

2004 DirectionFinder® Survey

Draft Findings Report



conducted for

the City of Shoreline, Washington

By

ETC Institute

725 West Frontier
Olathe, Kansas 66061
(913) 829-1215

April 2004

DirectionFinder Survey

Executive Summary Report

Overview and Methodology

ETC Institute conducted a citizen survey for the City of Shoreline during March and April of 2004 to assess citizen satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing strategic planning process.

A seven-page survey was administered by phone to a random sample of 507 households in the City. The overall results for the random sample of 507 households have a 95% level of confidence with a precision of at least +/- 4.4%.

This report contains:

- an executive summary of the methodology
- charts depicting the overall results of the survey
- importance satisfaction analysis
- benchmarking data that shows how the survey results for Shoreline compared to other cities across the U.S.
- tabular data for all questions on the survey
- crosstabs by gender, household size, and location of work
- crosstabs by area of residence, renting or owning residence, and household income
- crosstabs by number of years lived in Shoreline
- survey comments
- a copy of the survey instrument.

Interpretation of "Don't Know" Responses. The percentage of persons who provide "don't know" responses is important because it often reflects the level of utilization of city services. For graphical purposes, the percentage of "don't know" responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of "don't know" responses for each question is provided in the Tabular Data Section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

Major Findings

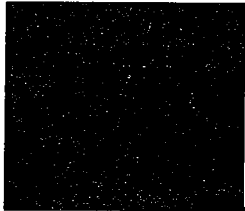
- **Quality of Services and Facilities.** Quality of police services (81%) is the service that the highest percentage of respondents *who had an opinion* were either very or somewhat satisfied with. Other services that received high satisfaction ratings include: parks and recreation (79%); overall quality of customer service (66%); and effectiveness of communication with the public (63%).
- **Public Safety.** Overall quality of local police protection (79%) is the public safety service that the highest percentage of respondents *who had an opinion* were either very or somewhat satisfied with. Other services that received high satisfaction ratings include: The City's efforts to prevent crime (69%); and the Shoreline District Court (64%).
- **City Maintenance.** Overall cleanliness of City streets/public areas (64%) is the city maintenance service that the highest percentage of respondents *who had an opinion* were either very or somewhat satisfied with. Other services that received high satisfaction ratings include: adequacy of street lighting on arterial streets (60%); and maintenance of City streets in your neighborhood (57%).
- **Code Enforcement.** Enforcing sign regulations (43%) is the code enforcement category that the highest percentage of respondents *who had an opinion* were either very or somewhat satisfied with.
- **Quality of Customer Service.** Fifty-three percent (53%) of those surveyed rated the quality of customer service provided by city employees as either excellent (16%) or good (37%). Nineteen percent (19%) of respondents rated customer service as average, 2% rated it as below average, and 1% rated it as poor. Twenty-five percent (25%) indicated "don't know".
- **Utilization of Customer Service.** Thirty-three (33%) of respondents have contacted the City with a question, problem, or complaint during the past year. Seventy-five percent (75%) of those who have contacted the City indicated that it was either very easy or somewhat easy to contact the person they need to reach.
- **City Communication.** Quality of the City's citizen newsletter, "CURRENTS" (71%) is the aspect of city communication that the highest percentage of respondents *who had an opinion* were either very or somewhat satisfied with. Other aspects that received high satisfaction ratings include: availability of information about City programs and services (66%); and City efforts to keep residents informed (66%).
- **Direction of the City of Shoreline.** Fifty-eight percent (58%) of respondents think that the City of Shoreline in general is moving in the right direction. Seventeen percent (17%) of respondents do not think the City is moving in the right direction, and 25% indicated "don't know".

- **Shoreline as a place to live , work , and raise children.** Eighty-seven percent (87%) of respondents *who had an opinion* rated Shoreline as either an excellent (35%) or good (52%) place to live, and 86% rated Shoreline as either an excellent (35%) or good (51%) place to raise children.
- **Level of Safety in Shoreline.** Ninety-one percent (91%) of respondents *who had an opinion* indicated feeling either very safe (47%) or safe (44%) in their neighborhood during the day, and 79% indicated feeling either very safe (20%) or safe (59%) in Shoreline overall.
- **Condition of Neighborhood.** Fifty-nine percent (59%) of respondents rated the overall condition of their neighborhood as either excellent (17%) or good (42%). Thirty-four percent (34%) of respondents rated the neighborhood as average, 5% rated it as below average, 1% rated it as poor, and 1% indicated “don’t know”.
- **Transportation.** Availability of public transportation (64%) is the aspect of transportation that the highest percentage of respondents *who had an opinion* were either very or somewhat satisfied with. Other aspects that received high satisfaction ratings include: availability of sidewalks on major streets (48%); and availability of sidewalks near schools (47%).
- **Overall Value of Services Received from City Taxes.** Thirty-five percent of respondents rated the overall value they receive from city taxes as either excellent (4%); or good (31%). Forty-percent (40%) of respondents rated the value they receive as average, 9% rated it as below average, 3% rated it as poor, and 13% indicated “don’t know”.

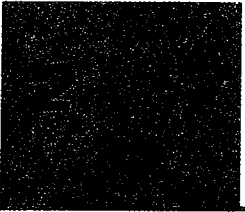
Other Findings:

- 24% of respondents have used the City’s Web site during the past 12 months.
- 40% of respondents who have cable television have watched Channel 21 during the past week.
- 78% of respondents have received information about City issues, services, and events through the City newsletter “CURRENTS”.
- 64% of respondents feel that the condition of their neighborhood is staying about the same.
- 42% of respondents think the City of Shoreline is “business friendly”

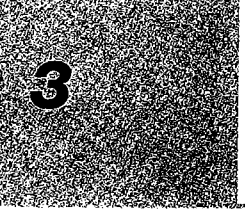
Table of Contents



Charts and Graphs



**Importance-Satisfaction
Benchmarking**

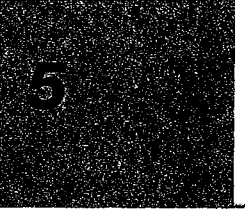


3

Tabular Data

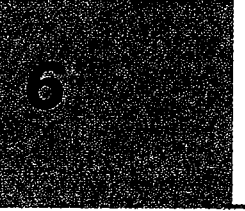
4

**Crosstabs by:
Gender, Household Size, &
Work Location**



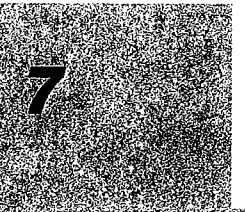
5

**Crosstabs by:
Location of Residence, Rent vs. Own
Residence, & Household Income**



6

**Crosstabs by:
Number of Years Lived in Shoreline**



7

Survey Comments



Survey Instrument



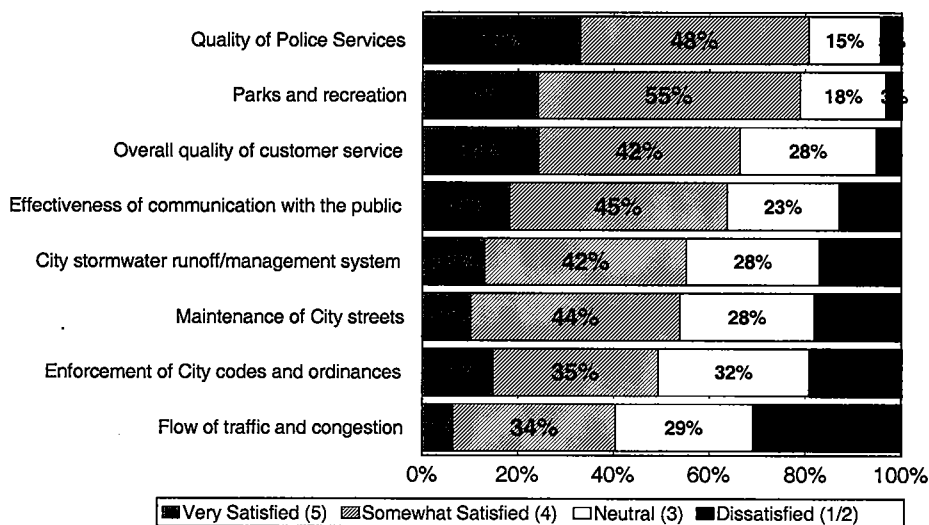
Charts & Graphs

Quality of Services and Facilities

Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Overall Satisfaction With City Services by Major Category

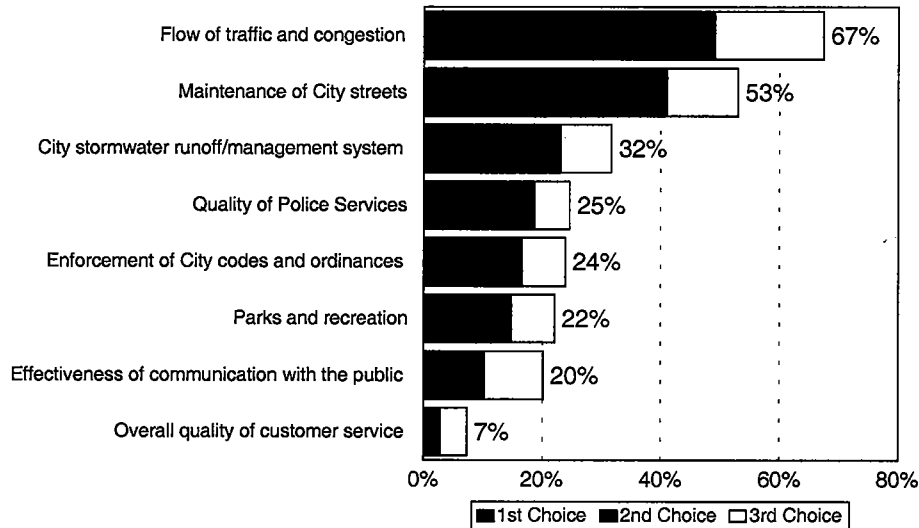
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

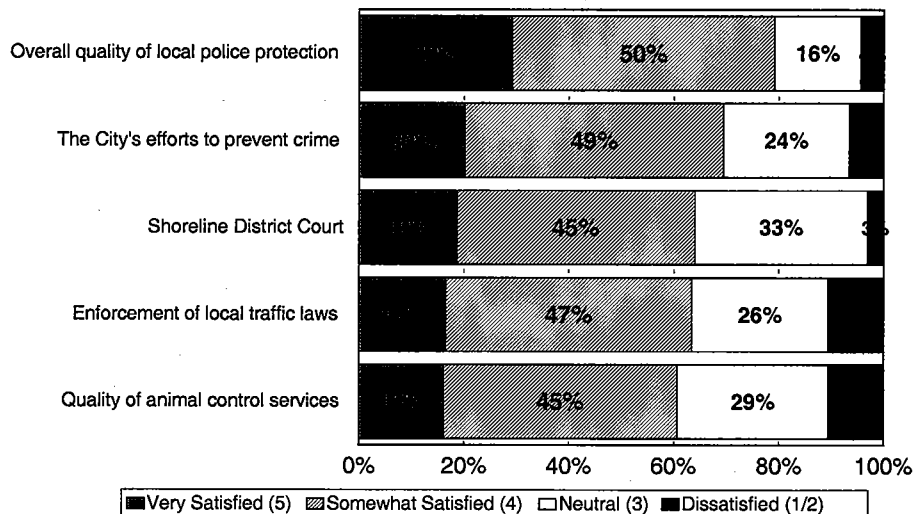
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Satisfaction with Various Aspects of Public Safety

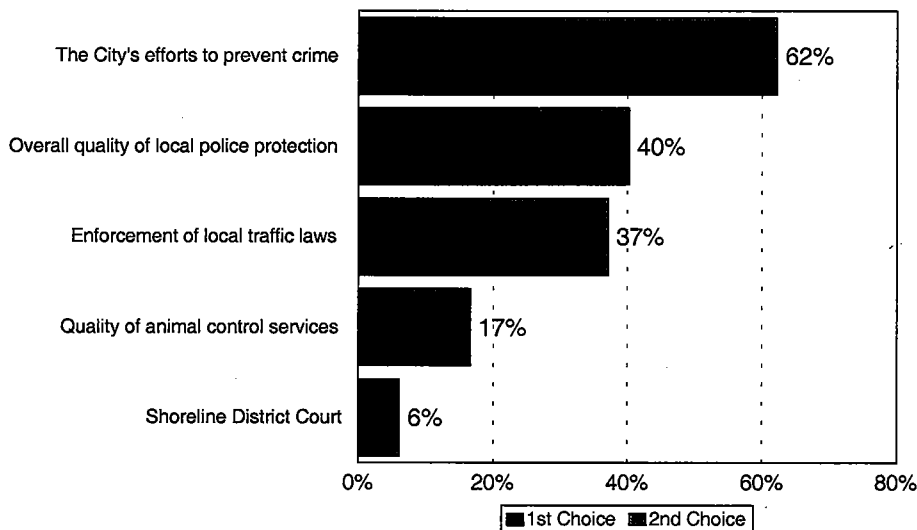
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Aspects of Public Safety That Should Receive the Most Emphasis Over the Next Two Years

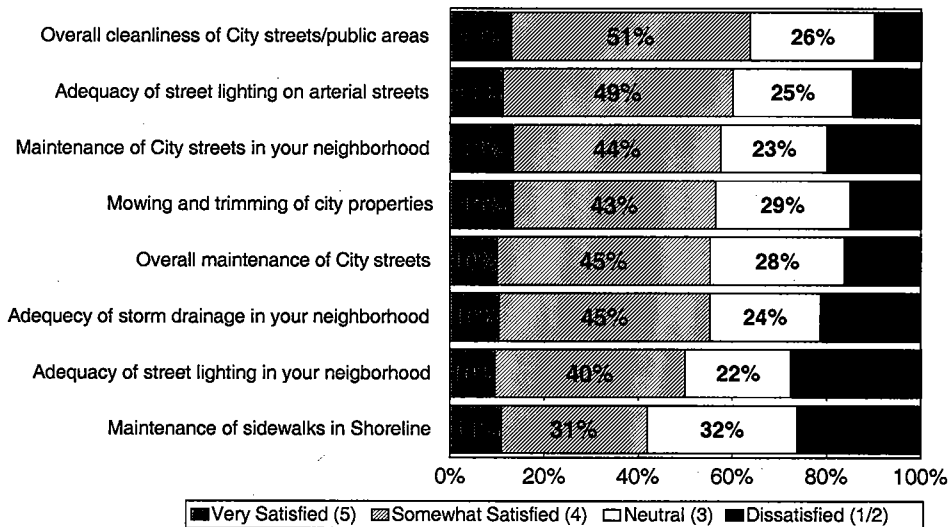
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Satisfaction with Various Aspects of City Maintenance

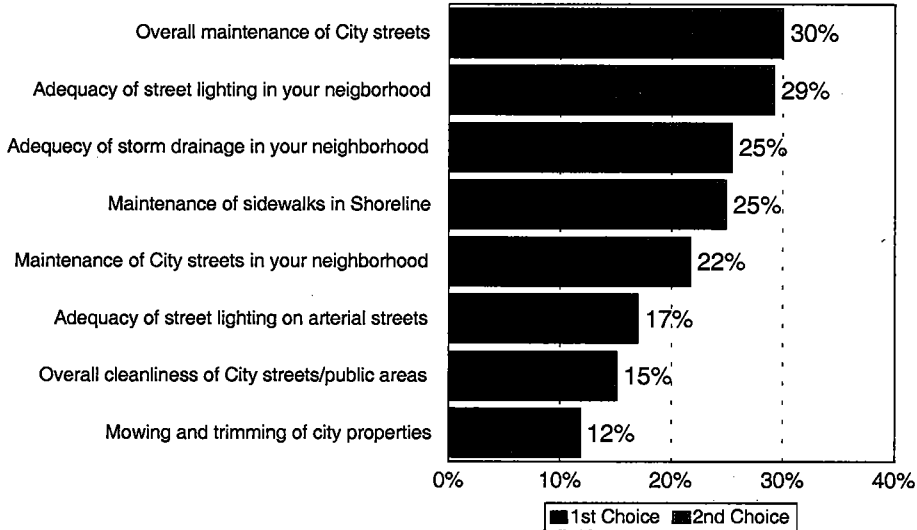
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Aspects of City Maintenance That Should Receive the Most Emphasis Over the Next Two Years

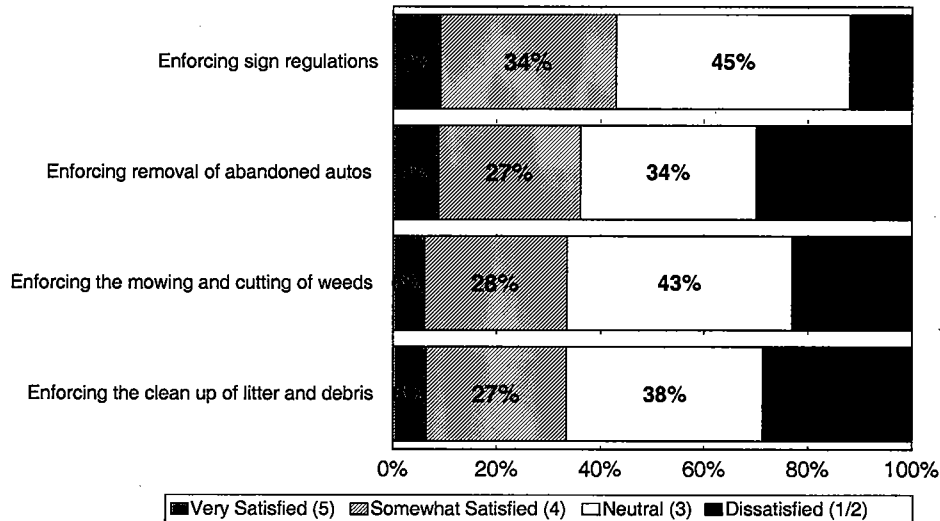
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Satisfaction with Various Aspects of Code Enforcement

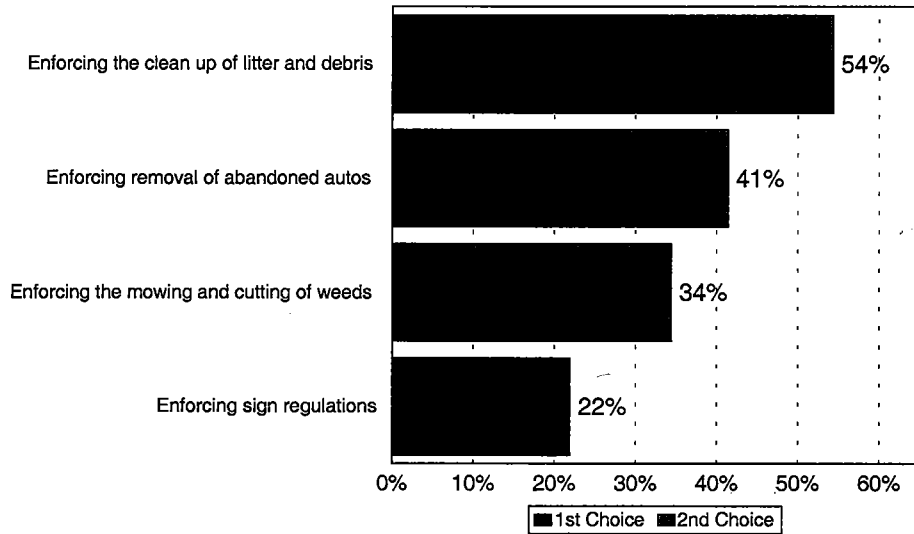
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Aspects of Code Enforcement That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



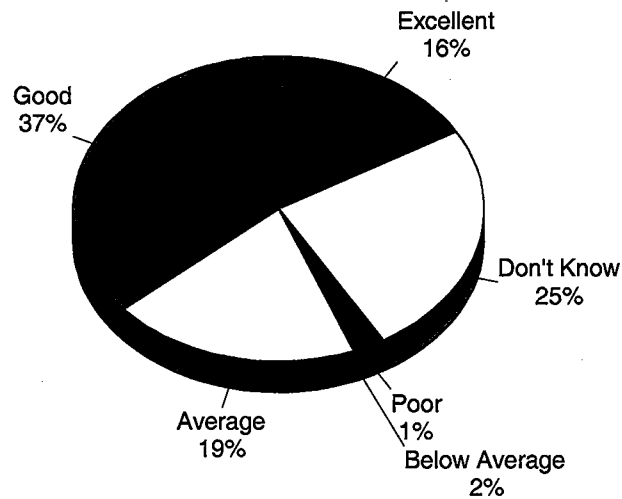
Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Professional Committed Workforce

Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Overall Rating of Customer Service Provided by City Employees

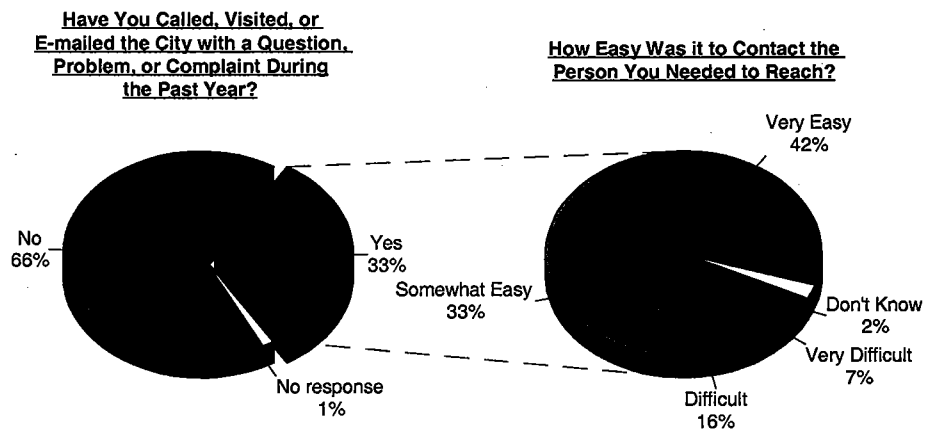
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Utilization of Shoreline Customer Service

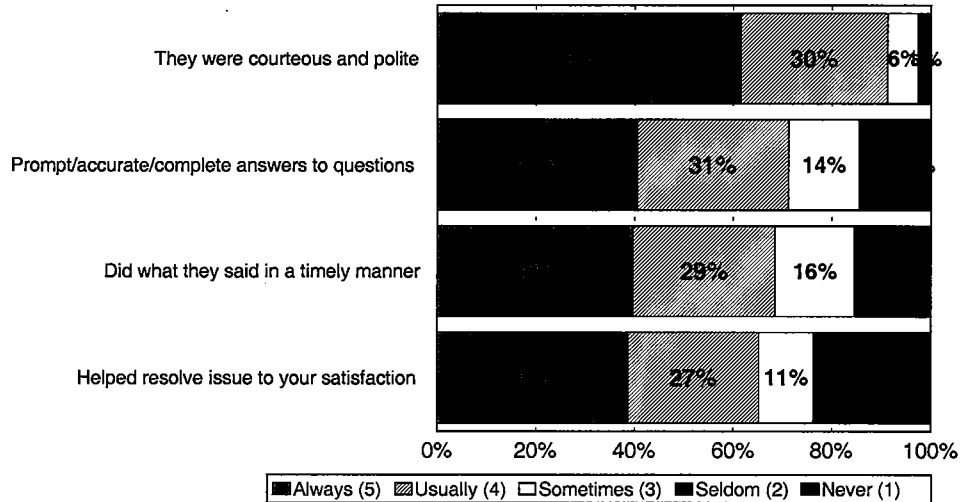
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

How Often Residents Think City Employees Meet Their Expectations for Customer Service

by percentage of respondents who had contacted the city during the past year (excluding don't knows)



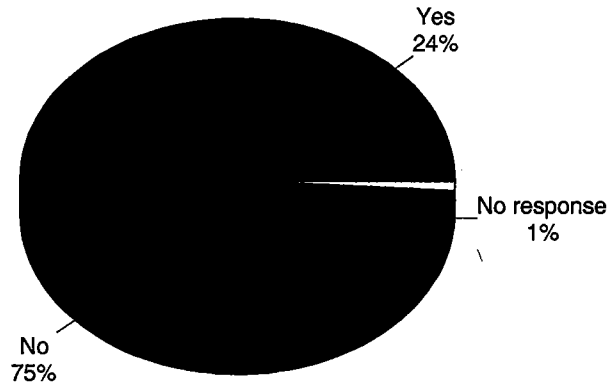
Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Community Relations and Communications

Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Percentage of Shoreline Adults Who Have Used the City's Web Site During the Past 12 Months

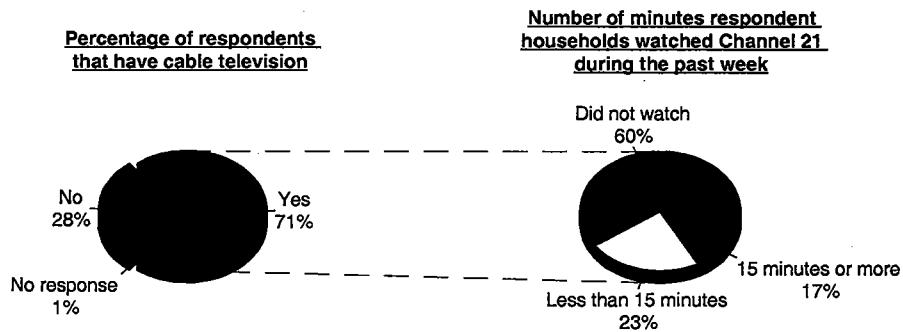
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Number of Minutes Respondents Watched the City Cable Channel During the Past Week

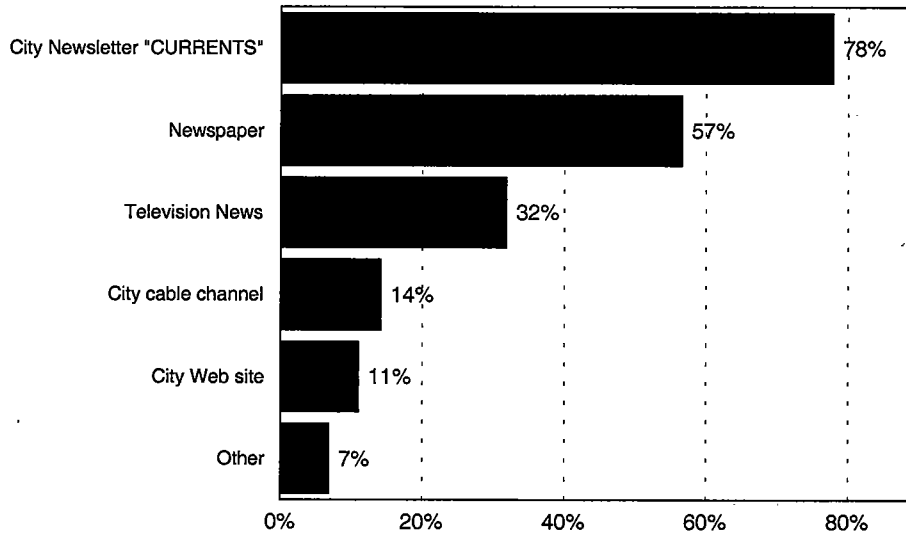
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Ways Residents Get Information About City Issues, Services, and Events

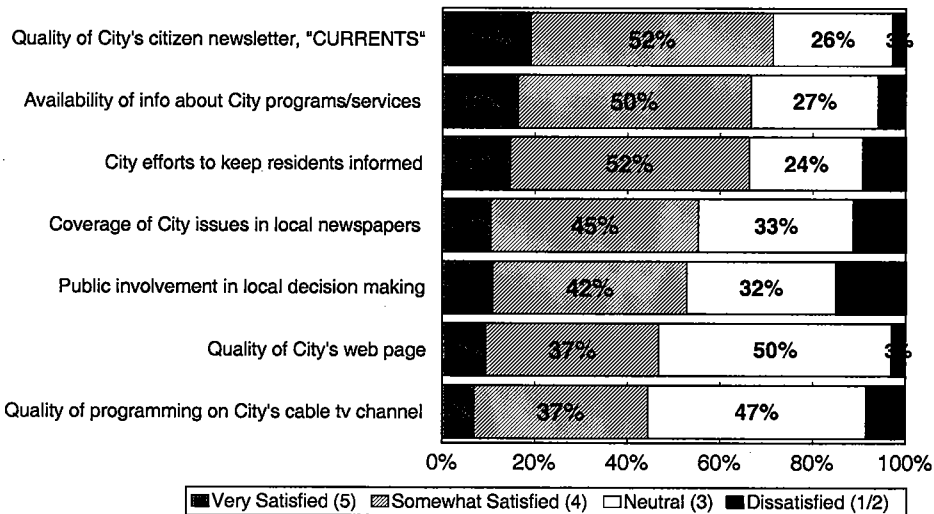
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Satisfaction with Various Aspects of City Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



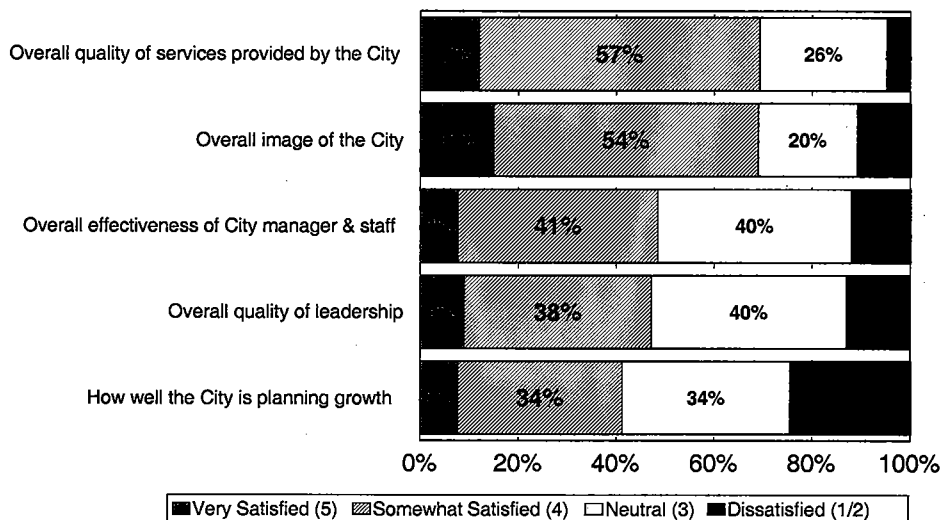
Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Innovative Leadership and Strategic Planning

Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Satisfaction With Items That Influence Perceptions of Shoreline

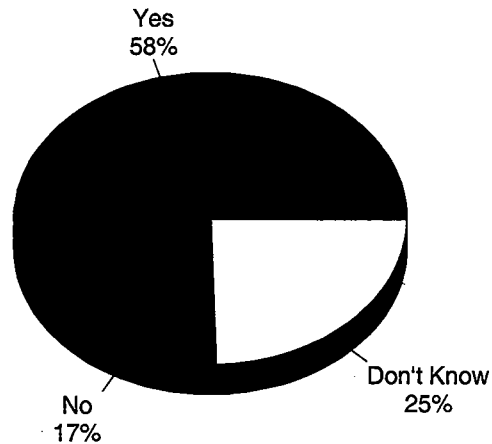
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

**In General, Do You Think the City of Shoreline
is Moving in the Right Direction?**

by percentage of respondents



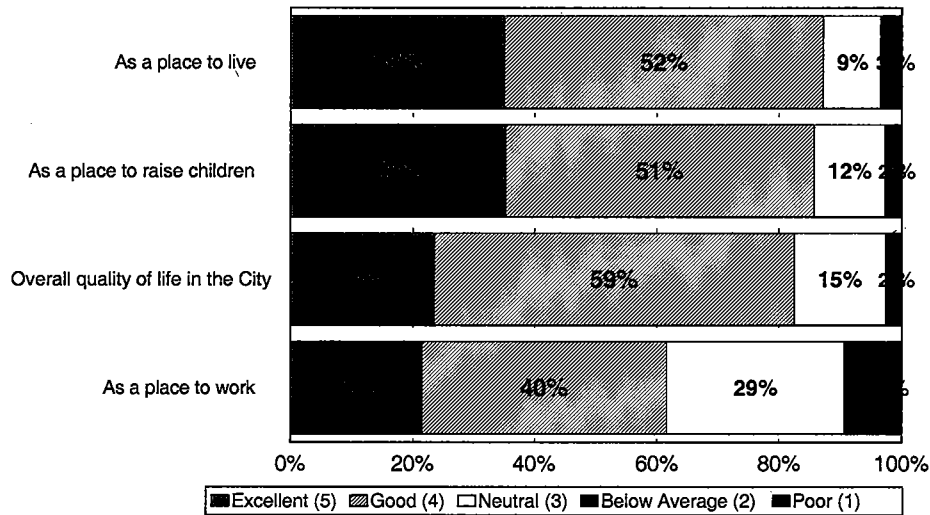
Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

**Healthy, Vibrant
Neighborhood**

Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

How Respondents Rate Shoreline as a Place to Live, Work and Raise Children

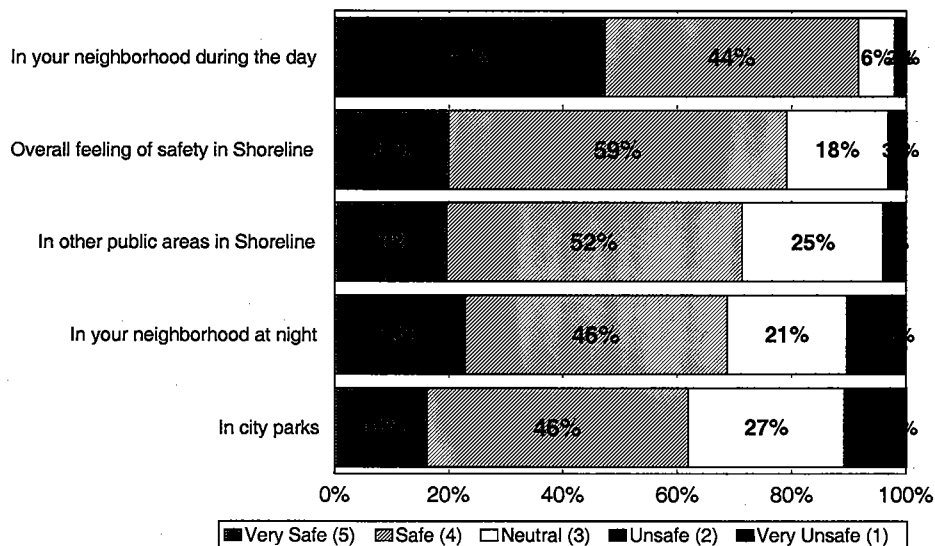
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Level of Safety in Various Situations

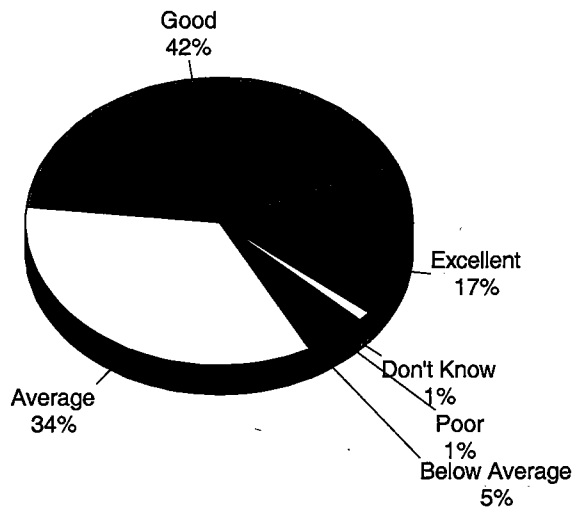
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Overall, How Would Rate the Condition of Your Neighborhood?

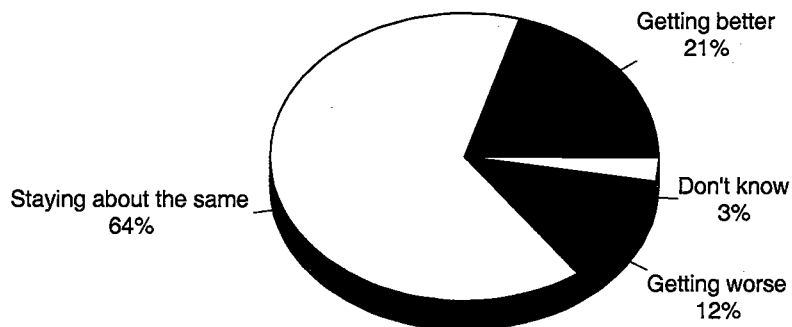
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Do You Generally Think the Condition of Your Neighborhood is Getting Better, Worse, or Staying About the Same?

by percentage of respondents



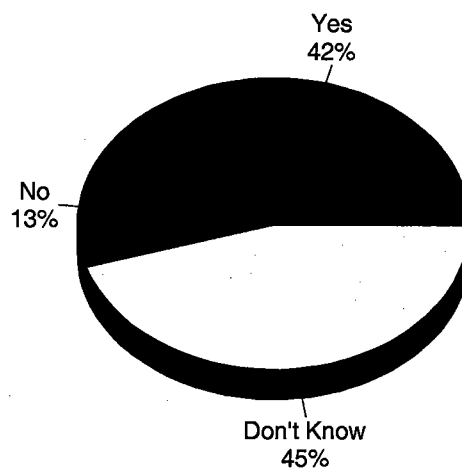
Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Economic Sustainability

Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Do You Think the City of Shoreline is
a "Business Friendly" City?

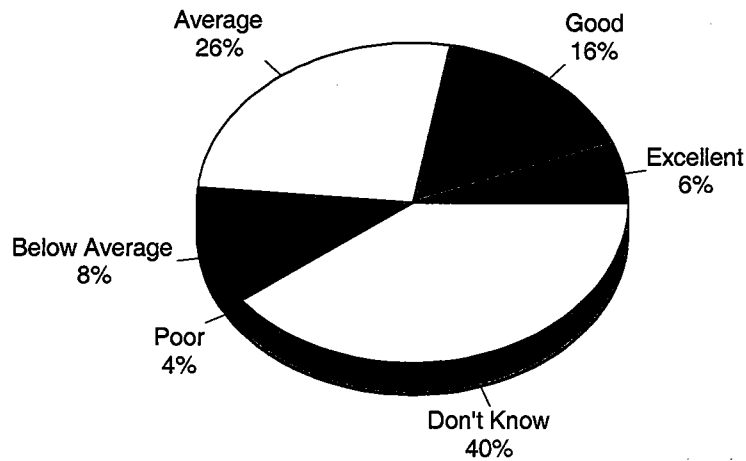
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

How Well Do You Think the City of Shoreline Manages City Government Finances?

by percentage of respondents



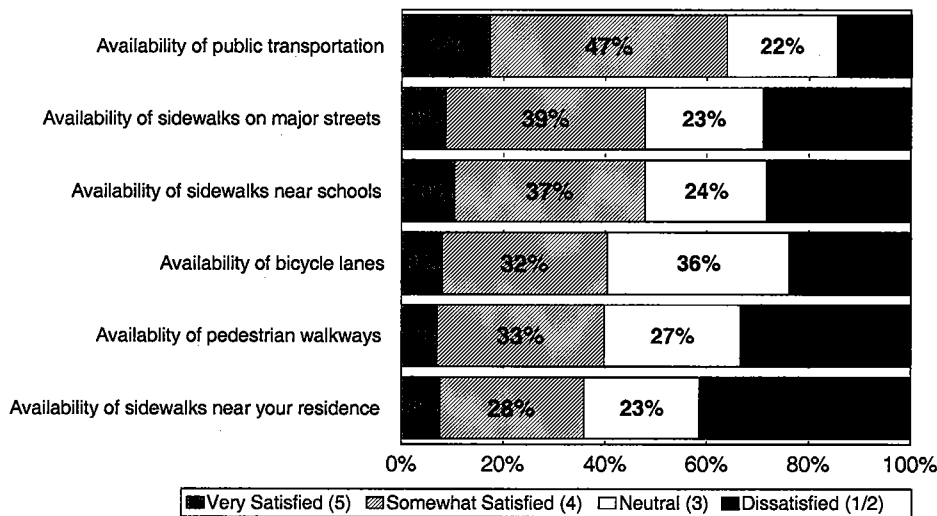
Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Transportation

Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Satisfaction with Various Aspects of Transportation

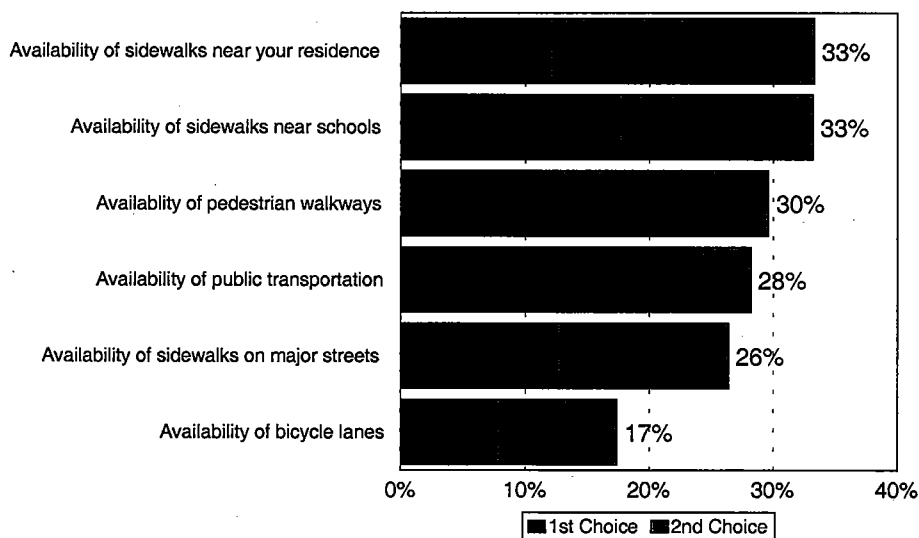
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Aspects of Transportation That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



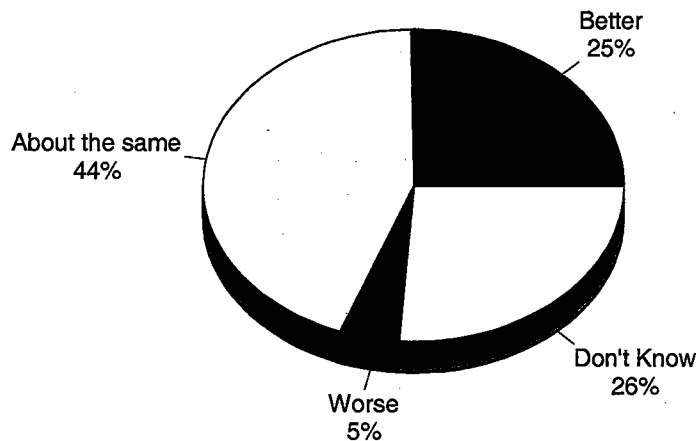
Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Overall Quality of Services and Value

Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Quality of Services Provided by the City of Shoreline Compared to Other Cities in the State of Washington

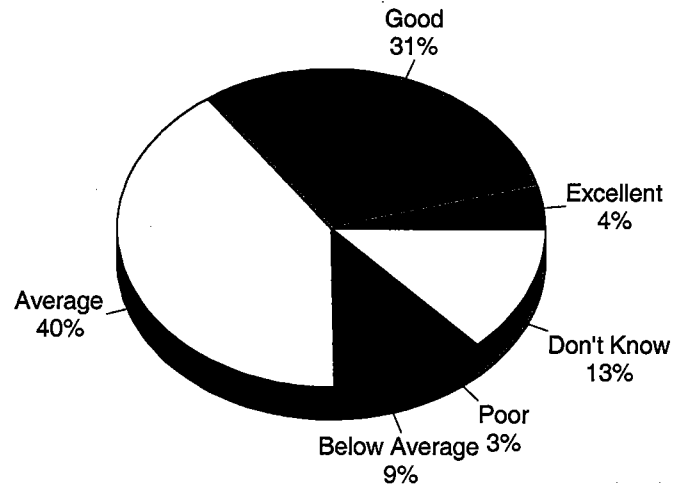
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Overall Rating of Value of Services Received from City Taxes

by percentage of respondents



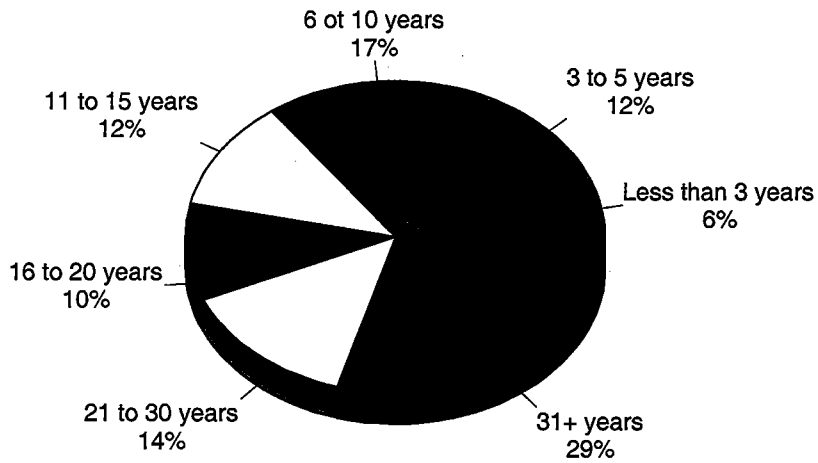
Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Demographics

Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Demographics: Years Lived in Shoreline

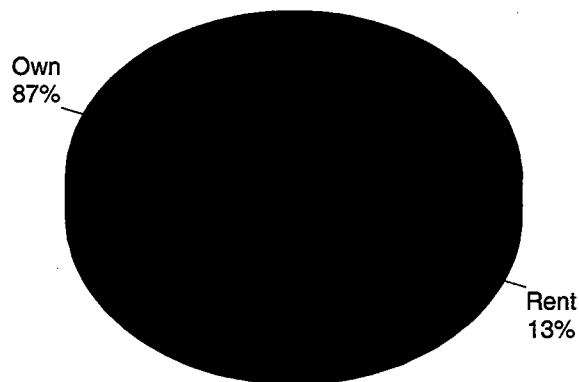
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Demographics: Do You Own or Rent Your Current Residence?

