

# *2012 DirectionFinder Survey*

## *Findings Report*



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Submitted to the  
*The City of  
Shoreline, Washington*

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by

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*Section 1:*  
*Executive Summary*

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# 2012 *DirectionFinder*® Survey

## Executive Summary Report

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### Overview of the Methodology

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

In June, a seven-page survey was mailed to a random sample of 3,500 households in the City of Shoreline. Approximately three days after the surveys were mailed, each household that received a survey also received an automated voice message encouraging them to complete the survey. In addition, about two weeks after the surveys were mailed, ETC Institute began contacting households by phone. Those who indicated they had not returned the survey were given the option of completing it by phone.

The goal was to obtain a total of at least 700 completed surveys. This goal was far exceeded, with a total of 891 surveys having been completed. The results of the random sample of 891 households have a 95% level of confidence with a precision of at least +/- 3.3%.

***Interpretation of "Don't Know" Responses.*** The percentage of persons who provide "don't know" responses is important because it often reflects the level of utilization of city services. The percentage of "don't know" responses has been excluded from the graphs shown in this report to facilitate valid comparisons with the survey that was conducted in 2008 and 2010. The number of "don't know" responses for each question is provided in the Tabular Data Section of this report.

The following pages summarize major survey findings.

## Major Survey Findings

- **Overall Quality of City Services.** The major categories of City services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: quality of City parks, programs and facilities (87%), quality of police services (75%), and overall quality of service provided by the City (73%). Satisfaction levels increased or stayed the same in 5 of the 9 major categories of City services that were assessed compared to the 2010 survey.
- **Services that Should Receive the Most Emphasis from the City.** Based on the sum of their top three choices, the major City services that residents think should receive the most emphasis from City leaders over the next two years are: flow of traffic and congestion (53%), quality of police services (40%), and effectiveness of sustaining environmental quality (36%).
- **City Maintenance.** The maintenance services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: solid waste provider services (80%), overall cleanliness of City streets/public areas (75%), and overall maintenance of City streets (71%). Satisfaction levels increased in 7 of the 8 maintenance services that were assessed compared to the 2010 survey.
- **Maintenance Services that Should Receive the Most Emphasis from the City.** Based on the sum of their top two choices, the maintenance services that residents think should receive the most emphasis from City leaders over the next two years are: overall maintenance of City streets (35%), maintenance of sidewalks in Shoreline (32%), and adequacy of storm drainage in your neighborhood (28%).
- **Code Enforcement.** The highest levels of satisfaction with code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: removal of graffiti from public property (52%) and enforcing sign regulations (51%). Satisfaction levels increased in 3 of the 4 code enforcement areas that were assessed compared to the 2010 survey.
- **Code Enforcement Areas that Should Receive the Most Emphasis from the City.** Based on the sum of their top two choices, the code enforcement areas that residents think should receive the most emphasis from City leaders over the next two years are: enforcing the clean-up of litter and debris (63%) and enforcing removal of abandoned autos (37%).

- **Public Safety.** The public safety services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: overall quality of local police protection (75%) and enforcement of local traffic laws (65%).
- **Public Safety Services that Should Receive the Most Emphasis from the City.** Based on the sum of their top two choices, the public safety services that residents think should receive the most emphasis from City leaders over the next two years are: the City’s efforts to prevent crime (71%) and the overall quality of local police protection (45%).
- **City Communication.** The highest levels of satisfaction with city communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: the quality of the City’s newsletter “CURRENTS” (77%) and availability of information about City projects/services (67%). Satisfaction levels decreased in 3 of the 4 city communications areas that were assessed compared to the 2010 survey.
- **Leadership and Quality of Life.** Satisfaction levels with the overall image of the City in 2012 (79%) were similar to 2010 (80%), but are significantly higher than in 2008 (74%) and in 2006 (69%). Also, in the 2012 survey there was an increase in satisfaction with the overall effectiveness of the city manager and staff, and the overall quality of leadership of elected officials as compared to the 2010, 2008, and 2006 surveys.
- **Shoreline as a Place to Live, Work, and Raise Children.** Ninety-two percent (92%) of residents rated Shoreline as an “excellent” or “good” place to live in 2012, compared to 95% in 2010. Eighty-nine percent (89%) of residents rated Shoreline as an “excellent” or “good” place to raise children in 2012, compared to 91% in 2010.
- **Environment.** The City’s environment efforts with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: recycling (84%) and protection of the environment and open space (69%). There were no significant changes in satisfaction levels among the 4 City environment efforts that were assessed compared to the 2010 survey.
- **Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: maintenance of City parks (86%), maintenance of City playgrounds (85%), outdoor athletic fields (76%), and walking

and biking trails (74%). Satisfaction levels increased or stayed the same in 7 of the 8 parks and recreation services that were assessed compared to the 2010 survey

- **Parks and Recreation Services that Should Receive the Most Emphasis from the City.** Based on the sum of their top two choices, the parks and recreation services that residents think should receive the most emphasis from City leaders over the next two years are: maintenance of City parks (54%), walking and biking trails in the City (39%), and maintenance of City playgrounds (24%).
- **Transportation.** The highest levels of satisfaction with transportation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: the availability of public transportation (58%) and the availability of sidewalks on major streets and routes (52%). Satisfaction levels increased or stayed the same in 3 of the 5 transportation areas that were assessed compared to the 2010 survey.
- **Transportation Services that Should Receive the Most Emphasis from the City.** Based on the sum of their top two choices, the transportation services that residents think should receive the most emphasis from City leaders over the next two years are: availability of sidewalks near your residence (47%) and availability of public transportation (39%).
- **Capital Investments.** At least 67% of residents were “very satisfied” or “satisfied” with each of the five capital improvements that the City recently made. This includes: park improvements (81%), roads and streets (79%), trails and paths (78%), stormwater improvements (68%) and buildings and facilities (67%). Also, 83% of residents feel it’s “very important” or “somewhat important” to continue making improvements to City facilities, which is an increase of 5% from the 2010 survey.
- **Most Supported Options to Help Balance the City’s Budget in the Future.** Based on the sum of their top two choices, the options that residents most support the City taking to help balance the budget in the future are: reduce service hours at City Hall (65%) and maintain current services through alternative revenue sources (39%).

**Other Findings:**

- The most frequently mentioned ways that residents get information about City issues, services, and events are: City Newsletter “CURRENTS” (92%), City’s Parks and Recreation Guide (70%), and City website (36%). Residents also selected these as the top three sources of information in the 2010 and 2008 surveys.

- The overall feeling of safety in Shoreline has decreased among residents in 2012 (78%) compared to 2010 (83%) and 2008 (83%).
- Seventy-two percent (72%) of residents trust that the City is spending their tax dollars responsibly, compared to only 20% who feel the City is not spending their tax dollars responsibly. The remaining 8% of residents did not have an opinion.
- Seventy-two percent (72%) of residents think the City of Shoreline is moving in the right direction. This is a slight improvement over the 2010 survey (71%), but a significant improvement over the 2008 survey (60%), and the 2006 survey (59%).
- Sixty-one percent (61%) of residents rated the condition of their neighborhood as “excellent” or “good” in 2012. This is a 3% decrease from the 2010 survey, and a 1% decrease from the 2008 survey.
- Forty-nine percent (49%) of residents feel the City should consider a plastic bag ban as part of its environmental sustainability strategy, compared to 31% who do not feel the City should consider a plastic bag ban; 17% of residents are “neutral”, and 3% indicated “don’t know”.
- Sixty-seven percent (67%) of residents support the City’s emphasis on economic development, compared to only 10% who do not support the emphasis on economic development; 18% of residents are “neutral”, and 5% indicated “don’t know”.

*Section 2:*  
*Charts and Graphs*

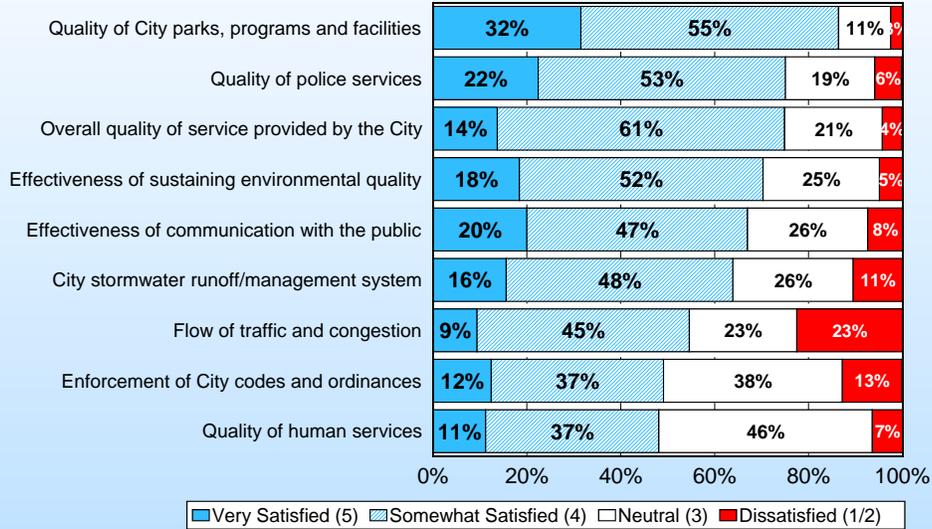
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***City of Shoreline***  
**2012 DirectionFinder**  
**Survey Results**

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

### Q3. Overall Satisfaction With City Services by Major Category in 2012

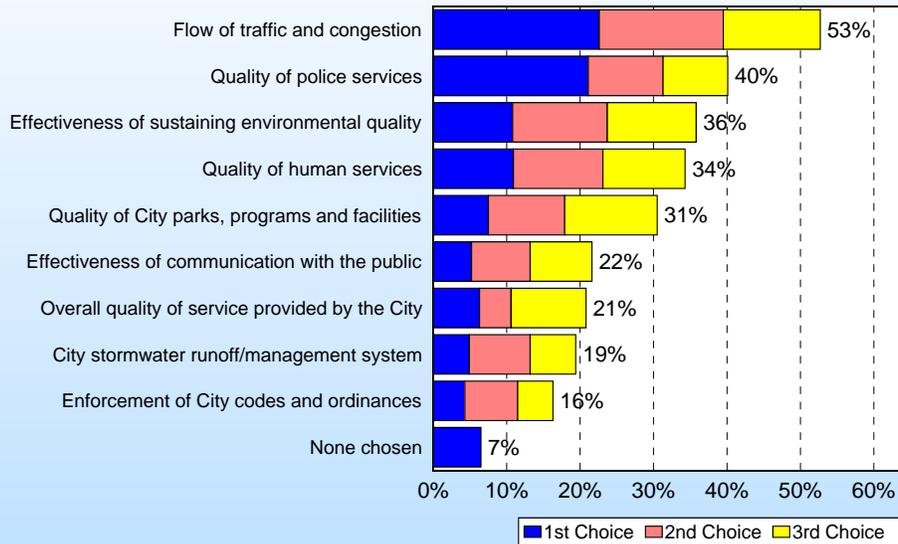
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

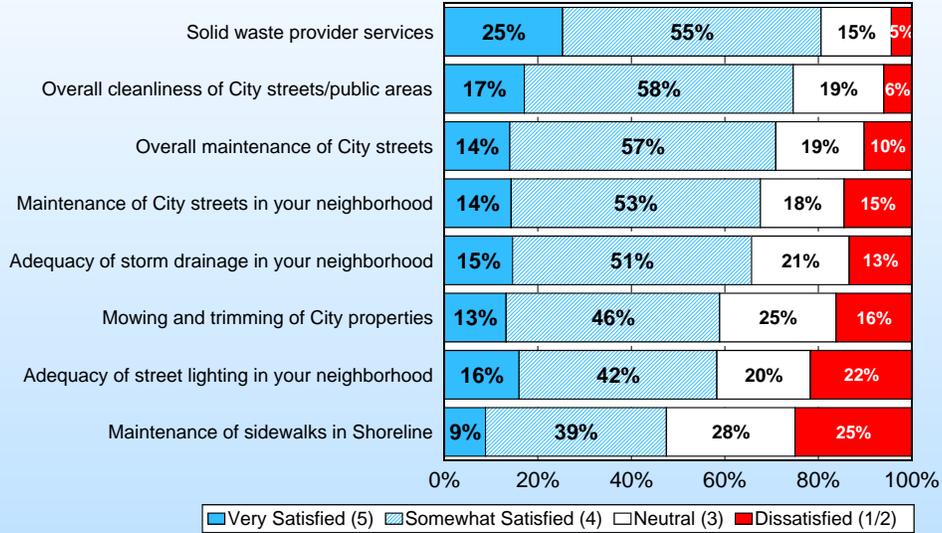
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q5. Satisfaction with Various Aspects of City Maintenance in 2012

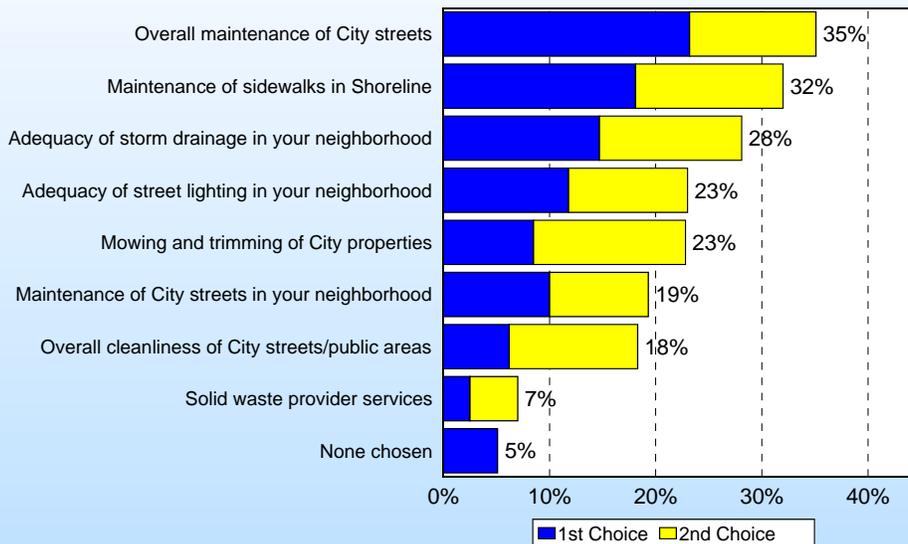
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

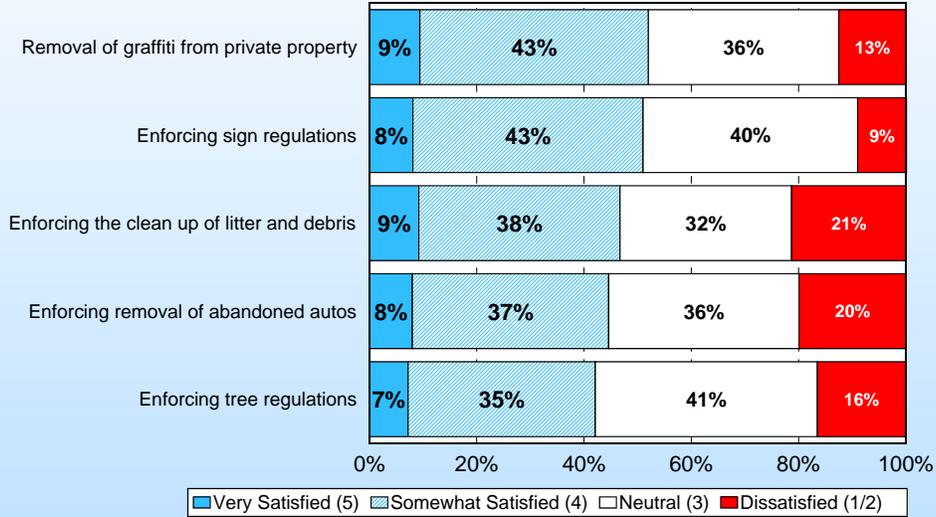
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

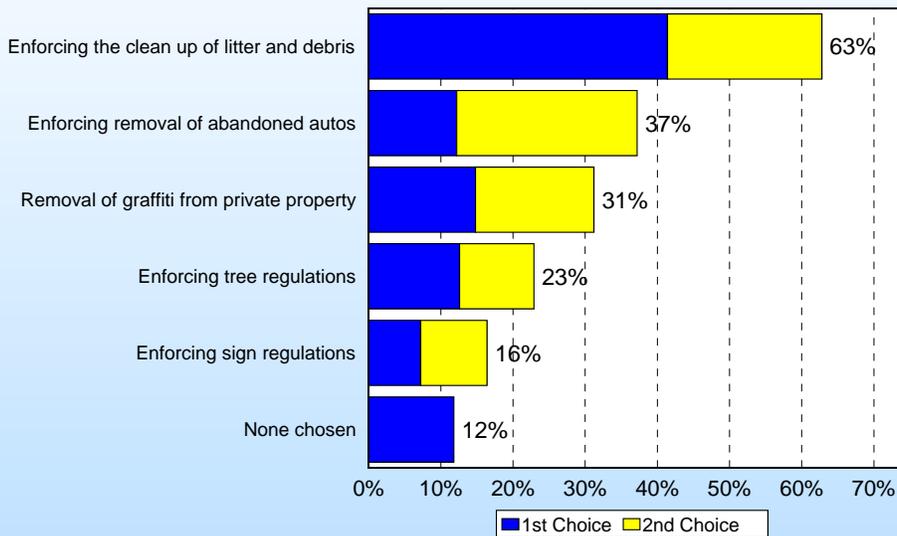
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

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

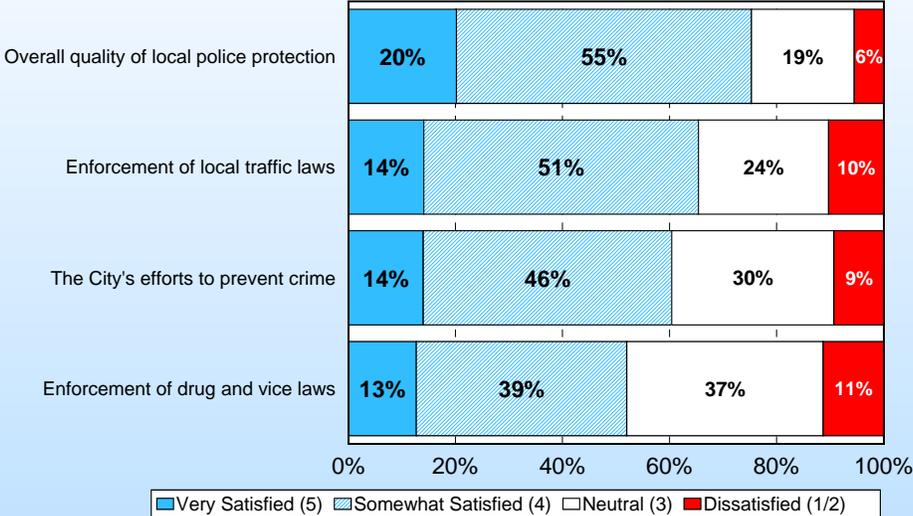


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

# Public Safety

## Q9. Satisfaction with Various Aspects of Public Safety in 2012

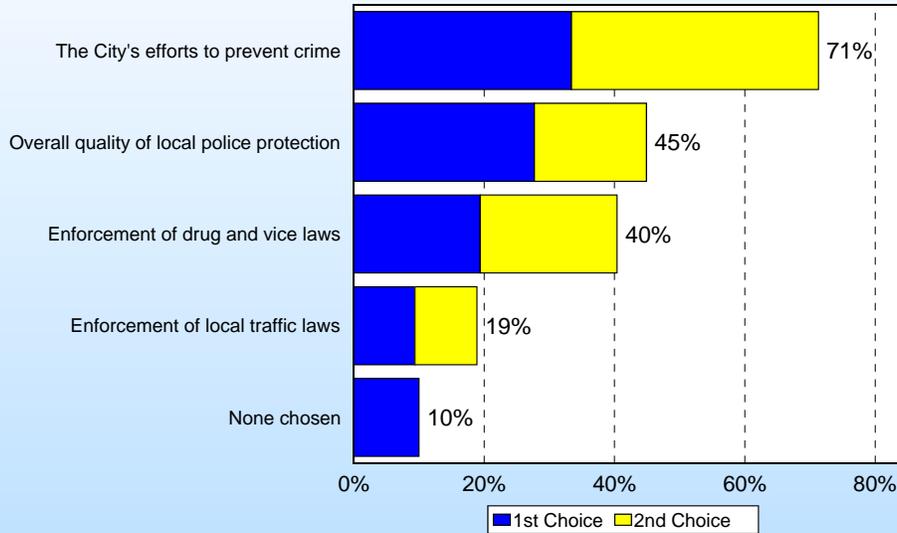
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

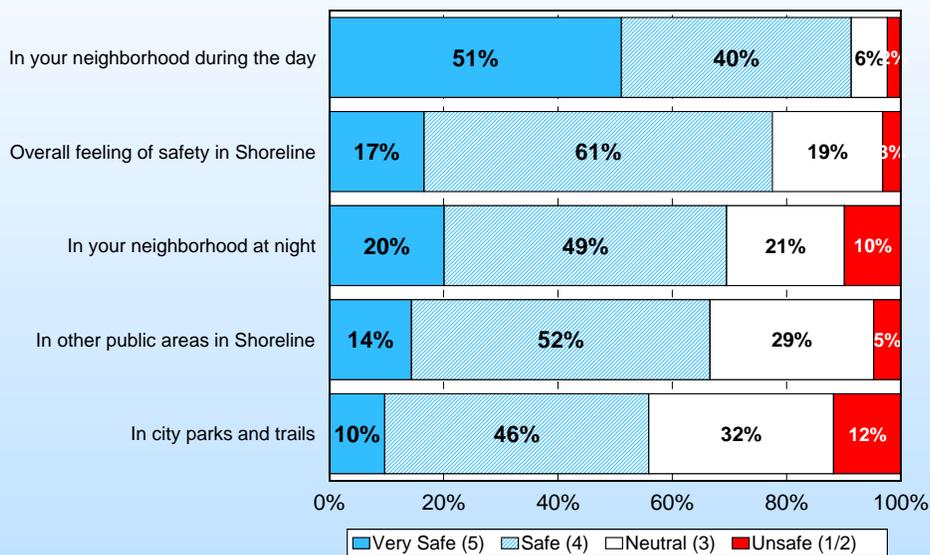
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q11. Level of Safety in Various Situations

