

# **Puyallup, WA**

## **The National Community Survey**

### **Community Livability Report 2021**

**Report by:**



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The National Community Survey™  
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Puyallup. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts at Polco’s National Research Center.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 458 residents of the City of Puyallup collected from January 11, 2021 to March 1, 2021. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 17%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Puyallup...

### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Puyallup’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Puyallup residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Puyallup’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Puyallup’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2021 ratings compare to other communities’ ratings from the past five years.



## Highlights

### **Puyallup is a desirable place to live and residents report a positive sense of community.**

About 8 in 10 residents positively rated the overall quality of life in Puyallup, the city as a place to live, and as a place to raise children. At least 6 in 10 gave high marks to the overall image or reputation of the community, sense of community, neighborliness of residents, the community making all residents feel welcome, and valuing/respecting residents from diverse backgrounds. These ratings were all positive and on par with the national benchmarks. Similar to comparison communities, about 80% of residents would recommend living in Puyallup to someone who asked and planned to remain in the community for the next five years.

### **Generally, residents feel safe in the community.**

About 9 in 10 residents reported feeling safe in their neighborhood during the day and 8 in 10 reported feeling safe in Puyallup's commercial areas during the day. About three-quarters of respondents felt safe from fire, flood, or other natural disasters. The highest rated safety services were fire services (92%) and ambulance or emergency medical services (91%). Yet, only 60% of residents rated the overall feeling of safety in Puyallup as excellent or good, which was lower than the national benchmark. Additionally, 90% of residents felt it was essential or very important for the Puyallup community to focus on the overall feeling of safety in Puyallup in the coming two years.

### **The economy is an important for area for the community in the coming years.**

About 6 in 10 survey participants gave high marks to the overall economic health of Puyallup and about 90% of residents felt it was essential or very important for the community to focus on the overall economic health of Puyallup in the coming two years. At least two-thirds of residents positively reviewed Puyallup as a place to work and visit, and the overall quality and variety of business and service establishments in the city. Residents' reviews of shopping opportunities were exceptional and higher than the national benchmark. Residents were asked how likely they would be to visit downtown more often if a variety of amenities were added. At least 8 in 10 respondents indicated that they were very or somewhat likely to visit downtown more if there were more dining options, a convenient parking system, more shopping options, and updated street amenities (benches, more lighting, trees, etc.). About three-quarters of respondents were very or somewhat likely to visit downtown more if there were more arts and culture activities, stores that are open after 6:00pm, and wayfinding signage that shows where things are downtown. If Puyallup were to attract new businesses, about 90% of residents strongly or somewhat preferred to attract a bakery or specialty food store, while at least two-thirds preferred an ice cream shop, a book store, or a kitchen goods store. About half indicated they preferred a toy store or something else.

### **Residents are pleased with their local government.**

About 7 in 10 respondents gave high marks to the overall quality of services provided by the City of Puyallup, while 9 in 10 positively assessed the overall customer service provided by Puyallup employees. At least half of residents assigned positive reviews to the City treating residents with respect, treating all residents fairly, welcoming resident involvement, and being open and transparent to the public; these ratings were similar to the national benchmarks. Approximately two-thirds of residents favorably reviewed public information services; yet, while on par with comparison communities nationwide, less than half of respondents gave excellent or good ratings to the job the City does at informing residents about issues facing the community. The most common sources for residents to get information about the City and its activities, events, and services were the City website, local media outlets (newspaper, radio, local television) and word-of-mouth, with about three-quarters of respondents indicating these were a major or minor source. About two-thirds indicated that City communications via social media were a major or minor source, while less than half indicated similarly about the local government cable channel and City Council meetings and other public meetings.

## Methodology

### Selecting survey recipients

All households within the City of Puyallup were eligible to participate in the survey. A list of all households within the zip codes serving Puyallup was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Puyallup households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Puyallup boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the City Districts. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

### Conducting the survey

The 2,700 randomly selected households received mailings beginning on January 11, 2021 and the survey remained open for seven weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 2% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,636 households that received the invitations to participate, 458 completed the survey, providing an overall response rate of 17%. The response rates was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Puyallup survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (458 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Puyallup. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on February 15, 2021. The survey remained open for two weeks.

