

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE:	Discussing the 2020 Resident Satisfaction Survey Results		
DEPARTMENT:	City Manager's Office		
PREPARED BY:	Eric Bratton, Communications Program Manager		
ACTION:	<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 tenth resident 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 residents' 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 2021-2022 budget review and adoption process. The results will be publicized on the City's website and through its monthly newsletter, *Currents*.

Tonight, staff will be joined by Chris Tatham, Chief Executive Officer of ETC Institute, which has conducted the survey since 2004, to present the results of the survey.

RESOURCE/FINANCIAL IMPACT:

There is no financial impact associated with this agenda item.

RECOMMENDATION

No action is required at this time. The report is for information purposes only. Staff recommends that council discuss the results and findings of the 2020 Resident Satisfaction Survey.

ATTACHMENTS:

Attachment A: Draft 2020 City of Shoreline Resident Satisfaction Survey Findings Report

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

City of Shoreline Resident Satisfaction Survey

Findings Report

...helping organizations make better decisions since 1982

2020

Submitted to the City of Shoreline, WA

By:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

July 2020

9b-2





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2020 City of Shoreline Resident Satisfaction Survey Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Shoreline during the summer of 2020. The purpose of the survey was to help the City of Shoreline ensure that the city's priorities continue to match the needs and desires of residents. This is the ninth time ETC Institute has administered the *DirectionFinder*® survey for the City of Shoreline. The first survey was administered in 2004.

The six-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the City of Shoreline. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Shoreline from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 800 residents. The goal was exceeded, with 946 residents completing the survey. The overall results for the sample of 946 households have a precision of at least $\pm 3.2\%$ at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Shoreline with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflect the utilization and awareness of city services, the percentage of "don't know" responses have been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- an executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2004, 2018 and 2020 community surveys,
- benchmarking data that show how the results for Shoreline compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Effects of COVID-19 Pandemic

Residents were asked five questions in the 2020 survey that addressed the COVID-19 pandemic. When asked how their financial situation had been impacted, 51% indicated the value of their stocks/investments had gone down, while 44% indicated they had not been impacted financially because of COVID-19. Fourteen percent (14%) of respondents believed they would have problems paying for necessities during the pandemic, and 23% thought their financial situation would get worse in the weeks ahead. Nearly one-fourth (23%) indicated they or someone in their household had filed for unemployment, and 2% indicated they would like to file for unemployment but cannot access the system. Lastly, most respondents (84%) were “very confident” or “confident” that the City of Shoreline would bounce back from the COVID-19 pandemic.

Overall Satisfaction with City Services and Facilities

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of City parks and recreation programs and facilities (76%), overall quality of police services (66%), the overall travel time for trips on Shoreline streets (64%), and the overall quality of services provided by the City of Shoreline (64%).

Based on the sum of their top three choices, the City services that residents indicated should receive the most emphasis over the next two years were: 1) overall response to homelessness, 2) overall quality of human services, and 3) overall quality of police services. The City of Shoreline’s quality of services ranked 16% above the national average.

Overall Ratings and Perception of the City

Residents were asked to rate the City of Shoreline as a place to live, work, and raise children. Based upon the combined percentage of “excellent” and “good” responses among respondents *who had an opinion*, the highest ratings for the City were: as a place to live (91%), as a place to raise children (89%), and the overall quality of life in the City (78%). When respondents were asked to rate the overall condition of their neighborhood, 18% indicated their neighborhood is in “excellent” condition, and 50% consider the condition of their neighborhood as “good”.

Satisfaction with Specific City Services

- **City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: garbage and recycling provider services (87%), adequacy of storm drainage services in neighborhoods (67%), and the overall cleanliness of City streets and other public areas (62%). The top two City maintenance items respondents felt should receive the most emphasis over the next two years were: 1) the overall maintenance of City streets and 2) the maintenance of sidewalks in Shoreline.
- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the enforcement of graffiti removal from private properties (37%), and enforcing removal of abandoned and/or junk autos (31%). The top code enforcement item that respondents felt should receive the most emphasis over the next two years is enforcing the clean-up of garbage, junk, or debris on private property.
- **Public Safety.** Overall satisfaction with public safety items that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall quality of local police protection (69%), level of trust in officers to do the right thing (61%), and the level of respect Shoreline Police officers show residents (59%). The top two aspects of public safety residents indicated should receive the most emphasis over the next two years, were: 1) level of respect Shoreline Police officers show residents and 2) response to property crime.
- **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*, were: the quality of content in the City’s newsletter (71%), the City’s efforts to provide information on major City issues (63%) and the availability of information about City services, meetings, and events (59%).
 - Respondents were asked to indicate what sources they use to get information about City issues, services, and events. The most selected sources were: the City newsletter “CURRENTS” (90%), the City’s Parks and Recreation Guide (77%), and online resources (52%).
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of City parks (79%), maintenance of City playgrounds (76%), and walking and biking trails in the City (71%). The two parks and recreation services respondents indicated should receive the most emphasis over the next two years were: 1) the maintenance of City parks and 2) walking and biking trails in the City.

- **Transportation and Land Use.** The highest levels of satisfaction with City transportation and land use, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of public transportation options (57%), availability of bicycle lanes (46%), and the availability of sidewalks on major streets and routes (44%). The top two transportation and land use items that residents indicated should receive the most emphasis over the next two years were: 1) availability of sidewalks in neighborhoods and 2) availability of sidewalks on major streets and routes.

Additional Findings and Recommendations

- Respondents were asked to indicate how safe they feel in various situations. Based upon the combined percentage of “very safe” and “safe” responses among residents who had an opinion, respondents feel safest: in their neighborhoods during the day (94%), overall in the City of Shoreline (81%), and in their neighborhoods at night (76%).
- The overall satisfaction with leadership and the quality of life in Shoreline, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall image of the City (74%) and the overall effectiveness of the City Manager and the City staff (57%).
- Respondents were asked to indicate their level of agreement with how much they trust the City of Shoreline with their tax dollars. Twelve percent (12%) indicated they “strongly agree” and 54% indicated they “somewhat agree” that they can trust the City of Shoreline to spend their tax dollars responsibly.
- Seventy-six percent (76%) of respondents, who had an opinion, believe the City is moving in the right direction.
- Ninety percent (90%) of residents, who had an opinion, feel Shoreline is a welcoming and inclusive community.
- Sixty-four percent (64%) of respondents, who had an opinion, support finding new funding sources for roads and sidewalk maintenance programs, even if it means raising fees or taxes.

How the City of Shoreline Compares to Other Communities Nationally

Satisfaction ratings for the City of Shoreline **rated above the U.S. average in 26 of the 37 areas** that were assessed. The City of Shoreline rated significantly higher than the U.S. average (difference of 5% or more) in 22 of these areas. Listed below are the areas where Shoreline rated 10% or more above the U.S. average:

- Adequacy of storm drainage service in neighborhoods (+23%)
- City's efforts to provide opportunities for public involvement (+23%)
- Overall effectiveness of City Manager & City staff (+21%)
- City's efforts to provide information on major City issues (+20%)
- As a place to live (+20%)
- As a place to raise children (+19%)
- Availability of information about City services, meetings, and events (+17%)
- Overall effectiveness of City communication with the public (+16%)
- Overall quality of service provided (+16%)
- Overall quality of leadership provided by City's elected officials (+15%)
- Availability of public transportation options (+15%)
- Overall quality of City parks & rec programs/facilities (+15%)
- Garbage/recycling provider services (+14%)
- Overall image of City (+13%)
- Walking & biking trails in City (+13%)

How the City of Shoreline Compares to Other Communities Regionally

Satisfaction ratings for the City of Shoreline **rated above the average for the Northwest Region in 25 of the 37 areas** that were assessed. The City of Shoreline rated significantly higher than this average (difference of 5% or more) in 21 of these areas. Listed below are the areas where Shoreline rated 10% or more above the average for the Northwest Region:

- As a place to raise children (+30%)
- As a place to live (+27%)
- Overall quality of leadership provided by City's elected officials (+26%)
- Adequacy of storm drainage service in neighborhoods (+24%)
- Overall effectiveness of City Manager & City staff (+24%)
- City's efforts to provide opportunities for public involvement (+24%)
- Overall quality of service provided (+22%)
- City's efforts to provide information on major City issues (+21%)
- Overall effectiveness of City communication with the public (+18%)
- Availability of information about City services, meetings, and events (+15%)
- As a place to work (+14%)
- Garbage/recycling provider services (+12%)
- Overall image of City (+12%)
- Availability of bicycle lanes (+12%)
- Maintenance of City parks (+10%)
- Walking & biking trails in City (+10%)

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 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 4 of this report.

Overall Priorities for the City by Major Category. This 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 priorities for investment over the next two years to raise the City's overall satisfaction rating are listed below:

- Overall response to homelessness (IS Rating = 0.3597)
- Overall quality of human services (IS Rating = 0.2175)

The table below shows the importance-satisfaction rating for all 11 major categories of City services that were rated.

2020 Importance-Satisfaction Rating Shoreline, Washington Quality of Services and Facilities						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very Priority (IS >.20)						
Overall response to homelessness	47%	1	24%	11	0.3597	1
Overall quality of human services (e.g. support for people in times of need) offered by City	38%	2	42%	9	0.2175	2
High Priority (IS .10-.20)						
Overall efforts to promote diversity & inclusiveness in the community	30%	4	44%	8	0.1660	3
Overall quality of police services	34%	3	66%	2	0.1159	4
Overall effectiveness of City's efforts to sustain environmental quality	28%	5	60%	7	0.1142	5
Medium Priority (IS <.10)						
Overall effectiveness of City's code enforcement program	11%	10	39%	10	0.0686	6
Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	19%	7	65%	3	0.0671	7
Overall quality of service provided by City of Shoreline	18%	8	64%	4	0.0659	8
Overall quality of City parks & recreation programs & facilities	24%	6	76%	1	0.0593	9
Overall effectiveness of City communication with the public	15%	9	62%	6	0.0578	10
Overall quality of City's stormwater runoff/stormwater management system	7%	11	62%	5	0.0259	11

Section 1

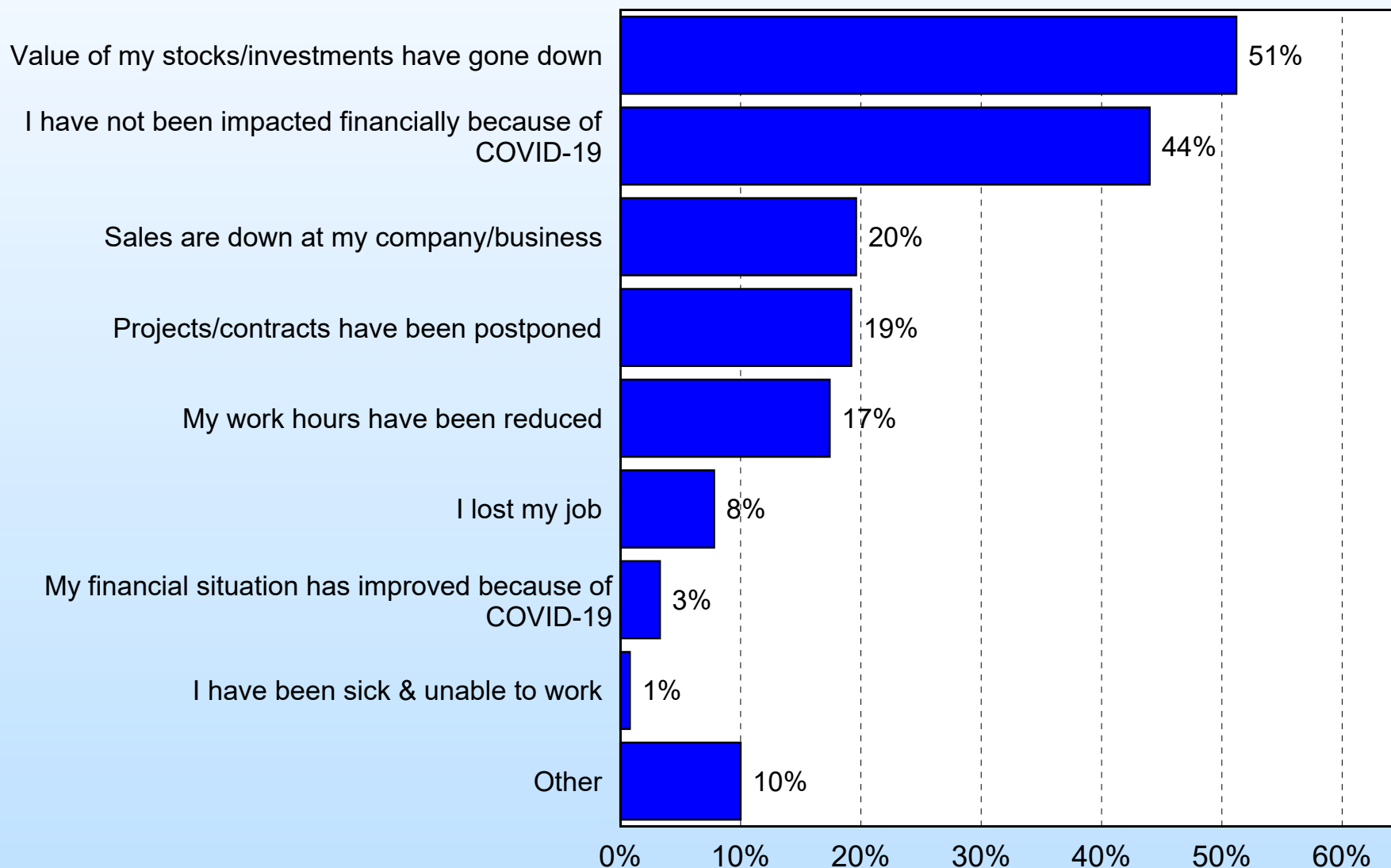
Charts and Graphs

City of Shoreline **2020 DirectionFinder** **Survey Results**

Effects of COVID-19 Pandemic

Q1. How Residents' Financial Situation Has Been Impacted As a Result of the COVID-19 Outbreak

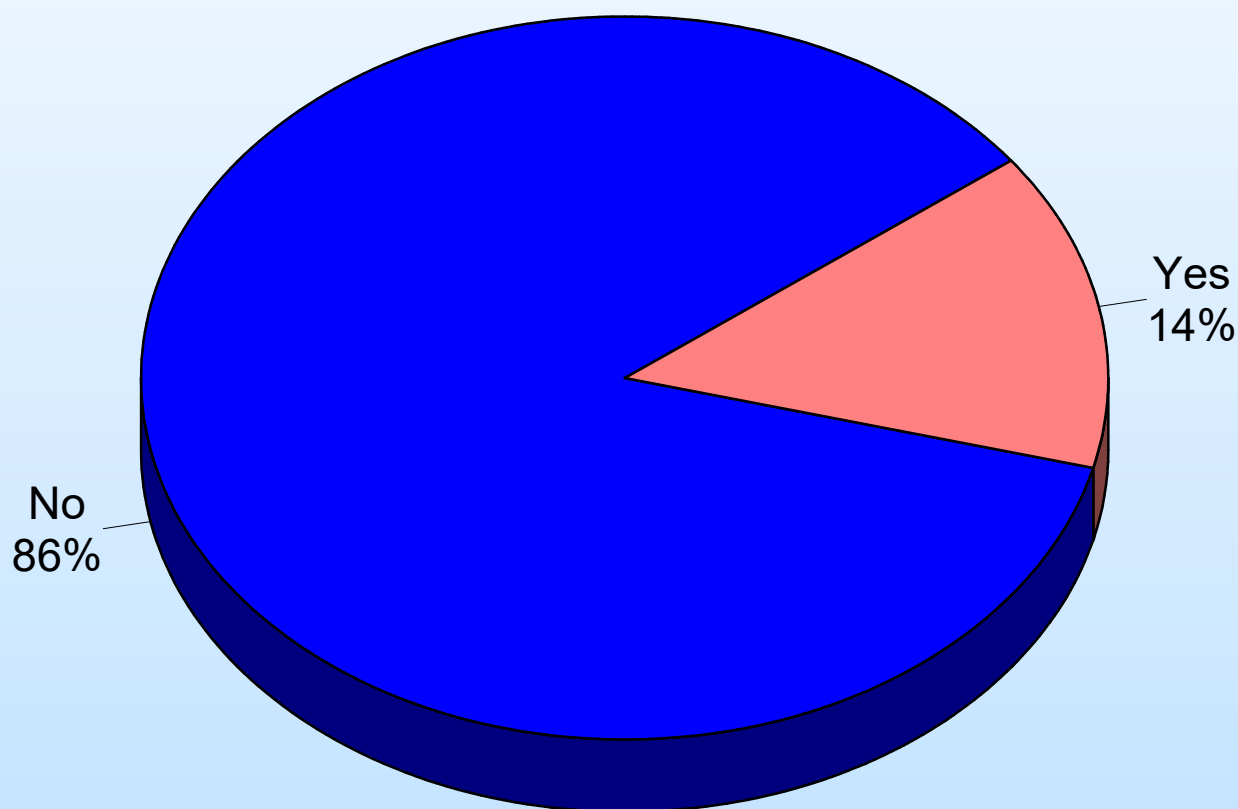
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2020- Shoreline, WA)

Q2. Do you think you will have problems paying for necessities during the COVID-19 pandemic?

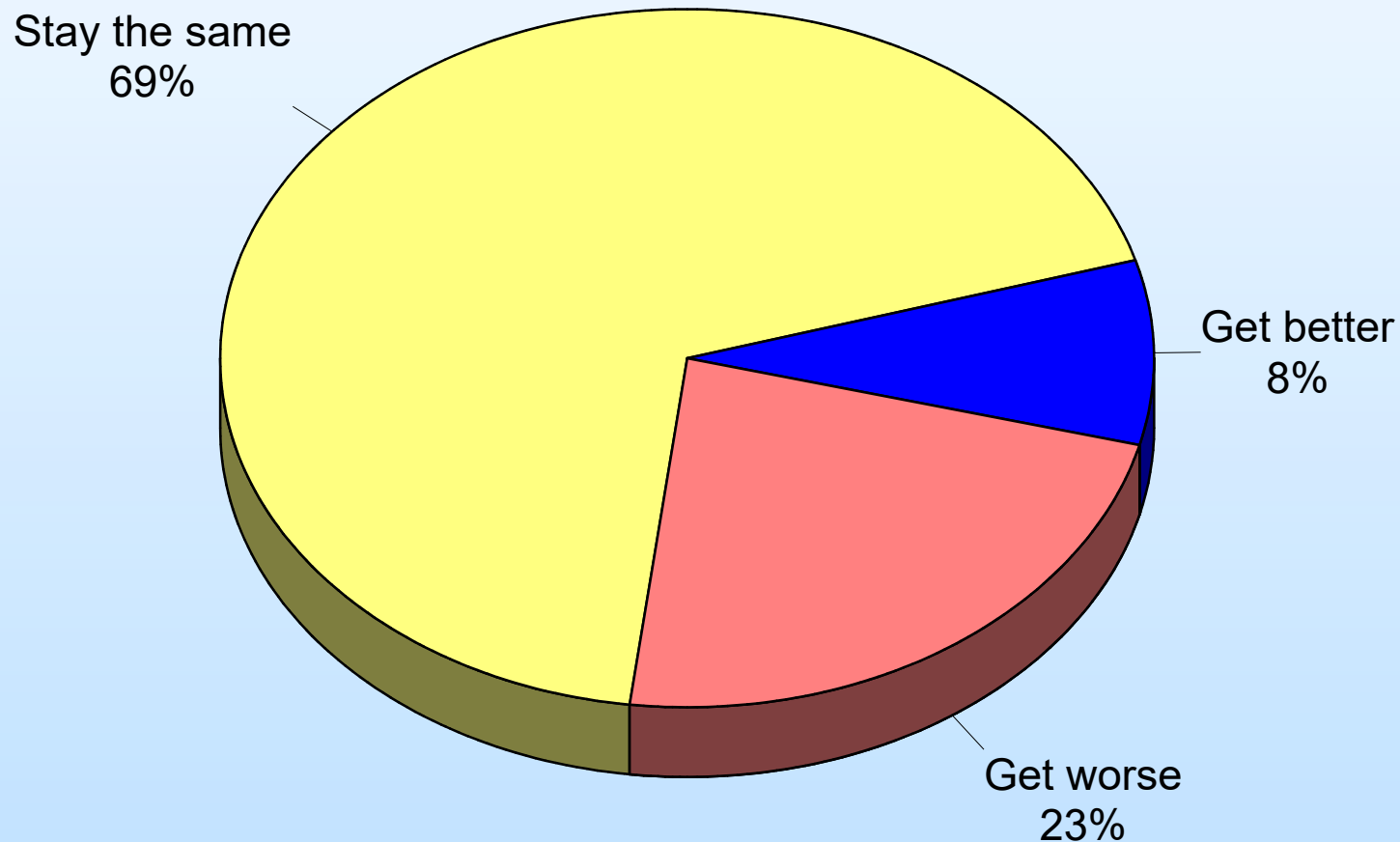
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q3. How do you think your financial situation will change in the weeks ahead?

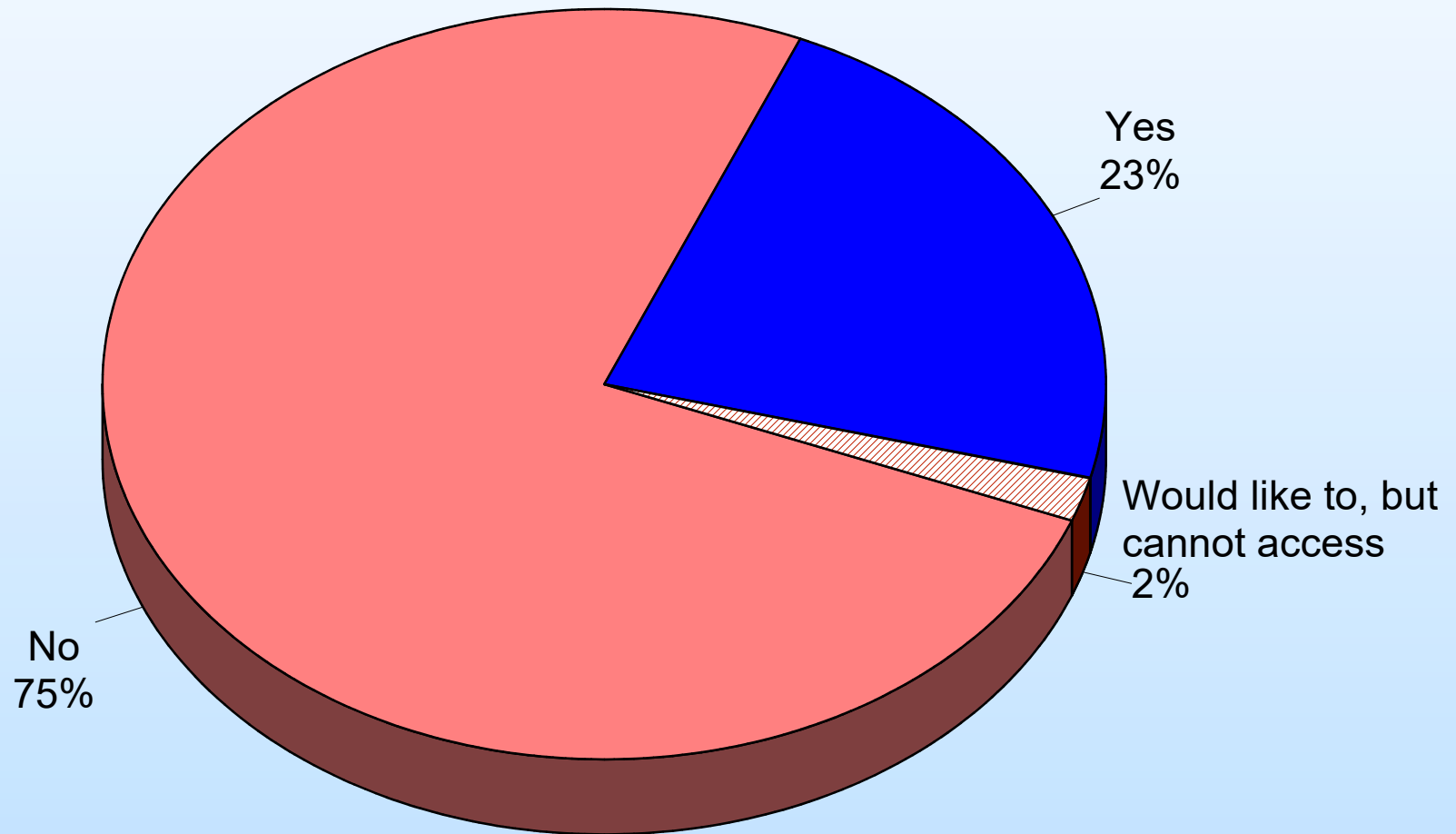
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q4. Have you or someone in your household filed for unemployment?

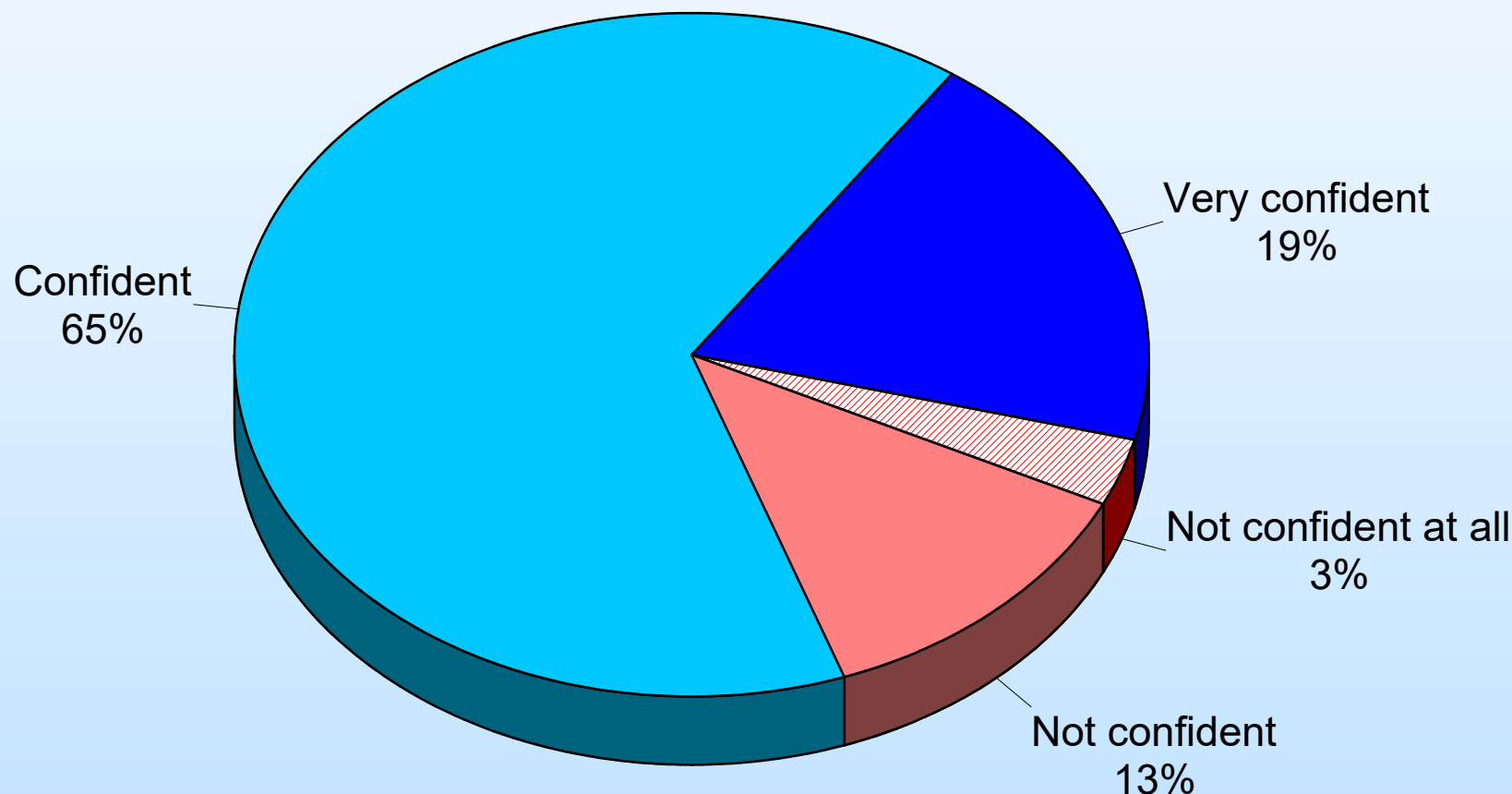
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q5. How confident are you that the City of Shoreline will bounce back from the COVID-19 pandemic?

by percentage of respondents (excluding don't knows)

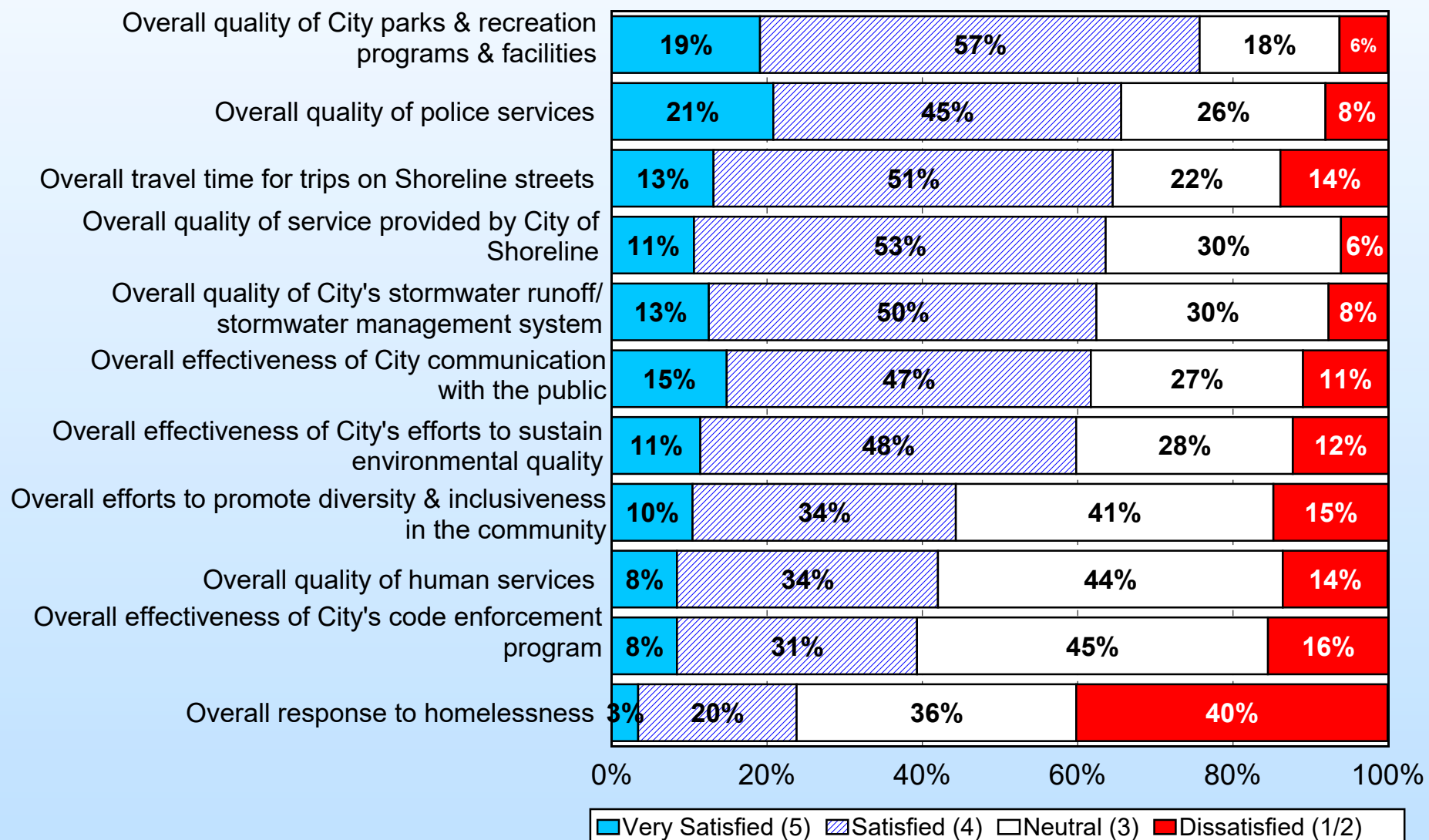


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Quality of Services and Facilities

Q6. Overall Satisfaction With City Services by Major Category

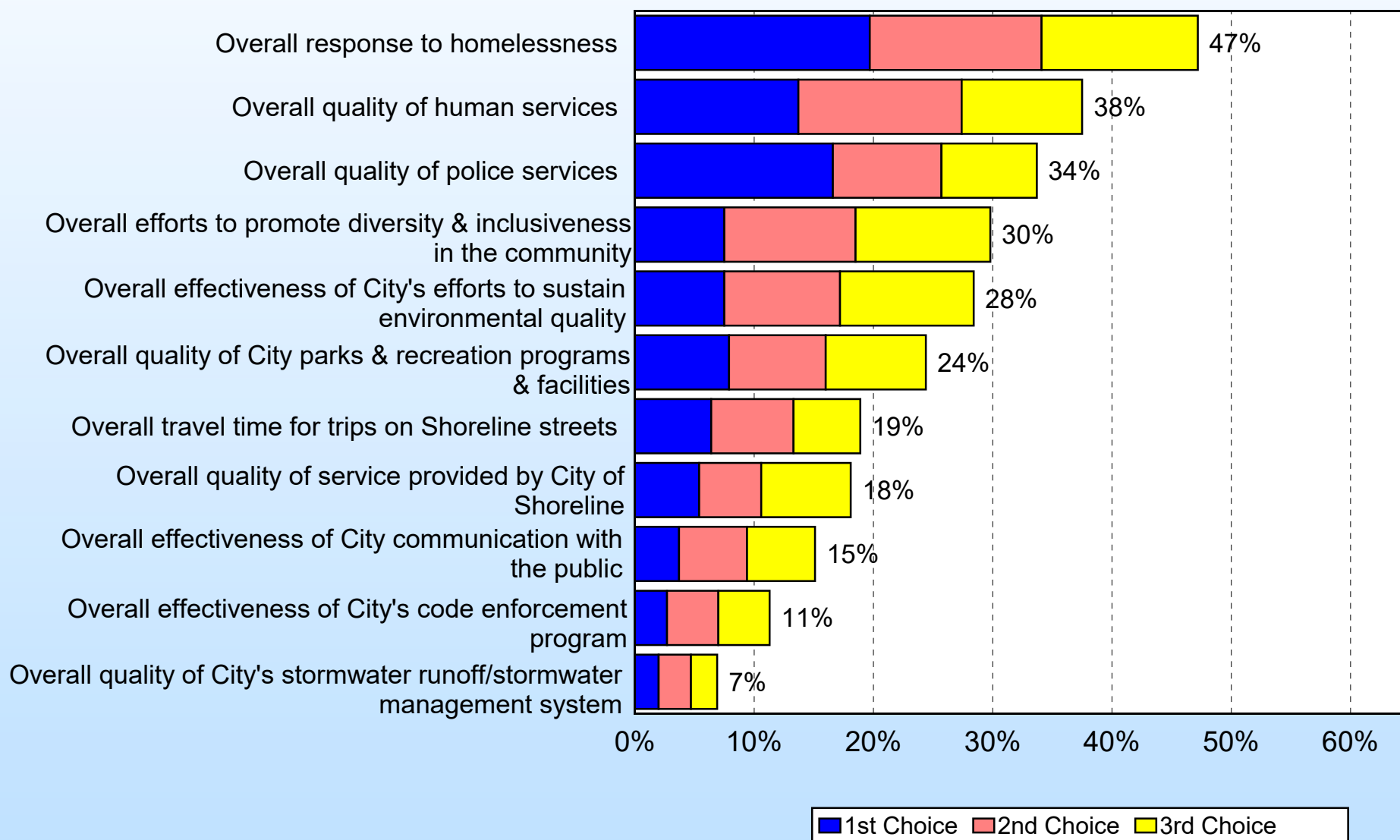
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q7. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

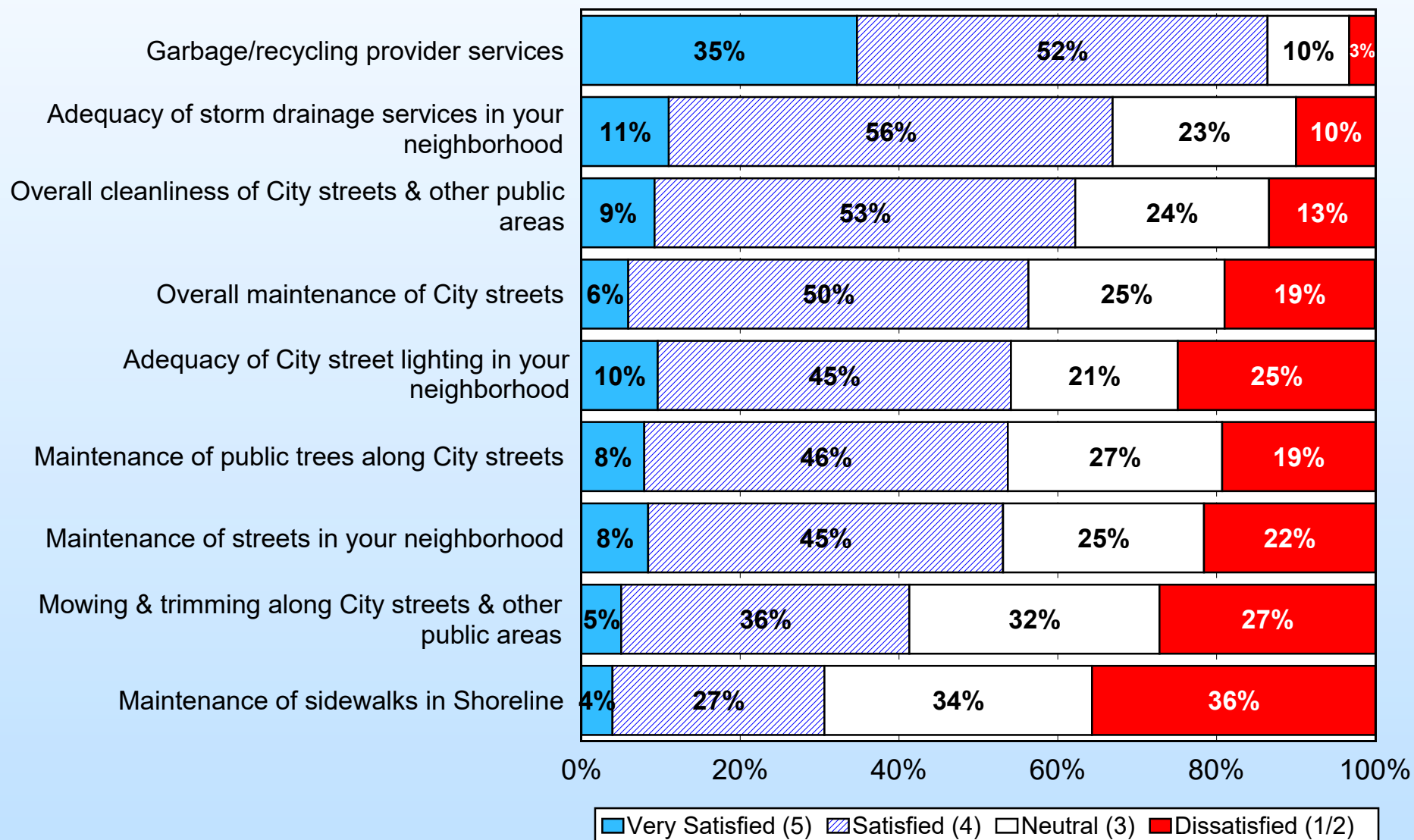
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q8. Satisfaction with City Maintenance