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

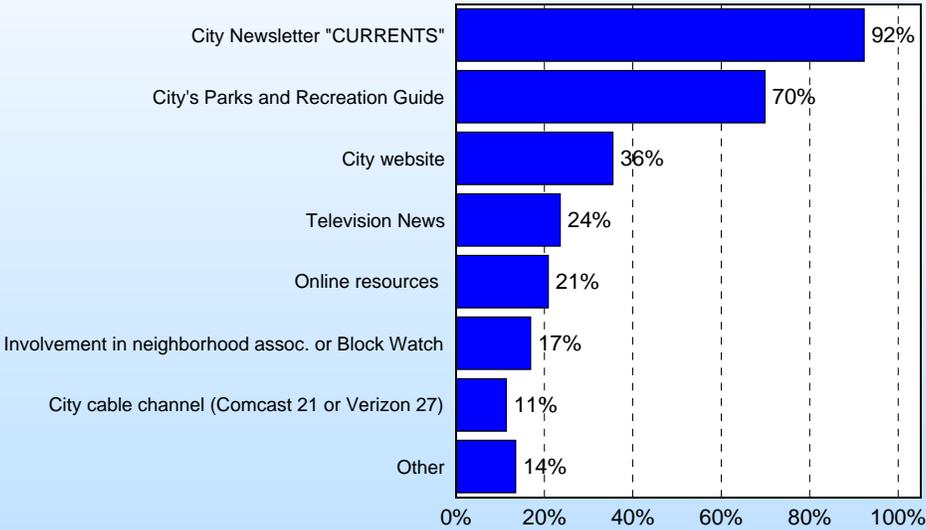


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

# Communication

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

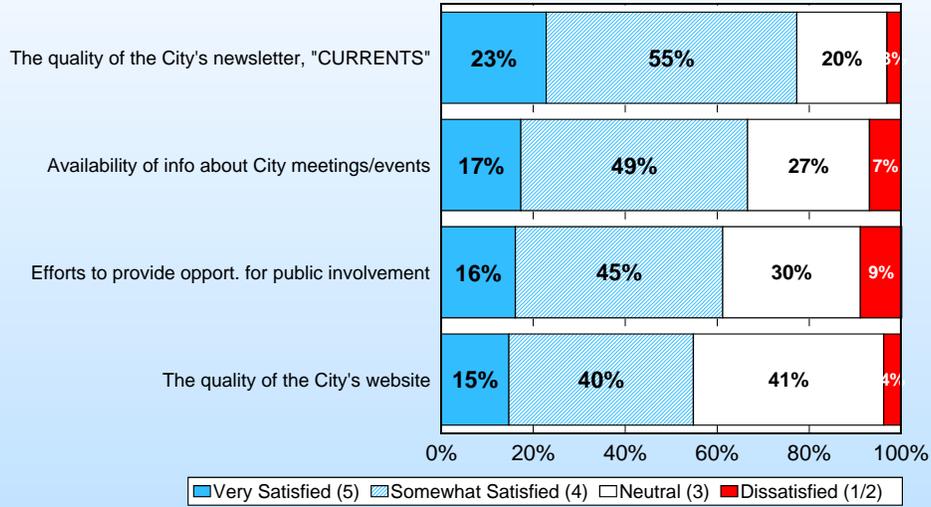
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q13. Satisfaction with Various Aspects of City Communication

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

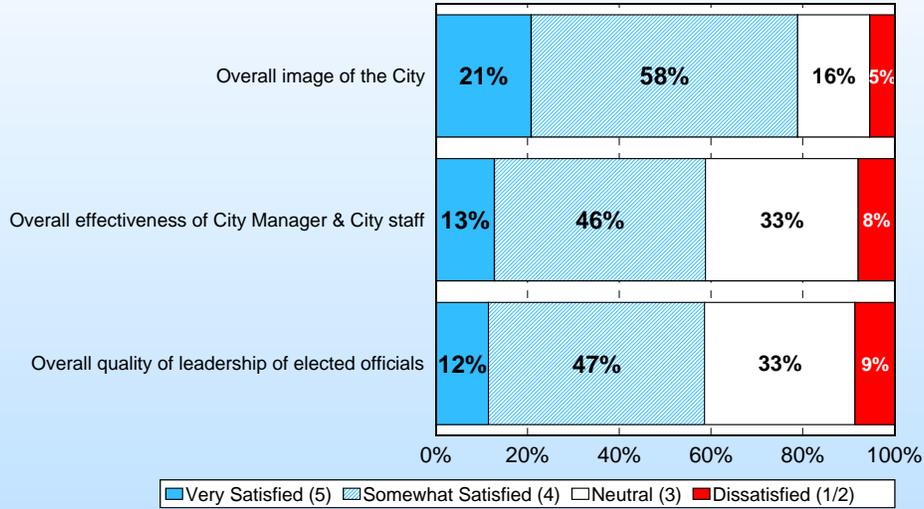


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

## Leadership and Quality of Life

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

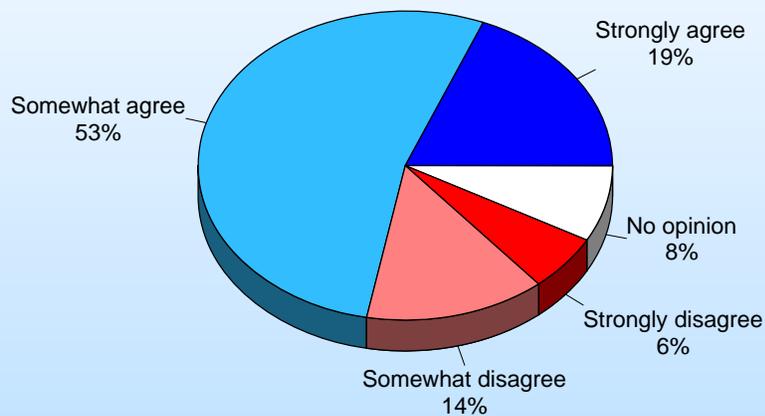
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

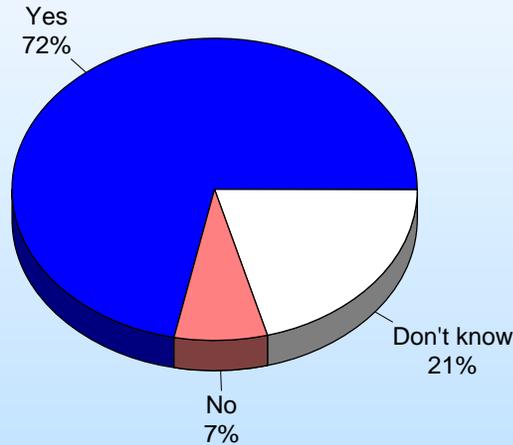
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q16. In General, Do You Think the City of Shoreline is Moving in the Right Direction?

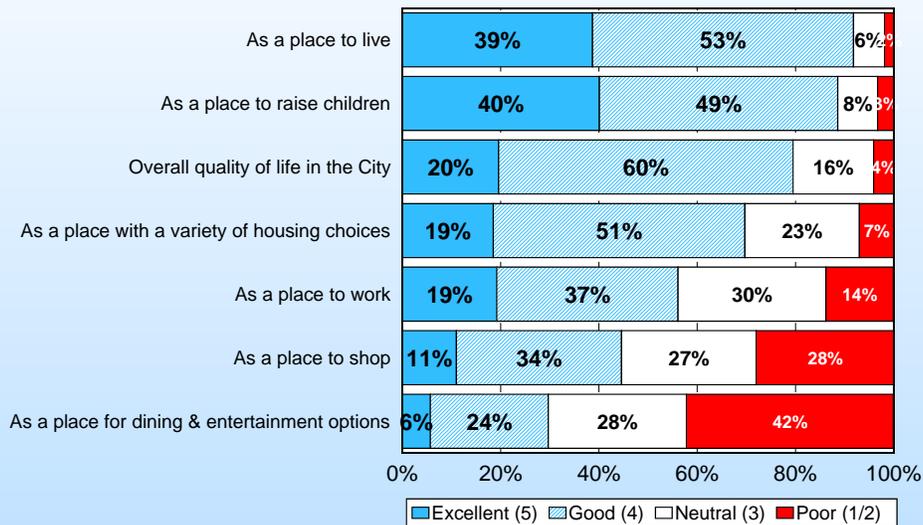
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

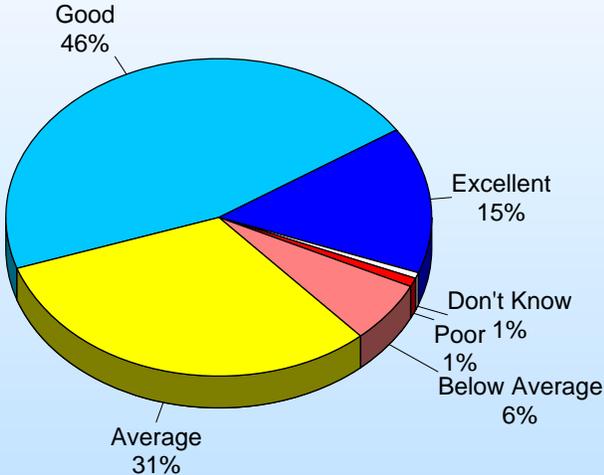
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

by percentage of respondents

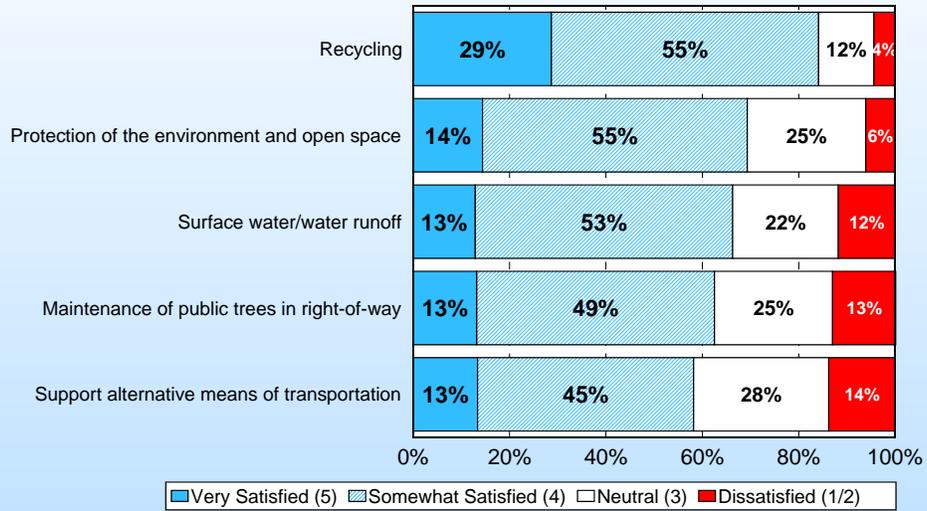


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

# Environment

### Q19. Satisfaction with the City's Efforts to Sustain Various Aspects of Local Environmental Quality

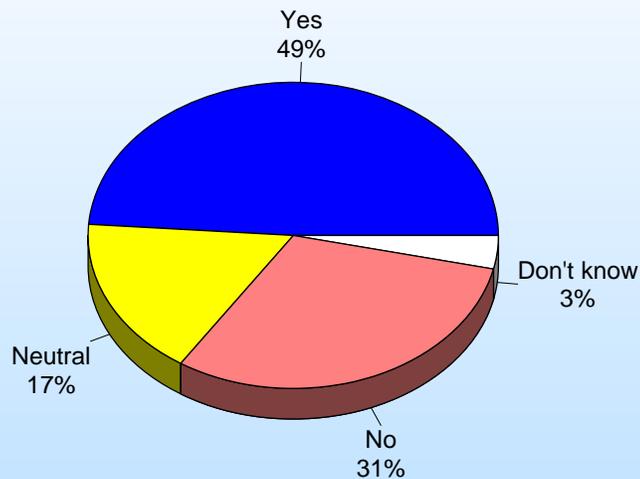
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q20. Should the City of Shoreline Consider a Plastic Bag Ban as Part of its Environmental Sustainability Strategy?

by percentage of respondents

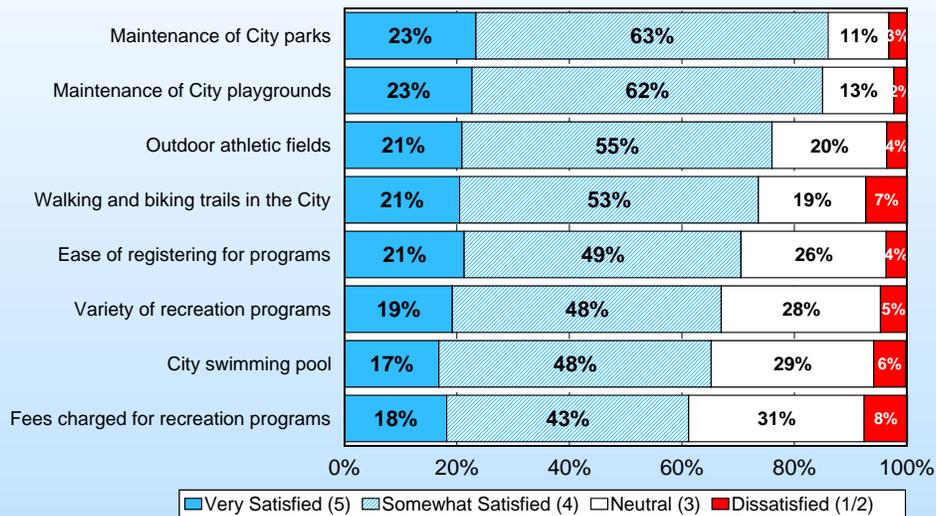


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

# Parks and Recreation

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

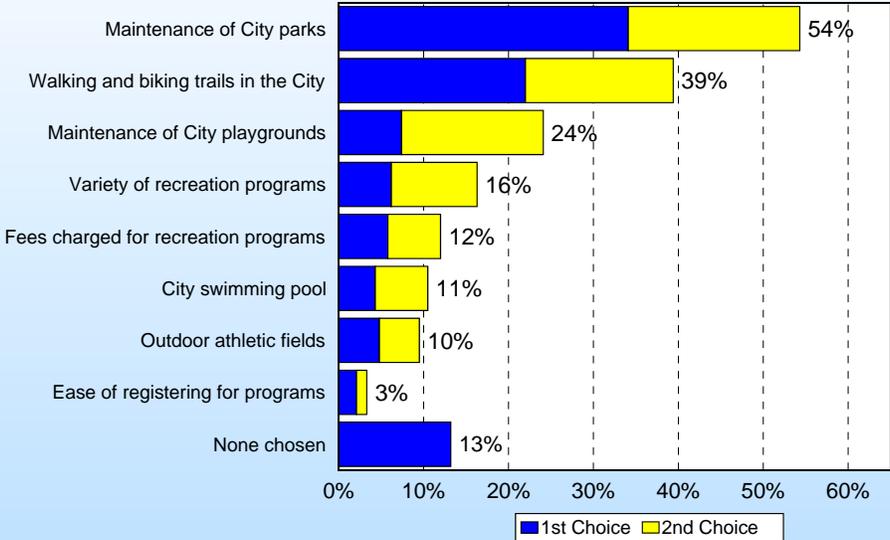
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q22. 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

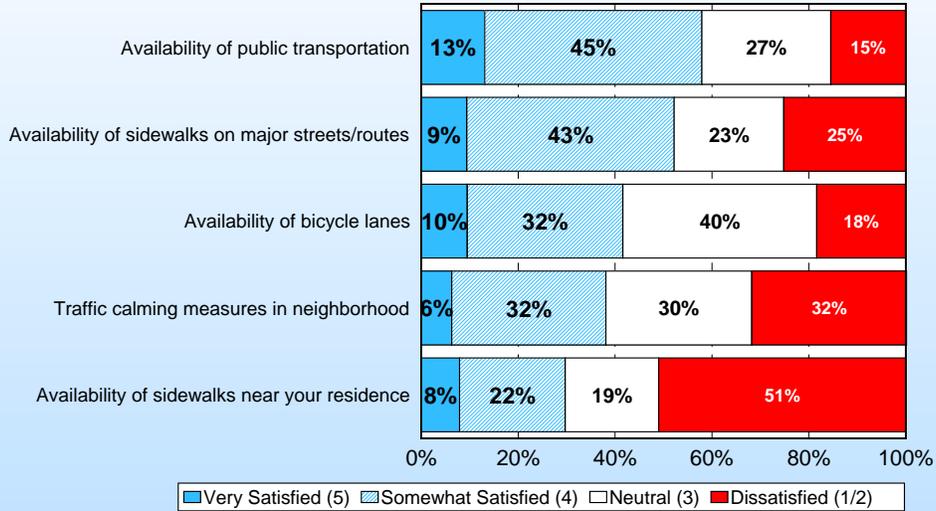


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

# Transportation and Land Use

### Q23. Satisfaction with Various Aspects of Transportation

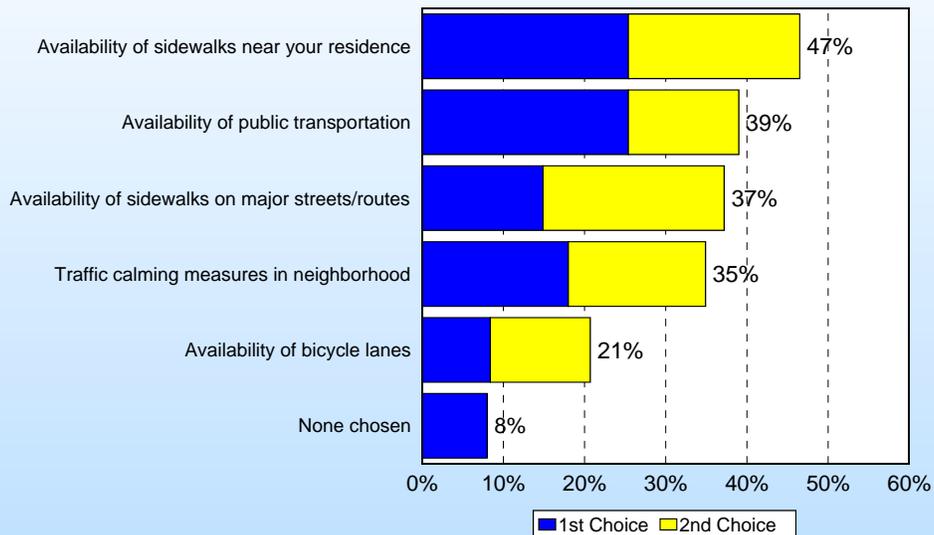
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q24. Aspects of Transportation That Should Receive the Most Emphasis Over the Next Two Years

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

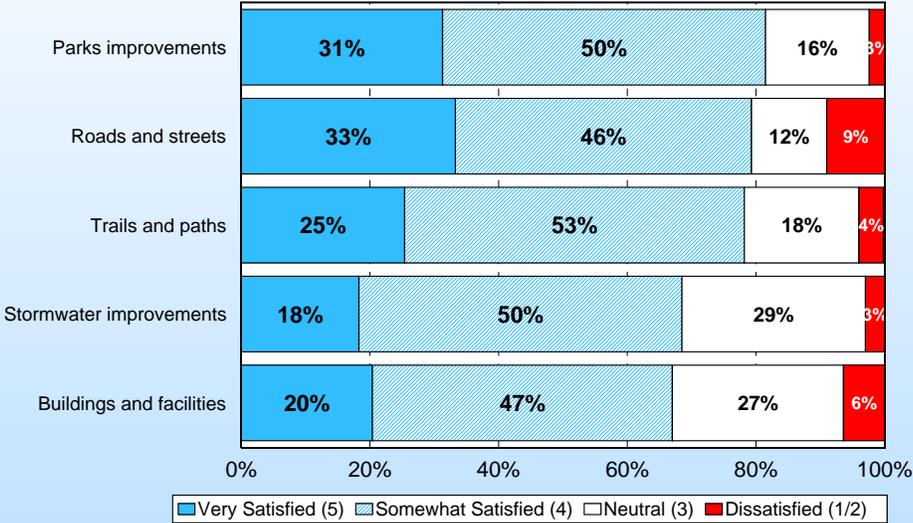


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

# Capital Investments

## Q25. Satisfaction with Various Aspects of Capital Investments the City of Shoreline Has Recently Made

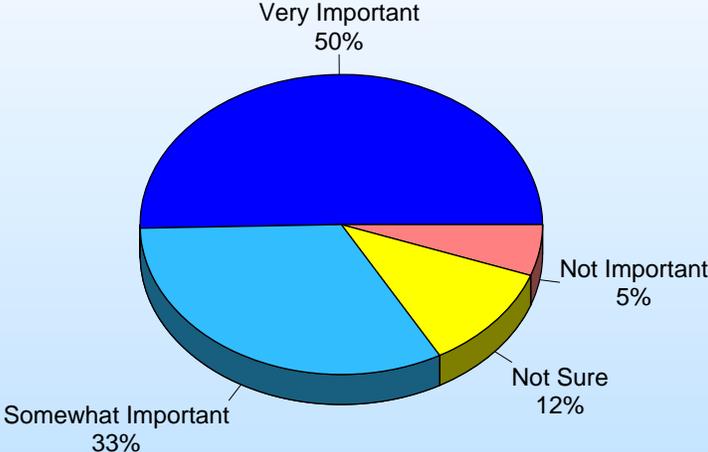
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q26. How Important Do You Feel It Is to Continue Making Capital Investments to Shoreline Facilities?

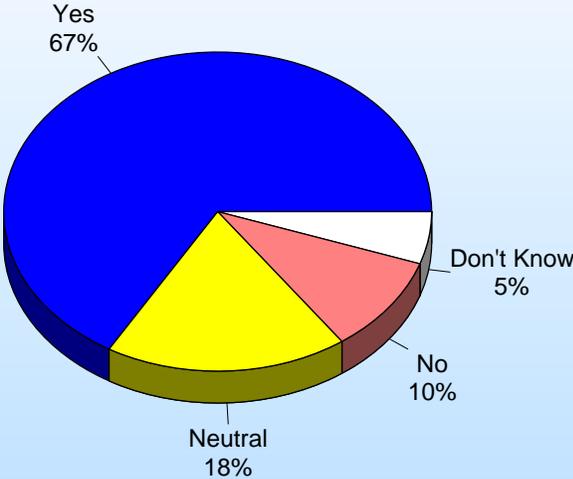
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q27. Do You Support the City's Emphasis on Economic Development?

