

City of Manzanita - Citizen Survey

This tabulation is of a city services survey sent to all water customers of Manzanita during the **Spring of 2006** and reported to the Manzanita City Council on August 9, 2006.

Purpose. Unlike the broader open-ended survey conducted in 2005, this survey was intended to target satisfaction with basic City services. The City of Batavia survey located by Mayor Hugh McIsaac served as an agreed model.

Methodology. The City thought it best to make the answers simple and numerical, and that it would be easiest and lowest cost to distribute by mail with a water bill. The Task Force agreed. The surveys were mailed in March of 2006 and a deadline for responses of May 15, 2006 was published. About **1500** were mailed to water customers and **313** were returned, a **21%** response rate; very good for this type of survey, about the same ratio as the previous open-ended survey. No effort was made to mail to non-water customers (landowners without buildings or water service), employees, renters, visitors, etc. The geographic boundary for respondents is approximately the same as the Manzanita's U.G.B. (urban growth boundary) and omits Neahkahnie.

Survey responses were treated as anonymous, tabulated by survey number; spot checked for accuracy, and statistical information was gleaned using formulas using a spreadsheet. Only a few short-answers were requested, but spontaneously many other text responses were written by respondents. These text responses were transcribed without edit or comment, and are included here in appendices.

Cost, Volunteers. The cost to the City of Manzanita was \$215 to print the surveys, there was no additional postage, \$500 for outside assistance to tabulate the data. City Manager Jerry Taylor attended CITF meetings, but sees no need to identify a "staff cost" associated with this survey. There was much volunteer time by members of the Citizen Involvement Task force, and in particular Ted Weissbach, Linda Kozlowski and Stewart Martin are to be commended for countless hours dedicated to preparing and tabulating this survey, and making the response information usable by the City staff, City Council and the Manzanita community at large.

Benefits. The Task Force believes this survey will be usable and beneficial in these ways:

- a quick thermometer gauging "hot issues", and how people feel about them
- providing a statistical measure of importance and satisfaction by the community on a wide variety of issues
- in future budget decisions and City goal-setting
- in City committees/commissions/task forces – their creation, future charges, and communication with them
- understanding how people learn about community issues, and their desire to learn more
- the statistical results, and text comments, demonstrate strong feelings on many of the same issues on the Fall 2005 open-ended survey and this one – there is much issue consistency
- it is recommended that the City do this survey annually, and compare the results (as Batavia did) – this provides useful longitudinal measures of importance and satisfaction on City services; and a verification when the City thinks issues are resolved
- by tapping into the two-thirds of residents who own property but are here only part-time, the community is educating future full-time residents, preparing to engage them in the lifeblood of the community, and get support from them in the near future
- these surveys provide a dialog between members of the community and their local government; shares and illustrates with useful public information which can be gathered no other way; and when the City leadership uses this information in its planning and action, that instills more public confidence in local government, willingness to pay taxes and fees, and a healthier community
- these surveys, and the City's responses, lead to broader involvement by more members of the community than the "usual suspects" who attend city meetings regularly; and may lead to informed future community leadership
- future surveys can target more specific information, such as would you pay \$X in increased taxes for a particular community facility or improvement, or which is more important among a list of choices.

Snapshot demographics of the survey respondents:

This City Services survey Spring 2006

1500 mailed to water customers, **313** returned
21% response
97% were property owners
65% part time residents
35% full time residents
49% retired
55% post graduate education
8% work in Manzanita

The Manzanita Community Survey Fall 2005

1700 mailed to broader base, **327** returned
19% response
95% were property owners
61% part time residents
35% full time residents
50% are 60 and over
4% owned a business in Manzanita

The members of the Citizen Involvement Task Force are:

- Hugh McIsaac, Mayor & Chairperson - full time resident of Manzanita
- Dianne Getty, full time resident of Necarney City
- Frank Johnson, full time resident of Manzanita
- Linda Kozlowski, part-time resident of Manzanita
- Kris LaMar, a homeowner who resides in both Portland and Manzanita
- Stewart Martin, a full time resident of Neahkahnie
- Leila Salmon, full time resident of Manzanita
- Ray Scales, full time resident of Manzanita
- Cheryl and Dick Streedain, half-year full-time residents of Manzanita
- Ted Weissbach, full time resident of Manzanita
- Patty Went, full time resident of Manzanita

With that introduction, **below are the results** from this city services survey as compiled by the Citizen Involvement Task Force. The questions are in numeric order; sub parts are lettered.