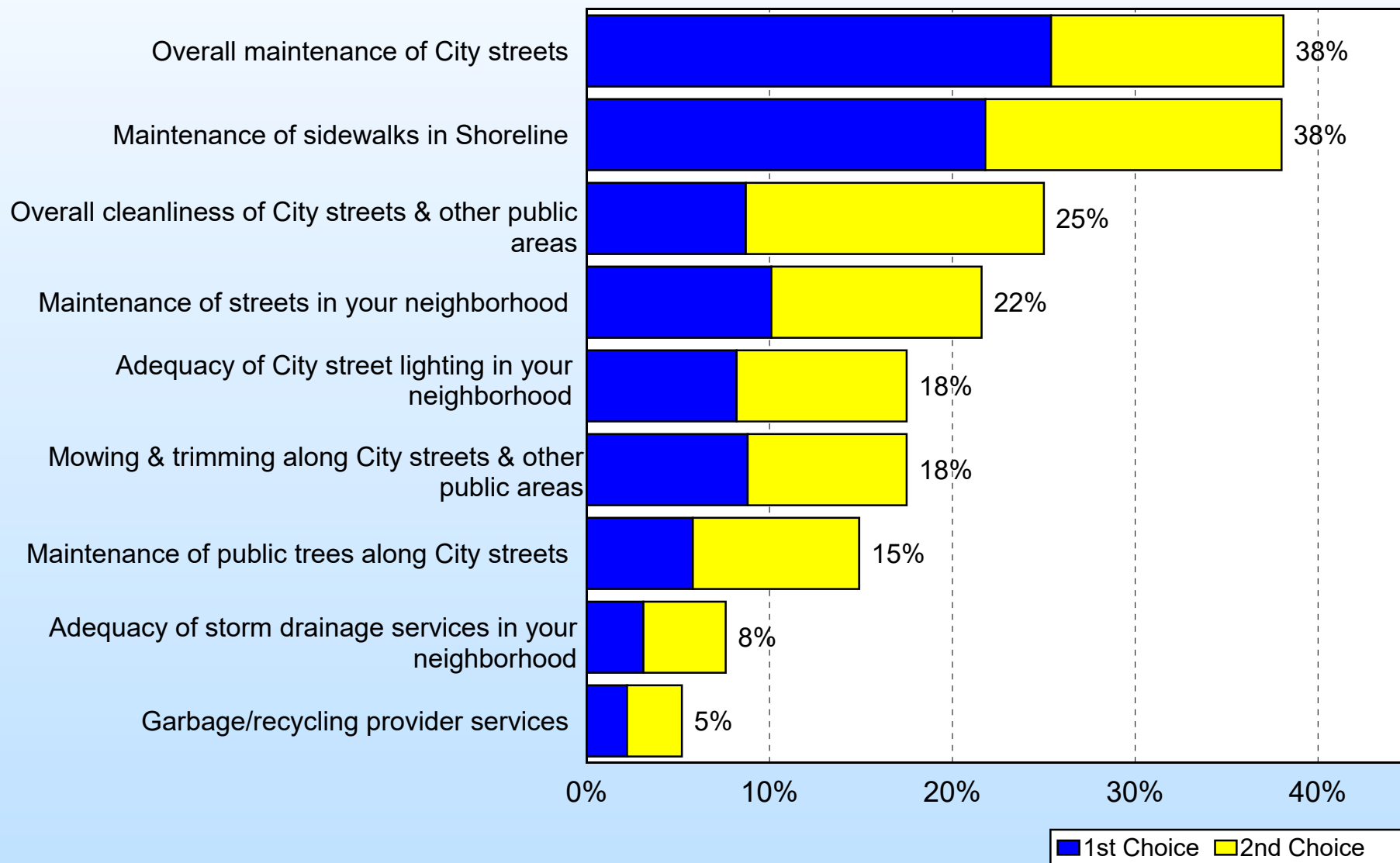
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q9. Aspects of City Maintenance That Should Receive the Most Emphasis Over the Next Two Years

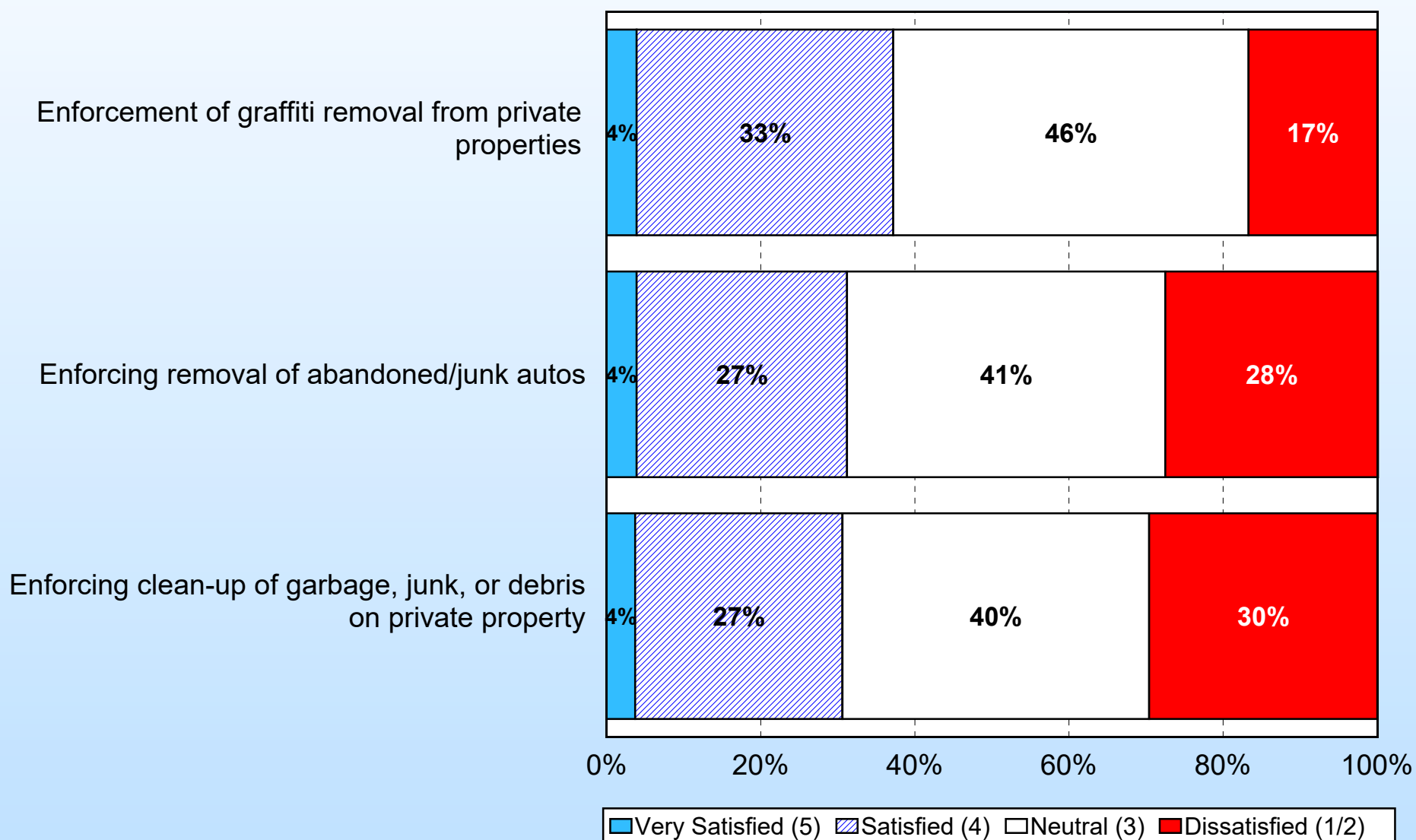
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q10. Satisfaction with the Enforcement of City Codes and Ordinances

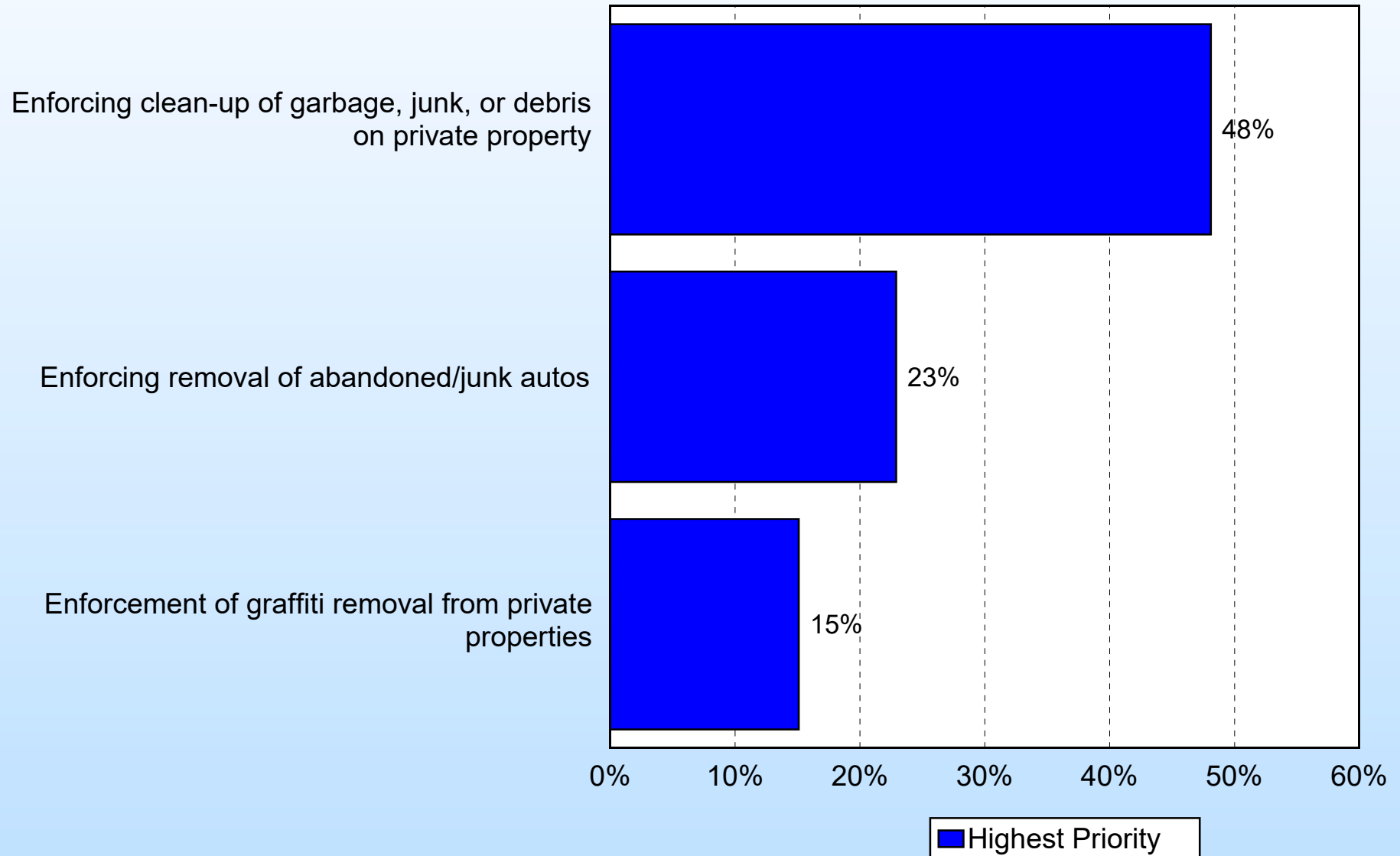
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q11. 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

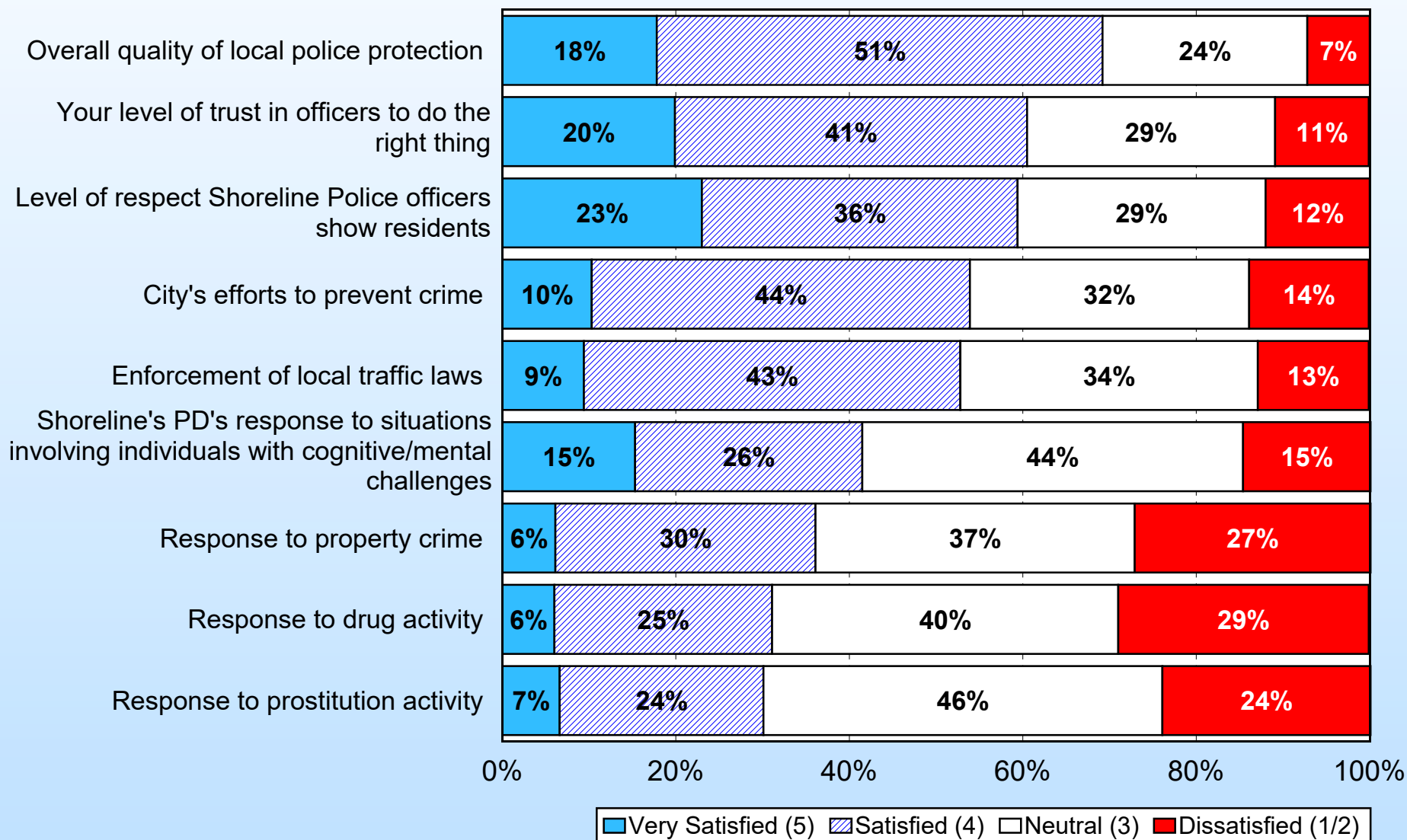


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Public Safety

Q12. Satisfaction with Public Safety

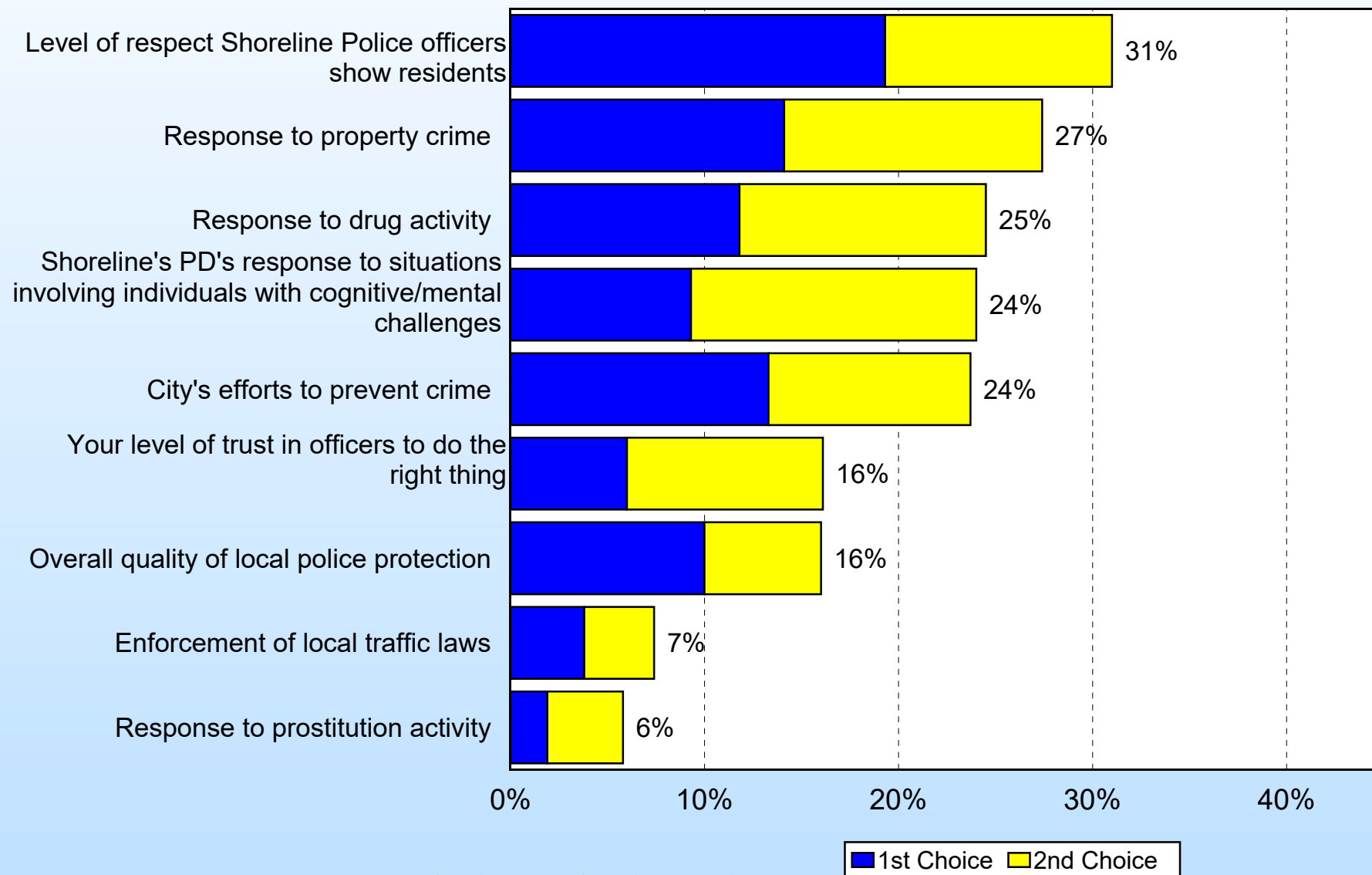
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q13. Aspects of Public Safety That Should Receive the Most Emphasis Over the Next Two Years

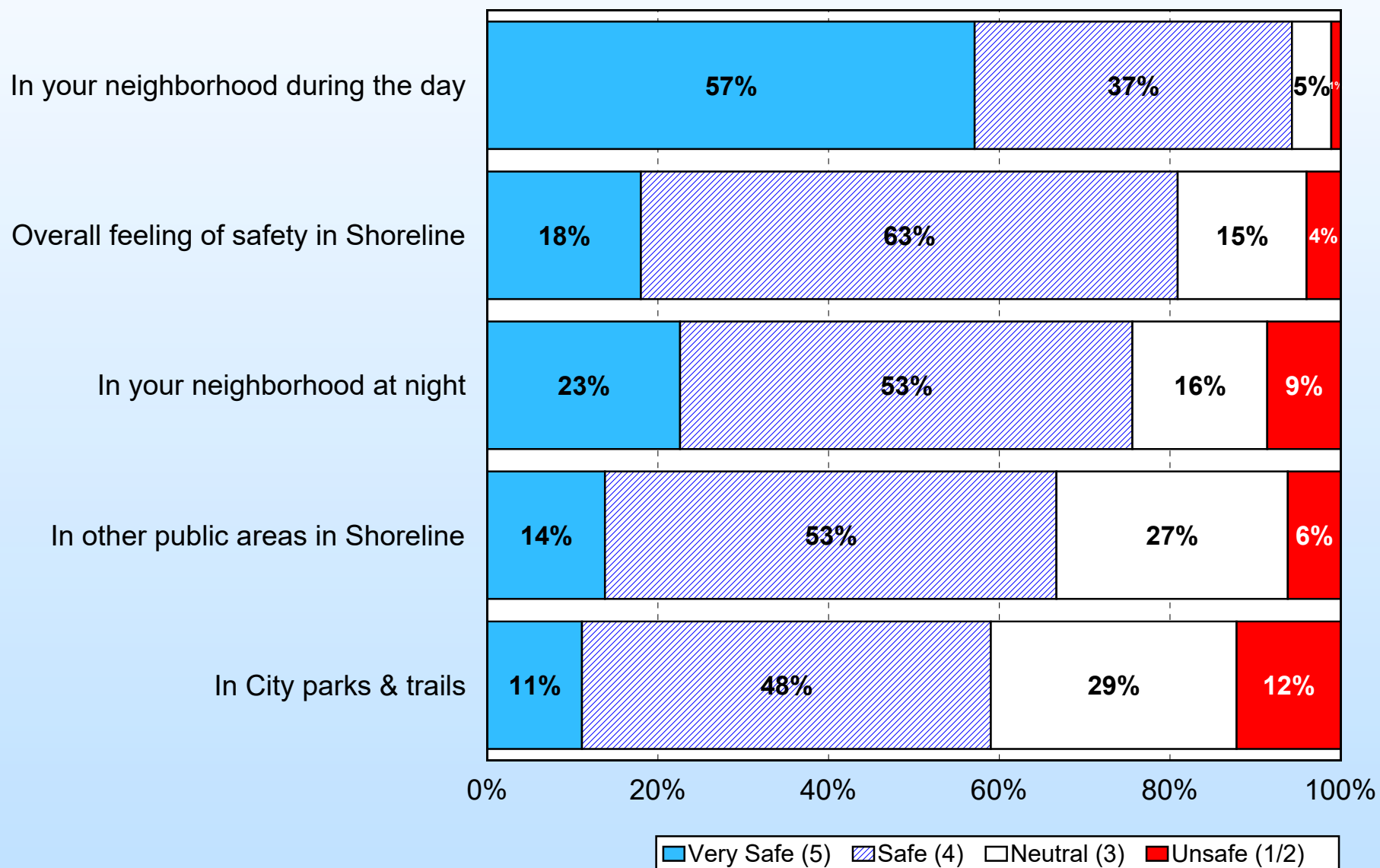
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q14. 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)

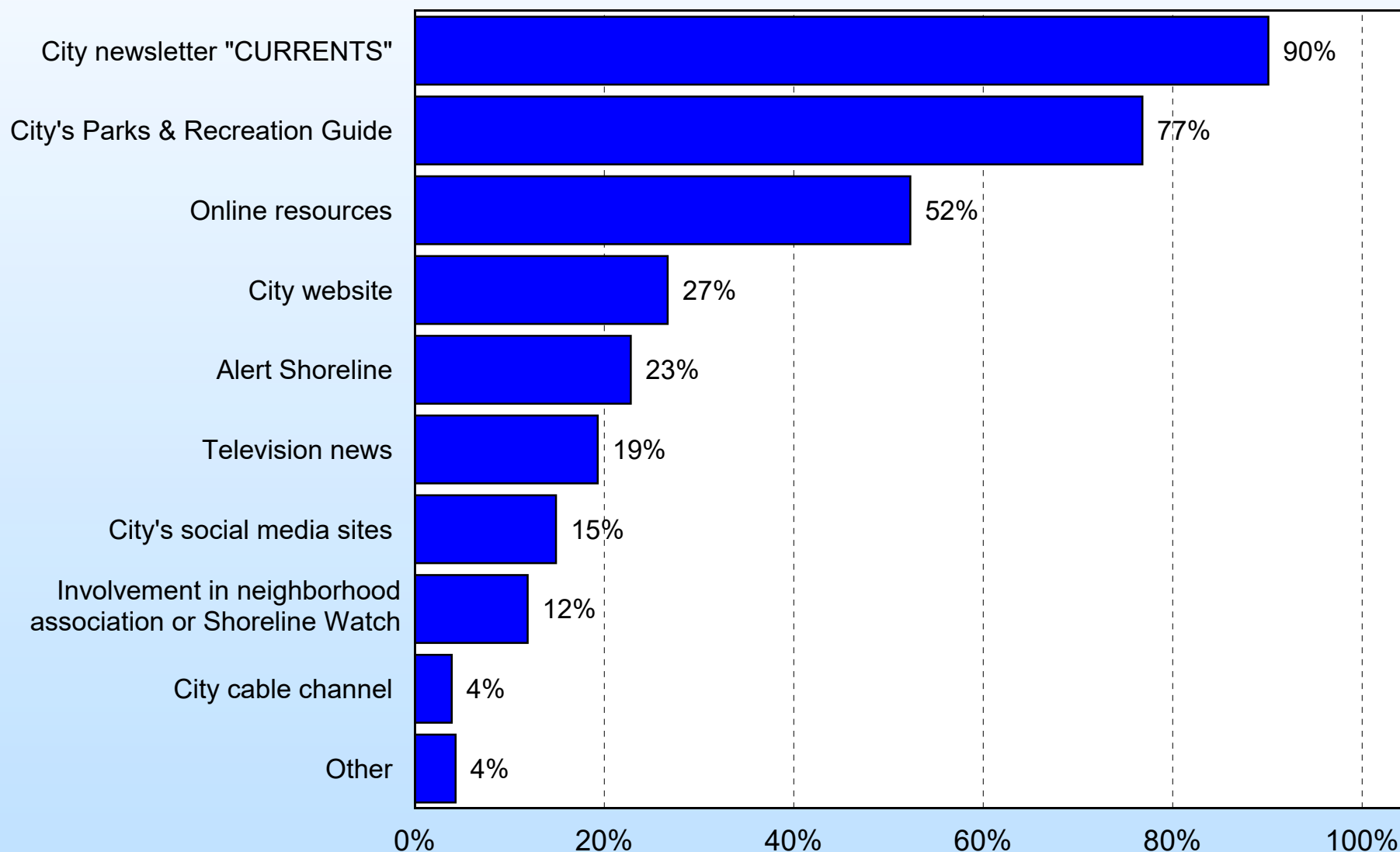


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Communication

Q15. How Residents Receive Information About City Issues, Services, and Events

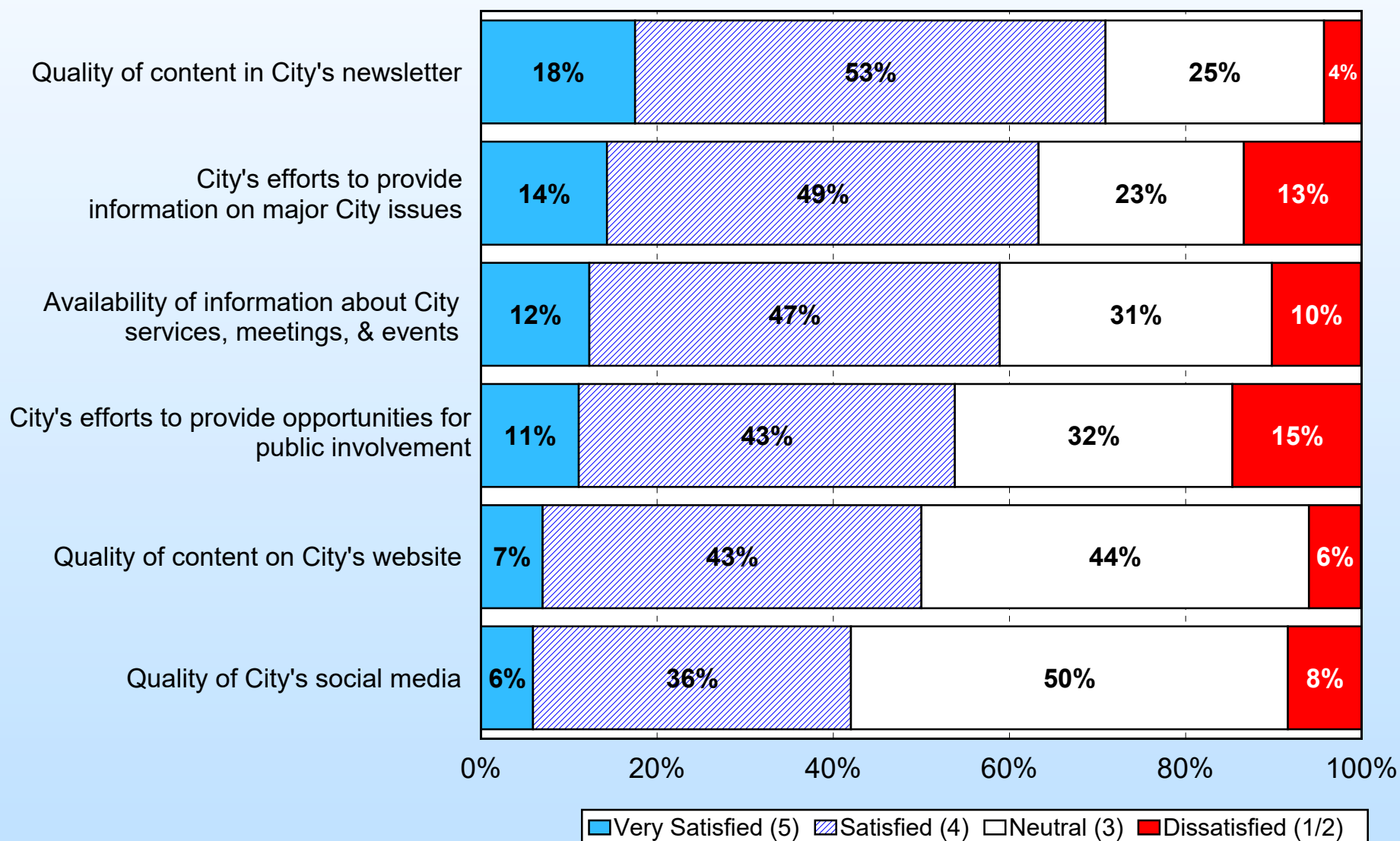
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q16. Satisfaction with City Communication

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

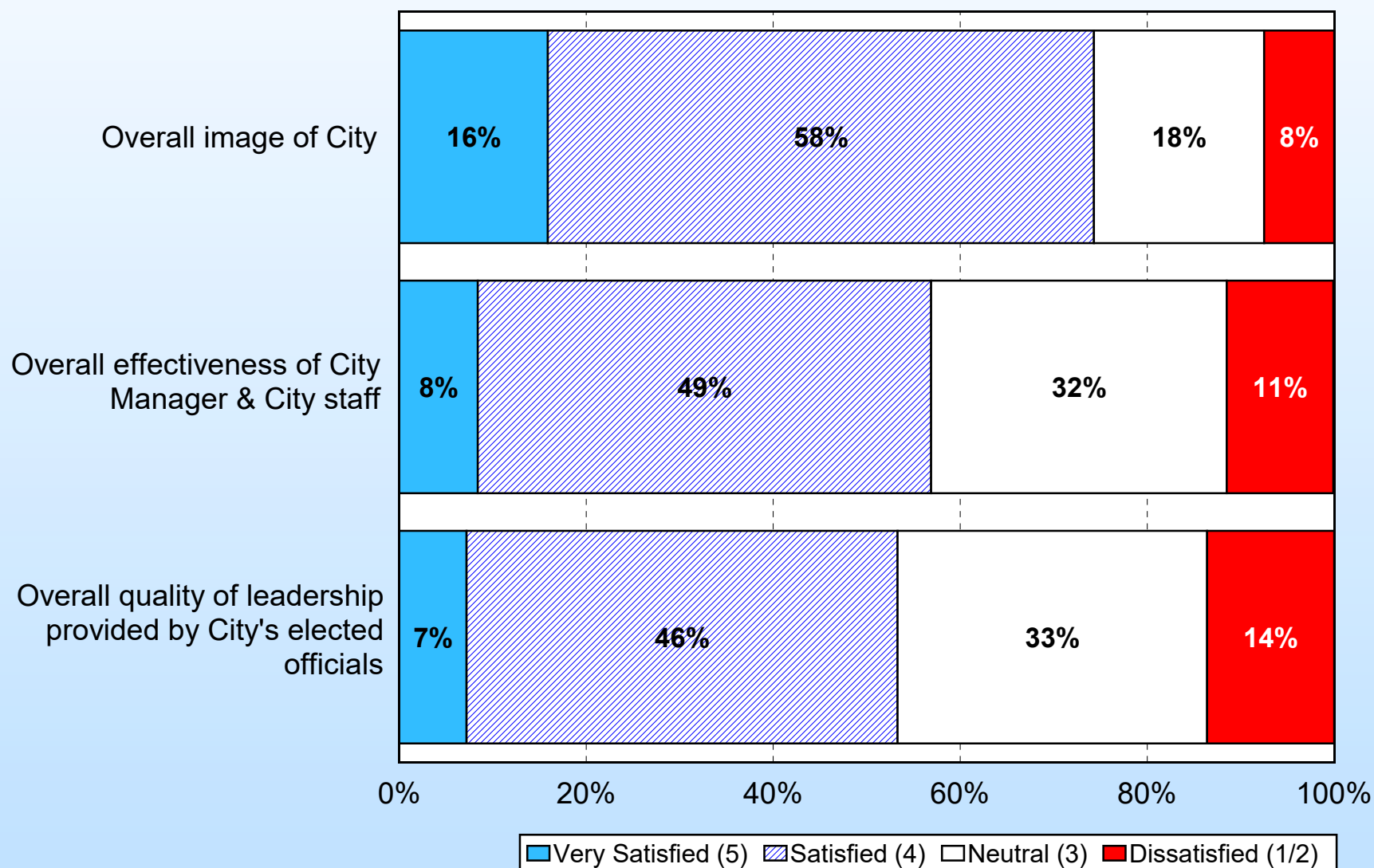


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Leadership and Quality of Life

Q17. Satisfaction with Various Items That May Influence Respondents' Perception of the City of Shoreline

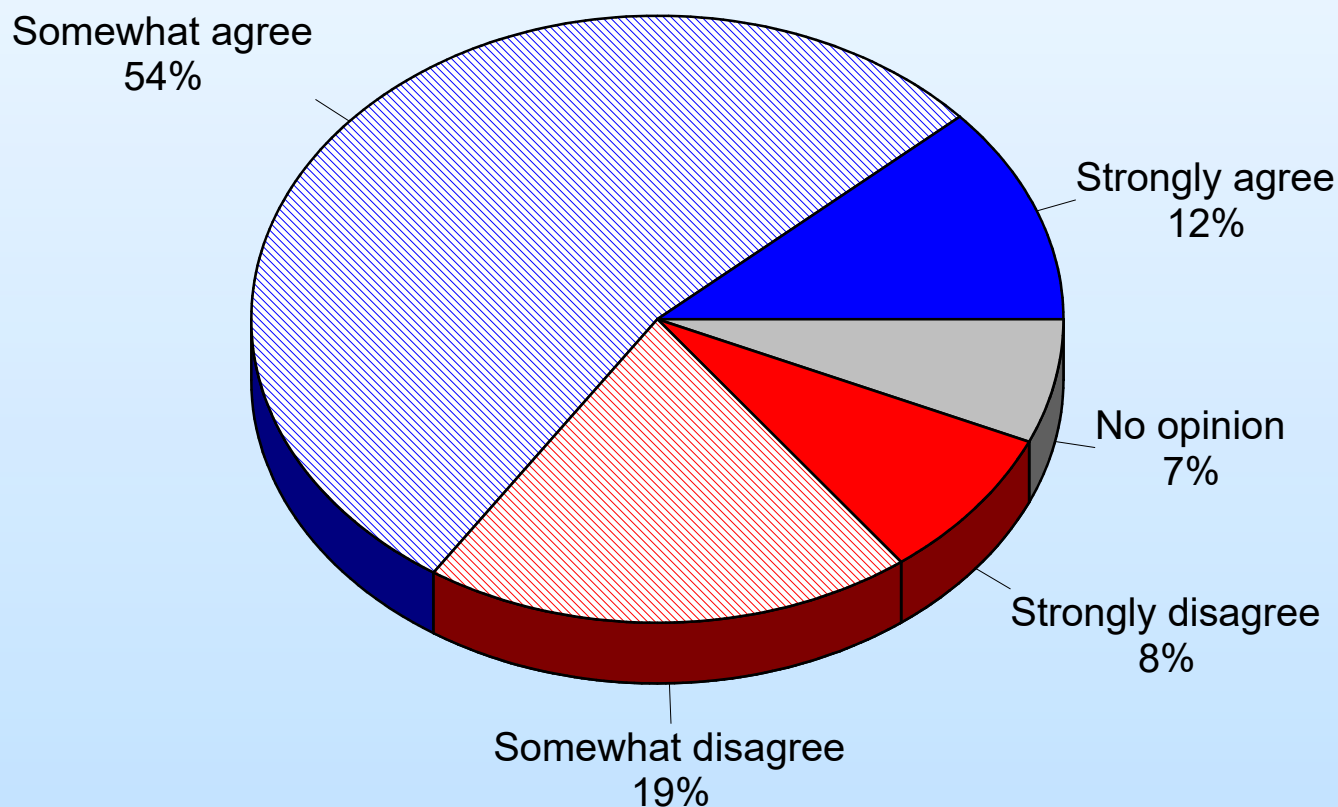
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q18. How much do you agree with the statement “I trust the City of Shoreline to spend my tax dollars responsibly”?