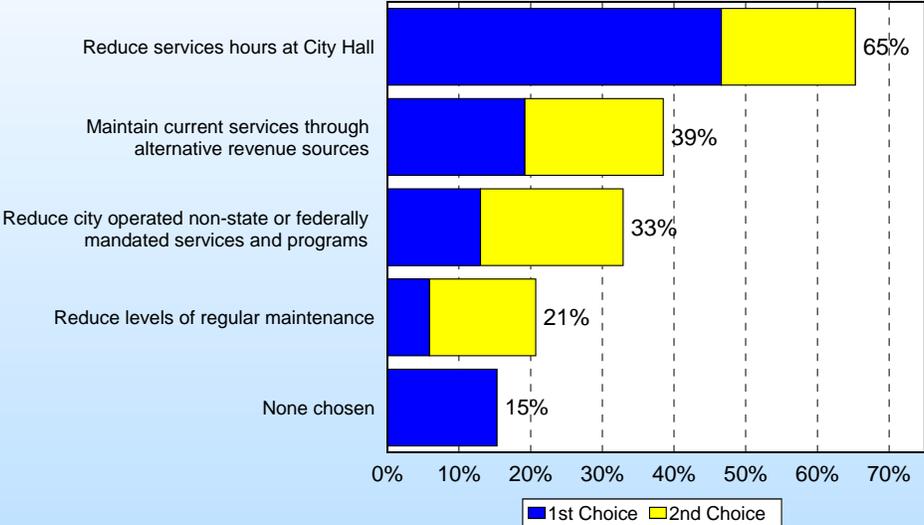
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q28. Options Respondents' Most Support the City Taking to Help Balance the City's Budget in the Future

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

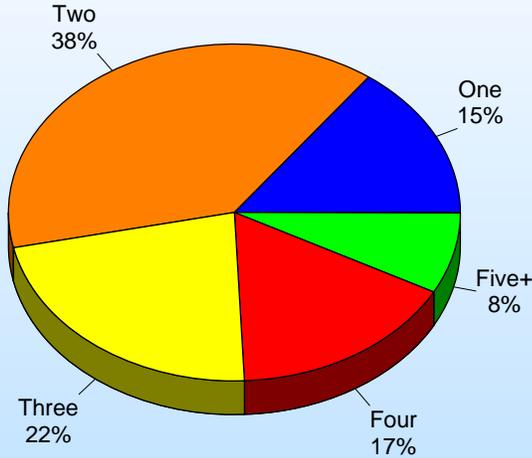


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

# Demographics

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

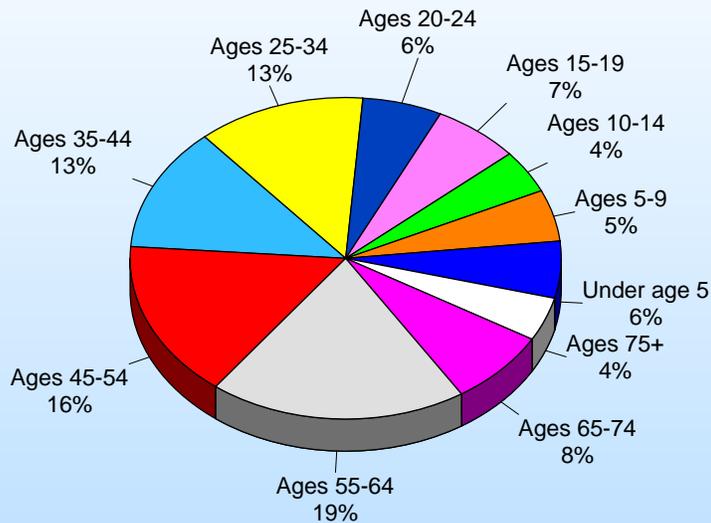
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

by percentage of household occupants



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q29. Demographics: Number of Years Lived in the City of Shoreline

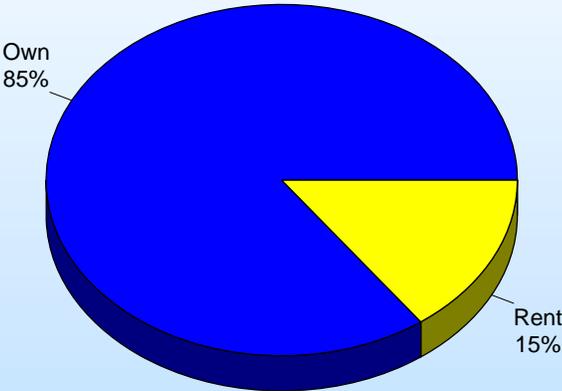
by percentage of respondents



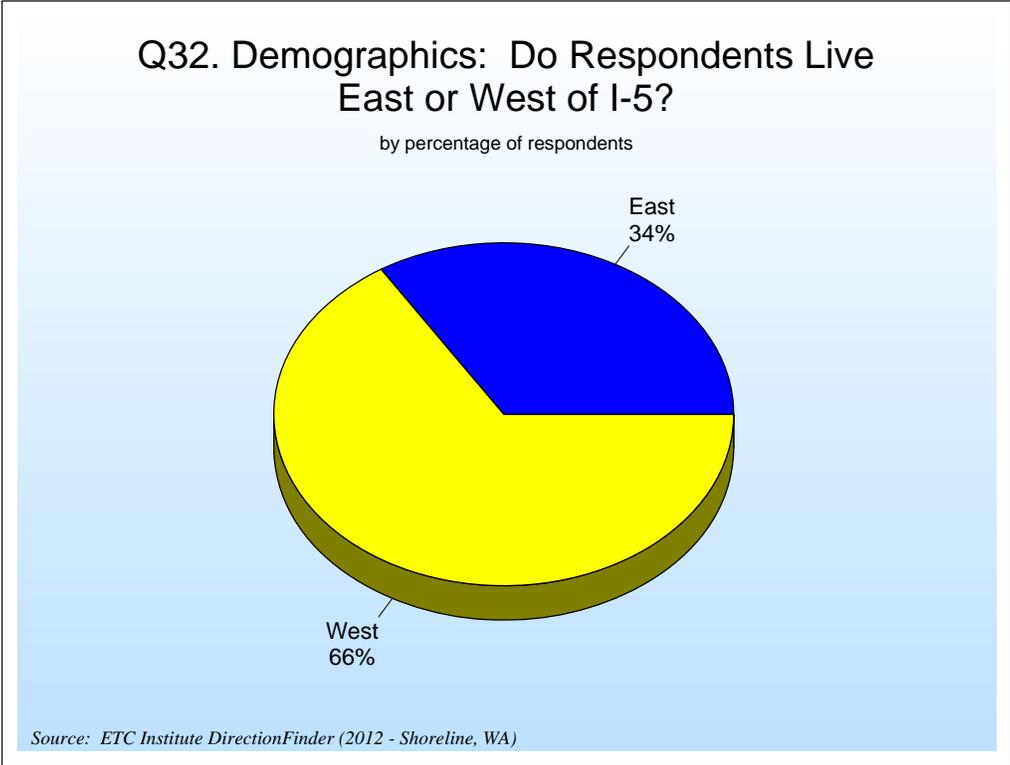
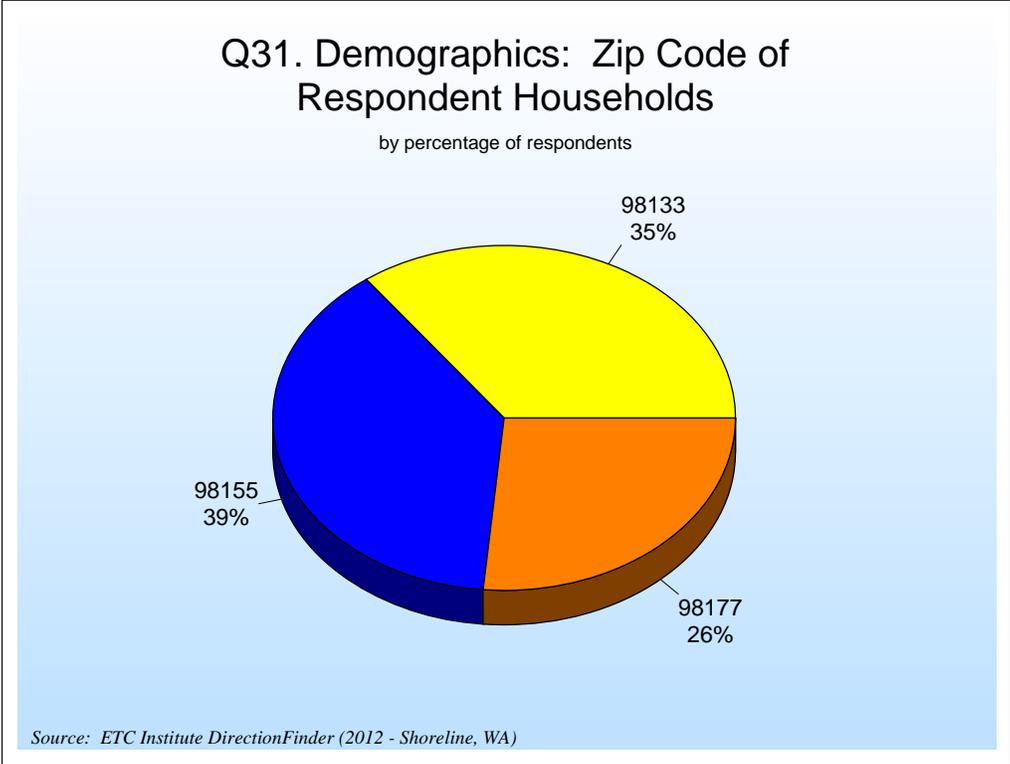
Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q30. Demographics: Do You Own or Rent Your Current Residence?

by percentage of respondents

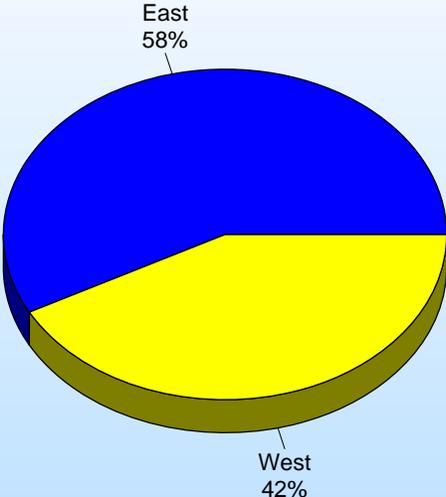


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)



### Q33. Demographics: Do Respondents Live East or West of Aurora Avenue N.?

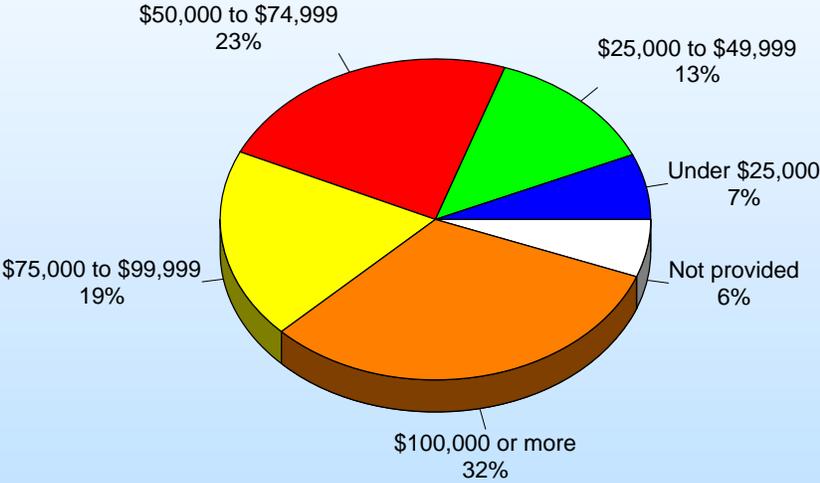
by percentage of respondents



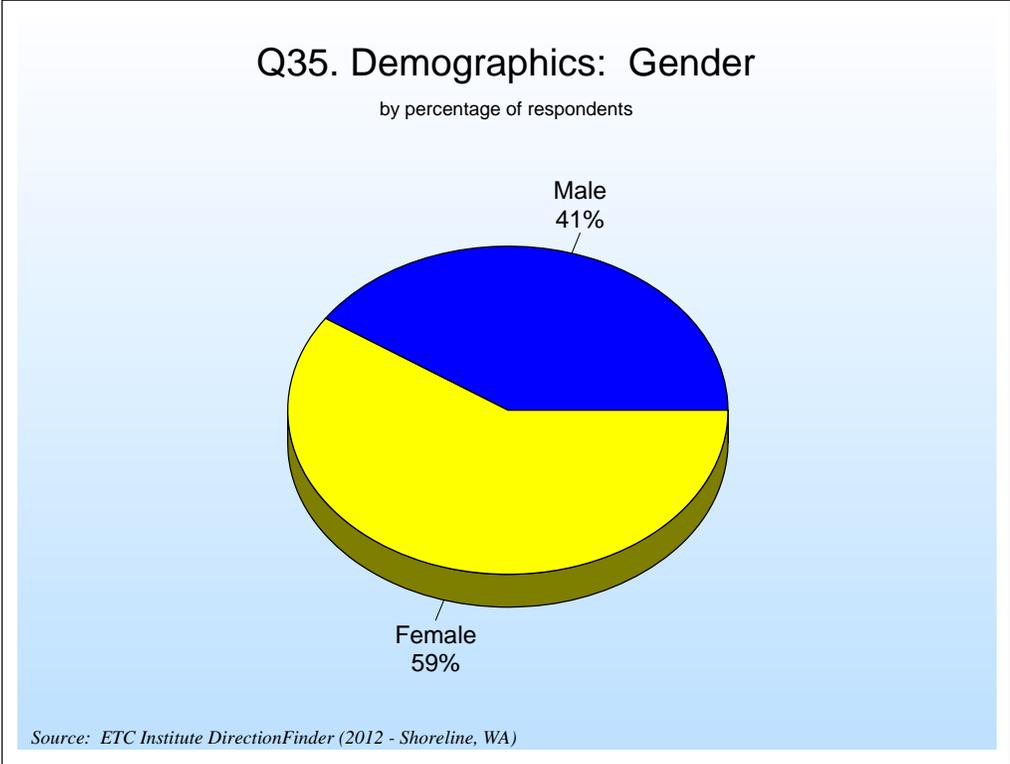
Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q34. Demographics: Total Annual Household Income

by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)



*Section 3:*  
*Trend Analysis*

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# DirectionFinder® Survey

## Analysis of Trends for 2004, 2008, and 2012

### 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 2008 surveys compare to the results of the City's 2012 survey. Given the sample size of both surveys, changes of 5% or more were statistically significant.

Some of the significant changes are described below.

### Significant Changes

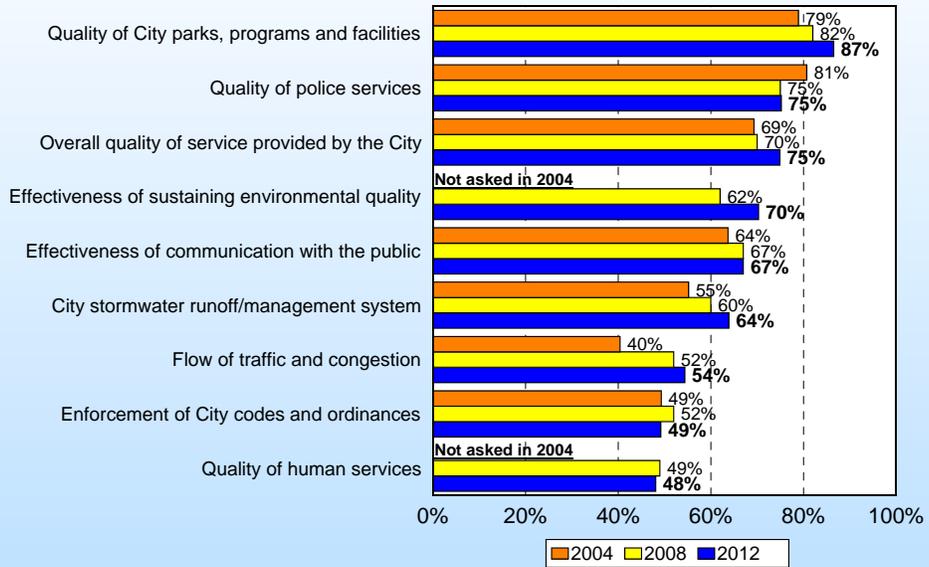
- **Satisfaction with Major Categories of City Services.** Among the seven major categories of city services that were assessed in 2004, 2008, and 2012, listed below are some of the significant improvements:
  - Satisfaction with flow of traffic and congestion has increased 14% from 40% in 2004 to 54% in 2012.
  - Satisfaction with city stormwater runoff/management system has increased 9% from 55% in 2004 to 64% in 2012.
  - Satisfaction with the effectiveness of sustaining environmental quality has increased 8% from 62% in 2008 to 70% in 2012.
  - Satisfaction with the overall quality of service provided by the City has increased 6% from 69% in 2004 to 75% in 2012.
- **Perceptions of City Maintenance.** Satisfaction with the overall maintenance of City streets has increased 16% from 55% in 2004 to 71% in 2012. In addition, satisfaction with the overall cleanliness of City streets/public areas has increased 11% from 64% in 2004 to 75% in 2008, and satisfaction with the adequacy of storm drainage has also increased 11% from 55% in 2004 to 66% in 2012.



- **Perceptions of City Codes and Ordinance.** Satisfaction with the overall quality of leadership of elected officials had increased 12% from 47% in 2004 to 59% in 2012. In addition, satisfaction with the overall effectiveness of City Manager and City staff has increased 10% from 49% in 2004 to 59% in 2012, and satisfaction with the overall image of the City has increased 10% from 69% in 2004 to 79% in 2012.
- **Items That Influence the Perception of the City.** Satisfaction with enforcing the clean-up of litter and debris has increased 14% from 33% in 2004 to 47% in 2012. In addition, satisfaction with the enforcing the removal of abandoned autos has increased 9% from 36% in 2004 to 45% in 2012.
- **Shoreline Moving in the Right Direction.** The percentage of residents who think the City of Shoreline is moving in the right direction has increased 14% from 58% in 2004 to 72% in 2012.
- **Ways Residents Get Information about City Issues.** The percentage of residents who get information about City issues, services, and events through the City newsletter “CURRENTS” has increased 14% from 78% in 2004 to 92% in 2012.

### Q3. Overall Satisfaction With City Services by Major Category *Trends - 2004, 2008 and 2012*

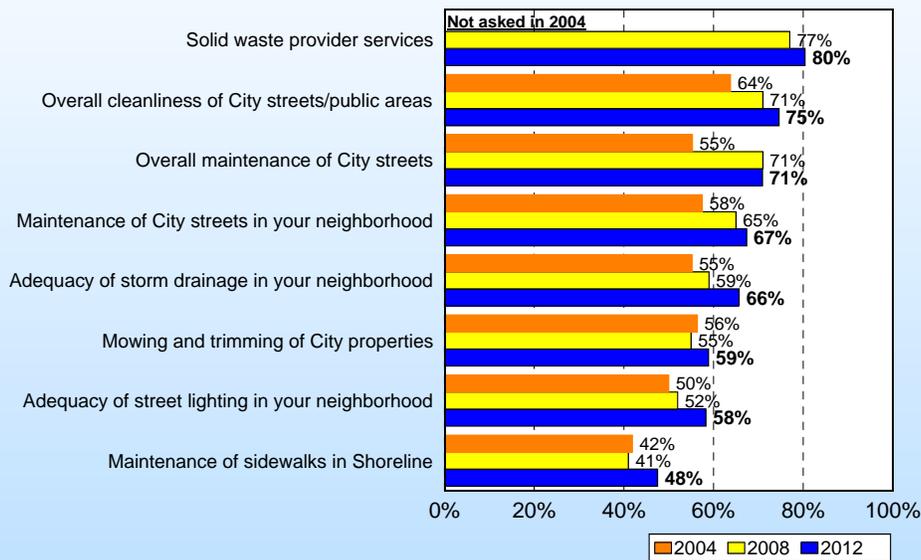
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q5. Satisfaction Ratings for Aspects of City Maintenance *Trends - 2004, 2008 and 2012*

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

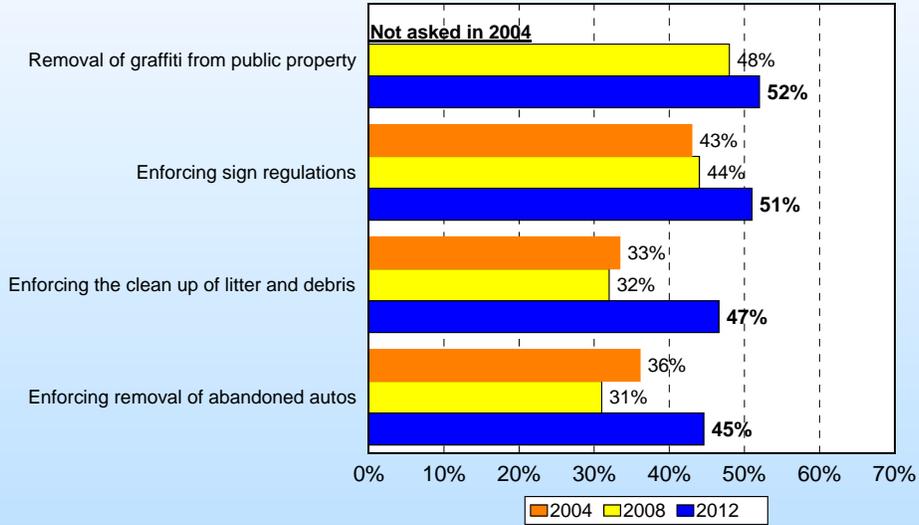


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q7. Satisfaction Ratings for the Enforcement of City Codes and Ordinances

#### Trends - 2004, 2008 and 2012

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

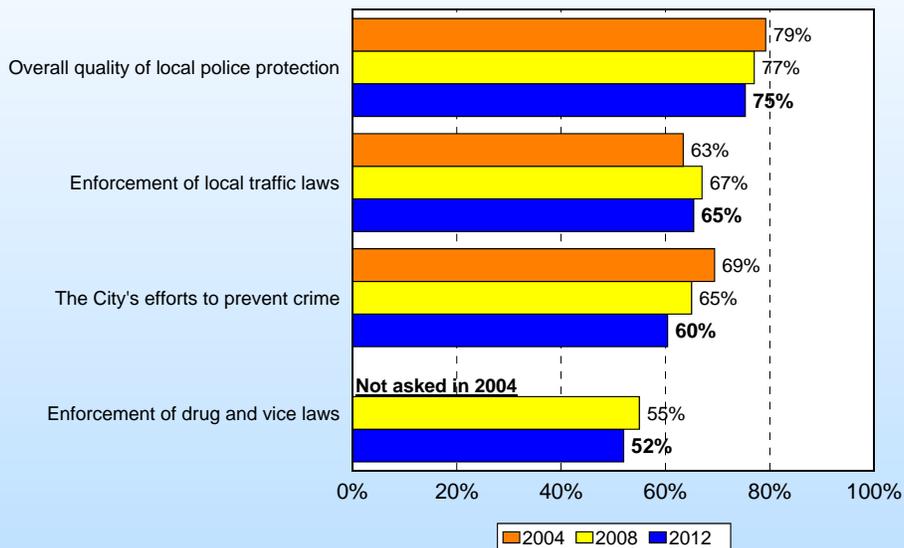


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q9. Satisfaction Ratings for Various Aspects of Public Safety

