

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

<b>AGENDA TITLE:</b>	2016 Citizen Satisfaction Survey
<b>DEPARTMENT:</b>	City Manager's Office
<b>PREPARED BY:</b>	Eric Bratton, Communications Program Manager
<b>PRESENTED BY:</b>	Chris Tatham, Vice President, ETC Institute
<b>ACTION:</b>	<input type="checkbox"/> Ordinance <input type="checkbox"/> Resolution <input type="checkbox"/> Motion <input checked="" type="checkbox"/> Discussion <input type="checkbox"/> Public Hearing

**PROBLEM/ISSUE STATEMENT:**

The City has recently completed its eighth citizen satisfaction survey. Every two years, beginning in 2002, the City has measured public perception about the City and its services by conducting a scientific survey of a random sampling of households in the City. In addition to measuring citizens' level of satisfaction with services, the survey helps determine priorities for the community as part of the City's ongoing strategic planning process.

The release of the survey results is timed to help inform the Council and staff prior to the 2017 budget review and adoption process. The results will be publicized on the City's website and through its monthly newsletter, *Currents*.

Chris Tatham, Vice President of ETC Institute, which has conducted the survey since 2004, will present the results of the survey at tonight's meeting.

**RESOURCE/FINANCIAL IMPACT:**

There is no financial impact in discussing the 2016 Citizen Satisfaction Survey.

**RECOMMENDATION**

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

**ATTACHMENT:**

Attachment A: 2016 City of Shoreline Citizen Satisfaction Survey Draft Report

Approved By:            City Manager **DT**    City Attorney **MK**

# 2016 City of Shoreline Citizen Satisfaction Survey

*...helping organizations make better decisions since 1982*

Draft Report

Submitted to the City of Shoreline, Washington

by:

ETC Institute  
725 W. Frontier Lane  
Olathe, Kansas  
66061

August 2016



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*Section 1:*  
*Executive Summary*

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# 2016 *DirectionFinder*® Survey

## Executive Summary Report

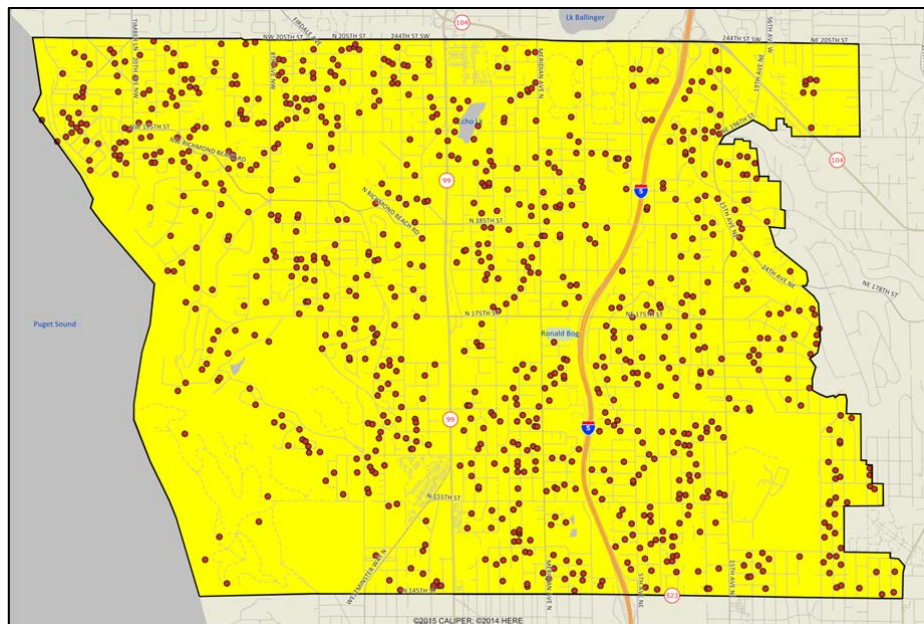
### Overview of the Methodology

ETC Institute administered the *DirectionFinder*® survey for the City of Shoreline during June and July of 2016. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services and help determine priorities for the community as part of the City's ongoing strategic planning process. This is the seventh time ETC Institute has administered the *DirectionFinder*® survey for the City of Shoreline. The survey was previously administered in 2004, 2006, 2008, 2010, 2012, and 2014.

In June, a seven-page survey and cover letter were mailed to a random sample of households in the City of Shoreline. The cover letter contained a web link for residents who preferred to take the survey online. About two weeks after the surveys were mailed, ETC Institute began contacting households by phone. Those who indicated they had not returned the survey were given the option of completing it by phone.

The goal was to obtain a total of at least 700 completed surveys. This goal was far exceeded, with a total of 905 surveys having been completed. The final results were weighted by home owners vs. renters to provide a more accurate representation of the sample. The results of the random sample of 905 households have a 95% level of confidence with a precision of at least +/-3.2%.

In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.



**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. The percentage of “don’t know” responses has been excluded from the graphs shown in this report to facilitate valid comparisons with the survey that was conducted in 2004 and 2014. The number of “don’t know” responses for each question is provided in the Tabular Data Section of this report.

The following pages summarize major survey findings.

## Major Survey Findings

- **Overall Quality of City Services.** The major categories of City services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: quality of City parks, programs and facilities (83%), quality of police services (74%), and overall quality of service provided by the City (67%). *Shoreline’s overall quality of City services ranked 12% above the national average.*
- **Services that Should Receive the Most Emphasis from the City.** Based on the sum of their top three choices, the major City services that residents think should receive the most emphasis from City leaders over the next two years are: flow of traffic and congestion (57%), quality of police services (40%), and quality of human services (33%).
- **City Maintenance.** The maintenance services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: garbage and recycling provider services (85%), overall cleanliness of City streets/public areas (69%), and overall maintenance of City streets (66%).
- **Maintenance Services that Should Receive the Most Emphasis from the City.** Based on the sum of their top two choices, the maintenance services that residents think should receive the most emphasis from City leaders over the next two years are: overall maintenance of City streets (33%), maintenance of sidewalks in Shoreline (32%), and adequacy of street lighting in neighborhoods (25%).
- **Code Enforcement.** The highest levels of satisfaction with code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: removal of graffiti from private properties (43%) and enforcing clean-up of garbage, junk and debris on private property (39%).

- **Code Enforcement Areas that Should Receive the Most Emphasis from the City.** The code enforcement area that residents think should receive the most emphasis from City leaders over the next two years is enforcing the clean-up of garbage, junk and debris on private property (50%).
- **Public Safety.** The public safety services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: overall quality of local police protection (70%), how much police officers can be trusted (70%), and level of respect police officers show residents (67%).
- **Public Safety Services that Should Receive the Most Emphasis from the City.** Based on the sum of their top two choices, the public safety services that residents think should receive the most emphasis from City leaders over the next two years are: the City’s efforts to prevent crime (39%) and the enforcement of property crime laws (28%).
- **City Communication.** The highest levels of satisfaction with city communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: the quality of the City’s newsletter “CURRENTS” (70%) and efforts to provide information on major City issues (65%).
- **Quality of Life.** Satisfaction levels with the overall image of the City in 2016 (77%) were the same as 2014 (77%), but were significantly higher than in 2004 (69%). Ninety-three percent (93%) of residents rated Shoreline as an “excellent” or “good” place to live in 2016, compared to 91% in 2014. Ninety-two percent (92%) of residents rated Shoreline as an “excellent” or “good” place to raise children in 2016, compared to 89% in 2014.
- **Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: maintenance of City parks (85%), maintenance of City playgrounds (85%), outdoor athletic fields (76%), and walking and biking trails (76%).
- **Parks and Recreation Services that Should Receive the Most Emphasis from the City.** Based on the sum of their top two choices, the parks and recreation services that residents think should receive the most emphasis from City leaders over the next two years are: maintenance of City parks (47%), preservation of open space (37%), and walking and biking trails in the City (29%).

- **Transportation.** The highest levels of satisfaction with transportation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: the availability of public transportation options (53%) and the availability of sidewalks on major streets and routes (48%).
- **Transportation Services that Should Receive the Most Emphasis from the City.** Based on the sum of their top two choices, the transportation services that residents think should receive the most emphasis from City leaders over the next two years are: availability of sidewalks near residence (37%) and availability of public transportation options (36%).
- **Capital Investments.** Seventy-five percent (75%) of residents were “very satisfied” or “satisfied” with road and street improvements recently made; 72% were satisfied with parks improvements, and 70% were satisfied with improvements to trails and paths.
- **Most Supported Options to Create Dedicated Funding for More Sidewalks.** Based on the sum of their top three choices, the strategies that residents most support the City using to create dedicated funding to construct more sidewalks are: implementing a business and occupation tax (48%) and increasing car licensing fees (47%).

#### **Other Findings:**

- The most frequently mentioned ways that residents get information about City issues, services, and events are: City Newsletter “CURRENTS” (87%), City’s Parks and Recreation Guide (70%), and online resources (39%).
- The overall feeling of safety in Shoreline stayed the same among residents in 2016 compared to 2014 (80%).
- Sixty-six percent (66%) of residents trust that the City is spending their tax dollars responsibly, compared to 24% who feel the City is not spending their tax dollars responsibly. The remaining 10% of residents did not have an opinion.
- Sixty-one percent (61%) of residents think the City of Shoreline is moving in the right direction; 15% do not think the City is moving in the right direction, and 24% did not have an opinion.

- Sixty-seven percent (67%) of residents rated the condition of their neighborhood as “excellent” or “good” in 2016; this is a 5% increase from the 2014 survey. In 2016, more than one-fourth (26%) rated the condition of their neighborhood as “average”, 6% indicated it was “below average” or “poor,” and 3% did not have an opinion.
- Forty-five percent (45%) of residents support the City’s emphasis on economic development, compared to 17% who do not support the emphasis on economic development; 19% of residents are “neutral”, and 19% did not have an opinion.

## How Shoreline Compares to Other Communities

Shoreline **rated at or above the national average** in 22 of the 33 areas that were assessed. Shoreline rated significantly higher than the national average (4% or more above) in 18 of these areas. The areas in which Shoreline rated the most significantly above the national average are listed below:

- Walking and biking trails in the City (+22%)
- City efforts to provide public involvement (+16%)
- Parks and recreation programs and facilities (+15%)
- Effectiveness of City communication with the public (+15%)
- Ratings of the City as a place to raise children (+13%)
- City swimming pool (+13%)
- Overall quality of City services provided (+12%)
- Availability of City information (+12%)
- Outdoor athletic fields (+8%)

Shoreline **rated below the national average** in 11 of the 33 areas that were assessed. Shoreline rate significantly lower than the national average (4% or more below) in 7 of these areas. The areas in which Shoreline rated the most significantly below the national average are listed below:

- Enforcing removal of abandoned/junk autos (-16%)
- Maintenance of sidewalks (-12%)

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.



By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 5 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
  - Overall flow of traffic and congestion management (IS Rating= 0.2892)
  - Overall quality of human services (IS Rating=0.1842)
  - Effectiveness of sustaining environmental quality (IS Rating=0.1051)
  
- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each area over the next two years are listed below:
  - **City Maintenance:** maintenance of sidewalks, adequacy of street lighting in neighborhoods , and overall maintenance of City streets
  - **Public Safety:** enforcement of property crime laws, the City's efforts to prevent crime, and enforcement of drug laws
  - **Parks and Recreation:** preservation of open space
  - **Transportation and Land Use:** availability of sidewalks near residence, traffic calming measures in neighborhoods, and availability of public transportation options

## *Section 2: Charts and Graphs*

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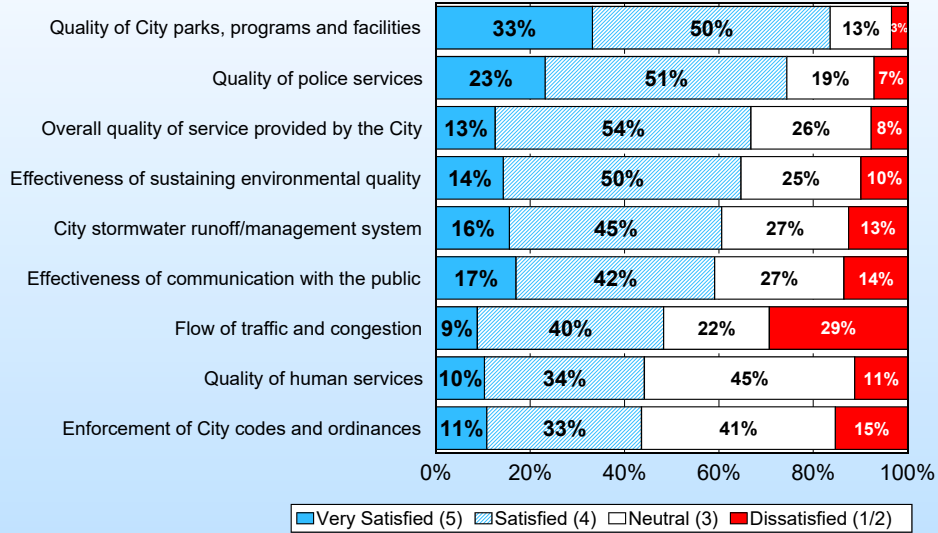
***City of Shoreline***  
**2016 DirectionFinder**  
**Survey Results**

**Quality of Services**  
**and Facilities**



### Q3. Overall Satisfaction With City Services by Major Category

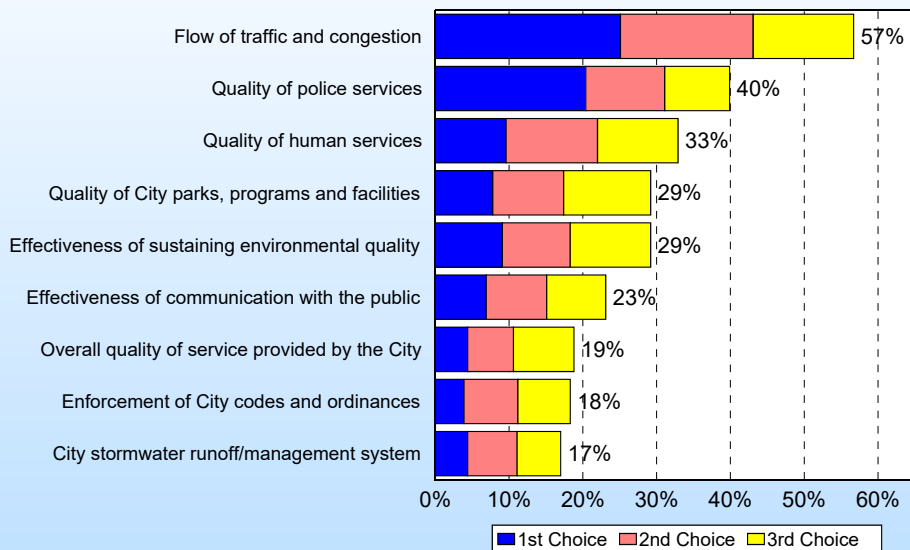
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q4. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

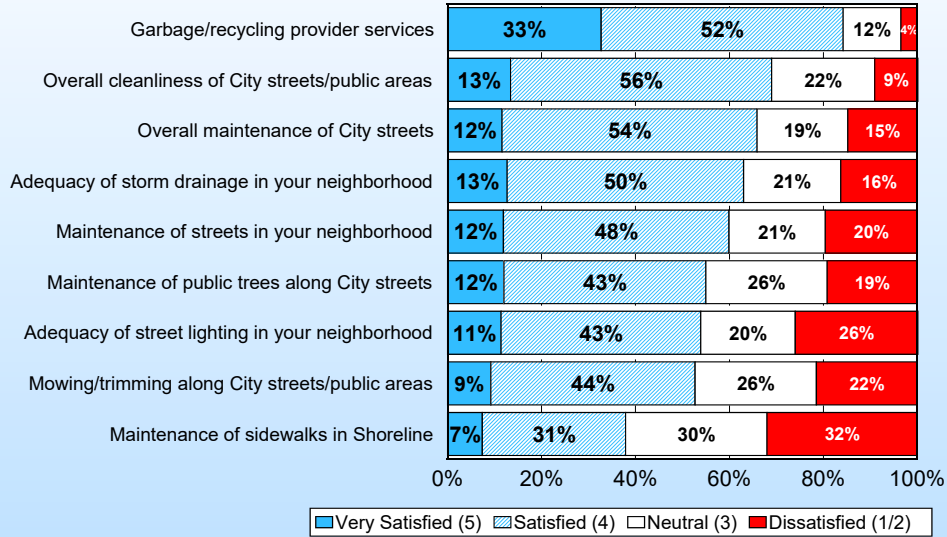
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q5. Satisfaction with Various Aspects of City Maintenance

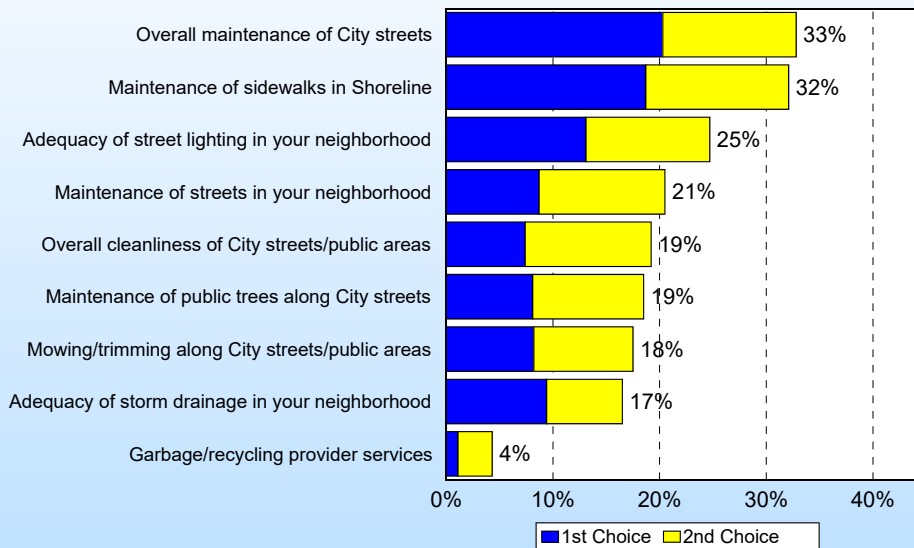
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q6. Aspects of City Maintenance That Should Receive the Most Emphasis Over the Next Two Years

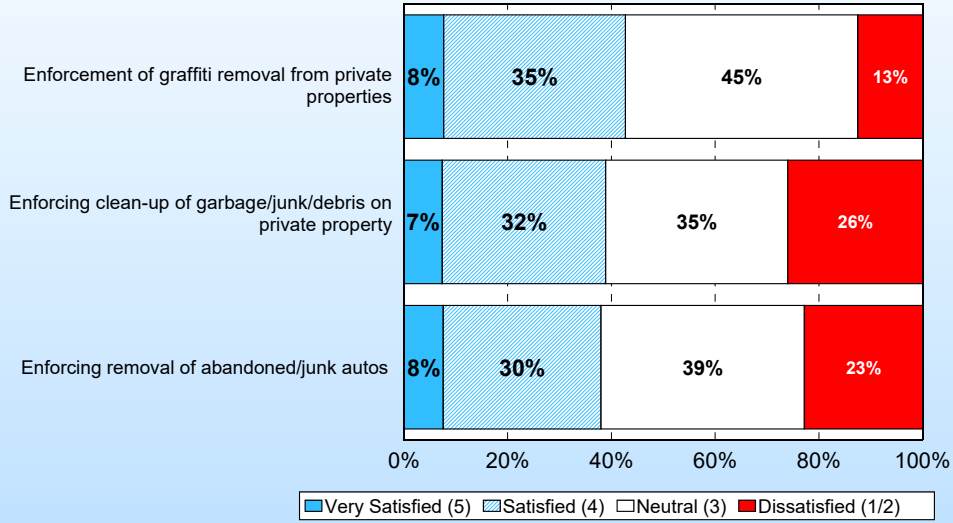
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q7. Satisfaction with the Enforcement of City Codes and Ordinances

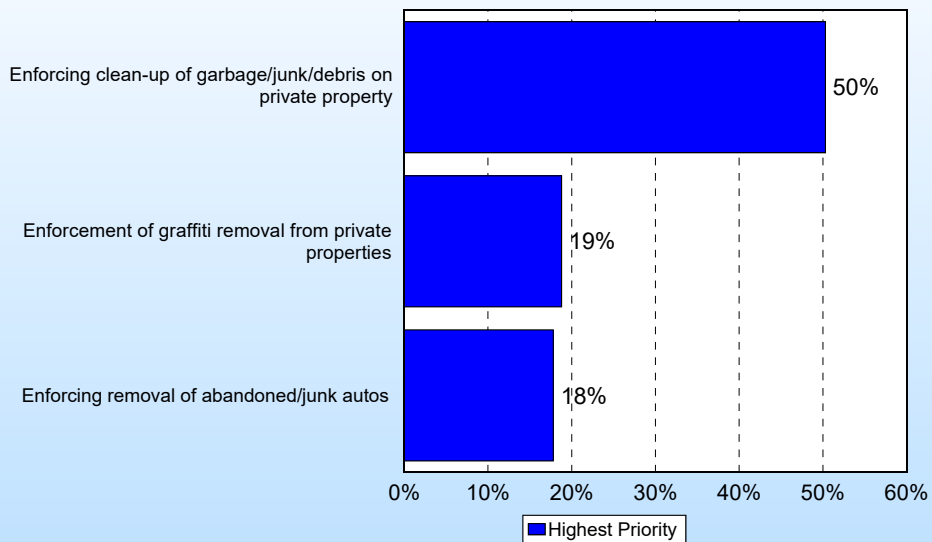
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q8. Aspects of Code Enforcement That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as the highest priority

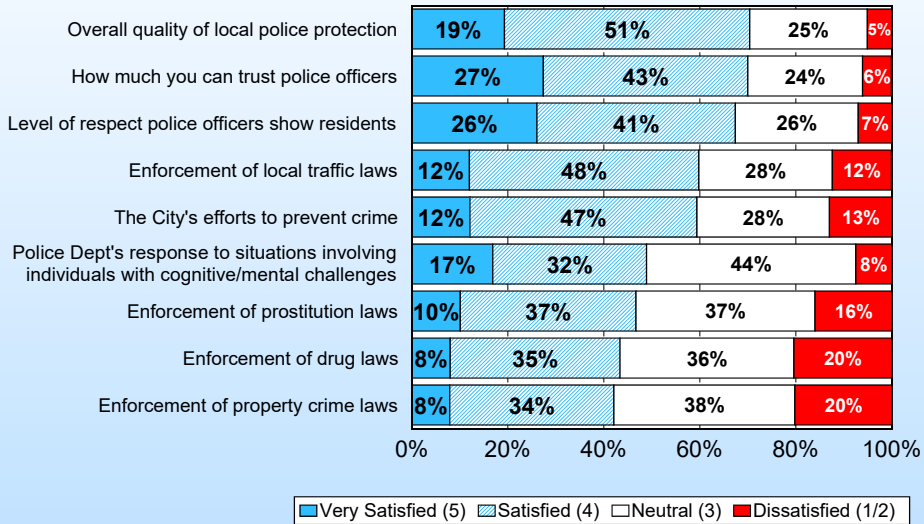


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

# Public Safety

## Q9. Satisfaction with Various Aspects of Public Safety

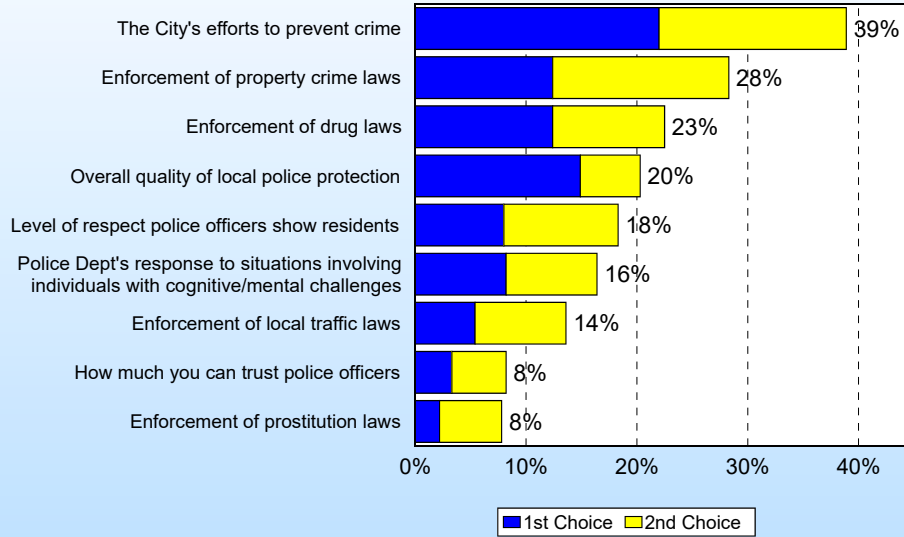
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q10. Aspects of Public Safety That Should Receive the Most Emphasis Over the Next Two Years

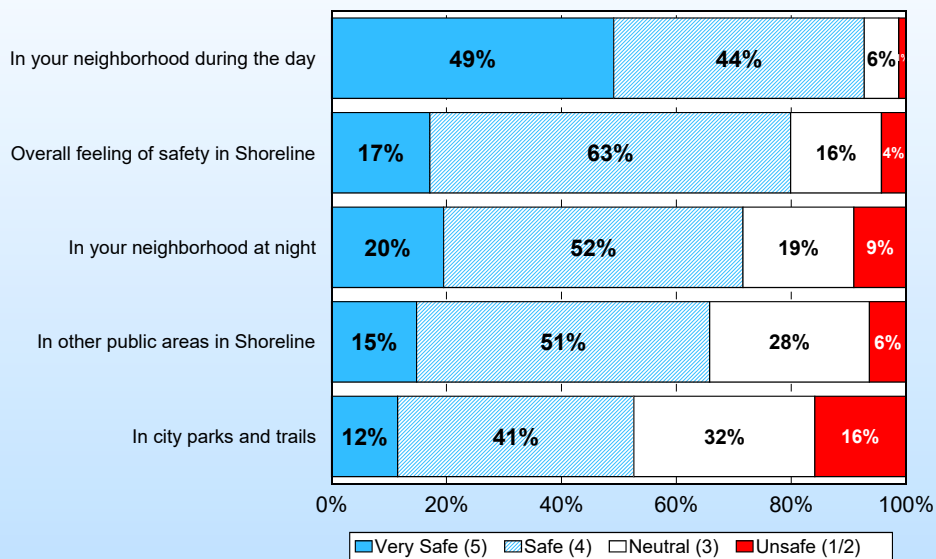
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q11. 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)

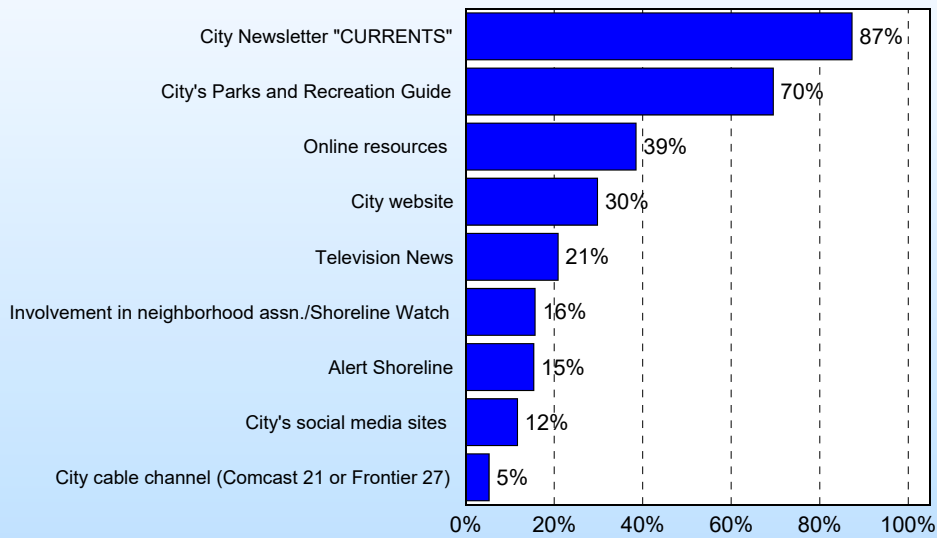


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

# Communication

## Q12. Ways Residents Get Information About City Issues, Services, and Events

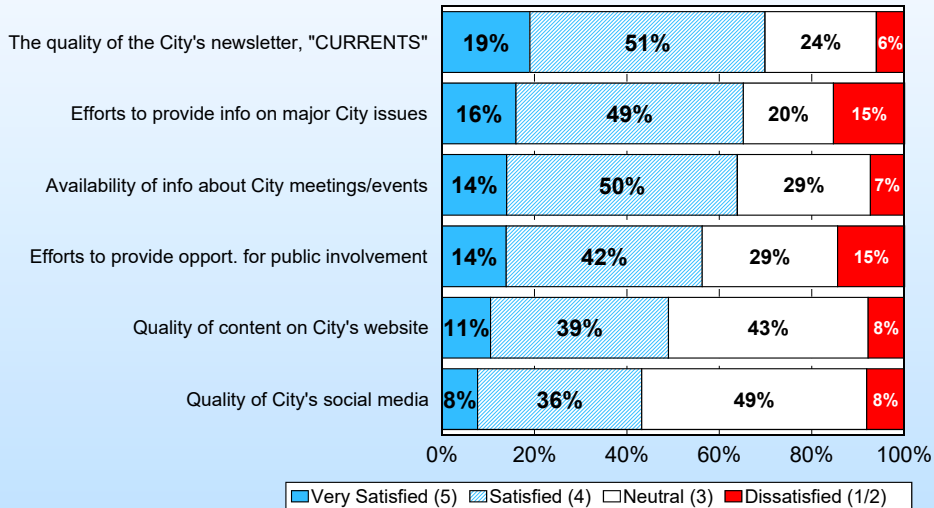
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q13. 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)

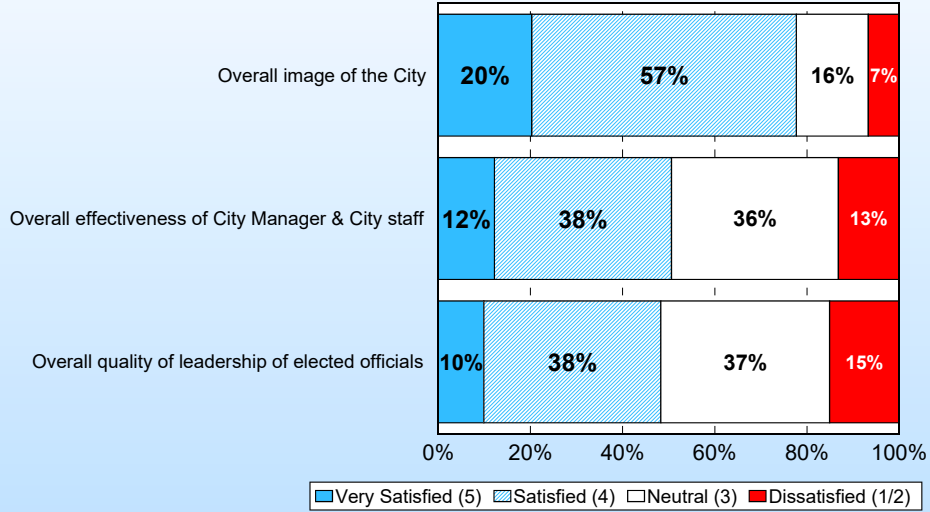


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

## Leadership and Quality of Life

### Q14. Satisfaction with Various Items That May Influence Respondents' Perception of the City of Shoreline

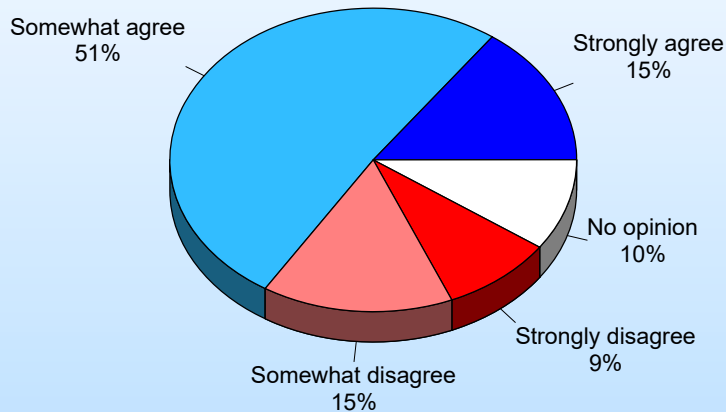
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q15. How much do you agree with the statement "I trust the City of Shoreline to spend my tax dollars responsibly"?

by percentage of respondents

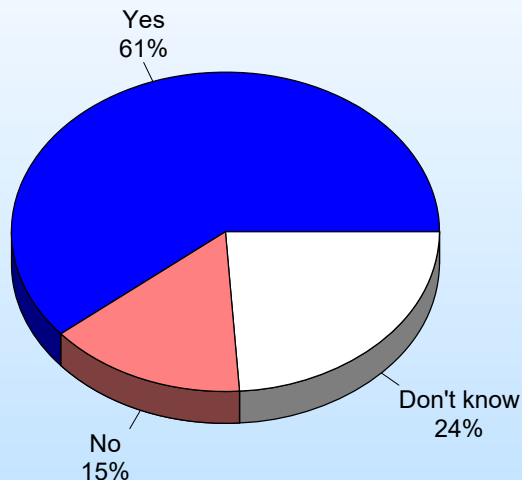


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)



### Q16. In general, do you think the City of Shoreline is moving in the right direction?

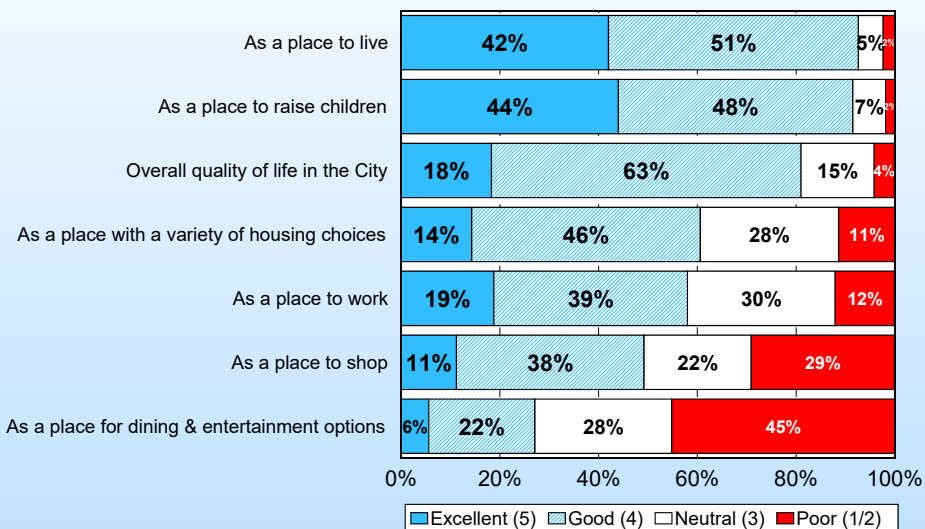
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q17. How Respondents Rate Shoreline as a Place to Live, Work and Raise Children

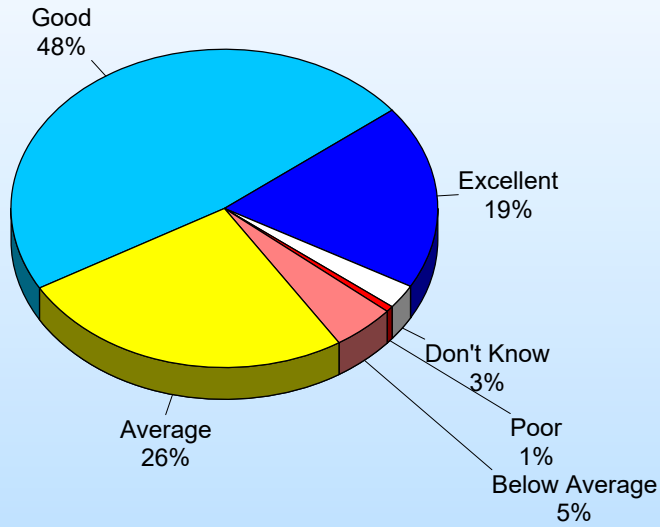
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q18. Overall, How Would Rate the Condition of Your Neighborhood?

by percentage of respondents

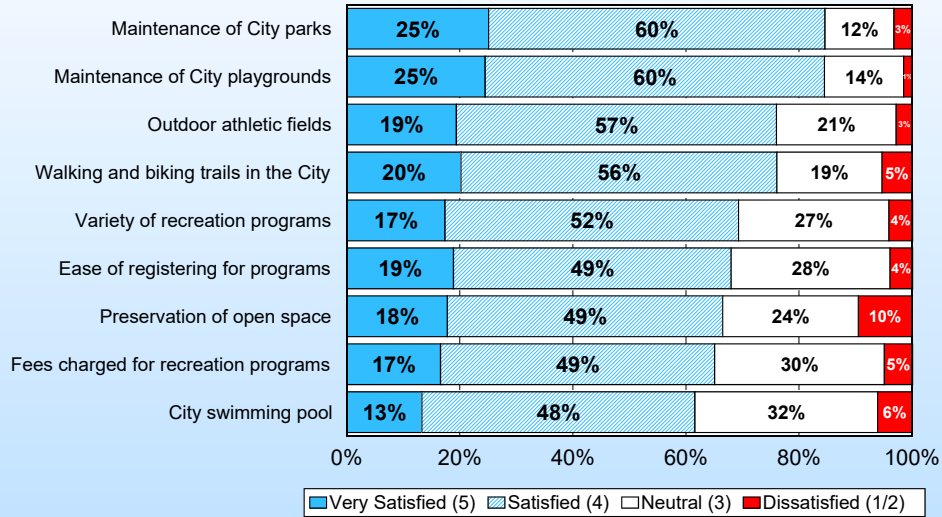


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

## Parks and Recreation

### Q19. Satisfaction with Various Aspects of Parks and Recreation

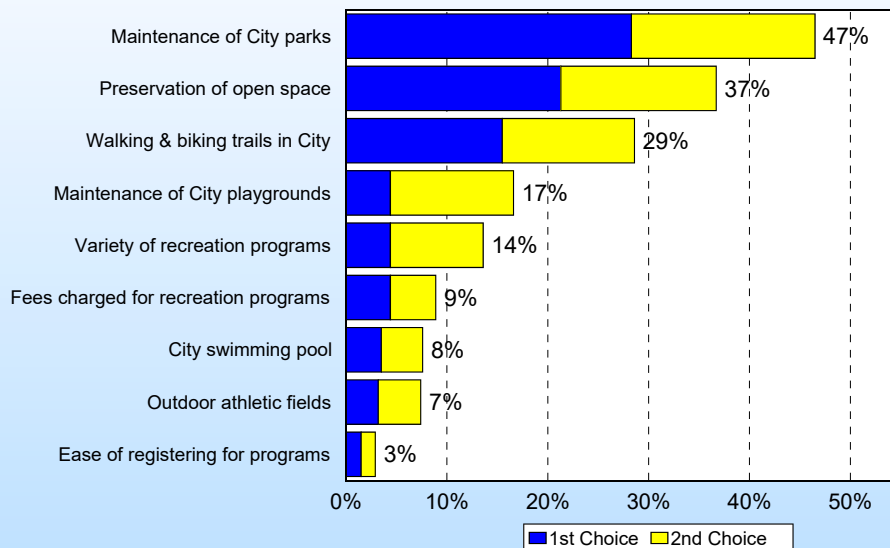
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q20. Aspects of Parks and Recreation 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

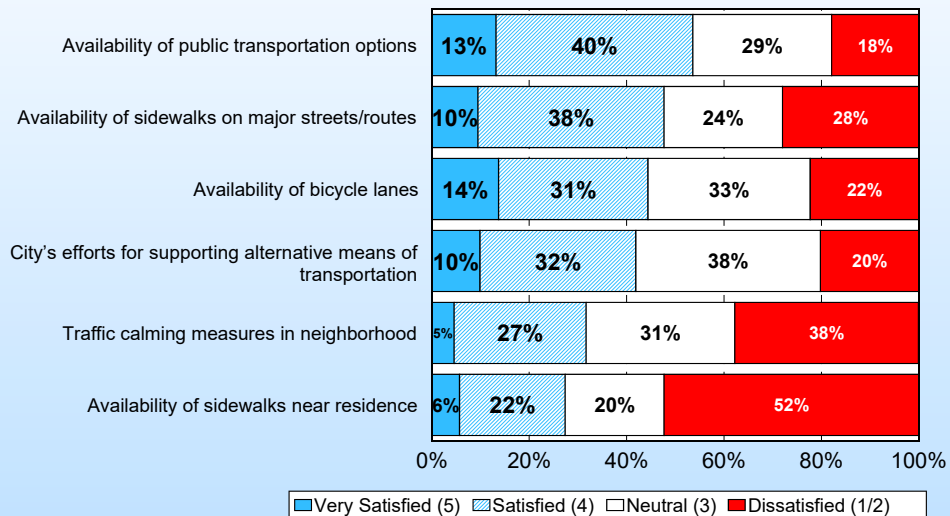


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

# Transportation and Land Use

## Q21. Satisfaction with Various Aspects of Transportation

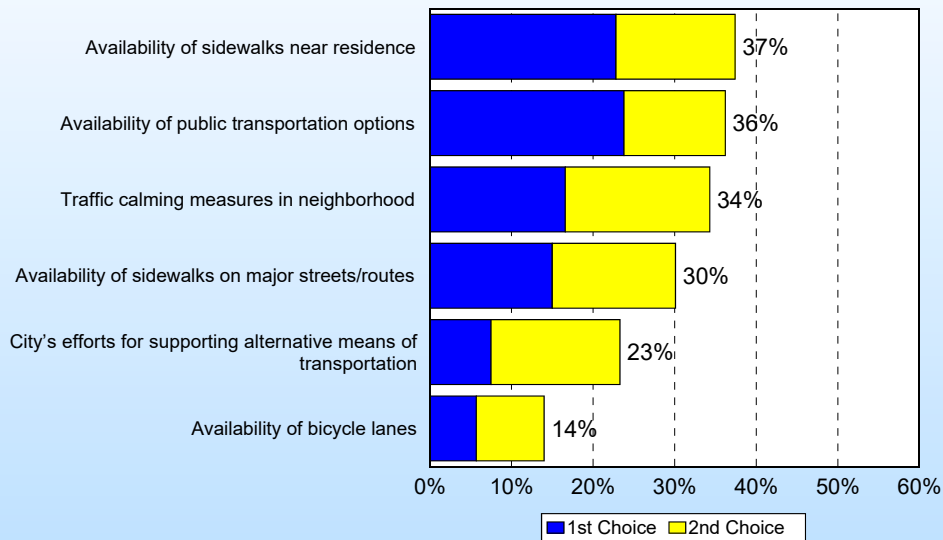
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q22. 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

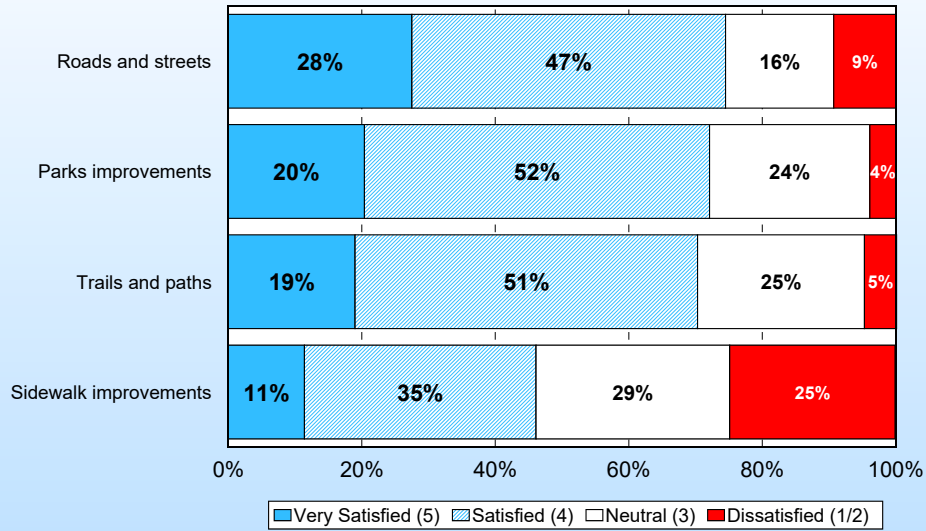


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

## Capital Investments

### Q23. Satisfaction with Various Aspects of Capital Investments the City of Shoreline Has Recently Made

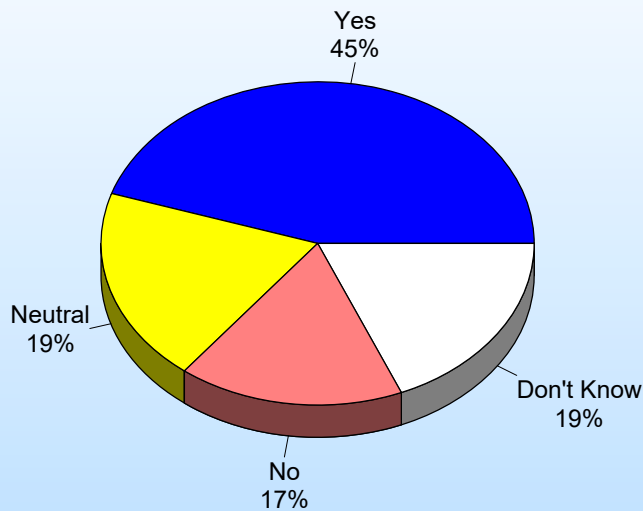
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q24. Do you support the City's long-term emphasis on economic development?

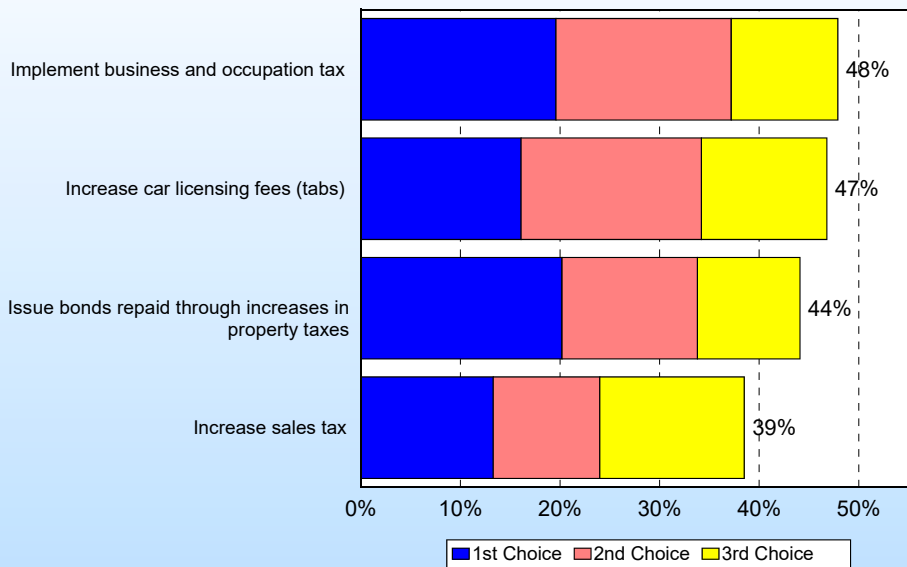
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q25. Potential Strategies for Increasing Revenues That Residents Would Most Support

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

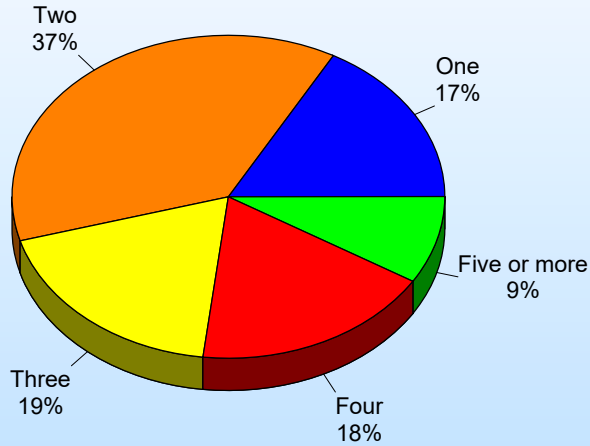


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

## Demographics

### Q1. Demographics: Number of People in Household

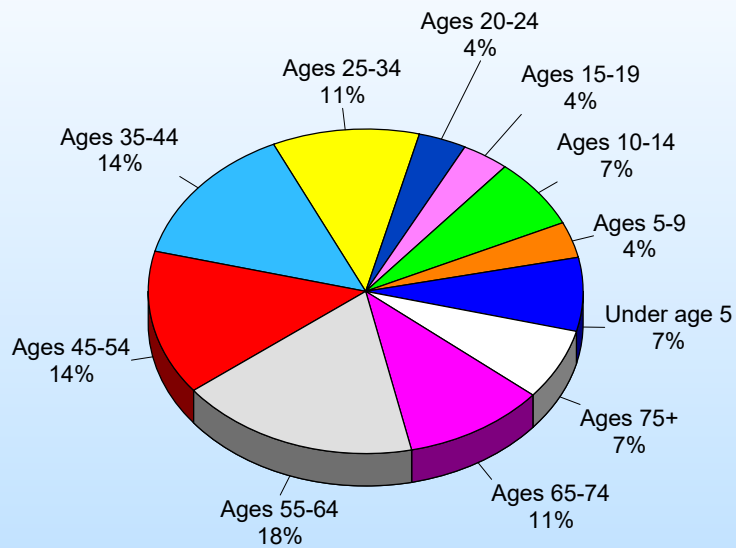
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q2. Demographics: Ages of People in Household

by percentage of household occupants

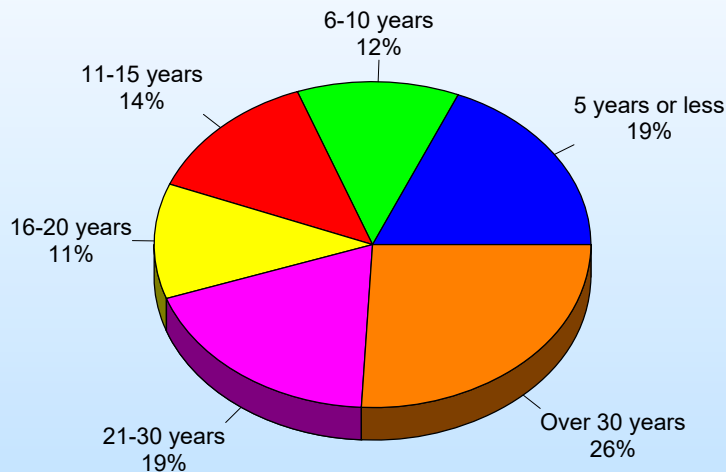


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)



### Q26. Demographics: Number of Years Lived in the City of Shoreline

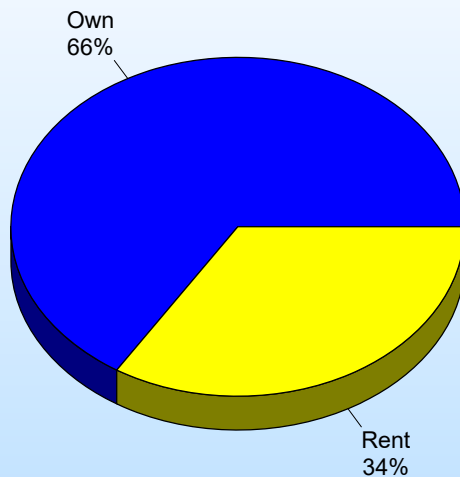
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q27. Demographics: Do you own or rent your current residence?

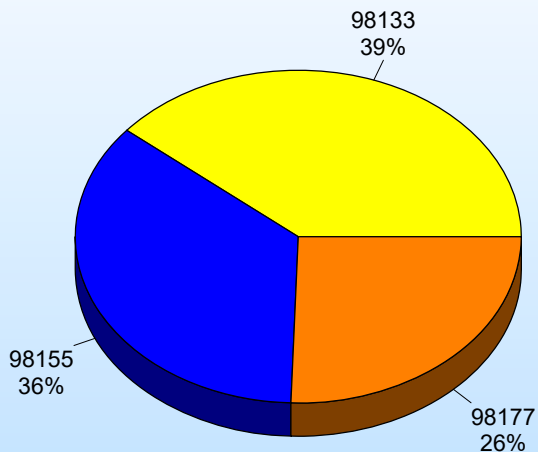
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q28. Demographics: Zip Code of Respondent Households

by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q29. Demographics: Do you live east or west of I-5?

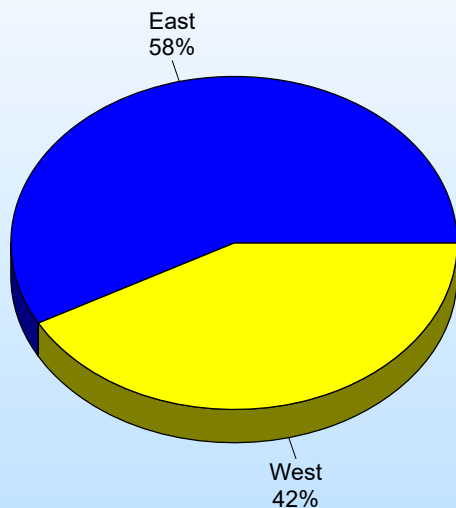
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q30. Demographics: Do you live east or west of Aurora Avenue N.?

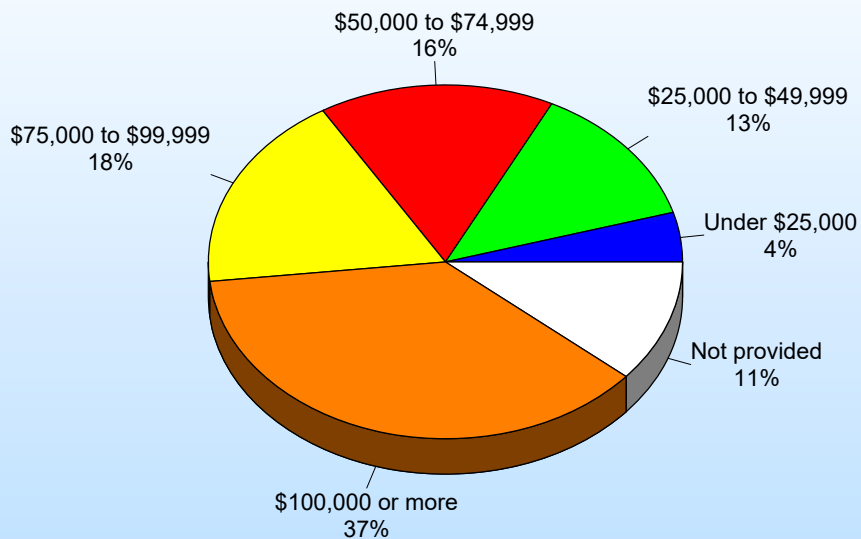
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q31. Demographics: Total Annual Household Income

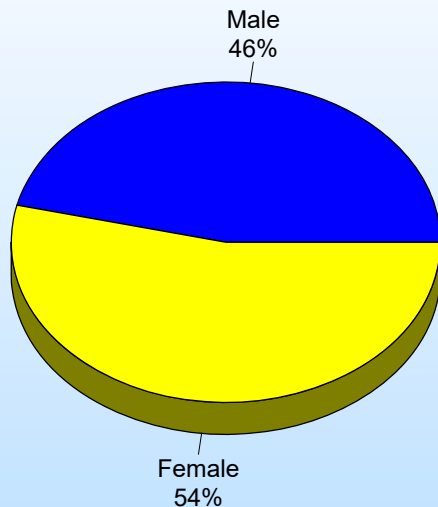
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q32. Demographics: Gender

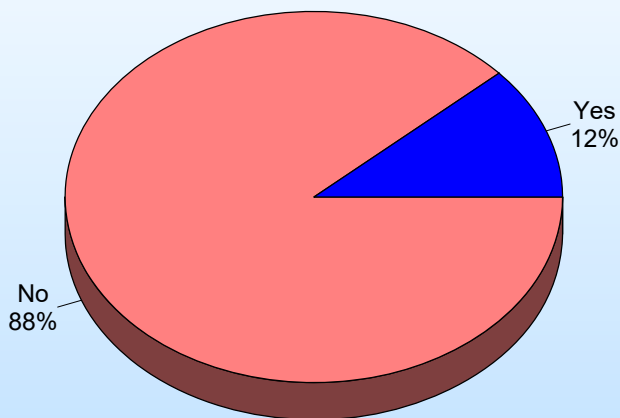
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q33. Demographics: Are you or members of your household of Hispanic or Latino ancestry?

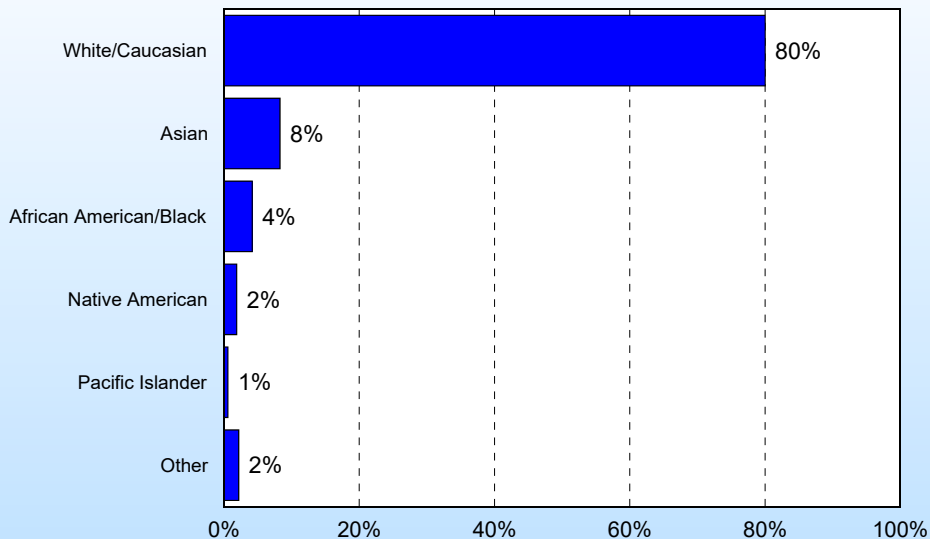
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q34. Demographics: Race/Ethnicity

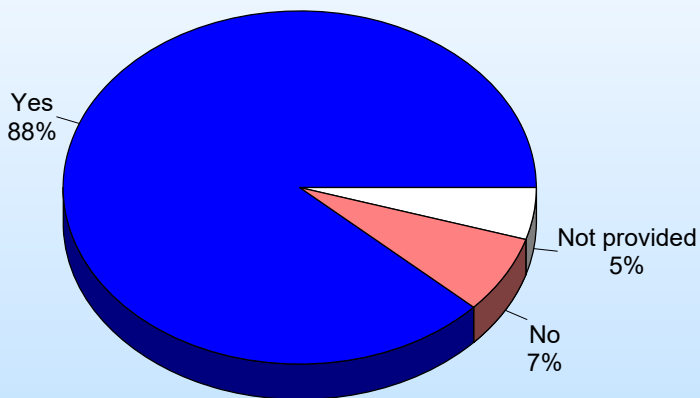
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q35. Demographics: Is English the primary language spoken in your home?

by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

## *Section 3: Trend Analysis*

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# DirectionFinder® Survey

## Analysis of Trends - 2004 to 2016

### Overview

Every two years the City of Shoreline conducts a community survey to assess resident satisfaction with the delivery of major city services. The charts on the following pages show how the results of the City's 2004 and 2014 surveys compare to the results of the City's 2016 survey. Given the sample size of both surveys, changes of 5% or more were statistically significant.

Some of the significant changes are described below.

### Significant Changes

- **Satisfaction with Major Categories of City Services.** Among the seven major categories of city services that were assessed in 2004, 2014, and 2016, listed below are some of the significant improvements:
  - Satisfaction with flow of traffic and congestion has increased 9% from 40% in 2004 to 49% in 2016.
  - Satisfaction with city stormwater runoff/management system has increased 6% from 55% in 2004 to 61% in 2016.
- **Perceptions of City Maintenance.** Satisfaction with the overall maintenance of City streets has increased 11% from 55% in 2004 to 66% in 2016. In addition, satisfaction with the overall cleanliness of City streets/public areas has increased 5% from 64% in 2004 to 69% in 2016; satisfaction with adequacy of street lighting in neighborhoods has increased 5% from 50% in 2004 to 55% in 2016, and satisfaction with the adequacy of storm drainage has also increased 8% from 55% in 2004 to 63% in 2016.
- **Perceptions of City Codes and Ordinance.** Satisfaction with enforcing the clean-up of garbage, junk and debris has increased 6% from 33% in 2004 to 39% in 2016.

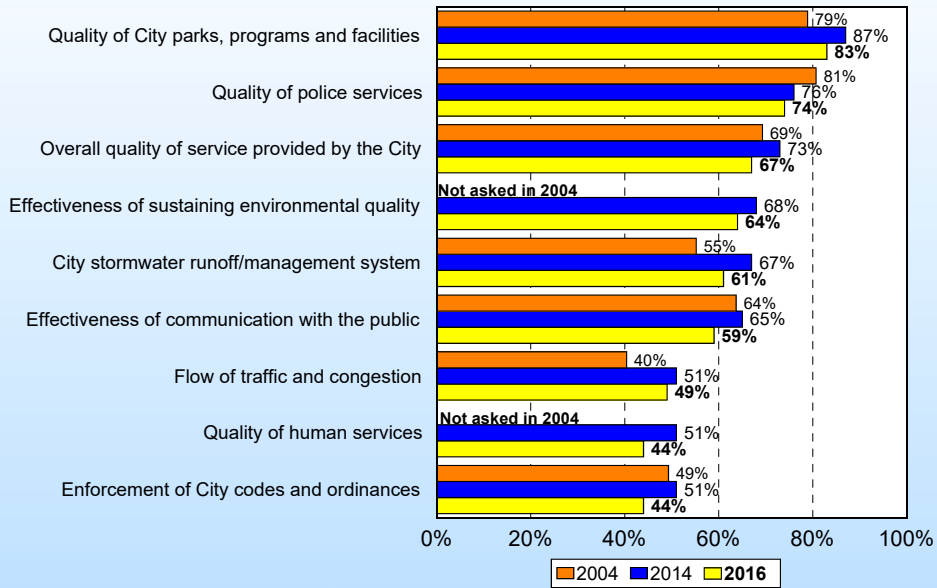


- **Ways Residents Get Information about City Issues.** The percentage of residents who get information about City issues, services, and events through the City website has increased 19% from 11% in 2004 to 30% in 2016. In addition, the percentage of residents who get information through the City newsletter “CURRENTS” has increased 9% from 78% in 2004 to 87% in 2016.
- **Items That Influence the Perception of the City.** Satisfaction with the overall image of the City has increased 8% from 69% in 2004 to 77% in 2016.
- **How Respondents Rate the City of Shoreline.** The percentage of residents who rated the City of Shoreline as an “excellent” or “good” place to live has increased 6% from 87% in 2004 to 93% in 2016. In addition, the percentage of residents who rated the City as an “excellent” or “good” place to raise children has increased 6% from 86% in 2004 to 92% in 2016.
- **How Respondents Rate the Condition of Their Neighborhood.** The percentage of residents who rated the condition of their neighborhood as “excellent” or “good” has increased 6% from 61% in 2004 to 67% in 2016.



### Q3. Overall Satisfaction With City Services by Major Category Trends - 2004, 2014 and 2016

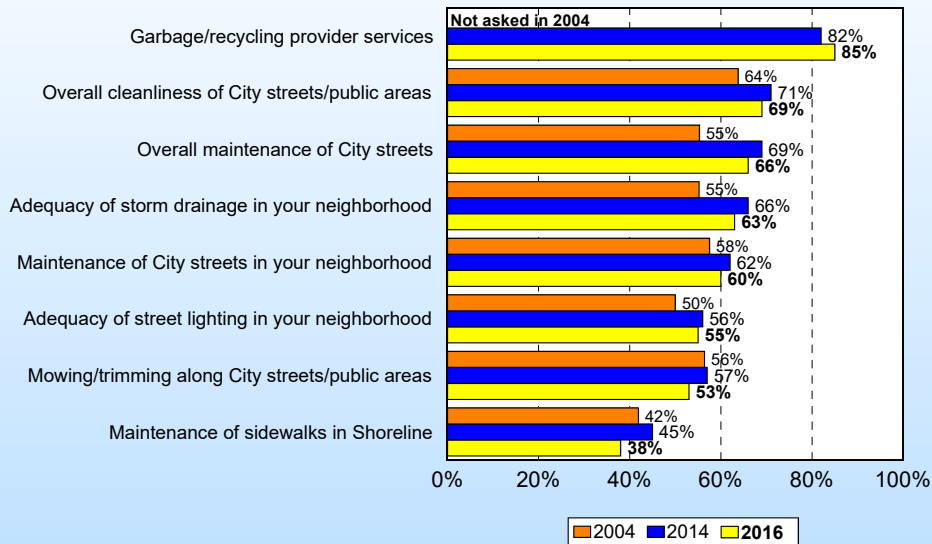
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q5. Satisfaction Ratings for Aspects of City Maintenance Trends - 2004, 2014 and 2016

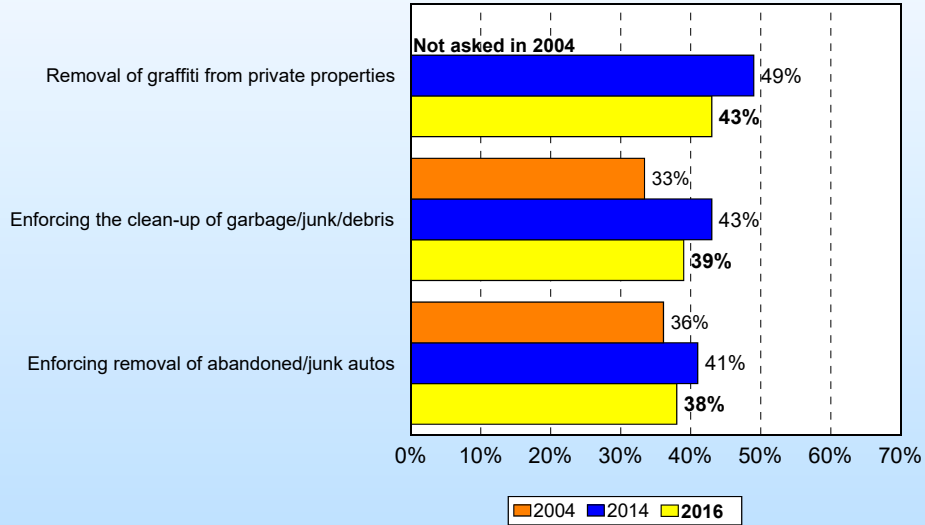
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q7. Satisfaction Ratings for the Enforcement of City Codes and Ordinances Trends - 2004, 2014 and 2016

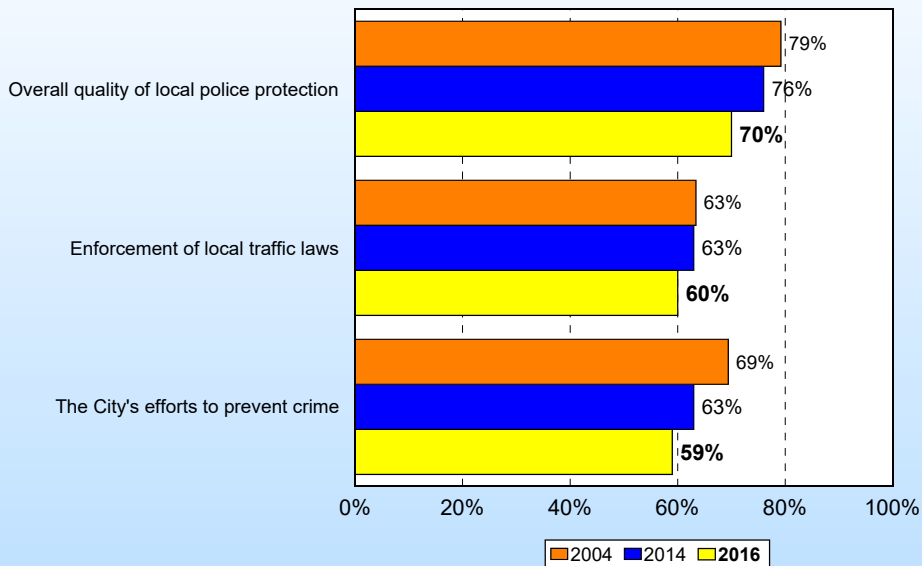
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q9. Satisfaction Ratings for Various Aspects of Public Safety Trends - 2004, 2014 and 2016

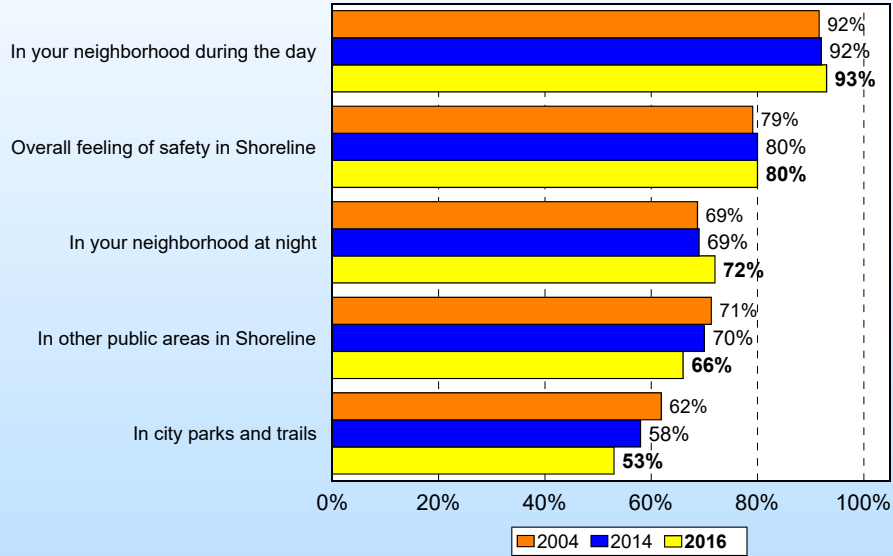
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q11. Level of Safety in Various Situations Trends - 2004, 2014 and 2016

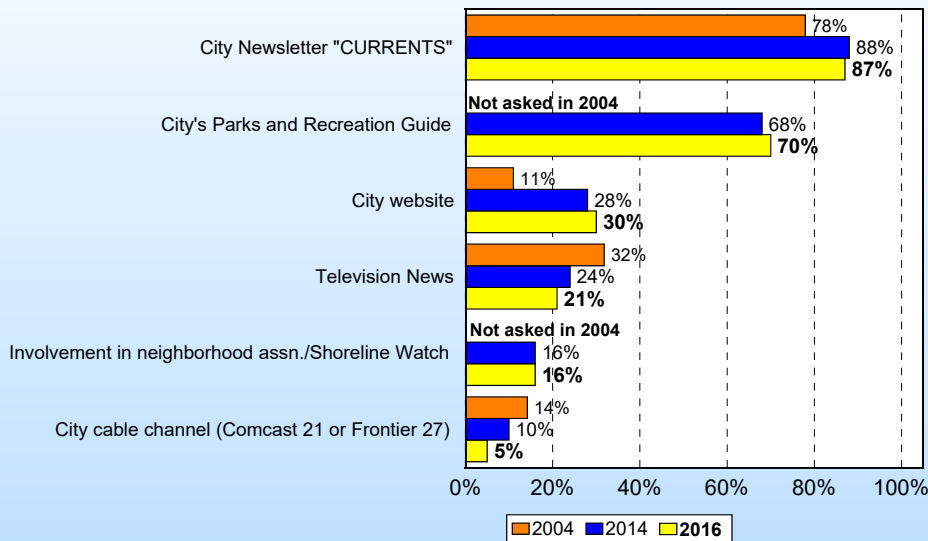
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q12. Ways Residents Get Information About City Issues, Services, and Events Trends - 2004, 2014 and 2016

by percentage of respondents (multiple choices could be made)

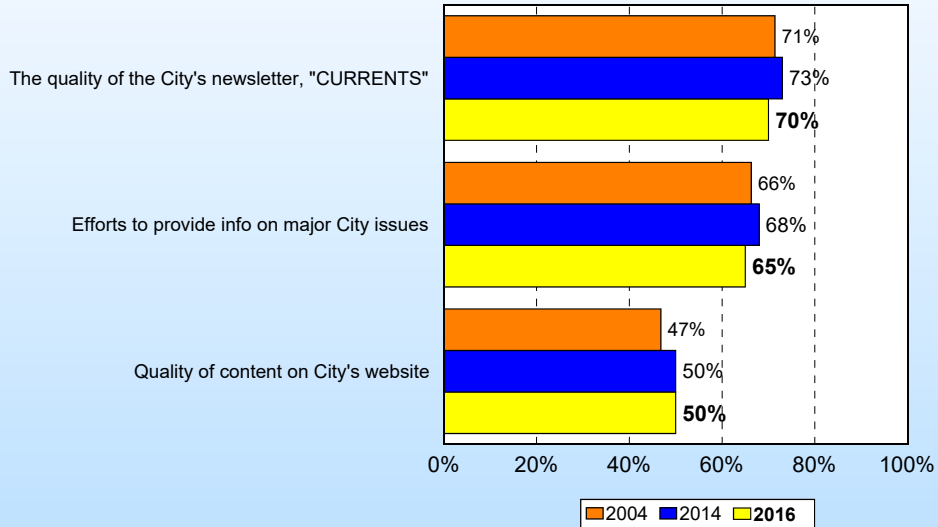


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q13. Satisfaction Ratings for Various Aspects of City Communication

#### Trends - 2004, 2014 and 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

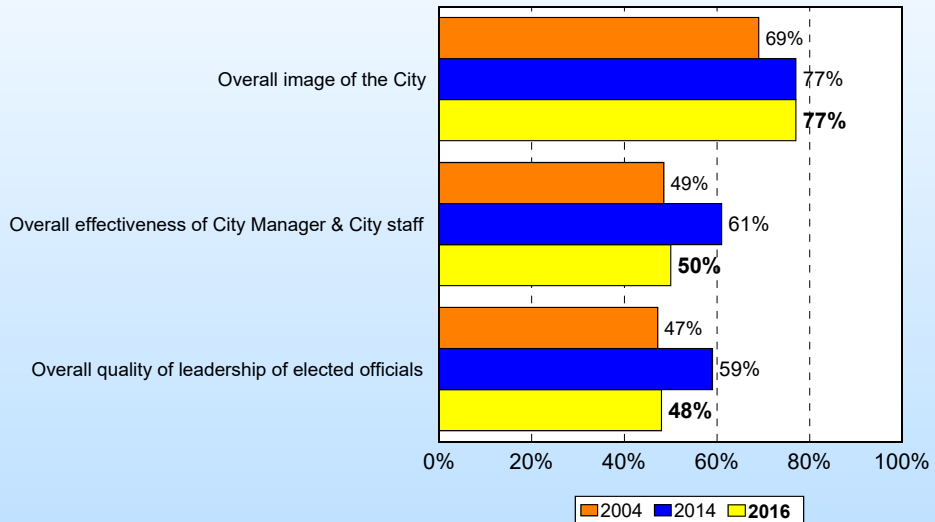


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q14. Satisfaction with Various Items That May Influence Respondents' Perception of the City of Shoreline in

#### Trends - 2004, 2014 and 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

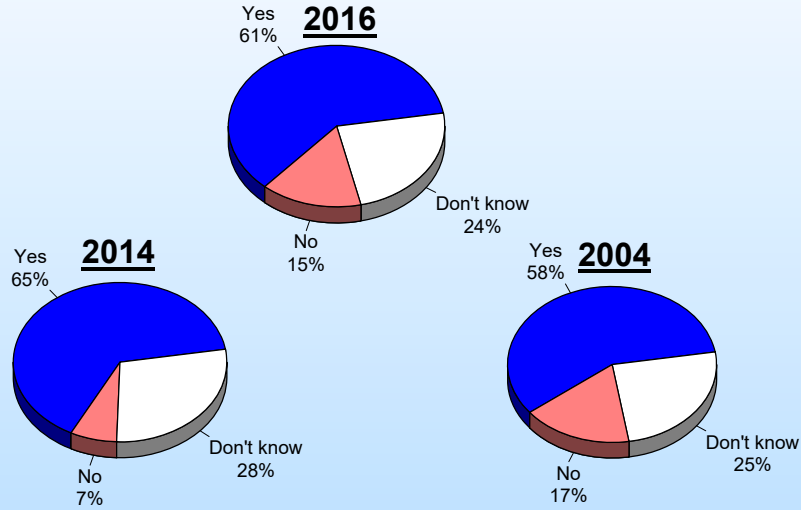


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

Q16. In general, do you think the City of Shoreline is moving in the right direction?

