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# City of Snoqualmie 2010 Citizen Survey

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Survey Results Report

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October 2010

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## **Introduction**

The City of Snoqualmie invited all households within Snoqualmie's 98065 zip code to participate in an online survey with the goal of measuring citizen satisfaction of the city's services, quality of life in Snoqualmie, and the use of goods and services.

## **Survey Content**

The survey included seven separate sections with a total of 38 questions, nine of which invited comment. Survey respondents more often than not took the opportunity to offer comments for those questions. It was clear that citizens took time to carefully consider survey rankings and provide detailed and constructive feedback and suggestions.

## **Promotion and Publication**

The survey was publicized with a news release to local media, direct email to more than 2,500 email addresses, an insert in Snoqualmie water utility bills reaching all occupied properties, the city's quarterly newsletter, and the city website. The target participant was a citizen within the 98065 zip code not excluding the few Snoqualmie water utility customers living outside of city limits.

A total of 379 responses were received out of approximately 3,400 occupied households, a significant response rate of 11% of households. Survey responses are not representative of the entire population of Snoqualmie due to the survey being voluntary.

Survey results will be posted to the city website, emailed directly to those who requested the results while taking the survey, and provided to the local Snoqualmie Valley newspapers. A full printout of the survey is available upon request, keeping in mind the need to conserve paper by accessing information online whenever possible.

## **More Information**

Questions may be directed to the City of Snoqualmie Communications Program at [info@ci.snoqualmie.wa.us](mailto:info@ci.snoqualmie.wa.us) or 425-888-1555 ext. 1125.

## **EXECUTIVE SUMMARY OF SURVEY SECTIONS**

This executive summary offers a snapshot of the results for the various sections of the survey. Overall, the topics and values that appear most often throughout the survey and are mentioned repeatedly across several sections center on developing the local economy while maintaining quality of life, improving and maintaining infrastructure, and addressing local school issues.

### **About me and my family**

The purpose of the first survey section was to gather the demographics of the survey respondents.

- 95% of respondents are Snoqualmie residents.
- 82% live in the Snoqualmie Ridge neighborhood.
- 87% have lived in Snoqualmie for 10 or fewer years.
- 98% of respondents report having “some college” or higher, including 9% having post-graduate studies.

Another objective was to gather information about the shopping habits of these respondents for economic development planning. Results indicate that a significant number of respondents routinely shop outside of Snoqualmie, particularly in Issaquah, which negatively impacts sales tax revenue in Snoqualmie. This is an issue for which city leaders, staff and commissions are actively engaged to build the city’s economic strength and sustainability.

### **About my work**

The second section gathered further data about demographics related to employment and in what business sectors survey takers are most often employed. This can be used for reference in economic development planning as the city works toward attracting companies that can increase employment opportunities for Snoqualmie’s citizens.

- 76% are employed full-time or part-time, of which 12.5% are self-employed full-time or part-time; 19% are retired or not in labor force by choice; and 5% are unemployed.
- 19% of respondents to this question who are employed identify “high-tech” as their business sector. (There were 28 business sector options.)

### **What I like and dislike about Snoqualmie**

The objective of this section was to measure resident satisfaction of their environment and city offerings and to get an idea of the types of non-organized recreational activities in which they participate. This information can be use for economic development, tourism, and community activity planning.

Responses in this section confirm information gathered in other city government forums: the top reasons residents live in Snoqualmie are scenic beauty and quality of life. The number one answer for what Snoqualmie is lacking is availability of shopping and services.

Rating of Snoqualmie events and activities showed the top three events being Snoqualmie Railroad Days, the Boeing Classic PGA Champions Tour, and the Holiday Tree Lighting, respectively. Respondents indicate they would like to have more family-oriented community activities offered, such as outdoor movies and concerts in the park series.

## **What is important to me in city government**

The core impetus for the Citizen Survey was to gauge the importance of city offerings across the board and to gather citizen comments about the quality of City of Snoqualmie services. Fourteen city service categories were rated by citizens on a scale of excellent, good, fair, and poor. Survey takers who rated any services as fair or poor were encouraged to provide comment about how the service might be improved.

Citizens were also asked how they would prioritize government spending. The survey results indicate that the top five priorities are:

1. Parks, trails and open spaces
2. Public safety (police/fire/emergency)
3. Educational services\*
4. Infrastructure
5. Water quality (rivers, streams, etc.)

*\*The category "Educational Services" was included in this survey with the purpose of measuring citizens' interest in adult and higher education programs that might be offered by the city or in partnership with educational institutions, not as a measure of educational programs or needs within the Snoqualmie Valley School District.*

*Citizen comments about how the City of Snoqualmie could directly assist the school district within the scope of city government are included; however, since the city is not affiliated with the school district, comments related to local educational issues beyond the scope of city government are not included. Comments related to school district issues will be forwarded to the Snoqualmie Valley School District Administration.*

Survey respondents were asked whether they would be willing to pay an additional \$3.85 per month on water bills to have fluoride added to the city's drinking water. The results were 45% would and 55% would not pay the additional cost. This confirms data gathered in other city government forums: the results are usually split approximately 50/50.

Respondents gave their opinion about how the city could best communicate with them about city news and information. Eighty percent replied that direct email from the city would be the best method. Two hundred of the 379 respondents subscribed to the city's email distribution list while taking the survey. Many of the remaining 179 are subscribers already.

## **My vision for residential community growth**

The objective of this section was to gauge resident feelings about Snoqualmie's residential growth over recent years and their ideas for future growth. Sixty-six percent of respondents in this section feel that the residential growth in Snoqualmie has had a highly positive or somewhat positive effect on the community's overall quality of life. This information can be used for community planning, growth management, and economic development purposes, among others.

## **My vision for business growth**

The objective of this section was to gather citizens' opinions about Snoqualmie's business and commercial growth over recent years and their ideas for future growth. Seventy-five percent of respondents feel that the business growth in Snoqualmie has had a highly or somewhat positive effect on the community's overall quality of life. This can be used for economic development and growth management purposes, among others.

The top five types of new or expanded businesses needed:

1. Restaurants
2. Family-oriented entertainment/recreation
3. Bookstores
4. Teen-oriented entertainment/recreation
5. High-tech business (corporate or independent)

## **My vision for Snoqualmie's future growth**

The final survey question asked citizens to consider what they believe to be the single most important issue facing the future of Snoqualmie. This would allow respondents to offer insight as to what concerns them most and what the City of Snoqualmie might do to address those concerns.

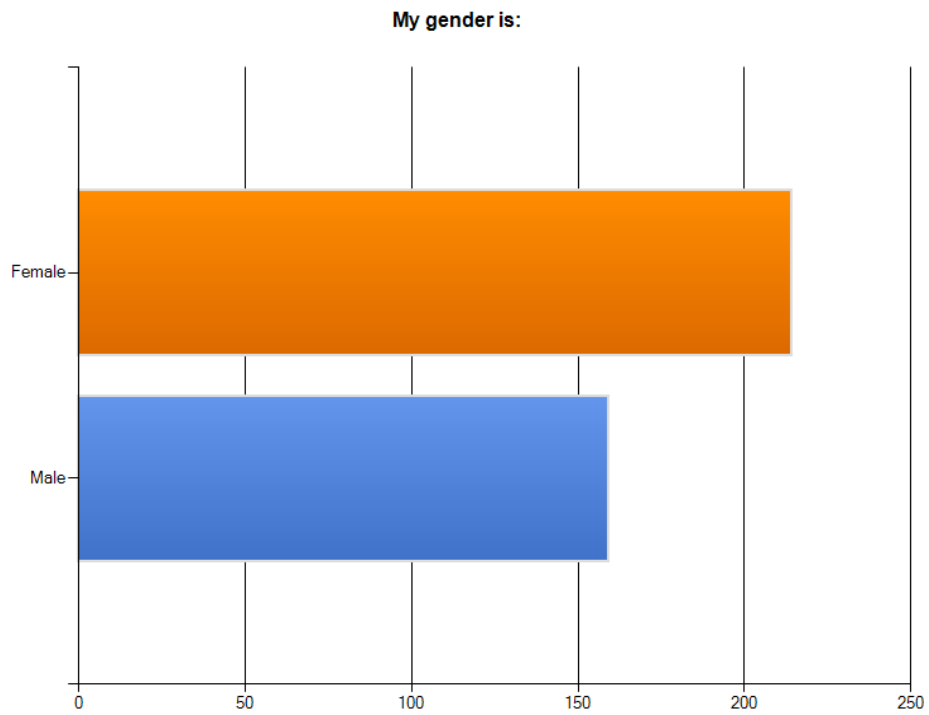
The top three topics:

1. Schools\*
2. Growth planning and management
3. Business development

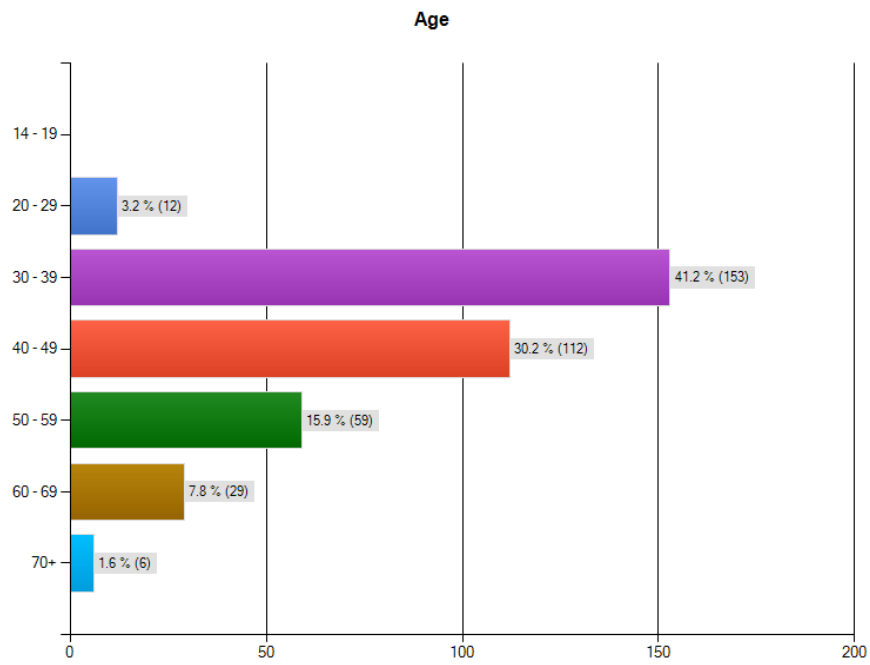
*\*More than 100 survey respondents listed schools as the number one topic of concern for Snoqualmie. As stated earlier, throughout this survey report, citizen comments about how the City of Snoqualmie could directly assist the school district within the scope of city government are included; however, since the city is not affiliated with the school district, comments related to local educational issues beyond the scope of city government are not included. Comments related to school district issues will be forwarded to the Snoqualmie Valley School District Administration.*

# ABOUT ME AND MY FAMILY

## My gender is:



## My age is:



### I am a Snoqualmie resident.

Ninety-five percent of respondents are Snoqualmie residents.