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Puyallup. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	9%	30%	30%
	35-54	32%	32%	32%
	55+	58%	37%	37%
Area	District 1	36%	39%	39%
	District 2	28%	29%	29%
	District 3	36%	32%	32%
Hispanic origin	No, not Spanish, Hispanic, or Latino	96%	93%	93%
	Spanish, Hispanic, or Latino	4%	7%	7%
Housing tenure	Own	74%	53%	53%
	Rent	26%	47%	47%
Housing type	Attached	26%	40%	40%
	Detached	74%	60%	60%
Race & Hispanic origin	Not white alone	21%	22%	22%
	White alone, not Hispanic or Latino	79%	78%	78%
Sex	Female	53%	49%	49%
	Male	47%	51%	51%
Sex/age	Female 18-34	5%	13%	13%
	Female 35-54	18%	16%	16%
	Female 55+	30%	21%	21%
	Male 18-34	4%	17%	17%
	Male 35-54	14%	17%	17%
	Male 55+	29%	17%	17%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## Contact

The City of Puyallup funded this research. Please contact Tulika Makharia of the City of Puyallup at [tmakharia@puyallupwa.gov](mailto:tmakharia@puyallupwa.gov) if you have any questions about the survey.

## Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2017 American Community Survey

## Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation. The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

**Please rate each of the following characteristics as they relate to Puyallup as a whole.**  
 (% excellent or good)

		vs. benchmark*
Overall economic health of Puyallup	62%	Similar
Overall quality of the transportation system	57%	Similar
Overall design or layout of residential and commercial areas	64%	Similar
Overall quality of the utility infrastructure	71%	Similar
Overall feeling of safety in Puyallup	60%	Lower
Overall quality of natural environment in Puyallup	73%	Similar
Overall quality of parks and recreation opportunities	82%	Similar
Overall health and wellness opportunities in Puyallup	77%	Similar
Overall opportunities for education, culture, and the arts	62%	Similar
Residents' connection and engagement with their community	53%	Similar

**Please rate how important, if at all, you think it is for the Puyallup community to focus on each of the following in the coming two years.**  
 (% essential or very important)

Overall economic health of Puyallup	89%	Similar
Overall quality of the transportation system	71%	Similar
Overall design or layout of residential and commercial areas	62%	Lower
Overall quality of the utility infrastructure	81%	Lower
Overall feeling of safety in Puyallup	90%	Similar
Overall quality of natural environment in Puyallup	82%	Similar
Overall quality of parks and recreation opportunities	82%	Similar

Overall health and wellness opportunities in Puyallup	75%	Similar
Overall opportunities for education, culture, and the arts	68%	Similar
Residents' connection and engagement with their community	59%	Lower

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 63% or more of respondents were considered of "higher quality" and those with ratings lower than 63% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 78% or more of respondents. Services were rated as "less important" if they received a rating of less than 78%. This classification uses the median ratings for quality and importance to divide the services in half.

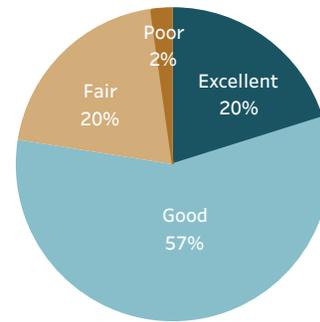
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



## Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Puyallup



Please rate each of the following aspects of quality of life in Puyallup.  
(% excellent or good)

		vs. benchmark*
Puyallup as a place to live	84%	Similar
The overall quality of life in Puyallup	78%	Similar

Please indicate how likely or unlikely you are to do each of the following.  
(% very or somewhat likely)

Recommend living in Puyallup to someone who asks	84%	Similar
Remain in Puyallup for the next five years	79%	Similar

Please rate each of the following characteristics as they relate to Puyallup as a whole.  
(% excellent or good)

Overall image or reputation of Puyallup	66%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

**Please rate the quality of each of the following services in Puyallup.**  
(% excellent or good)

		vs. benchmark*
Public information services	63%	Similar

**Please rate the quality of each of the following services in Puyallup.**  
(% excellent or good)

Overall customer service by Puyallup employees	88%	Similar
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**Please rate the following categories of Puyallup government performance.**  
(% excellent or good)

Treating residents with respect	65%	Similar
Treating all residents fairly	59%	Similar
The job Puyallup government does at welcoming resident involvement	54%	Similar
Being open and transparent to the public	53%	Similar
Informing residents about issues facing the community	44%	Similar

