

CITY OF SHORELINE
SHORELINE CITY COUNCIL
SUMMARY MINUTES OF SPECIAL MEETING

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

Conference Room 303 - Shoreline City Hall
17500 Midvale Avenue North

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

ABSENT: None

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

GUESTS: Jason Morado, Senior Project Manager

At 5:51 p.m., the meeting was called to order by Mayor Roberts.

Eric Bratton, Communications Program Manager, introduced Jason Morado, ETC Institute Senior Project Manager, and said he will be presenting 2016 Citizen Satisfaction Survey results.

Mr. Morado provided an overview of the methodology used in the survey. He presented the respondents' demographics and displayed a map identifying where they reside in Shoreline. He said the Survey has a 95% confidence level and a plus or minus 3% margin of error. He shared results revealed that residents are generally satisfied with city services; Shoreline rated at or above the national average in 22 of 33 areas assessed; and the overall quality of services ranked 12% higher than both regional and national averages. He conveyed that the flow of traffic and congestion, and the quality of police services are the two areas the City needs to address, and that the quality of human services ranked third. He reviewed overall satisfaction ratings trends, the most significant rating increases and decreases for 2004, 2014, and 2016, and the Importance-Satisfaction ratings.

Councilmembers discussed the police services results and how to help people feel safe. They questioned the quality of human services and code enforcement results. They stated the City does not provide direct human services, and asked if respondents were indicating that too much or too little code enforcement is provided. They discussed stormwater management results, and noted the increase in satisfaction could be attributed to addressing stormwater issues at Ronald Bog. They discussed the sidewalk maintenance results, and inquired about the neutral rating.

At 6:45 p.m. the meeting was adjourned.

Bonita Roznos, Deputy City Clerk