**Trends - 2004, 2014 and 2016**

by percentage of respondents

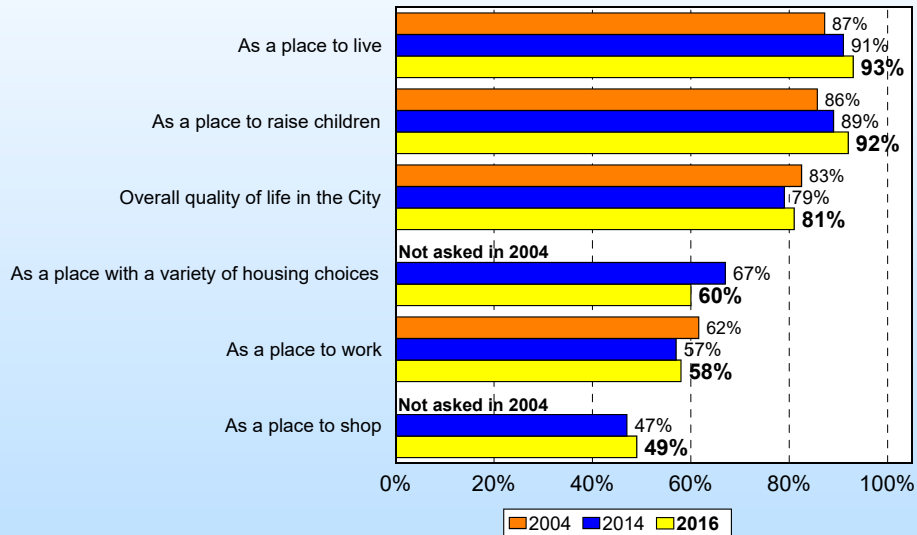


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

Q17. How Respondents Rate Shoreline as a Place to Live, Work and Raise Children in

**Trends - 2004, 2014 and 2016**

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

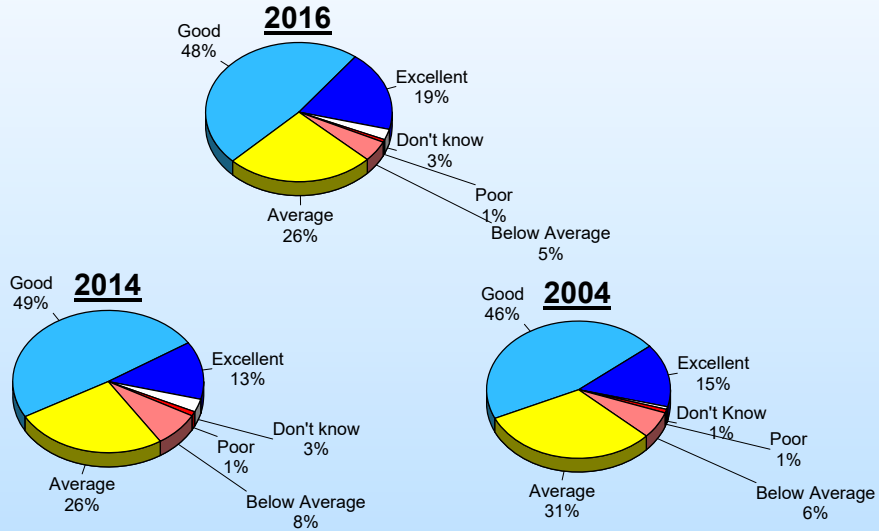


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

**Q18. Overall, How Would Rate the Condition of Your Neighborhood?**

**Trends - 2004, 2014 and 2016**

by percentage of respondents

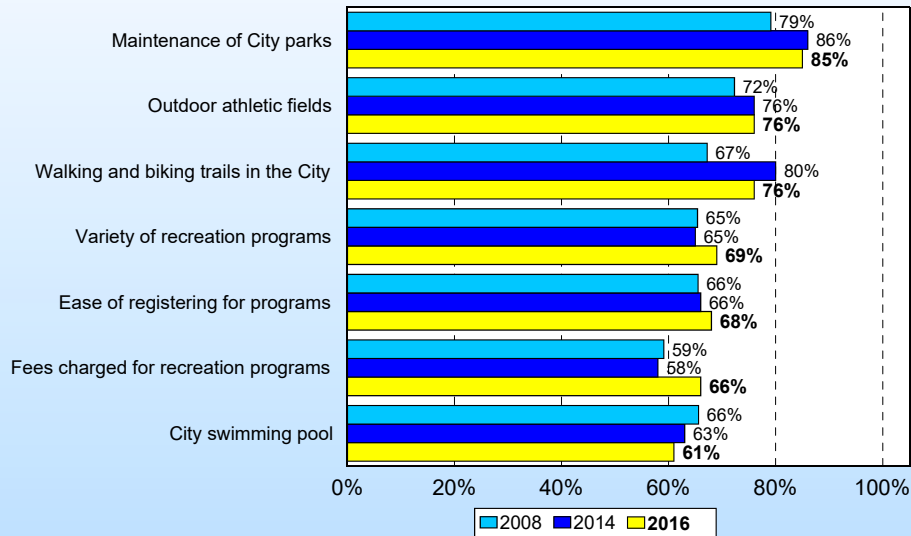


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

**Q21. Satisfaction with Various Aspects of Parks and Recreation**

**Trends - 2008, 2014 and 2016**

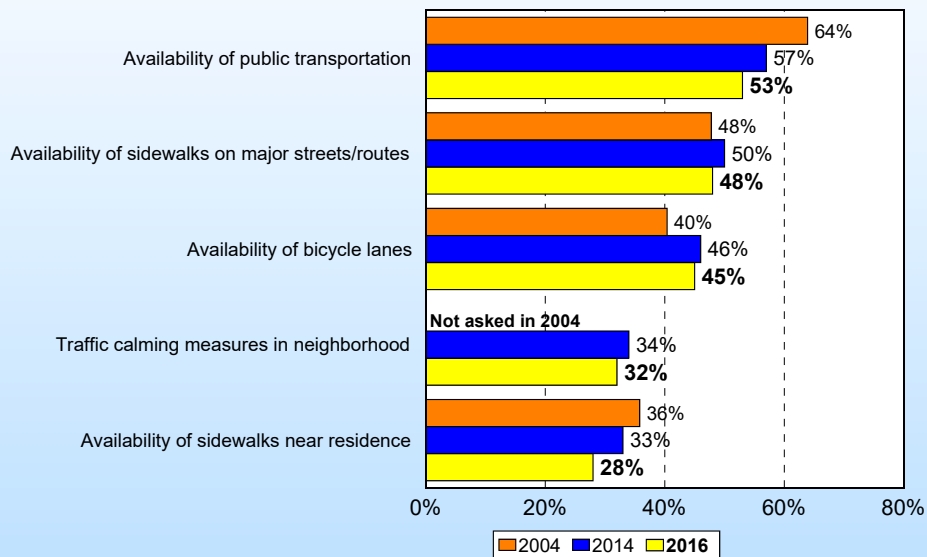
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

### Q23. Satisfaction Ratings for Aspects of Transportation Trends - 2004, 2014 and 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

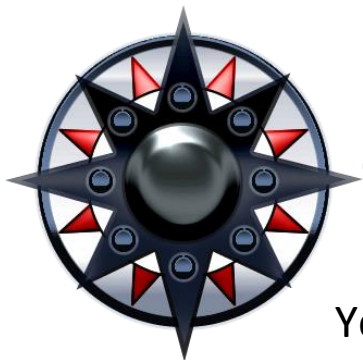


Source: ETC Institute DirectionFinder (2016 - Shoreline, WA)

*Section 4:*  
***Benchmarking Analysis***

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# DirectionFinder® Survey

## Year 2016 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 1999, the survey has been administered in more than 225 cities and counties in 43 states.

This report contains benchmarking data from three sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2015 to a random sample of more than 4,000 residents in the continental United States. The second source is from a regional survey administered to over 400 residents living in the Northwestern region of the United States; the Northwestern region includes: Idaho, Colorado, Montana, Oregon, Utah, Washington, Nevada and Wyoming. The third source is from individual community surveys that were administered in 32 medium-sized cities (population of 20,000 to 199,999) between January 2012 and August 2015. The “Medium U.S. Average” shown in the performance range charts is the average rating of the 32 cities listed below:

- Abilene, Texas
- Auburn, Alabama
- Blue Springs, Missouri
- Bryan, Texas
- Chapel Hill, North Carolina
- Columbia, Missouri
- Coral Springs, Florida
- Davenport, Iowa
- Dothan, Alabama
- Garden City, Kansas
- Hallandale Beach, Florida
- Independence, Missouri
- Kansas City, Kansas
- Lawrence, Kansas
- Lenexa, Kansas
- Mesa County, Arizona
- Newport Beach, California
- Norman, Oklahoma
- Olathe, Kansas
- Overland Park, Kansas
- Panama City, Florida
- Pueblo, Colorado
- Round Rock, Texas
- Saint Joseph, Missouri
- Shoreline, Washington
- Springfield, Missouri
- Tamarac, Florida
- Tempe Arizona
- Vancouver, Washington
- Vestavia Hills, Alabama
- Winchester, Virginia
- Yuma, Arizona

### Interpreting the Performance Range Charts

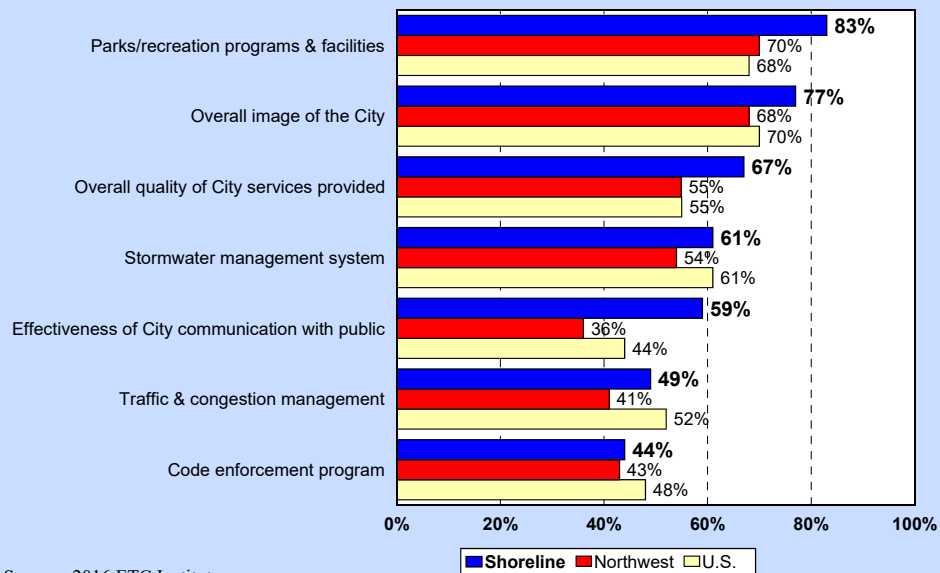
The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in medium size communities that have participated in the DirectionFinder® Survey since January 2012. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The yellow dot on each bar shows how the results for Shoreline compare to the medium community size national average, which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Shoreline rated above the medium-size national average. If the yellow dot is located to the left of the vertical dash, the City of Shoreline rated below the medium-size community national average.

# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Shoreline, WA is not authorized without written consent from ETC Institute.**

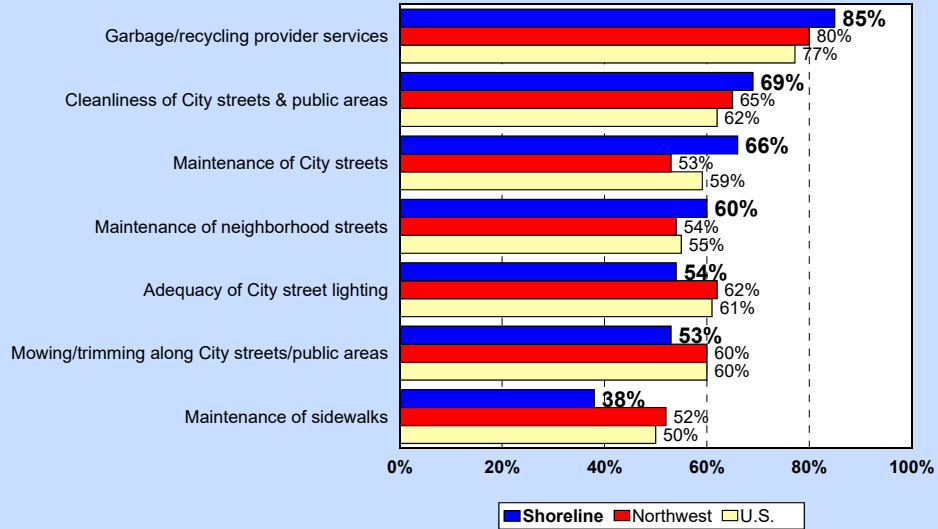
## Overall Satisfaction with Various City Services/Facilities Shoreline vs. Northwest vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



### Overall Satisfaction with City Maintenance Shoreline vs. Northwest vs. the U.S.

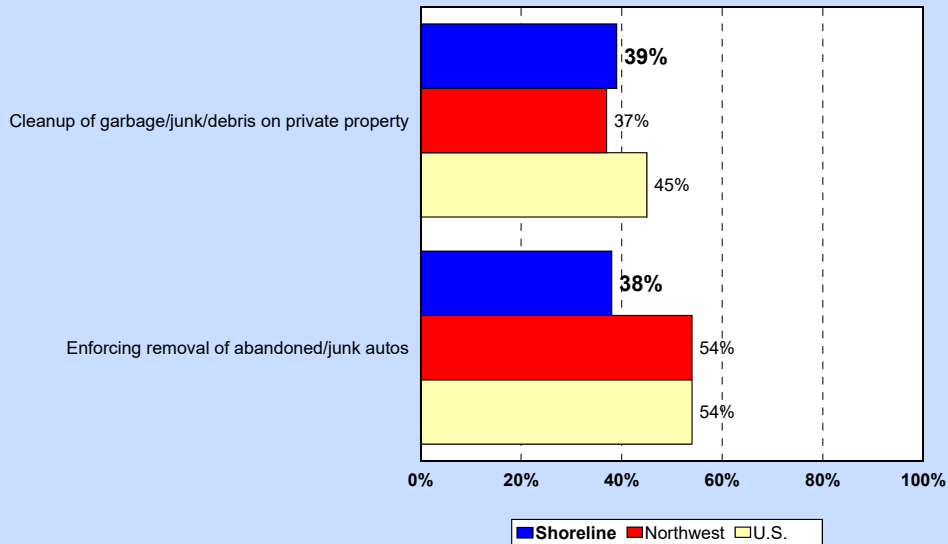
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



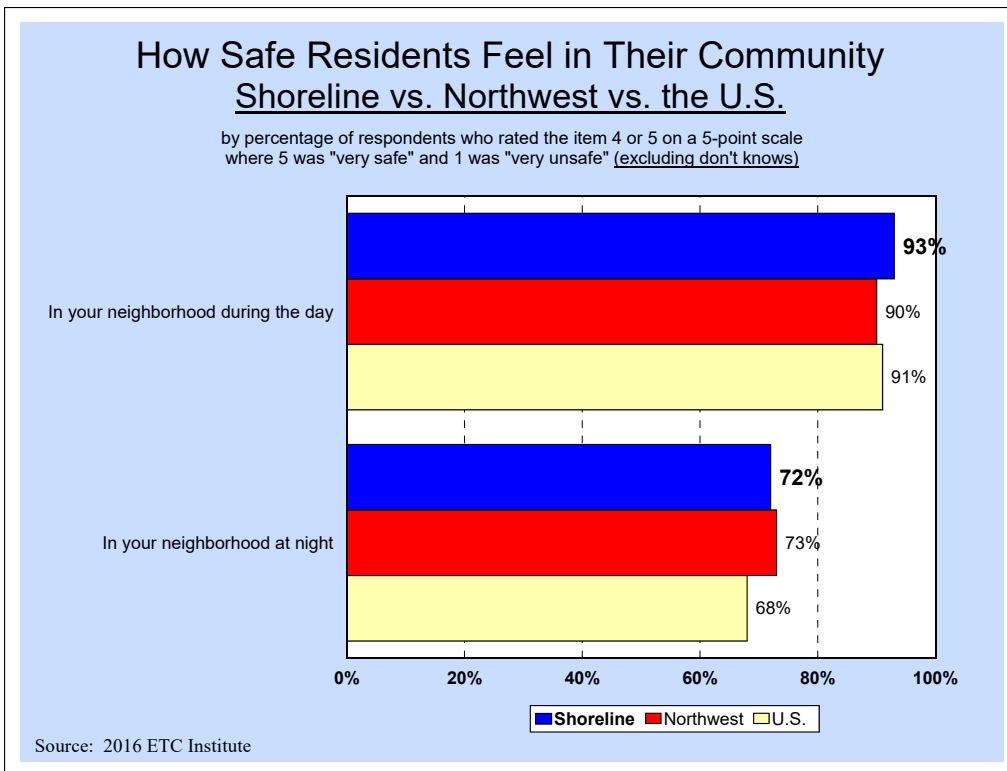
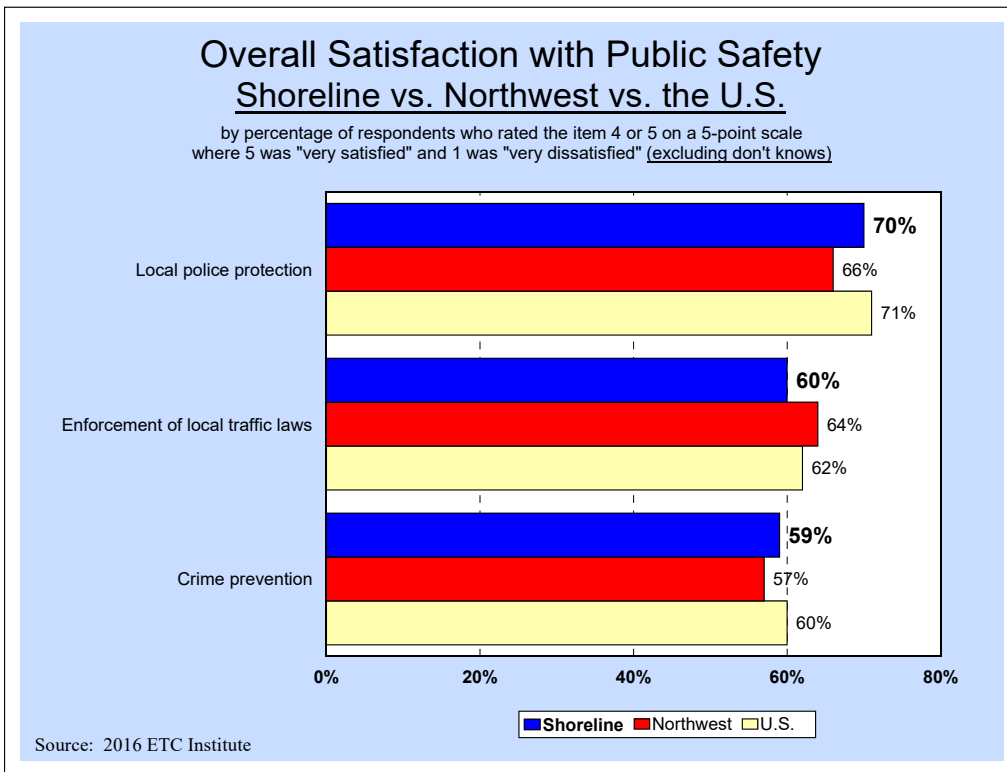
Source: 2016 ETC Institute

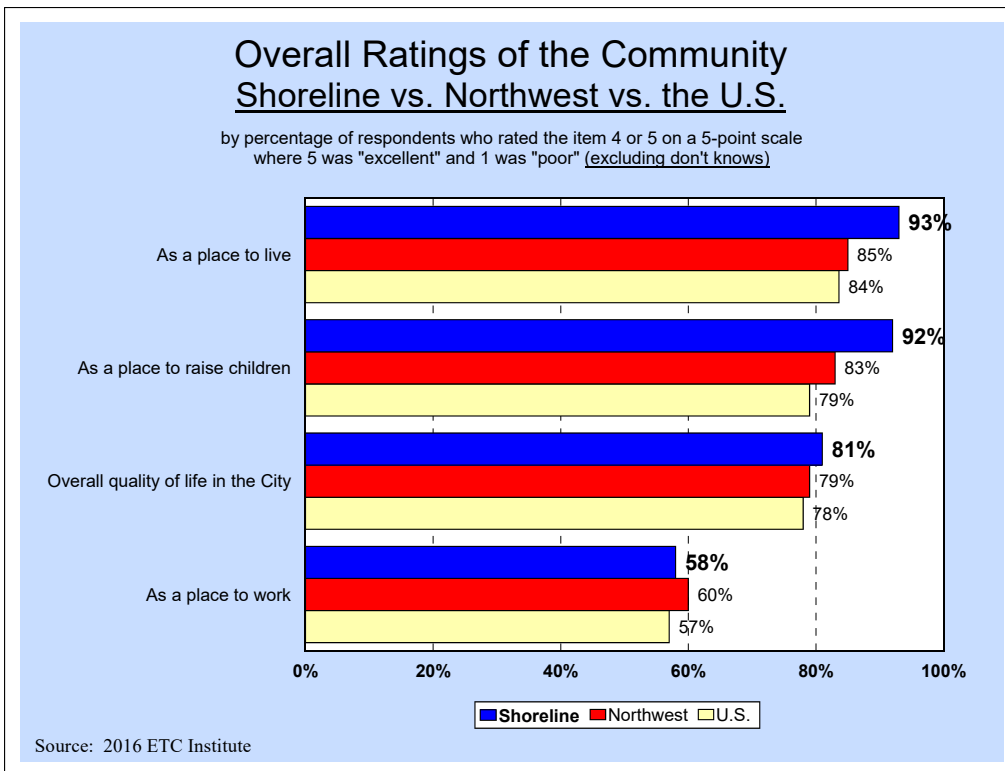
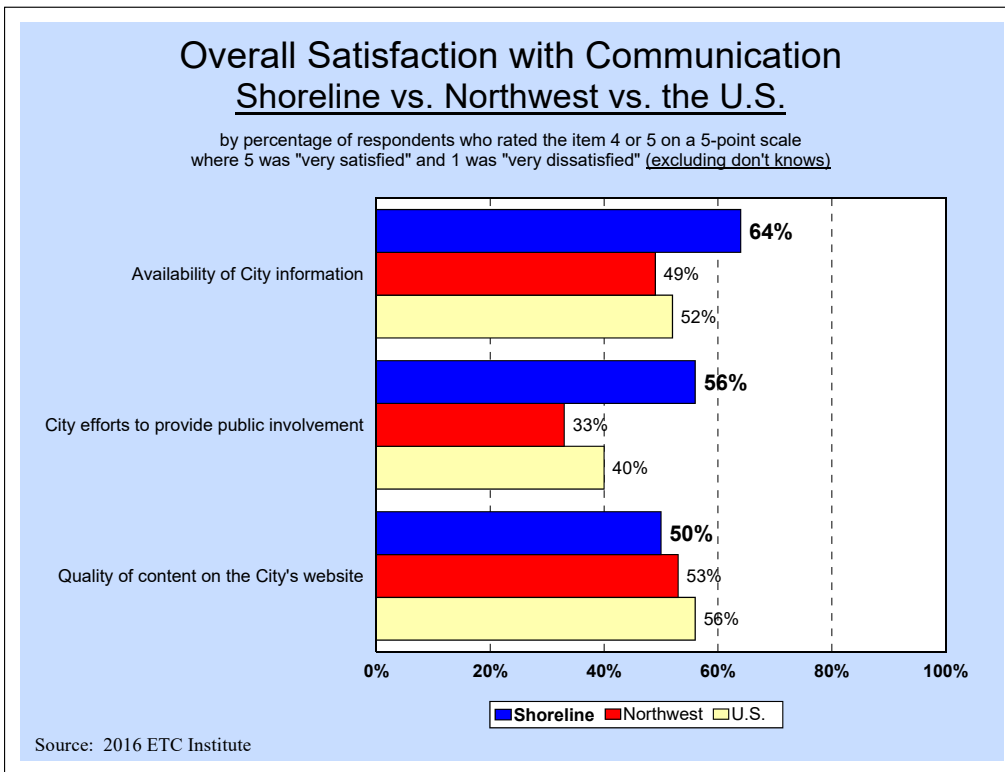
### Overall Satisfaction with City Codes and Ordinances Shoreline vs. Northwest vs. the U.S.

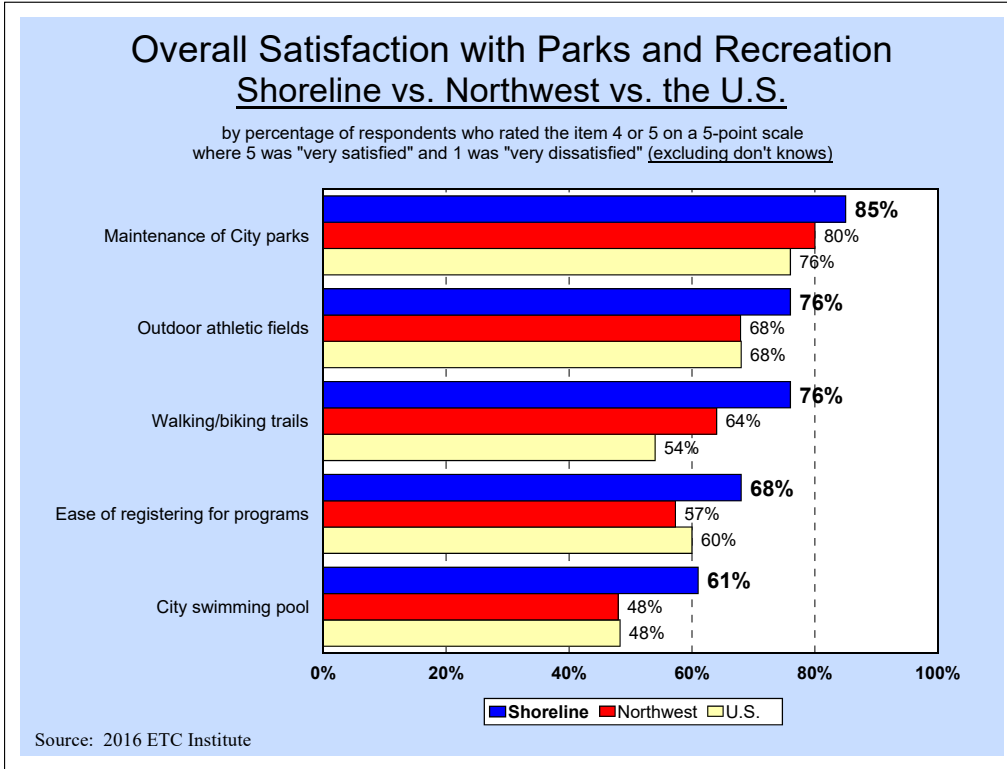
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



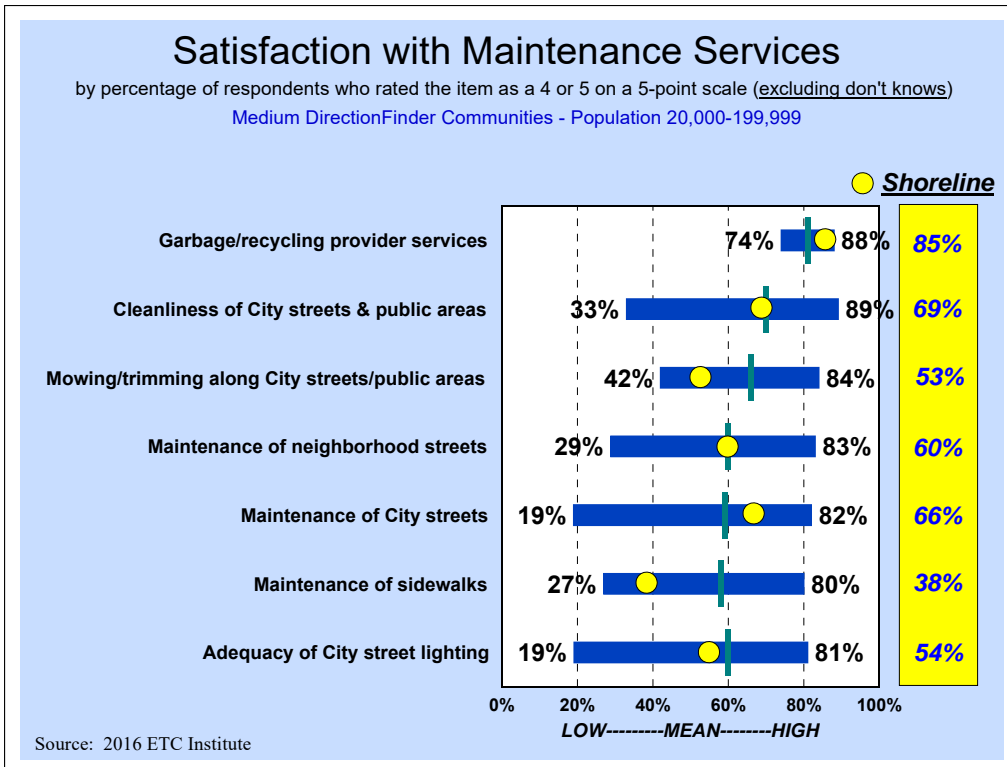
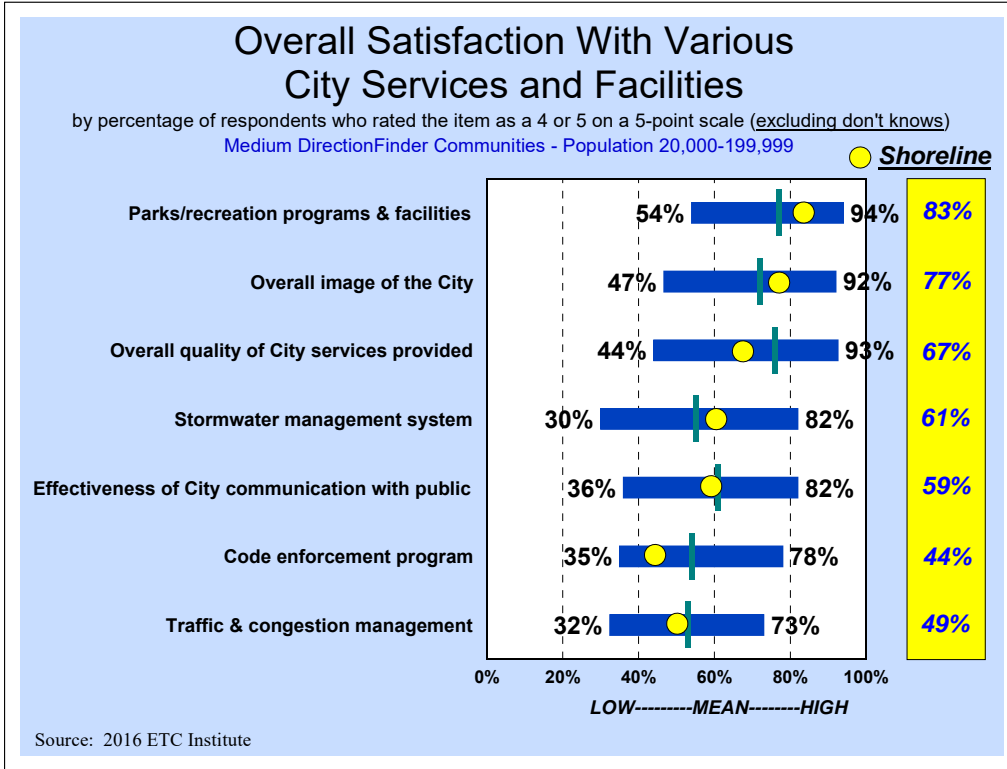
Source: 2016 ETC Institute



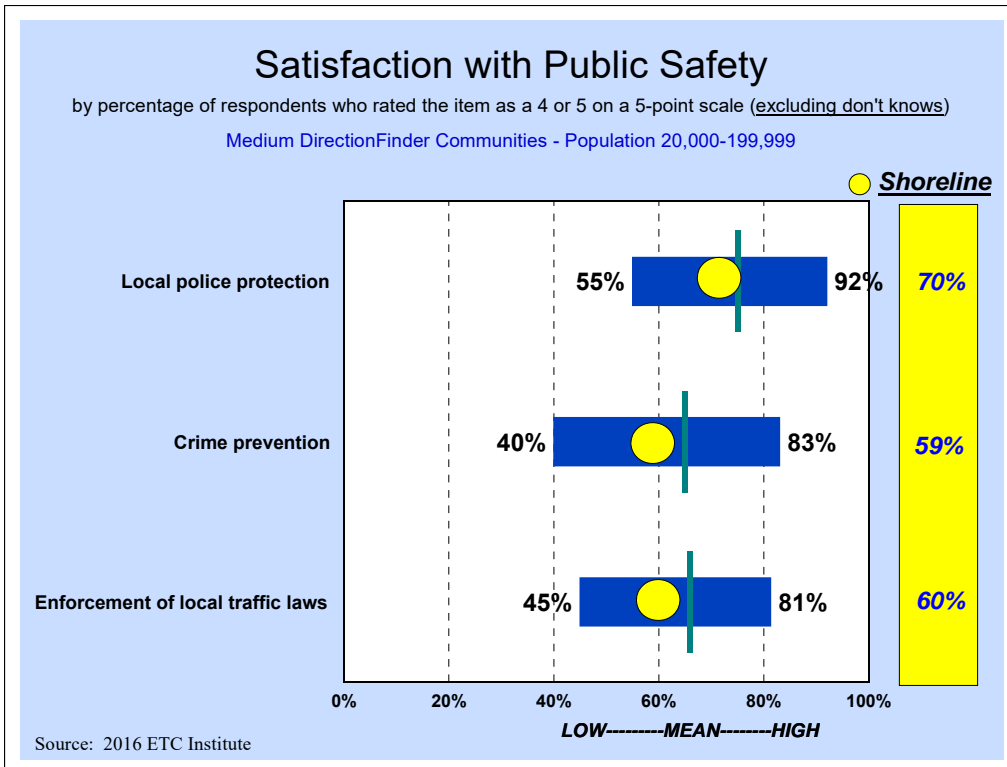
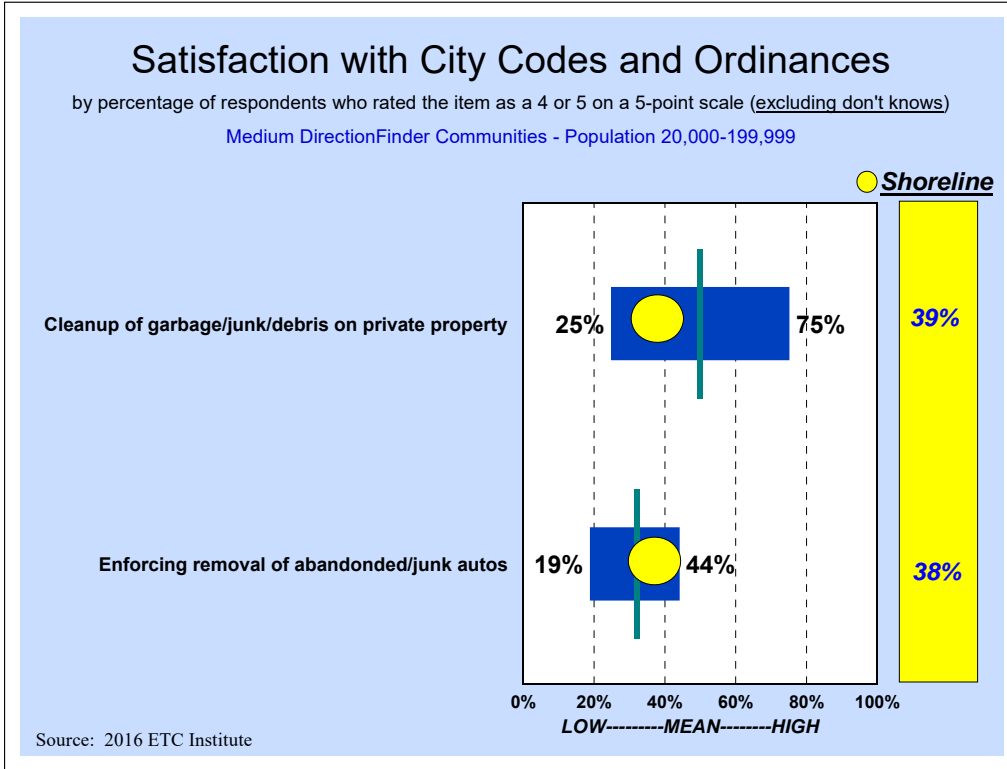


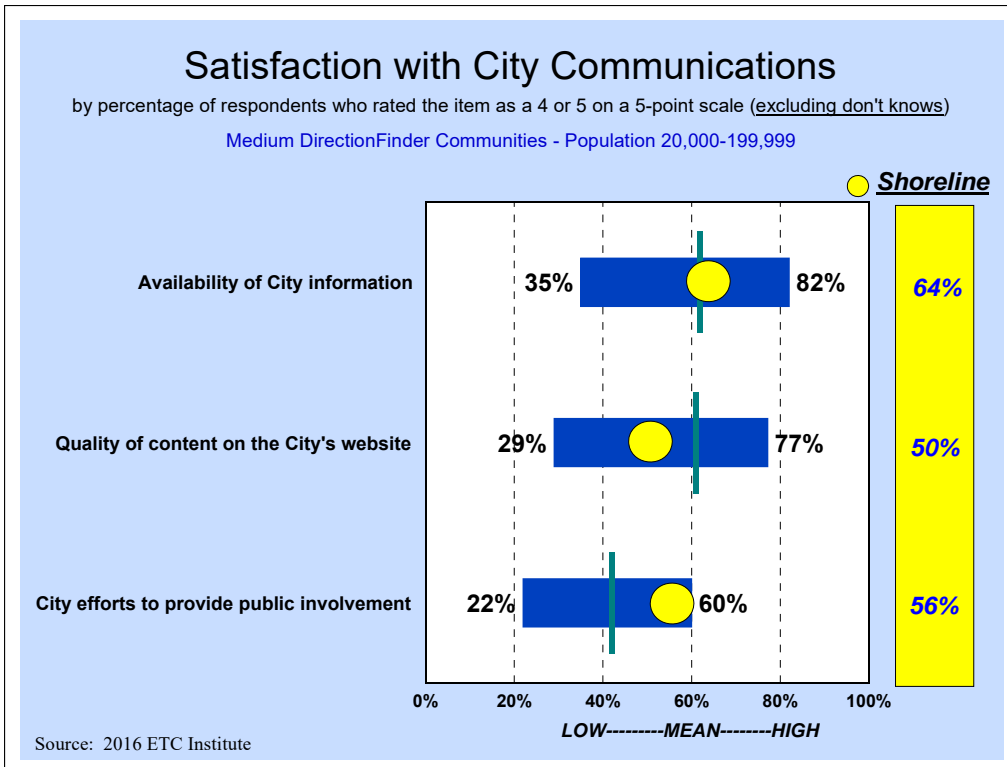
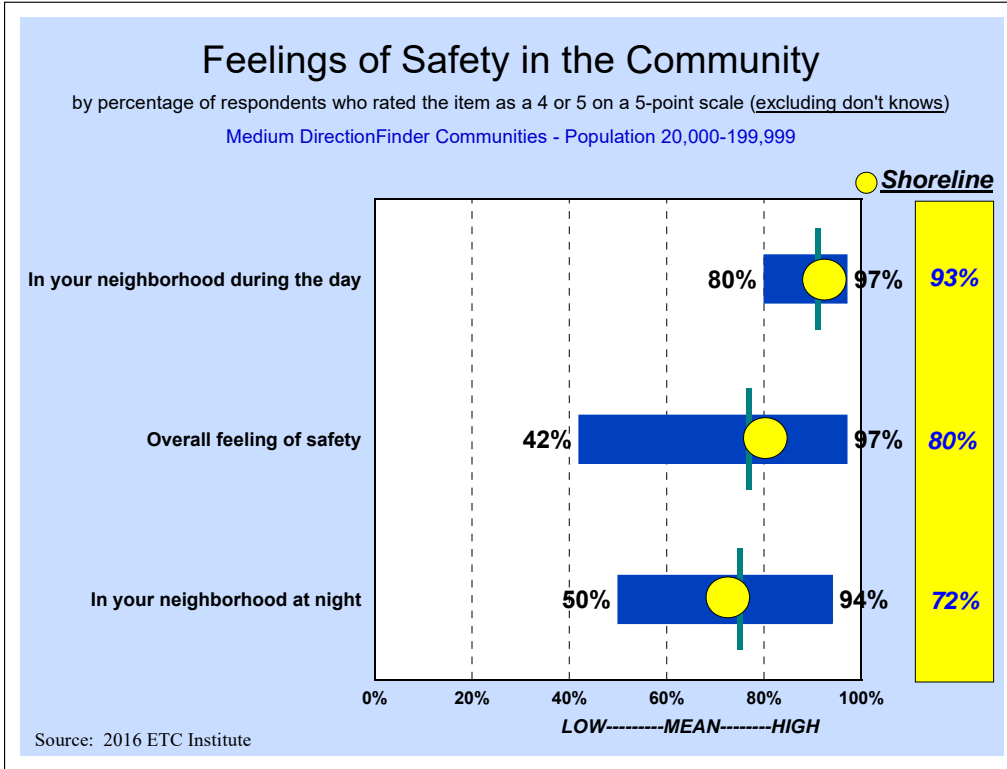


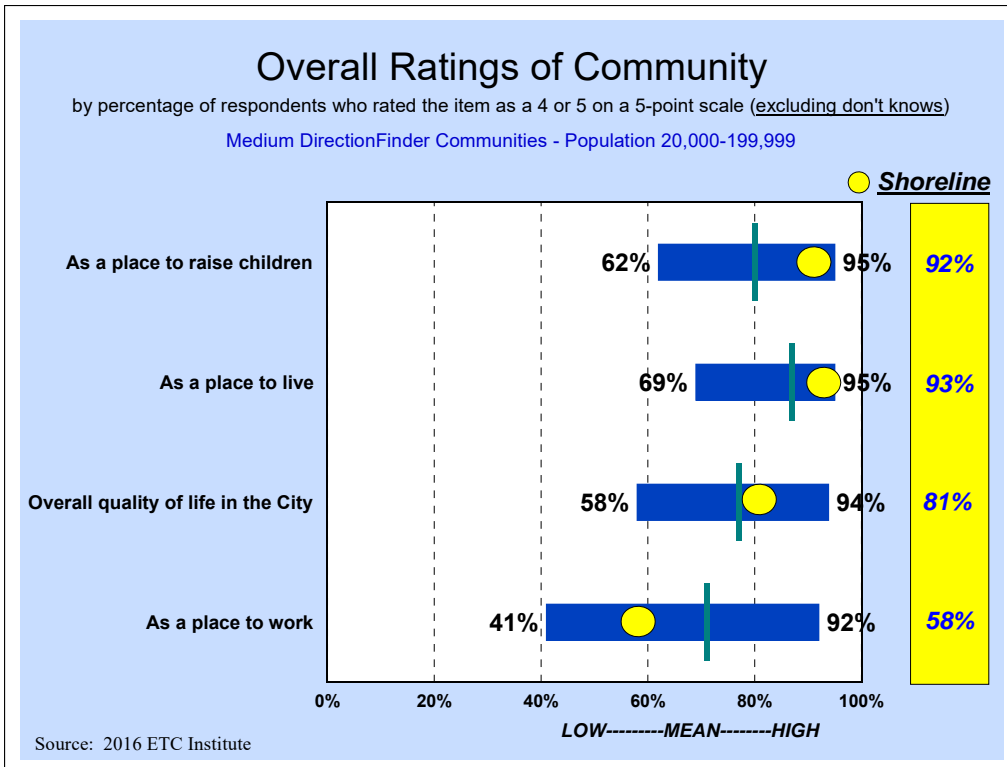
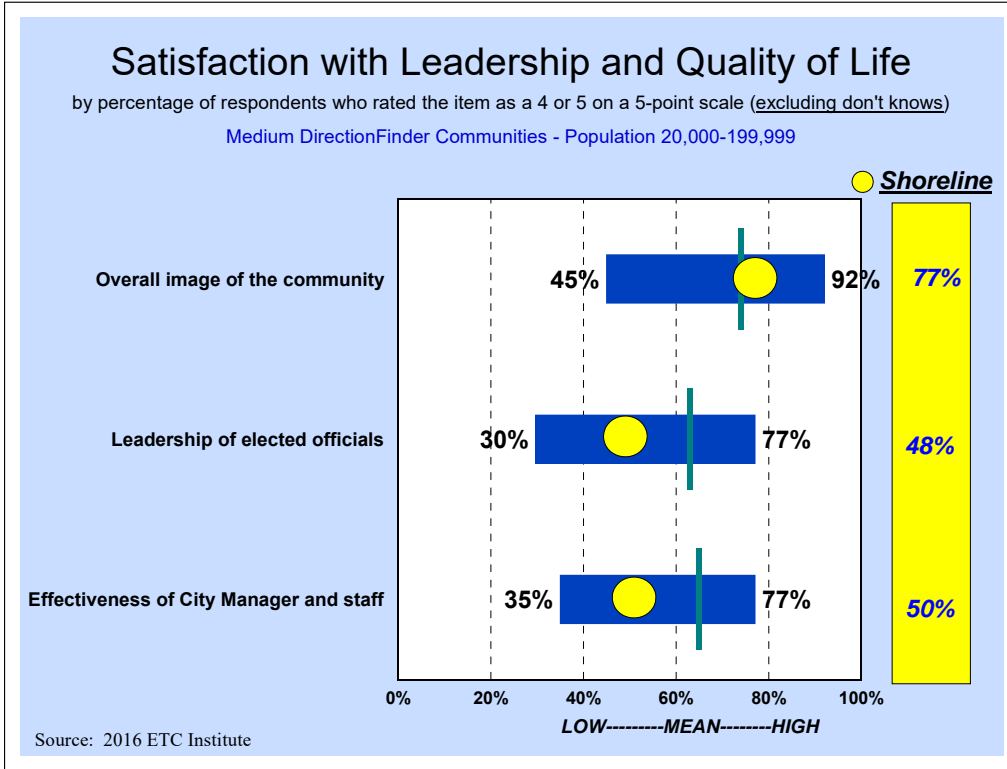
**Medium Size  
Performance Ranges:  
Population 20,000-199,999**

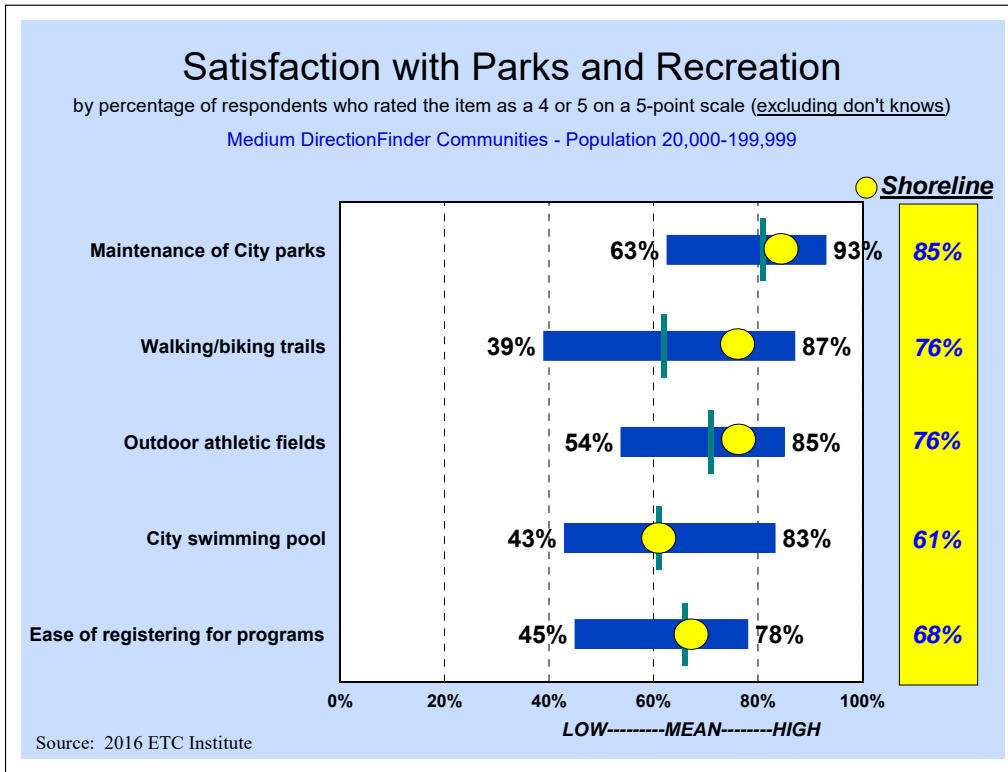












*Section 5:  
Importance-Satisfaction  
Analysis*

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# Importance-Satisfaction Analysis

## Shoreline, Washington

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### 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 most important services for the City to provide. 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=Importance x (1-Satisfaction)].

**Example of the Calculation.** Respondents were asked to identify the major categories of maintenance services they thought should receive the most emphasis over the next two years. Approximately eighteen percent (18.3%) selected the enforcement of codes and ordinances as one of the most important categories of service to emphasize over the next two years.

With regard to satisfaction, 44% of residents rated their satisfaction with the enforcement of codes and ordinances as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied") excluding "Don't know" responses. The I-S rating for the 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, 18.3% was multiplied by 56%

(1-0.44). This calculation yielded an I-S rating of 0.1025, which ranked fifth out of nine major categories of service.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices to emphasize over the next two years and 0% indicated 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 - 2016

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Flow of traffic and congestion	57%	1	49%	7	0.2892	1
<b><u>High Priority (IS .10-.20)</u></b>						
Quality of human services	33%	3	44%	8	0.1842	2
Effectiveness of sustaining environmental quality	29%	5	64%	4	0.1051	3
Quality of police services	40%	2	74%	2	0.1037	4
Enforcement of City codes and ordinances	18%	8	44%	9	0.1025	5
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Effectiveness of communication with the public	23%	6	59%	6	0.0947	6
City stormwater runoff/management system	17%	9	61%	5	0.0663	7
Overall quality of service provided by the City	19%	7	67%	3	0.0620	8
Quality of City parks, programs and facilities	29%	4	83%	1	0.0496	9

**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 - 2016

### CITY MAINTENANCE

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>High Priority (IS .10-.20)</i></b>						
Maintenance of sidewalks in Shoreline	32%	2	38%	9	0.1990	<b>1</b>
Adequacy of street lighting in neighborhoods	25%	3	54%	7	0.1136	<b>2</b>
Overall maintenance of City streets	33%	1	66%	3	0.1115	<b>3</b>
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Maintenance of public trees along City streets	19%	6	55%	6	0.0833	<b>4</b>
Mowing/trimming along City streets/public areas	18%	7	53%	8	0.0823	<b>5</b>
Maintenance of streets in neighborhoods	21%	4	60%	5	0.0820	<b>6</b>
Adequacy of storm drainage in neighborhoods	17%	8	63%	4	0.0611	<b>7</b>
Overall cleanliness of City streets/public areas	19%	5	69%	2	0.0595	<b>8</b>
Garbage/recycling provider services	4%	9	85%	1	0.0065	<b>9</b>

**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 - 2016

### PUBLIC SAFETY SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Enforcement of property crime laws	28%	2	42%	9	0.1641	1
The City's efforts to prevent crime	39%	1	59%	5	0.1595	2
Enforcement of drug laws	23%	3	43%	8	0.1283	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Police Dept's response to situations involving individuals with cognitive/mental challenges	16%	6	49%	6	0.0836	4
Overall quality of local police protection	20%	4	70%	1	0.0609	5
Level of respect police officers show residents	18%	5	67%	3	0.0604	6
Enforcement of local traffic laws	14%	7	60%	4	0.0544	7
Enforcement of prostitution laws	8%	9	47%	7	0.0413	8
How much you can trust police officers	8%	8	70%	2	0.0246	9

**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 - 2016

### PARKS AND RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Preservation of open space	37%	2	67%	7	0.1211	<b>1</b>
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Maintenance of City parks	47%	1	85%	1	0.0698	<b>2</b>
Walking and biking trails in the City	29%	3	76%	4	0.0686	<b>3</b>
Variety of recreation programs	14%	5	69%	5	0.0422	<b>4</b>
Fees charged for recreation programs	9%	6	66%	8	0.0303	<b>5</b>
City swimming pool	8%	7	61%	9	0.0296	<b>6</b>
Maintenance of City playgrounds	17%	4	85%	2	0.0249	<b>7</b>
Outdoor athletic fields	7%	8	76%	3	0.0178	<b>8</b>
Ease of registering for programs	3%	9	68%	6	0.0093	<b>9</b>

**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 - 2016

### TRANSPORTATION AND LAND USE

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS .20&gt;)</u></b>						
Availability of sidewalks near residence	37%	1	28%	6	0.2693	<b>1</b>
Traffic calming measures in neighborhoods	34%	3	32%	5	0.2332	<b>2</b>
<b><u>High Priority (IS .10-.20)</u></b>						
Availability of public transportation options	36%	2	53%	1	0.1701	<b>3</b>
Availability of sidewalks on major streets/routes	30%	4	48%	2	0.1565	<b>4</b>
City's efforts for supporting alternative means of transportation	23%	5	42%	4	0.1351	<b>5</b>
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Availability of bicycle lanes	14%	6	45%	3	0.0770	<b>6</b>

**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 Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

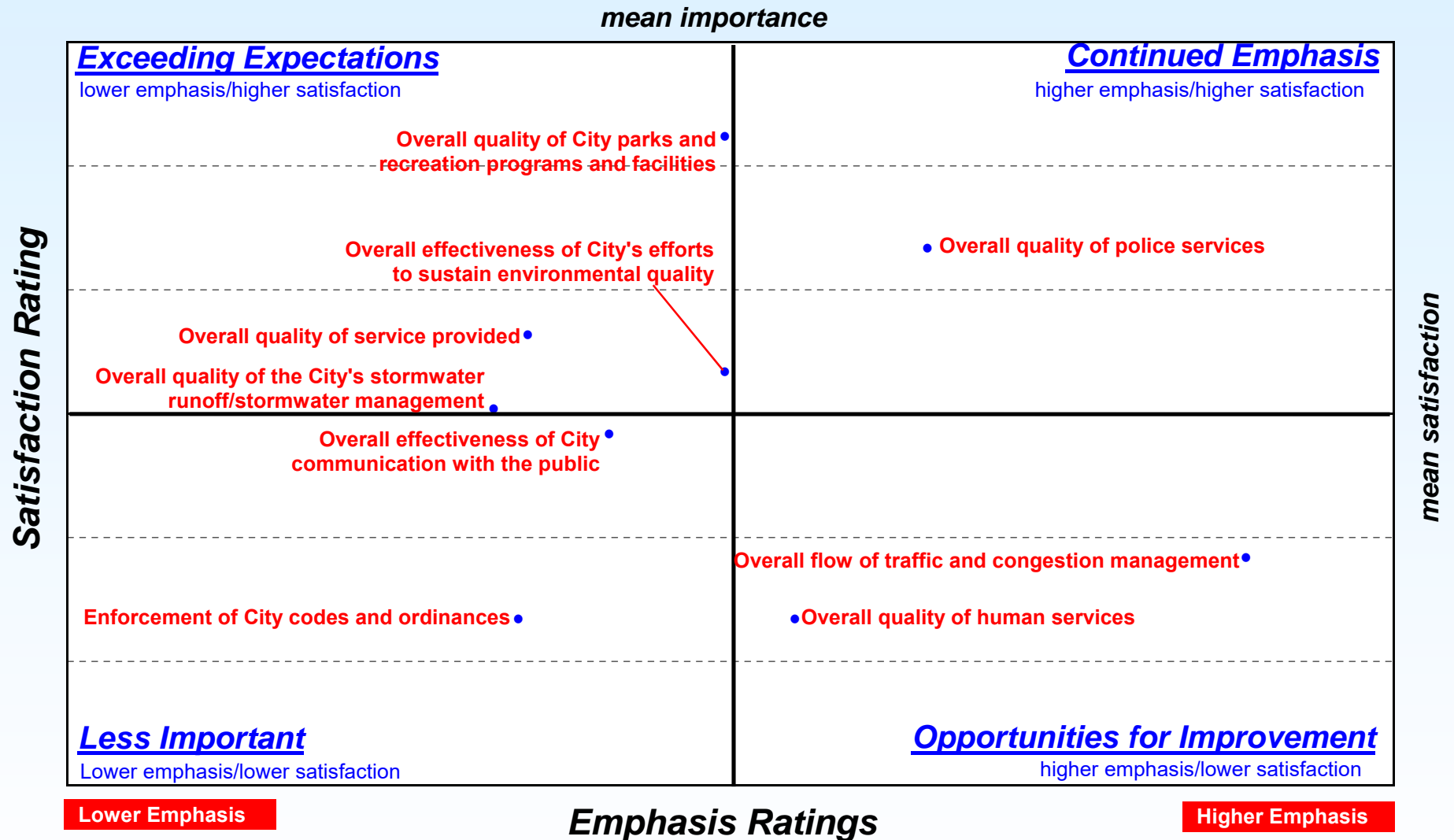
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the City of Shoreline are provided on the following pages.

# City of Shoreline 2016 Community Survey Importance-Satisfaction Assessment Matrix

## **-Quality of Services and Facilities-**

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)

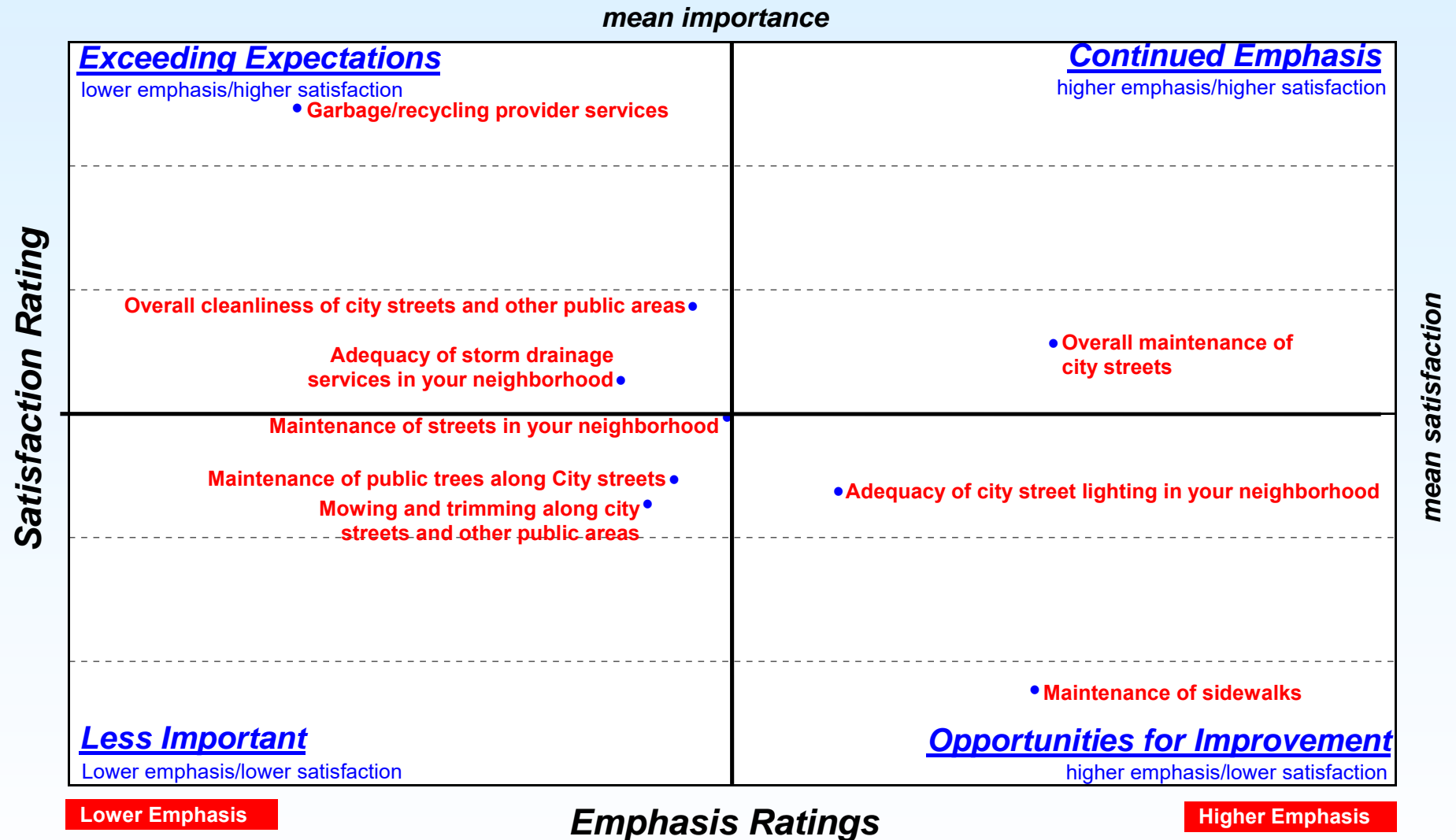


Source: ETC Institute (2016)

# City of Shoreline 2016 Community Survey Importance-Satisfaction Assessment Matrix

## **-Maintenance Services-**

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)

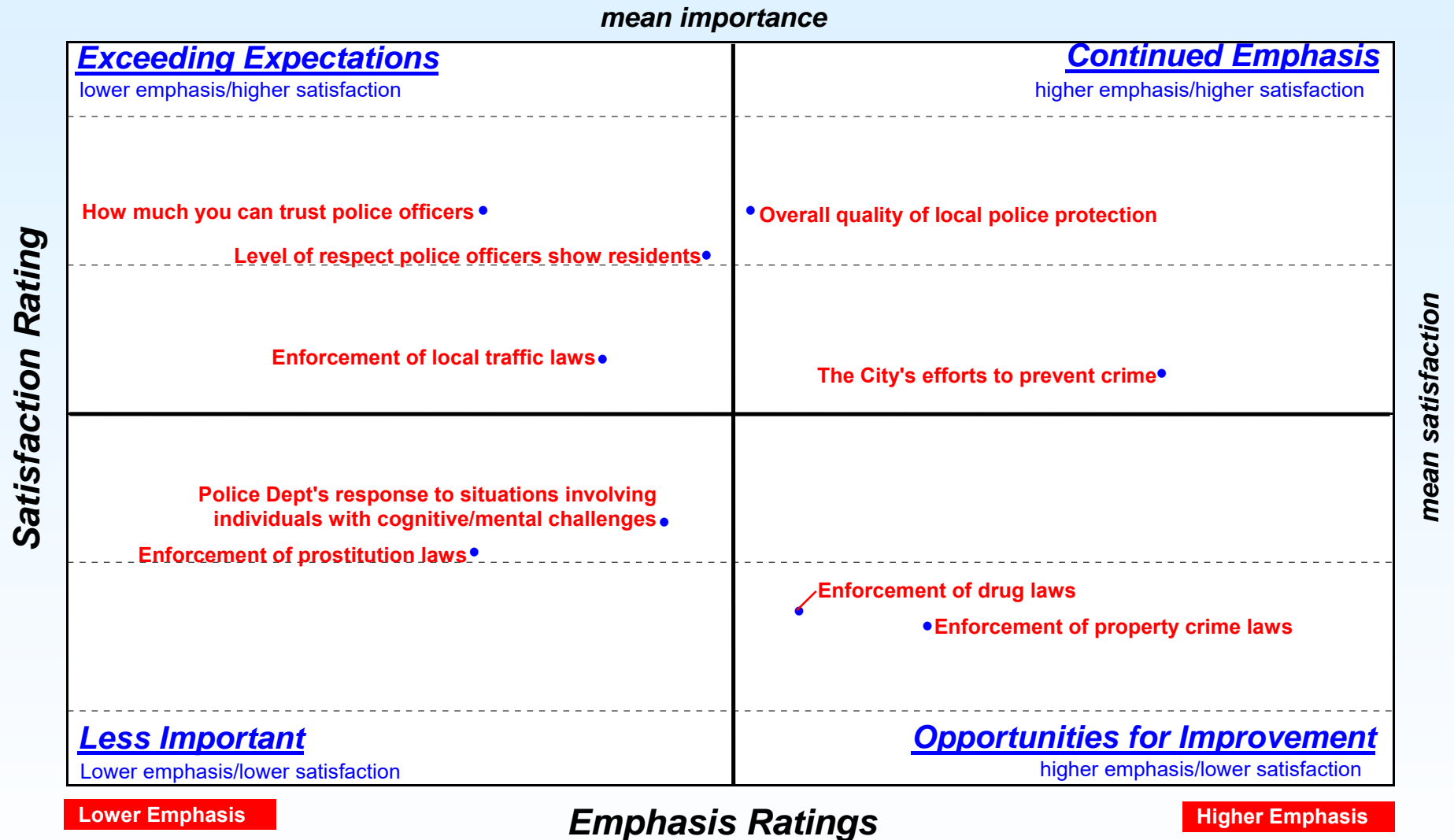


Source: ETC Institute (2016)

# City of Shoreline 2016 Community Survey Importance-Satisfaction Assessment Matrix

## -Public Safety-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



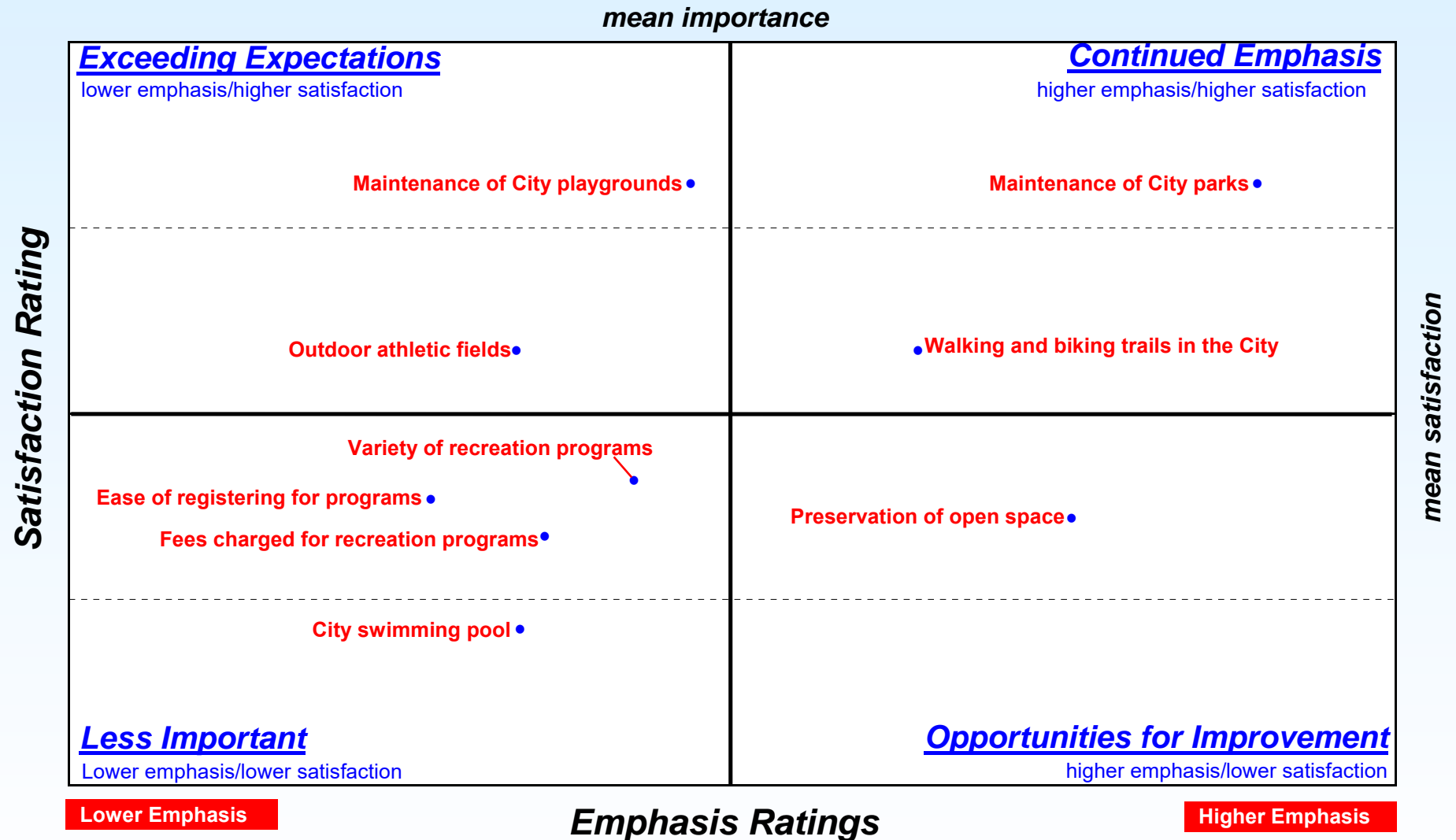
Source: ETC Institute (2016)



# City of Shoreline 2016 Community Survey Importance-Satisfaction Assessment Matrix

## **-Parks and Recreation-**

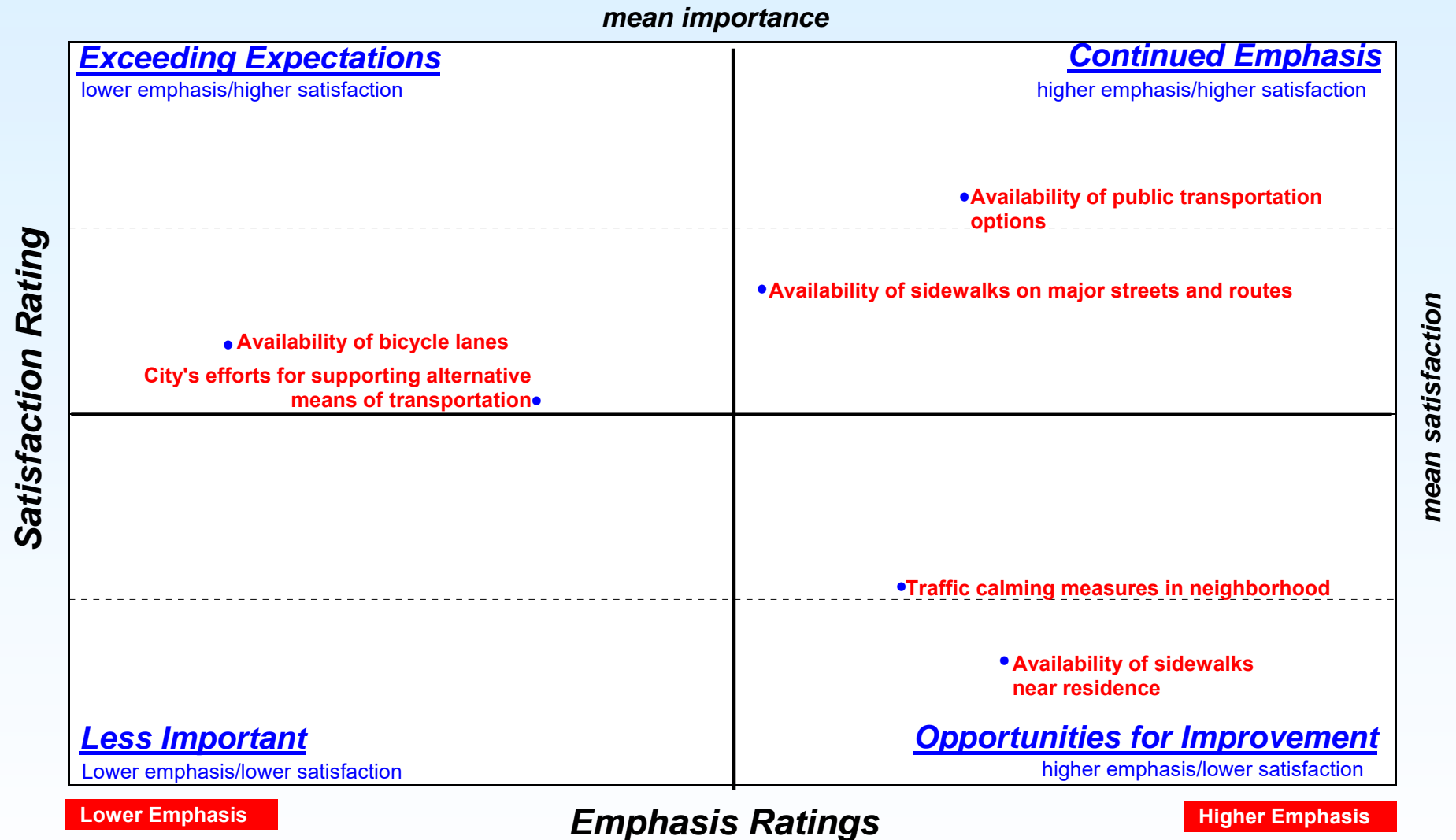
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



# City of Shoreline 2016 Community Survey Importance-Satisfaction Assessment Matrix

## -Transportation and Land Use-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



*Section 6:*  
*GIS Maps*

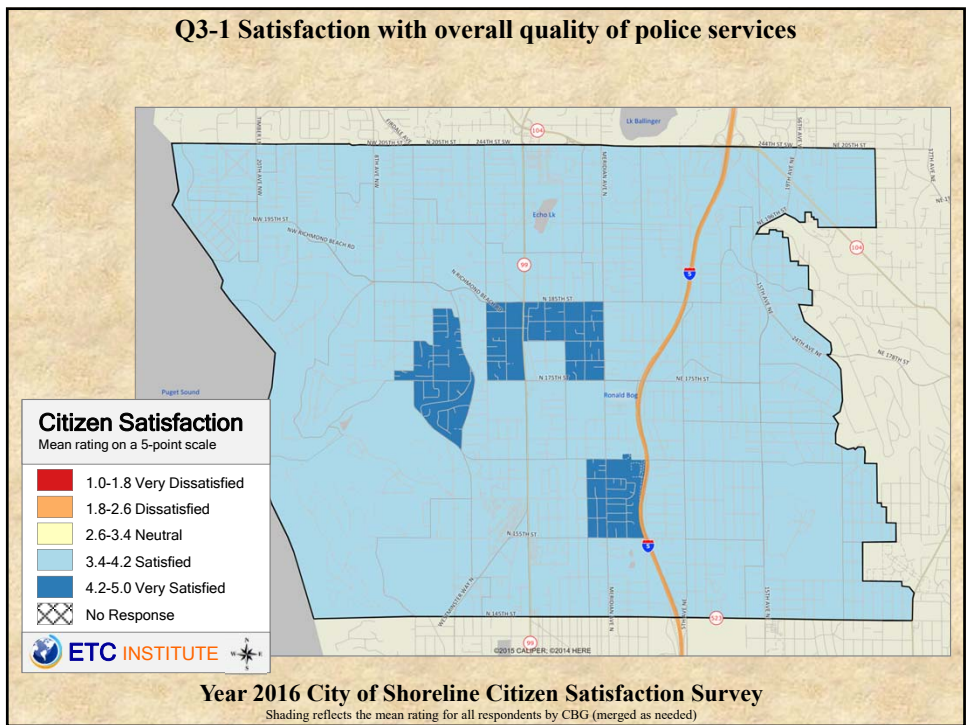
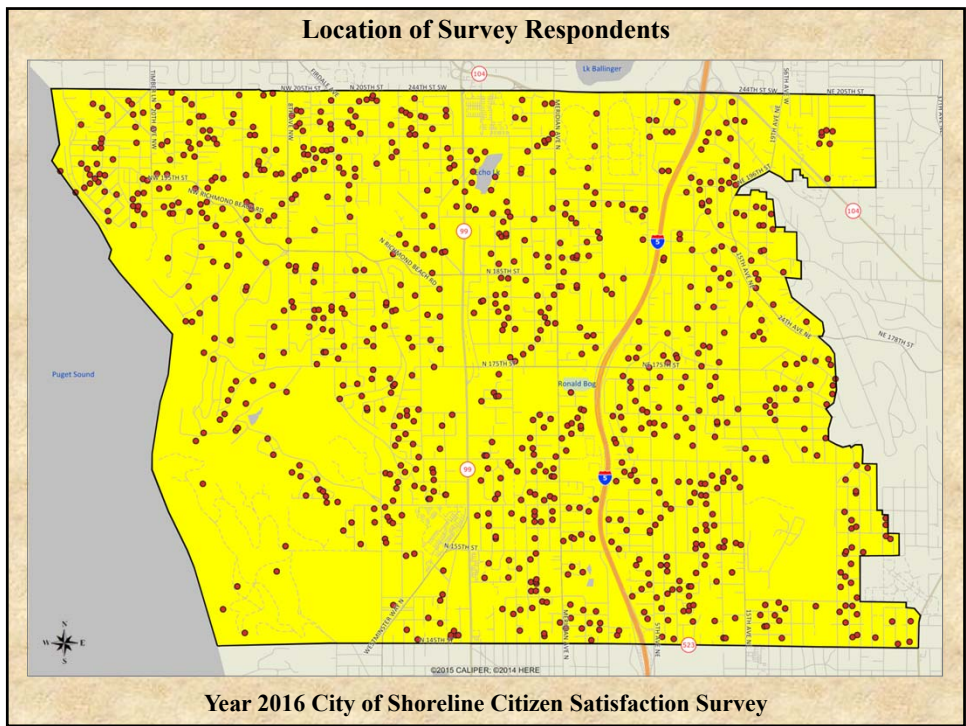
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## Interpreting the Maps

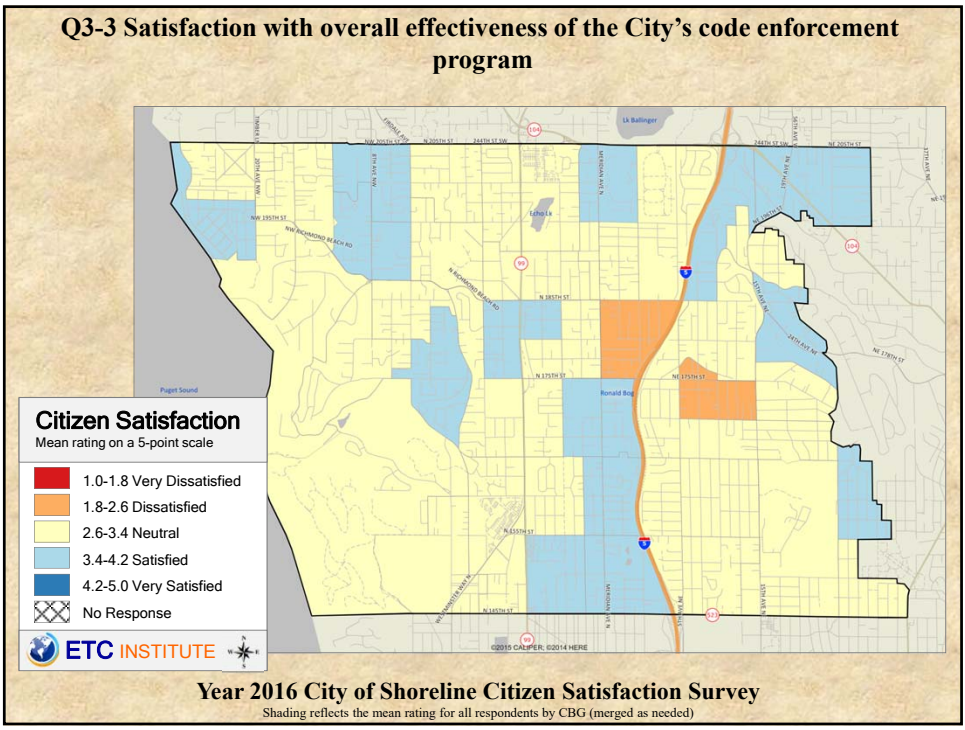
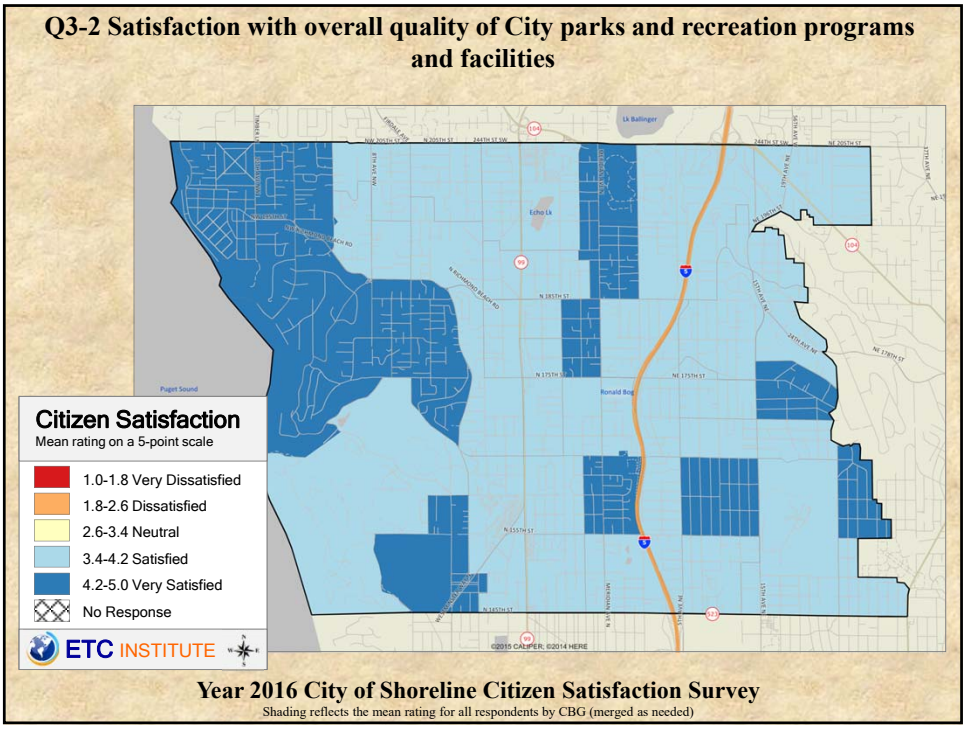
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

