

THE NCSTM
The National Citizen SurveyTM

Sammamish, WA

Comparisons by Geographic Subgroups

2016



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by Maintenance Zone.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between zones are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (641 completed surveys). For each zone (Zone 1, Zone 2, Zone 3, Zone 4 and Zone 5), the margin of error rises to approximately plus or minus 10 percentage points since sample sizes were approximately 164 for Zone 1, 100 for Zone 2, 122 for Zone 3, 155 for Zone 4 and 100 for Zone 5. Notable differences between zones included the following:

- Ratings for aspects within the pillar of Community Characteristics tended to vary across zones. Residents living in Zones 1 and 3 tended to give lower ratings to the overall appearance of Sammamish than residents living elsewhere, and Zone 1 residents were less likely to positively rate the overall feeling of safety in the city than their counterparts. Respondents living in Zone 5 were more likely to favorably rate Sammamish’s overall built environment, and Zone 2 residents tended to give more excellent or good ratings to the availability of affordable quality housing. Broadly, Zone 5 residents were more likely to give favorable ratings to aspects of Recreation and Wellness, whereas residents living in Zone 1 were least likely to do so.
- Where differences were significant, Zone 5 residents were more likely to give excellent or good ratings to aspects of government performance than their counterparts, including for the job Sammamish government does at welcoming citizen involvement, being honest and treating all residents fairly. Few differences in opinion by Zone were observed across the remaining facets of Governance.
- Similarly, few differences in opinion were observed in rates of Participation across Zones. Zone 4 residents were least likely to have walked or biked instead of driving in the 12 months prior to the survey, while Zone 2 residents were least likely to have conserved water. Residents living in Zone 3 were more likely than their counterparts to have read or watched local news.
- When asked if they would support or oppose a tax increase to fund road improvements, respondents living in Zone 5 were most likely to do so.
- When asked about their level or support for adding various transportation-related amenities, residents of Zones 1 and 2 were more likely to strongly or somewhat support more park-n-rides for access to public transportation than residents living elsewhere.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
The overall quality of life in Sammamish	87%	89%	89%	90%	92%	89%
Overall image or reputation of Sammamish	86%	95%	87%	92%	91%	90%
Sammamish as a place to live	90%	95%	94%	91%	97%	93%
Your neighborhood as a place to live	92%	96%	96%	99%	96%	96%
Sammamish as a place to raise children	92%	95%	96%	95%	93%	94%
Sammamish as a place to retire	47%	42%	48%	39%	58%	46%
Overall appearance of Sammamish	86%	96%	83%	92%	96%	91%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Overall feeling of safety in Sammamish	88%	97%	97%	97%	94%	94%
In your neighborhood during the day	96%	98%	96%	98%	95%	97%
In Sammamish's commercial areas during the day	96%	98%	98%	99%	95%	97%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Overall ease of getting to the places you usually have to visit	55%	50%	53%	54%	52%	53%
Traffic flow on major streets	26%	32%	38%	35%	41%	34%
Ease of public parking	71%	76%	72%	71%	67%	71%
Ease of travel by car in Sammamish	50%	59%	67%	50%	54%	54%
Ease of travel by public transportation in Sammamish	9%	11%	9%	10%	16%	11%
Ease of travel by bicycle in Sammamish	40%	44%	43%	54%	34%	43%
Ease of walking in Sammamish	49%	66%	55%	56%	59%	56%
Availability of paths and walking trails	64%	70%	74%	71%	75%	70%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Quality of overall natural environment in Sammamish	79%	82%	78%	85%	80%	81%
Air quality	97%	100%	95%	96%	95%	96%
Cleanliness of Sammamish	92%	100%	94%	97%	95%	96%

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Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Overall "built environment" of Sammamish (including overall design, buildings, parks and transportation systems)	46%	45%	50%	57%	66%	53%
Public places where people want to spend time	68%	70%	73%	70%	77%	71%
Variety of housing options	44%	58%	49%	50%	41%	48%
Availability of affordable quality housing	20%	36%	20%	21%	19%	23%
Overall quality of new development in Sammamish	32%	38%	38%	46%	40%	39%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Overall economic health of Sammamish	84%	84%	80%	90%	88%	86%
Sammamish as a place to work	26%	27%	28%	39%	53%	35%
Sammamish as a place to visit	39%	42%	43%	49%	53%	45%
Employment opportunities	21%	21%	26%	24%	31%	24%
Shopping opportunities	37%	26%	33%	35%	42%	35%
Cost of living in Sammamish	23%	24%	19%	24%	18%	22%
Overall quality of business and service establishments in Sammamish	51%	56%	50%	56%	65%	56%
Vibrant downtown/commercial area	19%	17%	19%	26%	27%	22%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Health and wellness opportunities in Sammamish	62%	61%	71%	72%	81%	69%
Fitness opportunities (including exercise classes and paths or trails, etc.)	69%	78%	73%	80%	79%	76%
Recreational opportunities	59%	64%	75%	77%	77%	70%
Availability of affordable quality food	53%	66%	72%	71%	75%	66%
Availability of affordable quality health care	53%	60%	66%	64%	79%	64%
Availability of preventive health services	54%	60%	62%	70%	81%	66%
Availability of affordable quality mental health care	39%	35%	42%	40%	60%	44%