Please use a number from 1 to 4 to rate each item below. (4 represents the best, 1 the worst.)

1. How do you rate Manzanita as a place to live? (**298** responses) Average **3.4**
Excellent (4) 49% Good(3) 43% Fair (2) 8% Poor (1) 0%
2. How do you rate Manzanita as a place to retire? (**290** responses) Average **3.3**
Excellent (4) 42% Good(3) 42% Fair (2) 14% Poor (1) 1%
3. How do rate Manzanita as a place to rear children? (**227** responses) Average **2.6**
Excellent (4) 18% Good(3) 37% Fair (2) 35% Poor (1) 10%
4. How do you rate overall quality your neighborhood? (**296** responses) Average **3.4**
Excellent (4) 46% Good(3) 45% Fair (2) 9% Poor (1) 0%
5. Please circle the value you believe you receive for the taxes you pay for City services. (Approximately 4 % of your total property tax bill goes to City government.) (**301** responses)
High Value (4) 37% Some Value (3) 49% Little Value (2) 13% No Value(1) 1%

6. How do you rate the City's efforts **to provide information** to the citizens of Manzanita on important issues? (**306** responses)

High Effort(4) **51%** **Medium Effort** (3) **39%** **Little Effort** (2) **9%** **No Effort** (1) **1%**

7. How do you rate City's efforts **to gather input** from citizens on important issues? (**299** responses)

High Effort (4) **51%** **Medium Effort** (3) **36%** **Little Effort** (2) **11%** **No Effort** (1) **1%**

8. How well-informed do you believe you are on major issues in Manzanita? (**310** responses)

Very well (4) **14%** **Somewhat informed** (3) **71%** **Somewhat uninformed** (2) **10%** **Very uninformed** (1) **5%**

9. Where are you most likely to seek information on City issues? (Pick your top 3)

City Council member	<u>36</u> (12%)	NC Citizen	<u>209</u> (67%)
City Manager	<u>79</u> (25%)	Headlight Herald	<u>35</u> (11%)
Word of mouth (better known as gossip)	<u>145</u> (46%)	City Newsletter	<u>201</u> (64%)
Other (Please specify)	<u>39</u> (12%)	(see Appendix for Other responses)	

10. Which local newspaper (not the **Oregonian**) do you read? (**246** responses)

226 (92%) **North Coast Citizen** **64** (26%) **Headlight Herald** **29** (12%) **Astorian** **67** (27%) **None**

11. I attended a City Council, Committee or Commission meeting # times in the last year. (**294** responses)

Times	0	1	2-10	11-20	29
# of People	224	25	40	4	1
% Responding	76%	9%	14%	1%	0%

12. Should the City pursue city-wide wireless broadband internet access? (**302** responses)

Yes **57%** **No** **14%** **Don't Know** **28%** (See **Appendix** for text responses)

13. How sensitive are Manzanita Police Officers to the problems of your neighborhood? (**224** responses)

Very sensitive (29%) **Mostly sensitive** (58%) **Mostly insensitive** (10%) **Very insensitive** (1%)

14. How safe is Manzanita compared to neighboring communities? (**288** responses)

Very safe (32%) **Safe** (50%) **About the same** (17%) **Unsafe** (1%) **Very Unsafe** (0%)

15. Please review the list of goals below set by the City Council for 2006. Aside from providing high quality city services and ensuring public safety, which of the following goals do you believe **most** important, **second** most important, and **third** most important for Manzanita at the present time?

Most Important Goal (**288** responses) – goals are in City goal order; goals with most votes is **bolded**.