#### Trends - 2004, 2008 and 2012

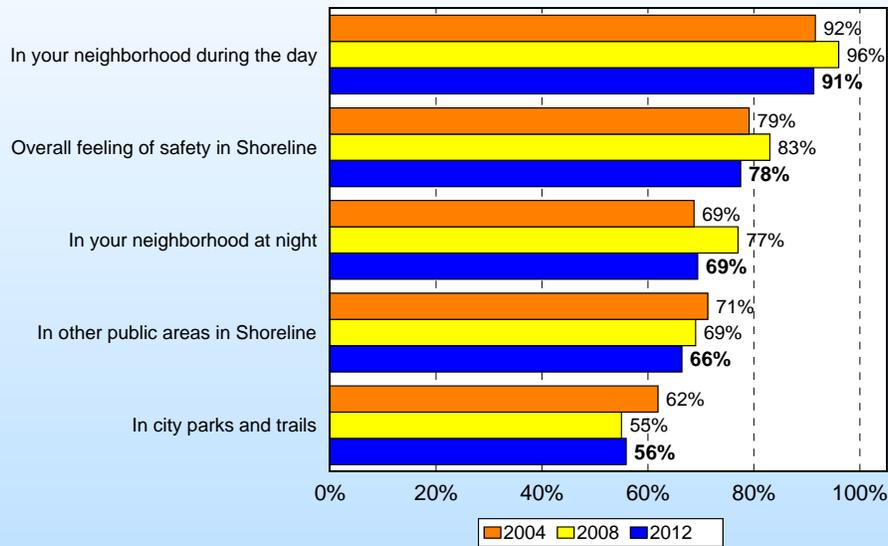
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q11. Level of Safety in Various Situations Trends - 2004, 2008 and 2012

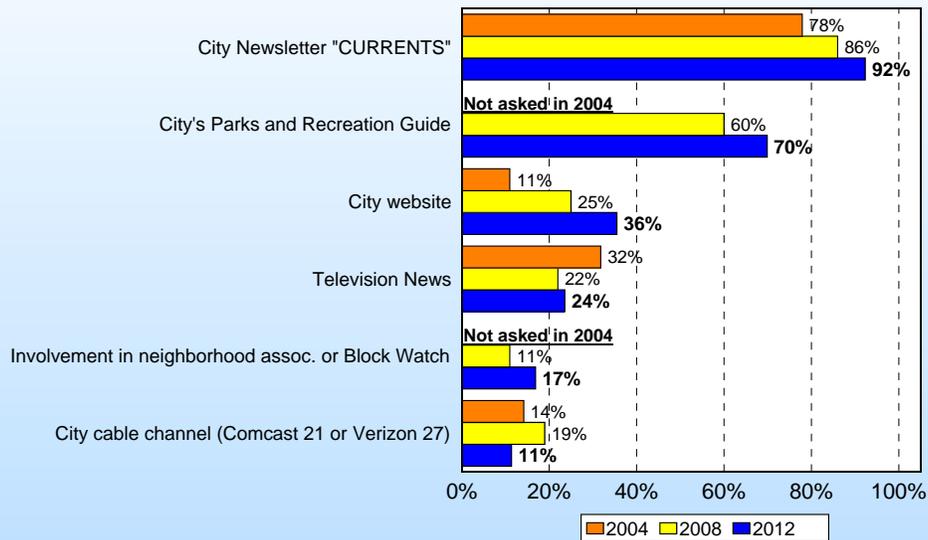
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q12. Ways Residents Get Information About City Issues, Services, and Events Trends - 2004, 2008 and 2012

by percentage of respondents (multiple choices could be made)

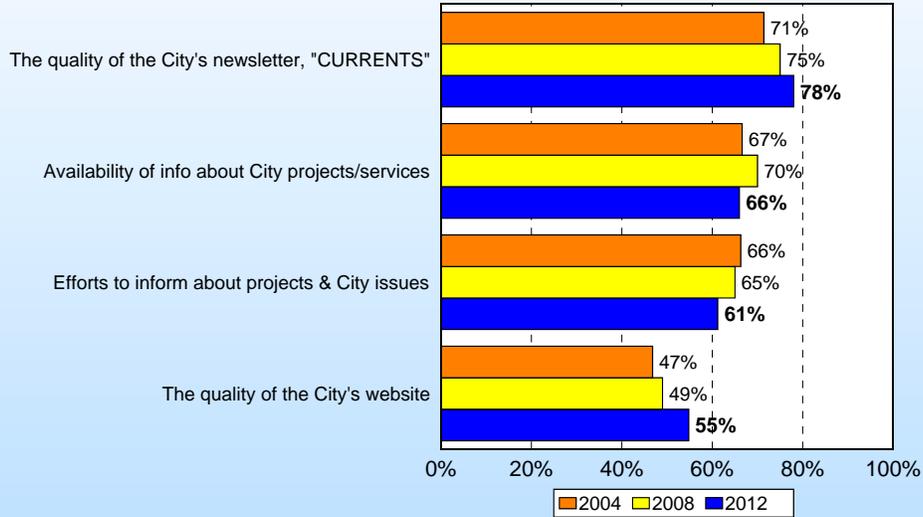


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

#### Trends - 2004, 2008, and 2012

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

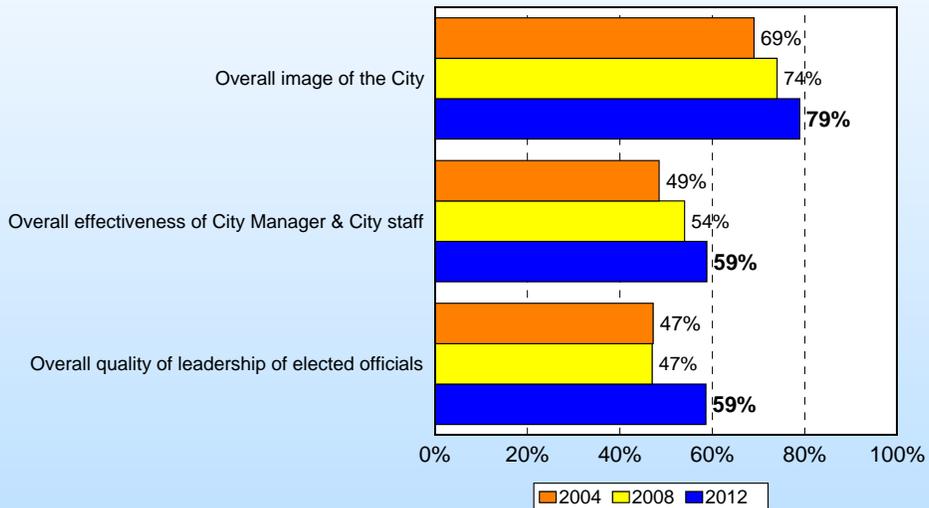


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

#### Trends - 2004, 2008 and 2012

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

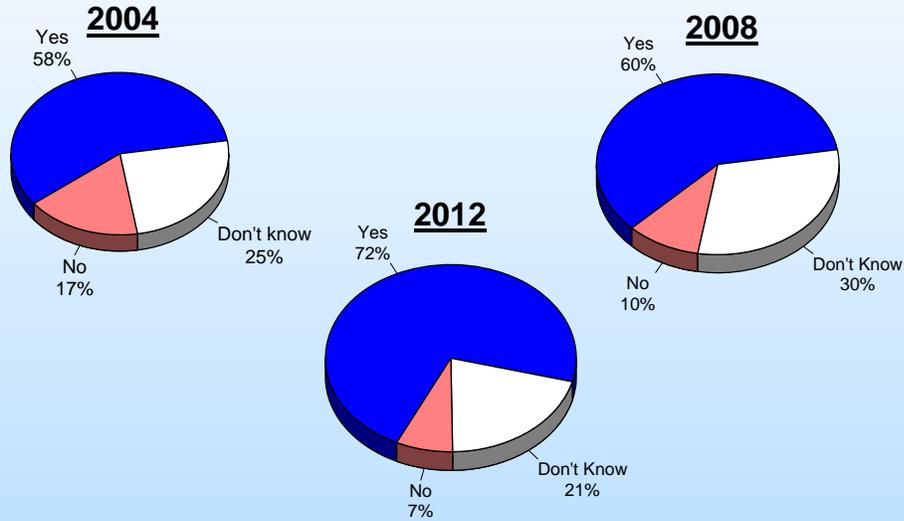


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

**Q16. In General, Do You Think the City of Shoreline is Moving in the Right Direction?**

**Trends - 2004, 2008 and 2012**

by percentage of respondents

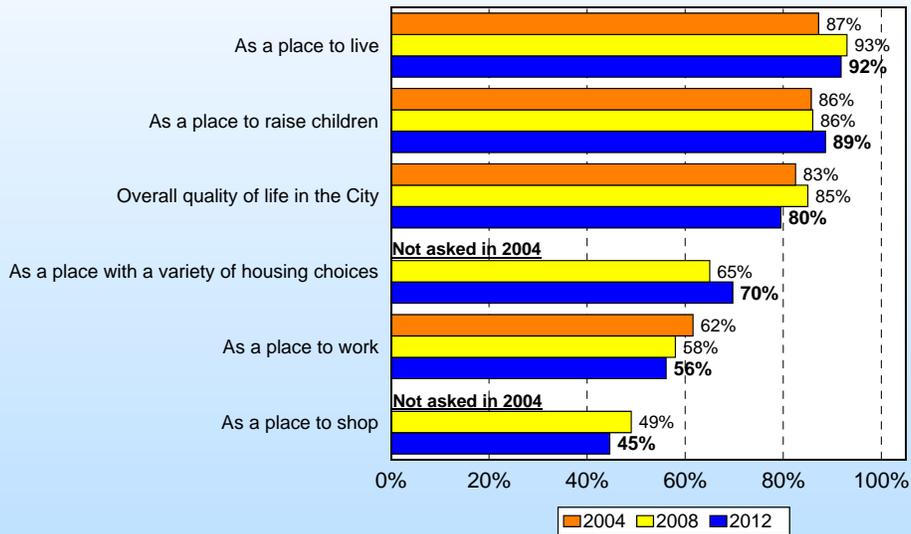


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

**Trends - 2004, 2008 and 2012**

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

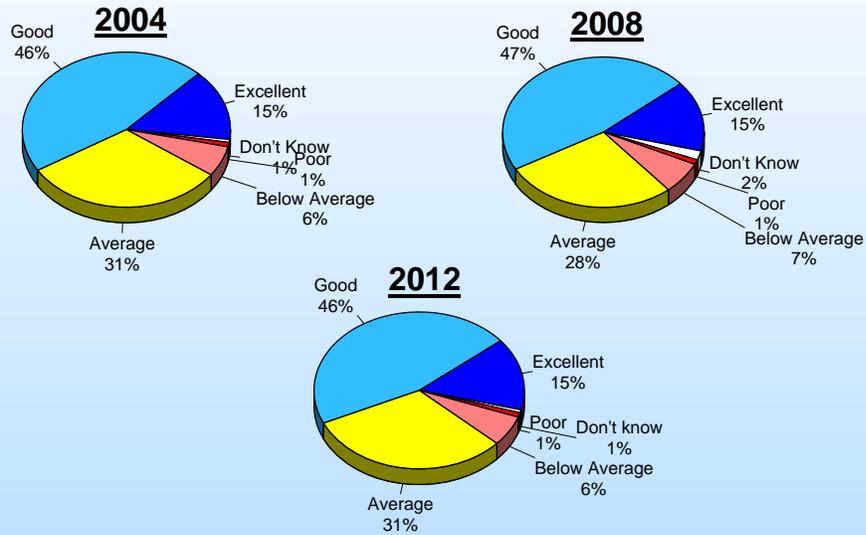


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

**Trends - 2004, 2008 and 2012**

by percentage of respondents

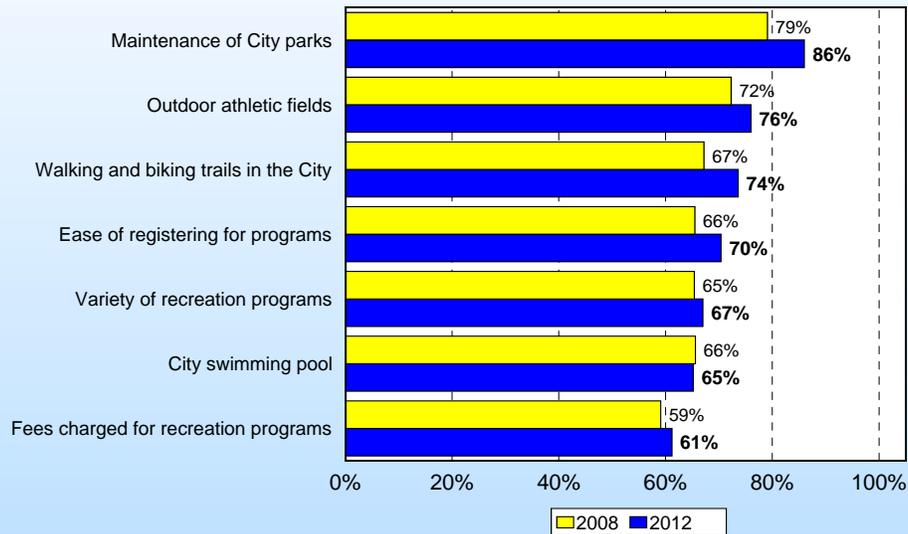


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

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

**Trends - 2008 and 2012**

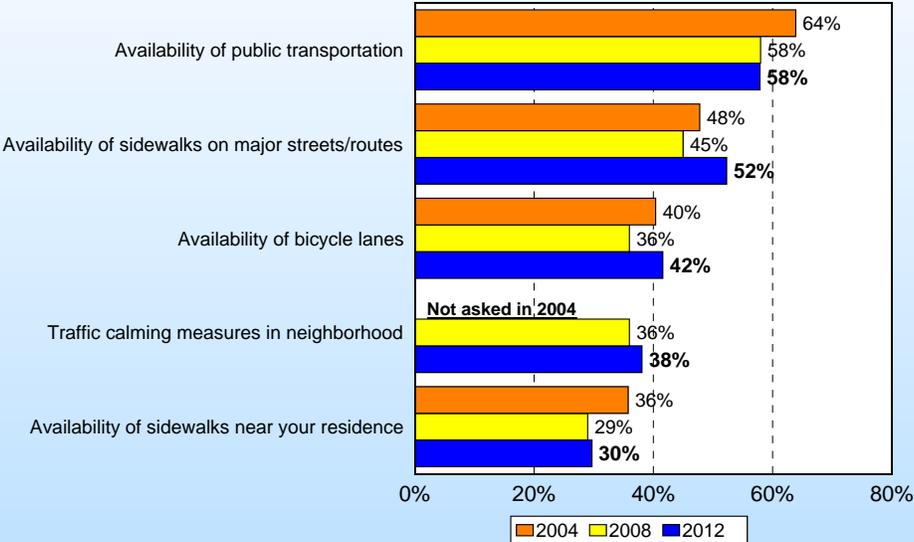
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

### Q23. Satisfaction Ratings for Aspects of Transportation *Trends - 2004, 2008 and 2012*

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 (2012 - Shoreline, WA)

*Section 4:*  
*Benchmarking Analysis*

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# DirectionFinder Survey

## Year 2012 Benchmarking Summary Report

### Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 38 states.

This report contains benchmarking data from three sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2011 to a random sample of 3,926 residents in the continental United States. The second source is from a regional survey administered to 416 residents living in the Northwestern region of the United States; the Northwestern region includes: Idaho, Colorado, Montana, Oregon, Utah, Washington, Nevada and Wyoming. The third source is from individual community surveys that were administered in 35 medium-sized cities (population of 20,000 to 199,999) between January 2009 and August 2012. The “Medium U.S. Average” shown in the performance range charts is the average rating of the 32 cities listed below. The 32 cities included in the performance ranges that are shown in this report are listed below:

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

### **Interpreting the Performance Range Charts**

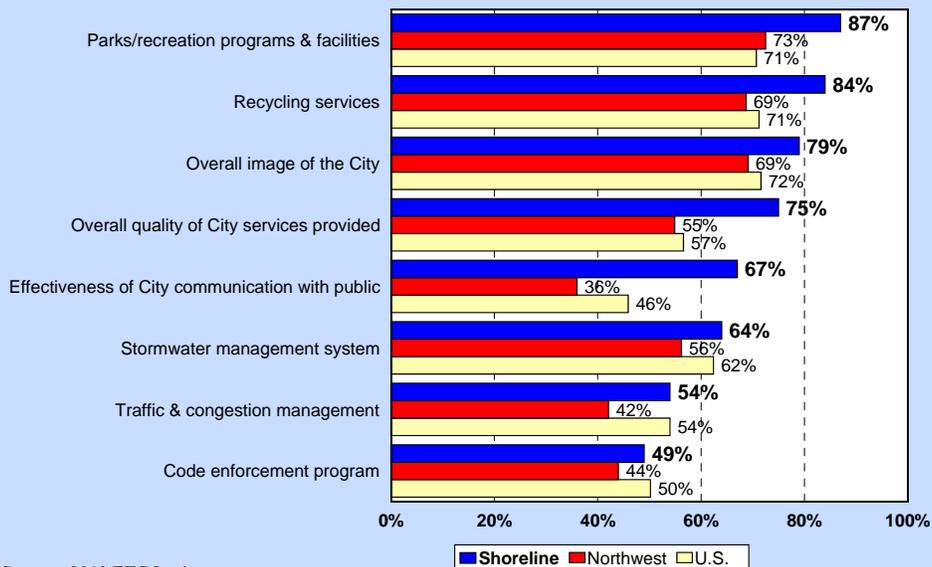
The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in medium size communities that have participated in the DirectionFinder® Survey since 2009. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The yellow dot on each bar shows how the results for Shoreline compare to the medium community size national average, which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Shoreline rated above the medium-size national average. If the yellow dot is located to the left of the vertical dash, the City of Shoreline rated below the medium-size community national average.

# National Benchmarks

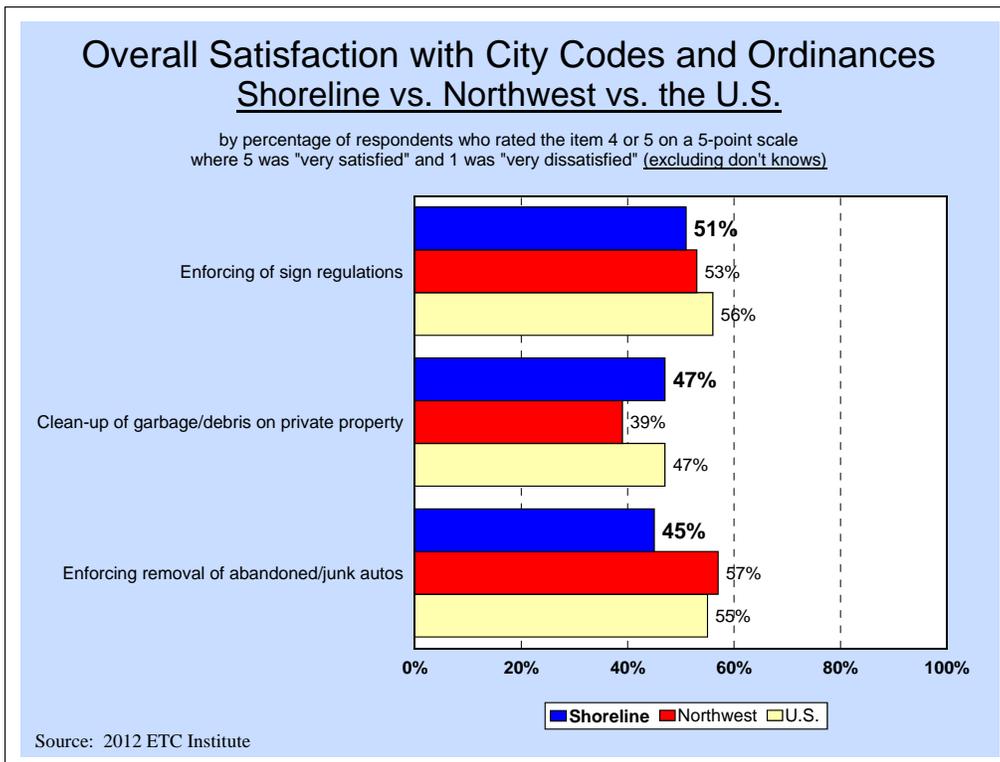
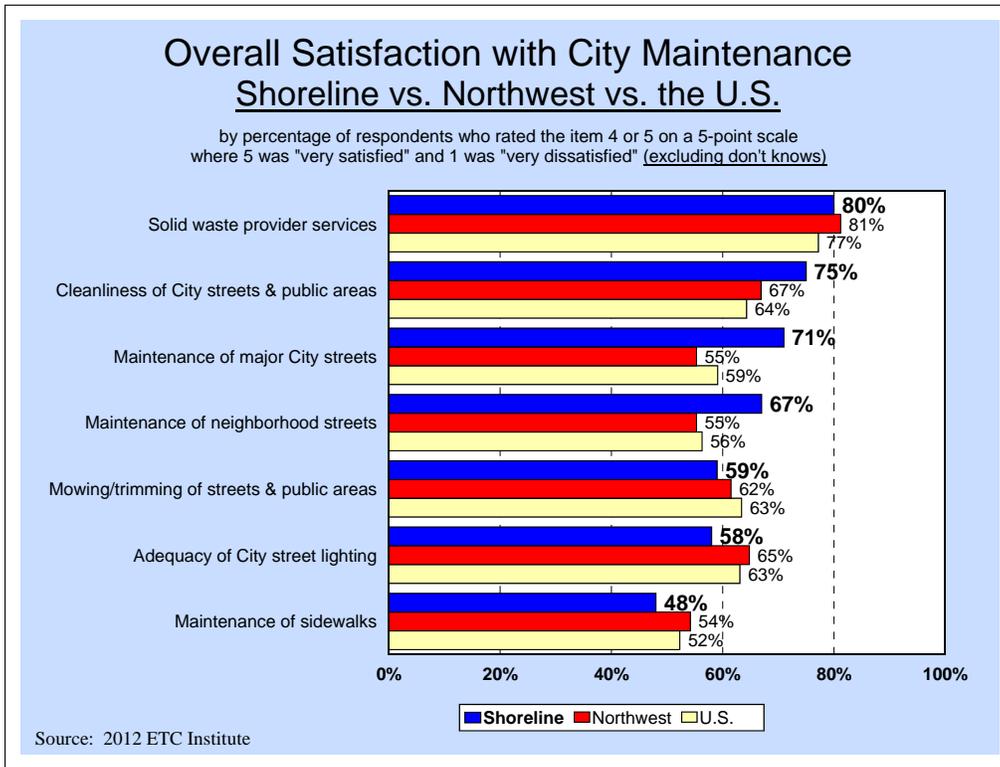
**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Shoreline, WA is not authorized without written consent from ETC Institute.**

