

CITY OF SHORELINE
SHORELINE CITY COUNCIL
SUMMARY MINUTES OF WORKSHOP DINNER MEETING

Monday, April 11, 2016

Conference Room 104 - Shoreline City Hall
17500 Midvale Avenue North

5:45 p.m.

PRESENT: Mayor Roberts, Deputy Mayor Winstead, Councilmembers McGlashan, Scully, Hall, McConnell, and Salomon,

ABSENT: None

STAFF: John Norris, Acting City Manager; Eric Bratton, Communications Program Manager; and Bonita Roznos, Deputy City Clerk

GUESTS: None

At 5:47 p.m., the meeting was called to order by Mayor Roberts.

The Citizen's Satisfaction Survey assesses resident's satisfaction with delivery of major City services; benchmarks current results against prior years; compares the City's performance with national and regional benchmarks; identifies areas of importance for improvement, and is performed every two years. Mr. Norris shared the importance of establishing a baseline and keeping questions longitudinal overtime.

Mr. Bratton reviewed proposed changes, including new proposed questions, for the 2016 Survey. Councilmembers discussed the purpose and intent of the questions, and the information that they hope to receive regarding residents' opinion of City services. They agreed with Mr. Bratton's proposed changes and to keep the Survey at a manageable length for respondents. They made the following recommendations:

- Question 3F – spell out I-5 to read “Interstate 5”
- Delete proposed new Question 8
- Delete Question 24E
- Delete Question 25
- Include some of the four (4) new proposed Public Safety questions (Question 9), possibly combining the new questions 1 and 2 or eliminating one of them.
- Omit the proposed question regarding increasing the minimum wage.

Mr. Bratton shared that the Survey will be advertised in the Currents Newsletter in May, and said he anticipates presenting results to Council in August 2016.

At 6:47 p.m., the meeting was adjourned.

Bonita Roznos, Deputy City Clerk