



## Quality of Life Survey

# Citizen Satisfaction

*Spokane County, 2019*

## Why is citizen satisfaction important for quality of life?

Although quality of life is influenced by one's personal resources, it is also influenced by public resources, ranging from the availability of jobs and cost of living in one's own neighborhood or community, to the availability and quality of services from both government and non-government sectors.

Assessing residents' satisfaction with aspects of the built environment, services, and infrastructure in both their local government and their own neighborhoods is therefore important to understanding their quality of life, due to the impact these local resources can have on their lived experiences.

Citizen satisfaction was measured in the Quality of Life (QoL) Survey as residents' satisfaction with local government infrastructure and government services at both city and county levels, as well as satisfaction with aspects of their own neighborhoods or communities.

## Key Findings

- In 2019, 58% and 53% of Spokane County residents were satisfied with their county and city governments, respectively.
- The percentage of residents satisfied with the Spokane County government has increased from 2015.
- Satisfaction levels differed by type of government service.
- In 2019, 85% of Spokane County residents were satisfied with their neighborhood or community.
- Neighborhood satisfaction differed by neighborhood and by type of infrastructure.

*Produced by*



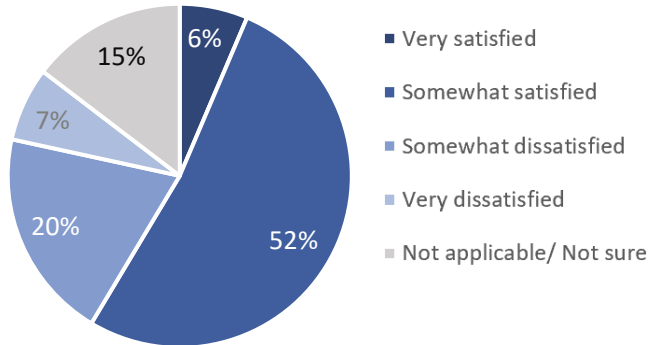
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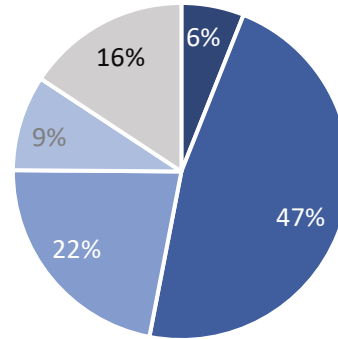
# 2019 Citizen Satisfaction Results