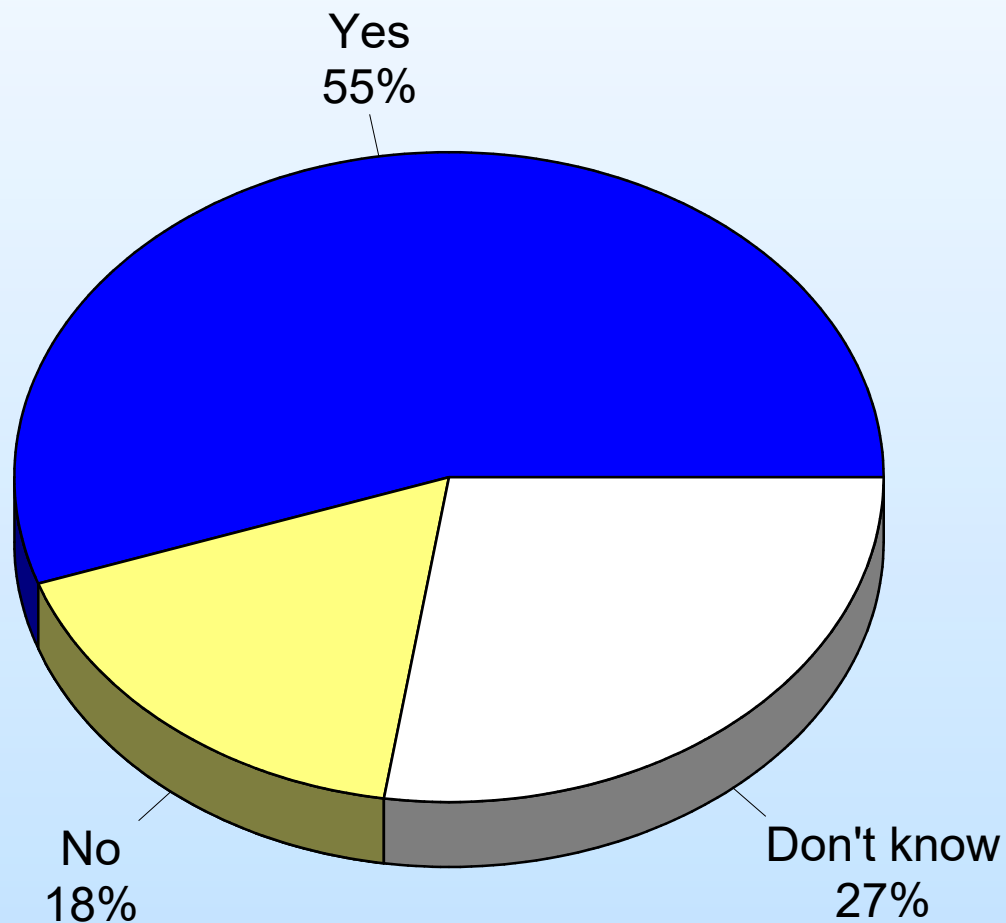
by percentage of respondents (excluding not provided)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q19. In general, do you think the City of Shoreline is moving in the right direction?

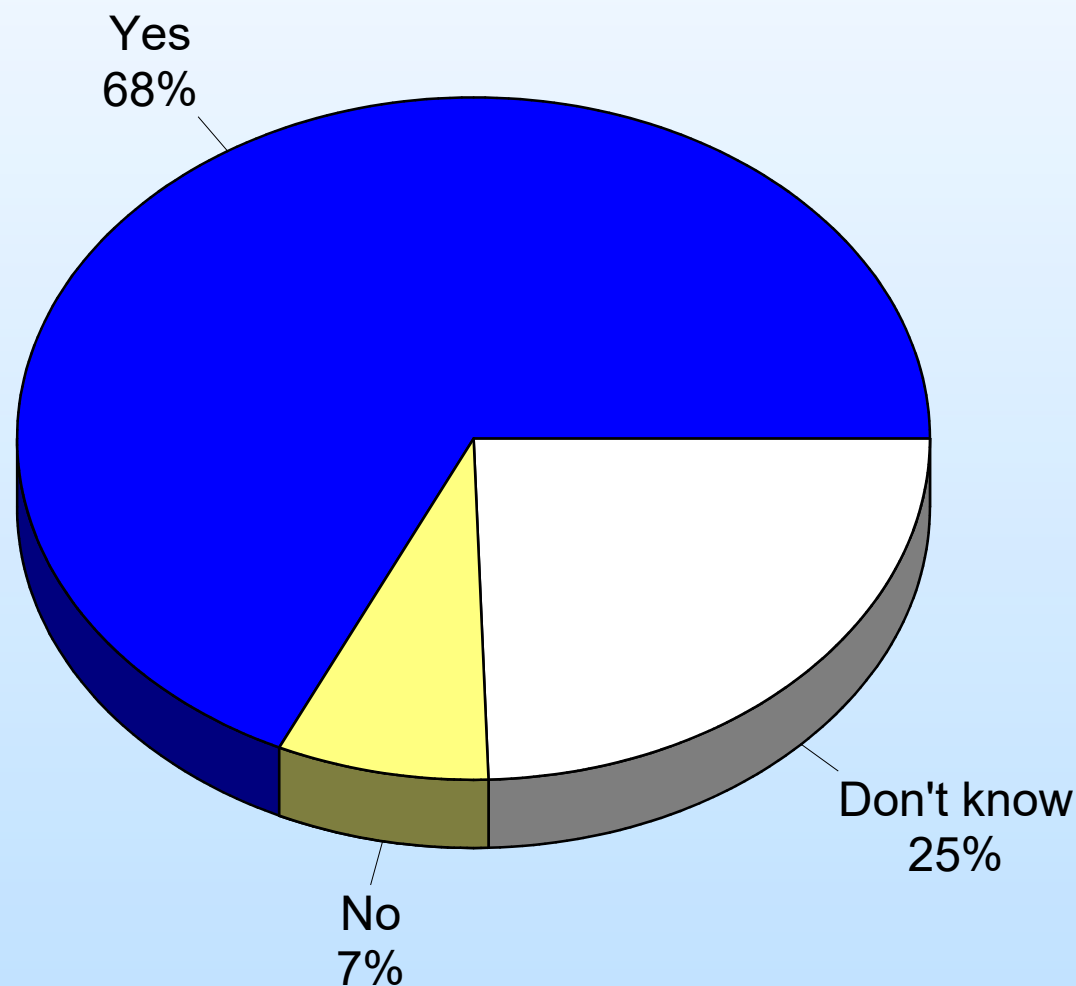
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q20. In general, do you believe Shoreline is a welcoming and inclusive community?

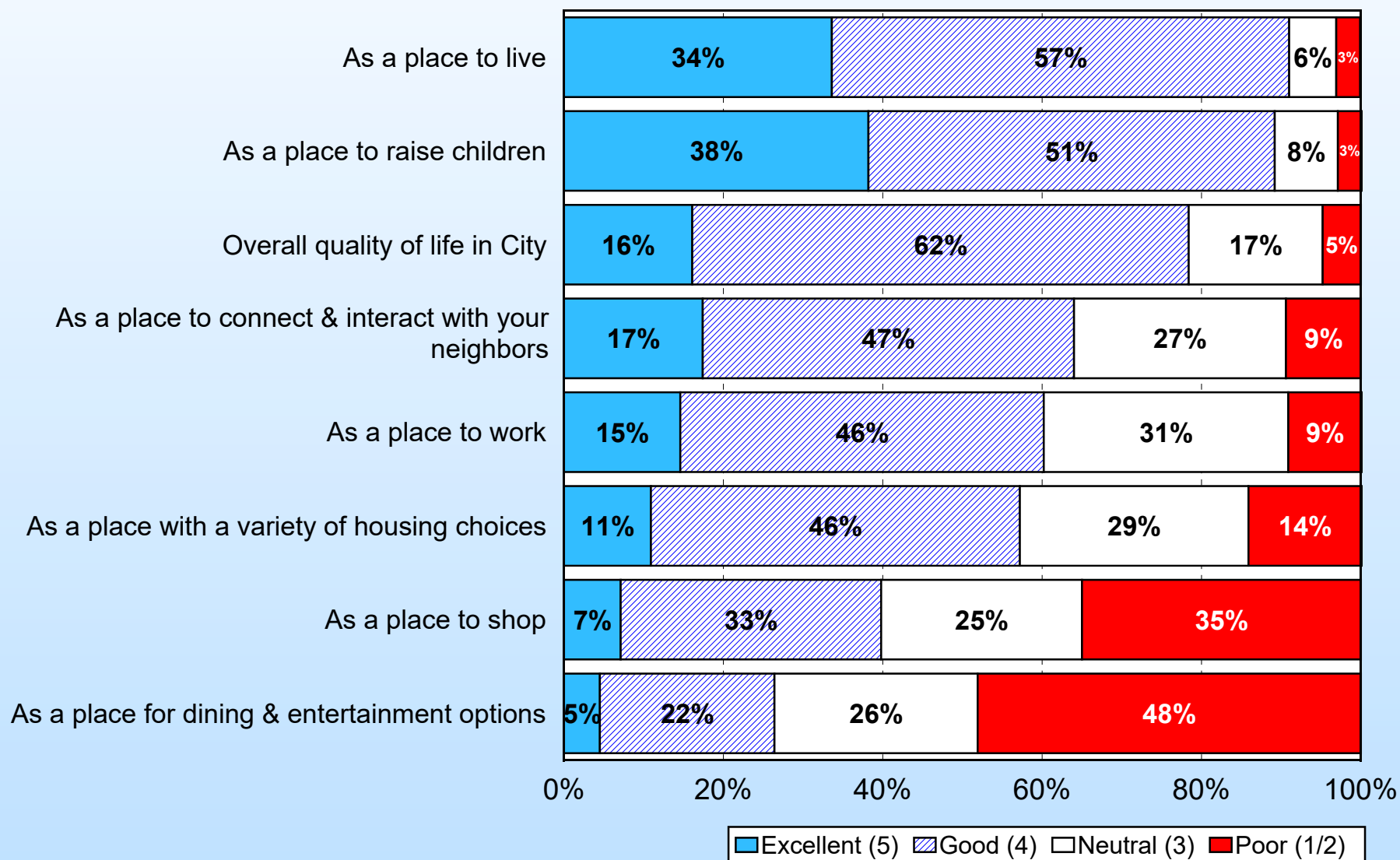
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q21. How Respondents Rate Shoreline as a Place to Live, Work and Raise Children

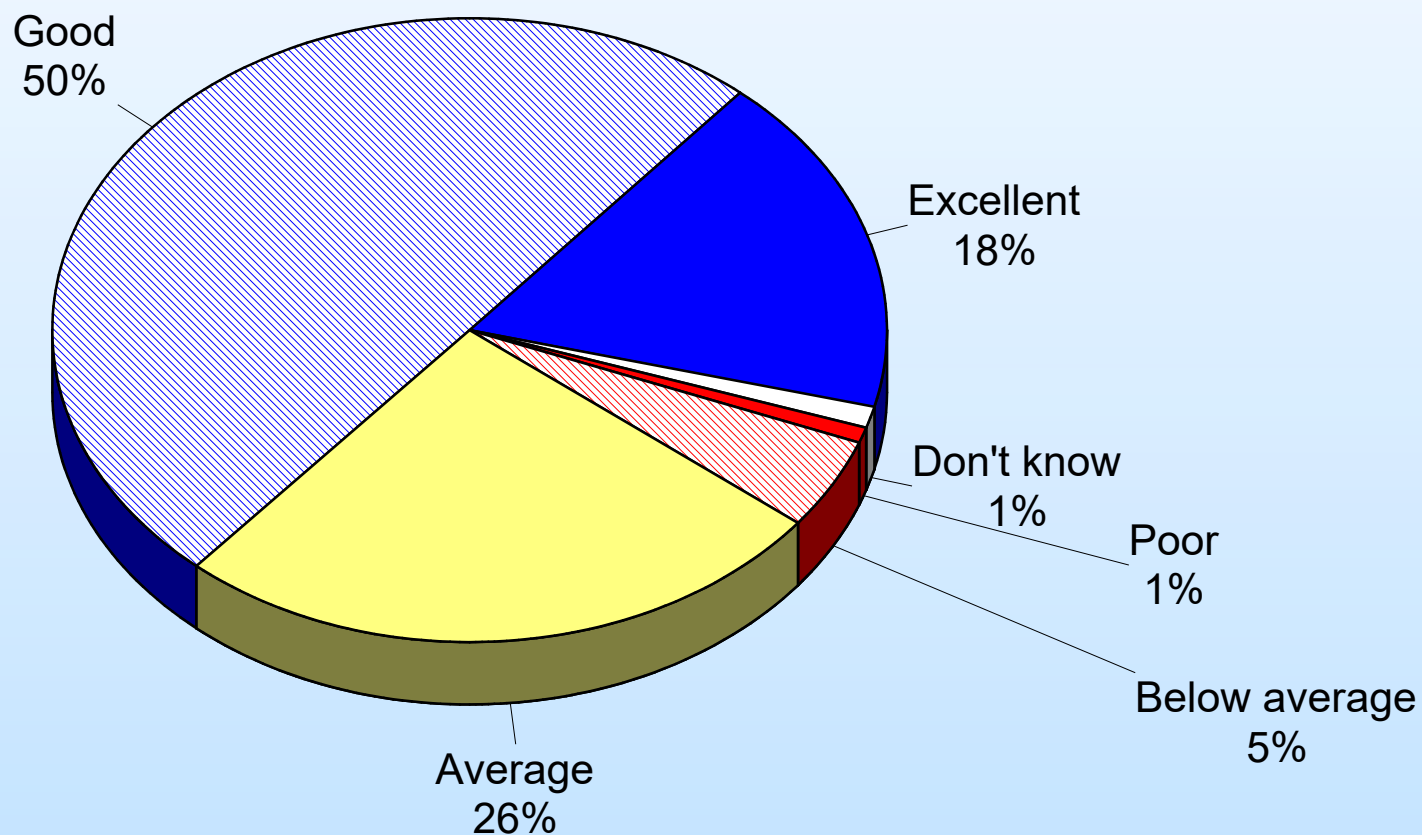
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q22. Overall, how would you rate the condition of your neighborhood?

by percentage of respondents

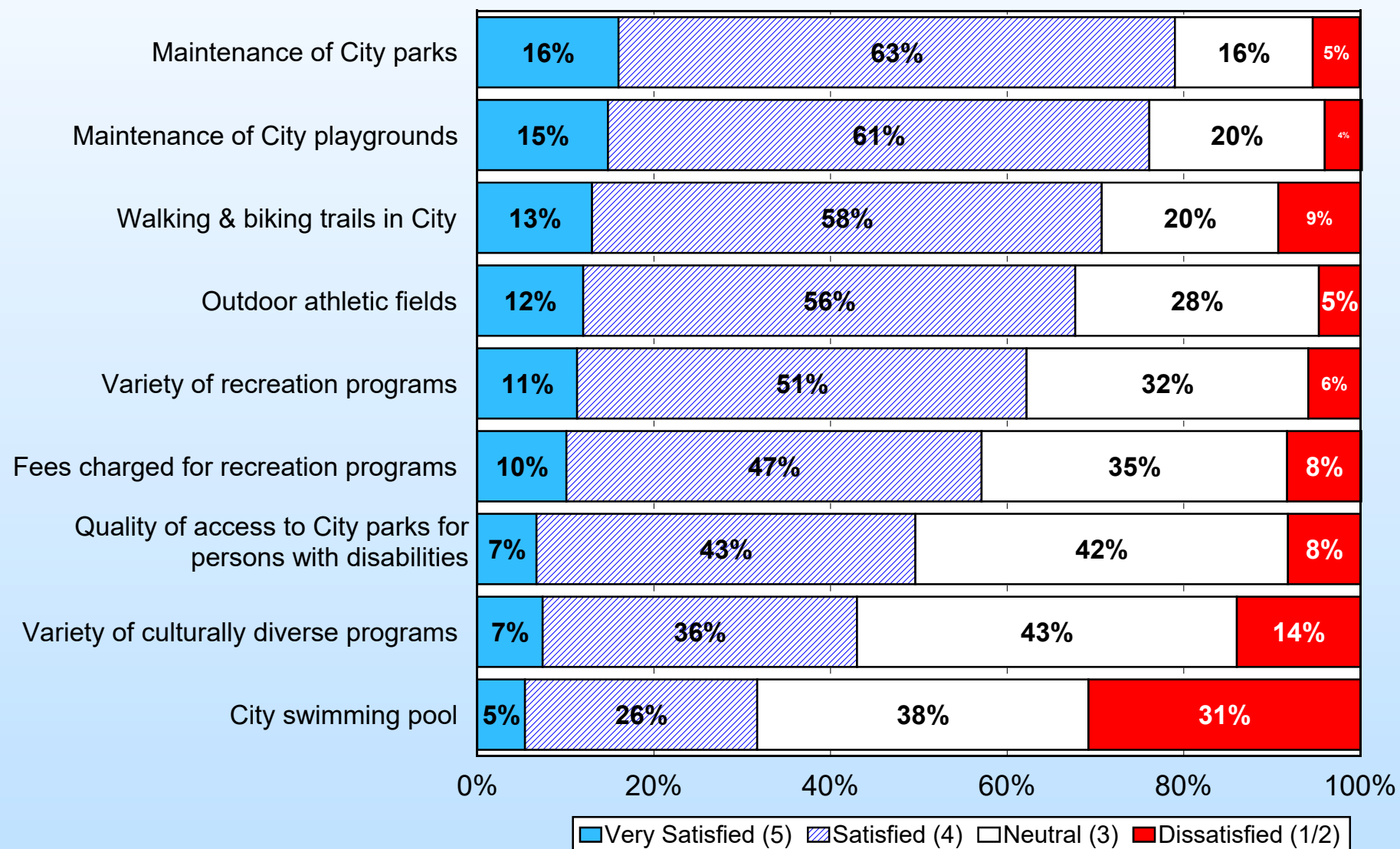


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Parks and Recreation

Q23. Satisfaction with Parks and Recreation

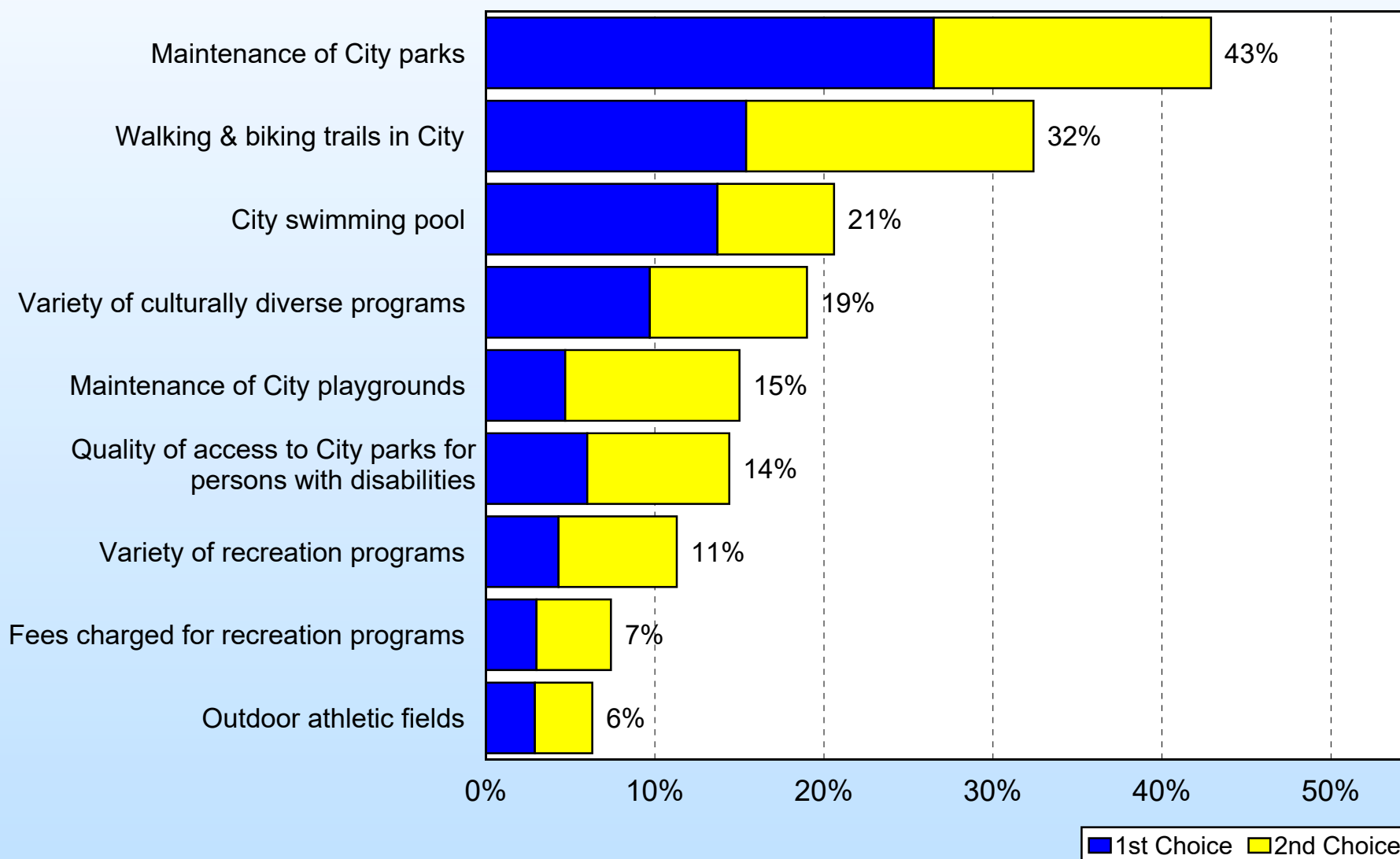
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q24. 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

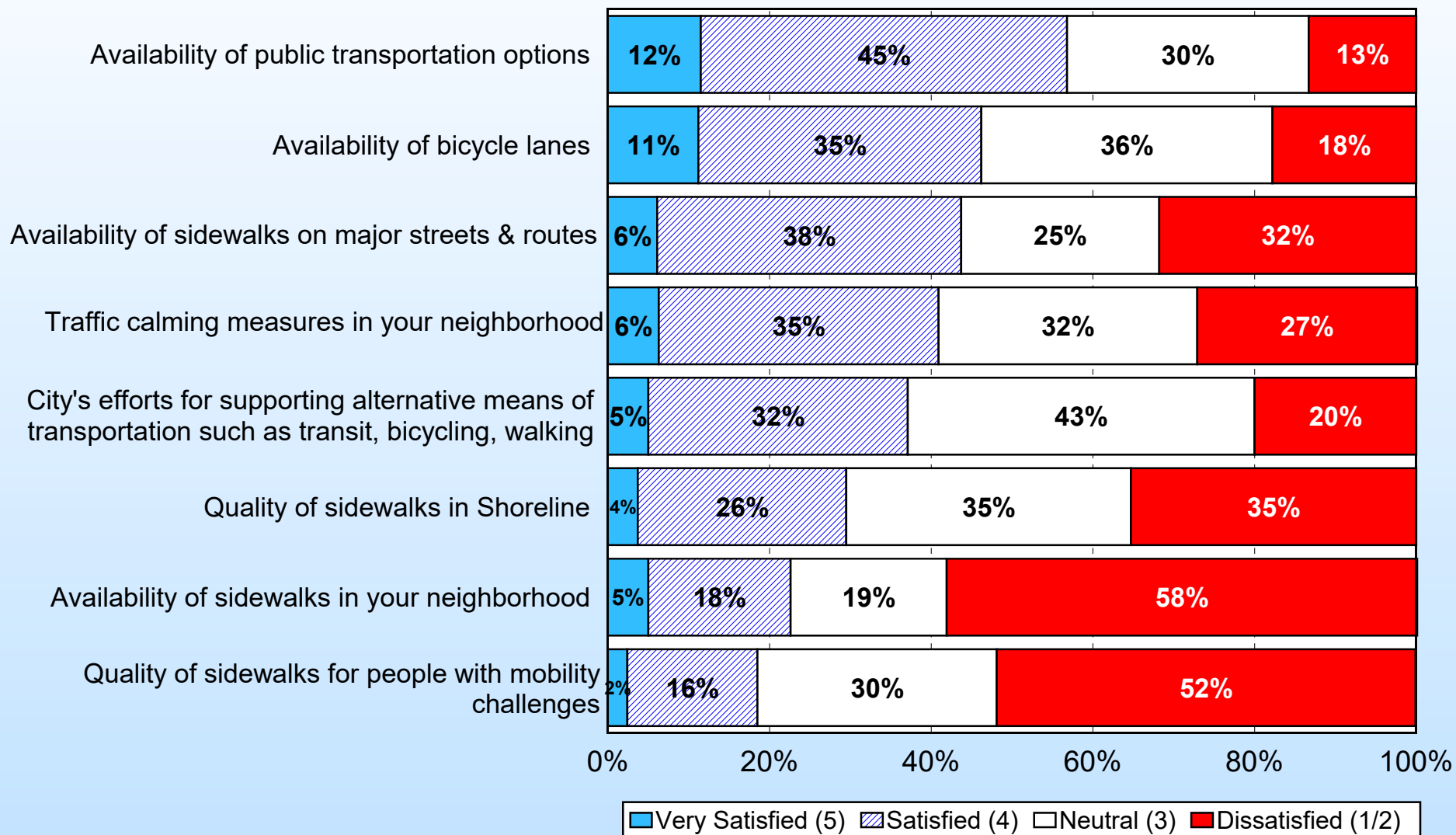


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Transportation and Land Use

Q25. Satisfaction with Transportation and Land Use

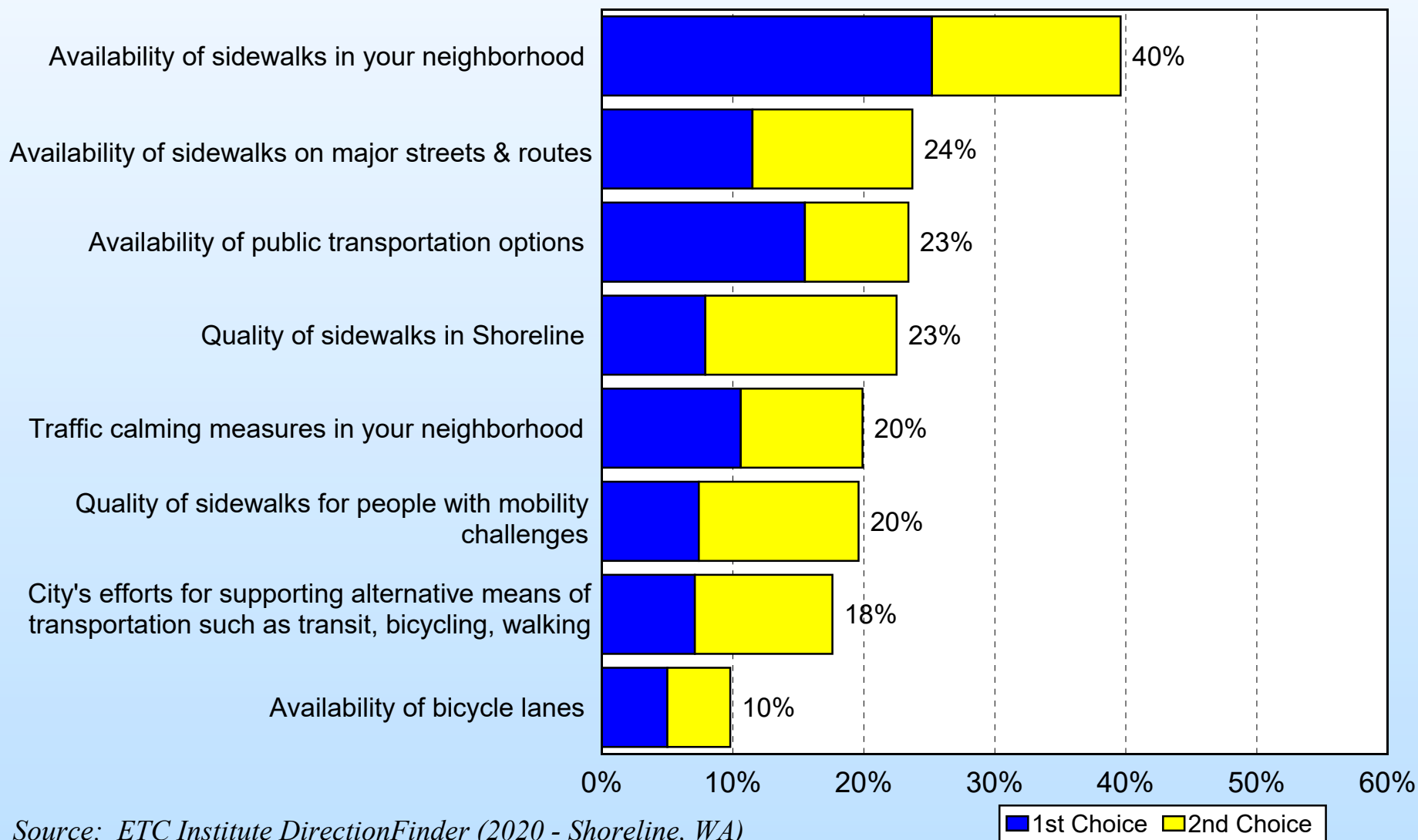
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q26. Aspects of Transportation and Land Use That Should Receive the Most Emphasis Over the Next Two Years

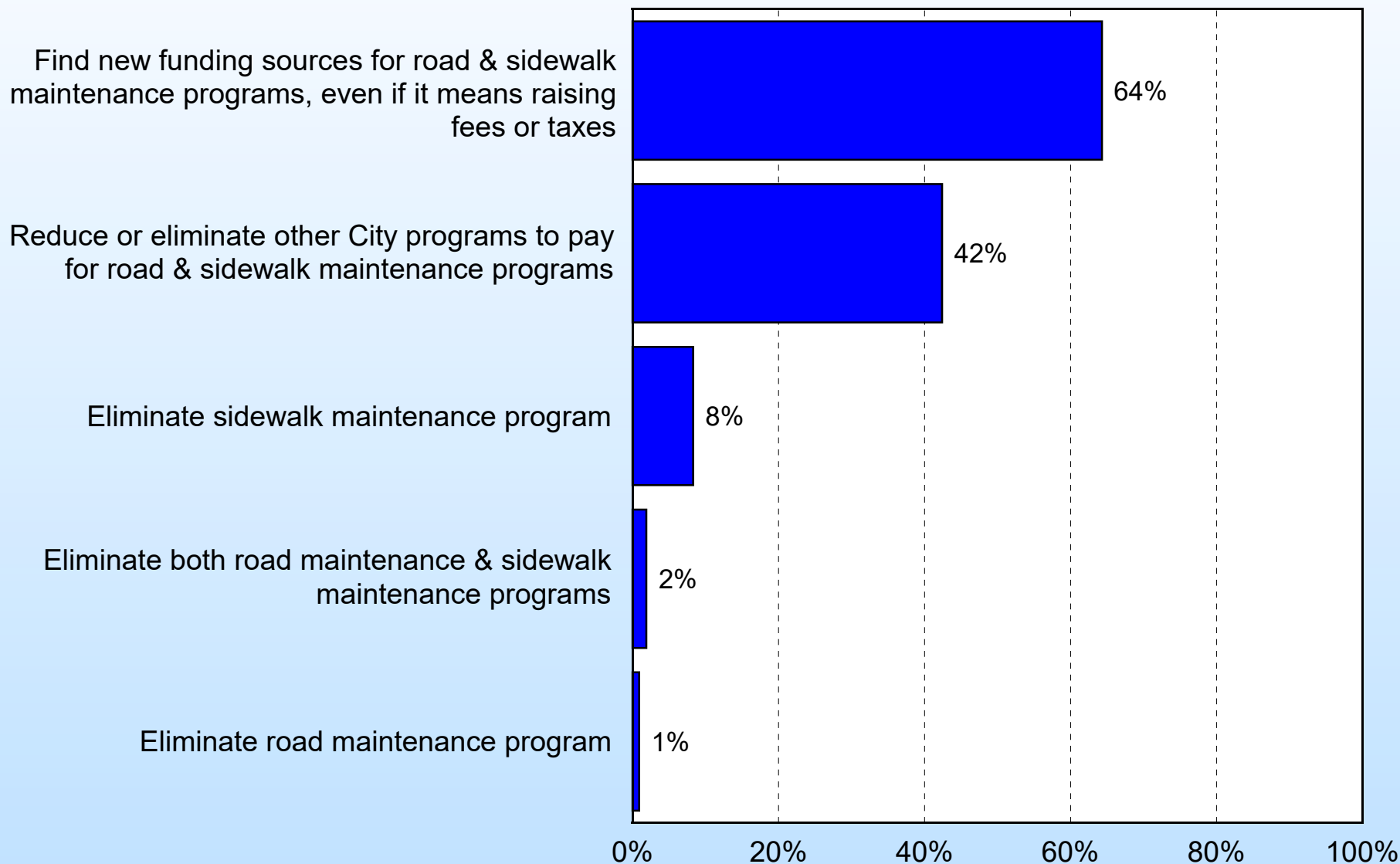
by percentage of respondents who selected the item as one of their top two choices



Streets, Sidewalks and Housing

Q27. Preferred Funding for Streets and Sidewalks

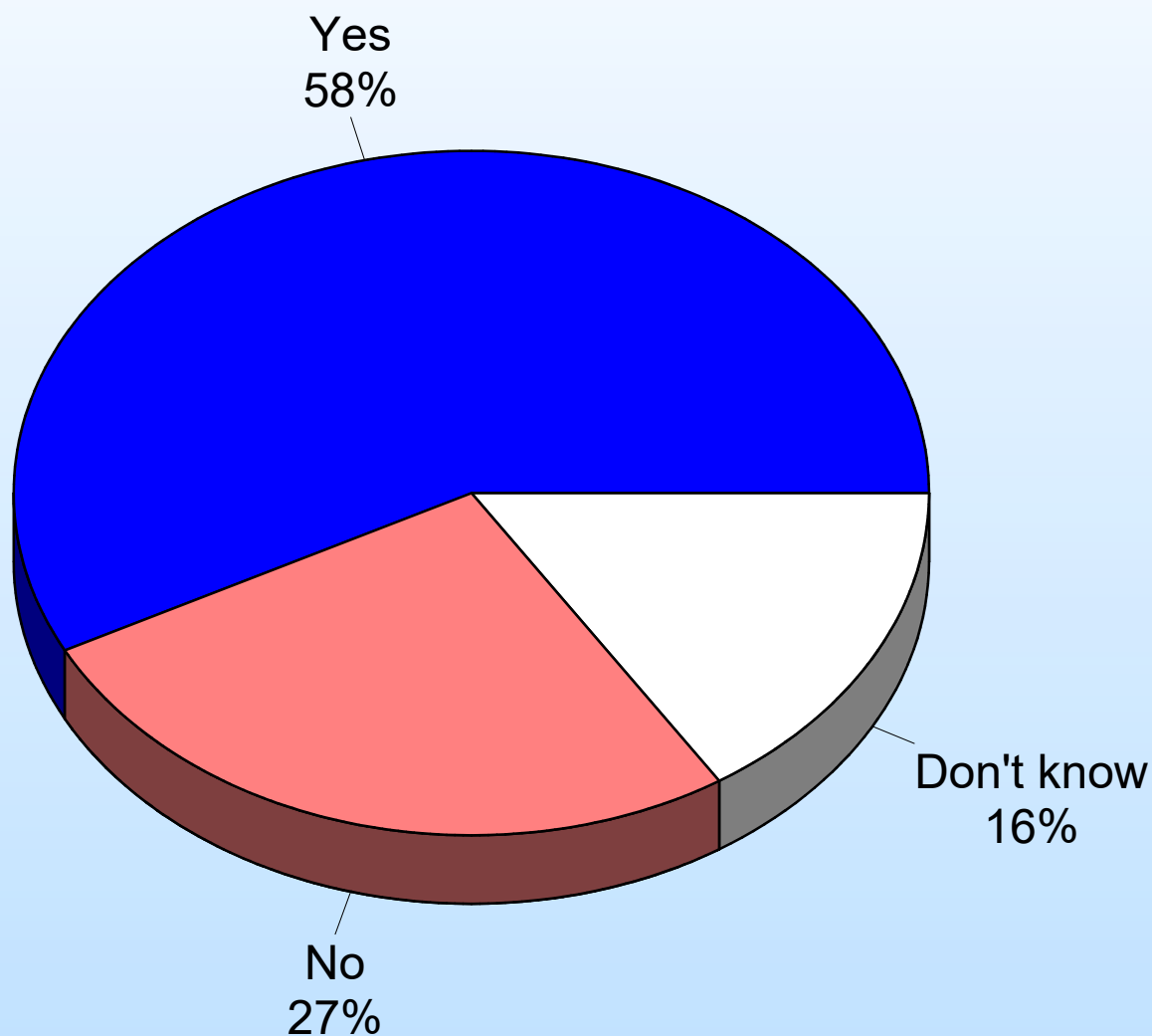
by percentage of respondents (excluding don't knows - multiple choices could be made)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q28. Do you support the City's efforts to develop policies to encourage construction of more housing types?

by percentage of respondents

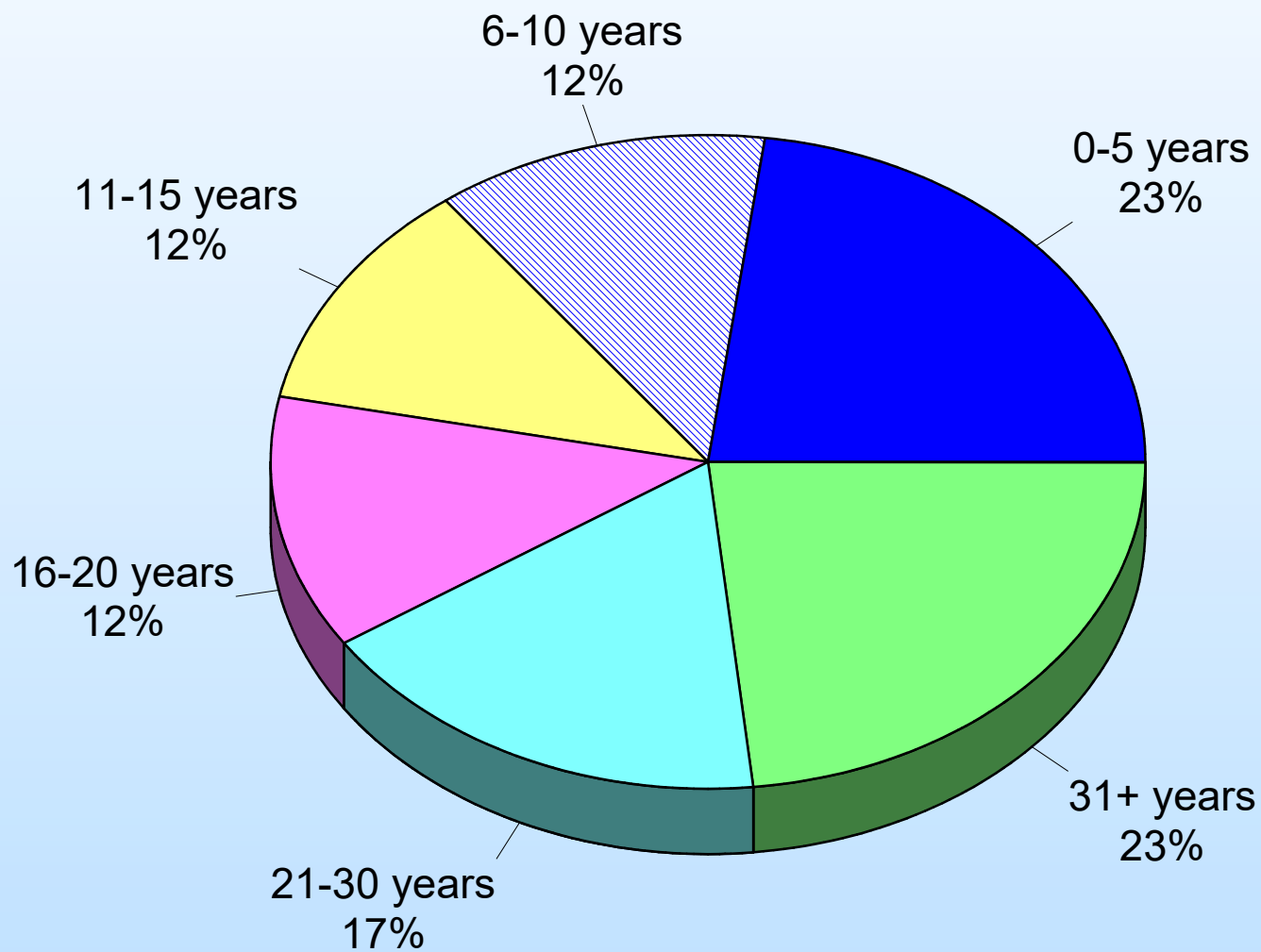


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Demographics

Q29. Demographics: How many years have you lived in the City of Shoreline?