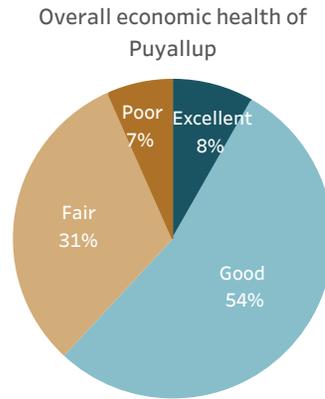
**Overall, how would you rate the quality of the services provided by each of the following?**  
(% excellent or good)

The City of Puyallup	71%	Similar
The Federal Government	31%	Similar

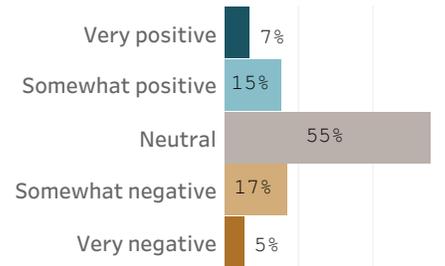
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following aspects of quality of life in Puyallup. (% excellent or good)

		vs. benchmark*
Puyallup as a place to work	67%	Similar
Puyallup as a place to visit	65%	Similar

Please rate each of the following characteristics as they relate to Puyallup as a whole. (% excellent or good)

Overall quality of business and service establishments in Puyallup	76%	Similar
Variety of business and service establishments in Puyallup	72%	Similar
Shopping opportunities	70%	Higher
Overall economic health of Puyallup	62%	Similar
Vibrancy of downtown/commercial area	59%	Similar
Employment opportunities	39%	Similar
Cost of living in Puyallup	37%	Similar

Please rate the quality of each of the following services in Puyallup. (% excellent or good)

Economic development	50%	Similar
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**What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

**(% very or somewhat positive)**

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



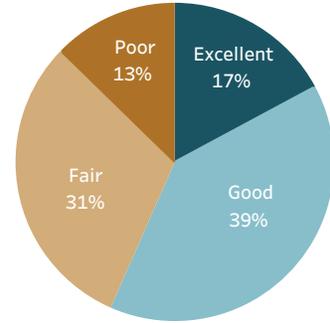
Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Puyallup



Please rate each of the following characteristics as they relate to Puyallup as a whole. (% excellent or good)

		vs. benchmark*
Ease of walking in Puyallup	69%	Similar
Overall quality of the transportation system	57%	Similar
Ease of travel by car in Puyallup	54%	Similar
Ease of travel by bicycle in Puyallup	49%	Similar
Ease of travel by public transportation in Puyallup	45%	Similar
Ease of public parking	43%	Similar
Traffic flow on major streets	28%	Lower

Please indicate whether or not you have done each of the following in the last 12 months. (% yes)

Walked or biked instead of driving	58%	Similar
Carpooled with other adults or children instead of driving alone	50%	Similar
Used bus, rail, or other public transportation instead of driving	28%	Similar

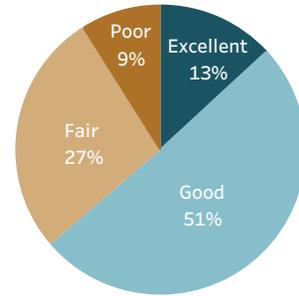
Please rate the quality of each of the following services in Puyallup. (% excellent or good)

Snow removal	71%	Similar
Street cleaning	70%	Similar
Street lighting	67%	Similar
Bus or transit services	62%	Similar

Sidewalk maintenance	58%	Similar
Traffic enforcement	56%	Similar
Street repair	47%	Similar
Traffic signal timing	43%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall design or layout of Puyallup's residential and commercial areas



## Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Please rate each of the following aspects of quality of life in Puyallup.  
(% excellent or good)

		vs. benchmark*
Your neighborhood as a place to live	80%	Similar

Please rate each of the following characteristics as they relate to Puyallup as a whole.  
(% excellent or good)

Overall appearance of Puyallup	74%	Similar
Public places where people want to spend time	72%	Similar
Preservation of the historical or cultural character of the community	67%	Similar
Overall design or layout of residential and commercial areas	64%	Similar
Well-designed neighborhoods	52%	Similar
Variety of housing options	51%	Similar
Overall quality of new development in Puyallup	49%	Similar
Well-planned residential growth	41%	Similar
Well-planned commercial growth	39%	Similar
Availability of affordable quality housing	30%	Similar

