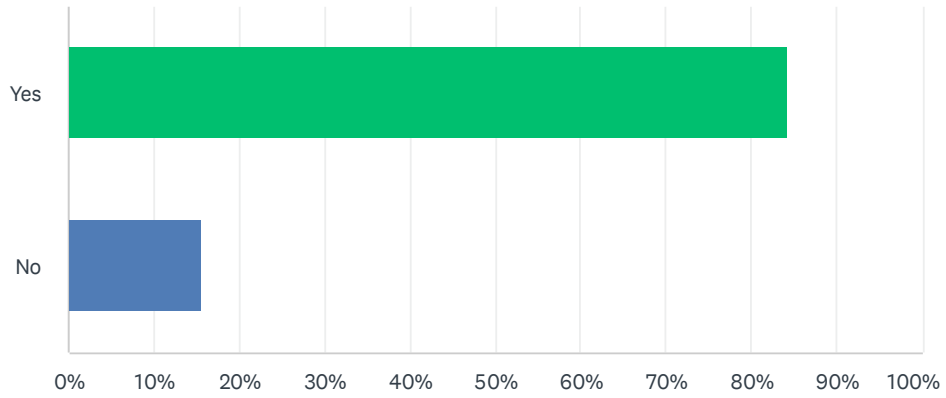


Q1 Do you reside, work, or own a business within City limits and/or Urban Growth Area (UGA)?

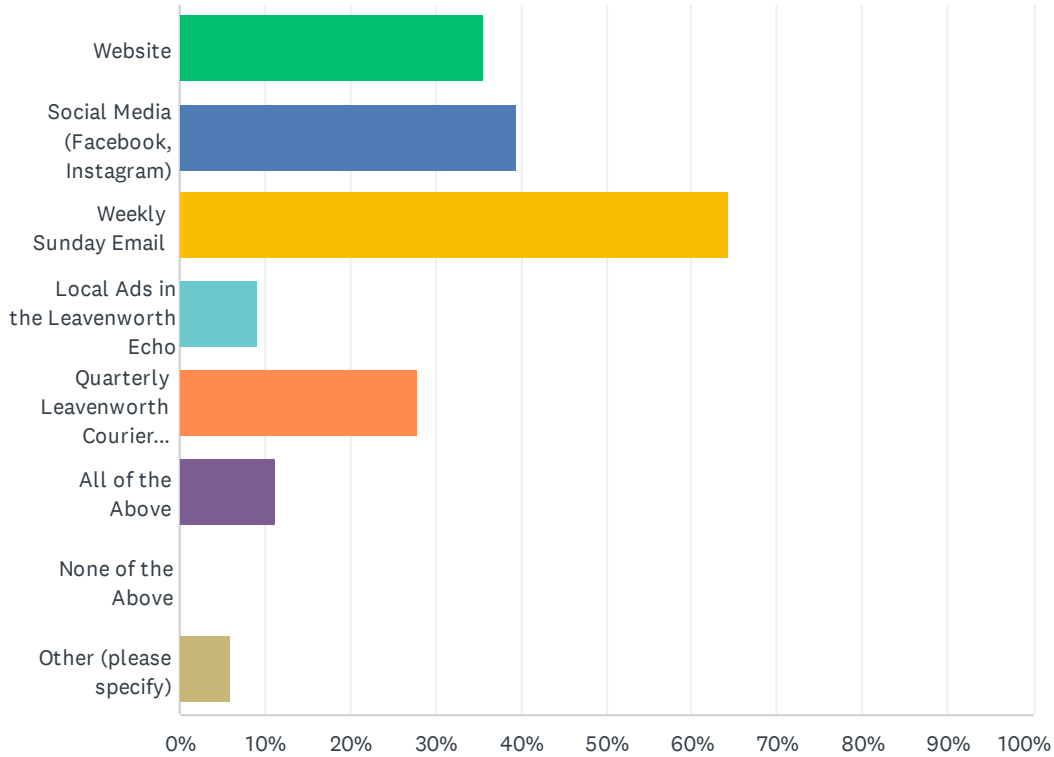
Answered: 134 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84.33%	113
No	15.67%	21
TOTAL		134

Q2 What is your preferred method for receiving updates from the City of Leavenworth? Select all that apply.

