



SHORELINE CITY COUNCIL SPECIAL MEETING

Monday, September 19, 2016
5:45 p.m.

Conference Room 303 · Shoreline City Hall
17500 Midvale Avenue North

- 1. CALL TO ORDER** 5:45 p.m.
- 2. CITIZEN SATISFACTION SURVEY RESULTS**
- 3. ADJOURNMENT** 6:45 p.m.

The Council meeting is wheelchair accessible. Any person requiring a disability accommodation should contact the City Clerk's Office at 801-2231 in advance for more information. For TTY service, call 546-0457. For up-to-date information on future agendas, call 801-2236 or see the web page at www.shorelinewa.gov. Council meetings are shown on Comcast Cable Services Channel 21 and Verizon Cable Services Channel 37 on Tuesdays at 12 noon and 8 p.m., and Wednesday through Sunday at 6 a.m., 12 noon and 8 p.m. Online Council meetings can also be viewed on the City's Web site at <http://shorelinewa.gov>.



Memorandum

DATE: September 12, 2016

TO: City Councilmembers

FROM: Eric Bratton, Communications Program Manager

CC: Debbie Tarry, City Manager
John Norris, Assistant City Manager

RE: 2016 Citizen Satisfaction Survey

Tonight, Chris Tatham, Vice President of ETC Institute, will give a presentation on the results of the 2016 Citizen Satisfaction Survey. ETC has been conducting Shoreline's biennial surveys since 2004 and is a national leader in conducting surveys for local governments.

Generally, results show that residents are satisfied with City services. And while there were some areas that showed decreases in satisfaction levels from the 2014 survey, the overall levels of satisfaction when compared to dissatisfaction is high. In fact, Shoreline rated at or above the national average in 22 of 33 areas assessed, with the overall quality of City services ranked 12% higher than both the regional and national average.

The three areas that residents wanted the most emphasis over the next two years continue to be 1) flow of traffic and congestion; 2) quality of police service; and 3) quality of human services.

The presentation during the regular Council meeting later tonight will be brief and more high-level. The dinner meeting presentation will go into more detail around the Importance-Satisfaction Assessment Matrices and some possible differences between 2014 and 2016 results.

Staff is still waiting on the PowerPoint presentation for tonight's dinner meeting, but as soon as it is received, it will be forward to the Council.