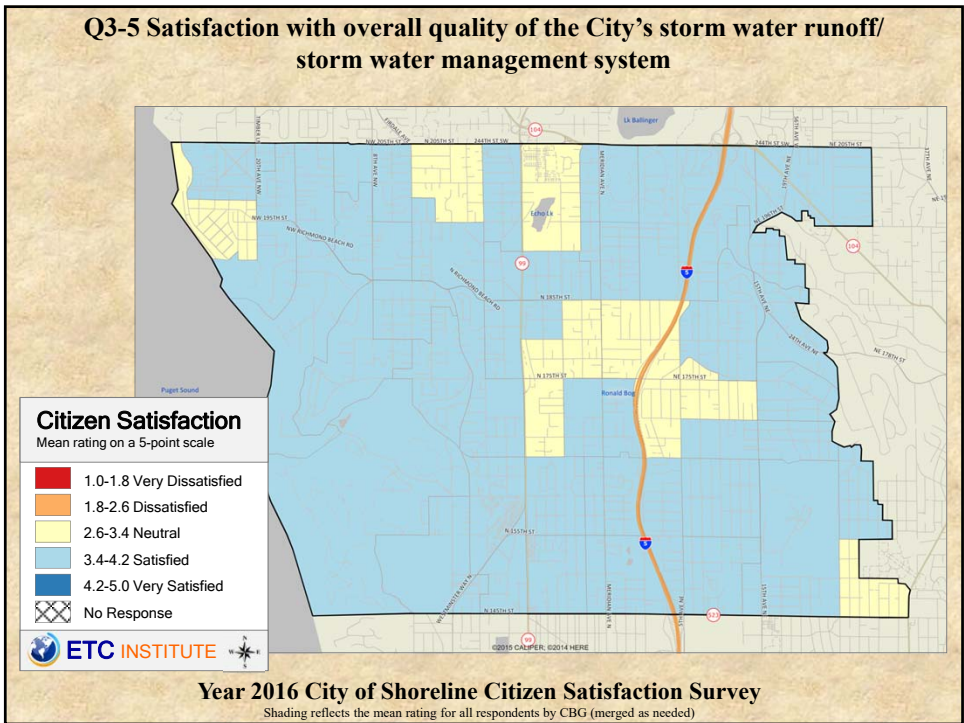
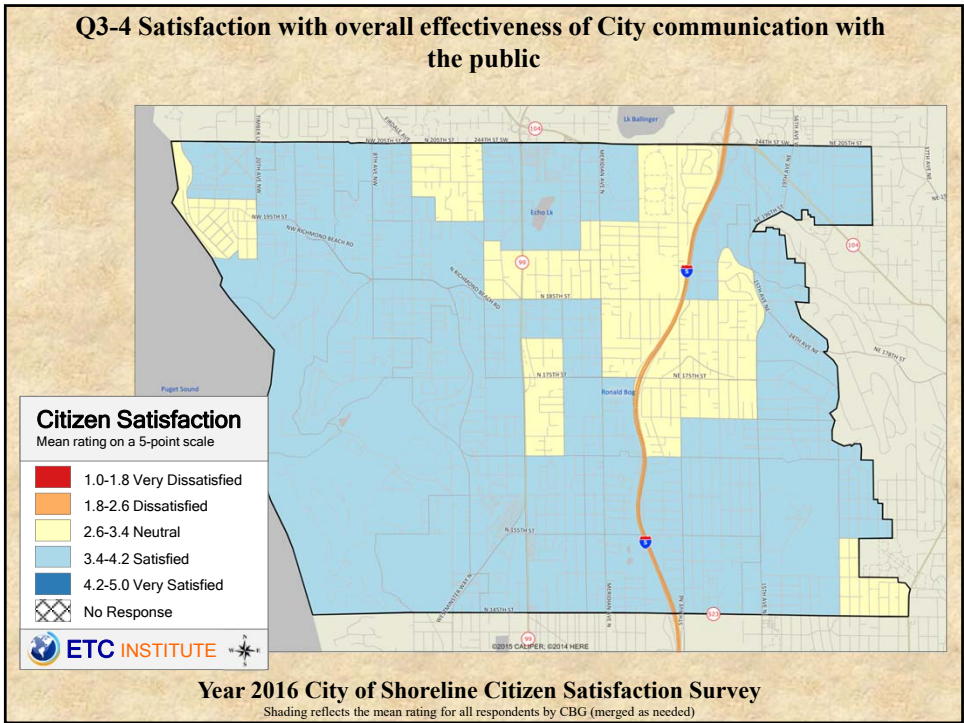
When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

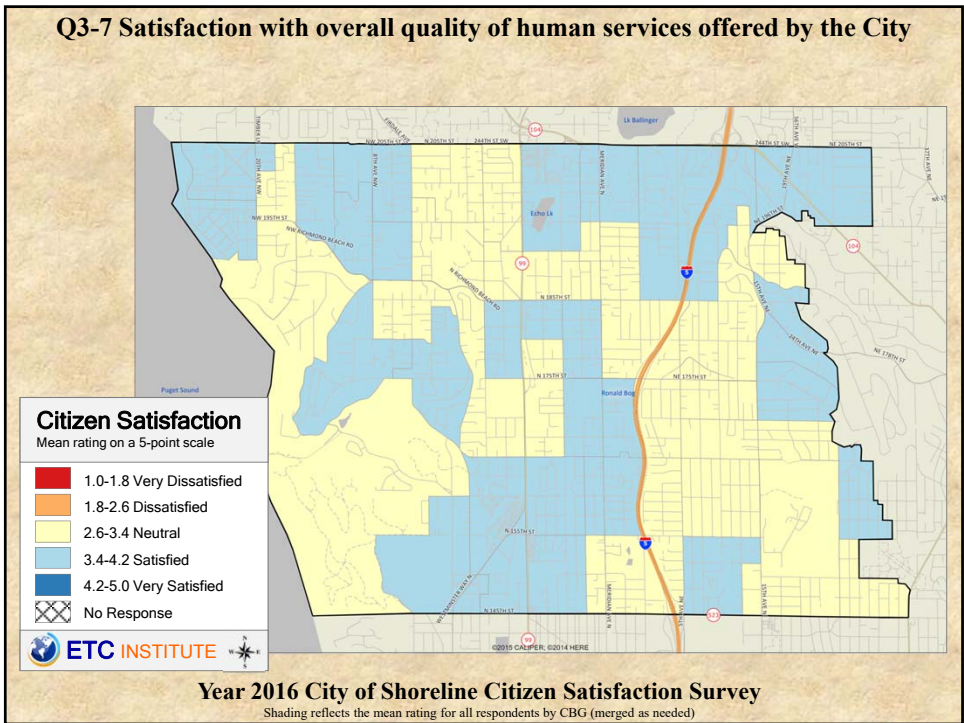
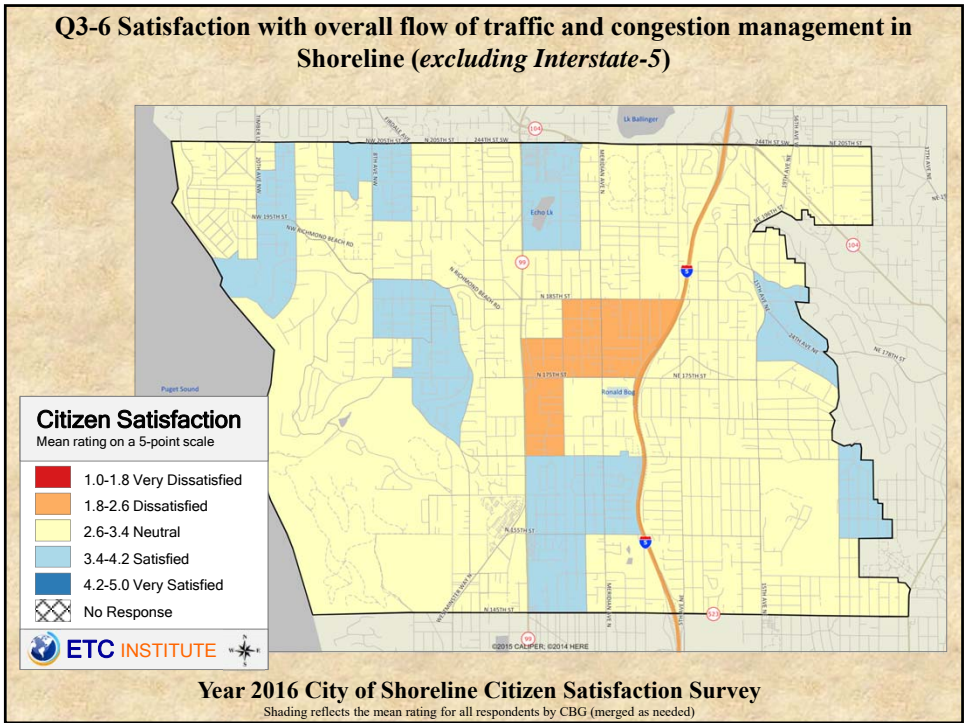




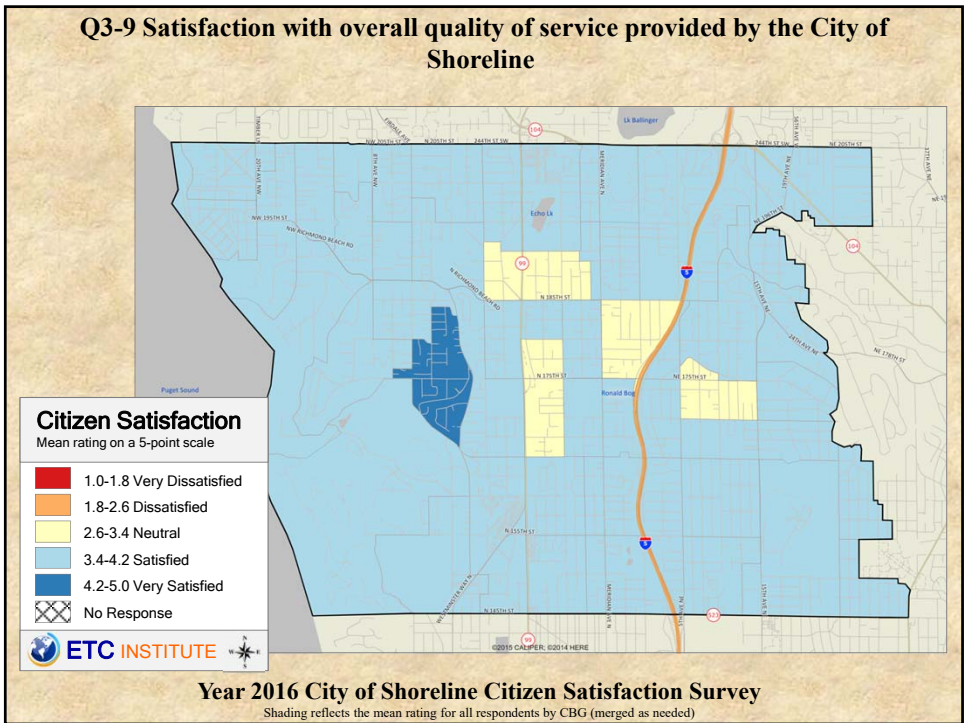
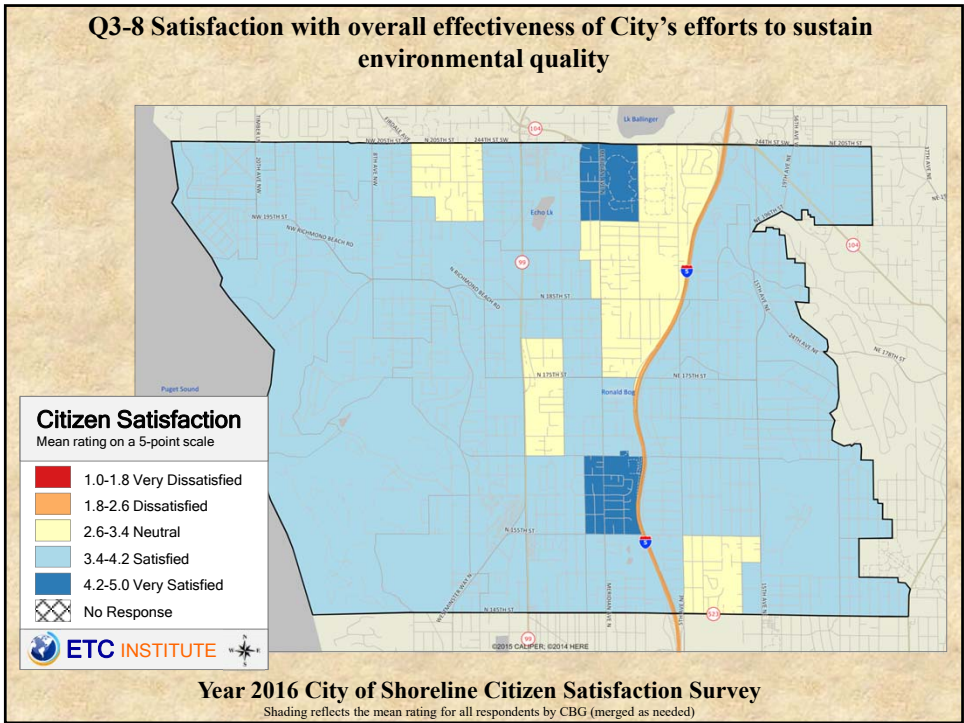


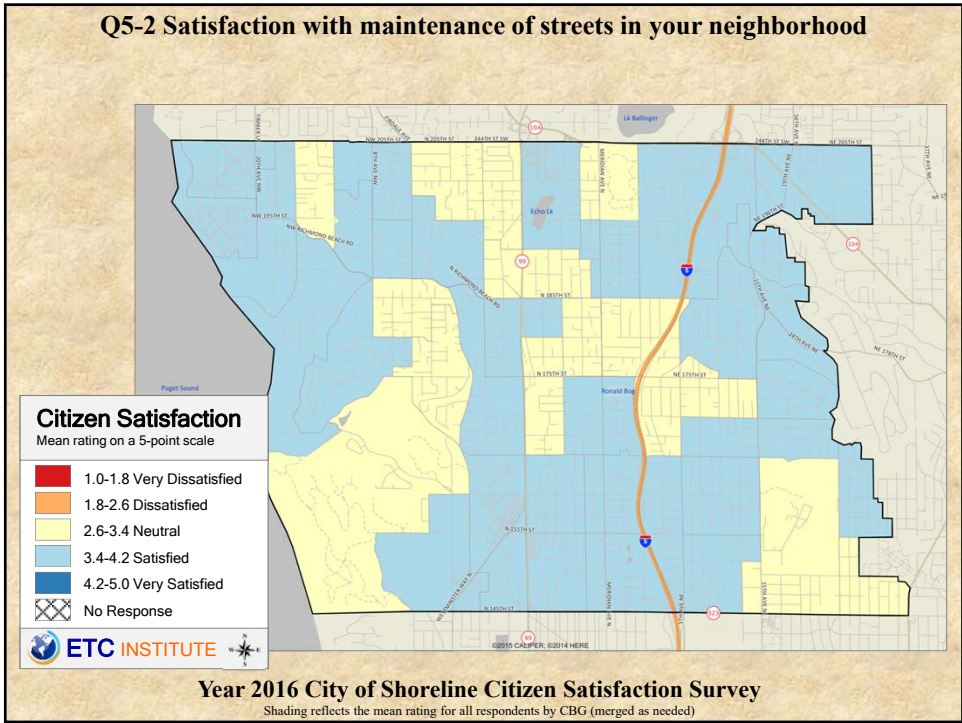
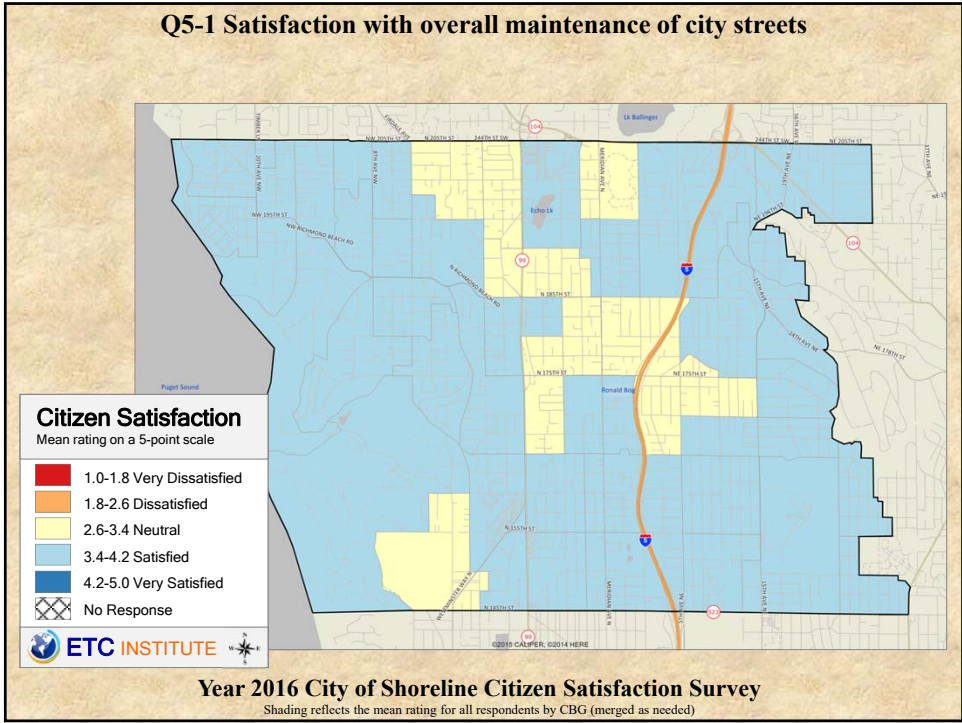




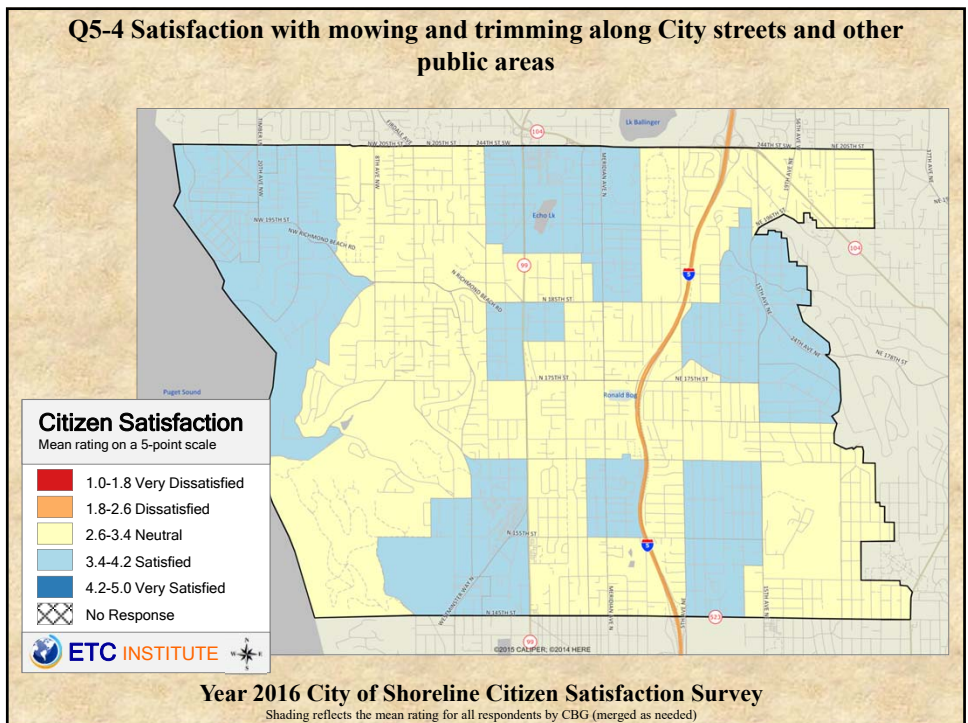
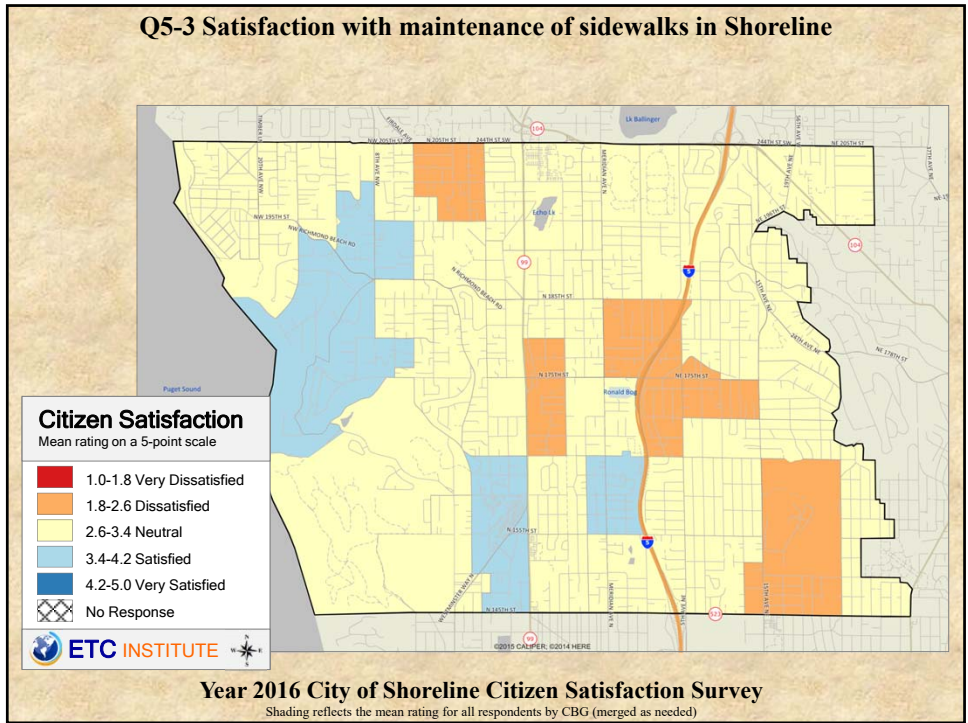


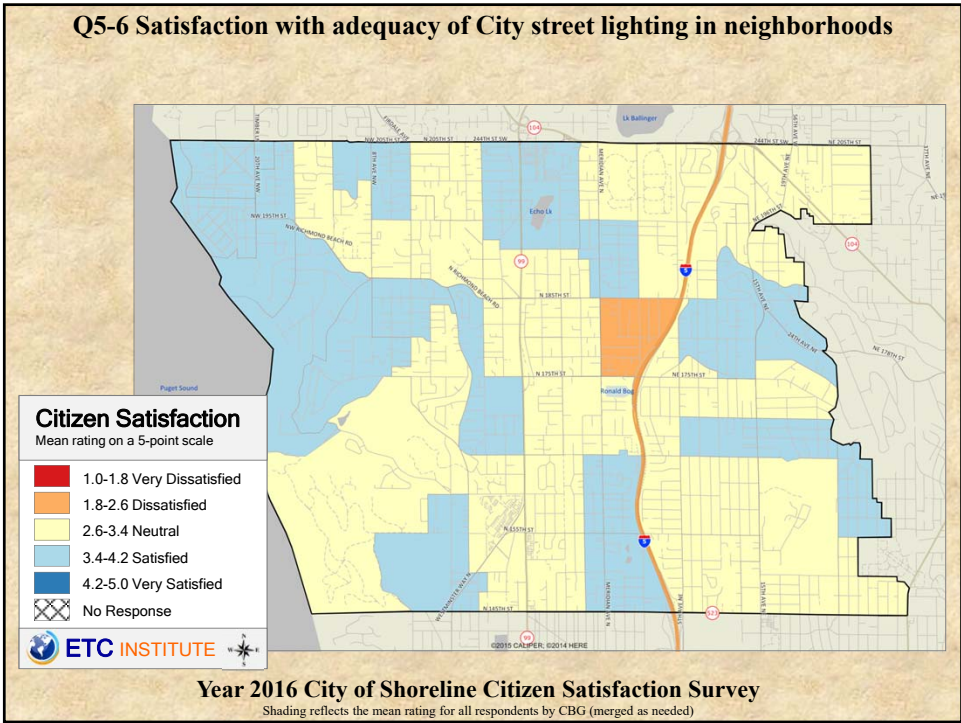
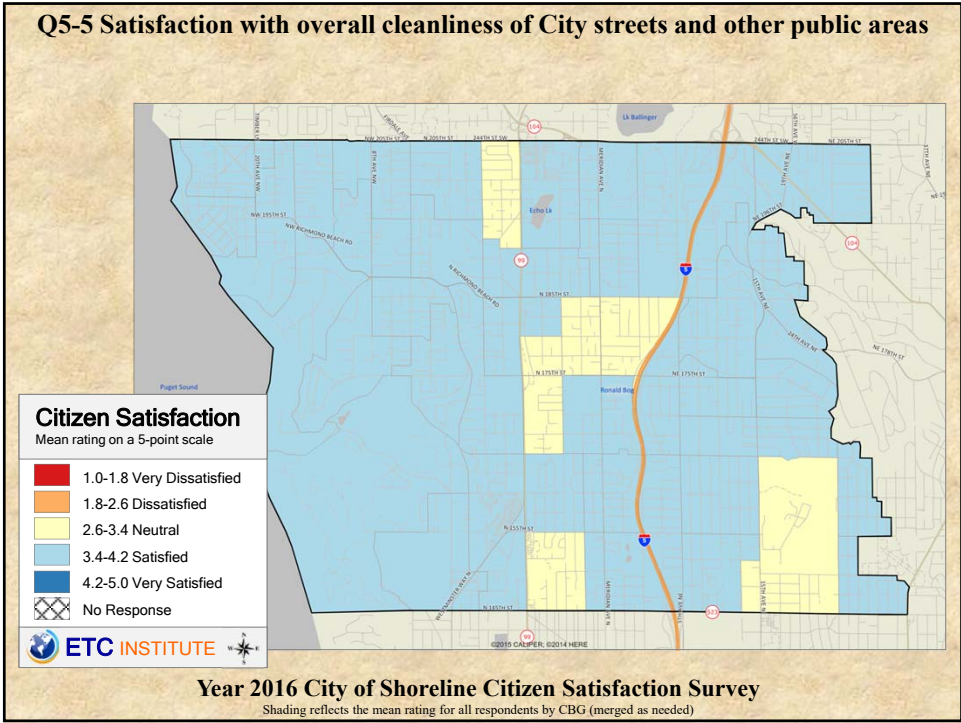




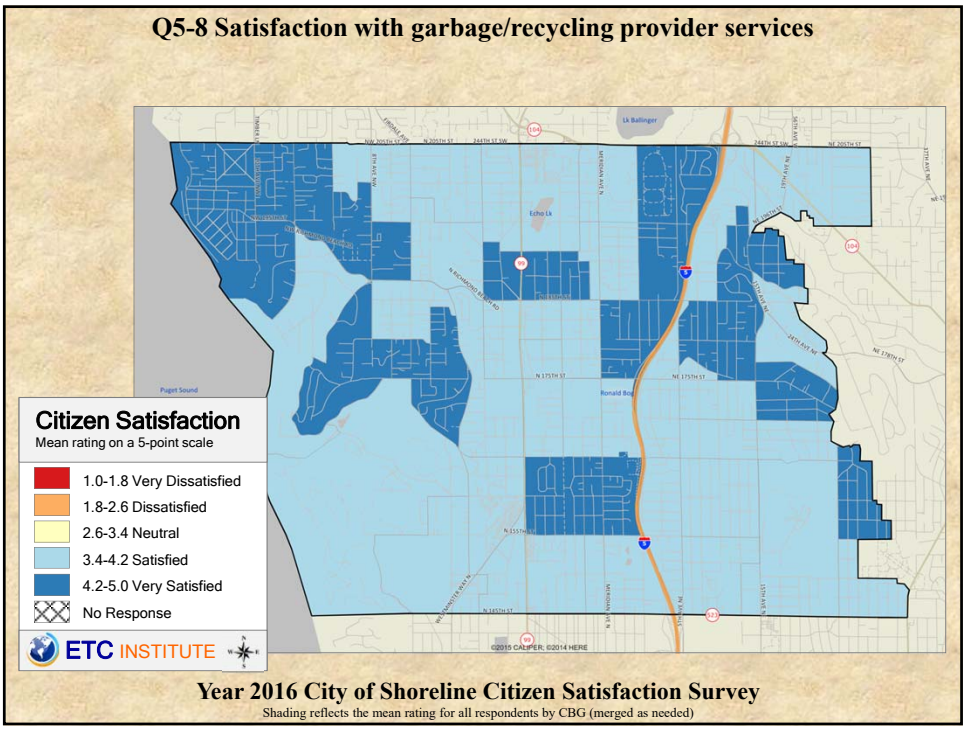
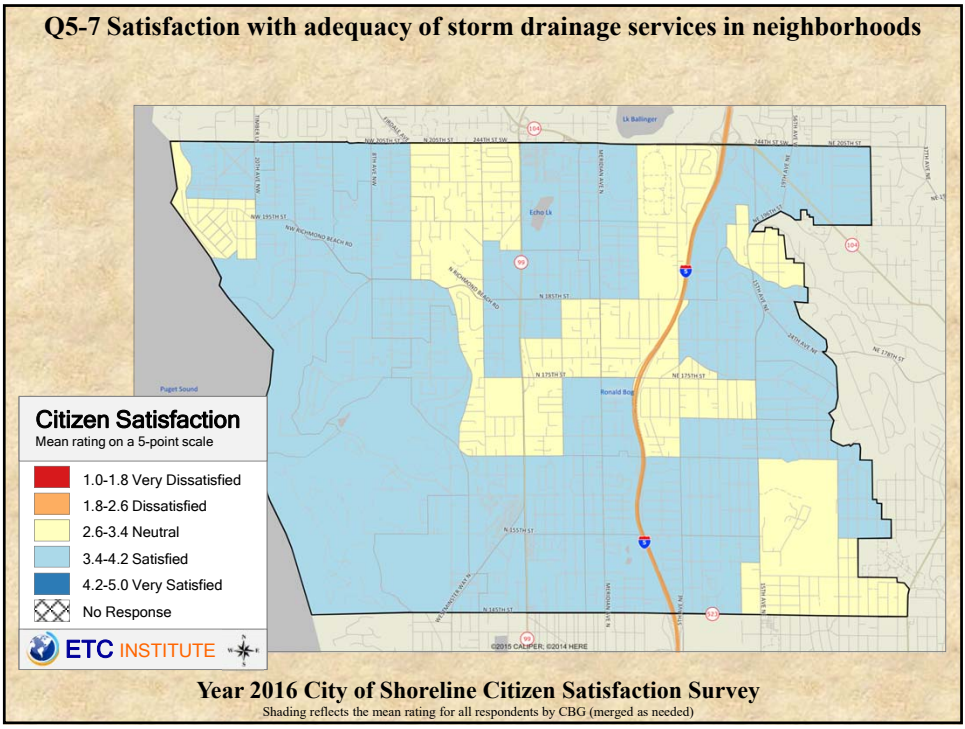


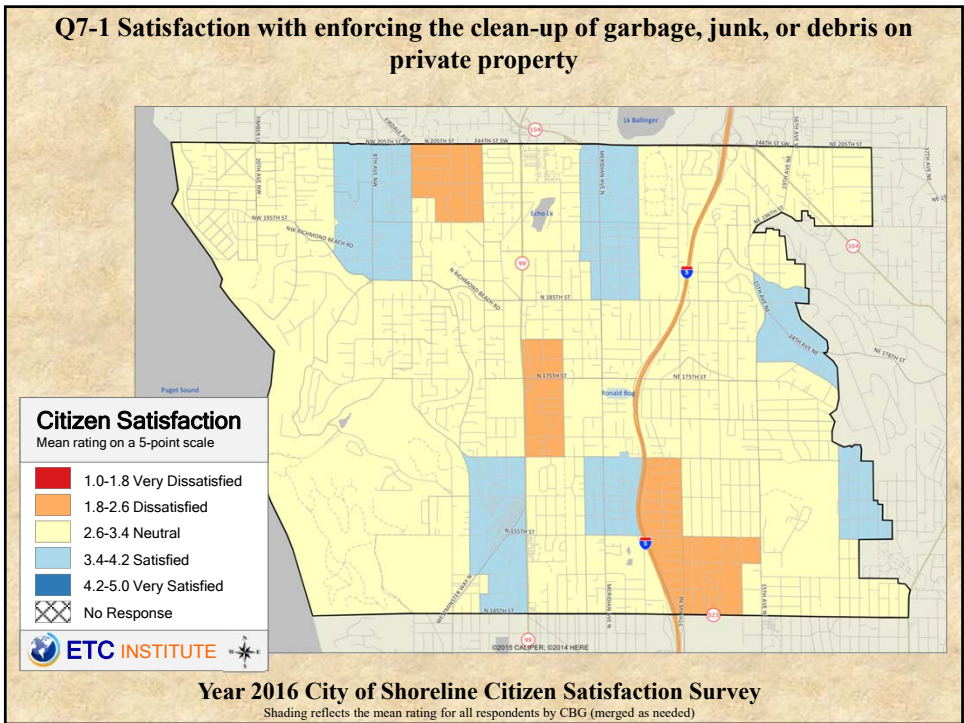
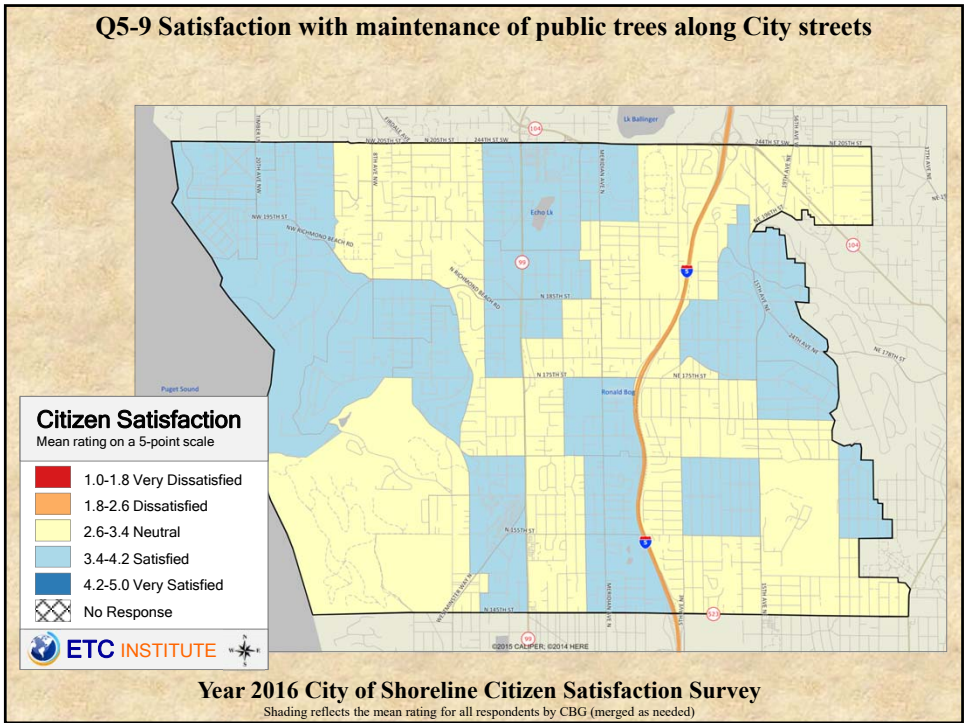




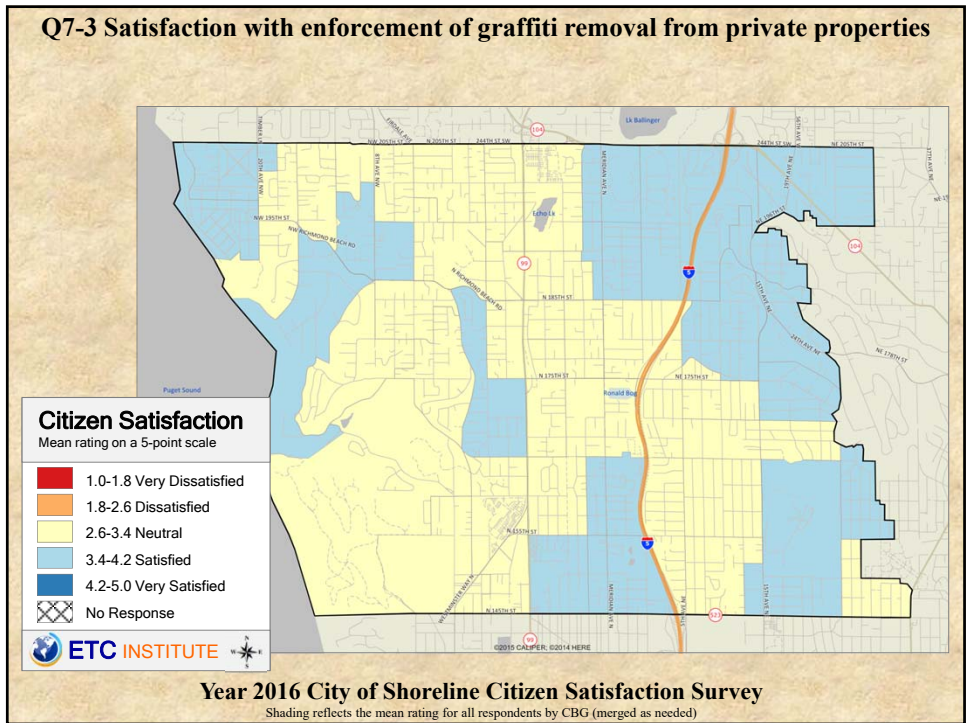
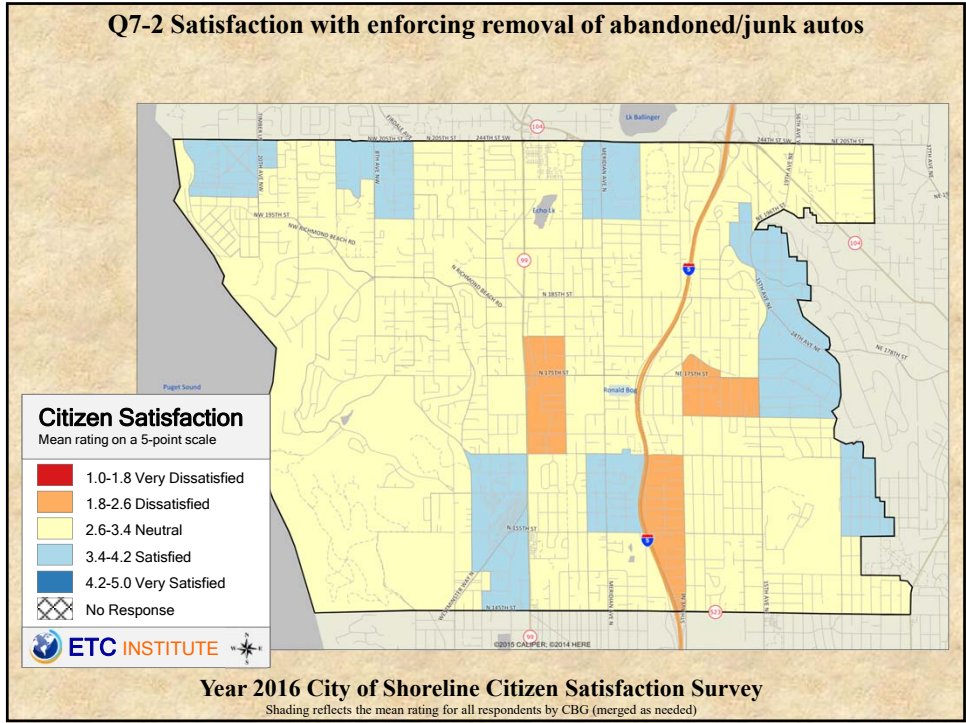


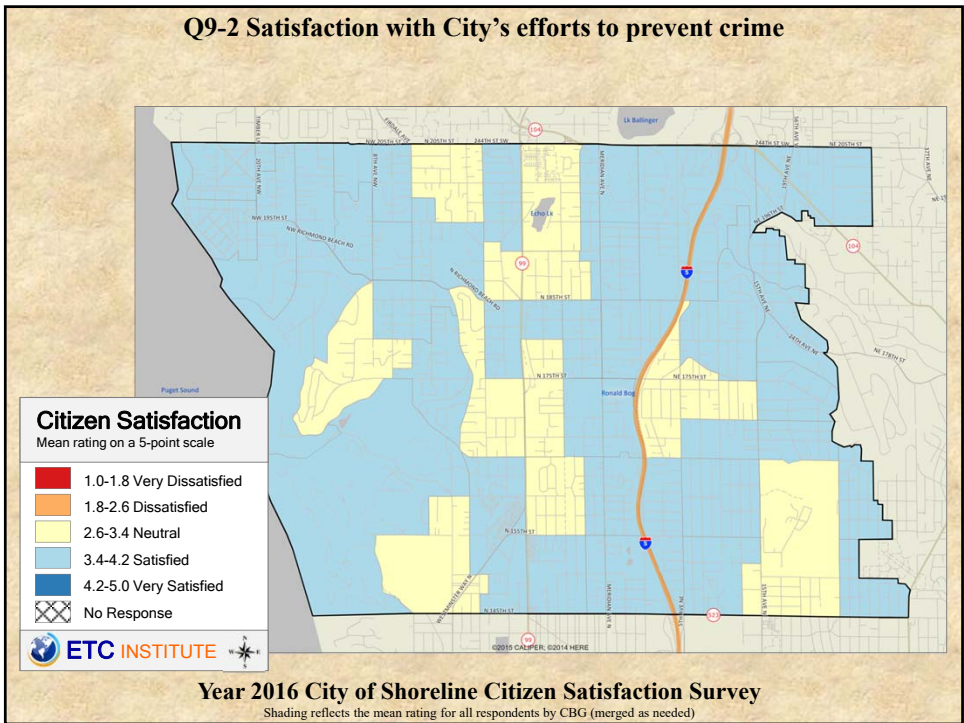
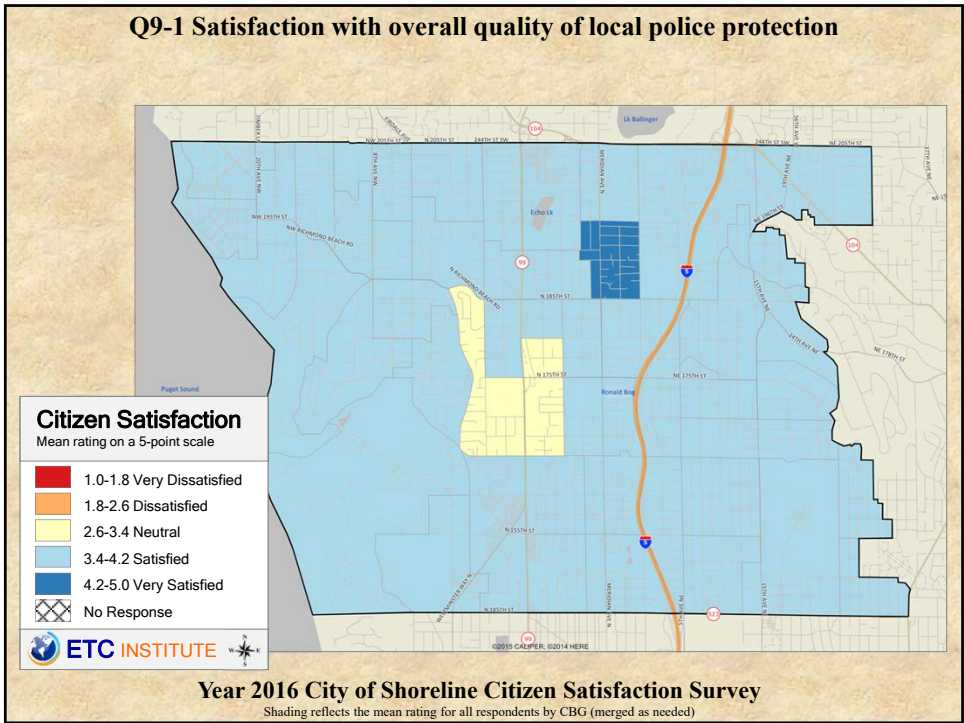




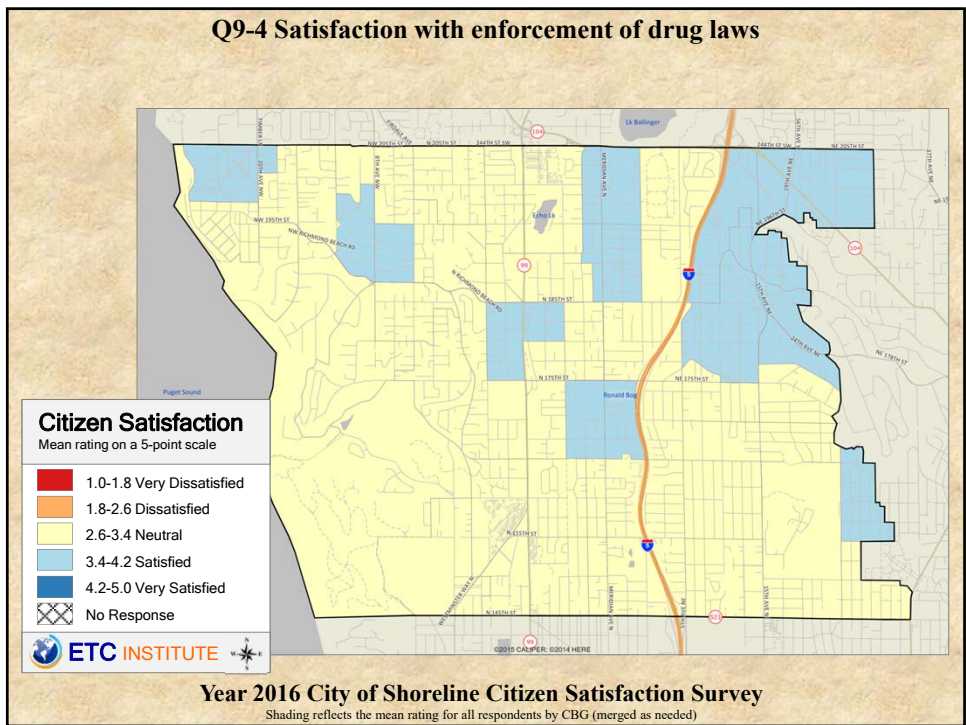
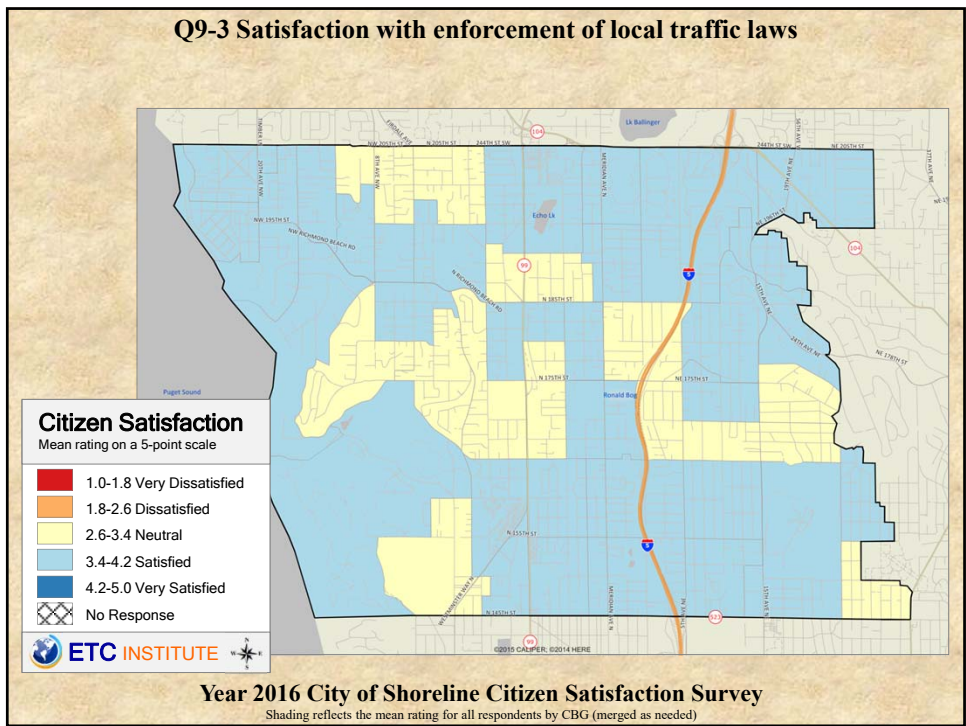


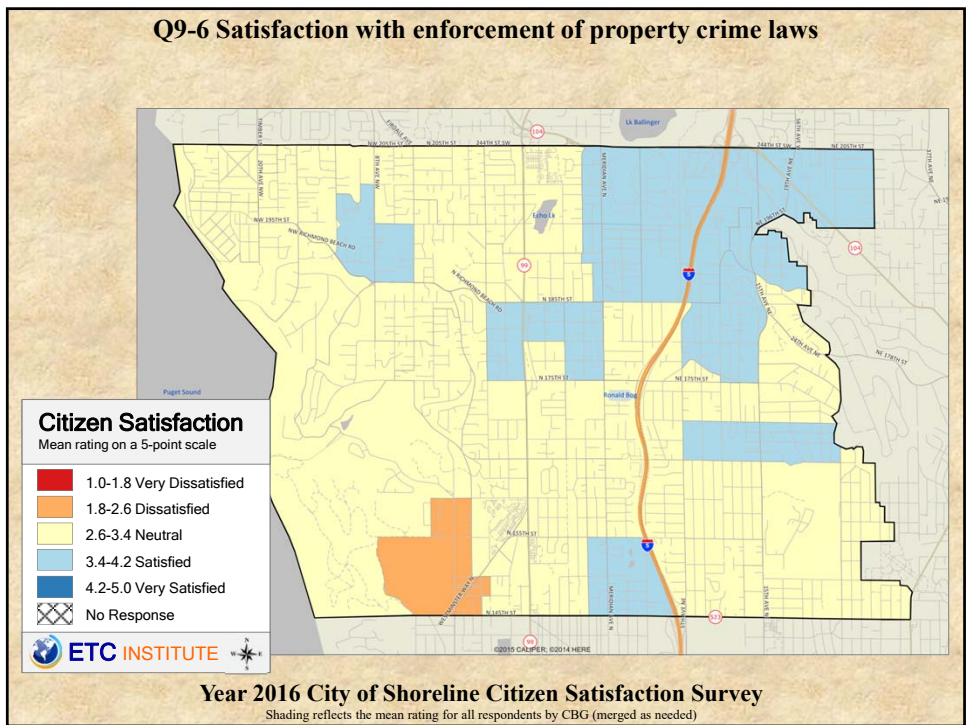
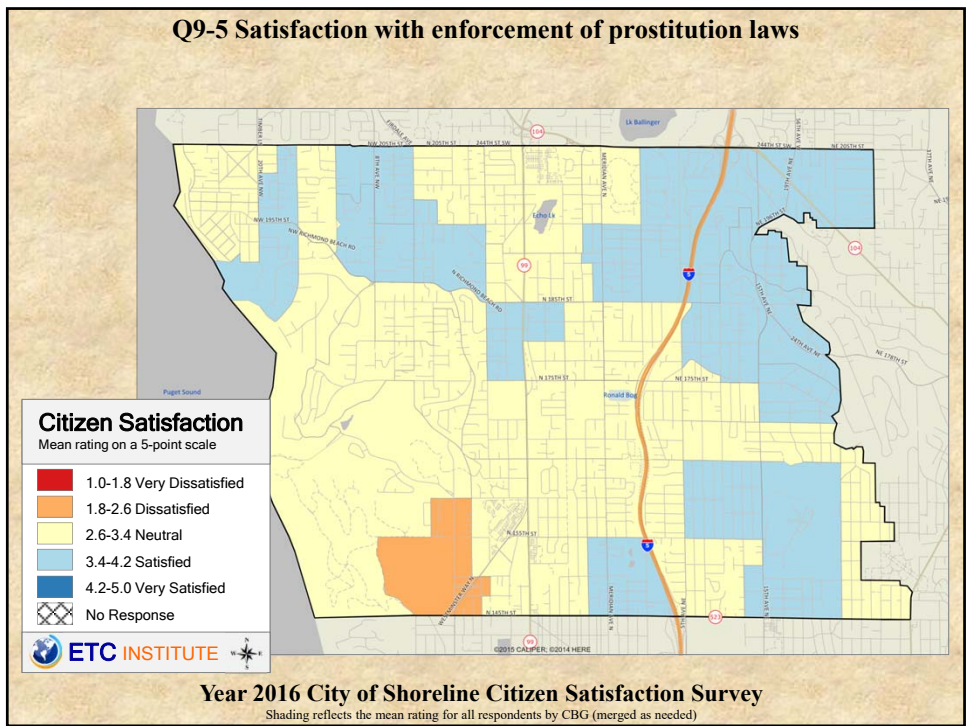






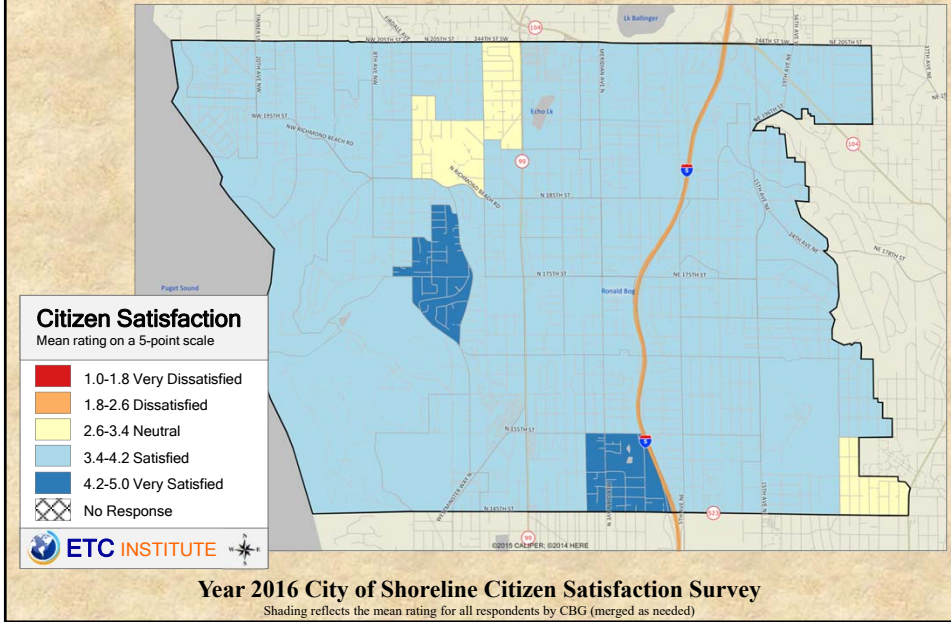




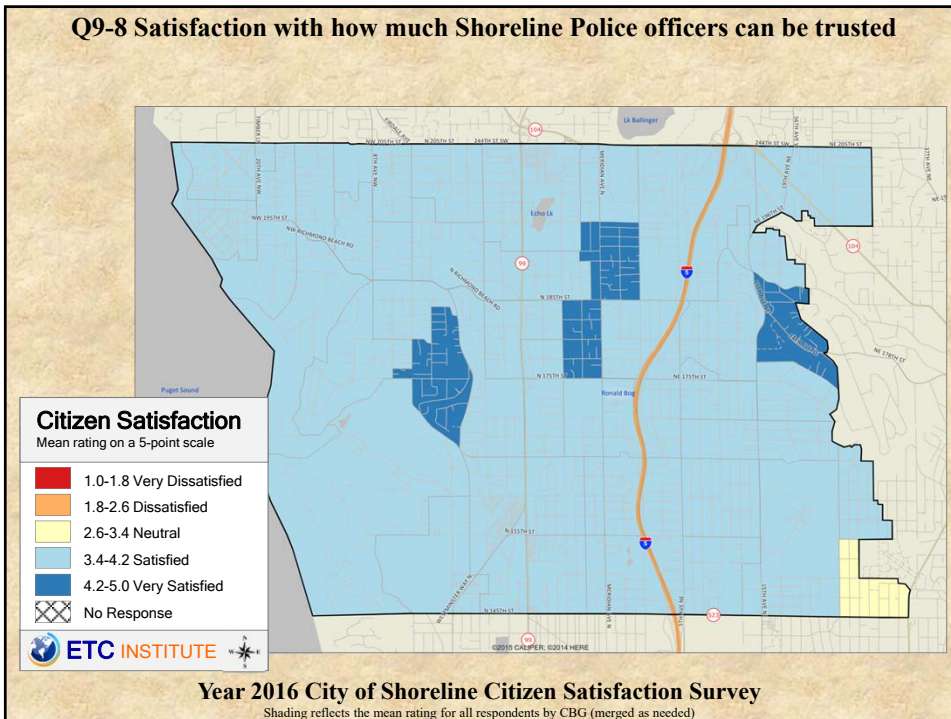


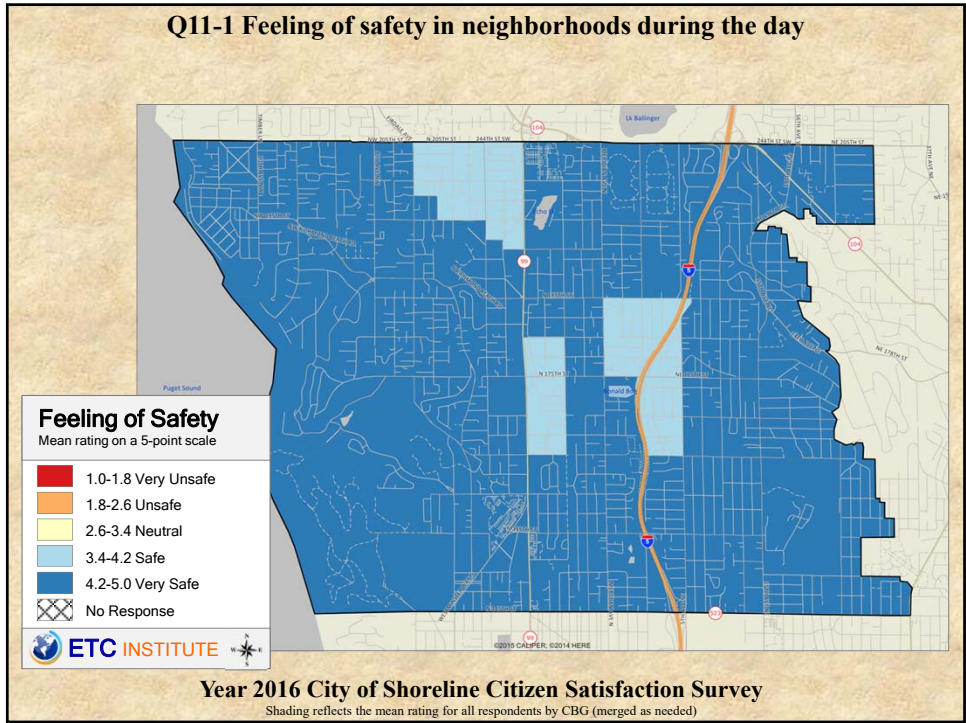
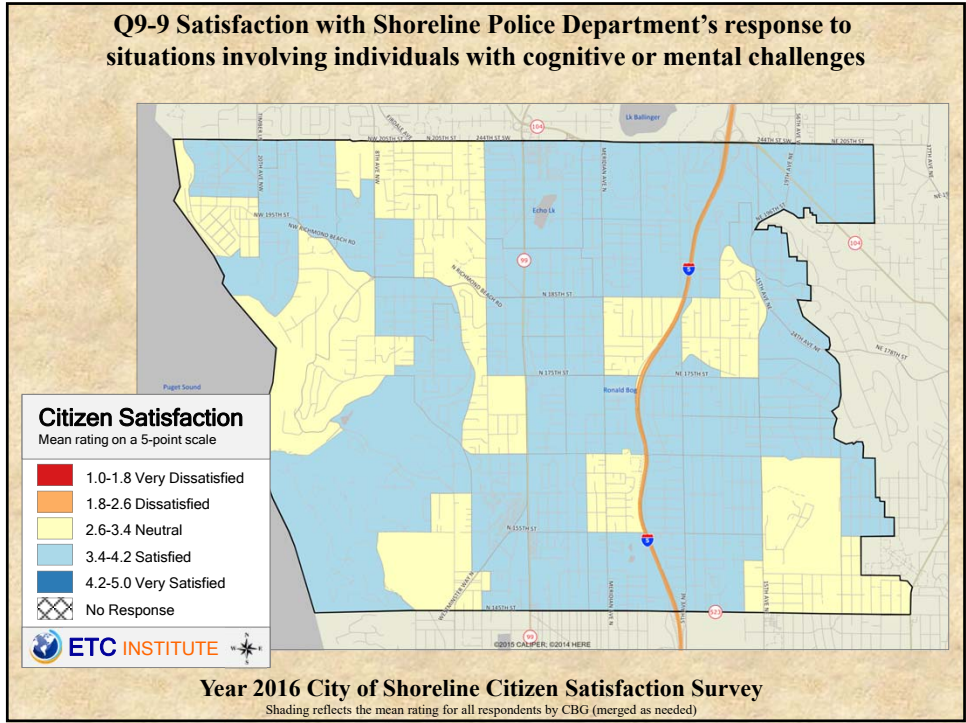


**Q9-7 Satisfaction with level of respect Shoreline Police officers show residents regardless of race, gender, age, and other factors**

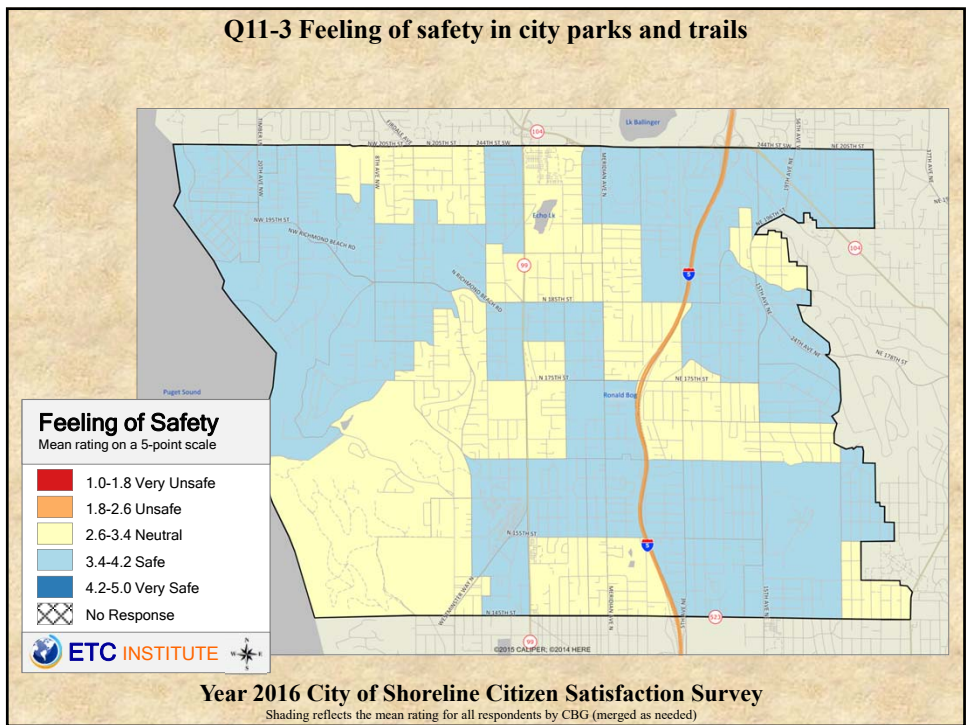
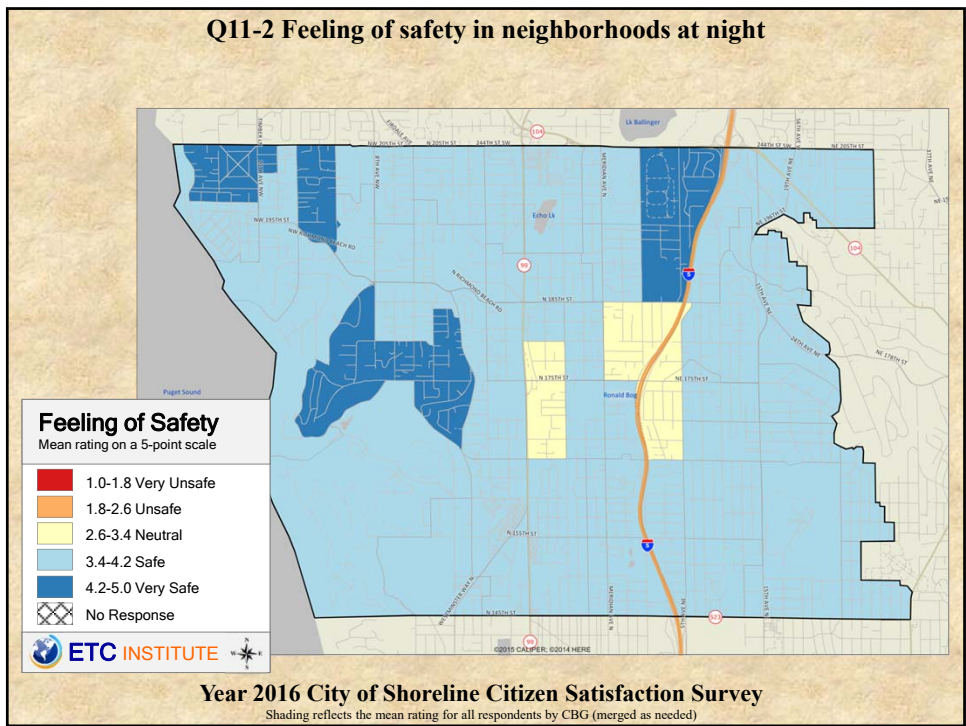


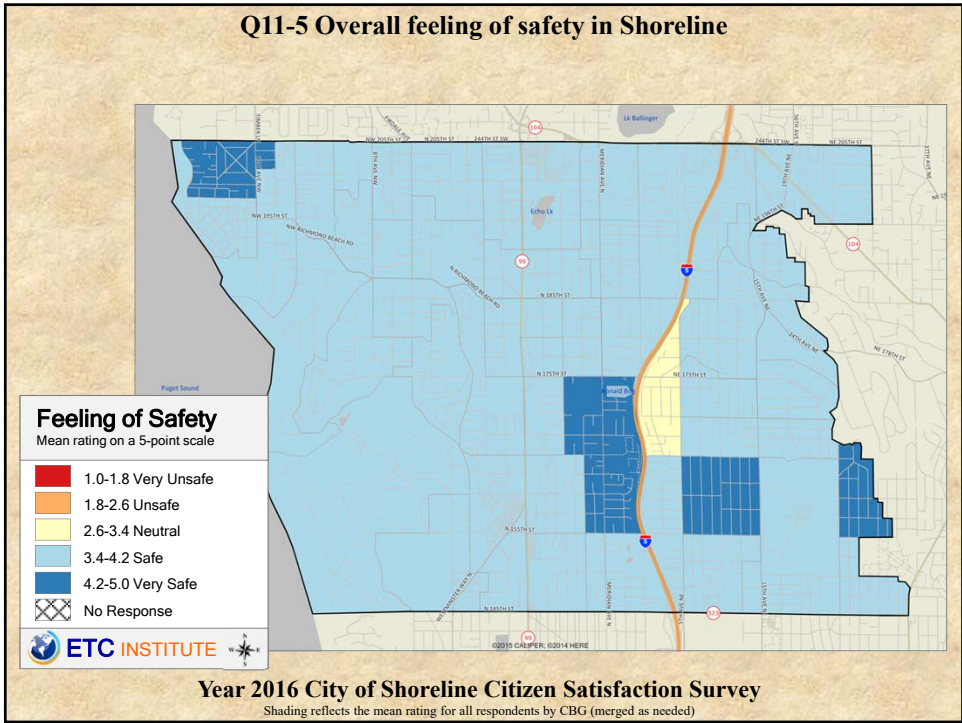
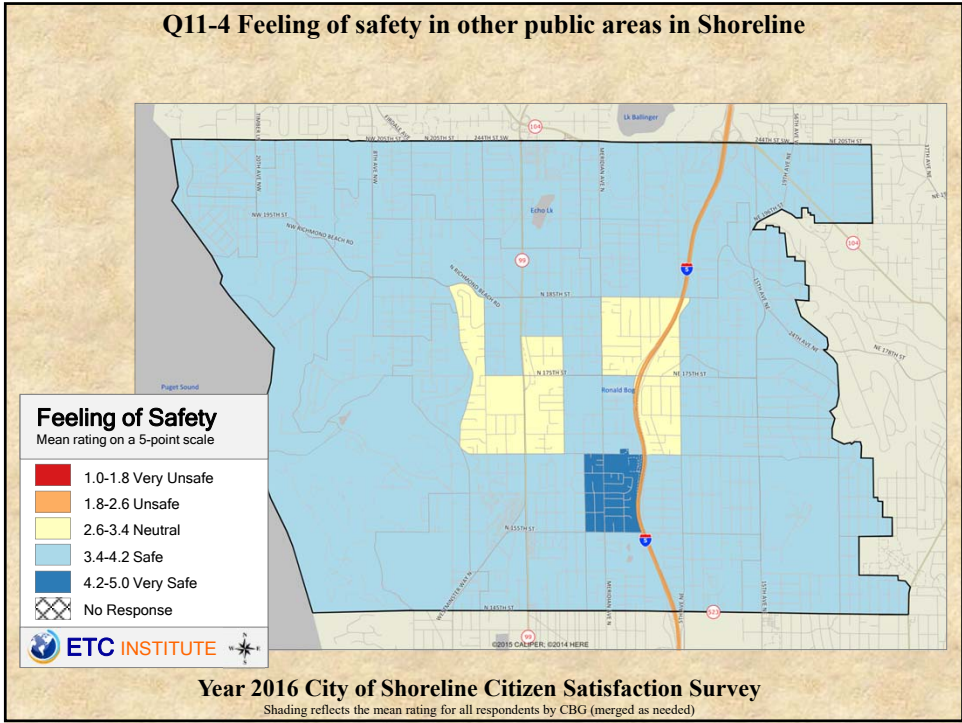
**Q9-8 Satisfaction with how much Shoreline Police officers can be trusted**



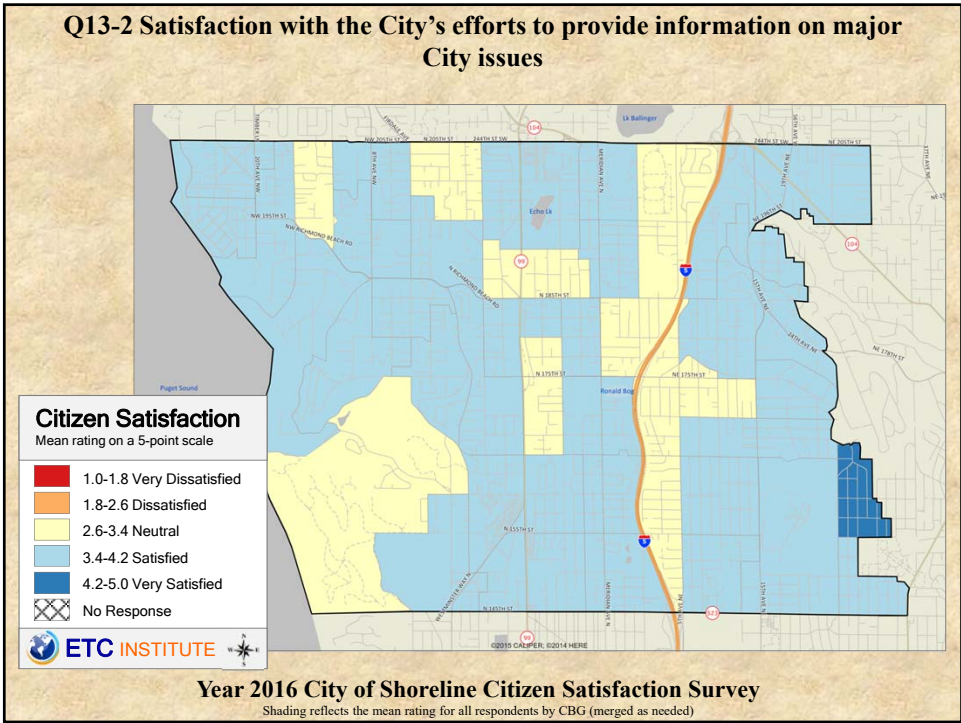
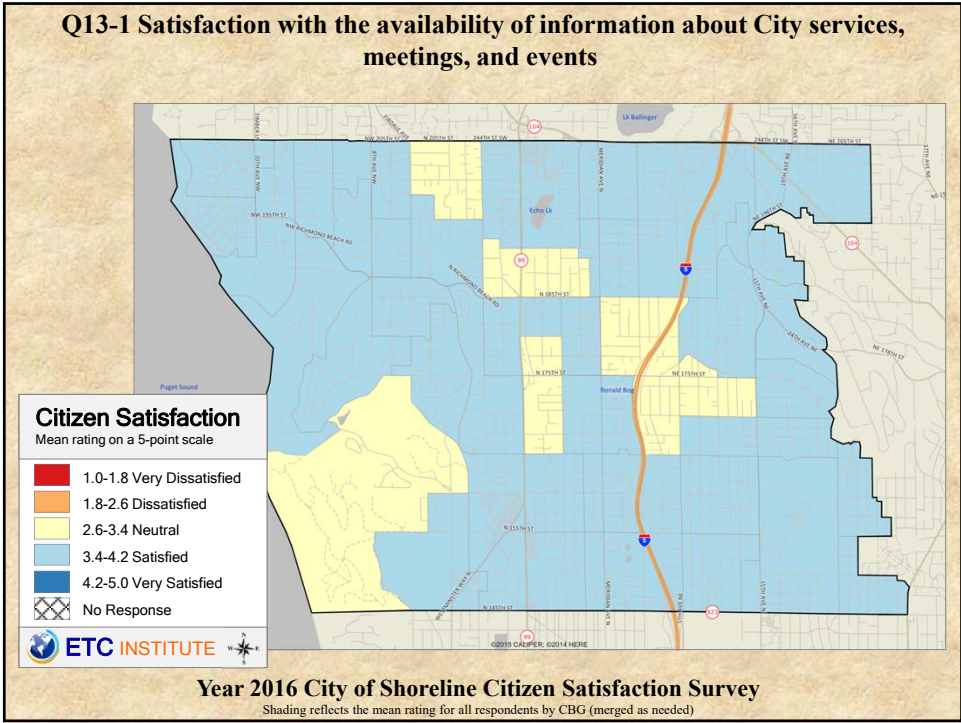


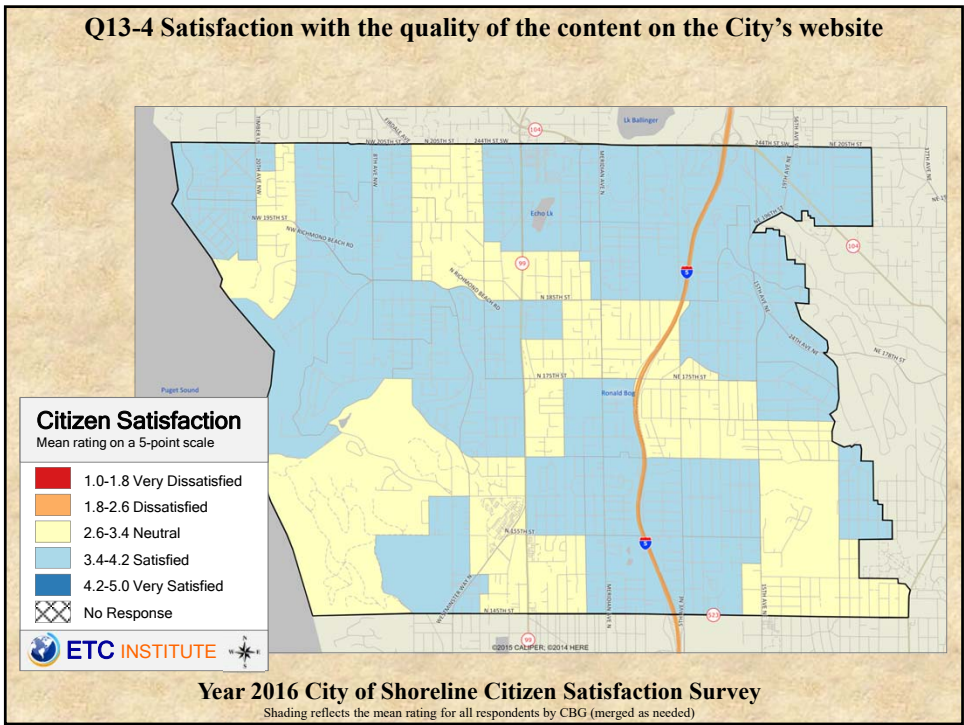
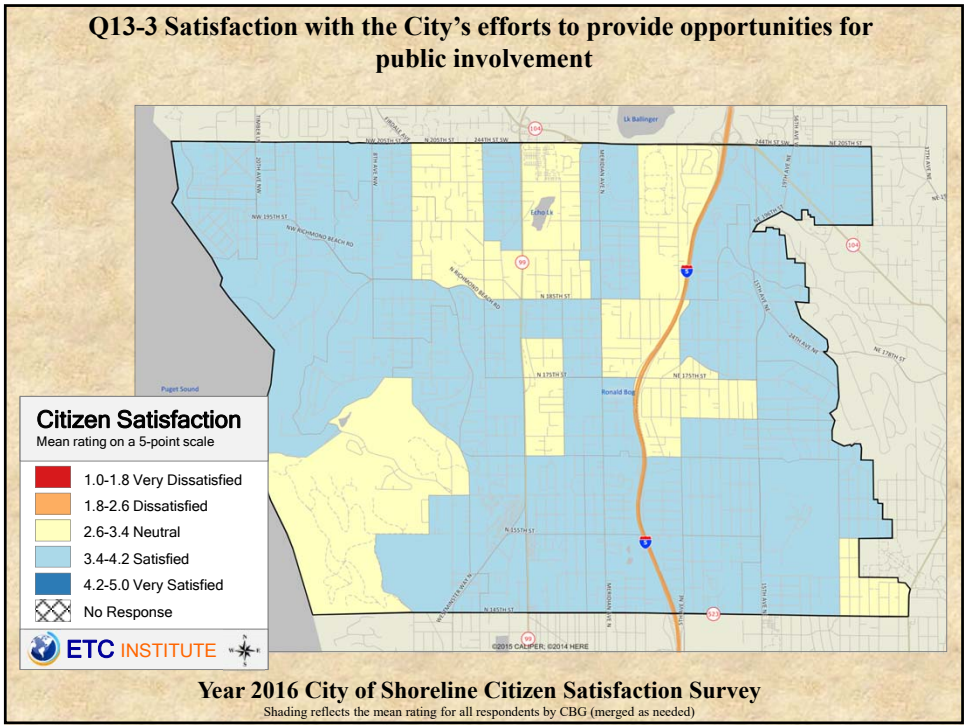




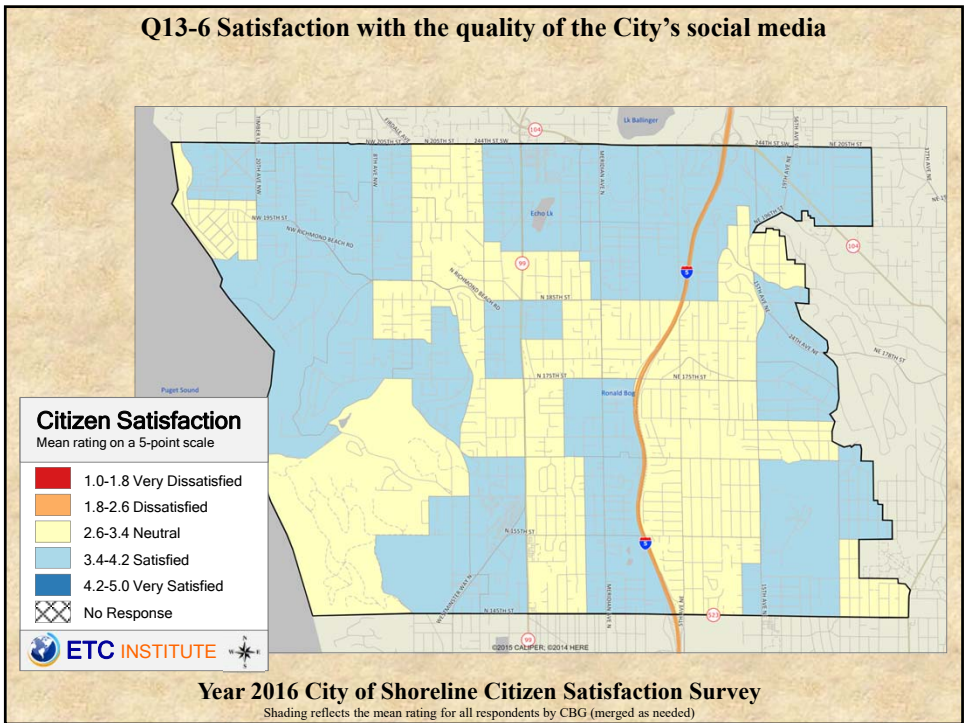
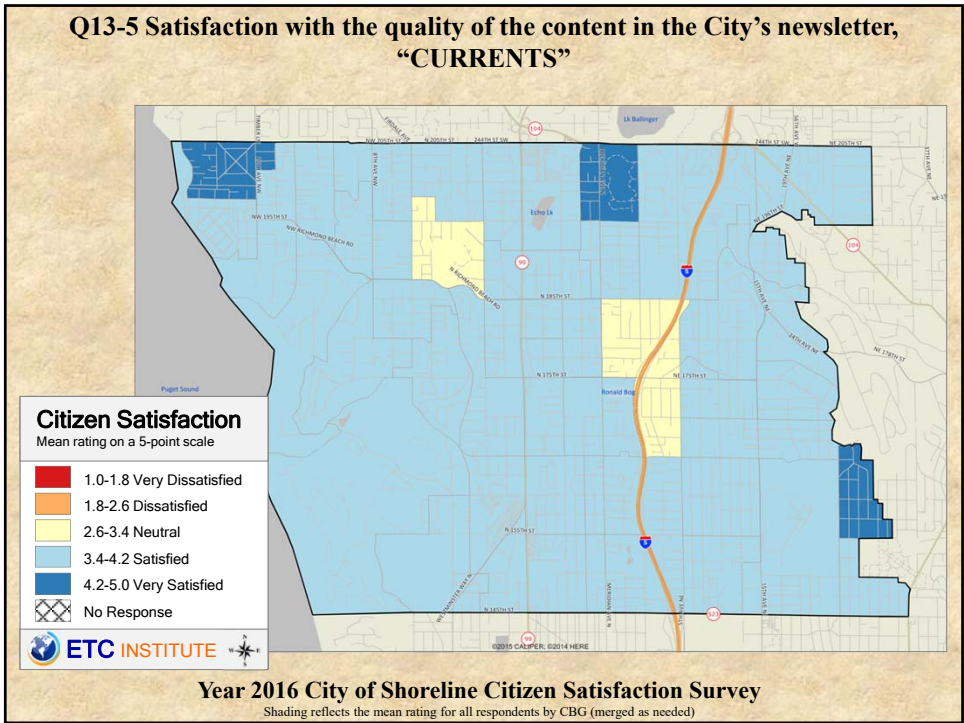