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

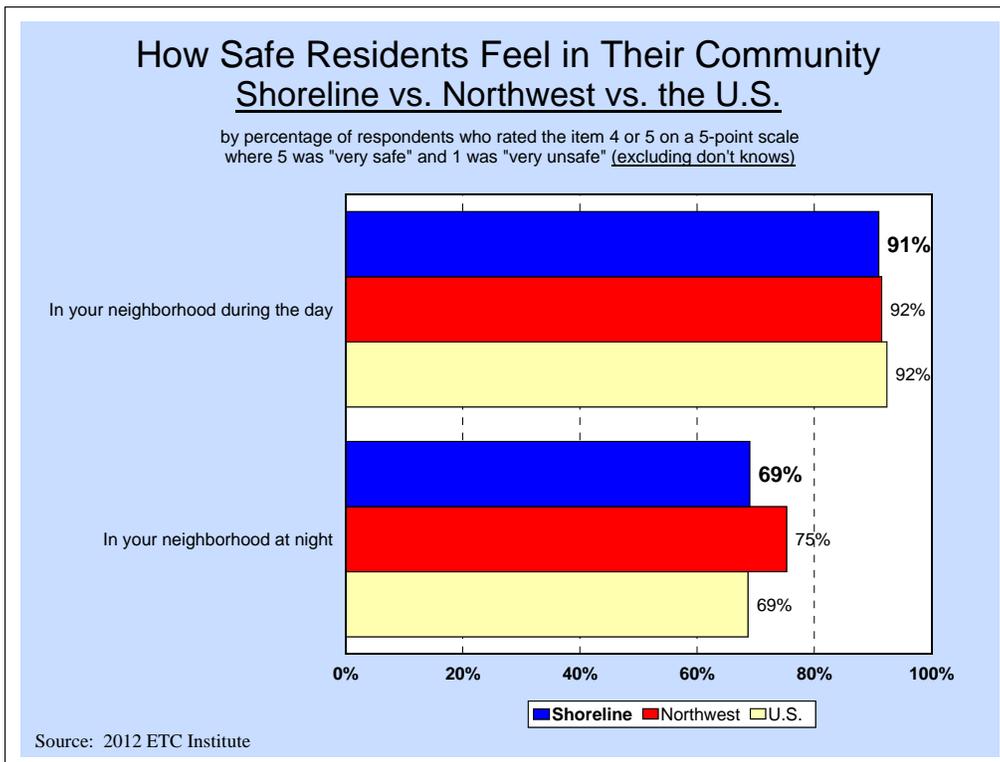
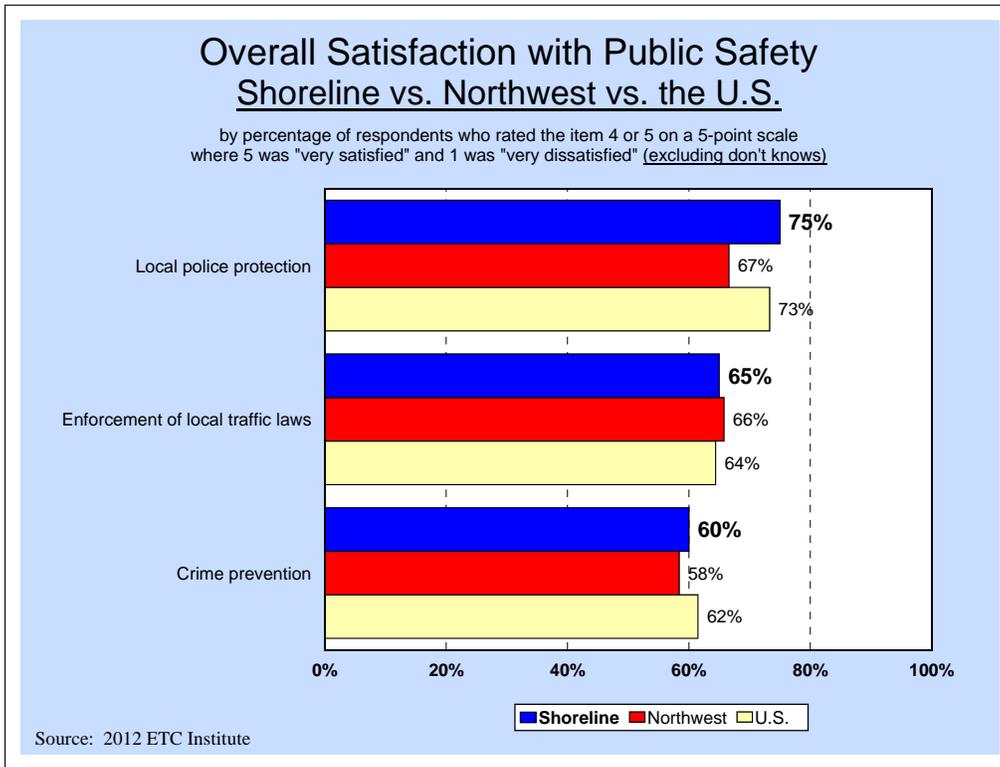
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



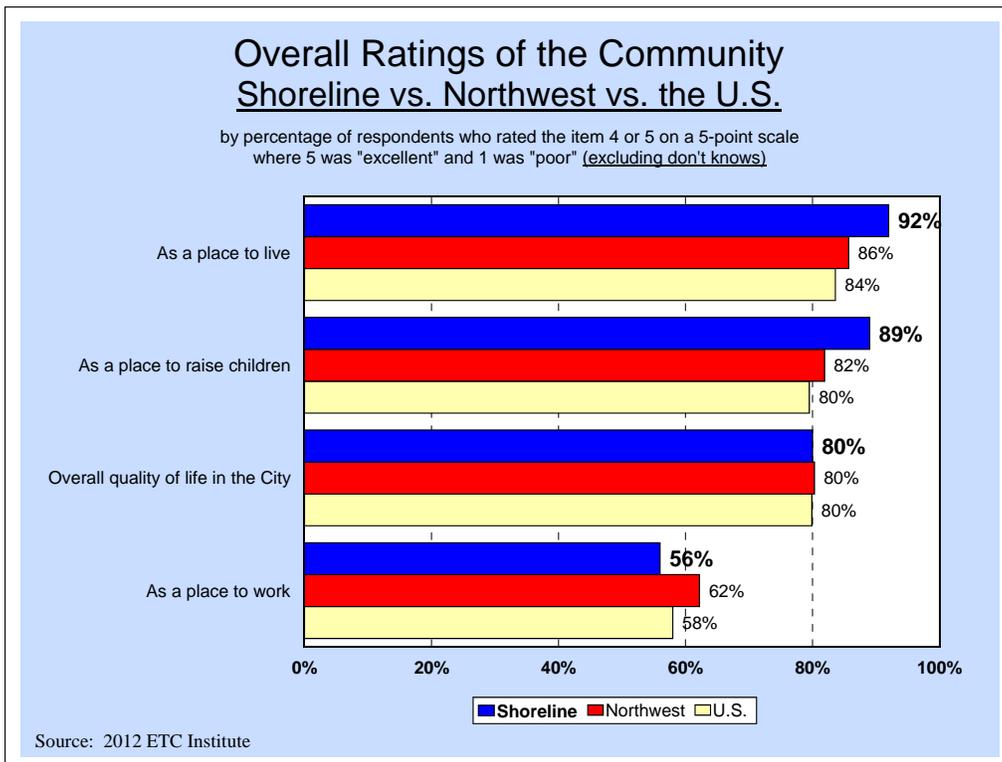
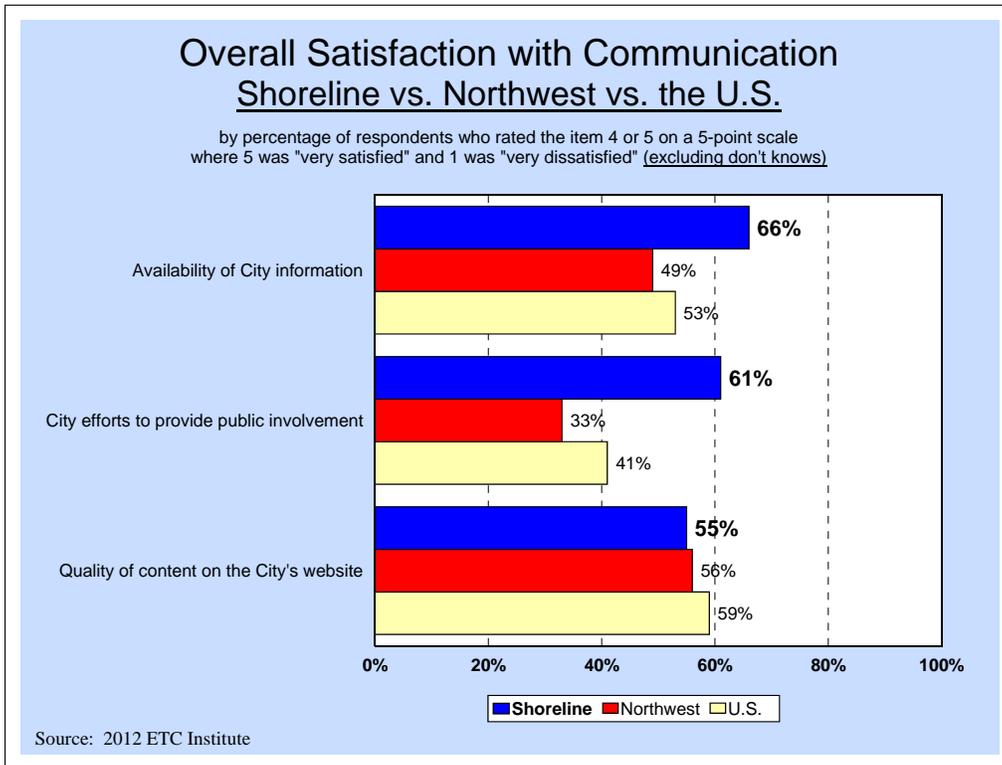
# 2012 DirectionFinder Survey for the City of Shoreline

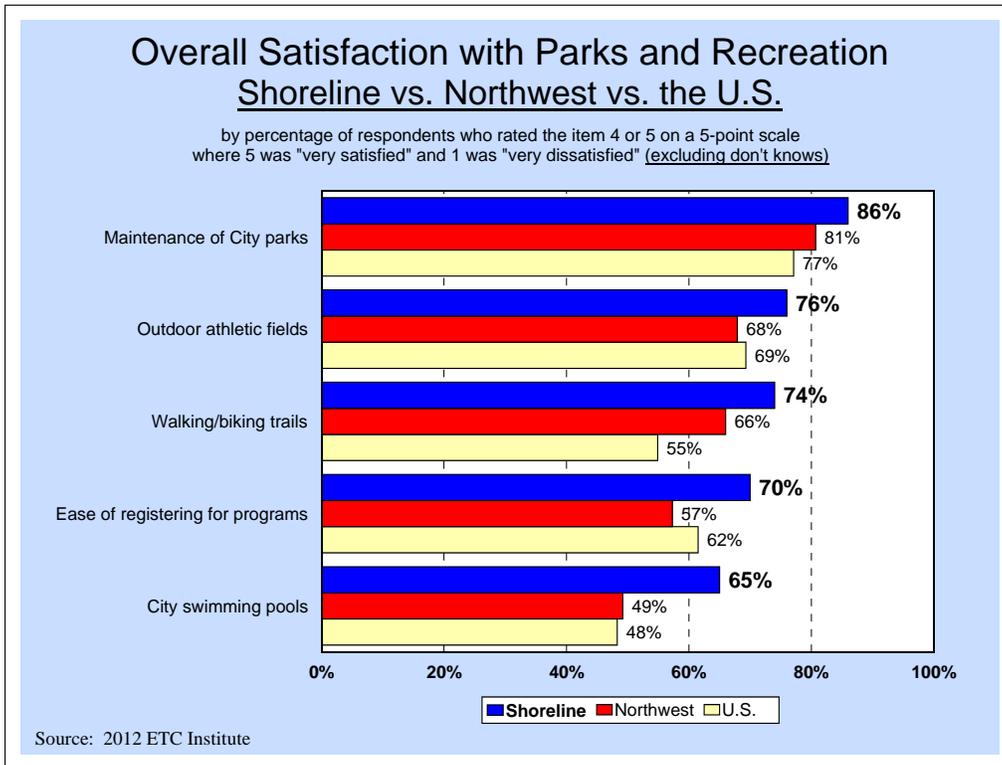


# 2012 DirectionFinder Survey for the City of Shoreline



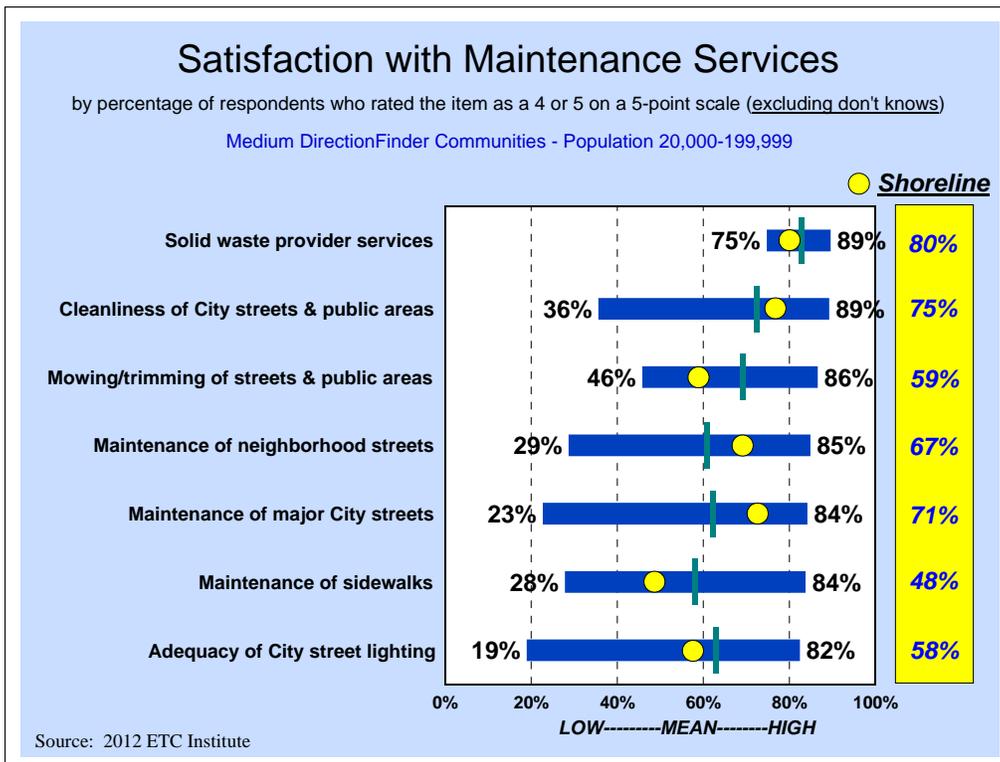
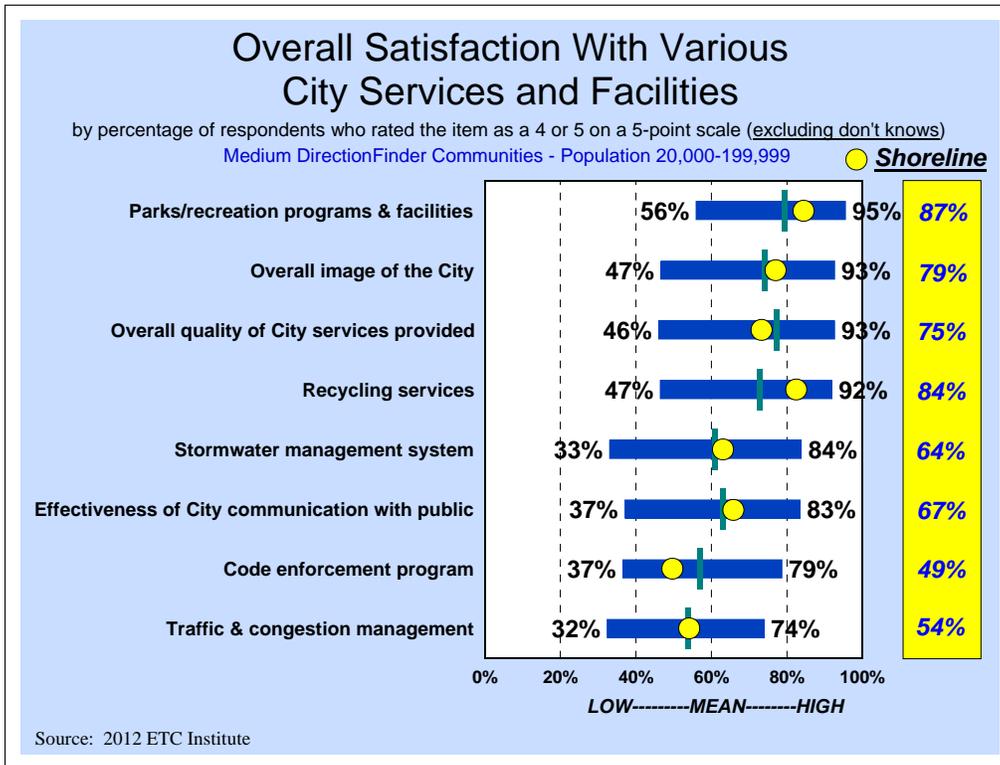
# 2012 DirectionFinder Survey for the City of Shoreline



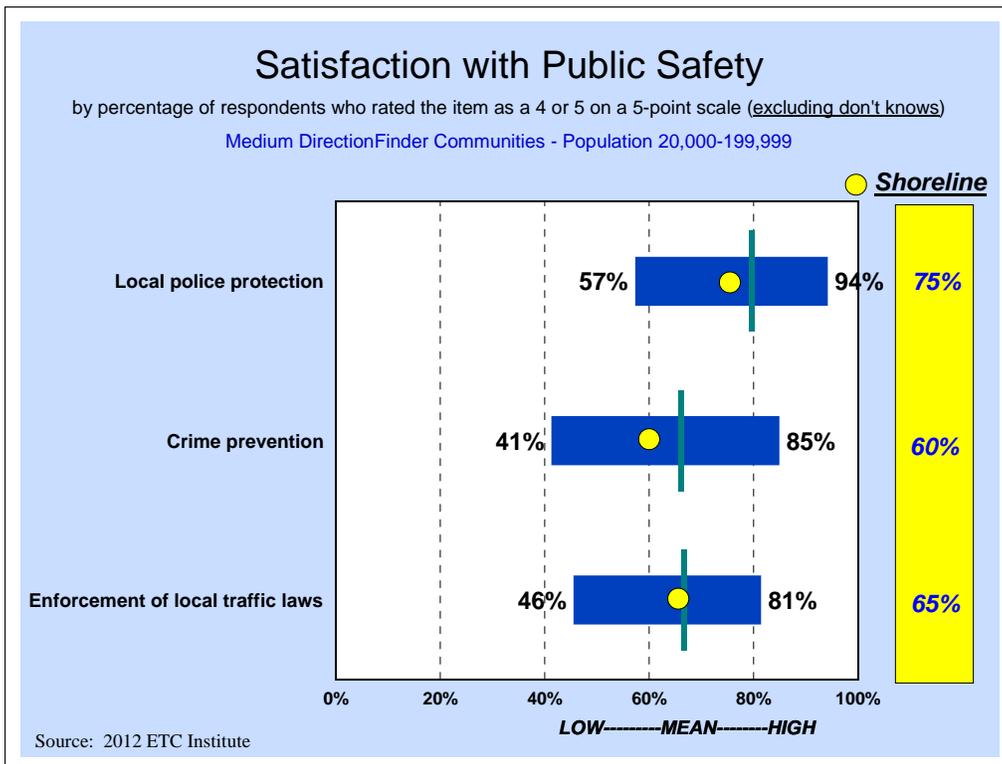
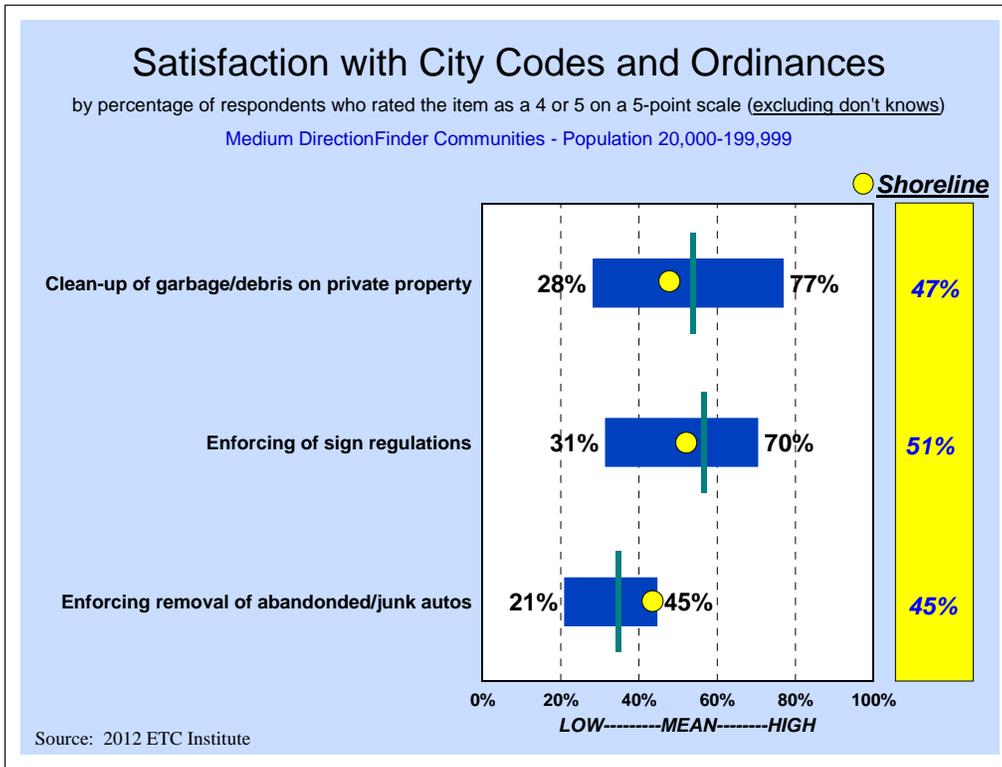