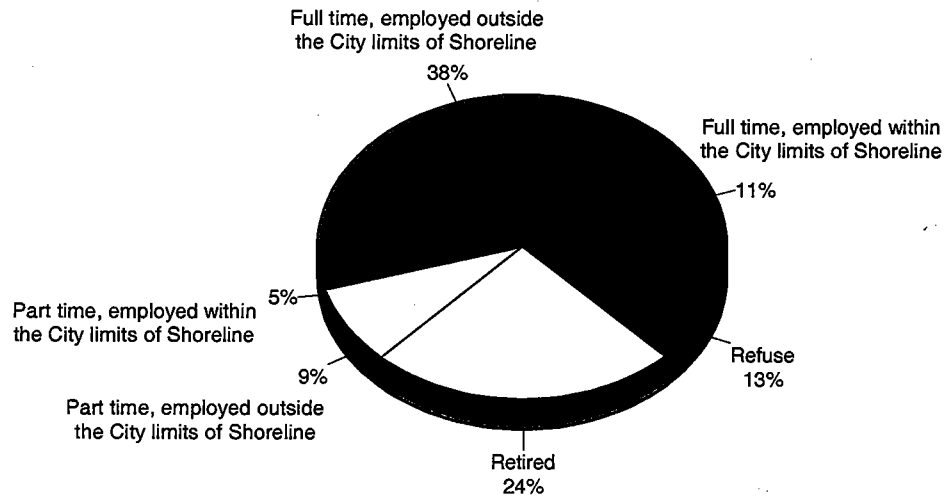
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Demographics: How Much and Where Respondents Work

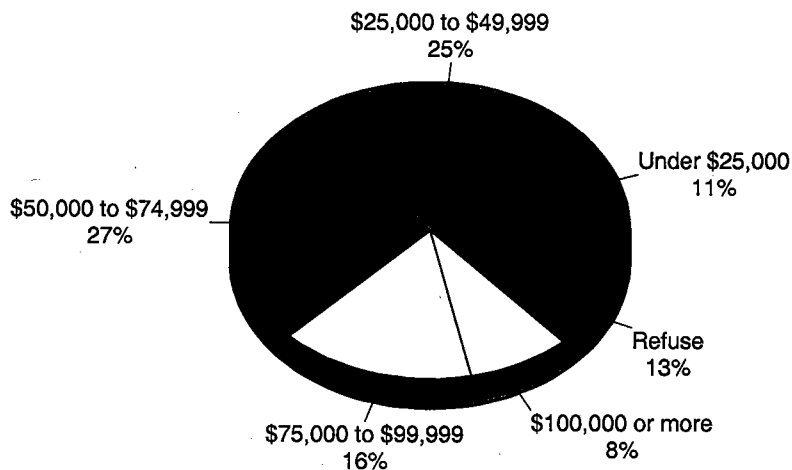
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Demographics: Total Annual Household Income

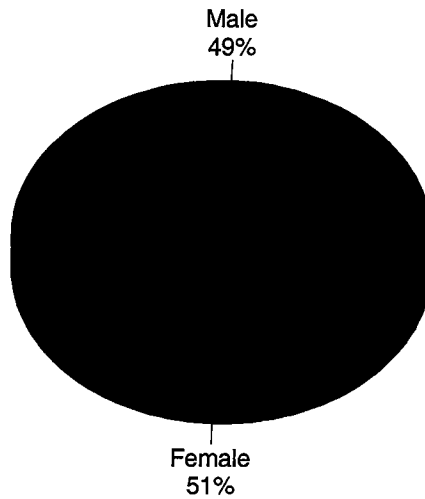
by percentage of respondents (excluding those who refused to provide the information)



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Demographics: Gender of the Respondents

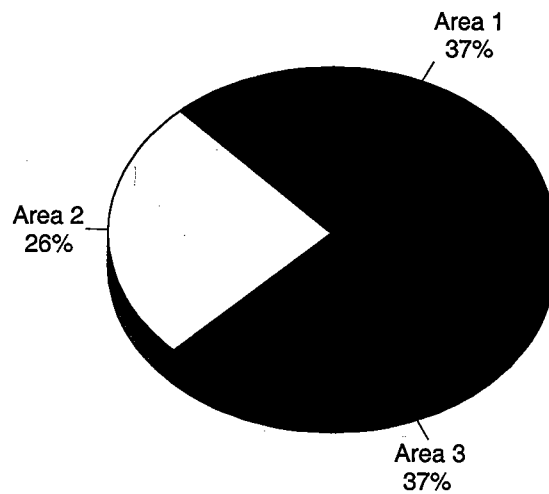
by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Demographics: Location of Residence

by percentage of respondents



Source: ETC Institute DirectionFinder (2004 - Shoreline, WA)

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Shoreline, WA

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding 'don't knows'). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Twenty-four percent (24%) of the respondents *who had an opinion* selected *enforcement of codes and ordinances* as one of their top three choices. The combined sum of 24% ranked *parks and recreation* as the fifth most important service to emphasize over the next two years.

With regard to satisfaction, *enforcement of codes and ordinances* was ranked seventh overall with 50% rating *parks and recreation* as a "4" or a "5" on a 5-point scale excluding "Don't know" responses. The I-S rating for *enforcement of codes and ordinances* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 24% was multiplied by 50% (1-0.50). This calculation yielded an I-S rating of 0.1200, which was ranked third out of eight major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top three choices to emphasize over the next three years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis ($IS \geq 0.20$)*
- *Increase Current Emphasis ($0.10 \leq IS < 0.20$)*
- *Maintain Current Emphasis ($IS < 0.10$)*

The results for Shoreline are provided on the following pages.

Importance-Satisfaction Rating

City of Shoreline

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic/congestion management	67%	1	41%	8	0.3953	1
Maintenance of streets/facilities	53%	2	54%	6	0.2438	2
<u>High Priority (IS .10-.20)</u>						
Enforcement of codes and ordinances	24%	5	50%	7	0.1200	3
<u>Medium Priority (IS <.10)</u>						
Effectiveness of city communication	20%	7	63%	4	0.0740	4
Quality of Police	25%	4	81%	1	0.0475	5
Parks and recreation	22%	6	79%	2	0.0462	6
Quality of stormwater runoff/management	32%	3	55%	5	0.0385	7
Customer service	7%	8	66%	3	0.0217	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2004 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Shoreline

PUBLIC SAFETY SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Efforts to prevent crime	62%	1	69%	2	0.1922	1
Enforcement of local traffic laws	37%	3	64%	3	0.1332	2
<u>Medium Priority (IS <.10)</u>						
Quality of local police protection	40%	2	79%	1	0.0840	3
Quality of animal control services	17%	4	61%	5	0.0663	4
Shoreline District Court	6%	5	64%	3	0.0216	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Shoreline

CITY MAINTENANCE

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Adequacy of City street lighting in your neighborhood	29%	2	50%	7	0.1450	1
Maintenance of sidewalks in the City	25%	3	42%	8	0.1450	1
Maintenance of city streets	30%	1	55%	5	0.1350	3
Adequacy of storm drainage services in your neighborhood	25%	3	55%	5	0.1125	4
<u>Medium Priority (IS <.10)</u>						
Maintenance of streets in your neighborhood	22%	5	57%	3	0.0946	5
Adequacy of City street lighting on arterial streets	17%	6	60%	2	0.0680	6
Mowing/trimming along streets and public areas	12%	8	56%	4	0.0528	7
Cleanliness of city streets & public areas	15%	7	64%	1	0.0540	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Shoreline

CODES AND ORDINANCES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Enforcing the clean up of litter and debris	54%	1	33%	4	0.3618	1
Enforcing the removal of abandoned autos	41%	2	36%	2	0.2624	2
Enforcing the mowing and cutting of weeds	34%	3	34%	3	0.2244	3
<u>High Priority (IS .10-.20)</u>						
Enforcing sign regulations	22%	4	43%	1	0.1254	4

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2004 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Shoreline

TRANSPORTATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS .20+)</u>						
Availability of sidewalks near your residence	33%	1	36%	6	0.2112	1
<u>High Priority (IS .10-.20)</u>						
Availability of pedestrian walkways	30%	3	40%	4	0.1800	2
Availability of sidewalks near schools or school walking routes	33%	1	47%	3	0.1749	3
Availability of sidewalks on major streets	26%	5	48%	2	0.1352	4
Availability of public transportation	28%	4	63%	1	0.1036	5
Availability of bicycle lanes	17%	6	40%	4	0.1020	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2004 DirectionFinder by ETC Institute

Benchmarking

DirectionFinder Survey

Year 2004 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions.

Since November of 1999, the survey has been administered in more than 72 cities in twelve states. This report contains benchmarking data for communities where the survey was administered between April 2000 and April 2004. The communities represented in this report include:

- Fort Worth, Texas
- Delk County, Georgia
- Mesa, Arizona
- Independence, Missouri
- Johnson County, Kansas
- Casper, Wyoming
- Kansas City, Missouri
- Indianapolis, Indiana
- Denver, Colorado
- Lee's Summit, Missouri
- Tulsa, Oklahoma
- Wichita, Kansas
- Olathe, Kansas
- Platte City, Missouri
- Des Moines, Iowa
- Overland Park, Kansas
- Kansas City, Kansas
- Oklahoma City, Oklahoma
- San Antonio, Texas

The charts on the following pages show the range of satisfaction among residents in the communities where the survey has been administered. The charts show the highest, lowest, and average (mean) levels of satisfaction for nearly 50 areas of municipal service delivery.

The actual ratings for Shoreline are listed to the right of each chart. The dot on each bar shows how the results for Shoreline compare to the other communities that were surveyed.

Tabular Data

Q1. Counting yourself, how many people live in your household?

<u>Q1 How many people in household</u>	<u>Number</u>	<u>Percent</u>
01=1	102	20.2 %
02=2	215	42.6 %
03=3	81	16.0 %
04=4	76	15.0 %
05=5+	31	6.1 %
Total	505	100.0 %

Q2. Counting yourself, how many people in your household are?

	<u>Mean</u>	<u>Total</u>	<u>Sum</u>
Q1 How many people in household	2.47	505	1245
Q2 Under age 5	0.09	505	45
Ages 5-9	0.13	505	67
Ages 10-14	0.16	505	81
Ages 15-19	0.15	505	78
Ages 20-24	0.11	505	57
Ages 25-34	0.15	505	74
Ages 35-44	0.30	505	149
Ages 45-54	0.48	505	242
Ages 55-64	0.36	505	184
Ages 65-74	0.24	505	122
Ages 75+	0.29	505	146

2004 Shoreline DirectionFinder Survey Results

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=507)

	Very dissatisfied	Dissatisfied	Neutral	Somewhat	Very satisfied	Don't know
	1	2	3	4	5	9
Q3a Quality of police services	1.0%	3.2%	13.8%	44.2%	30.6%	7.3%
Q3b City parks & rec programs & facilities	0.6%	2.6%	16.6%	50.9%	22.5%	6.9%
Q3c Maintenance of city streets	3.2%	14.8%	27.6%	43.2%	10.1%	1.2%
Q3d Enforcement of city codes & ordinances	5.7%	9.5%	24.9%	27.2%	11.6%	21.1%
Q3e Quality of customer service you receive	1.0%	3.4%	23.7%	35.1%	20.3%	16.6%
Q3f City communication with the public	3.6%	8.7%	22.1%	43.0%	17.4%	5.3%
Q3g City's stormwater runoff/management system	5.3%	9.9%	24.7%	37.5%	11.6%	11.0%
Q3h Flow of traffic & congestion management	7.9%	22.5%	28.0%	33.1%	6.3%	2.2%

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."
(excludes don't knows)

(N=507)

	Very dissatisfied	Dissatisfied	Neutral	Somewhat	Very satisfied
	1	2	3	4	5
Q3a Quality of police services	1.1%	3.4%	14.9%	47.7%	33.0%
Q3b City parks & rec programs & facilities	0.6%	2.8%	17.8%	54.7%	24.2%
Q3c Maintenance of city streets	3.2%	15.0%	27.9%	43.7%	10.2%
Q3d Enforcement of city codes & ordinances	7.3%	12.0%	31.5%	34.5%	14.8%
Q3e Quality of customer service you receive	1.2%	4.0%	28.4%	42.1%	24.3%
Q3f City communication with the public	3.8%	9.2%	23.3%	45.4%	18.3%
Q3g City's stormwater runoff/management system	6.0%	11.1%	27.7%	42.1%	13.1%
Q3h Flow of traffic & congestion management	8.1%	23.0%	28.6%	33.9%	6.5%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

<u>Q4 1st most emphasis</u>	<u>Number</u>	<u>Percent</u>
A=Police services	72	14.2 %
B=Parks & rec programs & facilities	32	6.3 %
C=Maintenance city streets	91	17.9 %
D=Enforcement of codes & ordinances	41	8.1 %
E=Customer service	3	0.6 %
F=City communication	21	4.1 %
G=Stormwater runoff/management	43	8.5 %
H=Flow of traffic & congestion	167	32.9 %
<u>Z=None chosen</u>	<u>37</u>	<u>7.3 %</u>
Total	507	100.0 %

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

<u>Q4 2nd most</u>	<u>Number</u>	<u>Percent</u>
A=Police services	23	4.5 %
B=Parks & rec programs & facilities	43	8.5 %
C=Maintenance city streets	117	23.1 %
D=Enforcement of codes & ordinances	43	8.5 %
E=Customer service	11	2.2 %
F=City communication	31	6.1 %
G=Stormwater runoff/management	74	14.6 %
H=Flow of traffic & congestion	82	16.2 %
<u>Z=None chosen</u>	<u>83</u>	<u>16.4 %</u>
Total	507	100.0 %

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

<u>Q4 3rd most</u>	<u>Number</u>	<u>Percent</u>
A=Police services	30	5.9 %
B=Parks & rec programs & facilities	37	7.3 %
C=Maintenance city streets	61	12.0 %
D=Enforcement of codes & ordinances	37	7.3 %
E=Customer service	23	4.5 %
F=City communication	50	9.9 %
G=Stormwater runoff/management	43	8.5 %
H=Flow of traffic & congestion	93	18.3 %
Z=None chosen	133	26.2 %
Total	507	100.0 %

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years? (all three selections)

<u>Q4 Sum of top three choices</u>	<u>Number</u>	<u>Percent</u>
A = Police services	125	24.7 %
B = Parks & rec programs & facilities	112	22.1 %
C = Maintenance city streets	269	53.1 %
D = Enforcement of codes & ordinances	121	23.9 %
E = Customer service	37	7.3 %
F = City communication	102	20.1 %
G = Stormwater runoff/management	160	31.6 %
H = Flow of traffic & congestion	342	67.5 %
Z = None chosen	37	7.3 %
Total	1305	

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline:

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Somewhat 4	Very satisfied 5	Don't know 9
Q5a Quality of local police protection	0.8%	3.4%	15.4%	46.9%	27.2%	6.3%
Q5b City's efforts to prevent crime	1.4%	4.3%	20.9%	43.0%	17.6%	12.8%
Q5c Enforcement of traffic laws	2.4%	7.5%	24.3%	43.8%	15.4%	6.7%
Q5d Quality of animal control	3.0%	5.3%	22.5%	34.9%	12.6%	21.7%
Q5e Shoreline District Court	0.6%	1.2%	19.1%	26.4%	10.8%	41.8%

**Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline:
(excluding don't knows)**

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Somewhat 4	Very satisfied 5
Q5a Quality of local police protection	0.8%	3.6%	16.4%	50.1%	29.1%
Q5b City's efforts to prevent crime	1.6%	5.0%	24.0%	49.3%	20.1%
Q5c Enforcement of traffic laws	2.5%	8.0%	26.0%	46.9%	16.5%
Q5d Quality of animal control	3.8%	6.8%	28.7%	44.6%	16.1%
Q5e Shoreline District Court	1.0%	2.0%	32.9%	45.4%	18.6%

Q6. Which TWO of the Public Safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q6 1st public safety</u>	<u>Number</u>	<u>Percent</u>
A=Police protection	136	26.8 %
B=Prevent crime	154	30.4 %
C=Enforce traffic laws	98	19.3 %
D=Animal control	41	8.1 %
E=Shoreline District Court	10	2.0 %
Z=None chosen	68	13.4 %
Total	507	100.0 %

Q6. Which TWO of the Public Safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q6 2nd</u>	<u>Number</u>	<u>Percent</u>
A=Police protection	68	13.4 %
B=Prevent crime	161	31.8 %
C=Enforce traffic laws	90	17.8 %
D=Animal control	43	8.5 %
E=Shoreline District Court	21	4.1 %
Z=None chosen	124	24.5 %
Total	507	100.0 %

Q6. Which TWO of the Public Safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

<u>Q6 1st public safety</u>	<u>Number</u>	<u>Percent</u>
A = Police protection	204	40.2 %
B = Prevent crime	315	62.1 %
C = Enforce traffic laws	188	37.1 %
D = Animal control	84	16.6 %
E = Shoreline District Court	31	6.1 %
Z = None chosen	68	13.4 %
Total	890	

2004 Shoreline DirectionFinder Survey Results

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline:

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q7a Overall maintenance of city streets	3.2%	12.6%	27.6%	44.2%	9.7%	2.8%
Q7b Maintenance of streets in your neighborhood	5.1%	14.2%	22.1%	43.2%	13.0%	2.4%
Q7c Maintenance of sidewalks in Shoreline	9.1%	14.6%	28.8%	28.0%	9.9%	9.7%
Q7d Mowing & trimming along city streets	2.8%	11.4%	27.0%	40.8%	12.6%	5.3%
Q7e Overall cleanliness of city streets	1.6%	8.3%	25.6%	49.9%	12.6%	2.0%
Q7f Adequacy of city street lighting in arterial streets	3.9%	10.1%	24.5%	47.1%	10.8%	3.6%
Q7g Adequacy of city street lighting in neighborhood	9.5%	17.4%	21.7%	39.3%	9.3%	3.0%
Q7h Adequacy of storm drainage in neighborhood	7.5%	12.6%	22.3%	42.4%	9.9%	5.3%

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline:
(excluding don't knows)

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q7a Overall maintenance of city streets	3.2%	13.0%	28.4%	45.4%	9.9%
Q7b Maintenance of streets in your neighborhood	5.3%	14.5%	22.6%	44.2%	13.3%
Q7c Maintenance of sidewalks in Shoreline	10.0%	16.2%	31.9%	31.0%	10.9%
Q7d Mowing & trimming along city streets	2.9%	12.1%	28.5%	43.1%	13.3%
Q7e Overall cleanliness of city streets	1.6%	8.5%	26.2%	50.9%	12.9%
Q7f Adequacy of city street lighting in arterial streets	4.1%	10.4%	25.4%	48.9%	11.2%
Q7g Adequacy of city street lighting in neighborhood	9.8%	17.9%	22.4%	40.4%	9.6%
Q7h Adequacy of storm drainage in neighborhood	7.9%	13.3%	23.5%	44.8%	10.4%

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q8 1st maintenance</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance city streets	110	21.7 %
B=Maintenance neighborhood streets	51	10.1 %
C=Maintenance of sidewalks	72	14.2 %
D=Mowing & trimming along streets	28	5.5 %
E=Cleanliness of streets	21	4.1 %
F=City street lighting on arterial streets	46	9.1 %
G=City street lighting in neighborhood	75	14.8 %
H=Storm drainage services	60	11.8 %
Z=None chosen	44	8.7 %
Total	507	100.0 %

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q8 2nd</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance city streets	42	8.3 %
B=Maintenance neighborhood streets	59	11.6 %
C=Maintenance of sidewalks	54	10.7 %
D=Mowing & trimming along streets	32	6.3 %
E=Cleanliness of streets	56	11.0 %
F=City street lighting on arterial streets	40	7.9 %
G=City street lighting in neighborhood	73	14.4 %
H=Storm drainage services	69	13.6 %
Z=None chosen	82	16.2 %
Total	507	100.0 %

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

<u>Q8 Sum of top two choices</u>	<u>Number</u>	<u>Percent</u>
A = Maintenance city streets	152	30.0 %
B = Maintenance neighborhood streets	110	21.7 %
C = Maintenance of sidewalks	126	24.9 %
D = Mowing & trimming along streets	60	11.8 %
E = Cleanliness of streets	77	15.2 %
F = City street lighting on arterial streets	86	17.0 %
G = City street lighting in neighborhood	148	29.2 %
H = Storm drainage services	129	25.4 %
Z = None chosen	44	8.7 %
Total	932	

2004 Shoreline DirectionFinder Survey Results

Q9. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q9a Enforcing clean up of litter/ debris private property	5.7%	18.1%	31.6%	22.5%	5.3%	16.8%
Q9b Enforcing mowing/cutting weeds on private property	4.9%	14.0%	35.5%	22.5%	4.9%	18.1%
Q9c Enforcing sign regulations	1.4%	7.9%	35.1%	26.4%	7.1%	22.1%
Q9d Enforcing removal of abandoned autos	7.3%	17.0%	27.4%	22.1%	7.1%	19.1%

Q9. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't knows)

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q9a Enforcing clean up of litter/debris private property	6.9%	21.8%	37.9%	27.0%	6.4%
Q9b Enforcing mowing/cutting weeds on private property	6.0%	17.1%	43.4%	27.5%	6.0%
Q9c Enforcing sign regulations	1.8%	10.1%	45.1%	33.9%	9.1%
Q9d Enforcing removal of abandoned autos	9.0%	21.0%	33.9%	27.3%	8.8%

Q10. Which TWO of the City Code and Ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q10 1st city code</u>	<u>Number</u>	<u>Percent</u>
A=Clean up of litter	194	38.3 %
B=Mowing & trimming private property	51	10.1 %
C=Sign regulations	61	12.0 %
D=Removal abandoned autos	102	20.1 %
<u>Z=None chosen</u>	<u>99</u>	<u>19.5 %</u>
Total	507	100.0 %

Q10. Which TWO of the City Code and Ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q10 2nd</u>	<u>Number</u>	<u>Percent</u>
A=Clean up of litter	81	16.0 %
B=Mowing & trimming private property	123	24.3 %
C=Sign regulations	50	9.9 %
D=Removal abandoned autos	108	21.3 %
<u>Z=None chosen</u>	<u>145</u>	<u>28.6 %</u>
Total	507	100.0 %

Q10. Which TWO of the City Code and Ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

<u>Q10 1st city code</u>	<u>Number</u>	<u>Percent</u>
A = Clean up of litter	275	54.2 %
B = Mowing & trimming private property	174	34.3 %
C = Sign regulations	111	21.9 %
D = Removal abandoned autos	210	41.4 %
<u>Z = None chosen</u>	<u>99</u>	<u>19.5 %</u>
Total	869	

Q11. Overall, how would you rate the quality of customer service provided by city employees?

<u>Q11 Rate quality of Customer Service</u>	<u>Number</u>	<u>Percent</u>
1=Excellent	82	16.2 %
2=Good	187	36.9 %
3=Average	99	19.5 %
4=Below average	9	1.8 %
5=Poor	4	0.8 %
9=Don't know	126	24.9 %
Total	507	100.0 %

Q12. Have you called, visited, or e-mailed the City with a question, problem, or complaint during the past year?

<u>Q12 Have called/visited/emailed city</u>	<u>Number</u>	<u>Percent</u>
1=Yes	165	32.6 %
2=No	334	66.0 %
9=No response	7	1.4 %
Total	506	100.0 %

Q12a. How easy was it to contact the person you needed to reach?

<u>Q12a How easy was to contact person</u>	<u>Number</u>	<u>Percent</u>
1=Very easy	69	41.8 %
2=Somewhat easy	55	33.3 %
3=Difficult	26	15.8 %
4=Very difficult	11	6.7 %
9=Don't know	4	2.4 %
Total	165	100.0 %

Q12b. Several factors that may influence your perception of the quality of customer service you receive from Citv employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=165)

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5	Don't know 9
Q12b(1) They were courteous & polite	1.2%	1.2%	6.1%	29.1%	60.0%	2.4%
Q12b(2) They gave prompt/accurate/complete answers	3.6%	10.3%	13.9%	29.7%	39.4%	3.0%
Q12b(3) They did what they said they would	6.1%	8.5%	15.2%	27.3%	37.6%	5.5%
Q12b(4) They helped resolve issue	12.7%	9.7%	10.3%	24.8%	36.4%	6.1%

Q12b. Several factors that may influence your perception of the quality of customer service you receive from Citv employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (excluding don't knows)

(N=165)

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5
Q12b(1) They were courteous & polite	1.2%	1.2%	6.2%	29.8%	61.5%
Q12b(2) They gave prompt/accurate/complete answers	3.8%	10.6%	14.4%	30.6%	40.6%
Q12b(3) They did what they said they would	6.4%	9.0%	16.0%	28.8%	39.7%
Q12b(4) They helped resolve issue	13.5%	10.3%	11.0%	26.5%	38.7%

Q13. Have you or other adult members of your household used the City's Web site during the past 12 months?

Q13 Have used city's website past 12 months	Number	Percent
1=Yes	123	24.3 %
2=No	379	74.8 %
9=No response	5	1.0 %
Total	507	100.0 %

Q14. Do you have cable television?

Q14 Do you have cable TV	Number	Percent
1=Yes	360	71.0 %
2=No	142	28.0 %
9=No response	5	1.0 %
Total	507	100.0 %

Q14a. During the past week, approximately how many minutes did you or other members of your household watch the City's cable television Channel 21?

Q14a Approx how many minutes watch Ch 21	Number	Percent
1=Zero/didn't watch	214	59.4 %
2=Less than 15 min	83	23.1 %
3=15 minutes +	62	17.2 %
9=Don't know	1	0.3 %
Total	360	100.0 %

Q15. From which of the following have you received information about City issues, services, and events?

Q15 Have received info about city issues	Number	Percent
0 = None	1	0.2 %
1 = City newsletter "CURRENTS"	395	77.9 %
2 = Newspaper	287	56.6 %
3 = TV news	161	31.8 %
4 = City cable channel	72	14.2 %
5 = City Website	56	11.0 %
6 = Other	35	6.9 %
9 = No response	13	2.6 %
Total	1020	

2004 Shoreline DirectionFinder Survey Results

Q16. How satisfied are you with the following?

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q16a Availability of info about city programs/services	0.8%	4.7%	25.2%	46.4%	15.0%	7.9%
Q16b City efforts to keep you informed about local issues	1.8%	7.1%	23.3%	49.1%	14.0%	4.7%
Q16c Public involvement opportunities	4.5%	8.7%	27.8%	36.5%	9.5%	13.0%
Q16d Quality programming city cable TV channel	1.2%	2.6%	21.1%	16.8%	3.2%	55.2%
Q16e Quality of city web page	0.4%	0.8%	19.9%	14.8%	3.7%	60.4%
Q16f Quality of city's newsletter "CURRENTS"	1.0%	1.6%	22.3%	45.4%	16.6%	13.2%
Q16g Amount of coverage about city issues	1.6%	8.3%	28.8%	38.9%	9.1%	13.4%

Q16. How satisfied are you with the following? (excluding don't knows)

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q16a Availability of info about city programs/services	0.9%	5.1%	27.4%	50.3%	16.3%
Q16b City efforts to keep you informed about local issues	1.9%	7.5%	24.4%	51.6%	14.7%
Q16c Public involvement opportunities	5.2%	10.0%	32.0%	42.0%	10.9%
Q16d Quality programming city cable TV channel	2.6%	5.7%	47.1%	37.4%	7.0%
Q16e Quality of city web page	1.0%	2.0%	50.2%	37.3%	9.5%
Q16f Quality of city's newsletter "CURRENTS"	1.1%	1.8%	25.7%	52.3%	19.1%
Q16g Amount of coverage about city issues	1.8%	9.6%	33.3%	44.9%	10.5%

2004 Shoreline DirectionFinder Survey Results

Q17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q17a Quality of services provided by city	1.0%	3.6%	24.7%	54.5%	11.5%	4.7%
Q17b Overall image of the city	2.2%	8.3%	19.6%	52.4%	14.4%	3.2%
Q17c How well city planing growth	7.9%	12.8%	29.2%	28.5%	6.5%	15.0%
Q17d Quality of leadership by city officials	4.5%	6.5%	34.0%	32.6%	7.7%	14.6%
Q17e Effectiveness of city manager & appointed staff	3.4%	5.9%	31.0%	32.0%	5.9%	21.7%

Q17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't knows)

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q17a Quality of services provided by city	1.0%	3.7%	25.9%	57.3%	12.0%
Q17b Overall image of the city	2.2%	8.6%	20.2%	54.1%	14.9%
Q17c How well city planing growth	9.3%	15.1%	34.4%	33.5%	7.7%
Q17d Quality of leadership by city officials	5.3%	7.6%	39.8%	38.2%	9.0%
Q17e Effectiveness of city manager & appointed staff	4.3%	7.6%	39.6%	40.9%	7.6%

Q18. In general, do you think the City of Shoreline is moving in the right direction?

Q18 Think city moving in right direction	Number	Percent
1=Yes	296	58.4 %
2=No	87	17.2 %
9=Don't know	124	24.5 %
Total	507	100.0 %

Q20. Please rate Shoreline on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

(N=507)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5	Don't know 9
Q20a A place to live	0.6%	2.8%	9.3%	51.5%	34.5%	1.4%
Q20b Place to raise children	0.4%	2.2%	10.8%	47.3%	32.9%	6.3%
Q20c Place to work	1.8%	4.9%	20.7%	28.6%	15.4%	28.6%
Q20d Overall quality of life in city	0.6%	2.0%	14.6%	57.8%	23.1%	2.0%

Q20. Please rate Shoreline on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (excluding don't knows)

(N=507)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5
Q20a A place to live	0.6%	2.8%	9.4%	52.2%	35.0%
Q20b Place to raise children	0.4%	2.3%	11.6%	50.5%	35.2%
Q20c Place to work	2.5%	6.9%	29.0%	40.1%	21.5%
Q20d Overall quality of life in city	0.6%	2.0%	14.9%	59.0%	23.5%

2004 Shoreline DirectionFinder Survey Results

Q21. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

(N=507)

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5	Don't know 9
Q21a How safe feel in neighborhood-day	0.2%	1.8%	6.3%	44.0%	46.9%	0.8%
Q21b In neighborhood at night	1.8%	8.5%	20.5%	45.0%	22.5%	1.8%
Q21c In city parks	0.8%	8.5%	22.9%	38.5%	13.6%	15.8%
Q21d In other public areas in Shoreline	0.0%	3.7%	23.1%	48.3%	18.3%	6.5%
Q21e Overall feeling of safety	0.6%	2.6%	17.6%	58.4%	19.7%	1.2%

Q21. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (excluding don't knows)

(N=507)

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5
Q21a How safe feel in neighborhood-day	0.2%	1.8%	6.4%	44.3%	47.3%
Q21b In neighborhood at night	1.8%	8.6%	20.9%	45.8%	22.9%
Q21c In city parks	0.9%	10.1%	27.2%	45.7%	16.2%
Q21d In other public areas in Shoreline	0.0%	4.0%	24.7%	51.7%	19.6%
Q21e Overall feeling of safety	0.6%	2.6%	17.8%	59.1%	20.0%

Q22. Overall, how would you rate the condition of your neighborhood?

Q22 Rate condition of neighborhood	Number	Percent
1=Excellent	86	17.0 %
2=Good	214	42.2 %
3=Average	174	34.3 %
4=Below average	23	4.5 %
5=Poor	4	0.8 %
9=Don't know	6	1.2 %
Total	507	100.0 %

Q23. Do you generally think the condition of your neighborhood is getting better, worse, or staying about the same?

Q23 Condition in neighborhood are	Number	Percent
1=Getting better	104	20.5 %
2=Staying the same	326	64.3 %
3=Getting worse	63	12.4 %
4=Don't know	13	2.6 %
9=No response	1	0.2 %
Total	507	100.0 %

Q24. Do you think the City of Shoreline is a "business friendly" city?

Q24 Do you think Shoreline-bus friendly	Number	Percent
1=Yes	211	41.6 %
2=No	66	13.0 %
9=Don't know	230	45.4 %
Total	507	100.0 %

Q25. How well do you think the City of Shoreline manages city government finances?

Q25 Think Shoreline manages govt. finance	Number	Percent
1=Excellent	30	5.9 %
2=Good	83	16.4 %
3=Average	133	26.2 %
4=Below Average	39	7.7 %
5=Poor	21	4.1 %
9=Don't know	201	39.6 %
Total	507	100.0 %

Q26. How satisfied are you with:

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q26a Availability of public transportation	3.6%	9.1%	18.7%	40.4%	15.0%	13.2%
Q26b Availability of bicycle lanes	4.1%	15.2%	29.0%	26.2%	6.5%	18.9%
Q26c Availability of pedestrian walkways	8.5%	22.5%	24.9%	30.4%	6.5%	7.3%
Q26d Availability of sidewalks on major streets	6.5%	20.9%	21.9%	37.1%	8.1%	5.5%
Q26e Availability of sidewalks near schools	8.5%	16.8%	21.5%	33.5%	9.3%	10.5%
Q26f Availability of sidewalks near resi	19.5%	20.1%	21.7%	27.0%	7.3%	4.3%

Q26. How satisfied are you with: (excluding don't knows)

(N=507)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q26a Availability of public transportation	4.1%	10.5%	21.6%	46.6%	17.3%
Q26b Availability of bicycle lanes	5.1%	18.7%	35.8%	32.4%	8.0%
Q26c Availability of pedestrian walkways	9.1%	24.3%	26.8%	32.8%	7.0%
Q26d Availability of sidewalks on major streets	6.9%	22.1%	23.2%	39.2%	8.6%
Q26e Availability of sidewalks near schools	9.5%	18.7%	24.0%	37.4%	10.4%
Q26f Availability of sidewalks near residence	20.4%	21.0%	22.7%	28.2%	7.6%

Q27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q27 1st transportation</u>	<u>Number</u>	<u>Percent</u>
A=Public transportation	123	24.3 %
B=Bicycle lanes	39	7.7 %
C=Pedestrian walkways	66	13.0 %
D=Sidewalks on major streets	64	12.6 %
E=Sidewalks near schools	89	17.6 %
F=Sidewalks near residence	61	12.0 %
Z=None chosen	65	12.8 %
Total	507	100.0 %

Q27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q27 2nd</u>	<u>Number</u>	<u>Percent</u>
A=Public transportation	20	3.9 %
B=Bicycle lanes	49	9.7 %
C=Pedestrian walkways	84	16.6 %
D=Sidewalks on major streets	70	13.8 %
E=Sidewalks near schools	79	15.6 %
F=Sidewalks near residence	108	21.3 %
Z=None chosen	97	19.1 %
Total	507	100.0 %

Q27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

<u>Q27 Sum of top two choices</u>	<u>Number</u>	<u>Percent</u>
A = Public transportation	143	28.2 %
B = Bicycle lanes	88	17.4 %
C = Pedestrian walkways	150	29.6 %
D = Sidewalks on major streets	134	26.4 %
E = Sidewalks near schools	168	33.1 %
F = Sidewalks near residence	169	33.3 %
Z = None chosen	65	12.8 %
Total	917	

Q28. Compared to other cities in the State of Washington, would you rate the quality of services provided by the City of Shoreline as better, about the same, or worse?

<u>Q28 Rate quality of services provided by city</u>	<u>Number</u>	<u>Percent</u>
1=Better	128	25.2 %
2=About the same	224	44.2 %
3=Worse	23	4.5 %
9=Don't know	132	26.0 %
Total	507	100.0 %

Q29. Overall, how would you rate the value of services you receive for your city taxes?

<u>Q29 Rate the value of svc recd for tax \$</u>	<u>Number</u>	<u>Percent</u>
1=Excellent	21	4.1 %
2=Good	155	30.6 %
3=Average	206	40.6 %
4=Below Average	45	8.9 %
5=Poor	14	2.8 %
9=Don't know	66	13.0 %
Total	507	100.0 %

Q31. Approximately how many years have you lived in the City of Shoreline?

<u>Q31 How long lived in City of Shoreline</u>	<u>Number</u>	<u>Percent</u>
2=Under 3	30	6.0 %
5=3 to 5	59	11.9 %
10=6 to 10	85	17.1 %
15=11 to 15	58	11.7 %
20=16 to 20	49	9.9 %
30=21 to 30	70	14.1 %
31=31+	146	29.4 %
Total	497	100.0 %

Q32. Do you own or rent your current residence?

<u>Q32 Do you own/rent residence</u>	<u>Number</u>	<u>Percent</u>
1=Own	441	87.0 %
2=Rent	64	12.6 %
9=Refuse	2	0.4 %
Total	507	100.0 %

Q33. Which ONE of the following describes how much you work and where you work?

<u>Q33 How much work/where do you work</u>	<u>Number</u>	<u>Percent</u>
1=FT w/in city	56	11.1 %
2=FT outside city	193	38.2 %
3=PT w/in city	25	5.0 %
4=PT outside city	43	8.5 %
7=retired	122	24.2 %
8=	2	0.4 %
9=Refuse	64	12.7 %
Total	505	100.0 %

Q34. What is your total annual household income?

<u>Q34 Total annual household income</u>	<u>Number</u>	<u>Percent</u>
1=Under \$25,000	56	11.0 %
2=\$25,000-\$49,999	125	24.7 %
3=\$50,000-\$74,999	135	26.6 %
4=\$75,000-\$99,999	79	15.6 %
5=\$100,000+	43	8.5 %
9=Refuse	69	13.6 %
Total	507	100.0 %

Q35. Your gender:

<u>Q35 Respondents gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	247	48.7 %
2=female	260	51.3 %
Total	507	100.0 %

Q36. Using the map below, please indicate which ONE of the following best describes the location of your residence.

<u>Q36 Location of home</u>	<u>Number</u>	<u>Percent</u>
1=Area 1	186	36.8 %
2=Area 2	130	25.7 %
3=Area 3	190	37.5 %
Total	506	100.0 %

***Crosstabs by
Gender, Household Size,
and Work Location***

Q1. Counting yourself, how many people live in your household?

N=527	Q35 Respondents gender		Household size				Work location				Total	
	Male 1	female 2	1	2	3	4+	FT city 1	outside city 2	Part time 3	Retired 7		No respon- se 9
			1	2	3	4						
<u>Q1 How many people in household</u>												
01=1	11.1%	27.8%	100.0%	0.0%	0.0%	0.0%	16.4%	10.7%	8.5%	38.8%	28.8%	19.8%
02=2	50.8%	34.8%	0.0%	100.0%	0.0%	0.0%	41.0%	33.5%	45.1%	56.2%	43.9%	42.5%
03=3	15.9%	16.8%	0.0%	0.0%	100.0%	0.0%	14.8%	24.8%	18.3%	5.0%	10.6%	16.4%
04=4	16.3%	14.3%	0.0%	0.0%	0.0%	71.4%	26.2%	22.3%	15.5%	0.0%	10.6%	15.2%
05=5+	6.0%	6.2%	0.0%	0.0%	0.0%	28.6%	1.6%	8.7%	12.7%	0.0%	6.1%	6.1%

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

N=527

Q35 Respondents gender		Household size				Work location				Total
Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response
1	2	1	2	3	4	1	2	3	7	9

Q3a Quality of police services

5=Very satisfied	29.2%	35.6%	32.6%	33.6%	30.4%	31.7%	37.3%	27.2%	34.3%	36.0%	35.6%	32.4%
4=Somewhat	50.6%	44.5%	54.7%	44.5%	48.1%	47.1%	42.4%	49.7%	47.8%	49.1%	42.4%	47.6%
3=Neutral	15.2%	15.8%	11.6%	16.6%	13.9%	17.3%	15.3%	17.3%	14.9%	11.4%	18.6%	15.5%
2=Dissatisfied	3.3%	3.2%	1.1%	4.3%	5.1%	1.9%	3.4%	4.7%	3.0%	2.6%	0.0%	3.3%
1=Very dissatisfied	1.6%	0.8%	0.0%	0.9%	2.5%	1.9%	1.7%	1.0%	0.0%	0.9%	3.4%	1.2%

Q3b City parks & rec programs & facilities

5=Very satisfied	21.3%	26.5%	25.0%	26.7%	22.0%	19.8%	24.1%	20.0%	32.4%	22.9%	28.8%	24.0%
4=Somewhat	59.0%	50.6%	51.1%	52.4%	57.3%	60.4%	53.4%	53.3%	52.1%	61.5%	50.8%	54.7%
3=Neutral	17.2%	19.0%	22.8%	16.5%	18.3%	16.2%	19.0%	22.6%	12.7%	13.8%	16.9%	18.1%
2=Dissatisfied	2.5%	2.8%	1.1%	2.9%	2.4%	3.6%	1.7%	3.1%	2.8%	1.8%	3.4%	2.6%
1=Very dissatisfied	0.0%	1.2%	0.0%	1.5%	0.0%	0.0%	1.7%	1.0%	0.0%	0.0%	0.0%	0.6%

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

N=527		Q35		Household size				Work location				Total
		Respondents gender										
		Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response
		1	2	1	2	3	4	1	2	3	7	9
<u>Q3c Maintenance of city streets</u>												
5=Very satisfied	7.2%	12.6%	16.7%	8.6%	9.3%	7.2%		14.8%	5.9%	5.6%	17.5%	9.4%
4=Somewhat	47.0%	41.5%	43.1%	46.8%	34.9%	47.7%		37.7%	43.4%	47.9%	45.8%	45.3%
3=Neutral	27.1%	28.9%	24.5%	29.5%	36.0%	21.6%		32.8%	29.8%	25.4%	25.0%	26.6%
2=Dissatisfied	15.5%	13.7%	12.7%	10.9%	17.4%	21.6%		13.1%	17.6%	18.3%	8.3%	14.1%
1=Very dissatisfied	3.2%	3.3%	2.9%	4.1%	2.3%	1.8%		1.6%	3.4%	2.8%	3.3%	4.7%
<u>Q3d Enforcement of city codes & ordinances</u>												
5=Very satisfied	12.1%	17.2%	16.7%	15.6%	11.8%	13.0%		22.0%	9.0%	16.9%	16.0%	20.0%
4=Somewhat	33.5%	36.8%	39.3%	32.9%	33.8%	37.0%		26.0%	38.6%	32.2%	37.2%	32.0%
3=Neutral	34.0%	29.9%	22.6%	30.6%	39.7%	38.0%		30.0%	38.6%	35.6%	24.5%	22.0%
2=Dissatisfied	11.6%	11.3%	15.5%	12.7%	10.3%	6.5%		14.0%	10.2%	6.8%	10.6%	20.0%
1=Very dissatisfied	8.8%	4.9%	6.0%	8.1%	4.4%	5.4%		8.0%	3.6%	8.5%	11.7%	6.0%

2004 Shoreline DirectionFinder Survey Results

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

N=527		Q35		Household size				Work location				Total
Respondents		gender										
		Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response
		1	2	1	2	3	4	1	2	3	7	9

Q3e Quality of customer service you received

5=Very satisfied	19.7%	29.0%	30.2%	24.7%	22.9%	20.4%		28.6%	13.5%	30.5%	35.6%	26.8%	24.4%
4=Somewhat	44.5%	38.4%	37.2%	46.8%	35.7%	39.8%		32.1%	44.1%	45.8%	38.6%	42.9%	41.4%
3=Neutral	30.7%	27.7%	27.9%	24.7%	37.1%	33.7%		32.1%	37.6%	15.3%	23.8%	25.0%	29.2%
2=Dissatisfied	3.7%	4.0%	3.5%	2.7%	4.3%	5.1%		5.4%	2.9%	8.5%	2.0%	3.6%	3.8%
1=Very dissatisfied	1.4%	0.9%	1.2%	1.1%	0.0%	1.0%		1.8%	1.8%	0.0%	0.0%	1.8%	1.1%

Q3f City communication with the public

5=Very satisfied	15.0%	21.7%	20.4%	18.2%	16.9%	18.5%		21.7%	15.9%	18.2%	17.1%	25.8%	18.4%
4=Somewhat	45.5%	45.3%	45.9%	47.4%	36.1%	49.1%		31.7%	43.6%	53.0%	50.4%	46.8%	45.4%
3=Neutral	26.4%	21.3%	21.4%	22.0%	30.1%	24.1%		26.7%	26.7%	13.6%	25.6%	19.4%	23.8%
2=Dissatisfied	9.8%	7.9%	11.2%	8.1%	12.0%	5.6%		10.0%	11.3%	12.1%	4.3%	4.8%	8.8%
1=Very dissatisfied	3.3%	3.9%	1.0%	4.3%	4.8%	2.8%		10.0%	2.6%	3.0%	2.6%	3.2%	3.6%

2004 Shoreline DirectionFinder Survey Results

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

Q35		Household size				Work location				Total
Respondents gender										
						FT in city	FT outside city	Part time	Retired	No response
Male	female	1	2	3	4+	1	2	3	7	9
1	2	1	2	3	4					

Q3g City's stormwater runoff/management system

5=Very satisfied	11.0%	15.0%	10.1%	13.9%	16.2%	11.5%	8.5%	13.1%	9.5%	16.7%	14.0%	13.0%
4=Somewhat	42.4%	42.3%	44.9%	42.8%	40.5%	41.3%	45.8%	38.3%	42.9%	43.5%	49.1%	42.3%
3=Neutral	27.1%	29.1%	24.7%	28.4%	31.1%	28.8%	23.7%	30.6%	30.2%	25.9%	26.3%	28.1%
2=Dissatisfied	11.4%	9.8%	16.9%	8.5%	5.4%	12.5%	13.6%	12.6%	11.1%	7.4%	7.0%	10.6%
1=Very dissatisfied	8.1%	3.8%	3.4%	6.5%	6.8%	5.8%	8.5%	5.5%	6.3%	6.5%	3.5%	6.0%

