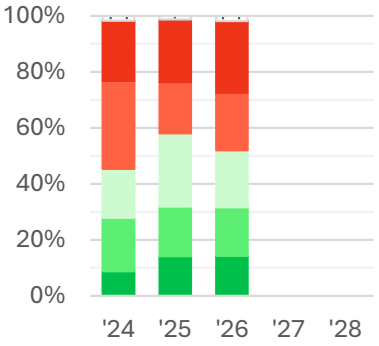
Access to health care



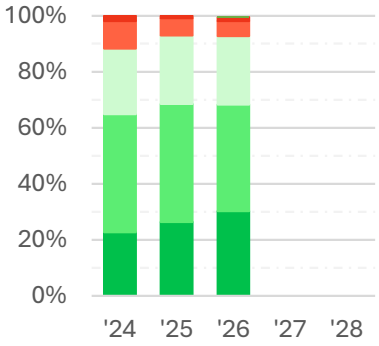
Access to higher education institutions



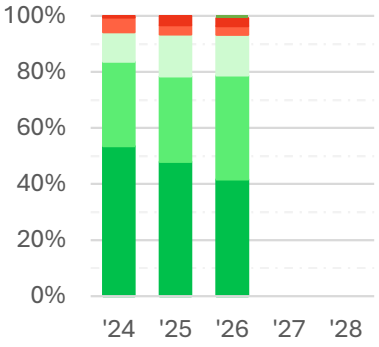
Access to Liberty Lake's 3 public golf courses



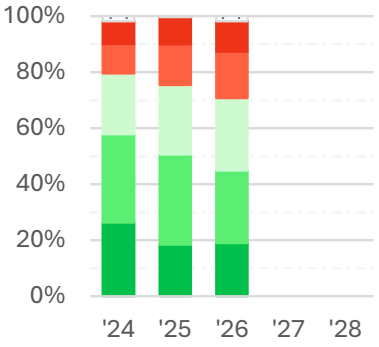
Access to outdoor activities



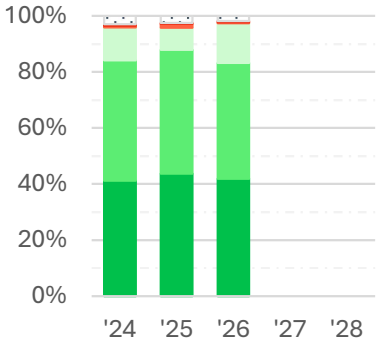
Air quality



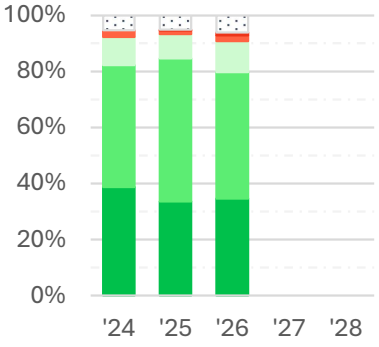
Availability of affordable housing



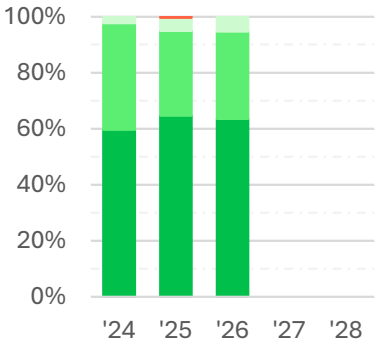
City government's ability to govern effectively



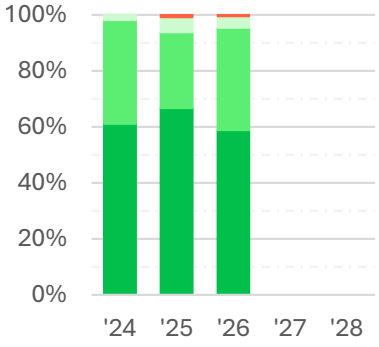
City government's responsiveness to service requests



Cleanliness and appearance (overall)

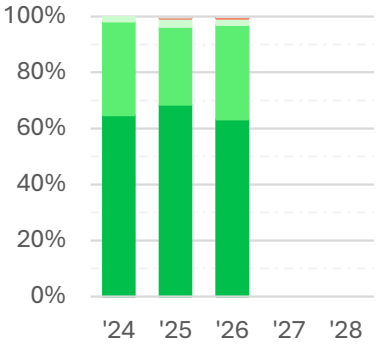


Cleanliness and appearance of my neighborhood

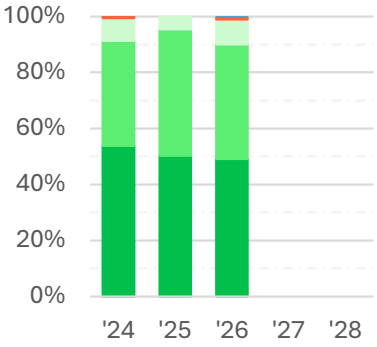


2. How important is each of the following in determining your answer to Question 1?

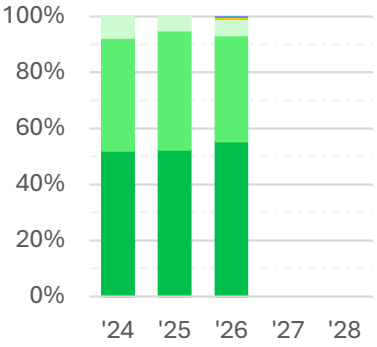
Cleanliness of city parks and open spaces



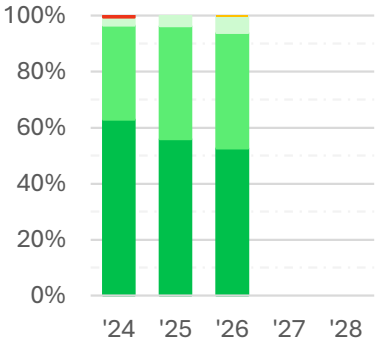
Condition of city streets (overall)



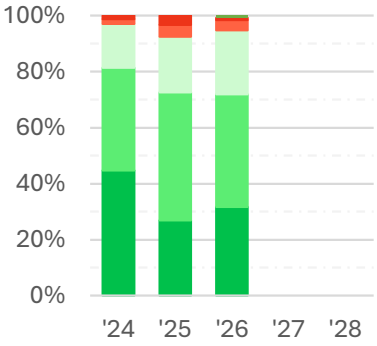
Condition of sidewalks and pedestrian paths (overall)



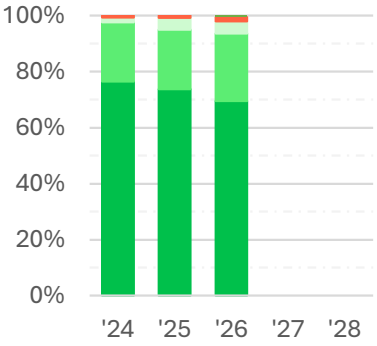
Condition of streets in my neighborhood



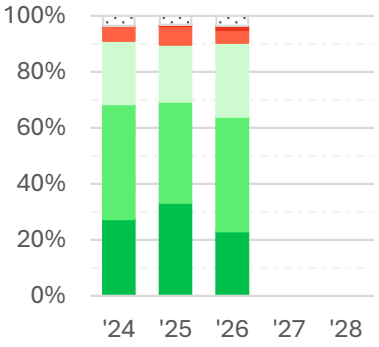
Cost of living (overall)



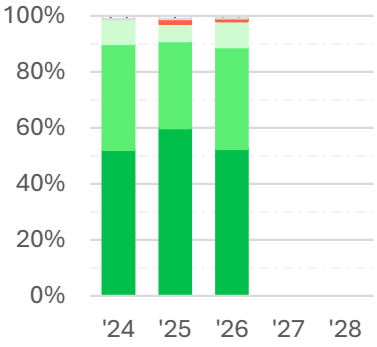
Drinking water quality



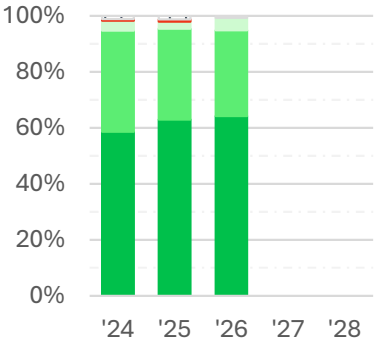
How the city enforces codes in neighborhoods



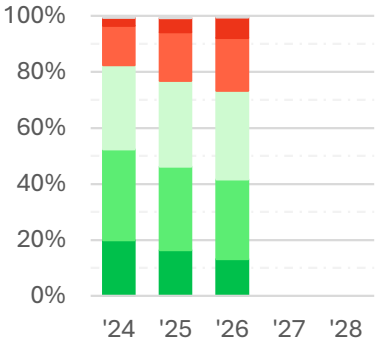
How the city manages growth and development



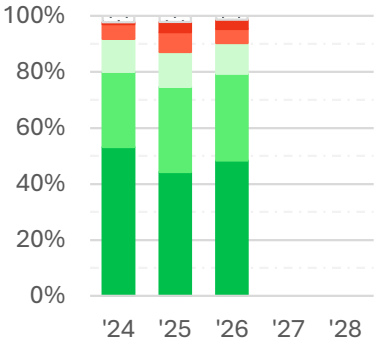
Liberty Lake as a place to live



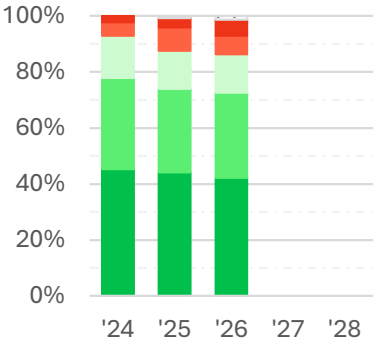
Liberty Lake as a place to participate in arts and culture



Liberty Lake as a place to raise a family

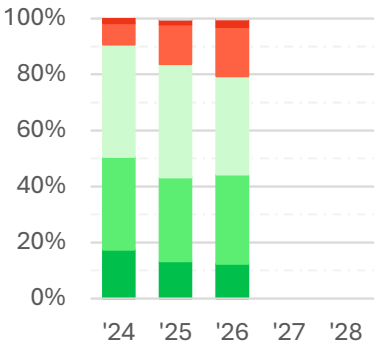


Liberty Lake as a place to retire

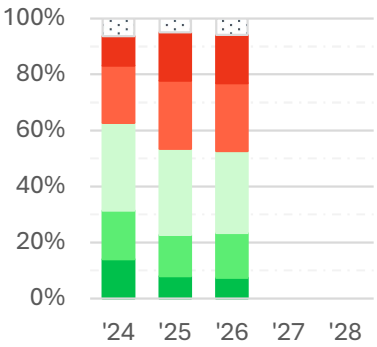


2. How important is each of the following in determining your answer to Question 1?

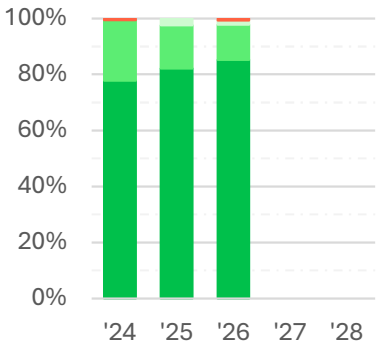
Liberty Lake as a place to shop



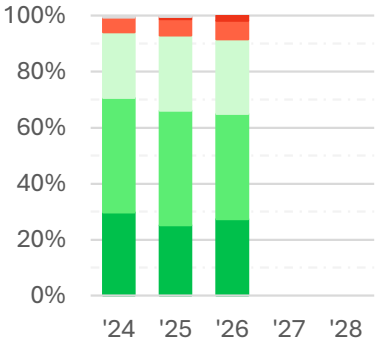
Liberty Lake as a place to work



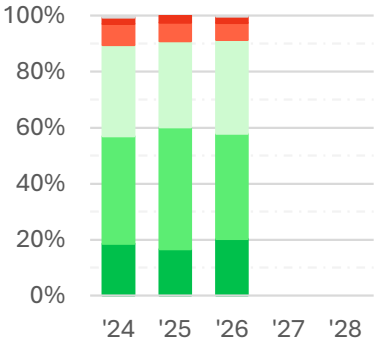
Liberty Lake as a place where you feel safe