### I also own a business in Snoqualmie.

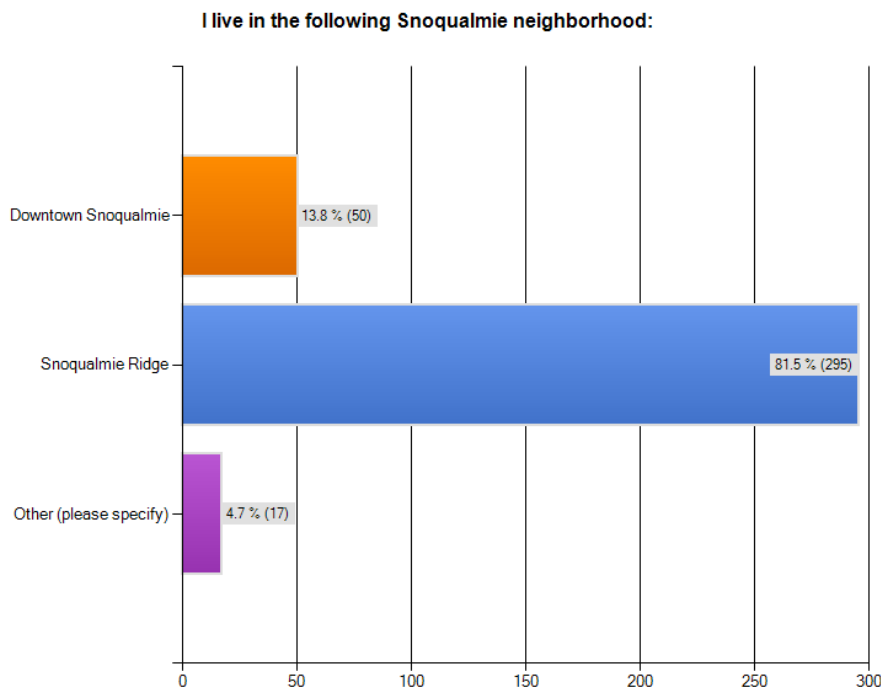
Twelve percent of those 95% respondents indicate that they own a business in Snoqualmie; therefore, approximately 9% of respondents own Snoqualmie businesses, or 43 people.

### Number of years I have lived in Snoqualmie.

Eighty-seven percent of respondents have lived in Snoqualmie for ten years or less.

Number of years lived in Snoqualmie	Percent
up to 5 years	53%
6 to 10 years	34%
11 to 20 years	8%
21-40 years	4%
more than 41 years	1%

### I live in the following Snoqualmie neighborhood.



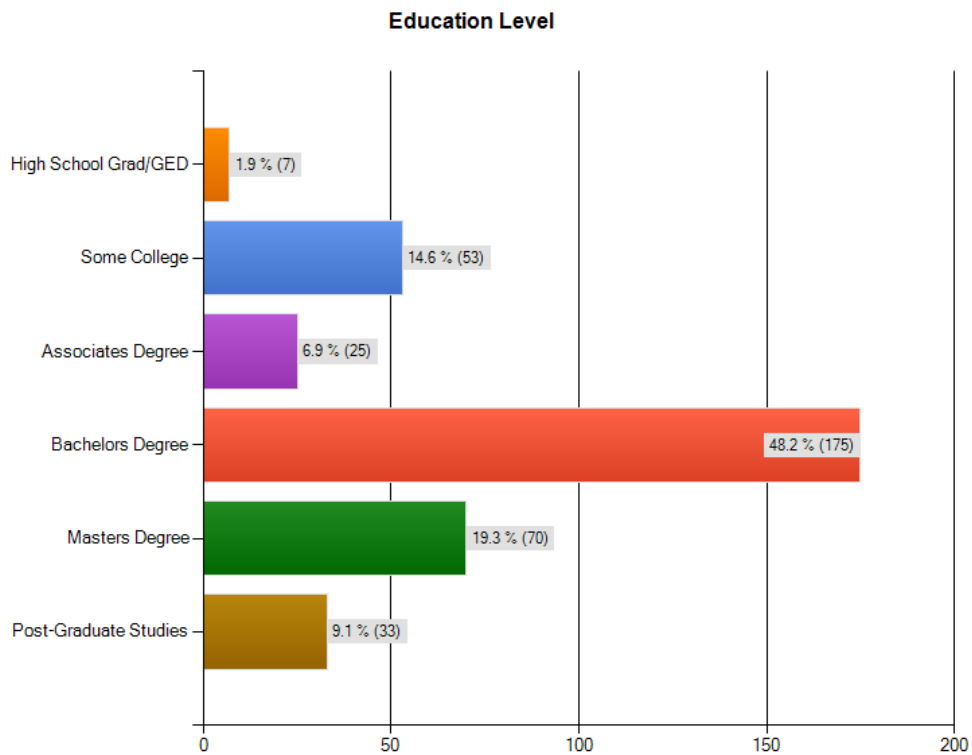
Other neighborhoods represented: Indian Hill, Ernie’s Grove, Johnson Heights, North Fork Area, William’s Edition and unincorporated King County

## Number of people in my household:

Household Size	Percent
1	6%
2	32%
3	19%
4	30%
5	9%
6	3%
7	1%

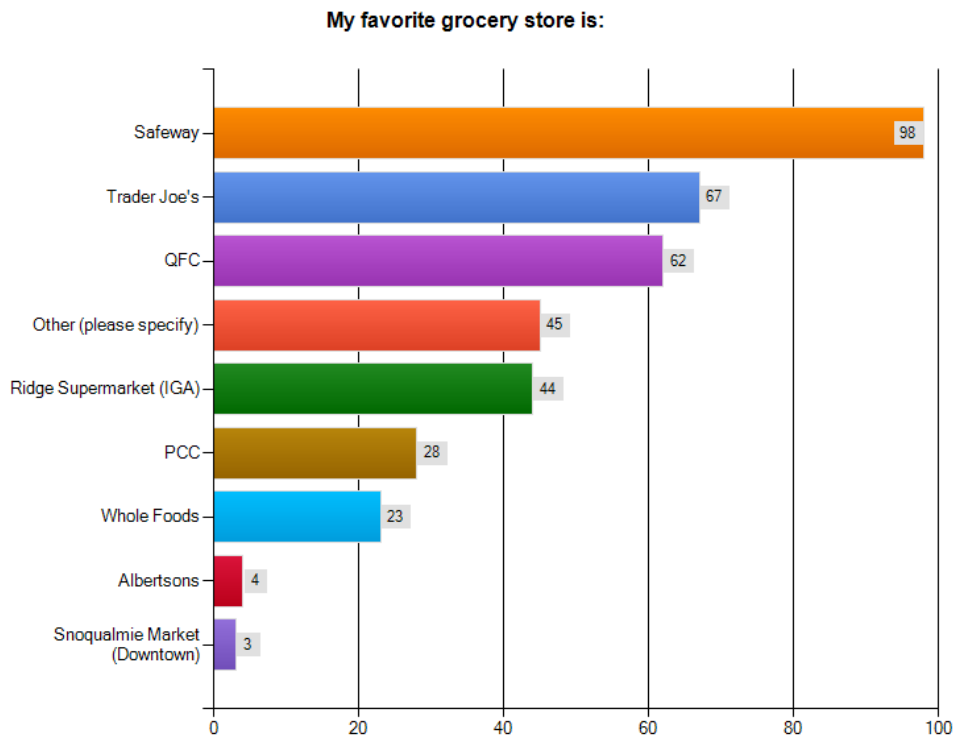
## The following best describes my education level.

Ninety-eight percent of respondents indicate they have pursued education beyond high school, ranging from "some college" to "post-graduate studies."



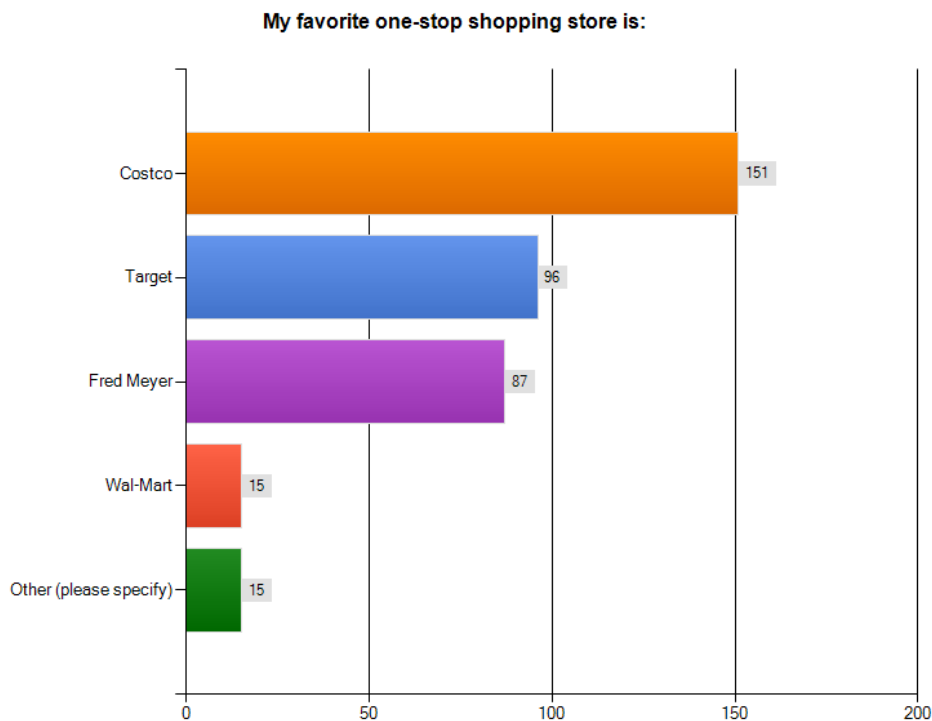


## My favorite grocery store is:



Stores mentioned most frequently in the "Other" category were Fred Meyer and Costco.

## My favorite one-stop shopping store is:



**I most often buy the following items in:**

**Issaquah:**

The basics including groceries, household supplies, hardware/landscaping supplies, pet supplies/services, sporting goods, office/school supplies, gifts