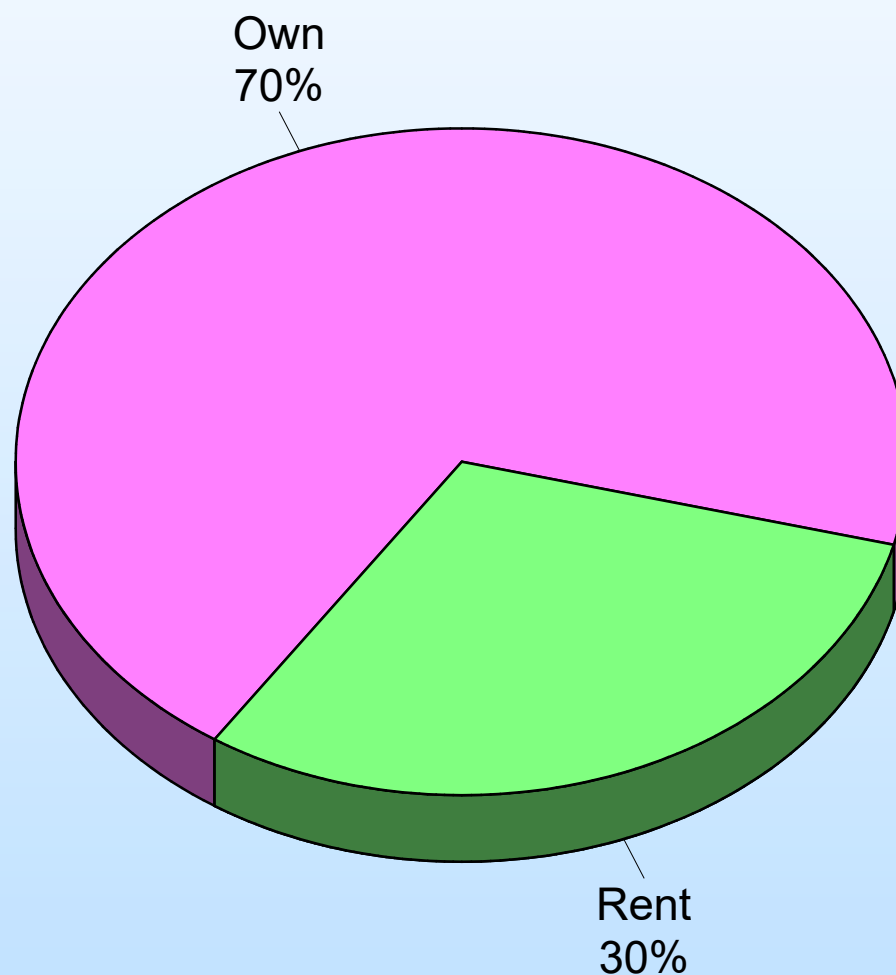
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q30. Demographics: Do you rent or own your current residence?

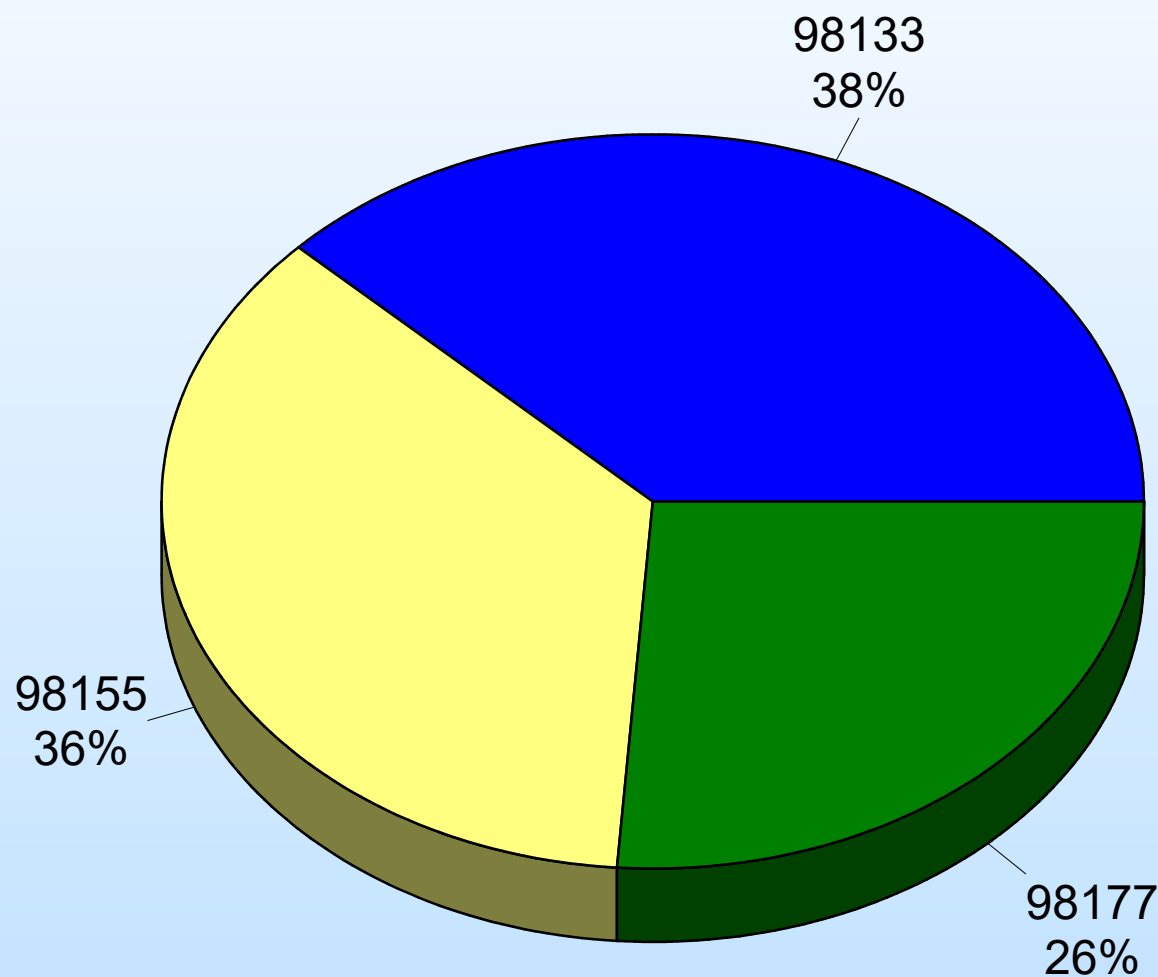
by percentage of household occupants



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q31. Demographics: What is your zip code?

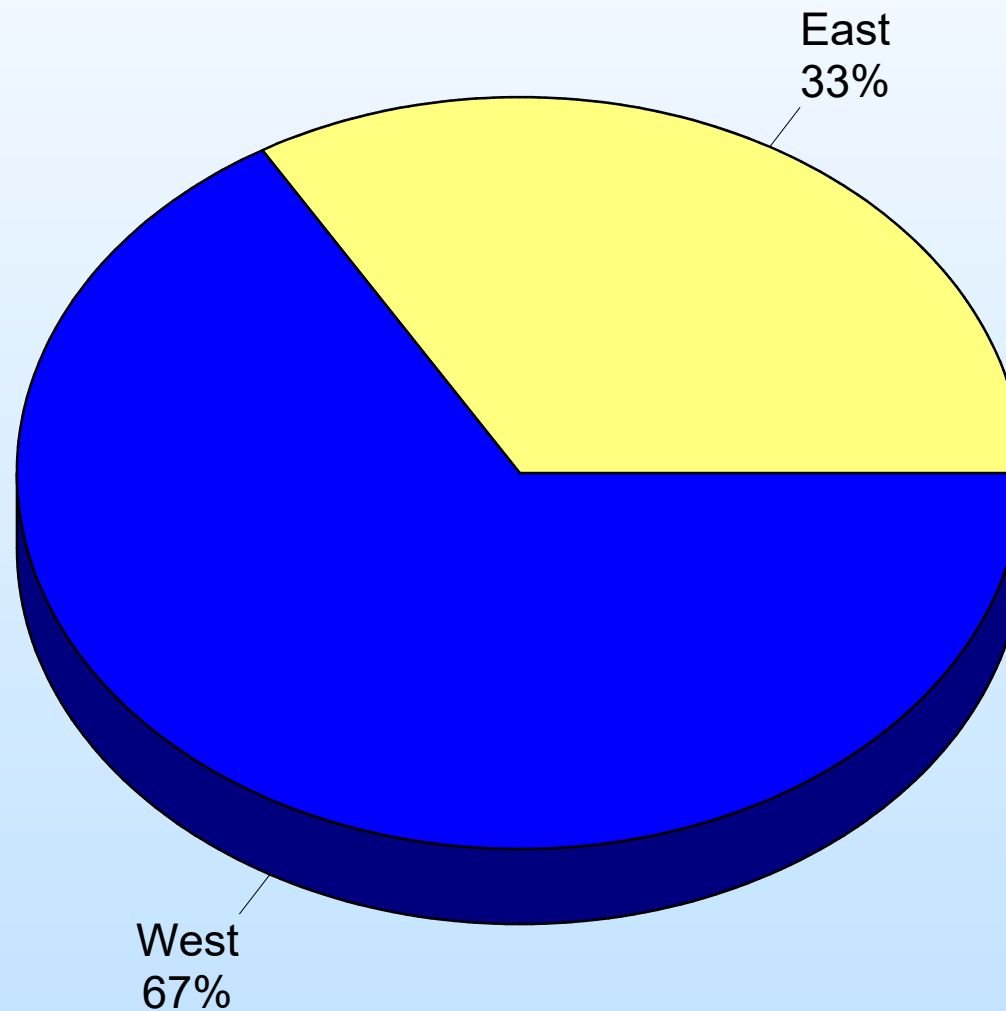
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q32. Demographics: Do you live east or west of I-5?

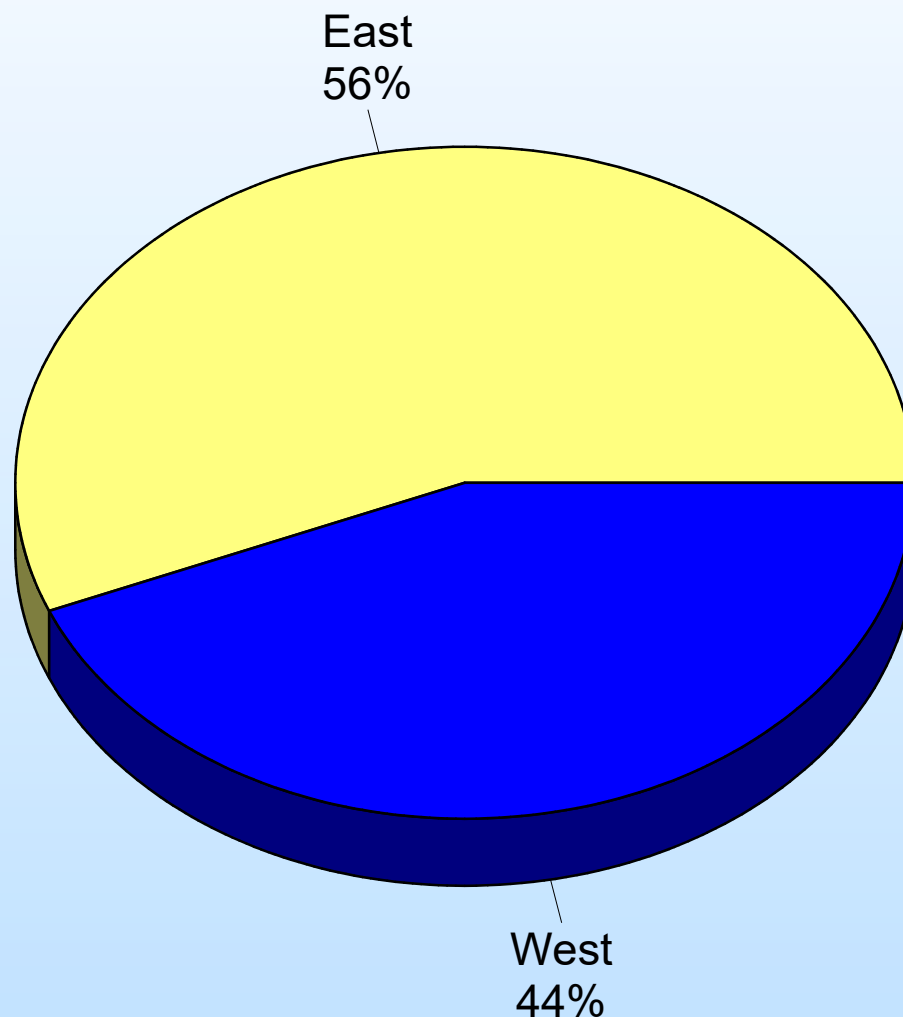
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q33. Demographics: Do you live east or west of Aurora Avenue N.?

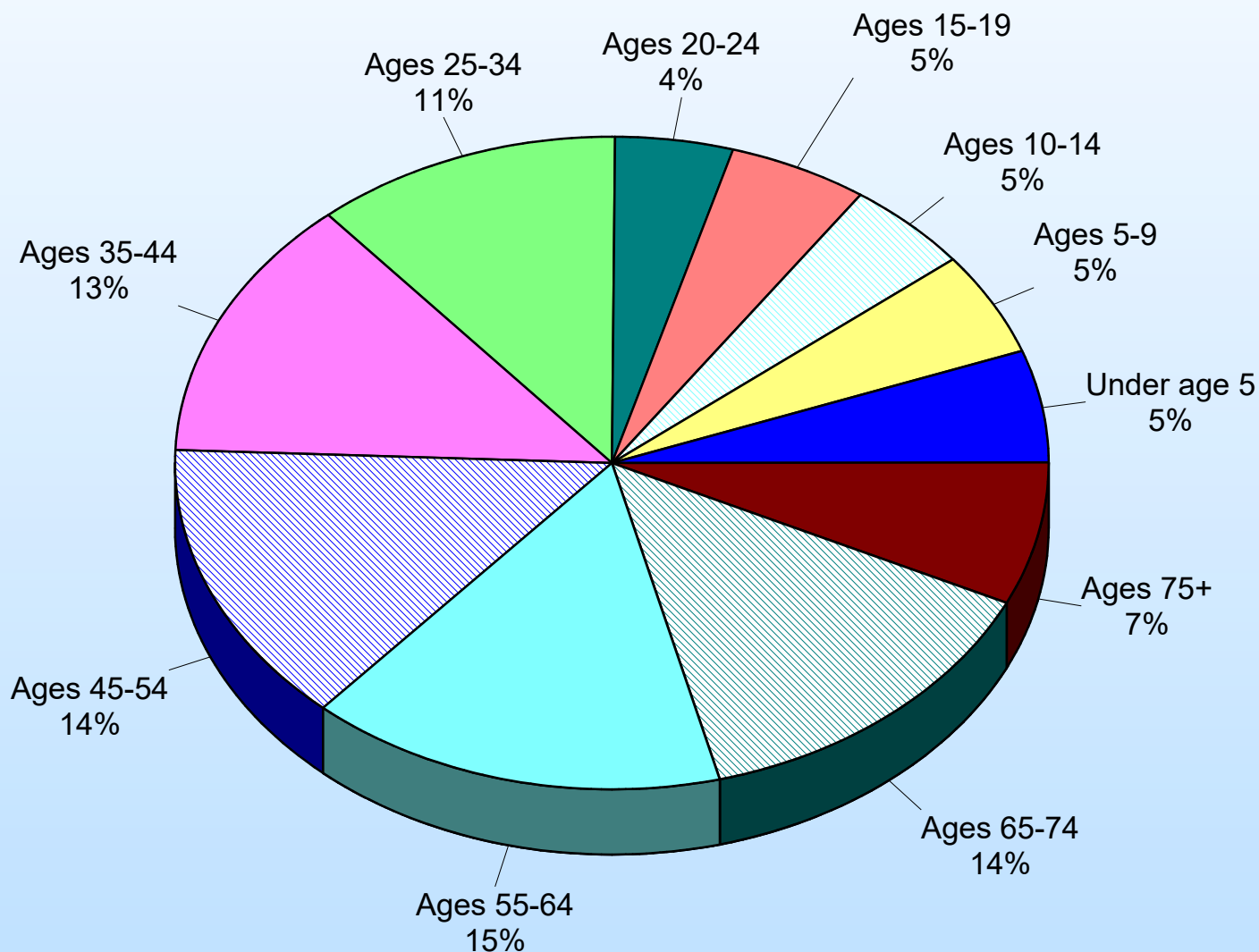
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q34. Demographics: Counting yourself, how many people in your household are...

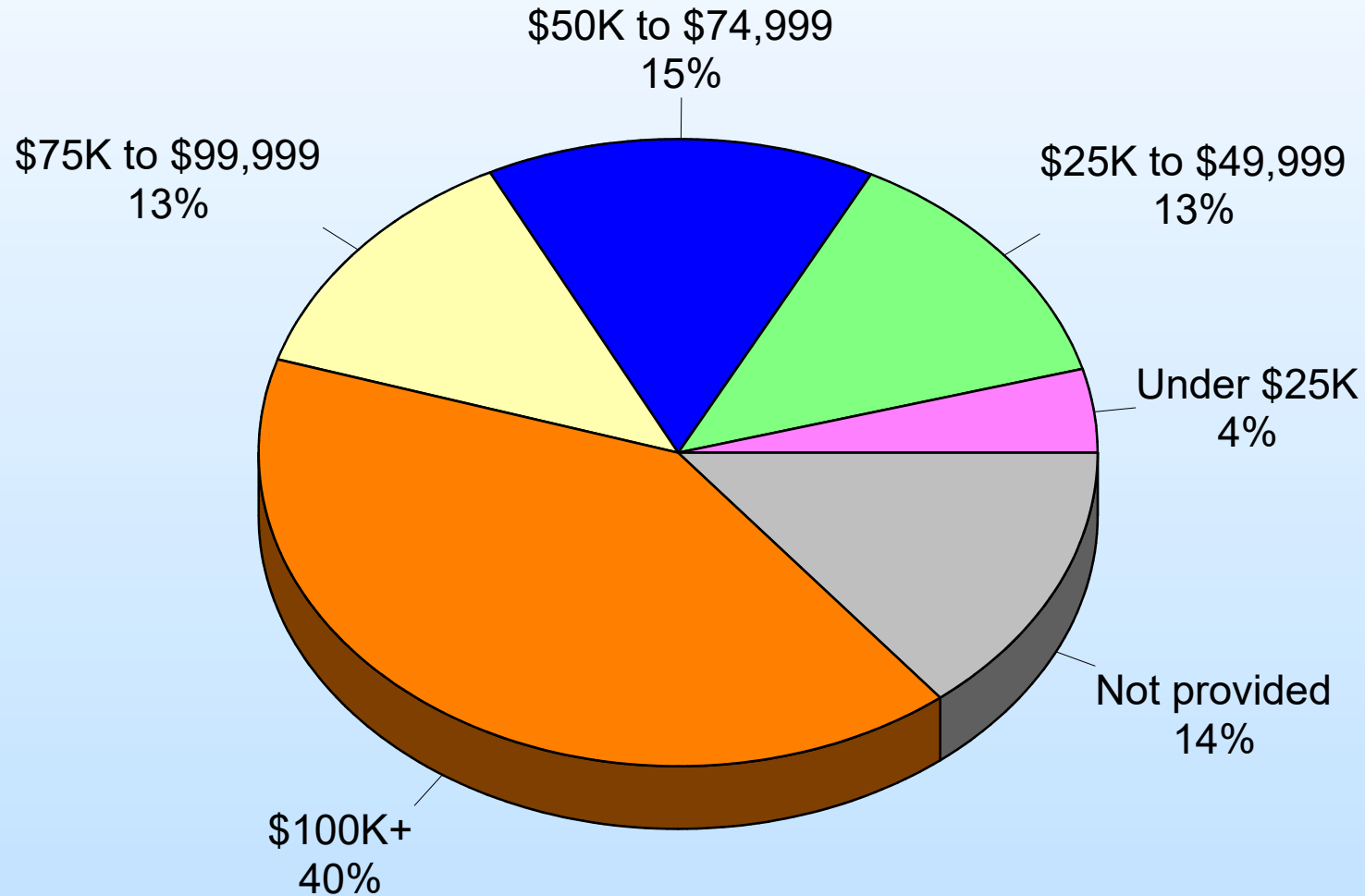
by percentage of persons in household



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q35. Demographics: What is your annual household income?

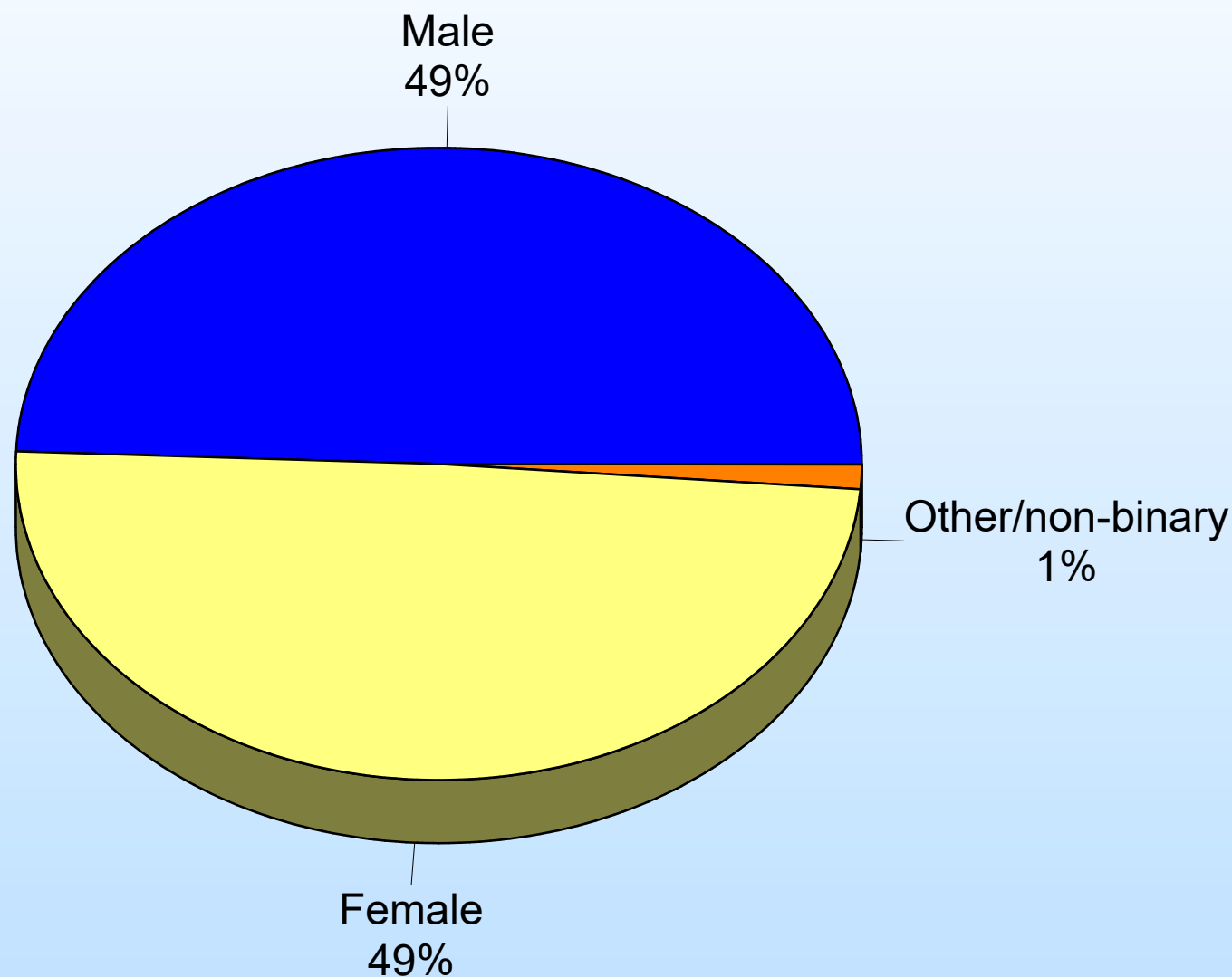
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q36. Demographics: Your Gender Identity

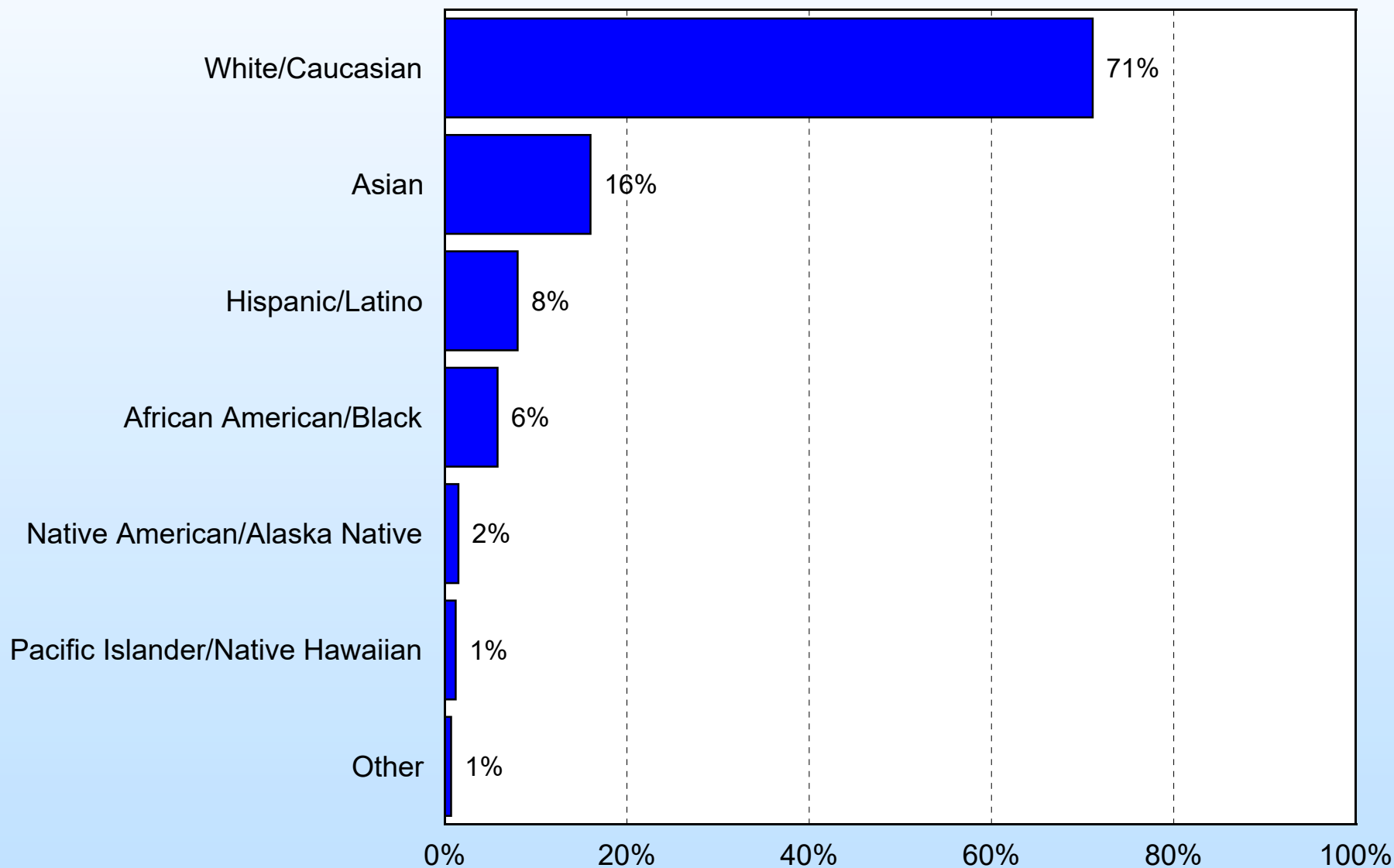
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q37. Demographics: Race/Ethnicity

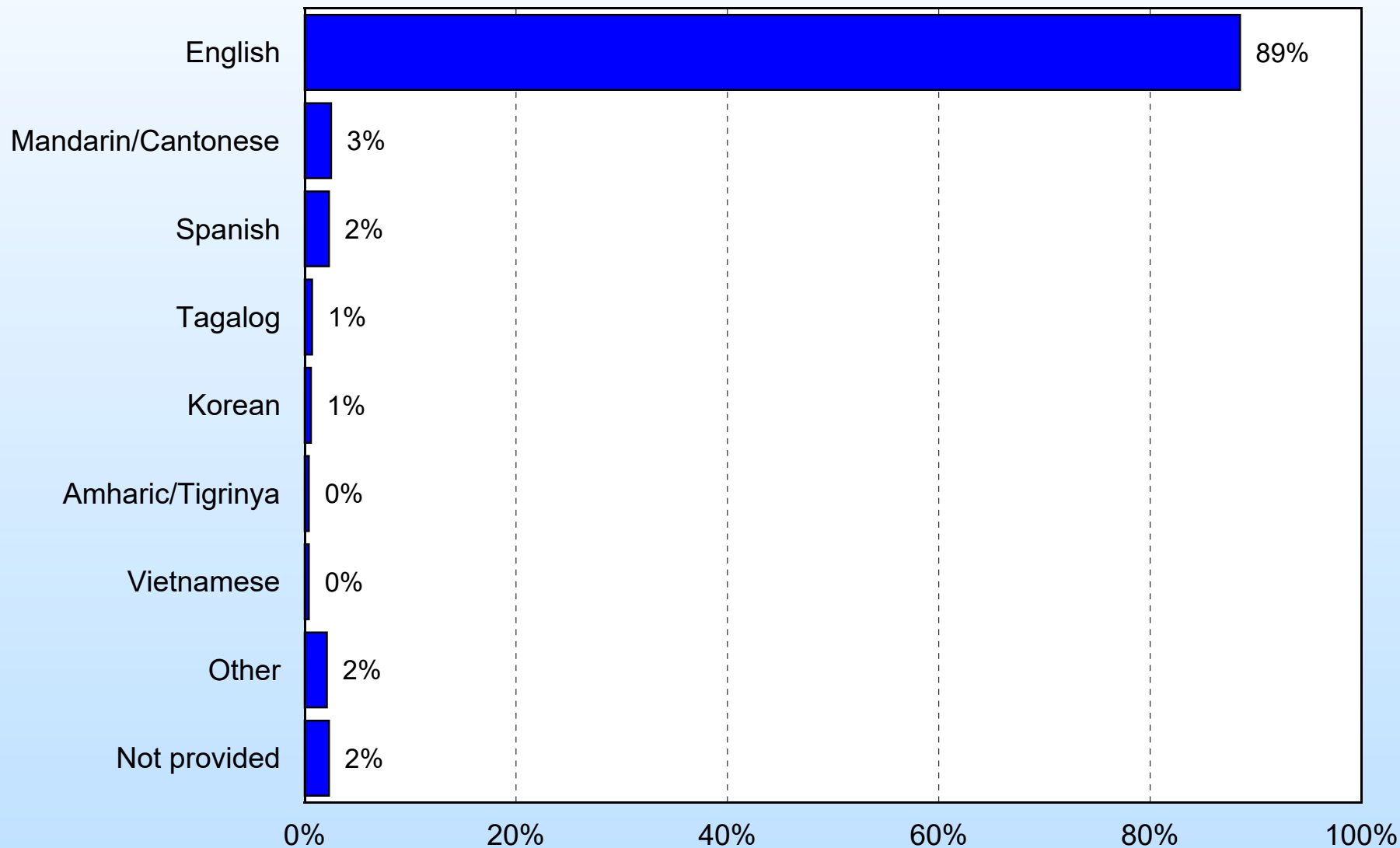
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q38. Demographics: What is the primary language spoken in your home?

by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Section 2

Trend Analysis



Trends Summary Report

City of Shoreline, Washington

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 2018 surveys compare to the results of the City's 2020 survey. Given the sample size of both surveys, changes of 5% or more were statistically significant. Some of the significant changes are described below.

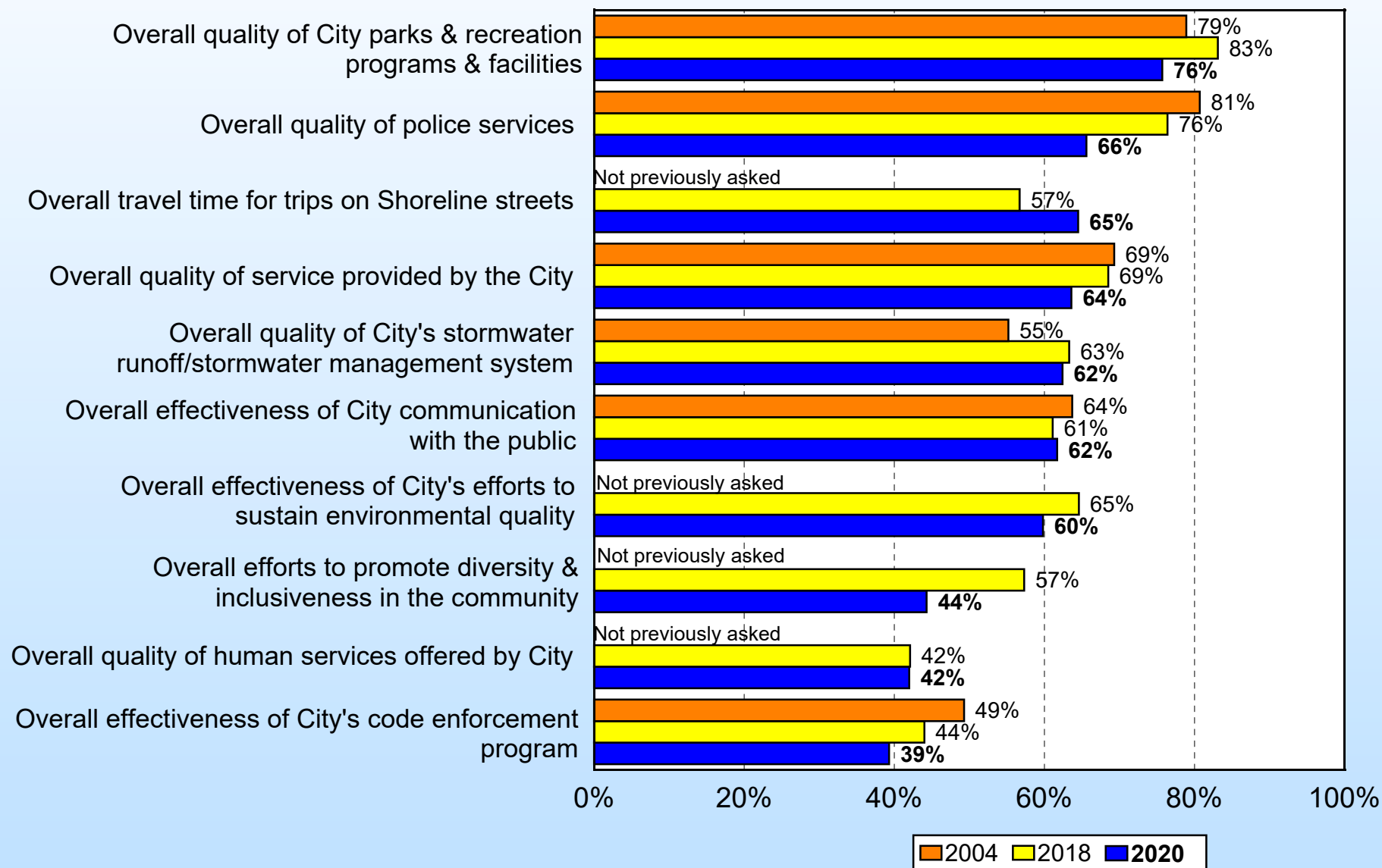
Significant Changes

- **Satisfaction with Major Categories of City Services.** Among the ten major categories of city services that were assessed in 2004, 2018, and 2020, satisfaction with the overall quality of the City's stormwater runoff/stormwater management system has increased 7%, from 55% in 2004 to 62% in 2020.
- **Perceptions of City Maintenance.** Satisfaction with the adequacy of storm drainage services in neighborhoods has increased 12%, from 55% in 2004 to 67% in 2020.
- **Level of Safety Residents feel in the City.** The level of safety residents perceive in their neighborhood at night increased 7%, from 69% in 2004 to 76% in 2020.
- **Ways Residents Get Information About City Issues, Services, and Events.** The percentage of residents who receive information about City issues, services, and events from the City's website increased 16%, from 11% in 2004 to 27% in 2020. Additionally, the percentage of residents who receive information from the City newsletter "CURRENTS" increased 12%, from 78% in 2004 to 90% in 2020.
- **City Leadership Ratings.** The ratings for the overall image of the City increased 5% from 69% in 2004 to 74% in 2020. Additionally, the overall effectiveness of the City Manager and City staff has increased 8%, from 49% in 2004 to 57% in 2020. Lastly, the overall quality of leadership provided by the City's elected officials increased 6%, from 47% in 2004 to 53% in 2020.

