2010 Citizen Satisfaction Survey: 77% of residents trust the City to spend responsibly

According to the City’s 2010 Citizen Satisfaction Survey, 71% of residents think the City is moving in the right direction, up from 60% in 2008 and 59% in 2006. The survey also showed that 77% of residents agreed that they trust the City to spend their tax dollars responsibly.

The City conducts a random sampling survey every other year to measure satisfaction with services and to determine community priorities.

This summer a professional research company sent over 2,500 surveys asking for opinions on topics such as maintenance, public safety, customer service and quality of life. More than 500 surveys were returned, meeting the validation goal.

Residents expressed high levels of satisfaction with park and street maintenance and public safety.

“We’re proud of these results,” says Mayor Keith McGlashan. “Previous Councils, volunteers and staff deserve credit for creating a vibrant and desirable community. The City Council is committed to continuing this work on behalf of our residents.”

The survey also asked residents to rank what areas should receive the most emphasis over the next two years. The top areas were flow of traffic and congestion, quality of police services and effectiveness of sustaining environmental quality.

Other 2010 Highlights include:

- 83% of residents feel safe.
- 85% of residents are satisfied with maintenance of City parks (up from 79% in 2008).
- 84% of residents feel the quality of life has improved or stayed the same since they moved to Shoreline.
- 70% of residents are satisfied with Shoreline’s customer service.

See SURVEY on next page
City of Shoreline’s Proposition 1: Maintenance and operation levy for basic public safety, parks, recreation and community services

The Shoreline City Council adopted Resolution No. 307 concerning basic public safety, parks, recreation and community services, which placed Shoreline Proposition 1 on the November 2 ballot.

What will Shoreline Proposition 1 do?

If approved by Shoreline voters, this proposition would maintain current levels of service for basic public safety programs such as neighborhood police patrols, traffic enforcement in school zones and neighborhoods, the east and west side Police Neighborhood Centers, crime prevention programs, the School Resource Officer program at Shorewood and Shorecrest High Schools and the Community Service Officer.

It will provide funding to preserve safe, well maintained parks, playgrounds, playfields, restrooms, play equipment, soccer and baseball fields, the Shoreline Pool and recreation programs for youth, families and seniors.

This funding would also assist in maintaining community services including the Shoreline Senior Center and basic human services. The levy will not fund any new services, programs or facilities.

If approved by voters, what would be the cost of Shoreline Proposition 1 for the average Shoreline homeowner?

The average Shoreline homeowner would pay $7.60 more per month (for a home with an assessed value of $325,000) in 2011 to maintain current levels of police, emergency protection, parks, recreation and community services. Proposition 1 would restore Shoreline’s property tax rate to $1.48/$1,000 of assessed valuation for collection in 2011.

How long is this levy? How will the levy be determined for the years 2012-2016?

Proposition 1 is a six-year levy. Any increase in the levy would be limited to the inflation rate for 2012-2016 (Seattle CPI-U). Based on the regional economists’ projections, the average CPI increase over this time period will be approximately 2.43% per year.

For more information on Shoreline Proposition 1 visit Shoreline’s website or contact City Manager’s Office Management Analyst Eric Bratton at (206) 801-2217, ebratton@shorelinewa.gov.

Citizen Satisfaction Survey from page 1

“We’re pleased with the survey results,” says City Manager Bob Olander. “While we saw significant improvements in more areas, this isn’t the time to rest on our laurels. Staff will continue to work closely with Council to identify how we can continue to improve our service delivery and efficiency.”

The survey presentation and report are available at shorelinewa.gov. For more information, contact City Manager’s Office Management Analyst Eric Bratton at (206) 801-2217, ebratton@shorelinewa.gov.
State Auditor's Office once again issues Shoreline highest rating on financial statements and a “clean audit”

The State Auditor’s Office recently issued the City of Shoreline an “unqualified” opinion, which is the highest rating an agency can receive on the City’s financial statements. The City has been issued a clean audit every year since 2000.

The State Auditor’s Office provides an accountability audit, which determines whether the City complied with state laws and regulations and the City’s own policies and procedures. This audit also examines City management’s accountability for public resources. The auditors concluded that the City complied and has adequate internal controls to safeguard public assets.