31%	Approve Intergovern. Agreement to provide regional approach to fire protection
24%	ODOT design to include improvements between Manz and Neahkahnne Creek
6%	Phased takeover of County roads within city limits by City, 1 st yr implementation
9%	Complete street paving projects on 1 st and North - continue in 2006-2007 budget
3%	Add'l Right of way to improve Laneda between Division and Hwy 101, identify costs
7%	Conduct 1 or more Town Hall Meetings Spring 06, develop list of community issues
4%	Complete City website

10%	Add specific design review criteria to Zoning Ordin. for commercial buildings & zone
2%	Concepts for providing additional revenue for road improvements, implement them
4%	Recruit core volunteer leaders for neighborhood emergency preparedness

Second Most Important Goal (284 responses)

15%	Approve intergov agmt to provide regional approach to fire protection
19%	ODOT design to include improvements between Manzanita & Neahkahnie Creek
11%	Phased takeover of County roads within city limits by City, 1 st yr implementation
8%	Complete street paving projects on 1 st and North - continue in 2006-2007 budget
6%	Add'l Right of way to improve Laneda between Division and Hwy 101, identify costs
8%	Conduct 1 or more Town Hall Meetings Spring 06, develop list of community issues
8%	Complete City website
14%	Add specific design review criteria to Zoning Ordin. for commercial buildings & zone
7%	Concepts for providing additional revenue for road improvements, implement them
4%	Recruit core volunteer leaders for neighborhood emergency preparedness

Third Most Important Goal (272 responses)

10%	Approve intergov agmt to provide regional approach to fire protection
11%	ODOT design to include improvements between Manz and Neahkahnie Creek
12%	Phased takeover of County roads within city limits by City, 1 st yr implementation
7%	Complete street paving projects on 1 st and North - continue in 2006-2007 budget
7%	Add'l Right of way to improve Laneda between Division and Hwy 101, identify costs
7%	Conduct 1 or more Town Hall Meetings Spring 06, develop list of community issues
15%	Complete City website
14%	Add specific design review criteria to Zoning Ordin. for commercial buildings & zone
6%	Concepts for providing additional revenue for road improvements, implement them
13%	Recruit core volunteer leaders for neighborhood emergency preparedness

This ranking method follows through on the Batavia methodology; other ranking methods could have been used.

Additional Comments on Important Improvements, see **Appendix** for Question #15. **Here** is a terse **summary**:

Responses focused on managing growth in Manzanita

- keep small town atmosphere, limit condo development, need a compreh. plan).

Also clearly identified were:

- pave roads, maintain roads, water drainage a problem
- added restrooms near beach
- manage short term rentals
- handicap access to beach
- keep 2nd home owners involved

16. **Importance and satisfaction ratings:** The following section lists specific services provided by the City. Please rate how *important* you believe each of these services is for Manzanita, and then rate how *satisfied* you are with that service. An “N” rating means you have no opinion for that item. Please circle an answer for both *importance* and *satisfaction*.

As you read Averages below, note the **rating scale** for responses was **1 (Low) to 5 (High)** in Importance/Satisfaction.

Topic - and Question	Importance		Satisfaction	
	Responses	Average	Responses	Average
-- Community Development --				
a Manage development to ensure community balance	261	4.6	251	3.2
b Enforcing existing building codes	285	4.5	264	3.3
c Enforcing existing land use regulations (zoning)	285	4.6	266	3.4
d Designing streets for good traffic circulation	277	4.0	256	3.3
e Revitalizing downtown	279	3.4	261	3.5
f Attracting affordable housing	282	3.1	266	2.7
g Promoting senior citizen housing	280	3.0	261	2.9
h Preserving Manzanita's small town feel	292	4.7	270	3.6
i Preserving open space and nature areas	290	4.7	265	3.3
-- Police Services --	Responses	Average	Responses	Average
j Responding to citizen calls	280	4.8	260	4.0
k Enforcing traffic and parking laws	279	4.0	263	3.6
l Solving crimes	276	4.6	260	3.7
m Policing community through patrols	278	4.4	260	3.5
n Preventing sale of alcohol and tobacco to minors	279	4.3	260	3.8
o Enforcing laws regarding juvenile delinquency	276	4.3	258	3.6
p Preventing fires through safety inspections	276	4.2	258	3.6
q Preventing fires through citizen education	275	4.1	254	3.5
r Responding to fires	282	4.9	263	4.4
s Providing water rescue services	282	4.6	262	4.3
t Disaster preparedness	282	4.7	261	3.8
-- Public Works Services --	Responses	Average	Responses	Average
u Maintaining existing street, sidewalks and curbs	286	4.3	269	3.4
v Improving streets and intersections	280	4.0	268	3.3
w Making improvements for pedestrians and bicycles	281	3.8	264	3.4
x Providing clean, high quality, drinking water	288	4.9	270	4.0
y Managing storm water to prevent flooding	284	4.4	266	3.6
z Maintaining park facilities	284	4.2	269	4.1
-- General Services --	Responses	Average	Responses	Average
aa Providing info on City services & major issues	281	4.5	267	3.7
bb Promoting and supporting community events	284	4.0	268	3.8
cc Regulating short term rentals	282	3.8	268	3.3
dd Provide Municipal Court	276	3.1	250	3.6