Q6. Overall Satisfaction With City Services by Major Category

Trends - 2004, 2018 and 2020

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

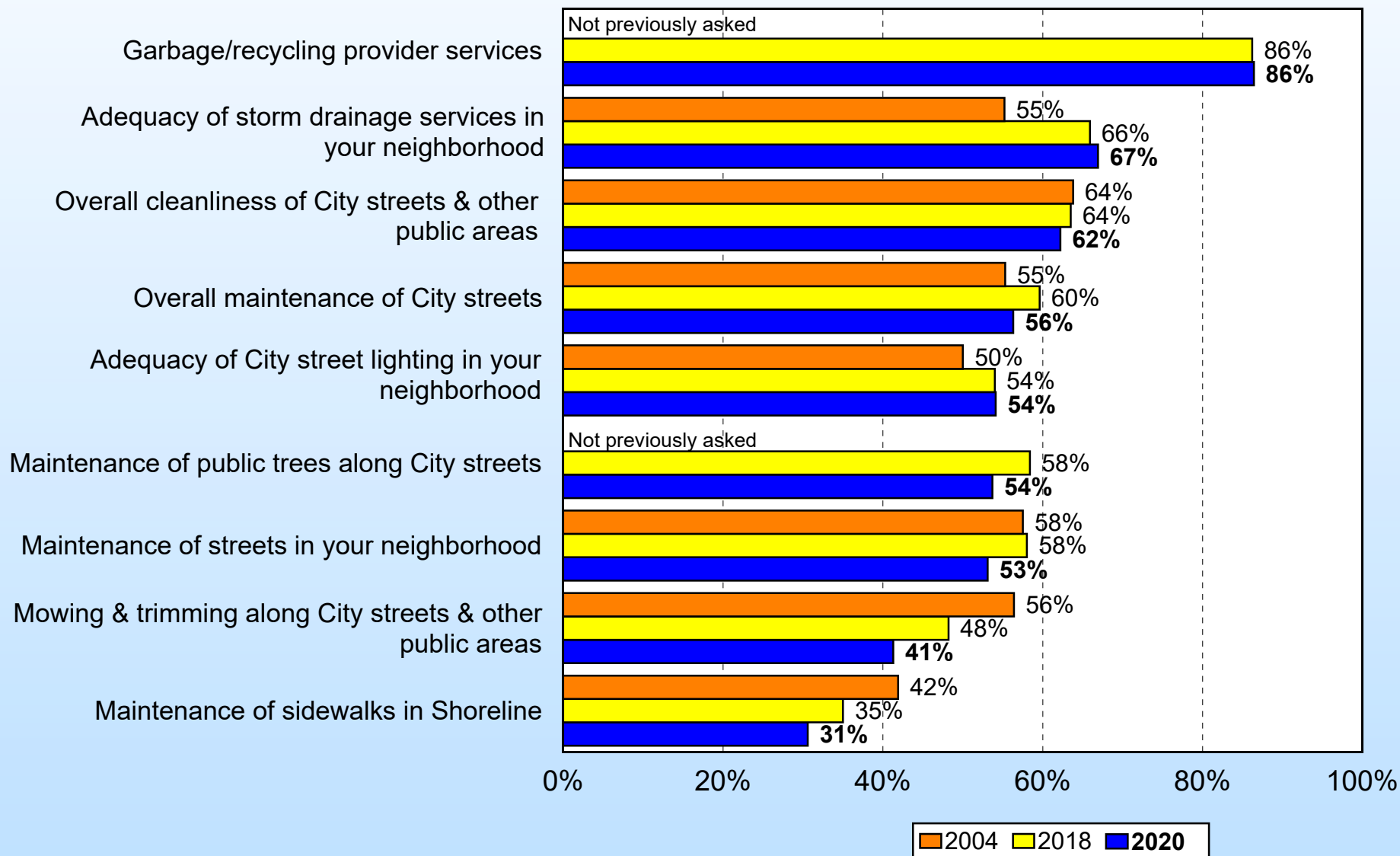


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q8. Satisfaction Ratings for City Maintenance

Trends - 2004, 2018 and 2020

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

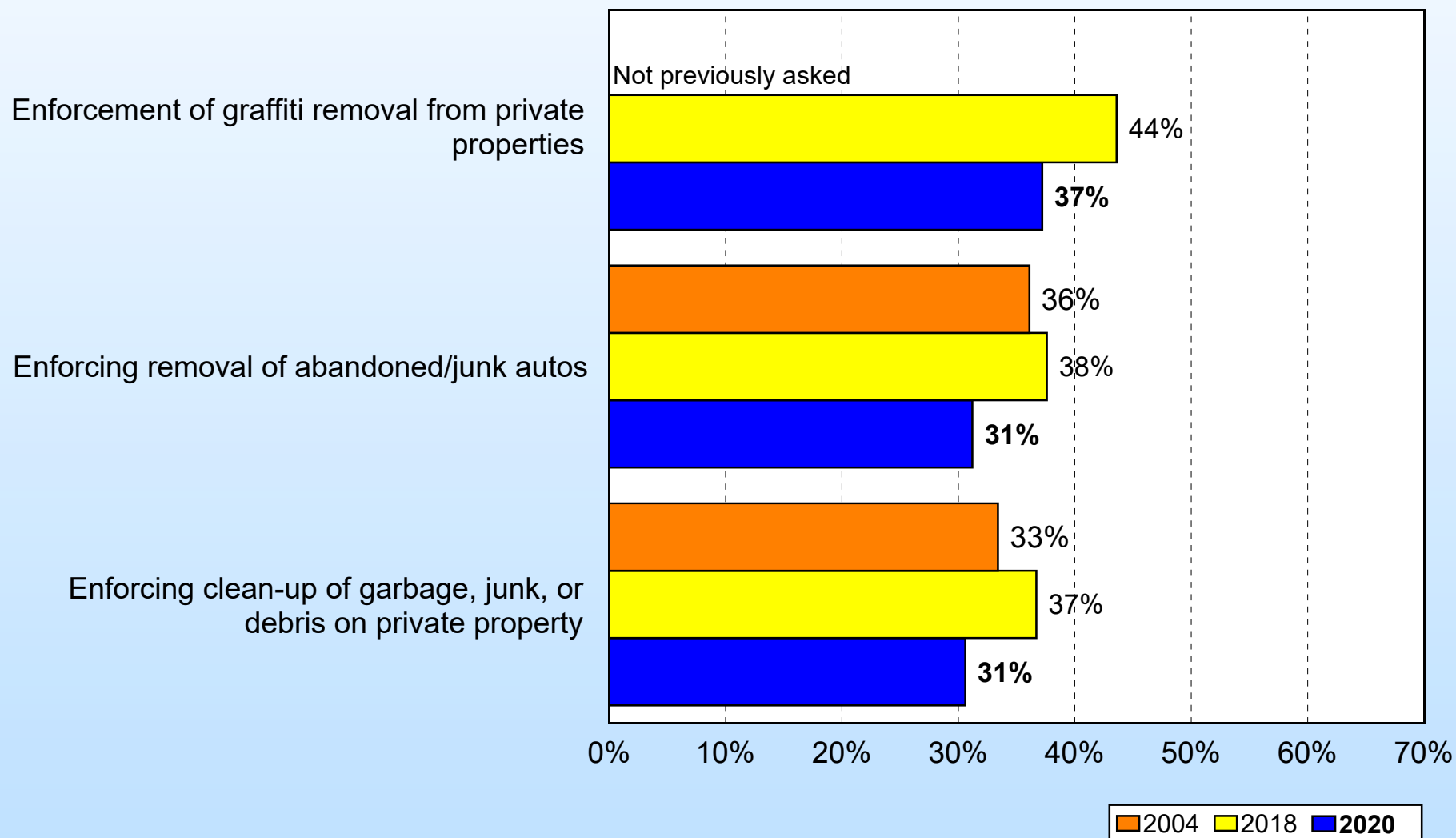


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q10. Satisfaction Ratings for the Enforcement of City Codes and Ordinances

Trends - 2004, 2018 and 2020

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

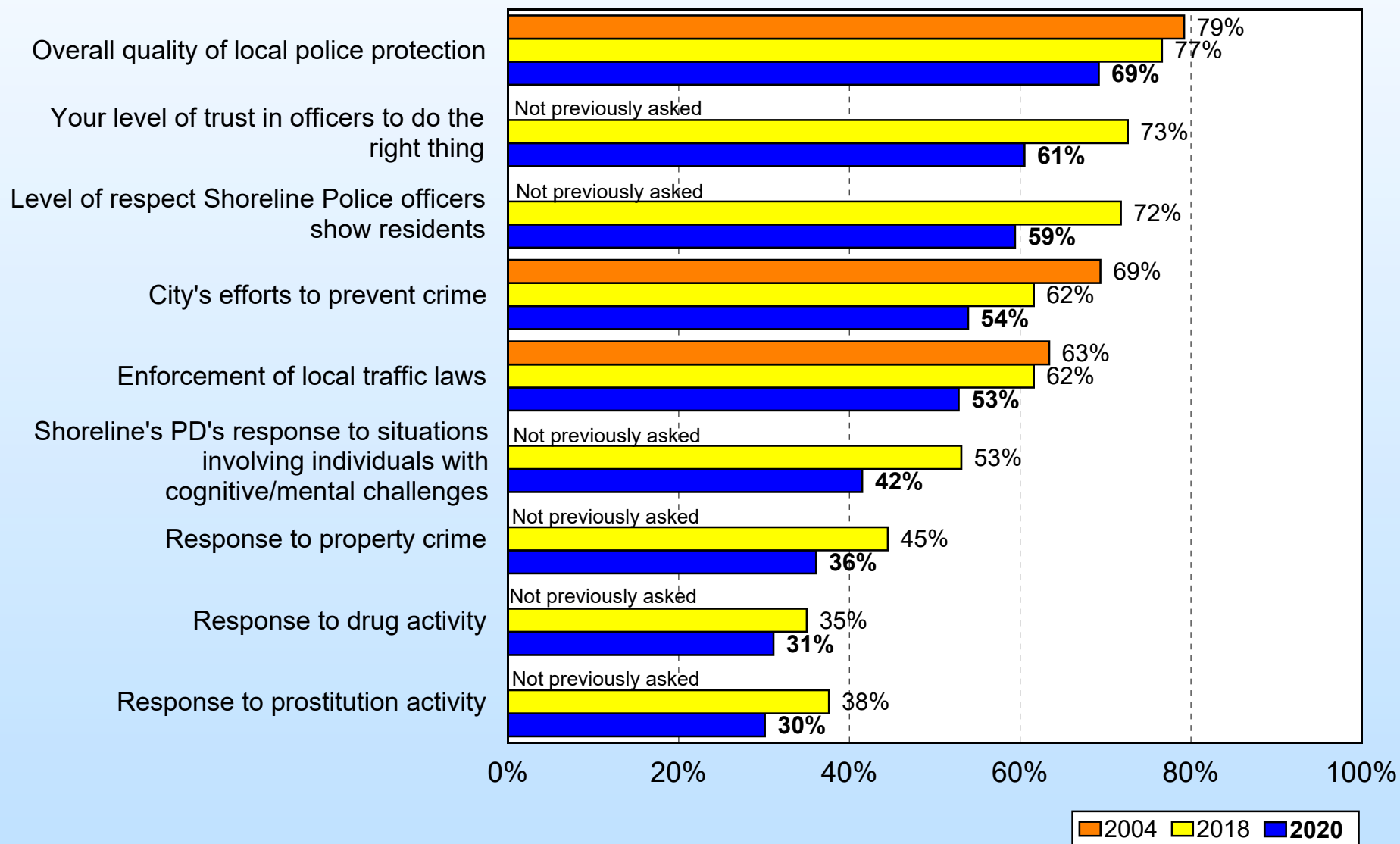


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q12. Satisfaction Ratings for Public Safety

Trends - 2004, 2018 and 2020

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

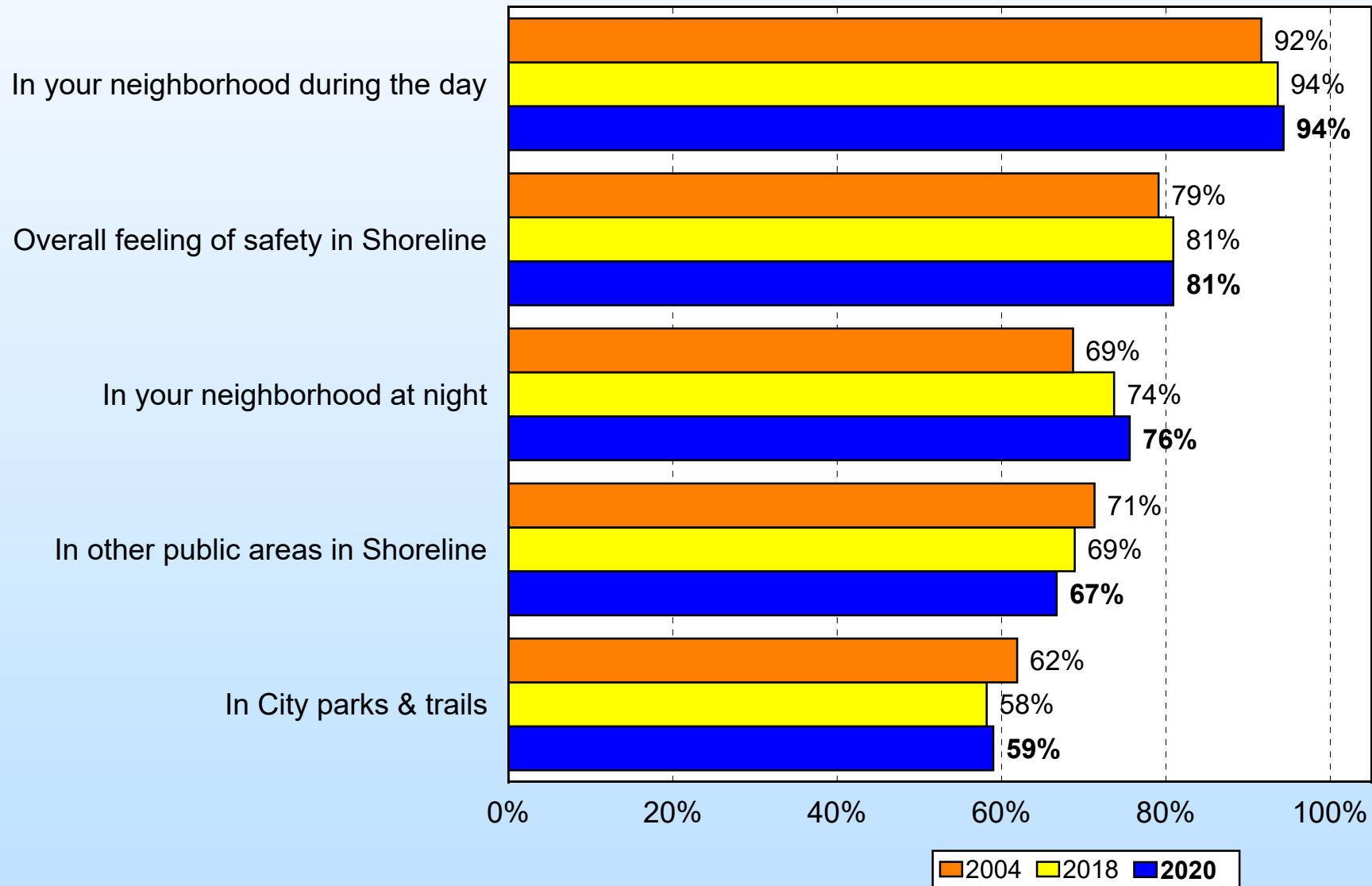


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q14. Feeling of Safety in Various Situations

Trends - 2004, 2018 and 2020

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

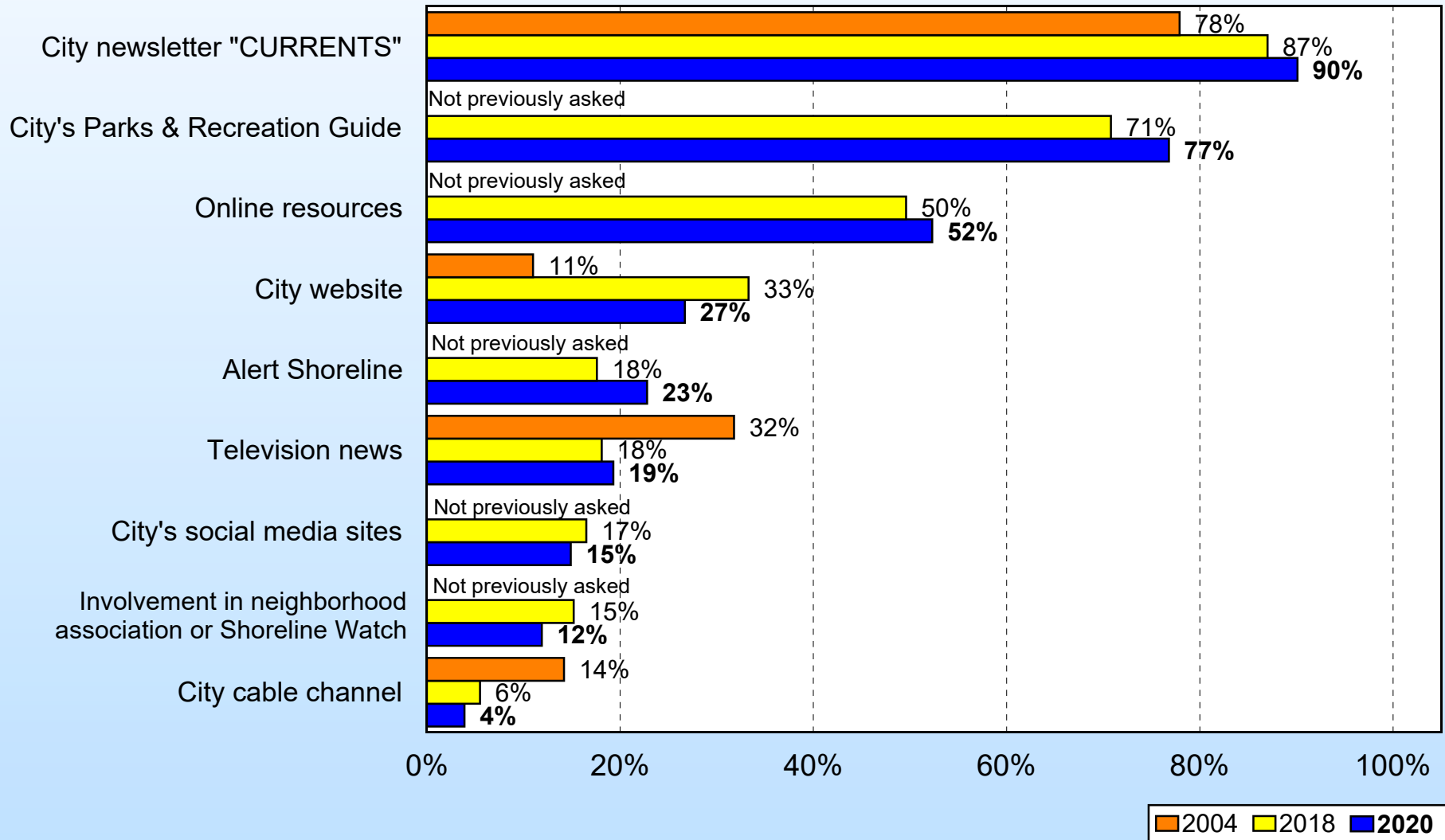


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q15. How Residents Receive Information About City Issues, Services, and Events

Trends - 2004, 2018 and 2020

by percentage of respondents (multiple choices could be made)

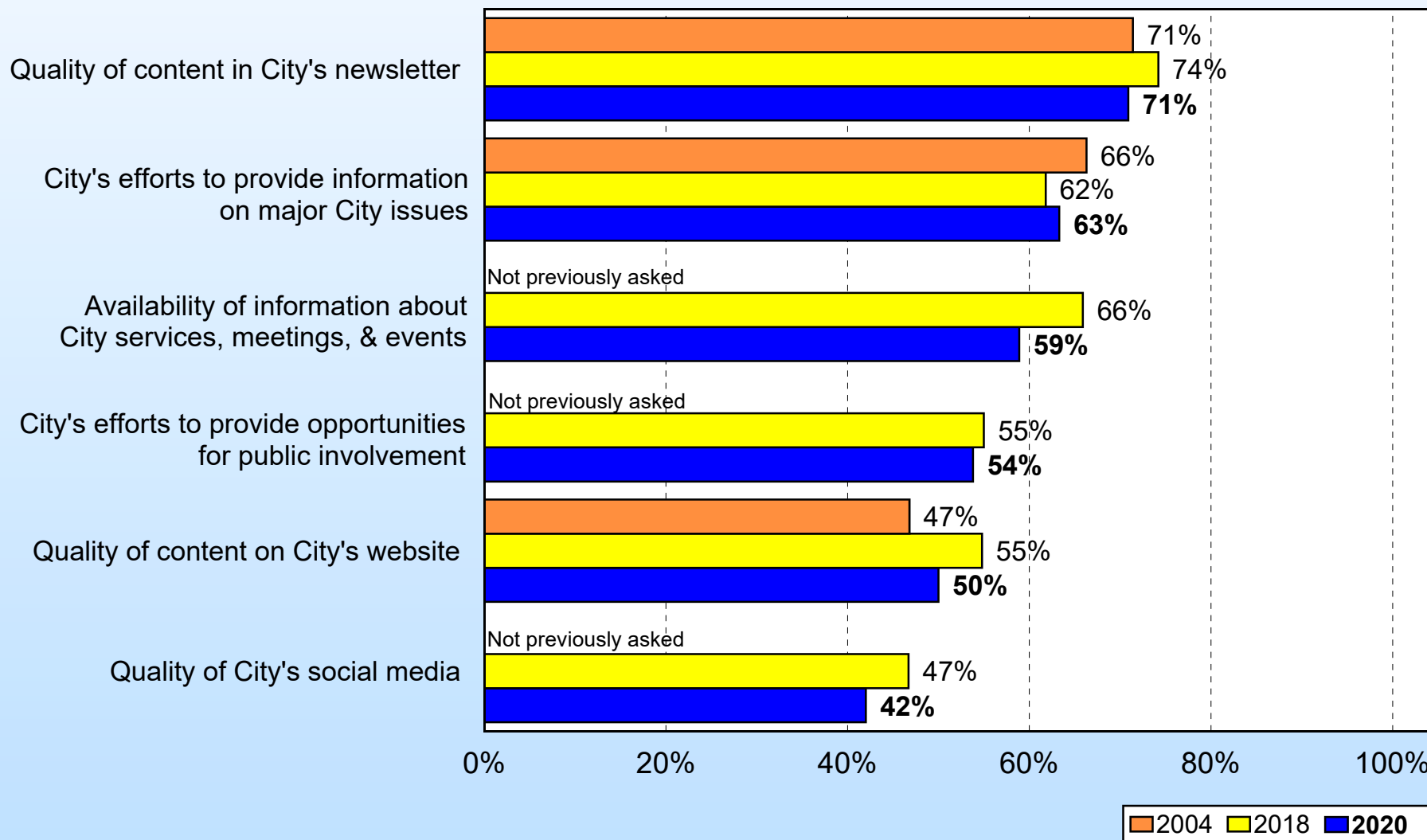


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q16. Satisfaction Ratings for City Communication

Trends - 2004, 2018 and 2020

by percentage of respondents (multiple choices could be made)

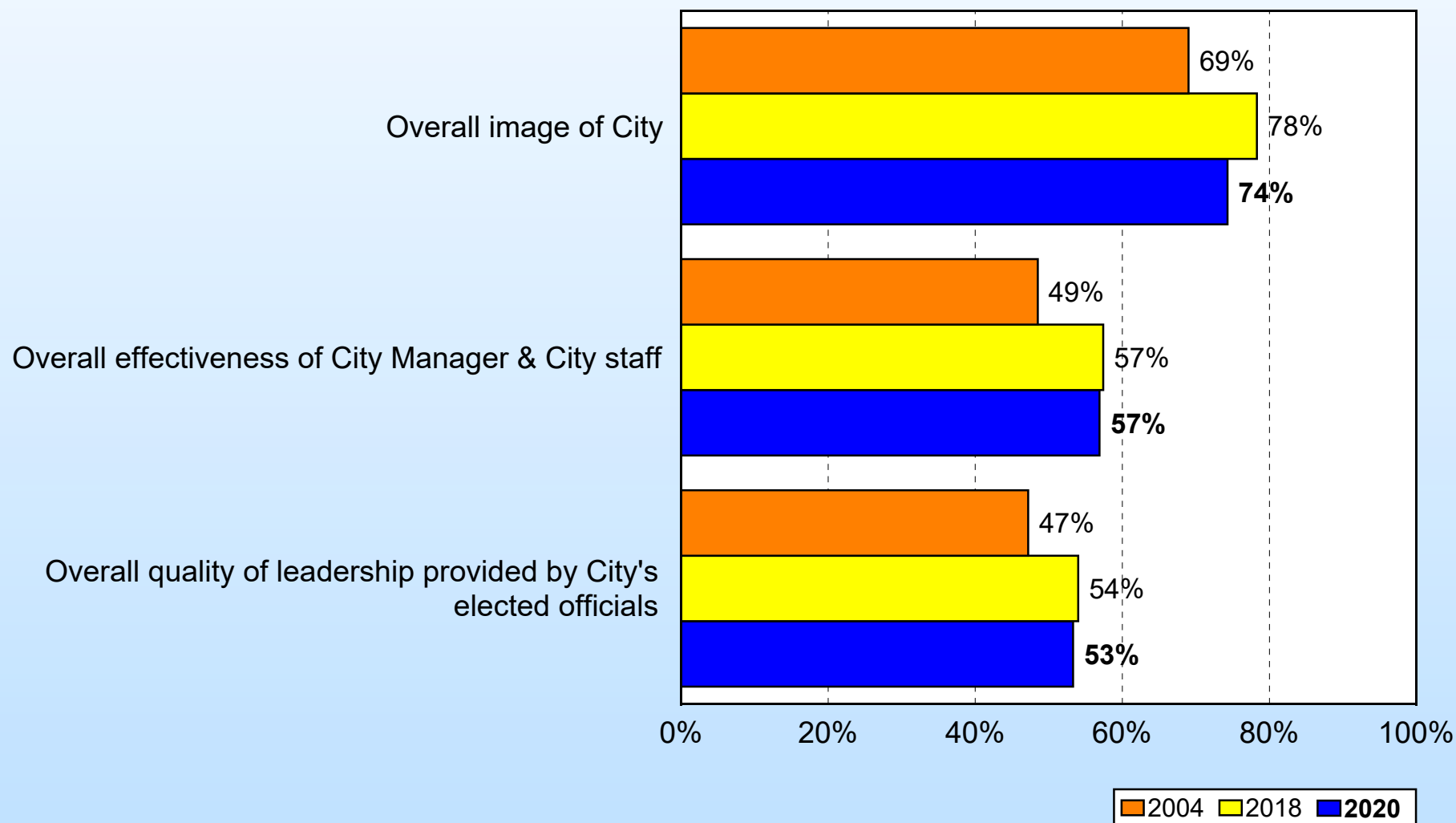


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q17. Satisfaction Ratings for City Leadership and Quality of Life

Trends - 2004, 2018 and 2020

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

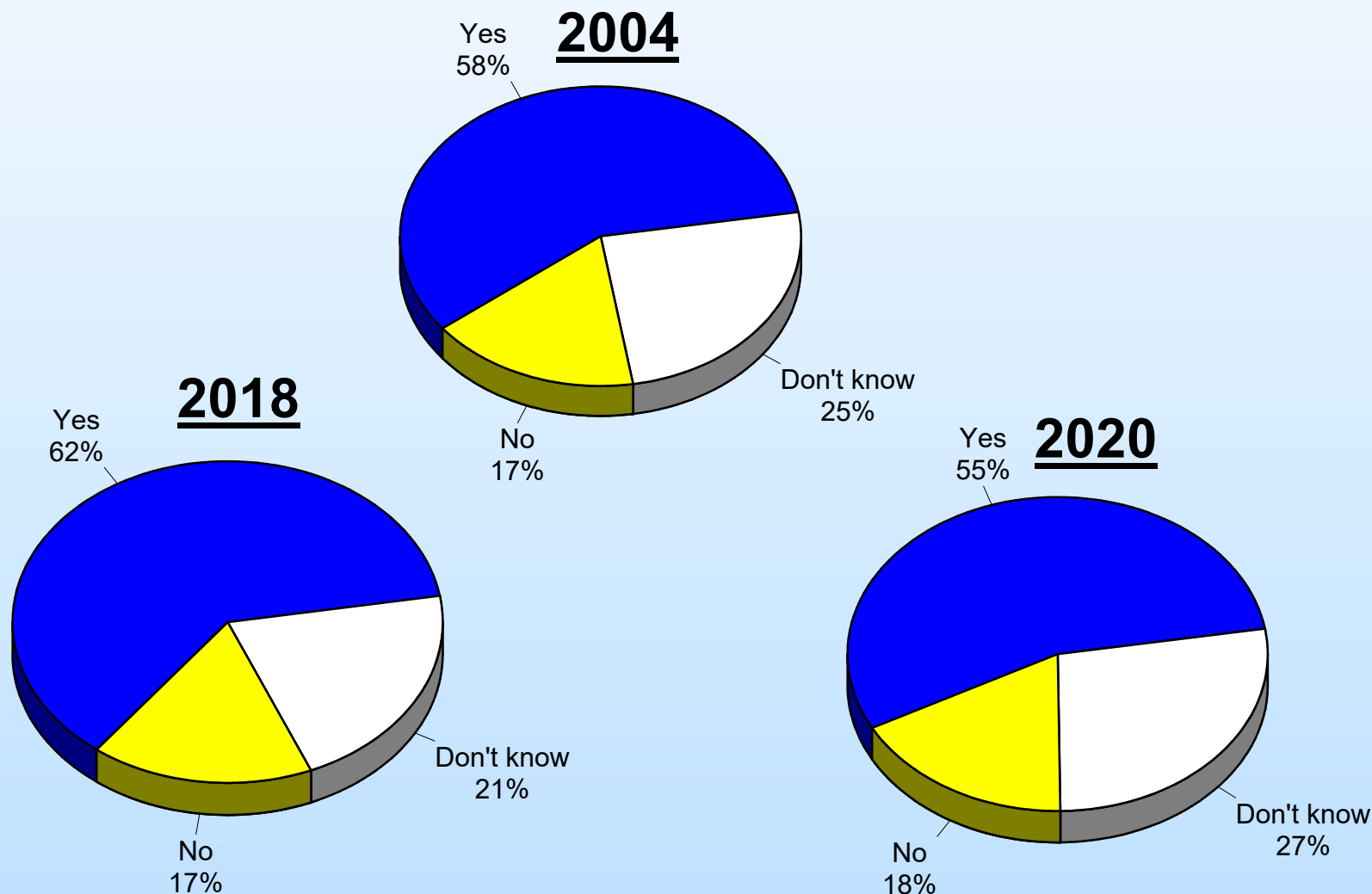


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q19. In general, do you think the City of Shoreline is moving in the right direction?

Trends - 2004, 2018 and 2020

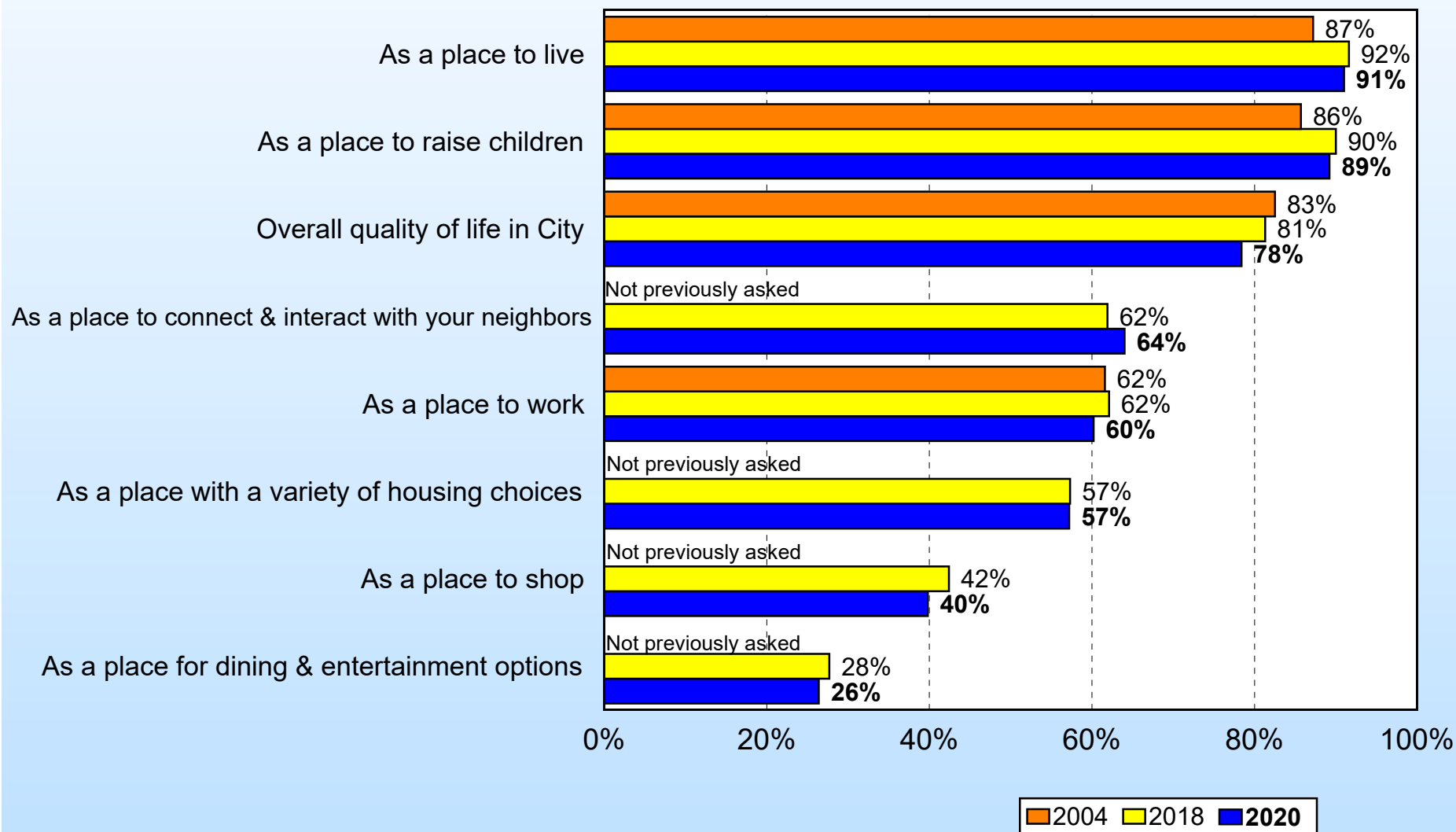
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q21. Respondents' Ratings of the City of Shoreline *Trends - 2004, 2018 and 2020*

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

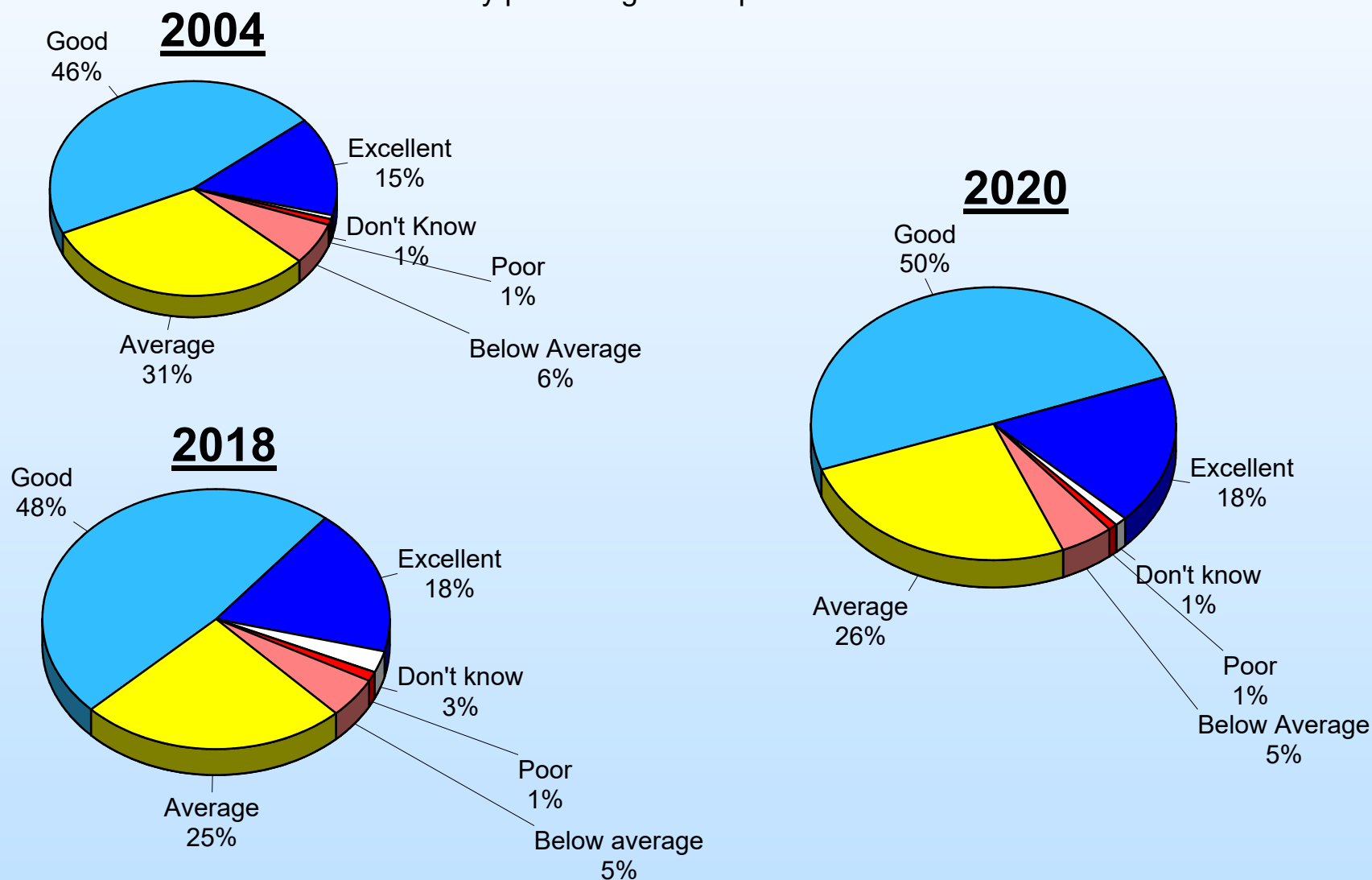


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q22. Overall, how would you rate the condition of your neighborhood?

