

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE: 2004 Citizen Satisfaction Survey
DEPARTMENT: Communications and Intergovernmental Relations
PRESENTED BY: Joyce Nichols, C&IR Director

PROBLEM/ISSUE STATEMENT:

Obtaining current information about how Shoreline residents feel about their City and the services it provides is an important communication tool. Having information about satisfaction levels with City services and suggestions for improvements provides us an opportunity to listen and to make changes and improvements that can produce measurable, productive changes for residents of our City. The 2004 Citizen Satisfaction Survey measures perceptions and the reality of how people feel about living here. The results of the survey will be used to address these perceptions and citizen concerns in a strategic manner. Our goal is to build on successes and modify service delivery systems where necessary to meet the needs and expectations of the greatest number of our residents.

Ron Vine, Vice President of ETC Institute will be present at tonight's meeting to report the results of the survey conducted during March and early April.

FINANCIAL IMPACT:

The contract for the survey was not to exceed \$24,000.

RECOMMENDATION

No action is needed. This report is for information purposes only.

Approved By: City Manager  City Attorney 

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