Demographics (optional)

- 17. Do you rent or own your Manzanita residence? Rent **7 (2%)** Own **303 (98%)**
- 18. Are you a full-time or part-time resident? Part **201 (65%)** Full **107 (35%)**
- 19. Do you own a business in Manzanita? Yes **24 (8%)** No **284 (92%)**
- 20. Are you employed in Manzanita? Yes **23 (8%)** No **285 (92%)**
- 21. Are you retired? Yes **151 (49%)** No **155 (51%)**
- 22. What is your highest level of education?

Education	Responses	%
Some high school	1	0%
High school graduate	7	2%
Some College	52	17%
College graduate	80	26%
Post-grad education	171	55%

- 23. What is your age?

Age	Responses	%
18 or under	0	0%
19 to 40	11	4%
41 to 55	81	26%
55 to 65	117	38%
Over 65	101	33%

Thank you all for completing the City of Manzanita Citizen Survey.

Appendices – City of Manzanita Services Survey in Spring of 2006:

Question 9 - Text Responses (where people seek info).

Go to City Hall
Neighbors
Visual
Community Hall Potluck
Neighbors and friends
Commission Meetings
Posting at local businesses coffee shops/hall
Local real estate mailer
Council & Planning Commission meetings
City workers "in the loop"
Neighbors
Attend meetings
Bulletin boards
Network of concerned and informed citizens, minutes of meetings, public records
Ask city hall employees
City council meetings
Long term residents
Former council member
City Hall
At City Hall
City Hall office
The Mayor
Neighbors - not gossip
Manzanita reporter, PUD newsletter
Please recommend something
Calling City Hall
Real estate agent
Community center
Notices in town in shops
Neighbors
City Hall
Staff at City Hall
Tillamook
Go in or call city hall
City offices
Post office board
Public meeting and documentation at City Hall
Internet
Nicholson - Stickel – Raker

Question 12 Comments (should City pursue wireless?)

Who pays for it?
Would be wonderful if affordable. (continued next column)

(Q 12 continued)

Depending on expense.
How would it be funded?
Maybe but technology moves fast so be careful if you go this route.

Question 15 - Important goals not on the City's list:

Pave surface road running N-S from Manzanita Lumber to Driving Range
S no. 12 above - citywide wireless.
Continue to seek property owners involvement
Preserving the urban forest (monitor the cutting down of trees for development)
More parking, public restrooms
Gripe: When there is projects proposed that would affect all residents, then all owners should have a vote, not just full time residents. All of us pay the taxes that are used to pay for those projects!
Fix Manzanita Ave from Division-East to 101
Foster development (by nfp or others) of support services (such as affordable housing, supportive health careless) to enable elderly & infirmed to stay in this community.
Providing pedestrian walkways that are NOT down/in the drive lanes
Raise property taxes to pay for needed city services
Review residential building codes for density, height, and setback requirements. It looks like you can build anything in this city.
Hoffman Center Activities
Road Preservation and restoration is the most neglected problem Enforce Short-term Rental ordinance
Public restrooms closer to the beach with local art installations (hire Mr. Bender for ideas) wheelchair ramp to beach-recoverable for winter storm times, no chain biz
No to C, you can maintain what you have now
Safety of children in the area Hor4se or dog waste on the beach needs stopping
Item G should be done
Design review of non commercial buildings i.e. homes
Keep Manzanita small town character
Rental properties short-term rentals
Someone is going to be injured in the ditches the city had dug, too deep, more dangerous/Water rates way to high
Work with state parks/lands and county on beach area parking and boardwalk for handicapped access/viewing
The planning commission is not the appropriate body for design review

