

**CITY COUNCIL AGENDA ITEM**  
CITY OF SHORELINE, WASHINGTON

<b>AGENDA TITLE:</b> 2006 Citizen Satisfaction Survey
<b>DEPARTMENT:</b> Communications and Intergovernmental Relations
<b>PRESENTED BY:</b> 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 2006 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, who conducted the 2006 survey as well as the 2004 survey, will be present at tonight's meeting to report the results of the survey.

**RECOMMENDATION**

No action is needed at this time. The report is for information purposes only.

Approved By: City Manager  City Attorney \_\_\_\_\_