This audit also examines the City’s financial statements to ensure that they are fairly stated and that the underlying financial records support the information reported in the financial statements. As the recipient of major federal grants, Shoreline is also subject to the Federal Single Audit for grant recipients. This is a review of Shoreline’s grant expenditures and records to ensure that the City has complied with the federal regulations and requirements associated with the grant. The audit report concludes that the financial statements were fairly stated, that there were no findings and that the City complied with requirements of the federal grant, therefore an “unqualified” opinion was issued.

All audit reports are available for review on the State of Washington Auditor’s Office website at sao.wa.gov.

2011 budget adoption schedule

Shoreline’s budget adoption process begins with the presentation of the 2011 Proposed Budget to the City Council at its Monday, Oct. 18, meeting. The full schedule is below. All meetings are Mondays at 7:00 p.m. in the Council Chambers at City Hall.

- **October 25:** Department Presentations
- **November 1:** Public Hearing on 2011 Proposed Budget
- **November 8:** Public Hearing on Property Tax and Revenue Sources
- **November 15:** Public Hearing
- **November 22:** Council Adoption of 2011 Budget & Property Tax Levy

Call the Agenda Line at (206) 801-2236 or check shorelinewa.gov for agenda details and meeting updates. For more budget information, contact Finance Director Debbie Tarry at (206) 801-2301, dtarry@shorelinewa.gov.

Did you know?

In the fall, leaves and branches fall into the street, blocking rainwater flow into drains. By keeping an eye on the storm drain near your house and clearing the leaves and branches out of the street, gutters, sidewalk and grate, you can help make sure storm water reaches the storm drain system, reducing chances of it flooding yards and homes in your neighborhood. You also make it safer for you and your neighbors to drive or walk by your home. If you have curbside yard debris service, please put cut-up branches and leaves into your yard debris container. Residents and business owners are responsible for keeping the sidewalks adjacent to their properties clear all year.
High priority police services are 30% of the City's operating budget

Police services and public safety are high priorities for the Shoreline community. The City Council's ongoing commitment to public safety has helped make Shoreline a safe place to live. In the 2010 Citizen Satisfaction Survey 83% of residents had an overall feeling of safety in Shoreline.

Shoreline continues to get more for its money by contracting for police services through King County and continuously looking for more efficient ways to provide the specialized services the community needs and wants.

The City's police force is comprised of 49 sworn officers. Compared to similar cities in King County, Shoreline has the second fewest officers per 1,000 residents. And yet it also has the second lowest crime rate when compared to the same cities.

By contracting for police through the county, the City has access to a variety of public services like major crime investigation, canine units, major accident investigation and dispatch services. The City saves money by using these services as-needed rather than continuously paying for a stand-alone model. Many overhead costs are also shared with other contracting agencies and King County, such as vehicle maintenance, police legal services, labor negotiations and records.

Even though Shoreline has established a fiscally efficient way to provide police services that align with community values and keep Shoreline's crime rate low, the cost of police services are 30% of City's operating budget: $9.8 million in 2010. Even at this price, the community continues to receive quality services at a much lower cost than many comparable cities. In fact, Shoreline is the second lowest in per capita cost of these comparable cities.

Learn more about Shoreline's police services by watching the City video at youtube.com/CityofShoreline. For more information about Shoreline's budget including the police services portion, contact Finance Director Debbie Tarry at (206) 801-2301, dtarry@shorelinewa.gov.
Construction on second mile of Aurora reaches the half-way mark
Aurora N 185th to N 192nd Streets breaks ground early 2011

Construction on Shoreline’s Aurora Corridor Project, N 165th to N 185th Streets, has reached the half-way mark and is on schedule to be completed by next summer, weather permitting.

The contractor has completed joint utility trench, sidewalk, stormwater and driveway work on the east side and is now working on the west side, primarily on the underground utility elements such as electrical vaults and stormwater pipes. Crews also continue to work on N 175th Street near City Hall. The center of Aurora will be the last major section to be built. Final work on both sides of Aurora will include landscaping and the final pavement layer.

Between Thanksgiving and New Year’s Day, the City has directed the contractor to limit closures to only the most urgent to keep traffic flowing during the holidays. Please continue to drive safely and with patience through the construction zone. Keep in mind that the people working on the project – and their loved ones – rely on your safe driving to ensure they make it home each night.