I am very unhappy with the lack of storm water drainage in front of my home and the property next to it. 369 S 4th PL
Improving parking & sidewalks on Ocean, before there is a serious accident involving automobiles (and or) pedestrians.
Change City name to Manzanita Beach
Limiting condominium development
Plus safety-adequate paths/sidewalks for people to safely walk to town on Carmel (especially around the curves)
AAA top priority should be-must be-better management of property development/growth, i.e., 8 extremely close (Pelican) home built where 4 could be adequately accommodated. If Manzanita continues to allow such development, Manzanita will no longer be the special place it is. This issue is much more important than what will happen in the commercial are (HH)
Regrade, repave - deal with drainage on treasure cove, beeswax, and streets between Laneda and golf course.
Plan added restroom facility close to the beach
Install speed bumps on residential streets right off of Laneda or parallel to Laneda so the traffic in tourist season is forced to slow down! Cats, dogs, and children and other wildlife are being killed, hurt or are in great danger (year round)
Accessibility to wheelchair users in all public places and restaurants in Manzanita as well as access to ocean from Laneda. What happened to the donated funds for a ramp designated at the end of Laneda for that purpose???
Ensure the livability of Manzanita through supporting the business community, supporting social services education and adopting over arching vision for the residential in fill designs.
A tree ordinance or zoning code to control removal off trees on city lots and size restrictions or remodeling and new home construction.
Zoning against rv's
Zoning for residential building that requires some trees left on building site, habitat is important for wildlife and people
Develop some housing for summer workers who are needed but live outside the area
Provide public restrooms close to the beach have a tree trimming campaign city wide to keep limbs out of wires and preserving views. Encourage a decent family restaurant reasonably priced
A new tree ordinance for residential areas
Is the fire station in tsunami zone? Is there a plan to re-locate?
Revise residential building codes/rules to help minimize "McMansions". These would include height restrictions, set back requirements design consistencies construction noise, no-work on holidays, ect... If council is challenged appoint committee of citizens, not tied to construction/building industry to promote objective decisions.
Although this may seem trite restroom facilities are needed on beach
Re: H - not only commercial bldgs, but houses, land use as well
Paving of Laneda ave from div. Street to 101

Repeal the short-term rental tax
The gathering of citizen input is followed by actions or changes in current policy. There is danger in continually asking for input and nothing changes. I think the result is a cynical citizen.
Real estate companies control so designs and size of homes inappropriate.
I do not like the expansion of city property development I am anti-growth advocate
Balancing density and small-town quality
Maintain all city streets i.e. Ocean crest lane, county used to maintain it until we were annexed to the city now we have no maintenance even though we pay more taxes to be part of Manzanita
My most important goal is to maintain the small town feels of Manzanita. This would include limiting commercial development to Laneda and setting or enforcing strict guidelines regarding development. Too many lots are being razed to build homes inconsistent with a small beach town ambience we need to have design review on all new and remodeled construction. I would also like to see some of my tax money go towards purchasing green space and preserving the wonderful trees in this community
A good medical clinic is urgently needed. The Rinehart clinic is a joke
Spruce up entrance to Manzanita, Laneda ave and provide beachfront public restrooms
Offer streamlined process for local blocks & neighborhoods to create L.I.D. funding for road repair block by block
Emergency medical services closer than seaside and Tillamook
Bury the utilities boxes so they are less conspicuous
Please don't create a bureaucracy with fire protection as a resident of Portland the added cost of the fire protection is staggering. Unfortunately much of the cost is attributed to PERS. As and Oregonian who has never used the service for fire protection please don't think its a good answer. When I suspect the need is not justified. I would much rather pay the volunteer group so amount than engage the over paid, county employed fire fighter.
Better filling needs in growth bound
Make the city more bicycle friendly undertake a "three villages concept to tie Manzanita, Nehalem, and wheeler closer together- look at providing a dedicated bike path between the three villages
Lot usage review construction monitoring protection of trees on property
Don't do any of current plans put stop sign at bottom of hill going south and lower speed limit half way down hill. We need more places to eat and we need a variety of cuisine and costs.
Work with police to eliminate drug use and druggies in the community.
City wide wireless broadband Internet access as long as it is not overly restrictive.