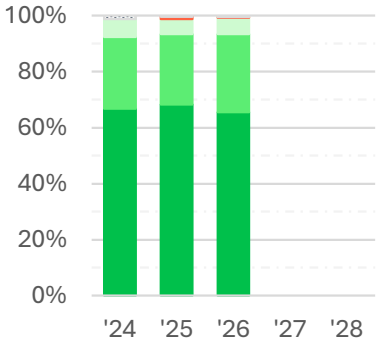
Opportunities to connect with family and neighbors



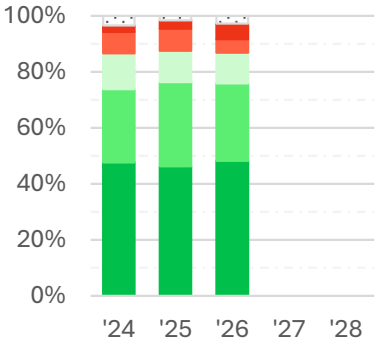
Quality of community events



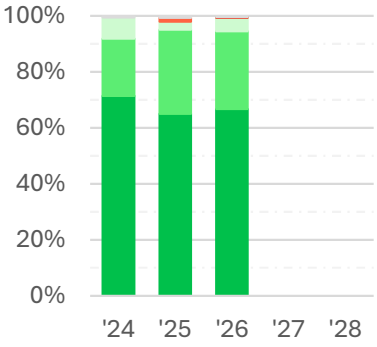
Quality of fire and emergency medical services



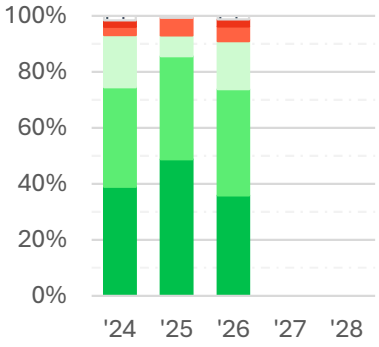
Quality of K-12 education



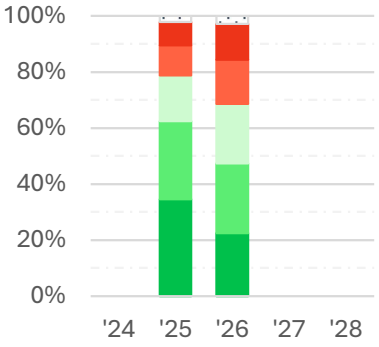
Quality of law enforcement



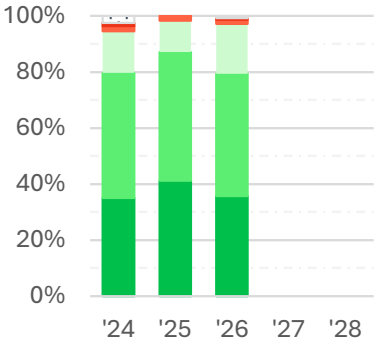
Quality of new development in Liberty Lake



Quality of the Liberty Lake city library



Quality of the services provided by the city government (overall)



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

2024

Theme	Percentage
Safety	35.7%
Trails	9.7%
Parks	9.2%
Sense of Community	8.2%
Cleanliness	7.1%

2025

Theme	Percentage
Safety	33.3%
Outdoor amenities	16.5%
Cleanliness	10.4%
Proximity to retail / services	8.6%
My neighborhood	3.9%

2026

Theme	Percentage
Safety	28.3%
Outdoor amenities	21.1%
Cleanliness	8.5%
Sense of Community	8.5%
Proximity to retail / services	6.1%

2027

Theme	Percentage

2028

Theme	Percentage

Question 3 is designed to prompt free-form, unrestricted responses that help provide context to responses to Q1 and 2.

Only the top 5 themes by percentage for each year's survey are displayed here.

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

2024

Theme	Percentage
Traffic	10.0%
Local politics	9.4%
Apartments	7.5%
Lack of traffic enforcement	7.5%
Population growth	7.5%

2025

Theme	Percentage
Increasing crime	11.8%
Growth	11.8%
Traffic	11.3%
City Council	8.8%
Lack of shopping/services	5.0%

2026

Theme	Percentage
Growth	17.4%
Local politics	9.9%
Lack of shopping / services	8.0%
Traffic congestion	6.9%
Cost of living	6.1%

2027

Theme	Percentage

2028

Theme	Percentage

Question 4 is designed to prompt free-form, unrestricted responses that help provide context to responses to Q1 and 2.

Only the top 5 themes by percentage for each year's survey are displayed here.

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

Table 5

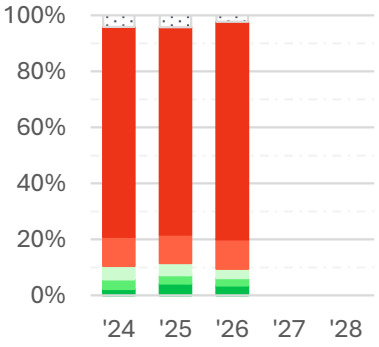
Answer	2024	2025	2026	2027	2028	Avg	Trend
Open or expand a business in Liberty Lake in (year)	11%	11%	10%			10.2%	—
Use public transportation in (year)	10%	18%	18%			15.0%	▲
Attend a City Council meeting during (year)	45%	60%	55%			53.4%	▼
Participate in a community event in (year)	81%	91%	90%			87.3%	▲
Recommend living in Liberty Lake to someone who does not	94%	92%	91%			92.2%	▼
Continue living in Liberty Lake for the next 3 years	96%	95%	96%			95.9%	—

Answer options for Question #5 read:

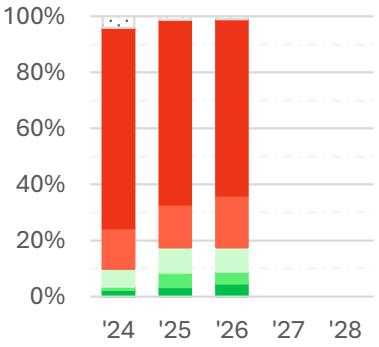
- Extremely likely
- Likely
- Somewhat likely
- Less likely
- Not likely
- Don't know

Percentages in Table 5 represent a subtotal of Extremely likely + Likely + Somewhat likely answers.

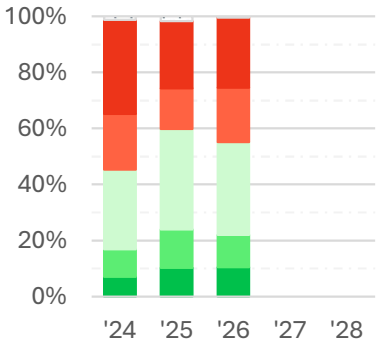
Open or expand a business in Liberty Lake in (year)



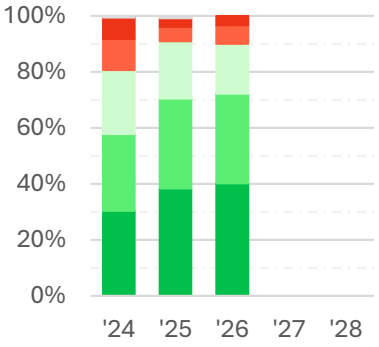
Use public transportation in (year)



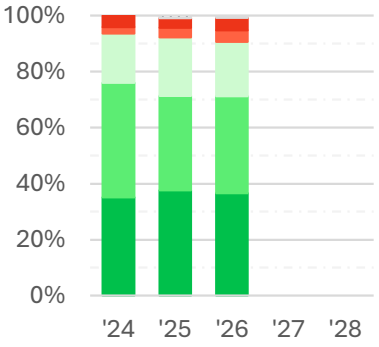
Attend a City Council meeting during (year)



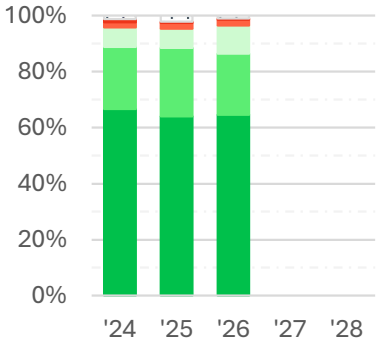
Participate in a community event in (year)



Recommend living in Liberty Lake to someone who does not



Continue living in Liberty Lake for the next 3 years



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



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

Table 7

Answer	2024	2025	2026	2027	2028	Avg	Trend
In your home	100%	98%	100%			99.3%	—
In your home after dark	99%	97%	99%			98.3%	—
In your neighborhood	99%	99%	99%			98.7%	—
In your neighborhood after dark	97%	96%	94%			95.7%	▼
In your place of employment (if in Liberty Lake)	36%	41%	41%			39.5%	▲
In your place of employment (if in Liberty Lake) after dark	32%	38%	38%			35.9%	▲
While attending community events	96%	97%	97%			96.6%	—
While attending community events after dark	91%	87%	89%			88.5%	—
While traveling on city streets	96%	97%	97%			96.5%	—
While traveling on city streets after dark	92%	93%	93%			92.4%	—
While visiting city facilities	92%	94%	95%			93.4%	▲
While visiting city facilities after dark	83%	79%	80%			80.4%	—
While visiting commercial and retail areas	99%	98%	98%			98.6%	—
While visiting commercial and retail areas after dark	91%	91%	95%			92.2%	▲
While visiting parks or open spaces	99%	98%	97%			97.9%	▼
While visiting parks or open spaces after dark	80%	73%	75%			75.8%	—
While visiting restaurants or bars	98%	99%	98%			98.2%	—
While visiting restaurants or bars after dark	94%	92%	94%			93.5%	—
While visiting your preferred place of worship	75%	71%	72%			72.5%	—
While visiting your preferred place of worship after dark	72%	66%	64%			67.3%	▼
While walking or jogging outdoors	94%	94%	95%			94.4%	—
While walking or jogging outdoors after dark	69%	66%	67%			67.3%	—

Answer options for Question #7 read:

- Extremely safe
- Safe
- Somewhat safe
- Less safe
- Not safe
- Don't know

Percentages in Table 7 represent a subtotal of Extremely safe + Safe + Somewhat safe answers.

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

Table 8

Label	2024	2025	2026	2027	2028	Avg	Trend
Acts of terrorism	26%	25%	24%			24.7%	—
Critical infrastructure failure	51%	54%	49%			51.4%	▼
Public health emergency	52%	54%	38%			48.2%	▼
Severe weather and natural disasters	53%	59%	48%			53.1%	▼
Violent crime	57%	63%	57%			59.2%	▼
Retail theft	59%	64%	61%			61.2%	—
Homelessness	69%	69%	65%			67.6%	▼
Traffic safety on city streets	71%	71%	66%			69.4%	▼
Crimes (any kind) committed by youths	72%	73%	76%			73.9%	▲
Drug related crime	75%	74%	75%			74.3%	—
Vandalism	76%	78%	75%			76.2%	▼
Property crime	82%	86%	84%			83.9%	—

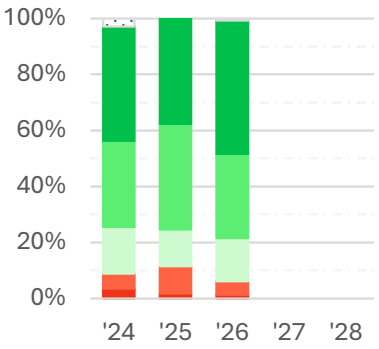
Answer options for Question #8 read:

- Extremely concerned
- Concerned
- Somewhat Concerned
- Less concerned
- Not concerned
- Don't know

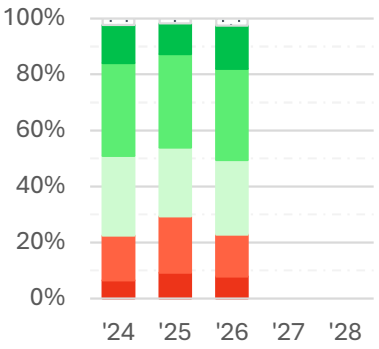
Percentages in Table 8 represent a subtotal of Extremely concerned + Concerned + Somewhat concerned answers.