Answered: 132 Skipped: 2



ANSWER CHOICES	RESPONSES	
Website	35.61%	47
Social Media (Facebook, Instagram)	39.39%	52
Weekly Sunday Email	64.39%	85
Local Ads in the Leavenworth Echo	9.09%	12
Quarterly Leavenworth Courier Newsletter (mailed)	28.03%	37
All of the Above	11.36%	15
None of the Above	0.00%	0
Other (please specify)	6.06%	8
Total Respondents: 132		

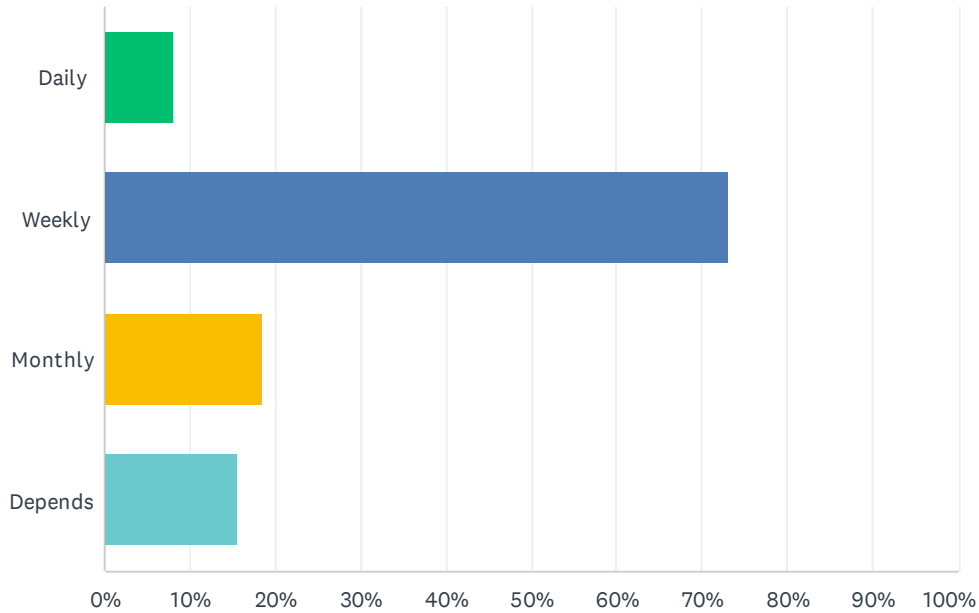
#	OTHER (PLEASE SPECIFY)	DATE
1	If possible send the meeting information the prior Friday so we have it by Monday. Thanks.	2/27/2024 10:18 PM
2	Letters from the Mayor in the Echo	2/22/2024 6:33 AM

City of Leavenworth Communications Survey (2024)

3	City's list serve emails	2/20/2024 10:14 AM
4	email	2/18/2024 9:22 AM
5	I do NOT use social media.	2/11/2024 11:09 AM
6	The more the better, I love communication and transparency.	2/9/2024 7:21 AM
7	A direct email would be way to not miss anything	2/4/2024 9:37 PM
8	Important notices by text, if they are timely and important.	2/4/2024 1:33 PM

Q3 How often would you like to receive updates from the City? Select all that apply.