Residential zoning. Closer attention to permits for fencing, trees, i.e. when fences are erected there should be someone to look at boundaries and where the fence is erected. Also new construction is leaving trees, which are doomed to die or be blown over.

Are there things that shouldn't be a priority in here - yes, I believe (b & e) not an established safety risk (c) why should the city absolve Till. Co. from responsibilities here?

Open city hall on sat. For few hours

10-year development plan needed for waste management/recycling?

Sadly, I am not informed enough to make judgment. Hopefully, by next year.

Make a second lane going up neahkahnie mt. To the trailhead (lobby for)

Look at zoning issues to restrict over building of condos in residential portions of Manzanita

Improve Laneda ave & ocean rd

Pay more attention to the needs of the permanent residency less attention to the needs of the tourist we live here not them Improvements for street water controls many streets need drainage ditches cement and drains to divert water and reduce erosion ie. Upper ocean ave, e side of 3rd st, corners by golf course those floods.

Storm water drainage

Reduce property tax's (private) and just let Manzanita be a little community. Not a place where the local gov has to feel like they are the Big Dog. I bought property 2nd built in Manzanita because I wanted to get away from all the Big City crap and rules

Bathrooms near beach

Ordinance to control multi-family dwellings (condo's)

Secondary streets are in need of improvements - potholes, drainage, etc. Some damage to streets being done by contractors Using heavy machinery and trucks. They should be required to repair their damage.

Enforce or change existing rules, provide relief from raccoons

Set up automatic debiting of water bills

B also 3rd important

Get the county to share revenue more evenly based on our taxes

If you have connections and money, you can get it done Needed & Necessary: design review criteria for residential properties. As in how does the city approve designs for new homes that do not include garages? What about ugliness Stop letting insiders obtain bldg. Permits just before new codes are issued

Consistency in building regulations and set back on the beachfront. Especially height restrictions.

Provide a voice/input from part timers and look for more ways to include them in the course of the city

Road and sidewalk improvement on south Carmel from Laneda to the golf course with proper water drainage

I just moved here 4 months ago so am not totally familiar with most goals and services

Dog control/nuisance noise. I'm not a full time resident, but my impression is Tillamook county neglects Manzanita. Just a perception.

No

Infrastructure roads, city water system old piping

To incorporate Sea Forest and Pine Ridge as part of Manzanita

Can you show more interest in things to do i.e. Hoffman

Center? You are not Business friendly (h) how you are obsessed with the street even PDX has gravel roads.

Sometimes the town is dead- not even a place open to eat

Increased police presence up to and after July 4th cracks down on illegal fireworks.

Adopt a comprehensive action plan to improve streets from

downtown south to the state park while changing current "resident-maintain" status to become city maintain. Some of the streets south of the golf course are nearing a real concern for safety as a result of large amounts of standing water Keep the # of rentals within the current % - do not expand % - we don't want to become cannon beach/seaside - ugh.

It would be nice if someone gave the opst office a spring clean up. The downtown core area is clean & well kept. Why isn't the PO?

I don't know use good common sense for the above

What do we want Manzanita to become? Vision first then implementation. I don't feel we know the answer is we a retirement community, a broad community or a destination resort?