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Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Overall opportunities for education and enrichment	65%	69%	72%	75%	81%	72%
Availability of affordable quality child care/preschool	65%	65%	60%	55%	48%	58%
K-12 education	89%	94%	94%	94%	92%	92%
Adult educational opportunities	17%	17%	24%	38%	42%	28%
Opportunities to attend cultural/arts/music activities	47%	51%	55%	54%	56%	52%
Opportunities to participate in religious or spiritual events and activities	79%	83%	83%	82%	76%	80%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Opportunities to participate in social events and activities	47%	51%	58%	56%	49%	52%
Opportunities to volunteer	68%	60%	69%	66%	56%	64%
Opportunities to participate in community matters	65%	61%	64%	71%	63%	65%
Openness and acceptance of the community toward people of diverse backgrounds	69%	87%	79%	83%	70%	77%
Neighborliness of residents in Sammamish	56%	73%	74%	69%	62%	65%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
The City of Sammamish	77%	86%	79%	85%	75%	80%
The value of services for the taxes paid to Sammamish	56%	58%	64%	58%	64%	60%
The overall direction that Sammamish is taking	39%	46%	39%	50%	52%	46%
The job Sammamish government does at welcoming citizen involvement	53%	62%	68%	63%	78%	64%
Overall confidence in Sammamish government	48%	55%	50%	66%	69%	58%
Generally acting in the best interest of the community	47%	55%	42%	63%	64%	55%
Being honest	55%	59%	66%	68%	78%	65%
Treating all residents fairly	61%	78%	76%	75%	85%	74%
Overall customer service by Sammamish employees (police, receptionists, planners, etc.)	75%	88%	84%	84%	77%	81%
The Federal Government	37%	42%	39%	42%	36%	39%

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Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Police/Sheriff services	85%	93%	92%	90%	85%	88%
Fire services	91%	99%	99%	96%	96%	96%
Ambulance or emergency medical services	90%	99%	99%	95%	84%	93%
Crime prevention	78%	89%	80%	82%	57%	77%
Fire prevention and education	80%	79%	83%	90%	74%	82%
Animal control	76%	79%	62%	60%	72%	70%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	63%	67%	68%	71%	75%	69%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Traffic enforcement	62%	75%	77%	67%	60%	67%
Street repair	51%	74%	77%	58%	62%	62%
Street cleaning	68%	89%	82%	78%	71%	76%
Street lighting	55%	66%	63%	57%	66%	61%
Snow removal	67%	71%	75%	68%	72%	70%
Sidewalk	68%	78%	71%	77%	74%	74%
Traffic signal timing	50%	60%	57%	56%	45%	53%
Bus or transit services	24%	17%	20%	33%	31%	26%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Garbage collection	81%	87%	85%	79%	77%	81%
Recycling	79%	86%	87%	85%	80%	83%
Yard waste pick-up	86%	87%	88%	80%	83%	84%
Drinking water	87%	93%	90%	83%	88%	88%
Preservation of natural areas such as open space, farmlands and greenbelts	43%	46%	45%	49%	49%	47%
Sammamish open space	40%	53%	41%	54%	50%	48%

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Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Storm drainage	72%	80%	72%	76%	67%	74%
Sewer services	85%	94%	84%	91%	89%	89%
Power (electric and/or gas) utility	82%	85%	76%	86%	82%	83%
Utility billing	72%	79%	68%	80%	71%	75%
Land use, planning and zoning	19%	28%	23%	34%	32%	27%
Code enforcement (weeds, abandoned buildings, etc.)	59%	62%	50%	59%	65%	59%
Cable television	45%	64%	55%	59%	52%	55%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Economic development	48%	47%	39%	57%	52%	50%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
City parks	89%	89%	89%	95%	95%	92%
Recreation programs or classes	67%	75%	83%	85%	81%	78%
Recreation centers or facilities	72%	81%	83%	81%	83%	80%
Health services	61%	61%	64%	66%	78%	66%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Public library services	85%	98%	98%	94%	96%	93%
City-sponsored special events	69%	68%	78%	76%	66%	71%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Public information services	64%	75%	83%	79%	84%	76%