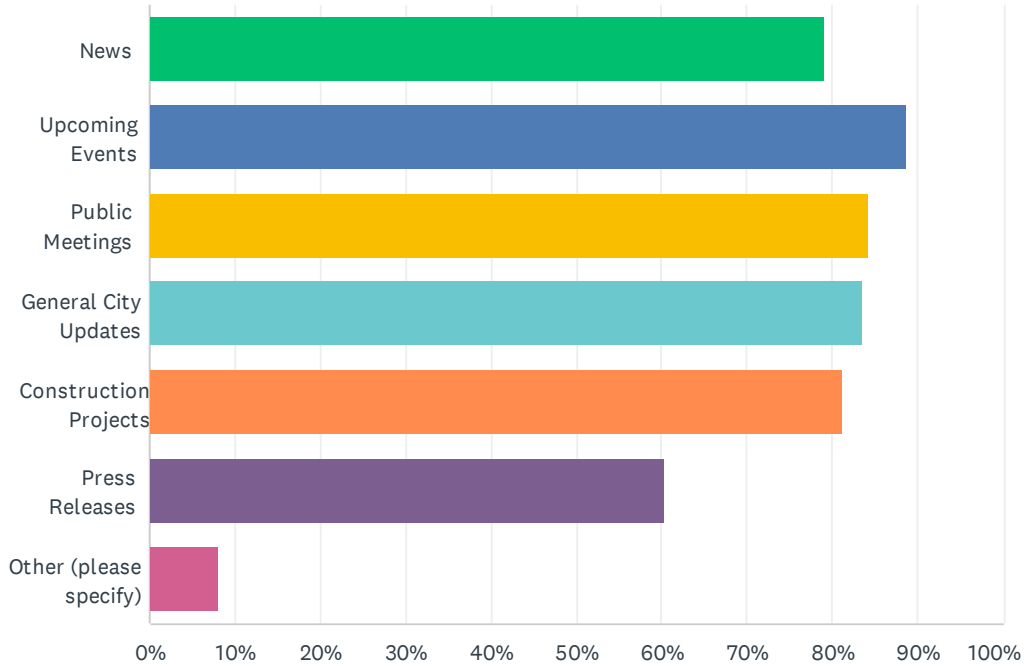
Answered: 134 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daily	8.21%	11
Weekly	73.13%	98
Monthly	18.66%	25
Depends	15.67%	21
Total Respondents: 134		

Q4 What type of information are you most interested in? Select all that apply.

Answered: 134 Skipped: 0



ANSWER CHOICES	RESPONSES
News	79.10% 106
Upcoming Events	88.81% 119
Public Meetings	84.33% 113
General City Updates	83.58% 112
Construction Projects	81.34% 109
Press Releases	60.45% 81
Other (please specify)	8.21% 11
Total Respondents: 134	

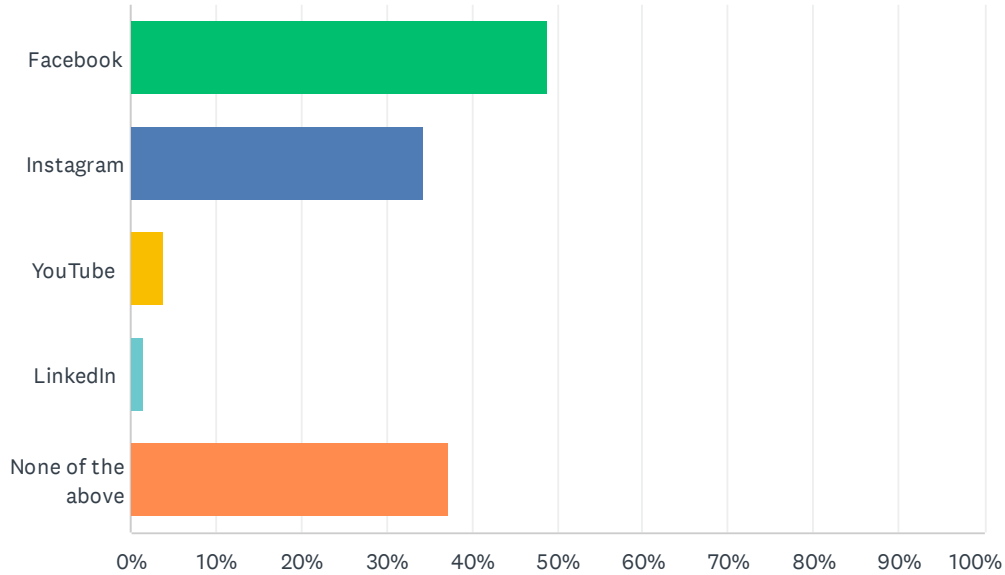
#	OTHER (PLEASE SPECIFY)	DATE
1	Any topic that affects home owners. Building or new projects/expansions on existing agreements, etc.	2/18/2024 11:49 AM
2	New employees. Nice to highlight City employees like PUD does sometimes and recognize their achievements.	2/13/2024 1:47 PM
3	Recreation development updates.. PRSA Top 10 issues monthly .and survey on public position on these issues. council Agenda ...	2/11/2024 10:14 AM
4	Tax revenue, expenses etc	2/9/2024 8:22 AM