Please rate the quality of each of the following services in Puyallup.  
(% excellent or good)

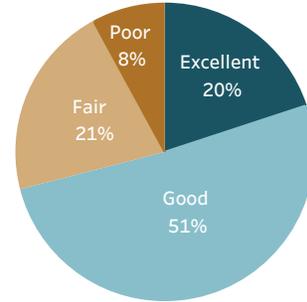
Code enforcement (weeds, abandoned buildings, etc.)	46%	Similar
Land use, planning, and zoning	34%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Puyallup



Please rate the quality of each of the following services in Puyallup.  
(% excellent or good)

		vs. benchmark*
Sewer services	82%	Similar
Garbage collection	81%	Similar
Drinking water	81%	Similar
Power (electric and/or gas) utility	78%	Similar
Storm water management (storm drainage, dams, levees, etc.)	78%	Similar
Utility billing	69%	Similar
Affordable high-speed internet access	58%	Similar

Please rate each of the following characteristics as they relate to Puyallup as a whole.  
(% excellent or good)

Overall quality of the utility infrastructure	71%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Puyallup



Please rate each of the following characteristics as they relate to Puyallup as a whole.  
(% excellent or good)

		vs. benchmark*
Overall feeling of safety in Puyallup	60%	Lower

Please rate how safe or unsafe you feel:  
(% very or somewhat safe)

In your neighborhood during the day	89%	Similar
In Puyallup's commercial areas during the day	85%	Similar
From fire, flood, or other natural disaster	76%	Similar

Please rate the quality of each of the following services in Puyallup.  
(% excellent or good)

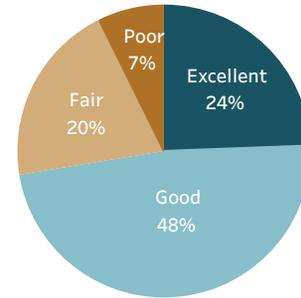
Fire services	92%	Similar
Ambulance or emergency medical services	91%	Similar
Police/Sheriff services	82%	Similar
Animal control	75%	Similar
Fire prevention and education	73%	Similar
Emergency preparedness	67%	Similar
Crime prevention	61%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Overall quality of natural environment in Puyallup



Please rate each of the following characteristics as they relate to Puyallup as a whole.  
(% excellent or good)

		vs. benchmark*
Air quality	83%	Similar
Overall quality of natural environment in Puyallup	73%	Similar
Cleanliness of Puyallup	69%	Similar
Water resources (beaches, lakes, ponds, riverways, etc.)	57%	Similar

Please rate the quality of each of the following services in Puyallup.  
(% excellent or good)

Yard waste pick-up	85%	Similar
Recycling	65%	Similar
Preservation of natural areas (open space, farmlands, and greenbelts)	57%	Similar
Puyallup open space	55%	Similar

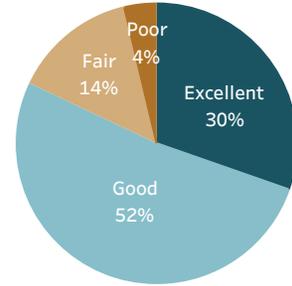
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association

Overall quality of the parks and recreation opportunities



Please rate each of the following characteristics as they relate to Puyallup as a whole.  
(% excellent or good)

		vs. benchmark*
Overall quality of parks and recreation opportunities	82%	Similar
Fitness opportunities	78%	Similar
Availability of paths and walking trails	75%	Similar
Recreational opportunities	66%	Similar

Please rate the quality of each of the following services in Puyallup.  
(% excellent or good)

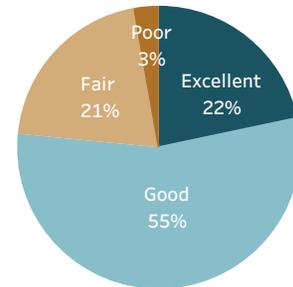
City parks	83%	Similar
Recreation centers or facilities	71%	Similar
Recreation programs or classes	69%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Puyallup



Please rate each of the following characteristics as they relate to Puyallup as a whole.  
(% excellent or good)

		vs. benchmark*
Availability of preventive health services	78%	Similar
Overall health and wellness opportunities in Puyallup	77%	Similar
Availability of affordable quality health care	71%	Similar
Availability of affordable quality food	70%	Similar
Availability of affordable quality mental health care	49%	Similar