Q3h Flow of traffic & congestion management

5=Very satisfied	5.6%	7.1%	8.9%	7.3%	4.7%	3.6%	8.2%	3.0%	4.2%	10.3%	10.6%	6.4%
4=Somewhat	33.3%	35.6%	30.7%	39.0%	27.1%	35.5%	29.5%	31.3%	33.8%	44.4%	31.8%	34.5%
3=Neutral	24.9%	30.3%	28.7%	26.1%	30.6%	27.3%	19.7%	29.4%	26.8%	30.8%	25.8%	27.7%
2=Dissatisfied	26.5%	21.0%	25.7%	20.2%	24.7%	28.2%	29.5%	25.9%	28.2%	12.0%	27.3%	23.6%
1=Very dissatisfied	9.6%	6.0%	5.9%	7.3%	12.9%	5.5%	13.1%	10.4%	7.0%	2.6%	4.5%	7.8%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

N=527

Q35		Household size				Work location				Total
Respondents gender										
</										

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

N=527

N=527	Q35 Respondents gender		Household size				Work location					Total
	Male 1	female 2	1	2	3	4+	FT city 1	outside city 2	Part time 3	Retired 7	No respon- se 9	
<u>Q4 2nd most</u>												
A=Police services	3.2%	5.5%	1.0%	4.5%	3.5%	8.0%	4.8%	3.9%	4.2%	3.3%	7.5%	4.4%
B=Parks & rec programs & facilities	8.7%	10.2%	5.8%	7.2%	15.1%	13.4%	14.5%	11.2%	2.8%	5.0%	14.9%	9.5%
C=Maintenance city streets	22.5%	23.7%	24.0%	23.8%	24.4%	20.5%	24.2%	25.2%	18.3%	22.3%	22.4%	23.1%
D=Enforcement of codes & ordinances	8.7%	8.4%	12.5%	9.0%	3.5%	8.0%	4.8%	6.3%	16.9%	10.7%	6.0%	8.5%
E=Customer service	2.8%	1.5%	1.9%	1.8%	3.5%	1.8%	1.6%	2.9%	2.8%	1.7%	0.0%	2.1%
F=City communication	5.9%	6.2%	8.7%	6.3%	8.1%	1.8%	11.3%	3.9%	5.6%	7.4%	6.0%	6.1%
G=Stormwater runoff/ management	14.6%	13.9%	13.5%	15.2%	12.8%	14.3%	11.3%	16.5%	11.3%	17.4%	7.5%	14.2%
H=Flow of traffic & congestion	17.0%	15.3%	17.3%	11.7%	19.8%	21.4%	12.9%	16.0%	23.9%	13.2%	16.4%	16.1%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

N=527

Q35 Respondents gender		Household size				Work location				Total
		1	2	3	4+	FT in city	FT outside city	Part time	No response	
Male	female	1	2	3	4+	1	2	3	7	9
1	2	1	2	3	4					

Q4 3rd most

A=Police services	8.3%	4.4%	4.8%	7.6%	2.3%	8.0%	11.3%	7.3%	2.8%	5.8%	3.0%	6.3%
B=Parks & rec programs & facilities	8.3%	6.6%	4.8%	7.2%	4.7%	12.5%	3.2%	9.7%	5.6%	5.0%	10.4%	7.4%
C=Maintenance city streets	11.9%	12.8%	7.7%	13.5%	17.4%	10.7%	14.5%	13.6%	18.3%	5.8%	11.9%	12.3%
D=Enforcement of codes & ordinances	8.7%	5.8%	7.7%	7.6%	7.0%	6.3%	3.2%	8.3%	4.2%	8.3%	9.0%	7.2%
E=Customer service	5.5%	3.3%	4.8%	3.1%	8.1%	3.6%	8.1%	4.4%	2.8%	4.1%	3.0%	4.4%
F=City communication	9.9%	10.6%	4.8%	9.4%	16.3%	12.5%	9.7%	11.7%	16.9%	7.4%	4.5%	10.2%
G=Stormwater runoff/management	7.5%	9.1%	11.5%	6.7%	7.0%	9.8%	9.7%	8.7%	9.9%	6.6%	7.5%	8.3%
H=Flow of traffic & congestion	15.4%	20.4%	25.0%	14.3%	17.4%	19.6%	19.4%	15.5%	18.3%	24.0%	13.4%	18.0%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years? (all three selections)

N=527

	Q35 Respondents gender		Household size				Work location				Total
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	No respon- se	
	1	2	1	2	3	4	1	2	3	7	9
Q4 Sum of top three choices											
A=Police services	25.3%	24.8%	25.0%	26.9%	20.9%	25.0%	30.6%	23.8%	21.1%	28.1%	25.0%
B=Parks & rec programs & facilities	21.7%	25.2%	15.4%	19.7%	25.6%	37.5%	29.0%	29.1%	14.1%	13.2%	23.5%
C=Maintenance city streets	50.6%	55.5%	48.1%	51.1%	59.3%	57.1%	54.8%	53.4%	54.9%	48.8%	53.1%
D=Enforcement of codes & ordinances	26.5%	20.8%	29.8%	25.1%	16.3%	20.5%	16.1%	21.4%	28.2%	27.3%	23.5%
E=Customer service	9.1%	5.1%	6.7%	5.4%	12.8%	6.3%	9.7%	8.3%	5.6%	6.6%	7.0%
F=City communication	20.2%	20.8%	17.3%	21.1%	25.6%	18.8%	22.6%	20.9%	25.4%	19.0%	20.5%
G=Stormwater runoff/ management	30.4%	31.8%	36.5%	28.7%	30.2%	32.1%	27.4%	32.5%	33.8%	34.7%	31.1%
H=Flow of traffic & congestion	66.0%	68.6%	70.2%	61.4%	76.7%	70.5%	67.7%	68.4%	76.1%	63.6%	67.4%
Z=None chosen	9.1%	5.1%	6.7%	9.4%	3.5%	4.5%	6.5%	7.3%	5.6%	6.6%	7.0%

2004 Shoreline DirectionFinder Survey Results

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline: (excluding don't knows)

N=527	Q35		Household size				Work location					Total
	Respondents gender											
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	se	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q5a Quality of local police protection</u>												
5=Very satisfied	28.6%	28.7%	26.3%	29.7%	29.5%	28.8%	32.8%	23.0%	34.8%	31.4%	30.5%	28.7%
4=Somewhat	51.9%	48.0%	56.6%	48.1%	50.0%	48.1%	43.1%	52.4%	47.8%	52.5%	45.8%	49.9%
3=Neutral	15.8%	18.5%	13.1%	17.5%	14.1%	21.2%	19.0%	20.4%	13.0%	13.6%	16.9%	17.2%
2=Dissatisfied	2.9%	3.9%	3.0%	4.7%	3.8%	1.0%	3.4%	3.7%	4.3%	2.5%	3.4%	3.4%
1=Very dissatisfied	0.8%	0.8%	1.0%	0.0%	2.6%	1.0%	1.7%	0.5%	0.0%	0.0%	3.4%	0.8%
<u>Q5b City's efforts to prevent crime</u>												
5=Very satisfied	20.4%	18.6%	14.6%	21.7%	19.2%	20.6%	25.5%	15.8%	19.0%	23.3%	19.3%	19.5%
4=Somewhat	49.1%	49.8%	54.2%	51.3%	45.2%	45.1%	40.0%	48.1%	50.8%	59.2%	43.9%	49.5%
3=Neutral	21.7%	26.8%	24.0%	19.6%	31.5%	27.5%	27.3%	28.4%	27.0%	13.6%	24.6%	24.3%
2=Dissatisfied	6.1%	4.3%	6.3%	5.8%	4.1%	3.9%	7.3%	6.0%	1.6%	3.9%	7.0%	5.2%
1=Very dissatisfied	2.6%	0.4%	1.0%	1.6%	0.0%	2.9%	0.0%	1.6%	1.6%	0.0%	5.3%	1.5%

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline: (excluding don't knows)

N=527	Q35		Household size				Work location					Total
	Respondents gender											
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	se	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q5c Enforcement of traffic laws</u>												
5=Very satisfied	19.3%	12.9%	13.1%	19.7%	16.7%	11.3%	20.7%	10.3%	20.9%	16.4%	24.1%	16.0%
4=Somewhat	44.3%	50.2%	50.5%	45.2%	43.6%	51.9%	43.1%	46.4%	41.8%	53.4%	48.3%	47.3%
3=Neutral	23.4%	28.5%	27.3%	21.2%	32.1%	30.2%	22.4%	32.5%	23.9%	19.8%	22.4%	26.0%
2=Dissatisfied	9.4%	7.2%	8.1%	9.6%	5.1%	6.6%	12.1%	7.7%	11.9%	6.9%	5.2%	8.3%
1=Very dissatisfied	3.7%	1.2%	1.0%	4.3%	2.6%	0.0%	1.7%	3.1%	1.5%	3.4%	0.0%	2.4%
<u>Q5d Quality of animal control</u>												
5=Very satisfied	13.9%	18.0%	13.4%	18.5%	14.5%	14.8%	22.9%	12.9%	10.7%	18.6%	20.0%	15.9%
4=Somewhat	46.6%	41.7%	41.5%	48.6%	42.0%	40.9%	41.7%	43.6%	41.1%	52.6%	36.0%	44.2%
3=Neutral	27.4%	32.0%	31.7%	24.9%	30.4%	36.4%	27.1%	34.4%	32.1%	21.6%	30.0%	29.7%
2=Dissatisfied	7.7%	5.3%	8.5%	5.2%	8.7%	5.7%	4.2%	6.7%	12.5%	3.1%	8.0%	6.5%
1=Very dissatisfied	4.3%	2.9%	4.9%	2.9%	4.3%	2.3%	4.2%	2.5%	3.6%	4.1%	6.0%	3.6%

2004 Shoreline DirectionFinder Survey Results

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline: (excluding don't knows)

N=527	Q35		Household size				Work location					Total
	Respondents gender											
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	se	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q5e Shoreline District Court</u>												
5=Very satisfied	17.6%	19.2%	17.2%	15.7%	25.9%	18.3%	23.5%	15.1%	21.4%	19.4%	19.0%	18.3%
4=Somewhat	45.5%	45.9%	36.2%	54.3%	37.0%	45.1%	38.2%	46.0%	42.9%	50.7%	45.2%	45.7%
3=Neutral	32.1%	34.2%	43.1%	27.6%	31.5%	35.2%	35.3%	35.7%	35.7%	26.9%	31.0%	33.1%
2=Dissatisfied	3.6%	0.0%	3.4%	0.8%	3.7%	1.4%	2.9%	2.4%	0.0%	1.5%	2.4%	1.9%
1=Very dissatisfied	1.2%	0.7%	0.0%	1.6%	1.9%	0.0%	0.0%	0.8%	0.0%	1.5%	2.4%	1.0%

Q6. Which TWO of the Public Safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

Q35 Respondents gender		Household size				Work location				Total
Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No respon- se
1	2	1	2	3	4	1	2	3	7	9

Q6 1st public safety

A=Police protection	27.3%	26.3%	27.9%	26.9%	22.1%	28.6%	24.2%	25.2%	26.8%	32.2%	23.9%	26.8%
B=Prevent crime	33.2%	29.9%	23.1%	33.2%	31.4%	36.6%	43.5%	33.0%	35.2%	22.3%	28.4%	31.5%
C=Enforce traffic laws	17.0%	20.8%	26.0%	17.0%	22.1%	14.3%	16.1%	19.4%	9.9%	25.6%	17.9%	19.0%
D=Animal control	7.5%	8.0%	7.7%	6.3%	10.5%	8.9%	3.2%	7.8%	9.9%	9.1%	7.5%	7.8%
E=Shoreline District Court	2.8%	1.1%	1.0%	2.2%	2.3%	1.8%	1.6%	3.4%	0.0%	0.8%	1.5%	1.9%
Z=None chosen	12.3%	13.9%	14.4%	14.3%	11.6%	9.8%	11.3%	11.2%	18.3%	9.9%	20.9%	13.1%

Q6 2nd

A=Police protection	12.3%	15.7%	12.5%	13.5%	12.8%	17.9%	22.6%	18.0%	15.5%	8.3%	3.0%	14.0%
B=Prevent crime	34.0%	29.6%	33.7%	29.1%	36.0%	32.1%	22.6%	33.0%	32.4%	32.2%	34.3%	31.7%
C=Enforce traffic laws	19.4%	17.2%	14.4%	19.3%	17.4%	19.6%	21.0%	16.0%	28.2%	18.2%	11.9%	18.2%
D=Animal control	8.3%	8.4%	9.6%	7.2%	7.0%	10.7%	6.5%	8.3%	1.4%	10.7%	13.4%	8.3%
E=Shoreline District Court	5.9%	2.2%	4.8%	3.6%	5.8%	2.7%	1.6%	4.9%	1.4%	5.8%	3.0%	4.0%

Q6. Which TWO of the Public Safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527

Q35

Respondents
gender

Household size

Work location

Total

Male 1	female 2	Household size				Work location				Total
		1	2	3	4+	FT in city 1	FT outside city 2	Part time 3	Retired 7	

Q6 Sum of top two choices

A=Police protection	39.5%	42.0%	40.4%	40.4%	34.9%	46.4%	46.8%	43.2%	42.3%	40.5%	26.9%	40.8%
B=Prevent crime	67.2%	59.5%	56.7%	62.3%	67.4%	68.8%	66.1%	66.0%	67.6%	54.5%	62.7%	63.2%
C=Enforce traffic laws	36.4%	38.0%	40.4%	36.3%	39.5%	33.9%	37.1%	35.4%	38.0%	43.8%	29.9%	37.2%
D=Animal control	15.8%	16.4%	17.3%	13.5%	17.4%	19.6%	9.7%	16.0%	11.3%	19.8%	20.9%	16.1%
E=Shoreline District Court	8.7%	3.3%	5.8%	5.8%	8.1%	4.5%	3.2%	8.3%	1.4%	6.6%	4.5%	5.9%
Z=None chosen	12.3%	13.9%	14.4%	14.3%	11.6%	9.8%	11.3%	11.2%	18.3%	9.9%	20.9%	13.1%

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527		Q35		Household size				Work location				Total
		Respondents gender										
		Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response
		1	2	1	2	3	4	1	2	3	7	9
<u>Q7a Overall maintenance of city streets</u>												
5=Very satisfied	9.2%	10.6%	15.5%	8.4%	9.5%	8.3%		10.0%	6.5%	8.5%	12.7%	16.9%
4=Satisfied	46.6%	45.5%	40.8%	52.1%	40.5%	44.0%		41.7%	41.7%	49.3%	55.9%	41.5%
3=Neutral	25.7%	30.3%	34.0%	25.1%	29.8%	27.5%		30.0%	31.2%	23.9%	24.6%	27.7%
2=Dissatisfied	16.5%	9.1%	6.8%	11.2%	17.9%	16.5%		15.0%	17.6%	15.5%	4.2%	7.7%
1=Very dissatisfied	2.0%	4.5%	2.9%	3.3%	2.4%	3.7%		3.3%	3.0%	2.8%	2.5%	6.2%
<u>Q7b Maintenance of streets in your neighborhood</u>												
5=Very satisfied	14.5%	12.0%	11.5%	13.4%	15.5%	12.8%		10.0%	8.5%	15.5%	18.3%	19.0%
4=Satisfied	41.8%	47.4%	46.2%	47.2%	39.3%	43.1%		45.0%	40.8%	43.7%	53.3%	41.3%
3=Neutral	21.7%	22.9%	26.0%	19.9%	27.4%	20.2%		30.0%	22.4%	21.1%	19.2%	22.2%
2=Dissatisfied	18.9%	10.5%	12.5%	13.4%	13.1%	19.3%		10.0%	21.9%	14.1%	7.5%	9.5%
1=Very dissatisfied	3.2%	7.1%	3.8%	6.0%	4.8%	4.6%		5.0%	6.5%	5.6%	1.7%	7.9%

2004 Shoreline DirectionFinder Survey Results

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527

Q35

Respondents gender

Male female

1 2

1 2

1 2

3 3

4+ 4

Household size

FT in city 1

FT outside city 2

Part time 3

Retired 7

No response 9

Work location

Total

Q7c Maintenance of sidewalks in Shoreline

5=Very satisfied

8.2%

12.6%

10.8%

10.3%

13.6%

8.4%

10.7%

7.5%

7.2%

15.8%

14.1%

10.5%

4=Satisfied

31.2%

31.3%

31.2%

34.0%

30.9%

27.1%

28.6%

27.8%

33.3%

33.7%

37.5%

31.2%

3=Neutral

33.8%

30.9%

39.8%

29.9%

27.2%

33.6%

37.5%

32.6%

29.0%

35.6%

25.0%

32.3%

2=Dissatisfied

18.2%

14.2%

11.8%

17.0%

16.0%

18.7%

16.1%

20.9%

17.4%

10.9%

9.4%

16.1%

1=Very dissatisfied

8.7%

11.0%

6.5%

8.8%

12.3%

12.1%

7.1%

11.2%

13.0%

4.0%

14.1%

9.9%

Q7d Mowing & trimming along city streets

5=Very satisfied

7.5%

18.5%

14.3%

12.9%

13.6%

12.7%

15.3%

6.6%

18.6%

20.5%

13.1%

13.2%

4=Satisfied

48.5%

38.6%

37.8%

45.5%

48.1%

41.8%

37.3%

44.4%

42.9%

43.8%

45.9%

43.4%

3=Neutral

28.2%

29.7%

33.7%

26.3%

24.7%

32.7%

30.5%

30.8%

20.0%

28.6%

32.8%

29.0%

2=Dissatisfied

13.3%

10.0%

11.2%

13.4%

9.9%

10.0%

15.3%

15.7%

14.3%

4.5%

4.9%

11.6%

1=Very dissatisfied

2.5%

3.1%

3.1%

1.9%

3.7%

2.7%

1.7%

2.5%

4.3%

2.7%

3.3%

2.8%

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527		Q35		Household size				Work location				Total
Respondents		gender										
				1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response
		Male	female	1	2	3	4	1	2	3	7	9
		1	2	1	2	3	4	1	2	3	7	9
<u>Q7e Overall cleanliness of city streets</u>												
5=Very satisfied	10.8%	14.2%	13.7%	12.3%	15.5%	10.0%		11.7%	7.4%	16.9%	19.7%	12.1%
4=Satisfied	53.0%	49.6%	50.0%	56.2%	45.2%	48.2%		43.3%	48.3%	47.9%	60.7%	54.5%
3=Neutral	25.7%	27.2%	28.4%	22.4%	28.6%	30.9%		36.7%	33.5%	25.4%	11.1%	24.2%
2=Dissatisfied	9.2%	7.1%	7.8%	7.3%	9.5%	9.1%		8.3%	8.4%	9.9%	7.7%	6.1%
1=Very dissatisfied	1.2%	1.9%	0.0%	1.8%	1.2%	1.8%		0.0%	2.5%	0.0%	0.9%	3.0%
<u>Q7f Adequacy of city street lighting in arterial streets</u>												
5=Very satisfied	12.2%	9.9%	9.0%	11.6%	9.9%	12.8%		17.2%	6.0%	11.3%	16.4%	11.1%
4=Satisfied	48.8%	49.2%	46.0%	48.6%	54.3%	49.5%		46.6%	51.5%	46.5%	50.9%	42.9%
3=Neutral	23.6%	26.0%	28.0%	26.9%	23.5%	19.3%		20.7%	26.5%	22.5%	25.0%	25.4%
2=Dissatisfied	12.2%	10.3%	12.0%	11.1%	8.6%	11.9%		10.3%	12.0%	16.9%	6.9%	11.1%
1=Very dissatisfied	3.3%	4.6%	5.0%	1.9%	3.7%	6.4%		5.2%	4.0%	2.8%	0.9%	9.5%

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527

Q35 Respondents gender		Household size				Work location				Total
Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response
		1	2	3	4	1	2	3	7	9

Q7g Adequacy of city street lighting in neighborhood

5=Very satisfied	10.2%	8.2%	9.7%	8.4%	8.4%	10.9%	8.5%	7.0%	9.9%	12.8%	9.2%
4=Satisfied	42.0%	38.6%	36.9%	41.1%	36.1%	45.5%	44.1%	40.5%	35.2%	41.0%	40.2%
3=Neutral	22.9%	22.1%	28.2%	23.4%	22.9%	15.5%	20.3%	25.5%	18.3%	21.4%	21.5%
2=Dissatisfied	17.6%	19.9%	16.5%	19.2%	19.3%	19.1%	20.3%	19.0%	26.8%	16.2%	12.3%
1=Very dissatisfied	7.3%	11.2%	8.7%	7.9%	13.3%	9.1%	6.8%	8.0%	9.9%	8.5%	16.9%
											9.4%

Q7h Adequacy of storm drainage in neighborhood

5=Very satisfied	10.2%	10.2%	9.4%	10.4%	9.9%	11.1%	8.5%	7.1%	15.9%	9.8%	16.4%	10.2%
4=Satisfied	41.4%	48.4%	39.6%	50.2%	43.2%	41.7%	47.5%	42.6%	37.7%	50.9%	47.5%	45.0%
3=Neutral	24.6%	23.6%	31.3%	19.0%	27.2%	25.0%	25.4%	26.4%	21.7%	24.1%	18.0%	24.1%
2=Dissatisfied	15.2%	10.6%	10.4%	12.8%	13.6%	14.8%	8.5%	16.8%	17.4%	8.9%	6.6%	12.9%
1=Very dissatisfied	8.6%	7.1%	9.4%	7.6%	6.2%	7.4%	10.2%	7.1%	7.2%	6.3%	11.5%	7.8%

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

N=527

Q35

	Respondents		Household size				Work location					Total
	gender											
							FT in city	FT outside city	Part time	Retired	No respon- se	
	Male	female	1	2	3	4+	1	2	3	7	9	
	1	2	1	2	3	4						
<u>Q8 1st maintenance</u>												
A=Maintenance city streets	24.9%	18.6%	21.2%	21.5%	25.6%	18.8%	27.4%	20.4%	18.3%	24.8%	17.9%	21.6%
B=Maintenance neighborhood streets	9.5%	10.6%	14.4%	9.0%	10.5%	8.0%	6.5%	11.2%	4.2%	13.2%	10.4%	10.1%
C=Maintenance of sidewalks	13.0%	16.1%	13.5%	11.2%	12.8%	23.2%	14.5%	13.6%	19.7%	11.6%	17.9%	14.6%
D=Mowing & trimming along streets	5.9%	4.7%	6.7%	5.4%	4.7%	4.5%	11.3%	4.9%	7.0%	2.5%	4.5%	5.3%
E=Cleanliness of streets	4.0%	4.7%	2.9%	3.6%	8.1%	4.5%	4.8%	5.8%	4.2%	2.5%	3.0%	4.4%
F=City street lighting on arterial streets	8.3%	9.9%	9.6%	12.1%	3.5%	7.1%	8.1%	7.3%	7.0%	13.2%	10.4%	9.1%
G=City street lighting in neighborhood	11.9%	16.8%	13.5%	13.9%	19.8%	12.5%	9.7%	13.6%	18.3%	13.2%	19.4%	14.4%
H=Storm drainage services	13.8%	10.6%	10.6%	13.0%	9.3%	14.3%	9.7%	13.6%	14.1%	13.2%	6.0%	12.1%
Z=None chosen	8.7%	8.0%	7.7%	10.3%	5.8%	7.1%	8.1%	9.7%	7.0%	5.8%	10.4%	8.3%

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

N=527

Q35

Respondents

gender

		Household size				Work location					Total					
						FT		No respon-								
						city		outside city		Part time		Retired se				
						1		2		3		7		9		
Male	female	1	2	3	4+											
1	2	1	2	3	4											

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527

N=527	Q35 Respondents gender		Household size				Work location					Total
	Male 1	female 2	1	2	3	4+	FT in city 1	outside city 2	Part time 3	Retired 7	re- spon- se 9	
<u>Q8 Sum of top two choices</u>												
A=Maintenance city streets	33.6%	27.0%	27.9%	28.7%	38.4%	28.6%	35.5%	32.0%	28.2%	30.6%	20.9%	30.2%
B=Maintenance neighborhood streets	20.9%	21.9%	25.0%	18.8%	20.9%	24.1%	22.6%	24.8%	14.1%	19.8%	20.9%	21.4%
C=Maintenance of sidewalks	24.5%	25.2%	22.1%	18.8%	30.2%	34.8%	19.4%	26.2%	32.4%	18.2%	29.9%	24.9%
D=Mowing & trimming along streets	13.0%	10.6%	11.5%	11.7%	12.8%	11.6%	16.1%	12.6%	14.1%	8.3%	9.0%	11.8%
E=Cleanliness of streets	17.4%	13.9%	15.4%	13.9%	22.1%	14.3%	16.1%	16.5%	16.9%	14.9%	11.9%	15.6%
F=City street lighting on arterial streets	17.0%	17.2%	20.2%	22.0%	7.0%	12.5%	17.7%	12.1%	12.7%	24.8%	22.4%	17.1%
G=City street lighting in neighborhood	26.1%	32.8%	28.8%	30.9%	33.7%	24.1%	19.4%	27.7%	36.6%	32.2%	32.8%	29.6%
H=Storm drainage services	24.1%	26.6%	26.0%	24.2%	18.6%	32.1%	25.8%	25.7%	26.8%	27.3%	19.4%	25.4%
Z=None chosen	8.7%	8.0%	7.7%	10.3%	5.8%	7.1%	8.1%	9.7%	7.0%	5.8%	10.4%	8.3%

Q9. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't knows)

Q35		Household size				Work location					Total	
Respondents gender												
Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response		
		1	2	3	4							1
<u>Q9a Enforcing clean up of litter/debris private property</u>												
5=Very satisfied	4.5%	8.3%	5.9%	6.4%	7.0%	6.3%	9.6%	5.9%	6.5%	5.8%	5.6%	6.3%
4=Satisfied	29.0%	24.9%	17.6%	27.8%	29.6%	32.3%	30.8%	21.3%	25.8%	34.6%	27.8%	27.0%
3=Neutral	38.4%	37.8%	44.7%	36.4%	36.6%	36.5%	32.7%	40.8%	41.9%	33.7%	38.9%	38.1%
2=Dissatisfied	19.2%	24.9%	28.2%	21.4%	21.1%	18.8%	21.2%	23.7%	22.6%	20.2%	20.4%	22.0%
1=Very dissatisfied	8.9%	4.1%	3.5%	8.0%	5.6%	6.3%	5.8%	8.3%	3.2%	5.8%	7.4%	6.6%
<u>Q9b Enforcing mowing/cutting weeds on private property</u>												
5=Very satisfied	4.1%	7.9%	4.9%	7.0%	5.9%	5.2%	9.6%	4.2%	6.3%	5.9%	8.0%	6.0%
4=Satisfied	26.0%	29.3%	19.8%	29.6%	30.9%	28.9%	25.0%	23.2%	30.2%	33.7%	30.0%	27.6%
3=Neutral	46.6%	41.4%	53.1%	38.2%	38.2%	51.5%	48.1%	45.8%	47.6%	39.6%	38.0%	44.0%
2=Dissatisfied	16.0%	17.2%	16.0%	18.3%	22.1%	10.3%	11.5%	17.3%	14.3%	16.8%	22.0%	16.6%
1=Very dissatisfied	7.3%	4.2%	6.2%	7.0%	2.9%	4.1%	5.8%	9.5%	1.6%	4.0%	2.0%	5.8%

Q9. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't knows)

N=527	Q35		Household size				Work location					Total
	Respondents gender											
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	response	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q9c Enforcing sign regulations</u>												
5=Very satisfied	6.3%	11.8%	7.2%	10.2%	8.1%	9.1%	8.2%	5.7%	10.0%	9.4%	18.4%	9.0%
4=Satisfied	34.1%	35.3%	22.9%	40.1%	37.1%	34.1%	42.9%	32.3%	31.7%	39.6%	28.6%	34.7%
3=Neutral	47.1%	42.2%	55.4%	37.3%	50.0%	45.5%	40.8%	50.6%	38.3%	41.7%	42.9%	44.7%
2=Dissatisfied	10.6%	9.3%	14.5%	9.6%	4.8%	9.1%	6.1%	8.9%	18.3%	8.3%	10.2%	10.0%
1=Very dissatisfied	1.9%	1.5%	0.0%	2.8%	0.0%	2.3%	2.0%	2.5%	1.7%	1.0%	0.0%	1.7%
<u>Q9d Enforcing removal of abandoned autos</u>												
5=Very satisfied	8.3%	9.0%	5.0%	9.2%	10.9%	9.3%	12.2%	9.0%	9.8%	4.2%	10.9%	8.6%
4=Satisfied	29.5%	27.5%	20.0%	33.0%	23.4%	30.9%	32.7%	25.1%	29.5%	34.4%	23.6%	28.5%
3=Neutral	31.3%	36.0%	51.3%	22.2%	42.2%	35.1%	34.7%	36.5%	27.9%	31.3%	34.5%	33.6%
2=Dissatisfied	22.1%	19.0%	17.5%	23.2%	18.8%	19.6%	18.4%	18.6%	24.6%	24.0%	18.2%	20.6%
1=Very dissatisfied	8.8%	8.5%	6.3%	12.4%	4.7%	5.2%	2.0%	10.8%	8.2%	6.3%	12.7%	8.6%

Q10. Which TWO of the City Code and Ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

Q35 Respondents gender		Household size				Work location				Total
Male	female	1	2	3	4+	FT in city	outside city	Part time	Retired	No respon- se
		1	2	3	4	1	2	3	7	9

Q10 1st city code

A=Clean up of litter	41.9%	36.1%	38.5%	39.9%	39.5%	36.6%	48.4%	37.9%	36.6%	38.8%	35.8%	38.9%
B=Mowing & trimming private property	11.5%	8.0%	8.7%	9.4%	11.6%	9.8%	11.3%	9.7%	8.5%	10.7%	7.5%	9.7%
C=Sign regulations	10.3%	13.5%	17.3%	9.4%	14.0%	10.7%	8.1%	10.7%	11.3%	18.2%	9.0%	12.0%
D=Removal abandoned autos	20.2%	20.4%	14.4%	22.9%	19.8%	21.4%	9.7%	22.3%	23.9%	18.2%	23.9%	20.3%
Z=None chosen	16.2%	21.9%	21.2%	18.4%	15.1%	21.4%	22.6%	19.4%	19.7%	14.0%	23.9%	19.2%

Q10 2nd

A=Clean up of litter	18.6%	13.9%	17.3%	15.2%	15.1%	17.9%	9.7%	18.4%	18.3%	15.7%	13.4%	16.1%
B=Mowing & trimming private property	26.5%	23.0%	21.2%	25.6%	30.2%	21.4%	32.3%	24.8%	22.5%	20.7%	26.9%	24.7%
C=Sign regulations	10.3%	8.8%	9.6%	8.5%	12.8%	8.9%	8.1%	9.7%	11.3%	8.3%	10.4%	9.5%
D=Removal abandoned autos	20.6%	22.6%	23.1%	21.1%	19.8%	23.2%	17.7%	21.4%	16.9%	28.1%	19.4%	21.6%

Q10. Which TWO of the City Code and Ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527		Q35 Respondents gender		Household size				Work location				Total
								FT		No respon-		
								city		se		
								1		7		
								2		9		
								3				
								4				
								4+				

Q11. Overall, how would you rate the quality of customer service provided by city employees?

N=527		Q35 Respondents gender		Household size				Work location				Total	
				1	2	3	4+	FT in city	FT outside city	Part time	Retired	No respon- se	
Male		female		1	2	3	4	1	2	3	7	9	
1		2											
Q11 Rate quality of Customer Service													
1=Excellent	16.6%	16.8%		16.3%	17.0%	20.9%	13.4%	19.4%	12.1%	18.3%	19.8%	20.9%	16.7%
2=Good	37.5%	35.4%		34.6%	39.5%	31.4%	36.6%	37.1%	34.0%	39.4%	38.8%	35.8%	36.4%
3=Average	22.9%	17.2%		17.3%	17.5%	18.6%	27.7%	22.6%	23.3%	15.5%	16.5%	17.9%	19.9%
4=Below average	2.0%	1.5%		1.0%	1.8%	1.2%	1.8%	3.2%	2.4%	2.8%	0.0%	0.0%	1.7%
5=Poor	0.8%	0.7%		1.9%	0.0%	2.3%	0.0%	1.6%	1.0%	1.4%	0.0%	0.0%	0.8%
9=Don't know	20.2%	28.5%		28.8%	24.2%	25.6%	20.5%	16.1%	27.2%	22.5%	24.8%	25.4%	24.5%

Q12. Have you called, visited, or e-mailed the City with a question, problem, or complaint during the past year?

N=527	Q35 Respondents gender		Household size				Work location				Total	
							FT		No respon-			
							city	outside	Part time	Retired		se
	Male	female	1	2	3	4+	1	2	3	7	9	
	1	2	1	2	3	4	1	2	3	7	9	
Q12 Have called/visited/emailed city												
1=Yes	36.5%	28.8%	28.8%	30.9%	37.6%	33.9%	37.1%	32.2%	45.1%	24.8%	29.9%	32.5%
2=No	62.3%	69.7%	70.2%	67.3%	62.4%	64.3%	62.9%	66.3%	54.9%	75.2%	64.2%	66.2%
9=No response	1.2%	1.5%	1.0%	1.8%	0.0%	1.8%	0.0%	1.5%	0.0%	0.0%	6.0%	1.3%

Q12b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (excluding don't knows)

N=171	Q35		Household size				Work location					Total
	Respondents gender											
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q12b(1) They were courteous & polite</u>												
5=Always	60.9%	62.7%	66.7%	64.7%	64.5%	50.0%	56.5%	57.8%	63.3%	70.0%	65.0%	61.7%
4=Usually	29.3%	30.7%	23.3%	32.4%	29.0%	33.3%	30.4%	31.3%	30.0%	30.0%	25.0%	29.9%
3=Sometimes	8.7%	2.7%	6.7%	2.9%	3.2%	11.1%	8.7%	7.8%	6.7%	0.0%	5.0%	6.0%
2=Seldom	1.1%	1.3%	3.3%	0.0%	3.2%	0.0%	4.3%	1.6%	0.0%	0.0%	0.0%	1.2%
1=Never	0.0%	2.7%	0.0%	0.0%	0.0%	5.6%	0.0%	1.6%	0.0%	0.0%	5.0%	1.2%
<u>Q12b(2) They gave prompt/accurate/complete answers</u>												
5=Always	42.4%	39.2%	51.7%	40.3%	41.9%	32.4%	30.4%	35.9%	40.0%	56.7%	47.4%	41.0%
4=Usually	28.3%	32.4%	24.1%	34.3%	35.5%	24.3%	34.8%	39.1%	20.0%	16.7%	31.6%	30.1%
3=Sometimes	16.3%	12.2%	13.8%	11.9%	3.2%	29.7%	8.7%	14.1%	23.3%	13.3%	10.5%	14.5%
2=Seldom	10.9%	10.8%	10.3%	10.4%	12.9%	8.1%	21.7%	6.3%	16.7%	10.0%	5.3%	10.8%
1=Never	2.2%	5.4%	0.0%	3.0%	6.5%	5.4%	4.3%	4.7%	0.0%	3.3%	5.3%	3.6%

2004 Shoreline DirectionFinder Survey Results

Q12b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (excluding don't knows)

N=171	Q35		Household size					Work location					Total
	Respondents gender												
	Male	female	1	2	3	4+		FT in city	FT outside city	Part time	Retired	No response	
	1	2	1	2	3	4		1	2	3	7	9	
<u>Q12b(3) They did what they said they would</u>													
5=Always	41.1%	38.9%	50.0%	37.9%	48.3%	29.7%		31.8%	35.9%	39.3%	50.0%	50.0%	40.1%
4=Usually	26.7%	30.6%	14.3%	39.4%	20.7%	27.0%		27.3%	31.3%	28.6%	26.7%	22.2%	28.4%
3=Sometimes	17.8%	13.9%	25.0%	6.1%	13.8%	29.7%		22.7%	20.3%	17.9%	3.3%	11.1%	16.0%
2=Seldom	11.1%	6.9%	3.6%	12.1%	17.2%	2.7%		9.1%	9.4%	7.1%	13.3%	5.6%	9.3%
1=Never	3.3%	9.7%	7.1%	4.5%	0.0%	10.8%		9.1%	3.1%	7.1%	6.7%	11.1%	6.2%
<u>Q12b(4) They helped resolve issue</u>													
5=Always	36.7%	42.3%	46.4%	37.9%	41.4%	33.3%		38.1%	36.9%	37.0%	46.7%	38.9%	39.1%
4=Usually	30.0%	21.1%	17.9%	30.3%	37.9%	16.7%		19.0%	30.8%	22.2%	23.3%	27.8%	26.1%
3=Sometimes	11.1%	11.3%	17.9%	9.1%	3.4%	16.7%		19.0%	10.8%	14.8%	3.3%	11.1%	11.2%
2=Seldom	10.0%	9.9%	7.1%	10.6%	6.9%	11.1%		4.8%	9.2%	14.8%	13.3%	5.6%	9.9%
1=Never	12.2%	15.5%	10.7%	12.1%	10.3%	22.2%		19.0%	12.3%	11.1%	13.3%	16.7%	13.7%

Q13. Have you or other adult members of your household used the City's Web site during the past 12 months?

Q35		Household size				Work location				Total	
Respondents gender						FT		No respon-			
						city		time		se	
						1		3		9	
						2		7		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	
						2		3		9	

Q14. Do you have cable television?

N=527		Q35 Respondents gender		Household size				Work location				Total
		Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No respon- se
		1	2	1	2	3	4	1	2	3	7	9
Q14 Do you have cable TV												
1=Yes	72.7%	69.0%	69.2%	74.9%	67.4%	66.1%		66.1%	72.3%	56.3%	75.2%	77.6%
2=No	26.9%	29.6%	28.8%	24.2%	32.6%	33.0%		33.9%	26.7%	43.7%	23.1%	20.9%
9=No response	0.4%	1.5%	1.9%	0.9%	0.0%	0.9%		0.0%	1.0%	0.0%	1.7%	1.5%
												0.9%

Q14a. During the past week, approximately how many minutes did you or other members of your household watch the City's cable television Channel 21?

N=373		Q35 Respondents gender		Household size				Work location				Total
		Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No respon- se
		1	2	1	2	3	4	1	2	3	7	9
Q14a. Approx how many minutes watch Ch 21												
1=Zero/didn't watch	55.4%	64.6%	72.2%	54.5%	58.6%	63.5%		56.1%	62.4%	62.5%	50.5%	71.2%
2=Less than 15 min	25.5%	19.6%	12.5%	25.7%	27.6%	20.3%		26.8%	24.2%	20.0%	26.4%	9.6%
3=15 minutes +	19.0%	15.3%	15.3%	19.2%	13.8%	16.2%		17.1%	13.4%	15.0%	23.1%	19.2%
9=Don't know	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%		0.0%	0.0%	2.5%	0.0%	0.0%
												0.3%

Q15. From which of the following have you received information about City issues, services, and events?

N=527

Q35 Respondents gender		Household size				Work location				Total
Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response
		1	2	3	4	1	2	3	7	

Q15 Have recvd info about city issues

1=City newsletter "CURRENTS"	77.5%	79.2%	70.2%	79.4%	81.4%	81.3%	80.6%	78.2%	84.5%	76.9%	73.1%	78.4%
2=Newspaper	55.3%	56.9%	58.7%	52.5%	53.5%	62.5%	54.8%	50.0%	59.2%	62.0%	62.7%	56.2%
3=TV news	28.1%	35.8%	42.3%	31.4%	24.4%	28.6%	35.5%	34.5%	26.8%	33.9%	23.9%	32.1%
4=City cable channel	17.0%	12.0%	7.7%	17.5%	11.6%	15.2%	17.7%	14.1%	12.7%	14.9%	13.4%	14.4%
5=City Website	12.6%	10.2%	4.8%	9.4%	17.4%	16.1%	12.9%	16.0%	11.3%	5.8%	6.0%	11.4%
6=Other	8.3%	5.8%	8.7%	5.4%	3.5%	11.6%	1.6%	8.3%	7.0%	8.3%	6.0%	7.0%
0=None	0.0%	0.4%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.2%
9=No response	2.0%	3.3%	4.8%	2.7%	2.3%	0.9%	1.6%	1.9%	1.4%	4.1%	4.5%	2.7%

Q16. How satisfied are you with the following? (excluding don't knows)

Q35		Household size				Work location				Total		
Respondents gender												
						FT in city	FT outside city	Part time	Retired		No response	
Male	female	1	2	3	4+	1	2	3	7	9		
1	2	1	2	3	4							
<u>Q16a Availability of info about city programs/services</u>												
5=Very satisfied	14.2%	18.1%	14.6%	16.6%	18.1%	15.9%	13.6%	14.3%	16.9%	17.8%	21.7%	16.3%
4=Satisfied	52.2%	47.6%	43.8%	54.1%	45.8%	48.6%	59.3%	49.2%	42.3%	55.1%	41.7%	49.8%
3=Neutral	27.2%	29.1%	34.8%	24.4%	27.7%	30.8%	16.9%	30.7%	36.6%	21.5%	33.3%	28.2%
2=Dissatisfied	5.6%	4.3%	4.5%	4.4%	8.4%	3.7%	10.2%	5.3%	2.8%	3.7%	3.3%	4.9%
1=Very dissatisfied	0.9%	0.8%	2.2%	0.5%	0.0%	0.9%	0.0%	0.5%	1.4%	1.9%	0.0%	0.8%
<u>Q16b City efforts to keep you informed about local issues</u>												
5=Very satisfied	12.8%	16.9%	12.8%	14.6%	16.3%	16.7%	12.9%	14.7%	18.3%	12.6%	17.7%	14.9%
4=Satisfied	52.5%	51.0%	52.1%	55.4%	46.5%	47.2%	54.8%	51.3%	43.7%	57.7%	48.4%	51.7%
3=Neutral	24.4%	24.5%	25.5%	21.6%	25.6%	28.7%	16.1%	26.4%	26.8%	23.4%	25.8%	24.5%
2=Dissatisfied	8.3%	6.1%	7.4%	6.6%	10.5%	5.6%	14.5%	6.1%	7.0%	4.5%	8.1%	7.2%
1=Very dissatisfied	2.1%	1.5%	2.1%	1.9%	1.2%	1.9%	1.6%	1.5%	4.2%	1.8%	0.0%	1.8%

Q16. How satisfied are you with the following? (excluding don't knows)

N=527

Q35 Respondents gender		Household size				Work location				Total		
						FT		Part time		No respon- se		
Male	female	1	2	3	4+	city	outside	city	Retired			
1	2	1	2	3	4	1	2	3	7	9		
<u>Q16c Public involvement opportunities</u>												
5=Very satisfied	11.3%	10.1%	11.6%	8.9%	11.5%	12.7%	8.9%	9.8%	10.4%	10.2%	16.4%	10.7%
4=Satisfied	38.7%	45.4%	43.0%	43.2%	39.7%	41.2%	48.2%	39.7%	44.8%	42.9%	40.0%	42.2%
3=Neutral	33.3%	30.7%	31.4%	32.3%	37.2%	28.4%	23.2%	34.2%	26.9%	35.7%	32.7%	32.0%
2=Dissatisfied	11.3%	9.2%	8.1%	10.4%	11.5%	9.8%	10.7%	12.0%	11.9%	7.1%	7.3%	10.2%
1=Very dissatisfied	5.4%	4.6%	5.8%	5.2%	0.0%	7.8%	8.9%	4.3%	6.0%	4.1%	3.6%	5.0%
<u>Q16d Quality programming city cable tv channel</u>												
5=Very satisfied	3.9%	10.8%	7.1%	9.4%	2.2%	7.5%	9.7%	7.3%	3.3%	9.8%	3.2%	7.1%
4=Satisfied	36.7%	35.1%	28.6%	45.8%	28.3%	30.2%	41.9%	30.2%	23.3%	43.1%	48.4%	36.0%
3=Neutral	47.7%	48.6%	54.8%	38.5%	60.9%	49.1%	41.9%	46.9%	70.0%	43.1%	45.2%	48.1%
2=Dissatisfied	10.2%	1.8%	4.8%	5.2%	8.7%	7.5%	3.2%	11.5%	0.0%	3.9%	3.2%	6.3%
1=Very dissatisfied	1.6%	3.6%	4.8%	1.0%	0.0%	5.7%	3.2%	4.2%	3.3%	0.0%	0.0%	2.5%

Q16. How satisfied are you with the following? (excluding don't knows)

N=527	Q35		Household size				Work location					Total
	Respondents gender											
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q16e Quality of city web page</u>												
5=Very satisfied	6.2%	12.1%	5.7%	10.5%	9.3%	8.8%	8.3%	11.8%	6.1%	3.7%	7.7%	9.0%
4=Satisfied	37.2%	38.4%	28.6%	46.1%	23.3%	43.9%	50.0%	38.2%	27.3%	40.7%	34.6%	37.7%
3=Neutral	52.2%	48.5%	60.0%	42.1%	62.8%	45.6%	33.3%	48.0%	63.6%	55.6%	53.8%	50.5%
2=Dissatisfied	3.5%	0.0%	2.9%	1.3%	4.7%	0.0%	4.2%	2.0%	0.0%	0.0%	3.8%	1.9%
1=Very dissatisfied	0.9%	1.0%	2.9%	0.0%	0.0%	1.8%	4.2%	0.0%	3.0%	0.0%	0.0%	0.9%
<u>Q16f Quality of city's newsletter "CURRENTS"</u>												
5=Very satisfied	13.8%	23.8%	19.8%	19.8%	22.5%	14.3%	20.4%	15.2%	19.7%	23.3%	21.1%	19.0%
4=Satisfied	56.4%	48.8%	46.9%	57.9%	43.8%	53.1%	53.7%	52.8%	48.5%	56.3%	47.4%	52.4%
3=Neutral	27.1%	24.6%	29.6%	21.8%	27.5%	28.6%	20.4%	28.1%	28.8%	19.4%	31.6%	25.8%
2=Dissatisfied	1.4%	2.1%	1.2%	0.5%	5.0%	2.0%	3.7%	2.8%	1.5%	0.0%	0.0%	1.7%
1=Very dissatisfied	1.4%	0.8%	2.5%	0.0%	1.3%	2.0%	1.9%	1.1%	1.5%	1.0%	0.0%	1.1%

Q16. How satisfied are you with the following? (excluding don't knows)

Q35 Respondents gender		Household size				Work location				Total	
						FT		Part		No	
						city		time		respon-	
						1		3		se	
						2		7		9	
						3		9			
<u>Q16g Amount of coverage about city issues</u>											
5=Very satisfied	8.1%	13.2%	9.2%	11.1%	13.0%	9.9%	12.3%	6.9%	13.4%	13.1%	10.7%
4=Satisfied	46.6%	40.9%	40.2%	47.6%	39.0%	43.6%	50.9%	39.4%	38.8%	52.5%	43.6%
3=Neutral	32.6%	35.3%	40.2%	31.2%	39.0%	30.7%	21.1%	41.1%	37.3%	26.3%	34.0%
2=Dissatisfied	10.4%	9.4%	6.9%	8.5%	9.1%	13.9%	14.0%	11.4%	9.0%	7.1%	9.9%
1=Very dissatisfied	2.3%	1.3%	3.4%	1.6%	0.0%	2.0%	1.8%	1.1%	1.5%	1.0%	1.8%

Q17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't knows)

N=527		Q35 Respondents gender		Household size				Work location				Total
		Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response
		1	2	1	2	3	4	1	2	3	7	9
<u>Q17a Quality of services provided by city</u>												
5=Very satisfied	10.7%	13.5%	12.2%	12.7%	9.6%	13.0%		11.7%	10.2%	13.2%	15.8%	11.1%
4=Satisfied	57.0%	57.3%	60.2%	59.4%	55.4%	51.9%		56.7%	50.8%	55.9%	66.7%	61.9%
3=Neutral	27.3%	25.0%	25.5%	22.6%	30.1%	29.6%		28.3%	33.0%	23.5%	14.9%	25.4%
2=Dissatisfied	5.0%	2.3%	0.0%	4.7%	3.6%	4.6%		0.0%	6.1%	5.9%	1.8%	0.0%
1=Very dissatisfied	0.0%	1.9%	2.0%	0.5%	1.2%	0.9%		3.3%	0.0%	1.5%	0.9%	1.6%
<u>Q17b Overall image of the city</u>												
5=Very satisfied	13.1%	16.6%	16.2%	16.7%	9.4%	14.5%		13.3%	12.3%	15.5%	18.3%	18.0%
4=Satisfied	54.7%	52.8%	57.6%	50.7%	55.3%	55.5%		51.7%	49.8%	49.3%	63.5%	55.7%
3=Neutral	20.0%	21.1%	19.2%	20.0%	23.5%	20.0%		21.7%	25.1%	22.5%	11.3%	19.7%
2=Dissatisfied	11.4%	6.0%	5.1%	11.2%	8.2%	7.3%		8.3%	10.8%	12.7%	6.1%	1.6%
1=Very dissatisfied	0.8%	3.4%	2.0%	1.4%	3.5%	2.7%		5.0%	2.0%	0.0%	0.9%	4.9%

2004 Shoreline DirectionFinder Survey Results

Q17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't knows)

N=527		Q35		Household size				Work location				Total
Respondents		gender										
Male	female	1	2	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response
1	2	1	2	1	2	3	4	1	2	3	7	9

Q17c How well city planning growth

5=Very satisfied	6.3%	9.4%	8.1%	8.0%	8.1%	7.2%		9.4%	4.6%	13.8%	5.1%	14.3%	7.8%
4=Satisfied	34.5%	32.7%	32.6%	34.0%	29.7%	37.1%		32.1%	34.7%	24.6%	42.4%	26.8%	33.6%
3=Neutral	34.1%	35.0%	41.9%	34.0%	28.4%	34.0%		28.3%	33.5%	32.3%	37.4%	41.1%	34.5%
2=Dissatisfied	15.7%	14.3%	9.3%	14.9%	23.0%	14.4%		13.2%	19.7%	21.5%	8.1%	7.1%	15.0%
1=Very dissatisfied	9.4%	8.5%	8.1%	9.0%	10.8%	7.2%		17.0%	7.5%	7.7%	7.1%	10.7%	9.0%

Q17d Quality of leadership by city officials

5=Very satisfied	8.4%	10.4%	9.1%	11.8%	8.1%	6.1%		9.1%	5.2%	14.9%	9.8%	15.1%	9.4%
4=Satisfied	40.5%	34.7%	37.5%	40.6%	32.4%	36.4%		29.1%	35.5%	29.9%	53.9%	32.1%	37.6%
3=Neutral	35.7%	45.0%	42.0%	35.3%	43.2%	45.5%		41.8%	47.7%	38.8%	29.4%	37.7%	40.3%
2=Dissatisfied	10.1%	5.0%	8.0%	8.6%	8.1%	5.1%		9.1%	7.6%	9.0%	4.9%	9.4%	7.6%
1=Very dissatisfied	5.3%	5.0%	3.4%	3.7%	8.1%	7.1%		10.9%	4.1%	7.5%	2.0%	5.7%	5.1%

Q17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't knows)

N=527		Q35		Household size				Work location				Total
Respondents		gender										
				1	2	3	4+	FT in city	FT outside city	Part time	Retired	No response
Male		female		1	2	3	4	1	2	3	7	9
1		2		1	2	3	4	1	2	3	7	9

Q17e Effectiveness of city manager & appointed staff

5=Very satisfied	5.3%	10.8%	8.3%	10.2%	4.3%	6.6%		7.7%	4.3%	11.7%	9.0%	14.0%	8.0%
4=Satisfied	45.2%	35.3%	39.3%	45.2%	32.9%	38.5%		32.7%	39.8%	31.7%	55.1%	34.0%	40.3%
3=Neutral	35.1%	45.1%	45.2%	32.5%	48.6%	42.9%		42.3%	43.5%	46.7%	27.0%	42.0%	40.0%
2=Dissatisfied	10.1%	4.9%	4.8%	7.8%	10.0%	6.6%		5.8%	9.3%	6.7%	6.7%	6.0%	7.5%
1=Very dissatisfied	4.3%	3.9%	2.4%	4.2%	4.3%	5.5%		11.5%	3.1%	3.3%	2.2%	4.0%	4.1%

Q18. In general, do you think the City of Shoreline is moving in the right direction?