## Satisfaction with Spokane County and City Governments

**Figure 1a. Satisfaction with Spokane County Government, 2019**



**Figure 1b. Satisfaction with City Governments, Spokane County, 2019**

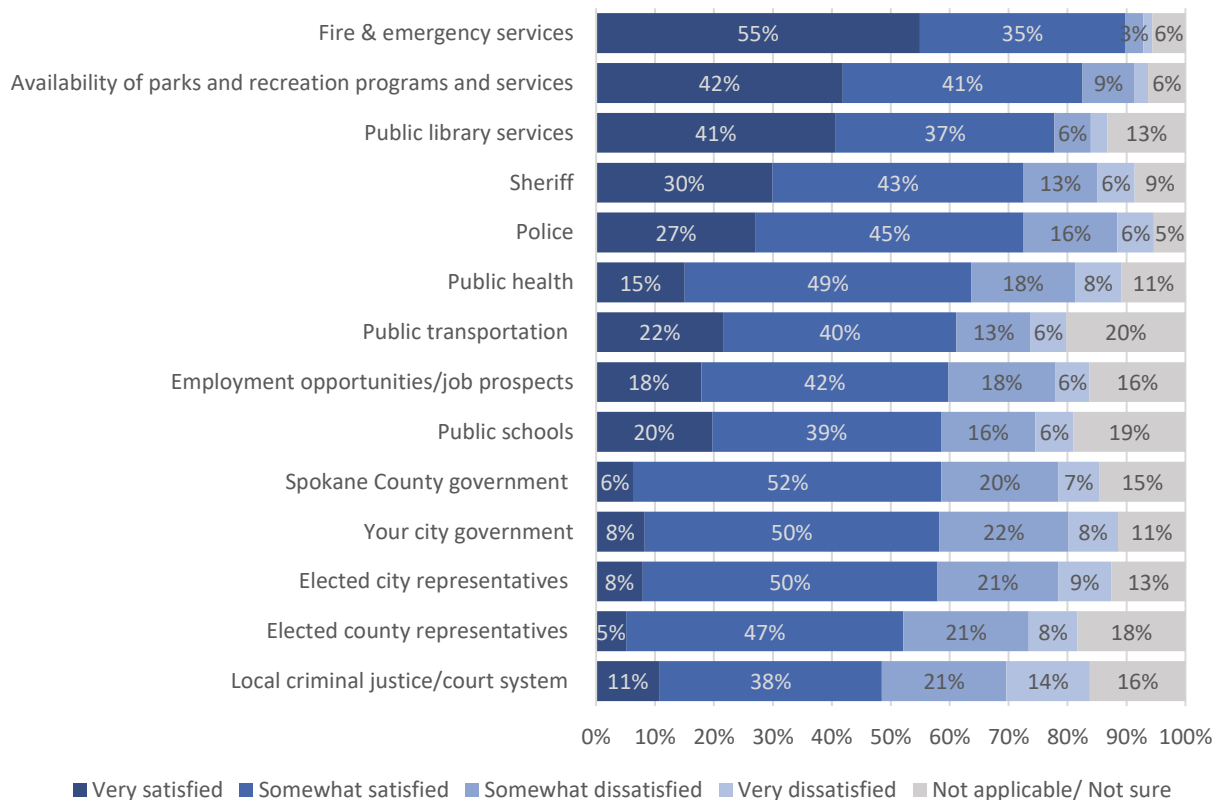


In Spokane County, more than half of residents indicated they were satisfied with their county/city governments (58% and 53% of residents, respectively) (Figure 1a-b).

Between 2015 and 2019, there was an increase in the proportion of residents who were satisfied with the Spokane County government, from 52% of residents satisfied in 2015 to 58% in 2019.

## Satisfaction with Infrastructure and Government Services

**Figure 2. Satisfaction with Local Government Services, Spokane County, 2019**

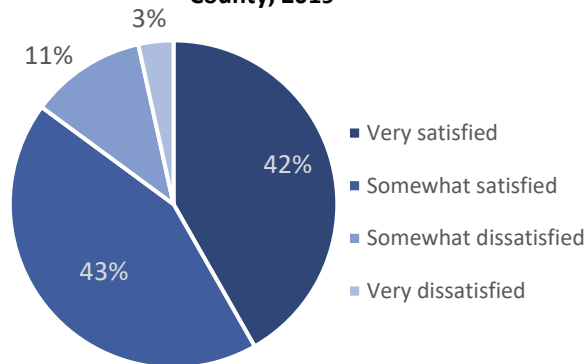


Residents' satisfaction with government services varied by the type of service (Figure 2).

- Residents were most satisfied with fire and emergency services (90% satisfied), followed by parks and recreation services (83%), public library services (78%), and sheriff (73%) and police (72%).
- Residents were least satisfied with the local criminal justice/court system (35% dissatisfied), and elected county and city representatives (29% and 32% dissatisfied, respectively).