**Bellevue:**

Clothing for adults

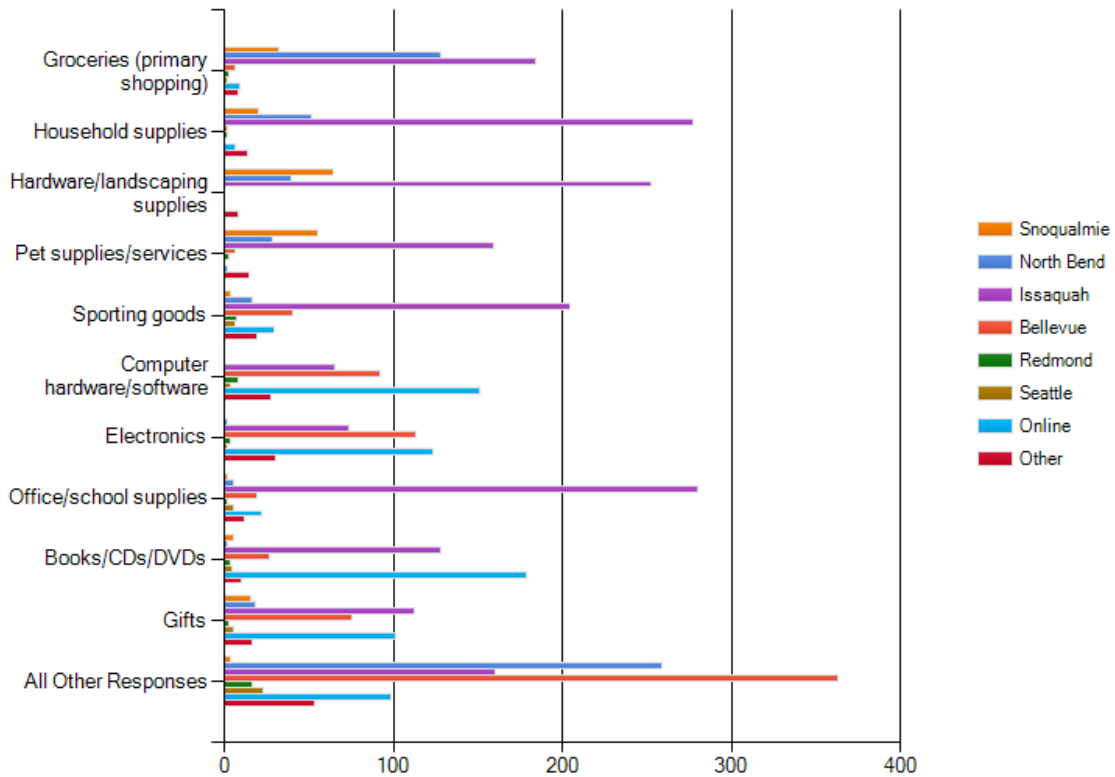
**North Bend:**

Clothing for children

**Online:**

Computer hardware/software, electronics, books/CDs/DVDs

**I most often buy the following items in: (Please disregard any categories that do not apply.)**



## I most often access the following services in:

### Snoqualmie:

Restaurants, hair for women and men, dental services

### Issaquah:

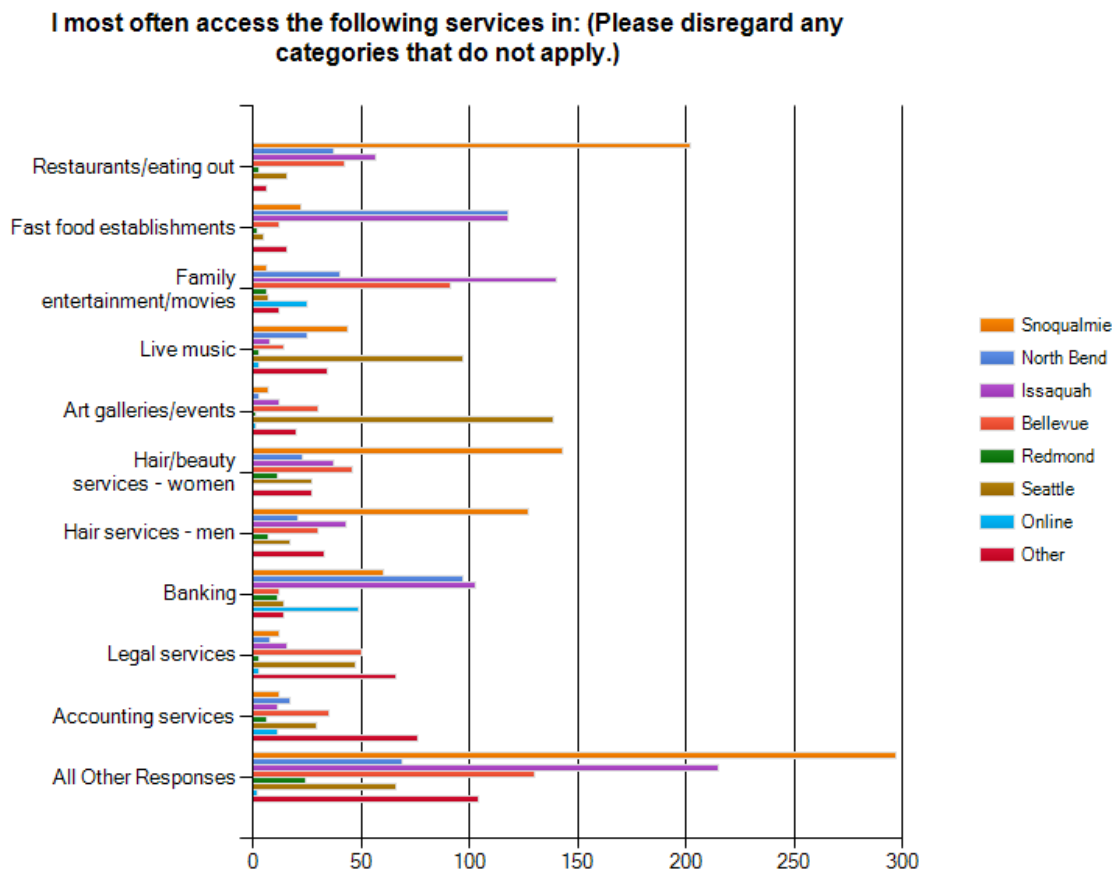
Family entertainment/movies, banking, medical services, fast food (tied with North Bend)

### Seattle:

Live music, art galleries/events

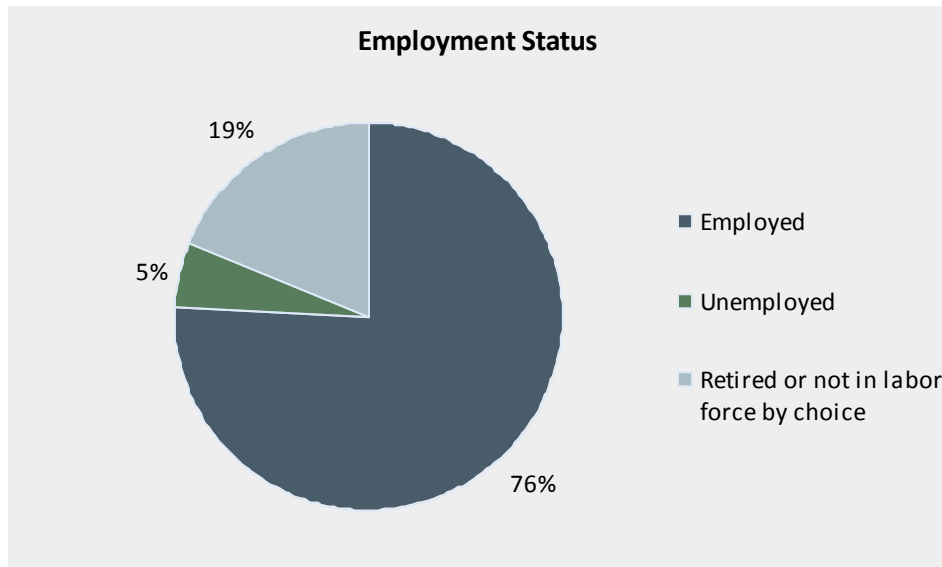
### Other:

Legal services, accounting services, alternative health services

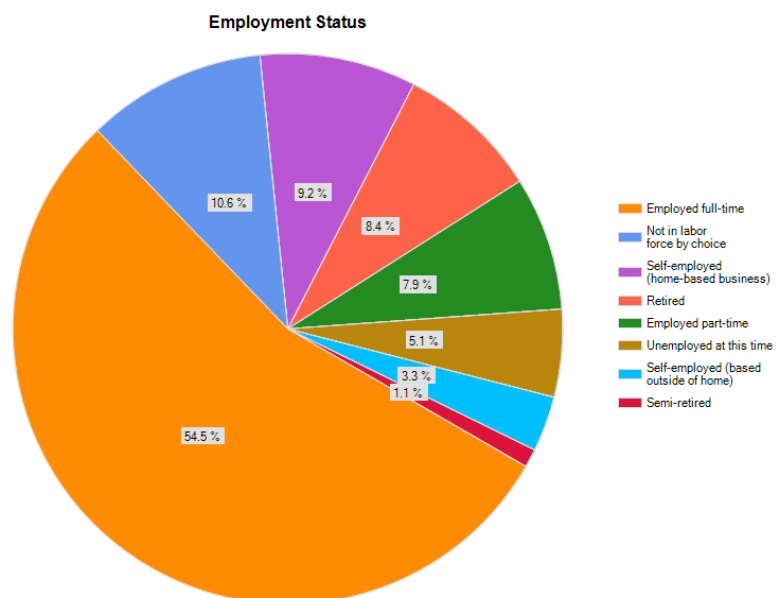


## ABOUT MY WORK

The following best describes my employment status:



- 76% of respondents are employed either full-time or part-time
  - 63.5% are employed either full-time or part-time by another party
  - 12.5% are self-employed either full-time or part-time; of these,
    - 9.2% are home-based and
    - 3.3% are based outside of their home
- 5% are unemployed
- 19% are retired or not in the labor force by choice



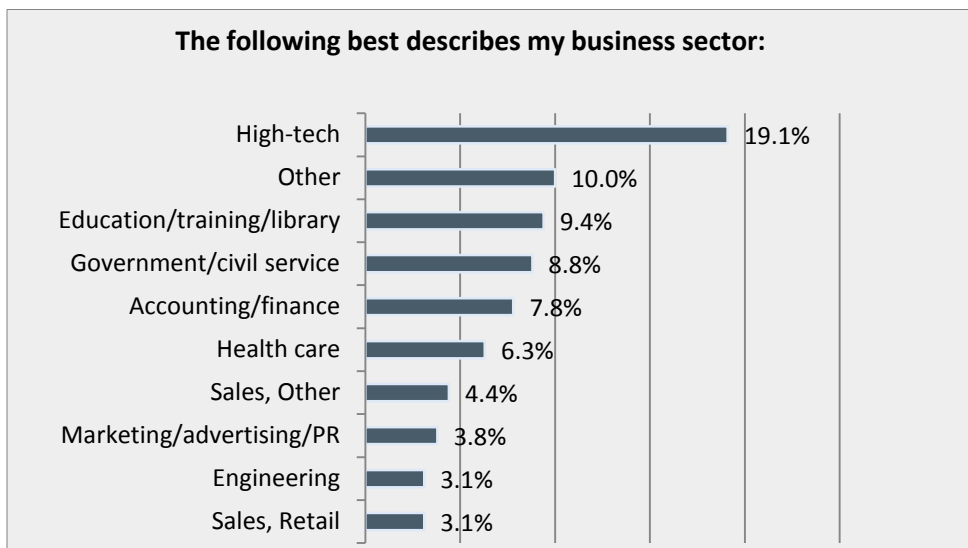
**If employed, I work in the following zip code:**

City	Zip Code	Response Count (out of 264)	Response Percent (out of 264)
Snoqualmie	98065	93	35%
Bellevue	98004	19	
	98005	7	
	98006	8	14%
Redmond	98052	31	12%
Seattle	98101	11	
	98104	6	
	98109	7	
	98134	6	11%
Issaquah	98027	9	3%
Other/Indefinable		67	25%

One caveat to the data for this question: Survey respondents may have misinterpreted the question and provided their 'home' rather than their 'work' zip code. The 93 responses indicating that the survey taker works in Snoqualmie included 15 non-Snoqualmie residents and 4 unemployed persons. Most questions on the survey were answered by almost all respondents. For this question, only 264 responded.

**The following best describes my business sector:**

Respondents were given 28 options for their business sector, which resulted in a wide range of answers. Following were the top responses.



The top employment sectors for the respondents who both live *and* work in Snoqualmie include education/training/library, sales, government/civil service and high-tech.