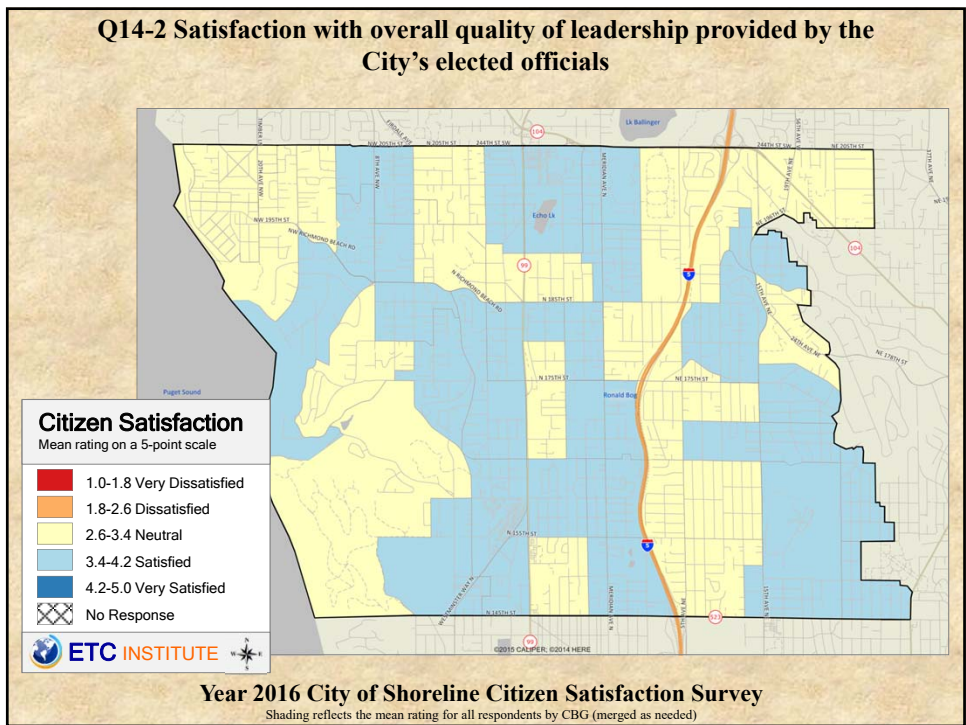
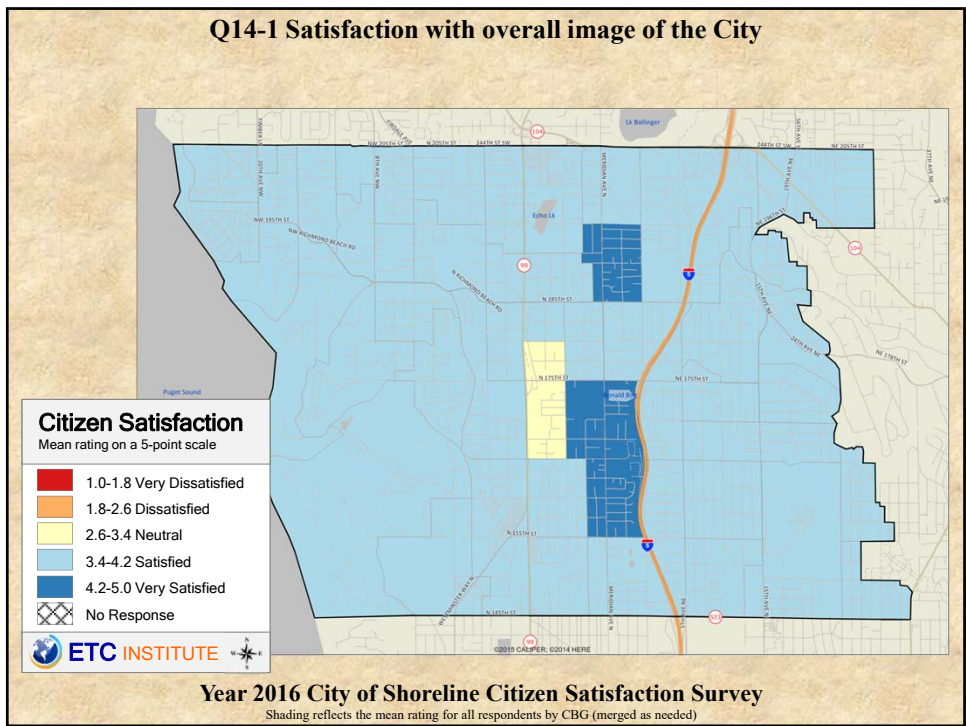




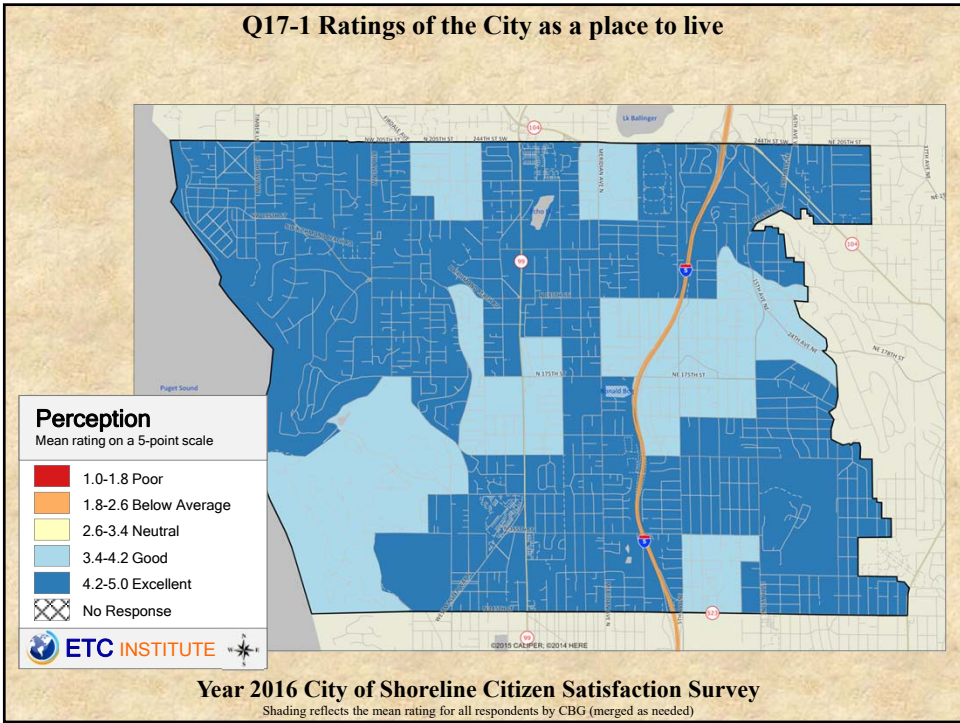
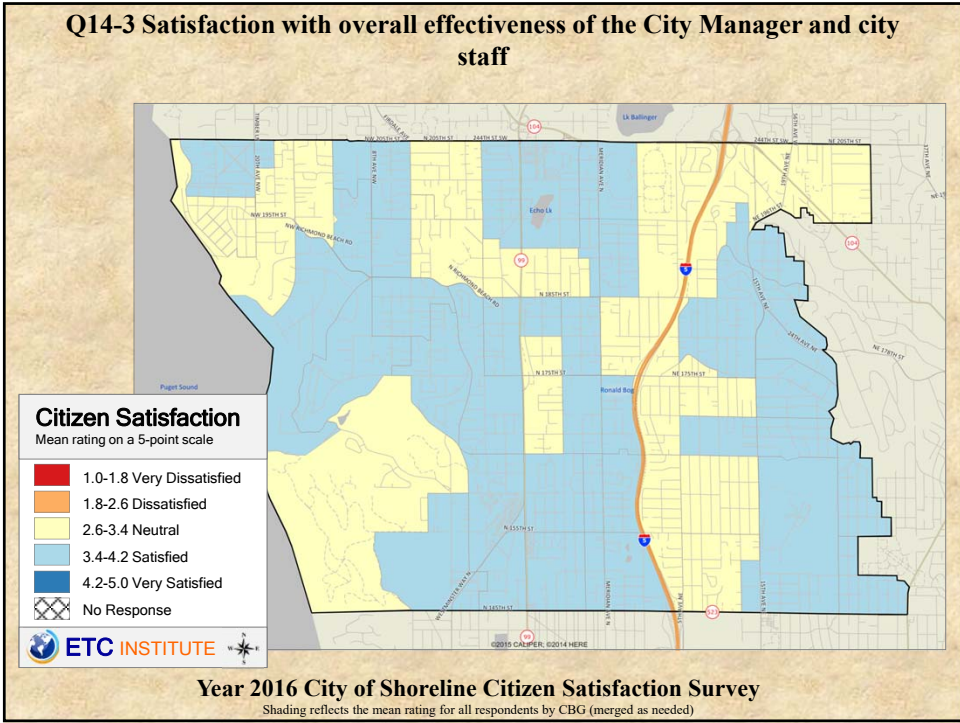


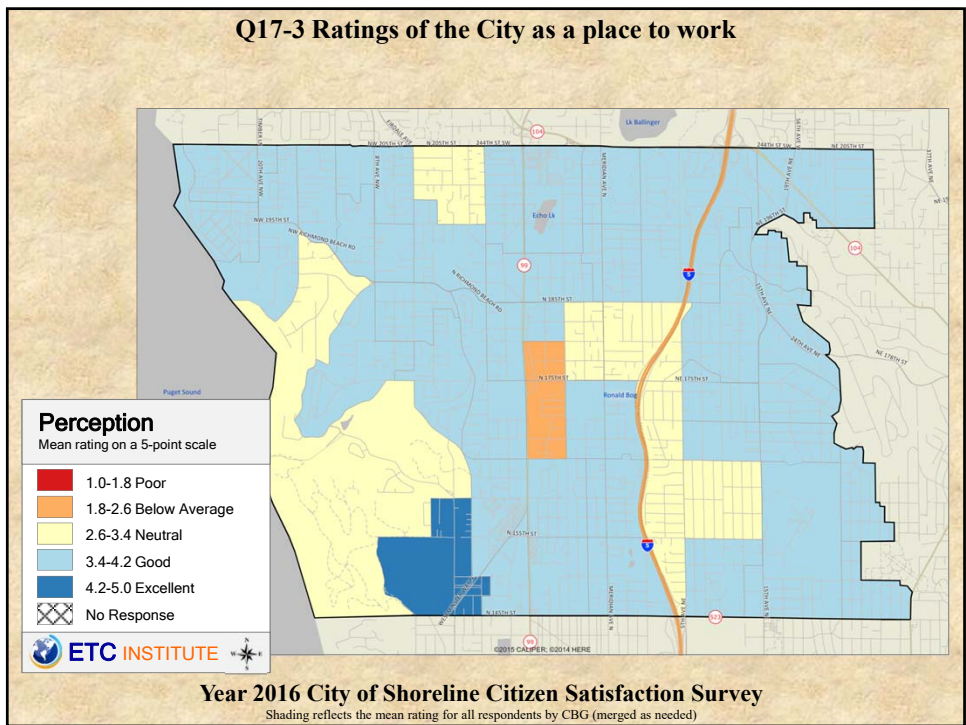
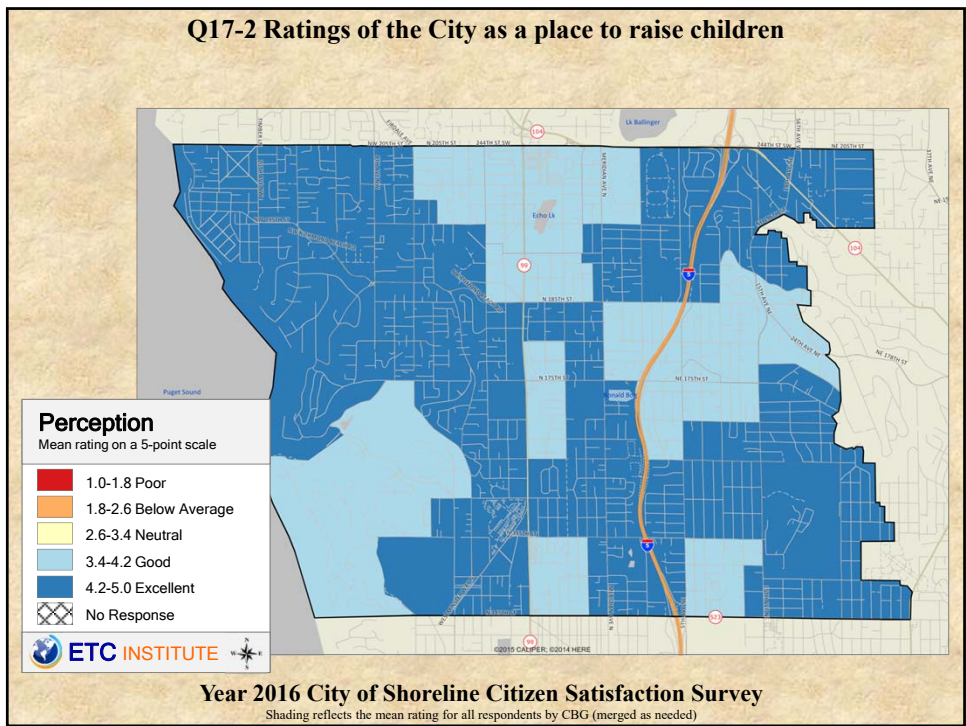




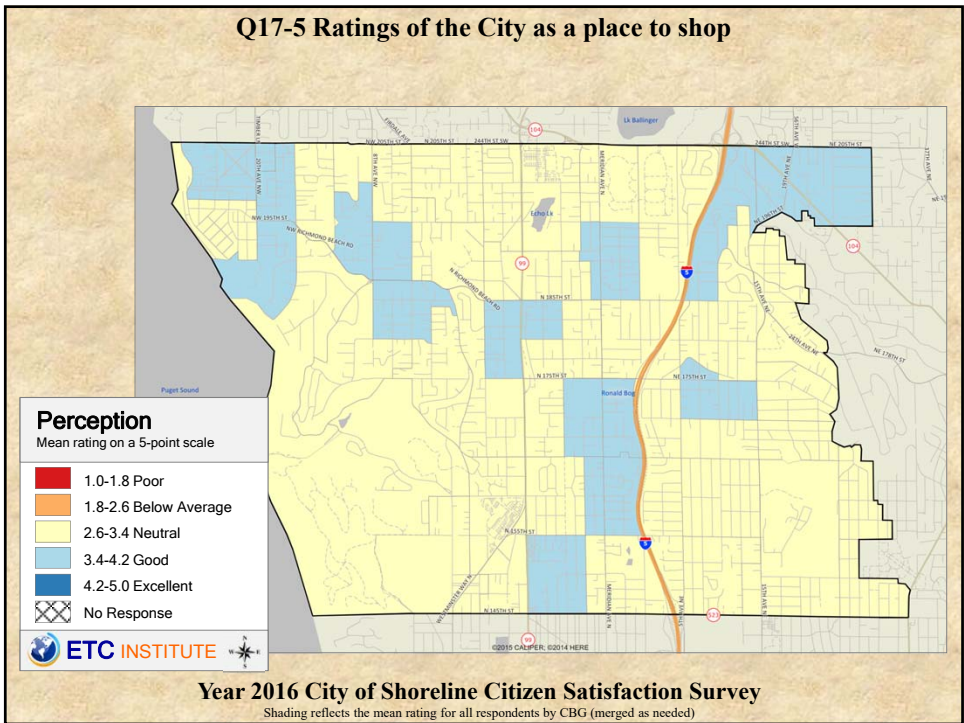
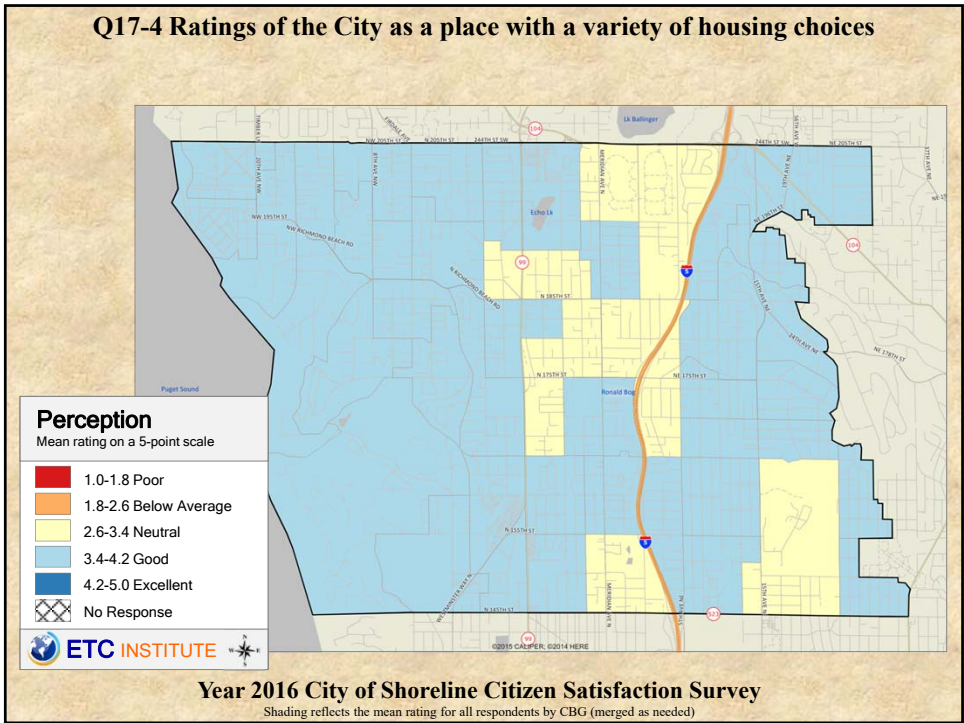


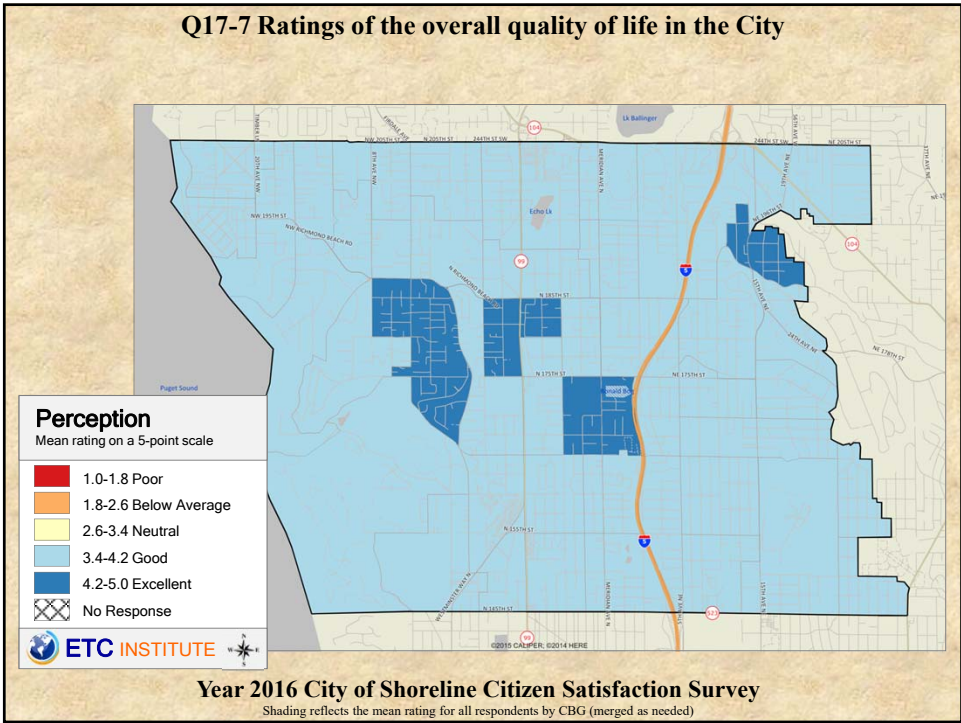
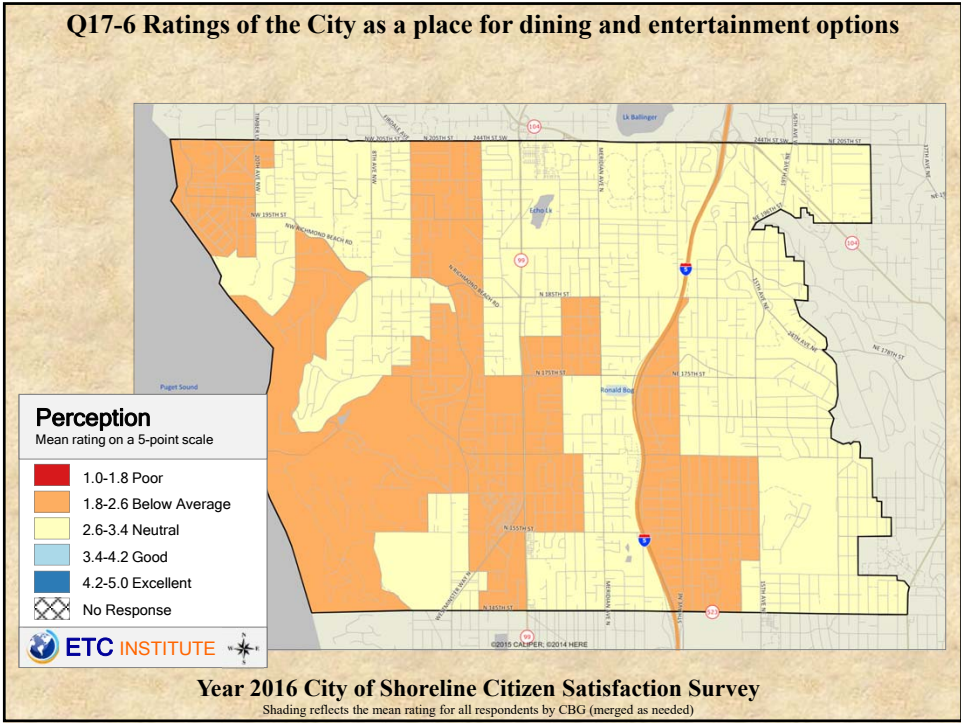




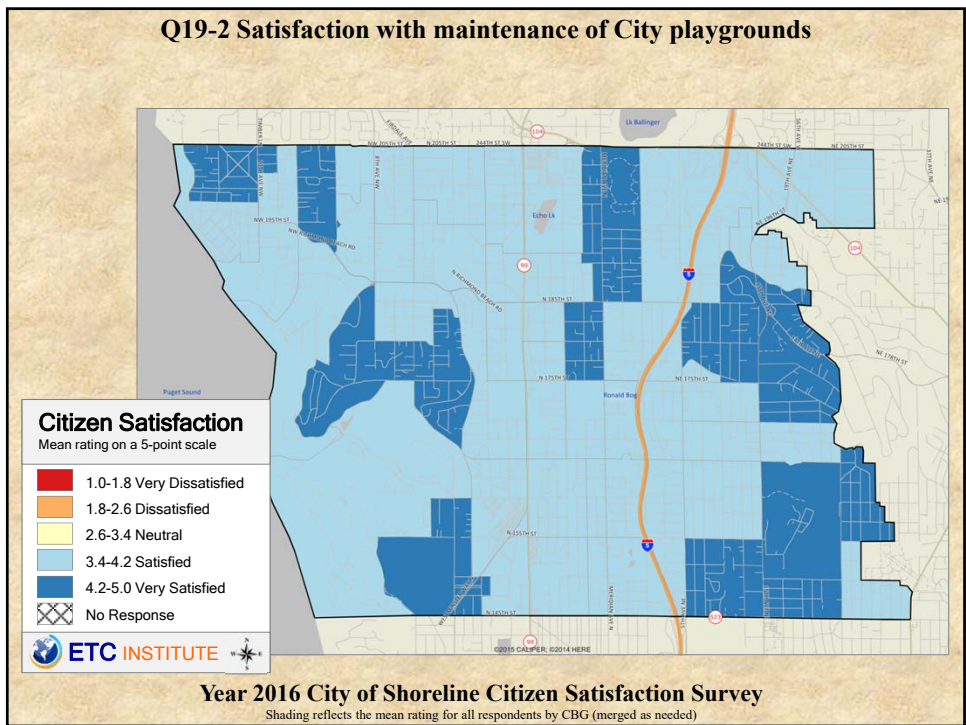
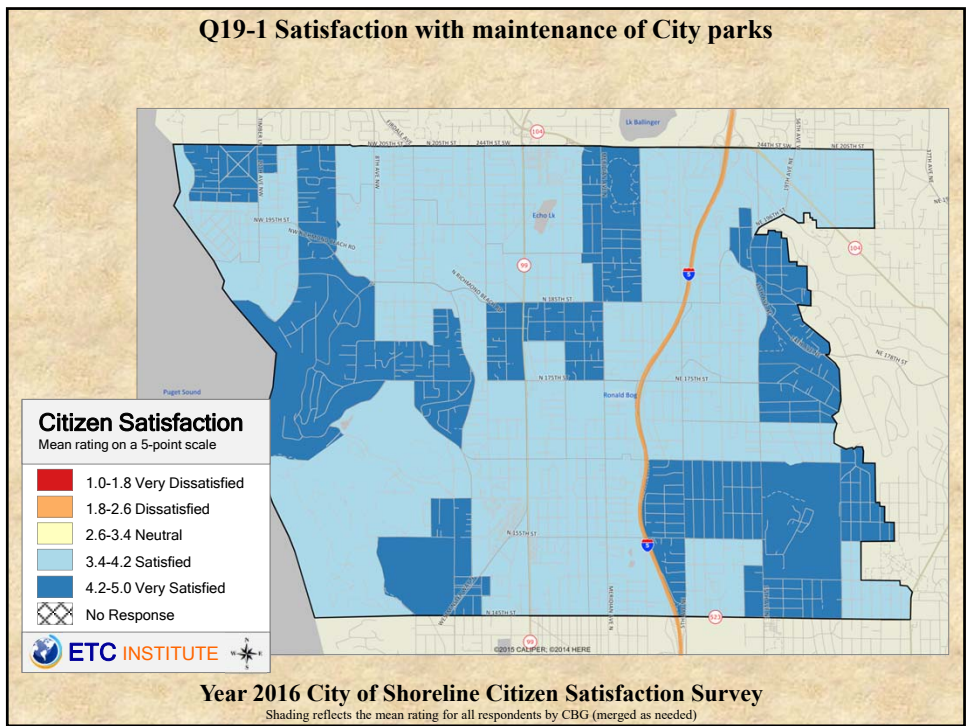


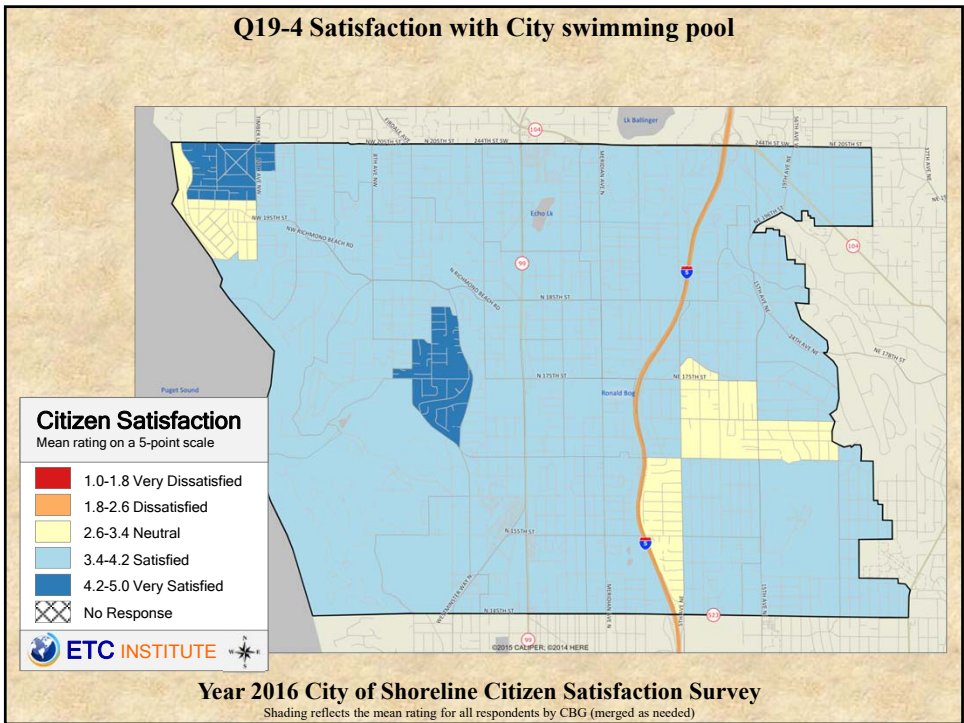
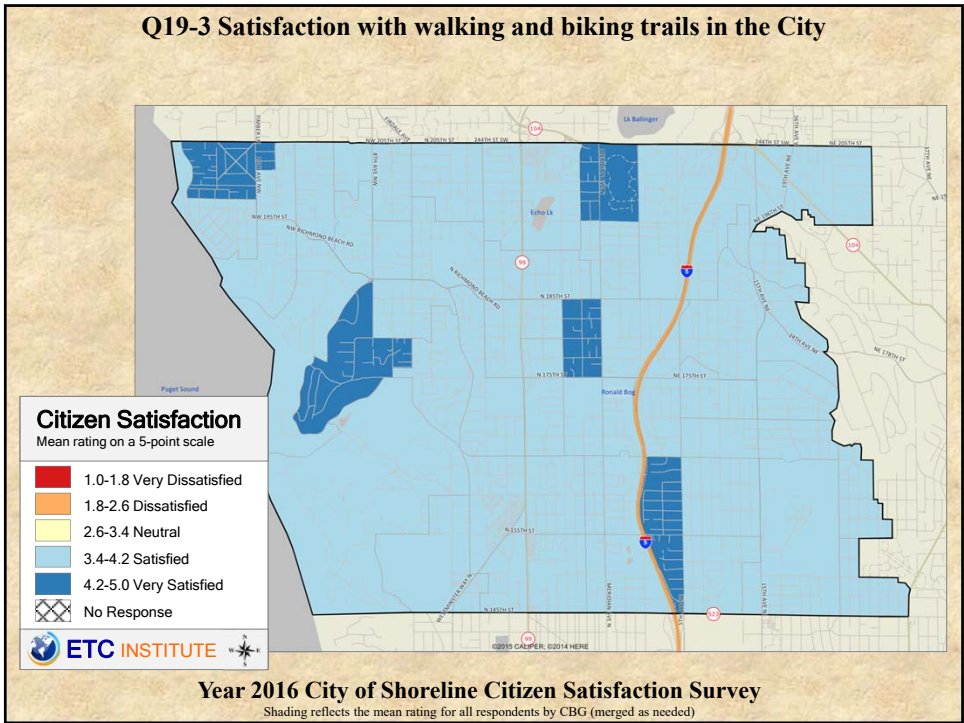




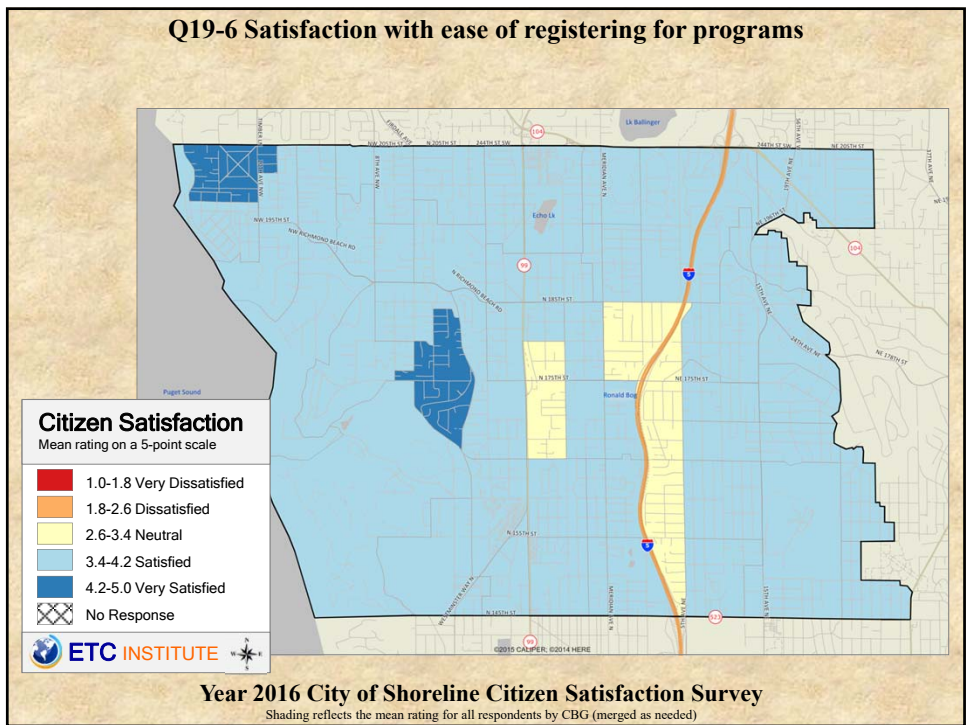
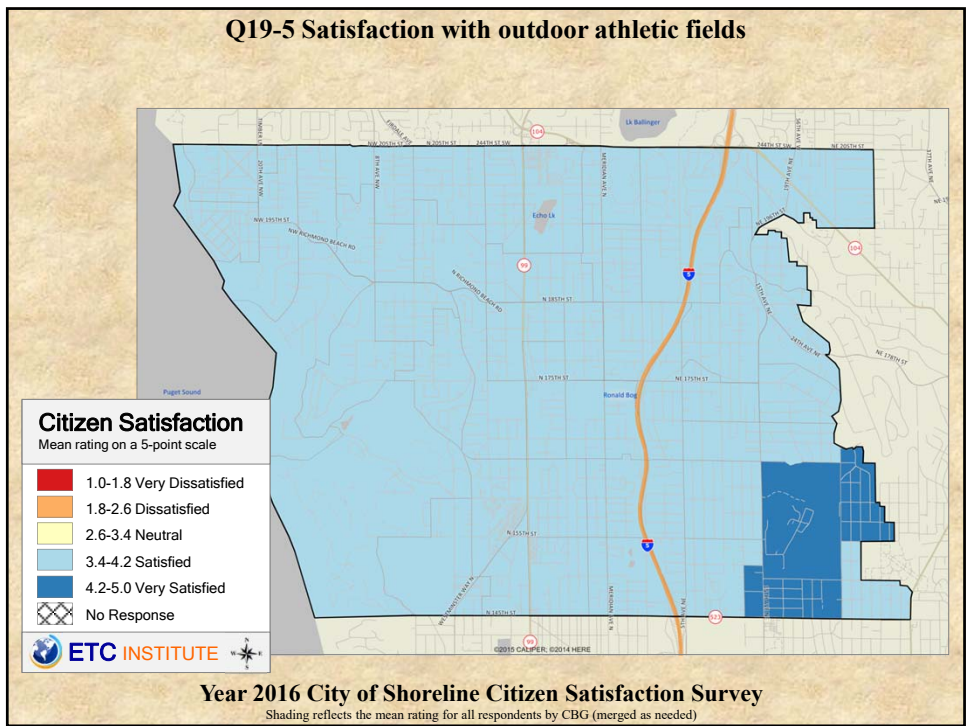


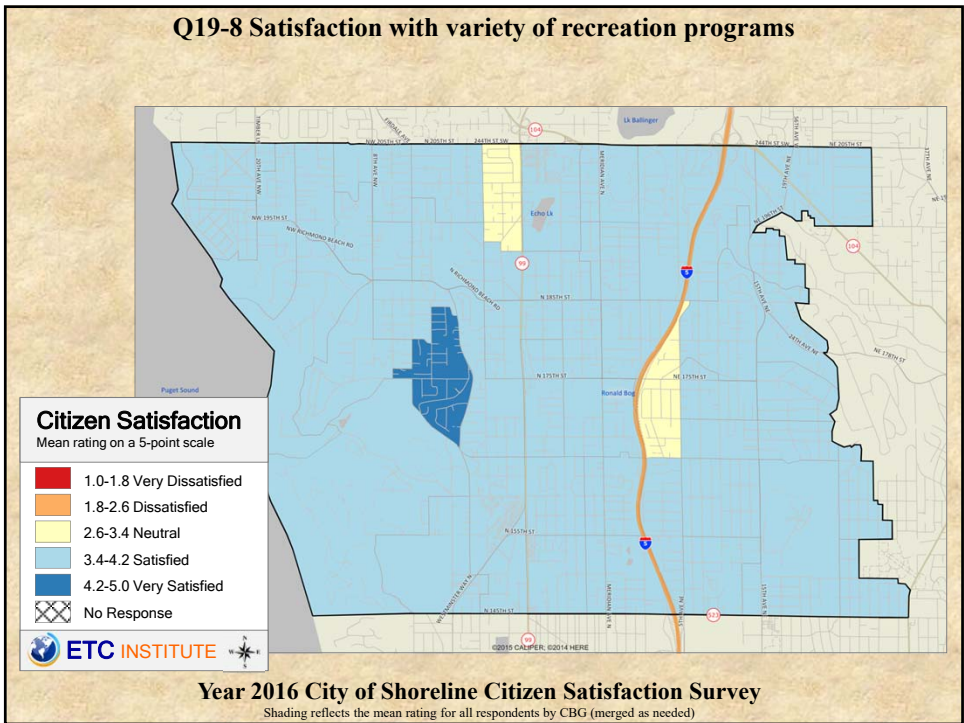
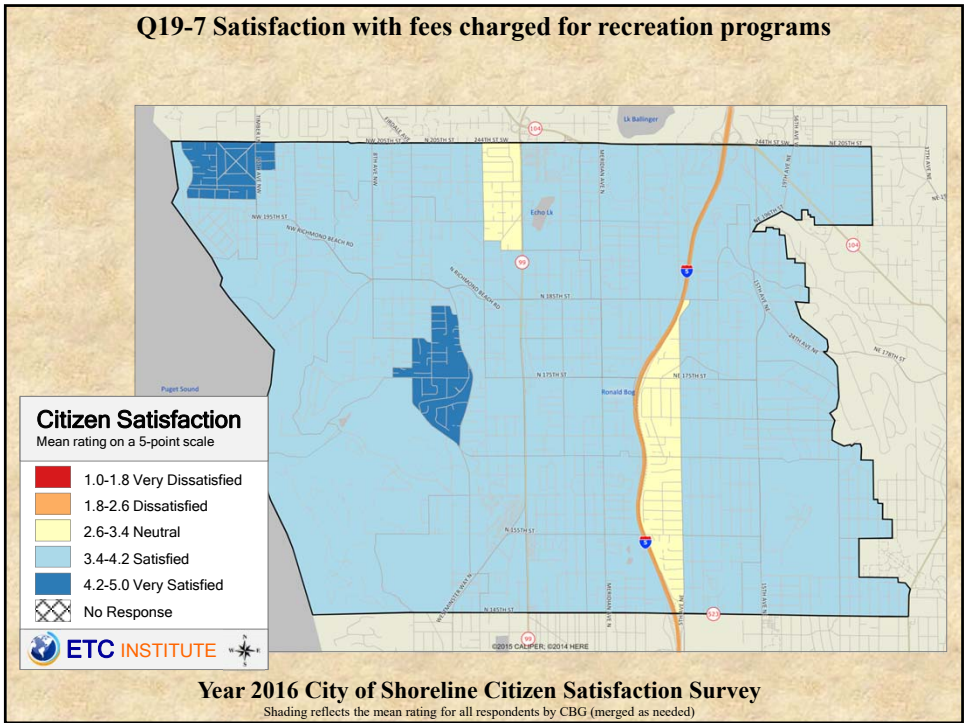




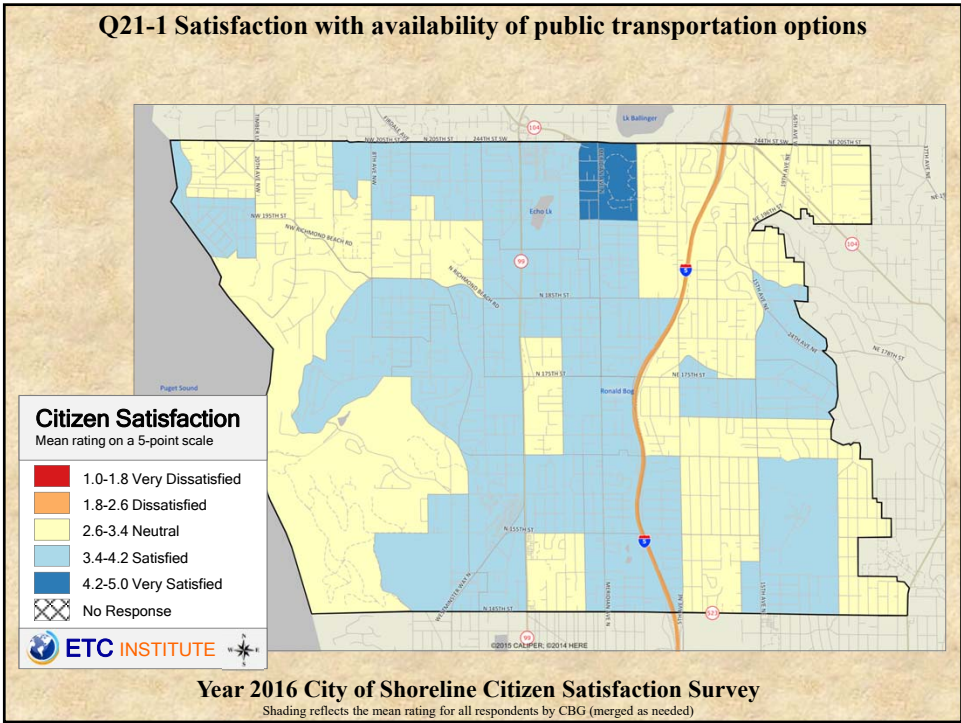
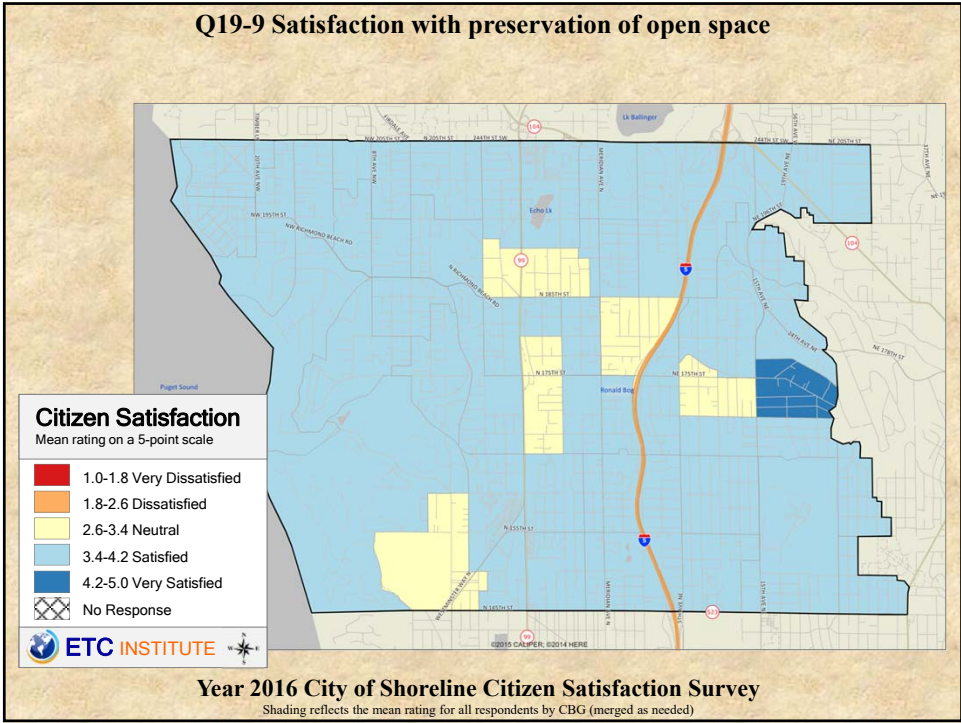


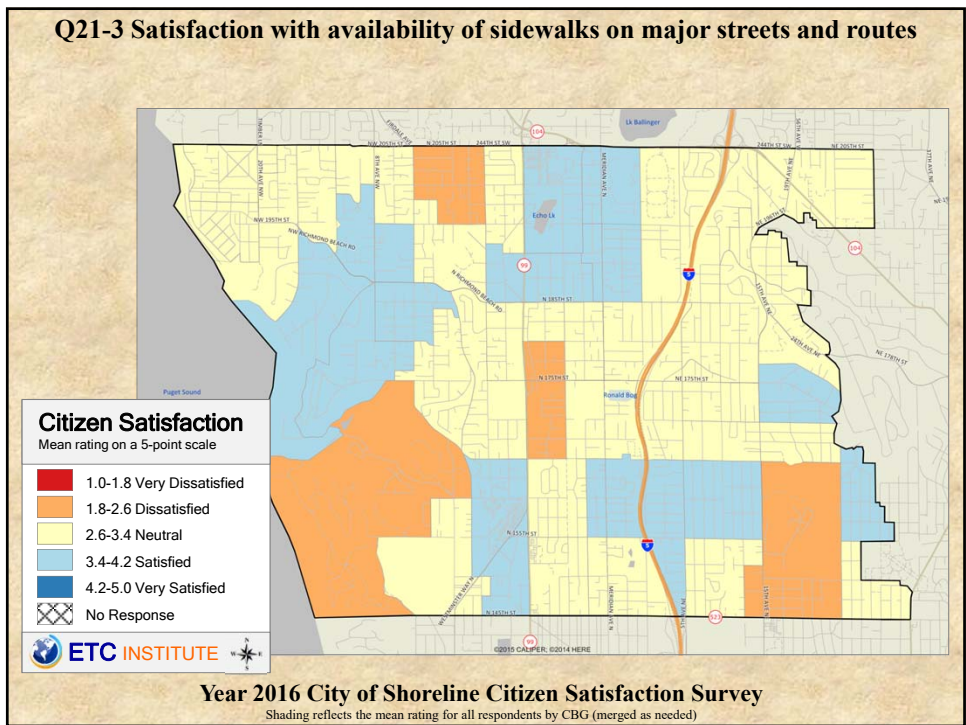
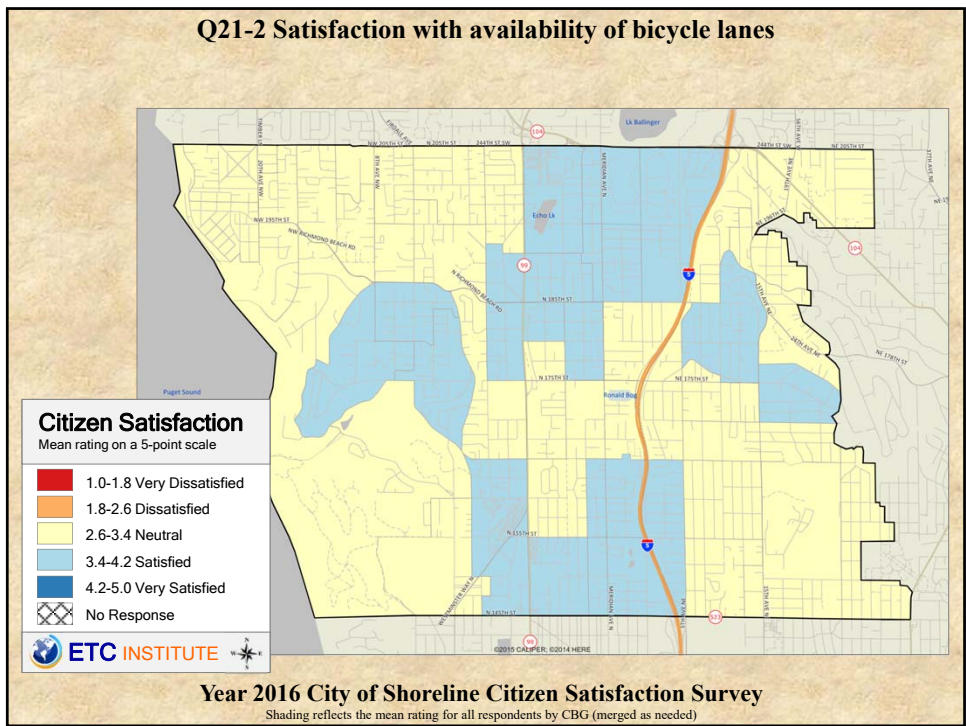




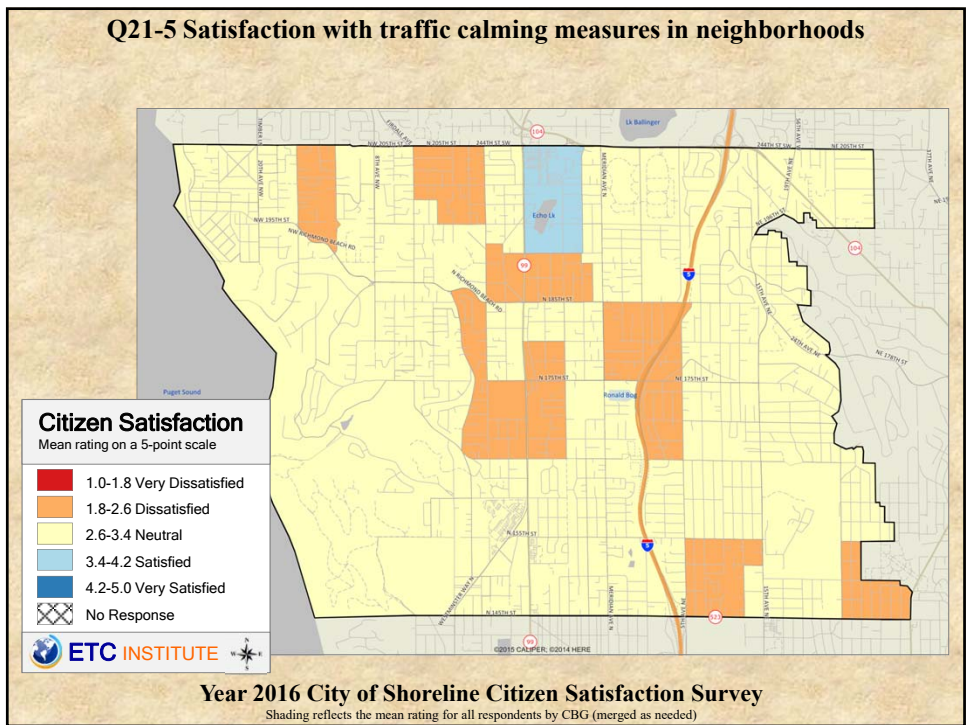
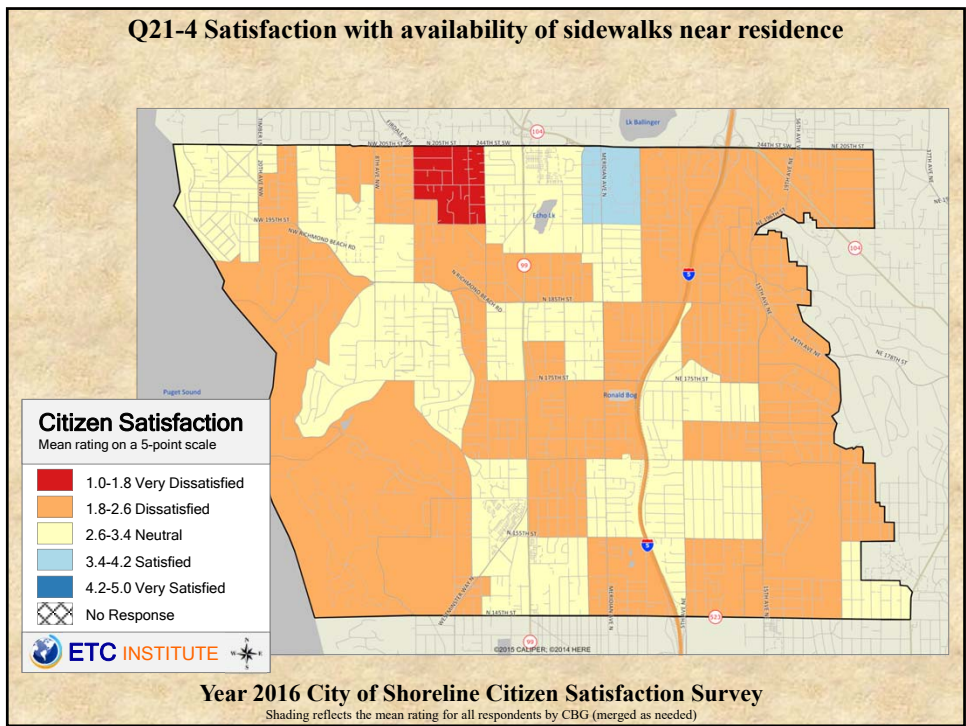


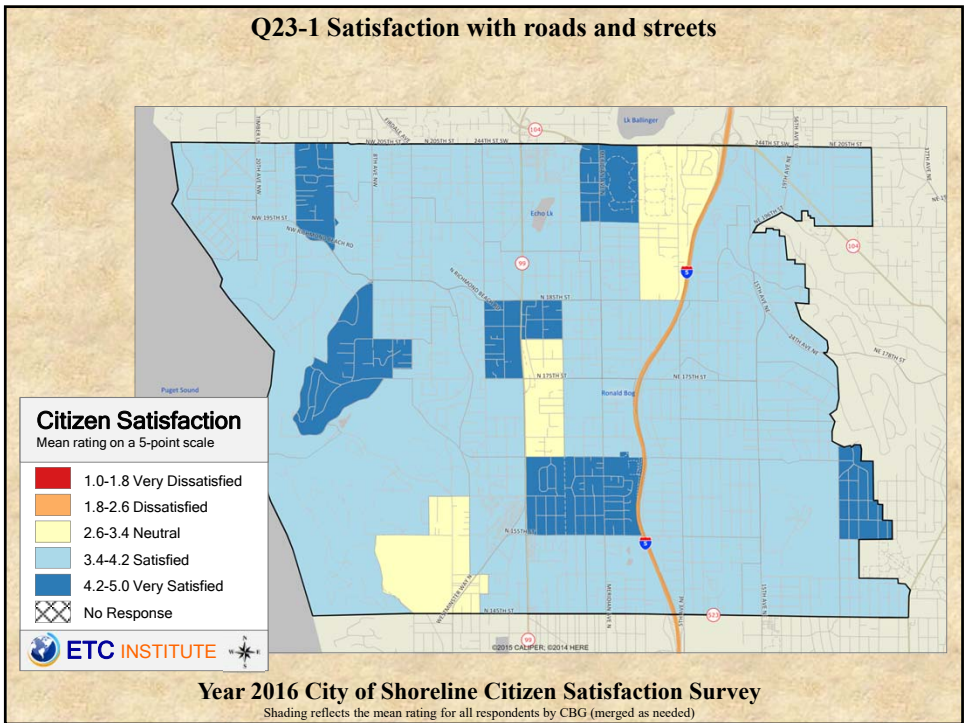
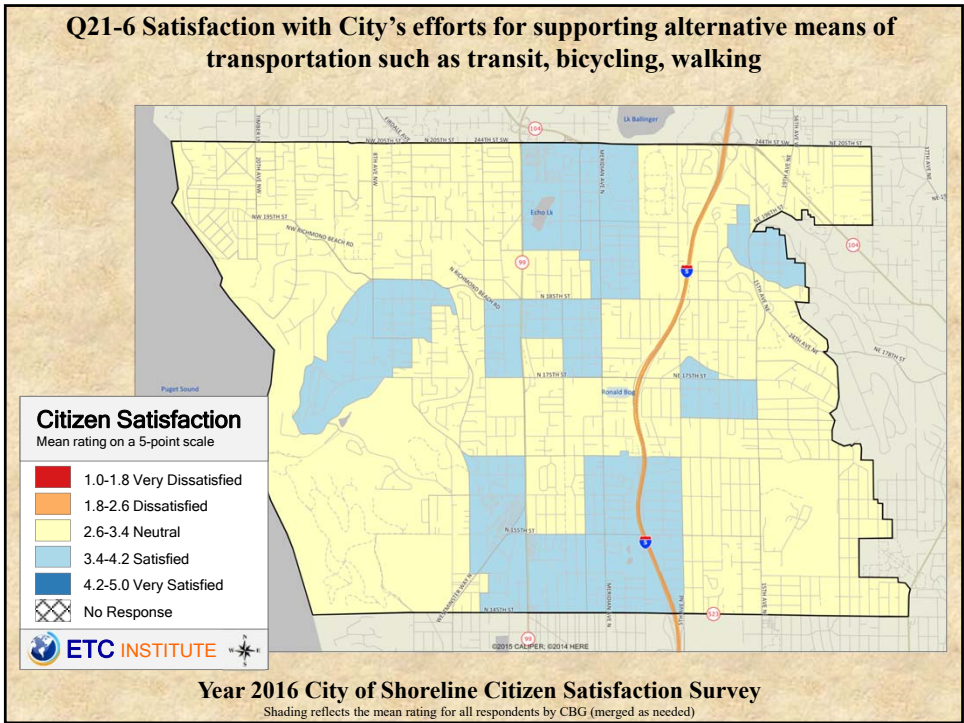




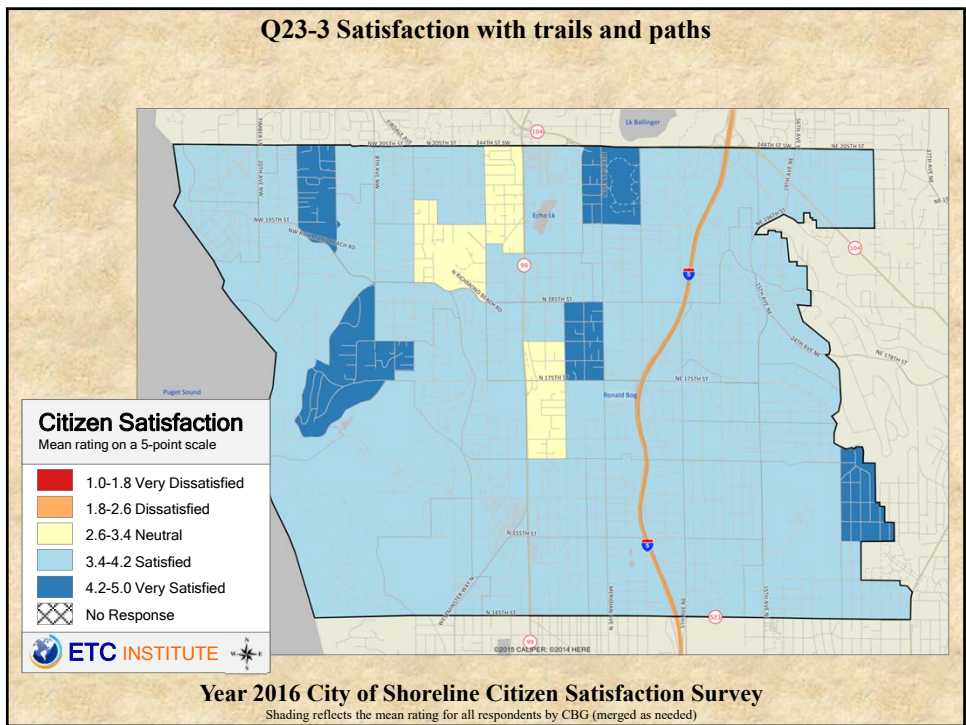
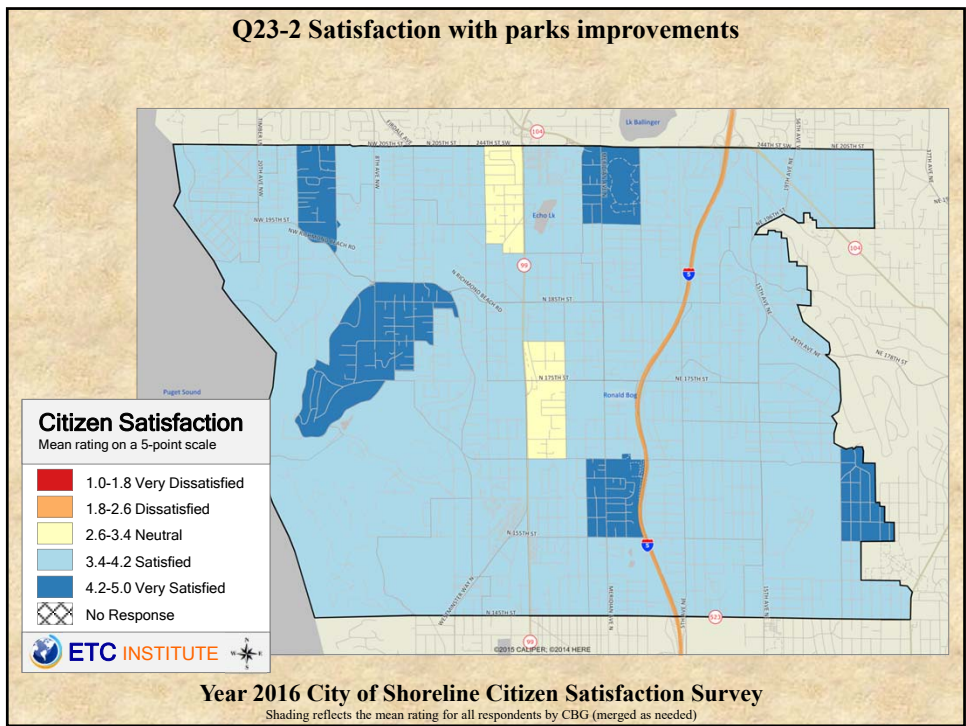


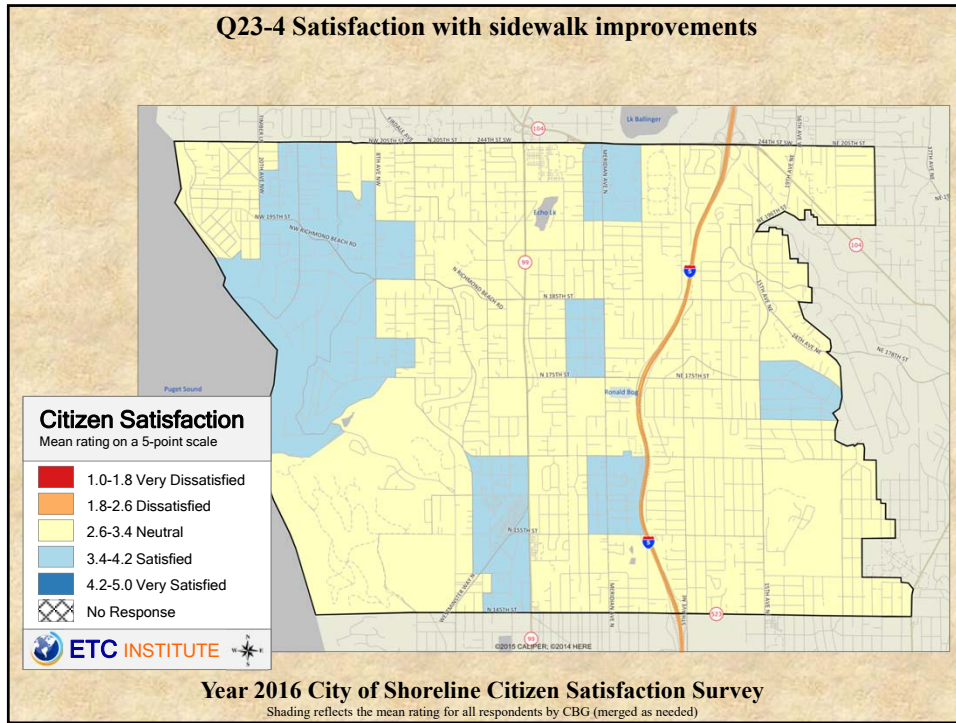












## *Section 7: Tabular Data*

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

<u>Q1. How many people live in your household</u>	<u>Number</u>	<u>Percent</u>
1	154	17.0 %
2	337	37.2 %
3	171	18.9 %
4	164	18.1 %
5	58	6.4 %
6	17	1.9 %
7+	4	0.4 %
Total	905	100.0 %

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

	<u>Mean</u>	<u>Sum</u>
number	2.7	2419
Under age5	0.2	144
Ages 5-9	0.1	119
Ages 10-14	0.2	136
Ages 15-19	0.1	119
Ages 20-24	0.1	105
Ages 25-34	0.3	249
Ages 35-44	0.4	330
Ages 45-54	0.4	354
Ages 55-64	0.5	414
Ages 65-74	0.3	271
Ages 75+	0.2	178

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

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Overall quality of police services	21.0%	46.3%	16.7%	5.1%	1.3%	9.5%
Q3-2. Overall quality of City parks & recreation programs & facilities	31.4%	47.7%	12.2%	3.0%	0.2%	5.5%
Q3-3. Overall effectiveness of City's code enforcement program	7.3%	22.4%	28.0%	6.8%	3.6%	31.9%
Q3-4. Overall effectiveness of City communication with public	15.9%	39.4%	25.6%	7.7%	4.9%	6.4%
Q3-5. Overall quality of City's storm water runoff/storm water management system	13.5%	39.1%	23.3%	7.3%	3.6%	13.3%
Q3-6. Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	8.6%	38.5%	21.8%	21.0%	7.5%	2.7%
Q3-7. Overall quality of human services (e.g. support for people in times of need) offered by City	6.4%	21.1%	27.8%	5.6%	1.3%	37.8%
Q3-8. Overall effectiveness of City's efforts to sustain environmental quality	12.3%	43.5%	21.9%	5.8%	2.8%	13.7%
Q3-9. Overall quality of service provided by City of Shoreline	12.0%	51.4%	24.1%	5.0%	2.2%	5.3%



**WITHOUT DON'T KNOW**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Overall quality of police services	23.2%	51.2%	18.5%	5.7%	1.5%
Q3-2. Overall quality of City parks & recreation programs & facilities	33.2%	50.4%	13.0%	3.2%	0.2%
Q3-3. Overall effectiveness of City's code enforcement program	10.8%	32.8%	41.1%	10.0%	5.3%
Q3-4. Overall effectiveness of City communication with public	17.0%	42.1%	27.4%	8.3%	5.3%
Q3-5. Overall quality of City's storm water runoff/storm water management system	15.6%	45.0%	26.9%	8.4%	4.1%
Q3-6. Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	8.8%	39.5%	22.4%	21.6%	7.7%
Q3-7. Overall quality of human services (e.g. support for people in times of need) offered by City	10.3%	33.9%	44.6%	9.0%	2.2%
Q3-8. Overall effectiveness of City's efforts to sustain environmental quality	14.3%	50.4%	25.4%	6.7%	3.3%
Q3-9. Overall quality of service provided by City of Shoreline	12.6%	54.2%	25.5%	5.3%	2.4%

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?**

Q4. 1st choice	Number	Percent
Overall quality of police services	185	20.4 %
Overall quality of City parks & recreation programs & facilities	71	7.8 %
Overall effectiveness of City's code enforcement program	35	3.9 %
Overall effectiveness of City communication with public	62	6.9 %
Overall quality of City's storm water runoff/storm water management system	40	4.4 %
Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	227	25.1 %
Overall quality of human services (e.g. support for people in times of need) offered by City	87	9.6 %
Overall effectiveness of City's efforts to sustain environmental quality	82	9.1 %
Overall quality of service provided by City of Shoreline	40	4.4 %
<u>None chosen</u>	<u>76</u>	<u>8.4 %</u>
Total	905	100.0 %

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?**

Q4. 2nd choice	Number	Percent
Overall quality of police services	97	10.7 %
Overall quality of City parks & recreation programs & facilities	87	9.6 %
Overall effectiveness of City's code enforcement program	66	7.3 %
Overall effectiveness of City communication with public	74	8.2 %
Overall quality of City's storm water runoff/storm water management system	61	6.7 %
Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	163	18.0 %
Overall quality of human services (e.g. support for people in times of need) offered by City	112	12.4 %
Overall effectiveness of City's efforts to sustain environmental quality	83	9.2 %
Overall quality of service provided by City of Shoreline	56	6.2 %
<u>None chosen</u>	<u>106</u>	<u>11.7 %</u>
Total	905	100.0 %

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?**

Q4. 3rd choice	Number	Percent
Overall quality of police services	80	8.8 %
Overall quality of City parks & recreation programs & facilities	107	11.8 %
Overall effectiveness of City's code enforcement program	64	7.1 %
Overall effectiveness of City communication with public	72	8.0 %
Overall quality of City's storm water runoff/storm water management system	53	5.9 %
Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	123	13.6 %
Overall quality of human services (e.g. support for people in times of need) offered by City	99	10.9 %
Overall effectiveness of City's efforts to sustain environmental quality	99	10.9 %
Overall quality of service provided by City of Shoreline	74	8.2 %
None chosen	134	14.8 %
Total	905	100.0 %

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3)**

Q4. Sum of top 3 choices	Number	Percent
Overall quality of police services	362	40.0 %
Overall quality of City parks & recreation programs & facilities	265	29.3 %
Overall effectiveness of City's code enforcement program	165	18.2 %
Overall effectiveness of City communication with public	208	23.0 %
Overall quality of City's storm water runoff/storm water management system	154	17.0 %
Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	513	56.7 %
Overall quality of human services (e.g. support for people in times of need) offered by City	298	32.9 %
Overall effectiveness of City's efforts to sustain environmental quality	264	29.2 %
Overall quality of service provided by City of Shoreline	170	18.8 %
None chosen	76	8.4 %
Total	2475	

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

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5-1. Overall maintenance of City streets	11.5%	53.8%	19.1%	12.3%	2.3%	1.0%
Q5-2. Maintenance of streets in your neighborhood	11.6%	47.0%	20.1%	15.8%	3.5%	2.0%
Q5-3. Maintenance of sidewalks in Shoreline	7.0%	28.8%	28.4%	19.6%	10.7%	5.6%
Q5-4. Mowing & trimming along City streets & other public areas	9.0%	42.5%	25.2%	15.8%	5.2%	2.4%
Q5-5. Overall cleanliness of City streets & other public areas	13.3%	54.9%	21.6%	7.6%	1.4%	1.2%
Q5-6. Adequacy of City street lighting in your neighborhood	11.2%	41.8%	19.8%	19.4%	6.3%	1.6%
Q5-7. Adequacy of storm drainage services in your neighborhood	12.2%	48.3%	19.8%	10.0%	5.6%	4.1%
Q5-8. Garbage/recycling provider services	32.1%	50.7%	12.1%	1.9%	1.6%	1.7%
Q5-9. Maintenance of public trees along City streets	11.6%	41.7%	25.0%	14.4%	4.1%	3.1%

**WITHOUT DON'T KNOW**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5-1. Overall maintenance of City streets	11.6%	54.3%	19.3%	12.4%	2.4%
Q5-2. Maintenance of streets in your neighborhood	11.9%	48.0%	20.5%	16.1%	3.5%
Q5-3. Maintenance of sidewalks in Shoreline	7.4%	30.5%	30.1%	20.7%	11.3%
Q5-4. Mowing & trimming along City streets & other public areas	9.2%	43.5%	25.8%	16.2%	5.3%
Q5-5. Overall cleanliness of City streets & other public areas	13.4%	55.6%	21.9%	7.7%	1.5%
Q5-6. Adequacy of City street lighting in your neighborhood	11.4%	42.5%	20.1%	19.7%	6.4%
Q5-7. Adequacy of storm drainage services in your neighborhood	12.7%	50.3%	20.7%	10.5%	5.8%
Q5-8. Garbage/recycling provider services	32.7%	51.5%	12.3%	1.9%	1.6%
Q5-9. Maintenance of public trees along City streets	12.0%	43.0%	25.8%	14.9%	4.3%

**Q6. Which TWO of the maintenance items listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?**

<u>Q6. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Overall maintenance of City streets	184	20.3 %
Maintenance of streets in your neighborhood	79	8.7 %
Maintenance of sidewalks in Shoreline	169	18.7 %
Mowing & trimming along City streets & other public areas	74	8.2 %
Overall cleanliness of City streets & other public areas	67	7.4 %
Adequacy of City street lighting in your neighborhood	119	13.1 %
Adequacy of storm drainage services in your neighborhood	85	9.4 %
Garbage/recycling provider services	10	1.1 %
Maintenance of public trees along City streets	73	8.1 %
None chosen	45	5.0 %
Total	905	100.0 %

**Q6. Which TWO of the maintenance items listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?**

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall maintenance of City streets	113	12.5 %
Maintenance of streets in your neighborhood	107	11.8 %
Maintenance of sidewalks in Shoreline	121	13.4 %
Mowing & trimming along City streets & other public areas	84	9.3 %
Overall cleanliness of City streets & other public areas	107	11.8 %
Adequacy of City street lighting in your neighborhood	105	11.6 %
Adequacy of storm drainage services in your neighborhood	64	7.1 %
Garbage/recycling provider services	29	3.2 %
Maintenance of public trees along City streets	94	10.4 %
None chosen	81	9.0 %
Total	905	100.0 %



**Q6. Which TWO of the maintenance items listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

Q6. Sum of top 2 choices	Number	Percent
Overall maintenance of City streets	297	32.8 %
Maintenance of streets in your neighborhood	186	20.6 %
Maintenance of sidewalks in Shoreline	290	32.0 %
Mowing & trimming along City streets & other public areas	158	17.5 %
Overall cleanliness of City streets & other public areas	174	19.2 %
Adequacy of City street lighting in your neighborhood	224	24.8 %
Adequacy of storm drainage services in your neighborhood	149	16.5 %
Garbage/recycling provider services	39	4.3 %
Maintenance of public trees along City streets	167	18.5 %
None chosen	45	5.0 %
Total	1729	

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7-1. Enforcing clean-up of garbage, junk, or debris on private property	6.1%	25.8%	28.7%	16.3%	4.9%	18.2%
Q7-2. Enforcing removal of abandoned/junk autos	6.1%	24.2%	31.3%	12.8%	5.4%	20.3%
Q7-3. Enforcement of graffiti removal from private properties	5.9%	27.0%	34.5%	7.5%	2.1%	23.0%

**WITHOUT DON'T KNOW**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7-1. Enforcing clean-up of garbage, junk, or debris on private property	7.4%	31.5%	35.1%	19.9%	6.1%
Q7-2. Enforcing removal of abandoned/junk autos	7.6%	30.4%	39.2%	16.0%	6.8%
Q7-3. Enforcement of graffiti removal from private properties	7.7%	35.0%	44.8%	9.7%	2.8%

**Q8. Which of the City codes and ordinances items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of garbage, junk, or debris on private property	455	50.3 %
Enforcing removal of abandoned/junk autos	161	17.8 %
Enforcement of graffiti removal from private properties	170	18.8 %
<u>None chosen</u>	<u>119</u>	<u>13.1 %</u>
Total	905	100.0 %

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline:**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9-1. Overall quality of local police protection	17.7%	46.8%	22.5%	3.1%	1.6%	8.4%
Q9-2. City's efforts to prevent crime	10.1%	39.5%	23.1%	8.9%	2.0%	16.4%
Q9-3. Enforcement of local traffic laws	10.9%	43.1%	25.1%	8.2%	2.9%	9.9%
Q9-4. Enforcement of drug laws	5.4%	24.0%	24.5%	9.2%	4.6%	32.2%
Q9-5. Enforcement of prostitution laws	6.2%	22.5%	22.9%	5.4%	4.5%	38.5%
Q9-6. Enforcement of property crime laws	5.9%	25.5%	28.1%	10.2%	5.0%	25.3%
Q9-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	19.9%	31.5%	19.6%	3.5%	1.9%	23.7%
Q9-8. How much you can trust Shoreline Police officers	24.1%	37.5%	21.0%	2.7%	2.7%	12.0%
Q9-9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	9.2%	17.5%	23.8%	2.8%	1.2%	45.4%

**WITHOUT DON'T KNOW**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Overall quality of local police protection	19.3%	51.1%	24.5%	3.4%	1.7%
Q9-2. City's efforts to prevent crime	12.1%	47.3%	27.6%	10.7%	2.4%
Q9-3. Enforcement of local traffic laws	12.0%	47.8%	27.8%	9.1%	3.2%
Q9-4. Enforcement of drug laws	8.0%	35.4%	36.2%	13.6%	6.8%
Q9-5. Enforcement of prostitution laws	10.1%	36.6%	37.3%	8.8%	7.3%
Q9-6. Enforcement of property crime laws	7.9%	34.2%	37.7%	13.6%	6.7%
Q9-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	26.1%	41.3%	25.6%	4.5%	2.5%
Q9-8. How much you can trust Shoreline Police officers	27.4%	42.6%	23.9%	3.0%	3.0%
Q9-9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	16.9%	32.0%	43.6%	5.2%	2.3%

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q10. 1st choice	Number	Percent
Overall quality of local police protection	135	14.9 %
City's efforts to prevent crime	199	22.0 %
Enforcement of local traffic laws	49	5.4 %
Enforcement of drug laws	112	12.4 %
Enforcement of prostitution laws	20	2.2 %
Enforcement of property crime laws	112	12.4 %
Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	72	8.0 %
How much you can trust Shoreline Police officers	30	3.3 %
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	74	8.2 %
None chosen	102	11.3 %
Total	905	100.0 %

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q10. 2nd choice	Number	Percent
Overall quality of local police protection	49	5.4 %
City's efforts to prevent crime	153	16.9 %
Enforcement of local traffic laws	74	8.2 %
Enforcement of drug laws	91	10.1 %
Enforcement of prostitution laws	51	5.6 %
Enforcement of property crime laws	144	15.9 %
Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	93	10.3 %
How much you can trust Shoreline Police officers	44	4.9 %
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	74	8.2 %
None chosen	132	14.6 %
Total	905	100.0 %

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q10. Sum of top 2 choices	Number	Percent
Overall quality of local police protection	184	20.3 %
City's efforts to prevent crime	352	38.9 %
Enforcement of local traffic laws	123	13.6 %
Enforcement of drug laws	203	22.4 %
Enforcement of prostitution laws	71	7.8 %
Enforcement of property crime laws	256	28.3 %
Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	165	18.2 %
How much you can trust Shoreline Police officers	74	8.2 %
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	148	16.4 %
<u>None chosen</u>	<u>102</u>	<u>11.3 %</u>
Total	1678	



**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:**

(N=905)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q11-1. In your neighborhood during the day	48.7%	43.3%	5.9%	1.1%	0.2%	0.8%
Q11-2. In your neighborhood at night	19.4%	51.6%	19.1%	7.8%	1.2%	0.9%
Q11-3. In City parks & trails	10.8%	38.7%	29.6%	12.5%	2.3%	6.0%
Q11-4. In other public areas in Shoreline	14.2%	48.9%	26.7%	5.5%	0.7%	4.0%
Q11-5. Overall feeling of safety in Shoreline	16.9%	62.1%	15.6%	3.8%	0.4%	1.2%

**WITHOUT DON'T KNOW**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

(N=905)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q11-1. In your neighborhood during the day	49.1%	43.6%	6.0%	1.1%	0.2%
Q11-2. In your neighborhood at night	19.5%	52.1%	19.3%	7.9%	1.2%
Q11-3. In City parks & trails	11.5%	41.1%	31.5%	13.3%	2.5%
Q11-4. In other public areas in Shoreline	14.8%	51.0%	27.8%	5.7%	0.7%
Q11-5. Overall feeling of safety in Shoreline	17.1%	62.8%	15.8%	3.8%	0.5%