N=527	Q35 Respondents gender	Household size				Work location				Total
		1	2	3	4+	FT in city	FT outside city	Part time	Retired	
	Male	1	2	3	4+	1	2	3	7	
	female	1	2	3	4					
	1	1	2	3	4					
	2									
Q18 Think city moving in right direction										
1=Yes	56.9%	59.9%	58.7%	60.1%	50.0%	62.5%	48.4%	60.2%	54.9%	58.4%
2=No	19.8%	14.2%	14.4%	16.1%	24.4%	14.3%	29.0%	17.5%	19.7%	16.9%
9=Don't know	23.3%	25.9%	26.9%	23.8%	25.6%	23.2%	22.6%	22.3%	25.4%	24.7%

Q20. Please rate Shoreline on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (excluding don't knows)

N=527	Q35		Household size				Work location					Total
	Respondents gender											
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	se	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q20a A place to live</u>												
5=Excellent	33.7%	37.3%	38.8%	37.9%	37.2%	27.0%	35.5%	25.0%	35.2%	53.7%	35.5%	35.6%
4=Good	57.9%	46.3%	48.5%	49.8%	52.3%	59.5%	48.4%	60.3%	49.3%	43.0%	48.4%	51.9%
3=Neutral	6.0%	11.9%	11.7%	7.3%	8.1%	9.9%	11.3%	10.3%	12.7%	0.8%	14.5%	9.0%
2=Below average	2.0%	3.7%	1.0%	3.7%	2.3%	3.6%	4.8%	3.4%	2.8%	1.7%	1.6%	2.9%
1=Poor	0.4%	0.7%	0.0%	1.4%	0.0%	0.0%	0.0%	1.0%	0.0%	0.8%	0.0%	0.6%
<u>Q20b Place to raise children</u>												
5=Excellent	33.3%	38.6%	33.3%	39.5%	32.9%	34.2%	36.1%	28.1%	32.8%	50.0%	37.3%	36.0%
4=Good	54.9%	45.0%	52.7%	45.9%	55.3%	51.4%	45.9%	56.3%	50.7%	42.2%	47.5%	49.9%
3=Neutral	9.3%	13.3%	12.9%	11.2%	10.6%	9.9%	14.8%	13.0%	11.9%	5.2%	13.6%	11.3%
2=Below average	2.0%	2.8%	1.1%	2.9%	0.0%	4.5%	3.3%	2.1%	4.5%	1.7%	1.7%	2.4%
1=Poor	0.4%	0.4%	0.0%	0.5%	1.2%	0.0%	0.0%	0.5%	0.0%	0.9%	0.0%	0.4%

2004 Shoreline DirectionFinder Survey Results

Q20. Please rate Shoreline on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (excluding don't knows)

Q35 Respondents gender		Household size				Work location				Total		
						FT		No respon-				
Male	female	1	2	3	4+	FT in city	outside city	Part time	Retired	se		
1	2	1	2	3	4	1	2	3	7	9		
<u>Q20c Place to work</u>												
5=Excellent	18.1%	25.1%	20.0%	23.2%	20.3%	22.1%	33.3%	14.6%	11.3%	30.9%	24.0%	21.8%
4=Good	41.8%	38.7%	41.3%	43.2%	32.8%	39.5%	38.3%	37.2%	58.5%	32.1%	44.0%	40.2%
3=Neutral	30.2%	26.6%	34.7%	24.5%	35.9%	24.4%	16.7%	35.0%	24.5%	28.4%	28.0%	28.3%
2=Below average	7.1%	7.0%	2.7%	5.8%	7.8%	11.6%	11.7%	7.3%	5.7%	6.2%	4.0%	7.1%
1=Poor	2.7%	2.5%	1.3%	3.2%	3.1%	2.3%	0.0%	5.8%	0.0%	2.5%	0.0%	2.6%
<u>Q20d Overall quality of life in city</u>												
5=Excellent	22.4%	25.5%	26.5%	23.4%	24.7%	22.5%	30.6%	18.7%	16.9%	31.7%	27.9%	24.0%
4=Good	62.0%	55.1%	57.8%	59.2%	58.8%	57.7%	56.5%	55.2%	62.0%	63.3%	57.4%	58.4%
3=Neutral	13.2%	16.5%	15.7%	12.8%	14.1%	18.0%	12.9%	22.7%	16.9%	3.3%	11.5%	14.9%
2=Below average	1.6%	2.6%	0.0%	3.2%	2.4%	1.8%	0.0%	3.0%	2.8%	0.8%	3.3%	2.1%
1=Poor	0.8%	0.4%	0.0%	1.4%	0.0%	0.0%	0.0%	0.5%	1.4%	0.8%	0.0%	0.6%

Q21. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (excluding don't knows)

N=527	Q35 Respondents gender		Household size				Work location					Total
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	se 9	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q21a How safe feel in neighborhood-day</u>												
5=Very safe	48.0%	46.5%	38.8%	46.6%	43.0%	60.4%	43.5%	49.5%	49.3%	50.0%	36.4%	47.2%
4=Safe	44.8%	44.6%	48.5%	44.3%	50.0%	36.9%	50.0%	44.1%	46.5%	40.8%	47.0%	44.7%
3=Neutral	6.0%	6.3%	8.7%	7.2%	7.0%	0.9%	4.8%	4.9%	2.8%	8.3%	10.6%	6.1%
2=Unsafe	1.2%	2.2%	3.9%	1.4%	0.0%	1.8%	1.6%	1.0%	1.4%	0.8%	6.1%	1.7%
1=Very unsafe	0.0%	0.4%	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.2%
<u>Q21b In neighborhood at night</u>												
5=Very safe	27.4%	17.7%	15.8%	23.3%	18.6%	30.0%	33.9%	20.3%	21.1%	24.4%	15.6%	22.4%
4=Safe	45.6%	47.0%	45.5%	44.7%	53.5%	44.5%	37.1%	52.0%	40.8%	47.9%	40.6%	46.3%
3=Neutral	17.9%	23.3%	23.8%	21.9%	22.1%	13.6%	19.4%	18.3%	31.0%	16.0%	26.6%	20.7%
2=Unsafe	7.9%	9.8%	10.9%	8.2%	5.8%	10.9%	8.1%	7.4%	7.0%	10.9%	12.5%	8.9%
1=Very unsafe	1.2%	2.3%	4.0%	1.8%	0.0%	0.9%	1.6%	2.0%	0.0%	0.8%	4.7%	1.7%

Q21. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (excluding don't knows)

Q35 Respondents gender		Household size				Work location				Total			
						FT		No					
		1	2	3	4+	FT in city 1	outside city 2	Part time 3	Retired 7		respon- se 9		
<u>Q21c In city parks</u>													
5=Very safe	Male	17.0%	14.8%	10.7%	16.2%	17.5%	18.3%	22.2%	15.5%	7.8%	20.2%	13.8%	15.9%
4=Safe	female	48.4%	43.5%	42.7%	47.0%	45.0%	48.1%	51.9%	48.6%	43.8%	39.3%	44.8%	46.0%
3=Neutral	1	26.5%	27.8%	32.0%	25.4%	31.3%	23.1%	14.8%	28.2%	31.3%	30.3%	25.9%	27.1%
2=Unsafe	2	8.1%	12.1%	13.3%	10.3%	5.0%	10.6%	11.1%	6.1%	17.2%	10.1%	13.8%	10.1%
1=Very unsafe		0.0%	1.8%	1.3%	1.1%	1.3%	0.0%	0.0%	1.7%	0.0%	0.0%	1.7%	0.9%
<u>Q21d In other public areas in Shoreline</u>													
5=Very safe		21.6%	17.0%	13.5%	20.0%	19.0%	22.9%	25.4%	17.8%	21.4%	19.6%	14.8%	19.2%
4=Safe		48.1%	56.5%	46.1%	58.6%	48.8%	49.5%	54.2%	48.2%	55.7%	59.8%	47.5%	52.4%
3=Neutral		27.0%	22.1%	33.7%	18.1%	28.6%	24.8%	15.3%	31.0%	20.0%	16.8%	31.1%	24.5%
2=Unsafe		3.3%	4.3%	6.7%	3.3%	3.6%	2.8%	5.1%	3.0%	2.9%	3.7%	6.6%	3.8%

Q21. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (excluding don't knows)

N=527	Q35		Household size				Work location				Total	
	Respondents gender											
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired		Non-respon-
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q21e Overall feeling of safety</u>												
5=Very safe	22.2%	17.1%	14.9%	19.9%	17.4%	25.2%	25.8%	19.0%	15.5%	21.2%	16.9%	19.6%
4=Safe	58.7%	60.2%	57.4%	60.2%	62.8%	57.7%	53.2%	58.5%	67.6%	64.4%	50.8%	59.5%
3=Neutral	16.3%	19.3%	23.8%	15.8%	18.6%	15.3%	16.1%	19.0%	15.5%	12.7%	27.7%	17.9%
2=Unsafe	2.0%	3.0%	4.0%	2.7%	1.2%	1.8%	3.2%	2.4%	1.4%	1.7%	4.6%	2.5%
1=Very unsafe	0.8%	0.4%	0.0%	1.4%	0.0%	0.0%	1.6%	1.0%	0.0%	0.0%	0.0%	0.6%

Q22. Overall, how would you rate the condition of your neighborhood?

Q35 Respondents gender		Household size				Work location				Total

Q22 Rate condition of neighborhood

Q23. Do you generally think the condition of your neighborhood is getting better, worse, or staying about the same?

N=527	Q35 Respondents gender		Household size				Work location					Total
							FT		No respon-			
	Male	female	1	2	3	4+	FT in city	outside city	Part time	Retired	se	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q23 Condition in neighborhood are</u>												
1=Getting better	23.7%	17.5%	21.2%	18.8%	23.3%	21.4%	22.6%	19.9%	21.1%	21.5%	17.9%	20.5%
2=Staying the same	60.5%	68.2%	60.6%	66.8%	65.1%	63.4%	61.3%	65.5%	64.8%	65.3%	62.7%	64.5%
3=Getting worse	12.6%	12.0%	15.4%	10.8%	10.5%	13.4%	16.1%	10.7%	14.1%	9.9%	16.4%	12.3%
4=Don't know	3.2%	1.8%	1.9%	3.6%	1.2%	1.8%	0.0%	3.9%	0.0%	2.5%	3.0%	2.5%
9=No response	0.0%	0.4%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.2%

Q24. Do you think the City of Shoreline is a "business friendly" city?

N=527	Q35 Respondents gender		Household size				Work location				Total	
	Male 1	female 2	1	2	3	4+	FT		No respon-			
							FT in city 1	outside city 2	Part time 3	Retired 7		se 9
Q24 Do you think Shoreline-bus friendly												
1=Yes	39.5%	43.4%	38.5%	43.0%	39.5%	43.8%	50.0%	31.6%	42.3%	47.9%	52.2%	41.6%
2=No	16.6%	10.2%	10.6%	11.7%	18.6%	13.4%	22.6%	14.6%	14.1%	8.3%	9.0%	13.3%
9=Don't know	43.9%	46.4%	51.0%	45.3%	41.9%	42.9%	27.4%	53.9%	43.7%	43.8%	38.8%	45.2%

Q25. How well do you think the City of Shoreline manages city government finances?

Q35 Respondents gender		Household size			Work location				Total
					FT in city		FT outside city		No respon- se
Male	female	1	2	3	4+	1	2	3	7
1	2	1	2	3	4	1	2	3	9

Q26. How satisfied are you with: (excluding don't knows)

N=527	Q35 Respondents gender		Household size				Work location					Total
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No respon- se	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q26a Availability of public transportation</u>												
5=Very satisfied	17.0%	16.9%	11.4%	19.1%	15.0%	19.8%	14.5%	17.8%	17.2%	14.0%	21.7%	17.0%
4=Satisfied	48.9%	44.9%	48.9%	45.2%	47.5%	47.5%	43.6%	45.0%	43.8%	54.0%	46.7%	46.8%
3=Neutral	20.2%	22.9%	27.3%	22.3%	18.8%	16.8%	18.2%	23.3%	21.9%	21.0%	20.0%	21.6%
2=Dissatisfied	9.4%	11.4%	9.1%	10.1%	10.0%	12.9%	18.2%	8.9%	12.5%	9.0%	8.3%	10.5%
1=Very dissatisfied	4.5%	3.8%	3.4%	3.2%	8.8%	3.0%	5.5%	5.0%	4.7%	2.0%	3.3%	4.1%
<u>Q26b Availability of bicycle lanes</u>												
5=Very satisfied	9.7%	6.2%	9.6%	8.4%	8.3%	5.8%	7.5%	7.7%	8.5%	4.9%	13.2%	7.9%
4=Satisfied	33.2%	31.3%	24.7%	34.1%	33.3%	34.0%	32.1%	29.7%	28.8%	44.4%	26.4%	32.2%
3=Neutral	34.1%	37.4%	42.5%	36.9%	29.2%	33.0%	37.7%	34.1%	39.0%	35.8%	35.8%	35.7%
2=Dissatisfied	17.1%	20.4%	20.5%	16.2%	20.8%	20.4%	17.0%	20.9%	20.3%	13.6%	18.9%	18.7%
1=Very dissatisfied	6.0%	4.7%	2.7%	4.5%	8.3%	6.8%	5.7%	7.7%	3.4%	1.2%	5.7%	5.4%

Q26. How satisfied are you with: (excluding don't knows)

N=527

Q35 Respondents gender		Household size				Work location				Total
Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No respon- se
		1	2	3	4	1	2	3	7	

Q26c Availability of pedestrian walkways

5=Very satisfied	6.7%	7.2%	6.6%	7.3%	6.1%	7.4%	5.0%	6.1%	9.1%	3.8%	14.8%	7.0%
4=Satisfied	34.0%	32.3%	36.3%	33.0%	32.9%	31.5%	31.7%	30.3%	25.8%	46.2%	29.5%	33.1%
3=Neutral	28.2%	25.5%	33.0%	28.6%	25.6%	19.4%	33.3%	24.2%	25.8%	28.8%	26.2%	26.8%
2=Dissatisfied	22.3%	25.1%	19.8%	22.8%	25.6%	25.9%	20.0%	25.8%	28.8%	20.2%	21.3%	23.7%
1=Very dissatisfied	8.8%	10.0%	4.4%	8.3%	9.8%	15.7%	10.0%	13.6%	10.6%	1.0%	8.2%	9.4%

Q26d Availability of sidewalks on major streets

5=Very satisfied	8.6%	8.3%	6.5%	8.1%	8.4%	11.0%	8.5%	8.2%	10.3%	6.2%	11.3%	8.4%
4=Satisfied	40.0%	39.1%	39.8%	40.8%	43.4%	33.9%	39.0%	39.8%	30.9%	43.4%	41.9%	39.6%
3=Neutral	21.2%	24.9%	32.3%	23.2%	20.5%	17.4%	25.4%	19.9%	20.6%	27.4%	25.8%	23.1%
2=Dissatisfied	23.7%	20.6%	15.1%	24.6%	20.5%	24.8%	16.9%	24.5%	27.9%	21.2%	14.5%	22.1%
1=Very dissatisfied	6.5%	7.1%	6.5%	3.3%	7.2%	12.8%	10.2%	7.7%	10.3%	1.8%	6.5%	6.8%

Q26. How satisfied are you with: (excluding don't knows)

Q35 Respondents gender		Household size				Work location					Total	
						FT		Part time		No respon- se		
						FT in city	FT outside city	Retired				
Male	female	1	2	3	4+	1	2	3	7	9		
1	2	1	2	3	4							
<u>Q26e Availability of sidewalks near schools</u>												
5=Very satisfied	10.1%	10.1%	7.4%	8.5%	10.0%	15.5%	10.2%	11.8%	7.6%	8.4%	10.9%	10.1%
4=Satisfied	41.8%	32.9%	30.9%	42.8%	43.8%	28.2%	40.7%	36.4%	24.2%	46.7%	34.5%	37.3%
3=Neutral	23.6%	26.2%	37.0%	24.9%	17.5%	20.9%	27.1%	21.9%	31.8%	27.1%	20.0%	24.9%
2=Dissatisfied	16.9%	19.4%	19.8%	18.4%	16.3%	18.2%	10.2%	20.3%	18.2%	15.9%	23.6%	18.1%
1=Very dissatisfied	7.6%	11.4%	4.9%	5.5%	12.5%	17.3%	11.9%	9.6%	18.2%	1.9%	10.9%	9.5%
<u>Q26f Availability of sidewalks near resi</u>												
5=Very satisfied	8.1%	7.0%	6.2%	6.6%	8.3%	10.0%	11.5%	6.5%	5.9%	8.9%	6.3%	7.5%
4=Satisfied	29.6%	27.5%	32.0%	28.8%	27.4%	26.4%	29.5%	29.0%	19.1%	33.0%	28.1%	28.5%
3=Neutral	23.1%	21.3%	28.9%	23.6%	20.2%	14.5%	19.7%	17.5%	23.5%	28.6%	26.6%	22.2%
2=Dissatisfied	22.3%	21.3%	20.6%	23.1%	19.0%	22.7%	21.3%	23.0%	23.5%	17.9%	23.4%	21.8%
1=Very dissatisfied	17.0%	22.9%	12.4%	17.9%	25.0%	26.4%	18.0%	24.0%	27.9%	11.6%	15.6%	20.0%

Q27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

Q35

Respondents
gender

Household size

Work location

Total

Male 1
1

female 2
1

1 2 3 4+
1 2 3 4

FT in city 1
FT outside city 2
Part time 3
Retired 7
No response 9

Q27 1st transportation

A=Public transportation

25.3% 22.6% 23.1% 26.9% 23.3% 19.6% 19.4% 26.2% 26.8% 20.7% 23.9% 23.9%

B=Bicycle lanes

7.9% 7.7% 6.7% 4.9% 12.8% 10.7% 6.5% 10.7% 4.2% 5.0% 9.0% 7.8%

C=Pedestrian walkways

13.4% 12.4% 16.3% 12.6% 10.5% 11.6% 19.4% 11.7% 8.5% 15.7% 10.4% 12.9%

D=Sidewalks on major streets

14.2% 11.3% 11.5% 13.9% 8.1% 15.2% 9.7% 12.1% 11.3% 14.0% 16.4% 12.7%

E=Sidewalks near schools

16.6% 20.4% 15.4% 15.2% 26.7% 22.3% 19.4% 19.4% 21.1% 17.4% 14.9% 18.6%

F=Sidewalks near residence

11.9% 11.7% 10.6% 12.6% 10.5% 12.5% 11.3% 13.1% 16.9% 8.3% 9.0% 11.8%

Z=None chosen

10.7% 13.9% 16.3% 13.9% 8.1% 8.0% 14.5% 6.8% 11.3% 19.0% 16.4% 12.3%

Q27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

Q35 Respondents gender		Household size				Work location				Total
Male	female	1	2	3	4+	FT city	outside city	Part time	Retired	No respon- se
1	2	1	2	3	4	1	2	3	7	9

Q27 2nd

A=Public transportation	5.1%	2.9%	2.9%	3.6%	5.8%	4.5%	3.2%	3.9%	4.2%	2.5%	7.5%	4.0%
B=Bicycle lanes	11.1%	8.4%	9.6%	9.4%	7.0%	12.5%	12.9%	12.6%	8.5%	4.1%	9.0%	9.7%
C=Pedestrian walkways	17.4%	16.4%	13.5%	16.6%	23.3%	16.1%	17.7%	18.9%	16.9%	14.0%	14.9%	16.9%
D=Sidewalks on major streets	15.4%	12.8%	13.5%	13.5%	18.6%	12.5%	16.1%	14.6%	15.5%	12.4%	11.9%	14.0%
E=Sidewalks near schools	15.4%	15.7%	14.4%	16.1%	9.3%	20.5%	9.7%	16.5%	14.1%	14.9%	20.9%	15.6%
F=Sidewalks near residence	19.8%	22.3%	24.0%	18.4%	24.4%	20.5%	19.4%	22.3%	16.9%	24.8%	16.4%	21.1%

Q27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527		Q35									
Respondents		Household size				Work location				Total	
gender											

Q28. Compared to other cities in the State of Washington, would you rate the quality of services provided by the City of Shoreline as better, about the same, or worse?

N=527	Q35 Respondents gender		Household size				Work location				Total	
	Male 1	female 2	1	2	3	4+	FT		Part time	No respon- se		
							FT in city	FT outside city				
			1	2	3	4+	1	2	3	7	9	
<u>Q28 Rate quality of svcs provided by city</u>												
1=Better	29.2%	23.0%	19.2%	26.0%	32.6%	27.7%	22.6%	30.6%	19.7%	23.1%	26.9%	26.0%
2=About the same	46.2%	40.1%	43.3%	39.5%	43.0%	50.0%	50.0%	42.7%	49.3%	36.4%	43.3%	43.1%
3=Worse	4.7%	4.0%	5.8%	4.0%	4.7%	3.6%	4.8%	4.9%	4.2%	1.7%	7.5%	4.4%
9=Don't know	19.8%	32.8%	31.7%	30.5%	19.8%	18.8%	22.6%	21.8%	26.8%	38.8%	22.4%	26.6%

Q29. Overall, how would you rate the value of services you receive for your city taxes?

N=527	Q35 Respondents gender		Household size				Work location					Total
	Male	female	1	2	3	4+	FT in city	FT outside city	Part time	Retired	No respon- se	
	1	2	1	2	3	4	1	2	3	7	9	
<u>Q29 Rate the value of svc recd for tax \$</u>												
1=Excellent	4.3%	4.4%	3.8%	5.4%	3.5%	3.6%	9.7%	2.4%	7.0%	5.0%	1.5%	4.4%
2=Good	30.8%	30.7%	29.8%	30.5%	31.4%	32.1%	27.4%	31.6%	18.3%	36.4%	34.3%	30.7%
3=Average	39.9%	41.6%	39.4%	40.4%	40.7%	43.8%	38.7%	42.7%	39.4%	41.3%	37.3%	40.8%
4=Below Average	9.5%	7.7%	8.7%	7.6%	10.5%	8.9%	9.7%	9.7%	9.9%	6.6%	6.0%	8.5%
5=Poor	4.0%	1.5%	3.8%	1.8%	2.3%	1.8%	3.2%	1.9%	5.6%	0.8%	4.5%	2.7%
9=Don't know	11.5%	14.2%	14.4%	14.3%	11.6%	9.8%	11.3%	11.7%	19.7%	9.9%	16.4%	12.9%

Q31. Approximately how many years have you lived in the City of Shoreline?

N=527	Q35 Respondents gender		Household size				Work location					Total
	Male 1	female 2	1	2	3	4+ 4	FT		Part time 3	Retired 7	No respon- se 9	
							city 1	outside city 2				
Q31 How long lived in City of Shoreline												
2=Under 3	5.2%	6.4%	4.8%	4.2%	8.1%	8.2%	3.2%	9.0%	2.9%	0.8%	10.6%	5.8%
5=3 to 5	11.2%	13.9%	8.7%	10.2%	17.4%	17.3%	11.3%	18.9%	13.0%	3.4%	10.6%	12.6%
10=6 to 10	19.6%	15.4%	19.2%	12.5%	17.4%	25.5%	24.2%	22.4%	18.8%	8.4%	10.6%	17.4%
15=11 to 15	11.6%	11.2%	11.5%	7.4%	14.0%	17.3%	19.4%	14.9%	8.7%	3.4%	10.6%	11.4%
20=16 to 20	9.2%	10.1%	5.8%	7.9%	11.6%	14.5%	4.8%	14.9%	11.6%	5.0%	4.5%	9.7%
30=21 to 30	13.2%	15.4%	20.2%	15.3%	9.3%	10.9%	12.9%	10.9%	20.3%	15.1%	18.2%	14.3%
31=31+	30.0%	27.7%	29.8%	42.6%	22.1%	6.4%	24.2%	9.0%	24.6%	63.9%	34.8%	28.8%

Q32. Do you own or rent your current residence?

N=527	Q35 Respondents gender	Household size				Work location				Total
		1	2	3	4+	FT in city	FT outside city	Part time	Retired	
	Male	1	2	3	4+					
	1	1	2	3	4	1	2	3	7	
	2									
	female									
	1									
	2									

Q32. Do you own/rent residence

1=Own	89.7%	83.9%	80.8%	89.2%	89.5%	84.8%	83.9%	89.8%	85.9%	91.7%	71.6%	86.7%
2=Rent	9.9%	15.7%	18.3%	10.3%	10.5%	15.2%	14.5%	10.2%	14.1%	8.3%	26.9%	12.9%
9=Refuse	0.4%	0.4%	1.0%	0.4%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	1.5%	0.4%

Q33. Which ONE of the following describes where you work?

N=527	Q35 Respondents gender	Household size				Work location				Total
		1	2	3	4+	FT in city	FT outside city	Part time	Retired	
	Male	1	2	3	4+					
	1	1	2	3	4	1	2	3	7	
	2									
	female									
	1									
	2									

Q33 Where do you work

1=FT in city	14.2%	9.5%	9.6%	11.2%	10.5%	15.2%	100.0%	0.0%	0.0%	0.0%	0.0%	11.8%
2=FT outside city	44.7%	33.9%	21.2%	30.9%	59.3%	57.1%	0.0%	100.0%	0.0%	0.0%	0.0%	39.1%
3=PT in city	2.4%	7.3%	1.0%	6.3%	7.0%	4.5%	0.0%	0.0%	36.6%	0.0%	0.0%	4.9%
4=PT outside city	7.5%	9.5%	4.8%	8.1%	8.1%	13.4%	0.0%	0.0%	63.4%	0.0%	0.0%	8.5%
7=retired	21.3%	24.5%	45.2%	30.5%	7.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	23.0%
9=no response	9.9%	15.3%	18.3%	13.0%	8.1%	9.8%	0.0%	0.0%	0.0%	100.0%	0.0%	12.7%

***Crosstabs by
Location of Residence,
Renting vs. Owning Residence,
and Household Income***

Q1. Counting yourself, how many people live in your household?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	

Q1 How many people in household

01=1	19.1%	18.4%	21.5%	18.5%	27.9%	59.6%	22.1%	12.1%	4.7%	19.8%
02=2	43.8%	42.6%	41.0%	43.7%	33.8%	33.3%	44.3%	43.3%	40.6%	42.5%
03=3	14.4%	17.6%	17.4%	16.9%	13.2%	1.8%	16.0%	19.1%	22.7%	16.4%
04=4	18.0%	14.7%	12.8%	15.2%	16.2%	3.5%	14.5%	15.6%	25.0%	15.2%
05=5+	4.6%	6.6%	7.2%	5.7%	8.8%	1.8%	3.1%	9.9%	7.0%	6.1%

2004 Shoreline Direction Finder Survey Results

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

N=527

	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	

Q3a Quality of police services

5=Very satisfied	32.2%	36.0%	30.2%	32.4%	32.2%	37.3%	28.7%	29.6%	35.3%	32.4%
4=Somewhat	51.9%	43.2%	46.2%	48.0%	45.8%	52.9%	46.7%	51.1%	45.7%	47.6%
3=Neutral	11.5%	20.0%	16.5%	15.4%	15.3%	9.8%	18.0%	14.1%	15.5%	15.5%
2=Dissatisfied	3.3%	0.0%	5.5%	3.5%	1.7%	0.0%	4.1%	4.4%	1.7%	3.3%
1=Very dissatisfied	1.1%	0.8%	1.6%	0.7%	5.1%	0.0%	2.5%	0.7%	1.7%	1.2%

Q3b City parks & rec programs & facilities

5=Very satisfied	27.3%	22.7%	21.8%	24.2%	21.9%	24.0%	24.8%	23.9%	22.0%	24.0%
4=Somewhat	55.1%	53.1%	55.3%	54.2%	57.8%	60.0%	52.1%	60.1%	52.5%	54.7%
3=Neutral	15.3%	21.1%	18.6%	18.5%	15.6%	14.0%	18.2%	14.5%	21.2%	18.1%
2=Dissatisfied	2.3%	1.6%	3.7%	2.3%	4.7%	2.0%	5.0%	1.4%	3.4%	2.6%
1=Very dissatisfied	0.0%	1.6%	0.5%	0.7%	0.0%	0.0%	0.0%	0.0%	0.8%	0.6%

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q3c Maintenance of city streets</u>										
5=Very satisfied	10.4%	8.1%	10.9%	9.7%	10.4%	16.7%	11.5%	4.3%	8.6%	10.0%
4=Somewhat	46.6%	40.7%	44.0%	45.6%	34.3%	44.4%	51.5%	47.1%	39.1%	44.1%
3=Neutral	24.4%	35.6%	26.4%	26.5%	38.8%	20.4%	21.5%	28.6%	32.8%	28.0%
2=Dissatisfied	15.5%	12.6%	15.0%	14.6%	14.9%	16.7%	13.1%	16.4%	18.0%	14.6%
1=Very dissatisfied	3.1%	3.0%	3.6%	3.5%	1.5%	1.9%	2.3%	3.6%	1.6%	3.3%
<u>Q3d Enforcement of city codes & ordinances</u>										
5=Very satisfied	11.3%	15.1%	17.5%	13.6%	20.0%	23.9%	12.2%	13.7%	10.6%	14.6%
4=Somewhat	34.6%	39.6%	32.5%	35.1%	36.0%	47.8%	30.6%	42.7%	32.7%	35.1%
3=Neutral	34.0%	33.0%	29.2%	31.3%	36.0%	17.4%	39.8%	31.6%	32.7%	32.0%
2=Dissatisfied	15.7%	9.4%	8.4%	12.0%	8.0%	2.2%	13.3%	4.3%	18.3%	11.5%
1=Very dissatisfied	4.4%	2.8%	12.3%	7.9%	0.0%	8.7%	4.1%	7.7%	5.8%	6.9%

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

N=527

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income					Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K				\$75K+ 4	
						\$25K- 1	\$25K- 2	\$50K- 3	\$50K- 4		
<u>Q3e Quality of customer service you receive</u>											
5=Very satisfied	24.5%	17.0%	29.3%	23.8%	27.6%	35.4%	19.6%	25.4%	23.5%	24.4%	
4=Somewhat	46.0%	42.0%	36.5%	42.9%	31.0%	41.7%	44.9%	45.1%	40.2%	41.4%	
3=Neutral	24.5%	37.5%	28.1%	28.0%	37.9%	18.8%	33.6%	23.8%	29.4%	29.2%	
2=Dissatisfied	3.7%	3.6%	4.2%	3.9%	3.4%	4.2%	1.9%	4.1%	5.9%	3.8%	
1=Very dissatisfied	1.2%	0.0%	1.8%	1.3%	0.0%	0.0%	0.0%	1.6%	1.0%	1.1%	

Q3f City communication with the public

5=Very satisfied	19.4%	15.5%	19.5%	16.8%	27.0%	31.4%	16.3%	13.9%	22.1%	18.4%
4=Somewhat	46.8%	51.2%	40.0%	46.0%	42.9%	47.1%	46.3%	47.4%	41.0%	45.4%
3=Neutral	23.7%	21.7%	25.4%	24.1%	22.2%	15.7%	26.0%	24.1%	23.8%	23.8%
2=Dissatisfied	7.5%	9.3%	9.7%	9.2%	6.3%	2.0%	9.8%	10.9%	9.8%	8.8%
1=Very dissatisfied	2.7%	2.3%	5.4%	3.9%	1.6%	3.9%	1.6%	3.6%	3.3%	3.6%

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q3g City's stormwater runoff/management system</u>										
5=Very satisfied	13.2%	10.6%	14.4%	12.5%	14.8%	10.0%	11.1%	12.2%	13.4%	13.0%
4=Somewhat	41.9%	41.5%	43.3%	43.0%	37.7%	42.0%	47.9%	49.6%	36.6%	42.3%
3=Neutral	28.7%	32.5%	24.4%	27.0%	36.1%	30.0%	29.1%	23.7%	31.3%	28.1%
2=Dissatisfied	10.8%	10.6%	10.6%	10.8%	9.8%	14.0%	4.3%	9.9%	12.5%	10.6%
1=Very dissatisfied	5.4%	4.9%	7.2%	6.6%	1.6%	4.0%	7.7%	4.6%	6.3%	6.0%
<u>Q3h Flow of traffic & congestion management</u>										
5=Very satisfied	5.2%	7.6%	6.7%	6.3%	6.0%	9.3%	2.3%	7.9%	6.3%	6.4%
4=Somewhat	36.1%	33.3%	33.7%	34.0%	37.3%	29.6%	43.8%	34.5%	31.7%	34.5%
3=Neutral	26.7%	33.3%	24.9%	28.6%	22.4%	31.5%	29.7%	25.9%	28.6%	27.7%
2=Dissatisfied	25.1%	21.2%	23.8%	23.0%	28.4%	27.8%	19.5%	23.0%	24.6%	23.6%
1=Very dissatisfied	6.8%	4.5%	10.9%	8.1%	6.0%	1.9%	4.7%	8.6%	8.7%	7.8%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

N=527

	Q36 Location of home			Q32 Do you own/rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q4 1st most emphasis</u>										
A=Police services	17.3%	14.7%	11.3%	14.4%	14.7%	15.8%	19.8%	10.6%	13.3%	14.4%
B=Parks & rec programs & facilities	3.6%	8.8%	8.2%	6.8%	5.9%	8.8%	6.1%	5.7%	7.8%	6.6%
C=Maintenance city streets	15.8%	19.9%	17.9%	15.8%	27.9%	21.1%	19.1%	26.2%	10.2%	17.6%
D=Enforcement of codes & ordinances	11.2%	2.9%	7.7%	8.3%	4.4%	5.3%	6.1%	5.0%	13.3%	7.8%
E=Customer service	0.5%	0.7%	0.5%	0.7%	0.0%	0.0%	0.8%	0.7%	0.0%	0.6%
F=City communication	3.6%	5.1%	4.1%	3.5%	8.8%	1.8%	7.6%	2.8%	3.1%	4.2%
G=Stormwater runoff/management	7.7%	8.8%	9.2%	9.2%	4.4%	8.8%	9.2%	7.8%	7.0%	8.5%
H=Flow of traffic & congestion	33.2%	27.9%	36.9%	34.1%	27.9%	26.3%	24.4%	35.5%	39.8%	33.2%
Z=None chosen	7.1%	11.0%	4.1%	7.2%	5.9%	12.3%	6.9%	5.7%	5.5%	7.0%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

N=527

	Q36 Location of home			Q32 Do you own/rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
Q4 2nd most										
A=Police services	5.6%	2.9%	4.1%	4.8%	1.5%	3.5%	6.1%	5.0%	3.1%	4.4%
B=Parks & rec programs & facilities	8.2%	13.2%	8.2%	8.5%	16.2%	5.3%	6.1%	14.2%	11.7%	9.5%
C=Maintenance city streets	23.5%	22.1%	23.6%	23.9%	19.1%	21.1%	22.1%	22.0%	28.9%	23.1%
D=Enforcement of codes & ordinances	9.7%	2.9%	11.3%	8.8%	7.4%	5.3%	10.7%	10.6%	5.5%	8.5%
E=Customer service	2.6%	0.7%	2.6%	2.4%	0.0%	0.0%	2.3%	2.1%	2.3%	2.1%
F=City communication	3.6%	7.4%	7.7%	6.3%	4.4%	7.0%	6.1%	6.4%	5.5%	6.1%
G=Stormwater runoff/ management	12.8%	15.4%	14.9%	14.7%	11.8%	17.5%	10.7%	14.2%	14.8%	14.2%
H=Flow of traffic & congestion	18.9%	19.1%	11.3%	14.4%	25.0%	14.0%	17.6%	15.6%	14.8%	16.1%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

N=527

	Q36 Location of home			Q32 Do you own/rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
Q4 3rd most										
A=Police services	4.1%	6.6%	8.2%	5.9%	8.8%	10.5%	3.8%	7.8%	4.7%	6.3%
B=Parks & rec programs & facilities	8.2%	8.8%	5.6%	7.0%	8.8%	5.3%	4.6%	7.8%	11.7%	7.4%
C=Maintenance city streets	12.2%	16.2%	9.7%	11.8%	16.2%	1.8%	13.0%	13.5%	14.8%	12.3%
D=Enforcement of codes & ordinances	9.2%	5.9%	6.2%	7.7%	4.4%	1.8%	7.6%	8.5%	7.0%	7.2%
E=Customer service	4.6%	5.9%	3.1%	4.2%	4.4%	5.3%	3.1%	5.0%	3.9%	4.4%
F=City communication	12.2%	8.1%	9.7%	10.9%	5.9%	7.0%	9.2%	12.1%	11.7%	10.2%
G=Stormwater runoff/management	9.7%	5.1%	9.2%	7.7%	13.2%	3.5%	9.2%	9.9%	10.2%	8.3%
H=Flow of traffic & congestion	14.3%	17.6%	22.1%	18.8%	13.2%	26.3%	20.6%	19.1%	14.8%	18.0%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years? (all three selections)

N=527

N=527

	Q36 Location of home			Q32 Do you own/rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q4 Sum of top three choices</u>										
A=Police services	27.0%	24.3%	23.6%	25.2%	25.0%	29.8%	29.8%	23.4%	21.1%	25.0%
B=Parks & rec programs & facilities	19.9%	30.9%	22.1%	22.3%	30.9%	19.3%	16.8%	27.7%	31.3%	23.5%
C=Maintenance city streets	51.5%	58.1%	51.3%	51.4%	63.2%	43.9%	54.2%	61.7%	53.9%	53.1%
D=Enforcement of codes & ordinances	30.1%	11.8%	25.1%	24.7%	16.2%	12.3%	24.4%	24.1%	25.8%	23.5%
E=Customer service	7.7%	7.4%	6.2%	7.2%	4.4%	5.3%	6.1%	7.8%	6.3%	7.0%
F=City communication	19.4%	20.6%	21.5%	20.8%	19.1%	15.8%	22.9%	21.3%	20.3%	20.5%
G=Stormwater runoff/ management	30.1%	29.4%	33.3%	31.5%	29.4%	29.8%	29.0%	31.9%	32.0%	31.1%
H=Flow of traffic & congestion	66.3%	64.7%	70.3%	67.4%	66.2%	66.7%	62.6%	70.2%	69.5%	67.4%
Z=None chosen	7.1%	11.0%	4.1%	7.2%	5.9%	12.3%	6.9%	5.7%	5.5%	7.0%

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline: (excluding don't knows)

N=527

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q5a Quality of local police protection</u>										
5=Very satisfied	27.4%	30.4%	28.8%	28.8%	29.0%	38.2%	25.8%	24.3%	32.2%	28.7%
4=Somewhat	52.2%	48.8%	48.4%	51.7%	35.5%	49.1%	47.5%	58.1%	46.1%	49.9%
3=Neutral	17.2%	17.6%	16.8%	16.0%	25.8%	10.9%	20.0%	12.5%	20.0%	17.2%
2=Dissatisfied	3.2%	1.6%	4.9%	3.2%	4.8%	1.8%	5.0%	4.4%	0.9%	3.4%
1=Very dissatisfied	0.0%	1.6%	1.1%	0.2%	4.8%	0.0%	1.7%	0.7%	0.9%	0.8%

Q5b City's efforts to prevent crime

5=Very satisfied	17.5%	21.0%	20.5%	19.3%	21.7%	26.4%	14.0%	18.5%	22.7%	19.5%
4=Somewhat	52.0%	52.9%	44.4%	51.1%	38.3%	54.7%	50.0%	58.9%	42.7%	49.5%
3=Neutral	25.1%	19.3%	26.9%	24.3%	23.3%	7.5%	28.1%	18.5%	30.9%	24.3%
2=Dissatisfied	4.1%	5.0%	6.4%	4.0%	13.3%	9.4%	6.1%	2.4%	3.6%	5.2%
1=Very dissatisfied	1.2%	1.7%	1.8%	1.3%	3.3%	1.9%	1.8%	1.6%	0.0%	1.5%