City of Leavenworth Communications Survey (2024)

5	What's happening behind Safeway?	2/9/2024 8:20 AM
6	More excuses, why things never get done.	2/9/2024 7:07 AM
7	Parking	2/4/2024 9:37 PM
8	Emergency notifications	2/4/2024 4:38 PM
9	major proposals under consideration w/ info re: timelines and hearings	1/31/2024 1:48 PM
10	public hearing notices	1/31/2024 1:16 PM
11	Events the best	1/31/2024 1:14 PM

Q5 Do you currently follow the City of Leavenworth on any of our social media platforms? Select all that apply.

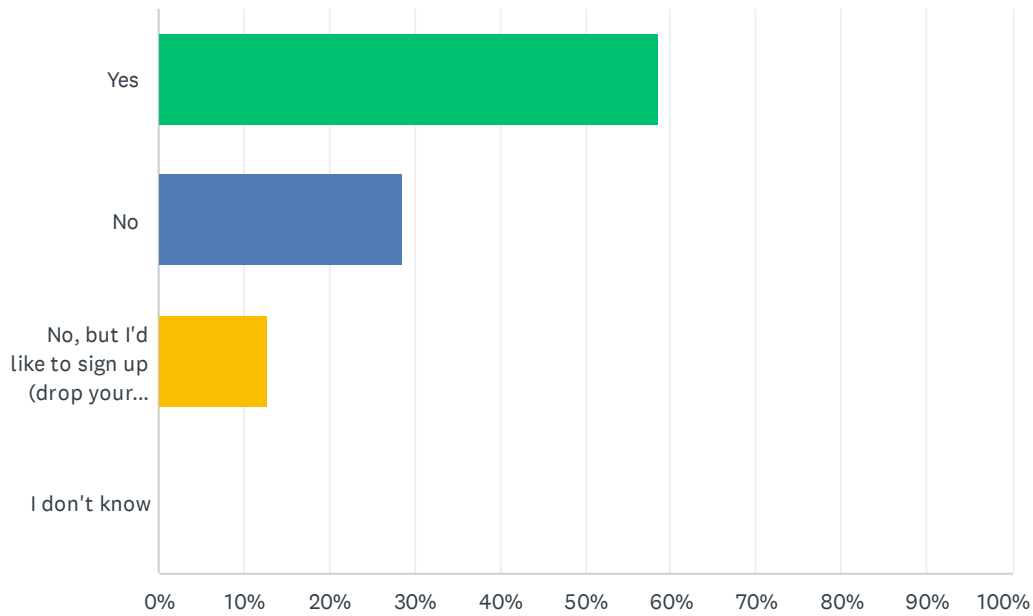
Answered: 131 Skipped: 3



ANSWER CHOICES	RESPONSES	
Facebook	48.85%	64
Instagram	34.35%	45
YouTube	3.82%	5
LinkedIn	1.53%	2
None of the above	37.40%	49
Total Respondents: 131		

Q6 Are you currently receiving our weekly Sunday updates via email?