**Q12. From which of the following have you received information about City projects, issues, services, and events?**

Q12. From which have you received information about City projects, issues, services, & events	Number	Percent
City newsletter "CURRENTS"	790	87.3 %
City's Parks and Recreation Guide	629	69.5 %
City cable channel (Comcast 21 or Frontier 27)	48	5.3 %
City website	270	29.8 %
City's social media sites (Facebook, Twitter, Instagram)	106	11.7 %
Online resources (e.g., Shoreline Area News, Nextdoor, Secret Shoreline)	348	38.5 %
Involvement in neighborhood association or Shoreline Watch	142	15.7 %
Television news	189	20.9 %
Alert Shoreline	139	15.4 %
Other	74	8.2 %
Total	2735	

**Q12. Other**

<u>Q12. Other</u>	<u>Number</u>	<u>Percent</u>
neighbors	12	18.5 %
word of mouth	5	7.7 %
Seattle Times	3	4.6 %
Friends and Neighbors	2	3.1 %
Shoreline Preservation Society & various	2	3.1 %
general observing and long time area resident	2	3.1 %
emails from Shoreline residents about issues	2	3.1 %
schools	2	3.1 %
City Council meetings	2	3.1 %
Neighborhood e-mail alert	2	3.1 %
Next Door	2	3.1 %
other Shoreline Citizen groups	1	1.5 %
writing to City council & Randy Olin	1	1.5 %
Richmond Beach News	1	1.5 %
social media	1	1.5 %
Shoreline Senior Activities Guide	1	1.5 %
Richmond Beach Assn Newsletter, Nextdoor Richmond Beach	1	1.5 %
Neighborhood Block Watch & Website	1	1.5 %
Local neighbors' email list	1	1.5 %
E-mails	1	1.5 %
Joined Point Wells Group	1	1.5 %
Richmond Beach Newsletter	1	1.5 %
Attending City Council meetings & City Manager's report	1	1.5 %
Spartan Center	1	1.5 %
Richmond Beach, Next Door Neighbor	1	1.5 %
DOT/Light Rail	1	1.5 %
Postcards about recycling events & neighbors	1	1.5 %
friends	1	1.5 %
Facebook Shoreline Moms	1	1.5 %
light rail	1	1.5 %
street signage	1	1.5 %
Posted signs	1	1.5 %
neighborhood council	1	1.5 %
Richmond Beach Neighborhood website	1	1.5 %
Richmond Beach Community News & Neighborhood Book Club	1	1.5 %
direct mailed notices	1	1.5 %
mailings	1	1.5 %
email newsletter	1	1.5 %
Internet	1	1.5 %
Richmond Beach Assn Newspaper	1	1.5 %
Total	65	100.0 %

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13-1. Availability of information about City services, meetings, & events	13.3%	47.2%	27.2%	4.0%	2.8%	5.4%
Q13-2. City's efforts to provide information on major City issues (e.g. light rail station area planning)	15.2%	46.7%	18.5%	9.9%	4.7%	4.9%
Q13-3. City's efforts to provide opportunities for public involvement	12.8%	39.3%	27.1%	9.8%	3.6%	7.4%
Q13-4. Quality of content on City's website	7.2%	26.4%	29.6%	3.8%	1.6%	31.4%
Q13-5. Quality of content in City's newsletter "CURRENTS"	17.8%	47.6%	22.5%	3.9%	1.7%	6.4%
Q13-6. Quality of City's social media	4.1%	19.2%	26.3%	2.6%	1.7%	46.0%

**WITHOUT DON'T KNOW**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13-1. Availability of information about City services, meetings, & events	14.0%	49.9%	28.8%	4.3%	3.0%
Q13-2. City's efforts to provide information on major City issues (e.g. light rail station area planning)	16.0%	49.2%	19.5%	10.4%	5.0%
Q13-3. City's efforts to provide opportunities for public involvement	13.9%	42.4%	29.3%	10.6%	3.9%
Q13-4. Quality of content on City's website	10.5%	38.5%	43.2%	5.5%	2.3%
Q13-5. Quality of content in City's newsletter "CURRENTS"	19.0%	50.9%	24.1%	4.2%	1.8%
Q13-6. Quality of City's social media	7.7%	35.5%	48.7%	4.9%	3.2%

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14-1. Overall image of City	20.0%	56.5%	15.4%	5.6%	1.0%	1.6%
Q14-2. Overall quality of leadership provided by City's elected officials	8.7%	33.7%	32.2%	8.4%	4.8%	12.2%
Q14-3. Overall effectiveness of City Manager & City staff]	9.9%	31.3%	29.5%	6.1%	4.6%	18.5%

**WITHOUT DON'T KNOW**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14-1. Overall image of City	20.3%	57.4%	15.6%	5.7%	1.0%
Q14-2. Overall quality of leadership provided by City's elected officials	9.9%	38.4%	36.6%	9.5%	5.5%
Q14-3. Overall effectiveness of City Manager & City staff]	12.2%	38.4%	36.2%	7.5%	5.6%

**Q15. From the choices below, please check how much you agree with the statement "I trust the City of Shoreline to spend my tax dollars responsibly."**

Q15. How much do you agree with the statement	Number	Percent
Strongly Agree	137	15.1 %
Somewhat agree	462	51.0 %
Somewhat disagree	136	15.0 %
Strongly disagree	82	9.1 %
No opinion	88	9.7 %
Total	905	100.0 %

**WITHOUT NO OPINION**

**Q15. From the choices below, please check how much you agree with the statement "I trust the City of Shoreline to spend my tax dollars responsibly." (without "no opinion")**

Q15. How much do you agree with the statement	Number	Percent
Strongly Agree	137	16.8 %
Somewhat agree	462	56.5 %
Somewhat disagree	136	16.6 %
Strongly disagree	82	10.0 %
Total	817	100.0 %

**Q16. In general, do you think the City of Shoreline is moving in the right direction?**

Q16. Is City of Shoreline moving in the right direction	Number	Percent
Yes	553	61.1 %
No	133	14.7 %
Don't know	219	24.2 %
Total	905	100.0 %

**WITHOUT DON'T KNOW**

**Q16. In general, do you think the City of Shoreline is moving in the right direction? (without "don't know")**

Q16. Is City of Shoreline moving in the right direction	Number	Percent
Yes	553	80.6 %
No	133	19.4 %
Total	686	100.0 %



**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:**

(N=905)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q17-1. As a place to live	41.7%	50.3%	5.0%	1.7%	0.7%	0.7%
Q17-2. As a place to raise children	41.6%	44.9%	6.3%	1.2%	0.6%	5.5%
Q17-3. As a place to work	13.9%	29.0%	22.1%	6.9%	2.0%	26.1%
Q17-4. As a place with a variety of housing choices	13.4%	43.5%	26.3%	7.7%	3.0%	6.1%
Q17-5. As a place to shop	11.1%	37.7%	21.5%	20.4%	8.4%	0.9%
Q17-6. As a place for dining & entertainment options	5.6%	21.1%	27.2%	28.3%	16.1%	1.7%
Q17-7. Overall quality of life in City	18.2%	62.0%	14.7%	3.1%	1.0%	1.0%

**WITHOUT DON'T KNOW****Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

(N=905)

	Excellent	Good	Neutral	Below Average	Poor
Q17-1. As a place to live	42.0%	50.6%	5.0%	1.7%	0.7%
Q17-2. As a place to raise children	44.0%	47.5%	6.6%	1.3%	0.6%
Q17-3. As a place to work	18.8%	39.2%	29.9%	9.3%	2.7%
Q17-4. As a place with a variety of housing choices	14.3%	46.3%	28.0%	8.2%	3.2%
Q17-5. As a place to shop	11.2%	38.0%	21.7%	20.6%	8.4%
Q17-6. As a place for dining & entertainment options	5.6%	21.5%	27.7%	28.8%	16.4%
Q17-7. Overall quality of life in City	18.3%	62.7%	14.8%	3.1%	1.0%

**Q18. Overall, how do you rate the condition of your neighborhood?**

<u>Q18. How do you rate condition of your neighborhood</u>	<u>Number</u>	<u>Percent</u>
Excellent	168	18.6 %
Good	432	47.7 %
Average	233	25.7 %
Below Average	44	4.9 %
Poor	5	0.6 %
Don't Know	23	2.5 %
Total	905	100.0 %

**WITHOUT DON'T KNOW****Q18. Overall, how do you rate the condition of your neighborhood? (without "don't know")**

<u>Q18. How do you rate condition of your neighborhood</u>	<u>Number</u>	<u>Percent</u>
Excellent	168	19.0 %
Good	432	49.0 %
Average	233	26.4 %
Below Average	44	5.0 %
Poor	5	0.6 %
Total	882	100.0 %

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19-1. Maintenance of City parks	23.9%	56.8%	11.6%	2.5%	0.6%	4.6%
Q19-2. Maintenance of City playgrounds	21.4%	52.3%	12.2%	1.2%	0.0%	12.9%
Q19-3. Walking & biking trails in City	18.3%	50.6%	16.8%	4.4%	0.3%	9.5%
Q19-4. City swimming pool	8.0%	29.2%	19.5%	3.1%	0.6%	39.5%
Q19-5. Outdoor athletic fields	15.1%	43.9%	16.4%	2.2%	0.0%	22.4%
Q19-6. Ease of registering for programs	12.5%	32.6%	18.7%	1.7%	0.9%	33.6%
Q19-7. Fees charged for recreation programs	11.4%	33.4%	20.6%	2.3%	1.1%	31.1%
Q19-8. Variety of recreation programs	13.3%	39.9%	20.4%	2.5%	0.7%	23.2%
Q19-9. Preservation of open space	15.7%	42.7%	21.1%	5.3%	3.0%	12.2%

**WITHOUT DON'T KNOW****Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19-1. Maintenance of City parks	25.1%	59.5%	12.2%	2.6%	0.6%
Q19-2. Maintenance of City playgrounds	24.5%	60.0%	14.0%	1.4%	0.0%
Q19-3. Walking & biking trails in City	20.2%	55.9%	18.6%	4.9%	0.4%
Q19-4. City swimming pool	13.3%	48.3%	32.3%	5.1%	1.0%
Q19-5. Outdoor athletic fields	19.4%	56.6%	21.2%	2.8%	0.0%
Q19-6. Ease of registering for programs	18.9%	49.1%	28.1%	2.6%	1.4%
Q19-7. Fees charged for recreation programs	16.6%	48.5%	30.0%	3.3%	1.7%
Q19-8. Variety of recreation programs	17.4%	51.9%	26.6%	3.3%	0.9%
Q19-9. Preservation of open space	17.8%	48.7%	24.0%	6.0%	3.5%

**Q20. Which TWO of the parks and recreation items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?**

Q20. 1st choice	Number	Percent
Maintenance of City parks	256	28.3 %
Maintenance of City playgrounds	40	4.4 %
Walking & biking trails in City	140	15.5 %
City swimming pool	32	3.5 %
Outdoor athletic fields	29	3.2 %
Ease of registering for programs	14	1.5 %
Fees charged for recreation programs	40	4.4 %
Variety of recreation programs	40	4.4 %
Preservation of open space	193	21.3 %
None chosen	121	13.4 %
Total	905	100.0 %

**Q20. Which TWO of the parks and recreation items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?**

Q20. 2nd choice	Number	Percent
Maintenance of City parks	165	18.2 %
Maintenance of City playgrounds	110	12.2 %
Walking & biking trails in City	119	13.1 %
City swimming pool	37	4.1 %
Outdoor athletic fields	38	4.2 %
Ease of registering for programs	13	1.4 %
Fees charged for recreation programs	41	4.5 %
Variety of recreation programs	83	9.2 %
Preservation of open space	139	15.4 %
None chosen	160	17.7 %
Total	905	100.0 %

**Q20. Which TWO of the parks and recreation items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

Q20. Sum of top 2 choices	Number	Percent
Maintenance of City parks	421	46.5 %
Maintenance of City playgrounds	150	16.6 %
Walking & biking trails in City	259	28.6 %
City swimming pool	69	7.6 %
Outdoor athletic fields	67	7.4 %
Ease of registering for programs	27	3.0 %
Fees charged for recreation programs	81	9.0 %
Variety of recreation programs	123	13.6 %
Preservation of open space	332	36.7 %
None chosen	121	13.4 %
Total	1650	

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q21-1. Availability of public transportation options	12.2%	37.4%	26.4%	13.3%	3.2%	7.4%
Q21-2. Availability of bicycle lanes	11.7%	26.3%	28.6%	16.6%	2.5%	14.3%
Q21-3. Availability of sidewalks on major streets & routes	9.2%	37.1%	23.6%	17.5%	9.7%	2.9%
Q21-4. Availability of sidewalks near your residence	5.6%	21.3%	19.9%	28.8%	22.6%	1.8%
Q21-5. Traffic calming measures in your neighborhood	4.3%	25.0%	28.1%	22.6%	12.1%	7.8%
Q21-6. City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	8.6%	27.9%	33.1%	13.2%	4.4%	12.8%

**WITHOUT DON'T KNOW****Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21-1. Availability of public transportation options	13.2%	40.4%	28.5%	14.4%	3.5%
Q21-2. Availability of bicycle lanes	13.7%	30.7%	33.3%	19.4%	2.9%
Q21-3. Availability of sidewalks on major streets & routes	9.5%	38.2%	24.3%	18.0%	10.0%
Q21-4. Availability of sidewalks near your residence	5.7%	21.7%	20.3%	29.3%	23.0%
Q21-5. Traffic calming measures in your neighborhood	4.6%	27.1%	30.5%	24.6%	13.1%
Q21-6. City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	9.9%	32.0%	37.9%	15.2%	5.0%

**Q22. Which TWO of the transportation items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years?**

<u>Q22. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation options	215	23.8 %
Availability of bicycle lanes	52	5.7 %
Availability of sidewalks on major streets & routes	136	15.0 %
Availability of sidewalks near your residence	206	22.8 %
Traffic calming measures in your neighborhood	150	16.6 %
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	68	7.5 %
None chosen	78	8.6 %
Total	905	100.0 %

**Q22. Which TWO of the transportation items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years?**

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation options	112	12.4 %
Availability of bicycle lanes	75	8.3 %
Availability of sidewalks on major streets & routes	137	15.1 %
Availability of sidewalks near your residence	132	14.6 %
Traffic calming measures in your neighborhood	160	17.7 %
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	143	15.8 %
None chosen	146	16.1 %
Total	905	100.0 %

**Q22. Which TWO of the transportation items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years? (top 2)**

<u>Q22. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation options	327	36.1 %
Availability of bicycle lanes	127	14.0 %
Availability of sidewalks on major streets & routes	273	30.2 %
Availability of sidewalks near your residence	338	37.3 %
Traffic calming measures in your neighborhood	310	34.3 %
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	211	23.3 %
None chosen	78	8.6 %
Total	1664	



**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q23-1. Roads & streets (e.g. Aurora Corridor)	26.2%	44.8%	15.5%	6.3%	2.6%	4.6%
Q23-2. Parks improvements (e.g. Echo Lake, Twin Ponds & Sunset Park Community Gardens)	17.0%	43.0%	19.9%	2.5%	0.8%	16.8%
Q23-3. Trails & paths (e.g. Interurban Trail, 195th separated trail, soft trails in parks)	16.2%	43.6%	21.2%	3.1%	0.9%	14.9%
Q23-4. Sidewalk improvements (e.g. safe routes to school)	9.5%	28.7%	24.0%	14.5%	6.0%	17.3%

**WITHOUT DON'T KNOW**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=905)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q23-1. Roads & streets (e.g. Aurora Corridor)	27.5%	47.0%	16.2%	6.6%	2.7%
Q23-2. Parks improvements (e.g. Echo Lake, Twin Ponds & Sunset Park Community Gardens)	20.4%	51.7%	24.0%	3.0%	0.9%
Q23-3. Trails & paths (e.g. Interurban Trail, 195th separated trail, soft trails in parks)	19.0%	51.3%	25.0%	3.7%	1.1%
Q23-4. Sidewalk improvements (e.g. safe routes to school)	11.4%	34.7%	29.0%	17.6%	7.2%

**Q24. Economic development-which means increasing opportunities for more retail, multi-family housing, commercial development, and job growth-helps generate the resources necessary to provide the City services identified as important in the community's vision. Do you support the City's long-term emphasis on economic development?**

Q24. Do you support City's long-term emphasis on economic development	Number	Percent
Yes	408	45.1 %
Neutral	176	19.4 %
No	151	16.7 %
Don't know	170	18.8 %
Total	905	100.0 %

**WITHOUT DON'T KNOW**

**Q24. Economic development-which means increasing opportunities for more retail, multi-family housing, commercial development, and job growth-helps generate the resources necessary to provide the City services identified as important in the community's vision. Do you support the City's long-term emphasis on economic development? (without "don't know")**

Q24. Do you support City's long-term emphasis on economic development	Number	Percent
Yes	408	55.5 %
Neutral	176	23.9 %
No	151	20.5 %
Total	735	100.0 %

**Q25. Shoreline residents have repeatedly identified sidewalks as important. Unfortunately, the need for sidewalks is greater than the resources available to construct them. To give you an idea of how big the need is, the City's complete Pedestrian System Plan includes approximately 153 miles of sidewalks. Of those, only about 75 miles currently exist. Constructing sidewalks is expensive - between \$686,000 and \$1.58 million to construct one mile. Variables that impact costs include storm water drainage, driveways, utility relocations, on-street parking, the grade of the site, ADA requirements, and any structures or landscaping that have been built in the City right-of-way that must be removed. Below are four strategies the City could use to create dedicated funding to construct more sidewalks. In priority order, please select the THREE potential strategies for increasing revenues that you would MOST SUPPORT.**

Q25. Top choice	Number	Percent
Increase sales tax	120	13.3 %
Increase car licensing fees (tabs)	146	16.1 %
Implement a business and occupation tax on Shoreline businesses	177	19.6 %
Issue bonds that would be repaid through increases in property taxes	183	20.2 %
None chosen	279	30.8 %
Total	905	100.0 %

Q25. 2nd choice	Number	Percent
Increase sales tax	97	10.7 %
Increase car licensing fees (tabs)	164	18.1 %
Implement a business and occupation tax on Shoreline businesses	159	17.6 %
Issue bonds that would be repaid through increases in property taxes	123	13.6 %
None chosen	362	40.0 %
Total	905	100.0 %

Q25. 3rd choice	Number	Percent
Increase sales tax	131	14.5 %
Increase car licensing fees (tabs)	114	12.6 %
Implement a business and occupation tax on Shoreline businesses	97	10.7 %
Issue bonds that would be repaid through increases in property taxes	93	10.3 %
None chosen	470	51.9 %
Total	905	100.0 %

Q25. Sum of top 3 choices	Number	Percent
Increase sales tax	348	38.5 %
Increase car licensing fees (tabs)	424	46.9 %
Implement a business and occupation tax on Shoreline businesses	433	47.8 %
Issue bonds that would be repaid through increases in property taxes	399	44.1 %
None chosen	279	30.8 %
Total	1883	

**Q26. Approximately how many years have you lived in the City of Shoreline?**

Q26. How many years have you lived in City of Shoreline	Number	Percent
5 or less	165	18.7 %
6 to 10	104	11.8 %
11 to 15	120	13.6 %
16 to 20	99	11.2 %
21 to 30	168	19.0 %
31+	228	25.8 %
Total	884	100.0 %

**Q27. Do you own or rent your current residence?**

Q27. Do you own or rent your current residence	Number	Percent
Own	598	66.1 %
Rent	307	33.9 %
Total	905	100.0 %

**Q28. What is your zip code?**

Q28. What is your zip code	Number	Percent
98133	353	39.0 %
98155	321	35.5 %
98177	231	25.5 %
Total	905	100.0 %

**Q29. Do you live east or west of I-5?**

Q29. Do you live East or West of I-5	Number	Percent
East	295	32.6 %
West	571	63.1 %
Not provided	39	4.3 %
Total	905	100.0 %

**WITHOUT NOT PROVIDED**

**Q29. Do you live east or west of I-5? (without "not provided")**

Q29. Do you live East or West of I-5	Number	Percent
East	295	34.1 %
West	571	65.9 %
Total	866	100.0 %

**Q30. Do you live east or west of Aurora Avenue N?**

Q30. Do you live East or West of Aurora Avenue N	Number	Percent
East	512	56.6 %
West	373	41.2 %
Not provided	20	2.2 %
Total	905	100.0 %

**WITHOUT DON'T KNOW**

**Q30. Do you live east or west of Aurora Avenue N? (without "not provided")**

Q30. Do you live East or West of Aurora Avenue N	Number	Percent
East	512	57.9 %
West	373	42.1 %
Total	885	100.0 %

**Q31. What is your total annual household income?**

Q31. Your total annual household income	Number	Percent
Under \$25K	40	4.4 %
\$25K to \$49,999	120	13.3 %
\$50K to \$74,999	144	15.9 %
\$75K to \$99,999	164	18.1 %
\$100K+	336	37.1 %
Not provided	101	11.2 %
Total	905	100.0 %

**WITHOUT NOT PROVIDED**

**Q31. What is your total annual household income? (without "not provided")**

Q31. Your total annual household income	Number	Percent
Under \$25K	40	5.0 %
\$25K to \$49,999	120	14.9 %
\$50K to \$74,999	144	17.9 %
\$75K to \$99,999	164	20.4 %
\$100K+	336	41.8 %
Total	804	100.0 %

**Q32. Your gender:**

Q32. Your gender	Number	Percent
Male	420	46.4 %
Female	485	53.6 %
Total	905	100.0 %

**Q33. Are you or members of your household of Hispanic or Latino ancestry?**

Q33. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	105	11.6 %
No	800	88.4 %
Total	905	100.0 %

**Q34. Which of the following best describes your race/ethnicity?**

Q34. Your race/ethnicity	Number	Percent
African American/Black	38	4.2 %
White/Caucasian	724	80.0 %
Asian	75	8.3 %
Native American	17	1.9 %
Pacific Islander	5	0.6 %
Other	20	2.2 %
Total	879	

**Q34. Other**

Q34. Other	Number	Percent
Hispanic	7	35.0 %
Mixed	4	20.0 %
Latino	2	10.0 %
Swedish	1	5.0 %
Greek	1	5.0 %
African	1	5.0 %
Arab American	1	5.0 %
South Asian	1	5.0 %
Arab	1	5.0 %
Euro-American	1	5.0 %
Total	20	100.0 %

**Q35. Is English the primary language spoken in your home?**

Q35. Is English the primary language spoken in your home	Number	Percent
Yes	798	88.2 %
No	65	7.2 %
Not provided	42	4.6 %
Total	905	100.0 %

**WITHOUT NOT PROVIDED**

**Q35. Is English the primary language spoken in your home? (without "not provided")**

Q35. Is English the primary language spoken in your home	Number	Percent
Yes	798	92.5 %
No	65	7.5 %
Total	863	100.0 %



*Section 8:*  
***Cross-Tabular Data by  
Gender and Hispanic Ancestry***

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**Gender and Hispanic Ancestry**

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

N=905

Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
Male	Female	Yes	No	

Q1. How many people live in your household?

1	11.7%	21.6%	10.5%	17.9%	17.0%
2	42.1%	33.0%	34.3%	37.6%	37.2%
3	18.6%	19.2%	23.8%	18.3%	18.9%
4	17.9%	18.4%	19.0%	18.0%	18.1%
5	8.1%	4.9%	9.5%	6.0%	6.4%
6	1.0%	2.7%	1.9%	1.9%	1.9%
7+	0.7%	0.2%	1.0%	0.4%	0.4%

**Gender and Hispanic Ancestry**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q3-1. Overall quality of police services</u>					
Very Satisfied	21.4%	24.9%	22.6%	23.3%	23.2%
Satisfied	50.1%	52.1%	51.6%	51.1%	51.2%
Neutral	21.9%	15.3%	16.1%	18.8%	18.5%
Dissatisfied	4.7%	6.5%	7.5%	5.4%	5.7%
Very Dissatisfied	1.8%	1.2%	2.2%	1.4%	1.5%

Q3-2. Overall quality of City parks & recreation programs & facilities

Very Satisfied	26.0%	39.3%	17.3%	35.3%	33.2%
Satisfied	55.4%	46.2%	58.2%	49.4%	50.4%
Neutral	14.9%	11.3%	18.4%	12.3%	13.0%
Dissatisfied	3.4%	3.0%	6.1%	2.8%	3.2%
Very Dissatisfied	0.3%	0.2%	0.0%	0.3%	0.2%

**Gender and Hispanic Ancestry**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q3-3. Overall effectiveness of City's code enforcement program</u>					
Very Satisfied	11.4%	10.1%	9.3%	11.0%	10.8%
Satisfied	29.3%	36.5%	28.0%	33.5%	32.8%
Neutral	42.3%	39.9%	42.7%	40.9%	41.1%
Dissatisfied	11.4%	8.4%	10.7%	9.8%	10.0%
Very Dissatisfied	5.5%	5.1%	9.3%	4.7%	5.3%

Q3-4. Overall effectiveness of City communication with public

Very Satisfied	14.5%	19.2%	15.3%	17.2%	17.0%
Satisfied	41.2%	42.9%	40.8%	42.3%	42.1%
Neutral	28.8%	26.2%	28.6%	27.2%	27.4%
Dissatisfied	8.1%	8.4%	5.1%	8.7%	8.3%
Very Dissatisfied	7.4%	3.4%	10.2%	4.6%	5.3%

**Gender and Hispanic Ancestry**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	

Q3-5. Overall quality of City's storm water runoff/storm water management system

Very Satisfied	15.7%	15.5%	12.2%	16.0%	15.6%
Satisfied	44.4%	45.6%	45.6%	45.0%	45.0%
Neutral	27.1%	26.7%	30.0%	26.5%	26.9%
Dissatisfied	8.5%	8.2%	4.4%	8.9%	8.4%
Very Dissatisfied	4.3%	4.0%	7.8%	3.6%	4.1%

Q3-6. Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)

Very Satisfied	7.8%	9.7%	13.7%	8.2%	8.8%
Satisfied	36.9%	41.8%	31.4%	40.6%	39.5%
Neutral	22.5%	22.3%	30.4%	21.3%	22.4%
Dissatisfied	22.0%	21.2%	17.6%	22.1%	21.6%
Very Dissatisfied	10.8%	4.9%	6.9%	7.8%	7.7%

## Gender and Hispanic Ancestry

### **Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	

#### Q3-7. Overall quality of human services (e.g. support for people in times of need) offered by City

Very Satisfied	10.6%	10.0%	15.2%	9.6%	10.3%
Satisfied	31.0%	36.5%	37.9%	33.4%	33.9%
Neutral	45.1%	44.1%	36.4%	45.7%	44.6%
Dissatisfied	10.6%	7.7%	9.1%	9.0%	9.0%
Very Dissatisfied	2.7%	1.7%	1.5%	2.3%	2.2%

#### Q3-8. Overall effectiveness of City's efforts to sustain environmental quality

Very Satisfied	12.0%	16.2%	12.6%	14.5%	14.3%
Satisfied	51.5%	49.4%	51.7%	50.2%	50.4%
Neutral	24.9%	25.8%	24.1%	25.6%	25.4%
Dissatisfied	7.0%	6.4%	5.7%	6.8%	6.7%
Very Dissatisfied	4.5%	2.2%	5.7%	3.0%	3.3%

**Gender and Hispanic Ancestry**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q3-9. Overall quality of service provided by City of Shoreline</u>					
Very Satisfied	10.5%	14.5%	11.3%	12.8%	12.6%
Satisfied	54.5%	54.0%	45.4%	55.4%	54.2%
Neutral	25.8%	25.2%	29.9%	24.9%	25.5%
Dissatisfied	6.5%	4.2%	6.2%	5.2%	5.3%
Very Dissatisfied	2.8%	2.0%	7.2%	1.7%	2.4%



**Gender and Hispanic Ancestry**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3)**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q4. Sum of Top 3 Choices</u>					
Overall quality of police services	39.3%	40.6%	37.1%	40.4%	40.0%
Overall quality of City parks & recreation programs & facilities	31.0%	27.8%	33.3%	28.8%	29.3%
Overall effectiveness of City's code enforcement program	21.0%	15.9%	18.1%	18.3%	18.2%
Overall effectiveness of City communication with public	20.2%	25.4%	19.0%	23.5%	23.0%
Overall quality of City's storm water runoff/storm water management system	16.7%	17.3%	24.8%	16.0%	17.0%
Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	61.7%	52.4%	50.5%	57.5%	56.7%

**Gender and Hispanic Ancestry**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3) (cont.)**

N=905

Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
Male	Female	Yes	No	

Q4. Sum of Top 3 Choices (Cont.)

Overall quality of human services (e.g. support for people in times of need) offered by City	29.5%	35.9%	21.0%	34.5%	32.9%
Overall effectiveness of City's efforts to sustain environmental quality	25.2%	32.6%	35.2%	28.4%	29.2%
Overall quality of service provided by City of Shoreline	19.8%	17.9%	18.1%	18.9%	18.8%
None chosen	7.9%	8.9%	11.4%	8.0%	8.4%

**Gender and Hispanic Ancestry**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	Male	Female	Yes	No	
<u>Q5-1. Overall maintenance of City streets</u>					
Very Satisfied	10.1%	12.9%	10.6%	11.7%	11.6%
Satisfied	53.1%	55.4%	55.8%	54.2%	54.3%
Neutral	20.5%	18.2%	19.2%	19.3%	19.3%
Dissatisfied	13.3%	11.6%	11.5%	12.5%	12.4%
Very Dissatisfied	2.9%	1.9%	2.9%	2.3%	2.4%
 <u>Q5-2. Maintenance of streets in your neighborhood</u>					
Very Satisfied	8.5%	14.8%	12.7%	11.7%	11.9%
Satisfied	46.8%	49.0%	48.0%	48.0%	48.0%
Neutral	22.0%	19.3%	18.6%	20.8%	20.5%
Dissatisfied	19.0%	13.5%	15.7%	16.1%	16.1%
Very Dissatisfied	3.7%	3.4%	4.9%	3.4%	3.5%

**Gender and Hispanic Ancestry**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q5-3. Maintenance of sidewalks in Shoreline</u>					
Very Satisfied	6.8%	7.9%	8.0%	7.3%	7.4%
Satisfied	30.7%	30.3%	32.0%	30.3%	30.5%
Neutral	30.7%	29.6%	29.0%	30.3%	30.1%
Dissatisfied	20.9%	20.6%	14.0%	21.6%	20.7%
Very Dissatisfied	11.1%	11.5%	17.0%	10.5%	11.3%

Q5-4. Mowing & trimming along City streets & other public areas

Very Satisfied	8.8%	9.5%	6.7%	9.5%	9.2%
Satisfied	40.7%	46.0%	47.1%	43.0%	43.5%
Neutral	29.3%	22.8%	16.3%	27.1%	25.8%
Dissatisfied	16.6%	15.8%	17.3%	16.0%	16.2%
Very Dissatisfied	4.6%	5.9%	12.5%	4.3%	5.3%

**Gender and Hispanic Ancestry**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q5-5. Overall cleanliness of City streets &amp; other public areas</u>					
Very Satisfied	11.6%	15.0%	13.3%	13.4%	13.4%
Satisfied	54.0%	57.0%	54.3%	55.8%	55.6%
Neutral	25.3%	18.9%	19.0%	22.3%	21.9%
Dissatisfied	8.0%	7.4%	11.4%	7.2%	7.7%
Very Dissatisfied	1.2%	1.7%	1.9%	1.4%	1.5%
 <u>Q5-6. Adequacy of City street lighting in your neighborhood</u>					
Very Satisfied	10.9%	11.7%	12.0%	11.3%	11.4%
Satisfied	43.8%	41.4%	45.0%	42.2%	42.5%
Neutral	22.1%	18.3%	18.0%	20.4%	20.1%
Dissatisfied	18.7%	20.5%	16.0%	20.1%	19.7%
Very Dissatisfied	4.4%	8.1%	9.0%	6.0%	6.4%

**Gender and Hispanic Ancestry**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q5-7. Adequacy of storm drainage services in your neighborhood</u>					
Very Satisfied	12.6%	12.8%	12.9%	12.6%	12.7%
Satisfied	46.6%	53.7%	50.5%	50.3%	50.3%
Neutral	23.9%	17.8%	17.8%	21.1%	20.7%
Dissatisfied	11.6%	9.5%	10.9%	10.4%	10.5%
Very Dissatisfied	5.4%	6.2%	7.9%	5.5%	5.8%

Q5-8. Garbage/recycling provider services

Very Satisfied	31.1%	34.0%	33.0%	32.6%	32.7%
Satisfied	51.8%	51.3%	53.4%	51.3%	51.5%
Neutral	13.1%	11.5%	8.7%	12.7%	12.3%
Dissatisfied	1.9%	1.9%	1.9%	1.9%	1.9%
Very Dissatisfied	1.9%	1.3%	2.9%	1.4%	1.6%

**Gender and Hispanic Ancestry**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q5-9. Maintenance of public trees along City streets</u>					
Very Satisfied	11.7%	12.3%	13.1%	11.8%	12.0%
Satisfied	42.2%	43.8%	42.4%	43.1%	43.0%
Neutral	27.0%	24.8%	20.2%	26.6%	25.8%
Dissatisfied	13.6%	15.9%	15.2%	14.8%	14.9%
Very Dissatisfied	5.5%	3.2%	9.1%	3.6%	4.3%



**Gender and Hispanic Ancestry**

**Q6. Which TWO of the maintenance items listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q6. Sum of Top 2 Choices</u>					
Overall maintenance of City streets	34.8%	31.1%	26.7%	33.6%	32.8%
Maintenance of streets in your neighborhood	21.7%	19.6%	21.0%	20.5%	20.6%
Maintenance of sidewalks in Shoreline	33.3%	30.9%	28.6%	32.5%	32.0%
Mowing & trimming along City streets & other public areas	17.9%	17.1%	24.8%	16.5%	17.5%
Overall cleanliness of City streets & other public areas	20.0%	18.6%	24.8%	18.5%	19.2%
Adequacy of City street lighting in your neighborhood	19.5%	29.3%	20.0%	25.4%	24.8%
Adequacy of storm drainage services in your neighborhood	16.7%	16.3%	20.0%	16.0%	16.5%
Garbage/recycling provider services	3.8%	4.7%	2.9%	4.5%	4.3%
Maintenance of public trees along City streets	17.1%	19.6%	18.1%	18.5%	18.5%
None chosen	5.2%	4.7%	4.8%	5.0%	5.0%

**Gender and Hispanic Ancestry**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q7-1. Enforcing clean-up of garbage, junk, or debris on private property</u>					
Very Satisfied	7.2%	7.6%	6.7%	7.5%	7.4%
Satisfied	33.7%	29.3%	35.6%	30.9%	31.5%
Neutral	34.8%	35.3%	35.6%	35.0%	35.1%
Dissatisfied	17.8%	22.0%	15.6%	20.6%	19.9%
Very Dissatisfied	6.4%	5.7%	6.7%	6.0%	6.1%

Q7-2. Enforcing removal of abandoned/junk autos

Very Satisfied	7.8%	7.4%	10.0%	7.2%	7.6%
Satisfied	31.0%	29.8%	31.1%	30.3%	30.4%
Neutral	41.1%	37.5%	38.9%	39.3%	39.2%
Dissatisfied	14.7%	17.4%	14.4%	16.3%	16.0%
Very Dissatisfied	5.5%	8.0%	5.6%	6.9%	6.8%

**Gender and Hispanic Ancestry**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q7-3. Enforcement of graffiti removal from private properties</u>					
Very Satisfied	7.9%	7.5%	6.9%	7.8%	7.7%
Satisfied	36.1%	34.0%	37.9%	34.6%	35.0%
Neutral	43.7%	45.8%	39.1%	45.6%	44.8%
Dissatisfied	9.1%	10.4%	13.8%	9.2%	9.7%
Very Dissatisfied	3.2%	2.3%	2.3%	2.8%	2.8%

**Gender and Hispanic Ancestry**

**Q8. Which of the City codes and ordinances items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q8. Top Choice</u>					
Enforcing clean-up of garbage, junk, or debris on private property	48.8%	51.5%	46.7%	50.8%	50.3%
Enforcing removal of abandoned/junk autos	15.2%	20.0%	14.3%	18.3%	17.8%
Enforcement of graffiti removal from private properties	22.4%	15.7%	21.9%	18.4%	18.8%
None chosen	13.6%	12.8%	17.1%	12.6%	13.1%

**Gender and Hispanic Ancestry**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q9-1. Overall quality of local police protection</u>					
Very Satisfied	18.8%	19.7%	23.2%	18.8%	19.3%
Satisfied	53.0%	49.4%	50.5%	51.2%	51.1%
Neutral	23.7%	25.3%	18.9%	25.2%	24.5%
Dissatisfied	3.1%	3.7%	6.3%	3.0%	3.4%
Very Dissatisfied	1.5%	1.9%	1.1%	1.8%	1.7%
<u>Q9-2. City's efforts to prevent crime</u>					
Very Satisfied	11.6%	12.6%	11.5%	12.2%	12.1%
Satisfied	48.0%	46.6%	42.5%	47.9%	47.3%
Neutral	28.8%	26.4%	28.7%	27.4%	27.6%
Dissatisfied	9.9%	11.3%	14.9%	10.1%	10.7%
Very Dissatisfied	1.7%	3.0%	2.3%	2.4%	2.4%

**Gender and Hispanic Ancestry**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q9-3. Enforcement of local traffic laws</u>					
Very Satisfied	12.3%	11.8%	11.5%	12.1%	12.0%
Satisfied	45.5%	50.0%	44.8%	48.2%	47.8%
Neutral	26.2%	29.3%	22.9%	28.5%	27.8%
Dissatisfied	11.6%	6.7%	13.5%	8.5%	9.1%
Very Dissatisfied	4.4%	2.2%	7.3%	2.7%	3.2%
 <u>Q9-4. Enforcement of drug laws</u>					
Very Satisfied	9.3%	6.7%	7.2%	8.1%	8.0%
Satisfied	36.7%	34.2%	39.1%	34.9%	35.4%
Neutral	33.9%	38.3%	31.9%	36.8%	36.2%
Dissatisfied	14.2%	13.1%	15.9%	13.3%	13.6%
Very Dissatisfied	5.9%	7.7%	5.8%	6.9%	6.8%

**Gender and Hispanic Ancestry**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q9-5. Enforcement of prostitution laws</u>					
Very Satisfied	12.6%	7.4%	9.0%	10.2%	10.1%
Satisfied	37.5%	35.6%	34.3%	36.9%	36.6%
Neutral	33.6%	41.1%	38.8%	37.1%	37.3%
Dissatisfied	9.0%	8.5%	9.0%	8.8%	8.8%
Very Dissatisfied	7.2%	7.4%	9.0%	7.1%	7.3%
 <u>Q9-6. Enforcement of property crime laws</u>					
Very Satisfied	7.2%	8.5%	3.8%	8.4%	7.9%
Satisfied	34.0%	34.4%	33.8%	34.3%	34.2%
Neutral	36.1%	39.1%	38.8%	37.5%	37.7%
Dissatisfied	15.3%	12.1%	13.8%	13.6%	13.6%
Very Dissatisfied	7.5%	5.9%	10.0%	6.2%	6.7%



**Gender and Hispanic Ancestry**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
Male	Female	Yes	No	

Q9-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors

Very Satisfied	26.7%	25.4%	28.0%	25.8%	26.1%
Satisfied	43.2%	39.4%	41.3%	41.3%	41.3%
Neutral	21.9%	29.1%	20.0%	26.3%	25.6%
Dissatisfied	5.4%	3.7%	8.0%	4.1%	4.5%
Very Dissatisfied	2.7%	2.3%	2.7%	2.5%	2.5%

Q9-8. How much you can trust Shoreline Police officers

Very Satisfied	28.4%	26.6%	31.9%	26.8%	27.4%
Satisfied	44.3%	41.1%	42.9%	42.6%	42.6%
Neutral	20.5%	26.8%	22.0%	24.1%	23.9%
Dissatisfied	3.2%	2.9%	1.1%	3.3%	3.0%
Very Dissatisfied	3.5%	2.6%	2.2%	3.2%	3.0%

**Gender and Hispanic Ancestry**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
Male	Female	Yes	No	

Q9-9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges

Very Satisfied	18.9%	15.2%	16.0%	17.1%	16.9%
Satisfied	32.2%	31.9%	42.0%	30.9%	32.0%
Neutral	41.4%	45.5%	38.0%	44.2%	43.6%
Dissatisfied	5.3%	5.1%	2.0%	5.5%	5.2%
Very Dissatisfied	2.2%	2.3%	2.0%	2.3%	2.3%

**Gender and Hispanic Ancestry**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q10. Sum of Top 2 Choices</u>					
Overall quality of local police protection	20.0%	20.6%	18.1%	20.6%	20.3%
City's efforts to prevent crime	37.4%	40.2%	36.2%	39.3%	38.9%
Enforcement of local traffic laws	17.6%	10.1%	16.2%	13.3%	13.6%
Enforcement of drug laws	21.2%	23.5%	16.2%	23.3%	22.4%
Enforcement of prostitution laws	7.6%	8.0%	10.5%	7.5%	7.8%
Enforcement of property crime laws	32.4%	24.7%	22.9%	29.0%	28.3%
Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	13.6%	22.3%	21.0%	17.9%	18.2%
How much you can trust Shoreline Police officers	9.0%	7.4%	7.6%	8.3%	8.2%

**Gender and Hispanic Ancestry**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2) (cont.)**

N=905

Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
Male	Female	Yes	No	

Q10. Sum of Top 2 Choices (Cont.)

Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	12.9%	19.4%	21.0%	15.8%	16.4%
None chosen	12.4%	10.3%	15.2%	10.8%	11.3%

**Gender and Hispanic Ancestry**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q11-1. In your neighborhood during the day</u>					
Very Safe	46.2%	51.6%	43.3%	49.9%	49.1%
Safe	47.4%	40.3%	46.2%	43.3%	43.6%
Neutral	5.1%	6.7%	8.7%	5.6%	6.0%
Unsafe	1.2%	1.0%	1.9%	1.0%	1.1%
Very Unsafe	0.0%	0.4%	0.0%	0.3%	0.2%

Q11-2. In your neighborhood at night

Very Safe	20.2%	19.0%	21.9%	19.2%	19.5%
Safe	56.2%	48.5%	49.5%	52.4%	52.1%
Neutral	19.5%	19.2%	22.9%	18.8%	19.3%
Unsafe	4.1%	11.0%	3.8%	8.4%	7.9%
Very Unsafe	0.0%	2.3%	1.9%	1.1%	1.2%

**Gender and Hispanic Ancestry**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q11-3. In City parks &amp; trails</u>					
Very Safe	13.0%	10.3%	13.4%	11.3%	11.5%
Safe	42.7%	39.8%	39.2%	41.4%	41.1%
Neutral	32.4%	30.8%	29.9%	31.7%	31.5%
Unsafe	10.1%	16.0%	13.4%	13.3%	13.3%
Very Unsafe	1.8%	3.1%	4.1%	2.3%	2.5%

Q11-4. In other public areas in Shoreline

Very Safe	15.3%	14.4%	16.0%	14.7%	14.8%
Safe	52.3%	49.9%	46.0%	51.7%	51.0%
Neutral	27.9%	27.7%	32.0%	27.2%	27.8%
Unsafe	4.0%	7.2%	3.0%	6.1%	5.7%
Very Unsafe	0.5%	0.9%	3.0%	0.4%	0.7%

**Gender and Hispanic Ancestry**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q11-5. Overall feeling of safety in Shoreline</u>					
Very Safe	18.2%	16.2%	20.2%	16.7%	17.1%
Safe	63.1%	62.6%	57.7%	63.5%	62.8%
Neutral	16.0%	15.5%	17.3%	15.6%	15.8%
Unsafe	2.7%	4.8%	3.8%	3.8%	3.8%
Very Unsafe	0.0%	0.8%	1.0%	0.4%	0.5%

**Gender and Hispanic Ancestry**

**Q12. From which of the following have you received information about City projects, issues, services, and events?**

N=905

Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
Male	Female	Yes	No	

Q12. From which have you received information about City projects, issues, services, & events?

City newsletter "CURRENTS"	86.9%	87.6%	85.7%	87.5%	87.3%
City's Parks and Recreation Guide	65.0%	73.4%	73.3%	69.0%	69.5%
City cable channel (Comcast 21 or Frontier 27)	6.4%	4.3%	8.6%	4.9%	5.3%
City website	35.7%	24.7%	35.2%	29.1%	29.8%
City's social media sites (Facebook, Twitter, Instagram)	10.5%	12.8%	11.4%	11.8%	11.7%
Online resources (e.g., Shoreline Area News, Nextdoor, Secret Shoreline)	36.2%	40.4%	41.0%	38.1%	38.5%
Involvement in neighborhood association or Shoreline Watch	17.9%	13.8%	19.0%	15.3%	15.7%
Television news	21.2%	20.6%	23.8%	20.5%	20.9%
Alert Shoreline	13.8%	16.7%	11.4%	15.9%	15.4%
Other	6.4%	9.7%	11.4%	7.8%	8.2%



**Gender and Hispanic Ancestry**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
Male	Female	Yes	No	

Q13-1. Availability of information about City services, meetings, & events

Very Satisfied	12.4%	15.5%	12.9%	14.2%	14.0%
Satisfied	50.6%	49.3%	53.5%	49.5%	49.9%
Neutral	28.4%	29.1%	23.8%	29.5%	28.8%
Dissatisfied	4.6%	4.0%	4.0%	4.3%	4.3%
Very Dissatisfied	4.1%	2.0%	5.9%	2.6%	3.0%

Q13-2. City's efforts to provide information on major City issues (e.g. light rail station area planning)

Very Satisfied	14.2%	17.7%	12.9%	16.5%	16.0%
Satisfied	48.4%	49.9%	50.5%	49.0%	49.2%
Neutral	22.0%	17.2%	19.8%	19.4%	19.5%
Dissatisfied	9.1%	11.5%	8.9%	10.6%	10.4%
Very Dissatisfied	6.3%	3.8%	7.9%	4.6%	5.0%

**Gender and Hispanic Ancestry**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
Male	Female	Yes	No	

Q13-3. City's efforts to provide opportunities for public involvement

Very Satisfied	13.4%	14.2%	11.5%	14.2%	13.9%
Satisfied	38.9%	45.4%	53.1%	41.0%	42.4%
Neutral	32.4%	26.6%	18.8%	30.7%	29.3%
Dissatisfied	10.3%	10.8%	9.4%	10.7%	10.6%
Very Dissatisfied	5.0%	2.9%	7.3%	3.4%	3.9%

Q13-4. Quality of content on City's website

Very Satisfied	9.9%	11.1%	5.3%	11.3%	10.5%
Satisfied	39.2%	37.8%	46.1%	37.4%	38.5%
Neutral	42.3%	44.0%	42.1%	43.3%	43.2%
Dissatisfied	6.1%	4.9%	2.6%	5.9%	5.5%
Very Dissatisfied	2.4%	2.3%	3.9%	2.1%	2.3%

**Gender and Hispanic Ancestry**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q13-5. Quality of content in City's newsletter "CURRENTS"</u>					
Very Satisfied	16.9%	20.9%	21.0%	18.7%	19.0%
Satisfied	49.1%	52.5%	53.0%	50.6%	50.9%
Neutral	27.5%	21.1%	18.0%	24.9%	24.1%
Dissatisfied	4.2%	4.3%	3.0%	4.4%	4.2%
Very Dissatisfied	2.3%	1.3%	5.0%	1.4%	1.8%

Q13-6. Quality of City's social media

Very Satisfied	6.7%	8.5%	3.6%	8.2%	7.7%
Satisfied	33.3%	37.3%	34.5%	35.7%	35.5%
Neutral	53.3%	45.0%	58.2%	47.5%	48.7%
Dissatisfied	4.3%	5.4%	1.8%	5.3%	4.9%
Very Dissatisfied	2.4%	3.8%	1.8%	3.4%	3.2%

**Gender and Hispanic Ancestry**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q14-1. Overall image of City</u>					
Very Satisfied	19.4%	21.1%	20.2%	20.3%	20.3%
Satisfied	56.4%	58.3%	50.0%	58.4%	57.4%
Neutral	17.9%	13.7%	23.1%	14.6%	15.6%
Dissatisfied	5.4%	5.9%	3.8%	5.9%	5.7%
Very Dissatisfied	1.0%	1.1%	2.9%	0.8%	1.0%

Q14-2. Overall quality of leadership provided by City's elected officials

Very Satisfied	9.7%	10.1%	7.6%	10.2%	9.9%
Satisfied	36.8%	39.9%	39.1%	38.3%	38.4%
Neutral	35.9%	37.3%	32.6%	37.2%	36.6%
Dissatisfied	10.0%	9.1%	7.6%	9.8%	9.5%
Very Dissatisfied	7.6%	3.6%	13.0%	4.5%	5.5%

**Gender and Hispanic Ancestry**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q14-3. Overall effectiveness of City Manager &amp; City staff</u>					
Very Satisfied	12.4%	12.0%	7.6%	12.8%	12.2%
Satisfied	36.1%	40.5%	43.0%	37.8%	38.4%
Neutral	36.7%	35.8%	27.8%	37.2%	36.2%
Dissatisfied	7.5%	7.6%	8.9%	7.4%	7.5%
Very Dissatisfied	7.2%	4.2%	12.7%	4.8%	5.6%

**Gender and Hispanic Ancestry**

**Q15. From the choices below, please check how much you agree with the statement "I trust the City of Shoreline to spend my tax dollars responsibly." (without "no opinion")**

N=905

<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
Male	Female	Yes	No	

Q15. How much do you agree with the statement?

Strongly Agree	16.0%	17.4%	19.4%	16.4%	16.8%
Somewhat agree	52.7%	59.8%	49.0%	57.6%	56.5%
Somewhat disagree	19.5%	14.2%	17.3%	16.6%	16.6%
Strongly disagree	11.8%	8.6%	14.3%	9.5%	10.0%

**Q16. In general, do you think the City of Shoreline is moving in the right direction? (without "don't know")**

N=905

<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
Male	Female	Yes	No	

Q16. Is City of Shoreline moving in the right direction?

Yes	78.5%	82.6%	79.8%	80.7%	80.6%
No	21.5%	17.4%	20.2%	19.3%	19.4%

**Gender and Hispanic Ancestry**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q17-1. As a place to live</u>					
Excellent	36.0%	47.2%	41.0%	42.1%	42.0%
Good	54.3%	47.4%	49.5%	50.8%	50.6%
Neutral	8.2%	2.3%	6.7%	4.8%	5.0%
Below Average	1.0%	2.3%	0.0%	1.9%	1.7%
Poor	0.5%	0.8%	2.9%	0.4%	0.7%

Q17-2. As a place to raise children

Excellent	38.7%	48.7%	40.6%	44.5%	44.0%
Good	51.1%	44.2%	49.5%	47.2%	47.5%
Neutral	8.6%	4.9%	6.9%	6.6%	6.6%
Below Average	1.0%	1.5%	1.0%	1.3%	1.3%
Poor	0.5%	0.7%	2.0%	0.4%	0.6%

**Gender and Hispanic Ancestry**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	

Q17-3. As a place to work

Excellent	16.1%	21.5%	22.2%	18.4%	18.8%
Good	39.0%	39.4%	33.3%	40.0%	39.2%
Neutral	34.1%	26.0%	34.6%	29.3%	29.9%
Below Average	8.0%	10.4%	7.4%	9.5%	9.3%
Poor	2.8%	2.7%	2.5%	2.8%	2.7%

Q17-4. As a place with a variety of housing choices

Excellent	13.7%	14.8%	17.3%	13.9%	14.3%
Good	46.6%	46.1%	45.9%	46.4%	46.3%
Neutral	29.0%	27.1%	27.6%	28.0%	28.0%
Below Average	8.1%	8.3%	6.1%	8.5%	8.2%
Poor	2.5%	3.8%	3.1%	3.2%	3.2%



**Gender and Hispanic Ancestry**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	

Q17-5. As a place to shop

Excellent	10.7%	11.7%	13.5%	11.0%	11.2%
Good	36.4%	39.4%	35.6%	38.3%	38.0%
Neutral	21.6%	21.8%	18.3%	22.2%	21.7%
Below Average	21.8%	19.5%	23.1%	20.3%	20.6%
Poor	9.5%	7.5%	9.6%	8.3%	8.4%

Q17-6. As a place for dining & entertainment options

Excellent	5.5%	5.7%	8.7%	5.2%	5.6%
Good	19.3%	23.4%	20.2%	21.6%	21.5%
Neutral	27.0%	28.3%	25.0%	28.0%	27.7%
Below Average	30.6%	27.2%	26.9%	29.1%	28.8%
Poor	17.6%	15.3%	19.2%	16.0%	16.4%

**Gender and Hispanic Ancestry**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q17-7. Overall quality of life in City</u>					
Excellent	15.5%	20.8%	17.3%	18.5%	18.3%
Good	63.5%	61.9%	63.5%	62.5%	62.7%
Neutral	17.6%	12.4%	15.4%	14.8%	14.8%
Below Average	2.9%	3.4%	1.9%	3.3%	3.1%
Poor	0.5%	1.5%	1.9%	0.9%	1.0%

**Gender and Hispanic Ancestry**

**Q18. Overall, how do you rate the condition of your neighborhood? (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q18. How do you rate condition of your neighborhood?</u>					
Excellent	18.4%	19.6%	15.8%	19.5%	19.0%
Good	49.0%	48.9%	55.4%	48.1%	49.0%
Average	26.0%	26.8%	24.8%	26.6%	26.4%
Below Average	6.1%	4.0%	4.0%	5.1%	5.0%
Poor	0.5%	0.6%	0.0%	0.6%	0.6%

**Gender and Hispanic Ancestry**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	Male	Female	Yes	No	
<u>Q19-1. Maintenance of City parks</u>					
Very Satisfied	19.7%	29.6%	17.9%	26.0%	25.1%
Satisfied	63.6%	56.1%	68.4%	58.4%	59.5%
Neutral	13.0%	11.5%	9.5%	12.5%	12.2%
Dissatisfied	2.9%	2.4%	4.2%	2.4%	2.6%
Very Dissatisfied	0.8%	0.4%	0.0%	0.7%	0.6%

Q19-2. Maintenance of City playgrounds

Very Satisfied	22.1%	26.6%	16.7%	25.6%	24.5%
Satisfied	63.3%	57.2%	68.9%	58.8%	60.0%
Neutral	13.2%	14.7%	10.0%	14.6%	14.0%
Dissatisfied	1.4%	1.4%	4.4%	1.0%	1.4%

**Gender and Hispanic Ancestry**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q19-3. Walking &amp; biking trails in City</u>					
Very Satisfied	17.5%	22.5%	17.0%	20.7%	20.2%
Satisfied	57.3%	54.8%	59.6%	55.4%	55.9%
Neutral	18.9%	18.3%	10.6%	19.7%	18.6%
Dissatisfied	5.8%	4.1%	11.7%	4.0%	4.9%
Very Dissatisfied	0.5%	0.2%	1.1%	0.3%	0.4%

Q19-4. City swimming pool

Very Satisfied	11.4%	14.9%	13.4%	13.3%	13.3%
Satisfied	48.1%	48.4%	49.3%	48.1%	48.3%
Neutral	35.4%	29.8%	28.4%	32.9%	32.3%
Dissatisfied	3.8%	6.2%	7.5%	4.8%	5.1%
Very Dissatisfied	1.3%	0.7%	1.5%	0.9%	1.0%

**Gender and Hispanic Ancestry**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q19-5. Outdoor athletic fields</u>					
Very Satisfied	18.6%	20.2%	23.2%	18.9%	19.4%
Satisfied	57.5%	55.8%	54.9%	56.9%	56.6%
Neutral	21.4%	21.0%	22.0%	21.1%	21.2%
Dissatisfied	2.5%	3.0%	0.0%	3.2%	2.8%

Q19-6. Ease of registering for programs

Very Satisfied	16.7%	20.7%	20.0%	18.7%	18.9%
Satisfied	45.8%	51.7%	53.3%	48.4%	49.1%
Neutral	33.0%	24.1%	22.7%	28.9%	28.1%
Dissatisfied	3.0%	2.2%	1.3%	2.8%	2.6%
Very Dissatisfied	1.5%	1.3%	2.7%	1.2%	1.4%

**Gender and Hispanic Ancestry**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q19-7. Fees charged for recreation programs</u>					
Very Satisfied	17.5%	15.8%	25.0%	15.3%	16.6%
Satisfied	47.6%	49.3%	40.8%	49.6%	48.5%
Neutral	30.1%	29.9%	27.6%	30.3%	30.0%
Dissatisfied	3.0%	3.6%	2.6%	3.4%	3.3%
Very Dissatisfied	1.9%	1.5%	3.9%	1.3%	1.7%

Q19-8. Variety of recreation programs

Very Satisfied	15.9%	18.5%	25.3%	16.2%	17.4%
Satisfied	47.8%	55.1%	43.7%	53.2%	51.9%
Neutral	31.9%	22.4%	24.1%	26.9%	26.6%
Dissatisfied	4.1%	2.6%	5.7%	2.9%	3.3%
Very Dissatisfied	0.3%	1.3%	1.1%	0.9%	0.9%

**Gender and Hispanic Ancestry**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q19-9. Preservation of open space</u>					
Very Satisfied	16.5%	19.0%	14.1%	18.3%	17.8%
Satisfied	45.7%	51.1%	44.6%	49.2%	48.7%
Neutral	26.4%	22.0%	19.6%	24.6%	24.0%
Dissatisfied	6.3%	5.9%	12.0%	5.2%	6.0%
Very Dissatisfied	5.1%	2.1%	9.8%	2.6%	3.5%



## Gender and Hispanic Ancestry

### **Q20. Which TWO of the parks and recreation items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q20. Sum of Top 2 Choices</u>					
Maintenance of City parks	47.6%	45.6%	40.0%	47.4%	46.5%
Maintenance of City playgrounds	16.2%	16.9%	13.3%	17.0%	16.6%
Walking & biking trails in City	29.8%	27.6%	30.5%	28.4%	28.6%
City swimming pool	6.7%	8.5%	8.6%	7.5%	7.6%
Outdoor athletic fields	7.1%	7.6%	8.6%	7.3%	7.4%
Ease of registering for programs	3.8%	2.3%	3.8%	2.9%	3.0%
Fees charged for recreation programs	6.9%	10.7%	5.7%	9.4%	9.0%
Variety of recreation programs	10.5%	16.3%	14.3%	13.5%	13.6%
Preservation of open space	37.1%	36.3%	41.0%	36.1%	36.7%
None chosen	15.2%	11.8%	13.3%	13.4%	13.4%

**Gender and Hispanic Ancestry**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q21-1. Availability of public transportation options</u>					
Very Satisfied	13.7%	12.7%	15.6%	12.9%	13.2%
Satisfied	40.1%	40.6%	36.5%	40.9%	40.4%
Neutral	30.3%	27.0%	29.2%	28.5%	28.5%
Dissatisfied	11.3%	17.0%	16.7%	14.1%	14.4%
Very Dissatisfied	4.5%	2.7%	2.1%	3.7%	3.5%

Q21-2. Availability of bicycle lanes

Very Satisfied	16.6%	11.1%	20.7%	12.7%	13.7%
Satisfied	27.9%	33.2%	23.9%	31.6%	30.7%
Neutral	32.3%	34.3%	31.5%	33.6%	33.3%
Dissatisfied	20.2%	18.6%	22.8%	18.9%	19.4%
Very Dissatisfied	3.0%	2.8%	1.1%	3.1%	2.9%

**Gender and Hispanic Ancestry**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q21-3. Availability of sidewalks on major streets &amp; routes</u>					
Very Satisfied	12.9%	6.6%	8.9%	9.6%	9.5%
Satisfied	36.0%	40.1%	46.5%	37.1%	38.2%
Neutral	23.8%	24.7%	15.8%	25.4%	24.3%
Dissatisfied	15.9%	19.8%	18.8%	17.9%	18.0%
Very Dissatisfied	11.4%	8.7%	9.9%	10.0%	10.0%

Q21-4. Availability of sidewalks near your residence

Very Satisfied	7.2%	4.4%	8.8%	5.3%	5.7%
Satisfied	21.8%	21.5%	19.6%	21.9%	21.7%
Neutral	21.1%	19.6%	18.6%	20.5%	20.3%
Dissatisfied	26.1%	32.1%	25.5%	29.8%	29.3%
Very Dissatisfied	23.8%	22.4%	27.5%	22.5%	23.0%

**Gender and Hispanic Ancestry**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
Male	Female	Yes	No	

Q21-5. Traffic calming measures in your neighborhood

Very Satisfied	5.0%	4.3%	6.1%	4.4%	4.6%
Satisfied	23.0%	30.7%	24.5%	27.5%	27.1%
Neutral	30.6%	30.5%	23.5%	31.5%	30.5%
Dissatisfied	26.4%	23.0%	35.7%	23.1%	24.6%
Very Dissatisfied	14.9%	11.6%	10.2%	13.5%	13.1%

Q21-6. City's efforts for supporting alternative means of transportation such as transit, bicycling, walking

Very Satisfied	10.6%	9.3%	13.2%	9.5%	9.9%
Satisfied	30.4%	33.3%	31.9%	32.0%	32.0%
Neutral	39.7%	36.4%	35.2%	38.3%	37.9%
Dissatisfied	14.0%	16.2%	15.4%	15.1%	15.2%
Very Dissatisfied	5.3%	4.8%	4.4%	5.1%	5.0%

**Gender and Hispanic Ancestry**

**Q22. Which TWO of the transportation items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years? (top 2)**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q22. Sum of Top 2 Choices</u>					
Availability of public transportation options	33.8%	38.1%	29.5%	37.0%	36.1%
Availability of bicycle lanes	16.4%	12.0%	20.0%	13.3%	14.0%
Availability of sidewalks on major streets & routes	29.3%	30.9%	33.3%	29.8%	30.2%
Availability of sidewalks near your residence	34.5%	39.8%	35.2%	37.6%	37.3%
Traffic calming measures in your neighborhood	36.4%	32.4%	35.2%	34.1%	34.3%
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	21.9%	24.5%	21.0%	23.6%	23.3%
None chosen	10.5%	7.0%	8.6%	8.6%	8.6%

**Gender and Hispanic Ancestry**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	<u>Q32. Your gender</u>		<u>Q33. Are you of Hispanic or Latino ancestry?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	
<u>Q23-1. Roads &amp; streets (e.g. Aurora Corridor)</u>					
Very Satisfied	24.2%	30.4%	37.0%	26.2%	27.5%
Satisfied	48.1%	46.0%	36.0%	48.5%	47.0%
Neutral	15.6%	16.7%	13.0%	16.6%	16.2%
Dissatisfied	7.6%	5.7%	6.0%	6.7%	6.6%
Very Dissatisfied	4.5%	1.1%	8.0%	2.0%	2.7%

Q23-2. Parks improvements (e.g. Echo Lake, Twin Ponds & Sunset Park Community Gardens)

Very Satisfied	19.3%	21.4%	23.2%	20.1%	20.4%
Satisfied	50.3%	52.9%	46.3%	52.4%	51.7%
Neutral	25.7%	22.4%	22.0%	24.2%	24.0%
Dissatisfied	2.9%	3.0%	6.1%	2.6%	3.0%
Very Dissatisfied	1.8%	0.3%	2.4%	0.8%	0.9%

**Gender and Hispanic Ancestry**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	

Q23-3. Trails & paths (e.g. Interurban Trail, 195th separated trail, soft trails in parks)

Very Satisfied	18.1%	19.9%	25.8%	18.1%	19.0%
Satisfied	52.3%	50.4%	46.1%	51.9%	51.3%
Neutral	23.7%	26.1%	18.0%	25.9%	25.0%
Dissatisfied	4.8%	2.7%	10.1%	2.8%	3.7%
Very Dissatisfied	1.1%	1.0%	0.0%	1.2%	1.1%

Q23-4. Sidewalk improvements (e.g. safe routes to school)

Very Satisfied	9.3%	13.4%	9.7%	11.7%	11.4%
Satisfied	33.9%	35.5%	32.3%	35.1%	34.7%
Neutral	30.1%	28.0%	31.2%	28.7%	29.0%
Dissatisfied	19.1%	16.2%	19.4%	17.3%	17.6%
Very Dissatisfied	7.5%	6.9%	7.5%	7.2%	7.2%

**Gender and Hispanic Ancestry**

**Q24. Economic development-which means increasing opportunities for more retail, multi-family housing, commercial development, and job growth-helps generate the resources necessary to provide the City services identified as important in the community's vision. Do you support the City's long-term emphasis on economic development? (without "don't know")**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	

Q24. Do you support City's long-term emphasis on economic development?

Yes	53.0%	57.7%	47.7%	56.5%	55.5%
Neutral	25.9%	22.2%	22.1%	24.2%	23.9%
No	21.0%	20.1%	30.2%	19.3%	20.5%



**Gender and Hispanic Ancestry**

**Q25. Shoreline residents have repeatedly identified sidewalks as important. Unfortunately, the need for sidewalks is greater than the resources available to construct them. To give you an idea of how big the need is, the City's complete Pedestrian System Plan includes approximately 153 miles of sidewalks. Of those, only about 75 miles currently exist. Constructing sidewalks is expensive - between \$686,000 and \$1.58 million to construct one mile. Variables that impact costs include storm water drainage, driveways, utility relocations, on-street parking, the grade of the site, ADA requirements, and any structures or landscaping that have been built in the City right-of-way that must be removed. Below are four strategies the City could use to create dedicated funding to construct more sidewalks. In priority order, please select the THREE potential strategies for increasing revenues that you would MOST SUPPORT. (top 3)**

N=905

	Q32. Your gender		Q33. Are you of Hispanic or Latino ancestry?		Total
	Male	Female	Yes	No	
<u>Q25. Sum of Top 3 Choices</u>					
Increase sales tax	38.6%	38.4%	31.4%	39.4%	38.5%
Increase car licensing fees (tabs)	43.3%	49.9%	46.7%	46.9%	46.9%
Implement a business and occupation tax on Shoreline businesses	46.2%	49.3%	43.8%	48.4%	47.8%
Issue bonds that would be repaid through increases in property taxes	45.0%	43.3%	40.0%	44.6%	44.1%
None chosen	33.1%	28.9%	38.1%	29.9%	30.8%

*Section 9:  
Cross-Tabular Data by  
Total Household Income*

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**Total Household Income**

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

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q1. How many people live in your household?

1	55.0%	36.7%	20.1%	11.0%	6.3%	19.8%	17.0%
2	35.0%	41.7%	36.1%	32.9%	34.5%	50.5%	37.2%
3	5.0%	12.5%	22.9%	23.2%	19.6%	16.8%	18.9%
4	2.5%	4.2%	14.6%	22.6%	27.1%	8.9%	18.1%
5	0.0%	2.5%	4.9%	6.1%	10.4%	3.0%	6.4%
6	2.5%	2.5%	0.7%	3.7%	1.8%	0.0%	1.9%
7+	0.0%	0.0%	0.7%	0.6%	0.3%	1.0%	0.4%

**Total Household Income**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income							Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided		

Q3-1. Overall quality of police services

Very Satisfied	36.1%	25.7%	25.6%	17.6%	23.4%	20.2%	23.2%
Satisfied	30.6%	54.0%	51.9%	60.1%	50.2%	42.9%	51.2%
Neutral	30.6%	15.0%	15.0%	14.9%	19.4%	26.2%	18.5%
Dissatisfied	0.0%	4.4%	7.5%	4.7%	5.7%	8.3%	5.7%
Very Dissatisfied	2.8%	0.9%	0.0%	2.7%	1.3%	2.4%	1.5%

Q3-2. Overall quality of City parks & recreation programs & facilities

Very Satisfied	37.1%	30.1%	36.0%	35.6%	32.5%	29.4%	33.2%
Satisfied	40.0%	51.3%	52.9%	48.8%	54.7%	36.5%	50.4%
Neutral	8.6%	12.4%	9.6%	12.5%	11.3%	28.2%	13.0%
Dissatisfied	11.4%	6.2%	1.5%	3.1%	1.3%	5.9%	3.2%
Very Dissatisfied	2.9%	0.0%	0.0%	0.0%	0.3%	0.0%	0.2%

**Total Household Income**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income							Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided		

Q3-3. Overall effectiveness of City's code enforcement program

Very Satisfied	10.7%	11.1%	12.7%	9.8%	11.2%	7.6%	10.8%
Satisfied	39.3%	42.0%	33.3%	33.9%	33.2%	15.2%	32.8%
Neutral	25.0%	35.8%	34.3%	47.3%	41.6%	53.0%	41.1%
Dissatisfied	17.9%	7.4%	10.8%	7.1%	9.3%	15.2%	10.0%
Very Dissatisfied	7.1%	3.7%	8.8%	1.8%	4.7%	9.1%	5.3%

Q3-4. Overall effectiveness of City communication with public

Very Satisfied	13.9%	19.8%	22.2%	14.3%	17.6%	9.1%	17.0%
Satisfied	50.0%	41.4%	38.5%	44.8%	46.2%	26.1%	42.1%
Neutral	19.4%	28.8%	28.1%	28.6%	25.3%	33.0%	27.4%
Dissatisfied	11.1%	5.4%	4.4%	10.4%	7.4%	15.9%	8.3%
Very Dissatisfied	5.6%	4.5%	6.7%	1.9%	3.5%	15.9%	5.3%

**Total Household Income**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income							Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided		

Q3-5. Overall quality of City's storm water runoff/storm water management system

Very Satisfied	10.3%	16.2%	21.0%	11.0%	16.1%	15.2%	15.6%
Satisfied	30.8%	48.6%	46.0%	49.0%	46.3%	34.2%	45.0%
Neutral	43.6%	27.6%	18.5%	25.5%	27.7%	30.4%	26.9%
Dissatisfied	7.7%	5.7%	9.7%	8.3%	6.7%	16.5%	8.4%
Very Dissatisfied	7.7%	1.9%	4.8%	6.2%	3.2%	3.8%	4.1%

Q3-6. Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)

Very Satisfied	10.8%	10.2%	15.2%	6.2%	7.9%	4.3%	8.8%
Satisfied	37.8%	44.9%	33.3%	41.0%	41.2%	34.4%	39.5%
Neutral	13.5%	16.9%	23.2%	22.4%	25.3%	21.5%	22.4%
Dissatisfied	27.0%	19.5%	20.3%	23.0%	20.1%	26.9%	21.6%
Very Dissatisfied	10.8%	8.5%	8.0%	7.5%	5.5%	12.9%	7.7%

**Total Household Income**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q3-7. Overall quality of human services (e.g. support for people in times of need) offered by City

Very Satisfied	12.5%	10.3%	17.8%	6.3%	10.1%	5.4%	10.3%
Satisfied	37.5%	44.8%	31.1%	31.5%	32.6%	28.6%	33.9%
Neutral	46.9%	31.0%	42.2%	50.5%	48.3%	44.6%	44.6%
Dissatisfied	3.1%	10.3%	7.8%	9.9%	6.2%	19.6%	9.0%
Very Dissatisfied	0.0%	3.4%	1.1%	1.8%	2.8%	1.8%	2.2%

Q3-8. Overall effectiveness of City's efforts to sustain environmental quality

Very Satisfied	22.6%	8.3%	18.3%	14.2%	14.5%	12.0%	14.3%
Satisfied	38.7%	50.9%	43.7%	51.8%	57.6%	36.0%	50.4%
Neutral	38.7%	26.9%	27.8%	22.0%	21.2%	36.0%	25.4%
Dissatisfied	0.0%	11.1%	4.0%	10.6%	4.9%	6.7%	6.7%
Very Dissatisfied	0.0%	2.8%	6.3%	1.4%	1.8%	9.3%	3.3%

**Total Household Income**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q3-9. Overall quality of service provided by City of Shoreline

Very Satisfied	15.0%	11.3%	18.7%	13.0%	10.8%	10.1%	12.6%
Satisfied	47.5%	54.8%	51.5%	56.5%	58.9%	40.4%	54.2%
Neutral	25.0%	27.8%	20.9%	22.1%	27.8%	27.0%	25.5%
Dissatisfied	10.0%	3.5%	6.0%	7.8%	2.2%	11.2%	5.3%
Very Dissatisfied	2.5%	2.6%	3.0%	0.6%	0.3%	11.2%	2.4%



**Total Household Income**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3)**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q4. Sum of Top 3 Choices

Overall quality of police services	37.5%	42.5%	38.9%	37.2%	39.6%	45.5%	40.0%
Overall quality of City parks & recreation programs & facilities	12.5%	24.2%	23.6%	32.3%	38.4%	14.9%	29.3%
Overall effectiveness of City's code enforcement program	20.0%	14.2%	16.7%	17.7%	18.5%	24.8%	18.2%
Overall effectiveness of City communication with public	27.5%	22.5%	22.9%	26.2%	20.2%	25.7%	23.0%
Overall quality of City's storm water runoff/storm water management system	17.5%	16.7%	19.4%	19.5%	16.4%	11.9%	17.0%
Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	45.0%	46.7%	55.6%	59.1%	62.2%	52.5%	56.7%

**Total Household Income**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3) (cont.)**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q4. Sum of Top 3 Choices (Cont.)