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline: (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
Q5c Enforcement of traffic laws										
5=Very satisfied	16.4%	14.8%	16.5%	16.6%	12.9%	24.5%	13.2%	14.7%	16.4%	16.0%
4=Somewhat	46.0%	54.9%	43.4%	48.3%	40.3%	50.9%	43.8%	54.4%	47.4%	47.3%
3=Neutral	24.3%	23.8%	29.1%	24.0%	38.7%	17.0%	32.2%	18.4%	26.7%	26.0%
2=Dissatisfied	11.1%	5.7%	7.1%	8.6%	6.5%	7.5%	8.3%	8.8%	7.8%	8.3%
1=Very dissatisfied	2.1%	0.8%	3.8%	2.6%	1.6%	0.0%	2.5%	3.7%	1.7%	2.4%
Q5d Quality of animal control										
5=Very satisfied	13.9%	17.8%	16.7%	16.2%	14.5%	22.0%	7.1%	16.2%	20.9%	15.9%
4=Somewhat	39.7%	44.9%	48.1%	44.8%	40.0%	40.0%	53.1%	51.3%	36.3%	44.2%
3=Neutral	35.1%	28.0%	25.6%	28.0%	40.0%	26.0%	31.6%	23.1%	31.9%	29.7%
2=Dissatisfied	7.9%	7.5%	4.5%	6.7%	5.5%	4.0%	7.1%	7.7%	6.6%	6.5%
1=Very dissatisfied	3.3%	1.9%	5.1%	4.2%	0.0%	8.0%	1.0%	1.7%	4.4%	3.6%

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline: (excluding don't knows)

N=527

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
	<u>Q5e Shoreline District Court</u>									
5=Very satisfied	18.8%	16.1%	19.6%	19.0%	14.6%	24.2%	12.0%	18.1%	23.7%	18.3%
4=Somewhat	35.9%	56.3%	47.7%	45.5%	46.3%	42.4%	45.8%	50.6%	40.8%	45.7%
3=Neutral	43.6%	26.4%	27.1%	32.8%	34.1%	27.3%	37.3%	31.3%	32.9%	33.1%
2=Dissatisfied	1.7%	1.1%	2.8%	1.9%	2.4%	3.0%	2.4%	0.0%	2.6%	1.9%
1=Very dissatisfied	0.0%	0.0%	2.8%	0.7%	2.4%	3.0%	2.4%	0.0%	0.0%	1.0%

Q6. Which TWO of the Public Safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q6 1st public safety</u>										
A=Police protection	28.6%	27.9%	24.1%	26.3%	30.9%	35.1%	23.7%	32.6%	21.9%	26.8%
B=Prevent crime	35.7%	34.6%	25.1%	32.4%	23.5%	21.1%	36.6%	29.1%	35.2%	31.5%
C=Enforce traffic laws	17.3%	16.2%	22.6%	19.0%	19.1%	15.8%	20.6%	19.9%	18.0%	19.0%
D=Animal control	7.1%	5.9%	9.7%	7.4%	10.3%	8.8%	6.1%	9.2%	7.8%	7.8%
E=Shoreline District Court	2.6%	0.7%	2.1%	2.0%	1.5%	0.0%	1.5%	0.7%	3.1%	1.9%
Z=None chosen	8.7%	14.7%	16.4%	12.9%	14.7%	19.3%	11.5%	8.5%	14.1%	13.1%
<u>Q6 2nd</u>										
A=Police protection	16.3%	14.0%	11.8%	15.1%	5.9%	5.3%	15.3%	12.8%	16.4%	14.0%
B=Prevent crime	30.6%	33.1%	31.8%	32.4%	27.9%	29.8%	22.9%	46.8%	30.5%	31.7%
C=Enforce traffic laws	20.9%	17.6%	15.9%	17.5%	22.1%	12.3%	25.2%	17.0%	18.0%	18.2%
D=Animal control	10.2%	8.1%	6.7%	6.8%	19.1%	14.0%	9.9%	7.1%	7.0%	8.3%
E=Shoreline District Court	2.6%	5.1%	4.6%	4.2%	2.9%	7.0%	4.6%	2.8%	2.3%	4.0%

Q6. Which TWO of the Public Safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527

N=527

	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q6 Sum of top two choices</u>										
A=Police protection	44.9%	41.9%	35.9%	41.4%	36.8%	40.4%	38.9%	45.4%	38.3%	40.8%
B=Prevent crime	66.3%	67.6%	56.9%	64.8%	51.5%	50.9%	59.5%	75.9%	65.6%	63.2%
C=Enforce traffic laws	38.3%	33.8%	38.5%	36.5%	41.2%	28.1%	45.8%	36.9%	35.9%	37.2%
D=Animal control	17.3%	14.0%	16.4%	14.2%	29.4%	22.8%	16.0%	16.3%	14.8%	16.1%
E=Shoreline District Court	5.1%	5.9%	6.7%	6.1%	4.4%	7.0%	6.1%	3.5%	5.5%	5.9%
Z=None chosen	8.7%	14.7%	16.4%	12.9%	14.7%	19.3%	11.5%	8.5%	14.1%	13.1%

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	
<u>Q7a Overall maintenance of city streets</u>										
5=Very satisfied	10.4%	6.1%	12.2%	8.7%	18.5%	16.1%	12.0%	5.0%	9.8%	9.9%
4=Satisfied	46.9%	52.3%	40.7%	48.0%	32.3%	46.4%	53.6%	48.2%	37.7%	46.0%
3=Neutral	26.0%	28.0%	30.2%	26.5%	38.5%	28.6%	24.0%	24.8%	35.2%	28.1%
2=Dissatisfied	14.1%	11.4%	12.2%	13.5%	7.7%	7.1%	9.6%	17.0%	14.8%	12.7%
1=Very dissatisfied	2.6%	2.3%	4.8%	3.4%	3.1%	1.8%	0.8%	5.0%	2.5%	3.3%
<u>Q7b Maintenance of streets in your neighborhood</u>										
5=Very satisfied	12.0%	10.6%	16.2%	13.0%	15.2%	17.5%	14.2%	10.0%	13.0%	13.2%
4=Satisfied	43.2%	54.5%	39.3%	45.9%	36.4%	45.6%	52.8%	50.7%	33.3%	44.7%
3=Neutral	21.9%	21.2%	23.6%	21.3%	30.3%	21.1%	21.3%	17.1%	29.3%	22.3%
2=Dissatisfied	16.7%	11.4%	14.7%	14.5%	13.6%	12.3%	9.4%	16.4%	17.1%	14.6%
1=Very dissatisfied	6.3%	2.3%	6.3%	5.4%	4.5%	3.5%	2.4%	5.7%	7.3%	5.2%

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	
<u>Q7c Maintenance of sidewalks in Shoreline</u>										
5=Very satisfied	9.6%	8.3%	12.8%	10.2%	12.5%	13.5%	7.6%	9.2%	11.2%	10.5%
4=Satisfied	32.2%	31.4%	30.2%	31.9%	28.1%	42.3%	28.8%	28.5%	26.7%	31.2%
3=Neutral	32.8%	31.4%	32.4%	32.4%	31.3%	34.6%	37.3%	36.2%	26.7%	32.3%
2=Dissatisfied	16.4%	19.8%	13.4%	15.8%	17.2%	3.8%	17.8%	16.9%	23.3%	16.1%
1=Very dissatisfied	9.0%	9.1%	11.2%	9.7%	10.9%	5.8%	8.5%	9.2%	12.1%	9.9%
<u>Q7d Mowing & trimming along city streets</u>										
5=Very satisfied	12.1%	10.3%	16.3%	12.7%	17.2%	17.3%	15.6%	8.6%	13.8%	13.2%
4=Satisfied	42.1%	49.2%	40.8%	44.5%	37.5%	48.1%	49.2%	40.7%	43.9%	43.4%
3=Neutral	31.1%	29.4%	26.6%	27.6%	37.5%	26.9%	24.6%	32.1%	25.2%	29.0%
2=Dissatisfied	11.1%	11.1%	12.5%	12.0%	7.8%	3.8%	8.2%	16.4%	14.6%	11.6%
1=Very dissatisfied	3.7%	0.0%	3.8%	3.2%	0.0%	3.8%	2.5%	2.1%	2.4%	2.8%

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q7e Overall cleanliness of city streets</u>										
5=Very satisfied	14.4%	6.0%	15.3%	12.2%	15.4%	19.6%	15.6%	7.8%	11.3%	12.6%
4=Satisfied	50.0%	58.2%	47.6%	51.8%	47.7%	53.6%	55.5%	48.9%	49.2%	51.3%
3=Neutral	24.7%	26.1%	28.6%	26.9%	24.6%	25.0%	18.8%	31.2%	30.6%	26.5%
2=Dissatisfied	9.8%	9.0%	5.8%	7.6%	10.8%	1.8%	8.6%	11.3%	7.3%	8.1%
1=Very dissatisfied	1.0%	0.7%	2.6%	1.6%	1.5%	0.0%	1.6%	0.7%	1.6%	1.5%

Q7f Adequacy of city street lighting in arterial streets

5=Very satisfied	10.9%	6.2%	14.5%	10.8%	12.9%	16.4%	8.0%	10.1%	12.3%	11.0%
4=Satisfied	46.9%	57.7%	45.2%	49.3%	46.8%	41.8%	56.0%	48.2%	46.7%	49.0%
3=Neutral	26.0%	22.3%	25.3%	24.8%	25.8%	21.8%	24.0%	29.5%	22.1%	24.8%
2=Dissatisfied	12.5%	11.5%	9.7%	11.3%	11.3%	14.5%	10.4%	7.9%	14.8%	11.2%
1=Very dissatisfied	3.6%	2.3%	5.4%	3.8%	3.2%	5.5%	1.6%	4.3%	4.1%	3.9%

2004 Shoreline DirectionFinder Survey Results

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+ \$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q7g Adequacy of city street lighting in neighborhood</u>										
5=Very satisfied	10.4%	7.6%	9.1%	8.7%	10.9%	14.0%	7.9%	7.2%	10.7%	9.2%
4=Satisfied	39.4%	43.2%	39.0%	39.5%	46.9%	28.1%	46.5%	41.0%	36.1%	40.2%
3=Neutral	22.8%	22.7%	21.9%	22.6%	21.9%	28.1%	22.8%	22.3%	23.0%	22.5%
2=Dissatisfied	21.2%	18.2%	16.6%	19.5%	14.1%	21.1%	17.3%	19.4%	18.9%	18.8%
1=Very dissatisfied	6.2%	8.3%	13.4%	9.6%	6.3%	8.8%	5.5%	10.1%	11.5%	9.4%
<u>Q7h Adequacy of storm drainage in neighborhood</u>										
5=Very satisfied	11.3%	7.0%	11.4%	9.7%	12.7%	13.2%	5.8%	7.9%	15.0%	10.2%
4=Satisfied	42.5%	55.5%	40.2%	45.7%	41.3%	32.1%	56.2%	48.2%	36.7%	45.0%
3=Neutral	23.7%	21.9%	26.1%	22.9%	31.7%	30.2%	21.5%	24.5%	28.3%	24.1%
2=Dissatisfied	13.4%	8.6%	15.2%	13.4%	9.5%	17.0%	8.3%	12.9%	13.3%	12.9%
1=Very dissatisfied	9.1%	7.0%	7.1%	8.3%	4.8%	7.5%	8.3%	6.5%	6.7%	7.8%

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

	Q36 Location of home			Q32 Do you own/rent residence		Income				Total
	Area 1 Area 2 Area 3			Own	Rent	\$25K- \$50K- \$25K \$49,999\$74,999 \$75K+				
	1	2	3	1	2	1	2	3	4	
<u>Q8 1st maintenance</u>										
A=Maintenance city streets	21.4%	25.7%	19.0%	22.8%	14.7%	22.8%	19.8%	22.0%	22.7%	21.6%
B=Maintenance neighborhood streets	12.8%	6.6%	9.7%	9.6%	11.8%	10.5%	13.0%	10.6%	8.6%	10.1%
C=Maintenance of sidewalks	13.8%	14.7%	15.4%	13.3%	23.5%	14.0%	16.8%	14.2%	16.4%	14.6%
D=Mowing & trimming along streets	4.6%	4.4%	6.7%	5.5%	4.4%	5.3%	3.1%	8.5%	3.9%	5.3%
E=Cleanliness of streets	5.1%	8.1%	1.0%	4.4%	4.4%	1.8%	2.3%	4.3%	7.0%	4.4%
F=City street lighting on arterial streets	9.2%	11.0%	7.7%	8.5%	13.2%	12.3%	8.4%	11.3%	5.5%	9.1%
G=City street lighting in neighborhood	12.2%	11.8%	18.5%	14.2%	14.7%	17.5%	13.7%	12.8%	13.3%	14.4%
H=Storm drainage services	15.8%	7.4%	11.8%	13.1%	5.9%	7.0%	13.7%	12.1%	12.5%	12.1%
Z=None chosen	5.1%	10.3%	10.3%	8.5%	7.4%	8.8%	9.2%	4.3%	10.2%	8.3%

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

	Q36 Location of home			Q32 Do you own/rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
A=Maintenance city streets	11.2%	7.4%	6.7%	9.2%	4.4%	3.5%	6.9%	11.3%	9.4%	8.5%
B=Maintenance neighborhood streets	7.7%	13.2%	13.8%	11.6%	8.8%	8.8%	6.1%	13.5%	13.3%	11.4%
C=Maintenance of sidewalks	10.2%	5.9%	13.3%	9.8%	13.2%	5.3%	13.0%	12.1%	10.9%	10.2%
D=Mowing & trimming along streets	8.7%	4.4%	5.6%	5.9%	10.3%	5.3%	6.1%	6.4%	7.8%	6.5%
E=Cleanliness of streets	14.8%	11.8%	7.2%	11.6%	8.8%	12.3%	15.3%	9.9%	12.5%	11.2%
F=City street lighting on arterial streets	7.7%	12.5%	5.1%	8.8%	2.9%	10.5%	11.5%	6.4%	6.3%	8.0%
G=City street lighting in neighborhood	16.3%	13.2%	15.4%	15.3%	14.7%	14.0%	13.0%	17.7%	14.8%	15.2%
H=Storm drainage services	11.7%	14.0%	14.4%	12.5%	19.1%	19.3%	9.9%	15.6%	7.8%	13.3%

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527

	Q36 Location of home			Q32 Do you own/rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
Q8 Sum of top two choices										
A=Maintenance city streets	32.7%	33.1%	25.6%	31.9%	19.1%	26.3%	26.7%	33.3%	32.0%	30.2%
B=Maintenance neighborhood streets	20.4%	19.9%	23.6%	21.2%	20.6%	19.3%	19.1%	24.1%	21.9%	21.4%
C=Maintenance of sidewalks	24.0%	20.6%	28.7%	23.2%	36.8%	19.3%	29.8%	26.2%	27.3%	24.9%
D=Mowing & trimming along streets	13.3%	8.8%	12.3%	11.4%	14.7%	10.5%	9.2%	14.9%	11.7%	11.8%
E=Cleanliness of streets	19.9%	19.9%	8.2%	16.0%	13.2%	14.0%	17.6%	14.2%	19.5%	15.6%
F=City street lighting on arterial streets	16.8%	23.5%	12.8%	17.3%	16.2%	22.8%	19.8%	17.7%	11.7%	17.1%
G=City street lighting in neighborhood	28.6%	25.0%	33.8%	29.5%	29.4%	31.6%	26.7%	30.5%	28.1%	29.6%
H=Storm drainage services	27.6%	21.3%	26.2%	25.6%	25.0%	26.3%	23.7%	27.7%	20.3%	25.4%
Z=None chosen	5.1%	10.3%	10.3%	8.5%	7.4%	8.8%	9.2%	4.3%	10.2%	8.3%

Q9. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't knows)

N=527

	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q9a Enforcing clean up of litter/debris private property</u>										
5=Very satisfied	6.0%	6.7%	6.5%	6.1%	8.3%	2.1%	6.3%	3.3%	11.2%	6.3%
4=Satisfied	28.6%	23.1%	27.8%	26.6%	30.0%	27.7%	32.4%	27.3%	25.2%	27.0%
3=Neutral	35.7%	39.4%	39.6%	38.0%	38.3%	38.3%	38.7%	41.3%	31.8%	38.1%
2=Dissatisfied	24.4%	26.0%	17.2%	21.9%	21.7%	25.5%	19.8%	19.8%	25.2%	22.0%
1=Very dissatisfied	5.4%	4.8%	8.9%	7.4%	1.7%	6.4%	2.7%	8.3%	6.5%	6.6%
<u>Q9b Enforcing mowing/cutting weeds on private property</u>										
5=Very satisfied	4.9%	7.6%	6.1%	5.6%	9.1%	4.4%	2.8%	5.9%	9.4%	6.0%
4=Satisfied	27.4%	25.7%	29.1%	26.8%	34.5%	26.7%	38.9%	23.5%	23.6%	27.6%
3=Neutral	41.5%	46.7%	44.8%	44.0%	45.5%	51.1%	42.6%	47.9%	38.7%	44.0%
2=Dissatisfied	20.7%	15.2%	13.3%	17.5%	9.1%	17.8%	12.0%	16.0%	21.7%	16.6%
1=Very dissatisfied	5.5%	4.8%	6.7%	6.1%	1.8%	0.0%	3.7%	6.7%	6.6%	5.8%

Q9. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	
<u>Q9c Enforcing sign regulations</u>										
5=Very satisfied	8.3%	8.7%	9.9%	7.9%	14.5%	13.6%	7.8%	6.8%	13.7%	9.0%
4=Satisfied	30.8%	41.3%	34.2%	34.1%	40.0%	27.3%	40.8%	34.2%	26.3%	34.7%
3=Neutral	46.8%	40.4%	45.4%	45.4%	40.0%	45.5%	36.9%	49.6%	48.4%	44.7%
2=Dissatisfied	12.8%	7.7%	8.6%	10.7%	5.5%	11.4%	12.6%	8.5%	8.4%	10.0%
1=Very dissatisfied	1.3%	1.9%	2.0%	2.0%	0.0%	2.3%	1.9%	0.9%	3.2%	1.7%
<u>Q9d Enforcing removal of abandoned autos</u>										
5=Very satisfied	8.8%	8.7%	8.5%	7.6%	15.3%	6.8%	4.6%	6.8%	17.8%	8.6%
4=Satisfied	30.6%	34.0%	23.0%	28.3%	30.5%	29.5%	43.1%	25.4%	17.8%	28.5%
3=Neutral	35.6%	22.3%	38.8%	33.5%	32.2%	34.1%	33.0%	36.4%	30.7%	33.6%
2=Dissatisfied	18.1%	24.3%	20.6%	21.3%	16.9%	22.7%	14.7%	20.3%	23.8%	20.6%
1=Very dissatisfied	6.9%	10.7%	9.1%	9.3%	5.1%	6.8%	4.6%	11.0%	9.9%	8.6%

Q10. Which TWO of the City Code and Ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

N=527

	Q36 Location of home			Q32 Do you own/rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q10 1st city code</u>										
A=Clean up of litter	38.3%	34.6%	42.6%	38.7%	41.2%	38.6%	39.7%	42.6%	39.8%	38.9%
B=Mowing & trimming private property	12.8%	6.6%	8.7%	9.8%	5.9%	8.8%	8.4%	11.3%	10.2%	9.7%
C=Sign regulations	16.3%	12.5%	7.2%	12.3%	10.3%	14.0%	14.5%	8.5%	11.7%	12.0%
D=Removal abandoned autos	14.8%	25.7%	22.1%	20.1%	22.1%	15.8%	20.6%	22.0%	19.5%	20.3%
Z=None chosen	17.9%	20.6%	19.5%	19.0%	20.6%	22.8%	16.8%	15.6%	18.8%	19.2%
<u>Q10 2nd</u>										
A=Clean up of litter	18.9%	18.4%	11.8%	16.6%	10.3%	17.5%	12.2%	18.4%	18.8%	16.1%
B=Mowing & trimming private property	26.0%	23.5%	24.1%	24.1%	29.4%	17.5%	21.4%	25.5%	30.5%	24.7%
C=Sign regulations	8.7%	10.3%	9.7%	9.0%	13.2%	10.5%	11.5%	11.3%	5.5%	9.5%
D=Removal abandoned autos	20.9%	16.2%	26.2%	22.3%	17.6%	21.1%	26.7%	24.8%	16.4%	21.6%

Q10. Which TWO of the City Code and Ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527

	Q36 Location of home			Q32 Do you own/rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
Q10 Sum of top two choices										
A=Clean up of litter	57.1%	52.9%	54.4%	55.4%	51.5%	56.1%	51.9%	61.0%	58.6%	55.0%
B=Mowing & trimming private property	38.8%	30.1%	32.8%	33.9%	35.3%	26.3%	29.8%	36.9%	40.6%	34.3%
C=Sign regulations	25.0%	22.8%	16.9%	21.2%	23.5%	24.6%	26.0%	19.9%	17.2%	21.4%
D=Removal abandoned autos	35.7%	41.9%	48.2%	42.5%	39.7%	36.8%	47.3%	46.8%	35.9%	41.9%
Z=None chosen	17.9%	20.6%	19.5%	19.0%	20.6%	22.8%	16.8%	15.6%	18.8%	19.2%

Q11. Overall, how would you rate the quality of customer service provided by city employees?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income					Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+		
	1	2	3	1	2	1	2	3	4		
<u>Q11 Rate quality of Customer Service</u>											
1=Excellent	18.4%	11.0%	19.0%	16.8%	16.2%	22.8%	12.2%	14.9%	19.5%	16.7%	
2=Good	37.2%	39.0%	33.8%	37.6%	26.5%	33.3%	42.0%	39.0%	29.7%	36.4%	
3=Average	17.9%	16.2%	24.6%	19.7%	22.1%	22.8%	15.3%	24.8%	17.2%	19.9%	
4=Below average	2.6%	0.7%	1.5%	1.8%	1.5%	0.0%	0.8%	1.4%	3.1%	1.7%	
5=Poor	0.5%	0.0%	1.5%	0.7%	1.5%	0.0%	1.5%	0.7%	0.8%	0.8%	
9=Don't know	23.5%	33.1%	19.5%	23.4%	32.4%	21.1%	28.2%	19.1%	29.7%	24.5%	

Q12. Have you called, visited, or e-mailed the City with a question, problem, or complaint during the past year?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	

Q12 Have called/visited/emailed city

1=Yes	33.2%	26.7%	35.9%	34.4%	19.1%	28.1%	32.1%	34.0%	30.7%	32.5%
2=No	65.8%	71.1%	63.1%	64.0%	80.9%	70.2%	67.9%	65.2%	66.9%	66.2%
9=No response	1.0%	2.2%	1.0%	1.5%	0.0%	1.8%	0.0%	0.7%	2.4%	1.3%

Q12a. How easy was it to contact the person you needed to reach?

N=171	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	

Q12a How easy was to contact person

1=Very easy	40.0%	38.9%	45.7%	42.7%	38.5%	62.5%	33.3%	33.3%	46.2%	42.1%
2=Somewhat easy	36.9%	38.9%	27.1%	33.1%	30.8%	18.8%	33.3%	35.4%	33.3%	33.3%
3=Difficult	15.4%	11.1%	17.1%	15.9%	7.7%	6.3%	19.0%	20.8%	12.8%	15.2%
4=Very difficult	4.6%	5.6%	10.0%	6.4%	15.4%	6.3%	9.5%	10.4%	5.1%	7.0%
9=Don't know	3.1%	5.6%	0.0%	1.9%	7.7%	6.3%	4.8%	0.0%	2.6%	2.3%

2004 Shoreline DirectionFinder Survey Results

Q12b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (excluding don't knows)

N=171	Q36 Location of home			Q32 Do you own/ rent residence		Income					Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+ 4		
	1	2	3	1	2	1	2	3	4		
<u>Q12b(1) They were courteous & polite</u>											
5=Always	65.1%	51.4%	63.8%	62.7%	46.2%	73.3%	67.5%	52.1%	52.6%	61.7%	
4=Usually	23.8%	45.7%	27.5%	28.8%	46.2%	20.0%	27.5%	39.6%	34.2%	29.9%	
3=Sometimes	9.5%	2.9%	4.3%	6.5%	0.0%	6.7%	5.0%	4.2%	7.9%	6.0%	
2=Seldom	0.0%	0.0%	2.9%	1.3%	0.0%	0.0%	0.0%	2.1%	2.6%	1.2%	
1=Never	1.6%	0.0%	1.4%	0.7%	7.7%	0.0%	0.0%	2.1%	2.6%	1.2%	
<u>Q12b(2) They gave prompt/accurate/complete answers</u>											
5=Always	51.6%	26.5%	38.2%	42.1%	23.1%	66.7%	32.5%	31.3%	44.7%	41.0%	
4=Usually	21.9%	41.2%	32.4%	28.9%	46.2%	33.3%	30.0%	35.4%	26.3%	30.1%	
3=Sometimes	12.5%	17.6%	14.7%	14.5%	15.4%	0.0%	20.0%	16.7%	7.9%	14.5%	
2=Seldom	12.5%	11.8%	8.8%	11.8%	0.0%	0.0%	15.0%	12.5%	13.2%	10.8%	
1=Never	1.6%	2.9%	5.9%	2.6%	15.4%	0.0%	2.5%	4.2%	7.9%	3.6%	

Q12b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (excluding don't knows)

N=171	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q12b(3) They did what they said they would</u>										
5=Always	49.2%	30.3%	36.4%	41.2%	23.1%	60.0%	31.6%	29.8%	45.9%	40.1%
4=Usually	27.0%	33.3%	27.3%	27.7%	38.5%	26.7%	28.9%	27.7%	29.7%	28.4%
3=Sometimes	12.7%	21.2%	16.7%	15.5%	23.1%	6.7%	21.1%	25.5%	8.1%	16.0%
2=Seldom	6.3%	12.1%	10.6%	10.1%	0.0%	0.0%	13.2%	12.8%	8.1%	9.3%
1=Never	4.8%	3.0%	9.1%	5.4%	15.4%	6.7%	5.3%	4.3%	8.1%	6.2%
<u>Q12b(4) They helped resolve issue</u>										
5=Always	48.4%	29.4%	34.9%	40.1%	23.1%	60.0%	29.7%	28.9%	44.7%	39.1%
4=Usually	21.9%	35.3%	25.4%	25.2%	38.5%	26.7%	18.9%	28.9%	26.3%	26.1%
3=Sometimes	9.4%	20.6%	7.9%	10.2%	23.1%	6.7%	21.6%	15.6%	2.6%	11.2%
2=Seldom	10.9%	5.9%	11.1%	10.9%	0.0%	0.0%	16.2%	8.9%	7.9%	9.9%
1=Never	9.4%	8.8%	20.6%	13.6%	15.4%	6.7%	13.5%	17.8%	18.4%	13.7%

Q13. Have you or other adult members of your household used the City's Web site during the past 12 months?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	

Q13 Have used city's website past 12 mos

1=Yes	22.4%	25.0%	26.2%	25.2%	20.6%	7.0%	21.4%	28.4%	33.6%	24.5%
2=No	76.5%	74.3%	72.8%	74.0%	77.9%	91.2%	78.6%	70.9%	64.1%	74.6%
9=No response	1.0%	0.7%	1.0%	0.9%	1.5%	1.8%	0.0%	0.7%	2.3%	0.9%

Q14. Do you have cable television?

N=527

Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
1	2	3	1	2	1	2	3	4	

Q14 Do you have cable TV

1=Yes	74.0%	75.0%	64.6%	71.6%	64.7%	68.4%	66.4%	69.5%	73.4%	70.8%
2=No	25.0%	24.3%	34.4%	27.6%	33.8%	28.1%	33.6%	30.5%	24.2%	28.3%
9=No response	1.0%	0.7%	1.0%	0.9%	1.5%	3.5%	0.0%	0.0%	2.3%	0.9%

Q14a. During the past week, approximately how many minutes did you or other members of your household watch the City's cable television Channel 21?

N=373

Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
1	2	3	1	2	1	2	3	4	

Q14a Approx how many minutes watch Ch 21

1=Zero/didn't watch	64.8%	52.9%	60.3%	59.6%	65.9%	64.1%	54.0%	61.2%	61.7%	60.1%
2=Less than 15 min	20.7%	29.4%	19.0%	22.9%	18.2%	15.4%	23.0%	26.5%	25.5%	22.5%
3=15 minutes +	14.5%	17.6%	19.8%	17.1%	15.9%	17.9%	23.0%	12.2%	12.8%	17.2%
9=Don't know	0.0%	0.0%	0.8%	0.3%	0.0%	2.6%	0.0%	0.0%	0.0%	0.3%

Q15. From which of the following have you received information about City issues, services, and events?

N=527

	Q36 Location of home			Q32 Do you own/rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	

Q15 Have recvd info about city issues

1=City newsletter "CURRENTS"	78.1%	80.1%	77.4%	79.6%	70.6%	75.4%	73.3%	80.9%	81.3%	78.4%
2=Newspaper	64.3%	52.9%	50.3%	58.2%	41.2%	49.1%	56.5%	58.2%	58.6%	56.2%
3=TV news	34.2%	31.6%	30.3%	31.5%	35.3%	24.6%	34.4%	31.2%	26.6%	32.1%
4=City cable channel	14.8%	14.0%	14.4%	14.9%	10.3%	3.5%	16.0%	13.5%	17.2%	14.4%
5=City Website	10.2%	11.8%	12.3%	11.6%	10.3%	3.5%	7.6%	12.8%	18.0%	11.4%
6=Other	7.7%	5.9%	7.2%	7.0%	7.4%	8.8%	8.4%	6.4%	5.5%	7.0%
0=None	0.0%	0.7%	0.0%	0.2%	0.0%	1.8%	0.0%	0.0%	0.0%	0.2%
9=No response	1.0%	1.5%	5.1%	2.4%	4.4%	5.3%	3.1%	0.7%	2.3%	2.7%

Q16. How satisfied are you with the following? (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	

Q16a Availability of info about city programs/services

5=Very satisfied	19.3%	10.7%	16.9%	16.1%	17.7%	18.0%	16.7%	14.3%	19.2%	16.3%
4=Satisfied	48.6%	51.6%	49.7%	50.7%	43.5%	54.0%	45.8%	48.1%	53.3%	49.8%
3=Neutral	28.7%	32.0%	25.1%	27.3%	33.9%	22.0%	30.8%	32.3%	22.5%	28.2%
2=Dissatisfied	3.3%	5.7%	6.0%	5.0%	4.8%	6.0%	5.0%	5.3%	4.2%	4.9%
1=Very dissatisfied	0.0%	0.0%	2.2%	0.9%	0.0%	0.0%	1.7%	0.0%	0.8%	0.8%

Q16b City efforts to keep you informed about local issues

5=Very satisfied	16.5%	7.9%	18.0%	15.3%	12.7%	19.6%	13.4%	14.0%	18.0%	14.9%
4=Satisfied	54.3%	58.7%	44.4%	51.6%	52.4%	52.9%	50.4%	51.5%	48.4%	51.7%
3=Neutral	21.8%	25.4%	26.5%	24.0%	27.0%	17.6%	27.6%	24.3%	26.2%	24.5%
2=Dissatisfied	5.9%	6.3%	9.0%	7.1%	7.9%	7.8%	7.1%	9.6%	6.6%	7.2%
1=Very dissatisfied	1.6%	1.6%	2.1%	2.1%	0.0%	2.0%	1.6%	0.7%	0.8%	1.8%

Q16. How satisfied are you with the following? (excluding don't knows)

N=527

Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
1	2	3	1	2	1	2	3	4	

Q16c Public involvement opportunities

5=Very satisfied	14.9%	5.1%	10.2%	10.9%	7.1%	14.6%	8.8%	6.4%	16.7%	10.7%
4=Satisfied	37.7%	53.4%	38.9%	41.0%	50.0%	47.9%	45.6%	44.8%	36.8%	42.2%
3=Neutral	34.9%	28.8%	31.1%	32.1%	32.1%	27.1%	33.3%	32.8%	28.9%	32.0%
2=Dissatisfied	10.3%	7.6%	12.0%	10.4%	8.9%	6.3%	7.9%	12.0%	11.4%	10.2%
1=Very dissatisfied	2.3%	5.1%	7.8%	5.5%	1.8%	4.2%	4.4%	4.0%	6.1%	5.0%

Q16d Quality programming city cable tv channel

5=Very satisfied	9.3%	4.4%	7.1%	8.3%	0.0%	0.0%	6.5%	8.8%	9.1%	7.1%
4=Satisfied	33.7%	41.2%	34.1%	33.5%	48.4%	54.5%	33.9%	38.2%	27.3%	36.0%
3=Neutral	46.5%	51.5%	47.1%	49.0%	45.2%	40.9%	54.8%	41.2%	50.9%	48.1%
2=Dissatisfied	8.1%	2.9%	7.1%	6.3%	6.5%	4.5%	3.2%	8.8%	7.3%	6.3%
1=Very dissatisfied	2.3%	0.0%	4.7%	2.9%	0.0%	0.0%	1.6%	2.9%	5.5%	2.5%

Q16. How satisfied are you with the following? (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
	<u>Q16e Quality of city web page</u>									
5=Very satisfied	5.4%	6.9%	13.8%	8.2%	14.8%	0.0%	10.2%	9.1%	10.2%	9.0%
4=Satisfied	36.5%	41.4%	36.3%	37.5%	37.0%	37.5%	28.6%	40.9%	40.7%	37.7%
3=Neutral	55.4%	51.7%	45.0%	51.1%	48.1%	62.5%	61.2%	47.0%	44.1%	50.5%
2=Dissatisfied	2.7%	0.0%	2.5%	2.2%	0.0%	0.0%	0.0%	3.0%	1.7%	1.9%
1=Very dissatisfied	0.0%	0.0%	2.5%	1.1%	0.0%	0.0%	0.0%	0.0%	3.4%	0.9%

Q16f Quality of city's newsletter "CURRENTS"

5=Very satisfied	20.2%	13.9%	21.4%	19.9%	12.7%	29.8%	16.9%	14.6%	24.1%	19.0%
4=Satisfied	51.8%	53.3%	52.4%	51.2%	60.0%	42.6%	56.8%	57.7%	43.5%	52.4%
3=Neutral	25.6%	29.5%	23.2%	25.6%	27.3%	27.7%	26.3%	25.2%	25.9%	25.8%
2=Dissatisfied	1.2%	3.3%	1.2%	2.0%	0.0%	0.0%	0.0%	2.4%	3.7%	1.7%
1=Very dissatisfied	1.2%	0.0%	1.8%	1.2%	0.0%	0.0%	0.0%	0.0%	2.8%	1.1%

Q16. How satisfied are you with the following? (excluding don't knows)

N=527

	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q16g Amount of coverage about city issues</u>										
5=Very satisfied	12.6%	7.0%	11.4%	10.7%	11.5%	15.6%	11.1%	6.2%	14.0%	10.7%
4=Satisfied	46.0%	41.7%	42.5%	44.0%	38.5%	42.2%	41.7%	50.4%	42.1%	43.6%
3=Neutral	29.3%	40.9%	34.1%	33.1%	42.3%	33.3%	34.3%	34.9%	28.1%	34.0%
2=Dissatisfied	10.3%	9.6%	9.6%	10.2%	7.7%	8.9%	13.0%	6.2%	13.2%	9.9%
1=Very dissatisfied	1.7%	0.9%	2.4%	2.0%	0.0%	0.0%	0.0%	2.3%	2.6%	1.8%

2004 Shoreline DirectionFinder Survey Results

Q17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence			Income				Total
	Area 1	Area 2	Area 3	Own	Rent		under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2		1	2	3	4	
Q17a Quality of services provided by city											
5=Very satisfied	14.0%	10.1%	11.8%	12.4%	10.6%		15.4%	11.8%	8.8%	13.9%	12.2%
4=Satisfied	57.5%	59.7%	55.1%	56.9%	57.6%		59.6%	61.4%	57.7%	54.1%	57.2%
3=Neutral	22.6%	28.7%	27.8%	25.6%	30.3%		25.0%	21.3%	27.7%	27.9%	26.1%
2=Dissatisfied	4.8%	0.8%	4.3%	3.9%	1.5%		0.0%	4.7%	4.4%	2.5%	3.6%
1=Very dissatisfied	1.1%	0.8%	1.1%	1.2%	0.0%		0.0%	0.8%	1.5%	1.6%	1.0%
Q17b Overall image of the city											
5=Very satisfied	15.8%	10.9%	16.8%	14.7%	16.4%		22.6%	14.2%	13.8%	14.4%	14.9%
4=Satisfied	51.6%	51.9%	57.1%	53.3%	56.7%		58.5%	55.9%	54.3%	48.0%	53.7%
3=Neutral	18.9%	27.9%	17.3%	20.6%	19.4%		15.1%	19.7%	21.0%	23.2%	20.6%
2=Dissatisfied	11.6%	8.5%	5.8%	9.1%	6.0%		3.8%	8.7%	9.4%	10.4%	8.6%
1=Very dissatisfied	2.1%	0.8%	3.1%	2.3%	1.5%		0.0%	1.6%	1.4%	4.0%	2.2%

2004 Shoreline DirectionFinder Survey Results

Q17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+ \$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q17c How well city planning growth</u>										
5=Very satisfied	7.0%	8.0%	8.6%	6.7%	16.4%	8.2%	6.7%	6.6%	9.2%	7.8%
4=Satisfied	35.5%	31.3%	33.3%	33.2%	34.5%	40.8%	35.2%	35.2%	31.2%	33.6%
3=Neutral	29.7%	38.4%	37.0%	33.7%	41.8%	34.7%	37.1%	33.6%	31.2%	34.5%
2=Dissatisfied	18.6%	17.0%	9.9%	17.0%	1.8%	10.2%	13.3%	16.4%	18.3%	15.0%
1=Very dissatisfied	9.3%	5.4%	11.1%	9.5%	5.5%	6.1%	7.6%	8.2%	10.1%	9.0%
<u>Q17d Quality of leadership by city officials</u>										
5=Very satisfied	9.8%	8.8%	9.3%	9.0%	12.2%	11.6%	10.0%	8.6%	10.2%	9.4%
4=Satisfied	38.5%	39.8%	35.2%	36.7%	42.9%	44.2%	41.8%	37.5%	32.4%	37.6%
3=Neutral	40.8%	38.1%	41.4%	40.2%	42.9%	34.9%	38.2%	40.6%	43.5%	40.3%
2=Dissatisfied	5.7%	9.7%	8.0%	8.5%	0.0%	9.3%	6.4%	7.8%	8.3%	7.6%
1=Very dissatisfied	5.2%	3.5%	6.2%	5.5%	2.0%	0.0%	3.6%	5.5%	5.6%	5.1%

Q17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
Q17e Effectiveness of city manager & appointed staff										
5=Very satisfied	9.4%	5.9%	8.0%	7.8%	10.2%	7.9%	6.9%	8.5%	9.2%	8.0%
4=Satisfied	41.9%	42.2%	37.3%	39.6%	42.9%	52.6%	45.1%	39.8%	34.7%	40.3%
3=Neutral	38.1%	41.2%	41.3%	39.9%	42.9%	34.2%	39.2%	39.8%	44.9%	40.0%
2=Dissatisfied	7.5%	7.8%	7.3%	8.3%	2.0%	5.3%	7.8%	5.9%	6.1%	7.5%
1=Very dissatisfied	3.1%	2.9%	6.0%	4.4%	2.0%	0.0%	1.0%	5.9%	5.1%	4.1%

Q18. In general, do you think the City of Shoreline is moving in the right direction?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income					Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under	\$25K-	\$50K-	\$75K+ 4		
						\$25K 1	\$49,999 2	\$74,999 3			
Q18 Think city moving in right direction											
1=Yes	62.2%	52.2%	59.0%	57.3%	64.7%	64.9%	53.4%	68.1%	55.5%	58.4%	
2=No	16.8%	18.4%	15.9%	17.9%	10.3%	10.5%	16.0%	14.9%	19.5%	16.9%	
9=Don't know	20.9%	29.4%	25.1%	24.7%	25.0%	24.6%	30.5%	17.0%	25.0%	24.7%	

Q20. Please rate Shoreline on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (excluding don't knows)

N=527

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	
<u>Q20a A place to live</u>										
5=Excellent	38.9%	33.1%	34.0%	36.9%	27.9%	42.9%	36.6%	34.3%	28.0%	35.6%
4=Good	49.7%	57.9%	50.0%	51.1%	57.4%	51.8%	51.9%	54.3%	59.2%	51.9%
3=Neutral	8.3%	6.8%	11.3%	9.1%	7.4%	5.4%	7.6%	10.0%	6.4%	9.0%
2=Below average	2.1%	2.3%	4.1%	2.2%	7.4%	0.0%	2.3%	1.4%	5.6%	2.9%
1=Poor	1.0%	0.0%	0.5%	0.7%	0.0%	0.0%	1.5%	0.0%	0.8%	0.6%
<u>Q20b Place to raise children</u>										
5=Excellent	39.2%	33.6%	34.3%	37.1%	29.7%	49.0%	34.4%	36.8%	31.4%	36.0%
4=Good	47.8%	53.1%	49.7%	49.7%	51.6%	47.1%	52.5%	50.0%	52.9%	49.9%
3=Neutral	10.8%	11.7%	11.6%	10.7%	14.1%	3.9%	9.0%	11.0%	13.2%	11.3%
2=Below average	2.2%	1.6%	3.3%	2.3%	3.1%	0.0%	2.5%	2.2%	2.5%	2.4%
1=Poor	0.0%	0.0%	1.1%	0.2%	1.6%	0.0%	1.6%	0.0%	0.0%	0.4%

Q20. Please rate Shoreline on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income					Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4		
<u>Q20c Place to work</u>											
5=Excellent	22.0%	17.0%	25.0%	22.0%	21.1%	29.3%	13.3%	23.8%	22.0%	21.8%	
4=Good	39.0%	43.0%	39.3%	39.4%	43.9%	43.9%	52.2%	42.9%	33.0%	40.2%	
3=Neutral	28.4%	29.0%	27.9%	28.9%	24.6%	22.0%	28.9%	24.8%	30.8%	28.3%	
2=Below average	7.8%	9.0%	5.0%	7.1%	7.0%	4.9%	1.1%	7.6%	11.0%	7.1%	
1=Poor	2.8%	2.0%	2.9%	2.5%	3.5%	0.0%	4.4%	1.0%	3.3%	2.6%	
<u>Q20d Overall quality of life in city</u>											
5=Excellent	24.1%	23.1%	24.5%	25.1%	17.6%	32.1%	22.5%	23.7%	21.6%	24.0%	
4=Good	58.6%	59.0%	57.8%	58.2%	60.3%	62.5%	62.0%	57.6%	56.8%	58.4%	
3=Neutral	15.2%	15.7%	14.1%	14.5%	16.2%	5.4%	11.6%	16.5%	18.4%	14.9%	
2=Below average	1.0%	2.2%	3.1%	1.6%	5.9%	0.0%	1.6%	2.2%	3.2%	2.1%	
1=Poor	1.0%	0.0%	0.5%	0.7%	0.0%	0.0%	2.3%	0.0%	0.0%	0.6%	

Q21. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (excluding don't knows)

N=527

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q21a How safe feel in neighborhood-day</u>										
5=Very safe	55.4%	39.6%	44.3%	47.6%	46.3%	41.1%	43.5%	54.6%	48.0%	47.2%
4=Safe	38.5%	50.7%	46.9%	44.7%	44.8%	51.8%	45.0%	39.0%	47.2%	44.7%
3=Neutral	4.6%	8.2%	6.2%	6.4%	4.5%	5.4%	9.9%	4.3%	4.0%	6.1%
2=Unsafe	1.0%	1.5%	2.6%	1.1%	4.5%	1.8%	1.5%	2.1%	0.0%	1.7%
1=Very unsafe	0.5%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.8%	0.2%
<u>Q21b In neighborhood at night</u>										
5=Very safe	28.9%	17.4%	19.3%	23.1%	18.2%	21.4%	15.4%	21.4%	30.6%	22.4%
4=Safe	47.9%	41.7%	47.9%	47.8%	37.9%	44.6%	46.9%	53.6%	41.9%	46.3%
3=Neutral	16.5%	25.8%	21.4%	19.8%	25.8%	21.4%	23.8%	17.1%	21.0%	20.7%
2=Unsafe	5.7%	12.1%	9.9%	7.8%	15.2%	8.9%	12.3%	7.1%	5.6%	8.9%
1=Very unsafe	1.0%	3.0%	1.6%	1.6%	3.0%	3.6%	1.5%	0.7%	0.8%	1.7%

Q21. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income					Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4		
<u>Q21c In city parks</u>											
5=Very safe	15.5%	14.0%	17.7%	15.6%	18.3%	13.2%	10.2%	19.4%	17.4%	15.9%	
4=Safe	47.6%	48.2%	42.7%	45.7%	48.3%	55.3%	45.4%	48.1%	47.0%	46.0%	
3=Neutral	25.0%	27.2%	29.3%	28.1%	20.0%	15.8%	34.3%	24.8%	24.3%	27.1%	
2=Unsafe	11.3%	9.6%	9.1%	9.9%	11.7%	15.8%	9.3%	7.8%	10.4%	10.1%	
1=Very unsafe	0.6%	0.9%	1.2%	0.8%	1.7%	0.0%	0.9%	0.0%	0.9%	0.9%	

Q21d In other public areas in Shoreline

5=Very safe	18.5%	16.1%	22.0%	19.3%	18.8%	22.9%	11.4%	20.0%	24.2%	19.2%
4=Safe	53.8%	51.6%	51.6%	52.2%	53.1%	56.3%	54.5%	59.3%	43.5%	52.4%
3=Neutral	23.9%	28.2%	22.6%	25.2%	20.3%	16.7%	30.9%	17.8%	27.4%	24.5%
2=Unsafe	3.8%	4.0%	3.8%	3.3%	7.8%	4.2%	3.3%	3.0%	4.8%	3.8%

Q21. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (excluding don't knows)

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+ \$75K+	
	1	2	3	1	2	1	2	3	4	
	<u>Q21e Overall feeling of safety</u>									
5=Very safe	21.1%	17.8%	19.3%	20.1%	16.4%	18.5%	13.7%	20.6%	24.6%	19.6%
4=Safe	61.9%	51.9%	62.5%	59.7%	58.2%	61.1%	61.8%	63.8%	54.0%	59.5%
3=Neutral	14.4%	28.1%	14.1%	17.5%	19.4%	20.4%	21.4%	14.2%	15.9%	17.9%
2=Unsafe	1.5%	1.5%	4.2%	2.0%	6.0%	0.0%	3.1%	1.4%	3.2%	2.5%
1=Very unsafe	1.0%	0.7%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	2.4%	0.6%