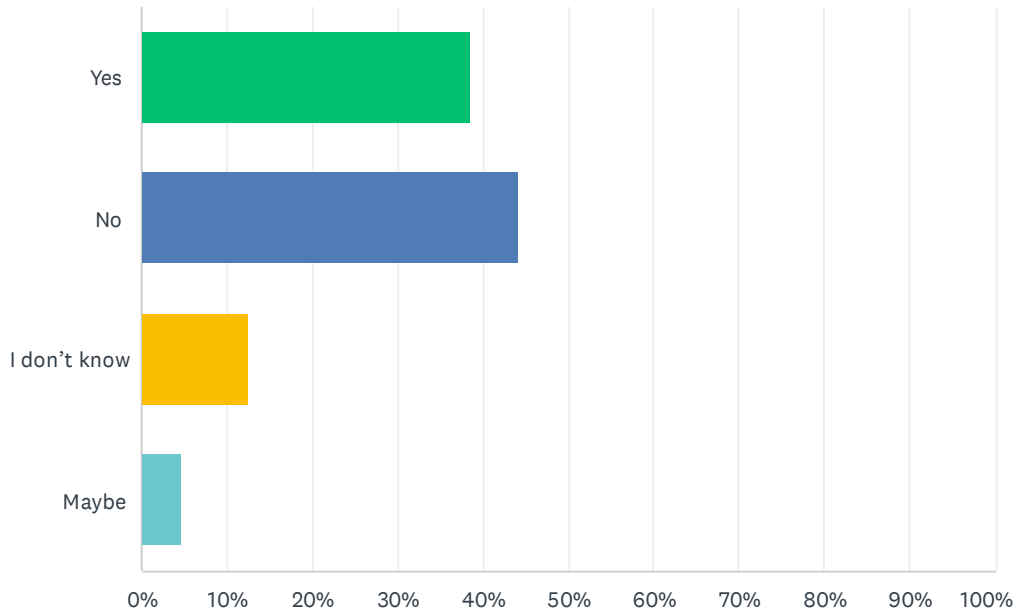
Answered: 133 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	58.65%	78
No	28.57%	38
No, but I'd like to sign up (drop your email address in the comment box at the end of this survey)	12.78%	17
I don't know	0.00%	0
TOTAL		133

Q7 Previously, the Leavenworth Courier was a newsletter that was mailed out quarterly. Have you received the Leavenworth Courier before?

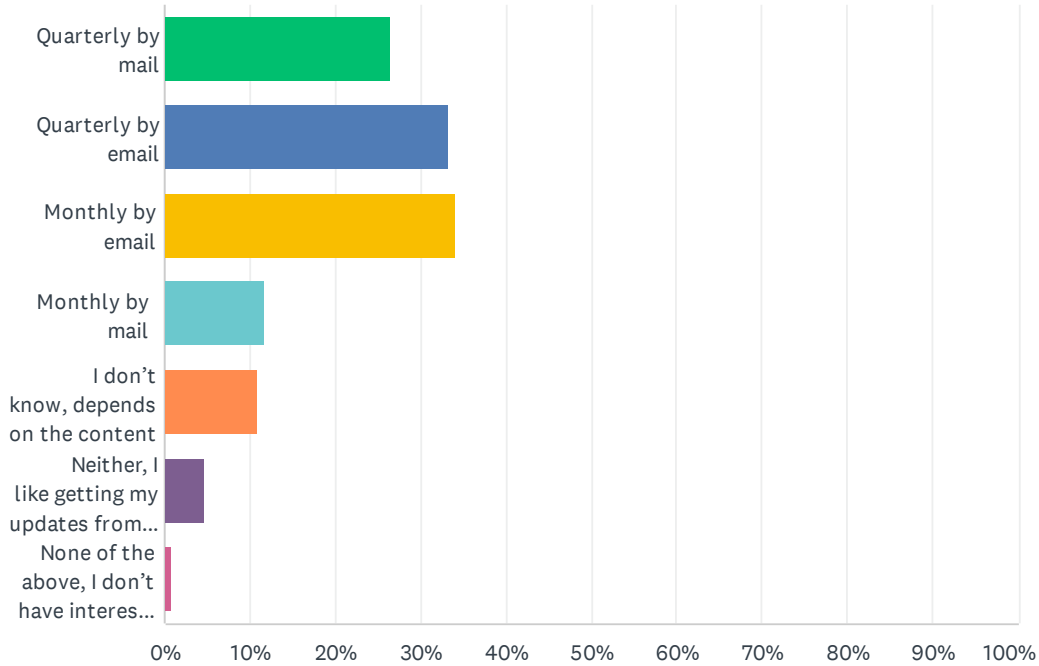
Answered: 127 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	38.58%	49
No	44.09%	56
I don't know	12.60%	16
Maybe	4.72%	6
TOTAL		127

Q8 If you were to receive a quarterly newsletter, what would be your preferred delivery method and/or frequency? Select all that apply.