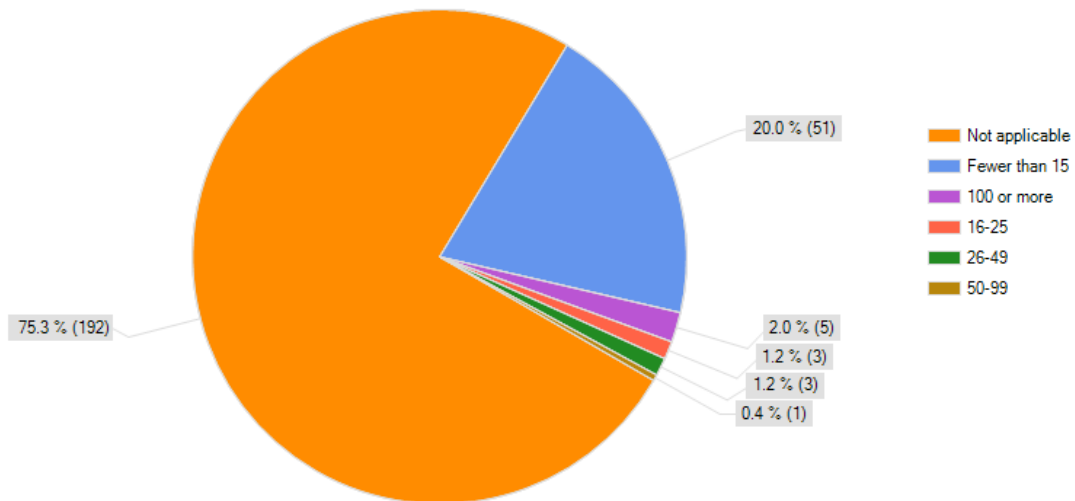
Full list of respondent business sector options:

<b>Answer Options</b>	<b>Response Percent (out of 319)</b>
<b>High-tech</b>	<b>19.1%</b>
Other	10.0%
<b>Education/training/library</b>	<b>9.4%</b>
<b>Government/civil service*</b>	<b>8.8%</b>
<b>Accounting/finance</b>	<b>7.8%</b>
<b>Health care</b>	<b>6.3%</b>
Sales, Other	4.4%
Marketing/advertising/PR	3.8%
Engineering	3.1%
Sales, Retail	3.1%
Not applicable	3.1%
Aerospace/aviation	2.5%
Real estate	2.5%
Administration	1.9%
Creative services	1.9%
Bio-tech/sciences	1.6%
Construction/trades	1.6%
Architecture/planning	1.3%
Hospitality/travel	1.3%
Legal	1.3%
Media/communications	1.3%
Arts/entertainment	0.9%
Restaurant/food services	0.9%
Customer service	0.6%
Labor/maintenance	0.6%
Manufacturing/production	0.6%
Veterinary/pet care	0.3%
Agriculture/forestry/fishing	0.0%
Automotive	0.0%

## If I own or manage a business, I employ the following number of people:

Sixty-three respondents indicate that they own or manage a business. Of those 63, 80% indicate that they employ 15 or fewer people.

If I own or manage a business, I employ the following number of people:



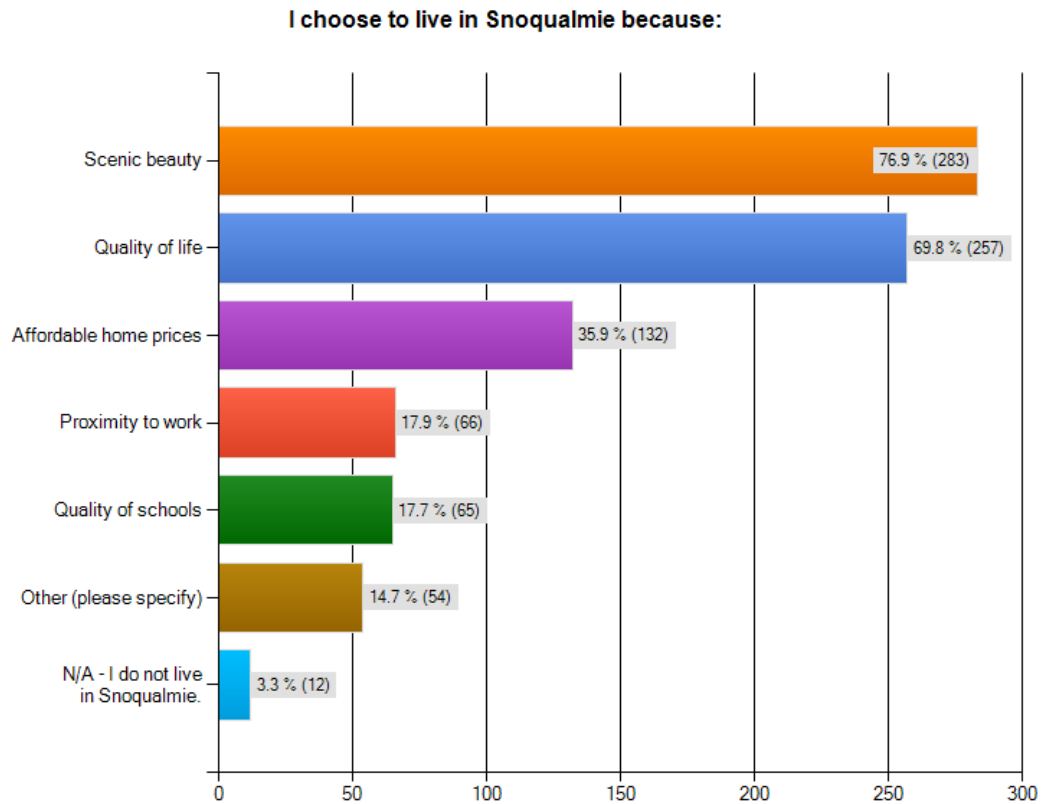
## If given the opportunity, I would be willing to relocate my business to Snoqualmie or change jobs to work in Snoqualmie:

Eighty percent of respondents to this question answered that they would be willing to relocate. However, only 124 people responded to this question. With a high percentage of survey respondents being employed or self-employed (280 out of 379), having only 124 responses to this question may indicate that the question was largely misunderstood.

It is likely that when taking the survey, people read the question as "I would be willing to relocate my business" instead of fully reading the question "I would be willing to relocate my business to Snoqualmie **or change jobs** to work in Snoqualmie."

## WHAT I LIKE AND DISLIKE ABOUT SNOQUALMIE

I choose to live in Snoqualmie because (check all that apply):



Responses in the category for "Other" specified: close to my family; community/family-oriented; access to the outdoors; access to I-90 and Seattle; and housing.

### The three things I like most about Snoqualmie are:

Responses to this question were very similar to the previous question about why they chose to live in Snoqualmie. Top three reasons are:

1. Natural beauty
2. Small town feel
3. Close to everything

Other top reasons include: quiet; friendly neighbors/neighborhood; family-oriented community; community atmosphere; feeling safe/public safety; friendliness; and outdoor activities.

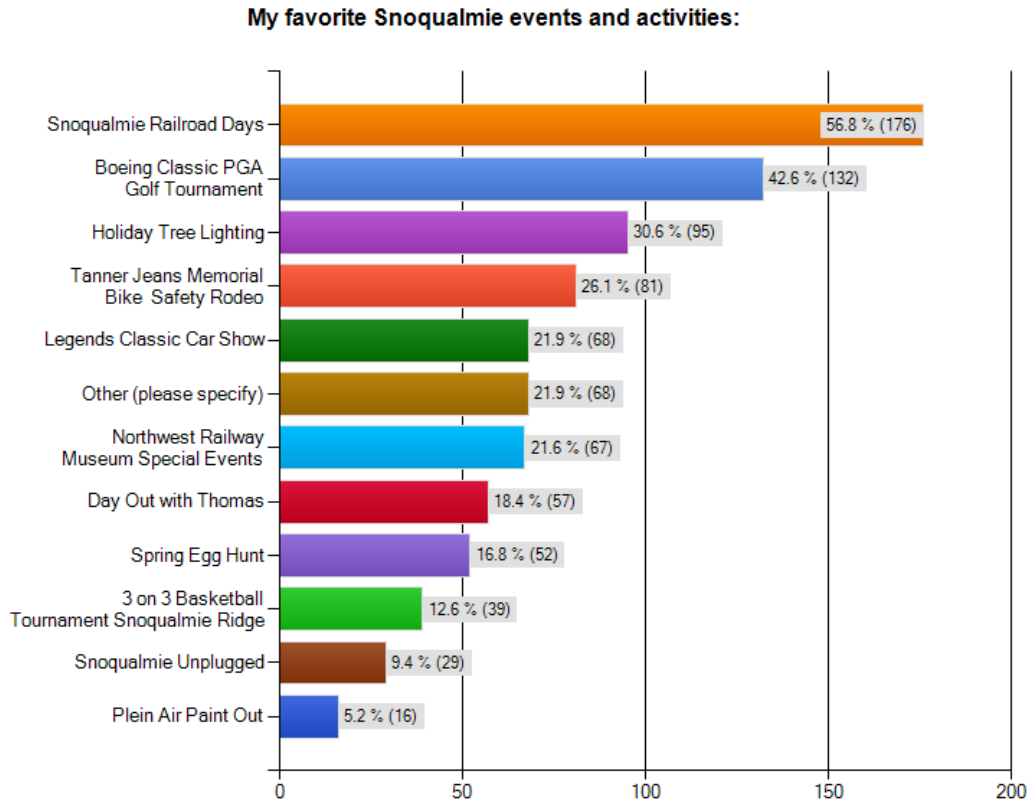


## The three things I feel are most lacking in Snoqualmie are:

Responses for this question cluster around similar themes to those throughout the survey. The top three needs are:

1. Shopping and business development (including the need for grocery stores, one-stop shopping, drugstores, restaurants, and movie theaters)
2. Schools
3. Balancing growth with maintaining Snoqualmie's unique character

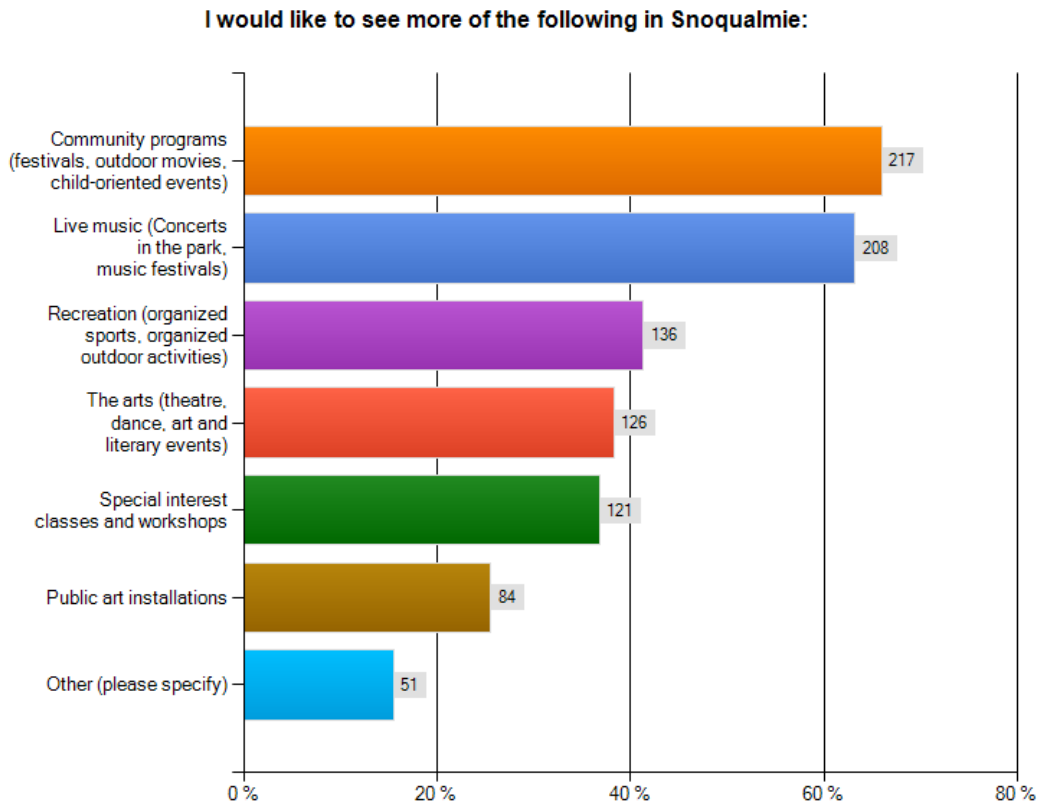
## My favorite Snoqualmie events and activities are (check all that apply):