Q22. Overall, how would you rate the condition of your neighborhood?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income					Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under					
						\$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4		
<u>Q22 Rate condition of neighborhood</u>											
1=Excellent	24.0%	15.4%	11.3%	17.7%	13.2%	15.8%	13.7%	16.3%	21.1%	17.1%	
2=Good	48.5%	40.4%	39.5%	42.7%	45.6%	52.6%	46.6%	42.6%	38.3%	43.1%	
3=Average	21.9%	39.7%	41.0%	33.7%	33.8%	26.3%	33.6%	34.8%	32.0%	33.6%	
4=Below average	4.1%	2.9%	5.6%	3.9%	5.9%	5.3%	4.6%	4.3%	4.7%	4.4%	
5=Poor	0.0%	0.0%	2.1%	0.7%	1.5%	0.0%	1.5%	1.4%	0.0%	0.8%	
9=Don't know	1.5%	1.5%	0.5%	1.3%	0.0%	0.0%	0.0%	0.7%	3.9%	1.1%	

Q23. Do you generally think the condition of your neighborhood is getting better, worse, or staying about the same?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	
<u>Q23 Condition in neighborhood are</u>										
1=Getting better	17.3%	19.1%	24.6%	20.6%	19.1%	22.8%	16.0%	24.1%	22.7%	20.5%
2=Staying the same	68.9%	65.4%	59.5%	65.2%	61.8%	68.4%	68.7%	58.9%	63.3%	64.5%
3=Getting worse	11.2%	11.8%	13.8%	11.8%	14.7%	7.0%	13.0%	12.8%	11.7%	12.3%
4=Don't know	2.6%	2.9%	2.1%	2.2%	4.4%	0.0%	2.3%	4.3%	2.3%	2.5%
9=No response	0.0%	0.7%	0.0%	0.2%	0.0%	1.8%	0.0%	0.0%	0.0%	0.2%

Q24. Do you think the City of Shoreline is a "business friendly" city?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	

Q24 Do you think Shoreline-bus friendly

1=Yes	38.3%	39.7%	46.2%	39.8%	51.5%	47.4%	42.0%	41.1%	36.7%	41.6%
2=No	13.8%	11.0%	14.4%	14.2%	7.4%	8.8%	8.4%	12.1%	18.8%	13.3%
9=Don't know	48.0%	49.3%	39.5%	46.0%	41.2%	43.9%	49.6%	46.8%	44.5%	45.2%

Q25. How well do you think the City of Shoreline manages city government finances?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	

Q25 Think Shoreline manages govt finance

1=Excellent	9.2%	6.6%	2.1%	6.1%	4.4%	3.5%	6.9%	4.3%	7.0%	5.9%
2=Good	15.3%	14.0%	20.0%	17.5%	10.3%	24.6%	13.7%	20.6%	14.8%	16.7%
3=Average	27.0%	24.3%	27.7%	26.5%	26.5%	28.1%	29.8%	23.4%	25.8%	26.6%
4=Below Average	6.1%	9.6%	7.2%	8.1%	2.9%	1.8%	6.1%	5.0%	10.9%	7.4%
5=Poor	2.6%	3.7%	5.6%	4.2%	2.9%	3.5%	3.1%	5.0%	3.1%	4.0%
9=Don't know	39.8%	41.9%	37.4%	37.6%	52.9%	38.6%	40.5%	41.8%	38.3%	39.5%

ETC Institute (April 2004)

Q26. How satisfied are you with: (excluding don't knows)

N=527

	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q26a Availability of public transportation</u>										
5=Very satisfied	20.1%	17.8%	13.4%	16.2%	22.6%	12.8%	17.4%	17.1%	18.0%	17.0%
4=Satisfied	47.9%	48.3%	44.8%	47.3%	43.5%	53.2%	47.8%	49.6%	45.9%	46.8%
3=Neutral	18.9%	22.9%	23.3%	21.8%	19.4%	23.4%	25.2%	15.4%	20.7%	21.6%
2=Dissatisfied	8.3%	8.5%	14.0%	9.9%	14.5%	8.5%	7.0%	11.4%	9.9%	10.5%
1=Very dissatisfied	4.7%	2.5%	4.7%	4.8%	0.0%	2.1%	2.6%	6.5%	5.4%	4.1%

Q26b Availability of bicycle lanes

5=Very satisfied	7.4%	7.3%	8.9%	8.1%	7.4%	7.9%	5.0%	9.6%	6.3%	7.9%
4=Satisfied	24.1%	37.6%	36.9%	31.5%	37.0%	47.4%	37.0%	31.2%	27.0%	32.2%
3=Neutral	35.2%	38.5%	34.4%	35.2%	38.9%	34.2%	42.0%	32.8%	34.2%	35.7%
2=Dissatisfied	24.7%	12.8%	16.6%	19.6%	13.0%	10.5%	13.0%	20.0%	25.2%	18.7%
1=Very dissatisfied	8.6%	3.7%	3.2%	5.6%	3.7%	0.0%	3.0%	6.4%	7.2%	5.4%

Q26. How satisfied are you with: (excluding don't knows)

N=527

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q26c Availability of pedestrian walkways</u>										
5=Very satisfied	6.6%	7.3%	7.1%	6.6%	9.4%	6.7%	7.4%	5.8%	8.1%	7.0%
4=Satisfied	26.8%	35.5%	37.9%	32.6%	35.9%	48.9%	36.4%	32.1%	28.5%	33.1%
3=Neutral	30.6%	25.0%	24.2%	27.4%	21.9%	28.9%	27.3%	27.0%	23.6%	26.8%
2=Dissatisfied	25.1%	24.2%	22.0%	23.4%	26.6%	8.9%	21.5%	23.4%	26.8%	23.7%
1=Very dissatisfied	10.9%	8.1%	8.8%	9.9%	6.3%	6.7%	7.4%	11.7%	13.0%	9.4%

Q26d Availability of sidewalks on major streets

5=Very satisfied	8.1%	7.1%	9.6%	8.5%	7.9%	6.3%	5.6%	8.8%	10.6%	8.4%
4=Satisfied	33.0%	45.2%	42.2%	39.3%	42.9%	52.1%	41.6%	35.0%	37.4%	39.6%
3=Neutral	22.2%	19.8%	26.2%	22.6%	25.4%	27.1%	28.0%	24.1%	17.9%	23.1%
2=Dissatisfied	28.1%	23.0%	15.5%	22.4%	19.0%	8.3%	19.2%	24.1%	26.8%	22.1%
1=Very dissatisfied	8.6%	4.8%	6.4%	7.2%	4.8%	6.3%	5.6%	8.0%	7.3%	6.8%

Q26. How satisfied are you with: (excluding don't knows)

N=527

	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	

Q26e Availability of sidewalks near schools

5=Very satisfied	9.7%	12.4%	9.0%	10.2%	10.0%	9.1%	9.3%	9.8%	10.2%	10.1%
4=Satisfied	32.6%	37.2%	42.1%	38.8%	28.3%	36.4%	40.7%	39.8%	33.1%	37.3%
3=Neutral	25.7%	26.4%	23.0%	24.0%	28.3%	38.6%	26.3%	21.8%	25.4%	24.9%
2=Dissatisfied	18.9%	17.4%	18.0%	17.5%	23.3%	9.1%	16.9%	16.5%	21.2%	18.1%
1=Very dissatisfied	13.1%	6.6%	7.9%	9.5%	10.0%	6.8%	6.8%	12.0%	10.2%	9.5%

Q26f Availability of sidewalks near resi

5=Very satisfied	6.4%	9.2%	7.5%	7.8%	6.1%	6.0%	7.0%	8.1%	6.3%	7.5%
4=Satisfied	30.5%	28.2%	26.7%	28.1%	31.8%	34.0%	32.0%	26.7%	24.4%	28.5%
3=Neutral	20.3%	25.2%	21.9%	21.1%	27.3%	30.0%	27.3%	23.7%	13.4%	22.2%
2=Dissatisfied	23.0%	19.1%	22.5%	22.0%	21.2%	10.0%	18.0%	20.7%	32.3%	21.8%
1=Very dissatisfied	19.8%	18.3%	21.4%	21.1%	13.6%	20.0%	15.6%	20.7%	23.6%	20.0%

Q27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	
<u>Q27 1st transportation</u>										
A=Public transportation	20.9%	25.0%	26.2%	24.3%	22.1%	22.8%	25.2%	26.2%	20.3%	23.9%
B=Bicycle lanes	11.7%	7.4%	4.1%	7.7%	8.8%	1.8%	5.3%	7.1%	11.7%	7.8%
C=Pedestrian walkways	14.3%	8.8%	14.4%	11.8%	19.1%	14.0%	14.5%	9.9%	14.1%	12.9%
D=Sidewalks on major streets	13.8%	16.9%	8.7%	13.1%	8.8%	12.3%	16.0%	12.1%	12.5%	12.7%
E=Sidewalks near schools	18.4%	16.2%	20.5%	18.2%	22.1%	17.5%	16.8%	22.7%	18.8%	18.6%
F=Sidewalks near residence	10.2%	14.0%	11.8%	12.7%	5.9%	7.0%	10.7%	14.2%	16.4%	11.8%
Z=None chosen	10.7%	11.8%	14.4%	12.3%	13.2%	24.6%	11.5%	7.8%	6.3%	12.3%

Q27 2nd

A=Public transportation	3.1%	4.4%	4.6%	3.7%	5.9%	3.5%	3.1%	5.7%	4.7%	4.0%
B=Bicycle lanes	10.7%	6.6%	10.8%	9.8%	7.4%	7.0%	9.9%	13.5%	9.4%	9.7%
C=Pedestrian walkways	18.9%	19.9%	12.8%	18.2%	8.8%	10.5%	15.3%	23.4%	14.8%	16.9%
D=Sidewalks on major streets	14.8%	16.9%	11.3%	13.8%	16.2%	7.0%	15.3%	11.3%	20.3%	14.0%
E=Sidewalks near schools	15.8%	17.6%	13.8%	15.3%	16.2%	12.3%	17.6%	14.2%	15.6%	15.6%
F=Sidewalks near residence	19.4%	17.6%	25.1%	20.4%	26.5%	29.8%	19.8%	19.1%	23.4%	21.1%

Q27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527

	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q27 Sum of top two choices</u>										
A=Public transportation	24.0%	29.4%	30.8%	28.0%	27.9%	26.3%	28.2%	31.9%	25.0%	27.9%
B=Bicycle lanes	22.4%	14.0%	14.9%	17.5%	16.2%	8.8%	15.3%	20.6%	21.1%	17.5%
C=Pedestrian walkways	33.2%	28.7%	27.2%	30.0%	27.9%	24.6%	29.8%	33.3%	28.9%	29.8%
D=Sidewalks on major streets	28.6%	33.8%	20.0%	26.9%	25.0%	19.3%	31.3%	23.4%	32.8%	26.8%
E=Sidewalks near schools	34.2%	33.8%	34.4%	33.5%	38.2%	29.8%	34.4%	36.9%	34.4%	34.2%
F=Sidewalks near residence	29.6%	31.6%	36.9%	33.0%	32.4%	36.8%	30.5%	33.3%	39.8%	32.8%
Z=None chosen	10.7%	11.8%	14.4%	12.3%	13.2%	24.6%	11.5%	7.8%	6.3%	12.3%

Q28. Compared to other cities in the State of Washington, would you rate the quality of services provided by the City of Shoreline as better, about the same, or worse?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	
Q28 Rate quality of svcs provide by city										
1=Better	29.6%	20.6%	26.2%	25.2%	32.4%	19.3%	27.5%	25.5%	26.6%	26.0%
2=About the same	42.9%	40.4%	45.1%	43.8%	36.8%	38.6%	40.5%	49.6%	43.0%	43.1%
3=Worse	3.1%	4.4%	5.6%	4.2%	5.9%	1.8%	4.6%	4.3%	4.7%	4.4%
9=Don't know	24.5%	34.6%	23.1%	26.9%	25.0%	40.4%	27.5%	20.6%	25.8%	26.6%

Q29. Overall, how would you rate the value of services you receive for your city taxes?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1 1	Area 2 2	Area 3 3	Own 1	Rent 2	under \$25K 1	Income			
							\$25K- \$49,999 2	\$50K- \$74,999 3	\$75K+ 4	
Q29 Rate the value of svc recd for tax \$										
1=Excellent	6.6%	2.9%	3.1%	4.6%	2.9%	0.0%	5.3%	5.0%	4.7%	4.4%
2=Good	33.2%	28.7%	29.7%	30.9%	27.9%	31.6%	29.0%	34.8%	31.3%	30.7%
3=Average	40.8%	40.4%	41.0%	41.4%	38.2%	42.1%	42.7%	36.9%	41.4%	40.8%
4=Below Average	6.6%	8.8%	10.3%	9.2%	4.4%	7.0%	6.9%	7.8%	10.9%	8.5%
5=Poor	3.1%	2.2%	2.6%	3.1%	0.0%	1.8%	0.8%	4.3%	1.6%	2.7%
9=Don't know	9.7%	16.9%	13.3%	10.9%	26.5%	17.5%	15.3%	11.3%	10.2%	12.9%

Q31. Approximately how many years have you lived in the City of Shoreline?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q31 How long lived in City of Shoreline</u>										
2=Under 3	6.8%	6.7%	4.1%	4.2%	16.7%	0.0%	7.0%	7.1%	5.6%	5.8%
5=3 to 5	12.6%	12.7%	12.4%	10.9%	22.7%	10.7%	14.1%	10.0%	16.8%	12.6%
10=6 to 10	16.3%	17.2%	18.7%	16.0%	27.3%	17.9%	14.8%	15.0%	24.0%	17.4%
15=11 to 15	10.5%	9.0%	14.0%	11.8%	7.6%	5.4%	8.6%	11.4%	16.0%	11.4%
20=16 to 20	9.5%	10.4%	9.3%	10.5%	4.5%	3.6%	7.0%	13.6%	10.4%	9.7%
30=21 to 30	16.3%	9.7%	15.5%	15.6%	6.1%	14.3%	11.7%	15.7%	15.2%	14.3%
31=31+	27.9%	34.3%	25.9%	31.0%	15.2%	48.2%	36.7%	27.1%	12.0%	28.8%

Q32. Do you own or rent your current residence?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q32 Do you own/rent residence</u>										
1=Own	89.2%	85.2%	86.2%	100.0%	0.0%	77.2%	75.6%	94.3%	94.5%	87.0%
2=Rent	10.8%	14.8%	13.8%	0.0%	100.0%	22.8%	24.4%	5.7%	5.5%	13.0%

Q33. Which ONE of the following describes where you work?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income					Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+		
	1	2	3	1	2	1	2	3	4		
	Q33 Where do you work										
1=FT in city	9.7%	15.4%	11.3%	11.4%	13.2%	7.0%	7.6%	14.2%	14.1%	11.8%	
2=FT outside city	39.3%	35.3%	41.5%	40.5%	30.9%	3.5%	29.0%	46.8%	64.1%	39.1%	
3=PT in city	3.6%	5.9%	5.6%	4.8%	5.9%	3.5%	5.3%	4.3%	3.1%	4.9%	
4=PT outside city	10.7%	6.6%	7.7%	8.5%	8.8%	5.3%	10.7%	11.3%	6.3%	8.5%	
7=retired	23.5%	24.3%	21.5%	24.3%	14.7%	61.4%	32.1%	14.2%	4.7%	23.0%	
9=no response	13.3%	12.5%	12.3%	10.5%	26.5%	19.3%	15.3%	9.2%	7.8%	12.7%	

Q34. What is your total annual household income?

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q34 Total annual household income</u>										
1=Under \$25,000	7.1%	14.0%	12.3%	9.6%	19.1%	100.0%	0.0%	0.0%	0.0%	10.8%
2=\$25,000-\$49,999	27.0%	27.2%	21.0%	21.7%	47.1%	0.0%	100.0%	0.0%	0.0%	24.9%
3=\$50,000-\$74,999	23.5%	22.8%	32.8%	28.9%	11.8%	0.0%	0.0%	100.0%	0.0%	26.8%
4=\$75,000-\$99,999	14.3%	14.0%	16.9%	16.0%	8.8%	0.0%	0.0%	0.0%	62.5%	15.2%
5=\$100,000+	14.3%	8.1%	4.6%	10.3%	1.5%	0.0%	0.0%	0.0%	37.5%	9.1%
9=Refuse	13.8%	14.0%	12.3%	13.6%	11.8%	0.0%	0.0%	0.0%	0.0%	13.3%

Q36. Using the map below, please indicate which ONE of the following best describes the location of your residence.

N=527	Q36 Location of home			Q32 Do you own/ rent residence		Income				Total
	Area 1	Area 2	Area 3	Own	Rent	under \$25K	\$25K- \$49,999	\$50K- \$74,999	\$75K+	
	1	2	3	1	2	1	2	3	4	
<u>Q36 Location of home</u>										
1=Area 1	100.0%	0.0%	0.0%	38.1%	30.9%	24.6%	40.5%	32.6%	43.8%	37.2%
2=Area 2	0.0%	100.0%	0.0%	25.2%	29.4%	33.3%	28.2%	22.0%	23.4%	25.8%
3=Area 3	0.0%	0.0%	100.0%	36.8%	39.7%	42.1%	31.3%	45.4%	32.8%	37.0%

***Crosstabs by
Number of Years Lived
in Shoreline***

Q1. Counting yourself, how many people live in your household?

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q1 How many people in household

01=1	14.7%	22.2%	21.4%	20.8%	19.8%
02=2	32.6%	30.0%	36.3%	61.7%	42.5%
03=3	23.2%	16.7%	16.5%	12.8%	16.4%
04=4	23.2%	25.6%	17.6%	1.3%	15.2%
05=5+	6.3%	5.6%	8.2%	3.4%	6.1%

2004 Shoreline DirectionFinder Survey Results

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q3a Quality of police services

5=Very satisfied	31.3%	34.6%	28.8%	38.3%	32.4%
4=Somewhat	42.2%	46.9%	54.2%	42.6%	47.6%
3=Neutral	22.9%	14.8%	11.3%	14.9%	15.5%
2=Dissatisfied	3.6%	1.2%	5.1%	2.1%	3.3%
1=Very dissatisfied	0.0%	2.5%	0.6%	2.1%	1.2%

Q3b City parks & rec programs & facilities

5=Very satisfied	27.0%	25.0%	23.5%	23.2%	24.0%
4=Somewhat	53.9%	51.2%	52.9%	59.2%	54.7%
3=Neutral	15.7%	21.4%	20.0%	14.8%	18.1%
2=Dissatisfied	3.4%	2.4%	2.9%	1.4%	2.6%
1=Very dissatisfied	0.0%	0.0%	0.6%	1.4%	0.6%

Q3c Maintenance of city streets

5=Very satisfied	6.5%	16.7%	6.1%	13.5%	10.0%
4=Somewhat	41.9%	43.3%	45.0%	44.6%	44.1%
3=Neutral	36.6%	20.0%	27.8%	29.1%	28.0%
2=Dissatisfied	12.9%	16.7%	17.8%	9.5%	14.6%
1=Very dissatisfied	2.2%	3.3%	3.3%	3.4%	3.3%

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q3d Enforcement of city codes & ordinances

5=Very satisfied	17.9%	16.9%	10.0%	16.9%	14.6%
4=Somewhat	41.8%	32.5%	38.0%	29.7%	35.1%
3=Neutral	25.4%	37.7%	35.3%	28.0%	32.0%
2=Dissatisfied	13.4%	6.5%	9.3%	16.9%	11.5%
1=Very dissatisfied	1.5%	6.5%	7.3%	8.5%	6.9%

Q3e Quality of customer service you received

5=Very satisfied	28.9%	20.5%	22.2%	28.6%	24.4%
4=Somewhat	36.8%	43.8%	41.8%	41.3%	41.4%
3=Neutral	31.6%	28.8%	30.4%	27.0%	29.2%
2=Dissatisfied	1.3%	5.5%	4.4%	3.2%	3.8%
1=Very dissatisfied	1.3%	1.4%	1.3%	0.0%	1.1%

Q3f City communication with the public

5=Very satisfied	22.7%	21.7%	15.9%	18.1%	18.4%
4=Somewhat	43.2%	48.2%	46.0%	43.8%	45.4%
3=Neutral	26.1%	13.3%	27.3%	25.0%	23.8%
2=Dissatisfied	6.8%	13.3%	7.4%	8.3%	8.8%
1=Very dissatisfied	1.1%	3.6%	3.4%	4.9%	3.6%

Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excludes don't knows)

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q3g City's stormwater runoff/management system

5=Very satisfied	16.2%	13.1%	11.0%	14.3%	13.0%
4=Somewhat	32.4%	40.5%	47.0%	43.6%	42.3%
3=Neutral	32.4%	27.4%	23.2%	31.4%	28.1%
2=Dissatisfied	8.1%	15.5%	16.5%	2.1%	10.6%
1=Very dissatisfied	10.8%	3.6%	2.4%	8.6%	6.0%

Q3h Flow of traffic & congestion management

5=Very satisfied	5.6%	6.7%	6.1%	7.5%	6.4%
4=Somewhat	41.1%	28.9%	33.7%	34.9%	34.5%
3=Neutral	28.9%	28.9%	21.0%	34.9%	27.7%
2=Dissatisfied	18.9%	27.8%	29.8%	15.8%	23.6%
1=Very dissatisfied	5.6%	7.8%	9.4%	6.8%	7.8%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

N=527

	Years in Shoreline				Total
	1 to 5	6 to	11 to	31+	
	1 yrs	10 yrs	30 yrs	4 yrs	
	1	2	3	4	
<u>Q4 1st most emphasis</u>					
A=Police services	9.5%	15.6%	12.6%	18.1%	14.4%
B=Parks & rec programs & facilities	8.4%	12.2%	4.9%	4.0%	6.6%
C=Maintenance city streets	23.2%	14.4%	17.5%	16.8%	17.6%
D=Enforcement of codes & ordinances	6.3%	3.3%	8.2%	10.1%	7.8%
E=Customer service	1.1%	0.0%	0.5%	0.7%	0.6%
F=City communication	6.3%	3.3%	3.8%	4.0%	4.2%
G=Stormwater runoff/ management	8.4%	10.0%	7.1%	10.1%	8.5%
H=Flow of traffic & congestion	31.6%	34.4%	38.8%	27.5%	33.2%
Z=None chosen	5.3%	6.7%	6.6%	8.7%	7.0%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

N=527

	Years in Shoreline				Total
	1 to 5	6 to	11 to	31+	
	yrs	10 yrs	30 yrs	yrs	
	1	2	3	4	
<u>Q4 2nd most</u>					
A=Police services	3.2%	4.4%	4.9%	3.4%	4.4%
B=Parks & rec programs & facilities	16.8%	13.3%	7.1%	6.0%	9.5%
C=Maintenance city streets	22.1%	18.9%	24.6%	23.5%	23.1%
D=Enforcement of codes & ordinances	5.3%	8.9%	8.7%	10.7%	8.5%
E=Customer service	1.1%	2.2%	3.8%	0.7%	2.1%
F=City communication	4.2%	6.7%	5.5%	8.1%	6.1%
G=Stormwater runoff/ management	14.7%	11.1%	14.8%	16.1%	14.2%
H=Flow of traffic & congestion	18.9%	20.0%	14.2%	14.1%	16.1%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

N=527

	Years in Shoreline				Total
	1 to 5	6 to	11 to	31+	
	yrs	10 yrs	30 yrs	yrs	
	1	2	3	4	
<u>Q4 3rd most</u>					
A=Police services	9.5%	6.7%	5.5%	5.4%	6.3%
B=Parks & rec programs & facilities	9.5%	5.6%	8.7%	4.7%	7.4%
C=Maintenance city streets	15.8%	14.4%	9.3%	12.8%	12.3%
D=Enforcement of codes & ordinances	7.4%	7.8%	7.7%	6.7%	7.2%
E=Customer service	4.2%	4.4%	3.8%	4.7%	4.4%
F=City communication	10.5%	7.8%	11.5%	10.1%	10.2%
G=Stormwater runoff/ management	8.4%	12.2%	9.8%	3.4%	8.3%
H=Flow of traffic & congestion	12.6%	16.7%	17.5%	23.5%	18.0%

Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years? (all three selections)

N=527

Years in Shoreline				Total
1 to 5 yrs 1	6 to 10 yrs 2	11 to 30 yrs 3	31+ yrs 4	

Q4 Sum of top three choices

A=Police services	22.1%	26.7%	23.0%	26.8%	25.0%
B=Parks & rec programs & facilities	34.7%	31.1%	20.8%	14.8%	23.5%
C=Maintenance city streets	61.1%	47.8%	51.4%	53.0%	53.1%
D=Enforcement of codes & ordinances	18.9%	20.0%	24.6%	27.5%	23.5%
E=Customer service	6.3%	6.7%	8.2%	6.0%	7.0%
F=City communication	21.1%	17.8%	20.8%	22.1%	20.5%
G=Stormwater runoff/ management	31.6%	33.3%	31.7%	29.5%	31.1%
H=Flow of traffic & congestion	63.2%	71.1%	70.5%	65.1%	67.4%
Z=None chosen	5.3%	6.7%	6.6%	8.7%	7.0%

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline: (excluding don't knows)

N=527	<u>Years in Shoreline</u>				<u>Total</u>
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q5a Quality of local police protection

5=Very satisfied	27.7%	30.5%	25.7%	33.1%	28.7%
4=Somewhat	47.0%	50.0%	53.6%	47.2%	49.9%
3=Neutral	19.3%	15.9%	17.3%	14.8%	17.2%
2=Dissatisfied	6.0%	1.2%	3.4%	3.5%	3.4%
1=Very dissatisfied	0.0%	2.4%	0.0%	1.4%	0.8%

Q5b City's efforts to prevent crime

5=Very satisfied	19.0%	17.9%	20.5%	20.0%	19.5%
4=Somewhat	44.3%	46.2%	50.0%	53.1%	49.5%
3=Neutral	26.6%	28.2%	24.7%	20.0%	24.3%
2=Dissatisfied	7.6%	6.4%	4.2%	4.6%	5.2%
1=Very dissatisfied	2.5%	1.3%	0.6%	2.3%	1.5%

Q5c Enforcement of traffic laws

5=Very satisfied	16.5%	16.0%	14.6%	18.6%	16.0%
4=Somewhat	48.2%	45.7%	47.2%	50.0%	47.3%
3=Neutral	29.4%	27.2%	24.2%	22.9%	26.0%
2=Dissatisfied	4.7%	8.6%	10.1%	7.1%	8.3%
1=Very dissatisfied	1.2%	2.5%	3.9%	1.4%	2.4%

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline: (excluding don't knows)

N=527

	Years in Shoreline				Total
	6 to 10	11 to 30			
	1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
	1	2	3	4	

Q5d Quality of animal control

5=Very satisfied	20.6%	16.7%	15.4%	14.5%	15.9%
4=Somewhat	38.2%	37.5%	42.0%	54.0%	44.2%
3=Neutral	33.8%	34.7%	32.2%	21.8%	29.7%
2=Dissatisfied	5.9%	5.6%	5.6%	8.1%	6.5%
1=Very dissatisfied	1.5%	5.6%	4.9%	1.6%	3.6%

Q5e Shoreline District Court

5=Very satisfied	20.4%	12.8%	19.3%	19.6%	18.3%
4=Somewhat	40.7%	40.4%	46.5%	48.9%	45.7%
3=Neutral	37.0%	40.4%	31.6%	29.3%	33.1%
2=Dissatisfied	1.9%	4.3%	2.6%	0.0%	1.9%
1=Very dissatisfied	0.0%	2.1%	0.0%	2.2%	1.0%

Q6. Which TWO of the Public Safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

	Years in Shoreline				Total
	1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
	1	2	3	4	

Q6 1st public safety

A=Police protection	23.2%	25.6%	24.6%	32.2%	26.8%
B=Prevent crime	32.6%	27.8%	35.0%	28.9%	31.5%
C=Enforce traffic laws	21.1%	17.8%	18.0%	18.8%	19.0%
D=Animal control	8.4%	8.9%	7.7%	7.4%	7.8%
E=Shoreline District Court	1.1%	4.4%	1.6%	1.3%	1.9%
Z=None chosen	13.7%	15.6%	13.1%	11.4%	13.1%

Q6 2nd

A=Police protection	20.0%	7.8%	16.4%	10.1%	14.0%
B=Prevent crime	30.5%	36.7%	26.8%	36.9%	31.7%
C=Enforce traffic laws	10.5%	18.9%	21.3%	18.8%	18.2%
D=Animal control	11.6%	6.7%	8.2%	6.7%	8.3%
E=Shoreline District Court	4.2%	3.3%	4.9%	3.4%	4.0%

Q6. Which TWO of the Public Safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q6 Sum of top two choices

A=Police protection	43.2%	33.3%	41.0%	42.3%	40.8%
B=Prevent crime	63.2%	64.4%	61.7%	65.8%	63.2%
C=Enforce traffic laws	31.6%	36.7%	39.3%	37.6%	37.2%
D=Animal control	20.0%	15.6%	15.8%	14.1%	16.1%
E=Shoreline District Court	5.3%	7.8%	6.6%	4.7%	5.9%
Z=None chosen	13.7%	15.6%	13.1%	11.4%	13.1%

2004 Shoreline DirectionFinder Survey Results

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q7a Overall maintenance of city streets

5=Very satisfied	11.0%	18.4%	6.0%	9.7%	9.9%
4=Satisfied	42.9%	40.2%	45.6%	52.8%	46.0%
3=Neutral	31.9%	23.0%	28.6%	27.8%	28.1%
2=Dissatisfied	11.0%	12.6%	17.0%	7.6%	12.7%
1=Very dissatisfied	3.3%	5.7%	2.7%	2.1%	3.3%

Q7b Maintenance of streets in your neighborhood

5=Very satisfied	11.8%	17.0%	7.7%	18.8%	13.2%
4=Satisfied	49.5%	37.5%	43.6%	48.6%	44.7%
3=Neutral	21.5%	21.6%	23.2%	22.9%	22.3%
2=Dissatisfied	11.8%	17.0%	18.8%	7.6%	14.6%
1=Very dissatisfied	5.4%	6.8%	6.6%	2.1%	5.2%

Q7c Maintenance of sidewalks in Shoreline

5=Very satisfied	10.6%	10.8%	7.1%	15.3%	10.5%
4=Satisfied	32.9%	27.7%	33.5%	29.0%	31.2%
3=Neutral	30.6%	30.1%	32.4%	34.4%	32.3%
2=Dissatisfied	12.9%	22.9%	16.5%	13.7%	16.1%
1=Very dissatisfied	12.9%	8.4%	10.6%	7.6%	9.9%

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q7d Mowing & trimming along city streets

5=Very satisfied	15.2%	14.5%	10.3%	15.6%	13.2%
4=Satisfied	38.0%	39.8%	42.3%	48.2%	43.4%
3=Neutral	35.9%	30.1%	29.7%	24.8%	29.0%
2=Dissatisfied	8.7%	10.8%	14.9%	9.9%	11.6%
1=Very dissatisfied	2.2%	4.8%	2.9%	1.4%	2.8%

Q7e Overall cleanliness of city streets

5=Very satisfied	12.9%	15.9%	9.9%	14.5%	12.6%
4=Satisfied	53.8%	39.8%	54.4%	51.7%	51.3%
3=Neutral	23.7%	34.1%	26.9%	23.4%	26.5%
2=Dissatisfied	7.5%	10.2%	7.1%	9.0%	8.1%
1=Very dissatisfied	2.2%	0.0%	1.6%	1.4%	1.5%

Q7f Adequacy of city street lighting in arterial streets

5=Very satisfied	6.5%	14.3%	11.7%	11.8%	11.0%
4=Satisfied	56.5%	47.6%	50.3%	43.1%	49.0%
3=Neutral	25.0%	20.2%	25.1%	27.8%	24.8%
2=Dissatisfied	7.6%	14.3%	10.6%	11.8%	11.2%
1=Very dissatisfied	4.3%	3.6%	2.2%	5.6%	3.9%

2004 Shoreline DirectionFinder Survey Results

Q7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline: (excluding don't knows)

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q7g Adequacy of city street lighting in neighborhood

5=Very satisfied	5.4%	12.6%	7.8%	11.1%	9.2%
4=Satisfied	47.3%	39.1%	39.4%	37.5%	40.2%
3=Neutral	22.6%	23.0%	22.2%	22.9%	22.5%
2=Dissatisfied	17.2%	14.9%	20.0%	20.1%	18.8%
1=Very dissatisfied	7.5%	10.3%	10.6%	8.3%	9.4%

Q7h Adequacy of storm drainage in neighborhood

5=Very satisfied	6.7%	12.9%	9.1%	12.1%	10.2%
4=Satisfied	44.4%	47.1%	41.7%	48.6%	45.0%
3=Neutral	26.7%	23.5%	24.6%	22.9%	24.1%
2=Dissatisfied	15.6%	7.1%	14.9%	11.4%	12.9%
1=Very dissatisfied	6.7%	9.4%	9.7%	5.0%	7.8%

2004 Shoreline DirectionFinder Survey Results

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

N=527	Years in Shoreline				Total
	1 to 5	6 to	11 to	31+	
	yrs	10 yrs	30 yrs	yrs	
	1	2	3	4	
<u>Q8 1st maintenance</u>					
A=Maintenance city streets	18.9%	21.1%	19.7%	24.8%	21.6%
B=Maintenance neighborhood streets	11.6%	11.1%	10.4%	7.4%	10.1%
C=Maintenance of sidewalks	14.7%	18.9%	14.2%	12.1%	14.6%
D=Mowing & trimming along streets	5.3%	3.3%	4.9%	7.4%	5.3%
E=Cleanliness of streets	5.3%	4.4%	4.9%	3.4%	4.4%
F=City street lighting on arterial streets	6.3%	8.9%	7.1%	13.4%	9.1%
G=City street lighting in neighborhood	14.7%	11.1%	16.9%	14.1%	14.4%
H=Storm drainage services	14.7%	11.1%	13.7%	10.1%	12.1%
Z=None chosen	8.4%	10.0%	8.2%	7.4%	8.3%

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

Years in Shoreline				Total
1 to 5 yrs 1	6 to 10 yrs 2	11 to 30 yrs 3	31+ yrs 4	

Q8 2nd

A=Maintenance city streets	8.4%	5.6%	10.9%	8.1%	8.5%
B=Maintenance neighborhood streets	11.6%	10.0%	10.4%	12.8%	11.4%
C=Maintenance of sidewalks	10.5%	12.2%	11.5%	7.4%	10.2%
D=Mowing & trimming along streets	9.5%	4.4%	7.1%	5.4%	6.5%
E=Cleanliness of streets	10.5%	14.4%	9.8%	10.1%	11.2%
F=City street lighting on arterial streets	2.1%	5.6%	8.2%	12.8%	8.0%
G=City street lighting in neighborhood	15.8%	18.9%	15.8%	12.8%	15.2%
H=Storm drainage services	17.9%	12.2%	12.0%	12.1%	13.3%

Q8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527

N=527	Years in Shoreline				Total
	1 to 5	6 to	11 to	31+	
	yrs	10 yrs	30 yrs	yrs	
	1	2	3	4	
<u>Q8 Sum of top two choices</u>					
A=Maintenance city streets	27.4%	26.7%	30.6%	32.9%	30.2%
B=Maintenance neighborhood streets	23.2%	21.1%	20.8%	20.1%	21.4%
C=Maintenance of sidewalks	25.3%	31.1%	25.7%	19.5%	24.9%
D=Mowing & trimming along streets	14.7%	7.8%	12.0%	12.8%	11.8%
E=Cleanliness of streets	15.8%	18.9%	14.8%	13.4%	15.6%
F=City street lighting on arterial streets	8.4%	14.4%	15.3%	26.2%	17.1%
G=City street lighting in neighborhood	30.5%	30.0%	32.8%	26.8%	29.6%
H=Storm drainage services	32.6%	23.3%	25.7%	22.1%	25.4%
Z=None chosen	8.4%	10.0%	8.2%	7.4%	8.3%

2004 Shoreline DirectionFinder Survey Results

Q9. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't knows)

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q9a Enforcing clean up of litter/debris private property

5=Very satisfied	9.3%	6.8%	4.5%	7.0%	6.3%
4=Satisfied	20.0%	27.4%	26.8%	31.3%	27.0%
3=Neutral	45.3%	35.6%	40.8%	31.3%	38.1%
2=Dissatisfied	21.3%	20.5%	24.2%	21.9%	22.0%
1=Very dissatisfied	4.0%	9.6%	3.8%	8.6%	6.6%

Q9b Enforcing mowing/cutting weeds on private property

5=Very satisfied	8.0%	7.0%	3.9%	7.0%	6.0%
4=Satisfied	18.7%	28.2%	29.6%	32.0%	27.6%
3=Neutral	49.3%	46.5%	45.4%	36.7%	44.0%
2=Dissatisfied	18.7%	11.3%	16.4%	18.0%	16.6%
1=Very dissatisfied	5.3%	7.0%	4.6%	6.3%	5.8%

Q9. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (excluding don't knows)

N=527

Years in Shoreline				Total
6 to 10		11 to 30		
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q9c Enforcing sign regulations

5=Very satisfied	13.2%	11.6%	6.1%	9.1%	9.0%
4=Satisfied	30.9%	27.5%	35.4%	38.8%	34.7%
3=Neutral	45.6%	49.3%	46.3%	40.5%	44.7%
2=Dissatisfied	8.8%	11.6%	10.2%	9.1%	10.0%
1=Very dissatisfied	1.5%	0.0%	2.0%	2.5%	1.7%

Q9d Enforcing removal of abandoned autos

5=Very satisfied	11.8%	10.8%	8.5%	6.3%	8.6%
4=Satisfied	25.0%	30.8%	23.5%	34.9%	28.5%
3=Neutral	34.2%	23.1%	43.8%	27.8%	33.6%
2=Dissatisfied	21.1%	30.8%	16.3%	20.6%	20.6%
1=Very dissatisfied	7.9%	4.6%	7.8%	10.3%	8.6%

Q10. Which TWO of the City Code and Ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

Years in Shoreline				Total
1 to 5 yrs 1	6 to 10 yrs 2	11 to 30 yrs 3	31+ yrs 4	

Q10 1st city code

A=Clean up of litter	34.7%	40.0%	37.2%	43.0%	38.9%
B=Mowing & trimming private property	10.5%	5.6%	11.5%	8.7%	9.7%
C=Sign regulations	11.6%	8.9%	10.9%	16.1%	12.0%
D=Removal abandoned autos	25.3%	21.1%	18.6%	18.8%	20.3%
Z=None chosen	17.9%	24.4%	21.9%	13.4%	19.2%

Q10 2nd

A=Clean up of litter	16.8%	13.3%	18.0%	14.8%	16.1%
B=Mowing & trimming private property	26.3%	31.1%	18.6%	27.5%	24.7%
C=Sign regulations	10.5%	6.7%	11.5%	8.1%	9.5%
D=Removal abandoned autos	22.1%	15.6%	22.4%	24.2%	21.6%

Q10. Which TWO of the City Code and Ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527	Years in Shoreline				Total
	1 to 5	6 to	11 to	31+	
	ys	10 yrs	30 yrs	ys	
	1	2	3	4	

Q10 1st city code

A=Clean up of litter	34.7%	40.0%	37.2%	43.0%	38.9%
B=Mowing & trimming private property	10.5%	5.6%	11.5%	8.7%	9.7%
C=Sign regulations	11.6%	8.9%	10.9%	16.1%	12.0%
D=Removal abandoned autos	25.3%	21.1%	18.6%	18.8%	20.3%
Z=None chosen	17.9%	24.4%	21.9%	13.4%	19.2%

Q10 2nd

A=Clean up of litter	16.8%	13.3%	18.0%	14.8%	16.1%
B=Mowing & trimming private property	26.3%	31.1%	18.6%	27.5%	24.7%
C=Sign regulations	10.5%	6.7%	11.5%	8.1%	9.5%
D=Removal abandoned autos	22.1%	15.6%	22.4%	24.2%	21.6%

Q10. Which TWO of the City Code and Ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527

Years in Shoreline				Total
1 to 5 yrs 1	6 to 10 yrs 2	11 to 30 yrs 3	31+ yrs 4	

Q10 Sum of top two choices

A=Clean up of litter	51.6%	53.3%	55.2%	57.7%	55.0%
B=Mowing & trimming private property	36.8%	36.7%	30.1%	36.2%	34.3%
C=Sign regulations	22.1%	15.6%	22.4%	24.2%	21.4%
D=Removal abandoned autos	47.4%	36.7%	41.0%	43.0%	41.9%
Z=None chosen	17.9%	24.4%	21.9%	13.4%	19.2%

Q11. Overall, how would you rate the quality of customer service provided by city employees?

N=527

Years in Shoreline				Total
1 to 5 yrs 1	6 to 10 yrs 2	11 to 30 yrs 3	31+ yrs 4	

Q11 Rate quality of Customer Service

1=Excellent	18.9%	14.4%	17.5%	16.1%	16.7%
2=Good	34.7%	32.2%	37.2%	39.6%	36.4%
3=Average	16.8%	21.1%	20.8%	20.1%	19.9%
4=Below average	1.1%	3.3%	2.2%	0.0%	1.7%
5=Poor	0.0%	2.2%	0.5%	0.7%	0.8%
9=Don't know	28.4%	26.7%	21.9%	23.5%	24.5%

2004 Shoreline DirectionFinder Survey Results

Q12. Have you called, visited, or e-mailed the City with a question, problem, or complaint during the past year?

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q12 Have called/visited/emailed city

1=Yes	30.5%	34.4%	33.5%	31.5%	32.5%
2=No	69.5%	63.3%	65.4%	66.4%	66.2%
9=No response	0.0%	2.2%	1.1%	2.0%	1.3%

Q12a. How easy was it to contact the person you needed to reach?

N=171	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q12a How easy was to contact person

1=Very easy	41.4%	41.9%	34.4%	53.2%	42.1%
2=Somewhat easy	34.5%	32.3%	36.1%	29.8%	33.3%
3=Difficult	10.3%	12.9%	21.3%	10.6%	15.2%
4=Very difficult	6.9%	9.7%	6.6%	6.4%	7.0%
9=Don't know	6.9%	3.2%	1.6%	0.0%	2.3%

2004 Shoreline DirectionFinder Survey Results

Q12b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (excluding don't knows)

N=171	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q12b(1) They were courteous & polite

5=Always	64.3%	60.0%	57.6%	66.0%	61.7%
4=Usually	28.6%	30.0%	33.9%	27.7%	29.9%
3=Sometimes	7.1%	3.3%	6.8%	4.3%	6.0%
2=Seldom	0.0%	3.3%	1.7%	0.0%	1.2%
1=Never	0.0%	3.3%	0.0%	2.1%	1.2%

Q12b(2) They gave prompt/accurate/complete answers

5=Always	42.3%	40.0%	33.3%	48.9%	41.0%
4=Usually	38.5%	26.7%	35.0%	23.4%	30.1%
3=Sometimes	15.4%	16.7%	16.7%	10.6%	14.5%
2=Seldom	3.8%	6.7%	15.0%	10.6%	10.8%
1=Never	0.0%	10.0%	0.0%	6.4%	3.6%

Q12b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (excluding don't knows)

N=171	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q12b(3) They did what they said they would

5=Always	50.0%	36.7%	32.8%	44.7%	40.1%
4=Usually	29.2%	30.0%	32.8%	23.4%	28.4%
3=Sometimes	20.8%	20.0%	17.2%	10.6%	16.0%
2=Seldom	0.0%	3.3%	13.8%	10.6%	9.3%
1=Never	0.0%	10.0%	3.4%	10.6%	6.2%

Q12b(4) They helped resolve issue

5=Always	60.0%	34.5%	28.1%	42.6%	39.1%
4=Usually	16.0%	31.0%	29.8%	25.5%	26.1%
3=Sometimes	16.0%	17.2%	8.8%	6.4%	11.2%
2=Seldom	4.0%	0.0%	17.5%	10.6%	9.9%
1=Never	4.0%	17.2%	15.8%	14.9%	13.7%

Q13. Have you or other adult members of your household used the City's Web site during the past 12 months?

N=527	<u>Years in Shoreline</u>				<u>Total</u>
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q13 Have used city's website past 12 mos

1=Yes	35.8%	37.8%	26.2%	8.7%	24.5%
2=No	64.2%	61.1%	72.7%	89.9%	74.6%
9=No response	0.0%	1.1%	1.1%	1.3%	0.9%

Q14. Do you have cable television?

N=527	<u>Years in Shoreline</u>				<u>Total</u>
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q14 Do you have cable TV

1=Yes	68.4%	75.6%	66.1%	76.5%	70.8%
2=No	31.6%	23.3%	32.8%	22.1%	28.3%
9=No response	0.0%	1.1%	1.1%	1.3%	0.9%

2004 Shoreline DirectionFinder Survey Results

Q14a. During the past week, approximately how many minutes did you or other members of your household watch the City's cable television Channel 21?

N=373	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q14a Approx how many minutes watch Ch 21

1=Zero/didn't watch	67.7%	66.2%	62.0%	51.8%	60.1%
2=Less than 15 min	15.4%	19.1%	21.5%	28.9%	22.5%
3=15 minutes +	16.9%	14.7%	15.7%	19.3%	17.2%
9=Don't know	0.0%	0.0%	0.8%	0.0%	0.3%

Q15. From which of the following have you received information about City issues, services, and events?