## Satisfaction with Infrastructure and Services in One's Neighborhood

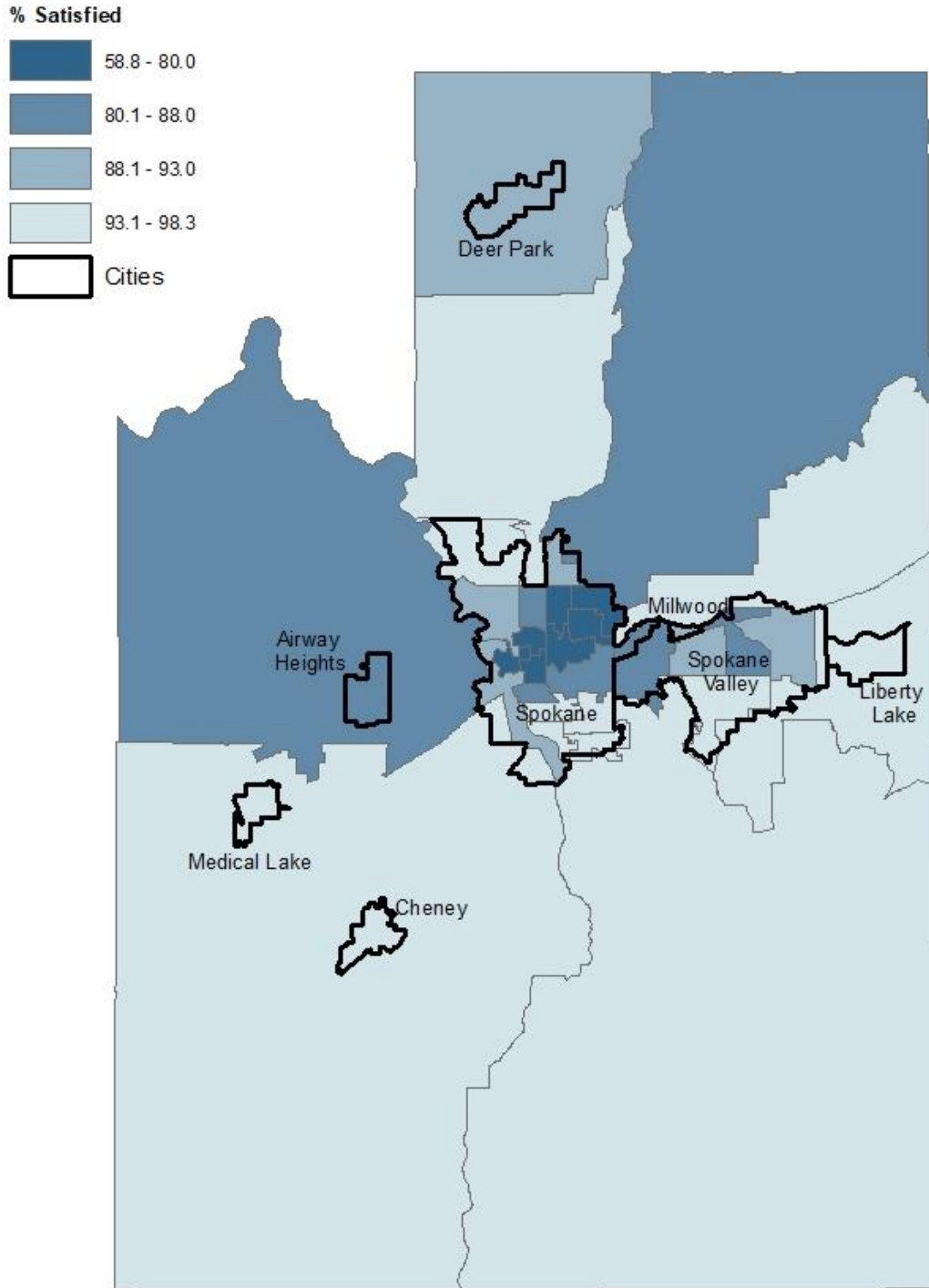
**Figure 3. Residents' satisfaction with their neighborhood or community, Spokane County, 2019**



In 2019, 85% of Spokane County residents were “very/somewhat” satisfied with their neighborhood or community (Figure 3).

Compared to 2017, there was a slight decrease in the proportion of satisfied residents (from 90% in 2017 to 85% in 2019)