Other favorite activities that survey takers enjoy include:

- City-sponsored or affiliated  
Fishing derby, Air Force Band concert, outdoor music, dog park/pet events
- Non-city sponsored or non-affiliated  
July 4 neighborhood activities, Santa Train, outdoor movies, Halloween warming stations, Snoqualmie Ridge Residential Owners Association activities (community garage sale, golf tournament), PTSA, running events, Tours de Peaks, Mountains to Sound Relay, and many others

## I would like to see more of the following in Snoqualmie (check all that apply):

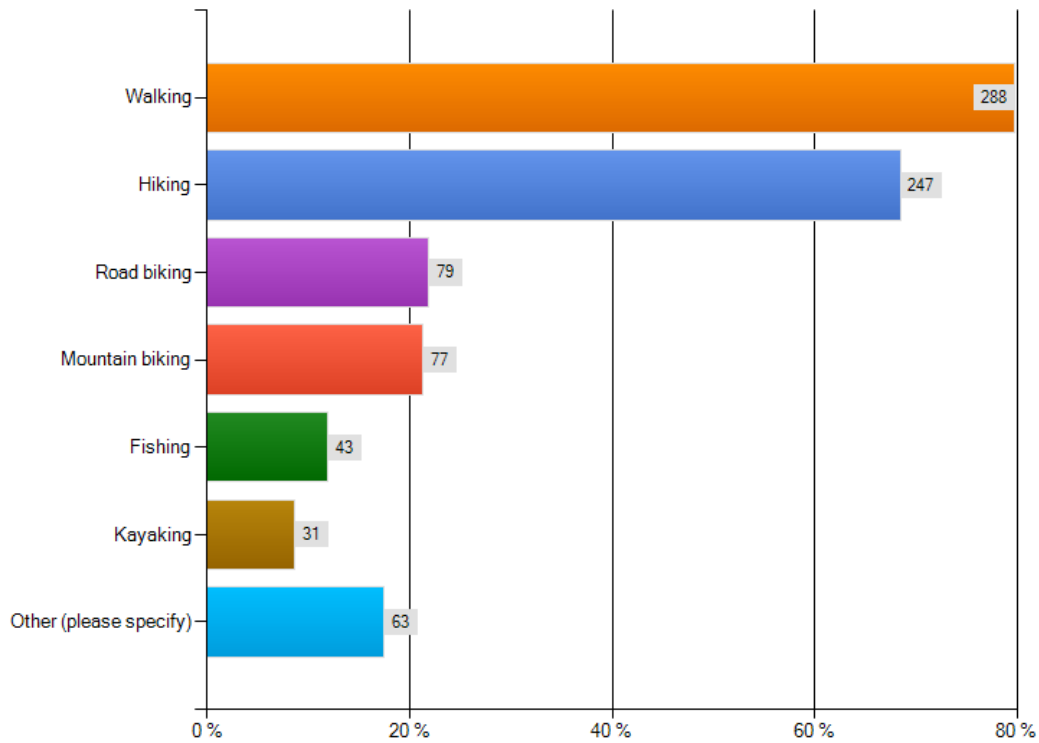


Survey takers indicate they would also like to see more:

- Activities for seniors and youth
- Indoor play spaces for kids
- Farmers market, community habitat restoration, food/wine/beer tasting events
- Educational opportunities for adults, parenting or child development classes, environmental education, guided nature/trail walks, guided historic walks

## My favorite outdoor, non-organized recreational activities in Snoqualmie are (check all that apply):

My favorite outdoor, non-organized recreational activities in Snoqualmie are:



There were 63 responses in the "Other" category of which 20 cited running as their favorite activity and seven named floating/swimming/rafting the Snoqualmie River.

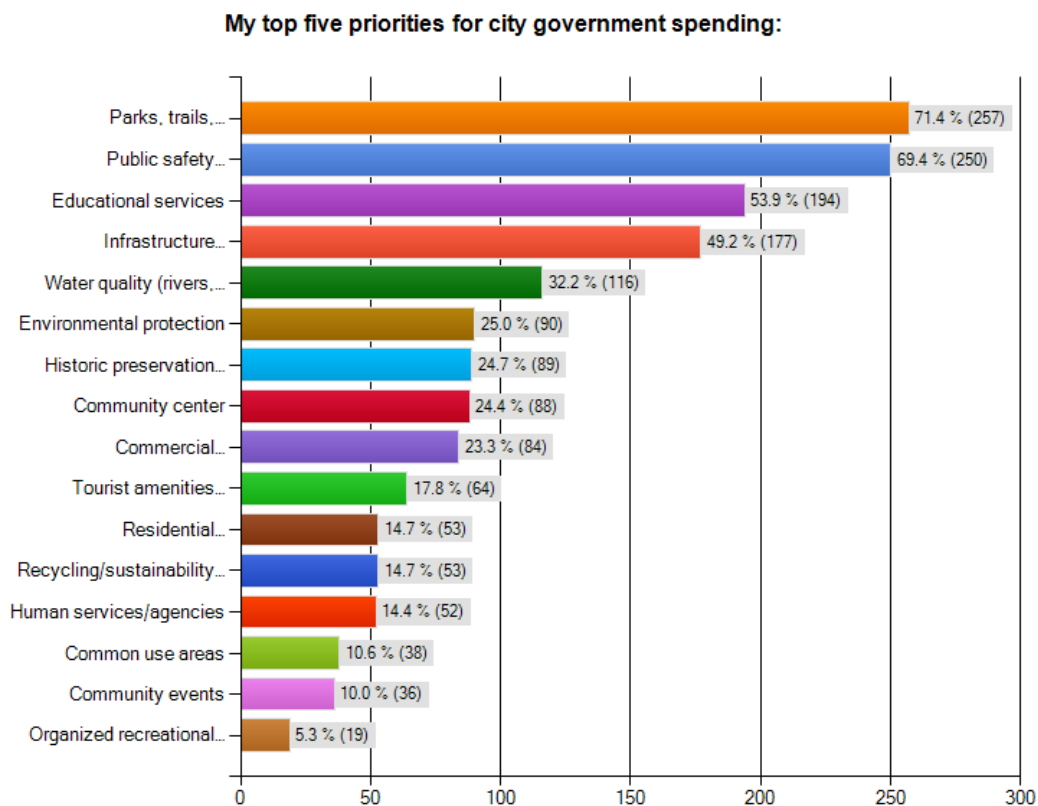
Additional single responses in the "Other" category include: kite flying, camping, climbing, skiing, snowboarding, skateboarding, flying radio controlled aircraft, flying sailplanes, hunting, elk watching, horseback riding, geocaching, gardening/horticulture, berry picking and volunteering.

## WHAT IS IMPORTANT TO ME IN CITY GOVERNMENT

**My top five priorities for city government spending are (please check a maximum of 5):**

The top five priorities for city government spending that survey takers feel are most important are shown in the chart below.

- Parks, trails and open spaces
- Public safety (police/fire/emergency)
- Educational services\*
- Infrastructure improvements/maintenance
- Water quality (rivers, streams, etc.)



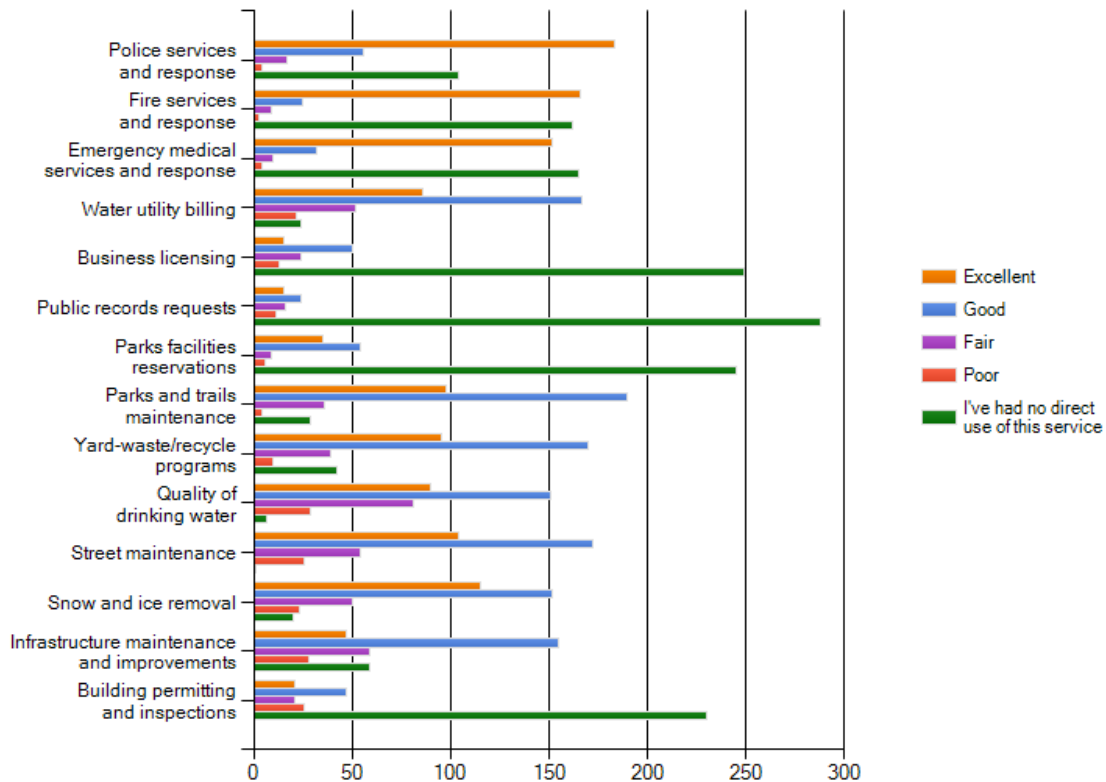
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**In my experience, the City of Snoqualmie's quality of service to the public for the areas listed below scores as follows:**

Ninety-six percent of survey takers responded to this question.

Survey takers were asked to rate their satisfaction with the City of Snoqualmie's quality of services to the public, but **only** to rate those services with which they have had direct experience. The overall results show that the respondents are generally satisfied with the quality of services.