N=527	Years in Shoreline				Total
	1 to 5	6 to	11 to	31+	
	yrs	10 yrs	30 yrs	yrs	
	1	2	3	4	

Q15 Have recvd info about city issues

1=City newsletter "CURRENTS"	74.7%	82.2%	82.0%	74.5%	78.4%
2=Newspaper	46.3%	55.6%	59.6%	59.1%	56.2%
3=TV news	33.7%	30.0%	34.4%	27.5%	32.1%
4=City cable channel	13.7%	14.4%	13.7%	14.1%	14.4%
5=City Website	16.8%	15.6%	13.1%	4.0%	11.4%
6=Other	9.5%	6.7%	4.9%	6.7%	7.0%
0=None	0.0%	0.0%	0.0%	0.7%	0.2%
9=No response	1.1%	1.1%	2.2%	4.7%	2.7%

Q16. How satisfied are you with the following? (excluding don't knows)

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q16a Availability of info about city programs/services

5=Very satisfied	20.0%	13.4%	17.3%	15.3%	16.3%
4=Satisfied	46.7%	51.2%	47.6%	52.6%	49.8%
3=Neutral	31.1%	26.8%	29.2%	26.3%	28.2%
2=Dissatisfied	2.2%	6.1%	4.8%	5.8%	4.9%
1=Very dissatisfied	0.0%	2.4%	1.2%	0.0%	0.8%

Q16b City efforts to keep you informed about local issues

5=Very satisfied	16.5%	14.9%	17.8%	11.3%	14.9%
4=Satisfied	52.7%	52.9%	48.9%	52.8%	51.7%
3=Neutral	26.4%	19.5%	24.7%	26.8%	24.5%
2=Dissatisfied	4.4%	9.2%	6.3%	7.7%	7.2%
1=Very dissatisfied	0.0%	3.4%	2.3%	1.4%	1.8%

Q16c Public involvement opportunities

5=Very satisfied	9.8%	11.0%	13.1%	8.7%	10.7%
4=Satisfied	39.0%	50.0%	39.4%	41.7%	42.2%
3=Neutral	37.8%	19.5%	35.0%	33.1%	32.0%
2=Dissatisfied	8.5%	11.0%	9.4%	11.0%	10.2%
1=Very dissatisfied	4.9%	8.5%	3.1%	5.5%	5.0%

Q16. How satisfied are you with the following? (excluding don't knows)

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q16d Quality programming city cable tv channel

5=Very satisfied	4.7%	7.7%	10.1%	5.5%	7.1%
4=Satisfied	32.6%	35.9%	30.4%	43.8%	36.0%
3=Neutral	53.5%	43.6%	49.4%	46.6%	48.1%
2=Dissatisfied	4.7%	7.7%	8.9%	4.1%	6.3%
1=Very dissatisfied	4.7%	5.1%	1.3%	0.0%	2.5%

Q16e Quality of city web page

5=Very satisfied	17.0%	7.1%	7.4%	4.8%	9.0%
4=Satisfied	31.9%	45.2%	39.5%	33.3%	37.7%
3=Neutral	51.1%	40.5%	50.6%	59.5%	50.5%
2=Dissatisfied	0.0%	4.8%	1.2%	2.4%	1.9%
1=Very dissatisfied	0.0%	2.4%	1.2%	0.0%	0.9%

Q16f Quality of city's newsletter "CURRENTS"

5=Very satisfied	19.5%	17.9%	21.3%	17.6%	19.0%
4=Satisfied	50.0%	52.6%	48.8%	58.0%	52.4%
3=Neutral	29.3%	24.4%	25.6%	23.7%	25.8%
2=Dissatisfied	0.0%	2.6%	3.1%	0.8%	1.7%
1=Very dissatisfied	1.2%	2.6%	1.3%	0.0%	1.1%

Q16. How satisfied are you with the following? (excluding don't knows)

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q16g Amount of coverage about city issues

5=Very satisfied	11.7%	11.3%	10.4%	10.2%	10.7%
4=Satisfied	39.0%	41.3%	43.6%	50.0%	43.6%
3=Neutral	36.4%	30.0%	34.4%	33.6%	34.0%
2=Dissatisfied	11.7%	13.8%	10.4%	4.7%	9.9%
1=Very dissatisfied	1.3%	3.8%	1.2%	1.6%	1.8%

2004 Shoreline DirectionFinder Survey Results

Q17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't knows)

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q17a Quality of services provided by city

5=Very satisfied	11.7%	9.4%	13.6%	13.0%	12.2%
4=Satisfied	53.2%	58.8%	54.8%	61.6%	57.2%
3=Neutral	33.0%	27.1%	24.9%	22.5%	26.1%
2=Dissatisfied	2.1%	2.4%	6.2%	1.4%	3.6%
1=Very dissatisfied	0.0%	2.4%	0.6%	1.4%	1.0%

Q17b Overall image of the city

5=Very satisfied	14.9%	15.3%	16.8%	13.3%	14.9%
4=Satisfied	50.0%	50.6%	52.0%	60.8%	53.7%
3=Neutral	24.5%	21.2%	21.8%	14.0%	20.6%
2=Dissatisfied	9.6%	10.6%	7.8%	8.4%	8.6%
1=Very dissatisfied	1.1%	2.4%	1.7%	3.5%	2.2%

Q17c How well city planning growth

5=Very satisfied	11.4%	6.4%	10.3%	3.9%	7.8%
4=Satisfied	38.0%	37.2%	28.4%	35.2%	33.6%
3=Neutral	39.2%	35.9%	30.3%	35.9%	34.5%
2=Dissatisfied	11.4%	7.7%	20.0%	14.8%	15.0%
1=Very dissatisfied	0.0%	12.8%	11.0%	10.2%	9.0%

Q17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't knows)

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q17d Quality of leadership by city officials

5=Very satisfied	10.1%	9.0%	10.3%	8.4%	9.4%
4=Satisfied	30.4%	37.2%	35.2%	44.3%	37.6%
3=Neutral	53.6%	43.6%	40.6%	31.3%	40.3%
2=Dissatisfied	1.4%	3.8%	7.9%	12.2%	7.6%
1=Very dissatisfied	4.3%	6.4%	6.1%	3.8%	5.1%

Q17e Effectiveness of city manager & appointed staff

5=Very satisfied	10.6%	6.9%	9.3%	5.9%	8.0%
4=Satisfied	31.8%	43.1%	36.7%	47.1%	40.3%
3=Neutral	53.0%	38.9%	42.0%	31.9%	40.0%
2=Dissatisfied	3.0%	4.2%	7.3%	11.8%	7.5%
1=Very dissatisfied	1.5%	6.9%	4.7%	3.4%	4.1%

2004 Shoreline DirectionFinder Survey Results

Q18. In general, do you think the City of Shoreline is moving in the right direction?

N=527	Years in Shoreline				Total
	1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
	1	2	3	4	

Q18 Think city moving in right direction

1=Yes	63.2%	62.2%	58.5%	55.0%	58.4%
2=No	8.4%	15.6%	19.1%	21.5%	16.9%
9=Don't know	28.4%	22.2%	22.4%	23.5%	24.7%

2004 Shoreline DirectionFinder Survey Results

Q20. Please rate Shoreline on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (excluding don't knows)

N=527

Years in Shoreline				Total
6 to 10		11 to 30		
1 to 5 yrs	yrs	yrs	31+ yrs	
1	2	3	4	

Q20a A place to live

5=Excellent	30.5%	33.7%	32.0%	45.6%	35.6%
4=Good	54.7%	51.7%	53.6%	46.9%	51.9%
3=Neutral	9.5%	11.2%	9.9%	6.1%	9.0%
2=Below average	4.2%	2.2%	3.9%	1.4%	2.9%
1=Poor	1.1%	1.1%	0.6%	0.0%	0.6%

Q20b Place to raise children

5=Excellent	34.9%	29.6%	31.0%	47.3%	36.0%
4=Good	48.8%	55.6%	52.3%	43.8%	49.9%
3=Neutral	11.6%	12.3%	13.2%	7.5%	11.3%
2=Below average	3.5%	2.5%	2.9%	1.4%	2.4%
1=Poor	1.2%	0.0%	0.6%	0.0%	0.4%

Q20. Please rate Shoreline on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (excluding don't knows)

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q20c Place to work

5=Excellent	18.8%	21.7%	19.7%	27.8%	21.8%
4=Good	34.8%	51.7%	40.9%	35.2%	40.2%
3=Neutral	29.0%	20.0%	29.9%	30.6%	28.3%
2=Below average	10.1%	6.7%	7.3%	5.6%	7.1%
1=Poor	7.2%	0.0%	2.2%	0.9%	2.6%

Q20d Overall quality of life in city

5=Excellent	21.3%	26.1%	21.7%	28.8%	24.0%
4=Good	57.4%	52.3%	59.4%	61.0%	58.4%
3=Neutral	16.0%	19.3%	16.1%	9.6%	14.9%
2=Below average	5.3%	1.1%	2.2%	0.7%	2.1%
1=Poor	0.0%	1.1%	0.6%	0.0%	0.6%

2004 Shoreline DirectionFinder Survey Results

Q21. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (excluding don't knows)

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q21a How safe feel in neighborhood-day

5=Very safe	56.8%	51.7%	43.7%	44.2%	47.2%
4=Safe	38.9%	40.4%	47.5%	46.9%	44.7%
3=Neutral	2.1%	5.6%	7.1%	7.5%	6.1%
2=Unsafe	1.1%	2.2%	1.6%	1.4%	1.7%
1=Very unsafe	1.1%	0.0%	0.0%	0.0%	0.2%

Q21b In neighborhood at night

5=Very safe	19.1%	31.5%	18.9%	24.0%	22.4%
4=Safe	48.9%	38.2%	48.3%	46.6%	46.3%
3=Neutral	21.3%	18.0%	21.7%	21.2%	20.7%
2=Unsafe	8.5%	11.2%	8.3%	7.5%	8.9%
1=Very unsafe	2.1%	1.1%	2.8%	0.7%	1.7%

Q21c In city parks

5=Very safe	14.1%	21.8%	15.0%	15.5%	15.9%
4=Safe	61.2%	43.6%	43.8%	38.8%	46.0%
3=Neutral	18.8%	23.1%	30.0%	32.8%	27.1%
2=Unsafe	3.5%	10.3%	10.6%	12.9%	10.1%
1=Very unsafe	2.4%	1.3%	0.6%	0.0%	0.9%

Q21. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (excluding don't knows)

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q21d In other public areas in Shoreline

5=Very safe	20.0%	24.1%	17.9%	18.5%	19.2%
4=Safe	53.3%	48.3%	53.2%	54.1%	52.4%
3=Neutral	23.3%	23.0%	27.2%	23.0%	24.5%
2=Unsafe	3.3%	4.6%	1.7%	4.4%	3.8%

Q21e Overall feeling of safety

5=Very safe	20.2%	27.0%	18.1%	17.1%	19.6%
4=Safe	66.0%	50.6%	59.9%	61.6%	59.5%
3=Neutral	12.8%	18.0%	19.2%	18.5%	17.9%
2=Unsafe	0.0%	4.5%	2.2%	2.1%	2.5%
1=Very unsafe	1.1%	0.0%	0.5%	0.7%	0.6%

2004 Shoreline DirectionFinder Survey Results

Q24. Do you think the City of Shoreline is a "business friendly" city?

N=527	Years in Shoreline				Total
	1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
	1	2	3	4	

Q24 Do you think Shoreline-bus friendly

1=Yes	43.2%	45.6%	39.9%	40.9%	41.6%
2=No	8.4%	6.7%	14.2%	18.8%	13.3%
9=Don't know	48.4%	47.8%	45.9%	40.3%	45.2%

Q25. How well do you think the City of Shoreline manages city government finances?

N=527	Years in Shoreline				Total
	1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
	1	2	3	4	

Q25 Think Shoreline manages govt finance

1=Excellent	3.2%	7.8%	4.9%	8.1%	5.9%
2=Good	14.7%	16.7%	17.5%	18.1%	16.7%
3=Average	25.3%	24.4%	23.5%	31.5%	26.6%
4=Below Average	1.1%	8.9%	9.3%	7.4%	7.4%
5=Poor	1.1%	4.4%	3.8%	6.0%	4.0%
9=Don't know	54.7%	37.8%	41.0%	28.9%	39.5%

2004 Shoreline DirectionFinder Survey Results

Q26. How satisfied are you with: (excluding don't knows)

N=527

	Years in Shoreline				Total
	1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
	1	2	3	4	

Q26a Availability of public transportation

5=Very satisfied	23.8%	16.0%	12.9%	17.6%	17.0%
4=Satisfied	45.2%	38.3%	47.7%	51.1%	46.8%
3=Neutral	19.0%	27.2%	21.9%	19.8%	21.6%
2=Dissatisfied	4.8%	14.8%	13.5%	8.4%	10.5%
1=Very dissatisfied	7.1%	3.7%	3.9%	3.1%	4.1%

Q26b Availability of bicycle lanes

5=Very satisfied	7.3%	7.8%	7.2%	10.0%	7.9%
4=Satisfied	31.7%	29.9%	26.8%	40.0%	32.2%
3=Neutral	30.5%	37.7%	37.9%	36.4%	35.7%
2=Dissatisfied	18.3%	22.1%	23.5%	10.0%	18.7%
1=Very dissatisfied	12.2%	2.6%	4.6%	3.6%	5.4%

Q26c Availability of pedestrian walkways

5=Very satisfied	8.7%	4.7%	7.0%	7.6%	7.0%
4=Satisfied	28.3%	29.4%	28.7%	44.7%	33.1%
3=Neutral	27.2%	27.1%	29.8%	22.7%	26.8%
2=Dissatisfied	23.9%	28.2%	24.6%	18.9%	23.7%
1=Very dissatisfied	12.0%	10.6%	9.9%	6.1%	9.4%

2004 Shoreline DirectionFinder Survey Results

Q26. How satisfied are you with: (excluding don't knows)

N=527

Years in Shoreline				Total
6 to 10		11 to 30		
1 to 5 yrs	yrs	yrs	31+ yrs	
1	2	3	4	

Q26d Availability of sidewalks on major streets

5=Very satisfied	6.5%	9.4%	7.6%	10.7%	8.4%
4=Satisfied	43.5%	36.5%	34.9%	46.4%	39.6%
3=Neutral	22.8%	18.8%	25.0%	22.1%	23.1%
2=Dissatisfied	21.7%	25.9%	25.0%	16.4%	22.1%
1=Very dissatisfied	5.4%	9.4%	7.6%	4.3%	6.8%

Q26e Availability of sidewalks near schools

5=Very satisfied	12.9%	6.0%	10.5%	11.1%	10.1%
4=Satisfied	34.1%	41.0%	32.1%	43.7%	37.3%
3=Neutral	28.2%	26.5%	24.1%	23.7%	24.9%
2=Dissatisfied	18.8%	15.7%	22.8%	13.3%	18.1%
1=Very dissatisfied	5.9%	10.8%	10.5%	8.1%	9.5%

Q26f Availability of sidewalks near resi

5=Very satisfied	6.4%	3.5%	9.9%	8.3%	7.5%
4=Satisfied	33.0%	22.1%	26.9%	33.1%	28.5%
3=Neutral	18.1%	24.4%	19.9%	26.9%	22.2%
2=Dissatisfied	23.4%	24.4%	21.6%	17.9%	21.8%
1=Very dissatisfied	19.1%	25.6%	21.6%	13.8%	20.0%

Q27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

N=527

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	
<u>Q27 1st transportation</u>					
A=Public transportation	22.1%	20.0%	25.7%	25.5%	23.9%
B=Bicycle lanes	13.7%	8.9%	6.6%	5.4%	7.8%
C=Pedestrian walkways	13.7%	14.4%	12.6%	11.4%	12.9%
D=Sidewalks on major streets	15.8%	14.4%	9.3%	14.1%	12.7%
E=Sidewalks near schools	12.6%	22.2%	20.8%	18.1%	18.6%
F=Sidewalks near residence	12.6%	13.3%	9.8%	11.4%	11.8%
Z=None chosen	9.5%	6.7%	15.3%	14.1%	12.3%

Q27 2nd

A=Public transportation	2.1%	5.6%	4.4%	4.0%	4.0%
B=Bicycle lanes	9.5%	12.2%	9.8%	8.1%	9.7%
C=Pedestrian walkways	25.3%	18.9%	14.2%	14.1%	16.9%
D=Sidewalks on major streets	8.4%	14.4%	15.8%	14.8%	14.0%
E=Sidewalks near schools	16.8%	17.8%	14.8%	14.1%	15.6%
F=Sidewalks near residence	24.2%	20.0%	19.7%	20.8%	21.1%

2004 Shoreline DirectionFinder Survey Results

Q27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q27 Sum of top two choices

A=Public transportation	24.2%	25.6%	30.1%	29.5%	27.9%
B=Bicycle lanes	23.2%	21.1%	16.4%	13.4%	17.5%
C=Pedestrian walkways	38.9%	33.3%	26.8%	25.5%	29.8%
D=Sidewalks on major streets	24.2%	28.9%	25.1%	28.9%	26.8%
E=Sidewalks near schools	29.5%	40.0%	35.5%	32.2%	34.2%
F=Sidewalks near residence	36.8%	33.3%	29.5%	32.2%	32.8%
Z=None chosen	9.5%	6.7%	15.3%	14.1%	12.3%

Q28. Compared to other cities in the State of Washington, would you rate the quality of services provided by the City of Shoreline as better, about the same, or worse?

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q28 Rate quality of svcs provided by city

1=Better	27.4%	25.6%	26.8%	25.5%	26.0%
2=About the same	44.2%	45.6%	43.2%	40.3%	43.1%
3=Worse	3.2%	6.7%	4.4%	4.0%	4.4%
9=Don't know	25.3%	22.2%	25.7%	30.2%	26.6%

Q29. Overall, how would you rate the value of services you receive for your city taxes?

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q29 Rate the value of svc recd for tax \$

1=Excellent	3.2%	6.7%	4.4%	4.0%	4.4%
2=Good	29.5%	27.8%	34.4%	30.2%	30.7%
3=Average	43.2%	43.3%	35.5%	44.3%	40.8%
4=Below Average	4.2%	4.4%	10.9%	10.7%	8.5%
5=Poor	0.0%	5.6%	3.3%	1.3%	2.7%
9=Don't know	20.0%	12.2%	11.5%	9.4%	12.9%

Q31. Approximately how many years have you lived in the City of Shoreline?

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q31 How long lived in City of Shoreline

2=Under 3	31.6%	0.0%	0.0%	0.0%	5.8%
5=3 to 5	68.4%	0.0%	0.0%	0.0%	12.6%
10=6 to 10	0.0%	100.0%	0.0%	0.0%	17.4%
15=11 to 15	0.0%	0.0%	32.2%	0.0%	11.4%
20=16 to 20	0.0%	0.0%	27.3%	0.0%	9.7%
30=21 to 30	0.0%	0.0%	40.4%	0.0%	14.3%
31=31+	0.0%	0.0%	0.0%	100.0%	28.8%

Q32. Do you own or rent your current residence?

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q32 Do you own/rent residence

1=Own	71.6%	80.0%	92.9%	93.3%	86.7%
2=Rent	27.4%	20.0%	6.6%	6.7%	12.9%
9=Refuse	1.1%	0.0%	0.5%	0.0%	0.4%

Q33. Which ONE of the following describes where you work?

N=527	Years in Shoreline				Total
	6 to 10		11 to 30		
	1 to 5 yrs	yrs	yrs	31+ yrs	
	1	2	3	4	

Q33 Where do you work

1=FT in city	9.5%	16.7%	12.6%	10.1%	11.8%
2=FT outside city	58.9%	50.0%	44.8%	12.1%	39.1%
3=PT in city	2.1%	5.6%	6.6%	4.0%	4.9%
4=PT outside city	9.5%	8.9%	8.7%	7.4%	8.5%
7=retired	5.3%	11.1%	15.3%	51.0%	23.0%
9=no response	14.7%	7.8%	12.0%	15.4%	12.7%

Q34. What is your total annual household income?

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q34 Total annual household income

1=Under \$25,000	6.3%	11.1%	7.1%	18.1%	10.8%
2=\$25,000-\$49,999	28.4%	21.1%	19.1%	31.5%	24.9%
3=\$50,000-\$74,999	25.3%	23.3%	31.1%	25.5%	26.8%
4=\$75,000-\$99,999	17.9%	25.6%	16.9%	6.0%	15.2%
5=\$100,000+	11.6%	7.8%	11.5%	4.0%	9.1%
9=Refuse	10.5%	11.1%	14.2%	14.8%	13.3%

Q36. Using the map below, please indicate which ONE of the following best describes the location of your residence.

N=527

Years in Shoreline				Total
1 to 5 yrs	6 to 10 yrs	11 to 30 yrs	31+ yrs	
1	2	3	4	

Q36 Location of home

1=Area 1	38.9%	34.4%	37.7%	35.6%	37.2%
2=Area 2	27.4%	25.6%	21.3%	30.9%	25.8%
3=Area 3	33.7%	40.0%	41.0%	33.6%	37.0%

Survey Comments

Q15. Other:

Q15 Other

ENTERPRISE NEWSPAPER (3 TIMES)

FRIEND

INTERNET

LAND USE

LIBRARY NEWSLETTER

MAIL (2 TIMES)

NEIGHBOR BLOCK WATCH MEETINGS

NEIGHBORHOOD ASSOCIATION-CITY STAFF

NEIGHBORHOOD ASSOCIATION (2 TIMES)

NEIGHBORHOOD CORRESPONDENCE

NEIGHBORHOOD NEWS

NEIGHBORS (3 TIMES)

NEWSLETTERS

NEIGHBORS

NO INFO

NONE

OWNERS MANUAL

PICKED UP AT A DRUG STORE

POLITICAL CAMPAIGNS

PUBLIC RADIO

RICHMOND BEACH NEWSLETTER

SATALLITE TV STORE

SHORELINE JOURNAL

SHORELINE PAPERS

THE JOURNAL

WORD OF MOUTH (2 TIMES)

WORK

Q19. What is the main reason for your response to Question 18?

Q19 Reason

15TH ST IS MORE OF A TRAFFIC JAM
ACTION TO EXCLUDE PUBLIC INPUT & COMMENT
ADDRESSING NEEDS OF THE COMMUNITY IS SLOWLY MAKING PROGRESS
APPARENT IMPROVEMENTS ON 15TH AVE NORTH OF THE CITY AND AURORA
APPROVAL OF GAMBLING & STRIP CLUBS AND INADEQUATE SIDEWALKS
APPRECIATE THE COUNCIL KEEPING A TIGHT CONTROL ON CASINOS
ATTEMPTING TO MAKE IT A NEIGHBORHOOD
ATTEMPTS AT PLANNING ARE OBVIOUS AND APPRICIATED
AURORA AVE IMPROVEMENTS
AURORA CORRIDOR HAVE NOT DONE RESEARCH
AURORA CORRIDOR PLANNING
AURORA CORRIDOR TOO GRANDIOSE
AURORA CORRIDOR-WE NEED ALL THE EXISTING BUSINESSES WE HAVE
AURORA HWY 99 PROJECT
AURORA PROJECT IS NUTS
AURORA PROJECT-BETTER PLANNING FOR FUTURE
AURORA PROJECT-ENCOURAGE NEW BUSINESSES
BEAUTIFICATION OF AURORA AVE-TRAIL COMPLETION PARKS PLANNING
BEAUTIFICATION OF PUBLIC AREAS
BECAUSE IN THE 56 YEARS I'VE BEEN HERE I HAVE SEEN PROGRESS
BECAUSE OF THE WAY THEY ARE MANAGING GROWTH
BECAUSE THE AREA BEING OUT OF SEATTLE IS NOT GETTING WORSE
BECAUSE THE RENOVATION IN THE CITY IS GOOD
BECAUSE WE ARE REAL PROUD OF WHAT THEY ARE TRYING TO DO
BETTER COMMUNICATION WITH THE PUBLIC, THEY SHOULD LISTEN TO PEOPLE
BUDGET
BUILD ON TOP OF EACH OTHER-CROWDED
CAN SEE GOOD PROGRESS ON ROAD CONSTRUCTION
CASINOS ARE ANNOYING
CASINOS & STRIP BARS AND POLICE WITH TOO BIG EGOS
CITY COULD MANAGE FINANCES BETTER
CITY COUNCIL ENCOURAGING TOO HIGH DENSITY-THE CITY IS LOOKING WORSE
CITY COUNCIL MEETINGS & NEWSLETTERS-ROADS NEED REPAIR-TRAFFIC FLOW
CITY HAS EXCELLENT COMMUNICATION ABOUT ISSUES WITH THE PUBLIC
CITY IS ALLOWING FOR TOO MUCH DEVELOPMENT/TOO MANY HOUSES

Q19. What is the main reason for your response to Question 18?

Q19 Reason

CITY IS GROWING
CITY IS GROWING FASTER THAN OFFICALS ARE CAPABLE OF DOING
CITY IS RUN WELL I HAVE NO COMPLAINTS
CITY IS TRYING (2 TIMES)
CITY MANAGER-COUNCIL UNDERSTANDS ITS ROLE AS POLICY SETTINGS
CITY OF SHORELINE IS DOING A GOOD JOB
CITY PROJECTS ARE MOVING ALONG NICELY
CITY'S LOOKING TO CLEAN UP AND MODERNIZE
CITY SEEMS TO PUT EFFORTS INTO IMPROVING BUSINESS DISTRICT
CITY SEEMS TO SEEK INPUT AND HELP NEIGHBORHOODS
CLEAN AND HEALTHY CITY
CLEAN-NICE PLACE TO LIVE
CLEAN PLACE TO LIVE
CLEAN UP AURORA AVE
CLEANING UP
CLEANLINESS
COMMUNITY EVENTS
CONDITIONS ARE GENERALLY GOOD
CONERNED ABOUT DECISIONS ON SOME TRAFFIC MATTERS
CONTINUE DOING WHAT THEY DO-VERY SATISFIED
CONTINUE TO CAPITALIZE ON SPECIALNESS OF SHORELINE
CONTINUES TO PROVIDE SAFE NEIGHBORHOOD
CONTINUOUS IMPROVEMENT IS OCCURING ALONG HWY 99
DEVELOPMENT SEEMS TO BE POORLY THOUGHT OUT & RECKLESS
DEVELOPMENT WITH GROWING RESTRICTION OF CITIZEN INPUT
DEVELOPMENTS ARE JAMMED INTO SMALL LOTS
DO NOT HAVE THE FACTS
DO NOT LIKE THE CASINOS & SMALL BUILDING LOTS
DOESNT FOLLOW ISSUES
DONT CARE ABOUT SOME THINGS BUT THEY ARE DONG GOOD JOB
DONT HAVE ADEQUATE INFO TO RATE EFFECTIVELY
DONT KEEP UP WITH ALL THE COUNCIL DECISIONS
DONT KEEP UP WITH ISSUES
DONT KNOW WHAT DIRECTION SHOARELINE IS MOVING IN
DONT KNOW WHO CITY OFFICERS OR POLITICIANS ARE-NEVER MET THEM
DONT LIKE SMALL LOT SIZES OR MOBILE HOMES IN NEIGHBORHOODS
DONT REALLY FOLLOW LOCAL ISSUES

Q19. What is the main reason for your response to Question 18?

Q19 Reason

DON'T SEE THE LONG RANGE PLAN FOR THE CITY
DON'T LIKE THE CASINOS & TOPLESS BARS
DON'T PARTICIPATE IN ISSUE DISCUSSION
DON'T REALLY FOLLOW WHAT IS GOING ON WITH THE CITY
EFFORT TO PROVIDE GOOD COMMUNICATION SERVICES
ENJOY THE BEAUTIFICATION OF NORTH CITY
EVERYTHING IS FINE EXCEPT FOR 15TH ST
EVERYTHING IS CLEAN AND SAFE-NO MAJOR PROBLEMS
EVERYTHING IS LOOKING GOOD BUT THE HOUSES ARE TOO CLOSE TOGETHER
EVERYWHERE WE GO WE SEE WORKS IN PROGRESS
EXPERIENCING POSITIVE GROWING PAINS
EXTENDING THE INTERURBAN TRAIL-CLEANING UP AURORA AVE
EXTENSION OF ROADS AND PARK IMPROVEMENTS
FACE LIFT ON AURORA CORRIDOR-NEW WALKING PATHS
FAMILY
FEEL THAT THE AURORA CORRIDOR PROJECT IS TOO FANCY FOR A HWY
FEEL THE UPGRADES ON AURORA AND THE PEDISTRIAN TRAIL IS GOOD
FEELS THAT THEY ARE TRYING
GETTING BETTER
GETTING CITIZENS RESULTS IN MOVING IN THE RIGHT DIRECTION
GOING FORWARD WITH COMPLETING THE INTERURBAN TRAIL & AURORA
GOOD EFFORT ON PUTTING TOGETHER CITY FUNCTIONS
GOOD IMPROVEMENTS
GOOD JOB W/PARKS GOOD SCHOOLS CITY PLANNING
GOOD PEOPLE RUNNING CITY
GOOD PLANING & GOOD LEADERSHIP
GOOD PLANNING WITH PUBLIC INPUT
GREAT CLEAN CITY I LOVE LIVING HERE
GREAT COMMUNICATION-SUPPORT OF PARKS
GREAT SCHOOLS THEY ARE CLEAN & SAFE
GROWTH MANAGEMENT STRIKES A GOOD BALANCE - THE POLICE & FIRE ARE STRONG
GROWTH MANAGEMENT-TOO MANY LIVING WITH SMALL LOTS & SPACES
HAPPY W/WAY THINGS ARE BUT THEY ARE CRAMMING TOO MANY HOUSES IN
HAPPY WITH IMPROVEMENTS AROUND TOWN
HAS NEVER HAD A PROBLEM WITH CITY
HAVE NOT HAD ANY DEALINGS
HAVE NOT HEARD/READ ANYTHING ALARMING-AGREE WITH GROWTH PLAN
HAVE ONLY LIVE IN SHORELINE FOR 6 MONTHS
HAVEN'T LOOKED INTO IT

Q19. What is the main reason for your response to Question 18?

Q19 Reason

HOUSING GETTING BIG POPULATION
I ALWAYS GET THE RUNAROUND
I AM ACTIVE IN THE CITY SO HAVE NO WAY OF KNOWING
I AM RETIRED AND TOO OLD TO BECOME ACTIVE IN THE CITY
I AM UNABLE TO ATTEND YOUR MEETINGS/SO I WILL MISS OUT
I APPROVE THIS AURORA CORRIDOR PLANNING
I DO NOT APPROVE OF THE GAMBLING CASINOS & SMUT STORES
I DON'T KNOW HOW THEY ARE MOVING
I DON'T HAVE ENOUGH INFORMATION ABOUT THE CITY
I DON'T HEAR A LOT OF NEGATIVE ISSUES & I'M SATISFIED
I DON'T KNOW LONG TERM PLAN BUT I WOULD HATE TO SEE US MORE CROWDED
I DON'T SPEND A LOT OF TIME W/THIS
I ENJOY LIVING IN SHORELINE THEY JUST NEED MORE SIDEWALKS
I GUESS BASED ON WHAT HAS BEEN DONE TO DATE
I HAVE ENJOYED RAISING MY FAMILY HERE
I HAVE NO COMPLAINTS
I HAVE SEEN GOOD IMPROVEMENTS
I HAVE SEEN IMPROVEMENTS
I HAVEN'T FOLLOWED WITH THEIR PROGRAM LATELY
I HEAR ABOUT IMPROVEMENTS
I JUST DONT KEEP UP WITH WHATEVER IS GOING ON
I KNOW VERY LITTLE ABOUT THE CITY'S DIRECTION
I LIVE IN SHORELINE AND AM HAPPY WITH THE SERVICE
I OBSERVED THE CHANGES OVER TIME
I QUESTION ALL THE WORK ON THAT TRAIL AND AURORA
I SEE ACTION AND PROGRESS
I SEE A LOT OF IMPROVEMENT IN CITY SERVICES
I SEE MORE POSITIVE GOING ON AROUND THE CITY
I THINK THEY ARE KEEPING IT A NICE PLACE TO LIVE
I'M NOT SURE ABOUT THE EFFORTS TO REJUVENATE 99/AURORA
I'M NOT SURE OF THE DIRECTION THE CITY IS MOVING IN
IMAGE OF CITY-ENHANCED BY INSTALLATION OF GATEPOST AT ENTRY
IMPROVEMENTS & NEW TRAILS
IMPROVEMENTS FOR BETTER STREETS
IMPROVEMENTS HAVE BEEN MADE
IMPROVEMENTS IN SOME AREAS
IMPROVEMENTS OF SIDEWALKS/STREETS UPGRADING OF THINGS
IMPROVEMENTS THAT ARE BEING MADE HERE

Q19. What is the main reason for your response to Question 18?

Q19 Reason

IMPROVEMENTS TO THE AREA-PARKS-ROADS ETC
IMPROVEMENTS TO THE COMMUNITY
IMPROVEMENTS WHEN THIS WAS UNINCORPORATED AREA
IMPROVING/RE-BUILDING THE AURORA CORRIDOR & INTERURBAN TRAIL
IN GENERAL I THINK SHORELINE IS STARTING TO LOOK BETTER
INTERSECTION NW 200 & 10TH AVE NW
INTERURBAN/AURORA CORRIDOR/PARKS/CREATING LIVABLE CITY
ISSUE ROBBERIES HANDLED QUICKLY
IT APPEARS THAT MORE MAINTENANCE IS GETTING DONE-ROADS
IT APPEARS THE CITY IS RAM-RODDING AN OVERLY EXPENSIVE
IT IS A BEAUTIFUL CITY/BUT NEEDS TO SLOW DOWN DEVELOPMENT
IT IS A COMMUNITY ORIENTED TOWN
IT KEEPS UP ON CHANGES & KEEPS BUSY HANDLING THINGS GOING ON
IT SEEMS LIKE POLITICS/I DONT FOLLOW POLITICS
IT SEEMS WE'RE STILL DEBATING THE DIRECTION
IVE LIVED HERE 34 YEARS CANT SEE ANY PROGRESS ON IMPROVEMENT
JUST SEEMS LIKE WHEN THINGS NEED TO BE DONE IT DOES
KEEP BUDGET BALANCED/AND NO NEW TAXES
LACK OF INFO I TRIED TO CONTACT CITY OFFICIALS
LACK OF INFORMATION
LAND REGULATIONS BY REAL ESTATE DEVELOPMENT INTERESTS
LEADERSHIP IS STRONG
LEAVE AURORA ALONE
LEAVE AURORA AVE AS IT IS-NEED ALL THE BUSINESS WE CAN GET
LIKE WHAT THEY DID WITH THE NEW TRAIL HAS BETTER APPEAL NOW
LIKES THE WAY THE CITY IS IMPROVING ON CITY ISSUES
LIVED HERE 44 YEARS & THINK THEY ARE DOING A GOOD JOB
LIVED HERE 45 YEARS & IN LAST 6 YRS HAS ANYTHING STARTED
LOCAL IMPROVEMENTS
LOOKING FOR THE FUTURE
LOT OF IMPROVEMENTS HAVE BEEN MADE
LOWER SALARIES & OF CITY EMPLOYEES
MAINTAIN STREETS AND PARKS
MAKE ALL EFFORTS TO MOVE FORWARD
MAKING A HUGE EFFORT TO GROW
MAKING EFFORT/SIDEWALKS/MEETINGS IMPROVEMENTS ON STORMWATER
MAKING GOOD PROGRESS WITH THE MONEY AVAILABLE TO CITY
MAKING IMPROVEMENTS BUT STILL NEED TO DO SOME MORE
MAKING LONG RANGE PLANS-BUDGET DOING IT IN STAGES

Q19. What is the main reason for your response to Question 18?

Q19 Reason

MANY IMPROVEMENTS IN NORTH CITY/175TH GOOD POLICE RESPONSE
MOVE CASINOS/BARS/MOTELS ADD MORE POLICE
MOVED HERE IN DEC 03
MOVING ALONG VERY WELL & NOT DELAYING JOBS
MOVING TOO FAST/TAKE CARE OF THINGS BEFORE MOVING ON
MY DISCUSSION WITH MEMBERS OF THE SHORELINE FIRE DEPT
N PARK PLACE OVER DEVELOPMENT
NEED IMPROVEMENTS ON THE STREETS
NEED MORE PUVLIC MEETINGS/NEED TO INVOLVE PUBLIC MORE
NEED TO CONTINUE WORK TO MERGE WATER DISTRICTS TO LOWER COST
NEEDS MORE COMMUNITY TYPE AREAS THAT ARE WELCOMING
NEVER EFFORT TO IMPROVING SHORELINE
NEW & IMPROVING PARKS
NEW AURORA CORRIDOR
NEW RESIDENT
NEW SIDEWALKS GENERAL IMPROVEMENTS IN NORTH CITY BUILDINGS
NEWSPAPER ARTICLES SEEM TO BE CURRENT AND POSTIVIE
NICE PLACE TO LIVE & RAISE CHILDREN-GREAT SCHOOL DISTRICT
NICE REPUTATION
NO CONTROL OVER BUILDING/TOO MANY HOUSES ON LOTS
NO DISCRECTION WHEN SEEING NEW HOUSING-TOO LARGE-CLOSE TOGETHER
NO INFORMATION
NO MAJOR PROBLEMS THAT OCCURRED SINCE BECOMING A CITY
NO NEIGHBORHOOD NEWSPAPER & NOT ADEQUATE COVERAGE IN PAPERS
NO SIDEWALKS NEAR SCHOOL
NOT CURRENT WITH CITY NEWS
NOT ENOUGH URBAN VILLAGE FEEL FOR CITY-UGLY UNWRAPPED GROWTH
NOT FAIR IN DECISION MAKING ON MONEY SPENDING
NOT HAPPY WITH AURORA CORRIDOR-TOO MUCH MONEY-NO DIFFERENCE
NOT RESPONDING TO PEOPLES NEEDS
NOT SURE ABOUT THE CHANGES ON AURORA
NOT SURE THAT THE CITY IS STRATCGICALLY PLANNING IMPROVEMENT
NOT TRYING TO MOVE TOO QUICKLY-EXAMINING THE ISSUE CLOSELY
NOT WELL ENOUGH INFORMED
NOTHING IS GOING WRONG
NOTHING SPECIFIC
ONLY WORRIED ABOUT TAXES, NOT SATISFIED WITH THE GAMBLING
OVERALL ATTENTION TO TRANSPORTATION

Q19. What is the main reason for your response to Question 18?

Q19 Reason

OVERALL DOING A GOOD JOB
OVERALL EVERYTHINGS OK
OVERALL PEOPLE IN THE EAST ARE HAPPY W/WHAT IS BEING DONE
PARKS & REC SERVICES PROVIDED TO THE PEOPLE
PARKS BEING CLEANED UP-BETTER MUNICIPAL FINANCE MGMT
PEOPLE ARE TRYING TO EVOLVE A PLEASANT CITY
PLANNED AURORA REDVELOPMENT TOO EXPENSIVE & NOT WELL RECVD
PLANNING DEVELOPMENT SERVICES IS OUT OF TOUCH W/POPULATION
PLANNING OF 99 AND BIKE TRAILS
PLANNING OF GROWTH
PLANS FOR AURORA COORIDOR WILL CREATE MASS CONGESTION
PLANS MADE AHEAD AND CARRIED OUT
POLICE ARE EXTREMELY PROFESSIONAL
PONDERING THE LOCAL BUSINESS-CARING & COMMUNITY COLLEGE
POOR PLANNING & LOT SIZE PERMITTING LOOKS TERRIBLE
POOR PLANNING TOO MUCH MONEY SPENT ON LITIGATION
POOR PLANNING & TOO MANY HOMES IN NORTH CITY
PRIDE IN THE COMMUNITY IS HIGH
PROFIT OVER MORALITY IS NEVER A GOOD OUTCOME
PROGRESS ON AURORA PEDESTRIAN LIGHTS/MAJOR TRAFFIC PROBLEM
PROGRESSING IN COMMUNITY ISSUES W/MAKING OVERALL APPERANCE
PROJECT OF BUILDING THE TRAIL FOR BIKES & JOGGING
PROPERTY IS SO RUN DOWN-CITY LETS JUNK & CARS LAY AROUND
PUTTING MONEY INTO WRONG PLACES
QUALITY OF LIFE IN THE CITY OF SHORELINE
QUALITY OF LIFE WITHIN SHORELINE
QUALITY OF NEW HOUSING-PRIVATE RESIDENCE
QUESTION IS TOO VAGUE-THERE ARE TOO MANY FACETS
REDEVELOPMENT OF BUSINESS DISTRICTS
REALLY DON'T UNDERSTAND DIRECTION
RESIDENTIAL AREAS ARE BEING KEPT RESIDENTIAL
RESOLVE 15TH NE ON BEING TO SLOW-SPEED UP SOMEONE MAKE 1 WAY
RESPONSIVE TO CITIZENS SERVICES ARE GOOD
SATISFIED
SEE IMPROVEMENTS
SEE NOTHING WRONG
SEEM TO KEEP EXPENSES IN CHECK/STILL MAINTAIN GOOD SERVICES
SEEMS A GOOD PLACE TO LIVE
SEEMS LIKE WERE GOING FORWARD

Q19. What is the main reason for your response to Question 18?

Q19 Reason

SEEMS TO BE ADDRESSING THE BID ISSUES
SEEMS TO BE TRYING TO RESOLVE PROBLEMS
SHORELINE IS NOT PLANNING FOR GROWTH VERY WELL
SHORELINE IS PLACE TO BE PROUD OF-HAVE NOT HAVE MAJOR PROBLEMS
SHORELINE IS UPGRADING STREETS AND AREAS AROUND AURORA
SIDEWALKS NEED TO BE IMPROVED
SINCE INCORPORATION-HAVE HAD EXCELLENT LEADERSHIP CITY COUNCIL
SLEAZY BUSINESSES ALLOWED IN HWY 99 CORRIDOR
SLOWLY MOVING
SMUT BUSINESSES ON AURORA & LAKE CITY & CHEAP 1/2 LOT HOUSES
SPENDING TO MUCH MONEY FOR TRAIL SYSTEM
SPENDING TOO MUCH MONEY INPROVING AURORA & 15TH AVE
SPENDS TO MUCH MONEY ON IMPROVEMENTS SUCH AS AURORA
STAFF ARE DOING THE KINDS OF THINGS I WANT TO SEE DONE
STREETS ARE TERRIBLE AND SO IS PUBLIC SAFETY
STREET PROBLEMS & NEED TO WORK ON CUSTOMER SERVICES
TAX INCENTIVES ARE OFFERED FOR BUSSINESSES
TAXES & FEES KEEP GOING UP-EMPHASIS ON TAX RELIEF FOR FAMILIES
THE EFFORTS BEING MADE TO IMPROVE THE QUALITY OF SHORELINE
THE AURORA CORRIDOR CITY CENTER WORK
THE AURORA CORRIDOR IS BEING FIXED-WE APPROVE
THE AURORA CORRIDOR SEEMS TO BE MOVING TO COMPLETION
THE CITY COUNCIL LISTENS/BUT DONT CHANGE ANYTHING
THE CITY HAS CLEANED UP AURORA AVE
THE CITY HASN'T MADE ANY MAJOR FINANCIAL MISTAKES
THE CITY IS LIMITED ON SPACE/WHERE IS IT GOING TO GROW
THE CITY SEEMS TO TAKE SMALL PROGRESSIVE STEPS ALL THE TIME
THE CITY STAYS UPDATED AND THEY GET THINGS DONE
THE MORE GOVERNMENT THE MORE IT COSTS US
THE PARKS & RESIDENTIAL GROWTH IS GOING WELL
THE PLANS FOR RE-DOING AURORA AVE WAS NOT THOUGHT OUT WELL
THERE HAVE BEEN NO MAJOR PROBLEMS SUCH AS BUDGET CRISIS
THERE IS NO PLAN FOR RE-CYCLING
THERE IS ONLY SO MUCH CITY CAN DO IT IS UP TO THE CITIZENS
THERE SHOULD BE MORE MIXED USE AREAS & MORE DENSITY
THEY ARE A NEW CITY AND ARE TRYING TO DO THE RIGHT THINGS
THEY ARE DOING LOTS OF IMPROVEMENTS

Q19. What is the main reason for your response to Question 18?

Q19 Reason

THEY ARE DOING SOME THINGS GOOD
THEY ARE DOING THINGS JUST FINE
THEY ARE GETTING CITY ISSUES RESOLVED
THEY ARE GOING FORWARD ON INTERURBAN TRAIL
THEY ARE IMPROVING THE STREETS
THEY ARE MAKING AN ATTEMPT
THEY ARE MAKING IMPROVEMENTS ON THE ROADS
THEY ARE MOVING A BIT FASTER THE AVAILABLE RESOURCES
THEY ARE MOVING ALONG WITH CITY PROJECTS
THEY ARE SOCIALIST-NO FLEXIBLILTY
THEY ARE SPENDING TOO MUCH MONEY ON POINTS OF INTEREST
THEY ARE TRYING TO GET THINGS GOING FORWARD
THEY ARE VERY SLOW IN DECISIONS
THEY DO GOOD PLANNING
THEY DO KEEP US INFORMED
THEY HAVE IMPROVED THE AREA IN NE PART OF THE CITY
THEY HAVE MADE A LOT OF ROAD IMPROVEMENTS
THEY HAVE MADE NECESSARY IMPROVEMENTS
THEY HAVE MINOR PROBLEMS BUT ONES THAT CAN BE FIXED EASILY
THEY KEEP IN TOUCH WITH THE PUBLIC
THEY LET CITY BECOME TO COMPACT FOR MONEY BENEFITS
THEY NEED TO HELP KEEP SMALL BUSINESSES
THEY SEEM TO BE MAKING AN ATTEMPT TO IMPROVE
THINGS ARE BASICALLY OK
THINGS ARE CLEAN
THINGS ARE NICE AND IMPROVING
THIS HAS BECOME THE TACKY WHITE CENTER OF NORTH SEATTLE
THIS SURVEY-THEY ARE MAKING AN EFFORT
TOO MANY APARTMENTS BEING BUILT CAUSING MORE TRAFFIC
TOO MANY APT BUILDINGS
TOO MANY CASINOS & NIGHT CLUBS-GETTING TOO CROWDED
TOO MANY HOMES BEING JAMMED INTO ANY AVAILABLE SPACE
TOO MANY HOUSE ON SMALL LOTS
TOO MUCH GAMBLING
TOO MUCH GROWTH & INFRASTUCTURE TOO WEAK TO SUPPORT
TOO MUCH PLANNING-LITTLE PROGRESS-NEED LEADERSHIP
TRYING TO GET THE WORD OUT & MAKE BETTER ATTRACTIVE PLACE
UNSURE WHAT THE RIGHT DIRECTION MIGHT BE
UPSET CHANGING 15TH AVE FROM 4 LN TO 2 LN RD-INCONVENIENCE

Q19. What is the main reason for your response to Question 18?