Address growth issues

On Laneda, outlaw any more building to the sidewalk

Drainage issues on all streets, particularly 4th & pine area that always has standing water after a storm

Increase volume on tsunami warning cannot be heard

oceanfront properties

Pave (basic) all roads w/in town limits. Put utilities underground

Yes, paving classic st from dorcas to Manzanita Ave. It would improve driving on Dorcas so I could turn on Classic instead of Division. And going from Bank of Astoria to Manzanita Avenue is sometimes better than driving Laneda, but Classic St. is too dusty or bumpy. ZCS

Yes, Neahkahnie should be annexed

Pass legislation to stop condo development it can be done. Ask a lawyer

Please hire a professional planner

Design review to avoid oversize monster houses

Revisit city growth strategy with community times are changing

I do not want to see Manzanita turn into another Cannon

Beach. We should be smarter than they were. Do not ruin the city with so called ART and wine shops & tourist Traps.

Manzanita should have a clearly publicized leash law pertaining to the dogs of both visitors and residents. It should be applicable to dogs being walked on streets but not necessarily the beach. Fines (\$10.00) could be used to create a public Information kiosk (maps, brochures, announcements) somewhere along Laneda Ave.
 Ensure participation options for those people who actually live and work here, not just retirees or vacation homeowners

Restroom (small and simple like the one at the park) near the beach
 Encourage sustainability/recycling/alternative energy.
 Community events we love the July 4th parade, events and fireworks
 Revisit the growth philosophy commercial vs. residential
 Consider acquiring open space lots throughout the city (funded by a bond maybe? To prevent 100% housing infill in town)

Question 16 - here is the detail behind the Response and Average figures:

16. Importance and satisfaction ratings: The following section lists specific services provided by the City. Please rate how **important** you believe each of these services is for Manzanita, and then rate how **satisfied** you are with that service. An N rating means you have no opinion for that item. Please circle an answer for both **importance** and **satisfaction**.

Community Development Services	Importance						Satisfaction					
	Low	High				N	Low	High				N
a Manage development to ensure community balance	1	2	3	4	5	N	1	2	3	4	5	N
	2	1	7	16	69	6	8	13	30	26	12	11
	Average 4.6						Average. 3.2					
b Enforcing existing building codes	1	2	3	4	5	N	1	2	3	4	5	N
	2	0	9	21	62	5	10	8	28	26	14	14
	Average 4.5						Average. 3.3					
c Enforcing existing land use regulations (zoning)	1	2	3	4	5	N	1	2	3	4	5	N
	1	1	7	19	67	5	6	10	26	26	13	20
	Average 4.6						Average. 3.4					
d Designing streets for good traffic circulation	1	2	3	4	5	N	1	2	3	4	5	N
	4	5	19	27	42	2	8	8	32	29	12	10
	Average 4.0						Average. 3.3					
e Revitalizing downtown	1	2	3	4	5	N	1	2	3	4	5	N
	13	9	25	23	24	5	6	8	27	28	17	13
	Average 3.4						Average. 3.5					
f Attracting affordable housing	1	2	3	4	5	N	1	2	3	4	5	N
	19	11	25	17	19	9	15	16	25	10	7	27
	Average 3.1						Average. 2.7					
g Promoting senior citizen housing	1	2	3	4	5	N	1	2	3	4	5	N
	17	15	26	16	15	11	11	14	24	10	9	33
	Average 3.0						Average. 2.9					

h Preserving Manzanita's small town feel	1	2	3	4	5	N	1	2	3	4	5	N
	2	2	2	11	83	1	5	9	28	33	22	3
	Average 4.7						Average. 3.6					

i Preserving open space and nature areas	1	2	3	4	5	N	1	2	3	4	5	N
	1	1	4	16	75	2	9	11	32	23	18	8
	Average 4.7						Average. 3.3					

Police Services

	Importance						Satisfaction					
	Low			High			Low			High		
j Responding to citizen calls	1	2	3	4	5	N	1	2	3	4	5	N
	0	0	3	11	70	16	2	3	12	20	24	40
	Average 4.8						Average. 4.0					

k Enforcing traffic and parking laws	1	2	3	4	5	N	1	2	3	4	5	N
	4	3	21	25	37	10	3	7	17	22	14	36
	Average 4.0						Average. 3.6					

l Solving crimes	1	2	3	4	5	N	1	2	3	4	5	N
	1	1	6	15	58	19	2	2	11	17	8	60
	Average 4.6						Average. 3.7					

m Policing community through patrols	1	2	3	4	5	N	1	2	3	4	5	N
	0	1	12	28	47	11	4	5	18	22	11	40
	Average 4.4						Average. 3.5					

n Preventing sale of alcohol and tobacco to minors	1	2	3	4	5	N	1	2	3	4	5	N
	0	5	13	20	48	14	1	2	13	12	11	60
	Average 4.3						Average. 3.8					

o Enforcing laws regarding juvenile delinquency	1	2	3	4	5	N	1	2	3	4	5	N
	0	3	13	26	44	14	2	3	13	14	9	59
	Average 4.3						Average. 3.6					