Trends - 2004, 2018 and 2020

by percentage of respondents

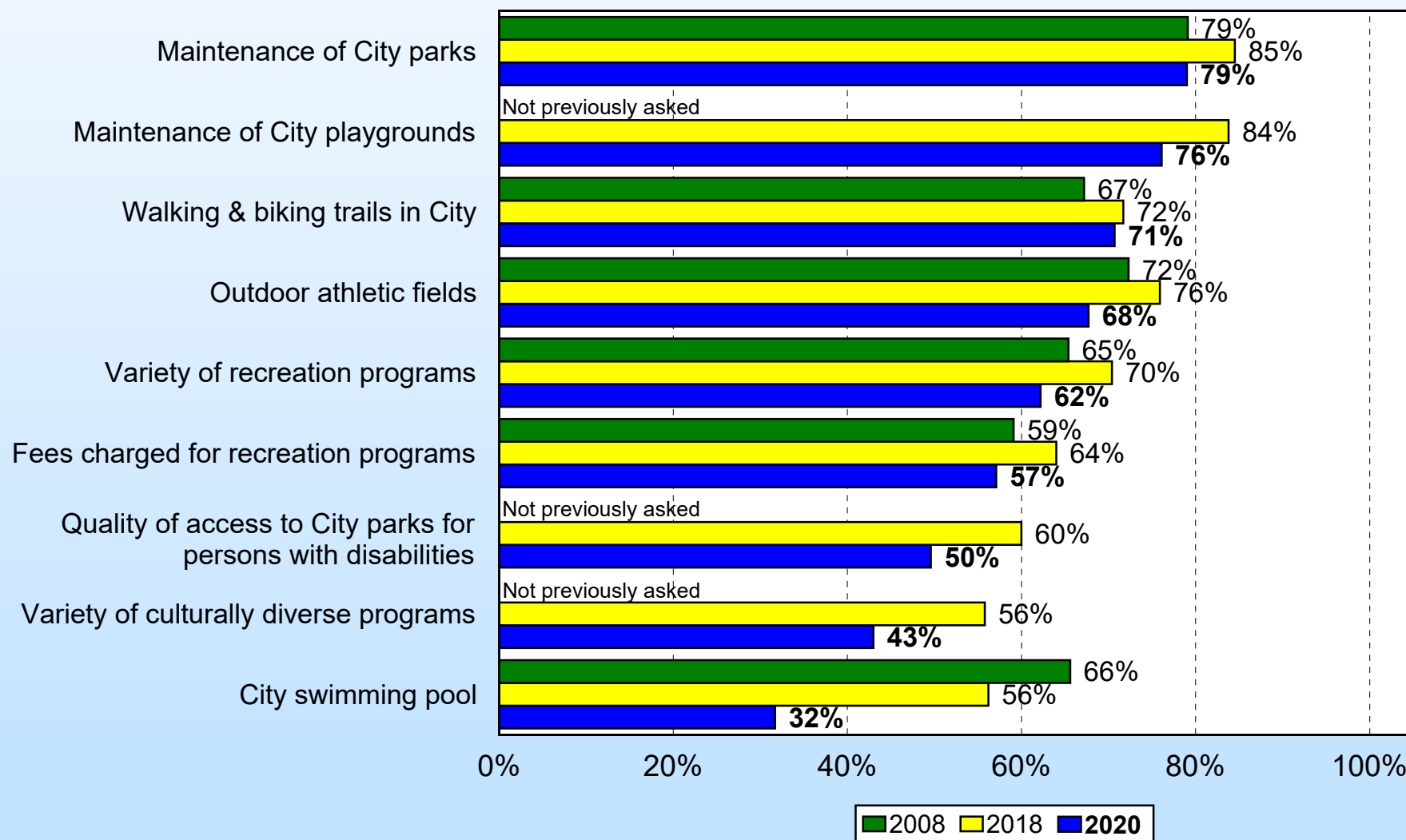


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q23. Satisfaction with Parks and Recreation

Trends - 2008, 2018 and 2020

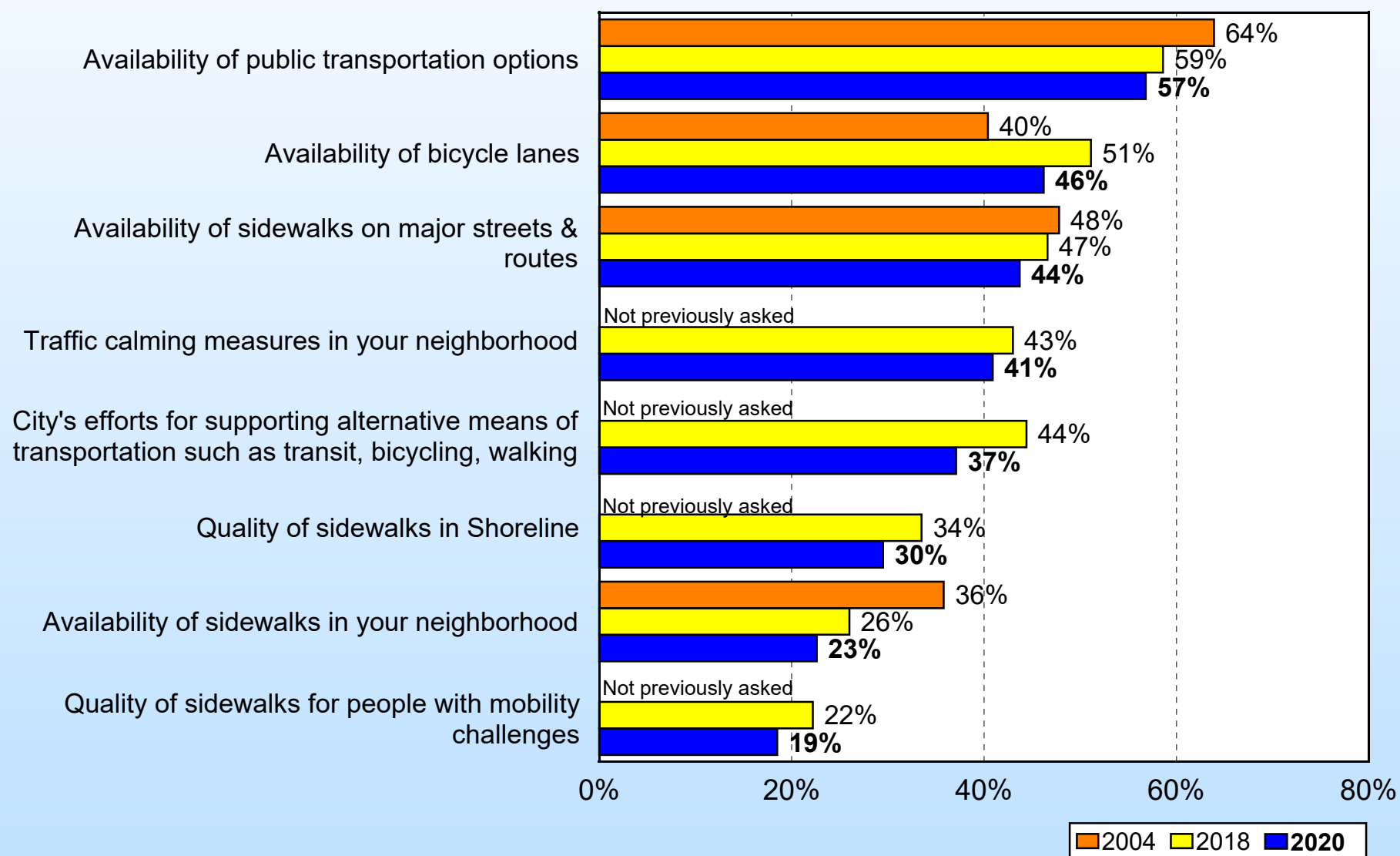
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Q25. Satisfaction Ratings for Transportation & Land Use *Trends - 2004, 2018 and 2020*

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 (2020 - Shoreline, WA)

Section 3

Benchmarking Analysis



Benchmarking Summary Report

City of Shoreline, Washington

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 of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 4,000 residents across the United States and (2) a survey administered by ETC Institute in the summer of 2019 to over 350 residents living in the Northwest Region, which includes Washington and Oregon.

Interpreting the Charts

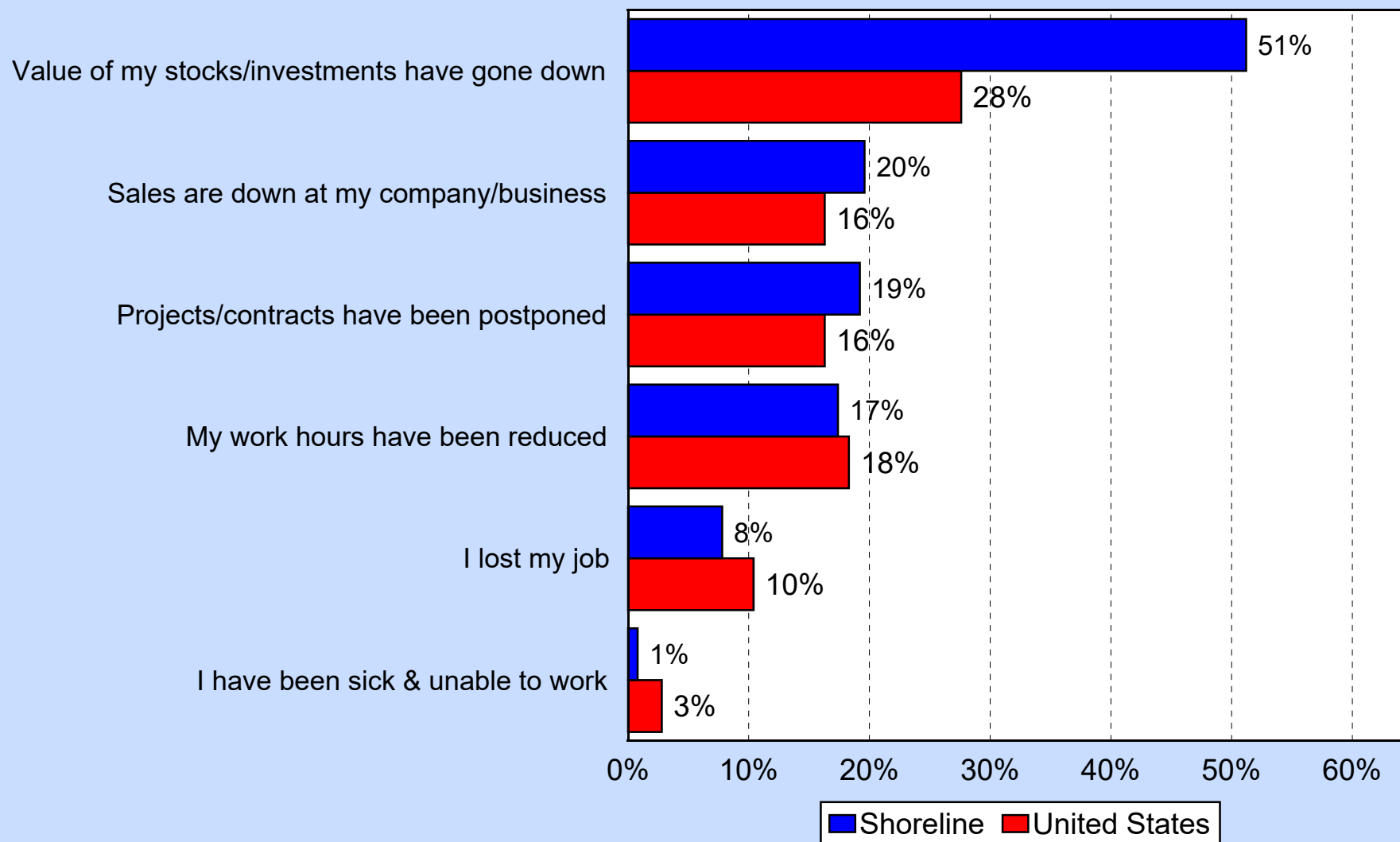
National Benchmarks. The charts on the following pages show how the overall ratings for Shoreline compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents. The blue bar shows the ratings for Shoreline, the red bar for the United States, and the yellow bar for the Northwest Region (Washington and Oregon).

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 is not authorized without written consent from ETC Institute.

How Residents' Financial Situation Has Been Impacted As a Result of the COVID-19 Outbreak Shoreline vs. United States

by percentage of respondents (multiple choices could be made)



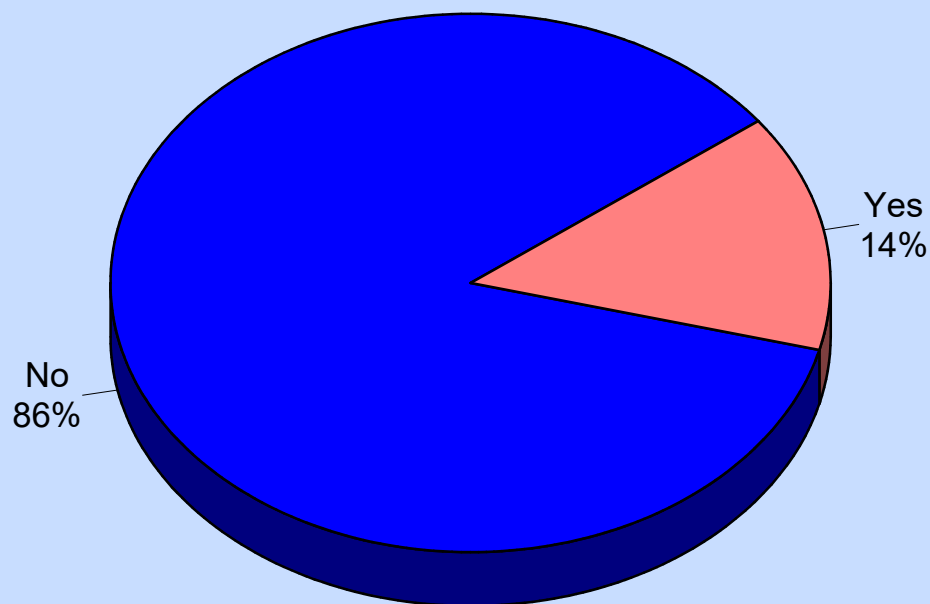
Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Do you think you will have problems paying for necessities during the COVID-19 pandemic?

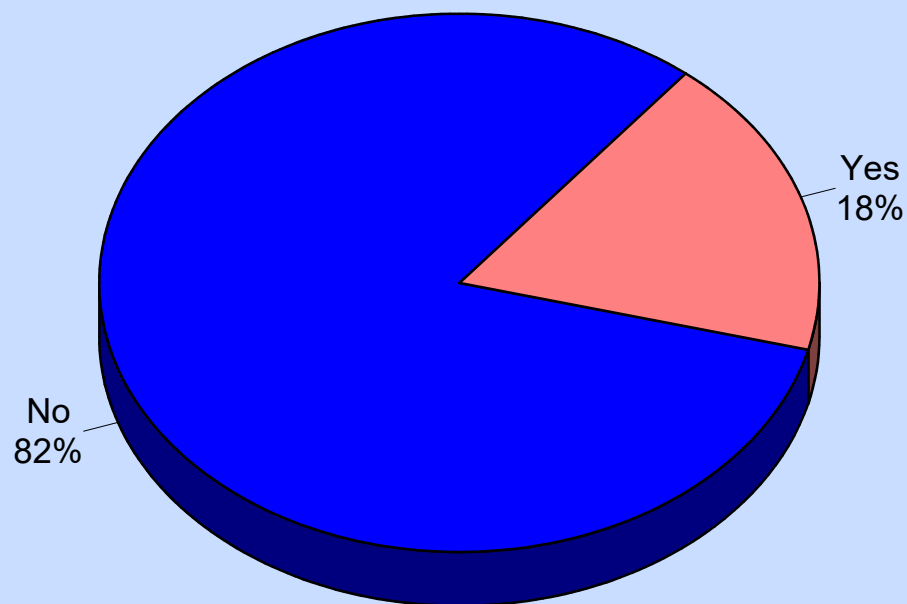
Shoreline vs. United States

by percentage of respondents (multiple choices could be made)

Shoreline



United States

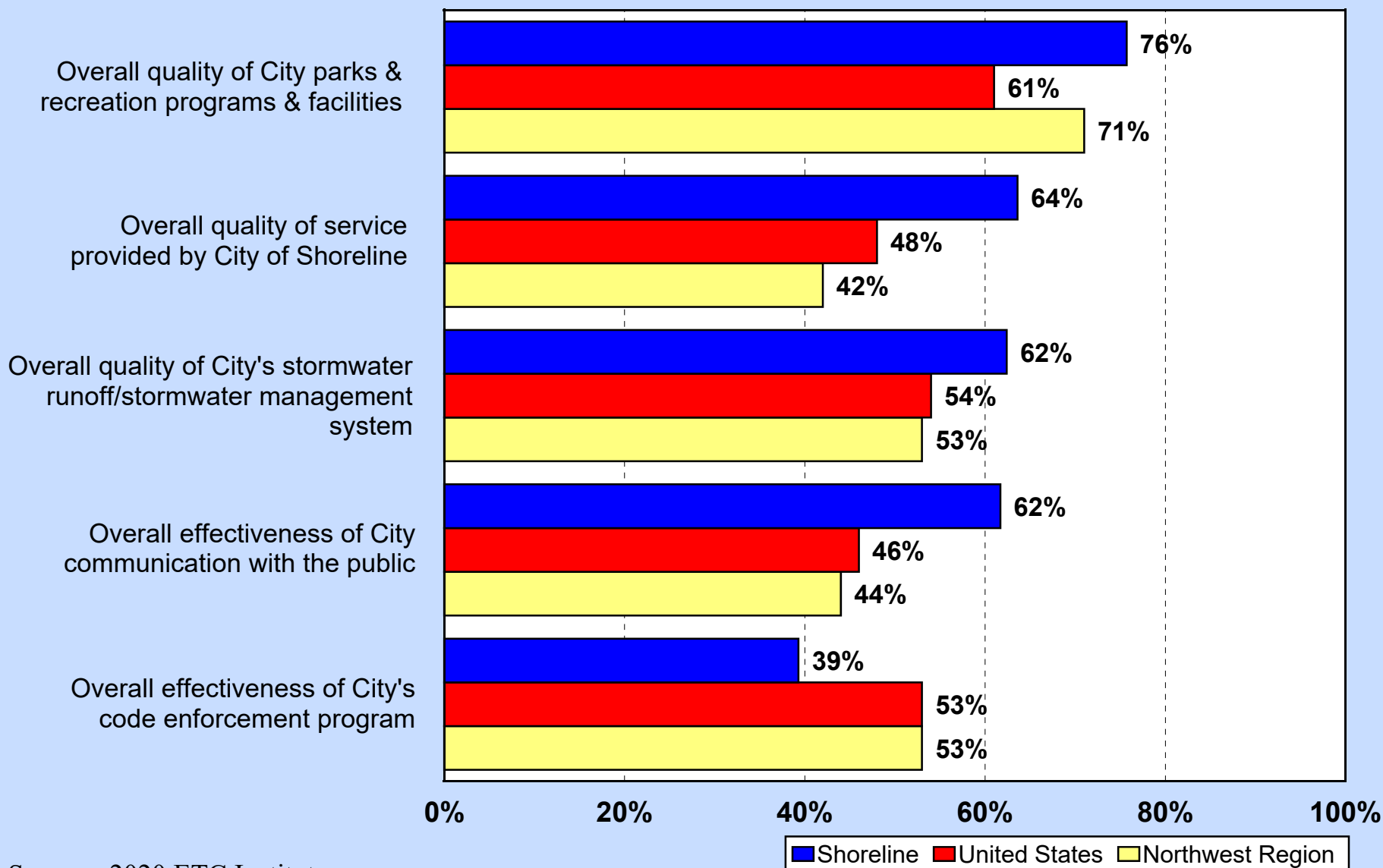


Source: ETC Institute DirectionFinder (2020 - Shoreline, WA)

Overall Ratings of City Services

Shoreline vs. United States vs. the Northwest Region

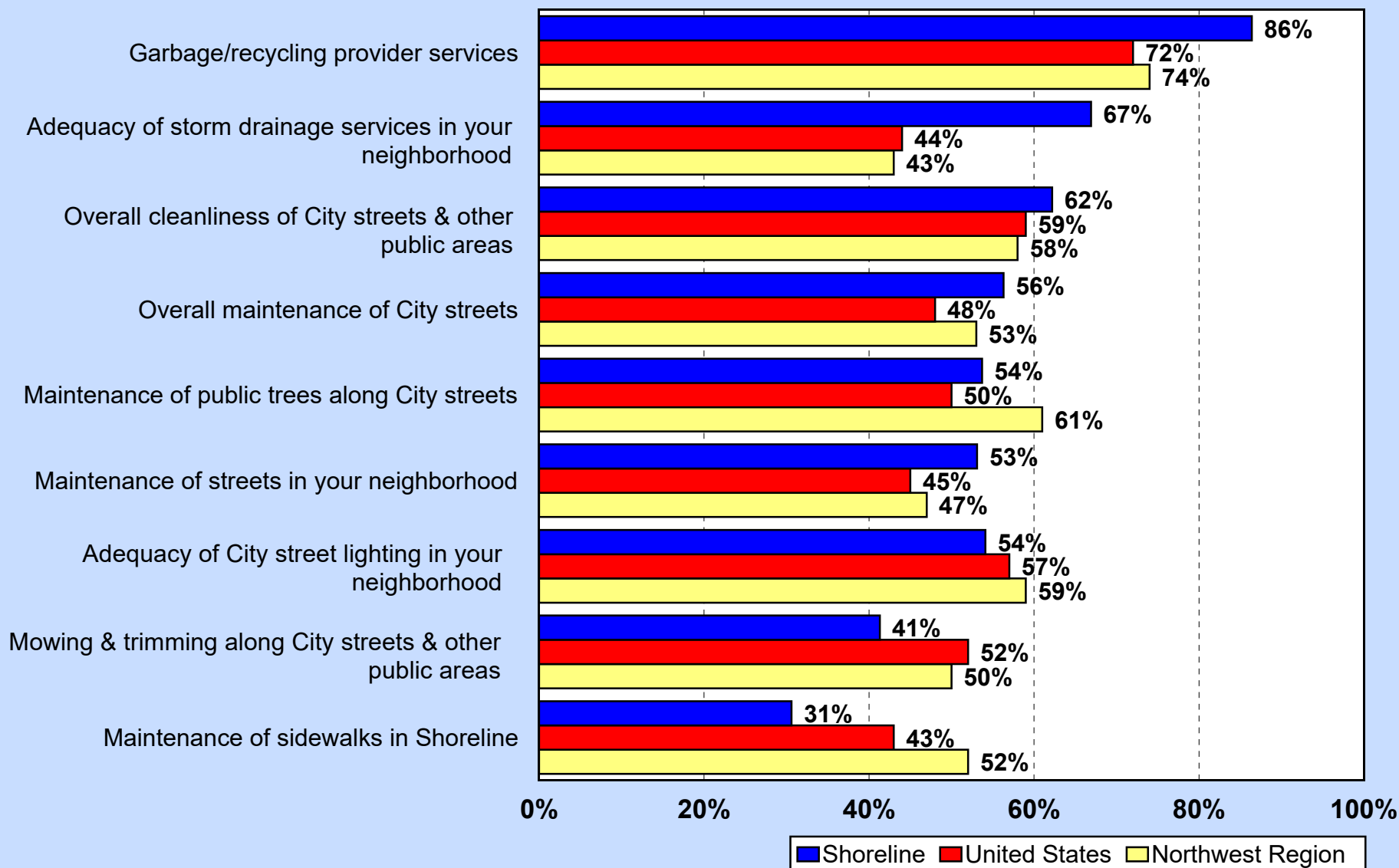
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2020 ETC Institute

Overall Ratings of City Maintenance Services Shoreline vs. United States vs. the Northwest Region

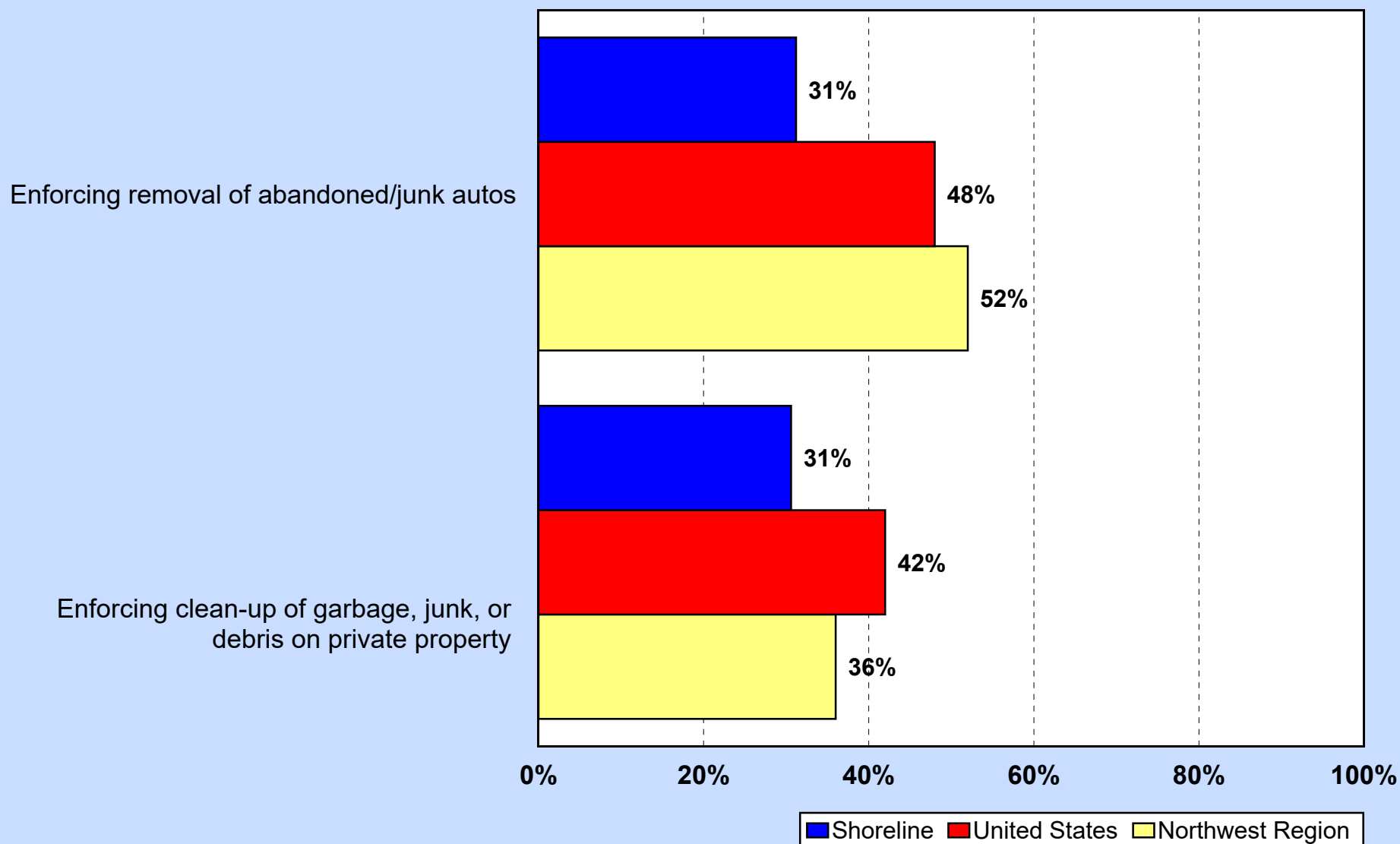
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2020 ETC Institute

Overall Satisfaction of Enforcement of Codes and Ordinances Shoreline vs. United States vs. the Northwest Region

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

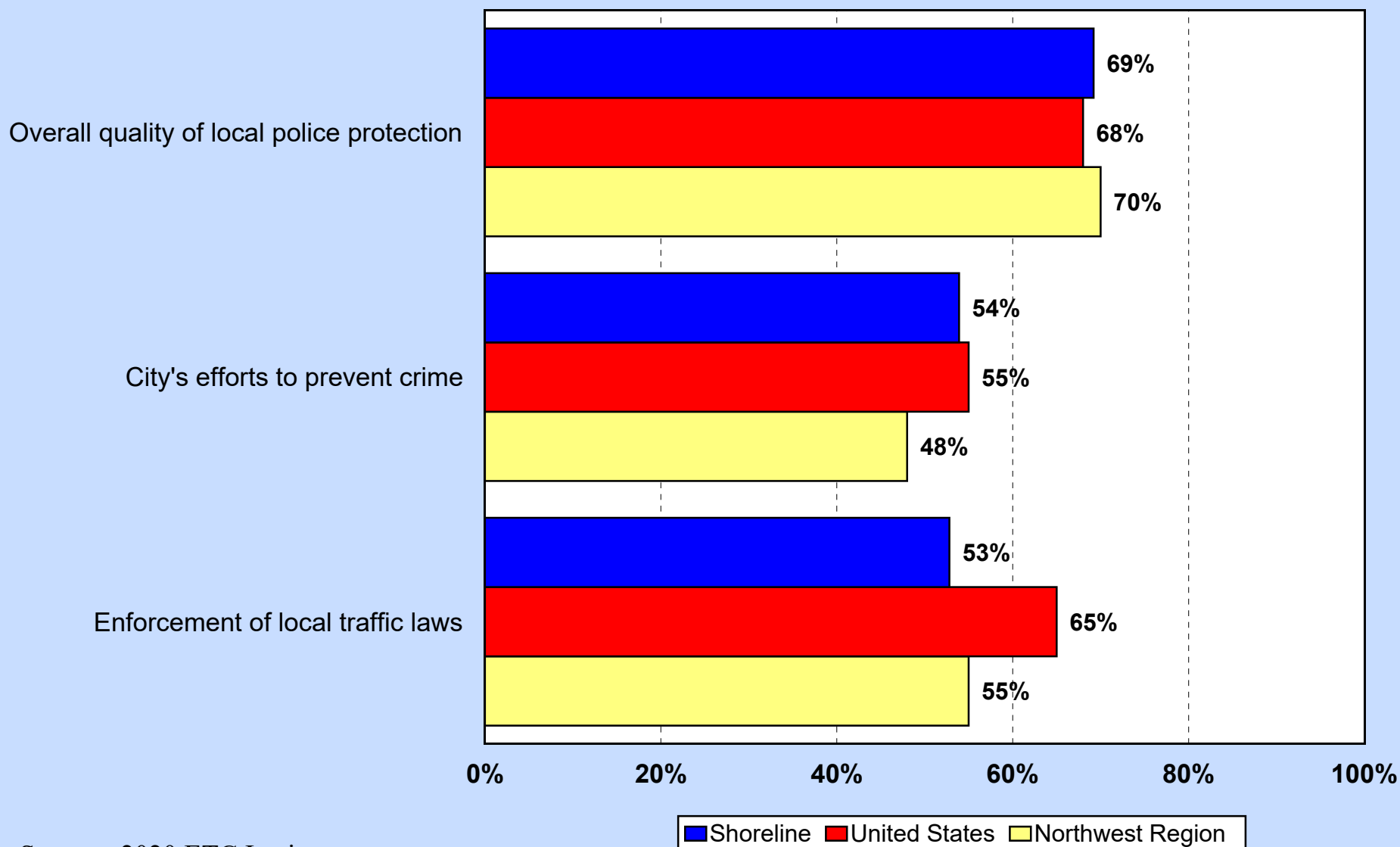


Source: 2020 ETC Institute

Overall Satisfaction in Public Safety

Shoreline vs. United States vs. the Northwest Region

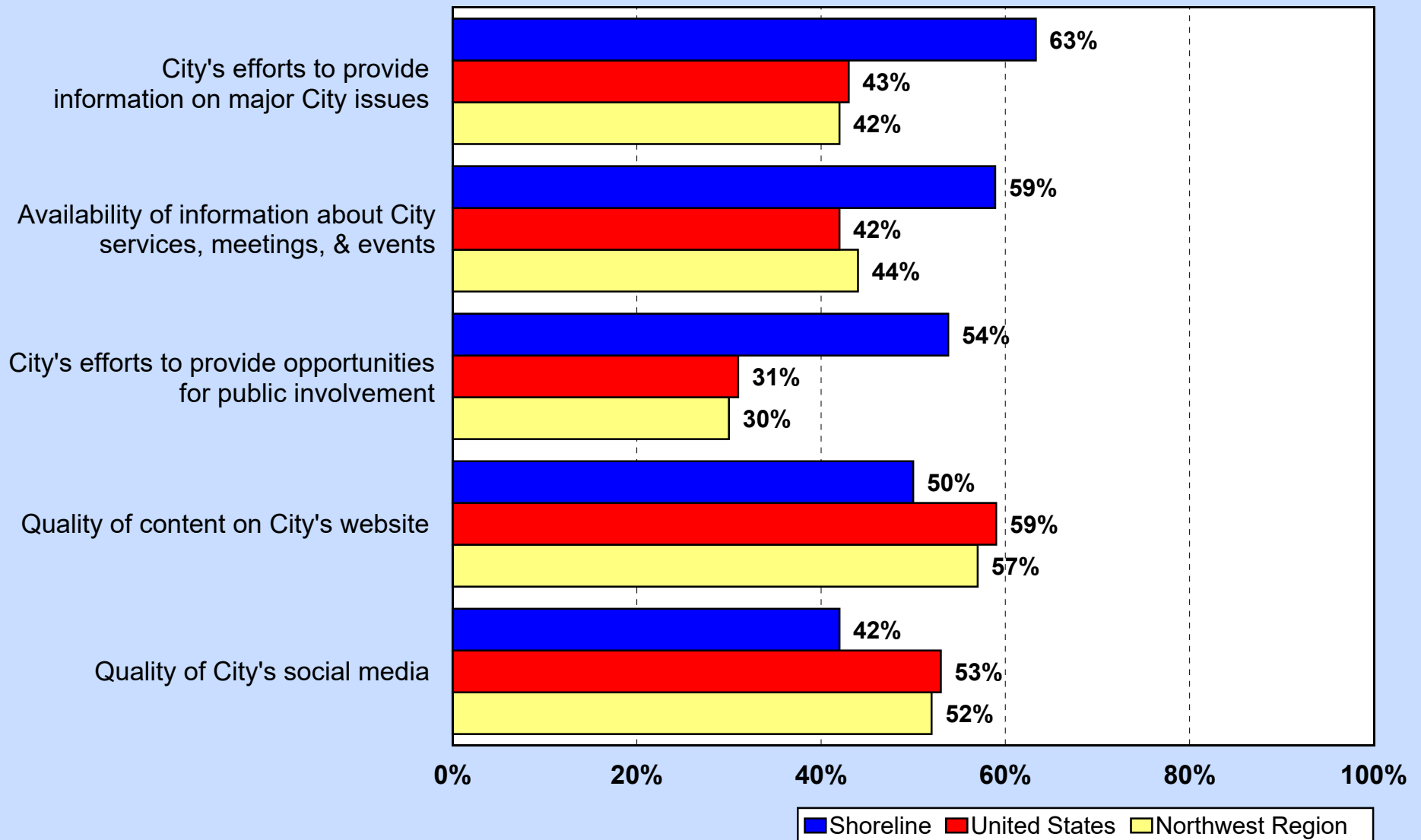
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2020 ETC Institute

Overall Satisfaction with City Communication Shoreline vs. United States vs. the Northwest Region

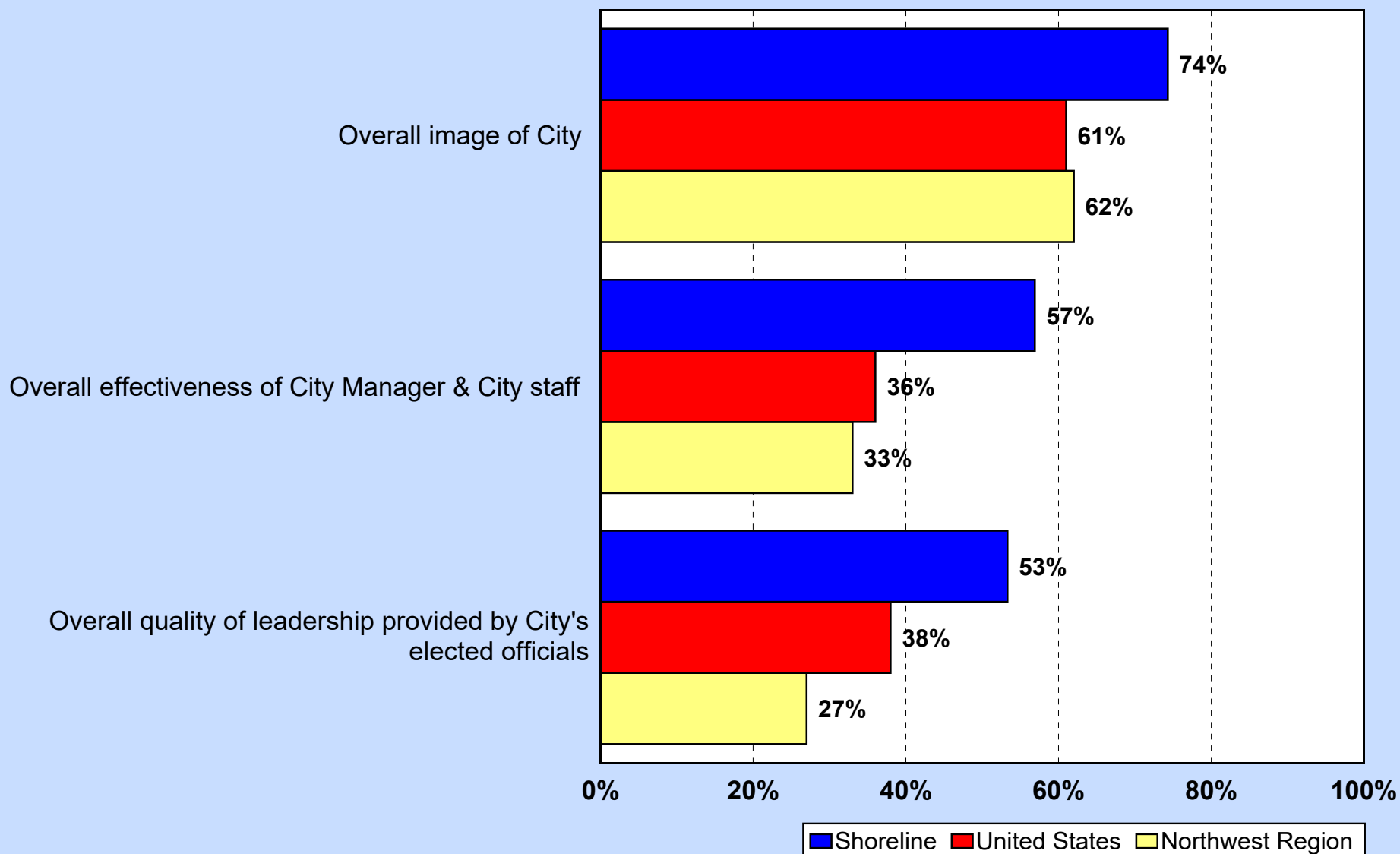
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2020 ETC Institute

Overall Satisfaction in Leadership and Quality of Life Shoreline vs. United States vs. the Northwest Region