Shoreline is completing right-of-way acquisition on the Aurora Corridor Project, N 185th to N 192nd Streets and expects construction to begin after the holidays in early 2011. Construction on this portion of Aurora is expected to take about a year to complete.

The City is using a new product called Silva Cells made by the Deep Root Company. Silva Cells are placed under the Aurora sidewalk made of porous pavers, which lets water through. The roots from trees planted in the amenity zone grow into the loosely compacted soil in the Silva Cells and are sustained by the water that percolates through the porous pavers. The result is larger urban trees.

The City is also installing rain gardens. Water from the street enters the rain garden/amenity zone and is cleaned as it percolates through the special soil.

SHOP SHORELINE: Please support your Aurora businesses during construction!

Business accelerator classes extended

The City of Shoreline has extended the popular Tuesday Business Accelerator workshops through June 2011.

Designed to encourage and support Shoreline entrepreneurs and small business owners, the workshops are noon to 1:30 p.m. at City Hall each Tuesday.

For more information and to check the upcoming schedule, visit the City’s website or call Economic Development Program Manager Dan Eernissee at (206) 801-2218, deernissee@shorelinewa.gov.

Shoreline-Lake Forest Park "Hyde Shuttles" available and seeking volunteer drivers

Need to buy groceries? Run an errand? Go to the doctor? The Shoreline Lake Forest Park Shuttle is a free door-to-door service with lift-equipped vans for seniors 55 and older and people with disabilities or special needs. Called the "Hyde Shuttles" in honor of Lillian May Hyde whose bequest provides partial funding for the program, the service operates Monday through Friday, 8:00 a.m. to 4:00 p.m. To book your ride or to find out how to become a volunteer driver, call (206) 727-6262. There are no forms to fill out.
Learn more about the liquor initiatives

There are two initiatives on the November 2010 Ballot, Initiative 1100 and Initiative 1105, which would de-regulate the sale of liquor. If either initiative passes, liquor sales would be expanded from the existing state-sanctioned liquor stores to any retail store that currently sells beer or wine.

Under current law, the state controls the distribution and retail sale of liquor, levies a liquor excise tax and also derives profit from the business. Since cities and counties are responsible for policing local liquor establishments but are precluded from taxing them due to the state liquor system, state law provides for a share of the state-collected profits and taxes be returned to cities and counties to help defray policing costs.

Currently the state receives $327 million in revenues from the sale of liquor; of that, cities and counties receive $63 million. Shoreline receives both liquor board profits (approximately $445,000 a year) and liquor excise taxes (approximately $269,000 a year).

I-1100 would deregulate both the distribution and retail sale of liquor. This initiative maintains the liquor excise tax but would repeal the liquor profits distribution as the profits would go to retailers.

I-1105 would only deregulate the retail sale of liquor, but leave in place the controlled distribution of liquor. This initiative removes both the liquor excise tax and liquor profits, but instead directs the Liquor Control Board to recommend to the Legislature a tax rate that essentially replaces the same amount of annual revenue as under the current system.

For more information about these and other state initiatives, visit the Secretary of State’s website at sos.wa.gov/elections/ and select 2010 General Election Voters’ Guide. Or read the fact sheet at the Association of Washington Cities website, awcnet.org/initiatives/2010/LiquorInitiatives0910.pdf

Shoreline Employee of the Year

Shoreline employees nominate peers as Employee of the Year for going above and beyond in practicing the organizational values, providing exceptional customer service and promoting a positive image of the City. Public Works Roads Maintenance Worker Steve Smith (second from the right) was this year’s recipient. Finalists included, from left, Parks Maintenance Supervisor Kirk Peterson, Parks Facility Scheduler Brett Abernethy and Emergency Management Coordinator Gail Harris.
City holiday closures through November

City Hall
November 11 - Veterans Day
November 25 and 26 - Thanksgiving

Spartan Recreation Center
November 25 and 26 - Thanksgiving

Shoreline Pool
October 29 - early evening closure
November 11 - Veterans Day
November 24 - early evening closure
November 25 and 26 - Thanksgiving

E-NEWS
Want to be the first one on your block to hear about registration of our new classes, programs and upcoming special events? Sign up to receive Shoreline Parks, Recreation and Cultural Services eNews at shorelinewa.gov/parks or call (206) 801-2600.