**Figure 4. Residents' Satisfaction with their Neighborhood or Community, by Neighborhood, Spokane County, 2019**

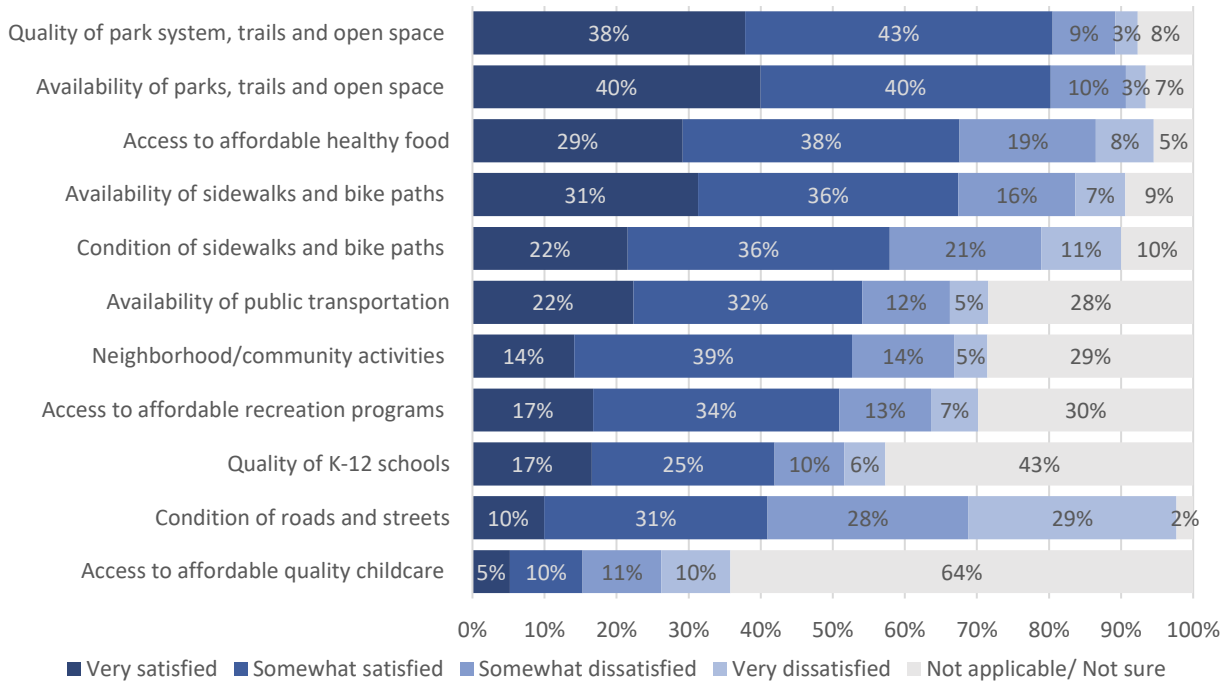


Satisfaction levels varied by neighborhood (Figure 4).<sup>1</sup> Residents in the city of Spokane’s central and northeast neighborhoods reported the lowest satisfaction, ranging from 58-80%.

<sup>1</sup> Some of the Spokane neighborhoods listed are also cities, but for the purposes of this analysis they were included as neighborhoods. When the number of survey respondents residing in a neighborhood was too small to provide a reliable estimate, the data were combined with an adjacent neighborhood and analyzed together.

- Residents of the Hillyard/Whitman, Emerson/Garfield, and Nevada/Lidgerwood neighborhoods reported the lowest satisfaction with their neighborhood or community.
- Residents of the Comstock, Newman Lake, and Nine Mile/ Colbert neighborhoods reported the highest satisfaction with their neighborhood or community.

**Figure 5. Satisfaction with Infrastructure and Services in One's Own Neighborhood. Spokane County, 2019**



Residents were most satisfied with the quality and availability of the park system, trails, and open space (over 80%), followed by access to affordable, healthy food (67%) (Figure 5).

Residents were least satisfied with the condition of roads and streets (57% dissatisfied), followed by the condition of sidewalks and bike paths (32%) (Figure 5).

Note that among those who had children ages 5 years or younger in the household (13% of the respondents), 55% were dissatisfied with access to affordable, quality childcare.

## Conclusion

More than half of Spokane County residents were satisfied with their local government and services overall, but satisfaction differed by service type. Residents were most satisfied with fire and EMS first-responder services and parks and recreation; they were least satisfied with the local criminal justice system and elected representatives. Most were also satisfied with their own neighborhoods. Neighborhood satisfaction levels differed by resource and by neighborhood. Residents were most satisfied with the availability and quality of natural, outdoor spaces and healthy foods; they were least satisfied with road and street conditions. Residents of central and northeast neighborhoods within the city of Spokane reported the lowest satisfaction relative to other neighborhoods across the county.

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