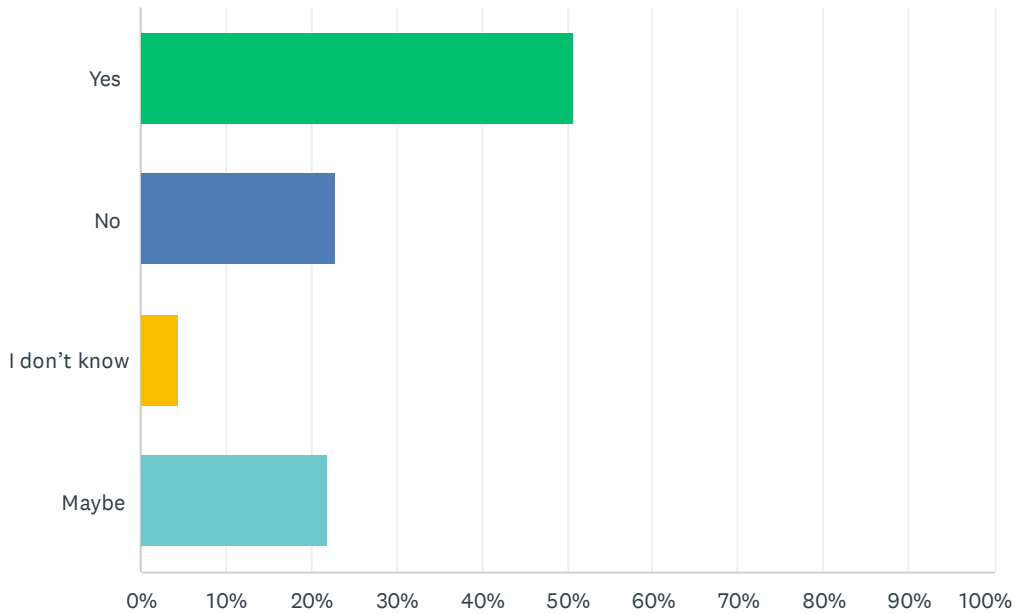
Answered: 129 Skipped: 5



ANSWER CHOICES	RESPONSES	
Quarterly by mail	26.36%	34
Quarterly by email	33.33%	43
Monthly by email	34.11%	44
Monthly by mail	11.63%	15
I don't know, depends on the content	10.85%	14
Neither, I like getting my updates from Social Media	4.65%	6
None of the above, I don't have interest in City news	0.78%	1
Total Respondents: 129		

Q9 Would you be interested in a mass notification system that would contact you via voice message, text, and/or email about various City-related news such as utilities updates, construction projects, emergency notifications, city-sanctioned events, and/or traffic alerts?

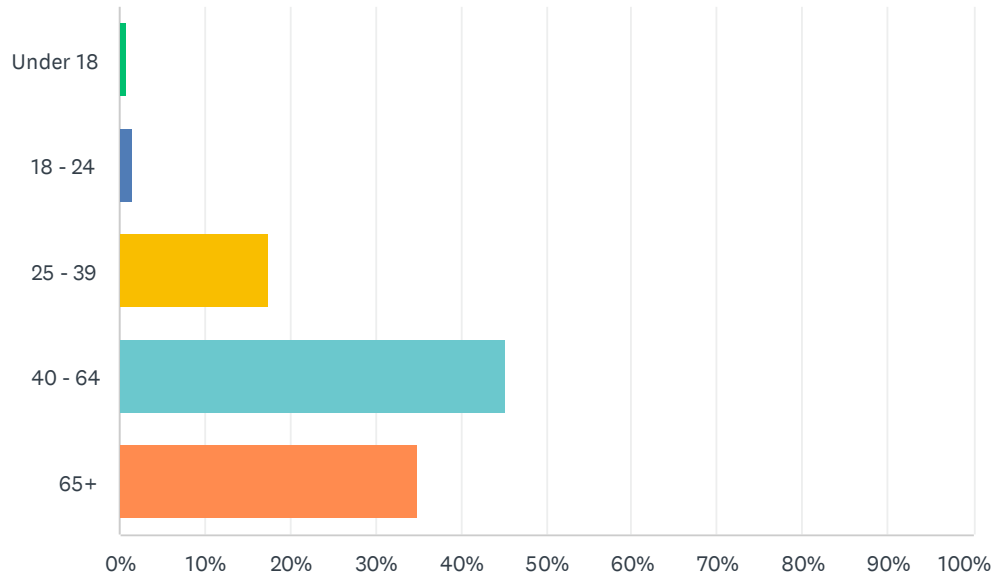
Answered: 132 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	50.76%	67
No	22.73%	30
I don't know	4.55%	6
Maybe	21.97%	29
TOTAL		132