Fire Services

	Importance						Satisfaction					
	Low			High			Low			High		
p Preventing fires through safety inspections	1	2	3	4	5	N	1	2	3	4	5	N
	2	1	17	28	42	10	2	2	15	13	9	58
	Average 4.2						Average. 3.6					

q Preventing fires through citizen education	1	2	3	4	5	N	1	2	3	4	5	N
	2	3	20	29	37	10	1	5	17	16	7	54
	Average 4.1						Average. 3.5					

r Responding to fires	1	2	3	4	5	N	1	2	3	4	5	N
	0	0	1	6	85	8	0	0	4	20	30	45
	Average 4.9						Average. 4.4					
s Providing water rescue services	1	2	3	4	5	N	1	2	3	4	5	N
	1	0	8	16	67	7	1	0	6	21	32	39
	Average 4.6						Average. 4.3					
t Disaster preparedness	1	2	3	4	5	N	1	2	3	4	5	N
	1	1	6	13	73	6	3	5	18	27	19	29
	Average 4.7						Average. 3.8					

Public Works Services

	Importance						Satisfaction					
	Low			High			Low			High		
u Maintaining existing street, sidewalks and curbs	1	2	3	4	5	N	1	2	3	4	5	N
	1	3	10	35	49	1	11	9	28	28	19	4
	Average 4.3						Average. 3.4					
v Improving streets and intersections	1	2	3	4	5	N	1	2	3	4	5	N
	2	5	22	30	41	1	8	12	32	28	12	7
	Average 4.0						Average. 3.3					
w Making improvements for pedestrians and bicycles	1	2	3	4	5	N	1	2	3	4	5	N
	5	7	23	26	36	4	6	8	32	28	13	14
	Average 3.8						Average. 3.4					
x Providing clean, high quality, drinking water	1	2	3	4	5	N	1	2	3	4	5	N
	1	0	3	7	87	1	4	4	17	31	40	4
	Average 4.9						Average. 4.0					
y Managing storm water to prevent flooding	1	2	3	4	5	N	1	2	3	4	5	N
	1	2	10	29	54	5	6	5	24	28	15	23
	Average 4.4						Average. 3.6					
z Maintaining park facilities	1	2	3	4	5	N	1	2	3	4	5	N
	1	1	20	30	45	2	2	2	16	38	32	11
	Average 4.2						Average. 4.1					

General Services

	Importance						Satisfaction											
	<i>Low</i>						<i>High</i>		<i>Low</i>						<i>High</i>			
aa Providing info on City services & major issues	1	2	3	4	5	N	1	2	3	4	5	N	1	2	3	4	5	N
	0	0	11	29	57	2	3	6	29	33	22	8	3	6	29	33	22	8
	Average 4.5						Average. 3.7											
bb Promoting and supporting community events	1	2	3	4	5	N	1	2	3	4	5	N	1	2	3	4	5	N
	2	4	20	39	32	4	3	4	24	36	21	12	3	4	24	36	21	12
	Average 4.0						Average. 3.8											
cc Regulating short term rentals	1	2	3	4	5	N	1	2	3	4	5	N	1	2	3	4	5	N
	8	8	21	20	39	5	10	10	25	21	16	19	10	10	25	21	16	19
	Average 3.8						Average. 3.3											
dd Provide Municipal Court	1	2	3	4	5	N	1	2	3	4	5	N	1	2	3	4	5	N
	13	7	22	13	15	30	2	2	13	10	9	65	2	2	13	10	9	65
	Average 3.1						Average. 3.6											

[end of Appendices]