Please rate the quality of each of the following services in Puyallup.  
(% excellent or good)

Health services	77%	Similar
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Would you say that in general your health is:  
(% excellent or very good)

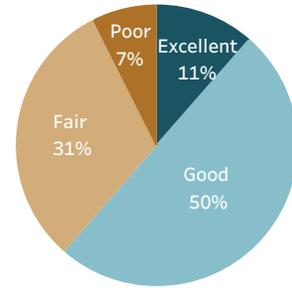
Would you say that in general your health is:	66%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts



Please rate each of the following characteristics as they relate to Puyallup as a whole. (% excellent or good)

		vs. benchmark*
K-12 education	76%	Similar
Opportunities to attend special events and festivals	65%	Similar
Overall opportunities for education, culture, and the arts	62%	Similar
Adult educational opportunities	59%	Similar
Community support for the arts	55%	Similar
Opportunities to attend cultural/arts/music activities	50%	Similar
Availability of affordable quality childcare/preschool	45%	Similar

Please rate the quality of each of the following services in Puyallup. (% excellent or good)

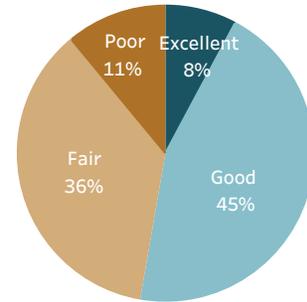
Public library services	90%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Residents' connection and engagement with their community



Please rate each of the following aspects of quality of life in Puyallup.  
(% excellent or good)

		vs. benchmark*
Puyallup as a place to raise children	82%	Similar
Sense of community	60%	Similar
Puyallup as a place to retire	57%	Similar

Please rate each of the following characteristics as they relate to Puyallup as a whole.  
(% excellent or good)

Residents' connection and engagement with their community	53%	Similar
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Please rate the job you feel the Puyallup community does at each of the following.  
(% excellent or good)

Making all residents feel welcome	71%	Similar
Valuing/respecting residents from diverse backgrounds	60%	Similar
Attracting people from diverse backgrounds	53%	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	48%	Lower

Please rate each of the following characteristics as they relate to Puyallup as a whole.  
(% excellent or good)

Opportunities to volunteer	68%	Similar
Neighborliness of residents in Puyallup	65%	Similar
Opportunities to participate in community matters	59%	Similar

Openness and acceptance of the community toward people of diverse backgrounds	58%	Similar
Opportunities to participate in social events and activities	57%	Similar
Sense of civic/community pride	56%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.  
(% yes)

		vs. benchmark*
Voted in your most recent local election	88%	Similar
Contacted the City of Puyallup for help or information	30%	Lower
Volunteered your time to some group/activity in Puyallup	23%	Lower
Watched (online or on television) a local public meeting	22%	Similar
Contacted Puyallup elected officials to express your opinion	13%	Similar
Campaigned or advocated for a local issue, cause, or candidate	13%	Similar
Attended a local public meeting	11%	Lower

In general, how many times do you:  
(% a few times a week or more)

Use or check email	96%	Similar
Access the internet from your home	95%	Similar
Access the internet from your cell phone	94%	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	76%	Similar
Shop online	59%	Similar
Share your opinions online	32%	Similar