**In my experience, the City of Snoqualmie's quality of service to the public for the areas listed below scores as follows:**



For each service, the number of those rating the service is indicated below in the far right column. For example, fewer than one third of respondents have experience with public records requests, business licensing, parks facilities reservations, and building permitting and inspections, whereas 93% – or 327 out of 365 – report having direct use of water utility billing services.

City service	Excellent or good	Fair or poor	Number using the service (out of 365)
Police services and response	92%	8%	260
Fire services and response	94%	6%	203
Emergency medical services and response	93%	7%	198
Water utility billing	77%	23%	327
Business licensing	64%	36%	102
Public records requests	59%	41%	66
Parks facilities reservations	86%	14%	104
Parks and trails maintenance	88%	12%	329
Yard-waste/recycle programs	84%	16%	161
Quality of drinking water	69%	31%	351
Street maintenance	78%	22%	356
Snow and ice removal	79%	21%	340
Infrastructure maintenance improvements	70%	30%	289
Building permitting and inspections	59%	41%	115

**If I rated any items “fair” or “poor” in the previous question, I recommend the following improvements for city staff to consider:**

Survey respondents were asked to provide suggestions for any service areas they marked “fair” or “poor” in the previous question.

General suggestions from survey takers are summarized below. City staff will review all comments provided and look for opportunities to improve services and/or service delivery.

City service	Suggestions for improvement for those services rated “fair” or “poor”
Police services and response	<ul style="list-style-type: none"> <li>○ Focus on speed limits in Meadowbrook neighborhoods to improve safety due to increased traffic.</li> <li>○ Improve parking enforcement.</li> <li>○ Lower speed limit on 384<sup>th</sup> Ave SE.</li> </ul>
Fire services and response	<ul style="list-style-type: none"> <li>○ Make fire and EMS services regional to lower costs.</li> </ul>
Emergency medical services and response	<ul style="list-style-type: none"> <li>○ Make fire and EMS services regional to lower costs.</li> </ul>
Water utility billing	<ul style="list-style-type: none"> <li>○ Improve water utility online payment system.</li> <li>○ Offer auto-payment for water bills.</li> <li>○ Include an envelope with water bills.</li> <li>○ Minimize initial service fee for new residents.</li> </ul>
Business licensing	<ul style="list-style-type: none"> <li>○ Improve the business licensing process and requirements.</li> <li>○ Improve customer service and turnaround times.</li> </ul>
Public records requests	<ul style="list-style-type: none"> <li>○ Improve response time for public records requests.</li> <li>○ Provide more complete results.</li> <li>○ Increase transparency of all city records.</li> <li>○</li> </ul>

City service	Suggestions for improvement for those services rated "fair" or "poor"
Parks facilities reservations	<ul style="list-style-type: none"> <li>○ Decrease cost of park rentals, especially for Snoqualmie Point Park.</li> <li>○ Add picnic shelters to more city parks.</li> </ul>
Parks and trails maintenance	<ul style="list-style-type: none"> <li>○ Increase the number of Parks &amp; Recreation employees so that all parks can be well-maintained, not just the larger parks.</li> <li>○ Allow some trails to be inaccessible by trucks so that there can be more natural tree growth.</li> <li>○ Maintain trails for disabled access.</li> <li>○ Add a fully-fenced off-leash dog park.</li> </ul>
Yard-waste/recycle programs	<ul style="list-style-type: none"> <li>○ Offer recycling services weekly in the summer.</li> <li>○ Provide food waste drop off year-round.</li> <li>○ Provide a larger bin at the yard-waste drop-off.</li> <li>○ Make yard waste services more accessible for those without cars.</li> <li>○ Renegotiate contract with Allied Waste to build in yard waste services in regular pick-up.</li> </ul>
Quality of drinking water	<ul style="list-style-type: none"> <li>○ Improve the taste of the water.</li> <li>○ Do not add chlorine to the water.</li> <li>○ Soften the water.</li> <li>○ Add a water filtration system for minerals.</li> </ul>
Street maintenance	<ul style="list-style-type: none"> <li>○ Maintain better street and crosswalk striping.</li> <li>○ Increase attention to streets and sidewalks on lower visibility roads throughout downtown Snoqualmie.</li> <li>○ Decrease frequency of street cleaning.</li> </ul>
Snow and ice removal	<ul style="list-style-type: none"> <li>○ Increase removal of snow and ice on connecting and side roads, not just major thoroughfares.</li> <li>○ Invest in more equipment for faster snow and ice removal.</li> <li>○ Decrease removal of snow on Snoqualmie Parkway.</li> </ul>
Infrastructure maintenance improvements	<ul style="list-style-type: none"> <li>○ Add sidewalks for safety.</li> <li>○ Increase number of storm drains downtown.</li> <li>○ Upgrade water and sanitary sewer infrastructure downtown.</li> </ul>
Building permitting and inspections	<ul style="list-style-type: none"> <li>○ Improve response time for building inspections.</li> <li>○ Improve processing time for permitting and make the process easier to understand.</li> <li>○ Consider changes to Planning Department review process to improve response time and minimize code issues.</li> <li>○ Help homeowners find alternative solutions for flood issues when codes are restrictive and cause slow-downs.</li> </ul>

## I would like to see the following service(s) provided by the city:

Survey respondents listed a number of services that they would like to see provided by the City of Snoqualmie that are not currently available.

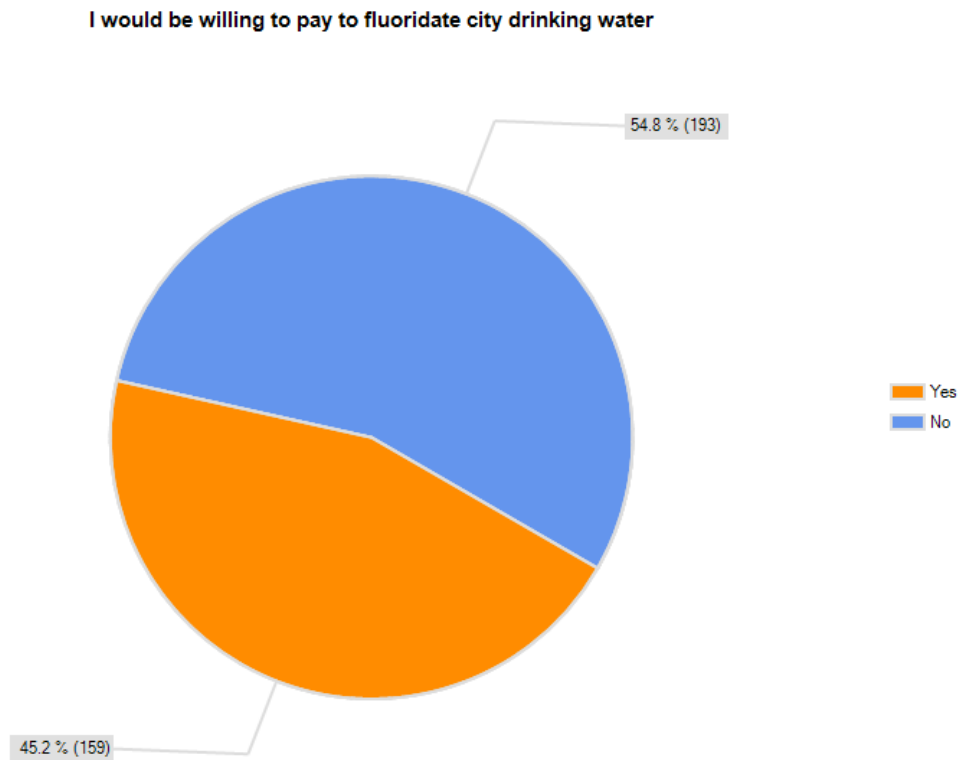
General suggestions from survey takers are summarized below. City staff will review all comments provided.

New service	Citizen Comment
Health and social services to be provided by the city	<ul style="list-style-type: none"> <li>○ Intervention programs for children’s health and obesity</li> <li>○ Senior center</li> <li>○ Provide easy access to information about programs for family activities</li> <li>○ Provide more for human services organizations</li> </ul>
Sports and youth activities to be provided by the city	<ul style="list-style-type: none"> <li>○ Kids sports leagues</li> <li>○ Sports complex for community health and education</li> <li>○ Skate board park for kids and more youth programs</li> <li>○ Swimming pool and community center</li> <li>○ A water/spray park added to an existing park</li> <li>○ Parks &amp; Recreation programs in accessible locations</li> <li>○ Teen activities center</li> </ul>
Garbage, recycling and home care	<ul style="list-style-type: none"> <li>○ Recycling bins and bear-proof garbage cans in retail areas</li> <li>○ Recycling bins at parks</li> <li>○ Community clean up days scheduled throughout the year to keep trash off of the streets and out of the woods</li> <li>○ City service for garbage/recycle/yard waste pick-up rather than through Allied Waste</li> <li>○ City staff assistance for people who have a difficult time maintaining their homes and properties</li> </ul>
Flood management and storm water	<ul style="list-style-type: none"> <li>○ Dredge the river to manage flooding</li> <li>○ Storm water education</li> <li>○ Initiative to deal with storm water for low impact</li> </ul>
Schools	<ul style="list-style-type: none"> <li>○ Better alignment of residential expansion and school needs</li> </ul>
Miscellaneous	<ul style="list-style-type: none"> <li>○ A community feedback website to allow residents to give feedback continually on city services and hotly-contested civic matters</li> <li>○ Volunteer training to help take care of our town</li> <li>○ More community outreach</li> <li>○ City shuttle service between downtown and Snoqualmie Falls</li> <li>○ High-speed internet for everyone</li> </ul>
No new services needed	<ul style="list-style-type: none"> <li>○ The city does a great job and should continue with the status quo</li> <li>○ No additional services until there is a better commercial/tax base</li> <li>○ All services currently provided are plenty or excessive</li> </ul>



**The drinking water in Snoqualmie currently does not contain fluoride. I would be willing to pay an additional \$3.85 per month on my water utility bill to have fluoride added to the city drinking water.**

The results to this question are reflective of results in other city forums: the opinion is usually split approximately 50/50.