Overall quality of human services (e.g. support for people in times of need) offered by City	45.0%	36.7%	37.5%	32.9%	32.1%	19.8%	32.9%
Overall effectiveness of City's efforts to sustain environmental quality	12.5%	28.3%	32.6%	27.4%	32.4%	23.8%	29.2%
Overall quality of service provided by City of Shoreline	22.5%	22.5%	16.0%	18.9%	17.0%	22.8%	18.8%
None chosen	12.5%	12.5%	9.7%	5.5%	5.7%	13.9%	8.4%

**Total Household Income**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q5-1. Overall maintenance of City streets

Very Satisfied	27.5%	13.6%	18.1%	9.3%	9.0%	6.2%	11.6%
Satisfied	40.0%	48.3%	50.7%	60.9%	58.0%	49.5%	54.3%
Neutral	15.0%	17.8%	21.0%	18.0%	20.7%	17.5%	19.3%
Dissatisfied	17.5%	15.3%	10.1%	9.3%	10.5%	21.6%	12.4%
Very Dissatisfied	0.0%	5.1%	0.0%	2.5%	1.8%	5.2%	2.4%

Q5-2. Maintenance of streets in your neighborhood

Very Satisfied	23.1%	18.1%	16.2%	8.7%	9.6%	6.5%	11.9%
Satisfied	30.8%	44.0%	47.1%	55.9%	47.9%	48.4%	48.0%
Neutral	23.1%	17.2%	16.9%	15.5%	24.4%	23.7%	20.5%
Dissatisfied	20.5%	17.2%	17.6%	16.8%	13.6%	18.3%	16.1%
Very Dissatisfied	2.6%	3.4%	2.2%	3.1%	4.5%	3.2%	3.5%

**Total Household Income**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q5-3. Maintenance of sidewalks in Shoreline

Very Satisfied	13.9%	11.7%	10.9%	6.4%	5.6%	2.3%	7.4%
Satisfied	41.7%	32.4%	26.4%	28.0%	31.0%	31.8%	30.5%
Neutral	11.1%	26.1%	37.2%	28.7%	30.1%	35.2%	30.1%
Dissatisfied	22.2%	15.3%	13.2%	24.8%	24.8%	15.9%	20.7%
Very Dissatisfied	11.1%	14.4%	12.4%	12.1%	8.5%	14.8%	11.3%

Q5-4. Mowing & trimming along City streets & other public areas

Very Satisfied	13.5%	10.2%	10.4%	10.8%	8.5%	4.3%	9.2%
Satisfied	54.1%	44.1%	43.3%	38.9%	44.1%	44.7%	43.5%
Neutral	21.6%	26.3%	26.1%	32.5%	24.2%	21.3%	25.8%
Dissatisfied	10.8%	10.2%	14.9%	12.7%	20.2%	19.1%	16.2%
Very Dissatisfied	0.0%	9.3%	5.2%	5.1%	3.0%	10.6%	5.3%

**Total Household Income**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q5-5. Overall cleanliness of City streets & other public areas

Very Satisfied	15.4%	16.8%	21.6%	11.8%	11.1%	7.3%	13.4%
Satisfied	64.1%	58.0%	53.2%	52.8%	56.8%	53.1%	55.6%
Neutral	17.9%	17.6%	20.9%	24.8%	22.8%	21.9%	21.9%
Dissatisfied	2.6%	6.7%	1.4%	9.9%	8.1%	14.6%	7.7%
Very Dissatisfied	0.0%	0.8%	2.9%	0.6%	1.2%	3.1%	1.5%

Q5-6. Adequacy of City street lighting in your neighborhood

Very Satisfied	12.8%	13.3%	11.5%	12.1%	10.9%	8.5%	11.4%
Satisfied	41.0%	48.3%	40.3%	33.8%	43.2%	51.1%	42.5%
Neutral	25.6%	13.3%	20.9%	22.9%	19.3%	23.4%	20.1%
Dissatisfied	20.5%	18.3%	18.7%	25.5%	19.0%	14.9%	19.7%
Very Dissatisfied	0.0%	6.7%	8.6%	5.7%	7.6%	2.1%	6.4%

**Total Household Income**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q5-7. Adequacy of storm drainage services in your neighborhood

Very Satisfied	12.8%	13.8%	13.9%	10.3%	13.8%	9.6%	12.7%
Satisfied	38.5%	54.3%	52.6%	53.5%	50.2%	42.6%	50.3%
Neutral	28.2%	20.7%	18.2%	17.4%	20.1%	28.7%	20.7%
Dissatisfied	7.7%	8.6%	9.5%	12.3%	9.1%	17.0%	10.5%
Very Dissatisfied	12.8%	2.6%	5.8%	6.5%	6.9%	2.1%	5.8%

Q5-8. Garbage/recycling provider services

Very Satisfied	31.6%	34.2%	37.5%	32.5%	32.7%	24.5%	32.7%
Satisfied	39.5%	48.3%	46.3%	55.6%	55.0%	48.9%	51.5%
Neutral	18.4%	14.2%	9.6%	10.0%	10.5%	21.3%	12.3%
Dissatisfied	10.5%	0.8%	4.4%	1.3%	0.9%	1.1%	1.9%
Very Dissatisfied	0.0%	2.5%	2.2%	0.6%	0.9%	4.3%	1.6%

**Total Household Income**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

Q31. Your total annual household income							Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided		

Q5-9. Maintenance of public trees along City streets

Very Satisfied	23.1%	11.8%	16.1%	6.5%	12.5%	8.9%	12.0%
Satisfied	38.5%	39.5%	38.7%	49.7%	44.3%	40.0%	43.0%
Neutral	15.4%	24.4%	29.9%	25.2%	27.2%	22.2%	25.8%
Dissatisfied	20.5%	17.6%	13.1%	14.8%	12.5%	20.0%	14.9%
Very Dissatisfied	2.6%	6.7%	2.2%	3.9%	3.4%	8.9%	4.3%

**Total Household Income**

**Q6. Which TWO of the maintenance items listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905

	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q6. Sum of Top 2 Choices

Overall maintenance of City streets	22.5%	30.0%	31.3%	33.5%	35.4%	32.7%	32.8%
Maintenance of streets in your neighborhood	27.5%	12.5%	22.2%	19.5%	22.3%	20.8%	20.6%
Maintenance of sidewalks in Shoreline	25.0%	27.5%	25.7%	37.8%	36.0%	26.7%	32.0%
Mowing & trimming along City streets & other public areas	17.5%	17.5%	18.8%	13.4%	17.9%	20.8%	17.5%
Overall cleanliness of City streets & other public areas	5.0%	18.3%	16.7%	18.3%	22.0%	21.8%	19.2%
Adequacy of City street lighting in your neighborhood	25.0%	26.7%	31.9%	28.7%	21.7%	15.8%	24.8%
Adequacy of storm drainage services in your neighborhood	10.0%	14.2%	15.3%	17.1%	17.6%	18.8%	16.5%
Garbage/recycling provider services	12.5%	5.8%	4.9%	3.7%	3.9%	1.0%	4.3%
Maintenance of public trees along City streets	15.0%	31.7%	20.1%	15.9%	15.2%	16.8%	18.5%
None chosen	17.5%	5.8%	5.6%	3.7%	2.4%	8.9%	5.0%



**Total Household Income**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q7-1. Enforcing clean-up of garbage, junk, or debris on private property

Very Satisfied	20.0%	7.8%	9.2%	7.8%	6.1%	2.7%	7.4%
Satisfied	42.9%	35.0%	30.3%	28.9%	30.3%	32.0%	31.5%
Neutral	20.0%	38.8%	35.8%	35.9%	37.5%	25.3%	35.1%
Dissatisfied	14.3%	15.5%	17.4%	21.9%	20.2%	28.0%	19.9%
Very Dissatisfied	2.9%	2.9%	7.3%	5.5%	5.8%	12.0%	6.1%

Q7-2. Enforcing removal of abandoned/junk autos

Very Satisfied	5.9%	7.5%	7.0%	9.8%	7.1%	7.1%	7.6%
Satisfied	44.1%	34.4%	26.3%	28.8%	30.2%	28.6%	30.4%
Neutral	38.2%	37.6%	42.1%	40.9%	38.8%	35.7%	39.2%
Dissatisfied	11.8%	14.0%	20.2%	12.1%	17.9%	14.3%	16.0%
Very Dissatisfied	0.0%	6.5%	4.4%	8.3%	6.0%	14.3%	6.8%

**Total Household Income**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q7-3. Enforcement of graffiti removal from private properties

Very Satisfied	9.4%	9.9%	7.7%	8.7%	7.4%	3.0%	7.7%
Satisfied	40.6%	33.7%	33.7%	34.1%	33.3%	44.8%	35.0%
Neutral	37.5%	46.5%	45.2%	46.8%	45.3%	38.8%	44.8%
Dissatisfied	9.4%	8.9%	9.6%	7.1%	12.0%	7.5%	9.7%
Very Dissatisfied	3.1%	1.0%	3.8%	3.2%	1.9%	6.0%	2.8%

**Total Household Income**

**Q8. Which of the City codes and ordinances items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q8. Top Choice

Enforcing clean-up of garbage, junk, or debris on private property	50.0%	40.0%	45.1%	46.3%	57.4%	52.5%	50.3%
Enforcing removal of abandoned/junk autos	17.5%	19.2%	20.1%	22.6%	16.7%	8.9%	17.8%
Enforcement of graffiti removal from private properties	15.0%	25.8%	18.1%	15.9%	18.5%	18.8%	18.8%
None chosen	17.5%	15.0%	16.7%	15.2%	7.4%	19.8%	13.1%

**Total Household Income**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q9-1. Overall quality of local police protection

Very Satisfied	27.8%	21.9%	21.5%	23.3%	15.8%	14.1%	19.3%
Satisfied	36.1%	49.1%	52.6%	47.9%	53.6%	54.1%	51.1%
Neutral	27.8%	24.6%	24.4%	22.6%	25.0%	24.7%	24.5%
Dissatisfied	5.6%	4.4%	1.5%	4.8%	3.3%	2.4%	3.4%
Very Dissatisfied	2.8%	0.0%	0.0%	1.4%	2.3%	4.7%	1.7%

Q9-2. City's efforts to prevent crime

Very Satisfied	17.2%	11.8%	16.0%	13.8%	10.3%	7.9%	12.1%
Satisfied	51.7%	52.0%	41.6%	46.4%	49.5%	42.1%	47.3%
Neutral	10.3%	28.4%	28.0%	28.3%	29.5%	23.7%	27.6%
Dissatisfied	17.2%	6.9%	12.8%	9.4%	8.5%	19.7%	10.7%
Very Dissatisfied	3.4%	1.0%	1.6%	2.2%	2.1%	6.6%	2.4%

**Total Household Income**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q9-3. Enforcement of local traffic laws

Very Satisfied	19.4%	10.5%	14.6%	10.4%	11.6%	11.5%	12.0%
Satisfied	50.0%	42.1%	52.3%	47.2%	49.5%	42.3%	47.8%
Neutral	13.9%	37.7%	20.0%	34.0%	26.1%	28.2%	27.8%
Dissatisfied	8.3%	6.1%	9.2%	4.2%	12.2%	10.3%	9.1%
Very Dissatisfied	8.3%	3.5%	3.8%	4.2%	0.7%	7.7%	3.2%

Q9-4. Enforcement of drug laws

Very Satisfied	20.0%	7.9%	7.2%	7.5%	7.7%	5.1%	8.0%
Satisfied	23.3%	32.6%	37.1%	35.5%	37.3%	35.6%	35.4%
Neutral	26.7%	43.8%	34.0%	40.2%	36.4%	25.4%	36.2%
Dissatisfied	16.7%	11.2%	13.4%	13.1%	13.6%	16.9%	13.6%
Very Dissatisfied	13.3%	4.5%	8.2%	3.7%	5.0%	16.9%	6.8%

**Total Household Income**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q9-5. Enforcement of prostitution laws

Very Satisfied	19.2%	12.0%	11.0%	5.2%	11.1%	5.7%	10.1%
Satisfied	30.8%	25.3%	39.6%	38.5%	38.4%	41.5%	36.6%
Neutral	30.8%	53.0%	35.2%	37.5%	35.4%	26.4%	37.3%
Dissatisfied	7.7%	4.8%	3.3%	14.6%	9.6%	11.3%	8.8%
Very Dissatisfied	11.5%	4.8%	11.0%	4.2%	5.6%	15.1%	7.3%

Q9-6. Enforcement of property crime laws

Very Satisfied	17.2%	12.6%	10.0%	3.4%	7.0%	4.6%	7.9%
Satisfied	27.6%	29.5%	32.7%	38.1%	35.7%	33.8%	34.2%
Neutral	37.9%	42.1%	41.8%	37.3%	36.1%	30.8%	37.7%
Dissatisfied	13.8%	10.5%	10.9%	16.1%	13.5%	18.5%	13.6%
Very Dissatisfied	3.4%	5.3%	4.5%	5.1%	7.8%	12.3%	6.7%

**Total Household Income**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q9-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors

Very Satisfied	32.1%	26.6%	28.2%	23.8%	25.9%	24.0%	26.1%
Satisfied	25.0%	37.2%	45.3%	41.3%	42.4%	42.7%	41.3%
Neutral	35.7%	24.5%	21.4%	29.4%	25.1%	25.3%	25.6%
Dissatisfied	3.6%	7.4%	3.4%	3.2%	4.9%	4.0%	4.5%
Very Dissatisfied	3.6%	4.3%	1.7%	2.4%	1.6%	4.0%	2.5%

Q9-8. How much you can trust Shoreline Police officers

Very Satisfied	41.4%	30.8%	31.3%	25.5%	26.7%	18.1%	27.4%
Satisfied	27.6%	41.1%	40.6%	42.1%	43.2%	51.8%	42.6%
Neutral	27.6%	21.5%	22.7%	25.5%	24.7%	21.7%	23.9%
Dissatisfied	0.0%	2.8%	2.3%	2.1%	4.1%	3.6%	3.0%
Very Dissatisfied	3.4%	3.7%	3.1%	4.8%	1.4%	4.8%	3.0%

**Total Household Income**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q9-9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges

Very Satisfied	16.7%	18.5%	24.7%	12.4%	17.3%	8.9%	16.9%
Satisfied	37.5%	29.6%	35.1%	36.0%	28.6%	33.3%	32.0%
Neutral	29.2%	49.4%	31.2%	48.3%	45.2%	46.7%	43.6%
Dissatisfied	8.3%	2.5%	6.5%	2.2%	7.1%	4.4%	5.2%
Very Dissatisfied	8.3%	0.0%	2.6%	1.1%	1.8%	6.7%	2.3%



**Total Household Income**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=905

	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q10. Sum of Top 2 Choices

Overall quality of local police protection	12.5%	21.7%	16.7%	22.6%	21.1%	20.8%	20.3%
City's efforts to prevent crime	40.0%	30.0%	41.7%	34.1%	44.3%	34.7%	38.9%
Enforcement of local traffic laws	10.0%	15.0%	18.1%	8.5%	13.4%	15.8%	13.6%
Enforcement of drug laws	22.5%	20.8%	23.6%	24.4%	22.3%	19.8%	22.4%
Enforcement of prostitution laws	2.5%	12.5%	9.0%	8.5%	6.0%	7.9%	7.8%
Enforcement of property crime laws	22.5%	19.2%	27.8%	27.4%	33.9%	24.8%	28.3%
Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	15.0%	30.8%	16.0%	19.5%	16.1%	12.9%	18.2%
How much you can trust Shoreline Police officers	10.0%	10.8%	6.9%	7.9%	8.6%	5.0%	8.2%

**Total Household Income**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2) (cont.)**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q10. Sum of Top 2 Choices (Cont.)

Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	17.5%	15.0%	20.8%	21.3%	14.3%	9.9%	16.4%
None chosen	22.5%	10.8%	8.3%	12.2%	8.3%	19.8%	11.3%

**Total Household Income**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q11-1. In your neighborhood during the day

Very Safe	47.5%	41.9%	51.0%	48.8%	53.8%	40.2%	49.1%
Safe	35.0%	50.4%	44.8%	45.7%	41.1%	42.3%	43.6%
Neutral	15.0%	6.8%	2.8%	4.3%	4.5%	13.4%	6.0%
Unsafe	2.5%	0.9%	1.4%	1.2%	0.6%	2.1%	1.1%
Very Unsafe	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.2%

Q11-2. In your neighborhood at night

Very Safe	17.5%	12.7%	21.7%	16.0%	24.8%	13.4%	19.5%
Safe	42.5%	49.2%	47.6%	64.2%	51.7%	47.4%	52.1%
Neutral	20.0%	19.5%	22.4%	11.7%	19.9%	24.7%	19.3%
Unsafe	20.0%	16.9%	5.6%	8.0%	2.7%	12.4%	7.9%
Very Unsafe	0.0%	1.7%	2.8%	0.0%	0.9%	2.1%	1.2%

**Total Household Income**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

Q31. Your total annual household income							Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided		

Q11-3. In City parks & trails

Very Safe	13.9%	8.1%	10.1%	10.2%	13.9%	10.6%	11.5%
Safe	33.3%	31.5%	41.1%	46.5%	45.2%	31.8%	41.1%
Neutral	25.0%	40.5%	30.2%	28.0%	31.0%	32.9%	31.5%
Unsafe	25.0%	18.9%	14.0%	14.0%	9.3%	14.1%	13.3%
Very Unsafe	2.8%	0.9%	4.7%	1.3%	0.6%	10.6%	2.5%

Q11-4. In other public areas in Shoreline

Very Safe	15.8%	7.8%	17.9%	14.8%	16.0%	14.6%	14.8%
Safe	36.8%	46.1%	46.3%	58.7%	54.3%	44.9%	51.0%
Neutral	36.8%	37.4%	29.9%	21.9%	24.8%	29.2%	27.8%
Unsafe	10.5%	7.8%	5.2%	4.5%	4.9%	6.7%	5.7%
Very Unsafe	0.0%	0.9%	0.7%	0.0%	0.0%	4.5%	0.7%

**Total Household Income**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q11-5. Overall feeling of safety in Shoreline

Very Safe	17.9%	11.0%	20.3%	15.4%	18.8%	16.7%	17.1%
Safe	46.2%	63.6%	58.0%	73.5%	65.8%	47.9%	62.8%
Neutral	25.6%	18.6%	16.8%	7.4%	14.2%	26.0%	15.8%
Unsafe	10.3%	5.9%	4.9%	3.7%	0.9%	7.3%	3.8%
Very Unsafe	0.0%	0.8%	0.0%	0.0%	0.3%	2.1%	0.5%

**Total Household Income**

**Q12. From which of the following have you received information about City projects, issues, services, and events?**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q12. From which have you received information about City projects, issues, services, & events?

City newsletter "CURRENTS"	90.0%	84.2%	91.0%	87.2%	87.5%	84.2%	87.3%
City's Parks and Recreation Guide	60.0%	69.2%	68.1%	70.1%	71.7%	67.3%	69.5%
City cable channel (Comcast 21 or Frontier 27)	22.5%	4.2%	6.3%	4.3%	3.6%	5.9%	5.3%
City website	15.0%	14.2%	28.5%	28.7%	38.1%	30.7%	29.8%
City's social media sites (Facebook, Twitter, Instagram)	7.5%	5.0%	12.5%	15.9%	14.6%	4.0%	11.7%
Online resources (e.g., Shoreline Area News, Nextdoor, Secret Shoreline)	17.5%	26.7%	38.2%	45.1%	42.9%	35.6%	38.5%
Involvement in neighborhood association or Shoreline Watch	17.5%	10.0%	16.0%	18.3%	18.2%	8.9%	15.7%
Television news	40.0%	25.8%	24.3%	12.8%	18.2%	24.8%	20.9%
Alert Shoreline	15.0%	12.5%	12.5%	16.5%	17.3%	14.9%	15.4%
Other	5.0%	11.7%	6.9%	6.7%	7.4%	11.9%	8.2%

**Total Household Income**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

Q31. Your total annual household income							Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided		

Q13-1. Availability of information about City services, meetings, & events

Very Satisfied	15.8%	12.4%	15.3%	14.3%	15.2%	9.0%	14.0%
Satisfied	52.6%	45.1%	49.6%	47.4%	52.6%	50.6%	49.9%
Neutral	23.7%	38.1%	26.3%	31.2%	26.5%	27.0%	28.8%
Dissatisfied	7.9%	2.7%	4.4%	5.2%	3.5%	5.6%	4.3%
Very Dissatisfied	0.0%	1.8%	4.4%	1.9%	2.3%	7.9%	3.0%

Q13-2. City's efforts to provide information on major City issues (e.g. light rail station area planning)

Very Satisfied	15.8%	15.6%	18.0%	16.3%	18.0%	6.5%	16.0%
Satisfied	57.9%	44.0%	48.2%	49.7%	50.5%	47.8%	49.2%
Neutral	23.7%	27.5%	23.7%	15.7%	17.0%	16.3%	19.5%
Dissatisfied	2.6%	8.3%	5.0%	15.7%	10.7%	14.1%	10.4%
Very Dissatisfied	0.0%	4.6%	5.0%	2.6%	3.8%	15.2%	5.0%

**Total Household Income**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

Q31. Your total annual household income							Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided		

Q13-3. City's efforts to provide opportunities for public involvement

Very Satisfied	13.5%	11.9%	15.8%	12.8%	16.2%	6.9%	13.9%
Satisfied	51.4%	37.6%	45.1%	41.9%	42.1%	42.5%	42.4%
Neutral	24.3%	36.7%	24.1%	29.7%	31.1%	23.0%	29.3%
Dissatisfied	10.8%	11.0%	9.8%	12.8%	8.7%	13.8%	10.6%
Very Dissatisfied	0.0%	2.8%	5.3%	2.7%	1.9%	13.8%	3.9%

Q13-4. Quality of content on City's website

Very Satisfied	8.7%	11.1%	8.5%	13.9%	10.7%	6.7%	10.5%
Satisfied	47.8%	22.2%	42.6%	38.0%	41.6%	36.7%	38.5%
Neutral	43.5%	62.5%	35.1%	43.5%	40.7%	41.7%	43.2%
Dissatisfied	0.0%	2.8%	7.4%	4.6%	4.5%	13.3%	5.5%
Very Dissatisfied	0.0%	1.4%	6.4%	0.0%	2.5%	1.7%	2.3%



**Total Household Income**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

Q31. Your total annual household income							Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided		

Q13-5. Quality of content in City's newsletter "CURRENTS"

Very Satisfied	17.1%	17.9%	18.7%	23.2%	17.4%	20.2%	19.0%
Satisfied	54.3%	54.5%	54.7%	46.4%	54.1%	36.0%	50.9%
Neutral	25.7%	25.0%	18.7%	27.2%	23.9%	25.8%	24.1%
Dissatisfied	2.9%	1.8%	2.9%	2.0%	3.6%	15.7%	4.2%
Very Dissatisfied	0.0%	0.9%	5.0%	1.3%	1.0%	2.2%	1.8%

Q13-6. Quality of City's social media

Very Satisfied	9.5%	10.6%	12.0%	3.3%	7.0%	5.3%	7.7%
Satisfied	47.6%	27.3%	38.6%	38.9%	37.8%	18.4%	35.5%
Neutral	38.1%	57.6%	37.3%	52.2%	45.9%	68.4%	48.7%
Dissatisfied	4.8%	3.0%	3.6%	3.3%	6.4%	7.9%	4.9%
Very Dissatisfied	0.0%	1.5%	8.4%	2.2%	2.9%	0.0%	3.2%

**Total Household Income**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q14-1. Overall image of City

Very Satisfied	25.0%	21.4%	21.8%	17.6%	20.3%	18.9%	20.3%
Satisfied	50.0%	63.2%	52.1%	66.7%	57.3%	46.3%	57.4%
Neutral	20.0%	7.7%	19.0%	11.3%	17.0%	21.1%	15.6%
Dissatisfied	5.0%	4.3%	6.3%	3.8%	5.5%	10.5%	5.7%
Very Dissatisfied	0.0%	3.4%	0.7%	0.6%	0.0%	3.2%	1.0%

Q14-2. Overall quality of leadership provided by City's elected officials

Very Satisfied	8.3%	9.3%	13.4%	8.3%	11.6%	3.5%	9.9%
Satisfied	44.4%	40.7%	39.4%	39.3%	40.7%	22.4%	38.4%
Neutral	27.8%	36.1%	33.9%	40.0%	35.8%	42.4%	36.6%
Dissatisfied	16.7%	8.3%	7.1%	8.3%	9.1%	15.3%	9.5%
Very Dissatisfied	2.8%	5.6%	6.3%	4.1%	2.8%	16.5%	5.5%

**Total Household Income**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q14-3. Overall effectiveness of City Manager & City staff

Very Satisfied	14.7%	11.0%	14.9%	9.2%	14.7%	5.3%	12.2%
Satisfied	38.2%	42.9%	38.0%	43.0%	38.5%	25.0%	38.4%
Neutral	38.2%	36.3%	35.5%	35.2%	35.5%	40.8%	36.2%
Dissatisfied	5.9%	6.6%	6.6%	9.2%	7.2%	9.2%	7.5%
Very Dissatisfied	2.9%	3.3%	5.0%	3.5%	4.2%	19.7%	5.6%

Q15. How much do you agree with the statement

Strongly Agree	27.0%	13.8%	17.7%	14.9%	19.9%	7.0%	16.8%
Somewhat agree	43.2%	53.2%	60.0%	57.8%	61.1%	43.0%	56.5%
Somewhat disagree	16.2%	18.3%	13.8%	19.5%	13.0%	26.7%	16.6%
Strongly disagree	13.5%	14.7%	8.5%	7.8%	6.0%	23.3%	10.0%

**Total Household Income**

**Q16. In general, do you think the City of Shoreline is moving in the right direction? (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q16. Is City of Shoreline moving in the right direction?

Yes	78.6%	78.3%	80.6%	80.5%	86.9%	61.1%	80.6%
No	21.4%	21.7%	19.4%	19.5%	13.1%	38.9%	19.4%

**Total Household Income**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q17-1. As a place to live

Excellent	45.0%	37.8%	52.1%	43.1%	42.8%	26.5%	42.0%
Good	50.0%	55.5%	40.8%	50.0%	51.2%	58.2%	50.6%
Neutral	2.5%	5.0%	5.6%	5.0%	3.9%	9.2%	5.0%
Below Average	0.0%	0.8%	1.4%	1.9%	2.1%	2.0%	1.7%
Poor	2.5%	0.8%	0.0%	0.0%	0.0%	4.1%	0.7%

Q17-2. As a place to raise children

Excellent	33.3%	35.1%	48.2%	46.1%	47.7%	36.0%	44.0%
Good	55.6%	58.6%	42.4%	46.8%	45.2%	47.7%	47.5%
Neutral	11.1%	4.5%	7.2%	5.2%	5.9%	11.6%	6.6%
Below Average	0.0%	1.8%	2.2%	0.6%	0.9%	2.3%	1.3%
Poor	0.0%	0.0%	0.0%	1.3%	0.3%	2.3%	0.6%

**Total Household Income**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q17-3. As a place to work

Excellent	23.3%	14.6%	24.8%	14.1%	20.2%	17.6%	18.8%
Good	43.3%	47.2%	43.8%	41.4%	34.9%	30.9%	39.2%
Neutral	26.7%	32.6%	23.8%	30.5%	29.4%	38.2%	29.9%
Below Average	6.7%	5.6%	6.7%	10.2%	13.4%	2.9%	9.3%
Poor	0.0%	0.0%	1.0%	3.9%	2.1%	10.3%	2.7%

Q17-4. As a place with a variety of housing choices

Excellent	7.9%	8.7%	19.2%	11.5%	16.6%	13.3%	14.3%
Good	44.7%	46.1%	47.7%	50.0%	45.8%	41.1%	46.3%
Neutral	31.6%	28.7%	20.0%	33.1%	27.9%	28.9%	28.0%
Below Average	5.3%	13.9%	8.5%	4.1%	8.2%	8.9%	8.2%
Poor	10.5%	2.6%	4.6%	1.4%	1.6%	7.8%	3.2%

**Total Household Income**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q17-5. As a place to shop

Excellent	10.5%	14.4%	17.5%	9.4%	8.1%	12.2%	11.2%
Good	52.6%	46.6%	42.7%	35.0%	34.0%	33.7%	38.0%
Neutral	13.2%	22.9%	16.8%	28.8%	20.8%	22.4%	21.7%
Below Average	23.7%	13.6%	15.4%	18.1%	25.9%	21.4%	20.6%
Poor	0.0%	2.5%	7.7%	8.8%	11.1%	10.2%	8.4%

Q17-6. As a place for dining & entertainment options

Excellent	13.2%	6.7%	12.8%	5.1%	2.7%	2.1%	5.6%
Good	34.2%	33.6%	23.4%	19.1%	16.2%	20.8%	21.5%
Neutral	21.1%	31.1%	27.7%	34.4%	25.4%	22.9%	27.7%
Below Average	21.1%	19.3%	19.9%	26.1%	35.3%	38.5%	28.8%
Poor	10.5%	9.2%	16.3%	15.3%	20.4%	15.6%	16.4%

**Total Household Income**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	
<u>Q17-7. Overall quality of life in City</u>							
Excellent	23.7%	19.3%	24.5%	19.4%	15.1%	15.5%	18.3%
Good	68.4%	68.1%	53.8%	58.8%	67.2%	57.7%	62.7%
Neutral	7.9%	10.9%	16.8%	15.6%	15.1%	17.5%	14.8%
Below Average	0.0%	0.0%	4.9%	5.0%	2.4%	5.2%	3.1%
Poor	0.0%	1.7%	0.0%	1.3%	0.3%	4.1%	1.0%



**Total Household Income**

**Q18. Overall, how do you rate the condition of your neighborhood? (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q18. How do you rate condition of your neighborhood?

Excellent	27.5%	14.7%	18.8%	18.6%	19.8%	19.4%	19.0%
Good	35.0%	59.5%	47.8%	45.3%	52.0%	39.8%	49.0%
Average	37.5%	23.3%	23.9%	29.8%	24.6%	29.6%	26.4%
Below Average	0.0%	2.6%	8.7%	5.6%	3.3%	9.2%	5.0%
Poor	0.0%	0.0%	0.7%	0.6%	0.3%	2.0%	0.6%

**Total Household Income**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q19-1. Maintenance of City parks

Very Satisfied	18.2%	15.9%	30.7%	28.8%	26.4%	18.8%	25.1%
Satisfied	66.7%	63.7%	55.5%	59.4%	60.9%	52.5%	59.5%
Neutral	15.2%	14.2%	12.4%	11.3%	9.0%	22.5%	12.2%
Dissatisfied	0.0%	5.3%	0.7%	0.6%	3.1%	5.0%	2.6%
Very Dissatisfied	0.0%	0.9%	0.7%	0.0%	0.6%	1.3%	0.6%

Q19-2. Maintenance of City playgrounds

Very Satisfied	25.0%	11.9%	29.5%	30.5%	26.6%	15.1%	24.5%
Satisfied	53.6%	70.6%	56.6%	56.7%	59.7%	60.3%	60.0%
Neutral	21.4%	14.7%	14.0%	12.8%	11.7%	21.9%	14.0%
Dissatisfied	0.0%	2.8%	0.0%	0.0%	2.1%	2.7%	1.4%

**Total Household Income**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q19-3. Walking & biking trails in City

Very Satisfied	25.0%	15.0%	27.3%	21.4%	20.3%	10.8%	20.2%
Satisfied	50.0%	59.8%	51.5%	55.9%	58.5%	50.0%	55.9%
Neutral	25.0%	24.3%	14.4%	17.2%	16.4%	27.0%	18.6%
Dissatisfied	0.0%	0.0%	6.1%	5.5%	4.5%	12.2%	4.9%
Very Dissatisfied	0.0%	0.9%	0.8%	0.0%	0.3%	0.0%	0.4%

Q19-4. City swimming pool

Very Satisfied	25.9%	6.2%	20.5%	11.5%	12.5%	11.9%	13.3%
Satisfied	29.6%	51.9%	50.0%	41.7%	53.1%	42.9%	48.3%
Neutral	40.7%	37.0%	25.0%	39.6%	28.1%	35.7%	32.3%
Dissatisfied	3.7%	3.7%	3.4%	7.3%	4.7%	9.5%	5.1%
Very Dissatisfied	0.0%	1.2%	1.1%	0.0%	1.6%	0.0%	1.0%

**Total Household Income**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q19-5. Outdoor athletic fields

Very Satisfied	25.9%	5.2%	29.1%	20.6%	21.5%	10.0%	19.4%
Satisfied	40.7%	62.5%	49.1%	54.2%	58.6%	65.0%	56.6%
Neutral	33.3%	28.1%	18.2%	21.4%	18.0%	23.3%	21.2%
Dissatisfied	0.0%	4.2%	3.6%	3.8%	2.0%	1.7%	2.8%

Q19-6. Ease of registering for programs

Very Satisfied	20.0%	7.7%	27.7%	20.0%	19.2%	14.3%	18.9%
Satisfied	20.0%	59.0%	45.7%	49.6%	51.5%	40.5%	49.1%
Neutral	48.0%	33.3%	23.4%	27.8%	26.2%	28.6%	28.1%
Dissatisfied	8.0%	0.0%	1.1%	0.9%	3.1%	9.5%	2.6%
Very Dissatisfied	4.0%	0.0%	2.1%	1.7%	0.0%	7.1%	1.4%

**Total Household Income**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q19-7. Fees charged for recreation programs

Very Satisfied	8.7%	2.4%	23.2%	13.8%	22.7%	8.9%	16.6%
Satisfied	39.1%	48.2%	44.2%	51.2%	50.6%	44.4%	48.5%
Neutral	39.1%	37.6%	31.6%	31.7%	24.5%	31.1%	30.0%
Dissatisfied	8.7%	8.2%	1.1%	1.6%	1.7%	8.9%	3.3%
Very Dissatisfied	4.3%	3.5%	0.0%	1.6%	0.4%	6.7%	1.7%

Q19-8. Variety of recreation programs

Very Satisfied	22.2%	6.6%	26.1%	16.7%	19.5%	7.1%	17.4%
Satisfied	33.3%	57.1%	47.7%	50.8%	53.7%	55.4%	51.9%
Neutral	25.9%	28.6%	24.3%	28.8%	24.9%	30.4%	26.6%
Dissatisfied	18.5%	5.5%	0.9%	2.3%	1.9%	5.4%	3.3%
Very Dissatisfied	0.0%	2.2%	0.9%	1.5%	0.0%	1.8%	0.9%

**Total Household Income**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q19-9. Preservation of open space

Very Satisfied	25.8%	12.4%	19.2%	18.5%	20.1%	9.5%	17.8%
Satisfied	45.2%	54.3%	47.7%	45.2%	51.5%	39.2%	48.7%
Neutral	29.0%	26.7%	24.6%	26.7%	20.8%	24.3%	24.0%
Dissatisfied	0.0%	5.7%	5.4%	6.2%	5.8%	10.8%	6.0%
Very Dissatisfied	0.0%	1.0%	3.1%	3.4%	1.7%	16.2%	3.5%

**Total Household Income**

**Q20. Which TWO of the parks and recreation items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q20. Sum of Top 2 Choices

Maintenance of City parks	35.0%	44.2%	43.1%	43.3%	57.1%	28.7%	46.5%
Maintenance of City playgrounds	20.0%	15.8%	13.9%	17.7%	18.5%	11.9%	16.6%
Walking & biking trails in City	27.5%	17.5%	25.0%	30.5%	35.4%	21.8%	28.6%
City swimming pool	12.5%	6.7%	6.9%	9.8%	7.7%	4.0%	7.6%
Outdoor athletic fields	0.0%	8.3%	8.3%	6.1%	8.0%	7.9%	7.4%
Ease of registering for programs	10.0%	3.3%	3.5%	1.8%	2.4%	3.0%	3.0%
Fees charged for recreation programs	15.0%	15.0%	11.1%	9.1%	3.9%	12.9%	9.0%
Variety of recreation programs	7.5%	16.7%	17.4%	17.1%	13.1%	3.0%	13.6%
Preservation of open space	22.5%	40.0%	38.2%	36.6%	36.3%	37.6%	36.7%
None chosen	20.0%	14.2%	12.5%	13.4%	7.4%	30.7%	13.4%

**Total Household Income**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q21-1. Availability of public transportation options

Very Satisfied	29.4%	12.4%	16.9%	11.2%	9.6%	18.8%	13.2%
Satisfied	32.4%	45.1%	41.2%	42.8%	42.0%	25.0%	40.4%
Neutral	20.6%	31.0%	29.4%	28.9%	27.6%	30.0%	28.5%
Dissatisfied	11.8%	8.8%	11.0%	14.5%	17.3%	17.5%	14.4%
Very Dissatisfied	5.9%	2.7%	1.5%	2.6%	3.5%	8.8%	3.5%

Q21-2. Availability of bicycle lanes

Very Satisfied	16.7%	14.1%	13.8%	12.3%	11.8%	22.2%	13.7%
Satisfied	36.7%	30.3%	34.1%	33.6%	30.1%	19.4%	30.7%
Neutral	40.0%	38.4%	39.8%	32.9%	30.1%	26.4%	33.3%
Dissatisfied	6.7%	14.1%	11.4%	16.4%	24.9%	29.2%	19.4%
Very Dissatisfied	0.0%	3.0%	0.8%	4.8%	3.1%	2.8%	2.9%



**Total Household Income**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q21-3. Availability of sidewalks on major streets & routes

Very Satisfied	13.9%	6.8%	12.6%	8.1%	9.1%	10.7%	9.5%
Satisfied	47.2%	37.3%	35.7%	40.0%	37.8%	38.1%	38.2%
Neutral	19.4%	30.5%	30.1%	23.8%	22.7%	15.5%	24.3%
Dissatisfied	11.1%	16.9%	12.6%	16.9%	22.1%	17.9%	18.0%
Very Dissatisfied	8.3%	8.5%	9.1%	11.3%	8.5%	17.9%	10.0%

Q21-4. Availability of sidewalks near your residence

Very Satisfied	18.4%	3.4%	8.5%	3.1%	4.5%	8.0%	5.7%
Satisfied	34.2%	33.9%	24.6%	19.8%	16.4%	18.4%	21.7%
Neutral	13.2%	22.0%	21.8%	22.2%	19.1%	19.5%	20.3%
Dissatisfied	13.2%	32.2%	28.9%	31.5%	29.4%	28.7%	29.3%
Very Dissatisfied	21.1%	8.5%	16.2%	23.5%	30.6%	25.3%	23.0%

**Total Household Income****Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

**Q21-5. Traffic calming measures in your neighborhood**

Very Satisfied	5.4%	5.3%	5.1%	5.3%	3.6%	5.2%	4.6%
Satisfied	48.6%	38.9%	23.4%	28.0%	23.4%	19.5%	27.1%
Neutral	18.9%	31.0%	35.8%	30.0%	31.5%	23.4%	30.5%
Dissatisfied	13.5%	15.0%	21.2%	26.0%	26.3%	40.3%	24.6%
Very Dissatisfied	13.5%	9.7%	14.6%	10.7%	15.3%	11.7%	13.1%

**Q21-6. City's efforts for supporting alternative means of transportation such as transit, bicycling, walking**

Very Satisfied	21.9%	10.6%	10.4%	9.0%	8.3%	11.0%	9.9%
Satisfied	46.9%	31.7%	39.6%	29.0%	33.4%	12.3%	32.0%
Neutral	25.0%	42.3%	35.1%	38.6%	37.2%	43.8%	37.9%
Dissatisfied	3.1%	10.6%	11.9%	18.6%	15.5%	24.7%	15.2%
Very Dissatisfied	3.1%	4.8%	3.0%	4.8%	5.5%	8.2%	5.0%

**Total Household Income**

**Q22. Which TWO of the transportation items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years? (top 2)**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q22. Sum of Top 2 Choices

Availability of public transportation options	37.5%	30.8%	36.1%	36.6%	38.7%	32.7%	36.1%
Availability of bicycle lanes	7.5%	8.3%	11.1%	14.0%	20.2%	6.9%	14.0%
Availability of sidewalks on major streets & routes	37.5%	35.0%	27.1%	28.0%	30.4%	28.7%	30.2%
Availability of sidewalks near your residence	22.5%	30.8%	36.8%	43.3%	42.9%	23.8%	37.3%
Traffic calming measures in your neighborhood	22.5%	35.8%	40.3%	37.2%	32.7%	28.7%	34.3%
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	25.0%	30.0%	19.4%	27.4%	22.9%	14.9%	23.3%
None chosen	20.0%	10.0%	9.0%	4.3%	3.6%	25.7%	8.6%

**Total Household Income**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q23-1. Roads & streets (e.g. Aurora Corridor)

Very Satisfied	29.7%	19.7%	25.5%	34.6%	29.0%	22.1%	27.5%
Satisfied	48.6%	53.8%	51.1%	43.1%	48.9%	30.2%	47.0%
Neutral	13.5%	19.7%	15.6%	13.7%	14.8%	23.3%	16.2%
Dissatisfied	5.4%	6.0%	6.4%	6.5%	5.0%	14.0%	6.6%
Very Dissatisfied	2.7%	0.9%	1.4%	2.0%	2.2%	10.5%	2.7%

Q23-2. Parks improvements (e.g. Echo Lake, Twin Ponds & Sunset Park Community Gardens)

Very Satisfied	23.3%	11.1%	21.2%	24.8%	20.8%	20.3%	20.4%
Satisfied	50.0%	58.6%	50.8%	48.3%	54.8%	37.5%	51.7%
Neutral	23.3%	26.3%	23.7%	24.1%	22.3%	28.1%	24.0%
Dissatisfied	3.3%	4.0%	4.2%	2.8%	1.4%	6.3%	3.0%
Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.7%	7.8%	0.9%

**Total Household Income**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q31. Your total annual household income						Total
Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q23-3. Trails & paths (e.g. Interurban Trail, 195th separated trail, soft trails in parks)

Very Satisfied	21.4%	15.6%	18.4%	18.5%	20.7%	17.4%	19.0%
Satisfied	53.6%	47.9%	49.6%	52.6%	54.9%	39.1%	51.3%
Neutral	25.0%	34.4%	25.6%	25.9%	21.7%	23.2%	25.0%
Dissatisfied	0.0%	2.1%	4.8%	1.5%	2.3%	15.9%	3.7%
Very Dissatisfied	0.0%	0.0%	1.6%	1.5%	0.3%	4.3%	1.1%

Q23-4. Sidewalk improvements (e.g. safe routes to school)

Very Satisfied	14.3%	10.2%	12.2%	10.2%	11.3%	13.4%	11.4%
Satisfied	28.6%	31.6%	35.9%	37.5%	34.4%	35.8%	34.7%
Neutral	21.4%	40.8%	29.0%	25.0%	28.4%	25.4%	29.0%
Dissatisfied	28.6%	11.2%	16.0%	23.4%	18.4%	10.4%	17.6%
Very Dissatisfied	7.1%	6.1%	6.9%	3.9%	7.4%	14.9%	7.2%

**Total Household Income**

**Q24. Economic development-which means increasing opportunities for more retail, multi-family housing, commercial development, and job growth-helps generate the resources necessary to provide the City services identified as important in the community's vision. Do you support the City's long-term emphasis on economic development? (without "don't know")**

N=905	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	
<u>Q24. Do you support City's long-term emphasis on economic development?</u>							
Yes	66.7%	34.4%	52.1%	54.6%	65.3%	44.4%	55.5%
Neutral	23.3%	37.8%	25.2%	24.6%	20.1%	19.4%	23.9%
No	10.0%	27.8%	22.7%	20.8%	14.6%	36.1%	20.5%

**Total Household Income**

**Q25. Shoreline residents have repeatedly identified sidewalks as important. Unfortunately, the need for sidewalks is greater than the resources available to construct them. To give you an idea of how big the need is, the City's complete Pedestrian System Plan includes approximately 153 miles of sidewalks. Of those, only about 75 miles currently exist. Constructing sidewalks is expensive - between \$686,000 and \$1.58 million to construct one mile. Variables that impact costs include storm water drainage, driveways, utility relocations, on-street parking, the grade of the site, ADA requirements, and any structures or landscaping that have been built in the City right-of-way that must be removed. Below are four strategies the City could use to create dedicated funding to construct more sidewalks. In priority order, please select the THREE potential strategies for increasing revenues that you would MOST SUPPORT. (top 3)**

N=905

	Q31. Your total annual household income						Total
	Under \$25K	\$25K to \$49,999	\$50K to \$74,999	\$75K to \$99,999	\$100K+	Not provided	

Q25. Sum of Top 3 Choices

Increase sales tax	25.0%	32.5%	38.9%	36.0%	51.2%	11.9%	38.5%
Increase car licensing fees (tabs)	20.0%	32.5%	43.1%	54.3%	60.1%	23.8%	46.9%
Implement a business and occupation tax on Shoreline businesses	50.0%	36.7%	50.0%	59.1%	54.2%	17.8%	47.8%
Issue bonds that would be repaid through increases in property taxes	37.5%	28.3%	43.1%	50.0%	55.4%	19.8%	44.1%
None chosen	42.5%	44.2%	30.6%	23.2%	18.2%	65.3%	30.8%

*Section 10:  
Cross-Tabular Data by  
Household Types*

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**Household Types**

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

N=905

Household Types					Total
Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children		

Q1. How many people live in your household?

1	0.0%	0.0%	11.1%	38.1%	17.0%
2	1.2%	6.4%	45.5%	60.4%	37.2%
3	24.2%	33.6%	28.3%	1.6%	18.9%
4	49.7%	40.0%	10.8%	0.0%	18.1%
5	17.0%	15.2%	3.7%	0.0%	6.4%
6	7.9%	2.4%	0.3%	0.0%	1.9%
7+	0.0%	2.4%	0.3%	0.0%	0.4%

**Household Types**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q3-1. Overall quality of police services

Very Satisfied	18.3%	20.3%	21.5%	28.5%	23.2%
Satisfied	57.7%	56.8%	48.7%	47.9%	51.2%
Neutral	14.1%	17.8%	21.5%	18.1%	18.5%
Dissatisfied	9.2%	4.2%	5.7%	4.5%	5.7%
Very Dissatisfied	0.7%	0.8%	2.6%	1.0%	1.5%

Q3-2. Overall quality of City parks & recreation programs & facilities

Very Satisfied	33.3%	33.1%	29.8%	36.5%	33.2%
Satisfied	52.5%	49.2%	50.9%	49.3%	50.4%
Neutral	11.7%	12.1%	16.7%	10.4%	13.0%
Dissatisfied	1.9%	5.6%	2.2%	3.8%	3.2%
Very Dissatisfied	0.6%	0.0%	0.4%	0.0%	0.2%

**Household Types**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q3-3. Overall effectiveness of City's code enforcement program

Very Satisfied	5.6%	11.2%	10.4%	13.1%	10.8%
Satisfied	44.4%	30.3%	34.2%	27.9%	32.8%
Neutral	40.0%	38.2%	40.1%	43.7%	41.1%
Dissatisfied	4.4%	13.5%	10.4%	10.4%	10.0%
Very Dissatisfied	5.6%	6.7%	5.0%	5.0%	5.3%

Q3-4. Overall effectiveness of City communication with public

Very Satisfied	12.8%	18.3%	16.2%	19.3%	17.0%
Satisfied	47.3%	52.5%	41.7%	35.5%	42.1%
Neutral	27.0%	18.3%	28.8%	30.0%	27.4%
Dissatisfied	6.8%	6.7%	8.6%	9.3%	8.3%
Very Dissatisfied	6.1%	4.2%	4.7%	5.9%	5.3%

**Household Types**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q3-5. Overall quality of City's storm water runoff/storm water management system

Very Satisfied	12.6%	18.0%	13.9%	17.6%	15.6%
Satisfied	43.0%	49.5%	47.6%	41.9%	45.0%
Neutral	28.1%	23.4%	25.0%	29.4%	26.9%
Dissatisfied	6.7%	9.0%	9.5%	7.9%	8.4%
Very Dissatisfied	9.6%	0.0%	4.0%	3.2%	4.1%

Q3-6. Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)

Very Satisfied	6.8%	7.4%	11.3%	8.1%	8.8%
Satisfied	40.7%	39.3%	37.7%	40.7%	39.5%
Neutral	28.4%	27.0%	20.8%	18.9%	22.4%
Dissatisfied	18.5%	18.9%	23.6%	22.5%	21.6%
Very Dissatisfied	5.6%	7.4%	6.7%	9.8%	7.7%

**Household Types**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q3-7. Overall quality of human services (e.g. support for people in times of need) offered by City

Very Satisfied	12.5%	7.5%	9.0%	11.5%	10.3%
Satisfied	35.2%	31.3%	36.7%	32.1%	33.9%
Neutral	39.8%	51.3%	42.9%	45.5%	44.6%
Dissatisfied	6.8%	8.8%	9.6%	9.6%	9.0%
Very Dissatisfied	5.7%	1.3%	1.7%	1.4%	2.2%

Q3-8. Overall effectiveness of City's efforts to sustain environmental quality

Very Satisfied	12.8%	12.6%	16.5%	13.6%	14.3%
Satisfied	56.4%	53.2%	52.5%	44.2%	50.4%
Neutral	18.8%	27.0%	22.4%	30.9%	25.4%
Dissatisfied	6.0%	5.4%	6.7%	7.5%	6.7%
Very Dissatisfied	6.0%	1.8%	2.0%	3.8%	3.3%

**Household Types**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q3-9. Overall quality of service provided by City of Shoreline</u>					
Very Satisfied	12.8%	10.9%	12.5%	13.3%	12.6%
Satisfied	56.1%	53.8%	57.3%	50.7%	54.2%
Neutral	19.6%	33.6%	23.8%	26.7%	25.5%
Dissatisfied	8.8%	1.7%	5.3%	5.0%	5.3%
Very Dissatisfied	2.7%	0.0%	1.1%	4.3%	2.4%

**Household Types**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3)**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q4. Sum of Top 3 Choices

Overall quality of police services	33.3%	37.6%	41.4%	43.1%	40.0%
Overall quality of City parks & recreation programs & facilities	53.3%	38.4%	25.3%	17.0%	29.3%
Overall effectiveness of City's code enforcement program	13.9%	16.0%	18.2%	21.4%	18.2%
Overall effectiveness of City communication with public	22.4%	20.8%	22.9%	24.2%	23.0%
Overall quality of City's storm water runoff/storm water management system	20.6%	13.6%	19.2%	14.5%	17.0%
Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	52.7%	56.8%	57.6%	57.9%	56.7%

**Household Types**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3) (cont.)**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q4. Sum of Top 3 Choices (Cont.)

Overall quality of human services (e.g. support for people in times of need) offered by City	30.3%	39.2%	34.0%	30.8%	32.9%
Overall effectiveness of City's efforts to sustain environmental quality	37.0%	36.8%	26.3%	24.8%	29.2%
Overall quality of service provided by City of Shoreline	18.2%	14.4%	14.8%	24.5%	18.8%
None chosen	3.0%	7.2%	10.1%	10.1%	8.4%



**Household Types**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q5-1. Overall maintenance of City streets

Very Satisfied	9.9%	11.6%	13.0%	11.3%	11.6%
Satisfied	56.2%	58.7%	54.9%	51.1%	54.3%
Neutral	23.5%	14.9%	17.7%	20.3%	19.3%
Dissatisfied	8.0%	12.4%	11.6%	15.4%	12.4%
Very Dissatisfied	2.5%	2.5%	2.7%	1.9%	2.4%

Q5-2. Maintenance of streets in your neighborhood

Very Satisfied	9.9%	10.7%	10.8%	14.3%	11.9%
Satisfied	49.7%	53.7%	48.8%	44.2%	48.0%
Neutral	21.7%	18.2%	20.2%	21.1%	20.5%
Dissatisfied	15.5%	15.7%	16.4%	16.2%	16.1%
Very Dissatisfied	3.1%	1.7%	3.8%	4.2%	3.5%

**Household Types**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q5-3. Maintenance of sidewalks in Shoreline

Very Satisfied	3.8%	8.4%	9.0%	7.4%	7.4%
Satisfied	22.8%	33.6%	32.0%	31.9%	30.5%
Neutral	30.4%	22.7%	29.9%	33.3%	30.1%
Dissatisfied	25.9%	26.1%	19.8%	16.5%	20.7%
Very Dissatisfied	17.1%	9.2%	9.4%	10.9%	11.3%

Q5-4. Mowing & trimming along City streets & other public areas

Very Satisfied	11.2%	12.1%	9.1%	7.2%	9.2%
Satisfied	44.7%	44.8%	40.1%	45.6%	43.5%
Neutral	24.8%	18.1%	30.3%	25.1%	25.8%
Dissatisfied	14.3%	19.0%	15.0%	17.3%	16.2%
Very Dissatisfied	5.0%	6.0%	5.6%	4.9%	5.3%

**Household Types**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q5-5. Overall cleanliness of City streets & other public areas

Very Satisfied	11.6%	14.9%	15.9%	11.5%	13.4%
Satisfied	54.3%	60.3%	51.4%	58.3%	55.6%
Neutral	26.2%	18.2%	19.7%	23.1%	21.9%
Dissatisfied	6.1%	5.8%	11.0%	6.1%	7.7%
Very Dissatisfied	1.8%	0.8%	2.1%	1.0%	1.5%

Q5-6. Adequacy of City street lighting in your neighborhood

Very Satisfied	7.5%	10.7%	11.1%	13.8%	11.4%
Satisfied	38.5%	41.3%	41.1%	46.3%	42.5%
Neutral	21.7%	17.4%	20.6%	19.9%	20.1%
Dissatisfied	27.3%	19.8%	18.8%	16.4%	19.7%
Very Dissatisfied	5.0%	10.7%	8.4%	3.5%	6.4%

**Household Types**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q5-7. Adequacy of storm drainage services in your neighborhood

Very Satisfied	12.6%	10.3%	11.8%	14.4%	12.7%
Satisfied	49.1%	51.7%	50.4%	50.5%	50.3%
Neutral	18.9%	20.7%	18.9%	23.3%	20.7%
Dissatisfied	12.6%	13.8%	11.4%	7.2%	10.5%
Very Dissatisfied	6.9%	3.4%	7.5%	4.6%	5.8%

Q5-8. Garbage/recycling provider services

Very Satisfied	35.0%	29.8%	30.3%	34.9%	32.7%
Satisfied	49.1%	59.5%	51.7%	49.5%	51.5%
Neutral	13.5%	7.4%	14.1%	11.7%	12.3%
Dissatisfied	2.5%	1.7%	2.1%	1.6%	1.9%
Very Dissatisfied	0.0%	1.7%	1.7%	2.3%	1.6%

**Household Types**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q5-9. Maintenance of public trees along City streets</u>					
Very Satisfied	14.5%	14.3%	12.5%	9.3%	12.0%
Satisfied	43.4%	42.9%	42.5%	43.4%	43.0%
Neutral	23.9%	22.7%	27.2%	26.8%	25.8%
Dissatisfied	14.5%	16.0%	13.9%	15.6%	14.9%
Very Dissatisfied	3.8%	4.2%	3.8%	5.0%	4.3%

**Household Types**

**Q6. Which TWO of the maintenance items listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

**Q6. Sum of Top 2 Choices**

Overall maintenance of City streets	29.7%	30.4%	35.4%	33.0%	32.8%
Maintenance of streets in your neighborhood	17.6%	17.6%	22.9%	21.1%	20.6%
Maintenance of sidewalks in Shoreline	46.1%	32.8%	33.0%	23.6%	32.0%
Mowing & trimming along City streets & other public areas	13.9%	16.8%	17.5%	19.5%	17.5%
Overall cleanliness of City streets & other public areas	24.2%	20.0%	18.5%	17.0%	19.2%
Adequacy of City street lighting in your neighborhood	25.5%	31.2%	29.0%	17.9%	24.8%
Adequacy of storm drainage services in your neighborhood	18.2%	16.8%	14.8%	17.0%	16.5%
Garbage/recycling provider services	2.4%	6.4%	3.0%	5.7%	4.3%
Maintenance of public trees along City streets	15.2%	21.6%	13.8%	23.3%	18.5%
None chosen	2.4%	2.4%	4.7%	7.5%	5.0%

**Household Types**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q7-1. Enforcing clean-up of garbage, junk, or debris on private property

Very Satisfied	4.7%	5.9%	9.5%	7.4%	7.4%
Satisfied	26.0%	32.7%	28.1%	37.0%	31.5%
Neutral	44.9%	33.7%	40.9%	25.3%	35.1%
Dissatisfied	16.5%	22.8%	16.1%	24.1%	19.9%
Very Dissatisfied	7.9%	5.0%	5.4%	6.2%	6.1%

Q7-2. Enforcing removal of abandoned/junk autos

Very Satisfied	4.9%	8.7%	10.0%	6.3%	7.6%
Satisfied	30.1%	29.8%	26.0%	34.8%	30.4%
Neutral	43.1%	39.4%	42.4%	34.4%	39.2%
Dissatisfied	14.6%	13.5%	16.5%	17.4%	16.0%
Very Dissatisfied	7.3%	8.7%	5.2%	7.1%	6.8%

**Household Types**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q7-3. Enforcement of graffiti removal from private properties</u>					
Very Satisfied	5.8%	7.3%	9.7%	6.8%	7.7%
Satisfied	33.1%	41.7%	28.4%	40.0%	35.0%
Neutral	52.1%	33.3%	48.3%	42.1%	44.8%
Dissatisfied	7.4%	14.6%	10.2%	8.5%	9.7%
Very Dissatisfied	1.7%	3.1%	3.4%	2.6%	2.8%



**Household Types**

**Q8. Which of the City codes and ordinances items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q8. Top Choice

Enforcing clean-up of garbage, junk, or debris on private property	52.7%	45.6%	48.5%	52.5%	50.3%
Enforcing removal of abandoned/junk autos	18.2%	24.0%	18.2%	14.8%	17.8%
Enforcement of graffiti removal from private properties	18.2%	23.2%	19.9%	16.4%	18.8%
None chosen	10.9%	7.2%	13.5%	16.4%	13.1%

**Household Types**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q9-1. Overall quality of local police protection</u>					
Very Satisfied	16.2%	24.1%	17.5%	20.6%	19.3%
Satisfied	52.0%	50.9%	50.2%	51.6%	51.1%
Neutral	24.3%	19.8%	26.4%	24.7%	24.5%
Dissatisfied	4.7%	2.6%	4.1%	2.4%	3.4%
Very Dissatisfied	2.7%	2.6%	1.9%	0.7%	1.7%
 <u>Q9-2. City's efforts to prevent crime</u>					
Very Satisfied	9.2%	8.3%	13.3%	14.0%	12.1%
Satisfied	46.2%	53.2%	44.3%	48.2%	47.3%
Neutral	27.7%	24.8%	29.8%	26.5%	27.6%
Dissatisfied	13.1%	11.0%	10.2%	9.7%	10.7%
Very Dissatisfied	3.8%	2.8%	2.4%	1.6%	2.4%

**Household Types**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q9-3. Enforcement of local traffic laws

Very Satisfied	10.8%	13.3%	11.2%	13.0%	12.0%
Satisfied	45.9%	56.6%	46.1%	46.9%	47.8%
Neutral	30.4%	18.6%	30.7%	27.4%	27.8%
Dissatisfied	9.5%	9.7%	8.6%	9.0%	9.1%
Very Dissatisfied	3.4%	1.8%	3.4%	3.6%	3.2%

Q9-4. Enforcement of drug laws

Very Satisfied	3.7%	5.7%	9.8%	9.5%	8.0%
Satisfied	34.3%	33.0%	36.6%	35.8%	35.4%
Neutral	40.7%	42.0%	31.2%	36.3%	36.2%
Dissatisfied	13.9%	11.4%	15.1%	12.9%	13.6%
Very Dissatisfied	7.4%	8.0%	7.3%	5.5%	6.8%

**Household Types**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q9-5. Enforcement of prostitution laws</u>					
Very Satisfied	6.2%	8.1%	11.6%	11.3%	10.1%
Satisfied	41.2%	33.8%	35.4%	36.4%	36.6%
Neutral	35.1%	43.2%	37.0%	36.4%	37.3%
Dissatisfied	12.4%	4.1%	8.8%	8.7%	8.8%
Very Dissatisfied	5.2%	10.8%	7.2%	7.2%	7.3%
 <u>Q9-6. Enforcement of property crime laws</u>					
Very Satisfied	0.9%	7.0%	8.5%	11.3%	7.9%
Satisfied	44.0%	37.0%	28.7%	33.3%	34.2%
Neutral	31.9%	29.0%	43.5%	38.7%	37.7%
Dissatisfied	11.2%	19.0%	12.6%	13.5%	13.6%
Very Dissatisfied	12.1%	8.0%	6.7%	3.2%	6.7%

**Household Types**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q9-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors

Very Satisfied	25.2%	31.5%	21.1%	29.0%	26.1%
Satisfied	49.6%	44.6%	35.5%	41.5%	41.3%
Neutral	21.7%	14.1%	35.1%	23.0%	25.6%
Dissatisfied	2.6%	9.8%	3.9%	4.0%	4.5%
Very Dissatisfied	0.9%	0.0%	4.4%	2.4%	2.5%

Q9-8. How much you can trust Shoreline Police officers

Very Satisfied	24.8%	30.4%	22.0%	32.6%	27.4%
Satisfied	48.2%	40.9%	41.7%	41.4%	42.6%
Neutral	22.7%	22.6%	26.6%	22.3%	23.9%
Dissatisfied	0.0%	4.3%	6.2%	1.1%	3.0%
Very Dissatisfied	4.3%	1.7%	3.5%	2.6%	3.0%

**Household Types**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q9-9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges</u>					
Very Satisfied	19.8%	25.0%	12.9%	16.3%	16.9%
Satisfied	37.0%	25.0%	31.9%	32.6%	32.0%
Neutral	39.5%	41.2%	46.0%	44.2%	43.6%
Dissatisfied	3.7%	7.4%	7.4%	2.9%	5.2%
Very Dissatisfied	0.0%	1.5%	1.8%	4.1%	2.3%

**Household Types**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q10. Sum of Top 2 Choices

Overall quality of local police protection	17.6%	16.0%	20.2%	23.6%	20.3%
City's efforts to prevent crime	40.6%	43.2%	38.7%	36.5%	38.9%
Enforcement of local traffic laws	15.2%	9.6%	12.1%	15.7%	13.6%
Enforcement of drug laws	24.2%	31.2%	19.5%	20.8%	22.4%
Enforcement of prostitution laws	4.2%	9.6%	8.8%	8.2%	7.8%
Enforcement of property crime laws	32.1%	35.2%	27.3%	24.5%	28.3%
Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	19.4%	19.2%	18.5%	17.0%	18.2%

**Household Types**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2) (cont.)**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q10. Sum of Top 2 Choices (Cont.)

How much you can trust Shoreline Police officers	6.7%	9.6%	12.5%	4.4%	8.2%
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	17.0%	16.0%	17.2%	15.4%	16.4%
None chosen	10.3%	5.6%	10.4%	14.8%	11.3%



**Household Types**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q11-1. In your neighborhood during the day

Very Safe	44.5%	55.3%	54.4%	44.0%	49.1%
Safe	46.3%	39.0%	38.4%	48.9%	43.6%
Neutral	6.1%	4.9%	5.8%	6.5%	6.0%
Unsafe	3.0%	0.8%	0.7%	0.6%	1.1%
Very Unsafe	0.0%	0.0%	0.7%	0.0%	0.2%

Q11-2. In your neighborhood at night

Very Safe	17.7%	13.7%	23.5%	19.1%	19.5%
Safe	50.0%	62.9%	46.9%	53.7%	52.1%
Neutral	22.6%	16.1%	21.8%	16.5%	19.3%
Unsafe	7.3%	6.5%	6.5%	10.0%	7.9%
Very Unsafe	2.4%	0.8%	1.4%	0.6%	1.2%

**Household Types**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q11-3. In City parks & trails

Very Safe	9.9%	4.1%	14.5%	12.8%	11.5%
Safe	47.5%	54.1%	40.6%	32.1%	41.1%
Neutral	29.6%	28.7%	25.1%	40.5%	31.5%
Unsafe	11.7%	9.8%	16.6%	12.4%	13.3%
Very Unsafe	1.2%	3.3%	3.2%	2.2%	2.5%

Q11-4. In other public areas in Shoreline

Very Safe	11.3%	14.2%	16.3%	15.6%	14.8%
Safe	54.1%	53.3%	49.1%	50.2%	51.0%
Neutral	25.8%	28.3%	26.6%	29.8%	27.8%
Unsafe	8.2%	4.2%	6.6%	4.2%	5.7%
Very Unsafe	0.6%	0.0%	1.4%	0.3%	0.7%

**Household Types**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q11-5. Overall feeling of safety in Shoreline

Very Safe	14.0%	15.3%	19.5%	17.2%	17.1%
Safe	67.1%	67.7%	58.9%	62.3%	62.8%
Neutral	9.8%	15.3%	18.8%	16.2%	15.8%
Unsafe	8.5%	1.6%	2.1%	3.9%	3.8%
Very Unsafe	0.6%	0.0%	0.7%	0.3%	0.5%

**Household Types**

**Q12. From which of the following have you received information about City projects, issues, services, and events?**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q12. From which have you received information about City projects, issues, services, &amp; events?</u>					
City newsletter "CURRENTS"	83.6%	88.8%	84.2%	91.5%	87.3%
City's Parks and Recreation Guide	77.0%	69.6%	66.0%	68.9%	69.5%
City cable channel (Comcast 21 or Frontier 27)	3.0%	0.8%	5.7%	7.9%	5.3%
City website	35.2%	34.4%	35.4%	20.1%	29.8%
City's social media sites (Facebook, Twitter, Instagram)	20.0%	15.2%	13.5%	4.4%	11.7%
Online resources (e.g., Shoreline Area News, Nextdoor, Secret Shoreline)	54.5%	52.0%	38.0%	25.2%	38.5%
Involvement in neighborhood association or Shoreline Watch	16.4%	18.4%	13.1%	16.7%	15.7%
Television news	8.5%	11.2%	19.2%	32.7%	20.9%
Alert Shoreline	20.6%	20.0%	14.5%	11.6%	15.4%
Other	6.1%	6.4%	7.4%	10.7%	8.2%

**Household Types**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q13-1. Availability of information about City services, meetings, & events

Very Satisfied	13.4%	15.3%	15.9%	12.1%	14.0%
Satisfied	53.0%	50.8%	49.5%	48.5%	49.9%
Neutral	26.8%	25.4%	28.5%	31.3%	28.8%
Dissatisfied	3.4%	1.7%	4.7%	5.4%	4.3%
Very Dissatisfied	3.4%	6.8%	1.4%	2.7%	3.0%

Q13-2. City's efforts to provide information on major City issues (e.g. light rail station area planning)

Very Satisfied	16.9%	14.6%	18.8%	13.7%	16.0%
Satisfied	46.6%	56.1%	47.7%	49.0%	49.2%
Neutral	20.3%	12.2%	17.3%	24.0%	19.5%
Dissatisfied	11.5%	10.6%	12.6%	7.7%	10.4%
Very Dissatisfied	4.7%	6.5%	3.6%	5.7%	5.0%

**Household Types**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q13-3. City's efforts to provide opportunities for public involvement

Very Satisfied	13.6%	11.2%	18.5%	10.7%	13.9%
Satisfied	42.9%	47.4%	40.7%	41.7%	42.4%
Neutral	27.9%	27.6%	27.0%	32.8%	29.3%
Dissatisfied	11.6%	8.6%	10.4%	11.0%	10.6%
Very Dissatisfied	4.1%	5.2%	3.3%	3.8%	3.9%

Q13-4. Quality of content on City's website

Very Satisfied	7.6%	6.3%	15.8%	8.7%	10.5%
Satisfied	46.6%	44.2%	35.0%	34.2%	38.5%
Neutral	39.8%	43.2%	38.9%	50.0%	43.2%
Dissatisfied	2.5%	4.2%	7.9%	5.4%	5.5%
Very Dissatisfied	3.4%	2.1%	2.5%	1.6%	2.3%

**Household Types**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q13-5. Quality of content in City's newsletter "CURRENTS"

Very Satisfied	17.8%	16.4%	21.5%	18.4%	19.0%
Satisfied	53.4%	58.6%	46.7%	50.5%	50.9%
Neutral	23.3%	22.4%	23.3%	25.8%	24.1%
Dissatisfied	2.1%	2.6%	5.9%	4.3%	4.2%
Very Dissatisfied	3.4%	0.0%	2.6%	1.0%	1.8%

Q13-6. Quality of City's social media

Very Satisfied	3.3%	8.2%	11.4%	6.1%	7.7%
Satisfied	40.7%	39.7%	38.0%	27.7%	35.5%
Neutral	47.3%	43.8%	39.2%	62.2%	48.7%
Dissatisfied	5.5%	6.8%	5.7%	2.7%	4.9%
Very Dissatisfied	3.3%	1.4%	5.7%	1.4%	3.2%

**Household Types**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q14-1. Overall image of City

Very Satisfied	22.8%	17.4%	22.2%	18.2%	20.3%
Satisfied	54.3%	58.7%	56.3%	59.6%	57.4%
Neutral	13.0%	15.7%	17.4%	15.3%	15.6%
Dissatisfied	8.6%	6.6%	3.8%	5.5%	5.7%
Very Dissatisfied	1.2%	1.7%	0.3%	1.3%	1.0%

Q14-2. Overall quality of leadership provided by City's elected officials

Very Satisfied	9.7%	8.3%	13.3%	7.6%	9.9%
Satisfied	39.6%	37.6%	35.3%	41.0%	38.4%
Neutral	35.8%	40.4%	35.3%	36.8%	36.6%
Dissatisfied	7.5%	6.4%	12.2%	9.4%	9.5%
Very Dissatisfied	7.5%	7.3%	3.9%	5.2%	5.5%



**Household Types**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q14-3. Overall effectiveness of City Manager &amp; City staff</u>					
Very Satisfied	11.8%	14.9%	15.2%	8.7%	12.2%
Satisfied	39.4%	36.2%	35.2%	41.7%	38.4%
Neutral	35.4%	36.2%	36.1%	36.7%	36.2%
Dissatisfied	6.3%	3.2%	10.2%	7.2%	7.5%
Very Dissatisfied	7.1%	9.6%	3.3%	5.7%	5.6%

**Household Types**

**Q15. from the choices below, please check how much you agree with the statement "I trust the City of Shoreline to spend my tax dollars responsibly." (without "no opinion")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q15. How much do you agree with the statement?

Strongly Agree	23.0%	10.9%	16.9%	15.7%	16.8%
Somewhat agree	54.7%	65.5%	56.4%	54.3%	56.5%
Somewhat disagree	13.5%	15.5%	17.3%	18.1%	16.6%
Strongly disagree	8.8%	8.2%	9.4%	11.9%	10.0%

**Q16. In general, do you think the City of Shoreline is moving in the right direction? (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q16. Is City of Shoreline moving in the right direction?

Yes	81.3%	81.2%	83.2%	77.6%	80.6%
No	18.8%	18.8%	16.8%	22.4%	19.4%

**Household Types**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q17-1. As a place to live

Excellent	46.3%	41.1%	41.6%	40.4%	42.0%
Good	44.5%	51.6%	51.2%	52.9%	50.6%
Neutral	4.3%	5.6%	6.1%	4.2%	5.0%
Below Average	4.9%	1.6%	0.3%	1.3%	1.7%
Poor	0.0%	0.0%	0.7%	1.3%	0.7%

Q17-2. As a place to raise children

Excellent	47.6%	48.0%	45.9%	38.6%	44.0%
Good	42.1%	45.6%	45.9%	52.8%	47.5%
Neutral	6.7%	4.8%	7.5%	6.6%	6.6%
Below Average	2.4%	0.8%	0.7%	1.4%	1.3%
Poor	1.2%	0.8%	0.0%	0.7%	0.6%

**Household Types**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q17-3. As a place to work

Excellent	14.8%	20.9%	18.3%	20.8%	18.8%
Good	26.2%	39.6%	39.7%	45.6%	39.2%
Neutral	36.1%	27.5%	28.3%	29.2%	29.9%
Below Average	15.6%	11.0%	10.5%	4.0%	9.3%
Poor	7.4%	1.1%	3.2%	0.4%	2.7%

Q17-4. As a place with a variety of housing choices

Excellent	11.8%	15.5%	17.8%	11.5%	14.3%
Good	44.7%	49.1%	42.0%	50.3%	46.3%
Neutral	34.9%	23.3%	28.7%	25.5%	28.0%
Below Average	5.3%	10.3%	8.7%	8.4%	8.2%
Poor	3.3%	1.7%	2.8%	4.2%	3.2%

**Household Types**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q17-5. As a place to shop

Excellent	4.9%	11.4%	12.6%	13.2%	11.2%
Good	30.9%	35.8%	36.9%	43.7%	38.0%
Neutral	21.6%	18.7%	23.2%	21.5%	21.7%
Below Average	27.8%	26.8%	18.1%	16.7%	20.6%
Poor	14.8%	7.3%	9.2%	4.8%	8.4%

Q17-6. As a place for dining & entertainment options

Excellent	3.1%	2.4%	6.8%	7.2%	5.6%
Good	12.3%	20.3%	21.2%	27.0%	21.5%
Neutral	28.8%	24.4%	28.1%	28.0%	27.7%
Below Average	30.7%	30.1%	28.8%	27.4%	28.8%
Poor	25.2%	22.8%	15.1%	10.4%	16.4%

**Household Types**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q17-7. Overall quality of life in City

Excellent	13.4%	18.5%	20.9%	18.4%	18.3%
Good	62.2%	62.1%	60.6%	65.0%	62.7%
Neutral	19.5%	14.5%	15.1%	12.3%	14.8%
Below Average	4.3%	4.0%	2.7%	2.6%	3.1%
Poor	0.6%	0.8%	0.7%	1.6%	1.0%

**Household Types**

**Q18. Overall, how do you rate the condition of your neighborhood? (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q18. How do you rate condition of your neighborhood?</u>					
Excellent	17.4%	13.9%	20.3%	20.7%	19.0%
Good	47.2%	59.0%	45.5%	49.2%	49.0%
Average	31.7%	23.0%	26.9%	24.6%	26.4%
Below Average	3.1%	3.3%	7.2%	4.5%	5.0%
Poor	0.6%	0.8%	0.0%	1.0%	0.6%

**Household Types**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q19-1. Maintenance of City parks

Very Satisfied	35.2%	26.2%	22.4%	21.4%	25.1%
Satisfied	51.9%	60.7%	58.4%	64.6%	59.5%
Neutral	10.5%	6.6%	15.7%	12.1%	12.2%
Dissatisfied	1.9%	5.7%	3.2%	1.1%	2.6%
Very Dissatisfied	0.6%	0.8%	0.4%	0.7%	0.6%

Q19-2. Maintenance of City playgrounds

Very Satisfied	33.3%	29.2%	20.7%	20.2%	24.5%
Satisfied	56.8%	54.2%	60.2%	64.8%	60.0%
Neutral	9.3%	11.7%	18.7%	13.8%	14.0%
Dissatisfied	0.6%	5.0%	0.4%	1.2%	1.4%



**Household Types**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q19-3. Walking & biking trails in City

Very Satisfied	27.1%	20.5%	18.8%	17.5%	20.2%
Satisfied	55.5%	56.4%	53.1%	58.7%	55.9%
Neutral	12.9%	14.5%	21.9%	20.4%	18.6%
Dissatisfied	4.5%	8.5%	5.8%	2.6%	4.9%
Very Dissatisfied	0.0%	0.0%	0.4%	0.7%	0.4%

Q19-4. City swimming pool

Very Satisfied	13.5%	14.1%	11.3%	14.5%	13.3%
Satisfied	46.8%	52.2%	47.7%	47.7%	48.3%
Neutral	27.0%	23.9%	38.4%	34.9%	32.3%
Dissatisfied	11.7%	7.6%	2.6%	1.7%	5.1%
Very Dissatisfied	0.9%	2.2%	0.0%	1.2%	1.0%

**Household Types**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q19-5. Outdoor athletic fields

Very Satisfied	20.8%	24.1%	17.7%	17.6%	19.4%
Satisfied	54.9%	54.5%	57.1%	58.4%	56.6%
Neutral	22.2%	16.1%	20.2%	24.0%	21.2%
Dissatisfied	2.1%	5.4%	4.9%	0.0%	2.8%

Q19-6. Ease of registering for programs

Very Satisfied	22.5%	21.8%	13.8%	19.4%	18.9%
Satisfied	48.8%	54.5%	49.7%	45.7%	49.1%
Neutral	21.7%	18.8%	34.1%	32.3%	28.1%
Dissatisfied	3.9%	4.0%	1.8%	1.6%	2.6%
Very Dissatisfied	3.1%	1.0%	0.6%	1.1%	1.4%

**Household Types**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q19-7. Fees charged for recreation programs

Very Satisfied	24.4%	23.2%	13.0%	11.2%	16.6%
Satisfied	50.4%	54.5%	50.3%	42.6%	48.5%
Neutral	19.1%	19.2%	32.8%	40.1%	30.0%
Dissatisfied	3.8%	2.0%	3.4%	3.6%	3.3%
Very Dissatisfied	2.3%	1.0%	0.6%	2.5%	1.7%

Q19-8. Variety of recreation programs

Very Satisfied	23.0%	19.1%	15.6%	14.8%	17.4%
Satisfied	49.6%	60.0%	52.8%	48.7%	51.9%
Neutral	20.7%	16.4%	28.1%	33.5%	26.6%
Dissatisfied	4.4%	3.6%	3.0%	2.6%	3.3%
Very Dissatisfied	2.2%	0.9%	0.5%	0.4%	0.9%

**Household Types**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q19-9. Preservation of open space

Very Satisfied	19.2%	22.1%	18.9%	14.1%	17.8%
Satisfied	52.3%	50.4%	46.7%	47.7%	48.7%
Neutral	18.5%	18.6%	25.1%	28.5%	24.0%
Dissatisfied	5.3%	5.3%	6.2%	6.6%	6.0%
Very Dissatisfied	4.6%	3.5%	3.1%	3.1%	3.5%

## Household Types

### **Q20. Which TWO of the parks and recreation items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q20. Sum of Top 2 Choices</u>					
Maintenance of City parks	44.2%	46.4%	49.2%	45.3%	46.5%
Maintenance of City playgrounds	30.9%	12.8%	12.8%	14.2%	16.6%
Walking & biking trails in City	22.4%	39.2%	35.0%	21.7%	28.6%
City swimming pool	8.5%	10.4%	8.1%	5.7%	7.6%
Outdoor athletic fields	4.8%	19.2%	6.4%	5.0%	7.4%
Ease of registering for programs	5.5%	2.4%	3.7%	1.3%	3.0%
Fees charged for recreation programs	9.1%	11.2%	7.1%	9.7%	9.0%
Variety of recreation programs	17.6%	12.8%	13.1%	12.3%	13.6%
Preservation of open space	29.1%	36.0%	34.3%	43.1%	36.7%
None chosen	12.7%	4.0%	12.5%	18.2%	13.4%

**Household Types**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q21-1. Availability of public transportation options

Very Satisfied	8.7%	7.8%	17.9%	13.1%	13.2%
Satisfied	40.3%	43.5%	36.8%	42.8%	40.4%
Neutral	23.5%	25.2%	30.0%	31.1%	28.5%
Dissatisfied	22.8%	17.4%	13.6%	9.5%	14.4%
Very Dissatisfied	4.7%	6.1%	1.8%	3.5%	3.5%

Q21-2. Availability of bicycle lanes

Very Satisfied	11.5%	5.6%	18.7%	13.1%	13.7%
Satisfied	29.5%	38.3%	28.6%	30.3%	30.7%
Neutral	24.5%	24.3%	35.9%	39.4%	33.3%
Dissatisfied	31.7%	27.1%	14.1%	14.7%	19.4%
Very Dissatisfied	2.9%	4.7%	2.7%	2.4%	2.9%

**Household Types**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q21-3. Availability of sidewalks on major streets & routes

Very Satisfied	7.0%	4.9%	11.3%	10.9%	9.5%
Satisfied	34.4%	39.3%	39.9%	38.1%	38.2%
Neutral	21.7%	23.0%	24.1%	26.5%	24.3%
Dissatisfied	28.0%	20.5%	12.4%	17.2%	18.0%
Very Dissatisfied	8.9%	12.3%	12.4%	7.3%	10.0%

Q21-4. Availability of sidewalks near your residence

Very Satisfied	3.7%	3.2%	5.2%	8.4%	5.7%
Satisfied	12.9%	22.6%	25.1%	22.7%	21.7%
Neutral	18.4%	15.3%	23.4%	20.4%	20.3%
Dissatisfied	30.1%	27.4%	25.8%	33.1%	29.3%
Very Dissatisfied	35.0%	31.5%	20.6%	15.4%	23.0%

**Household Types**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Household Types					Total
Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children		

Q21-5. Traffic calming measures in your neighborhood

Very Satisfied	3.4%	1.7%	5.7%	5.3%	4.6%
Satisfied	19.0%	25.2%	29.7%	29.5%	27.1%
Neutral	31.3%	40.0%	29.0%	27.8%	30.5%
Dissatisfied	29.9%	20.0%	20.4%	27.8%	24.6%
Very Dissatisfied	16.3%	13.0%	15.1%	9.6%	13.1%

Q21-6. City's efforts for supporting alternative means of transportation such as transit, bicycling, walking

Very Satisfied	4.3%	5.3%	14.0%	10.6%	9.9%
Satisfied	33.1%	35.1%	30.6%	31.5%	32.0%
Neutral	28.1%	39.5%	39.9%	40.6%	37.9%
Dissatisfied	25.9%	12.3%	13.3%	12.6%	15.2%
Very Dissatisfied	8.6%	7.9%	2.2%	4.7%	5.0%



**Household Types**

**Q22. Which TWO of the transportation items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years? (top 2)**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q22. Sum of Top 2 Choices

Availability of public transportation options	35.8%	31.2%	37.0%	37.4%	36.1%
Availability of bicycle lanes	19.4%	20.8%	13.5%	9.1%	14.0%
Availability of sidewalks on major streets & routes	23.6%	36.8%	29.6%	31.4%	30.2%
Availability of sidewalks near your residence	53.9%	44.0%	33.3%	29.9%	37.3%
Traffic calming measures in your neighborhood	35.8%	29.6%	36.0%	33.6%	34.3%
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	17.6%	24.0%	24.9%	24.5%	23.3%
None chosen	4.8%	3.2%	9.1%	12.3%	8.6%

**Household Types**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q23-1. Roads & streets (e.g. Aurora Corridor)

Very Satisfied	27.9%	30.6%	25.8%	27.6%	27.5%
Satisfied	46.9%	47.1%	47.7%	46.4%	47.0%
Neutral	16.3%	16.5%	16.8%	15.5%	16.2%
Dissatisfied	6.1%	3.3%	6.8%	7.9%	6.6%
Very Dissatisfied	2.7%	2.5%	2.9%	2.6%	2.7%

Q23-2. Parks improvements (e.g. Echo Lake, Twin Ponds & Sunset Park Community Gardens)

Very Satisfied	21.0%	23.4%	17.4%	21.7%	20.4%
Satisfied	53.1%	51.4%	50.8%	51.8%	51.7%
Neutral	21.7%	20.7%	27.5%	23.3%	24.0%
Dissatisfied	4.2%	2.7%	3.4%	2.0%	3.0%
Very Dissatisfied	0.0%	1.8%	0.8%	1.2%	0.9%

**Household Types**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q23-3. Trails & paths (e.g. Interurban Trail, 195th separated trail, soft trails in parks)

Very Satisfied	16.7%	18.0%	20.6%	19.3%	19.0%
Satisfied	54.2%	54.1%	52.3%	47.5%	51.3%
Neutral	27.1%	21.6%	21.0%	29.0%	25.0%
Dissatisfied	2.1%	3.6%	4.9%	3.5%	3.7%
Very Dissatisfied	0.0%	2.7%	1.2%	0.8%	1.1%

Q23-4. Sidewalk improvements (e.g. safe routes to school)

Very Satisfied	7.7%	13.4%	12.7%	11.3%	11.4%
Satisfied	35.4%	33.0%	36.5%	33.5%	34.7%
Neutral	24.6%	25.9%	26.6%	35.1%	29.0%
Dissatisfied	24.6%	22.3%	15.2%	14.1%	17.6%
Very Dissatisfied	7.7%	5.4%	9.0%	6.0%	7.2%

Household Types

**Q24. Economic development-which means increasing opportunities for more retail, multi-family housing, commercial development, and job growth-helps generate the resources necessary to provide the City services identified as important in the community's vision. Do you support the City's long-term emphasis on economic development? (without "don't know")**

N=905	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	
<u>Q24. Do you support City's long-term emphasis on economic development?</u>					
Yes	65.0%	59.4%	57.0%	47.2%	55.5%
Neutral	17.5%	24.8%	24.9%	26.2%	23.9%
No	17.5%	15.8%	18.1%	26.6%	20.5%

**Household Types**

**Q25. Shoreline residents have repeatedly identified sidewalks as important. Unfortunately, the need for sidewalks is greater than the resources available to construct them. To give you an idea of how big the need is, the City's complete Pedestrian System Plan includes approximately 153 miles of sidewalks. Of those, only about 75 miles currently exist. Constructing sidewalks is expensive - between \$686,000 and \$1.58 million to construct one mile. Variables that impact costs include storm water drainage, driveways, utility relocations, on-street parking, the grade of the site, ADA requirements, and any structures or landscaping that have been built in the City right-of-way that must be removed. Below are four strategies the City could use to create dedicated funding to construct more sidewalks. In priority order, please select the THREE potential strategies for increasing revenues that you would MOST SUPPORT. (top 3)**

N=905

	Household Types				Total
	Households w/ Children Under Age 10	Households w/ Children Ages 10- 19	Households w/ Adults Ages 20- 54 and No Children	Households w/ Adults Ages 55+ and No Children	

Q25. Sum of Top 3 Choices

Increase sales tax	43.6%	48.0%	40.4%	30.2%	38.5%
Increase car licensing fees (tabs)	53.9%	60.0%	47.8%	37.1%	46.9%
Implement a business and occupation tax on Shoreline businesses	55.2%	38.4%	53.5%	42.5%	47.8%
Issue bonds that would be repaid through increases in property taxes	51.5%	51.2%	44.8%	36.8%	44.1%
None chosen	24.8%	24.0%	27.9%	39.3%	30.8%

*Section 11:*  
*Cross-Tabular Data by*  
*Length of Residency*

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**How Long Respondents Have Lived in the City of Shoreline**

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

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q1. How many people live in your household?