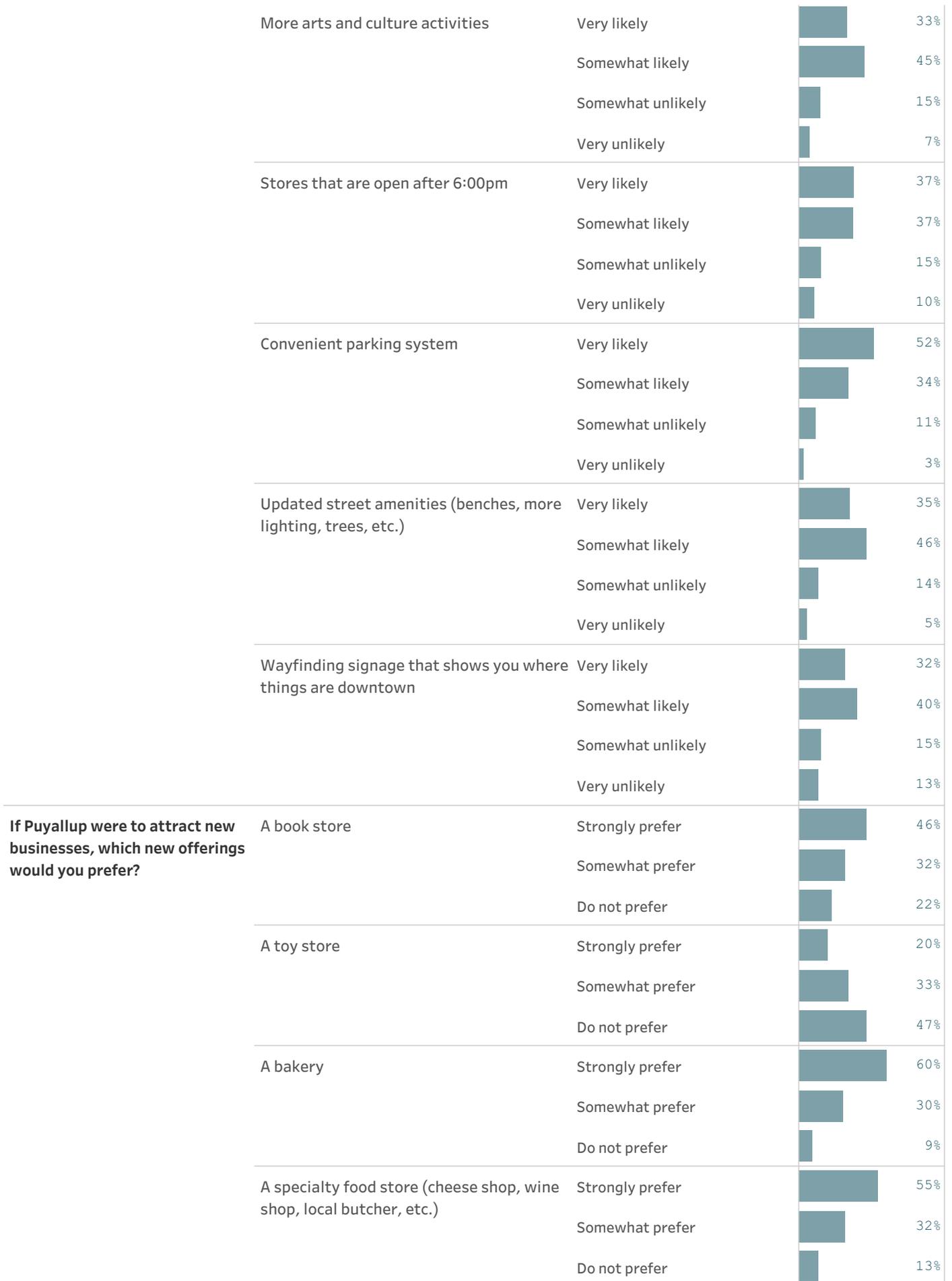
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

Include “don’t know”  
No

<b>How much of a source, if at all, are each of the following for you for getting information about the City and its activities, events, and services?</b>	City website ( <a href="https://www.cityofpuyallup.org">https://www.cityofpuyallup.org</a> )	Major source		37%
		Minor source		41%
		Not a source		22%
	City communications via social media (Facebook, Twitter, etc.)	Major source		32%
		Minor source		34%
		Not a source		34%
	Word-of-mouth	Major source		33%
		Minor source		43%
		Not a source		24%
Local media outlets (newspaper, radio, local television)	Major source		33%	
	Minor source		43%	
	Not a source		24%	
City Council meetings and other public meetings	Major source		11%	
	Minor source		33%	
	Not a source		57%	
Local government cable channel	Major source		8%	
	Minor source		27%	
	Not a source		66%	
<b>How likely or unlikely would you be to visit downtown more often if the following amenities were added?</b>	More dining options	Very likely		51%
		Somewhat likely		37%
		Somewhat unlikely		8%
		Very unlikely		4%
	More shopping options	Very likely		45%
		Somewhat likely		40%
		Somewhat unlikely		10%
		Very unlikely		5%



An ice cream shop	Strongly prefer		43%
	Somewhat prefer		39%
	Do not prefer		18%
A kitchen goods store	Strongly prefer		30%
	Somewhat prefer		38%
	Do not prefer		32%
Other	Strongly prefer		41%
	Somewhat prefer		16%
	Do not prefer		43%