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

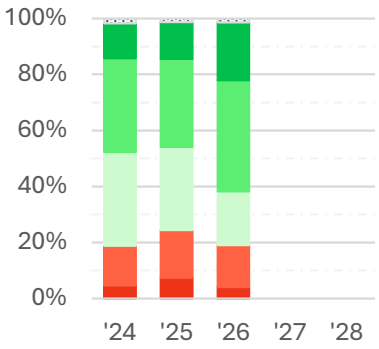
Acts of terrorism



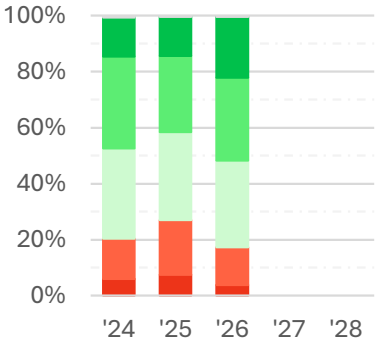
Critical infrastructure failure



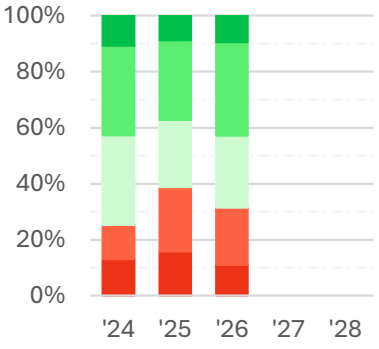
Public health emergency



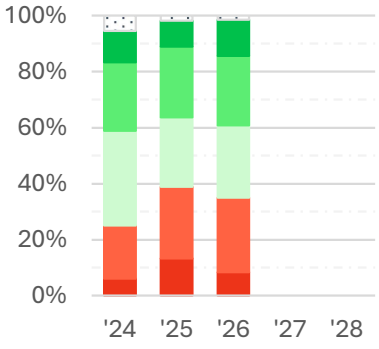
Severe weather and natural disasters



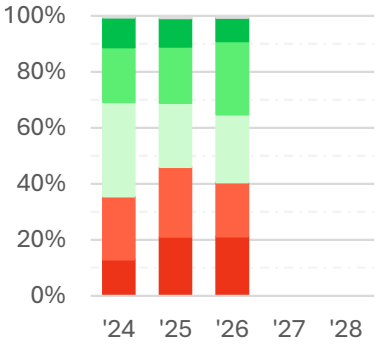
Violent crime



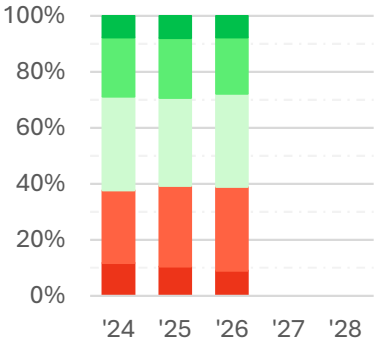
Retail theft



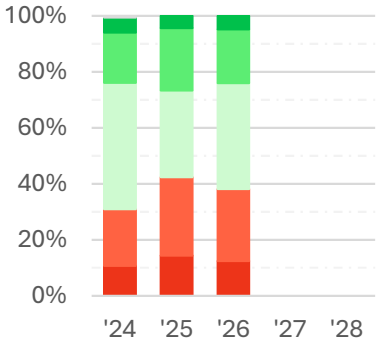
Homelessness



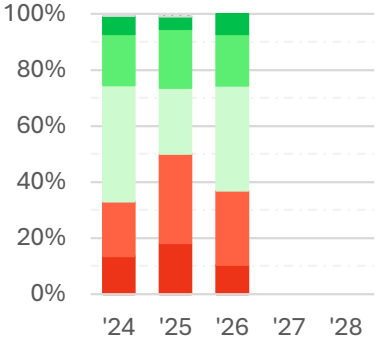
Traffic safety on city streets



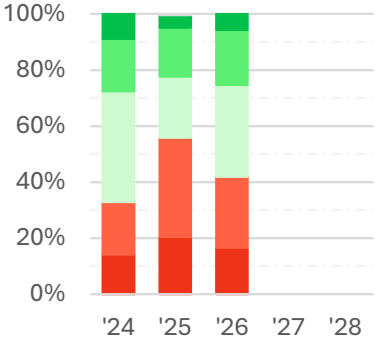
Crimes (any kind) committed by youths



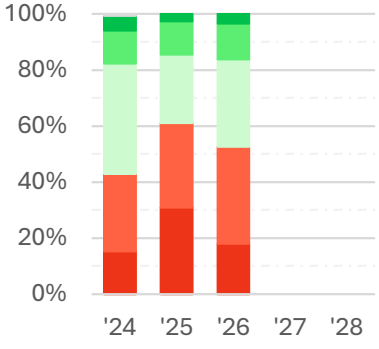
Drug related crime



Vandalism



Property crime



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

2024

Theme	Percentage
Increase police presence	23.2%
Reduce homeless population	15.5%
Enforce traffic laws	17.9%
Reduce drugs	5.4%
Enforce golf cart rules	3.9%

2025

Theme	Percentage
Increase police presence	30.4%
Reduce homeless population	15.5%
Reduce crime	13.0%
Enforce traffic laws	7.7%
Remove politics from City Council	5.3%

2026

Theme	Percentage
Increase police presence	22.8%
Enforce traffic laws	15.8%
Reduce homeless population	12.5%
Better lighting	8.0%
Crime prevention	6.8%

2027

Theme	Percentage

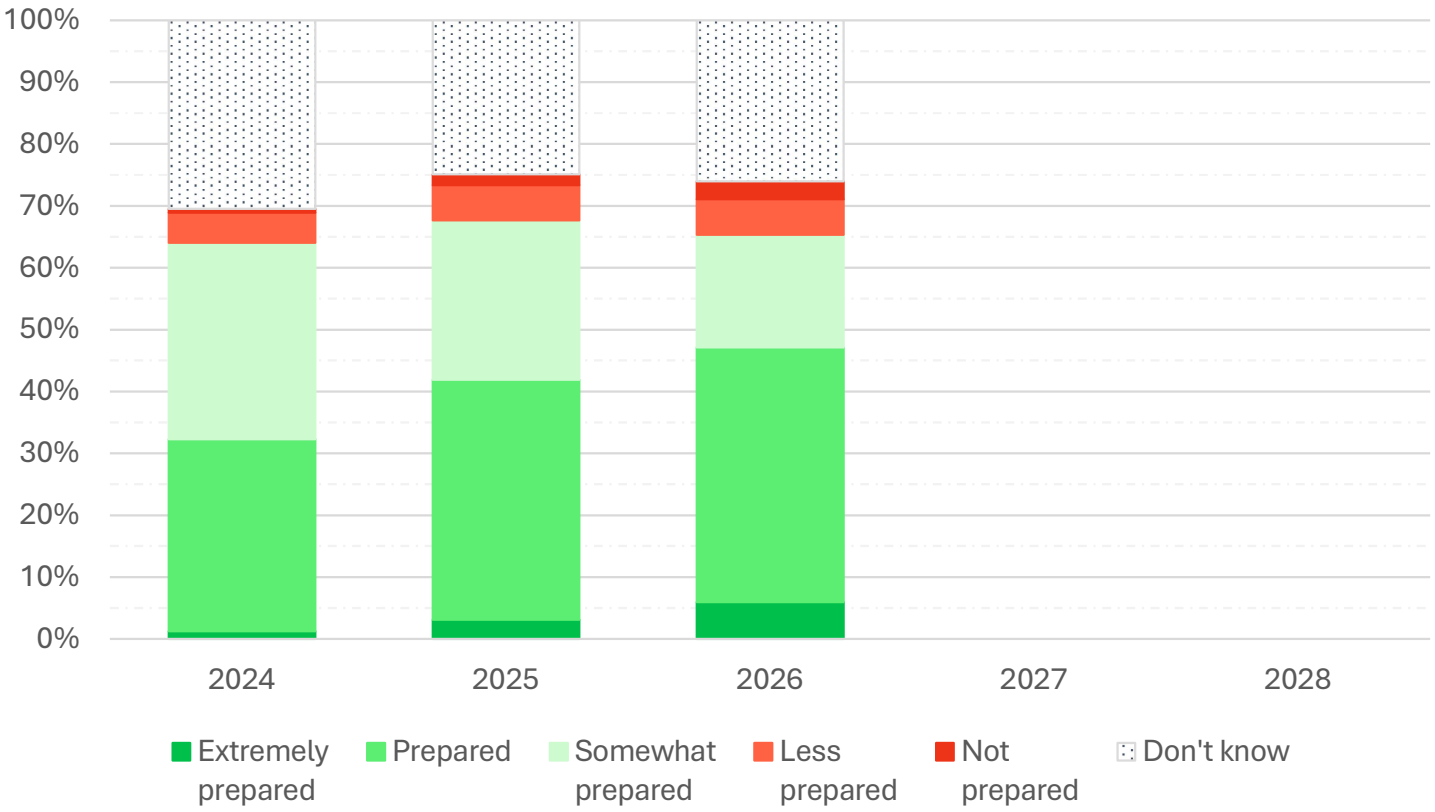
2028

Theme	Percentage

Question 9 is designed to prompt free-form, unrestricted responses that help provide context to responses to Q6, 7, and 8.

Only the top 5 themes by percentage for each year's survey are displayed here.

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.

Table 11

Answer	2024	2025	2026	2027	2028	Avg	Trend
City government's efforts to manage disasters	59%	56%	54%			56.4%	▼
Timeliness of law enforcement response	71%	65%	70%			68.6%	▲
Law enforcement treats individuals fairly and professionally	74%	70%	72%			72.0%	—
Law enforcement presence in commercial and retail areas	81%	71%	74%			75.3%	▼
Timeliness of fire/EMS response	74%	72%	75%			73.9%	▲
Fire/EMS treat individuals fairly and professionally	78%	75%	77%			76.4%	—
Law enforcement presence in neighborhoods	79%	77%	77%			77.4%	—
Overall quality of fire/EMS	79%	79%	79%			79.0%	—
Relationship between law enforcement and the community	82%	80%	81%			81.0%	—
Law enforcement presence during community events	91%	80%	83%			84.8%	▼
City government's efforts to prevent crime	83%	80%	84%			82.6%	▲
Overall quality of law enforcement	84%	82%	86%			84.0%	▲

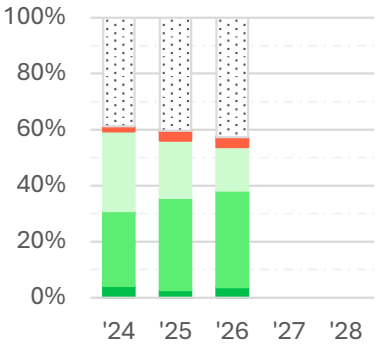
Answer options for Question #11 read:

- Extremely satisfied
- Satisfied
- Somewhat satisfied
- Less satisfied
- Not satisfied
- Don’t know

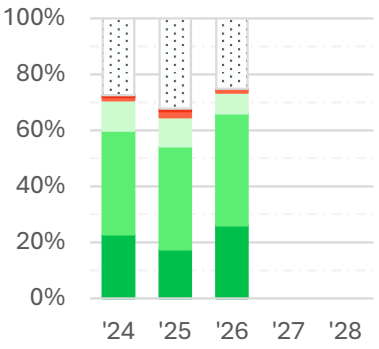
Percentages in Table 11 represent a subtotal of Extremely satisfied + Satisfied + Somewhat satisfied answers.