**Medium Size  
Performance Ranges:  
Population 20,000-199,999**

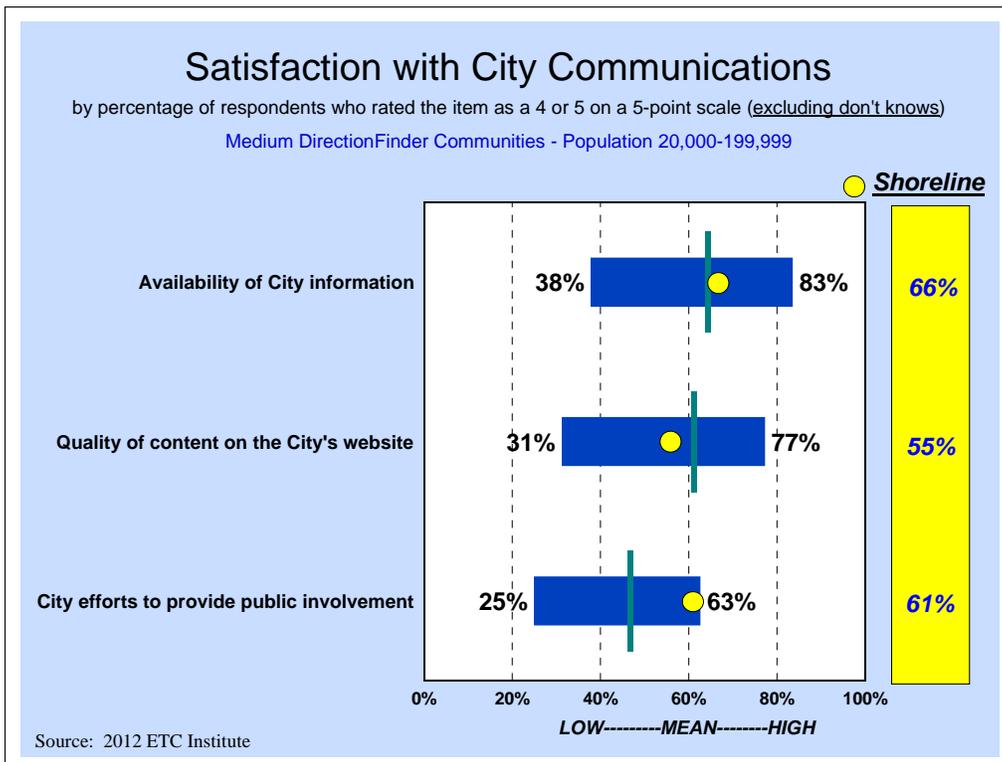
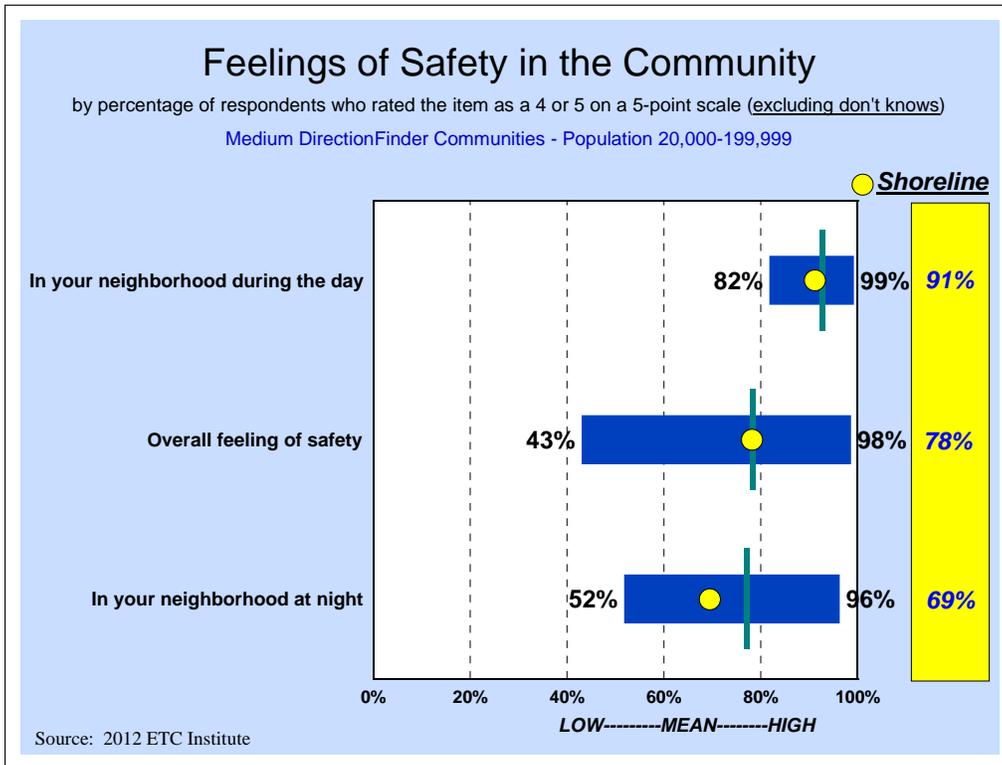
# 2012 DirectionFinder Survey for the City of Shoreline



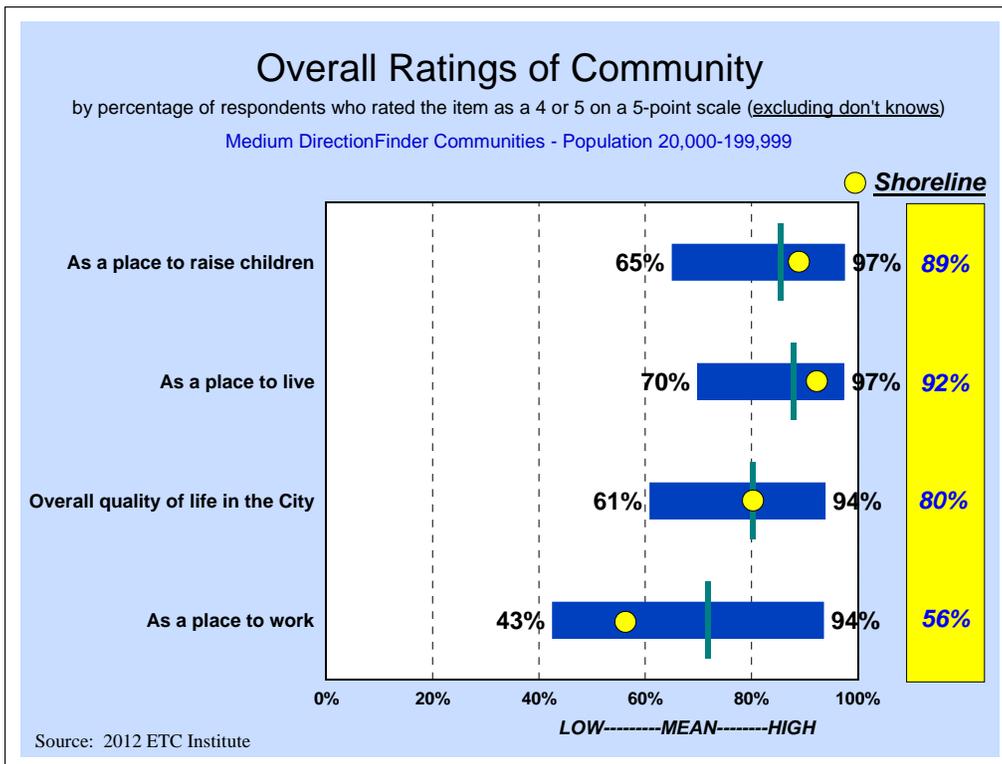
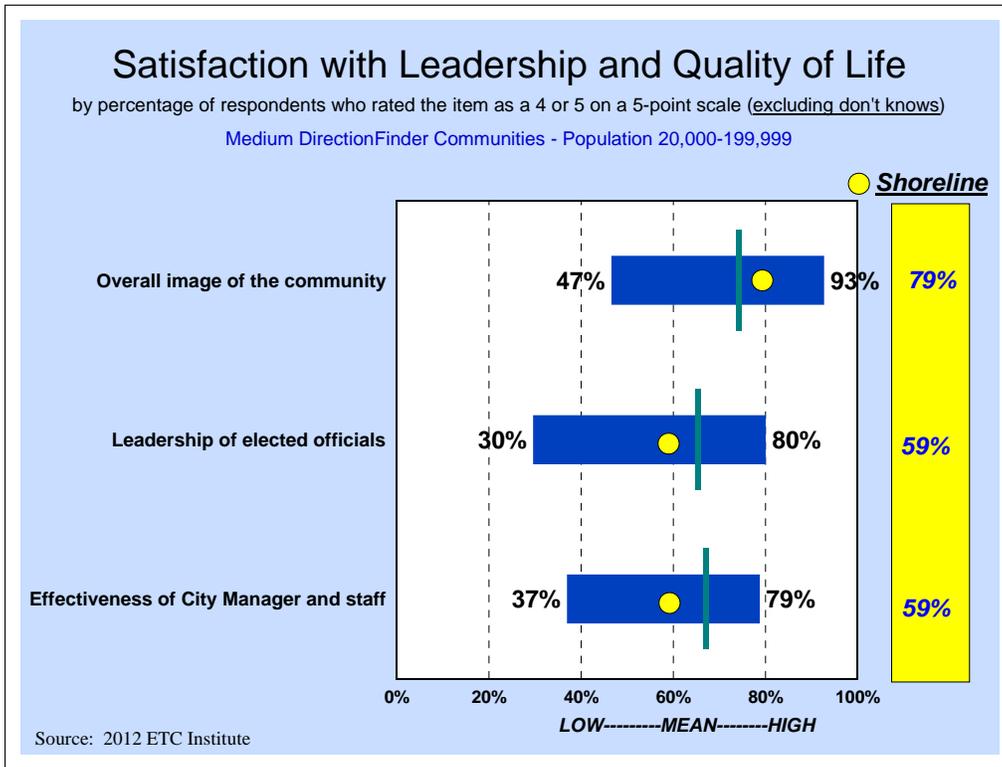
# 2012 DirectionFinder Survey for the City of Shoreline

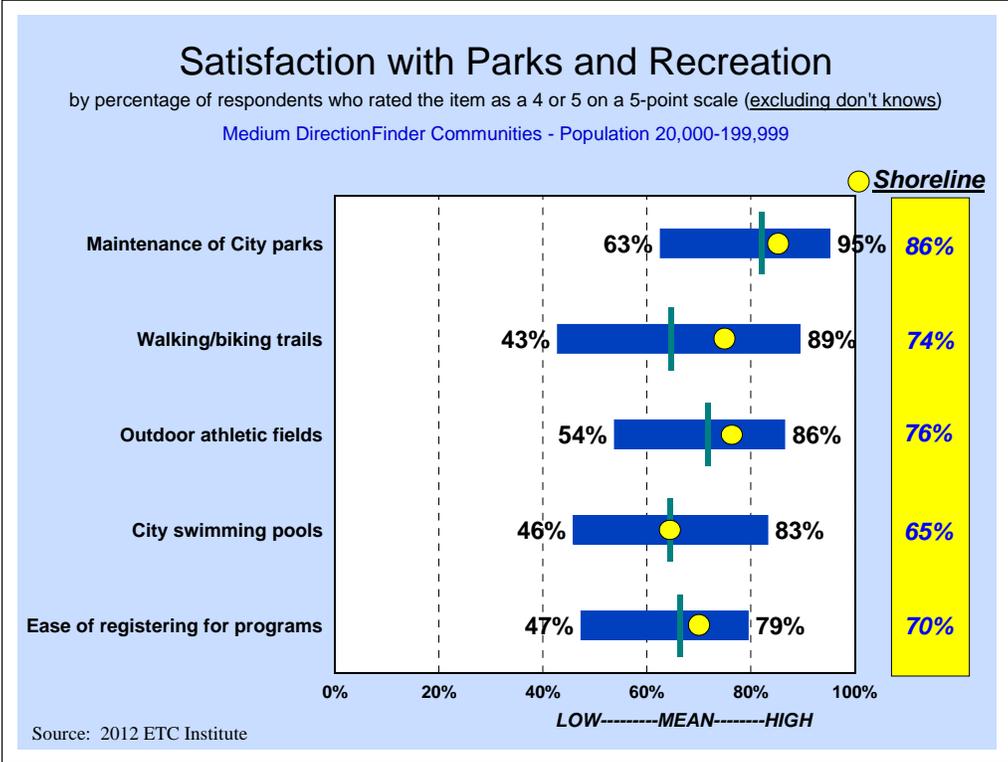


# 2012 DirectionFinder Survey for the City of Shoreline



# 2012 DirectionFinder Survey for the City of Shoreline





*Section 5:*  
*Importance-Satisfaction*  
*Analysis*

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# Importance-Satisfaction Analysis

## Shoreline, Washington

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### Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation.** Respondents were asked to identify the major categories of maintenance services they thought should receive the most emphasis over the next two years. Twenty-three percent (23%) selected the adequacy of City street lighting as one of the most important maintenance issues to emphasize over the next two years.

With regard to satisfaction, 58% of residents rated their satisfaction with the adequacy of City street lighting as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied") excluding "Don't know" responses. The I-S rating for the adequacy of City street lighting was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 23% was multiplied by 42% (1-0.58). This calculation yielded an I-S rating of 0.0966, which ranked third out of eight maintenance issues.

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

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

### **Interpreting the Ratings**

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for Shoreline are provided on the following pages.

# Importance-Satisfaction Rating

## City of Shoreline - 2012

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Flow of traffic and congestion	53%	1	54%	7	0.2403	<b>1</b>
<b><u>High Priority (IS .10-.20)</u></b>						
Quality of human services	34%	4	48%	9	0.1780	<b>2</b>
Effectiveness of sustaining environmental quality	36%	3	70%	4	0.1063	<b>3</b>
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of police services	40%	2	75%	2	0.0994	<b>4</b>
Enforcement of City codes and ordinances	16%	9	49%	8	0.0828	<b>5</b>
Effectiveness of communication w/ the public	22%	6	67%	5	0.0713	<b>6</b>
City stormwater runoff/management system	19%	8	64%	6	0.0700	<b>7</b>
Overall quality of service provided by the City	21%	7	75%	2	0.0522	<b>8</b>
Quality of City parks, programs and facilities	31%	5	87%	1	0.0412	<b>9</b>

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of Shoreline - 2012

### PUBLIC SAFETY SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
The City's efforts to prevent crime	71%	1	60%	3	0.2823	1
<b><u>High Priority (IS .10-.20)</u></b>						
Enforcement of drug and vice laws	40%	3	52%	4	0.1939	2
Overall quality of local police protection	45%	2	75%	1	0.1109	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcement of local traffic laws	19%	4	65%	2	0.0654	4

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of Shoreline - 2012

### CITY MAINTENANCE

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of sidewalks in Shoreline	32%	2	48%	8	0.1680	1
Overall maintenance of City streets	35%	1	71%	3	0.1021	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Adequacy of street lighting in your neighborhood	23%	4	58%	7	0.0966	3
Adequacy of storm drainage in your neighborhood	28%	3	66%	5	0.0964	4
Mowing and trimming of City properties	23%	4	59%	6	0.0937	5
Maintenance of City streets in your neighborhood	19%	6	67%	4	0.0629	6
Overall cleanliness of city streets/public areas	18%	7	75%	2	0.0465	7
Solid waste provider services	7%	8	80%	1	0.0137	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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of Shoreline - 2012

### CODES AND ORDINANCES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcing the clean up of litter and debris	63%	1	47%	3	0.3354	1
Enforcing removal of abandoned autos	37%	2	45%	4	0.2061	2
<b><u>High Priority (IS .10-.20)</u></b>						
Removal of graffiti from public property	31%	3	52%	1	0.1498	3
Enforcement of tree regulations	23%	4	42%	5	0.1326	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcing sign regulations	16%	5	51%	2	0.0804	5

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of Shoreline - 2012

### TRANSPORTATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS .20&gt;)</u></b>						
Availability of sidewalks near your residence	47%	1	30%	5	0.3269	<b>1</b>
Traffic calming measures in neighborhood	35%	4	38%	4	0.2160	<b>2</b>
<b><u>High Priority (IS .10-20)</u></b>						
Availability of sidewalks on major streets	37%	3	52%	2	0.1774	<b>3</b>
Availability of public transportation	39%	2	58%	1	0.1642	<b>4</b>
Availability of bicycle lanes	21%	5	42%	3	0.1209	<b>5</b>

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding "don't know". Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

## City of Shoreline - 2012

### PARKS AND RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Walking and biking trails in the City	39%	2	74%	4	0.1040	1
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Maintenance of City parks	54%	1	86%	1	0.0760	2
Variety of recreation programs	16%	4	67%	6	0.0538	3
Fees charged for recreation programs	12%	5	61%	8	0.0466	4
City swimming pool	11%	6	65%	7	0.0365	5
Maintenance of City playgrounds	24%	3	85%	2	0.0362	6
Outdoor athletic fields	10%	7	76%	3	0.0228	7
Ease of registering for programs	3%	8	70%	5	0.0098	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 receive the most emphasis over the next two years.

**Satisfaction %:**

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

## Importance-Satisfaction Matrix Analysis

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

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

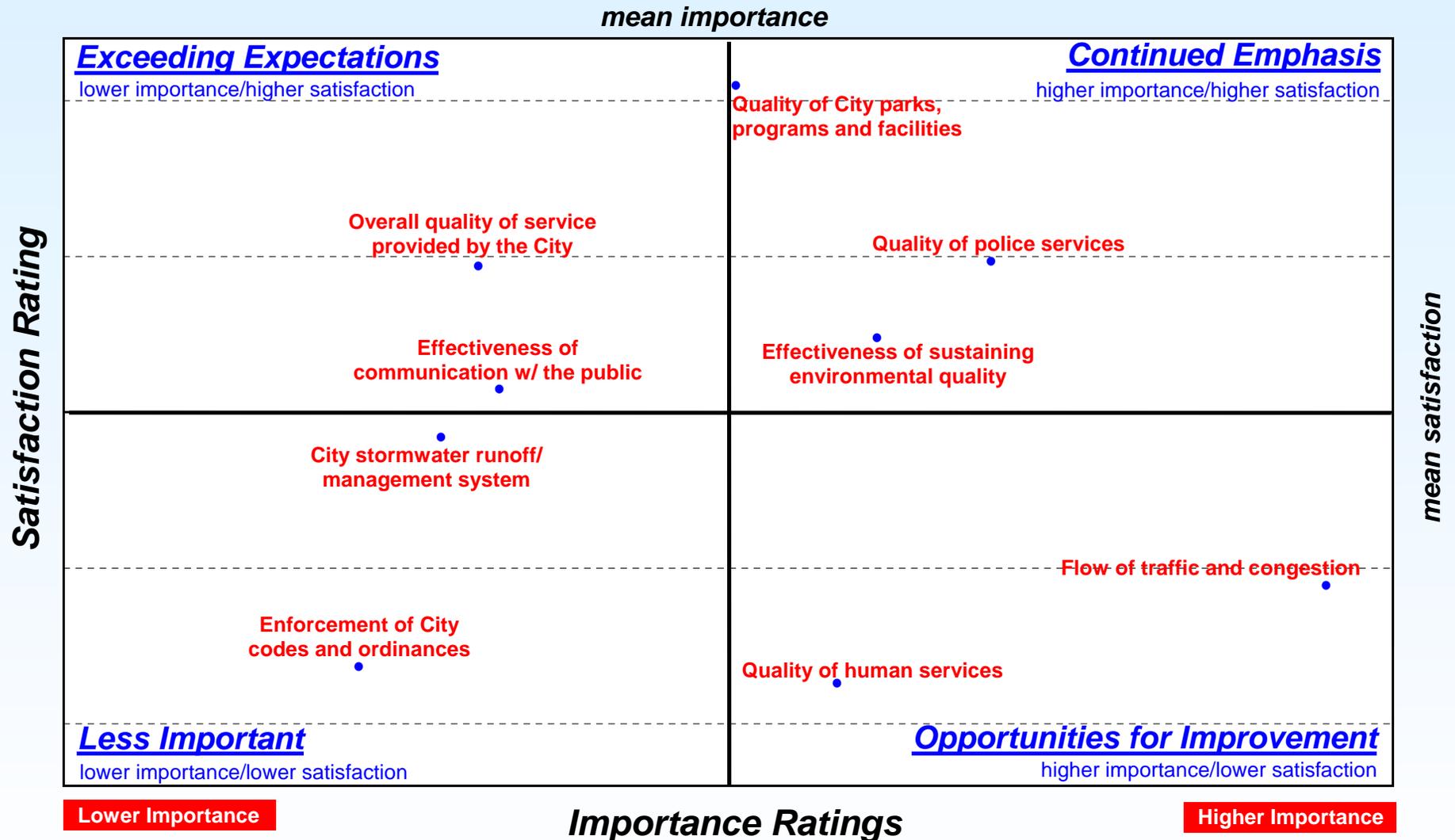
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

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

# 2012 City of Shoreline DirectionFinder Importance-Satisfaction Assessment Matrix

## -Overall City Services-

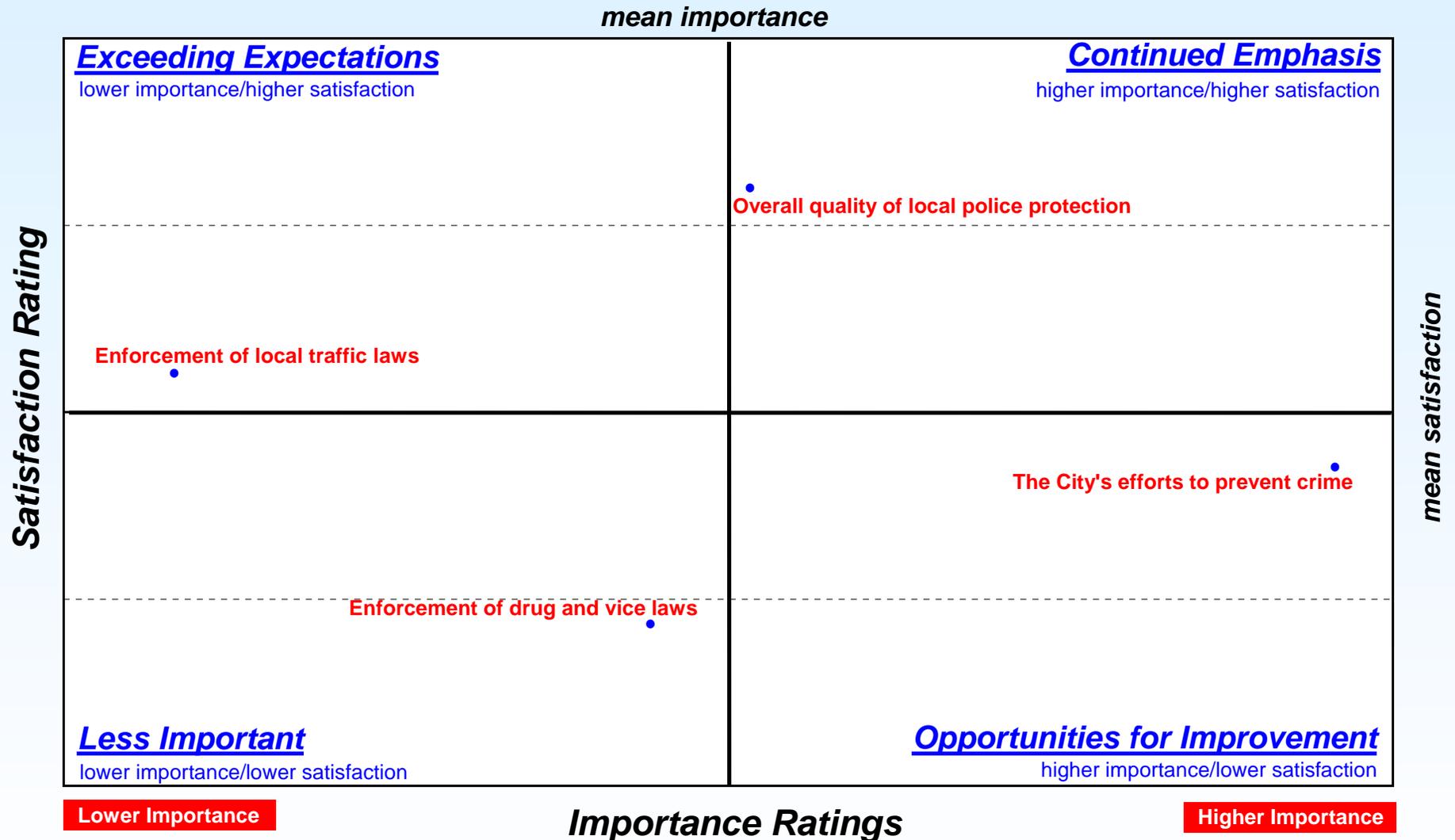
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