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

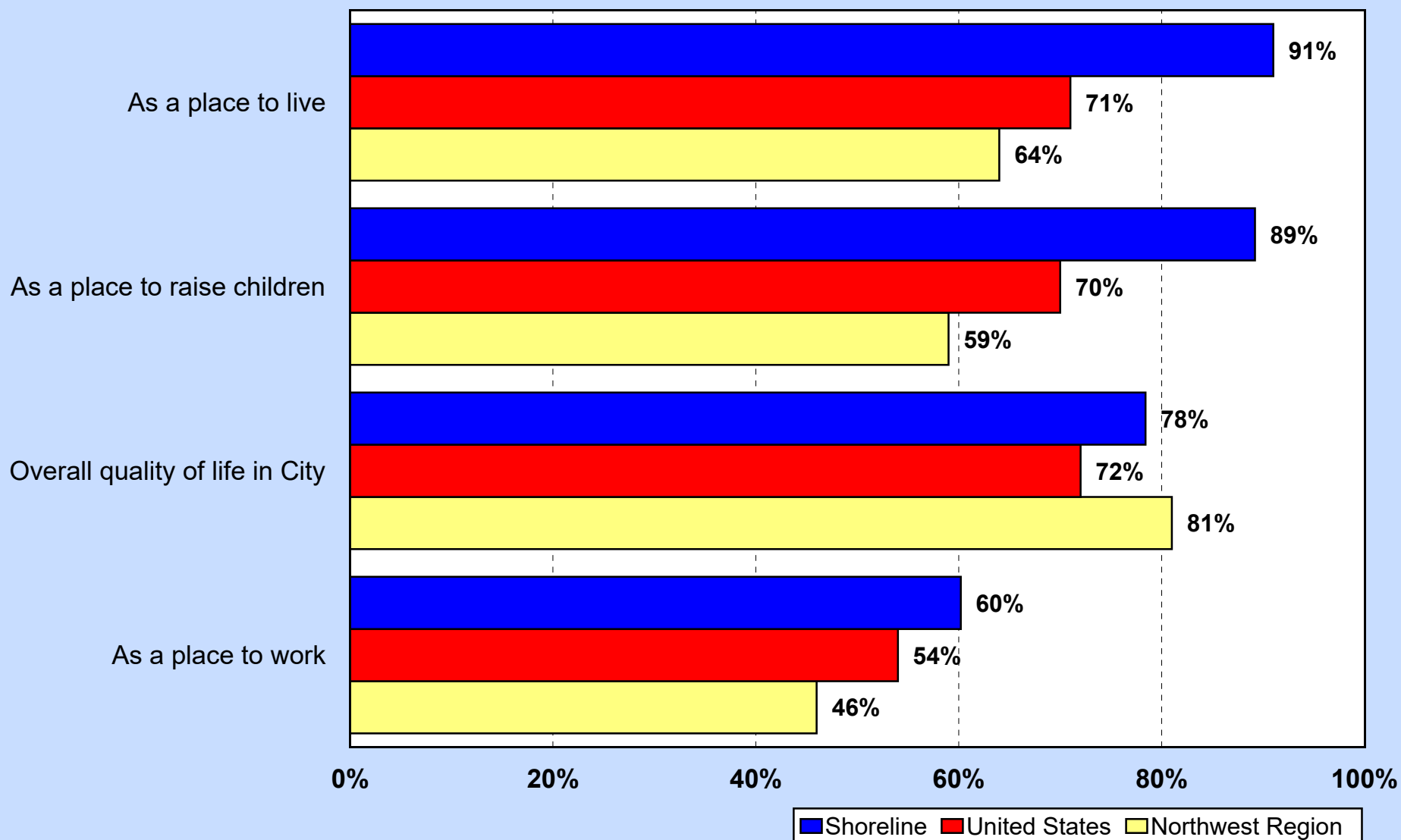


Source: 2020 ETC Institute

Overall Ratings of the City

Shoreline vs. United States vs. the Northwest Region

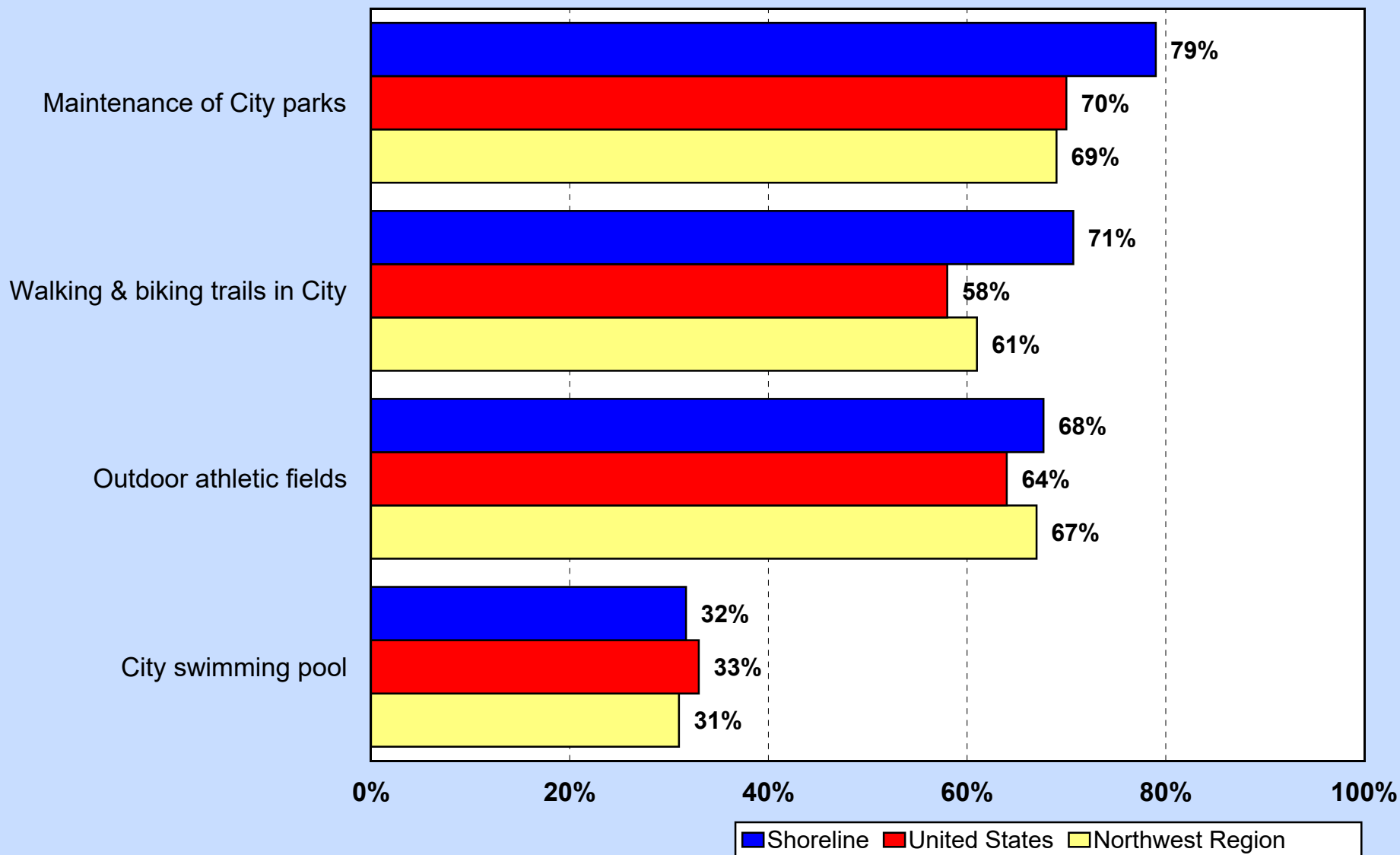
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2020 ETC Institute

Overall Satisfaction with Parks and Recreation Shoreline vs. United States vs. the Northwest Region

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

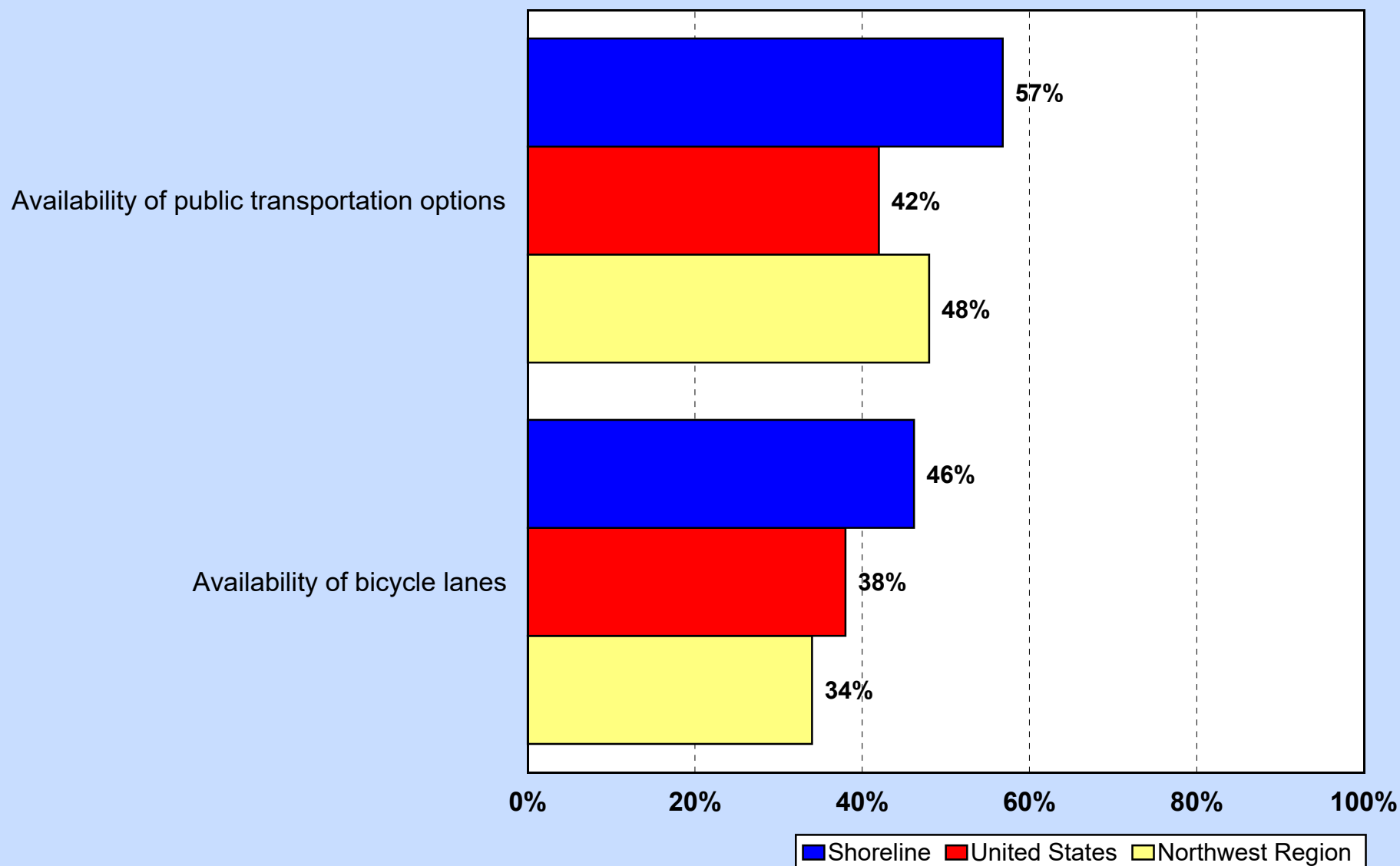


Source: 2020 ETC Institute

Satisfaction with Transportation and Land Use

Shoreline vs. United States vs. the Northwest Region

by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2020 ETC Institute

Section 4

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Shoreline, Washington

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 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.

Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Forty-seven percent (47.2%) of respondents selected *overall response to homelessness* as one of the most important services for the City to provide.

With regard to satisfaction, 23.8% of respondents surveyed rated *overall response to homelessness* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 47.2% was multiplied by 76.2% (1-0.238). This calculation yielded an I-S rating of 0.3597, which ranked first out of 11 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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 for 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 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 the City of Shoreline are provided on the following pages.

Importance-Satisfaction Matrix Analysis

2020 Importance-Satisfaction Rating

Shoreline, Washington

Quality of Services and Facilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very Priority (IS >.20)						
Overall response to homelessness	47%	1	24%	11	0.3597	1
Overall quality of human services (e.g. support for people in times of need) offered by City	38%	2	42%	9	0.2175	2
High Priority (IS .10-.20)						
Overall efforts to promote diversity & inclusiveness in the community	30%	4	44%	8	0.1660	3
Overall quality of police services	34%	3	66%	2	0.1159	4
Overall effectiveness of City's efforts to sustain environmental quality	28%	5	60%	7	0.1142	5
Medium Priority (IS <.10)						
Overall effectiveness of City's code enforcement program	11%	10	39%	10	0.0686	6
Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	19%	7	65%	3	0.0671	7
Overall quality of service provided by City of Shoreline	18%	8	64%	4	0.0659	8
Overall quality of City parks & recreation programs & facilities	24%	6	76%	1	0.0593	9
Overall effectiveness of City communication with the public	15%	9	62%	6	0.0578	10
Overall quality of City's stormwater runoff/stormwater management system	7%	11	62%	5	0.0259	11

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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Shoreline, Washington

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very Priority (IS >.20)</u>						
Maintenance of sidewalks in Shoreline	38%	2	31%	9	0.2637	1
<u>High Priority (IS .10-.20)</u>						
Overall maintenance of City streets	38%	1	56%	4	0.1665	2
Mowing & trimming along City streets & other public areas	18%	6	41%	8	0.1027	3
Maintenance of streets in your neighborhood	22%	4	53%	7	0.1013	4
<u>Medium Priority (IS <.10)</u>						
Overall cleanliness of City streets & other public areas	25%	3	62%	3	0.0945	5
Adequacy of City street lighting in your neighborhood	18%	5	54%	5	0.0803	6
Maintenance of public trees along City streets	15%	7	54%	6	0.0690	7
Adequacy of storm drainage services in your neighborhood	8%	8	67%	2	0.0252	8
Garbage/recycling provider services	5%	9	86%	1	0.0071	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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Shoreline, Washington

City Codes and Ordinances

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very Priority (IS >.20)</u>						
Enforcing clean-up of garbage, junk, or debris on private property	48%	1	31%	3	0.3338	1
<u>High Priority (IS .10-.20)</u>						
Enforcing removal of abandoned/junk autos	23%	2	31%	2	0.1576	2
<u>Medium Priority (IS <.10)</u>						
Enforcement of graffiti removal from private properties	15%	3	37%	1	0.0948	3

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the highest priority most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Shoreline, Washington

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Response to property crime (e.g. burglary, mail theft, car prowling)	27%	2	36%	7	0.1751	1
Response to drug activity	25%	3	31%	8	0.1688	2
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	24%	4	42%	6	0.1404	3
Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	31%	1	59%	3	0.1259	4
City's efforts to prevent crime	24%	5	54%	4	0.1093	5
Medium Priority (IS <.10)						
Your level of trust in officers to do the right thing	16%	6	61%	2	0.0636	6
Overall quality of local police protection	16%	7	69%	1	0.0493	7
Response to prostitution activity	6%	9	30%	9	0.0405	8
Enforcement of local traffic laws	7%	8	53%	5	0.0349	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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Shoreline, Washington

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City swimming pool	21%	3	32%	9	0.1407	1
Variety of culturally diverse programs	19%	4	43%	8	0.1083	2
Medium Priority (IS <.10)						
Walking & biking trails in City	32%	2	71%	3	0.0949	3
Maintenance of City parks	43%	1	79%	1	0.0901	4
Quality of access to City parks for persons with disabilities	14%	6	50%	7	0.0726	5
Variety of recreation programs	11%	7	62%	5	0.0427	6
Maintenance of City playgrounds	15%	5	76%	2	0.0359	7
Fees charged for recreation programs	7%	8	57%	6	0.0317	8
Outdoor athletic fields	6%	9	68%	4	0.0203	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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Shoreline, Washington

Transportation and Land Use

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very Priority (IS >.20)</u>						
Availability of sidewalks in your neighborhood	40%	1	23%	7	0.3065	1
<u>High Priority (IS .10-.20)</u>						
Quality of sidewalks for people with mobility challenges	20%	6	19%	8	0.1597	2
Quality of sidewalks in Shoreline	23%	4	30%	6	0.1586	3
Availability of sidewalks on major streets & routes	24%	2	44%	3	0.1334	4
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	20%	5	41%	4	0.1176	5
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	18%	7	37%	5	0.1107	6
Availability of public transportation options	23%	3	57%	1	0.1011	7
<u>Medium Priority (IS <.10)</u>						
Availability of bicycle lanes	10%	8	46%	2	0.0527	8

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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Section 5

Tabular Data

Q1. Please indicate how your financial situation has been impacted as a result of the COVID-19 outbreak.

Q1. How has your financial situation been impacted as a result of COVID-19 outbreak	Number	Percent
I have not been impacted financially because of COVID-19	416	44.0 %
My financial situation has improved because of COVID-19	31	3.3 %
Value of my stocks/investments have gone down	484	51.2 %
My work hours have been reduced	165	17.4 %
I lost my job	74	7.8 %
Projects/contracts have been postponed	182	19.2 %
Sales are down at my company/business	185	19.6 %
I have been sick & unable to work	8	0.8 %
Other	95	10.0 %
Total	1640	

Q2. Do you think you will have problems paying for necessities, such as rent/mortgage, food, utilities, etc. during the COVID-19 Pandemic?

Q2. Will you have problems paying for necessities during COVID-19 Pandemic	Number	Percent
Yes	110	11.6 %
No	670	70.8 %
Don't know	166	17.5 %
Total	946	100.0 %

WITHOUT "DON'T KNOW"**Q2. Do you think you will have problems paying for necessities, such as rent/mortgage, food, utilities, etc. during the COVID-19 Pandemic? (without "don't know")**

Q2. Will you have problems paying for necessities during COVID-19 Pandemic	Number	Percent
Yes	110	14.1 %
No	670	85.9 %
Total	780	100.0 %

Q3. How do you think your financial situation will change in the weeks ahead?

Q3. How will your financial situation change in weeks ahead	Number	Percent
Get better	61	6.4 %
Stay the same	508	53.7 %
Get worse	170	18.0 %
Don't know	207	21.9 %
Total	946	100.0 %

WITHOUT "DON'T KNOW"**Q3. How do you think your financial situation will change in the weeks ahead? (without "don't know")**

Q3. How will your financial situation change in weeks ahead	Number	Percent
Get better	61	8.3 %
Stay the same	508	68.7 %
Get worse	170	23.0 %
Total	739	100.0 %

Q4. Have you or someone in your household filed for unemployment?

Q4. Have you or someone in your household filed for unemployment	Number	Percent
Yes	214	22.6 %
No	714	75.5 %
Would like to but cannot access	18	1.9 %
Total	946	100.0 %

Q5. How confident are you that the City of Shoreline will bounce back from the COVID-19 Pandemic?

Q5. How confident are you that City of Shoreline will bounce back from COVID-19 Pandemic	Number	Percent
Very confident	134	14.2 %
Confident	450	47.6 %
Not confident	87	9.2 %
Not confident at all	22	2.3 %
Don't know	253	26.7 %
Total	946	100.0 %

WITHOUT "DON'T KNOW"**Q5. How confident are you that the City of Shoreline will bounce back from the COVID-19 Pandemic? (without "don't know")**

Q5. How confident are you that City of Shoreline will bounce back from COVID-19 Pandemic	Number	Percent
Very confident	134	19.3 %
Confident	450	64.9 %
Not confident	87	12.6 %
Not confident at all	22	3.2 %
Total	693	100.0 %

Q6. Quality of Services and Facilities. Please rate your overall satisfaction with the following major categories of services provided by the City of Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of police services	177 18.7%	380 40.2%	223 23.6%	47 5.0%	22 2.3%	97 10.3%
Q6-2. Overall quality of City parks & recreation programs & facilities	171 18.1%	506 53.5%	161 17.0%	44 4.7%	12 1.3%	52 5.5%
Q6-3. Overall effectiveness of City's code enforcement program	54 5.7%	198 20.9%	290 30.7%	71 7.5%	28 3.0%	305 32.2%
Q6-4. Overall effectiveness of City communication with the public	132 14.0%	417 44.1%	243 25.7%	78 8.2%	19 2.0%	57 6.0%
Q6-5. Overall quality of City's stormwater runoff/stormwater management system	98 10.4%	392 41.4%	235 24.8%	49 5.2%	11 1.2%	161 17.0%
Q6-6. Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	123 13.0%	481 50.8%	202 21.4%	96 10.1%	34 3.6%	10 1.1%
Q6-7. Overall quality of human services (e.g., support for people in times of need) offered by City	46 4.9%	184 19.5%	243 25.7%	57 6.0%	17 1.8%	399 42.2%
Q6-8. Overall effectiveness of City's efforts to sustain environmental quality	91 9.6%	385 40.7%	222 23.5%	68 7.2%	30 3.2%	150 15.9%
Q6-9. Overall quality of service provided by City of Shoreline	91 9.6%	455 48.1%	260 27.5%	32 3.4%	21 2.2%	87 9.2%
Q6-10. Overall efforts to promote diversity & inclusiveness in community	71 7.5%	231 24.4%	279 29.5%	69 7.3%	32 3.4%	264 27.9%
Q6-11. Overall response to homelessness	22 2.3%	132 14.0%	233 24.6%	175 18.5%	85 9.0%	299 31.6%

WITHOUT "DON'T KNOW"

Q6. Quality of Services and Facilities. Please rate your overall satisfaction with the following major categories of services provided by the City of Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of police services	177 20.8%	380 44.8%	223 26.3%	47 5.5%	22 2.6%
Q6-2. Overall quality of City parks & recreation programs & facilities	171 19.1%	506 56.6%	161 18.0%	44 4.9%	12 1.3%
Q6-3. Overall effectiveness of City's code enforcement program	54 8.4%	198 30.9%	290 45.2%	71 11.1%	28 4.4%
Q6-4. Overall effectiveness of City communication with the public	132 14.8%	417 46.9%	243 27.3%	78 8.8%	19 2.1%
Q6-5. Overall quality of City's stormwater runoff/stormwater management system	98 12.5%	392 49.9%	235 29.9%	49 6.2%	11 1.4%
Q6-6. Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	123 13.1%	481 51.4%	202 21.6%	96 10.3%	34 3.6%
Q6-7. Overall quality of human services (e.g., support for people in times of need) offered by City	46 8.4%	184 33.6%	243 44.4%	57 10.4%	17 3.1%
Q6-8. Overall effectiveness of City's efforts to sustain environmental quality	91 11.4%	385 48.4%	222 27.9%	68 8.5%	30 3.8%
Q6-9. Overall quality of service provided by City of Shoreline	91 10.6%	455 53.0%	260 30.3%	32 3.7%	21 2.4%
Q6-10. Overall efforts to promote diversity & inclusiveness in community	71 10.4%	231 33.9%	279 40.9%	69 10.1%	32 4.7%
Q6-11. Overall response to homelessness	22 3.4%	132 20.4%	233 36.0%	175 27.0%	85 13.1%

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q7. Top choice	Number	Percent
Overall quality of police services	157	16.6 %
Overall quality of City parks & recreation programs & facilities	75	7.9 %
Overall effectiveness of City's code enforcement program	26	2.7 %
Overall effectiveness of City communication with the public	35	3.7 %
Overall quality of City's stormwater runoff/stormwater management system	19	2.0 %
Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	61	6.4 %
Overall quality of human services (e.g. support for people in times of need) offered by City	130	13.7 %
Overall effectiveness of City's efforts to sustain environmental quality	71	7.5 %
Overall quality of service provided by City of Shoreline	51	5.4 %
Overall efforts to promote diversity & inclusiveness in community	71	7.5 %
Overall response to homelessness	186	19.7 %
None chosen	64	6.8 %
Total	946	100.0 %

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q7. 2nd choice	Number	Percent
Overall quality of police services	86	9.1 %
Overall quality of City parks & recreation programs & facilities	77	8.1 %
Overall effectiveness of City's code enforcement program	41	4.3 %
Overall effectiveness of City communication with the public	54	5.7 %
Overall quality of City's stormwater runoff/stormwater management system	26	2.7 %
Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	65	6.9 %
Overall quality of human services (e.g. support for people in times of need) offered by City	130	13.7 %
Overall effectiveness of City's efforts to sustain environmental quality	92	9.7 %
Overall quality of service provided by City of Shoreline	49	5.2 %
Overall efforts to promote diversity & inclusiveness in community	104	11.0 %
Overall response to homelessness	136	14.4 %
None chosen	86	9.1 %
Total	946	100.0 %

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q7. 3rd choice	Number	Percent
Overall quality of police services	76	8.0 %
Overall quality of City parks & recreation programs & facilities	79	8.4 %
Overall effectiveness of City's code enforcement program	41	4.3 %
Overall effectiveness of City communication with the public	54	5.7 %
Overall quality of City's stormwater runoff/stormwater management system	21	2.2 %
Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	53	5.6 %
Overall quality of human services (e.g. support for people in times of need) offered by City	96	10.1 %
Overall effectiveness of City's efforts to sustain environmental quality	106	11.2 %
Overall quality of service provided by City of Shoreline	71	7.5 %
Overall efforts to promote diversity & inclusiveness in community	107	11.3 %
Overall response to homelessness	124	13.1 %
None chosen	118	12.5 %
Total	946	100.0 %

SUM OF TOP 3 CHOICES

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q7. Sum of top 3 choices	Number	Percent
Overall quality of police services	319	33.7 %
Overall quality of City parks & recreation programs & facilities	231	24.4 %
Overall effectiveness of City's code enforcement program	108	11.4 %
Overall effectiveness of City communication with the public	143	15.1 %
Overall quality of City's stormwater runoff/stormwater management system	66	7.0 %
Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	179	18.9 %
Overall quality of human services (e.g. support for people in times of need) offered by City	356	37.6 %
Overall effectiveness of City's efforts to sustain environmental quality	269	28.4 %
Overall quality of service provided by City of Shoreline	171	18.1 %
Overall efforts to promote diversity & inclusiveness in community	282	29.8 %
Overall response to homelessness	446	47.1 %
None chosen	64	6.8 %
Total	2634	

Q8. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following maintenance services provided by the City of Shoreline.

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Overall maintenance of City streets	55 5.8%	468 49.5%	229 24.2%	133 14.1%	43 4.5%	18 1.9%
Q8-2. Maintenance of streets in your neighborhood	78 8.2%	414 43.8%	234 24.7%	151 16.0%	49 5.2%	20 2.1%
Q8-3. Maintenance of sidewalks in Shoreline	35 3.7%	239 25.3%	302 31.9%	211 22.3%	108 11.4%	51 5.4%
Q8-4. Mowing & trimming along City streets & other public areas	46 4.9%	332 35.1%	288 30.4%	170 18.0%	79 8.4%	31 3.3%
Q8-5. Overall cleanliness of City streets & other public areas	85 9.0%	492 52.0%	226 23.9%	93 9.8%	32 3.4%	18 1.9%
Q8-6. Adequacy of City street lighting in your neighborhood	89 9.4%	412 43.6%	194 20.5%	167 17.7%	63 6.7%	21 2.2%
Q8-7. Adequacy of storm drainage services in your neighborhood	96 10.1%	489 51.7%	202 21.4%	62 6.6%	25 2.6%	72 7.6%
Q8-8. Garbage/recycling provider services	324 34.2%	483 51.1%	96 10.1%	25 2.6%	6 0.6%	12 1.3%
Q8-9. Maintenance of public trees along City streets	72 7.6%	416 44.0%	245 25.9%	125 13.2%	50 5.3%	38 4.0%

WITHOUT "DON'T KNOW"

Q8. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following maintenance services provided by the City of Shoreline. (without "don't know")

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Overall maintenance of City streets	55 5.9%	468 50.4%	229 24.7%	133 14.3%	43 4.6%
Q8-2. Maintenance of streets in your neighborhood	78 8.4%	414 44.7%	234 25.3%	151 16.3%	49 5.3%
Q8-3. Maintenance of sidewalks in Shoreline	35 3.9%	239 26.7%	302 33.7%	211 23.6%	108 12.1%
Q8-4. Mowing & trimming along City streets & other public areas	46 5.0%	332 36.3%	288 31.5%	170 18.6%	79 8.6%
Q8-5. Overall cleanliness of City streets & other public areas	85 9.2%	492 53.0%	226 24.4%	93 10.0%	32 3.4%
Q8-6. Adequacy of City street lighting in your neighborhood	89 9.6%	412 44.5%	194 21.0%	167 18.1%	63 6.8%
Q8-7. Adequacy of storm drainage services in your neighborhood	96 11.0%	489 55.9%	202 23.1%	62 7.1%	25 2.9%
Q8-8. Garbage/recycling provider services	324 34.7%	483 51.7%	96 10.3%	25 2.7%	6 0.6%
Q8-9. Maintenance of public trees along City streets	72 7.9%	416 45.8%	245 27.0%	125 13.8%	50 5.5%

Q9. Which TWO of the maintenance items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. Top choice	Number	Percent
Overall maintenance of City streets	240	25.4 %
Maintenance of streets in your neighborhood	96	10.1 %
Maintenance of sidewalks in Shoreline	206	21.8 %
Mowing & trimming along City streets & other public areas	83	8.8 %
Overall cleanliness of City streets & other public areas	82	8.7 %
Adequacy of City street lighting in your neighborhood	78	8.2 %
Adequacy of storm drainage services in your neighborhood	29	3.1 %
Garbage/recycling provider services	21	2.2 %
Maintenance of public trees along City streets	55	5.8 %
None chosen	56	5.9 %
Total	946	100.0 %

Q9. Which TWO of the maintenance items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. 2nd choice	Number	Percent
Overall maintenance of City streets	120	12.7 %
Maintenance of streets in your neighborhood	109	11.5 %
Maintenance of sidewalks in Shoreline	153	16.2 %
Mowing & trimming along City streets & other public areas	82	8.7 %
Overall cleanliness of City streets & other public areas	154	16.3 %
Adequacy of City street lighting in your neighborhood	88	9.3 %
Adequacy of storm drainage services in your neighborhood	43	4.5 %
Garbage/recycling provider services	28	3.0 %
Maintenance of public trees along City streets	86	9.1 %
None chosen	83	8.8 %
Total	946	100.0 %

SUM OF TOP 2 CHOICES**Q9. Which TWO of the maintenance items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q9. Sum of top 2 choices	Number	Percent
Overall maintenance of City streets	360	38.1 %
Maintenance of streets in your neighborhood	205	21.7 %
Maintenance of sidewalks in Shoreline	359	37.9 %
Mowing & trimming along City streets & other public areas	165	17.4 %
Overall cleanliness of City streets & other public areas	236	24.9 %
Adequacy of City street lighting in your neighborhood	166	17.5 %
Adequacy of storm drainage services in your neighborhood	72	7.6 %
Garbage/recycling provider services	49	5.2 %
Maintenance of public trees along City streets	141	14.9 %
None chosen	56	5.9 %
Total	1809	

Q10. Enforcement of City Codes and Ordinances. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Enforcing clean-up of garbage, junk, or debris on private property	28 3.0%	201 21.2%	297 31.4%	164 17.3%	57 6.0%	199 21.0%
Q10-2. Enforcing removal of abandoned/junk autos	28 3.0%	198 20.9%	300 31.7%	142 15.0%	58 6.1%	220 23.3%
Q10-3. Enforcement of graffiti removal from private properties	27 2.9%	233 24.6%	322 34.0%	86 9.1%	31 3.3%	247 26.1%

WITHOUT "DON'T KNOW"**Q10. Enforcement of City Codes and Ordinances. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following. (without "don't know")**

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Enforcing clean-up of garbage, junk, or debris on private property	28 3.7%	201 26.9%	297 39.8%	164 22.0%	57 7.6%
Q10-2. Enforcing removal of abandoned/junk autos	28 3.9%	198 27.3%	300 41.3%	142 19.6%	58 8.0%
Q10-3. Enforcement of graffiti removal from private properties	27 3.9%	233 33.3%	322 46.1%	86 12.3%	31 4.4%

Q11. Which of the City codes and ordinances items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. Highest priority	Number	Percent
Enforcing clean-up of garbage, junk, or debris on private property	455	48.1 %
Enforcing removal of abandoned/junk autos	217	22.9 %
Enforcement of graffiti removal from private properties	143	15.1 %
None chosen	131	13.8 %
Total	946	100.0 %

Q12. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following public safety services provided by the City of Shoreline.

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Overall quality of local police protection	148 15.6%	428 45.2%	197 20.8%	41 4.3%	19 2.0%	113 11.9%
Q12-2. City's efforts to prevent crime	80 8.5%	337 35.6%	249 26.3%	82 8.7%	25 2.6%	173 18.3%
Q12-3. Enforcement of local traffic laws	78 8.2%	359 37.9%	284 30.0%	73 7.7%	33 3.5%	119 12.6%
Q12-4. Response to drug activity	35 3.7%	146 15.4%	232 24.5%	105 11.1%	63 6.7%	365 38.6%
Q12-5. Response to prostitution activity	35 3.7%	125 13.2%	245 25.9%	72 7.6%	56 5.9%	413 43.7%
Q12-6. Response to property crime (e.g., burglary, mail theft, car prowling)	45 4.8%	221 23.4%	271 28.6%	139 14.7%	61 6.4%	209 22.1%
Q12-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	150 15.9%	237 25.1%	186 19.7%	47 5.0%	31 3.3%	295 31.2%
Q12-8. Your level of trust in officers to do the right thing	169 17.9%	345 36.5%	243 25.7%	56 5.9%	36 3.8%	97 10.3%
Q12-9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	76 8.0%	130 13.7%	218 23.0%	42 4.4%	31 3.3%	449 47.5%

WITHOUT "DON'T KNOW"

Q12. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following public safety services provided by the City of Shoreline. (without "don't know")

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall quality of local police protection	148 17.8%	428 51.4%	197 23.6%	41 4.9%	19 2.3%
Q12-2. City's efforts to prevent crime	80 10.3%	337 43.6%	249 32.2%	82 10.6%	25 3.2%
Q12-3. Enforcement of local traffic laws	78 9.4%	359 43.4%	284 34.3%	73 8.8%	33 4.0%
Q12-4. Response to drug activity	35 6.0%	146 25.1%	232 39.9%	105 18.1%	63 10.8%
Q12-5. Response to prostitution activity	35 6.6%	125 23.5%	245 46.0%	72 13.5%	56 10.5%
Q12-6. Response to property crime (e.g., burglary, mail theft, car prowl)	45 6.1%	221 30.0%	271 36.8%	139 18.9%	61 8.3%
Q12-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	150 23.0%	237 36.4%	186 28.6%	47 7.2%	31 4.8%
Q12-8. Your level of trust in officers to do the right thing	169 19.9%	345 40.6%	243 28.6%	56 6.6%	36 4.2%
Q12-9. Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	76 15.3%	130 26.2%	218 43.9%	42 8.5%	31 6.2%

Q13. Which TWO of the public safety items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Overall quality of local police protection	95	10.0 %
City's efforts to prevent crime	126	13.3 %
Enforcement of local traffic laws	36	3.8 %
Response to drug activity	112	11.8 %
Response to prostitution activity	18	1.9 %
Response to property crime (e.g. burglary, mail theft, car prowling)	133	14.1 %
Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	183	19.3 %
Your level of trust in officers to do the right thing	57	6.0 %
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	88	9.3 %
None chosen	98	10.4 %
Total	946	100.0 %

Q13. Which TWO of the public safety items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Overall quality of local police protection	57	6.0 %
City's efforts to prevent crime	98	10.4 %
Enforcement of local traffic laws	34	3.6 %
Response to drug activity	120	12.7 %
Response to prostitution activity	37	3.9 %
Response to property crime (e.g. burglary, mail theft, car prowling)	126	13.3 %
Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	111	11.7 %
Your level of trust in officers to do the right thing	96	10.1 %
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	139	14.7 %
None chosen	128	13.5 %
Total	946	100.0 %

SUM OF TOP 2 CHOICES**Q13. Which TWO of the public safety items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (TOP 2)**

<u>Q13. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	152	16.1 %
City's efforts to prevent crime	224	23.7 %
Enforcement of local traffic laws	70	7.4 %
Response to drug activity	232	24.5 %
Response to prostitution activity	55	5.8 %
Response to property crime (e.g. burglary, mail theft, car prowl)	259	27.4 %
Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	294	31.1 %
Your level of trust in officers to do the right thing	153	16.2 %
Shoreline's Police Department's response to situations involving individuals with cognitive or mental challenges	227	24.0 %
<u>None chosen</u>	<u>98</u>	<u>10.4 %</u>
Total	1764	

Q14. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=946)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q14-1. In your neighborhood during the day	536 56.7%	349 36.9%	43 4.5%	10 1.1%	0 0.0%	8 0.8%
Q14-2. In your neighborhood at night	212 22.4%	496 52.4%	148 15.6%	68 7.2%	12 1.3%	10 1.1%
Q14-3. In City parks & trails	98 10.4%	424 44.8%	255 27.0%	85 9.0%	23 2.4%	61 6.4%
Q14-4. In other public areas in Shoreline	124 13.1%	477 50.4%	244 25.8%	50 5.3%	6 0.6%	45 4.8%
Q14-5. Overall feeling of safety in Shoreline	168 17.8%	588 62.2%	141 14.9%	32 3.4%	6 0.6%	11 1.2%

WITHOUT "DON'T KNOW"**Q14. Using a scale of 1 to 5, 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=946)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q14-1. In your neighborhood during the day	536 57.1%	349 37.2%	43 4.6%	10 1.1%	0 0.0%
Q14-2. In your neighborhood at night	212 22.6%	496 53.0%	148 15.8%	68 7.3%	12 1.3%
Q14-3. In City parks & trails	98 11.1%	424 47.9%	255 28.8%	85 9.6%	23 2.6%
Q14-4. In other public areas in Shoreline	124 13.8%	477 52.9%	244 27.1%	50 5.5%	6 0.7%
Q14-5. Overall feeling of safety in Shoreline	168 18.0%	588 62.9%	141 15.1%	32 3.4%	6 0.6%

Q15. City Communications. From which of the following have you received information about City projects, issues, services, and events?

Q15. From which following have you received information about City projects, issues, services, & events	Number	Percent
City newsletter "CURRENTS"	852	90.1 %
City's Parks & Recreation Guide	727	76.8 %
City cable channel (Comcast 21, Frontier 27)	37	3.9 %
City website	253	26.7 %
City's social media sites (e.g. Facebook, Twitter, Instagram)	141	14.9 %
Online resources (e.g. Shoreline Area News, Nextdoor, Facebook groups)	495	52.3 %
Involvement in neighborhood association or Shoreline Watch	113	11.9 %
Television news	183	19.3 %
Alert Shoreline (City emails)	216	22.8 %
Other	41	4.3 %
Total	3058	

Q15-10. Other

<u>Q15-10. Other</u>	<u>Number</u>	<u>Percent</u>
Neighbors	5	12.2 %
RICHMOND BEACH NEWS	3	7.3 %
Mail	2	4.9 %
RICHMOND BEACH NEWSLETTER	2	4.9 %
NextDoor neighborhood app	1	2.4 %
Shoreline Newsletter	1	2.4 %
Seattle Times	1	2.4 %
SPEAKING TO CITY EMPLOYEES	1	2.4 %
PROGRESS OF LIGHT RAIL EXPANSION	1	2.4 %
I am a Shoreline Fire Dept. CERT and NEMCO member	1	2.4 %
TALKING WITH OTHER RESIDENTS	1	2.4 %
Fire Department Social Network	1	2.4 %
The nonprofit group Save Shoreline Trees	1	2.4 %
PATCH. SHORELINE NEEDS A LOCAL PAPER	1	2.4 %
NEXTDOOR, PATCH	1	2.4 %
PATCH.COM	1	2.4 %
FLIER ON THE DOOR	1	2.4 %
SENIOR CENTER, NEIGHBORHOOD NEWSLETTER	1	2.4 %
RICHMOND BEACH LOCAL NEWSPAPER	1	2.4 %
TOO MUCH NEGATIVE NEWS ON TV, NOT WATCHING ANYMORE	1	2.4 %
School district email	1	2.4 %
SHARE PLANTS SHORELINE	1	2.4 %
WORD OF MOUTH	1	2.4 %
GOOGLE SEARCH	1	2.4 %
FAMILY AND FRIENDS	1	2.4 %
SEE CLICK FIX	1	2.4 %
PHONE	1	2.4 %
VOLUNTEER WORK AT RICHMOND BEACH SALTWATER PARK	1	2.4 %
SHORELINE AREA NEWS	1	2.4 %
Mailed notices	1	2.4 %
INTERNET NEWS SITES	1	2.4 %
Ridgecrest Neighborhood Association and Shorecrest High School	1	2.4 %
Radio	1	2.4 %
Total	41	100.0 %

Q16. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of information about City services, meetings, & events	109 11.5%	412 43.6%	273 28.9%	71 7.5%	19 2.0%	62 6.6%
Q16-2. City's efforts to provide information on major City issues (e.g., light rail station area planning)	129 13.6%	442 46.7%	210 22.2%	94 9.9%	27 2.9%	44 4.7%
Q16-3. City's efforts to provide opportunities for public involvement	95 10.0%	365 38.6%	269 28.4%	96 10.1%	30 3.2%	91 9.6%
Q16-4. Quality of content on City's website	43 4.5%	263 27.8%	269 28.4%	22 2.3%	14 1.5%	335 35.4%
Q16-5. Quality of content in City's newsletter "CURRENTS"	155 16.4%	473 50.0%	220 23.3%	32 3.4%	6 0.6%	60 6.3%
Q16-6. Quality of City's social media	29 3.1%	176 18.6%	242 25.6%	32 3.4%	9 1.0%	458 48.4%

WITHOUT "DON'T KNOW"

Q16. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of information about City services, meetings, & events	109 12.3%	412 46.6%	273 30.9%	71 8.0%	19 2.1%
Q16-2. City's efforts to provide information on major City issues (e.g., light rail station area planning)	129 14.3%	442 49.0%	210 23.3%	94 10.4%	27 3.0%
Q16-3. City's efforts to provide opportunities for public involvement	95 11.1%	365 42.7%	269 31.5%	96 11.2%	30 3.5%
Q16-4. Quality of content on City's website	43 7.0%	263 43.0%	269 44.0%	22 3.6%	14 2.3%
Q16-5. Quality of content in City's newsletter "CURRENTS"	155 17.5%	473 53.4%	220 24.8%	32 3.6%	6 0.7%
Q16-6. Quality of City's social media	29 5.9%	176 36.1%	242 49.6%	32 6.6%	9 1.8%

Q17. Leadership and Quality of Life. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Overall image of City	147 15.5%	538 56.9%	168 17.8%	63 6.7%	6 0.6%	24 2.5%
Q17-2. Overall quality of leadership provided by City's elected officials	59 6.2%	377 39.9%	271 28.6%	76 8.0%	35 3.7%	128 13.5%
Q17-3. Overall effectiveness of City Manager & City staff	66 7.0%	382 40.4%	249 26.3%	60 6.3%	30 3.2%	159 16.8%

WITHOUT "DON'T KNOW"

Q17. Leadership and Quality of Life. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Overall image of City	147 15.9%	538 58.4%	168 18.2%	63 6.8%	6 0.7%
Q17-2. Overall quality of leadership provided by City's elected officials	59 7.2%	377 46.1%	271 33.1%	76 9.3%	35 4.3%
Q17-3. Overall effectiveness of City Manager & City staff	66 8.4%	382 48.5%	249 31.6%	60 7.6%	30 3.8%

Q18. 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."