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

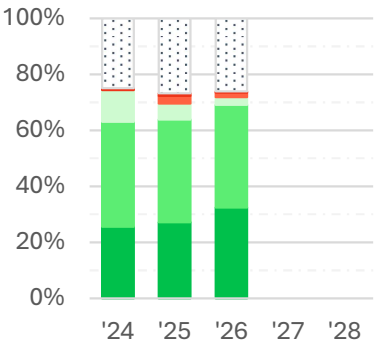
City government's efforts to manage disasters



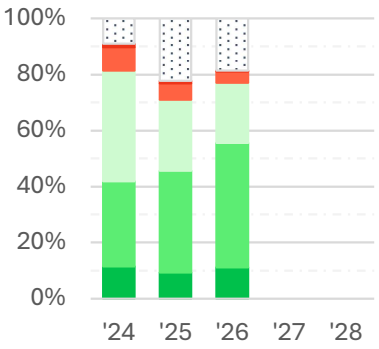
Timeliness of law enforcement response



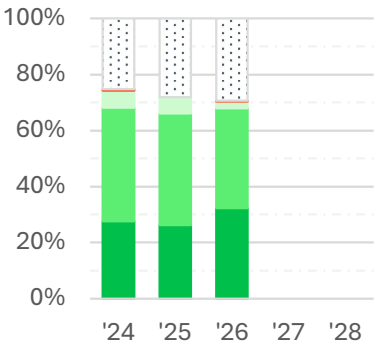
Law enforcement treats individuals fairly and professionally



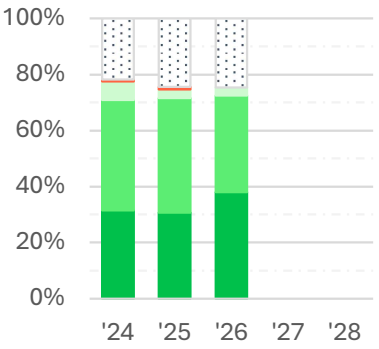
Law enforcement presence in commercial and retail areas



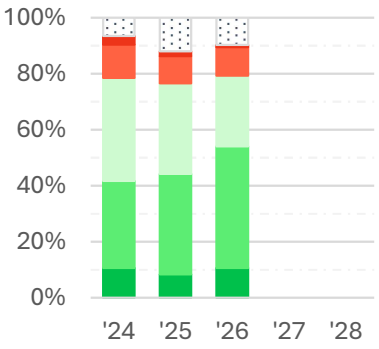
Timeliness of fire/EMS response



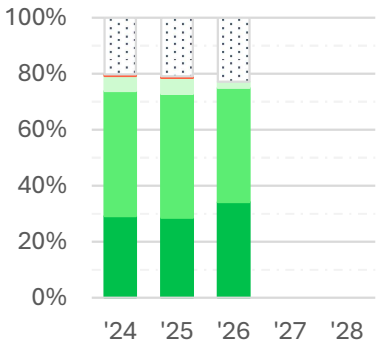
Fire/EMS treat individuals fairly and professionally



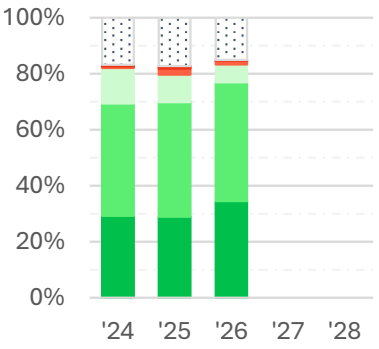
Law enforcement presence in neighborhoods



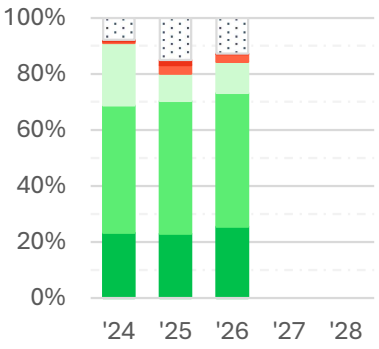
Overall quality of fire/EMS



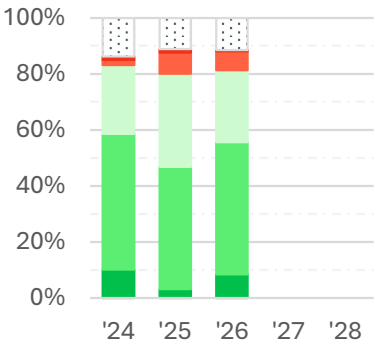
Relationship between law enforcement and the community



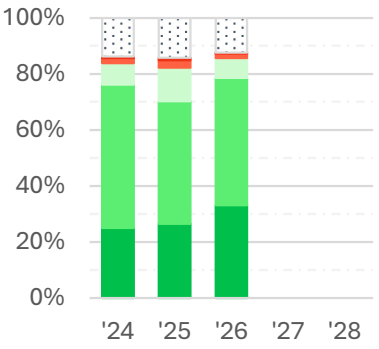
Law enforcement presence during community events



City government's efforts to prevent crime



Overall quality of law enforcement



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

Table 12

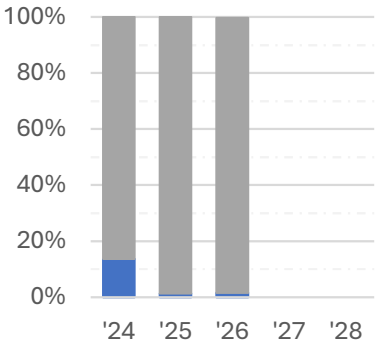
Answer	2024	2025	2026	2027	2028	Avg	Trend
Called 9-1-1 for fire	14%	1%	2%			5.5%	▼
Called SCRAPS (animal protection services)	7%	5%	5%			5.7%	—
Called 9-1-1 for law enforcement	14%	7%	5%			8.6%	▼
Called 9-1-1 for emergency medical services	14%	10%	9%			10.8%	▼
Called Crime Check	21%	19%	16%			18.6%	▼

Answer options for Question #12 read:

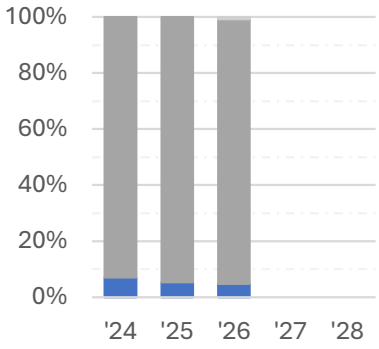
- Yes
- No
- Don't know

Percentages in Table 12 represent a total of Yes answers.

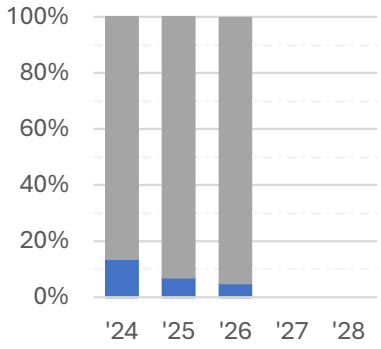
Called 9-1-1 for fire



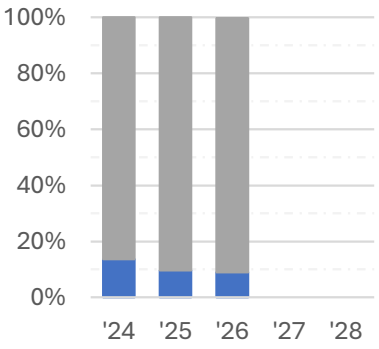
Called SCRAPS (animal protection services)