Q19 Reason

VERY HAPPY WITH THE WAY THE CITY IS MAKING IMPROVEMENTS
WE ARE BECOMING MORE OF A COMMUNITY
WE ARE GIVEN INFO ON THE PROGRESS OF ALL PRGMS IN CITY
WE ARE GOWING
WE COULD BE LEADERS & TAKE AN AGGRESSIVE APPROACH TO ISSUES
WE DONT LIKE THE NUMBER OF GAMBLING CASINOS BEING BUILT
WE DONT NEED ANYMORE TAXES/WE HAVE BEER POCKET BOOKS
WE ENJOY LIVING HERE & SEE THINGS HAPPENING-MOVING FORWARD
WE LIKE IT NEVER PLAN TO MOVE
WE WANT TO SEE A NORTH CITY THAT WE CAN BE PROUD OF
WHAT DIRECITON IS SHORELINE GOING IN?
WHAT DIRECTION ARE WE GOING
WHAT IS A RIGHT DIRECTION
WHAT IS THE DIRECTION THEY ARE MOVING IN/I HAVE NOT HEARD
WHERE IS THE CITY-THIS IS A COMMUNITY
WORKING ON A LONG TERM CITY PLAN
YOU LISTEN TO PEOPLE & MAKE PROPER ADJUSTMENTS
YOUR PRIORITIES ARE MISGUIDED-LISTEN TO YOUR CONSTITUENCY

Q30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community?

Q30 Action

ABILITY OF NEW RESIDENTS TO KEEP & MAINTAIN THEIR PROPERTY
ADD PUBLIC TRANSPORTATION & SIDEWALKS
ADDING MORE TRANSPORTATION TO DOWNTOWN SEATTLE
ADDITIONAL BODIES-POSITIONS-FOR POLICE DEPT
ALL THE THINGS THAT WE JUST WENT OVER
AS RICHMOND BEACH RESIDENT-CONVERT BEACH RD IN 1 LANE
BE AWARE OF ANY ZONING ISSUES IN VARIOUS AREAS OF THE CITY
BETTER DENSITY PLANNING & CONTROL OF NOISE POLLUTION
BETTER MANAGEMENT OF CITY FINANCES
BETTER POLICE COVERAGE
BETTER PUBLIC TRANSPORTATION BEAUTIFICATION OF THE CITY
BETTER ROADS & CITY LIGHTS
BETTER STREET LIGHTING
BETTER STREETS, SIDEWALKS AND LIGHTING
BETTER TRAFFIC CONTROL ON 77 160TH ST NEED STREET LIGHTS
BETTER TRAFFIC MANAGEMENT ALONG 205TH ST
BIKE LANES SIDEWALKS BIKE PATHS UPDATED & BIGGER PLAYGROUNDS
BRING IN MORE BUSINESS ALONG AURORA CORRIDOR
BUILD MORE SIDEWALKS-IMPROVE PARK & PLAYGROUNDS
BUILD SIDEWALKS
BUILDING CODES TO RESTRICT MULTI-FAMILY DWELLINGS
BUILDING MANY MORE SIDEWALKS-ENCOURAGES WALKING
BUILDING SIDEWALKS
CASINOS & STRIP JOINTS ARE BRINGING A POOR QUALITY OF PEOPLE
CATCH THE HOME BURGLARS MORE AGGRESSIVE PATROLS
CHANGE 15TH AVE FROM 2 LANES TO 1 LANE FROM 155TH TO 175TH
CHANGE 15TH ST BACK TO 4 LANES
CITY'S CUSTOMER SERVICE NEEDS TO BE MORE AQUANTE
CITY'S ECONOMY AND PROTECTION
CITY SHOULD PUT LIMITATIONS ON RENTAL HOME REGULATION RULE
CLAMP DOWN ON SPEEDERS AND ILLEGAL PARKING
CLEAN SHORELINE UP
CLEAN THE DITCHES MORE OFTEN & KEEP THEM FREE OF WEEDS
CLEAN UP AURORA
CLEAN UP AURORA CORRIDOR-CREATE SOME SENSE OF A DOWNTOWN
CLEAN-UP AURORA AVE IT IS UNSAFE
CLEAN UP NORTH CITY BETWEEN 205TH & 175TH ST
CLEAN UP PRIAVATE PROPERTY-TRIM & MOW

Q30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community?

Q30 Action

CLEAN UP SHORELINE-PHYSICAL APPEARANCE OF LOCAL BUSINESSES
CLEAN UP STREETS-ADD GREEN BELT & SIDEWALKS
CLEAN UP THE CITY AND GIVE IT A BETTER IMAGE
CLEAN UP THE STREETS MAKING IT A CITY OF SAFETY FOR ALL
COMPLETE IMPLEMENTAION OF CITY'S PLAN FOR RECONFIGURATION IMP
COMPLETE THE AURORA CORRIDOR WITHOUT FUTHER DELAY
COMPLETE THE AURORA OROJECT ASAP SO WE CAN MOVE ON
COMPREHENSIVE REVIEW OF CODES & ORDINANCES PREVENT ABUSE
CONTINUE COMMUNICATING WITH RESIDENTS
CONTINUE PARKS OPEN SPACES
CONTINUE TO FIX ROADS AND CREATE MORE JOBS
CONTINUE TO MAKE FAMILY-FRIENDLY COMMUNITY
CONTINUE WORK OF WALKING PATHS
CONTROL GROWTH-MORE TRANSPORTATION
COVER ALL AREAS MAKE SIDEWALKS BUILD OFF LEASH DOG PARK
CREATE A REAL CITY CENTER WITH SMALL SHOPS AND BUSINESSES
CREATE MORE BUSINESS FRIENDLY AREA ATTRACT BUSINESS IN CITY
CREATE MORE CULTRAL CENTER FOR SENIORS
CRIME PREVENTION NEAR THE CORRIDOR ACCESS AREAS
CRIME PREVENTION-TRANSPORTATION-IMPROVED ROADS & SIDEWALKS
CROSS WALKS ON AURORA
CUT BACK ONTEH SHORELINE CITY TAX ON EVERY HOUSEHOLD EXPENSE
CUT DOWN ON POPULATION-DON'T ENCOURAGE PEOPLE TO MOVE HERE
CUT DOWN ON THEFT
DECREASE CITY TAXES/PROPERTY TAXES
DECREASE CRIME AND BEAUTIFY AURORA AVE
DECREASE MOLESTERS OUT OF THE SCHOOL DISTRICT
DEVELOP AURORA CORRIDOR
DO WHAT THEYA RE DOING-GOING ON THE RIGHT TRACK
DON'T ALLOW MODULAR HOMES OR MOBIL HOMES OR CONDOS MOVE IN
DON'T BE BOUGHT OUT BY DEVELOPERS OF AURORA IMPROVEMENTS
DON'T KNOW
DON'T SPEND TAX DOLLARS TO BEAUTIFY HWY 99 AND AURORA
EDUCATION (2 TIMES)
EMPHASIZE INDIVIDUAL SAFETY ESPECIALLY CHILDREN
ENCOURAGE BETTER MAINTENANCE OF HOMES AND YARDS
ENCOURAGE MORE SMALL BUSINESSES

Q30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community?

Q30 Action

ENCOURAGING ENVIRONMENTAL & ECONOMIC SUSTANABIITY
ENFORCE CITY CODES MAKING PEOPLE CLEAN UP THEIR PROPERTY
ENFORCE CODES AND ORDINANCES
ENFORCE LOT SIZE REQUIREMENTS
ENFORCE PARKING LAWS AND SPEED LIMITS
ENFORCE STRONGER RESIDENTAL ORRIDANCE IN NEIGHBORHOODS
ENFORCE TRAFFIC LAWS NEAR PARKS ADDITIONAL PARKING FOR PARKS
ENFORCE TRAFFIC LAWS/CRACKDOWN ON RED LIGHT RUNNING
ENFORCE TRAFFIC LAWS/SPEED & STOP SIGNS
ENFORCING CLEAN UP OF PRIVATE PROPERTY
ENFORCING THE CLEAN UP OF LITTER/DEBRIS ON PRAIRIE PROPERTY
ENHANCE BUSINESS LIFE DECREASE TRAFFIC VOLUMES ON 99
ESTABLISH A TOWN CENTER DOWNTOWN SHORELINE
EXTEND MONORAIL TO 155 & AURORA IN PARTNERSHIP W/CITY OF SEA
FINISH THE INTERURBAN TRAIL THIS YEAR/ADD MORE SIDEWALKS
FIX STREET PROBLEMS
FIX THE 3RD AVE DRAINAGE PROBLEM ITS BEEN GOING ON FOR YEARS
FIX THE POT HOLES
FIX THE SIDEWALKS
FIX THE TRANSPORTATION PROBLEM DUE TO RUSH HOUR TRAFFIC
FIXING UP AURORA AVE-MORE SMALL PEOPLE FRIENDLY RESTAURANTS
FLOW OF TRAFFIC/CLEAN UP AURORA
FORCE LANDOWNERS-LANDLORDS TO CLEAN UP TRASH ON THEIR PROPERTIES
GET RID OF GAMBLING & STRIP JOINTS
GET RID OF GAMBLING CASINOS & PORNOGRAPHY PLACES OF BUSINESS
GET RID OF MEGA-CHAIN STORES & ENCOURAGE SMALL BUSINESSES
GETTING POWER UNDERGROUND TO MAKE CITY MORE APPEALING
GIVE BETTER EDUCATION
GIVE US SIDEWALKS AND BETTER SEWER DRAINS
GOOD PROGRESS SO FAR BUT MORE IS NEEDED FOR SCHOOL KIDS
GOT INFO LONG BEFORE PERMITS HAVE BEEN ISSUED
GRADUALLY CLEAN UP THE BUSINESS AURORA CORRIDOR-IMPROVE TRAF
GROWTH MANAGEMENT
HAVE A RECYCLING PLAN FOR THE CITY
HAVE MORE LIGHTS ON THE STREETS & LESS CARS OUTSIDE OF HOUSE
HAVE PUBLIC OFFICALS MORE AVAILABLE TO INDIVIDUALS

Q30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community?

Q30 Action

HELP PAVE OUR STREET
HELP US FEEL LIKE A REAL COMMUNITY
HIGHWAY IN AURORA SHOULD BE 3 LANES INSTEAD OF 2 LANES
I AM NOT ACTIVE IN MANY ASPECTS OF SHORELINE
I HAVE NO COMPLAINTS
I WOULD LIKE TO SEE IMPROVEMENT ON AURORA
IMPROVE APPEARANCE AS YOU COME INTO THE CITY
IMPROVE AURORA AVE N SHORELINE PROPERTY/CLEAN STREETS
IMPROVE CITY STREET LIGHTING
IMPROVE CRIME PREVENTION
IMPROVE PARKS & PLANT MORE ALONG STREETS
IMPROVE PARKS & RECREATION & COMMUNICATION WITH PUBLIC
IMPROVE PETTY CRIME RESONSE-INVESTIGATION-HOME THEFT ETC
IMPROVE QUALITY OF EDUCATION IN HIGH & JR HIGH SCHOOLS
IMPROVE SAFETY ISSUES
IMPROVE SCHOOLS
IMPROVE SIDEWALK BETWEEN 143RD & LINDEN/145TH & LINDEN
IMPROVE SIDEWALKS AND IMPROVE DRAINAGE
IMPROVE STREET APPEAL ON MAIN AVENUES/145TH/175TH ETC
IMPROVE STREET LIGHTING (2 TIMES)
IMPROVE STREETS AND BUSINESSES
IMPROVE THE SAFETY OF THE PUBLIC
IMPROVE THE SIDEWALKS
IMPROVE THE TRAFFIC FLOW
IMPROVE TRANSPORTATION FOR ELDERLY & IMPROVE SIDEWALKS
IMPROVE VISIBILITY-TAKE ACTION WHEN PROBLEMS INCREASE
IMPROVED ZONING
IMPROVING POOR AIR QUALITY
IMPROVING SIDEWALKS CONDITIONS & BALANCING BUDGET BETTER
INCREASE THE AMOUNT OF YARD WASTE PICK-UP
INMPROVE SOME OF THE CROSSWALKD WHERE ACCIDENTS HAVE OCCURRE
INSTALL SIDEWALKS & DRAINS FOR RAINS
JUST KEEP UP THE GOOD WORK
KEEP A LID ON TAX INCREASES-PUBLIC TRANSPORTATION-STABILITY
KEEP BOULEVARDS CLEAN & MOWED
KEEP DOING WHAT THE CITY IS DOING NOW
KEEP GAMBLING OUT

Q30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community?

Q30 Action

KEEP IMPROVING THE CROSSWALKS TOO MANY PEOPLE GET HIT
KEEP IT SAFE/MAINTAIN POLICE PATROLS
KEEP MAKING GOOD IMPROVEMENTS (2 TIMES)
KEEP MAKING GOOD IMPROVEMENTS TO THE RUN-DOWN AREAS
KEEP MOVING PARKS-ADDING SIDEWALKS-IMPROVING TRAFFIC FLOW
KEEP PROPERTY TAXES RESONABLE
KEEP RAISES FOR MANAGER TO A MINIMUM TO MY LACK OF RAISES
KEEP SAFE FOR CHILDREN & VIOLENCE & CRIME KEEP IT CLEAN
KEEP SHORELINE CLEAN
KEEP THE CITY CLEAN
KEEP THE RURALNESS-DON'T TURN IT INTO AN URBAN AREA
KEEP THE SCHOOL STUDENTS SAFE-MAINTAIN THE SPEED LIMITS
KEEP UP ON THINGS
KEEP UP THE GOOD WORK (2 TIMES)
LEAVE AURORA ALONG-REVISE DESIGN WIDTHS CONCEPT-NO MORE LITE
LEAVE AURORA AVE AS IT IS/STOP DESTROYING SMALL BUSINESSES
LESS GAMBLING CASINOS
LESS GOVERNMENT
LESS POPULATION-LESS BUILDINGS
LESS TAXES
LET VOTERS DECIDE ABOUT AURORA AVE IMPROVEMENTS
LIGHTING
LIMIT CASINOS-ADULT ENTERTAINMENT-LOOK MORE LIKE POTTERSVILL
LIMIT DENSITY IN GROWTH
LISTEN TO THE PEOPLE THAT LIVED IN SHORELINE 30-40 YEARS
LISTEN TO THE POLICE
LOOK AT WATER UTILITY IN VARIOUS AREAS OF THE CITY
LOWER PROPERTY TAXES
LOWER REAL ESTATE TAXES
LOWER TAXES (2 TIMES)
LOWER TAXES & CUT DOWN ON OFFICALS
LOWER TAXES AND STAY OUT OF PEOPLES BUSINESS
MAINTAIN AND IMPROVE SCHOOL EDUCATION
MAINTAIN BENEFITS & SALARIES FOR CITY EMPLOYEES
MAINTAIN GOOD QUALITY SCHOOLS

Q30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community?

Q30 Action

MAINTAIN POLICE PRECINCTS-OPEN 24 HRS DAY-PROVIDE SANCTUARY
MAINTAINING EXISTING SIDEWALKS-UNDERGROUND WIRING MAIN STREETS
MAKE AREA SAFER PLACE AT NIGHT
MAKE BUSINESS AWARE IMPROVE THEIR PROPERTY
MAKE CARRY WEAPONS ILLEGAL
MAKE ENVIRONMENTALLY SOUND DECISIONS
MAKE IT MORE COMPATABLE TO FAMILIES WITH IMPRESSIONABLE KIDS
MAKE MORE SIDEWALKS
MAKE PEOPLE MORE AWARE OF BEAUTIFICATION AROUND THEIR HOMES
MAKE RESIDENTS FEEL SAFE FROM CRIME ESPECIALLY BEACH DR
MAKE SCHOOLS RESPONSIBLE FOR STUDENTS ON PRIVATE PROPERTY
MAKE SURE THE AREA IS SAFE FOR DOING THINGS WALKING/BIKING
MAKE SURE WE HAVE CLEAN WATER
MAKING IT FAMILY FRIENDLY
MAKING SURE JOBS ARE AVAILABLE IN CITY
MANY HOUSES SEEM TO HAVE REPLACED FRONT YARD W/JUNK YARDS
MORE BUSINESSES
MORE CARE GIVEN TO SENIOR CITIZENS
MORE COMMUNITY ACTIVITIES
MORE CRIME PREVENTION ACTION WITH RESPECT TO CAR THEFT
MORE CROSS WALKS WITH LIGHTS
MORE EFFICIENT USE OF TAX DOLLARS-MAINTAIN POLICE STAFF
MORE INPUT BETWEEN CITY LEADERS AND CITIZENS
MORE LIGHTING AND MORE SIDEWALKS
MORE OPEN TO COMMUNITY OPINION
MORE PARKS GREENWAYS
MORE PARKS PLAY AREAS
MORE PEDESTRIAN FRIENDLY-DEVELOP ODD EMPTY LOTS-185H & AURORA
MORE PEDESTRIAN FRIENDLY-LACK OF SIDEWALKS NEAR SCHOOLS
MORE POLICE PATROL IN RESIDENTIAL AREAS
MORE POLICE PATROL IN THE AREA
MORE POLICE VISIBILITY-BETTER PUBLIC TRANSPORTATION
MORE PRODUCTION
MORE RESPONSIVE TO CITIZEN GROUPS-CONSIDERATION TO REQUESTS
MORE SIDEWALKS
MORE SIDEWALKS IN NEIGHBORHOODS & PUBLIC STREETS
MORE SIDEWALKS-PEDESTRIAN BRIDGE WAYS-COMPLETE AURORA PROJECT

Q30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community?

Q30 Action

MORE STREET LIGHTING AND SIDEWALKS
MORE UNDERGROUND UTILITIES AND STREET LIGHTS
MORE VISIBILITY OF POLICE ON STREETS/ENFORCE TRAFFIC LAWS
MUSIC IN THE PARKS IN SUMMER WAS NICE/ENFORCE SPEED LIMITS
NEED MORE LANDSCAPING IN THE CITY
NEED TO DEVELOP A CITY CENTER TO HELP WITH BUSINESS
NEED TO ENFORCE CLEAN UP OF PROPERTY AND ABANDONED AUTOS
NEED TO HAVE OUR OWN POLICE FORCE
NEED TO MAKE SURE THAT CITY FUNDS ARE MANAGED WISELY
NEED TO MAKE THE RESIDENTIAL AREAS LESS DENSE
NEIGHBORHOOD LIGHTING & SIDEWALKS
NO MORE CASINOS/MORE PROSTITUTION ENFORCEMENT ON HWY 99
NO MORE NEON LIGHTS/MAKE COMMUNITY GATHERING PLACE WITH PARK
NO MORE PARKS OR TRAILS
NOT BUILD SO MANY NEW HOMES-SUBDIVISIONS
NOT RAISE TAXES & STOP REDOING PROJECTS ALREADY DONE
ONLY LIVE HERE FOR 1 MONTH
OPEN LINES OF COMMUNICATION BETWEEN CITY & RESIDENTS
OPEN UP TO CITIZEN INPUT AND STOP HARMING THE ENVIRONMENT
ORGANIZATION OF POLICE DEPT
PARK RECREATION NEEDS WORK-IMPROVE SPORTS COMPLEXES
PARKS
PATROL-BREAK UP TEENAGE DRINKING PARTIES-DRUNK DRIVING
PATROLS FOR APARTMENT PARKING LOTS TO PREVENT CARS STOLEN
PAY ATTENTION TO CITIZENS COMPLAINTS & INPUTS
PAY MORE ATTENTION TO ASTHETICS-TRIM RD SHOULDERS
PAY MORE ATTENTION TO THE AVERAGE CITIZEN-LEAVE AURORA ALONE
PEDESTRIAN PATHS-SIDEWALKS
PEDESTRIAN SHOPPING AREA & DEVELOP A QUAIN T SHOPPING AREA
PROMOTE FAMILY FRIENDLY BUSINESSES ONES THAT BUILD CHARACTER
PROTECT THE ENVIRONMENT
PROTECTION
PROVIDE MANDATORY STOPS ON BUSY STREETS NEAR SCHOOLS
PROVIDE SAFER WALKWAYS & CROSSING ALONG BUSY STREETS
PROVIDE SIDEWALKS ON 175TH E OF 15TH NE-CHILDREN USE ROAD
PROVIDE SUMMER RECREATION PROGRAMS FOR CHILDREN AT ELEM SCHOOLS

Q30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community?

Q30 Action

PRUDENT SPENDING OF PUBLIC MONEY
PUBLIC SERVICES-TRANSPORTATION
PUBLIC TRANSPORTATION
PURSUE THE AURORA CORRIDOR & OUTLYING AREAS
PUT IN SIDEWALKS & ALSO CONTINUE WITH CHANGES IN AURORA
PUT MORE PROPERTY TAXES IN THE BANK
PUT TRAFFIC BELOW GROUND ON 15TH AVE ALONG HAMLIN PARK
QUIT WASTING TAXPAYER MONEY ON AURORA AVE IMPROVEMENT
RAISE THE AVERAGES
RESURFACE ALL THE STREETS IN MY NEIGHBORHOOD
RETHINK THE CHANGING OF 15TH AVE TO ONE LANE
REC FACILITIES TO UNDER PRIVILEGED CHILDREN/IMPROVE SHOPS
RECONSIDER ADJUSTMENTS TO 15TH AVE/BUILDERS OVER BUILD
REDUCE FEES THAT THEY CHARGE
REDUCE PROPERTY TAX IN SHORELINE/ITS HARD FOR RETIRED PEOPLE
REDUCE TRAFFIC PROBLEMS
REGISTERING CONVICTED SEX OFFENDERS & VIOLENT OFFENDERS
REMOVE ABANDONED CARS
REMOVE POWER POLES IN OUR NEIGHBORHOOD
REMOVE THE CASINOS THEY CHEAPEN THE AREA
REMOVE THE GAMBLING
RENTAL HOUSE NEXT DOOR HAS TOO MANY VEHICLES & JUNK
RESTORE 1 LANE TRAFFIC ON 15TH AVE/BAD TO HAVE 2 LANES
RESTORE 15TH AVE TO 4 LN-EXPERINCED WORSENING OF TRAFFIC
RESTORE THE PREVIOUS TRANSPORTATION RTE STATUS OF 15TH AVE
RESTRICT HIGH RISE BUILDINGS WHICH IMPACT VIEW PROPERTY
REVERSE 15TH AVE BACK TO 2 LANES IN EACH DIRECTION
ROADS-SAFETY-POLICE PROTECTION-SIDEWALKS-CLEANLINESS PARKS
SAFETY FROM CRIME/CLEAN STREETS ETC
SAFETY FROM JUVENILE DAMAGE TO PROPERTY KIDS SELLING DRUGS
SAFETY OF PEDESTRIANS
SAFETY/TRAFFIC ENFORCEMENT
SIDEWALKS (7 TIMES)

Q30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community?

Q30 Action

SIDEWALKS FOR HANDICAPPED
SIDEWALKS IN HOUSING AREAS
SIDEWALKS NEED WIDENED IN MY NEIGHBORHOOD
SIDEWALKS ROBBERYS ARE TOO HIGH HERE
SIDEWALKS WHEELCHAIRS ACCESSIBLE
SIDEWALKS EVERYWHERE
SO MANY CARS IN FRONT YARDS OF HOUSES
SOLVE 3RD AVE DRAINAGE PROBLEM
SOME KIND OF IDENTITY PERHAPS AMPLIFIES NAME SHORELINE
SPEED LIMITS NOT ENFORCED ON NEARBY STREETS
STAY THE SAME NOT MUCH NEED IMPROVED
STICK WITH SAFETY ISSUES
STOP ALLOWING MULTI FAMILY MONSTROSITY BLDGS IN RESIDENTIAL
STOP BUILDING SO MANY HOUSES & PUTTING THEM CLOSE TOGETHER
STOP GAMBLING-GIRLY TAVERNS
STOP LETTING GROUPS DEMAND SPECIAL THINGS-CHANGE SPEED ZONES
STOP OVER DEVELOPMENT LIKE N PARK PLACE
STOP SLEEZE SHOPS ON AURORA
STOP SPENDING ON PROJECTS & RAISING ARE TAXES
STOP THE SHORT PLATTING OF PROPERTIES-BETTER-SAFER CROSSWALK
STOP WITH THE OVER ABUNDANCE OF NO PARKING & STOP SIGNS
STORM MANAGEMENT
STREET LIGHTING MORE IN THE CITY
SUPPORT THE SCHOOLS/OUR SCHOOL SYSTEMS DEFINES WHO WE ARE
SWEEP STREETS AND ROAD SHOULDERS MORE OFTEN/BETTER LIGHTING
TAKE BETTER CONTROL OF TRAFFIC-RE-EVALUATE NUMBER OF LANES
TAKE CARE OF AND IMPROVE WHAT WE HAVE
TAKE CARE OF PARKS BETTER
TAKE CARE OF STREETS
TAXES TOO HIGH-LOWER TAX/GET THE STORM WATER INSTALLED
THE AURORA PROJECT-COMPLETE IT BEAUTY/ART SET THE TONE
THE CITY COUNCIL HEADS TO LISTEN TO THE PUBLIC & TAKE ACTION
THE PARKS LOOK RATTY/FIELDS ARE NOT ALL WELL LIGHTED
THEY NEED TO IMPROVE PARKS AND RECREATION
THEY NEED TO KEEP THE GAMBLING OUT OF THE CITY
THEY SHOULD ADD SOME SIDEWALKS
THEY SHOULD PUT SIDEWALKS IN A NEIGHBORHOOD

Q30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community?

Q30 Action

THINK AND PLAN MORE ABOUT TRAFFIC IMPROVEMENTS
TO IMPROVE CITIZEN INPUT AND DECISION MAKING
TO MOVE TRAFFIC
TRAFFIC CONGESTION COULD BE WORKED ON/NICE PLACE TO LIVE
TRAFFIC FLOW & SIDEWALKS FOR THE SCHOOL ROUTES
TRAFFIC MANAGEMENT-CRIME PREVENTION
TRIM TREES AWAY FROM STREET LIGHTS
TRAFFIC CONGESTION/SIDEWALKS WATER OVER-FLOW
TRY AND CLEAN UP AURORA CORRIDOR/BUILD A CAMPUS/CITY HALL
TRY TO MAKE MORE JOBS FOR PEOPLE IN THE COMMUNITY
USE BETTER JUDGEMENT WHEN ALLOWING NEW BLDGS
VALUE THE RESIDENTS OF SHORELINE ABOVE THE BUSINESS OWNERS
WATCH HOW PEOPLE BUILD HOUSES MAKE MORE LAND SPACE
WATCH THE GROWTH
WE DEFINITELY NEED MORE SIDEWALKS BOTH WALKING & BIKING
WE NEED TO JUST HELP THE KIDS WITH SCHOOLS AND SUCH
WHATEVER COMES UP AS NEED ARISES SAVE MONEY
WHY IS THE WASTEWATER MORE EXPENSIVE IN SHORELINE
WORK ON STREETS AND PARKS
WORK TO INFLUENCE MORE TAXES SO CAN PROVIDE GOOD SERVICES
YOUTH ACTIVITIES-WELL PLANNED REDEVELOPMENT OF AURORA CORRID
ZONING THAT PREVENTS BIG HOMES BUILT ON TOP OF EACH OTHER

Survey Instrument



City of Shoreline

17544 Midvale Avenue North
Shoreline, WA 98133-4921
(206) 546-1700 ♦ Fax (206) 546-7868

March 2004

Dear Shoreline Resident:

Your input on the enclosed survey is extremely important. We believe it is important to ask our residents—our customers—whether or not they are satisfied with the services we provide. In order to ensure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

Your household was one of a limited number selected at random to receive this survey, and it is very important that you participate.

We greatly appreciate your time. We realize that this survey takes some time to complete, but every question is important. The time you invest in this survey will influence dozens of decisions that will be made about the City's future. Your responses will also help the City Council gauge the success of its efforts to carry out the community's vision for the City of Shoreline and to address the many opportunities and challenges facing our community.

You may notice that the survey does not include many questions about the City's parks, recreation and cultural services. That's because we already have data about those services from a survey conducted in mid-2003 to help establish priorities for those service areas.

Please return your survey sometime during the next week. We have selected ETC Institute to administer this survey. ETC Institute will present the results to the City in April. Your responses will remain confidential. Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061.

If you have any questions, please call Joyce Nichols at the City of Shoreline. Her telephone number is (206) 546-0779. Thanks again for taking the time to let your voice be heard.

Sincerely,

Steve Burkett
City Manager
City of Shoreline

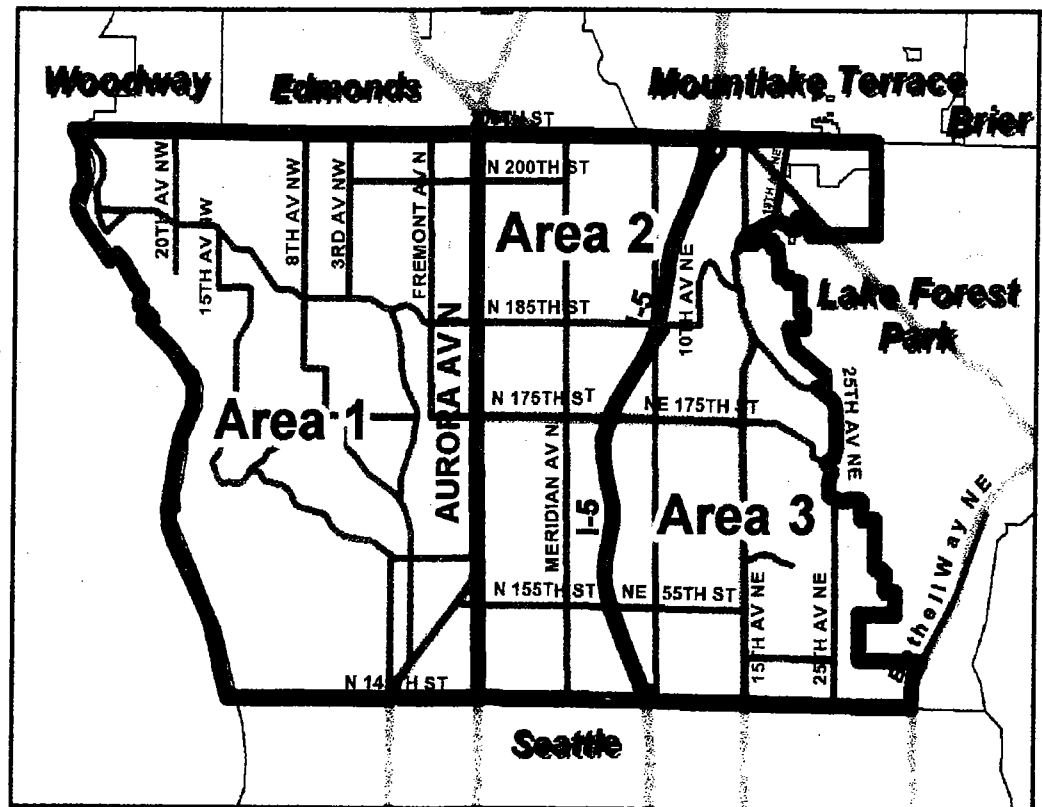
Demographics

31. Approximately how many years have you lived in the City of Shoreline? _____ years
32. Do you own or rent your current residence? _____(1) Own _____(2) Rent
33. Which ONE of the following describes how much you work and where you work?
_____(1) Full time, employed within the City limits of Shoreline
_____(2) Full time, employed outside the City limits of Shoreline
_____(3) Part time, employed within the City limits of Shoreline
_____(4) Part-time, employed outside the City limits of Shoreline
34. What is your total annual household income? (check one)
_____(1) Under \$25,000 _____(3) \$50,000 to \$74,999 _____(5) \$100,000 or more
_____(2) \$25,000 to \$49,999 _____(4) \$75,000 to \$99,999
35. Your gender: _____(1) Male _____(2) Female
36. Using the map below, please indicate which ONE of the following best describes the location of your residence.

_____(1) Area 1

_____(2) Area 2

_____(3) Area 3



This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thanks.



City of Shoreline

17544 Midvale Avenue North
Shoreline, WA 98133-4921

(206) 546-1700 ♦ Fax (206) 546-7868

March 2004

Dear Shoreline Resident:

Your input on the enclosed survey is extremely important. We believe it is important to ask our residents—our customers—whether or not they are satisfied with the services we provide. In order to ensure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

Your household was one of a limited number selected at random to receive this survey, and it is very important that you participate.

We greatly appreciate your time. We realize that this survey takes some time to complete, but every question is important. The time you invest in this survey will influence dozens of decisions that will be made about the City's future. Your responses will also help the City Council gauge the success of its efforts to carry out the community's vision for the City of Shoreline and to address the many opportunities and challenges facing our community.

You may notice that the survey does not include many questions about the City's parks, recreation and cultural services. That's because we already have data about those services from a survey conducted in mid-2003 to help establish priorities for those service areas.

Please return your survey sometime during the next week. We have selected ETC Institute to administer this survey. ETC Institute will present the results to the City in April. Your responses will remain confidential. Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061.

If you have any questions, please call Joyce Nichols at the City of Shoreline. Her telephone number is (206) 546-0779. Thanks again for taking the time to let your voice be heard.

Sincerely,

Steve Burkett
City Manager
City of Shoreline

Year 2004 City of Shoreline Citizen Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to provide quality services that the people of Shoreline need and value. If you have questions, please call Joyce Nichols, Communications and Government Relations Director at 206- 546-0779.

1. Counting yourself, how many people live in your household? _____
2. Counting yourself, how many people in your household are?

Under age 5 _____	Ages 20-24 _____	Ages 55-64 _____
Ages 5-9 _____	Ages 25-34 _____	Ages 65-74 _____
Ages 10-14 _____	Ages 35-44 _____	Ages 75+ _____
Ages 15-19 _____	Ages 45-54 _____	

Quality Services and Facilities

3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<u>How satisfied are you with:</u>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Overall quality of police services	5	4	3	2	1	9
(B) Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
(C) Overall maintenance of city streets.....	5	4	3	2	1	9
(D) Overall enforcement of city codes and ordinances.....	5	4	3	2	1	9
(E) Overall quality of customer service you receive from city employees	5	4	3	2	1	9
(F) Overall effectiveness of city communication with the public	5	4	3	2	1	9
(G) Overall quality of the city's stormwater runoff/stormwater management system	5	4	3	2	1	9
(H) Overall flow of traffic and congestion management in Shoreline.....	5	4	3	2	1	9

4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 3 above.]

1st

2nd

3rd

5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shoreline:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
<u>How satisfied are you with:</u>						
(A) Overall quality of local police protection	5	4	3	2	1	9
(B) The City's efforts to prevent crime	5	4	3	2	1	9
(C) Enforcement of local traffic laws	5	4	3	2	1	9
(D) Quality of animal control services	5	4	3	2	1	9
(E) The Shoreline District Court	5	4	3	2	1	9

6. Which TWO of the Public Safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 5 above.]

1st: _____ 2nd: _____

7. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following maintenance services provided by the City of Shoreline:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
<u>How satisfied are you with:</u>						
(A) Overall maintenance of city streets	5	4	3	2	1	9
(B) Maintenance of streets in YOUR neighborhood	5	4	3	2	1	9
(C) Maintenance of sidewalks in Shoreline	5	4	3	2	1	9
(D) Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
(E) Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
(F) Adequacy of city street lighting on arterial streets	5	4	3	2	1	9
(G) Adequacy of city street lighting in your neighborhood	5	4	3	2	1	9
(H) Adequacy of storm drainage services in your neighborhood	5	4	3	2	1	9

8. Which TWO of the Maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 7 above.]

1st: _____ 2nd: _____

9. **Enforcement of City Codes and Ordinances.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

<u>How satisfied are you with:</u>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) Enforcing the clean up of litter and debris on private property	5	4	3	2	1	9
(B) Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
(C) Enforcing sign regulations.....	5	4	3	2	1	9
(D) Enforcing removal of abandoned autos.....	5	4	3	2	1	9

10. Which TWO of the **City Code and Ordinances** items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 9 above.]

1st: _____ 2nd: _____

Professional Committed Workforce

11. Overall, how would you rate the quality of customer service provided by city employees?

____ (1) Excellent	____ (4) Below Average
____ (2) Good	____ (5) Poor
____ (3) Average	____ (9) Don't know

12. Have you called, visited, or e-mailed the City with a question, problem, or complaint during the past year?

____ (1) Yes [answer Q12a-b] ____ (2) No [go to Q13]

- 12a. [Only if YES to Q#12] How easy was it to contact the person you needed to reach?

____ (1) Very easy	____ (4) Very difficult
____ (2) Somewhat easy	____ (9) Don't know
____ (3) Difficult	

- 12b. [Only if YES to Q#12] Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please **rate how often the employees you have contacted during the past year have displayed the behavior described** on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>	<u>Don't Know</u>
(1) They were courteous and polite	5	4	3	2	1	9
(2) They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
(3) They did what they said they would do in a timely manner	5	4	3	2	1	9
(4) They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

Community Relations and Communications

13. Have you or other adult members of your household used the City's Web site during the past 12 months?

- ☐ (1) Yes
☐ (2) No

14. Do you have cable television?

- ☐ (1) Yes [please answer Q14a]
☐ (2) No [please skip to Q15]

14a. [Only if YES to Q#14] During the past week, approximately how many minutes did you or other members of your household watch the City's cable television Channel 21?

- ☐ (1) Zero/did not watch at all
☐ (2) Less than 15 minutes
☐ (3) 15 minutes or more

15. From which of the following have you received information about City issues, services, and events? (check all that apply)

- | | |
|---|---|
| ☐ (1) City newsletter "CURRENTS" | ☐ (4) City cable channel |
| ☐ (2) Newspaper | ☐ (5) City Web site |
| ☐ (3) Television News | ☐ (6) Other: _____ |

16. How satisfied are you with the following aspects of CITY COMMUNICATION?

Very					Very	Don't
Satisfied	Satisfied	Neutral	Dissatisfied	Dissatisfied	Dissatisfied	Know

- | | | | | | | |
|--|---|---|---|---|---|---|
| (A) The availability of information about City programs and services..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (B) City efforts to keep you informed about local issues..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (C) Public involvement opportunities in local decision making | 5 | 4 | 3 | 2 | 1 | 9 |
| (D) The quality of programming on the City's cable television channel..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (E) The quality of the City's web page..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (F) The quality of the City's citizen newsletter, "CURRENTS"..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (G) The amount of coverage about City issues & activities provided by local newspapers | 5 | 4 | 3 | 2 | 1 | 9 |

Innovative Leadership and Strategic Planning

- 17. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”**

How satisfied are you with:

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
-------------------	-----------	---------	--------------	----------------------	---------------

- | | | | | | | | |
|-----|--|---|---|---|---|---|---|
| (A) | Overall quality of services provided by the
City of Shoreline..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (B) | Overall image of the City | 5 | 4 | 3 | 2 | 1 | 9 |
| (C) | How well the City is planning growth..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (D) | Overall quality of leadership provided
by the City's elected officials..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (E) | Overall effectiveness of the city manager
and appointed staff..... | 5 | 4 | 3 | 2 | 1 | 9 |

- 18. In general, do you think the City of Shoreline is moving in the right direction?**

(9) Don't know

- 19. What is the main reason for your response to Question 18?**

Healthy, Vibrant Neighborhoods

- 20. Please rate Shoreline on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:**

How would you rate Shoreline:

Excellent	Good	Neutral	Average	Poor	Don't Know
-----------	------	---------	---------	------	------------

- | | | | | | | |
|--|---|---|---|---|---|---|
| (A) As a place to live..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (B) As a place to raise children..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (C) As a place to work..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (D) Overall quality of life in the City..... | 5 | 4 | 3 | 2 | 1 | 9 |

- 21. On a scale of 1 to 5, where 5 means “Very Safe” and 1 means “Very Unsafe,” please rate how safe you feel in the following situations:**

How safe do you feel:

Very safe Safe Neutral Unsafe Very Unsafe Don't Know

- | | | | | | | |
|--|---|---|---|---|---|---|
| (A) In your neighborhood during the day..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (B) In your neighborhood at night | 5 | 4 | 3 | 2 | 1 | 9 |
| (C) In city parks | 5 | 4 | 3 | 2 | 1 | 9 |
| (D) In other public areas in Shoreline..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (E) Overall feeling of safety in Shoreline | 5 | 4 | 3 | 2 | 1 | 9 |

- 22. Overall, how would you rate the condition of your neighborhood?**

(4) Below Average

(5) Poor

(9) Don't know

23. Do you generally think the condition of your neighborhood is getting better, worse, or staying about the same?

____ (1) Getting better

____ (2) Staying about the same

____ (3) Getting worse

____ (4) Don't know

Economic Sustainability

24. Do you think the City of Shoreline is a "business friendly" city?

____ (1) Yes

____ (2) No

____ (9) Don't know

25. How well do you think the City of Shoreline manages city government finances?

____ (1) Excellent

____ (2) Good

____ (3) Average

____ (4) Below Average

____ (5) Poor

____ (9) Don't know

Transportation

26. **How satisfied are you with:**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
--	-------------------	-----------	---------	--------------	----------------------	---------------

(A) Availability of public transportation..... 5 4 3 2 1 9

(B) Availability of bicycle lanes 5 4 3 2 1 9

(C) Availability of pedestrian walkways..... 5 4 3 2 1 9

(D) Availability of sidewalks on major streets 5 4 3 2 1 9

(E) Availability of sidewalks near schools or
school walking routes..... 5 4 3 2 1 9

(F) Availability of sidewalks near your residence.. 5 4 3 2 1 9

27. Which TWO of the Transportation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 26 above.]

1st: _____ 2nd: _____

Overall Quality of Services and Value

28. Compared to other cities in the State of Washington, would you rate the quality of services provided by the City of Shoreline as better, about the same, or worse?

____ (1) Better

____ (2) About the same

____ (3) Worse

____ (9) Don't know

29. Overall, how would you rate the value of services you receive for your city taxes?

____ (1) Excellent

____ (2) Good

____ (3) Average

____ (4) Below Average

____ (5) Poor

____ (9) Don't know

30. What is the MOST IMPORTANT action the City of Shoreline could take to improve the quality of life in the Shoreline community? _____

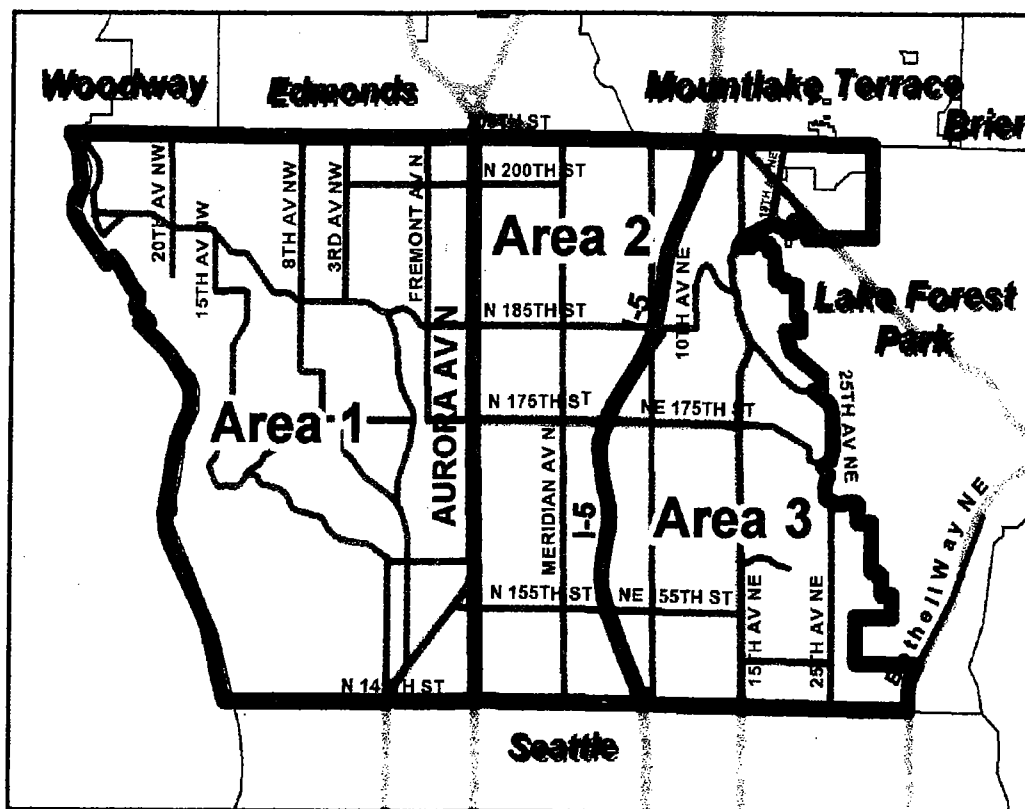
Demographics

31. Approximately how many years have you lived in the City of Shoreline? _____ years
32. Do you own or rent your current residence? _____(1) Own _____(2) Rent
33. Which ONE of the following describes how much you work and where you work?
_____(1) Full time, employed within the City limits of Shoreline
_____(2) Full time, employed outside the City limits of Shoreline
_____(3) Part time, employed within the City limits of Shoreline
_____(4) Part time, employed outside the City limits of Shoreline
34. What is your total annual household income? (check one)
_____(1) Under \$25,000 _____(3) \$50,000 to \$74,999 _____(5) \$100,000 or more
_____(2) \$25,000 to \$49,999 _____(4) \$75,000 to \$99,999
35. Your gender: _____(1) Male _____(2) Female
36. Using the map below, please indicate which ONE of the following best describes the location of your residence.

_____(1) Area 1

_____(2) Area 2

_____(3) Area 3



This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thanks.