Q10 [OPTIONAL] What is your age group?

Answered: 126 Skipped: 8



ANSWER CHOICES	RESPONSES	
Under 18	0.79%	1
18 - 24	1.59%	2
25 - 39	17.46%	22
40 - 64	45.24%	57
65+	34.92%	44
TOTAL		126

Q11 Do you have any suggestions for how the City of Leavenworth can improve its current communications (i.e., website, social media, monthly newsletter, etc.)?

Answered: 39 Skipped: 95

#	RESPONSES	DATE
1	Yes, respond to letters and correspondence. We are mostly concerned related to traffic/speeding/parking on Whitman Street. I've have expressed concern several times. Also infrastructure related to maintenance on current issues i.e. Some streets have parking, some don't. Some streets have sidewalks, others don't. Having said all this...we love the Village, the people, and all the City Workers who make this a great place to live. Mayor and Councilmembers, staff are at the top of the list to thank. As residents, how can we help? Lastly, we never see a Sheriff vehicle around, unless I am walking down Pine Street where they Park. Let's see more resources on our streets. Perhaps we need more officers? Perhaps we need our own Contract vs. Chelan County. Our village is growing rapidly, we can't seem to keep up on a few issues. Thanks for listening.	2/27/2024 10:18 PM
2		2/26/2024 3:16 PM
3	Please add me to weekly emails	2/26/2024 12:53 PM
4	Don't use facebook, you have to have a facebook account in order to view some posts, or navigate past certain pages. It's often not accessible.	2/25/2024 2:37 PM
5	When you announce in the weekly newsletter that the city council voted to adopt measure xxx, could you please include a brief description of what that is? I have gone to the City website and tried to find out what xxx was after the fact and failed. Maybe include a link to the previous meeting minutes with the weekly newsletter? I find the new city website hard to navigate. Thanks :-)	2/25/2024 11:01 AM
6		2/25/2024 10:22 AM
7	No	2/24/2024 9:05 PM
8	clean up and update your website, do a better job with news and notifications, fix the search tool	2/20/2024 1:33 PM
9	love the weekly notice	2/19/2024 3:09 PM
10	Stop lying. Fire Carl before he ruins town.	2/19/2024 4:34 AM
11	No social media, unless duplicated by other methods above. A resident should not have to sign up for social media and risk all the undesirable invasion of privacy that go along with that. If there was a way to view, say Facebook, without having to have an account maybe. For mass notifications, text, should not be the only method available.	2/13/2024 1:47 PM
12	You're doing a great job of communicating.	2/11/2024 12:07 PM
13	Monthly survey On our top ten issues as a city And more emphasis on community recreation...	2/11/2024 10:14 AM
14	I enjoy the Sunday newsletters and the timing is right for me, if I got it monday morning I probably wouldn't have time to read it. I also think engaging on social media (Facebook) is useful even though people can be ridiculous on there!	2/11/2024 8:19 AM
15	Throw me on that mailing list please! Thank you	2/9/2024 9:32 PM
16	Add it to our utility bill. Utility bill needs to state of "auto pay is set up - no balance due" otherwise it just says DUE. Due date needs to be on the front of the postcard. I always wondered why it only had a past due date. Didn't realize there was anything on the back. I like the new week at a glance. PLEASE move City Hall to the Osborne site. It doesn't need to be	2/9/2024 8:24 PM