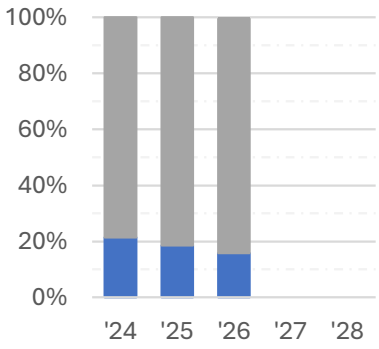
Called 9-1-1 for law enforcement



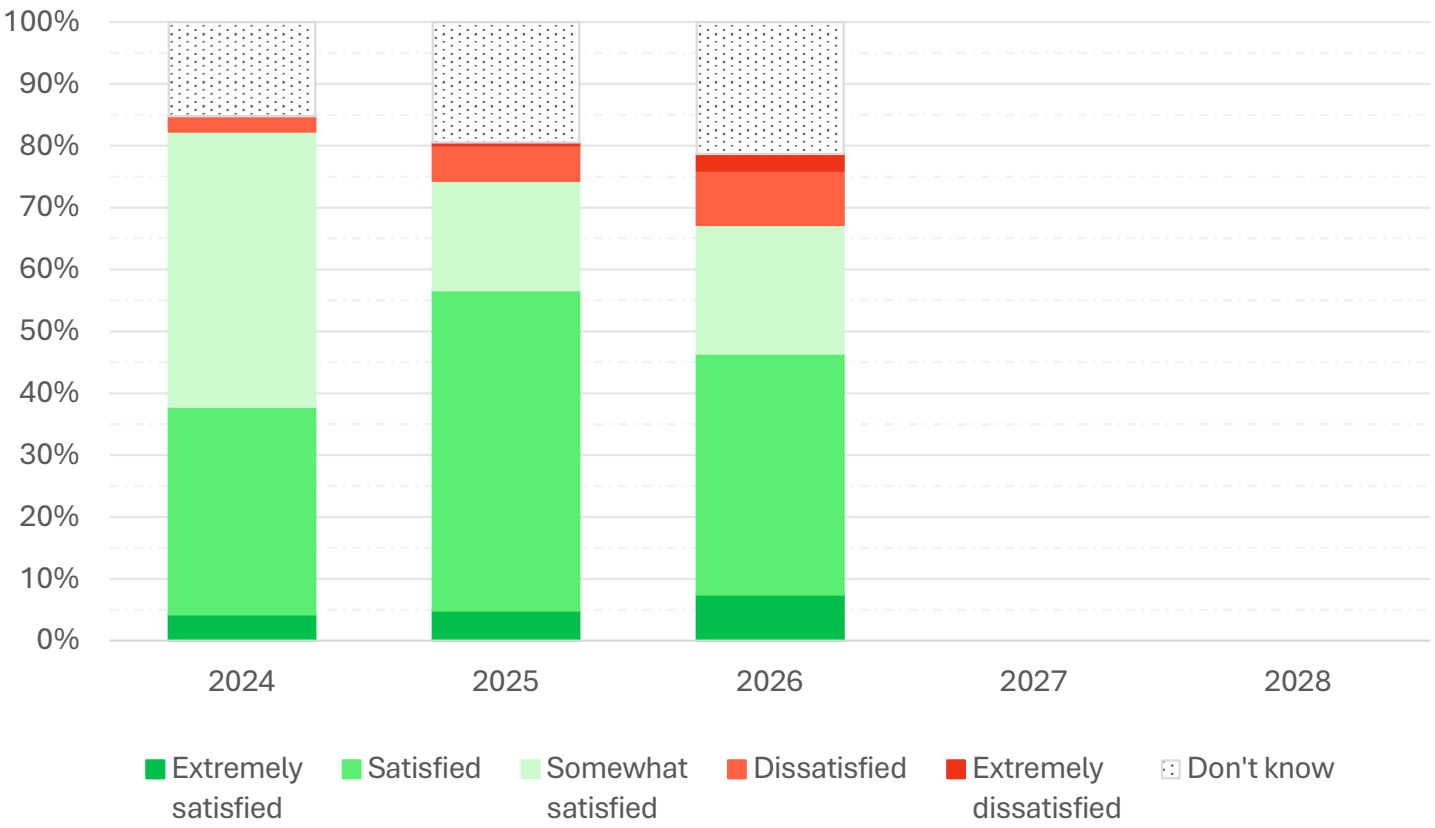
Homelessness



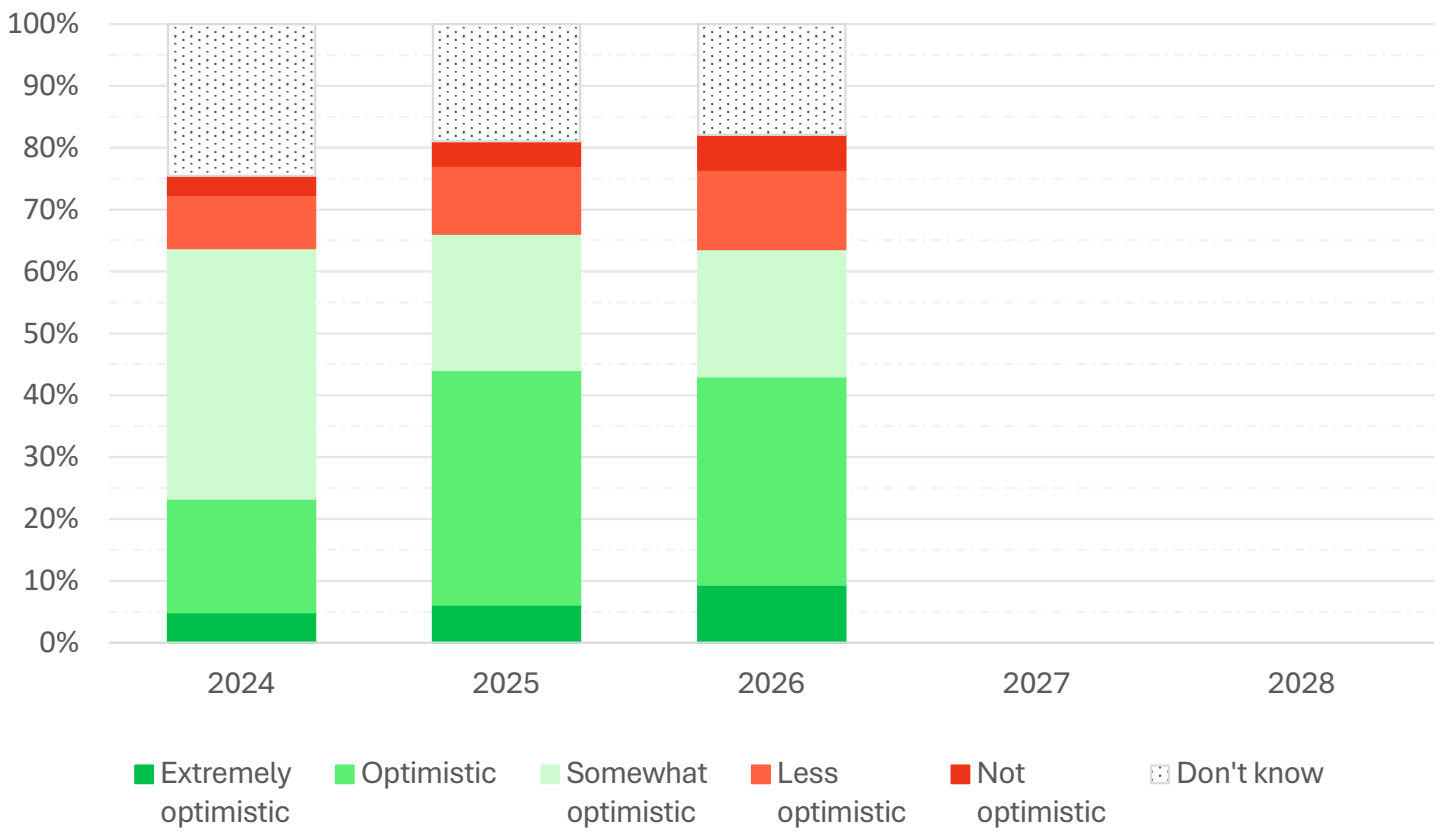
Called Crime Check



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.

Table 15

Answer	2024	2025	2026	2027	2028	Avg	Trend
Ability to own a first home	16%	21%	29%			21.9%	▲
Ability to remain in your home after retirement	51%	49%	45%			48.0%	▼
Ability to work from home or close to home	21%	17%	19%			19.1%	—
Access to education or skills training	14%	15%	16%			14.7%	▲
Availability of broadband internet you can afford	56%	60%	57%			57.6%	—
Availability of childcare you can afford	17%	20%	22%			20.0%	▲
Availability of housing you can afford	44%	48%	48%			46.5%	▲
Availability of jobs matching my qualifications	21%	21%	24%			21.9%	▲
Availability of reliable transportation	27%	23%	24%			24.5%	—
Cost of housing	67%	66%	68%			67.0%	—
Cost of transportation	39%	37%	35%			36.8%	▼
Inflation	83%	86%	86%			85.0%	▲
Infrastructure needed to support growth	82%	81%	80%			80.8%	▼
Local business regulations	49%	46%	48%			47.5%	—
Local development regulations	65%	64%	65%			64.4%	—
Local economy	70%	67%	67%			68.2%	▼
Opportunity to start or grow a business	19%	17%	21%			19.1%	▲
Property taxes	86%	84%	89%			86.5%	▲

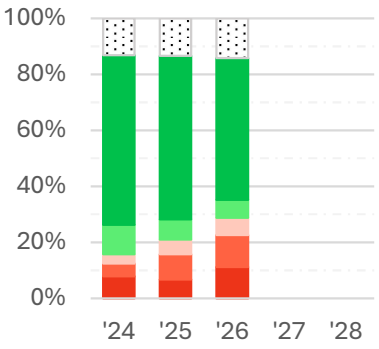
Answer options for Question #15 read:

- Extremely concerned
- Concerned
- Somewhat concerned
- Less concerned
- Not concerned
- Don't know

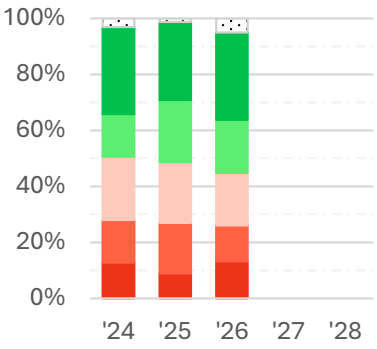
Percentages in Table 15 represent a subtotal of Extremely concerned + Concerned + Somewhat concerned answers.

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

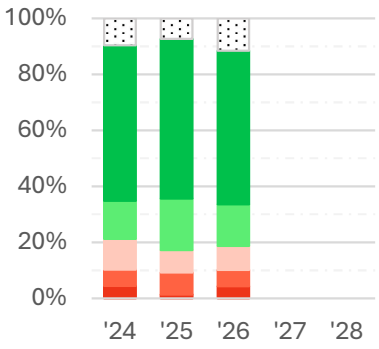
Ability to own a first home



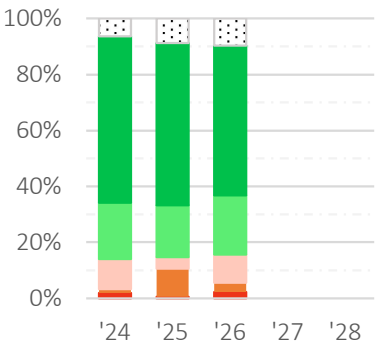
Ability to remain in your home after retirement



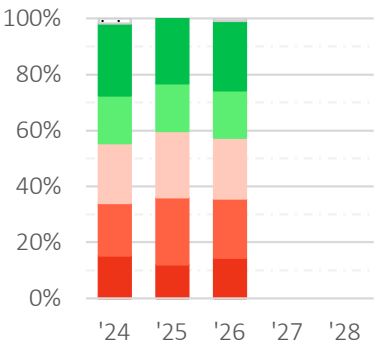
Ability to work from home or close to home



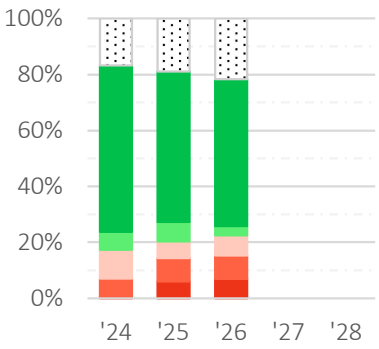
Access to education or skills training



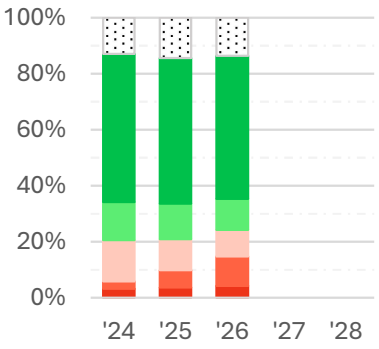
Availability of broadband internet you can afford



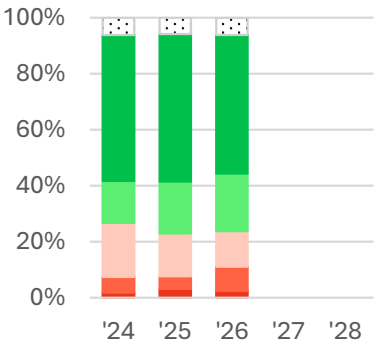
Availability of childcare you can afford



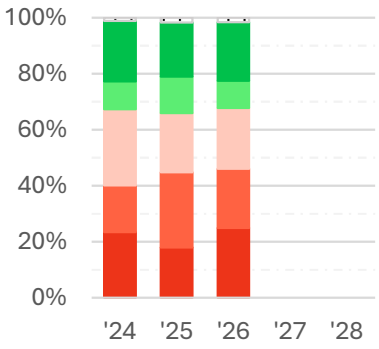
Availability of jobs matching my qualifications