1	18.8%	11.5%	9.2%	17.2%	9.5%	26.3%	17.0%
2	30.3%	31.7%	25.8%	33.3%	42.3%	47.4%	37.2%
3	19.4%	20.2%	25.0%	18.2%	21.4%	14.5%	18.9%
4	23.0%	27.9%	30.8%	19.2%	13.7%	7.0%	18.1%
5	6.1%	6.7%	5.8%	9.1%	11.3%	2.6%	6.4%
6	2.4%	1.0%	3.3%	3.0%	1.2%	1.3%	1.9%
7+	0.0%	1.0%	0.0%	0.0%	0.6%	0.9%	0.4%

**How Long Respondents Have Lived in the City of Shoreline**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q3-1. Overall quality of police services</u>							
Very Satisfied	20.3%	30.9%	22.5%	23.3%	17.8%	26.2%	23.2%
Satisfied	54.9%	46.8%	53.2%	56.7%	52.6%	47.2%	51.2%
Neutral	17.3%	16.0%	18.0%	14.4%	23.0%	19.2%	18.5%
Dissatisfied	6.8%	5.3%	5.4%	3.3%	4.6%	5.6%	5.7%
Very Dissatisfied	0.8%	1.1%	0.9%	2.2%	2.0%	1.9%	1.5%
 <u>Q3-2. Overall quality of City parks &amp; recreation programs &amp; facilities</u>							
Very Satisfied	32.7%	44.6%	33.3%	37.2%	27.6%	28.2%	33.2%
Satisfied	52.6%	43.6%	50.9%	47.9%	56.4%	50.2%	50.4%
Neutral	14.1%	7.9%	10.5%	10.6%	14.1%	17.2%	13.0%
Dissatisfied	0.6%	3.0%	5.3%	4.3%	1.9%	3.8%	3.2%
Very Dissatisfied	0.0%	1.0%	0.0%	0.0%	0.0%	0.5%	0.2%



## How Long Respondents Have Lived in the City of Shoreline

### **Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q3-3. Overall effectiveness of City's code enforcement program</u>							
Very Satisfied	9.5%	11.9%	16.5%	9.2%	9.1%	11.0%	10.8%
Satisfied	34.5%	41.8%	40.5%	33.8%	28.9%	26.0%	32.8%
Neutral	50.0%	34.3%	30.4%	43.1%	44.6%	41.0%	41.1%
Dissatisfied	6.0%	6.0%	8.9%	9.2%	10.7%	14.5%	10.0%
Very Dissatisfied	0.0%	6.0%	3.8%	4.6%	6.6%	7.5%	5.3%

### Q3-4. Overall effectiveness of City communication with public

Very Satisfied	12.1%	20.2%	23.1%	16.0%	12.1%	20.2%	17.0%
Satisfied	44.3%	49.5%	44.4%	53.2%	37.6%	33.3%	42.1%
Neutral	35.6%	20.2%	24.1%	19.1%	35.7%	24.9%	27.4%
Dissatisfied	3.4%	4.0%	5.6%	10.6%	7.6%	14.6%	8.3%
Very Dissatisfied	4.7%	6.1%	2.8%	1.1%	7.0%	7.0%	5.3%

**How Long Respondents Have Lived in the City of Shoreline**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q3-5. Overall quality of City's storm water runoff/storm water management system

Very Satisfied	15.7%	16.5%	18.4%	12.4%	12.8%	17.3%	15.6%
Satisfied	42.5%	41.8%	51.0%	52.8%	46.6%	39.9%	45.0%
Neutral	30.7%	28.6%	18.4%	21.3%	28.4%	28.8%	26.9%
Dissatisfied	7.9%	6.6%	8.2%	7.9%	10.1%	9.1%	8.4%
Very Dissatisfied	3.1%	6.6%	4.1%	5.6%	2.0%	4.8%	4.1%

Q3-6. Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)

Very Satisfied	7.0%	13.6%	12.1%	7.1%	8.1%	6.9%	8.8%
Satisfied	42.7%	41.7%	35.3%	49.5%	34.2%	37.6%	39.5%
Neutral	29.3%	24.3%	24.1%	19.2%	26.1%	13.8%	22.4%
Dissatisfied	18.5%	15.5%	21.6%	21.2%	21.1%	28.0%	21.6%
Very Dissatisfied	2.5%	4.9%	6.9%	3.0%	10.6%	13.8%	7.7%

**How Long Respondents Have Lived in the City of Shoreline**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q3-7. Overall quality of human services (e.g. support for people in times of need) offered by City

Very Satisfied	13.4%	14.3%	9.2%	10.3%	11.6%	7.4%	10.3%
Satisfied	31.7%	39.7%	35.4%	39.7%	27.7%	34.4%	33.9%
Neutral	45.1%	38.1%	44.6%	39.7%	50.9%	42.9%	44.6%
Dissatisfied	9.8%	3.2%	7.7%	8.6%	8.0%	12.9%	9.0%
Very Dissatisfied	0.0%	4.8%	3.1%	1.7%	1.8%	2.5%	2.2%

Q3-8. Overall effectiveness of City's efforts to sustain environmental quality

Very Satisfied	14.0%	20.2%	24.0%	9.5%	11.6%	11.4%	14.3%
Satisfied	53.5%	53.6%	48.1%	67.9%	49.7%	40.8%	50.4%
Neutral	22.5%	22.6%	17.3%	16.7%	32.0%	31.3%	25.4%
Dissatisfied	5.4%	2.4%	7.7%	4.8%	4.1%	11.4%	6.7%
Very Dissatisfied	4.7%	1.2%	2.9%	1.2%	2.7%	5.0%	3.3%

**How Long Respondents Have Lived in the City of Shoreline**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q3-9. Overall quality of service provided by City of Shoreline</u>							
Very Satisfied	15.9%	12.0%	17.0%	8.5%	7.6%	13.6%	12.6%
Satisfied	55.2%	68.0%	54.5%	64.9%	51.3%	44.1%	54.2%
Neutral	21.4%	14.0%	25.9%	22.3%	33.5%	29.5%	25.5%
Dissatisfied	4.8%	2.0%	1.8%	3.2%	6.3%	9.1%	5.3%
Very Dissatisfied	2.8%	4.0%	0.9%	1.1%	1.3%	3.6%	2.4%

**How Long Respondents Have Lived in the City of Shoreline**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3)**

N=905

	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q4. Sum of Top 3 Choices

Overall quality of police services	38.8%	47.1%	31.7%	42.4%	37.5%	41.2%	40.0%
Overall quality of City parks & recreation programs & facilities	39.4%	39.4%	36.7%	26.3%	27.4%	18.0%	29.3%
Overall effectiveness of City's code enforcement program	10.3%	21.2%	15.8%	23.2%	17.3%	21.1%	18.2%
Overall effectiveness of City communication with public	21.2%	21.2%	20.0%	18.2%	28.6%	25.4%	23.0%
Overall quality of City's storm water runoff/storm water management system	17.6%	18.3%	15.0%	19.2%	17.9%	14.9%	17.0%
Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	55.2%	56.7%	59.2%	59.6%	50.6%	61.4%	56.7%

**How Long Respondents Have Lived in the City of Shoreline**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3) (cont.)**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q4. Sum of Top 3 Choices (Cont.)

Overall quality of human services (e.g. support for people in times of need) offered by City	37.6%	45.2%	27.5%	40.4%	31.0%	27.2%	32.9%
Overall effectiveness of City's efforts to sustain environmental quality	37.0%	27.9%	37.5%	30.3%	25.0%	21.5%	29.2%
Overall quality of service provided by City of Shoreline	13.9%	15.4%	15.0%	13.1%	16.7%	30.3%	18.8%
None chosen	4.8%	1.0%	10.0%	6.1%	11.3%	11.4%	8.4%

**How Long Respondents Have Lived in the City of Shoreline**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q5-1. Overall maintenance of City streets

Very Satisfied	16.0%	10.8%	16.9%	10.2%	8.5%	8.1%	11.6%
Satisfied	54.9%	61.8%	55.1%	64.3%	53.7%	45.9%	54.3%
Neutral	20.4%	15.7%	12.7%	17.3%	22.6%	23.4%	19.3%
Dissatisfied	8.0%	9.8%	11.9%	7.1%	12.2%	18.9%	12.4%
Very Dissatisfied	0.6%	2.0%	3.4%	1.0%	3.0%	3.6%	2.4%

Q5-2. Maintenance of streets in your neighborhood

Very Satisfied	16.0%	10.0%	14.5%	13.5%	8.5%	9.6%	11.9%
Satisfied	47.5%	57.0%	47.9%	56.3%	48.2%	40.4%	48.0%
Neutral	21.6%	13.0%	17.9%	13.5%	25.0%	24.8%	20.5%
Dissatisfied	13.6%	17.0%	16.2%	11.5%	15.2%	20.2%	16.1%
Very Dissatisfied	1.2%	3.0%	3.4%	5.2%	3.0%	5.0%	3.5%

**How Long Respondents Have Lived in the City of Shoreline**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q5-3. Maintenance of sidewalks in Shoreline

Very Satisfied	9.5%	8.1%	7.8%	6.7%	7.8%	5.4%	7.4%
Satisfied	31.0%	24.2%	31.9%	34.8%	26.0%	32.4%	30.5%
Neutral	25.3%	38.4%	30.2%	27.0%	33.8%	28.9%	30.1%
Dissatisfied	23.4%	20.2%	16.4%	28.1%	18.2%	20.1%	20.7%
Very Dissatisfied	10.8%	9.1%	13.8%	3.4%	14.3%	13.2%	11.3%

Q5-4. Mowing & trimming along City streets & other public areas

Very Satisfied	11.9%	12.1%	8.7%	9.6%	10.4%	4.5%	9.2%
Satisfied	45.0%	49.5%	44.3%	55.3%	37.4%	38.0%	43.5%
Neutral	25.6%	21.2%	29.6%	13.8%	28.8%	30.3%	25.8%
Dissatisfied	11.3%	15.2%	14.8%	16.0%	17.2%	20.8%	16.2%
Very Dissatisfied	6.3%	2.0%	2.6%	5.3%	6.1%	6.3%	5.3%



**How Long Respondents Have Lived in the City of Shoreline**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q5-5. Overall cleanliness of City streets & other public areas

Very Satisfied	13.9%	14.7%	18.6%	13.4%	8.6%	13.5%	13.4%
Satisfied	55.8%	65.7%	49.2%	59.8%	57.4%	50.5%	55.6%
Neutral	21.2%	13.7%	17.8%	19.6%	27.8%	24.8%	21.9%
Dissatisfied	6.1%	5.9%	12.7%	6.2%	6.2%	9.5%	7.7%
Very Dissatisfied	3.0%	0.0%	1.7%	1.0%	0.0%	1.8%	1.5%

Q5-6. Adequacy of City street lighting in your neighborhood

Very Satisfied	10.9%	11.0%	9.6%	10.4%	11.2%	14.0%	11.4%
Satisfied	38.2%	47.0%	50.4%	44.8%	39.8%	38.7%	42.5%
Neutral	23.0%	19.0%	18.3%	11.5%	24.2%	21.2%	20.1%
Dissatisfied	20.6%	17.0%	13.0%	29.2%	18.0%	20.3%	19.7%
Very Dissatisfied	7.3%	6.0%	8.7%	4.2%	6.8%	5.9%	6.4%

**How Long Respondents Have Lived in the City of Shoreline**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q5-7. Adequacy of storm drainage services in your neighborhood

Very Satisfied	12.1%	11.1%	13.3%	8.5%	11.8%	15.7%	12.7%
Satisfied	43.3%	59.6%	54.9%	62.8%	51.6%	43.3%	50.3%
Neutral	26.1%	10.1%	16.8%	11.7%	26.1%	22.1%	20.7%
Dissatisfied	13.4%	13.1%	11.5%	6.4%	6.8%	11.5%	10.5%
Very Dissatisfied	5.1%	6.1%	3.5%	10.6%	3.7%	7.4%	5.8%

Q5-8. Garbage/recycling provider services

Very Satisfied	30.5%	38.6%	40.7%	30.9%	26.4%	33.0%	32.7%
Satisfied	53.7%	51.5%	48.3%	58.8%	52.1%	47.2%	51.5%
Neutral	12.8%	7.9%	9.3%	4.1%	17.8%	15.1%	12.3%
Dissatisfied	1.8%	2.0%	0.8%	4.1%	2.5%	1.4%	1.9%
Very Dissatisfied	1.2%	0.0%	0.8%	2.1%	1.2%	3.2%	1.6%

**How Long Respondents Have Lived in the City of Shoreline**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q5-9. Maintenance of public trees along City streets</u>							
Very Satisfied	17.7%	10.9%	16.7%	10.5%	10.5%	6.9%	12.0%
Satisfied	41.8%	57.4%	46.5%	47.4%	36.4%	38.2%	43.0%
Neutral	27.2%	15.8%	21.1%	26.3%	27.8%	31.3%	25.8%
Dissatisfied	10.8%	13.9%	12.3%	13.7%	20.4%	15.7%	14.9%
Very Dissatisfied	2.5%	2.0%	3.5%	2.1%	4.9%	7.8%	4.3%

## How Long Respondents Have Lived in the City of Shoreline

### **Q6. Which TWO of the maintenance items listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q6. Sum of Top 2 Choices</u>							
Overall maintenance of City streets	30.9%	36.5%	33.3%	33.3%	28.6%	36.8%	32.8%
Maintenance of streets in your neighborhood	17.0%	19.2%	27.5%	19.2%	20.2%	21.5%	20.6%
Maintenance of sidewalks in Shoreline	40.6%	31.7%	37.5%	28.3%	31.0%	26.8%	32.0%
Mowing & trimming along City streets & other public areas	15.2%	17.3%	14.2%	13.1%	14.9%	22.8%	17.5%
Overall cleanliness of City streets & other public areas	23.6%	21.2%	20.8%	17.2%	19.6%	15.8%	19.2%
Adequacy of City street lighting in your neighborhood	27.3%	28.8%	25.8%	25.3%	21.4%	23.2%	24.8%
Adequacy of storm drainage services in your neighborhood	17.0%	20.2%	12.5%	22.2%	16.7%	13.2%	16.5%
Garbage/recycling provider services	5.5%	3.8%	5.0%	8.1%	3.0%	3.1%	4.3%
Maintenance of public trees along City streets	14.5%	17.3%	11.7%	19.2%	25.0%	21.5%	18.5%
None chosen	3.0%	0.0%	3.3%	3.0%	8.3%	6.1%	5.0%

**How Long Respondents Have Lived in the City of Shoreline**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q7-1. Enforcing clean-up of garbage, junk, or debris on private property</u>							
Very Satisfied	6.5%	6.3%	8.0%	7.2%	5.3%	8.3%	7.4%
Satisfied	30.1%	34.2%	31.0%	34.9%	25.2%	33.7%	31.5%
Neutral	42.3%	34.2%	37.0%	28.9%	43.5%	29.5%	35.1%
Dissatisfied	17.1%	20.3%	16.0%	24.1%	19.8%	21.2%	19.9%
Very Dissatisfied	4.1%	5.1%	8.0%	4.8%	6.1%	7.3%	6.1%
 <u>Q7-2. Enforcing removal of abandoned/junk autos</u>							
Very Satisfied	3.4%	8.2%	11.4%	4.9%	8.0%	7.8%	7.6%
Satisfied	35.3%	24.7%	27.6%	37.8%	24.0%	31.3%	30.4%
Neutral	37.9%	41.1%	35.2%	34.1%	52.0%	37.0%	39.2%
Dissatisfied	18.1%	20.5%	15.2%	18.3%	13.6%	14.1%	16.0%
Very Dissatisfied	5.2%	5.5%	10.5%	4.9%	2.4%	9.9%	6.8%

**How Long Respondents Have Lived in the City of Shoreline**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q7-3. Enforcement of graffiti removal from private properties</u>							
Very Satisfied	3.4%	9.3%	10.6%	6.8%	7.9%	7.5%	7.7%
Satisfied	32.5%	42.7%	35.1%	50.0%	28.6%	30.6%	35.0%
Neutral	51.3%	40.0%	40.4%	33.8%	53.2%	45.2%	44.8%
Dissatisfied	10.3%	6.7%	8.5%	8.1%	8.7%	12.9%	9.7%
Very Dissatisfied	2.6%	1.3%	5.3%	1.4%	1.6%	3.8%	2.8%

**How Long Respondents Have Lived in the City of Shoreline**

**Q8. Which of the City codes and ordinances items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q8. Top Choice

Enforcing clean-up of garbage, junk, or debris on private property	47.3%	60.6%	44.2%	51.5%	52.4%	49.6%	50.3%
Enforcing removal of abandoned/junk autos	17.6%	21.2%	25.0%	13.1%	17.9%	15.4%	17.8%
Enforcement of graffiti removal from private properties	22.4%	10.6%	22.5%	18.2%	16.1%	19.7%	18.8%
None chosen	12.7%	7.7%	8.3%	17.2%	13.7%	15.4%	13.1%

**How Long Respondents Have Lived in the City of Shoreline**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q9-1. Overall quality of local police protection</u>							
Very Satisfied	13.5%	18.9%	24.5%	17.6%	13.8%	25.0%	19.3%
Satisfied	50.4%	48.4%	48.2%	61.2%	55.3%	47.6%	51.1%
Neutral	30.5%	26.3%	21.8%	16.5%	26.4%	23.1%	24.5%
Dissatisfied	3.5%	3.2%	3.6%	2.4%	3.8%	3.3%	3.4%
Very Dissatisfied	2.1%	3.2%	1.8%	2.4%	0.6%	0.9%	1.7%
 <u>Q9-2. City's efforts to prevent crime</u>							
Very Satisfied	9.4%	12.8%	16.0%	11.3%	7.5%	15.1%	12.1%
Satisfied	45.3%	47.7%	43.4%	55.0%	48.3%	46.4%	47.3%
Neutral	32.8%	24.4%	30.2%	23.8%	32.7%	22.9%	27.6%
Dissatisfied	10.2%	11.6%	9.4%	7.5%	10.9%	12.0%	10.7%
Very Dissatisfied	2.3%	3.5%	0.9%	2.5%	0.7%	3.6%	2.4%



**How Long Respondents Have Lived in the City of Shoreline**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q9-3. Enforcement of local traffic laws</u>							
Very Satisfied	12.9%	10.9%	12.4%	16.7%	6.4%	13.3%	12.0%
Satisfied	44.6%	51.1%	52.4%	48.8%	49.4%	43.8%	47.8%
Neutral	33.8%	18.5%	26.7%	21.4%	30.8%	30.5%	27.8%
Dissatisfied	6.5%	13.0%	6.7%	9.5%	11.5%	8.1%	9.1%
Very Dissatisfied	2.2%	6.5%	1.9%	3.6%	1.9%	4.3%	3.2%
 <u>Q9-4. Enforcement of drug laws</u>							
Very Satisfied	5.0%	9.8%	10.7%	11.7%	2.4%	9.7%	8.0%
Satisfied	34.0%	45.9%	29.8%	38.3%	39.0%	30.3%	35.4%
Neutral	37.0%	24.6%	46.4%	28.3%	38.2%	37.6%	36.2%
Dissatisfied	16.0%	11.5%	8.3%	8.3%	17.1%	15.8%	13.6%
Very Dissatisfied	8.0%	8.2%	4.8%	13.3%	3.3%	6.7%	6.8%

**How Long Respondents Have Lived in the City of Shoreline**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q9-5. Enforcement of prostitution laws</u>							
Very Satisfied	5.4%	9.1%	11.3%	15.8%	6.5%	12.3%	10.1%
Satisfied	35.9%	43.6%	32.4%	33.3%	40.7%	33.8%	36.6%
Neutral	34.8%	34.5%	42.3%	35.1%	41.7%	36.4%	37.3%
Dissatisfied	14.1%	5.5%	2.8%	5.3%	10.2%	10.4%	8.8%
Very Dissatisfied	9.8%	7.3%	11.3%	10.5%	0.9%	7.1%	7.3%
 <u>Q9-6. Enforcement of property crime laws</u>							
Very Satisfied	7.3%	4.1%	9.9%	11.6%	4.7%	9.6%	7.9%
Satisfied	31.2%	48.6%	28.6%	34.8%	33.3%	31.6%	34.2%
Neutral	43.1%	23.0%	44.0%	34.8%	42.6%	36.7%	37.7%
Dissatisfied	11.0%	14.9%	9.9%	10.1%	14.0%	16.9%	13.6%
Very Dissatisfied	7.3%	9.5%	7.7%	8.7%	5.4%	5.1%	6.7%

**How Long Respondents Have Lived in the City of Shoreline**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q9-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors

Very Satisfied	20.4%	30.4%	30.0%	32.4%	14.7%	32.3%	26.1%
Satisfied	40.7%	39.1%	34.4%	50.0%	44.1%	40.6%	41.3%
Neutral	35.4%	24.6%	28.9%	11.8%	30.1%	20.3%	25.6%
Dissatisfied	0.9%	4.3%	5.6%	2.9%	5.9%	5.2%	4.5%
Very Dissatisfied	2.7%	1.4%	1.1%	2.9%	5.1%	1.6%	2.5%

Q9-8. How much you can trust Shoreline Police officers

Very Satisfied	24.4%	23.6%	27.7%	30.9%	18.7%	36.6%	27.4%
Satisfied	43.0%	43.8%	41.1%	46.9%	49.7%	34.2%	42.6%
Neutral	30.4%	25.8%	27.7%	18.5%	19.4%	22.8%	23.9%
Dissatisfied	1.5%	0.0%	0.9%	3.7%	7.7%	3.0%	3.0%
Very Dissatisfied	0.7%	6.7%	2.7%	0.0%	4.5%	3.5%	3.0%

**How Long Respondents Have Lived in the City of Shoreline**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q9-9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges</u>							
Very Satisfied	14.9%	17.4%	20.6%	19.6%	16.5%	14.5%	16.9%
Satisfied	31.0%	32.6%	23.8%	37.0%	28.9%	37.7%	32.0%
Neutral	43.7%	47.8%	46.0%	43.5%	45.4%	40.6%	43.6%
Dissatisfied	4.6%	2.2%	7.9%	0.0%	9.3%	3.6%	5.2%
Very Dissatisfied	5.7%	0.0%	1.6%	0.0%	0.0%	3.6%	2.3%

**How Long Respondents Have Lived in the City of Shoreline**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q10. Sum of Top 2 Choices</u>							
Overall quality of local police protection	18.8%	20.2%	22.5%	19.2%	20.2%	21.9%	20.3%
City's efforts to prevent crime	34.5%	49.0%	43.3%	42.4%	36.3%	36.4%	38.9%
Enforcement of local traffic laws	11.5%	11.5%	9.2%	11.1%	14.3%	19.7%	13.6%
Enforcement of drug laws	18.8%	23.1%	20.0%	26.3%	24.4%	24.6%	22.4%
Enforcement of prostitution laws	10.3%	8.7%	3.3%	9.1%	4.2%	11.0%	7.8%
Enforcement of property crime laws	23.0%	31.7%	29.2%	21.2%	31.5%	30.3%	28.3%
Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	23.6%	23.1%	16.7%	21.2%	18.5%	11.0%	18.2%
How much you can trust Shoreline Police officers	12.1%	7.7%	9.2%	6.1%	10.1%	5.3%	8.2%

**How Long Respondents Have Lived in the City of Shoreline**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2) (cont.)**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	18.8%	10.6%	20.0%	22.2%	15.5%	14.0%	16.4%
None chosen	12.1%	5.8%	10.8%	9.1%	11.3%	11.4%	11.3%

**How Long Respondents Have Lived in the City of Shoreline**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q11-1. In your neighborhood during the day

Very Safe	50.6%	51.0%	55.9%	60.6%	49.4%	38.5%	49.1%
Safe	44.4%	44.2%	36.4%	32.3%	41.7%	53.2%	43.6%
Neutral	4.3%	2.9%	6.8%	6.1%	7.1%	6.9%	6.0%
Unsafe	0.6%	1.9%	0.8%	1.0%	0.6%	1.4%	1.1%
Very Unsafe	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.2%

Q11-2. In your neighborhood at night

Very Safe	24.7%	18.3%	25.4%	20.2%	15.5%	16.0%	19.5%
Safe	46.9%	54.8%	47.5%	55.6%	56.5%	51.6%	52.1%
Neutral	20.4%	17.3%	21.2%	21.2%	19.6%	18.3%	19.3%
Unsafe	6.8%	8.7%	5.1%	2.0%	7.1%	12.3%	7.9%
Very Unsafe	1.2%	1.0%	0.8%	1.0%	1.2%	1.8%	1.2%

**How Long Respondents Have Lived in the City of Shoreline**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q11-3. In City parks & trails

Very Safe	12.7%	10.7%	17.0%	10.8%	8.5%	10.8%	11.5%
Safe	39.2%	49.5%	48.2%	57.0%	40.0%	27.7%	41.1%
Neutral	30.4%	24.3%	19.6%	23.7%	32.7%	45.1%	31.5%
Unsafe	13.3%	12.6%	15.2%	7.5%	15.8%	14.4%	13.3%
Very Unsafe	4.4%	2.9%	0.0%	1.1%	3.0%	2.1%	2.5%

Q11-4. In other public areas in Shoreline

Very Safe	12.7%	8.9%	25.4%	12.9%	15.2%	14.4%	14.8%
Safe	48.1%	60.4%	49.1%	58.1%	54.3%	42.6%	51.0%
Neutral	27.2%	26.7%	18.4%	25.8%	24.4%	38.3%	27.8%
Unsafe	10.8%	3.0%	7.0%	3.2%	4.9%	4.3%	5.7%
Very Unsafe	1.3%	1.0%	0.0%	0.0%	1.2%	0.5%	0.7%



**How Long Respondents Have Lived in the City of Shoreline**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q11-5. Overall feeling of safety in Shoreline</u>							
Very Safe	15.6%	11.5%	30.5%	18.2%	14.3%	15.5%	17.1%
Safe	61.3%	74.0%	52.5%	66.7%	65.5%	58.9%	62.8%
Neutral	17.5%	7.7%	12.7%	14.1%	17.9%	20.5%	15.8%
Unsafe	5.6%	6.7%	4.2%	0.0%	1.2%	4.6%	3.8%
Very Unsafe	0.0%	0.0%	0.0%	1.0%	1.2%	0.5%	0.5%

**How Long Respondents Have Lived in the City of Shoreline**

**Q12. From which of the following have you received information about City projects, issues, services, and events?**

N=905	<u>Q26. How many years have you lived in the City of Shoreline?</u>						<u>Total</u>
	<u>5 or less</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	
<u>Q12. From which have you received information about City projects, issues, services, &amp; events?</u>							
City newsletter "CURRENTS"	73.9%	89.4%	93.3%	93.9%	87.5%	89.0%	87.3%
City's Parks and Recreation Guide	64.8%	78.8%	73.3%	74.7%	72.6%	62.7%	69.5%
City cable channel (Comcast 21 or Frontier 27)	4.2%	1.9%	4.2%	5.1%	6.0%	7.0%	5.3%
City website	30.9%	33.7%	40.8%	32.3%	33.9%	16.7%	29.8%
City's social media sites (Facebook, Twitter, Instagram)	17.6%	16.3%	16.7%	7.1%	12.5%	5.3%	11.7%
Online resources (e.g., Shoreline Area News, Nextdoor, Secret Shoreline)	32.7%	51.9%	48.3%	43.4%	39.3%	29.4%	38.5%
Involvement in neighborhood association or Shoreline Watch	6.7%	18.3%	17.5%	16.2%	16.1%	18.4%	15.7%
Television news	14.5%	12.5%	15.0%	24.2%	22.0%	28.9%	20.9%
Alert Shoreline	10.3%	20.2%	20.8%	17.2%	17.9%	10.1%	15.4%
Other	7.9%	7.7%	5.8%	9.1%	5.4%	11.8%	8.2%

**How Long Respondents Have Lived in the City of Shoreline**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

Q26. How many years have you lived in the City of Shoreline?							Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+		

Q13-1. Availability of information about City services, meetings, & events

Very Satisfied	12.9%	14.3%	15.9%	18.9%	8.1%	15.6%	14.0%
Satisfied	51.0%	56.1%	54.0%	52.2%	52.5%	40.1%	49.9%
Neutral	31.3%	22.4%	26.5%	24.4%	30.0%	33.5%	28.8%
Dissatisfied	1.4%	5.1%	0.0%	4.4%	5.6%	7.1%	4.3%
Very Dissatisfied	3.4%	2.0%	3.5%	0.0%	3.8%	3.8%	3.0%

Q13-2. City's efforts to provide information on major City issues (e.g. light rail station area planning)

Very Satisfied	17.2%	19.8%	18.4%	17.2%	9.3%	17.4%	16.0%
Satisfied	46.9%	52.5%	52.6%	61.3%	50.9%	38.5%	49.2%
Neutral	22.1%	10.9%	17.5%	12.9%	21.7%	25.4%	19.5%
Dissatisfied	6.2%	11.9%	7.0%	6.5%	13.7%	13.6%	10.4%
Very Dissatisfied	7.6%	5.0%	4.4%	2.2%	4.3%	5.2%	5.0%

**How Long Respondents Have Lived in the City of Shoreline**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q13-3. City's efforts to provide opportunities for public involvement

Very Satisfied	14.4%	16.8%	15.7%	14.6%	8.9%	14.8%	13.9%
Satisfied	41.0%	47.5%	44.4%	47.2%	41.8%	35.9%	42.4%
Neutral	32.4%	19.8%	29.6%	27.0%	30.4%	33.5%	29.3%
Dissatisfied	6.5%	11.9%	5.6%	9.0%	16.5%	11.5%	10.6%
Very Dissatisfied	5.8%	4.0%	4.6%	2.2%	2.5%	4.3%	3.9%

Q13-4. Quality of content on City's website

Very Satisfied	9.4%	13.2%	12.8%	13.2%	6.8%	9.8%	10.5%
Satisfied	35.8%	50.0%	45.3%	44.1%	35.0%	29.4%	38.5%
Neutral	44.3%	35.3%	34.9%	39.7%	47.0%	52.4%	43.2%
Dissatisfied	5.7%	0.0%	3.5%	1.5%	10.3%	6.3%	5.5%
Very Dissatisfied	4.7%	1.5%	3.5%	1.5%	0.9%	2.1%	2.3%

**How Long Respondents Have Lived in the City of Shoreline**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q13-5. Quality of content in City's newsletter "CURRENTS"

Very Satisfied	17.6%	20.6%	21.6%	23.7%	11.8%	19.6%	19.0%
Satisfied	48.5%	54.6%	53.2%	50.5%	50.3%	50.9%	50.9%
Neutral	25.0%	19.6%	23.4%	18.3%	29.8%	24.3%	24.1%
Dissatisfied	3.7%	4.1%	0.0%	5.4%	8.1%	3.7%	4.2%
Very Dissatisfied	5.1%	1.0%	1.8%	2.2%	0.0%	1.4%	1.8%

Q13-6. Quality of City's social media

Very Satisfied	10.1%	8.0%	7.4%	4.1%	5.7%	8.5%	7.7%
Satisfied	41.6%	36.0%	44.1%	28.6%	38.6%	24.8%	35.5%
Neutral	38.2%	50.0%	39.7%	59.2%	47.7%	59.0%	48.7%
Dissatisfied	4.5%	4.0%	4.4%	6.1%	8.0%	3.4%	4.9%
Very Dissatisfied	5.6%	2.0%	4.4%	2.0%	0.0%	4.3%	3.2%

**How Long Respondents Have Lived in the City of Shoreline**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q14-1. Overall image of City

Very Satisfied	21.9%	25.2%	17.2%	23.5%	14.4%	21.1%	20.3%
Satisfied	53.1%	59.2%	62.1%	56.1%	60.5%	55.0%	57.4%
Neutral	18.1%	9.7%	13.8%	13.3%	19.8%	16.1%	15.6%
Dissatisfied	6.9%	3.9%	6.0%	7.1%	3.0%	6.9%	5.7%
Very Dissatisfied	0.0%	1.9%	0.9%	0.0%	2.4%	0.9%	1.0%

Q14-2. Overall quality of leadership provided by City's elected officials

Very Satisfied	7.1%	12.6%	11.7%	13.1%	6.3%	11.5%	9.9%
Satisfied	35.7%	48.3%	34.0%	45.2%	38.1%	34.1%	38.4%
Neutral	46.0%	23.0%	46.6%	29.8%	39.4%	33.7%	36.6%
Dissatisfied	5.6%	11.5%	2.9%	8.3%	10.0%	14.9%	9.5%
Very Dissatisfied	5.6%	4.6%	4.9%	3.6%	6.3%	5.8%	5.5%

**How Long Respondents Have Lived in the City of Shoreline**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q14-3. Overall effectiveness of City Manager &amp; City staff</u>							
Very Satisfied	9.3%	15.9%	15.1%	16.4%	8.7%	12.6%	12.2%
Satisfied	37.3%	43.9%	44.1%	42.5%	34.2%	34.7%	38.4%
Neutral	42.4%	29.3%	34.4%	26.0%	43.0%	35.2%	36.2%
Dissatisfied	6.8%	2.4%	3.2%	13.7%	5.4%	12.1%	7.5%
Very Dissatisfied	4.2%	8.5%	3.2%	1.4%	8.7%	5.5%	5.6%

**How Long Respondents Have Lived in the City of Shoreline**

**Q15. From the choices below, please check how much you agree with the statement "I trust the City of Shoreline to spend my tax dollars responsibly." (without "no opinion")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q15. How much do you agree with the statement?</u>							
Strongly Agree	22.5%	23.2%	21.6%	12.0%	9.2%	15.7%	16.8%
Somewhat agree	56.5%	58.9%	63.1%	63.0%	56.9%	47.1%	56.5%
Somewhat disagree	10.9%	11.6%	7.2%	14.1%	22.9%	25.2%	16.6%
Strongly disagree	10.1%	6.3%	8.1%	10.9%	11.1%	11.9%	10.0%

**Q16. In general, do you think the City of Shoreline is moving in the right direction? (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q16. Is City of Shoreline moving in the right direction?</u>							
Yes	86.3%	89.0%	84.8%	84.0%	77.9%	69.6%	80.6%
No	13.7%	11.0%	15.2%	16.0%	22.1%	30.4%	19.4%



**How Long Respondents Have Lived in the City of Shoreline**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q17-1. As a place to live</u>							
Excellent	40.5%	46.2%	45.8%	45.9%	41.1%	38.3%	42.0%
Good	53.4%	48.1%	47.5%	45.9%	50.0%	53.6%	50.6%
Neutral	4.3%	1.9%	5.9%	7.1%	6.5%	5.0%	5.0%
Below Average	1.8%	3.8%	0.8%	1.0%	0.0%	2.3%	1.7%
Poor	0.0%	0.0%	0.0%	0.0%	2.4%	0.9%	0.7%
 <u>Q17-2. As a place to raise children</u>							
Excellent	43.0%	54.7%	46.6%	49.4%	41.0%	38.7%	44.0%
Good	49.0%	36.8%	44.8%	44.9%	49.7%	51.6%	47.5%
Neutral	6.0%	5.3%	7.8%	4.5%	7.5%	7.8%	6.6%
Below Average	2.0%	1.1%	0.0%	1.1%	0.6%	1.8%	1.3%
Poor	0.0%	2.1%	0.9%	0.0%	1.2%	0.0%	0.6%

**How Long Respondents Have Lived in the City of Shoreline**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q17-3. As a place to work

Excellent	16.1%	12.7%	24.7%	26.3%	12.4%	21.3%	18.8%
Good	32.1%	39.4%	32.9%	47.4%	45.3%	38.4%	39.2%
Neutral	33.9%	32.4%	23.5%	18.4%	32.8%	32.3%	29.9%
Below Average	13.4%	9.9%	15.3%	7.9%	5.8%	7.3%	9.3%
Poor	4.5%	5.6%	3.5%	0.0%	3.6%	0.6%	2.7%

Q17-4. As a place with a variety of housing choices

Excellent	17.6%	9.6%	17.2%	22.3%	7.4%	14.7%	14.3%
Good	43.1%	53.2%	42.2%	48.9%	50.3%	43.1%	46.3%
Neutral	30.7%	29.8%	29.3%	23.4%	25.2%	28.4%	28.0%
Below Average	4.6%	4.3%	8.6%	5.3%	11.7%	11.3%	8.2%
Poor	3.9%	3.2%	2.6%	0.0%	5.5%	2.5%	3.2%

**How Long Respondents Have Lived in the City of Shoreline**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q17-5. As a place to shop

Excellent	9.9%	11.8%	11.1%	10.2%	6.0%	17.0%	11.2%
Good	35.8%	32.4%	35.9%	41.8%	41.1%	37.7%	38.0%
Neutral	24.1%	20.6%	17.1%	22.4%	19.6%	24.7%	21.7%
Below Average	19.1%	24.5%	24.8%	14.3%	26.2%	16.1%	20.6%
Poor	11.1%	10.8%	11.1%	11.2%	7.1%	4.5%	8.4%

Q17-6. As a place for dining & entertainment options

Excellent	8.6%	4.9%	6.0%	6.1%	2.4%	6.4%	5.6%
Good	19.1%	17.5%	10.3%	22.4%	21.0%	28.3%	21.5%
Neutral	29.6%	23.3%	31.9%	30.6%	29.3%	26.0%	27.7%
Below Average	25.9%	34.0%	25.0%	23.5%	32.9%	28.8%	28.8%
Poor	16.7%	20.4%	26.7%	17.3%	14.4%	10.5%	16.4%

**How Long Respondents Have Lived in the City of Shoreline**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q17-7. Overall quality of life in City</u>							
Excellent	18.4%	20.4%	16.1%	21.6%	12.5%	21.8%	18.3%
Good	55.8%	66.0%	62.7%	60.8%	72.6%	57.7%	62.7%
Neutral	24.5%	9.7%	14.4%	15.5%	10.1%	15.0%	14.8%
Below Average	1.2%	2.9%	5.9%	1.0%	3.6%	3.6%	3.1%
Poor	0.0%	1.0%	0.8%	1.0%	1.2%	1.8%	1.0%

**How Long Respondents Have Lived in the City of Shoreline**

**Q18. Overall, how do you rate the condition of your neighborhood? (without "don't know")**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q18. How do you rate condition of your neighborhood?

Excellent	19.5%	26.0%	21.8%	21.6%	15.9%	14.7%	19.0%
Good	48.4%	41.3%	47.9%	48.5%	53.0%	49.5%	49.0%
Average	27.0%	29.8%	24.4%	27.8%	25.0%	27.5%	26.4%
Below Average	5.0%	2.9%	4.2%	2.1%	6.1%	6.9%	5.0%
Poor	0.0%	0.0%	1.7%	0.0%	0.0%	1.4%	0.6%

**How Long Respondents Have Lived in the City of Shoreline**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q19-1. Maintenance of City parks

Very Satisfied	27.7%	34.0%	27.8%	23.9%	21.7%	20.0%	25.1%
Satisfied	60.4%	60.2%	53.9%	66.3%	59.6%	58.5%	59.5%
Neutral	11.3%	5.8%	7.8%	6.5%	16.1%	18.5%	12.2%
Dissatisfied	0.6%	0.0%	9.6%	3.3%	2.5%	1.5%	2.6%
Very Dissatisfied	0.0%	0.0%	0.9%	0.0%	0.0%	1.5%	0.6%

Q19-2. Maintenance of City playgrounds

Very Satisfied	26.2%	31.2%	33.0%	21.2%	19.4%	20.5%	24.5%
Satisfied	62.4%	62.4%	48.6%	69.4%	63.2%	56.8%	60.0%
Neutral	10.6%	6.5%	13.8%	9.4%	17.4%	20.5%	14.0%
Dissatisfied	0.7%	0.0%	4.6%	0.0%	0.0%	2.1%	1.4%

**How Long Respondents Have Lived in the City of Shoreline**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q19-3. Walking & biking trails in City

Very Satisfied	27.3%	20.7%	23.9%	16.1%	16.2%	17.8%	20.2%
Satisfied	49.3%	64.1%	51.4%	64.4%	58.4%	53.3%	55.9%
Neutral	17.3%	13.0%	15.6%	10.3%	22.1%	25.4%	18.6%
Dissatisfied	6.0%	2.2%	8.3%	9.2%	3.2%	2.5%	4.9%
Very Dissatisfied	0.0%	0.0%	0.9%	0.0%	0.0%	1.0%	0.4%

Q19-4. City swimming pool

Very Satisfied	13.4%	1.9%	20.8%	15.0%	11.3%	14.9%	13.3%
Satisfied	42.7%	58.5%	48.1%	50.0%	50.0%	43.3%	48.3%
Neutral	36.6%	32.1%	20.8%	31.7%	33.0%	37.6%	32.3%
Dissatisfied	7.3%	7.5%	6.5%	3.3%	4.7%	3.5%	5.1%
Very Dissatisfied	0.0%	0.0%	3.9%	0.0%	0.9%	0.7%	1.0%

**How Long Respondents Have Lived in the City of Shoreline**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	<u>Q26. How many years have you lived in the City of Shoreline?</u>						<u>Total</u>
	<u>5 or less</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	
<u>Q19-5. Outdoor athletic fields</u>							
Very Satisfied	20.5%	17.3%	28.9%	15.1%	15.8%	19.7%	19.4%
Satisfied	49.6%	64.0%	57.7%	56.2%	61.7%	53.9%	56.6%
Neutral	29.9%	16.0%	10.3%	20.5%	20.3%	23.6%	21.2%
Dissatisfied	0.0%	2.7%	3.1%	8.2%	2.3%	2.8%	2.8%

Q19-6. Ease of registering for programs

Very Satisfied	22.2%	25.7%	15.9%	18.2%	15.8%	17.2%	18.9%
Satisfied	48.9%	36.5%	52.3%	62.1%	52.6%	44.1%	49.1%
Neutral	26.7%	28.4%	28.4%	19.7%	27.2%	34.5%	28.1%
Dissatisfied	2.2%	4.1%	2.3%	0.0%	2.6%	3.4%	2.6%
Very Dissatisfied	0.0%	5.4%	1.1%	0.0%	1.8%	0.7%	1.4%



**How Long Respondents Have Lived in the City of Shoreline**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q19-7. Fees charged for recreation programs

Very Satisfied	19.8%	21.3%	23.9%	18.3%	8.7%	12.8%	16.6%
Satisfied	50.5%	46.7%	46.6%	56.3%	53.9%	40.3%	48.5%
Neutral	27.7%	26.7%	25.0%	22.5%	29.6%	40.9%	30.0%
Dissatisfied	2.0%	1.3%	4.5%	2.8%	3.5%	4.7%	3.3%
Very Dissatisfied	0.0%	4.0%	0.0%	0.0%	4.3%	1.3%	1.7%

Q19-8. Variety of recreation programs

Very Satisfied	18.3%	25.6%	21.6%	12.5%	12.4%	15.8%	17.4%
Satisfied	46.8%	50.0%	53.6%	60.0%	57.4%	46.7%	51.9%
Neutral	31.2%	17.4%	20.6%	26.3%	25.6%	33.3%	26.6%
Dissatisfied	3.7%	3.5%	4.1%	1.3%	3.1%	3.6%	3.3%
Very Dissatisfied	0.0%	3.5%	0.0%	0.0%	1.6%	0.6%	0.9%

**How Long Respondents Have Lived in the City of Shoreline**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q19-9. Preservation of open space

Very Satisfied	21.0%	26.3%	20.8%	11.9%	13.2%	16.1%	17.8%
Satisfied	47.8%	53.7%	49.1%	53.6%	46.7%	45.3%	48.7%
Neutral	23.2%	14.7%	17.0%	28.6%	32.9%	25.0%	24.0%
Dissatisfied	4.3%	1.1%	10.4%	4.8%	3.3%	9.9%	6.0%
Very Dissatisfied	3.6%	4.2%	2.8%	1.2%	3.9%	3.6%	3.5%

## How Long Respondents Have Lived in the City of Shoreline

### **Q20. Which TWO of the parks and recreation items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q20. Sum of Top 2 Choices</u>							
Maintenance of City parks	44.8%	57.7%	51.7%	45.5%	44.6%	43.9%	46.5%
Maintenance of City playgrounds	17.6%	25.0%	17.5%	20.2%	10.7%	14.9%	16.6%
Walking & biking trails in City	32.7%	27.9%	35.0%	28.3%	29.2%	23.2%	28.6%
City swimming pool	7.3%	6.7%	6.7%	5.1%	9.5%	8.8%	7.6%
Outdoor athletic fields	7.3%	2.9%	10.0%	11.1%	5.4%	8.8%	7.4%
Ease of registering for programs	3.0%	7.7%	5.0%	1.0%	0.6%	2.6%	3.0%
Fees charged for recreation programs	7.3%	10.6%	5.0%	13.1%	12.5%	7.9%	9.0%
Variety of recreation programs	16.4%	11.5%	13.3%	11.1%	15.5%	13.6%	13.6%
Preservation of open space	33.9%	39.4%	33.3%	39.4%	39.9%	36.8%	36.7%
None chosen	12.1%	4.8%	10.0%	9.1%	14.9%	17.1%	13.4%

**How Long Respondents Have Lived in the City of Shoreline**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q21-1. Availability of public transportation options

Very Satisfied	13.0%	16.3%	17.0%	14.9%	8.1%	12.6%	13.2%
Satisfied	40.9%	39.8%	29.5%	37.9%	45.6%	43.2%	40.4%
Neutral	29.9%	24.5%	25.9%	28.7%	30.0%	29.1%	28.5%
Dissatisfied	14.9%	15.3%	20.5%	14.9%	16.3%	9.2%	14.4%
Very Dissatisfied	1.3%	4.1%	7.1%	3.4%	0.0%	5.8%	3.5%

Q21-2. Availability of bicycle lanes

Very Satisfied	13.8%	9.9%	7.1%	15.7%	17.1%	14.6%	13.7%
Satisfied	35.2%	28.4%	22.2%	34.9%	30.9%	31.3%	30.7%
Neutral	28.3%	35.8%	31.3%	25.3%	34.2%	39.1%	33.3%
Dissatisfied	21.4%	22.2%	33.3%	20.5%	15.8%	12.5%	19.4%
Very Dissatisfied	1.4%	3.7%	6.1%	3.6%	2.0%	2.6%	2.9%

**How Long Respondents Have Lived in the City of Shoreline**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q21-3. Availability of sidewalks on major streets & routes

Very Satisfied	8.7%	9.1%	11.9%	7.1%	8.4%	10.6%	9.5%
Satisfied	36.0%	44.4%	33.9%	40.4%	44.3%	33.8%	38.2%
Neutral	26.1%	22.2%	25.4%	16.2%	26.3%	25.5%	24.3%
Dissatisfied	16.8%	15.2%	19.5%	26.3%	12.6%	19.9%	18.0%
Very Dissatisfied	12.4%	9.1%	9.3%	10.1%	8.4%	10.2%	10.0%

Q21-4. Availability of sidewalks near your residence

Very Satisfied	6.7%	1.0%	6.0%	4.0%	7.2%	6.5%	5.7%
Satisfied	19.5%	31.1%	17.1%	18.2%	24.1%	21.3%	21.7%
Neutral	25.0%	15.5%	17.1%	25.3%	19.9%	18.5%	20.3%
Dissatisfied	26.2%	26.2%	26.5%	29.3%	30.7%	32.9%	29.3%
Very Dissatisfied	22.6%	26.2%	33.3%	23.2%	18.1%	20.8%	23.0%

**How Long Respondents Have Lived in the City of Shoreline**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q21-5. Traffic calming measures in your neighborhood

Very Satisfied	4.0%	5.5%	6.4%	2.1%	3.9%	5.7%	4.6%
Satisfied	28.9%	24.2%	22.7%	27.4%	31.4%	25.9%	27.1%
Neutral	30.2%	27.5%	35.5%	32.6%	33.3%	25.5%	30.5%
Dissatisfied	25.5%	29.7%	20.9%	22.1%	20.9%	27.8%	24.6%
Very Dissatisfied	11.4%	13.2%	14.5%	15.8%	10.5%	15.1%	13.1%

Q21-6. City's efforts for supporting alternative means of transportation such as transit, bicycling, walking

Very Satisfied	10.9%	14.4%	9.5%	11.1%	5.9%	9.3%	9.9%
Satisfied	30.4%	31.1%	29.5%	31.1%	38.8%	28.9%	32.0%
Neutral	36.2%	31.1%	38.1%	41.1%	41.4%	39.2%	37.9%
Dissatisfied	19.6%	15.6%	17.1%	12.2%	10.5%	16.0%	15.2%
Very Dissatisfied	2.9%	7.8%	5.7%	4.4%	3.3%	6.7%	5.0%

**How Long Respondents Have Lived in the City of Shoreline**

**Q22. Which TWO of the transportation items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years? (top 2)**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q22. Sum of Top 2 Choices</u>							
Availability of public transportation options	30.3%	45.2%	43.3%	43.4%	32.1%	32.5%	36.1%
Availability of bicycle lanes	15.8%	18.3%	22.5%	10.1%	12.5%	10.5%	14.0%
Availability of sidewalks on major streets & routes	23.6%	33.7%	30.0%	33.3%	29.2%	32.9%	30.2%
Availability of sidewalks near your residence	42.4%	37.5%	40.0%	37.4%	34.5%	36.0%	37.3%
Traffic calming measures in your neighborhood	38.8%	34.6%	26.7%	28.3%	40.5%	35.5%	34.3%
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	29.1%	23.1%	20.0%	28.3%	20.8%	21.1%	23.3%
None chosen	4.2%	1.0%	5.8%	7.1%	11.3%	11.8%	8.6%

**How Long Respondents Have Lived in the City of Shoreline**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q23-1. Roads & streets (e.g. Aurora Corridor)

Very Satisfied	24.5%	34.0%	35.7%	26.6%	22.3%	27.7%	27.5%
Satisfied	50.3%	47.4%	44.3%	46.8%	48.8%	43.2%	47.0%
Neutral	17.0%	10.3%	18.3%	12.8%	16.9%	18.2%	16.2%
Dissatisfied	4.8%	8.2%	0.9%	12.8%	7.2%	7.3%	6.6%
Very Dissatisfied	3.4%	0.0%	0.9%	1.1%	4.8%	3.6%	2.7%

Q23-2. Parks improvements (e.g. Echo Lake, Twin Ponds & Sunset Park Community Gardens)

Very Satisfied	18.0%	25.6%	28.9%	13.8%	17.5%	20.8%	20.4%
Satisfied	50.4%	59.3%	46.7%	71.3%	49.0%	44.2%	51.7%
Neutral	27.8%	12.8%	21.1%	12.5%	29.4%	29.4%	24.0%
Dissatisfied	2.3%	2.3%	2.2%	1.3%	4.2%	4.1%	3.0%
Very Dissatisfied	1.5%	0.0%	1.1%	1.3%	0.0%	1.5%	0.9%



## How Long Respondents Have Lived in the City of Shoreline

### **Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	<u>Q26. How many years have you lived in the City of Shoreline?</u>						<u>Total</u>
	<u>5 or less</u>	<u>6 to 10</u>	<u>11 to 15</u>	<u>16 to 20</u>	<u>21 to 30</u>	<u>31+</u>	

#### Q23-3. Trails & paths (e.g. Interurban Trail, 195th separated trail, soft trails in parks)

Very Satisfied	19.2%	18.0%	19.2%	16.1%	23.2%	17.5%	19.0%
Satisfied	50.8%	65.2%	56.6%	62.1%	45.0%	43.3%	51.3%
Neutral	23.8%	15.7%	19.2%	16.1%	25.8%	35.1%	25.0%
Dissatisfied	4.6%	1.1%	4.0%	4.6%	6.0%	2.1%	3.7%
Very Dissatisfied	1.5%	0.0%	1.0%	1.1%	0.0%	2.1%	1.1%

#### Q23-4. Sidewalk improvements (e.g. safe routes to school)

Very Satisfied	8.1%	7.9%	15.1%	10.5%	10.0%	14.6%	11.4%
Satisfied	33.1%	51.3%	35.8%	34.9%	39.3%	24.9%	34.7%
Neutral	30.6%	11.8%	22.6%	36.0%	30.7%	34.1%	29.0%
Dissatisfied	22.6%	15.8%	17.9%	16.3%	13.3%	18.4%	17.6%
Very Dissatisfied	5.6%	13.2%	8.5%	2.3%	6.7%	8.1%	7.2%

**How Long Respondents Have Lived in the City of Shoreline**

**Q24. Economic development-which means increasing opportunities for more retail, multi-family housing, commercial development, and job growth-helps generate the resources necessary to provide the City services identified as important in the community's vision. Do you support the City's long-term emphasis on economic development? (without "don't know")**

N=905	Q26. How many years have you lived in the City of Shoreline?						Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	
<u>Q24. Do you support City's long-term emphasis on economic development</u>							
Yes	70.8%	67.0%	65.7%	63.5%	42.7%	38.5%	55.5%
Neutral	14.6%	20.5%	21.2%	18.8%	33.6%	29.6%	23.9%
No	14.6%	12.5%	13.1%	17.6%	23.8%	31.8%	20.5%

**How Long Respondents Have Lived in the City of Shoreline**

**Q25. Shoreline residents have repeatedly identified sidewalks as important. Unfortunately, the need for sidewalks is greater than the resources available to construct them. To give you an idea of how big the need is, the City's complete Pedestrian System Plan includes approximately 153 miles of sidewalks. Of those, only about 75 miles currently exist. Constructing sidewalks is expensive - between \$686,000 and \$1.58 million to construct one mile. Variables that impact costs include storm water drainage, driveways, utility relocations, on-street parking, the grade of the site, ADA requirements, and any structures or landscaping that have been built in the City right-of-way that must be removed. Below are four strategies the City could use to create dedicated funding to construct more sidewalks. In priority order, please select the THREE potential strategies for increasing revenues that you would MOST SUPPORT. (top 3)**

N=905

Q26. How many years have you lived in the City of Shoreline?						Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	

Q25. Sum of Top 3 Choices

Increase sales tax	52.1%	40.4%	38.3%	42.4%	35.1%	31.1%	38.5%
Increase car licensing fees (tabs)	55.2%	63.5%	53.3%	52.5%	38.1%	36.8%	46.9%
Implement a business and occupation tax on Shoreline businesses	53.3%	58.7%	43.3%	51.5%	45.8%	43.4%	47.8%
Issue bonds that would be repaid through increases in property taxes	53.9%	48.1%	44.2%	51.5%	44.0%	34.2%	44.1%
None chosen	20.6%	21.2%	33.3%	24.2%	31.5%	39.9%	30.8%

*Section 12:*  
*Cross-Tabular Data by*  
*Race and Ethnicity*

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**Race and Ethnicity**

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

N=905

Q34. Which of the following best describes your race/ethnicity?					Total
African American/Black	White/Caucasian	Asian	Other		

Q1. How many people live in your household?

1	13.2%	18.1%	10.4%	9.5%	17.0%
2	36.8%	38.0%	22.4%	42.9%	37.2%
3	15.8%	17.2%	37.3%	23.8%	18.9%
4	21.1%	17.9%	17.9%	23.8%	18.1%
5	10.5%	6.5%	7.5%	0.0%	6.4%
6	2.6%	1.7%	4.5%	0.0%	1.9%
7+	0.0%	0.6%	0.0%	0.0%	0.4%

**Race and Ethnicity**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q3-1. Overall quality of police services

Very Satisfied	22.9%	23.3%	20.0%	21.1%	23.2%
Satisfied	42.9%	52.8%	51.7%	31.6%	51.2%
Neutral	22.9%	17.2%	25.0%	31.6%	18.5%
Dissatisfied	11.4%	4.9%	1.7%	15.8%	5.7%
Very Dissatisfied	0.0%	1.7%	1.7%	0.0%	1.5%

Q3-2. Overall quality of City parks & recreation programs & facilities

Very Satisfied	18.9%	34.4%	32.3%	17.6%	33.2%
Satisfied	59.5%	52.0%	44.6%	64.7%	50.4%
Neutral	21.6%	10.8%	23.1%	5.9%	13.0%
Dissatisfied	0.0%	2.5%	0.0%	11.8%	3.2%
Very Dissatisfied	0.0%	0.3%	0.0%	0.0%	0.2%

**Race and Ethnicity**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?					Total
African American/ Black	White/ Caucasian	Asian	Other		

Q3-3. Overall effectiveness of City's code enforcement program

Very Satisfied	3.8%	10.4%	18.4%	0.0%	10.8%
Satisfied	23.1%	33.7%	40.8%	40.0%	32.8%
Neutral	30.8%	41.3%	34.7%	53.3%	41.1%
Dissatisfied	15.4%	10.4%	2.0%	6.7%	10.0%
Very Dissatisfied	26.9%	4.2%	4.1%	0.0%	5.3%

Q3-4. Overall effectiveness of City communication with public

Very Satisfied	8.8%	17.9%	17.5%	19.0%	17.0%
Satisfied	41.2%	42.7%	55.6%	28.6%	42.1%
Neutral	17.6%	27.8%	25.4%	28.6%	27.4%
Dissatisfied	5.9%	7.5%	1.6%	14.3%	8.3%
Very Dissatisfied	26.5%	4.1%	0.0%	9.5%	5.3%

**Race and Ethnicity**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/ethnicity?					Total
African American/Black	White/Caucasian	Asian	Other		

Q3-5. Overall quality of City's storm water runoff/storm water management system

Very Satisfied	5.6%	15.3%	23.0%	11.8%	15.6%
Satisfied	50.0%	47.6%	34.4%	41.2%	45.0%
Neutral	27.8%	26.1%	27.9%	41.2%	26.9%
Dissatisfied	8.3%	7.1%	13.1%	5.9%	8.4%
Very Dissatisfied	8.3%	3.9%	1.6%	0.0%	4.1%

Q3-6. Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)

Very Satisfied	13.2%	8.0%	18.8%	10.0%	8.8%
Satisfied	18.4%	41.3%	39.1%	35.0%	39.5%
Neutral	21.1%	22.1%	23.4%	25.0%	22.4%
Dissatisfied	23.7%	22.6%	15.6%	20.0%	21.6%
Very Dissatisfied	23.7%	6.0%	3.1%	10.0%	7.7%



**Race and Ethnicity**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?					Total
African American/ Black	White/ Caucasian	Asian	Other		

Q3-7. Overall quality of human services (e.g. support for people in times of need) offered by City

Very Satisfied	6.9%	10.7%	9.1%	0.0%	10.3%
Satisfied	20.7%	34.8%	45.5%	40.0%	33.9%
Neutral	62.1%	44.4%	34.1%	33.3%	44.6%
Dissatisfied	6.9%	8.9%	6.8%	20.0%	9.0%
Very Dissatisfied	3.4%	1.2%	4.5%	6.7%	2.2%

Q3-8. Overall effectiveness of City's efforts to sustain environmental quality

Very Satisfied	8.8%	13.3%	24.2%	18.8%	14.3%
Satisfied	29.4%	52.9%	54.8%	31.3%	50.4%
Neutral	38.2%	24.2%	14.5%	37.5%	25.4%
Dissatisfied	8.8%	6.9%	3.2%	6.3%	6.7%
Very Dissatisfied	14.7%	2.6%	3.2%	6.3%	3.3%

**Race and Ethnicity**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?				Total
African American/ Black	White/ Caucasian	Asian	Other	

Q3-9. Overall quality of service provided by City of Shoreline

Very Satisfied	8.1%	12.9%	16.7%	4.8%	12.6%
Satisfied	40.5%	56.3%	59.1%	38.1%	54.2%
Neutral	37.8%	24.1%	24.2%	33.3%	25.5%
Dissatisfied	8.1%	4.9%	0.0%	14.3%	5.3%
Very Dissatisfied	5.4%	1.8%	0.0%	9.5%	2.4%

**Race and Ethnicity**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3)**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

**Q4. Sum of Top 3 Choices**

Overall quality of police services	50.0%	39.2%	49.3%	47.6%	40.0%
Overall quality of City parks & recreation programs & facilities	15.8%	31.4%	26.9%	23.8%	29.3%
Overall effectiveness of City's code enforcement program	26.3%	17.7%	17.9%	14.3%	18.2%
Overall effectiveness of City communication with public	23.7%	23.2%	14.9%	38.1%	23.0%
Overall quality of City's storm water runoff/storm water management system	18.4%	16.8%	14.9%	4.8%	17.0%
Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	63.2%	58.4%	44.8%	52.4%	56.7%

**Race and Ethnicity**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3) (cont.)**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

**Q4. Sum of Top 3 Choices (Cont.)**

Overall quality of human services (e.g. support for people in times of need) offered by City	31.6%	33.2%	31.3%	33.3%	32.9%
Overall effectiveness of City's efforts to sustain environmental quality	36.8%	29.8%	20.9%	28.6%	29.2%
Overall quality of service provided by City of Shoreline	26.3%	18.6%	20.9%	23.8%	18.8%
None chosen	0.0%	7.8%	14.9%	9.5%	8.4%

**Race and Ethnicity**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q5-1. Overall maintenance of City streets

Very Satisfied	5.3%	12.1%	14.9%	14.3%	11.6%
Satisfied	36.8%	55.7%	61.2%	38.1%	54.3%
Neutral	31.6%	19.8%	14.9%	9.5%	19.3%
Dissatisfied	18.4%	10.7%	9.0%	33.3%	12.4%
Very Dissatisfied	7.9%	1.7%	0.0%	4.8%	2.4%

Q5-2. Maintenance of streets in your neighborhood

Very Satisfied	5.3%	12.6%	11.9%	20.0%	11.9%
Satisfied	42.1%	48.9%	56.7%	30.0%	48.0%
Neutral	10.5%	20.6%	20.9%	20.0%	20.5%
Dissatisfied	34.2%	14.6%	7.5%	30.0%	16.1%
Very Dissatisfied	7.9%	3.3%	3.0%	0.0%	3.5%

**Race and Ethnicity**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q5-3. Maintenance of sidewalks in Shoreline

Very Satisfied	2.6%	7.1%	14.3%	14.3%	7.4%
Satisfied	28.9%	30.4%	39.7%	23.8%	30.5%
Neutral	28.9%	29.6%	33.3%	23.8%	30.1%
Dissatisfied	10.5%	22.1%	7.9%	23.8%	20.7%
Very Dissatisfied	28.9%	10.9%	4.8%	14.3%	11.3%

Q5-4. Mowing & trimming along City streets & other public areas

Very Satisfied	0.0%	9.4%	14.9%	4.8%	9.2%
Satisfied	43.2%	44.4%	46.3%	38.1%	43.5%
Neutral	37.8%	24.5%	23.9%	14.3%	25.8%
Dissatisfied	13.5%	16.5%	14.9%	23.8%	16.2%
Very Dissatisfied	5.4%	5.1%	0.0%	19.0%	5.3%

**Race and Ethnicity**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q5-5. Overall cleanliness of City streets & other public areas

Very Satisfied	10.5%	14.0%	14.9%	9.5%	13.4%
Satisfied	36.8%	57.0%	61.2%	52.4%	55.6%
Neutral	36.8%	21.1%	17.9%	14.3%	21.9%
Dissatisfied	15.8%	6.4%	4.5%	23.8%	7.7%
Very Dissatisfied	0.0%	1.6%	1.5%	0.0%	1.5%

Q5-6. Adequacy of City street lighting in your neighborhood

Very Satisfied	2.6%	11.4%	18.5%	5.3%	11.4%
Satisfied	42.1%	43.3%	33.8%	42.1%	42.5%
Neutral	23.7%	18.7%	24.6%	26.3%	20.1%
Dissatisfied	26.3%	19.7%	21.5%	21.1%	19.7%
Very Dissatisfied	5.3%	6.7%	1.5%	5.3%	6.4%

**Race and Ethnicity**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?				Total
African American/ Black	White/ Caucasian	Asian	Other	

Q5-7. Adequacy of storm drainage services in your neighborhood

Very Satisfied	5.4%	13.0%	15.4%	4.8%	12.7%
Satisfied	45.9%	51.9%	50.8%	42.9%	50.3%
Neutral	32.4%	19.5%	16.9%	38.1%	20.7%
Dissatisfied	10.8%	9.7%	13.8%	9.5%	10.5%
Very Dissatisfied	5.4%	5.9%	3.1%	4.8%	5.8%

Q5-8. Garbage/recycling provider services

Very Satisfied	34.2%	32.8%	30.3%	19.0%	32.7%
Satisfied	44.7%	53.3%	53.0%	47.6%	51.5%
Neutral	21.1%	10.5%	15.2%	14.3%	12.3%
Dissatisfied	0.0%	2.1%	0.0%	9.5%	1.9%
Very Dissatisfied	0.0%	1.3%	1.5%	9.5%	1.6%



**Race and Ethnicity**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?				Total
African American/ Black	White/ Caucasian	Asian	Other	

Q5-9. Maintenance of public trees along City streets

Very Satisfied	7.9%	12.5%	13.6%	4.8%	12.0%
Satisfied	23.7%	44.1%	53.0%	38.1%	43.0%
Neutral	47.4%	24.6%	19.7%	4.8%	25.8%
Dissatisfied	10.5%	14.7%	9.1%	42.9%	14.9%
Very Dissatisfied	10.5%	4.1%	4.5%	9.5%	4.3%

**Race and Ethnicity**

**Q6. Which TWO of the maintenance items listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

**Q6. Sum of Top 2 Choices**

Overall maintenance of City streets	39.5%	33.0%	35.8%	33.3%	32.8%
Maintenance of streets in your neighborhood	26.3%	20.0%	19.4%	19.0%	20.6%
Maintenance of sidewalks in Shoreline	39.5%	34.1%	19.4%	14.3%	32.0%
Mowing & trimming along City streets & other public areas	13.2%	18.5%	9.0%	23.8%	17.5%
Overall cleanliness of City streets & other public areas	21.1%	19.2%	23.9%	14.3%	19.2%
Adequacy of City street lighting in your neighborhood	26.3%	24.3%	25.4%	23.8%	24.8%
Adequacy of storm drainage services in your neighborhood	10.5%	15.9%	19.4%	28.6%	16.5%
Garbage/recycling provider services	2.6%	4.0%	7.5%	4.8%	4.3%
Maintenance of public trees along City streets	21.1%	18.1%	16.4%	33.3%	18.5%
None chosen	0.0%	4.9%	7.5%	0.0%	5.0%

**Race and Ethnicity**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q7-1. Enforcing clean-up of garbage, junk, or debris on private property

Very Satisfied	0.0%	7.7%	7.8%	5.6%	7.4%
Satisfied	35.3%	31.4%	39.2%	33.3%	31.5%
Neutral	41.2%	33.9%	41.2%	50.0%	35.1%
Dissatisfied	11.8%	21.6%	9.8%	5.6%	19.9%
Very Dissatisfied	11.8%	5.4%	2.0%	5.6%	6.1%

Q7-2. Enforcing removal of abandoned/junk autos

Very Satisfied	3.0%	7.7%	8.5%	6.3%	7.6%
Satisfied	36.4%	30.4%	40.4%	12.5%	30.4%
Neutral	42.4%	38.8%	36.2%	68.8%	39.2%
Dissatisfied	12.1%	16.7%	12.8%	12.5%	16.0%
Very Dissatisfied	6.1%	6.4%	2.1%	0.0%	6.8%

**Race and Ethnicity**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?				Total
African American/ Black	White/ Caucasian	Asian	Other	

Q7-3. Enforcement of graffiti removal from private properties

Very Satisfied	3.1%	7.9%	6.1%	5.9%	7.7%
Satisfied	34.4%	36.0%	34.7%	23.5%	35.0%
Neutral	50.0%	43.8%	46.9%	52.9%	44.8%
Dissatisfied	12.5%	9.6%	10.2%	11.8%	9.7%
Very Dissatisfied	0.0%	2.6%	2.0%	5.9%	2.8%

**Race and Ethnicity**

**Q8. Which of the City codes and ordinances items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q8. Top Choice

Enforcing clean-up of garbage, junk, or debris on private property	36.8%	51.0%	50.7%	47.6%	50.3%
Enforcing removal of abandoned/junk autos	26.3%	17.1%	23.9%	19.0%	17.8%
Enforcement of graffiti removal from private properties	23.7%	19.2%	14.9%	19.0%	18.8%
None chosen	13.2%	12.7%	10.4%	14.3%	13.1%

**Race and Ethnicity**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?				Total
African American/ Black	White/ Caucasian	Asian	Other	

Q9-1. Overall quality of local police protection

Very Satisfied	8.1%	20.4%	23.4%	15.8%	19.3%
Satisfied	54.1%	50.3%	46.9%	57.9%	51.1%
Neutral	35.1%	24.0%	28.1%	26.3%	24.5%
Dissatisfied	2.7%	3.4%	1.6%	0.0%	3.4%
Very Dissatisfied	0.0%	1.9%	0.0%	0.0%	1.7%

Q9-2. City's efforts to prevent crime

Very Satisfied	2.9%	12.3%	17.5%	5.6%	12.1%
Satisfied	48.6%	48.4%	45.6%	38.9%	47.3%
Neutral	34.3%	27.2%	31.6%	38.9%	27.6%
Dissatisfied	14.3%	9.9%	5.3%	5.6%	10.7%
Very Dissatisfied	0.0%	2.2%	0.0%	11.1%	2.4%

**Race and Ethnicity**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q9-3. Enforcement of local traffic laws

Very Satisfied	5.3%	11.0%	22.6%	19.0%	12.0%
Satisfied	39.5%	49.5%	41.9%	19.0%	47.8%
Neutral	42.1%	27.3%	29.0%	33.3%	27.8%
Dissatisfied	10.5%	9.3%	6.5%	14.3%	9.1%
Very Dissatisfied	2.6%	2.8%	0.0%	14.3%	3.2%

Q9-4. Enforcement of drug laws

Very Satisfied	4.0%	7.1%	18.4%	0.0%	8.0%
Satisfied	40.0%	37.0%	32.7%	25.0%	35.4%
Neutral	36.0%	36.6%	36.7%	62.5%	36.2%
Dissatisfied	20.0%	12.6%	12.2%	0.0%	13.6%
Very Dissatisfied	0.0%	6.6%	0.0%	12.5%	6.8%

**Race and Ethnicity**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q9-5. Enforcement of prostitution laws

Very Satisfied	3.8%	9.0%	22.2%	13.3%	10.1%
Satisfied	34.6%	37.9%	33.3%	20.0%	36.6%
Neutral	53.8%	37.2%	35.6%	46.7%	37.3%
Dissatisfied	3.8%	8.5%	6.7%	6.7%	8.8%
Very Dissatisfied	3.8%	7.3%	2.2%	13.3%	7.3%

Q9-6. Enforcement of property crime laws

Very Satisfied	3.3%	7.5%	16.7%	0.0%	7.9%
Satisfied	23.3%	35.1%	39.6%	23.5%	34.2%
Neutral	60.0%	36.4%	29.2%	58.8%	37.7%
Dissatisfied	6.7%	14.6%	12.5%	5.9%	13.6%
Very Dissatisfied	6.7%	6.5%	2.1%	11.8%	6.7%



**Race and Ethnicity**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?				Total
African American/ Black	White/ Caucasian	Asian	Other	

Q9-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors

Very Satisfied	6.9%	27.1%	20.8%	28.6%	26.1%
Satisfied	24.1%	41.8%	49.1%	42.9%	41.3%
Neutral	41.4%	24.7%	24.5%	28.6%	25.6%
Dissatisfied	17.2%	4.1%	5.7%	0.0%	4.5%
Very Dissatisfied	10.3%	2.4%	0.0%	0.0%	2.5%

Q9-8. How much you can trust Shoreline Police officers

Very Satisfied	18.2%	28.2%	23.7%	29.4%	27.4%
Satisfied	27.3%	43.3%	44.1%	41.2%	42.6%
Neutral	39.4%	22.9%	27.1%	29.4%	23.9%
Dissatisfied	0.0%	3.4%	3.4%	0.0%	3.0%
Very Dissatisfied	15.2%	2.2%	1.7%	0.0%	3.0%

**Race and Ethnicity**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905

Q34. Which of the following best describes your race/ethnicity?				Total
African American/Black	White/Caucasian	Asian	Other	

Q9-9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges

Very Satisfied	16.7%	16.3%	27.9%	8.3%	16.9%
Satisfied	20.8%	33.4%	27.9%	33.3%	32.0%
Neutral	54.2%	42.5%	41.9%	50.0%	43.6%
Dissatisfied	4.2%	5.6%	0.0%	8.3%	5.2%
Very Dissatisfied	4.2%	2.1%	2.3%	0.0%	2.3%

**Race and Ethnicity**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q10. Sum of Top 2 Choices

Overall quality of local police protection	28.9%	20.0%	17.9%	9.5%	20.3%
City's efforts to prevent crime	28.9%	38.9%	56.7%	47.6%	38.9%
Enforcement of local traffic laws	13.2%	13.8%	7.5%	23.8%	13.6%
Enforcement of drug laws	15.8%	21.7%	29.9%	19.0%	22.4%
Enforcement of prostitution laws	13.2%	7.9%	3.0%	0.0%	7.8%
Enforcement of property crime laws	34.2%	29.1%	25.4%	33.3%	28.3%
Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	28.9%	17.7%	20.9%	14.3%	18.2%

**Race and Ethnicity**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2) (cont.)**

N=905

	Q34. Which of the following best describes your race/ethnicity?				Total
	African American/Black	White/Caucasian	Asian	Other	

**Q10. Sum of Top 2 Choices (Cont.)**

How much you can trust Shoreline Police officers	13.2%	8.2%	9.0%	4.8%	8.2%
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	13.2%	17.9%	4.5%	19.0%	16.4%
None chosen	5.3%	11.1%	9.0%	9.5%	11.3%

**Race and Ethnicity**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?				Total
African American/ Black	White/ Caucasian	Asian	Other	

Q11-1. In your neighborhood during the day

Very Safe	36.8%	50.9%	53.0%	33.3%	49.1%
Safe	50.0%	43.0%	40.9%	38.1%	43.6%
Neutral	13.2%	5.0%	4.5%	28.6%	6.0%
Unsafe	0.0%	0.8%	1.5%	0.0%	1.1%
Very Unsafe	0.0%	0.3%	0.0%	0.0%	0.2%

Q11-2. In your neighborhood at night

Very Safe	13.2%	19.6%	28.8%	4.8%	19.5%
Safe	47.4%	53.0%	47.0%	61.9%	52.1%
Neutral	28.9%	18.5%	19.7%	23.8%	19.3%
Unsafe	10.5%	7.3%	4.5%	9.5%	7.9%
Very Unsafe	0.0%	1.6%	0.0%	0.0%	1.2%

**Race and Ethnicity**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q11-3. In City parks & trails

Very Safe	2.8%	11.8%	12.5%	0.0%	11.5%
Safe	27.8%	42.7%	48.4%	28.6%	41.1%
Neutral	50.0%	30.4%	31.3%	28.6%	31.5%
Unsafe	19.4%	12.7%	7.8%	33.3%	13.3%
Very Unsafe	0.0%	2.2%	0.0%	9.5%	2.5%

Q11-4. In other public areas in Shoreline

Very Safe	7.9%	15.4%	18.0%	0.0%	14.8%
Safe	31.6%	53.1%	52.5%	42.9%	51.0%
Neutral	55.3%	25.0%	27.9%	38.1%	27.8%
Unsafe	5.3%	5.6%	1.6%	19.0%	5.7%
Very Unsafe	0.0%	0.9%	0.0%	0.0%	0.7%

**Race and Ethnicity**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?				Total
African American/ Black	White/ Caucasian	Asian	Other	

Q11-5. Overall feeling of safety in Shoreline

Very Safe	10.8%	17.8%	19.7%	4.8%	17.1%
Safe	56.8%	64.4%	65.2%	57.1%	62.8%
Neutral	21.6%	14.2%	15.2%	33.3%	15.8%
Unsafe	10.8%	3.0%	0.0%	4.8%	3.8%
Very Unsafe	0.0%	0.6%	0.0%	0.0%	0.5%

**Race and Ethnicity**

**Q12. From which of the following have you received information about City projects, issues, services, and events?**

N=905	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	
<u>Q12. From which have you received information about City projects, issues, services, &amp; events?</u>					
City newsletter "CURRENTS"	76.3%	88.2%	88.1%	81.0%	87.3%
City's Parks and Recreation Guide	65.8%	72.5%	52.2%	42.9%	69.5%
City cable channel (Comcast 21 or Frontier 27)	5.3%	4.7%	7.5%	9.5%	5.3%
City website	28.9%	31.3%	20.9%	19.0%	29.8%
City's social media sites (Facebook, Twitter, Instagram)	7.9%	11.5%	16.4%	4.8%	11.7%
Online resources (e.g., Shoreline Area News, Nextdoor, Secret Shoreline)	13.2%	42.3%	25.4%	23.8%	38.5%
Involvement in neighborhood association or Shoreline Watch	23.7%	16.4%	9.0%	9.5%	15.7%
Television news	13.2%	21.1%	19.4%	23.8%	20.9%
Alert Shoreline	10.5%	16.0%	10.4%	19.0%	15.4%
Other	18.4%	8.3%	0.0%	14.3%	8.2%



**Race and Ethnicity**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q13-1. Availability of information about City services, meetings, & events

Very Satisfied	6.1%	14.8%	12.9%	9.5%	14.0%
Satisfied	63.6%	50.4%	54.8%	47.6%	49.9%
Neutral	21.2%	27.8%	32.3%	28.6%	28.8%
Dissatisfied	0.0%	4.6%	0.0%	4.8%	4.3%
Very Dissatisfied	9.1%	2.2%	0.0%	9.5%	3.0%

Q13-2. City's efforts to provide information on major City issues (e.g. light rail station area planning)

Very Satisfied	6.5%	17.1%	12.5%	14.3%	16.0%
Satisfied	54.8%	50.1%	59.4%	38.1%	49.2%
Neutral	22.6%	18.0%	23.4%	28.6%	19.5%
Dissatisfied	6.5%	10.4%	3.1%	9.5%	10.4%
Very Dissatisfied	9.7%	4.5%	1.6%	9.5%	5.0%

**Race and Ethnicity**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q13-3. City's efforts to provide opportunities for public involvement

Very Satisfied	6.1%	15.4%	6.3%	9.5%	13.9%
Satisfied	45.5%	43.5%	46.0%	33.3%	42.4%
Neutral	33.3%	27.5%	42.9%	38.1%	29.3%
Dissatisfied	6.1%	10.3%	4.8%	9.5%	10.6%
Very Dissatisfied	9.1%	3.2%	0.0%	9.5%	3.9%

Q13-4. Quality of content on City's website

Very Satisfied	4.8%	11.2%	9.8%	0.0%	10.5%
Satisfied	33.3%	39.8%	43.1%	23.1%	38.5%
Neutral	42.9%	41.5%	47.1%	76.9%	43.2%
Dissatisfied	4.8%	5.7%	0.0%	0.0%	5.5%
Very Dissatisfied	14.3%	1.7%	0.0%	0.0%	2.3%

**Race and Ethnicity**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?				Total
African American/ Black	White/ Caucasian	Asian	Other	

**Q13-5. Quality of content in City's newsletter "CURRENTS"**

Very Satisfied	3.0%	21.0%	12.7%	9.5%	19.0%
Satisfied	54.5%	50.5%	68.3%	52.4%	50.9%
Neutral	27.3%	23.7%	17.5%	23.8%	24.1%
Dissatisfied	6.1%	3.6%	1.6%	14.3%	4.2%
Very Dissatisfied	9.1%	1.2%	0.0%	0.0%	1.8%

**Q13-6. Quality of City's social media**

Very Satisfied	0.0%	8.7%	2.0%	0.0%	7.7%
Satisfied	31.3%	35.7%	46.9%	36.4%	35.5%
Neutral	50.0%	48.0%	46.9%	54.5%	48.7%
Dissatisfied	12.5%	4.8%	2.0%	9.1%	4.9%
Very Dissatisfied	6.3%	2.8%	2.0%	0.0%	3.2%

**Race and Ethnicity**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q14-1. Overall image of City

Very Satisfied	15.8%	20.5%	29.2%	14.3%	20.3%
Satisfied	52.6%	58.1%	61.5%	47.6%	57.4%
Neutral	21.1%	15.4%	7.7%	23.8%	15.6%
Dissatisfied	10.5%	5.3%	1.5%	4.8%	5.7%
Very Dissatisfied	0.0%	0.7%	0.0%	9.5%	1.0%

Q14-2. Overall quality of leadership provided by City's elected officials

Very Satisfied	3.1%	10.3%	16.7%	5.3%	9.9%
Satisfied	28.1%	40.0%	41.7%	36.8%	38.4%
Neutral	37.5%	36.2%	38.3%	42.1%	36.6%
Dissatisfied	21.9%	9.0%	3.3%	5.3%	9.5%
Very Dissatisfied	9.4%	4.5%	0.0%	10.5%	5.5%

**Race and Ethnicity**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/ethnicity?				Total
African American/Black	White/Caucasian	Asian	Other	

Q14-3. Overall effectiveness of City Manager & City staff

Very Satisfied	3.6%	12.2%	22.8%	5.9%	12.2%
Satisfied	35.7%	40.3%	36.8%	35.3%	38.4%
Neutral	35.7%	35.1%	38.6%	47.1%	36.2%
Dissatisfied	14.3%	7.9%	1.8%	0.0%	7.5%
Very Dissatisfied	10.7%	4.5%	0.0%	11.8%	5.6%

**Race and Ethnicity**

**Q15. From the choices below, please check how much you agree with the statement "I trust the City of Shoreline to spend my tax dollars responsibly." (without "no opinion")**

N=905

	Q34. Which of the following best describes your race/ethnicity?				Total
	African American/Black	White/Caucasian	Asian	Other	

Q15. How much do you agree with the statement?