**The most effective way to provide me with city news and information is:**

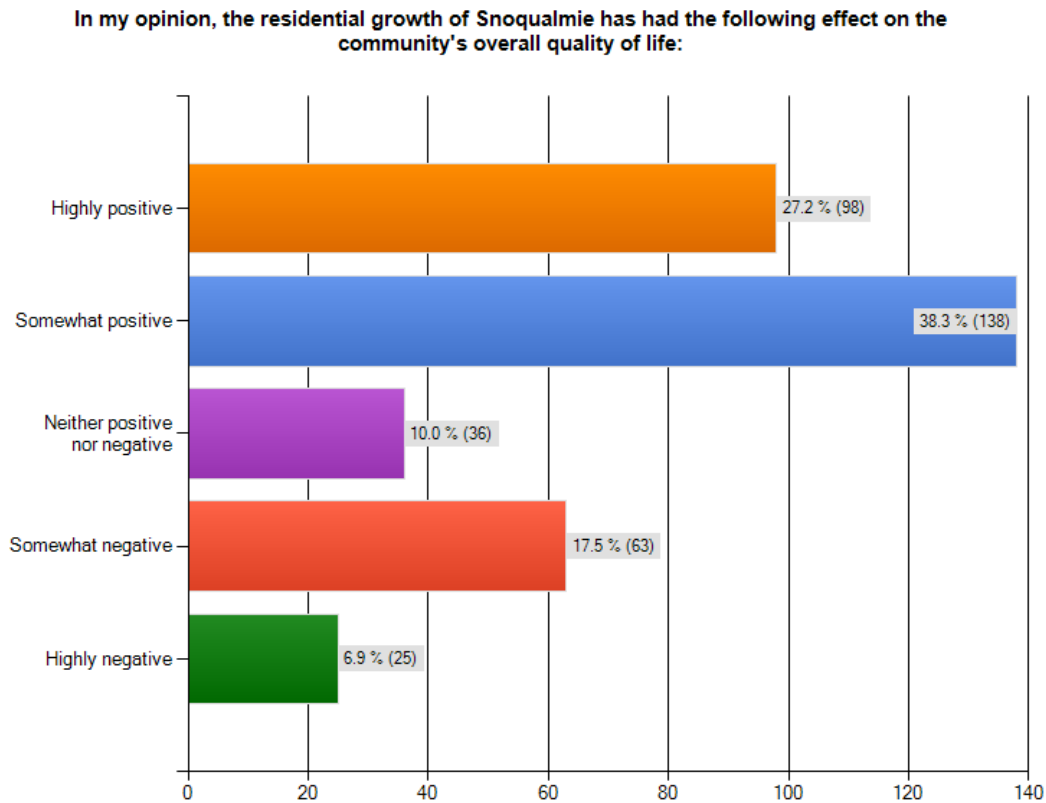
1. Email from the city – 80%
2. Website, newsletter, utility bill inserts – 3-way tie
3. Postcards/mailings, local newspapers – 2-way tie

Of the 352 responses to this question, 200 people requested to be added to the city’s email news distribution list. Many of the others indicated they are already subscribers.

## MY VISION FOR RESIDENTIAL COMMUNITY GROWTH

**In my opinion, the residential growth of Snoqualmie has had the following effect on the community's overall quality of life:**

Approximately two-thirds of respondents indicate that residential growth has had a positive effect on Snoqualmie's quality of life. Ten percent are neutral and 24% say that residential growth has had a negative or highly negative effect on the quality of life.

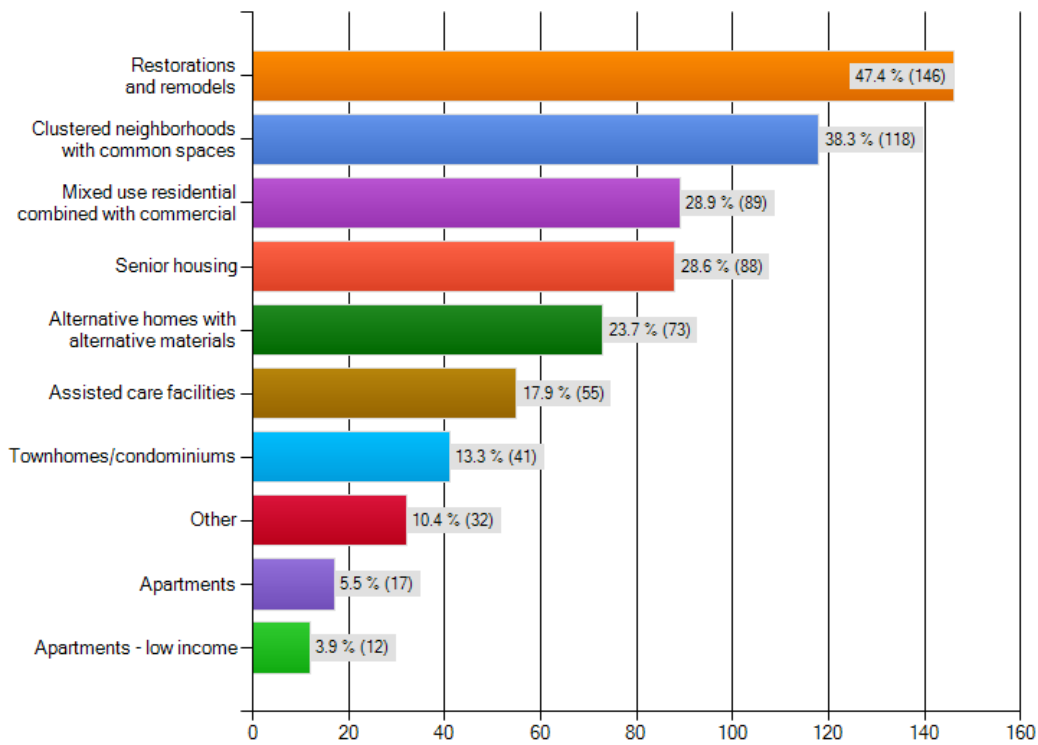


**I would like to see more of the following types of residential development in Snoqualmie (check all that apply):**

In terms of future residential development, Snoqualmie survey takers most strongly support restorations and remodels, and would like to see clustered neighborhoods with common spaces. A significant number support development of senior housing (28.5%) and assisted care facilities (17.9%).

In the chart below, the numbers to the right of the percentages indicate how many times that type of residential development was voted for among 308 respondents. Since respondents were asked to “check all that apply,” the total number of votes is more than 308.

**I would like to see more of the following types of residential development in Snoqualmie:**



Following are examples of citizen comments. City staff will review all comments provided.

Type of development	Citizen comments
Clustered neighborhoods with common spaces	<ul style="list-style-type: none"> <li>○ Large common spaces</li> <li>○ Neighborhood parks have gotten smaller in newer areas</li> </ul>
Mixed use residential combined with commercial	<ul style="list-style-type: none"> <li>○ Residential above retail downtown with design standards to maintain historic look</li> <li>○ Housing diversity and compactness associated with transit-oriented development</li> </ul>
Alternative homes with alternative materials	<ul style="list-style-type: none"> <li>○ More sustainable construction options for new homes; offer solar panels, heat pumps, forward-looking technologies</li> </ul>

Type of development	Citizen comments
Senior housing	<ul style="list-style-type: none"> <li>○ Minimal senior housing is available in entire Snoqualmie Valley</li> <li>○ Population is aging</li> <li>○ Need affordable low-income senior housing</li> <li>○ Develop a 55+ community</li> </ul>
Townhomes / Condominiums	<ul style="list-style-type: none"> <li>○ More affordable townhomes to add to cultural diversity</li> </ul>
Apartments	<ul style="list-style-type: none"> <li>○ No more apartments</li> <li>○ Increase affordable rental and owner/attached and detached</li> </ul>
Income-related	<ul style="list-style-type: none"> <li>○ More low-income homes</li> <li>○ Limit low-income housing</li> <li>○ More high-end neighborhoods</li> </ul>
Type of homes	<ul style="list-style-type: none"> <li>○ One-level homes for seniors and physically disabled</li> <li>○ No three-story homes</li> <li>○ Tired of homes looking the same</li> </ul>
Lot sizes, etc.	<ul style="list-style-type: none"> <li>○ Houses are too close together; causes a cluster effect</li> <li>○ Larger lots allowed or required</li> <li>○ 1+ acre lots, more single family homes with open space; bigger yards</li> </ul>
Flood management	<ul style="list-style-type: none"> <li>○ More assistance in elevating homes, especially those that don't qualify for FEMA</li> <li>○ Raised houses in flood-prone areas</li> </ul>
Environment	<ul style="list-style-type: none"> <li>○ Keep as much green as possible</li> <li>○ Promote wildlife corridors</li> <li>○ Development with minimal tree removal</li> </ul>
School-related	<ul style="list-style-type: none"> <li>○ No new development until school situation is resolved</li> </ul>
Other	<ul style="list-style-type: none"> <li>○ Tribal property and housing</li> <li>○ Space for subdivisions</li> <li>○ Subsidized living in the old mill area for artists</li> </ul>
No or less new development	<ul style="list-style-type: none"> <li>○ Development has been going on for too many years</li> <li>○ Focus on keeping up with the growth we already have</li> <li>○ Contain sprawl</li> <li>○ Avoid overpopulation</li> </ul>

**Other residential communities that I feel would be good models for Snoqualmie are:**

Ninety people responded to this question. Of those, 30 named the following local communities as top models: Issaquah Highlands, Redmond Ridge, Klahanie, Sammamish, North Bend and Issaquah. The remaining 60 responses named many different communities throughout the Northwest, the western United States and a few nationally including:

- Northwest: Bend, OR; Beaverton, OR; Fairhaven, WA; Ketchum, ID; Suncadia (Cle Elum, WA); Hood River, OR
- Western US: Boulder, CO; Highlands Ranch (Denver, CO); Truckee, CA; Vistancia (Peoria, AZ)
- East Coast: Reston, VA; Seaside, FL

## MY VISION FOR BUSINESS GROWTH

### I would like to see the following types of new or expanded businesses in Snoqualmie:

Respondents would like to see a range of new or expanded businesses in Snoqualmie. The most popular business types listed are local dining, entertainment and recreational offerings.

Priorities for business development as indicated by 351 respondents:

Type of Business	Response Percent
Restaurants	58.4%
Family-oriented entertainment/recreation	51.3%
Book stores	44.7%
Teen-oriented entertainment/recreation	35.0%
High-tech business (corp. or independent)	33.0%
Large chain one-stop stores	32.2%
Clothing stores	31.9%
Child-oriented entertainment/recreation	30.8%
Independent variety stores	27.4%
Boutiques/specialty stores	27.1%
Arts venues	25.4%
Bio-tech business/sciences	23.1%
Office/computer supply stores	19.1%
Childcare services	18.2%
Other (please specify)	18.2%
Independent professional services	14.8%
Manufacturing	10.8%

Following are examples of citizen comments. Many are duplicates of comments in section 4 of the survey: "What I like and dislike about Snoqualmie."