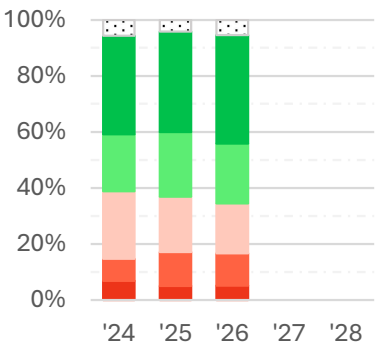
Availability of reliable transportation



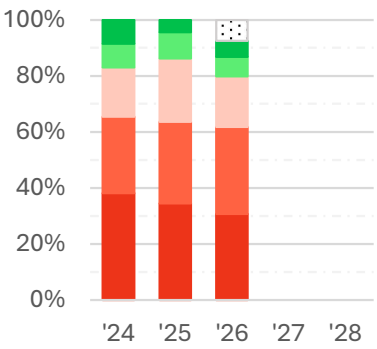
Cost of housing



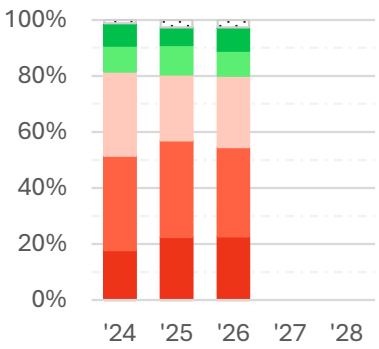
Cost of transportation



Inflation

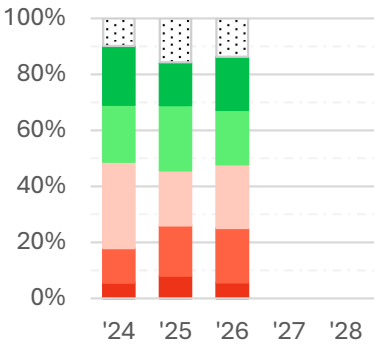


Infrastructure needed to support growth

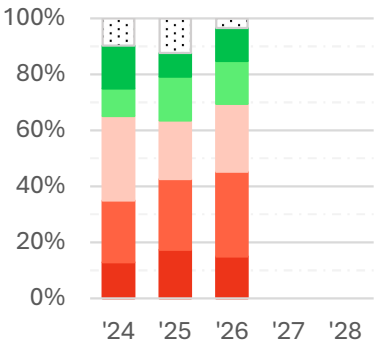


15. Describe your level of concern with the following things in Liberty Lake.

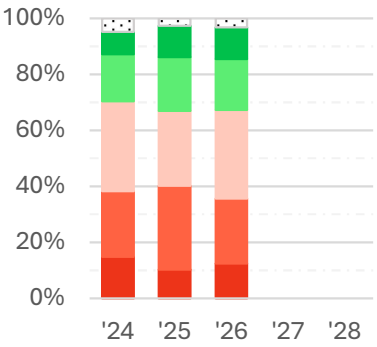
Local business regulations



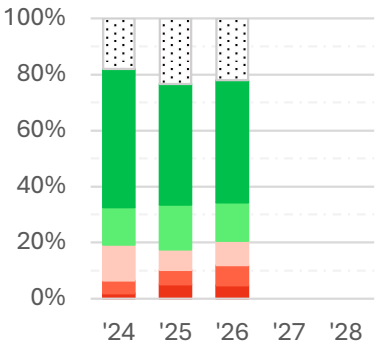
Local development regulations



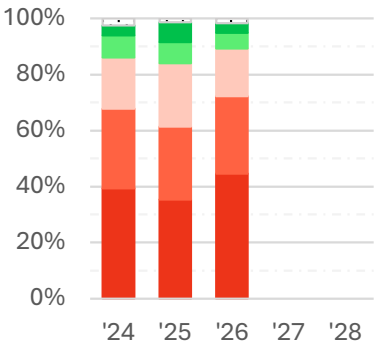
Local economy



Opportunity to start or grow a business



Property taxes



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

2024

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%

2025

Theme	Percentage
Access to retail / services	14.8%
Economic stability	12.3%
Access to I-90 / Idaho	9.8%
Home / Property values	9.0%
Business growth	9.0%

2026

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%

2027

Theme	Percentage

2028

Theme	Percentage

Question 16 is designed to prompt free-form, unrestricted responses that help provide context to responses to Q13, 14, and 15.

Only the top 5 themes by percentage for each year's survey are displayed here.

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

2024

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%

2025

Theme	Percentage
Inflation/cost-of-living	21.9%
Housing affordability	19.7%
Over regulation	8.8%
Lack of shopping/services	8.0%
Cost of running a business	7.3%

2026

Theme	Percentage
Cost of living (taxes)	32.7%
Cost of living (prices)	24.1%
Cost of living (housing)	9.8%
Lack of employment	9.0%
Lack of retail / services	6.5%

2027

Theme	Percentage

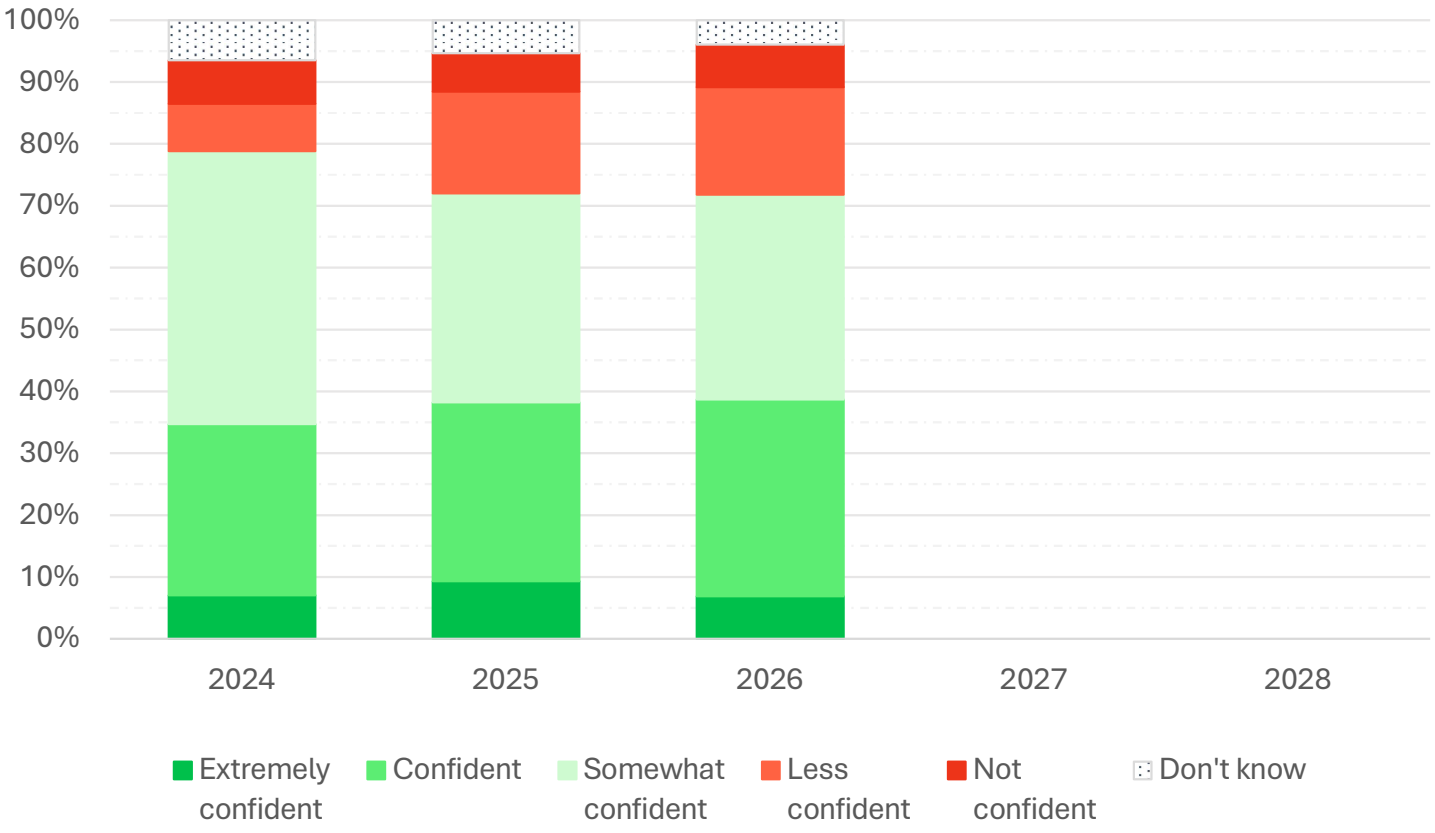
2028

Theme	Percentage

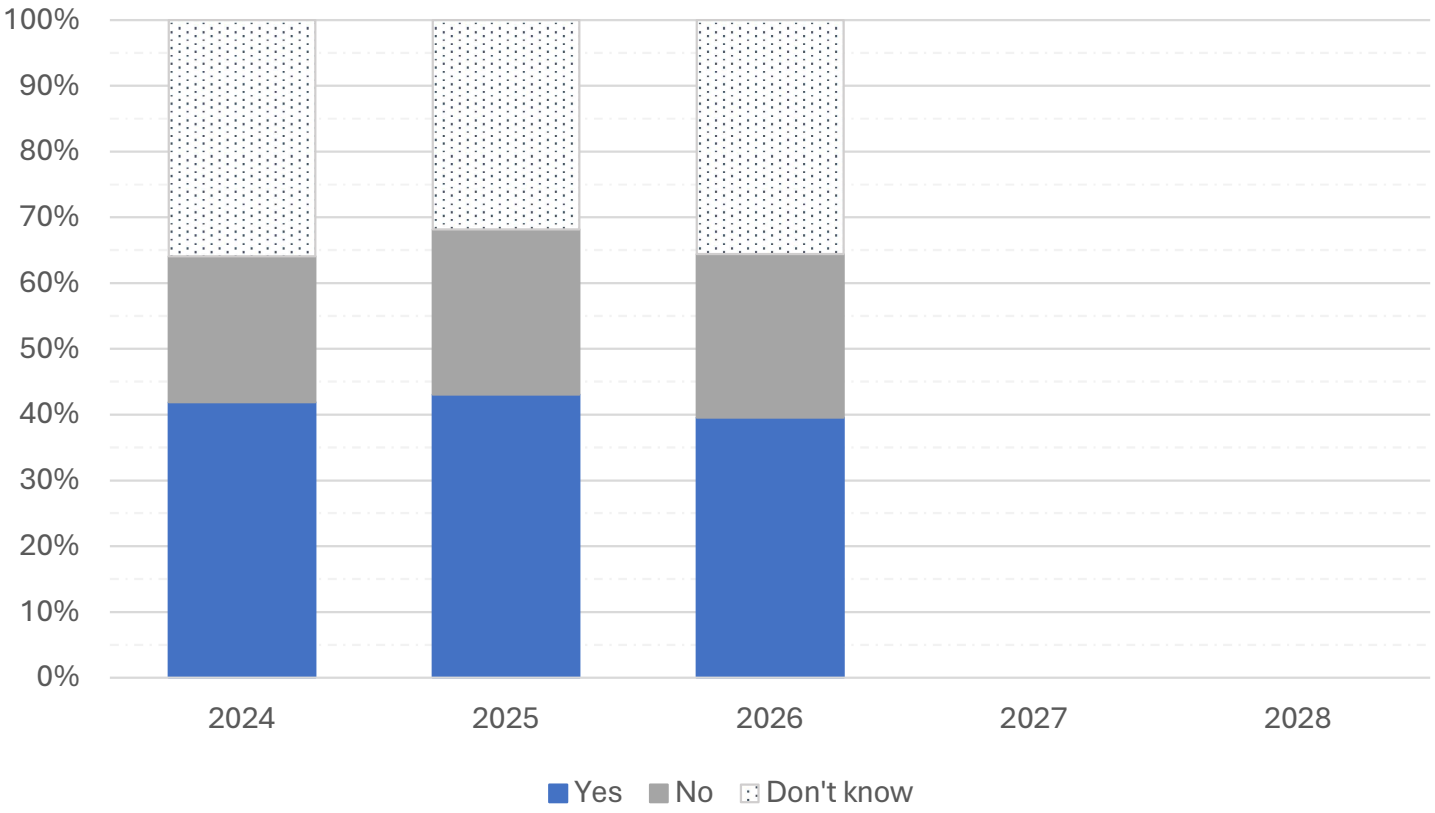
Question 17 is designed to prompt free-form, unrestricted responses that help provide context to responses to Q13, 14, and 15.

Only the top 5 themes by percentage for each year's survey are displayed here.

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 your household, done any of the following in the past 12 months?