Strongly Agree	11.1%	17.1%	29.3%	20.0%	16.8%
Somewhat agree	47.2%	57.3%	63.8%	40.0%	56.5%
Somewhat disagree	19.4%	16.4%	5.2%	30.0%	16.6%
Strongly disagree	22.2%	9.2%	1.7%	10.0%	10.0%

**Q16. In general, do you think the City of Shoreline is moving in the right direction? (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ethnicity?				Total
	African American/Black	White/Caucasian	Asian	Other	

Q16. Is City of Shoreline moving in the right direction?

Yes	72.0%	81.1%	93.0%	81.3%	80.6%
No	28.0%	18.9%	7.0%	18.8%	19.4%

**Race and Ethnicity**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q17-1. As a place to live

Excellent	23.7%	43.5%	50.7%	28.6%	42.0%
Good	57.9%	50.1%	46.3%	57.1%	50.6%
Neutral	18.4%	4.4%	3.0%	4.8%	5.0%
Below Average	0.0%	1.4%	0.0%	0.0%	1.7%
Poor	0.0%	0.6%	0.0%	9.5%	0.7%

Q17-2. As a place to raise children

Excellent	29.7%	45.2%	59.1%	15.0%	44.0%
Good	59.5%	47.8%	34.8%	65.0%	47.5%
Neutral	10.8%	5.7%	6.1%	10.0%	6.6%
Below Average	0.0%	1.2%	0.0%	0.0%	1.3%
Poor	0.0%	0.1%	0.0%	10.0%	0.6%

**Race and Ethnicity**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q17-3. As a place to work

Excellent	12.9%	19.7%	24.1%	0.0%	18.8%
Good	51.6%	39.4%	43.1%	40.0%	39.2%
Neutral	25.8%	29.1%	24.1%	46.7%	29.9%
Below Average	9.7%	9.6%	5.2%	13.3%	9.3%
Poor	0.0%	2.2%	3.4%	0.0%	2.7%

Q17-4. As a place with a variety of housing choices

Excellent	8.1%	14.9%	18.2%	0.0%	14.3%
Good	43.2%	45.8%	56.1%	40.0%	46.3%
Neutral	29.7%	28.7%	16.7%	45.0%	28.0%
Below Average	16.2%	8.0%	6.1%	5.0%	8.2%
Poor	2.7%	2.7%	3.0%	10.0%	3.2%



**Race and Ethnicity**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q17-5. As a place to shop

Excellent	2.6%	11.2%	17.9%	0.0%	11.2%
Good	52.6%	37.4%	37.3%	38.1%	38.0%
Neutral	28.9%	21.1%	22.4%	33.3%	21.7%
Below Average	13.2%	21.6%	17.9%	19.0%	20.6%
Poor	2.6%	8.7%	4.5%	9.5%	8.4%

Q17-6. As a place for dining & entertainment options

Excellent	5.3%	5.1%	10.4%	0.0%	5.6%
Good	18.4%	20.6%	34.3%	23.8%	21.5%
Neutral	36.8%	28.1%	17.9%	38.1%	27.7%
Below Average	28.9%	29.3%	26.9%	23.8%	28.8%
Poor	10.5%	16.9%	10.4%	14.3%	16.4%

**Race and Ethnicity**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905

Q34. Which of the following best describes your race/ethnicity?					Total
African American/Black	White/Caucasian	Asian	Other		

Q17-7. Overall quality of life in City

Excellent	7.9%	18.2%	32.8%	9.5%	18.3%
Good	60.5%	63.9%	55.2%	66.7%	62.7%
Neutral	23.7%	14.8%	9.0%	4.8%	14.8%
Below Average	7.9%	2.1%	3.0%	19.0%	3.1%
Poor	0.0%	1.0%	0.0%	0.0%	1.0%

**Race and Ethnicity**

**Q18. Overall, how do you rate the condition of your neighborhood? (without "don't know")**

N=905

Q34. Which of the following best describes your race/  
ethnicity?

	African American/ Black	White/ Caucasian	Asian	Other	Total
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Q18. How do you rate condition of your neighborhood?

Excellent	15.8%	18.8%	29.2%	4.8%	19.0%
Good	52.6%	49.9%	47.7%	38.1%	49.0%
Average	21.1%	26.2%	21.5%	38.1%	26.4%
Below Average	10.5%	4.4%	1.5%	14.3%	5.0%
Poor	0.0%	0.6%	0.0%	4.8%	0.6%

**Race and Ethnicity**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/  
ethnicity?

	African American/ Black	White/ Caucasian	Asian	Other	Total
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Q19-1. Maintenance of City parks

Very Satisfied	19.4%	25.9%	29.7%	5.3%	25.1%
Satisfied	52.8%	59.8%	53.1%	68.4%	59.5%
Neutral	25.0%	11.1%	17.2%	5.3%	12.2%
Dissatisfied	2.8%	2.5%	0.0%	21.1%	2.6%
Very Dissatisfied	0.0%	0.6%	0.0%	0.0%	0.6%

Q19-2. Maintenance of City playgrounds

Very Satisfied	15.6%	25.2%	31.1%	5.3%	24.5%
Satisfied	56.3%	61.5%	44.3%	68.4%	60.0%
Neutral	28.1%	12.1%	24.6%	10.5%	14.0%
Dissatisfied	0.0%	1.2%	0.0%	15.8%	1.4%

**Race and Ethnicity**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/  
ethnicity?

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q19-3. Walking & biking trails in City

Very Satisfied	8.6%	21.0%	23.0%	15.8%	20.2%
Satisfied	54.3%	57.1%	44.3%	52.6%	55.9%
Neutral	22.9%	17.0%	29.5%	31.6%	18.6%
Dissatisfied	14.3%	4.6%	1.6%	0.0%	4.9%
Very Dissatisfied	0.0%	0.3%	1.6%	0.0%	0.4%

Q19-4. City swimming pool

Very Satisfied	11.5%	14.2%	10.9%	0.0%	13.3%
Satisfied	50.0%	49.1%	52.2%	38.5%	48.3%
Neutral	38.5%	29.4%	34.8%	53.8%	32.3%
Dissatisfied	0.0%	6.0%	2.2%	7.7%	5.1%
Very Dissatisfied	0.0%	1.2%	0.0%	0.0%	1.0%

**Race and Ethnicity**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/  
ethnicity?

Total

African American/ Black	White/ Caucasian	Asian	Other	Total
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Q19-5. Outdoor athletic fields

Very Satisfied	12.9%	20.2%	21.1%	13.3%	19.4%
Satisfied	54.8%	56.8%	50.9%	66.7%	56.6%
Neutral	22.6%	20.3%	28.1%	13.3%	21.2%
Dissatisfied	9.7%	2.7%	0.0%	6.7%	2.8%

Q19-6. Ease of registering for programs

Very Satisfied	20.0%	19.9%	16.0%	5.9%	18.9%
Satisfied	36.0%	52.3%	42.0%	35.3%	49.1%
Neutral	44.0%	24.4%	42.0%	35.3%	28.1%
Dissatisfied	0.0%	2.7%	0.0%	11.8%	2.6%
Very Dissatisfied	0.0%	0.7%	0.0%	11.8%	1.4%

**Race and Ethnicity**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/  
ethnicity?

	African American/ Black	White/ Caucasian	Asian	Other	Total
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Q19-7. Fees charged for recreation programs

Very Satisfied	17.9%	17.8%	13.2%	0.0%	16.6%
Satisfied	25.0%	52.7%	43.4%	27.8%	48.5%
Neutral	46.4%	25.6%	43.4%	50.0%	30.0%
Dissatisfied	10.7%	2.8%	0.0%	11.1%	3.3%
Very Dissatisfied	0.0%	1.1%	0.0%	11.1%	1.7%

Q19-8. Variety of recreation programs

Very Satisfied	21.4%	18.2%	16.7%	0.0%	17.4%
Satisfied	39.3%	55.2%	35.2%	37.5%	51.9%
Neutral	32.1%	23.7%	44.4%	31.3%	26.6%
Dissatisfied	7.1%	2.5%	3.7%	31.3%	3.3%
Very Dissatisfied	0.0%	0.4%	0.0%	0.0%	0.9%

**Race and Ethnicity**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/  
ethnicity?

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q19-9. Preservation of open space

Very Satisfied	12.5%	18.0%	20.4%	5.0%	17.8%
Satisfied	34.4%	50.9%	48.1%	30.0%	48.7%
Neutral	34.4%	22.2%	31.5%	40.0%	24.0%
Dissatisfied	9.4%	6.1%	0.0%	15.0%	6.0%
Very Dissatisfied	9.4%	2.7%	0.0%	10.0%	3.5%



**Race and Ethnicity****Q20. Which TWO of the parks and recreation items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905

Q34. Which of the following best describes your race/  
ethnicity?

Total

	African American/ Black	White/ Caucasian	Asian	Other	Total
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**Q20. Sum of Top 2 Choices**

Maintenance of City parks	55.3%	47.8%	44.8%	47.6%	46.5%
Maintenance of City playgrounds	28.9%	16.4%	17.9%	14.3%	16.6%
Walking & biking trails in City	21.1%	29.8%	38.8%	23.8%	28.6%
City swimming pool	7.9%	7.5%	10.4%	4.8%	7.6%
Outdoor athletic fields	5.3%	8.1%	4.5%	9.5%	7.4%
Ease of registering for programs	0.0%	2.9%	0.0%	9.5%	3.0%
Fees charged for recreation programs	2.6%	7.9%	10.4%	9.5%	9.0%
Variety of recreation programs	15.8%	12.9%	20.9%	9.5%	13.6%
Preservation of open space	44.7%	36.9%	23.9%	33.3%	36.7%
None chosen	5.3%	12.9%	13.4%	14.3%	13.4%

**Race and Ethnicity**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?					Total
African American/ Black	White/ Caucasian	Asian	Other		

Q21-1. Availability of public transportation options

Very Satisfied	3.0%	11.8%	25.4%	5.3%	13.2%
Satisfied	42.4%	41.2%	46.3%	47.4%	40.4%
Neutral	36.4%	28.9%	20.9%	26.3%	28.5%
Dissatisfied	18.2%	14.6%	6.0%	21.1%	14.4%
Very Dissatisfied	0.0%	3.5%	1.5%	0.0%	3.5%

Q21-2. Availability of bicycle lanes

Very Satisfied	13.9%	13.2%	17.7%	5.6%	13.7%
Satisfied	27.8%	30.1%	33.9%	38.9%	30.7%
Neutral	38.9%	34.5%	29.0%	38.9%	33.3%
Dissatisfied	16.7%	19.9%	14.5%	16.7%	19.4%
Very Dissatisfied	2.8%	2.4%	4.8%	0.0%	2.9%

**Race and Ethnicity**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?					Total
African American/ Black	White/ Caucasian	Asian	Other		

Q21-3. Availability of sidewalks on major streets & routes

Very Satisfied	5.4%	8.8%	16.7%	14.3%	9.5%
Satisfied	32.4%	38.0%	53.0%	38.1%	38.2%
Neutral	29.7%	24.8%	21.2%	19.0%	24.3%
Dissatisfied	16.2%	18.3%	7.6%	19.0%	18.0%
Very Dissatisfied	16.2%	10.1%	1.5%	9.5%	10.0%

Q21-4. Availability of sidewalks near your residence

Very Satisfied	8.3%	4.2%	16.4%	14.3%	5.7%
Satisfied	11.1%	21.2%	35.8%	23.8%	21.7%
Neutral	30.6%	19.0%	22.4%	19.0%	20.3%
Dissatisfied	25.0%	31.0%	13.4%	23.8%	29.3%
Very Dissatisfied	25.0%	24.6%	11.9%	19.0%	23.0%

**Race and Ethnicity**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?					Total
African American/ Black	White/ Caucasian	Asian	Other		

Q21-5. Traffic calming measures in your neighborhood

Very Satisfied	2.9%	4.1%	9.8%	5.3%	4.6%
Satisfied	20.6%	27.8%	36.1%	26.3%	27.1%
Neutral	26.5%	30.3%	32.8%	26.3%	30.5%
Dissatisfied	20.6%	25.5%	8.2%	31.6%	24.6%
Very Dissatisfied	29.4%	12.2%	13.1%	10.5%	13.1%

Q21-6. City's efforts for supporting alternative means of transportation such as transit, bicycling, walking

Very Satisfied	2.7%	9.7%	13.1%	0.0%	9.9%
Satisfied	24.3%	33.1%	44.3%	33.3%	32.0%
Neutral	37.8%	37.7%	31.1%	50.0%	37.9%
Dissatisfied	29.7%	15.0%	6.6%	11.1%	15.2%
Very Dissatisfied	5.4%	4.4%	4.9%	5.6%	5.0%

**Race and Ethnicity**

**Q22. Which TWO of the transportation items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years? (top 2)**

N=905

	Q34. Which of the following best describes your race/ ethnicity?				Total
	African American/ Black	White/ Caucasian	Asian	Other	

Q22. Sum of Top 2 Choices

Availability of public transportation options	39.5%	35.2%	44.8%	38.1%	36.1%
Availability of bicycle lanes	5.3%	14.5%	16.4%	14.3%	14.0%
Availability of sidewalks on major streets & routes	21.1%	31.2%	28.4%	38.1%	30.2%
Availability of sidewalks near your residence	28.9%	40.6%	23.9%	14.3%	37.3%
Traffic calming measures in your neighborhood	39.5%	33.5%	38.8%	33.3%	34.3%
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	39.5%	23.2%	19.4%	19.0%	23.3%
None chosen	5.3%	7.4%	11.9%	19.0%	8.6%

**Race and Ethnicity**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/  
ethnicity?

Total

African American/ Black	White/ Caucasian	Asian	Other	Total
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Q23-1. Roads & streets (e.g. Aurora Corridor)

Very Satisfied	18.9%	28.5%	26.6%	19.0%	27.5%
Satisfied	45.9%	47.1%	50.0%	57.1%	47.0%
Neutral	16.2%	15.5%	15.6%	9.5%	16.2%
Dissatisfied	10.8%	6.7%	6.3%	4.8%	6.6%
Very Dissatisfied	8.1%	2.2%	1.6%	9.5%	2.7%

Q23-2. Parks improvements (e.g. Echo Lake, Twin Ponds & Sunset Park Community Gardens)

Very Satisfied	20.0%	21.0%	20.4%	0.0%	20.4%
Satisfied	30.0%	53.1%	51.9%	62.5%	51.7%
Neutral	36.7%	22.2%	27.8%	25.0%	24.0%
Dissatisfied	13.3%	2.7%	0.0%	12.5%	3.0%
Very Dissatisfied	0.0%	1.0%	0.0%	0.0%	0.9%

**Race and Ethnicity**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?					Total
African American/ Black	White/ Caucasian	Asian	Other		

Q23-3. Trails & paths (e.g. Interurban Trail, 195th separated trail, soft trails in parks)

Very Satisfied	12.5%	19.8%	22.4%	5.9%	19.0%
Satisfied	53.1%	51.4%	51.7%	58.8%	51.3%
Neutral	28.1%	24.8%	24.1%	35.3%	25.0%
Dissatisfied	6.3%	3.0%	1.7%	0.0%	3.7%
Very Dissatisfied	0.0%	1.0%	0.0%	0.0%	1.1%

Q23-4. Sidewalk improvements (e.g. safe routes to school)

Very Satisfied	10.0%	10.7%	16.7%	0.0%	11.4%
Satisfied	30.0%	34.1%	43.3%	31.6%	34.7%
Neutral	33.3%	28.1%	31.7%	47.4%	29.0%
Dissatisfied	13.3%	18.7%	8.3%	21.1%	17.6%
Very Dissatisfied	13.3%	8.3%	0.0%	0.0%	7.2%

**Race and Ethnicity**

**Q24. Economic development-which means increasing opportunities for more retail, multi-family housing, commercial development, and job growth-helps generate the resources necessary to provide the City services identified as important in the community's vision. Do you support the City's long-term emphasis on economic development? (without "don't know")**

N=905

Q34. Which of the following best describes your race/ ethnicity?				Total
African American/ Black	White/ Caucasian	Asian	Other	

Q24. Do you support City's long-term emphasis on economic development?

Yes	41.7%	57.3%	70.5%	30.0%	55.5%
Neutral	27.8%	21.9%	26.2%	40.0%	23.9%
No	30.6%	20.8%	3.3%	30.0%	20.5%



**Race and Ethnicity**

**Q25. Shoreline residents have repeatedly identified sidewalks as important. Unfortunately, the need for sidewalks is greater than the resources available to construct them. To give you an idea of how big the need is, the City's complete Pedestrian System Plan includes approximately 153 miles of sidewalks. Of those, only about 75 miles currently exist. Constructing sidewalks is expensive - between \$686,000 and \$1.58 million to construct one mile. Variables that impact costs include storm water drainage, driveways, utility relocations, on-street parking, the grade of the site, ADA requirements, and any structures or landscaping that have been built in the City right-of-way that must be removed. Below are four strategies the City could use to create dedicated funding to construct more sidewalks. In priority order, please select the THREE potential strategies for increasing revenues that you would MOST SUPPORT. (top 3)**

N=905

Q34. Which of the following best describes your race/  
ethnicity?

	African American/ Black	White/ Caucasian	Asian	Other	Total
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**Q25. Sum of Top 3 Choices**

Increase sales tax	42.1%	39.4%	38.8%	38.1%	38.5%
Increase car licensing fees (tabs)	42.1%	50.6%	40.3%	28.6%	46.9%
Implement a business and occupation tax on Shoreline businesses	55.3%	49.2%	50.7%	42.9%	47.8%
Issue bonds that would be repaid through increases in property taxes	36.8%	47.3%	37.3%	14.3%	44.1%
None chosen	31.6%	27.5%	34.3%	52.4%	30.8%

*Section 13:  
Cross-Tabular Data by  
Respondent Residence*

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**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

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

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q1. How many people live in your household?</u>						
1	14.2%	22.5%	19.7%	15.8%	17.6%	16.4%	17.0%
2	38.0%	35.8%	36.3%	36.8%	35.5%	39.4%	37.2%
3	18.1%	20.5%	18.0%	19.3%	19.1%	18.8%	18.9%
4	20.6%	13.4%	20.3%	17.7%	18.4%	17.4%	18.1%
5	6.7%	5.9%	3.7%	7.9%	6.8%	5.9%	6.4%
6	1.8%	2.0%	2.0%	1.9%	2.1%	1.6%	1.9%
7+	0.7%	0.0%	0.0%	0.7%	0.4%	0.5%	0.4%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q3-1. Overall quality of police services</u>							
Very Satisfied	21.4%	27.0%	24.0%	22.4%	25.1%	21.2%	23.2%
Satisfied	51.4%	50.7%	51.9%	52.5%	52.3%	50.0%	51.2%
Neutral	20.3%	14.8%	15.6%	18.7%	15.6%	22.1%	18.5%
Dissatisfied	5.7%	5.6%	7.6%	4.4%	5.7%	5.0%	5.7%
Very Dissatisfied	1.3%	1.9%	0.8%	1.9%	1.3%	1.8%	1.5%
<u>Q3-2. Overall quality of City parks &amp; recreation programs &amp; facilities</u>							
Very Satisfied	32.6%	34.5%	34.8%	31.3%	32.6%	33.0%	33.2%
Satisfied	51.5%	48.2%	49.3%	52.5%	50.9%	50.6%	50.4%
Neutral	13.1%	12.7%	11.0%	14.1%	12.1%	14.7%	13.0%
Dissatisfied	2.7%	4.2%	4.6%	1.9%	4.2%	1.4%	3.2%
Very Dissatisfied	0.2%	0.4%	0.4%	0.2%	0.2%	0.3%	0.2%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905

	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q3-3. Overall effectiveness of City's code enforcement program</u>							
Very Satisfied	10.1%	12.1%	9.9%	11.1%	9.6%	13.0%	10.8%
Satisfied	31.6%	35.4%	29.2%	33.9%	32.2%	32.9%	32.8%
Neutral	40.7%	41.9%	42.2%	42.0%	41.5%	40.2%	41.1%
Dissatisfied	11.9%	6.1%	11.5%	9.1%	10.5%	9.8%	10.0%
Very Dissatisfied	5.7%	4.5%	7.3%	3.9%	6.1%	4.1%	5.3%

Q3-4. Overall effectiveness of City communication with public

Very Satisfied	16.3%	18.3%	14.5%	18.8%	16.3%	18.6%	17.0%
Satisfied	43.9%	38.5%	42.4%	41.3%	42.1%	41.6%	42.1%
Neutral	27.2%	27.7%	26.8%	27.8%	26.6%	29.2%	27.4%
Dissatisfied	8.4%	7.9%	10.1%	7.0%	9.0%	6.8%	8.3%
Very Dissatisfied	4.1%	7.6%	6.2%	5.1%	6.1%	3.8%	5.3%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q3-5. Overall quality of City's storm water runoff/storm water management system</u>						
Very Satisfied	15.2%	16.4%	16.6%	15.1%	16.1%	14.6%	15.6%
Satisfied	45.1%	44.9%	46.4%	44.1%	46.1%	43.8%	45.0%
Neutral	26.5%	27.7%	24.9%	28.2%	25.2%	29.2%	26.9%
Dissatisfied	8.8%	7.4%	8.3%	8.1%	8.8%	7.5%	8.4%
Very Dissatisfied	4.4%	3.5%	3.8%	4.6%	3.8%	4.9%	4.1%

Q3-6. Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)

Very Satisfied	8.8%	8.8%	9.8%	8.5%	8.6%	9.3%	8.8%
Satisfied	39.8%	39.1%	34.5%	41.8%	37.2%	41.8%	39.5%
Neutral	23.1%	21.1%	22.6%	22.6%	22.9%	22.1%	22.4%
Dissatisfied	20.1%	24.5%	25.8%	19.4%	23.7%	18.6%	21.6%
Very Dissatisfied	8.3%	6.5%	7.3%	7.6%	7.6%	8.2%	7.7%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q3-7. Overall quality of human services (e.g. support for people in times of need) offered by City

Very Satisfied	9.5%	11.8%	9.1%	11.0%	9.7%	11.6%	10.3%
Satisfied	32.6%	36.6%	31.6%	34.8%	35.4%	29.9%	33.9%
Neutral	48.1%	37.6%	48.7%	42.6%	43.3%	47.3%	44.6%
Dissatisfied	7.1%	12.9%	8.0%	9.9%	8.5%	10.3%	9.0%
Very Dissatisfied	2.7%	1.1%	2.7%	1.7%	3.1%	0.9%	2.2%

Q3-8. Overall effectiveness of City's efforts to sustain environmental quality

Very Satisfied	15.3%	12.2%	14.9%	13.4%	15.0%	13.7%	14.3%
Satisfied	48.6%	53.9%	46.8%	51.8%	48.5%	51.9%	50.4%
Neutral	25.5%	25.2%	27.8%	24.9%	25.4%	26.4%	25.4%
Dissatisfied	7.6%	4.7%	7.7%	6.2%	7.2%	6.1%	6.7%
Very Dissatisfied	2.9%	3.9%	2.8%	3.7%	3.9%	1.9%	3.3%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q3. Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q3-9. Overall quality of service provided by City of Shoreline</u>						
Very Satisfied	12.9%	12.1%	10.0%	14.1%	11.1%	14.9%	12.6%
Satisfied	53.2%	56.4%	55.0%	53.8%	57.0%	50.4%	54.2%
Neutral	27.6%	21.1%	24.6%	25.6%	23.2%	28.9%	25.5%
Dissatisfied	4.8%	6.4%	8.2%	3.9%	5.6%	4.9%	5.3%
Very Dissatisfied	1.6%	3.9%	2.1%	2.6%	3.1%	0.9%	2.4%



**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3)**

N=905

	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

**Q4. Sum of Top 3 Choices**

Overall quality of police services	39.0%	42.0%	38.0%	40.8%	37.3%	43.4%	40.0%
Overall quality of City parks & recreation programs & facilities	27.8%	32.2%	29.8%	29.2%	30.5%	28.4%	29.3%
Overall effectiveness of City's code enforcement program	21.1%	12.7%	18.0%	17.7%	18.6%	17.4%	18.2%
Overall effectiveness of City communication with public	22.1%	24.8%	22.0%	23.3%	23.6%	22.0%	23.0%
Overall quality of City's storm water runoff/storm water management system	17.2%	16.6%	15.9%	17.2%	16.0%	18.0%	17.0%
Overall flow of traffic & congestion management in Shoreline (excluding Interstate-5)	58.9%	52.4%	58.0%	55.9%	57.4%	56.6%	56.7%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q4. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 3) (cont.)**

N=905

	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

**Q4. Sum of Top 3 Choices (Cont.)**

Overall quality of human services (e.g. support for people in times of need) offered by City	30.8%	37.1%	34.9%	31.9%	35.7%	29.8%	32.9%
Overall effectiveness of City's efforts to sustain environmental quality	30.1%	27.4%	32.5%	27.7%	29.3%	27.9%	29.2%
Overall quality of service provided by City of Shoreline	19.1%	18.2%	17.6%	19.6%	19.5%	18.0%	18.8%
None chosen	8.4%	8.5%	7.5%	9.3%	7.8%	9.1%	8.4%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q5-1. Overall maintenance of City streets</u>							
Very Satisfied	11.2%	12.4%	11.0%	11.4%	10.2%	13.2%	11.6%
Satisfied	52.9%	57.2%	56.0%	53.1%	56.8%	50.7%	54.3%
Neutral	21.6%	14.7%	19.6%	20.2%	17.9%	21.9%	19.3%
Dissatisfied	12.1%	13.0%	11.0%	12.9%	12.7%	12.1%	12.4%
Very Dissatisfied	2.2%	2.7%	2.4%	2.3%	2.4%	2.2%	2.4%
<u>Q5-2. Maintenance of streets in your neighborhood</u>							
Very Satisfied	11.5%	12.6%	12.8%	11.3%	11.2%	12.3%	11.9%
Satisfied	46.9%	50.2%	52.2%	45.7%	50.5%	44.4%	48.0%
Neutral	21.9%	17.7%	18.0%	22.3%	18.8%	23.2%	20.5%
Dissatisfied	15.6%	17.1%	14.5%	16.7%	16.0%	16.5%	16.1%
Very Dissatisfied	4.1%	2.4%	2.4%	4.0%	3.4%	3.6%	3.5%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q5-3. Maintenance of sidewalks in Shoreline</u>							
Very Satisfied	6.5%	9.0%	8.7%	6.8%	7.5%	7.3%	7.4%
Satisfied	30.7%	30.0%	25.8%	32.5%	27.0%	35.6%	30.5%
Neutral	30.5%	29.3%	27.3%	31.7%	29.1%	30.9%	30.1%
Dissatisfied	20.4%	21.4%	24.4%	19.2%	22.8%	18.1%	20.7%
Very Dissatisfied	11.8%	10.3%	13.8%	9.8%	13.6%	8.2%	11.3%

Q5-4. Mowing & trimming along City streets & other public areas

Very Satisfied	8.0%	11.5%	10.2%	8.7%	9.2%	8.6%	9.2%
Satisfied	43.5%	43.6%	43.1%	43.1%	44.6%	41.8%	43.5%
Neutral	27.6%	22.3%	27.6%	25.7%	28.3%	23.8%	25.8%
Dissatisfied	16.4%	15.7%	15.5%	16.1%	12.8%	20.2%	16.2%
Very Dissatisfied	4.5%	7.0%	3.5%	6.3%	5.1%	5.5%	5.3%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q5-5. Overall cleanliness of City streets &amp; other public areas</u>						
Very Satisfied	13.8%	12.7%	15.6%	12.5%	14.7%	11.5%	13.4%
Satisfied	53.7%	59.3%	51.2%	57.4%	54.7%	56.9%	55.6%
Neutral	24.9%	16.0%	23.2%	21.6%	21.7%	22.8%	21.9%
Dissatisfied	6.5%	10.0%	9.0%	7.0%	7.6%	8.0%	7.7%
Very Dissatisfied	1.2%	2.0%	1.0%	1.6%	1.4%	0.8%	1.5%

Q5-6. Adequacy of City street lighting in your neighborhood

Very Satisfied	11.9%	10.4%	11.4%	10.7%	9.8%	13.3%	11.4%
Satisfied	42.5%	42.5%	35.9%	46.8%	39.2%	46.7%	42.5%
Neutral	20.1%	20.1%	24.8%	17.4%	21.8%	17.2%	20.1%
Dissatisfied	18.9%	21.1%	21.7%	18.6%	22.4%	16.7%	19.7%
Very Dissatisfied	6.5%	6.0%	6.2%	6.5%	6.8%	6.1%	6.4%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905

	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q5-7. Adequacy of storm drainage services in your neighborhood</u>							
Very Satisfied	13.4%	11.1%	12.2%	12.6%	12.1%	13.6%	12.7%
Satisfied	48.0%	55.1%	50.5%	50.8%	50.9%	49.7%	50.3%
Neutral	22.0%	18.1%	20.2%	20.6%	20.4%	20.5%	20.7%
Dissatisfied	10.6%	10.1%	13.2%	9.1%	10.7%	10.1%	10.5%
Very Dissatisfied	5.9%	5.6%	3.8%	6.9%	5.9%	6.1%	5.8%

Q5-8. Garbage/recycling provider services

Very Satisfied	32.5%	33.1%	27.7%	34.5%	31.3%	33.8%	32.7%
Satisfied	54.0%	46.8%	54.3%	50.7%	50.7%	53.5%	51.5%
Neutral	10.7%	15.4%	13.5%	11.9%	13.4%	11.1%	12.3%
Dissatisfied	2.1%	1.7%	2.1%	1.6%	2.0%	1.4%	1.9%
Very Dissatisfied	0.9%	3.0%	2.4%	1.3%	2.6%	0.3%	1.6%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q5. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following maintenance services provided by the City of Shoreline: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q5-9. Maintenance of public trees along City streets</u>						
Very Satisfied	12.0%	12.1%	12.9%	10.1%	11.7%	11.4%	12.0%
Satisfied	42.5%	44.1%	39.4%	46.0%	42.1%	44.7%	43.0%
Neutral	27.7%	22.1%	25.8%	25.9%	26.4%	25.9%	25.8%
Dissatisfied	14.7%	15.2%	16.4%	14.2%	14.9%	14.5%	14.9%
Very Dissatisfied	3.1%	6.6%	5.6%	3.9%	5.0%	3.4%	4.3%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q6. Which TWO of the maintenance items listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<b><u>Q6. Sum of Top 2 Choices</u></b>						
Overall maintenance of City streets	31.8%	34.9%	34.6%	32.6%	31.8%	34.3%	32.8%
Maintenance of streets in your neighborhood	22.2%	17.3%	19.0%	21.0%	20.9%	20.4%	20.6%
Maintenance of sidewalks in Shoreline	31.9%	32.2%	35.6%	30.6%	36.3%	26.5%	32.0%
Mowing & trimming along City streets & other public areas	19.6%	13.4%	14.2%	18.9%	15.4%	20.1%	17.5%
Overall cleanliness of City streets & other public areas	20.1%	17.6%	15.6%	21.4%	16.0%	23.3%	19.2%
Adequacy of City street lighting in your neighborhood	22.9%	28.3%	30.5%	21.7%	30.1%	18.2%	24.8%
Adequacy of storm drainage services in your neighborhood	16.7%	16.0%	11.9%	18.9%	14.8%	17.7%	16.5%
Garbage/recycling provider services	4.7%	3.6%	4.7%	3.9%	3.9%	4.6%	4.3%
Maintenance of public trees along City streets	17.4%	20.5%	22.0%	16.6%	18.9%	18.5%	18.5%
None chosen	4.7%	5.5%	3.7%	5.6%	3.9%	6.4%	5.0%



**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q7-1. Enforcing clean-up of garbage, junk, or debris on private property</u>						
Very Satisfied	7.3%	7.7%	7.0%	7.8%	7.1%	8.4%	7.4%
Satisfied	29.8%	34.8%	29.1%	31.4%	28.2%	34.0%	31.5%
Neutral	36.5%	32.4%	37.0%	35.3%	37.2%	33.7%	35.1%
Dissatisfied	19.2%	21.5%	18.7%	20.8%	20.7%	19.2%	19.9%
Very Dissatisfied	7.3%	3.6%	8.3%	4.8%	6.8%	4.7%	6.1%

<u>Q7-2. Enforcing removal of abandoned/junk autos</u>							
Very Satisfied	8.1%	6.6%	6.8%	7.8%	7.9%	7.3%	7.6%
Satisfied	30.9%	29.3%	31.6%	29.8%	26.5%	34.8%	30.4%
Neutral	39.4%	38.8%	36.3%	40.3%	39.3%	39.4%	39.2%
Dissatisfied	13.4%	21.1%	17.1%	15.9%	18.7%	13.2%	16.0%
Very Dissatisfied	8.1%	4.1%	8.1%	6.3%	7.6%	5.2%	6.8%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q7. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q7-3. Enforcement of graffiti removal from private properties</u>						
Very Satisfied	7.8%	7.6%	7.7%	7.4%	8.9%	5.9%	7.7%
Satisfied	34.4%	36.1%	37.3%	33.8%	32.0%	37.7%	35.0%
Neutral	44.7%	45.0%	46.9%	44.3%	49.9%	39.4%	44.8%
Dissatisfied	9.3%	10.5%	6.2%	11.6%	6.6%	14.2%	9.7%
Very Dissatisfied	3.8%	0.8%	1.9%	2.9%	2.6%	2.8%	2.8%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q8. Which of the City codes and ordinances items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q8. Top Choice</u>							
Enforcing clean-up of garbage, junk, or debris on private property	50.5%	49.8%	48.5%	51.1%	49.4%	52.0%	50.3%
Enforcing removal of abandoned/junk autos	17.7%	17.9%	21.4%	15.9%	18.9%	16.1%	17.8%
Enforcement of graffiti removal from private properties	18.7%	18.9%	14.2%	20.8%	16.8%	20.9%	18.8%
None chosen	13.0%	13.4%	15.9%	12.1%	14.8%	11.0%	13.1%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q9-1. Overall quality of local police protection</u>						
Very Satisfied	17.2%	23.4%	18.0%	18.9%	20.8%	17.6%	19.3%
Satisfied	52.4%	48.5%	49.6%	52.9%	49.8%	53.2%	51.1%
Neutral	25.1%	23.4%	26.7%	23.2%	24.5%	23.8%	24.5%
Dissatisfied	4.0%	2.2%	4.9%	2.9%	3.9%	2.9%	3.4%
Very Dissatisfied	1.3%	2.6%	0.8%	2.1%	1.1%	2.4%	1.7%
<u>Q9-2. City's efforts to prevent crime</u>							
Very Satisfied	12.2%	12.0%	12.3%	11.5%	12.8%	11.8%	12.1%
Satisfied	46.4%	49.0%	48.8%	46.3%	49.6%	44.7%	47.3%
Neutral	29.9%	22.9%	27.5%	28.6%	24.8%	30.7%	27.6%
Dissatisfied	9.0%	14.1%	9.4%	11.1%	10.6%	10.2%	10.7%
Very Dissatisfied	2.6%	2.0%	2.0%	2.5%	2.1%	2.6%	2.4%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q9-3. Enforcement of local traffic laws</u>							
Very Satisfied	10.6%	14.9%	11.8%	12.2%	12.8%	10.8%	12.0%
Satisfied	46.6%	50.2%	47.3%	47.7%	48.8%	47.4%	47.8%
Neutral	29.3%	24.9%	31.3%	26.8%	27.2%	28.2%	27.8%
Dissatisfied	10.6%	5.9%	6.9%	9.7%	7.7%	10.5%	9.1%
Very Dissatisfied	2.8%	4.1%	2.7%	3.6%	3.5%	3.0%	3.2%
 <u>Q9-4. Enforcement of drug laws</u>							
Very Satisfied	7.1%	9.6%	10.0%	7.1%	8.6%	7.5%	8.0%
Satisfied	34.5%	37.0%	37.3%	33.1%	35.3%	35.3%	35.4%
Neutral	38.3%	32.2%	37.8%	36.5%	37.1%	35.7%	36.2%
Dissatisfied	14.7%	11.5%	8.5%	16.4%	12.1%	15.8%	13.6%
Very Dissatisfied	5.3%	9.6%	6.5%	6.9%	6.9%	5.8%	6.8%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q9-5. Enforcement of prostitution laws</u>						
Very Satisfied	8.4%	13.1%	8.5%	11.2%	11.0%	9.3%	10.1%
Satisfied	34.6%	40.3%	39.5%	33.7%	37.6%	34.9%	36.6%
Neutral	41.9%	28.8%	39.5%	36.9%	37.0%	38.1%	37.3%
Dissatisfied	8.4%	9.4%	8.5%	9.5%	8.8%	8.8%	8.8%
Very Dissatisfied	6.7%	8.4%	4.0%	8.6%	5.6%	8.8%	7.3%

<u>Q9-6. Enforcement of property crime laws</u>							
Very Satisfied	6.9%	9.8%	7.6%	8.5%	8.8%	7.0%	7.9%
Satisfied	33.9%	34.8%	40.0%	30.8%	36.0%	32.2%	34.2%
Neutral	38.7%	35.7%	34.3%	40.1%	36.8%	39.6%	37.7%
Dissatisfied	14.4%	12.1%	12.4%	13.4%	12.3%	14.3%	13.6%
Very Dissatisfied	6.2%	7.6%	5.7%	7.3%	6.1%	7.0%	6.7%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q9-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors

Very Satisfied	25.2%	27.7%	22.1%	28.1%	27.9%	23.8%	26.1%
Satisfied	42.5%	39.1%	40.1%	42.2%	39.1%	44.7%	41.3%
Neutral	26.3%	24.4%	28.8%	23.7%	26.9%	23.4%	25.6%
Dissatisfied	4.7%	4.2%	5.4%	3.9%	3.8%	5.1%	4.5%
Very Dissatisfied	1.3%	4.6%	3.6%	2.1%	2.3%	2.9%	2.5%

Q9-8. How much you can trust Shoreline Police officers

Very Satisfied	25.6%	31.0%	24.5%	28.6%	30.1%	24.7%	27.4%
Satisfied	43.1%	41.8%	40.7%	42.7%	40.2%	44.8%	42.6%
Neutral	25.6%	20.3%	26.5%	23.3%	23.4%	24.4%	23.9%
Dissatisfied	3.2%	2.7%	3.6%	3.0%	2.9%	3.4%	3.0%
Very Dissatisfied	2.5%	4.2%	4.7%	2.4%	3.4%	2.7%	3.0%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q9. Please use a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," to rate your satisfaction with the following public safety services provided by the City of Shoreline: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q9-9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges</u>						
Very Satisfied	14.9%	20.7%	12.9%	18.5%	16.9%	17.9%	16.9%
Satisfied	31.7%	32.5%	35.0%	30.1%	32.0%	31.1%	32.0%
Neutral	46.3%	38.5%	46.6%	42.7%	44.2%	42.9%	43.6%
Dissatisfied	5.1%	5.3%	3.1%	6.3%	4.0%	6.6%	5.2%
Very Dissatisfied	1.9%	3.0%	2.5%	2.3%	2.9%	1.5%	2.3%



**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=905

	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q10. Sum of Top 2 Choices

Overall quality of local police protection	20.2%	20.5%	21.0%	20.7%	18.9%	23.1%	20.3%
City's efforts to prevent crime	41.0%	34.9%	41.7%	37.8%	40.0%	38.1%	38.9%
Enforcement of local traffic laws	14.4%	12.1%	12.2%	14.2%	13.9%	13.7%	13.6%
Enforcement of drug laws	22.6%	22.1%	19.7%	24.5%	20.9%	24.4%	22.4%
Enforcement of prostitution laws	8.2%	7.2%	7.1%	8.6%	7.2%	8.6%	7.8%
Enforcement of property crime laws	31.4%	22.1%	25.1%	29.1%	26.8%	30.0%	28.3%
Level of respect Shoreline Police officers show residents regardless of race, gender, age, & other factors	16.4%	21.8%	21.0%	16.3%	20.5%	14.7%	18.2%
How much you can trust Shoreline Police officers	7.2%	10.1%	9.2%	7.5%	8.2%	7.8%	8.2%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2) (cont.)**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q10. Sum of Top 2 Choices (Cont.)</u>							
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	14.0%	20.8%	18.6%	15.2%	18.9%	13.4%	16.4%
None chosen	10.7%	12.4%	10.8%	11.2%	11.1%	11.0%	11.3%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q11-1. In your neighborhood during the day</u>						
Very Safe	51.0%	45.4%	44.0%	51.6%	47.4%	51.4%	49.1%
Safe	42.5%	45.7%	48.8%	41.4%	44.9%	42.3%	43.6%
Neutral	4.8%	8.2%	5.8%	5.9%	5.9%	5.8%	6.0%
Unsafe	1.7%	0.0%	0.7%	1.1%	1.4%	0.5%	1.1%
Very Unsafe	0.0%	0.7%	0.7%	0.0%	0.4%	0.0%	0.2%

<u>Q11-2. In your neighborhood at night</u>							
Very Safe	22.4%	13.9%	17.1%	20.5%	18.1%	21.4%	19.5%
Safe	51.4%	53.5%	53.8%	51.3%	51.9%	52.2%	52.1%
Neutral	19.4%	19.1%	19.9%	19.6%	19.1%	20.1%	19.3%
Unsafe	5.6%	12.2%	8.2%	7.1%	9.7%	4.9%	7.9%
Very Unsafe	1.2%	1.3%	1.0%	1.4%	1.2%	1.4%	1.2%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q11-3. In City parks &amp; trails</u>						
Very Safe	12.6%	9.4%	9.4%	12.0%	10.2%	12.9%	11.5%
Safe	42.7%	38.1%	42.4%	40.5%	42.0%	40.8%	41.1%
Neutral	33.3%	28.0%	32.4%	31.6%	32.8%	30.2%	31.5%
Unsafe	9.5%	20.6%	14.7%	12.9%	12.5%	14.4%	13.3%
Very Unsafe	1.8%	3.8%	1.1%	3.0%	2.5%	1.8%	2.5%

<u>Q11-4. In other public areas in Shoreline</u>							
Very Safe	14.9%	14.6%	16.5%	13.9%	16.1%	13.3%	14.8%
Safe	51.6%	49.8%	51.8%	50.5%	52.7%	48.3%	51.0%
Neutral	29.3%	24.7%	24.8%	29.4%	25.4%	31.6%	27.8%
Unsafe	3.9%	9.4%	5.8%	5.7%	5.0%	6.8%	5.7%
Very Unsafe	0.4%	1.4%	1.1%	0.6%	0.8%	0.0%	0.7%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q11. On a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q11-5. Overall feeling of safety in Shoreline</u>						
Very Safe	18.8%	13.9%	15.2%	18.1%	16.6%	17.9%	17.1%
Safe	62.2%	64.0%	62.8%	62.6%	64.0%	60.9%	62.8%
Neutral	15.9%	15.5%	16.2%	15.9%	14.1%	18.5%	15.8%
Unsafe	2.7%	5.9%	4.8%	3.2%	4.8%	2.5%	3.8%
Very Unsafe	0.3%	0.7%	1.0%	0.2%	0.6%	0.3%	0.5%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q12. From which of the following have you received information about City projects, issues, services, and events?**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q12. From which have you received information about City projects, issues, services, &amp; events?</u>						
City newsletter "CURRENTS"	89.8%	82.4%	85.4%	87.9%	87.5%	87.4%	87.3%
City's Parks and Recreation Guide	69.4%	69.7%	67.5%	70.4%	69.5%	70.2%	69.5%
City cable channel (Comcast 21 or Frontier 27)	4.7%	6.5%	4.7%	5.3%	5.5%	4.8%	5.3%
City website	29.9%	29.6%	30.2%	29.1%	31.6%	26.3%	29.8%
City's social media sites (Facebook, Twitter, Instagram)	11.5%	12.1%	14.9%	10.2%	13.1%	9.9%	11.7%
Online resources (e.g., Shoreline Area News, Nextdoor, Secret Shoreline)	40.5%	34.5%	35.6%	40.3%	38.5%	37.5%	38.5%
Involvement in neighborhood association or Shoreline Watch	18.6%	10.1%	11.9%	17.5%	14.5%	16.9%	15.7%
Television news	20.2%	22.1%	16.6%	22.9%	21.7%	19.8%	20.9%
Alert Shoreline	14.0%	17.9%	15.6%	15.8%	16.8%	13.4%	15.4%
Other	7.7%	9.1%	8.1%	8.4%	8.6%	7.5%	8.2%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q13-1. Availability of information about City services, meetings, &amp; events</u>							
Very Satisfied	15.0%	12.1%	14.5%	14.0%	14.1%	14.2%	14.0%
Satisfied	47.2%	55.3%	48.3%	50.7%	47.8%	52.6%	49.9%
Neutral	31.5%	23.4%	30.1%	27.7%	30.3%	26.6%	28.8%
Dissatisfied	3.6%	5.7%	3.3%	4.7%	3.6%	5.2%	4.3%
Very Dissatisfied	2.7%	3.5%	3.7%	2.8%	4.2%	1.4%	3.0%

Q13-2. City's efforts to provide information on major City issues (e.g. light rail station area planning)

Very Satisfied	17.9%	12.4%	16.2%	16.5%	15.6%	17.3%	16.0%
Satisfied	46.5%	54.4%	49.1%	48.6%	48.9%	49.6%	49.2%
Neutral	21.4%	15.5%	19.2%	20.0%	19.8%	19.3%	19.5%
Dissatisfied	9.7%	11.7%	10.0%	10.0%	9.4%	11.5%	10.4%
Very Dissatisfied	4.4%	6.0%	5.5%	4.8%	6.4%	2.3%	5.0%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q13-3. City's efforts to provide opportunities for public involvement</u>							
Very Satisfied	14.7%	12.3%	13.5%	14.9%	13.7%	14.5%	13.9%
Satisfied	41.0%	45.1%	43.2%	41.4%	42.1%	43.0%	42.4%
Neutral	32.2%	23.5%	25.6%	30.3%	27.6%	31.5%	29.3%
Dissatisfied	9.0%	13.7%	12.8%	9.8%	11.1%	9.8%	10.6%
Very Dissatisfied	3.1%	5.4%	4.9%	3.6%	5.6%	1.2%	3.9%

Q13-4. Quality of content on City's website

Very Satisfied	11.5%	8.7%	10.7%	10.9%	10.1%	11.3%	10.5%
Satisfied	38.5%	38.5%	37.1%	38.2%	38.9%	38.2%	38.5%
Neutral	42.9%	43.8%	44.7%	43.2%	42.9%	43.3%	43.2%
Dissatisfied	4.8%	6.7%	5.6%	5.3%	4.6%	6.3%	5.5%
Very Dissatisfied	2.3%	2.4%	2.0%	2.4%	3.5%	0.8%	2.3%



**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q13. City Communications. Please rate your satisfaction on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")**

N=905

	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q13-5. Quality of content in City's newsletter "CURRENTS"</u>							
Very Satisfied	19.4%	18.2%	14.3%	21.6%	17.1%	21.6%	19.0%
Satisfied	51.4%	49.8%	49.6%	50.7%	50.9%	51.9%	50.9%
Neutral	24.1%	24.0%	28.9%	22.0%	24.6%	23.0%	24.1%
Dissatisfied	3.8%	5.1%	5.6%	3.6%	5.1%	2.9%	4.2%
Very Dissatisfied	1.3%	2.9%	1.5%	2.1%	2.4%	0.6%	1.8%

Q13-6. Quality of City's social media

Very Satisfied	7.1%	8.7%	10.3%	6.8%	8.8%	6.6%	7.7%
Satisfied	33.7%	39.1%	34.6%	34.1%	35.8%	35.5%	35.5%
Neutral	52.4%	41.6%	44.9%	51.9%	46.4%	51.4%	48.7%
Dissatisfied	4.2%	6.2%	7.1%	3.8%	5.5%	3.8%	4.9%
Very Dissatisfied	2.6%	4.3%	3.2%	3.4%	3.6%	2.7%	3.2%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q14-1. Overall image of City</u>						
Very Satisfied	19.9%	20.9%	17.6%	21.3%	21.3%	18.0%	20.3%
Satisfied	57.0%	58.1%	57.8%	57.1%	55.6%	60.1%	57.4%
Neutral	16.5%	14.0%	17.6%	15.0%	16.7%	14.7%	15.6%
Dissatisfied	5.3%	6.3%	5.9%	5.6%	4.8%	6.9%	5.7%
Very Dissatisfied	1.2%	0.7%	1.0%	1.1%	1.6%	0.3%	1.0%

Q14-2. Overall quality of leadership provided by City's elected officials

Very Satisfied	11.6%	6.7%	8.9%	11.0%	11.1%	8.6%	9.9%
Satisfied	38.0%	39.3%	35.5%	39.1%	37.4%	40.3%	38.4%
Neutral	36.0%	37.8%	36.7%	36.9%	35.6%	38.1%	36.6%
Dissatisfied	9.3%	10.0%	13.1%	7.5%	9.3%	9.8%	9.5%
Very Dissatisfied	5.0%	6.3%	5.8%	5.5%	6.6%	3.2%	5.5%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q14. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q14-3. Overall effectiveness of City Manager &amp; City staff</u>						
Very Satisfied	13.5%	9.6%	10.7%	13.4%	12.7%	11.7%	12.2%
Satisfied	37.2%	40.8%	39.7%	37.4%	39.3%	37.9%	38.4%
Neutral	37.4%	33.8%	35.5%	36.5%	35.8%	36.6%	36.2%
Dissatisfied	6.7%	9.2%	6.6%	7.9%	5.6%	10.3%	7.5%
Very Dissatisfied	5.1%	6.7%	7.4%	4.8%	6.6%	3.4%	5.6%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q15. From the choices below, please check how much you agree with the statement "I trust the City of Shoreline to spend my tax dollars responsibly." (without "no opinion")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q15. How much do you agree with the statement?</u>						
Strongly Agree	17.5%	15.3%	15.4%	17.2%	17.9%	15.1%	16.8%
Somewhat agree	57.4%	54.9%	53.6%	58.0%	55.1%	58.9%	56.5%
Somewhat disagree	17.7%	14.5%	17.6%	16.4%	15.5%	18.7%	16.6%
Strongly disagree	7.4%	15.3%	13.5%	8.3%	11.5%	7.3%	10.0%

**Q16. In general, do you think the City of Shoreline is moving in the right direction? (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q16. Is City of Shoreline moving in the right direction?</u>						
Yes	80.7%	80.5%	77.8%	81.3%	79.4%	82.6%	80.6%
No	19.3%	19.5%	22.2%	18.7%	20.6%	17.4%	19.4%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q17-1. As a place to live</u>							
Excellent	41.9%	42.1%	39.4%	43.2%	42.8%	40.7%	42.0%
Good	50.8%	50.3%	50.0%	50.9%	48.3%	53.8%	50.6%
Neutral	5.6%	3.9%	6.8%	4.3%	5.9%	4.1%	5.0%
Below Average	1.4%	2.3%	2.4%	1.2%	1.8%	1.4%	1.7%
Poor	0.3%	1.3%	1.4%	0.4%	1.2%	0.0%	0.7%
<u>Q17-2. As a place to raise children</u>							
Excellent	44.0%	44.2%	40.1%	45.0%	41.7%	46.0%	44.0%
Good	47.3%	47.7%	49.4%	47.0%	48.0%	47.7%	47.5%
Neutral	7.4%	4.9%	7.4%	6.7%	7.6%	5.7%	6.6%
Below Average	1.1%	1.8%	2.2%	0.7%	1.7%	0.6%	1.3%
Poor	0.2%	1.4%	0.7%	0.6%	1.1%	0.0%	0.6%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q17-3. As a place to work</u>							
Excellent	20.1%	16.4%	18.7%	19.6%	16.1%	21.9%	18.8%
Good	38.1%	41.3%	42.6%	36.8%	39.1%	39.6%	39.2%
Neutral	30.5%	28.9%	28.2%	31.1%	34.8%	24.3%	29.9%
Below Average	8.3%	11.1%	5.3%	10.8%	6.5%	12.2%	9.3%
Poor	3.0%	2.2%	5.3%	1.7%	3.4%	2.1%	2.7%

Q17-4. As a place with a variety of housing choices

Excellent	15.8%	11.5%	13.6%	14.8%	12.1%	17.1%	14.3%
Good	48.7%	41.7%	45.4%	47.1%	45.4%	47.2%	46.3%
Neutral	25.0%	33.7%	28.9%	27.5%	29.9%	25.5%	28.0%
Below Average	7.8%	9.0%	7.9%	8.0%	8.8%	7.5%	8.2%
Poor	2.7%	4.2%	4.3%	2.7%	3.8%	2.6%	3.2%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q17-5. As a place to shop</u>							
Excellent	11.1%	11.5%	10.3%	11.6%	10.5%	11.8%	11.2%
Good	37.8%	38.5%	37.5%	38.0%	36.5%	39.5%	38.0%
Neutral	21.5%	22.0%	21.3%	22.5%	23.0%	20.8%	21.7%
Below Average	20.3%	21.1%	20.6%	20.0%	21.0%	20.0%	20.6%
Poor	9.2%	6.9%	10.3%	7.9%	8.9%	7.9%	8.4%

Q17-6. As a place for dining & entertainment options

Excellent	4.6%	7.6%	5.1%	6.1%	6.0%	5.2%	5.6%
Good	22.8%	18.9%	23.6%	19.5%	20.1%	22.4%	21.5%
Neutral	26.5%	29.9%	28.8%	27.9%	29.4%	25.7%	27.7%
Below Average	27.6%	31.2%	25.0%	30.3%	28.8%	28.7%	28.8%
Poor	18.5%	12.3%	17.5%	16.2%	15.7%	18.0%	16.4%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q17. Please rate Shoreline on a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q17-7. Overall quality of life in City</u>							
Excellent	18.1%	18.8%	16.2%	19.6%	17.2%	19.8%	18.3%
Good	63.3%	61.4%	59.8%	63.0%	62.3%	62.8%	62.7%
Neutral	14.7%	15.2%	18.2%	13.9%	15.8%	14.0%	14.8%
Below Average	2.7%	4.0%	4.5%	2.5%	3.6%	2.5%	3.1%
Poor	1.2%	0.7%	1.4%	0.9%	1.2%	0.8%	1.0%



**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q18. Overall, how do you rate the condition of your neighborhood? (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q18. How do you rate condition of your neighborhood?</u>						
Excellent	18.6%	19.9%	12.9%	22.0%	11.4%	29.0%	19.0%
Good	48.6%	49.7%	44.1%	50.9%	48.6%	49.2%	49.0%
Average	27.1%	25.2%	34.6%	22.8%	32.8%	18.5%	26.4%
Below Average	5.0%	5.0%	7.7%	3.8%	6.4%	3.0%	5.0%
Poor	0.7%	0.3%	0.7%	0.5%	0.8%	0.3%	0.6%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q19-1. Maintenance of City parks

Very Satisfied	26.9%	21.5%	26.1%	24.3%	24.4%	26.3%	25.1%
Satisfied	58.5%	61.6%	58.3%	60.3%	60.4%	58.1%	59.5%
Neutral	11.8%	13.0%	12.0%	12.4%	11.7%	13.0%	12.2%
Dissatisfied	2.0%	3.9%	2.8%	2.6%	3.1%	2.0%	2.6%
Very Dissatisfied	0.9%	0.0%	0.7%	0.4%	0.4%	0.6%	0.6%

Q19-2. Maintenance of City playgrounds

Very Satisfied	27.0%	19.8%	23.9%	24.6%	23.6%	26.2%	24.5%
Satisfied	57.7%	64.5%	61.2%	59.8%	61.6%	57.5%	60.0%
Neutral	14.0%	14.1%	14.1%	14.1%	13.7%	14.7%	14.0%
Dissatisfied	1.4%	1.5%	0.8%	1.4%	1.1%	1.6%	1.4%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q19-3. Walking &amp; biking trails in City</u>						
Very Satisfied	20.7%	19.3%	20.2%	20.0%	22.0%	18.2%	20.2%
Satisfied	55.2%	57.4%	58.4%	55.0%	56.3%	56.2%	55.9%
Neutral	18.8%	18.1%	16.0%	20.2%	17.6%	19.8%	18.6%
Dissatisfied	4.7%	5.2%	5.1%	4.7%	3.9%	5.2%	4.9%
Very Dissatisfied	0.6%	0.0%	0.4%	0.2%	0.2%	0.6%	0.4%
 <u>Q19-4. City swimming pool</u>							
Very Satisfied	15.7%	8.8%	11.9%	14.1%	13.7%	13.4%	13.3%
Satisfied	46.5%	51.6%	44.9%	49.5%	46.3%	51.0%	48.3%
Neutral	31.4%	34.1%	35.2%	31.5%	32.4%	32.7%	32.3%
Dissatisfied	5.5%	4.4%	6.3%	4.5%	6.0%	3.0%	5.1%
Very Dissatisfied	0.9%	1.1%	1.7%	0.3%	1.6%	0.0%	1.0%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q19-5. Outdoor athletic fields

Very Satisfied	19.3%	19.6%	18.1%	19.9%	20.5%	18.3%	19.4%
Satisfied	58.3%	53.1%	58.8%	55.2%	56.2%	57.6%	56.6%
Neutral	21.3%	21.0%	18.1%	23.1%	20.0%	21.9%	21.2%
Dissatisfied	1.1%	6.3%	4.9%	1.8%	3.3%	2.2%	2.8%

Q19-6. Ease of registering for programs

Very Satisfied	19.7%	17.3%	18.1%	19.1%	19.1%	19.4%	18.9%
Satisfied	50.3%	46.7%	48.7%	48.8%	47.8%	50.0%	49.1%
Neutral	26.9%	30.5%	28.5%	28.6%	27.9%	28.9%	28.1%
Dissatisfied	2.3%	3.0%	2.6%	2.4%	3.2%	1.3%	2.6%
Very Dissatisfied	0.8%	2.5%	2.1%	1.1%	2.1%	0.4%	1.4%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q19-7. Fees charged for recreation programs

Very Satisfied	19.3%	11.2%	15.2%	17.0%	15.8%	18.3%	16.6%
Satisfied	47.0%	51.5%	43.1%	51.3%	44.8%	52.8%	48.5%
Neutral	30.2%	29.6%	35.8%	27.5%	33.6%	25.2%	30.0%
Dissatisfied	2.5%	4.9%	2.9%	3.1%	3.2%	3.3%	3.3%
Very Dissatisfied	1.0%	2.9%	2.9%	1.0%	2.6%	0.4%	1.7%

Q19-8. Variety of recreation programs

Very Satisfied	19.1%	13.6%	18.5%	16.4%	18.2%	16.4%	17.4%
Satisfied	50.4%	55.1%	46.4%	55.1%	49.5%	54.9%	51.9%
Neutral	27.4%	24.8%	28.8%	25.5%	27.0%	26.5%	26.6%
Dissatisfied	2.2%	5.6%	4.1%	2.8%	3.8%	2.2%	3.3%
Very Dissatisfied	0.9%	0.9%	2.3%	0.2%	1.5%	0.0%	0.9%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q19. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q19-9. Preservation of open space</u>						
Very Satisfied	19.1%	15.4%	21.3%	16.2%	18.8%	16.8%	17.8%
Satisfied	48.4%	49.2%	43.4%	51.3%	47.1%	50.8%	48.7%
Neutral	23.9%	24.2%	25.6%	22.9%	24.8%	23.5%	24.0%
Dissatisfied	6.6%	5.0%	6.6%	5.7%	4.4%	8.3%	6.0%
Very Dissatisfied	2.1%	6.2%	3.1%	3.9%	4.9%	0.6%	3.5%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q20. Which TWO of the parks and recreation items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? (top 2)**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q20. Sum of Top 2 Choices</u>						
Maintenance of City parks	49.3%	41.0%	41.0%	50.3%	43.4%	52.3%	46.5%
Maintenance of City playgrounds	17.1%	15.6%	18.3%	16.1%	16.8%	16.9%	16.6%
Walking & biking trails in City	28.6%	28.7%	23.1%	31.5%	27.3%	30.0%	28.6%
City swimming pool	8.7%	5.5%	7.1%	7.4%	8.4%	6.4%	7.6%
Outdoor athletic fields	7.0%	8.1%	9.8%	6.1%	8.4%	6.4%	7.4%
Ease of registering for programs	3.2%	2.6%	4.1%	2.3%	2.9%	2.9%	3.0%
Fees charged for recreation programs	6.5%	13.7%	12.9%	7.2%	10.7%	6.7%	9.0%
Variety of recreation programs	14.0%	12.7%	15.6%	12.3%	16.0%	10.7%	13.6%
Preservation of open space	37.5%	35.2%	38.0%	36.4%	36.9%	36.7%	36.7%
None chosen	12.4%	15.3%	13.2%	12.8%	12.7%	12.9%	13.4%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q21-1. Availability of public transportation options

Very Satisfied	13.5%	12.5%	11.9%	13.5%	13.0%	12.4%	13.2%
Satisfied	41.3%	38.6%	35.9%	43.1%	39.7%	41.1%	40.4%
Neutral	26.5%	32.7%	30.7%	27.3%	29.7%	27.9%	28.5%
Dissatisfied	15.3%	12.5%	17.0%	13.1%	13.9%	15.2%	14.4%
Very Dissatisfied	3.4%	3.7%	4.4%	3.0%	3.6%	3.4%	3.5%

Q21-2. Availability of bicycle lanes

Very Satisfied	12.0%	17.1%	11.9%	15.0%	12.9%	13.9%	13.7%
Satisfied	30.7%	30.7%	30.8%	29.1%	31.2%	30.1%	30.7%
Neutral	33.3%	33.5%	35.6%	32.8%	36.3%	29.7%	33.3%
Dissatisfied	20.1%	17.9%	17.8%	20.8%	16.6%	23.4%	19.4%
Very Dissatisfied	4.0%	0.8%	4.0%	2.3%	3.0%	2.8%	2.9%



**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q21-3. Availability of sidewalks on major streets & routes

Very Satisfied	9.8%	9.0%	10.5%	9.0%	9.5%	9.6%	9.5%
Satisfied	36.3%	42.1%	35.2%	39.4%	38.0%	38.9%	38.2%
Neutral	25.4%	22.1%	26.5%	23.9%	25.5%	22.5%	24.3%
Dissatisfied	19.9%	14.1%	18.8%	17.3%	18.8%	17.3%	18.0%
Very Dissatisfied	8.6%	12.8%	9.1%	10.4%	8.3%	11.8%	10.0%

Q21-4. Availability of sidewalks near your residence

Very Satisfied	5.7%	5.8%	6.9%	5.2%	5.8%	5.5%	5.7%
Satisfied	20.8%	23.4%	19.7%	22.2%	20.6%	22.7%	21.7%
Neutral	19.8%	21.4%	20.8%	20.8%	19.8%	21.0%	20.3%
Dissatisfied	30.8%	26.4%	30.1%	29.0%	30.9%	27.9%	29.3%
Very Dissatisfied	23.0%	23.1%	22.5%	22.9%	22.8%	23.0%	23.0%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q21. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q21-5. Traffic calming measures in your neighborhood

Very Satisfied	4.6%	4.8%	4.8%	4.6%	4.5%	5.0%	4.6%
Satisfied	25.9%	29.7%	27.9%	26.2%	26.4%	28.1%	27.1%
Neutral	30.8%	30.0%	31.6%	30.8%	32.8%	27.5%	30.5%
Dissatisfied	25.9%	22.0%	19.9%	26.5%	22.6%	26.6%	24.6%
Very Dissatisfied	12.9%	13.6%	15.8%	11.9%	13.6%	12.9%	13.1%

Q21-6. City's efforts for supporting alternative means of transportation such as transit, bicycling, walking

Very Satisfied	9.5%	10.7%	8.4%	10.4%	9.3%	9.8%	9.9%
Satisfied	30.0%	36.0%	29.5%	32.9%	33.3%	30.0%	32.0%
Neutral	39.3%	35.2%	41.0%	37.3%	38.4%	38.2%	37.9%
Dissatisfied	15.9%	13.8%	16.5%	14.1%	13.1%	18.0%	15.2%
Very Dissatisfied	5.4%	4.2%	4.6%	5.3%	5.8%	4.1%	5.0%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q22. Which TWO of the transportation items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years? (top 2)**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
<u>Q22. Sum of Top 2 Choices</u>							
Availability of public transportation options	36.5%	35.5%	38.3%	36.6%	36.9%	36.2%	36.1%
Availability of bicycle lanes	15.7%	10.7%	12.5%	15.2%	13.9%	14.7%	14.0%
Availability of sidewalks on major streets & routes	30.1%	30.3%	28.8%	31.2%	27.7%	34.0%	30.2%
Availability of sidewalks near your residence	37.5%	37.1%	38.3%	37.3%	38.7%	36.5%	37.3%
Traffic calming measures in your neighborhood	33.8%	35.2%	36.3%	32.9%	36.9%	31.4%	34.3%
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	24.1%	21.8%	23.1%	23.5%	24.2%	22.8%	23.3%
None chosen	7.7%	10.4%	7.8%	7.7%	6.8%	8.8%	8.6%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q23-1. Roads & streets (e.g. Aurora Corridor)

Very Satisfied	27.8%	26.8%	23.4%	29.4%	26.2%	29.4%	27.5%
Satisfied	47.5%	46.1%	47.8%	46.4%	47.8%	45.8%	47.0%
Neutral	16.1%	16.4%	18.6%	15.3%	16.6%	15.8%	16.2%
Dissatisfied	6.0%	7.9%	8.8%	5.7%	6.0%	7.5%	6.6%
Very Dissatisfied	2.6%	2.9%	1.5%	3.3%	3.3%	1.4%	2.7%

Q23-2. Parks improvements (e.g. Echo Lake, Twin Ponds & Sunset Park Community Gardens)

Very Satisfied	22.3%	16.6%	18.5%	22.1%	20.9%	20.2%	20.4%
Satisfied	51.2%	52.7%	51.0%	51.2%	50.7%	53.0%	51.7%
Neutral	22.9%	26.1%	25.9%	23.1%	23.9%	24.5%	24.0%
Dissatisfied	3.0%	2.9%	4.5%	2.1%	3.8%	1.7%	3.0%
Very Dissatisfied	0.6%	1.7%	0.0%	1.5%	0.7%	0.7%	0.9%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	

Q23-3. Trails & paths (e.g. Interurban Trail, 195th separated trail, soft trails in parks)

Very Satisfied	21.0%	14.9%	19.0%	19.4%	20.0%	17.9%	19.0%
Satisfied	51.1%	51.6%	52.3%	50.3%	50.9%	52.1%	51.3%
Neutral	24.0%	27.0%	25.7%	24.8%	25.3%	24.6%	25.0%
Dissatisfied	3.3%	4.4%	2.5%	4.0%	2.5%	4.5%	3.7%
Very Dissatisfied	0.6%	2.0%	0.4%	1.4%	1.2%	1.0%	1.1%

Q23-4. Sidewalk improvements (e.g. safe routes to school)

Very Satisfied	13.0%	8.3%	8.6%	13.1%	10.1%	13.0%	11.4%
Satisfied	33.8%	36.7%	37.1%	33.0%	34.0%	36.8%	34.7%
Neutral	27.3%	32.5%	29.0%	29.8%	30.0%	27.8%	29.0%
Dissatisfied	19.2%	14.2%	16.3%	17.6%	18.9%	15.7%	17.6%
Very Dissatisfied	6.7%	8.3%	9.0%	6.4%	7.1%	6.7%	7.2%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q24. Economic development-which means increasing opportunities for more retail, multi-family housing, commercial development, and job growth-helps generate the resources necessary to provide the City services identified as important in the community's vision. Do you support the City's long-term emphasis on economic development? (without "don't know")**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q24. Do you support City's long-term emphasis on economic development?</u>						
Yes	55.1%	56.4%	53.2%	57.0%	57.1%	52.9%	55.5%
Neutral	24.2%	23.5%	22.6%	25.0%	21.6%	28.0%	23.9%
No	20.7%	20.2%	24.2%	18.0%	21.3%	19.1%	20.5%

**Where Respondents Currently Reside and Whether They Own or Rent Their Residence**

**Q25. Shoreline residents have repeatedly identified sidewalks as important. Unfortunately, the need for sidewalks is greater than the resources available to construct them. To give you an idea of how big the need is, the City's complete Pedestrian System Plan includes approximately 153 miles of sidewalks. Of those, only about 75 miles currently exist. Constructing sidewalks is expensive - between \$686,000 and \$1.58 million to construct one mile. Variables that impact costs include storm water drainage, driveways, utility relocations, on-street parking, the grade of the site, ADA requirements, and any structures or landscaping that have been built in the City right-of-way that must be removed. Below are four strategies the City could use to create dedicated funding to construct more sidewalks. In priority order, please select the THREE potential strategies for increasing revenues that you would MOST SUPPORT. (top 3)**

N=905	Q27. Do you own or rent your current residence?		Q29. Do you live East or West of I-5?		Q30. Do you live East or West of Aurora Avenue N?		Total
	Own	Rent	East	West	East	West	
	<u>Q25. Sum of Top 3 Choices</u>						
Increase sales tax	38.5%	38.4%	36.9%	39.8%	41.2%	35.9%	38.5%
Increase car licensing fees (tabs)	49.7%	41.4%	41.4%	50.8%	45.3%	49.9%	46.9%
Implement a business and occupation tax on Shoreline businesses	49.2%	45.3%	46.8%	49.6%	49.6%	46.6%	47.8%
Issue bonds that would be repaid through increases in property taxes	42.5%	47.2%	44.7%	45.0%	44.5%	44.2%	44.1%
None chosen	30.4%	31.6%	32.5%	28.4%	30.7%	29.2%	30.8%

*Section 14:*  
*Survey Instrument*

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*City of Shoreline*

17500 Midvale Avenue North  
Shoreline, WA 98133-4905  
(206) 801-2700 ♦ Fax (206) 546-7868

June 2016

Dear Shoreline Resident,

***Your input on the enclosed survey is extremely important.*** We believe it is crucial to ask our residents 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 your participation is necessary to make the survey a success.***

***We greatly appreciate your time.*** We realize that this survey takes some time to complete, but every question is essential. 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.

***Please return your survey or complete it online sometime during the next week.*** We have selected ETC Institute to administer this survey. ETC Institute will present the results to the City in September. 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, or go to [shorelinecitizensurvey.org](http://shorelinecitizensurvey.org) to complete the survey online.

If you have any questions, please contact Eric Bratton with the City of Shoreline at [ebratton@shorelinewa.gov](mailto:ebratton@shorelinewa.gov) or (206) 801-2217. Thanks again for taking the time to let your voice be heard.

Sincerely,

Debbie Tarry  
City Manager  
City of Shoreline

# Year 2016 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 ongoing effort to provide quality services that the people of Shoreline need and value. If you have questions, please call Communications Program Manager Eric Bratton at 206-801-2217.

1. **Counting yourself, how many people live in your household?** \_\_\_\_\_

2. **Counting yourself, how many people in your household are:**

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

<b>Quality of Services and Facilities</b>
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3. **Please rate your overall satisfaction with major categories of services provided by the City of Shoreline on a scale of 5 to 1 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
1. Overall quality of police services	5	4	3	2	1	9
2. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
3. Overall effectiveness of the City's code enforcement program	5	4	3	2	1	9
4. Overall effectiveness of City communication with the public	5	4	3	2	1	9
5. Overall quality of the City's storm water runoff/storm water management system	5	4	3	2	1	9
6. Overall flow of traffic and congestion management in Shoreline <i>(excluding Interstate-5)</i>	5	4	3	2	1	9
7. Overall quality of human services <i>(e.g. support for people in times of need)</i> offered by the City	5	4	3	2	1	9
8. Overall effectiveness of City's efforts to sustain environmental quality	5	4	3	2	1	9
9. Overall quality of service provided by the City of Shoreline	5	4	3	2	1	9

4. **Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** *[Please indicate your 1st, 2nd, and 3rd choices by writing the numbers from Question 3 above in the spaces below.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

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

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall maintenance of City streets	5	4	3	2	1	9
2. Maintenance of streets in your neighborhood	5	4	3	2	1	9
3. Maintenance of sidewalks in Shoreline	5	4	3	2	1	9
4. Mowing and trimming along City streets and other public areas	5	4	3	2	1	9
5. Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
6. Adequacy of City street lighting in your neighborhood	5	4	3	2	1	9
7. Adequacy of storm drainage services in your neighborhood	5	4	3	2	1	9
8. Garbage/recycling provider services	5	4	3	2	1	9
9. Maintenance of public trees along City streets	5	4	3	2	1	9

6. Which TWO of the maintenance items listed in Question 5 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 5.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

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

How satisfied are you with the City of Shoreline's efforts regarding:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of garbage, junk, or debris on private property	5	4	3	2	1	9
2. Enforcing removal of abandoned/junk autos	5	4	3	2	1	9
3. Enforcement of graffiti removal from private properties	5	4	3	2	1	9

8. Which of the city codes and ordinances items listed in Question 7 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answer below using the numbers from the list in Question 7.]

Highest Priority: \_\_\_\_\_

**Public Safety**

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

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of local police protection	5	4	3	2	1	9
2. City's efforts to prevent crime	5	4	3	2	1	9
3. Enforcement of local traffic laws	5	4	3	2	1	9
4. Enforcement of drug laws	5	4	3	2	1	9
5. Enforcement of prostitution laws	5	4	3	2	1	9
6. Enforcement of property crime laws	5	4	3	2	1	9
7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, and other factors	5	4	3	2	1	9
8. How much you can trust Shoreline Police officers	5	4	3	2	1	9
9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	5	4	3	2	1	9

10. Which TWO of the public safety items listed in Question 9 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Please indicate your 1st and 2nd choices by writing the numbers from Question 9 above in the spaces below.]

1st: \_\_\_\_ 2nd: \_\_\_\_

11. On a scale of 5 to 1, 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
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In city parks and trails	5	4	3	2	1	9
4. In other public areas in Shoreline	5	4	3	2	1	9
5. Overall feeling of safety in Shoreline	5	4	3	2	1	9

**Communications**

12. From which of the following have you received information about City projects, issues, services, and events? [Check all that apply.]

- \_\_\_\_ (01) City newsletter "CURRENTS"
- \_\_\_\_ (02) City's Parks and Recreation Guide
- \_\_\_\_ (03) City cable channel (Comcast 21 or Frontier 27)
- \_\_\_\_ (04) City website
- \_\_\_\_ (05) City's social media sites (Facebook, Twitter, Instagram)
- \_\_\_\_ (06) Online resources (e.g., Shoreline Area News, Nextdoor, Secret Shoreline)
- \_\_\_\_ (07) Involvement in neighborhood association or Shoreline Watch
- \_\_\_\_ (08) Television news
- \_\_\_\_ (09) Alert Shoreline
- \_\_\_\_ (10) Other: \_\_\_\_\_

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

How satisfied are you with the following aspects of city communication:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City services, meetings, and events	5	4	3	2	1	9
2.	City's efforts to provide information on major City issues (e.g. light rail station area planning)	5	4	3	2	1	9
3.	City's efforts to provide opportunities for public involvement	5	4	3	2	1	9
4.	The quality of the content on the City's website	5	4	3	2	1	9
5.	The quality of the content in the City's newsletter "CURRENTS"	5	4	3	2	1	9
6.	The quality of the City's social media	5	4	3	2	1	9

**Leadership and Quality of Life**

14. **Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item on a scale of 5 to 1, 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
1.	Overall image of the City	5	4	3	2	1	9
2.	Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
3.	Overall effectiveness of the City Manager and city staff	5	4	3	2	1	9

15. **From the choices below, please check how much you agree with the statement "I trust the City of Shoreline to spend my tax dollars responsibly."**

(4) Strongly agree     
  (2) Somewhat disagree     
  (9) No opinion  
 (3) Somewhat agree     
  (1) Strongly disagree

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

(1) Yes     
  (2) No     
  (3) Don't know

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

How would you rate Shoreline:		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4.	As a place with a variety of housing choices	5	4	3	2	1	9
5.	As a place to shop	5	4	3	2	1	9
6.	As a place for dining and entertainment options	5	4	3	2	1	9
7.	Overall quality of life in the City	5	4	3	2	1	9

18. **Overall, how do you rate the condition of your neighborhood?**

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

## Parks and Recreation

19. Please rate Shoreline on a scale of 5 to 1 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
1. Maintenance of City parks	5	4	3	2	1	9
2. Maintenance of City playgrounds	5	4	3	2	1	9
3. Walking and biking trails in the City	5	4	3	2	1	9
4. City swimming pool	5	4	3	2	1	9
5. Outdoor athletic fields	5	4	3	2	1	9
6. Ease of registering for programs	5	4	3	2	1	9
7. Fees charged for recreation programs	5	4	3	2	1	9
8. Variety of recreation programs	5	4	3	2	1	9
9. Preservation of open space	5	4	3	2	1	9

20. Which TWO of the parks and recreation items listed in Question 19 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Please indicate your 1st and 2nd choices by writing the numbers from Question 19 in the spaces below.]

1st: \_\_\_\_ 2nd: \_\_\_\_

## Transportation and Land Use

21. Please rate Shoreline on a scale of 5 to 1 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
1. Availability of public transportation options	5	4	3	2	1	9
2. Availability of bicycle lanes	5	4	3	2	1	9
3. Availability of sidewalks on major streets and routes	5	4	3	2	1	9
4. Availability of sidewalks near your residence	5	4	3	2	1	9
5. Traffic calming measures in your neighborhood	5	4	3	2	1	9
6. City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	5	4	3	2	1	9

22. Which TWO of the transportation items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years? [Please indicate your 1st and 2nd choices by writing the numbers from Question 21 above in the spaces below.]

1st: \_\_\_\_ 2nd: \_\_\_\_

## Capital Investments

23. Please rate Shoreline on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with the capital investments the City of Shoreline has recently made?	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Roads and streets (e.g. Aurora Corridor)	5	4	3	2	1	9
2. Parks improvements (e.g. Echo Lake, Twin Ponds and Sunset Park Community Gardens)	5	4	3	2	1	9
3. Trails and paths (e.g. Interurban Trail, 195th separated trail, soft trails in parks)	5	4	3	2	1	9
4. Sidewalk improvements (e.g. safe routes to school)	5	4	3	2	1	9

24. **Economic development—which means increasing opportunities for more retail, multi-family housing, commercial development, and job growth—helps generate the resources necessary to provide the City services identified as important in the community's vision.**

**Do you support the City's long-term emphasis on economic development?**

\_\_\_(1) Yes     \_\_\_(2) Neutral     \_\_\_(3) No     \_\_\_(9) Don't know

25. **Shoreline residents have repeatedly identified sidewalks as important. Unfortunately, the need for sidewalks is greater than the resources available to construct them. To give you an idea of how big the need is, the City's complete Pedestrian System Plan includes approximately 153 miles of sidewalks. Of those, only about 75 miles currently exist. Constructing sidewalks is expensive – between \$686,000 and \$1.58 million to construct one mile. Variables that impact costs include storm water drainage, driveways, utility relocations, on-street parking, the grade of the site, ADA requirements, and any structures or landscaping that have been built in the City right-of-way that must be removed.**

**Below are four strategies the City could use to create dedicated funding to construct more sidewalks. In priority order, please select the THREE potential strategies for increasing revenues that you would MOST SUPPORT. [Please write-in your answers below using the numbers from the options listed below for your 1st, 2nd, and 3rd choices, or check "NONE".]**

1. Increase sales tax
2. Increase car licensing fees (*tabs*)
3. Implement a business and occupation tax on Shoreline businesses
4. Issue bonds that would be repaid through increases in property taxes

1st Support: \_\_\_     2nd Support: \_\_\_     3rd Support: \_\_\_     NONE

### Demographics

26. **Approximately how many years have you lived in the City of Shoreline?** \_\_\_\_\_ years
27. **Do you own or rent your current residence?** \_\_\_(1) Own     \_\_\_(2) Rent
28. **What is your zip code?** \_\_\_\_\_
29. **Do you live east or west of I-5?** \_\_\_(1) East     \_\_\_(2) West
30. **Do you live east or west of Aurora Avenue N.?** \_\_\_(1) East     \_\_\_(2) West
31. **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
32. **Your gender:** \_\_\_(1) Male     \_\_\_(2) Female
33. **Are you or members of your household of Hispanic or Latino ancestry?** \_\_\_(1) Yes     \_\_\_(2) No

**34. Which of the following best describes your race/ethnicity? [Please check ALL that apply.]**

(1) African American/Black       (3) Asian       (5) Pacific Islander  
 (2) White/Caucasian       (4) Native American       (6) Other: \_\_\_\_\_

**35. Is English the primary language spoken in your home?**  (1) Yes       (2) No

**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 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. Thank you.