Type of business	Citizen comments
Restaurants	<ul style="list-style-type: none"> <li>o An affordable, simple dinner restaurant</li> <li>o Fast food</li> </ul>
Boutiques/specialty stores	<ul style="list-style-type: none"> <li>o Antique</li> <li>o Consignment</li> <li>o Recreation/outdoor oriented</li> </ul>
Grocery	<ul style="list-style-type: none"> <li>o Expanded grocery offering</li> <li>o Bakery</li> </ul>
Large chain one-stop stores	<ul style="list-style-type: none"> <li>o It would be convenient, but it might add to congestion</li> <li>o Maybe one chain store</li> <li>o No chain stores</li> <li>o Large store would destroy small businesses</li> </ul>

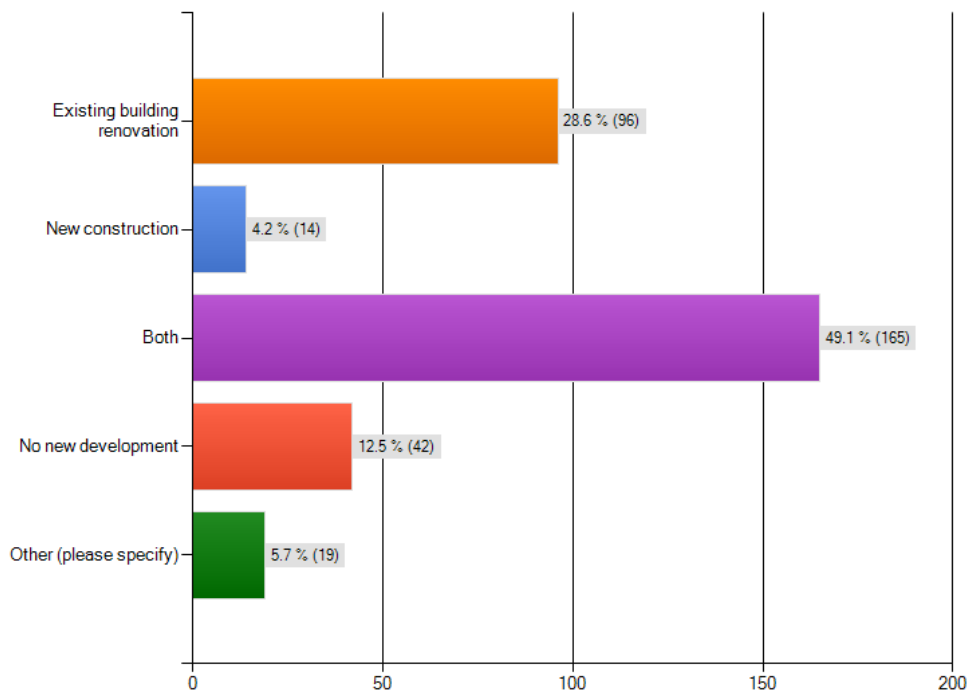
Type of business	Citizen comments
Family-oriented entertainment/recreation	<ul style="list-style-type: none"> <li>Community swimming pool</li> <li>Movie theater</li> </ul>
Teen-oriented entertainment/recreation	<ul style="list-style-type: none"> <li>Skate park</li> </ul>
Senior services	<ul style="list-style-type: none"> <li>Adult day services (for seniors)</li> </ul>
Miscellaneous	<ul style="list-style-type: none"> <li>Affordable hotel near freeway</li> <li>Auto sales</li> <li>Churches</li> <li>Retreat facility for corporations and team-building activities</li> </ul>
Employment-related	<ul style="list-style-type: none"> <li>Draw large employer that does not compete with existing local businesses</li> <li>Green business that would provide more jobs</li> <li>A large chain store would be good for jobs and revenue</li> <li>Need for more livable wage jobs</li> </ul>
No new development	<ul style="list-style-type: none"> <li>Current commercial offerings are adequate</li> <li>Let growth come from surrounding community; keep our city small</li> </ul>

## I would prefer to see the following type of commercial development in Snoqualmie:

Respondents strongly support additional commercial development in Snoqualmie, with 82% supporting existing building renovation, new construction or a combination of both.

Priorities for commercial development as indicated by 336 respondents:

I would prefer to see the following type of commercial development in Snoqualmie:



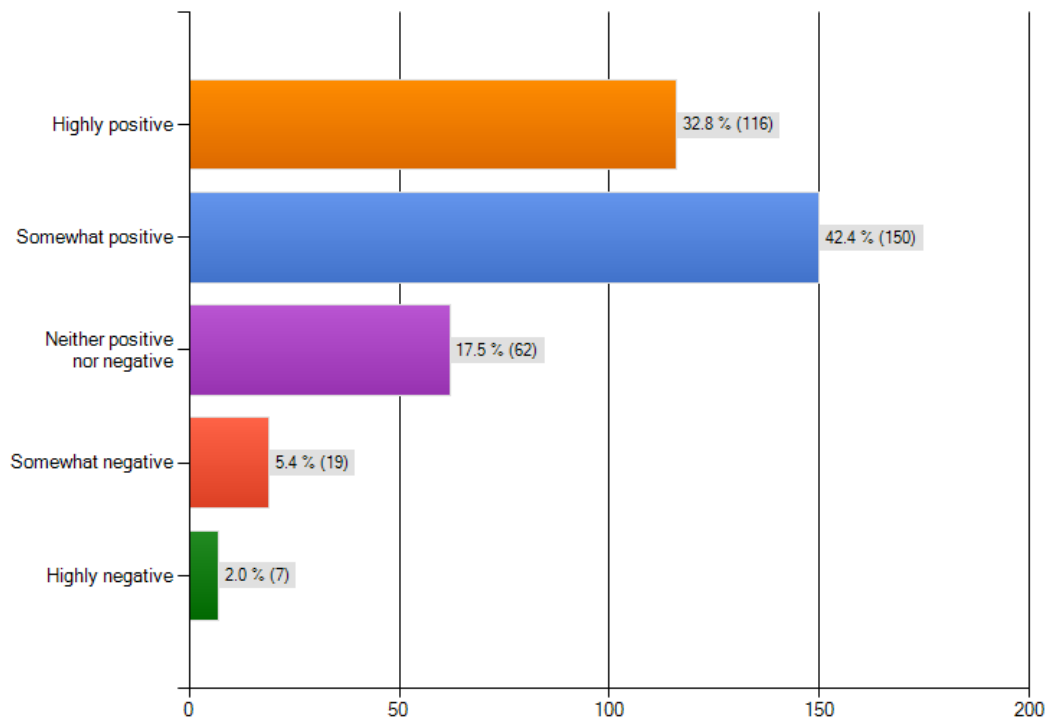
Following are examples of citizen comments. City staff will review all comments provided.

Type of development	Citizen comments
Existing building renovation	<ul style="list-style-type: none"> <li>○ Redevelop what we already have</li> <li>○ Renovate buildings in downtown that have significant architectural and historical value for commercial use and economic development</li> <li>○ Build up historic downtown</li> </ul>
New construction	<ul style="list-style-type: none"> <li>○ No comments given</li> </ul>
Both (existing and new)	<ul style="list-style-type: none"> <li>○ Take care of the old and make sure we need the new; be careful about growth</li> </ul>
No new development	<ul style="list-style-type: none"> <li>○ Achieve high occupancy with existing development before adding new development</li> <li>○ Fill what has been started along Snoqualmie Parkway</li> </ul>
Other	<ul style="list-style-type: none"> <li>○ Attract green businesses</li> <li>○ Stick to the master plan</li> <li>○ Rezone to bring in better retail/commercial</li> <li>○ Bring more jobs to the business park or near I-90</li> </ul>

**In my opinion, the overall business growth of Snoqualmie has had the following effect on the community’s quality of life:**

Approximately three-quarters of respondents say that business growth has had a positive effect on Snoqualmie’s quality of life. Eighteen percent are neutral and 7% say that business growth has had a negative or highly negative effect on the quality of life.

**In my opinion, the overall business growth of Snoqualmie has had the following effect on the community’s quality of life:**



## **Other business/commercial communities that I feel would be good models for Snoqualmie are:**

Sixty-one people responded to this question. Of those, 24 named the following as top models for business communities: Issaquah, Issaquah Highlands, Redmond, Bellevue, and Edmonds. The remaining 37 respondents named many different communities throughout the Northwest and a few nationally including:

- West Coast: Bend, OR; Beaverton, OR; Kalispell, MT; Carmel, CA
- East Coast: Reston, VA; Asheville, NC; Portsmouth, NH; Raleigh/Durham, NC
- Midwest: Schaumburg, IL; Stillwater, MN



## MY VISION FOR SNOQUALMIE’S FUTURE GROWTH

The final question on the survey asked citizens to consider what they believe to be **the single most important issue facing the future of Snoqualmie.**

This question offers a window into the primary concerns of residents and, while the scope of the question goes beyond the city and city government, the main issues raised are pertinent to city planning, managing growth and ensuring Snoqualmie continues to be a unique place with a high quality of life.

A total of 324 out of 379 respondents took the time to comment in detail on what they believe is the key issue facing the future of Snoqualmie. The top categories follow.

Schools*	110
Planning and growth management	106
Economic development	44
Division between downtown/Snoqualmie Ridge	26
Infrastructure	26

*\*As stated earlier, throughout this survey report, citizen comments about how the City of Snoqualmie could directly assist the school district within the scope of city government are included; however, since the city is not affiliated with the school district, comments related to local educational issues beyond the scope of city government are not included. Comments related to school district issues will be forwarded to the Snoqualmie Valley School District Administration.*

Following are examples of citizen comments. All comments will be reviewed by city staff. Snoqualmie city government will use the comments and suggestions provided to inform future planning and development for a thriving community.

Number one issue	Citizen comments
Schools	<ul style="list-style-type: none"> <li>○ Improving schools to help maintain property value</li> <li>○ The fact that there are not enough schools is in part the city’s fault for building beyond capacity and not setting appropriate impact fees.</li> </ul>
Planning and growth management	<ul style="list-style-type: none"> <li>○ Keeping the character, charm, and local identity of the area in the face of future growth</li> <li>○ Maintaining the rural feel while supporting the tax base needs of the community</li> <li>○ Overdevelopment; how to control it to maintain a good quality of life</li> <li>○ Managing traffic flow</li> <li>○ Leave the remaining forests and parks</li> <li>○ Preserving the culture/history and environment while allowing for new growth</li> <li>○ Need informal gathering spaces</li> <li>○ Making Snoqualmie attractive to a wide range of people</li> </ul>
Economic development	<ul style="list-style-type: none"> <li>○ Attracting an anchor business to increase tax base</li> <li>○ Make this a more convenient place to live with more shopping for sales tax</li> <li>○ Commercial tax base, too dependent on residential taxes</li> <li>○ Allowing large scale commercial growth (Target, etc.)</li> <li>○ No chain stores; don’t become another Issaquah</li> <li>○ A developed riverfront for more tourist dollars</li> <li>○ We cannot sustain city services, schools, parks, road, police, etc. without additional tax revenues. We need tax incentive packages for businesses.</li> </ul>

Number one issue	Citizen comments
Division between downtown and Snoqualmie Ridge	<ul style="list-style-type: none"> <li>○ Build cohesiveness between the Ridge and downtown communities</li> <li>○ Paying attention to needs in downtown Snoqualmie as opposed to total focus on the Ridge; enforce codes for keeping up downtown neighborhoods</li> <li>○ Downtown may need more infrastructure improvements, but without a unifying vision (and investment), we'll forever be two cities.</li> <li>○ Shuttle service connecting downtown and the Ridge so we don't have to get in our car</li> </ul>
Infrastructure	<ul style="list-style-type: none"> <li>○ Ensuring infrastructure keeps up with population growth</li> <li>○ Infrastructure rehabilitation and maintenance; we have plenty of parks and don't need a community center</li> <li>○ Infrastructure not in place on the Ridge for school growth</li> </ul>
City government	<ul style="list-style-type: none"> <li>○ Limit government to vital services and live within means</li> <li>○ Getting the government in line with available revenue</li> <li>○ State and federal government debt impacting local government and citizens</li> <li>○ Better cooperation between the City of Snoqualmie and Snoqualmie Ridge</li> <li>○ The city needs to stop building for itself (City Hall, etc.) and put real money into human services (food bank, senior center, etc.)</li> <li>○ Elected officials listening to the citizens; I resent my taxes paying for the community center and a hospital that we don't need.</li> <li>○ Keep quality of city services and eliminate government waste of tax dollars</li> </ul>
Other	<ul style="list-style-type: none"> <li>○ Flooding</li> <li>○ Combine funds to fix up Mount Si Community Center.</li> <li>○ Stop wasting all my tax money on environmentalist nonsense.</li> </ul>

### More Information

Questions may be directed to the City of Snoqualmie Communications Program at [info@ci.snoqualmie.wa.us](mailto:info@ci.snoqualmie.wa.us) or 425-888-1555 ext. 1125.