Table 20

Answer	2024	2025	2026	2027	2028	Avg	Trend
Attended a session of the Liberty Lake City Academy	2%	4%	4%			3.4%	▲
Listened to the city's podcast, "Liberty Lake Deep Dive"	8%	15%	19%			14.0%	▲
Attended a city board/commission meeting (in person or online)	13%	19%	21%			18.0%	▲
Attended a city council meeting (in person or online)	16%	28%	32%			25.2%	▲
Participated in a city-initiated survey (other than this one)	23%	37%	40%			33.4%	▲
Interacted with city staff by phone, email or in person	40%	50%	43%			42.6%	—
Interacted with an elected official by phone, email, or in person	35%	54%	47%			46.6%	—
Visited the city's booth at the Liberty Lake Farmers Market	48%	62%	61%			56.6%	▲
Visited the city's website	67%	79%	80%			75.2%	▲

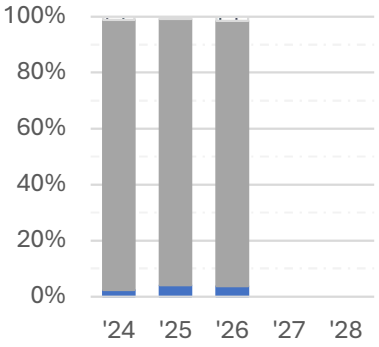
Answer options for Question #20 read:

- Yes
- No
- Don’t know

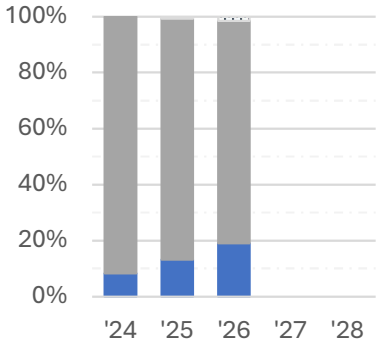
Percentages in Table 20 represent a total of Yes answers.

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

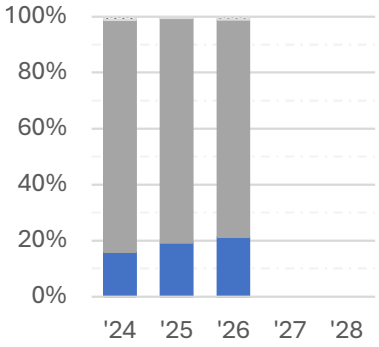
Attended a session of the Liberty Lake City Academy



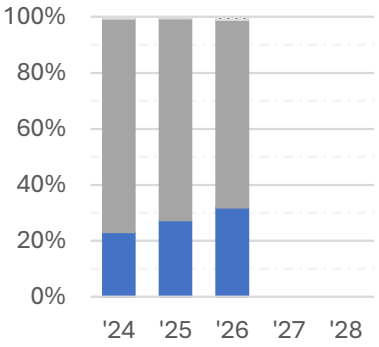
Listened to the city's podcast, "Liberty Lake Deep Dive"



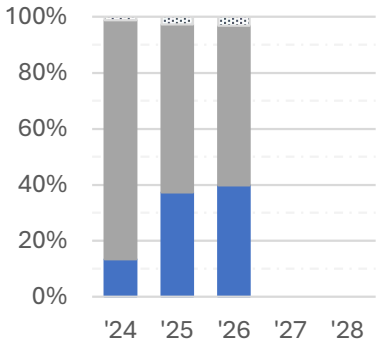
Attended a city board/commission meeting (in person or online)



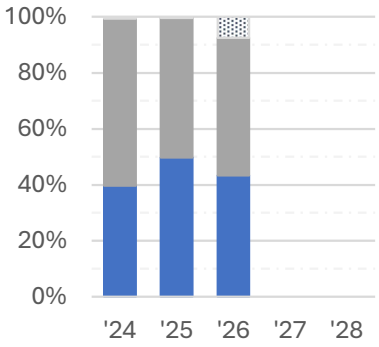
Attended a city council meeting (in person or online)



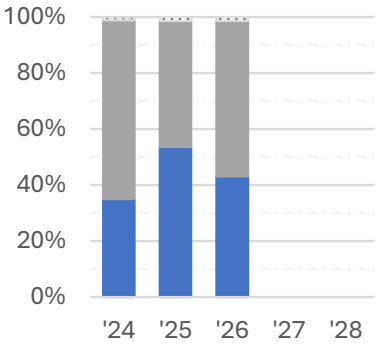
Participated in a city-initiated survey (other than this one)



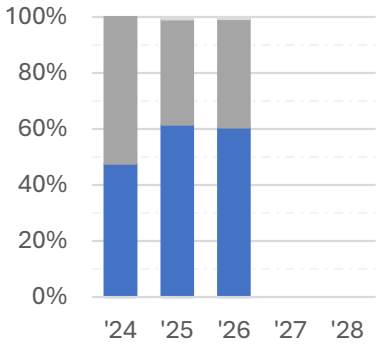
Interacted with city staff by phone, email or in person



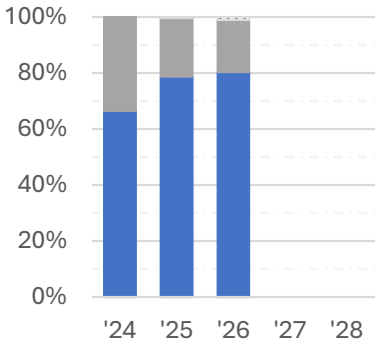
Interacted with an elected official by phone, email, or in person



Visited the city's booth at the Liberty Lake Farmers Market



Visited the city's website



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

Table 21

Answer	2024	2025	2026	2027	2028	Avg	Trend
Ballfield maintenance	63%	59%	60%			60.4%	—
Building inspection	42%	45%	39%			41.8%	▼
Code enforcement	45%	52%	43%			46.4%	▼
Community events	92%	93%	90%			91.8%	▼
Council meetings	36%	38%	40%			38.2%	▲
Law enforcement[3]		83%	86%			84.8%	▲
Library	81%	74%	78%			77.9%	—
Mowing	93%	90%	90%			90.9%	—
Parks maintenance	94%	95%	93%			93.8%	—
Permits	41%	28%	27%			32.0%	▼
Planning and zoning	54%	38%	35%			42.6%	▼
Police investigations[1]	39.8%						
Police response time[2]	45.2%						
Recreation programs	65%	60%	57%			60.9%	▼
Snow removal	90%	85%	87%			87.1%	—
Storm drain maintenance	72%	66%	67%			68.2%	▼
Street maintenance	86%	87%	85%			85.9%	—
Traffic management	76%	84%	84%			81.4%	▲
Trail maintenance	87%	83%	83%			84.6%	▼
Trailhead Golf Course	62%	63%	66%			63.6%	▲

Answer options for Question #21 read:

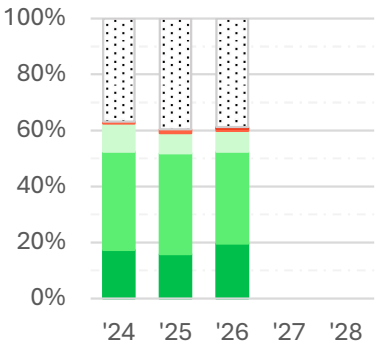
- Excellent
- Good
- Ordinary
- Below average
- Poor
- Don't know

Percentages in Table 21 represent a subtotal of Excellent + Good + Ordinary answers.

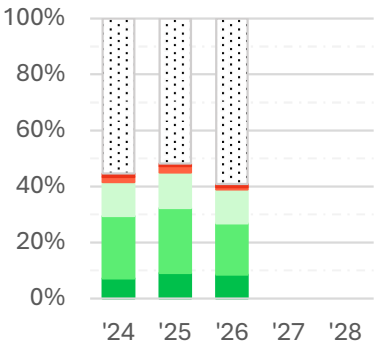
[1,2,3]Answer options "Police investigations" and "Police response time" were replaced by "Law enforcement" on the 2025 survey.