City of Leavenworth Communications Survey (2024)

downtown. Leave the library where it is. More people come to the library than city hall. Less people would be impacted. Seems like the city is tossing the library their castoffs. Please put a cover on the pool or redo the pool. Huge shame it can only be used 3 months of the year. There has been no news on the pool in months. Seems like the city has said, not our problem. I hope there will be reserved parking in the City Hall lot for farmers market patrons for Summer 24 on Saturdays. When will bear resistant trashcan be required? Again no news on this topic. Replacing the parking meters seems like a huge expense. Still doesn't create accessibility for nondigital customers. More motorcycle parking please.

17	Not at the moment.	2/9/2024 12:00 PM
18	Listen to your residents rather than following your own agenda. We don't trust that you will listen and then response according to what you have heard. People are not involved in their government because your leadership tells the community what will happen rather than hear their very valid thoughts and concerns.	2/9/2024 8:20 AM
19	I would want text notifications for emergencies but nothing else. I suggest two expanded newsletters per year, quarterly is a lot for the city to manage.	2/9/2024 7:22 AM
20	Yes, please Check your German grammar. It is generally wrong and makes everyone look like ignorant. If you don't have anyone at a C1 German level then as AI.	2/9/2024 7:21 AM
21	Try literally anything. Remember when you shut my water off all day and I had a 28 minute notice to shower? I happened to come across a Facebook post but that shouldn't be my official notice that I'm losing my water for an entire day The crew was literally across the street over at Pine and Titus. I knew it would happen eventually but no one kept us up to date on the schedule.	2/9/2024 7:14 AM
22	More transparency, less excuses. When you don't remove snow for a week and then start using all your dumb phase levels as an answer, but don't really give any truthful responses. Happens all the time. It's lame and devalues your message. The way the city acts like no one knows how to work is a joke. If most of you were in private industry, you'd be fired for doing a poor job. Like having the grader parked at Dan's and the boys sitting at the hot case. All the while most streets haven't been touched. Seeing the same ole boys drive around every morning doubled up in trucks and they never get out, drive by things they know are wrong and have been wrong for along time and they do nothing at all ever. These are the people who cry about needing more money. Pathetic.	2/9/2024 7:07 AM
23	No	2/4/2024 4:07 PM
24	I think the city does a pretty good job of disseminating information, but falls woefully short of listening skills...most notably, the mayor himself. And I don't mean make it appear that you want feedback, I mean encourage and respond effectively to feedback. Communication can and should be a two way process! Why not use your electronic communication platforms as a way to encourage input as well and create additional dialogue with residents? Events like the community engagement night are great, but wouldn't it be awesome to create helpful conversations the rest of the time too? Thanks for asking!	2/4/2024 2:21 PM
25	signs on city hall if city office is closed.	2/4/2024 1:33 PM
26	No	2/4/2024 12:53 PM
27	more transparency re: applications/proposals (e.g., CUP request from Adventure Park - communication for such a big topic has been woefully inadequate)	1/31/2024 1:48 PM
28	communication and putting local business first. more support from city planning / flexible	1/31/2024 1:46 PM
29	improved communication and problem solving of city and county	1/31/2024 1:45 PM
30	XXOOXX	1/31/2024 1:44 PM
31	mass notifications by email	1/31/2024 1:44 PM
32	mass notifications for emergencies and traffic alerts	1/31/2024 1:38 PM
33	email newsletter	1/31/2024 1:33 PM
34	mass notifications for emergencies and traffic alerts	1/31/2024 1:29 PM
35	okay with email, curious how you would coordinate a mass notification system with that of	1/31/2024 1:27 PM

City of Leavenworth Communications Survey (2024)

Chelan County Emergency Management

36	mass notification by email only	1/31/2024 1:22 PM
37	social media updates frequently, follow-up on current projects so we know progress and outcome	1/31/2024 1:22 PM
38	mass notification system only for emergency	1/31/2024 1:20 PM
39	mass notification system, especially for wildfire alerts	1/31/2024 1:16 PM

NOTE: Survey responses have been modified to exclude any personal contact information to ensure anonymity.