Q18. I trust City of Shoreline to spend my tax dollars

<u>responsibly</u>	<u>Number</u>	<u>Percent</u>
Strongly agree	109	11.5 %
Somewhat agree	506	53.5 %
Somewhat disagree	182	19.2 %
Strongly disagree	78	8.2 %
No opinion	61	6.4 %
Not provided	10	1.1 %
Total	946	100.0 %

WITHOUT "NOT PROVIDED"**Q18. 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 "not provided")**

Q18. I trust City of Shoreline to spend my tax dollars

<u>responsibly</u>	<u>Number</u>	<u>Percent</u>
Strongly agree	109	11.6 %
Somewhat agree	506	54.1 %
Somewhat disagree	182	19.4 %
Strongly disagree	78	8.3 %
No opinion	61	6.5 %
Total	936	100.0 %

Q19. In general, do you think the City of Shoreline is moving in the right direction?

Q19. Is City of Shoreline moving in the right direction in

<u>general</u>	<u>Number</u>	<u>Percent</u>
Yes	522	55.2 %
No	166	17.5 %
Don't know	258	27.3 %
Total	946	100.0 %

WITHOUT "DON'T KNOW"**Q19. In general, do you think the City of Shoreline is moving in the right direction? (without "don't know")**

Q19. Is City of Shoreline moving in the right direction in

<u>general</u>	<u>Number</u>	<u>Percent</u>
Yes	522	75.9 %
No	166	24.1 %
Total	688	100.0 %

Q20. In general, do you believe Shoreline is a welcoming and inclusive community?

Q20. Is Shoreline a welcoming & inclusive community in general	Number	Percent
Yes	644	68.1 %
No	70	7.4 %
Don't know	232	24.5 %
Total	946	100.0 %

WITHOUT "DON'T KNOW"**Q20. In general, do you believe Shoreline is a welcoming and inclusive community? (without "don't know")**

Q20. Is Shoreline a welcoming & inclusive community in general	Number	Percent
Yes	644	90.2 %
No	70	9.8 %
Total	714	100.0 %

Q21. Please rate Shoreline using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.

(N=946)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q21-1. As a place to live	316 33.4%	540 57.1%	55 5.8%	23 2.4%	6 0.6%	6 0.6%
Q21-2. As a place to raise children	337 35.6%	450 47.6%	70 7.4%	20 2.1%	6 0.6%	63 6.7%
Q21-3. As a place to work	100 10.6%	313 33.1%	211 22.3%	48 5.1%	15 1.6%	259 27.4%
Q21-4. As a place with a variety of housing choices	96 10.1%	408 43.1%	253 26.7%	95 10.0%	30 3.2%	64 6.8%
Q21-5. As a place to shop	66 7.0%	306 32.3%	236 24.9%	233 24.6%	94 9.9%	11 1.2%
Q21-6. As a place for dining & entertainment options	42 4.4%	203 21.5%	237 25.1%	310 32.8%	137 14.5%	17 1.8%
Q21-7. Overall quality of life in City	151 16.0%	583 61.6%	157 16.6%	36 3.8%	9 1.0%	10 1.1%
Q21-8. As a place to connect & interact with your neighbors	161 17.0%	431 45.6%	246 26.0%	63 6.7%	24 2.5%	21 2.2%

WITHOUT "DON'T KNOW"

Q21. Please rate Shoreline using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following. (without "don't know")

(N=946)

	Excellent	Good	Neutral	Below average	Poor
Q21-1. As a place to live	316 33.6%	540 57.4%	55 5.9%	23 2.4%	6 0.6%
Q21-2. As a place to raise children	337 38.2%	450 51.0%	70 7.9%	20 2.3%	6 0.7%
Q21-3. As a place to work	100 14.6%	313 45.6%	211 30.7%	48 7.0%	15 2.2%
Q21-4. As a place with a variety of housing choices	96 10.9%	408 46.3%	253 28.7%	95 10.8%	30 3.4%
Q21-5. As a place to shop	66 7.1%	306 32.7%	236 25.2%	233 24.9%	94 10.1%
Q21-6. As a place for dining & entertainment options	42 4.5%	203 21.9%	237 25.5%	310 33.4%	137 14.7%
Q21-7. Overall quality of life in City	151 16.1%	583 62.3%	157 16.8%	36 3.8%	9 1.0%
Q21-8. As a place to connect & interact with your neighbors	161 17.4%	431 46.6%	246 26.6%	63 6.8%	24 2.6%

Q22. Overall, how do you rate the condition of your neighborhood?

Q22. How do you rate overall condition of your

<u>neighborhood</u>	<u>Number</u>	<u>Percent</u>
Excellent	167	17.7 %
Good	472	49.9 %
Average	244	25.8 %
Below average	45	4.8 %
Poor	8	0.8 %
<u>Don't know</u>	<u>10</u>	<u>1.1 %</u>
Total	946	100.0 %

WITHOUT "DON'T KNOW"**Q22. Overall, how do you rate the condition of your neighborhood? (without "don't know")**

Q22. How do you rate overall condition of your

<u>neighborhood</u>	<u>Number</u>	<u>Percent</u>
Excellent	167	17.8 %
Good	472	50.4 %
Average	244	26.1 %
Below average	45	4.8 %
<u>Poor</u>	<u>8</u>	<u>0.9 %</u>
Total	936	100.0 %

Q23. Parks and Recreation. Please rate Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Maintenance of City parks	144 15.2%	568 60.0%	141 14.9%	30 3.2%	18 1.9%	45 4.8%
Q23-2. Maintenance of City playgrounds	120 12.7%	498 52.6%	161 17.0%	21 2.2%	13 1.4%	133 14.1%
Q23-3. Walking & biking trails in City	111 11.7%	491 51.9%	170 18.0%	57 6.0%	22 2.3%	95 10.0%
Q23-4. City swimming pool	28 3.0%	136 14.4%	194 20.5%	95 10.0%	64 6.8%	429 45.3%
Q23-5. Outdoor athletic fields	84 8.9%	391 41.3%	194 20.5%	27 2.9%	6 0.6%	244 25.8%
Q23-6. Fees charged for recreation programs	65 6.9%	303 32.0%	223 23.6%	32 3.4%	22 2.3%	301 31.8%
Q23-7. Variety of recreation programs	83 8.8%	373 39.4%	234 24.7%	35 3.7%	8 0.8%	213 22.5%
Q23-8. Variety of culturally diverse programs	42 4.4%	203 21.5%	245 25.9%	60 6.3%	20 2.1%	376 39.7%
Q23-9. Quality of access to City parks for persons with disabilities	34 3.6%	219 23.2%	215 22.7%	28 3.0%	14 1.5%	436 46.1%

WITHOUT "DON'T KNOW"

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

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Maintenance of City parks	144 16.0%	568 63.0%	141 15.6%	30 3.3%	18 2.0%
Q23-2. Maintenance of City playgrounds	120 14.8%	498 61.3%	161 19.8%	21 2.6%	13 1.6%
Q23-3. Walking & biking trails in City	111 13.0%	491 57.7%	170 20.0%	57 6.7%	22 2.6%
Q23-4. City swimming pool	28 5.4%	136 26.3%	194 37.5%	95 18.4%	64 12.4%
Q23-5. Outdoor athletic fields	84 12.0%	391 55.7%	194 27.6%	27 3.8%	6 0.9%
Q23-6. Fees charged for recreation programs	65 10.1%	303 47.0%	223 34.6%	32 5.0%	22 3.4%
Q23-7. Variety of recreation programs	83 11.3%	373 50.9%	234 31.9%	35 4.8%	8 1.1%
Q23-8. Variety of culturally diverse programs	42 7.4%	203 35.6%	245 43.0%	60 10.5%	20 3.5%
Q23-9. Quality of access to City parks for persons with disabilities	34 6.7%	219 42.9%	215 42.2%	28 5.5%	14 2.7%

Q24. Which TWO of the Parks and Recreation items listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q24. Top choice	Number	Percent
Maintenance of City parks	251	26.5 %
Maintenance of City playgrounds	44	4.7 %
Walking & biking trails in City	146	15.4 %
City swimming pool	130	13.7 %
Outdoor athletic fields	27	2.9 %
Fees charged for recreation programs	28	3.0 %
Variety of recreation programs	41	4.3 %
Variety of culturally diverse programs	92	9.7 %
Quality of access to City parks for persons with disabilities	57	6.0 %
None chosen	130	13.7 %
Total	946	100.0 %

Q24. Which TWO of the Parks and Recreation items listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q24. 2nd choice	Number	Percent
Maintenance of City parks	155	16.4 %
Maintenance of City playgrounds	97	10.3 %
Walking & biking trails in City	161	17.0 %
City swimming pool	65	6.9 %
Outdoor athletic fields	32	3.4 %
Fees charged for recreation programs	42	4.4 %
Variety of recreation programs	66	7.0 %
Variety of culturally diverse programs	88	9.3 %
Quality of access to City parks for persons with disabilities	79	8.4 %
None chosen	161	17.0 %
Total	946	100.0 %

SUM OF TOP 2 CHOICES**Q24. Which TWO of the Parks and Recreation items listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q24. Sum of top 2 choices	Number	Percent
Maintenance of City parks	406	42.9 %
Maintenance of City playgrounds	141	14.9 %
Walking & biking trails in City	307	32.5 %
City swimming pool	195	20.6 %
Outdoor athletic fields	59	6.2 %
Fees charged for recreation programs	70	7.4 %
Variety of recreation programs	107	11.3 %
Variety of culturally diverse programs	180	19.0 %
Quality of access to City parks for persons with disabilities	136	14.4 %
None chosen	130	13.7 %
Total	1731	

Q25. Transportation and Land Use. Please rate Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Availability of public transportation options	95 10.0%	374 39.5%	247 26.1%	102 10.8%	8 0.8%	120 12.7%
Q25-2. Availability of bicycle lanes	92 9.7%	287 30.3%	295 31.2%	111 11.7%	34 3.6%	127 13.4%
Q25-3. Availability of sidewalks on major streets & routes	56 5.9%	343 36.3%	224 23.7%	200 21.1%	90 9.5%	33 3.5%
Q25-4. Availability of sidewalks in your neighborhood	46 4.9%	162 17.1%	178 18.8%	297 31.4%	240 25.4%	23 2.4%
Q25-5. Quality of sidewalks in Shoreline	33 3.5%	232 24.5%	317 33.5%	208 22.0%	110 11.6%	46 4.9%
Q25-6. Quality of sidewalks for people with mobility challenges	16 1.7%	109 11.5%	200 21.1%	198 20.9%	152 16.1%	271 28.6%
Q25-7. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	56 5.9%	308 32.6%	285 30.1%	139 14.7%	103 10.9%	55 5.8%
Q25-8. City's efforts for supporting alternative means of transportation, such as transit, bicycling, walking	41 4.3%	262 27.7%	350 37.0%	123 13.0%	40 4.2%	130 13.7%

WITHOUT "DON'T KNOW"**Q25. Transportation and Land Use. Please rate Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=946)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Availability of public transportation options	95 11.5%	374 45.3%	247 29.9%	102 12.3%	8 1.0%
Q25-2. Availability of bicycle lanes	92 11.2%	287 35.0%	295 36.0%	111 13.6%	34 4.2%
Q25-3. Availability of sidewalks on major streets & routes	56 6.1%	343 37.6%	224 24.5%	200 21.9%	90 9.9%
Q25-4. Availability of sidewalks in your neighborhood	46 5.0%	162 17.6%	178 19.3%	297 32.2%	240 26.0%
Q25-5. Quality of sidewalks in Shoreline	33 3.7%	232 25.8%	317 35.2%	208 23.1%	110 12.2%
Q25-6. Quality of sidewalks for people with mobility challenges	16 2.4%	109 16.1%	200 29.6%	198 29.3%	152 22.5%
Q25-7. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	56 6.3%	308 34.6%	285 32.0%	139 15.6%	103 11.6%
Q25-8. City's efforts for supporting alternative means of transportation, such as transit, bicycling, walking	41 5.0%	262 32.1%	350 42.9%	123 15.1%	40 4.9%

Q26. Which TWO of the transportation items listed in Question 25 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q26. Top choice	Number	Percent
Availability of public transportation options	147	15.5 %
Availability of bicycle lanes	47	5.0 %
Availability of sidewalks on major streets & routes	109	11.5 %
Availability of sidewalks in your neighborhood	238	25.2 %
Quality of sidewalks in Shoreline	75	7.9 %
Quality of sidewalks for people with mobility challenges	70	7.4 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	100	10.6 %
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	67	7.1 %
None chosen	93	9.8 %
Total	946	100.0 %

Q26. Which TWO of the transportation items listed in Question 25 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q26. 2nd choice	Number	Percent
Availability of public transportation options	75	7.9 %
Availability of bicycle lanes	45	4.8 %
Availability of sidewalks on major streets & routes	115	12.2 %
Availability of sidewalks in your neighborhood	136	14.4 %
Quality of sidewalks in Shoreline	138	14.6 %
Quality of sidewalks for people with mobility challenges	115	12.2 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	88	9.3 %
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	99	10.5 %
None chosen	135	14.3 %
Total	946	100.0 %

SUM OF TOP 2 CHOICES**Q26. Which TWO of the transportation items listed in Question 25 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q26. Sum of top 2 choices	Number	Percent
Availability of public transportation options	222	23.5 %
Availability of bicycle lanes	92	9.7 %
Availability of sidewalks on major streets & routes	224	23.7 %
Availability of sidewalks in your neighborhood	374	39.5 %
Quality of sidewalks in Shoreline	213	22.5 %
Quality of sidewalks for people with mobility challenges	185	19.6 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	188	19.9 %
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	166	17.5 %
None chosen	93	9.8 %
Total	1757	

Q27. Funding for Streets and Sidewalks. In 2009, City Council adopted a \$20 vehicle license fee (VLF) to help fund the maintenance of Shoreline streets on a regular schedule. The Council passed another \$20 VLF in 2018 for the repair and maintenance of our existing sidewalk network. The combined \$40 fee would have generated approximately \$1.7 million per year. The Passage of I-976 eliminated Shoreline's ability to charge a vehicle license fee (VLF), so the City no longer has dedicated funding for our road and sidewalks maintenance programs. Knowing this, which of the following do you think the City should do?

Q27. Which following should City do	Number	Percent
Reduce or eliminate other City programs to pay for road & sidewalk maintenance programs	355	37.5 %
Eliminate road maintenance program	7	0.7 %
Eliminate sidewalk maintenance program	73	7.7 %
Eliminate both road maintenance & sidewalk maintenance programs	15	1.6 %
Find new funding sources for road & sidewalk maintenance programs even if it means raising fees or taxes	530	56.0 %
Don't know	154	16.3 %
Total	1134	

WITHOUT "DON'T KNOW"

Q27. Funding for Streets and Sidewalks. In 2009, City Council adopted a \$20 vehicle license fee (VLF) to help fund the maintenance of Shoreline streets on a regular schedule. The Council passed another \$20 VLF in 2018 for the repair and maintenance of our existing sidewalk network. The combined \$40 fee would have generated approximately \$1.7 million per year. The Passage of I-976 eliminated Shoreline's ability to charge a vehicle license fee (VLF), so the City no longer has dedicated funding for our road and sidewalks maintenance programs. Knowing this, which of the following do you think the City should do? (without "don't know")

Q27. Which following should City do	Number	Percent
Find new funding sources for road & sidewalk maintenance programs even if it means raising fees or taxes	509	64.3 %
Reduce or eliminate other City programs to pay for road & sidewalk maintenance programs	336	42.4 %
Eliminate sidewalk maintenance program	66	8.3 %
Eliminate both road maintenance & sidewalk maintenance programs	15	1.9 %
Eliminate road maintenance program	7	0.9 %
Total	933	

Q28. Housing. In 2017, over one-third of Shoreline's households were "cost-burdened," which means they pay 30% or more of their income for housing costs. Over the next year, the City plans to work with the community to develop a Housing Action Plan to encourage construction of a greater variety of housing types at prices that are accessible to more households in Shoreline. This includes developing options for additional housing types for densities between single family and mid-rise apartments, such as cottages, tiny houses, and more options for ADUs (accessory dwelling units). Do you support the City's efforts to develop policies to encourage the construction of more housing types such as cottages, tiny houses, and ADUs?

Q28. Do you support City's efforts to develop policies to encourage construction of more housing types

	Number	Percent
Yes	544	57.5 %
No	251	26.5 %
Don't know	151	16.0 %
Total	946	100.0 %

WITHOUT "DON'T KNOW"

Q28. Housing. In 2017, over one-third of Shoreline's households were "cost-burdened," which means they pay 30% or more of their income for housing costs. Over the next year, the City plans to work with the community to develop a Housing Action Plan to encourage construction of a greater variety of housing types at prices that are accessible to more households in Shoreline. This includes developing options for additional housing types for densities between single family and mid-rise apartments, such as cottages, tiny houses, and more options for ADUs (accessory dwelling units). Do you support the City's efforts to develop policies to encourage the construction of more housing types such as cottages, tiny houses, and ADUs? (without "don't know")

Q28. Do you support City's efforts to develop policies to encourage construction of more housing types

	Number	Percent
Yes	544	68.4 %
No	251	31.6 %
Total	795	100.0 %

Q29. Approximately how many years have you lived in the City of Shoreline?

Q29. How many years have you lived in City of Shoreline	Number	Percent
0-5	216	22.8 %
6-10	115	12.2 %
11-15	110	11.6 %
16-20	116	12.3 %
21-30	162	17.1 %
31+	220	23.3 %
Not provided	7	0.7 %
Total	946	100.0 %

WITHOUT “NOT PROVIDED”**Q29. Approximately how many years have you lived in the City of Shoreline? (without "not provided")**

Q29. How many years have you lived in City of Shoreline	Number	Percent
0-5	216	23.0 %
6-10	115	12.2 %
11-15	110	11.7 %
16-20	116	12.4 %
21-30	162	17.3 %
31+	220	23.4 %
Total	939	100.0 %

Q30. Do you own or rent your current residence?

Q30. Do you own or rent your current residence	Number	Percent
Own	652	68.9 %
Rent	285	30.1 %
Not provided	9	1.0 %
Total	946	100.0 %

WITHOUT “NOT PROVIDED”**Q30. Do you own or rent your current residence? (without "not provided")**

Q30. Do you own or rent your current residence	Number	Percent
Own	652	69.6 %
Rent	285	30.4 %
Total	937	100.0 %

Q31. What is your zip code?

Q31. What is your zip code	Number	Percent
98133	358	37.8 %
98155	341	36.0 %
98177	247	26.1 %
Total	946	100.0 %

Q32. Do you live east or west of I-5?

Q32. Do you live east or west of I-5	Number	Percent
East	308	32.6 %
West	612	64.7 %
Not provided	26	2.7 %
Total	946	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Do you live east or west of I-5? (without "not provided")**

Q32. Do you live east or west of I-5	Number	Percent
East	308	33.5 %
West	612	66.5 %
Total	920	100.0 %

Q33. Do you live east or west of Aurora Avenue N.?

Q33. Do you live east or west of Aurora Avenue N.	Number	Percent
East	519	54.9 %
West	406	42.9 %
Not provided	21	2.2 %
Total	946	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Do you live east or west of Aurora Avenue N.? (without "not provided")**

Q33. Do you live east or west of Aurora Avenue N.	Number	Percent
East	519	56.1 %
West	406	43.9 %
Total	925	100.0 %

Q34. Counting yourself, how many people in your household are...

	Mean	Sum
number	2.6	2453
Under age 5	0.1	134
Ages 5-9	0.1	128
Ages 10-14	0.1	116
Ages 15-19	0.1	128
Ages 20-24	0.1	104
Ages 25-34	0.3	278
Ages 35-44	0.3	323
Ages 45-54	0.4	347
Ages 55-64	0.4	376
Ages 65-74	0.4	348
Ages 75+	0.2	171

Q35. What is your total annual household income?

Q35. What is your total annual household income	Number	Percent
Under \$25K	40	4.2 %
\$25K to \$49,999	126	13.3 %
\$50K to \$74,999	140	14.8 %
\$75K to \$99,999	123	13.0 %
\$100K+	382	40.4 %
Not provided	135	14.3 %
Total	946	100.0 %

WITHOUT "NOT PROVIDED"**Q35. What is your total annual household income? (without "not provided")**

Q35. What is your total annual household income	Number	Percent
Under \$25K	40	4.9 %
\$25K to \$49,999	126	15.5 %
\$50K to \$74,999	140	17.3 %
\$75K to \$99,999	123	15.2 %
\$100K+	382	47.1 %
Total	811	100.0 %

Q36. Your gender identity:

Q36. Your gender identity	Number	Percent
Male	464	49.0 %
Female	464	49.0 %
Other/Non-Binary	11	1.2 %
Not provided	7	0.7 %
Total	946	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Your gender identity: (without "not provided")**

Q36. Your gender identity	Number	Percent
Male	464	49.4 %
Female	464	49.4 %
Other/Non-Binary	11	1.2 %
Total	939	100.0 %

Q37. Which of the following best describes your race/ethnicity?

Q37. Your race/ethnicity	Number	Percent
African American/Black	55	5.8 %
White/Caucasian	673	71.1 %
Asian	151	16.0 %
Hispanic/Latino	76	8.0 %
Native American/Alaska Native	14	1.5 %
Pacific Islander/Native Hawaiian	11	1.2 %
Other	7	0.7 %
Total	987	

Q37-7. Other

Q37-7. Other	Number	Percent
Mixed	3	42.9 %
BI-RACIAL	2	28.6 %
Scottish American	1	14.3 %
INDO SUB CONT	1	14.3 %
Total	7	100.0 %

Q38. What is the primary language spoken in your home?

Q38. What is the primary language spoken in your home	Number	Percent
English	837	88.5 %
Spanish	22	2.3 %
Mandarin/Cantonese	24	2.5 %
Vietnamese	4	0.4 %
Amharic/Tigrinya	4	0.4 %
Korean	6	0.6 %
Tagalog	7	0.7 %
Other	20	2.1 %
Not provided	22	2.3 %
Total	946	100.0 %

WITHOUT "NOT PROVIDED"**Q38. What is the primary language spoken in your home? (without "not provided")**

Q38. What is the primary language spoken in your home	Number	Percent
English	837	90.6 %
Spanish	22	2.4 %
Mandarin/Cantonese	24	2.6 %
Vietnamese	4	0.4 %
Amharic/Tigrinya	4	0.4 %
Korean	6	0.6 %
Tagalog	7	0.8 %
Other	20	2.2 %
Total	924	100.0 %

Q38-8. Other

Q38-8. Other	Number	Percent
Japanese	3	17.6 %
ILOCANO	2	11.8 %
Italiano	1	5.9 %
Thai	1	5.9 %
KHMER	1	5.9 %
BOSNIAN	1	5.9 %
GERMAN	1	5.9 %
NORWEGIAN	1	5.9 %
Russian	1	5.9 %
INDONESIAN	1	5.9 %
VISAYAN	1	5.9 %
Amharic	1	5.9 %
URDU	1	5.9 %
French	1	5.9 %
Total	17	100.0 %

Section 6

Survey Instrument



City of Shoreline

June 2020

17500 Midvale Avenue North
Shoreline, WA 98133-4905
(206) 801-2700 ♦ Fax (206) 546-7868

Dear Shoreline Resident:

As the City of Shoreline strives to help the community through the COVID-19 Pandemic, we realize it is more important than ever to get input from residents.

Your input on the enclosed survey is very important. To help the City better serve you during and after the pandemic, please complete this important survey. Your household was one of a limited number selected at random to receive this survey. Your participation is necessary to make the survey a success. The results will assist City leaders in making critical decisions that affect a wide range of City services, including police, parks, street maintenance, sidewalk construction, transportation, affordable housing, code enforcement, and many others. To ensure that the City's priorities are aligned with the needs of Shoreline residents, you are asked to complete the attached survey conducted independently by ETC Institute.

We greatly appreciate your time. We realize this survey will take some time to complete, but every question is important, and your opinion matters to the City. The time you invest will influence City decisions and impact your community's future. Your responses will also allow City leaders to strengthen service level improvements across the Shoreline community.

Please return your survey or complete it online sometime during the next week. Please return the enclosed survey within one week in the provided postage-paid envelope. If you prefer, you can complete the survey online at shorelineresidentsurvey.org. Your responses will remain confidential.

If you have any questions, please contact Eric Bratton with the City of Shoreline at 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

La ciudad de Shoreline está realizando una encuesta a sus residentes para saber qué tan satisfechos están con los servicios que brindamos. Su hogar es uno de los pocos hogares elegidos al azar para realizar la encuesta. Su participación es muy importante para nosotros. Si desea que le enviemos una encuesta traducida, comuníquese con el Gerente del Programa de Comunicaciones, Eric Bratton, enviando un correo electrónico a ebratton@shorelinewa.gov o llamando al (206) 801-2217.

ምምሕዳር ከተማ ሾርላይን (City of Shoreline) ተቆማጣኢ ከሰብ ከንደይ ቦታም ዝወሃብዎም ኣገልግሎታት ዕጉባት ከምዝኾኑ ንምፍላጥ ዳህሳሳዊ መጽናዕቲ የካይድ ኣሎ። ስድራቤትኩም ሓንቲ ካብተን ሓደጅት ኣብዚ ዳህሳሳዊ መጽናዕቲ ኣዚ ንክሳተፉ ብዕጻ ዝተመርጸ ስድራታት ኮይና ኣላ። እቲ እትህቡና ሓበሬታ ንዓና ልዑል ኣገዳስነት ኣለዎ። ትሕዝቶ ናይዚ ዳህሳሳዊ መጽናዕቲ ተተርጉሙ ከለኣኹልኩም እንተደሊኹም፣ ብክብረትኩም ንኣላፊ ፕሮግራም ርክባት (ኮሚዩኒኬሽን) ኣቶ ኤሪክ ብራታን (Eric Bratton) ብ ebratton@shorelinewa.gov ወይ ከኣ ብ (206) 801-2217 ተወከስዎ።

City of Shoreline የከተማው ነዋሪዎች እኛ በምንሰጣቸው አገልግሎቶች ምን ያህል እርካታ እንደሚሰጣቸው ለማወቅ የዳሰሳ ጥናት እያካሄደ ነው። የእርስዎ ቤተሰብም በዳሰሳ ጥናቱ ውስጥ እንዲሳተፉ በነሲብ ከተመረጡት ውስን ቁጥር ያላቸው ቤተሰቦች መካከል አንዱ ነው። የእርስዎ ግብረ መልስ ለእኛ በጣም ጠቃሚ ነው። የዳሰሳ ጥናቱ ተተርጉሞ እንዲላክልዎ ከፈለጉ፣ እባክዎ ለኮሙኒኬሽን ፕሮግራም ኃላፊ በኢሜይል ኤሪክ ብራታን (Eric Bratton) ebratton@shorelinewa.gov ወይም በስልክ ቁጥር (206) 801-2217 ያሳውቁ።

雪蘭市 (City of Shoreline) 將對其居民開展一項調查，旨在了解他們對我們所提供的服務的滿意度。您的家庭是隨機獲選接受調查的有限數量的家庭之一。您的意見對我們而言很重要。如果您需要翻譯版本的調查，請透過 ebratton@shorelinewa.gov 或 (206) 801-2217 與通訊計劃經理 Eric Bratton 聯絡。

Thành phố Shoreline đang tiến hành khảo sát với cư dân thành phố để xem mức độ hài lòng của họ với các dịch vụ chúng tôi cung cấp. Hộ gia đình quý vị là một trong số những hộ được chọn ngẫu nhiên để trả lời khảo sát. Ý kiến của quý vị rất quan trọng với chúng tôi. Nếu quý vị muốn được gửi bản khảo sát đã dịch, vui lòng liên hệ với Quản Lý Chương Trình Truyền Thông Eric Bratton theo địa chỉ ebratton@shorelinewa.gov hoặc số điện thoại (206) 801- 22**9b**-139

2020 City of Shoreline Resident 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 contact Communications Program Manager Eric Bratton at ebratton@shorelinewa.gov or 206-801-2217.

The COVID-19 Pandemic has affected everyone in our community. As federal, state, and local governments work to address the needs of those most affected, it is important for the City to better understand the impacts to Shoreline residents so we can better provide city services.

1. Please indicate how your financial situation has been impacted as a result of the COVID-19 outbreak by CHECKING ALL THAT APPLY.

- | | |
|---|---|
| <input type="checkbox"/> (1) I have not been impacted financially because of COVID-19 | <input type="checkbox"/> (6) Projects/contracts have been postponed |
| <input type="checkbox"/> (2) My financial situation has improved because of COVID-19 | <input type="checkbox"/> (7) Sales are down at my company/business |
| <input type="checkbox"/> (3) Value of my stocks/investments have gone down | <input type="checkbox"/> (8) I have been sick and unable to work |
| <input type="checkbox"/> (4) My work hours have been reduced | <input type="checkbox"/> (9) Other: _____ |
| <input type="checkbox"/> (5) I lost my job | |

2. Do you think you will have problems paying for necessities, such as rent/mortgage, food, utilities, etc. during the COVID-19 Pandemic?

- ☐ (1) Yes ☐ (2) No ☐ (9) Don't know

3. How do you think your financial situation will change in the weeks ahead?

- ☐ (1) Get Better ☐ (2) Stay the Same ☐ (3) Get Worse ☐ (9) Don't Know

4. Have you or someone in your household filed for unemployment?

- ☐ (1) Yes ☐ (2) No ☐ (3) Would like to but cannot access

5. How confident are you that the City of Shoreline will bounce back from the COVID-19 Pandemic?

- | | | |
|---|---|---|
| <input type="checkbox"/> (1) Very Confident | <input type="checkbox"/> (3) Not Confident | <input type="checkbox"/> (9) Don't Know |
| <input type="checkbox"/> (2) Confident | <input type="checkbox"/> (4) Not Confident at All | |

Thank you for providing information about how the COVID-19 Pandemic has affected you and your family. Now we will ask you questions about your satisfaction levels with City services in general.

6. **Quality of Services and Facilities.** Please rate your overall satisfaction with the following major categories of services provided by the City of Shoreline using a scale of 1 to 5, 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
01. Overall quality of police services	5	4	3	2	1	9
02. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
03. Overall effectiveness of the City's code enforcement program	5	4	3	2	1	9
04. Overall effectiveness of City communication with the public	5	4	3	2	1	9
05. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
06. Overall travel time for trips on Shoreline streets (excluding I-5 and signals to I-5)	5	4	3	2	1	9
07. Overall quality of human services (e.g., support for people in times of need) offered by the City	5	4	3	2	1	9
08. Overall effectiveness of City's efforts to sustain environmental quality	5	4	3	2	1	9
09. Overall quality of service provided by the City of Shoreline	5	4	3	2	1	9
10. Overall efforts to promote diversity and inclusiveness in the community	5	4	3	2	1	9
11. Overall response to homelessness	5	4	3	2	1	9

7. Which **THREE** of the items listed in Question 6 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 6.]*

1st: ____ 2nd: ____ 3rd: ____

8. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please 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

9. Which **TWO** of the maintenance items listed in Question 8 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 8.]*

1st: ____ 2nd: ____

10. **Enforcement of City Codes and Ordinances.** Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of 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

11. Which of the city codes and ordinances items listed in Question 10 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 10.]

Highest Priority: ____

12. **Public Safety.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of 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. Response to drug activity	5	4	3	2	1	9
5. Response to prostitution activity	5	4	3	2	1	9
6. Response to property crime (e.g., burglary, mail theft, car prowls)	5	4	3	2	1	9
7. The level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	5	4	3	2	1	9
8. Your level of trust in officers to do the right thing	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

13. Which TWO of the public safety items listed in Question 12 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 12.]

1st: ____ 2nd: ____

14. Using a scale of 1 to 5, 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

15. **City Communications.** From which of the following have you received information about City projects, issues, services, and events? [Check all that apply.]

- | | |
|--|---|
| <input type="checkbox"/> (01) City newsletter "CURRENTS" | <input type="checkbox"/> (06) Online resources (e.g., Shoreline Area News, Nextdoor, Facebook groups) |
| <input type="checkbox"/> (02) City's Parks and Recreation Guide | <input type="checkbox"/> (07) Involvement in neighborhood association or Shoreline Watch |
| <input type="checkbox"/> (03) City cable channel (Comcast 21, Frontier 27) | <input type="checkbox"/> (08) Television news |
| <input type="checkbox"/> (04) City website | <input type="checkbox"/> (09) Alert Shoreline (City emails) |
| <input type="checkbox"/> (05) City's social media sites (e.g., Facebook, Twitter, Instagram) | <input type="checkbox"/> (10) Other: _____ |

16. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

How satisfied are you with...	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

17. **Leadership and Quality of Life.** Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item using a scale of 1 to 5, 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

18. 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."*

☐ (1) Strongly agree ☐ (3) Somewhat disagree ☐ (5) No opinion
☐ (2) Somewhat agree ☐ (4) Strongly disagree

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

☐ (1) Yes ☐ (2) No ☐ (9) Don't know

20. In general, do you believe Shoreline is a welcoming and inclusive community?

☐ (1) Yes ☐ (2) No ☐ (9) Don't know

21. Please rate Shoreline using a scale of 1 to 5, 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
8. As a place to connect and interact with your neighbors	5	4	3	2	1	9

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

☐ (1) Excellent ☐ (3) Average ☐ (5) Poor
☐ (2) Good ☐ (4) Below Average ☐ (9) Don't know

23. **Parks and Recreation.** Please rate Shoreline using a scale of 1 to 5, 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. Fees charged for recreation programs	5	4	3	2	1	9
7. Variety of recreation programs	5	4	3	2	1	9
8. Variety of culturally diverse programs	5	4	3	2	1	9
9. Quality of access to City parks for persons with disabilities	5	4	3	2	1	9

24. Which TWO of the Parks and Recreation items listed in Question 23 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 23.]*

1st: _____ 2nd: _____

25. **Transportation and Land Use.** Please rate Shoreline using a scale of 1 to 5, 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 in your neighborhood	5	4	3	2	1	9
5. Quality of sidewalks in Shoreline	5	4	3	2	1	9
6. Quality of sidewalks for people with mobility challenges	5	4	3	2	1	9
7. Traffic calming measures in your neighborhood, for example traffic circles, speed humps, or radar speed signs	5	4	3	2	1	9
8. City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	5	4	3	2	1	9

26. Which TWO of the transportation items listed in Question 25 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 25.]*

1st: _____ 2nd: _____

27. **Funding for Streets and Sidewalks.** In 2009, City Council adopted a \$20 vehicle license fee (VLF) to help fund the maintenance of Shoreline streets on a regular schedule. The Council passed another \$20 VLF in 2018 for the repair and maintenance of our existing sidewalk network. The combined \$40 fee would have generated approximately \$1.7 million per year.

The Passage of I-976 eliminated Shoreline's ability to charge a vehicle license fee (VLF), so the City no longer has dedicated funding for our road and sidewalks maintenance programs. Knowing this, which of the following do you think the City should do? *[Select up to 2 items.]*

- ____ (1) Reduce or eliminate other City programs to pay for the road and sidewalk maintenance programs
 ____ (2) Eliminate the road maintenance program
 ____ (3) Eliminate the sidewalk maintenance program
 ____ (4) Eliminate both the road maintenance and sidewalk maintenance programs
 ____ (5) Find new funding sources for the road and sidewalk maintenance programs even if it means raising fees or taxes
 ____ (9) Don't know

28. **Housing.** In 2017, over one-third of Shoreline's households were "cost-burdened", which means they pay 30% or more of their income for housing costs. Over the next year, the City plans to work with the community to develop a Housing Action Plan to encourage construction of a greater variety of housing types at prices that are accessible to more households in Shoreline. This includes developing options for additional housing types for densities between single family and mid-rise apartments, such as cottages, tiny houses, and more options for ADUs (accessory dwelling units).

Do you support the City's efforts to develop policies to encourage the construction of more housing types such as cottages, tiny houses, and ADUs?

____(1) Yes ____ (2) No ____ (9) Don't know

Demographics

29. Approximately how many years have you lived in the City of Shoreline? _____ years

30. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

31. What is your zip code? _____

32. Do you live east or west of I-5? ____ (1) East ____ (2) West

33. Do you live east or west of Aurora Avenue N.? ____ (1) East ____ (2) West

34. 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: ____	

35. What is your total annual household income?

____ (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	

36. Your gender identity: ____ (1) Male ____ (2) Female ____ (3) Other/Non-Binary

37. Which of the following best describes your race/ethnicity? *[Check all that apply.]*

____ (1) African American/Black	____ (4) Hispanic/Latino	____ (7) Other: _____
____ (2) White/Caucasian	____ (5) Native American/Alaska Native	
____ (3) Asian	____ (6) Pacific Islander/Native Hawaiian	

38. What is the primary language spoken in your home?

____ (1) English	____ (4) Vietnamese	____ (7) Tagalog
____ (2) Spanish	____ (5) Amharic/Tigrinya	____ (8) Other: _____
____ (3) Mandarin/Cantonese	____ (6) Korean	

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.