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

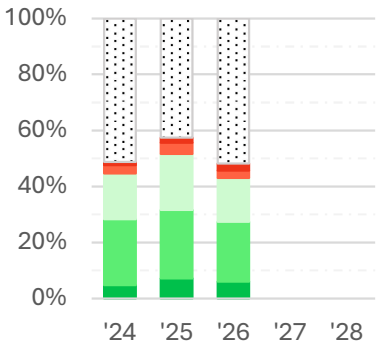
Ballfield maintenance



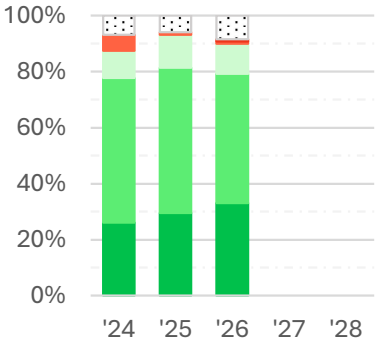
Building inspection



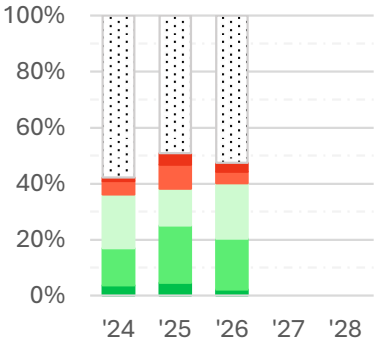
Code enforcement



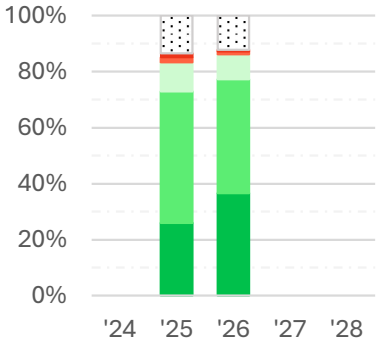
Community events



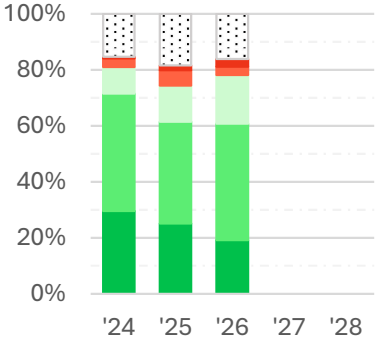
Council meetings



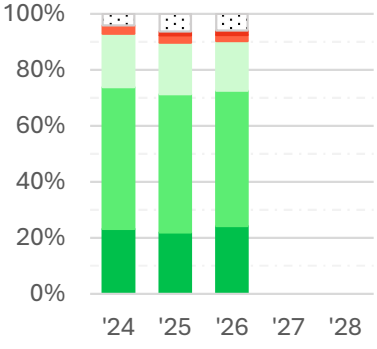
Law enforcement



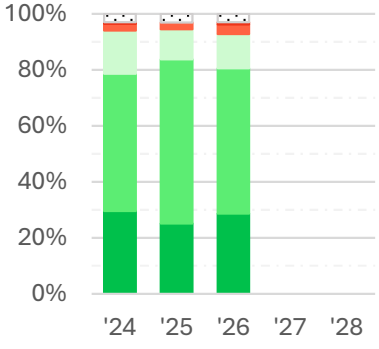
Library



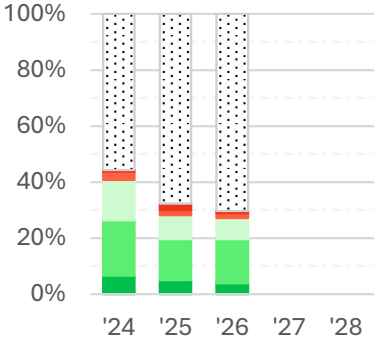
Mowing



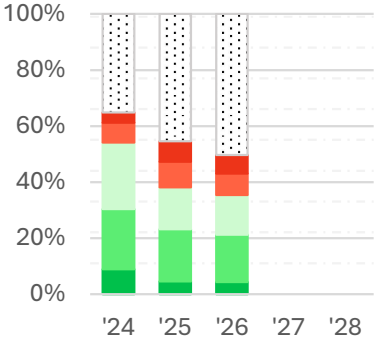
Parks maintenance



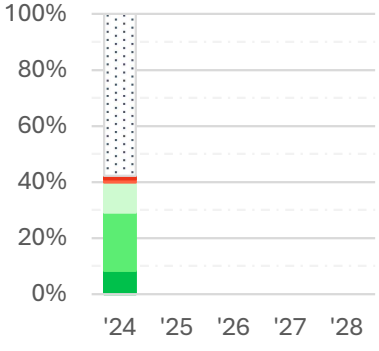
Permits



Planning and zoning

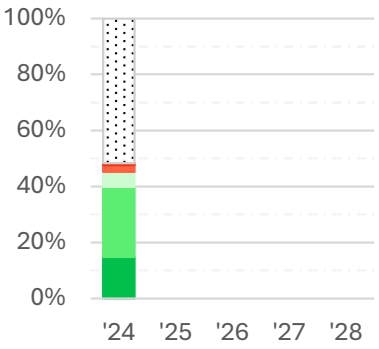


Police investigations

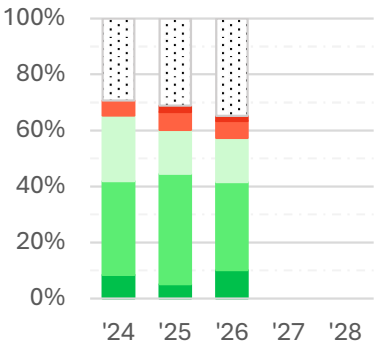


21. Overall, how would you rate the quality of the following core city services?

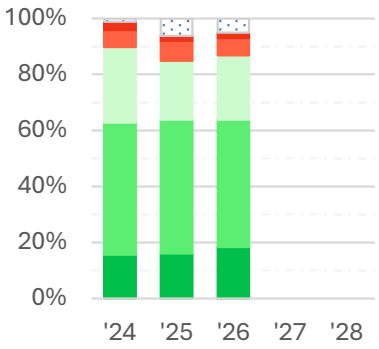
Police response time



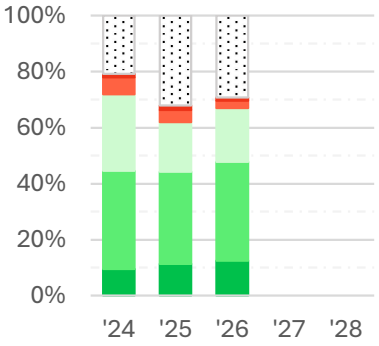
Recreation programs



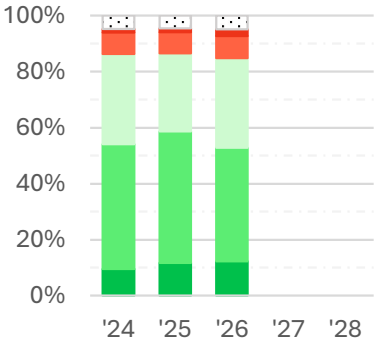
Snow removal



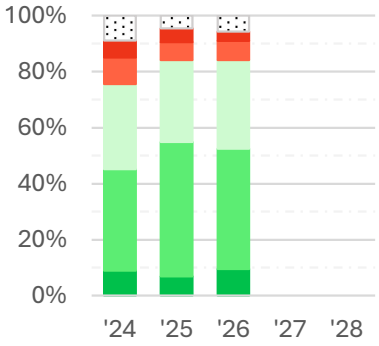
Storm drain maintenance



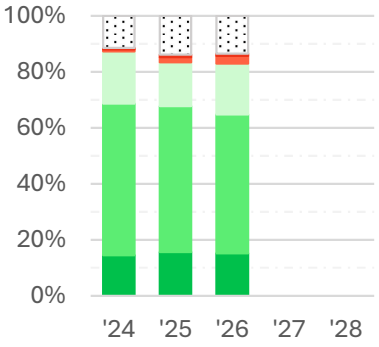
Street maintenance



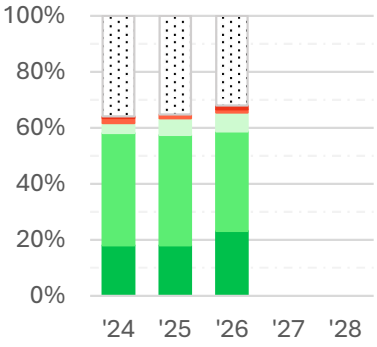
Traffic management



Trail maintenance



Trailhead Golf Course



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?

2024

Item	Percentage
Planning and zoning	40.7%
Street maintenance	37.9%
Traffic management	35.9%
Parks maintenance	25.5%
Snow removal	18.6%

2025

Item	Percentage
Law enforcement	41.7%
Planning and zoning	36.3%
Street maintenance	31.8%
Library	27.3%
Traffic management	24.6%

2026

Theme	Percentage
Law enforcement	37.8%
Street maintenance	35.9%
Planning and zoning	32.1%
Traffic management	26.9%
Parks maintenance	26.1%

2027

Theme	Percentage

2028

Theme	Percentage

Question 22 limited respondents to three selections from the 18 core services listed in Q21.

Only the top 5 selected core services by percentage for each year's survey are displayed here.

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

Table 23

Answer	2024	2025	2026	2027	2028	Avg	Trend
Animal control (SCRAPS)	49%	40%	38%			42.1%	▼
Drinking water	94%	95%	92%			93.8%	▼
Elections	84%	88%	80%			84.1%	▼
EMS response time	56%	53%	57%			55.5%	▲
Fire department response time	55%	54%	58%			55.9%	▲
Garbage, yard waste, recycling collection	90%	92%	91%			90.9%	—
Internet/Broadband	89%	86%	88%			87.3%	—
Public transit	46%	41%	44%			43.8%	—
Street lighting	89%	90%	85%			88.2%	▼
Street striping maintenance	79%	85%	83%			82.5%	—
Traffic signal maintenance	89%	90%	90%			89.6%	—
Wastewater treatment	74%	73%	67%			71.1%	▼

Answer options for Question #23 read:

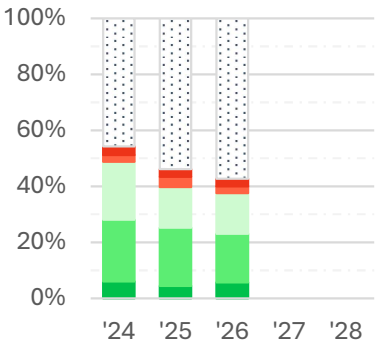
- Excellent
- Good
- Ordinary
- Below average
- Poor
- Don't know

Percentages in Table 23 represent a subtotal of Excellent + Good + Ordinary answers.

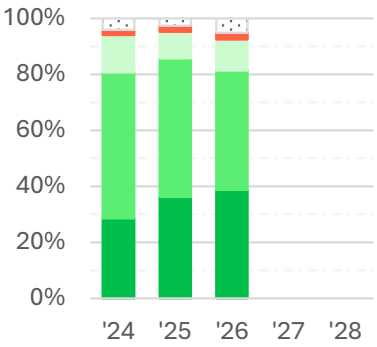
The services represented in Question 23 are provided by agencies other than the City of Liberty Lake government. Some are provided by other government agencies, some by private sector entities.

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

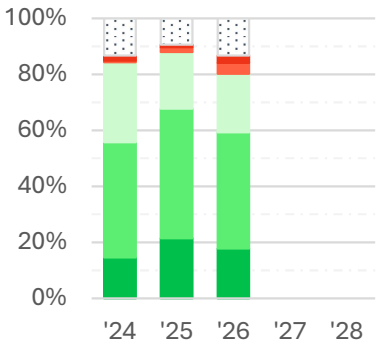
Animal control (SCRAPS)



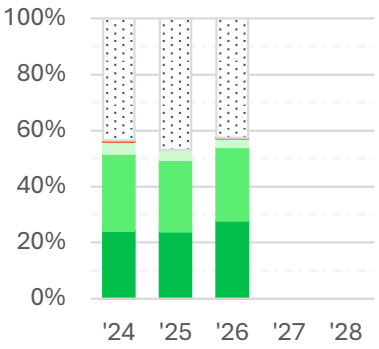
Drinking water



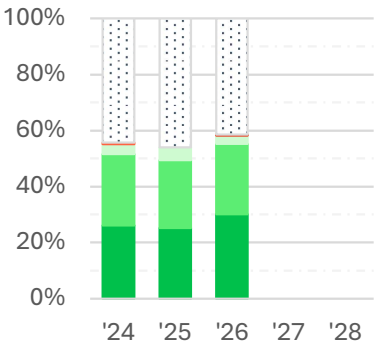
Elections



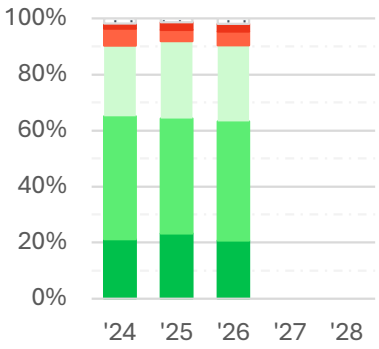
EMS response time



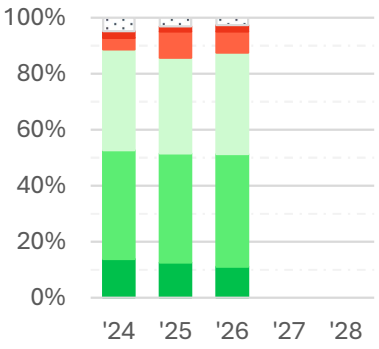
Fire department response time



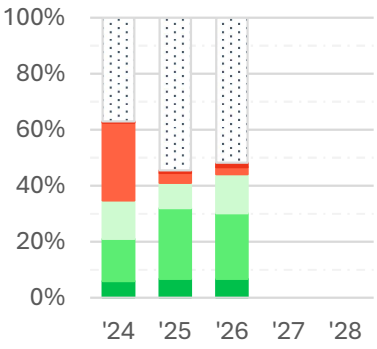
Garbage, yard waste, recycling collection



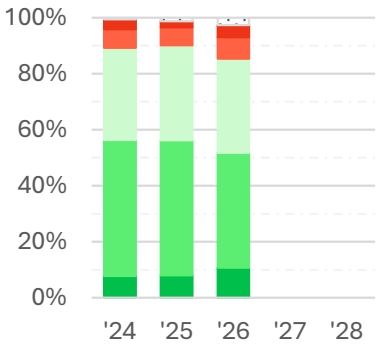
Internet/Broadband



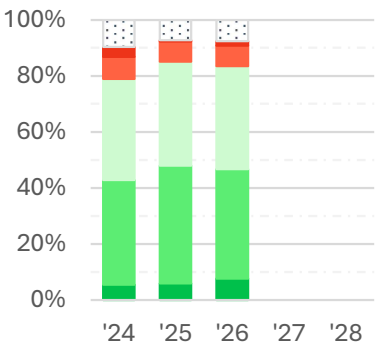
Public transit



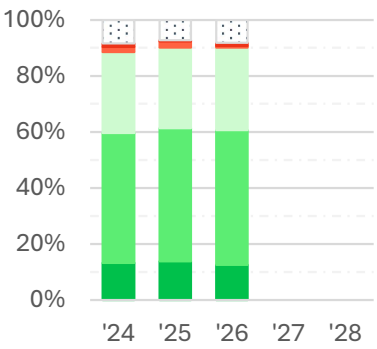
Street lighting



Street striping maintenance



Traffic signal maintenance



Wastewater treatment