# 2012 City of Shoreline DirectionFinder Importance-Satisfaction Assessment Matrix

## -Public Safety Services-

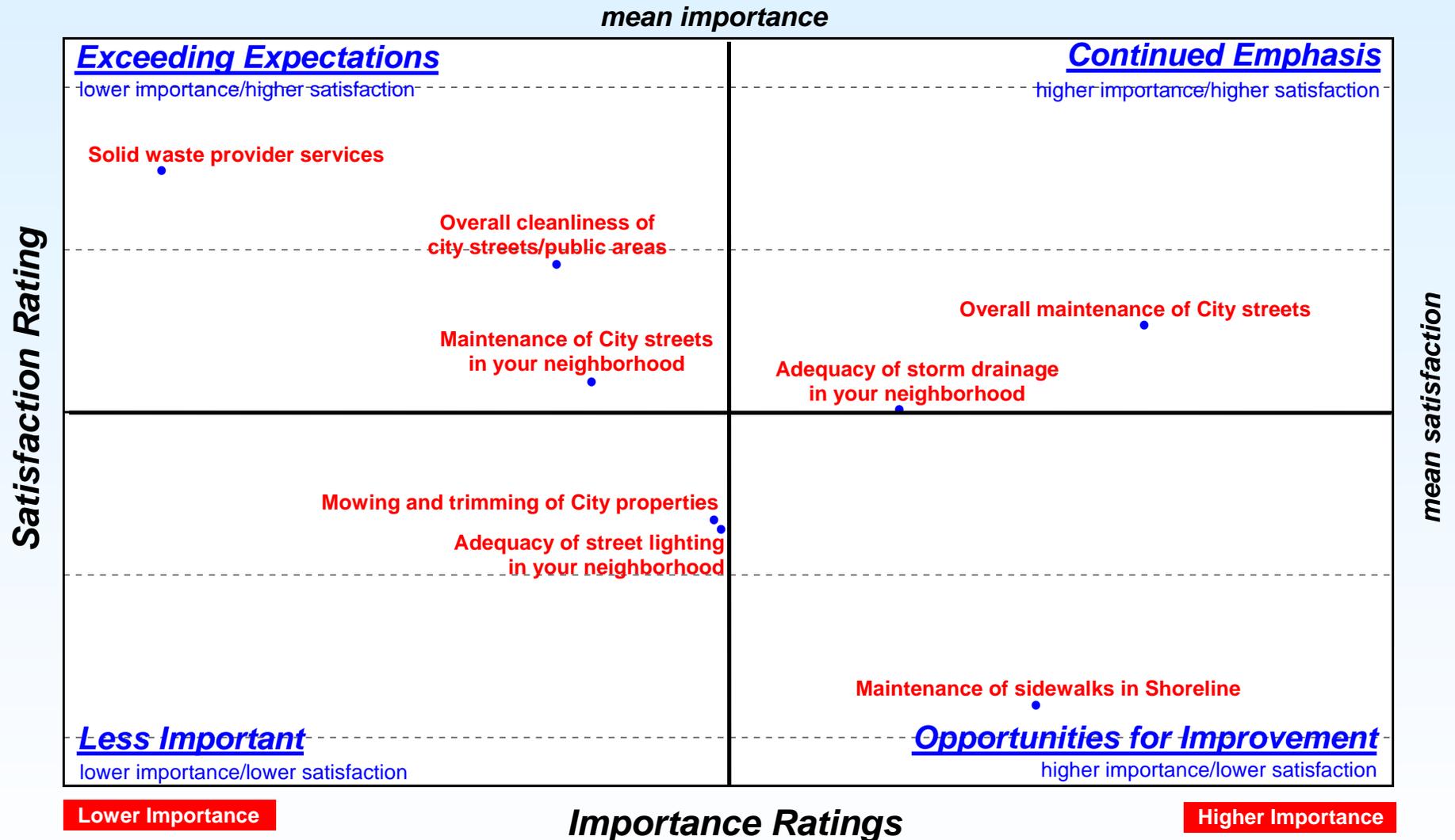
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



# 2012 City of Shoreline DirectionFinder Importance-Satisfaction Assessment Matrix

## -City Maintenance-

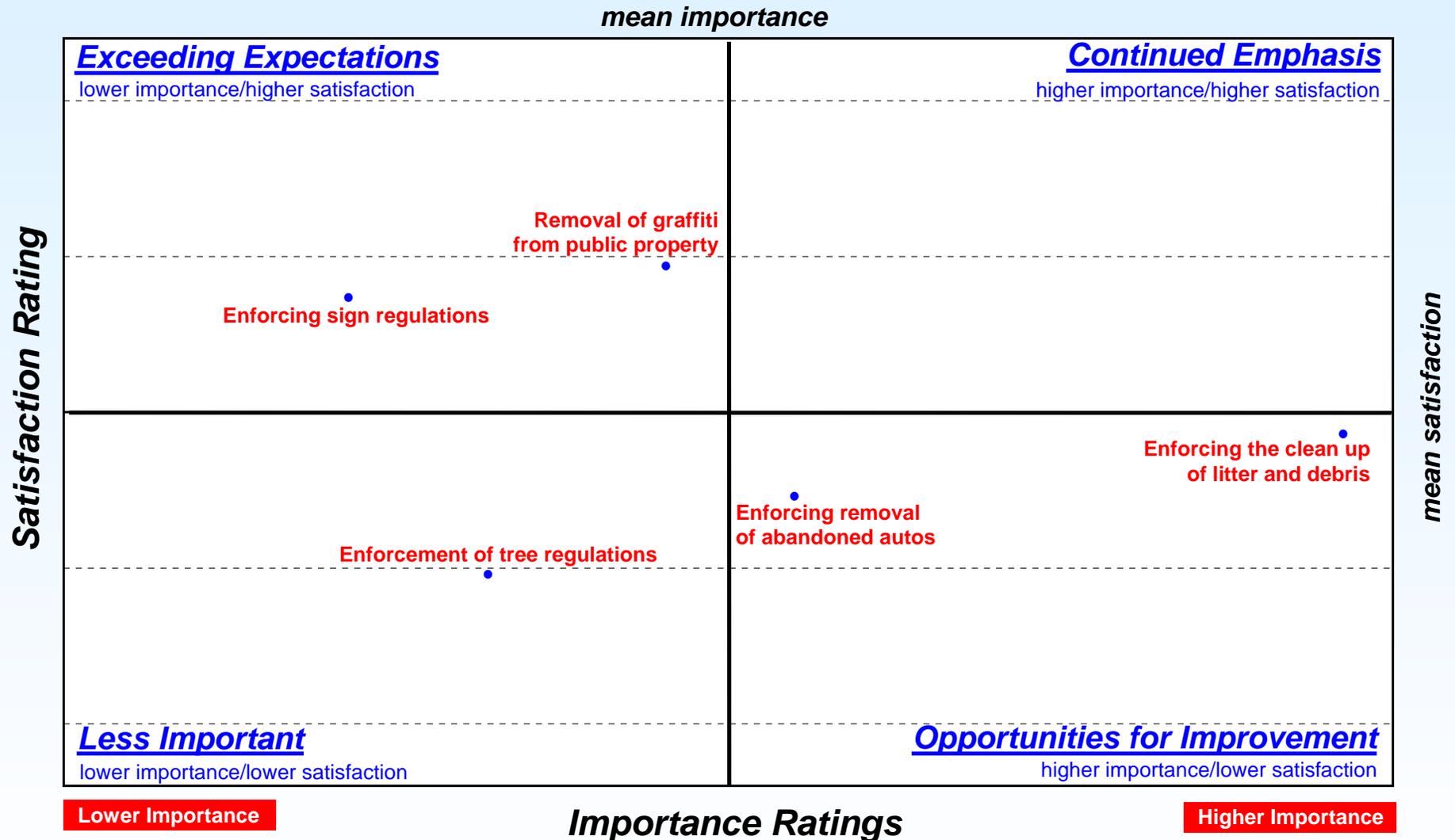
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# 2012 City of Shoreline DirectionFinder Importance-Satisfaction Assessment Matrix

## -Codes and Ordinances-

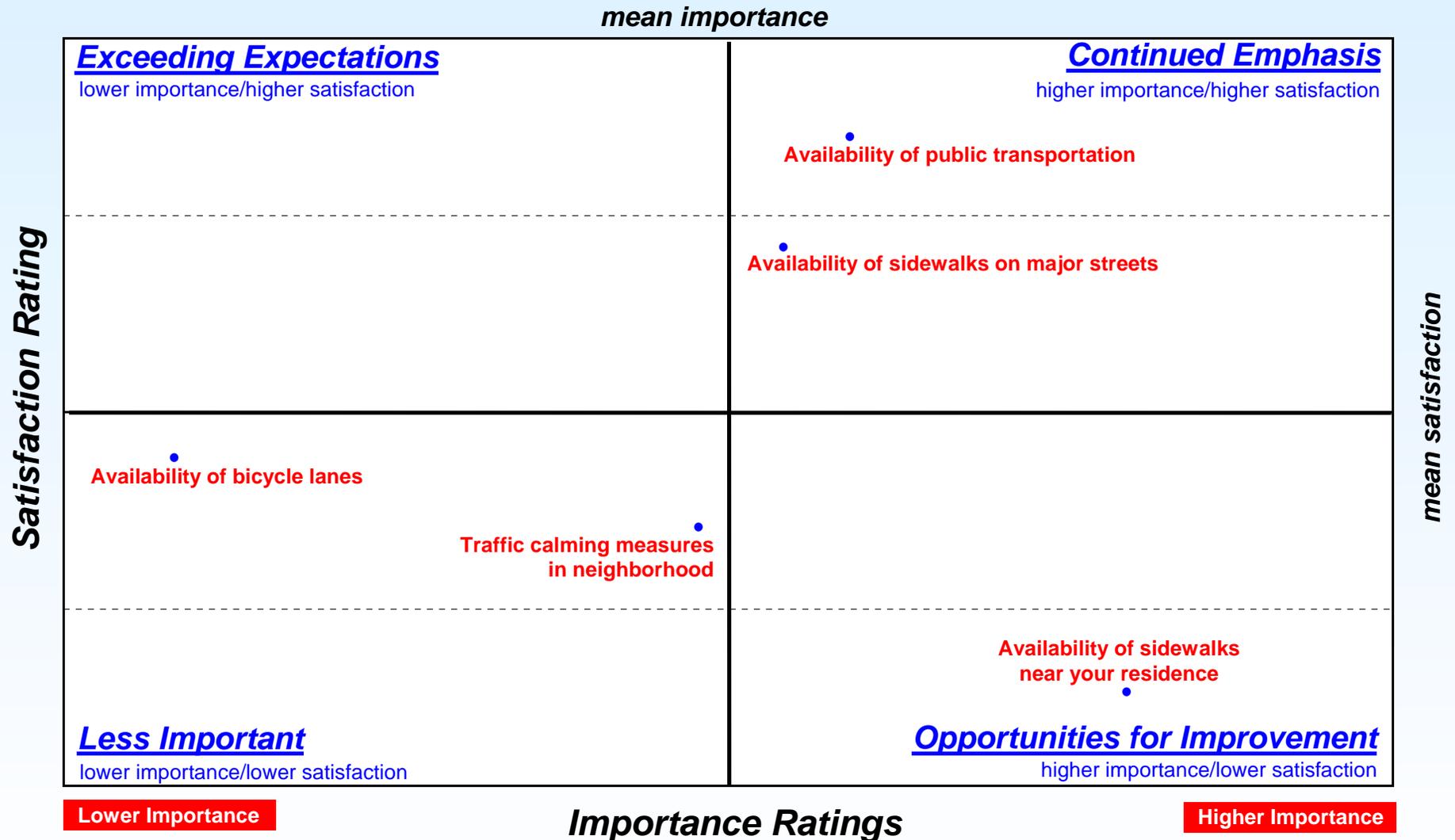
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# 2012 City of Shoreline DirectionFinder Importance-Satisfaction Assessment Matrix

## -Transportation-

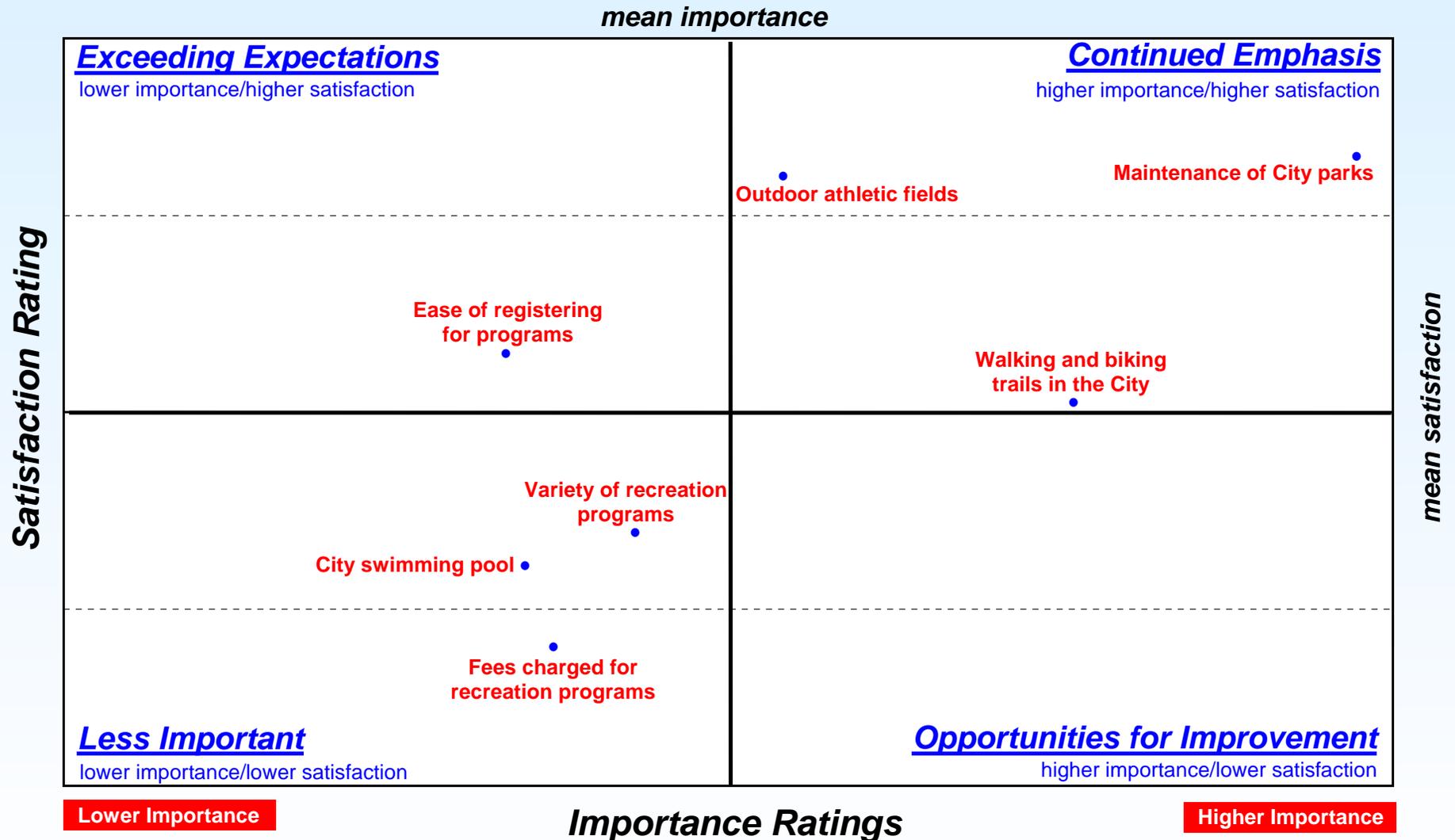
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# 2012 City of Shoreline DirectionFinder Importance-Satisfaction Assessment Matrix

## **-Parks and Recreation-**

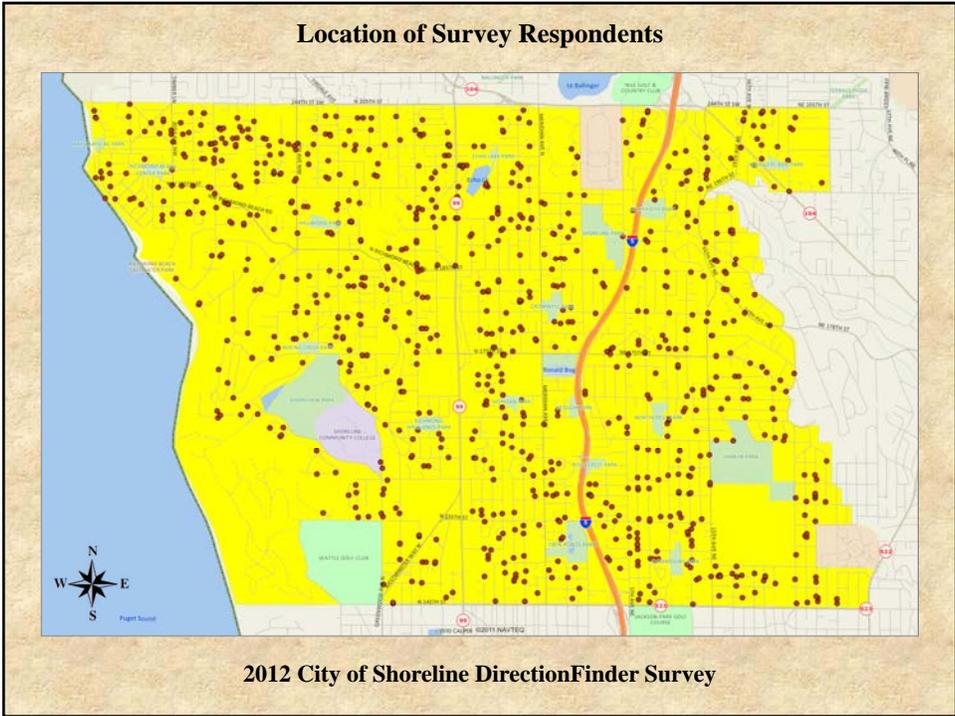
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



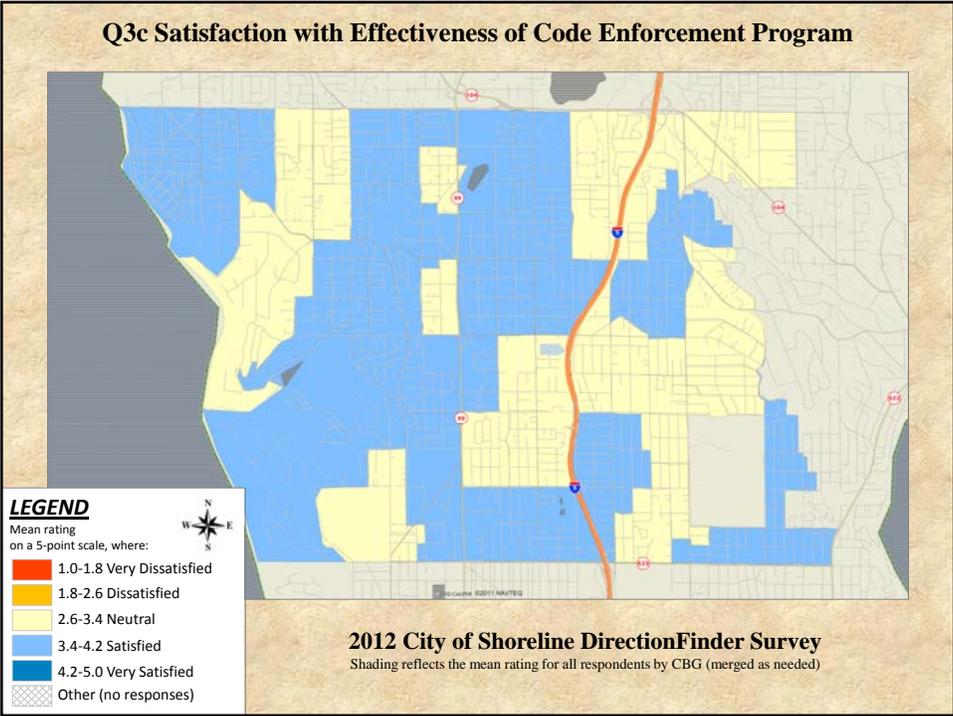
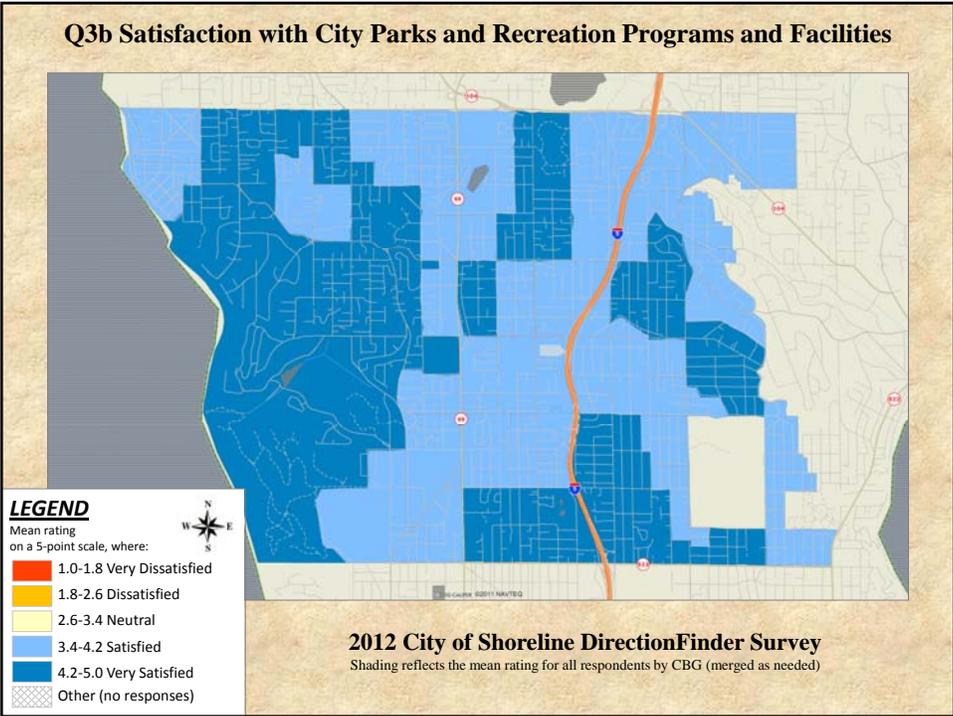
*Section 6:*  
*GIS Maps*