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Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Sense of community	56%	71%	70%	63%	67%	64%
Recommend living in Sammamish to someone who asks	83%	90%	89%	89%	91%	88%
Remain in Sammamish for the next five years	85%	81%	84%	81%	84%	83%
Contacted the City of Sammamish (in-person, phone, email or web) for help or information	44%	36%	42%	40%	36%	40%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Was NOT the victim of a crime	90%	94%	91%	94%	92%	92%
Did NOT report a crime	89%	90%	86%	86%	87%	87%
Stocked supplies in preparation for an emergency	58%	42%	50%	56%	53%	53%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Walked or biked instead of driving	48%	52%	59%	42%	62%	51%
Carpooled with other adults or children instead of driving alone	55%	61%	57%	60%	51%	57%
Used bus or other public transportation instead of driving	24%	25%	28%	26%	27%	25%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Recycle at home	100%	99%	99%	100%	97%	99%
Made efforts to make your home more energy efficient	81%	77%	73%	80%	82%	79%
Made efforts to conserve water	89%	75%	82%	89%	80%	84%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
NOT under housing cost stress	73%	74%	88%	81%	72%	77%
Did NOT observe a code violation	70%	70%	79%	76%	86%	76%

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Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Purchase goods or services from a business located in Sammamish	95%	96%	95%	93%	84%	93%
Economy will have positive impact on income	38%	38%	40%	35%	36%	37%
Work in Sammamish	25%	20%	24%	22%	29%	24%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Used Sammamish recreation centers or their services	53%	67%	65%	62%	56%	60%
Visited a neighborhood park or City park	90%	95%	94%	94%	96%	94%
Eat at least 5 portions of fruits and vegetables a day	79%	88%	94%	93%	85%	87%
Participate in moderate or vigorous physical activity	81%	88%	96%	87%	85%	87%
Reported being in "very good" or "excellent" health	72%	72%	77%	79%	73%	75%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Used Sammamish's public library or its services	72%	77%	71%	75%	64%	72%
Participated in religious or spiritual activities in Sammamish	35%	41%	40%	40%	36%	38%
Attended a City-sponsored event	57%	63%	59%	54%	51%	56%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Campaigned or advocated for an issue, cause or candidate	22%	17%	22%	21%	16%	20%
Contacted Sammamish elected officials (in-person, phone, email or web) to express your opinion	19%	12%	17%	16%	11%	15%
Volunteered your time to some group/activity in Sammamish	32%	39%	41%	44%	25%	36%
Participated in a club	24%	24%	23%	24%	14%	22%
Talked to or visited with your immediate neighbors	93%	96%	97%	95%	98%	96%
Done a favor for a neighbor	73%	87%	91%	89%	91%	86%
Attended a local public meeting	24%	23%	25%	21%	19%	22%
Watched (online or on television) a local public meeting	17%	14%	23%	16%	15%	17%
Read or watch local news (via television, paper, computer, etc.)	83%	84%	94%	88%	81%	86%
Vote in local elections	83%	83%	88%	87%	89%	86%

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Table 28: Community Focus Areas

	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Percent rating positively (e.g., essential/very important)						
Overall feeling of safety in Sammamish	81%	82%	85%	89%	89%	85%
Overall ease of getting to the places you usually have to visit	87%	95%	84%	89%	90%	89%
Quality of overall natural environment in Sammamish	84%	87%	89%	91%	89%	88%
Overall "built environment" of Sammamish (including overall design, buildings, parks and transportation systems)	82%	81%	80%	85%	86%	83%
Health and wellness opportunities in Sammamish	59%	53%	46%	59%	46%	53%
Overall opportunities for education and enrichment	67%	65%	63%	55%	68%	63%
Overall economic health of Sammamish	77%	68%	81%	77%	72%	75%
Sense of community	75%	72%	78%	70%	73%	73%

Table 29: Support for Tax Increase for Road Improvements

	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
The City is building new roads and improving existing ones. Please indicate the extent to which you support or oppose the raising of taxes if it allowed the City to complete these roads and improvements sooner.	67%	55%	56%	60%	75%	63%

Table 30: Support for Use of Taxes to Purchase Land and Open Space

	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Please indicate to what extent you would support or oppose the City's use of tax revenue to buy land, preserve trees and protect open space:	87%	80%	86%	86%	88%	86%

Table 31: Support for Methods of Public Transportation

	Maintenance Zone					Overall
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	
Please rate to what extent you would support or oppose the following: (Percent rating as "strongly support" or "somewhat support").						
More park-n-rides for access to public transportation	86%	84%	63%	73%	69%	76%
A town bus circulating around and within the community	84%	71%	73%	72%	79%	76%
Express bus service to commuter hubs in Bellevue and Seattle	93%	93%	90%	91%	87%	91%