The south end of the beach at Richmond Beach Saltwater Park opens for seasonal use as an off-leash dog park on November 1, closing March 15, 2011.

Richmond Beach Saltwater Park
2021 NW 190th Street
Enjoy a holiday tradition of music by our local schools and the beautiful Argosy Christmas Ships. Dress for the weather. Parking is limited.

Breakfast with Santa
Saturday, Dec. 11
Two seatings: 9:00 and 10:45 a.m.
Shoreline Lake Forest Park Senior Center, 18560 1st Avenue NE
Adults $8, children 3 and over $5, children under 3 are free. This popular event includes breakfast, a visit with Santa, a photo and a gift bag.

Shoreline Holiday Camp
Dec. 20 to 31
8:00 a.m. to 6:00 p.m.
(Christmas Eve and New Year’s Eve 8:00 a.m. to 3:00 p.m.)
Spartan Recreation Center
Children ages 4 to 12 can sign up for this great camp for a day or a week. Children 7 and over will have the opportunity to swim at the Shoreline Pool every day. Activities include crafts, games, music, sports and more.
Currents is produced by the City Manager’s Office, 
(206) 801-2215, smaccoll@shorelinewa.gov
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Alternate formats available upon request

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We’re on Facebook and YouTube!

City of Shoreline
17500 Midvale Avenue N, Shoreline 98133
(206) 801-2700 Fax (206) 546-7868
shorelinewa.gov

Spartan Recreation Center
202 NE 185th Street, Shoreline 98155
(206) 801-2600 Fax (206) 393-3380

Shoreline Pool
19030 1st Avenue NE, Shoreline 98155
(206) 801-2650 Fax (206) 362-8450

Kruckeberg Botanic Garden
20312 15th Avenue NW, Shoreline 98177
(206) 546-1281

Departments & Programs
City Manager’s Office (206) 801-2213
Code Violations (206) 801-2700
General Info (CRT) (206) 801-2700
Human Services (206) 801-2251
Jobs (206) 801-2243
Neighborhoods & Volunteers (206) 801-2253
Parks and Recreation (206) 801-2600
Permits, Zoning & Land Use (206) 801-2500
Public Works (206) 801-2400
Projects & Engineering (206) 801-2470
Recycling (206) 801-2450
Street Maintenance (206) 801-2440
Traffic Services (206) 801-2430

www.shorelinewa.gov

Shoreline City Council
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swinstead@shorelinewa.gov

Meeting Location
Shoreline City Hall, Council Chambers
Agenda Line: (206) 801-2236

Study Sessions: First and third Mondays 7:00 p.m.
Business Meetings: Second and fourth Mondays 7:00 p.m.

Television City Council Meeting
Comcast Cable Channel 21 & Verizon Cable Channel 37
Tuesday noon & 8:00 p.m., Wednesday - Sunday 6:00 a.m., noon & 8:00 p.m.
Meetings are available online at www.shorelinewa.gov

Shoreline Police
Emergency: 911
Shoreline Police Station
Chief Dan Pingrey
1206 N 185th Street
Shoreline, WA 98133
(206) 801-2710

Eastside Police Neighborhood Center
Officer Greg McKinney
521 NE 165th Street
Shoreline, WA 98155
(206) 363-6942

Westside Police Neighborhood Center
Officer Leona O’Bester
624 NW Richmond Beach Road
Shoreline, WA 98177
(206) 546-3636

Popular Numbers
Arts Council (206) 417-4645
CleanScapes (206) 763-4444
Comcast (877) 824-2288
Historical Museum (206) 542-7111
KC District Court (206) 205-9200
KC Libraries
Richmond Beach (206) 546-3522
Shoreline (206) 362-7550
Puget Sound Energy (888) 225-5773
Qwest (800) 244-1111
Ronald Wastewater (206) 546-2494
School District (206) 393-6111
Seattle City Light (206) 625-3000
Seattle Public Utilities (206) 684-5900
Senior Center (206) 365-1536
Shoreline Center (206) 533-6500
Shoreline Fire (206) 362-8100
Shoreline Water (206) 296-4466
Transfer Station (206) 483-4100

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