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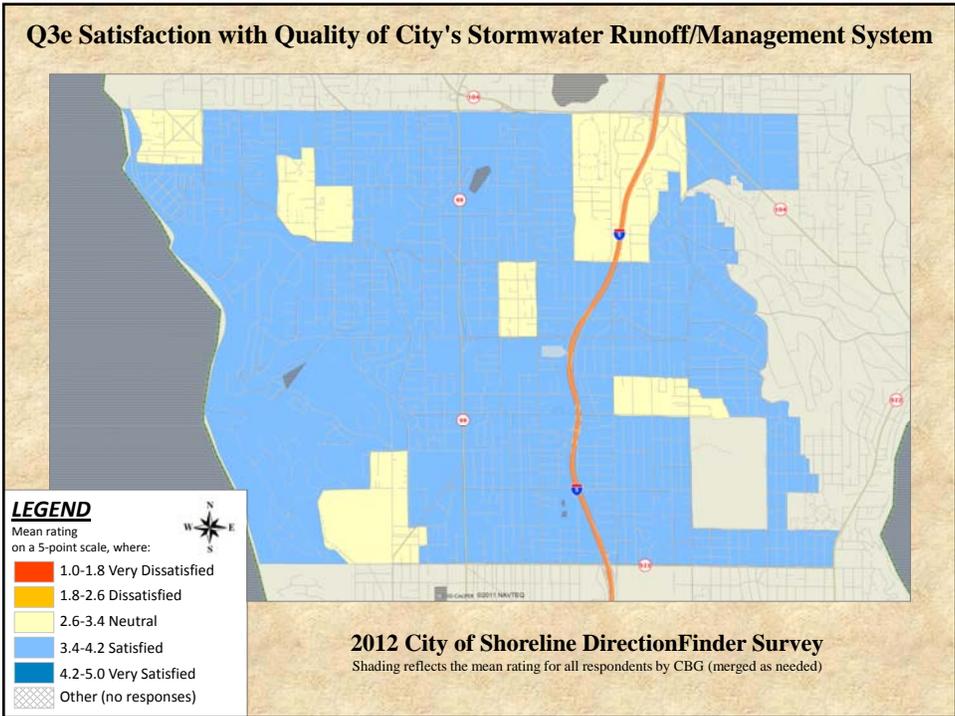
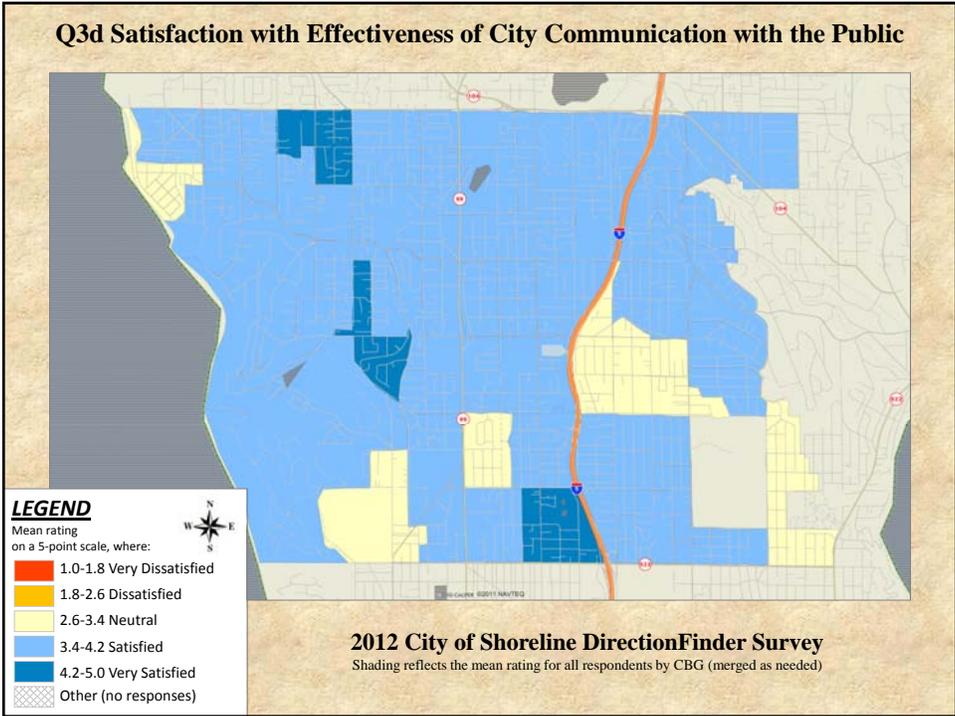
# 2012 DirectionFinder Survey for the City of Shoreline



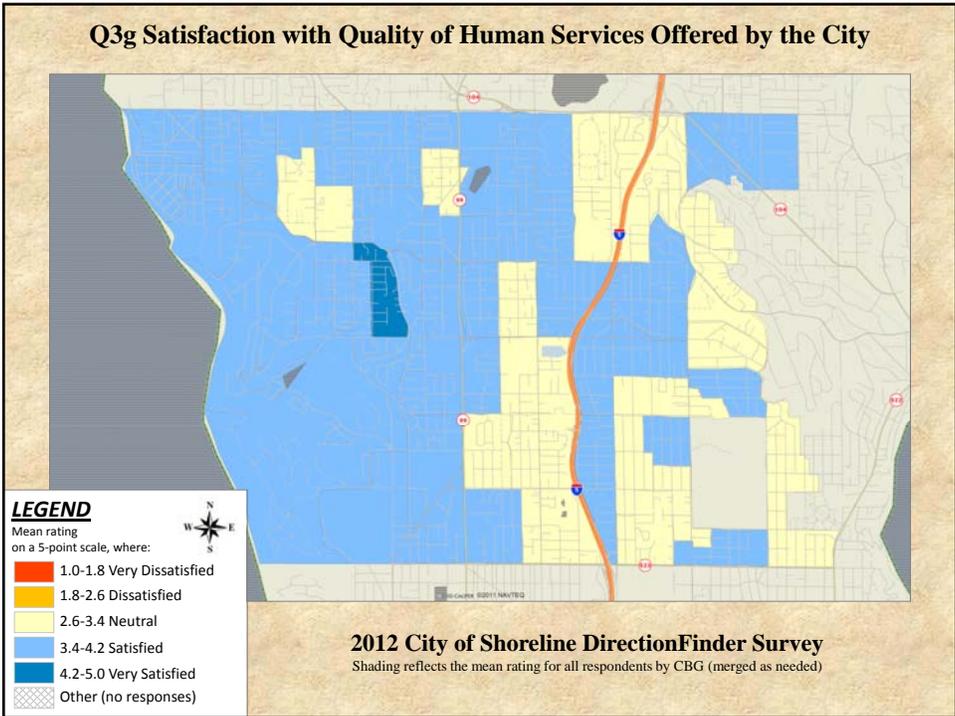
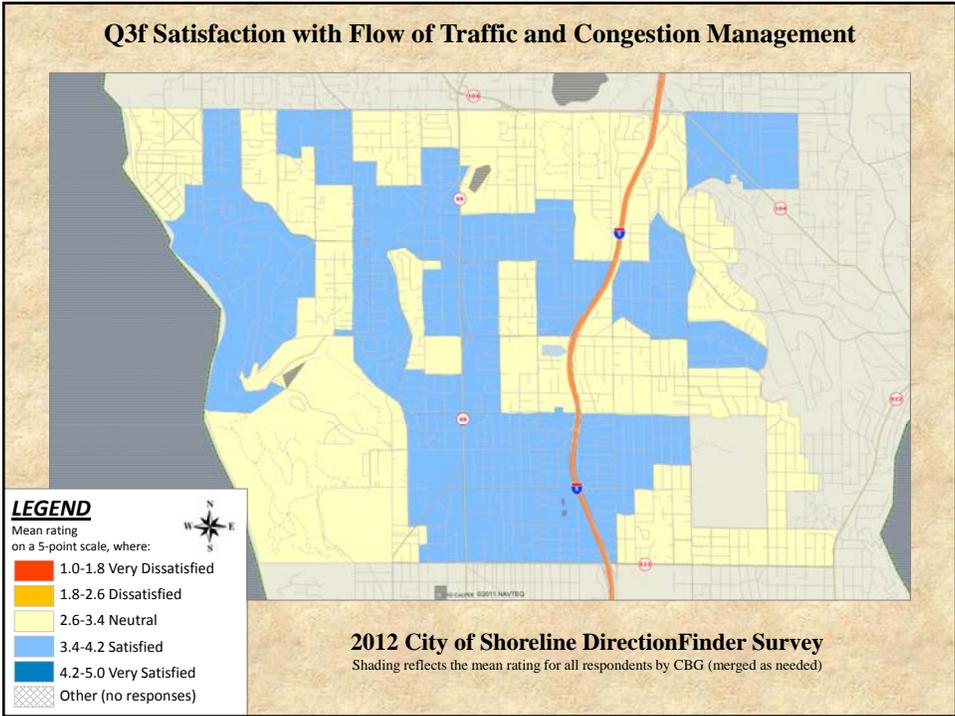
2012 DirectionFinder Survey for the City of Shoreline



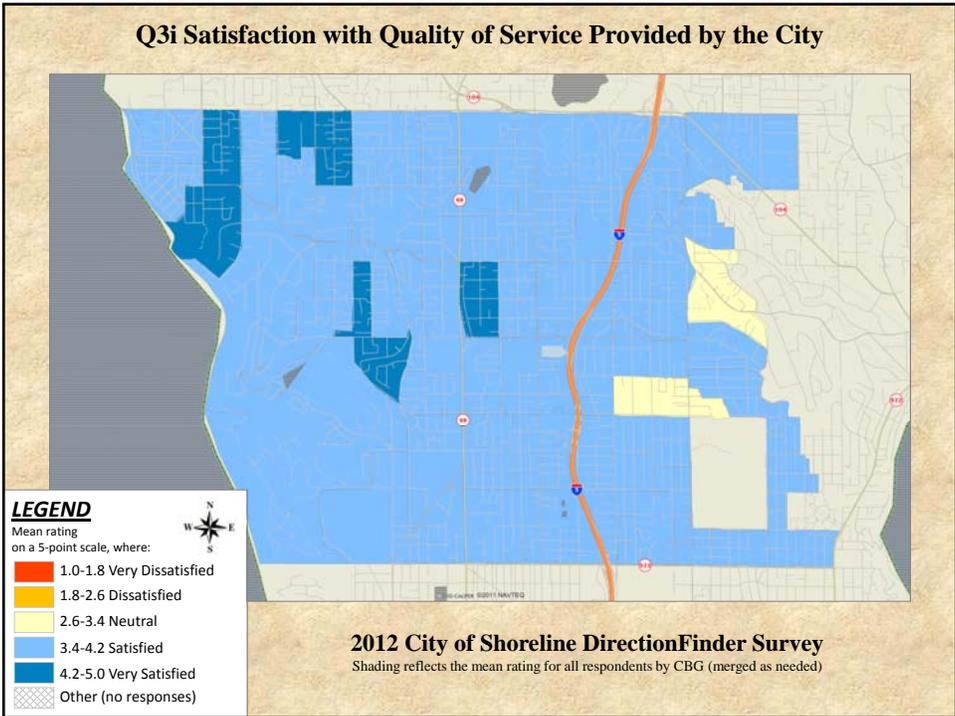
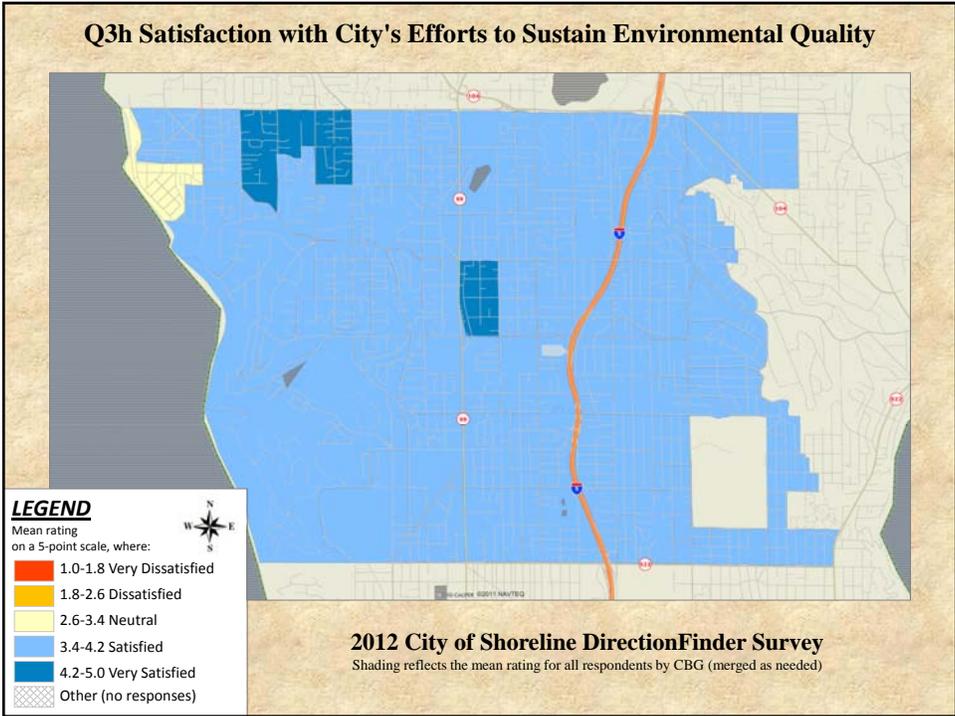
2012 DirectionFinder Survey for the City of Shoreline



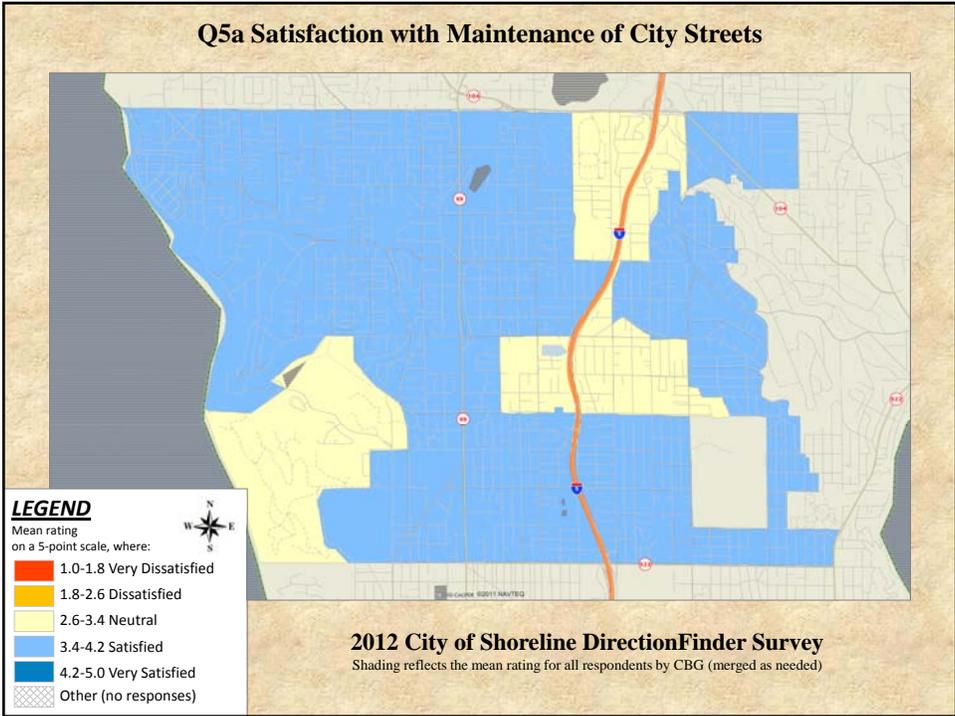
# 2012 DirectionFinder Survey for the City of Shoreline



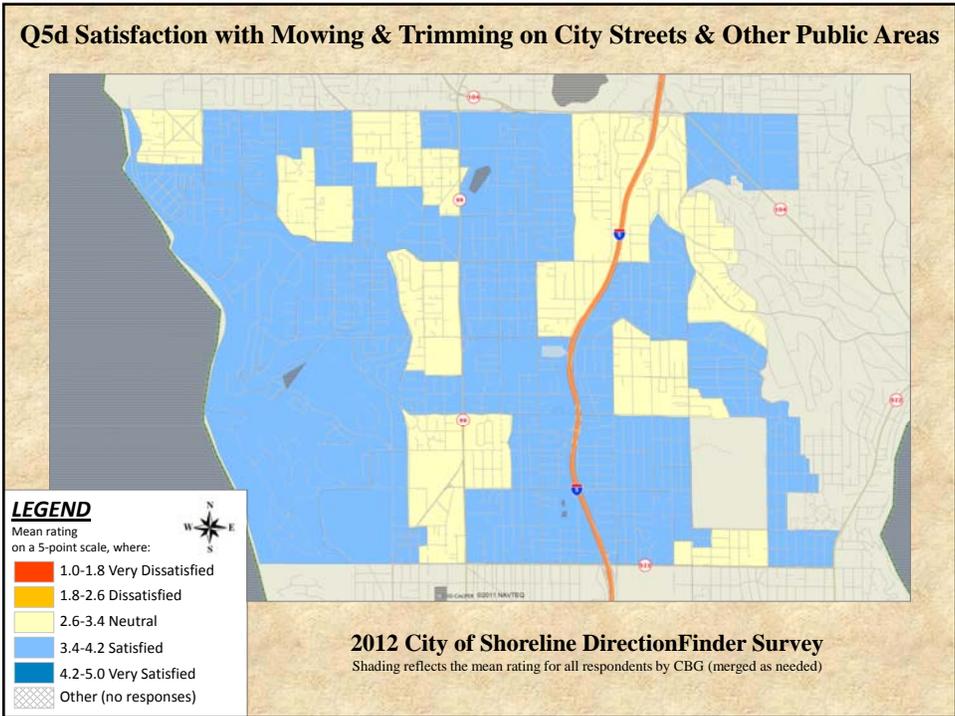
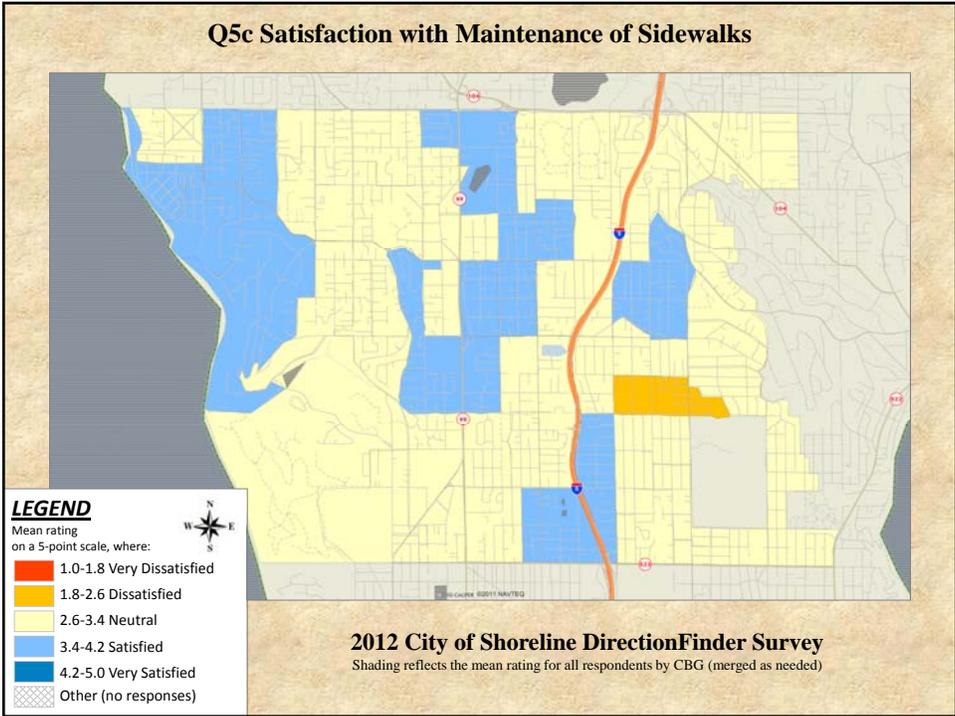
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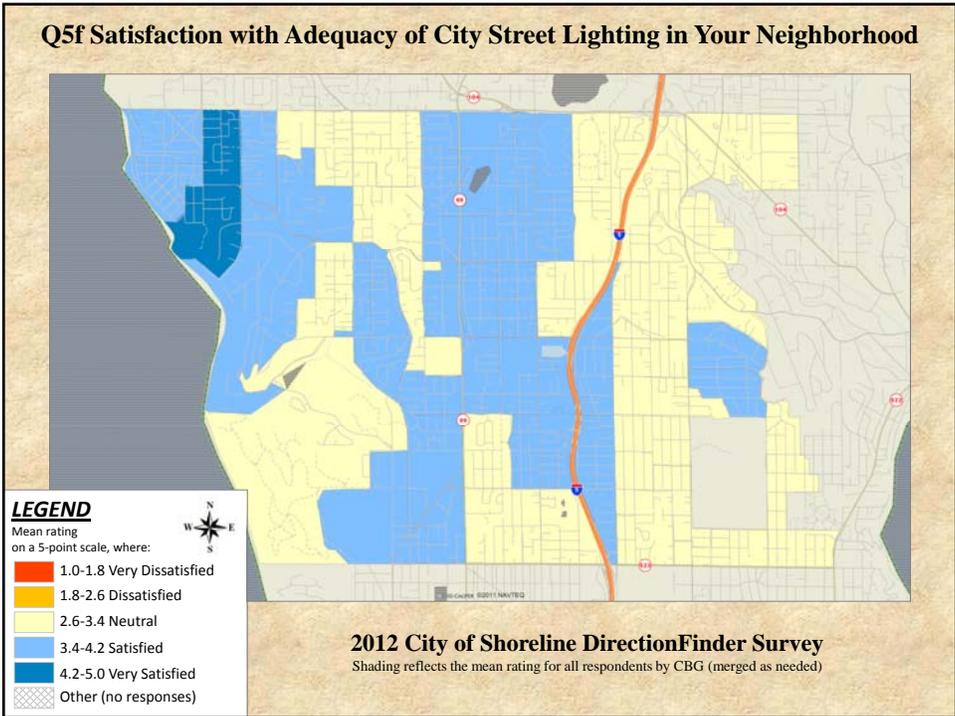
2012 DirectionFinder Survey for the City of Shoreline



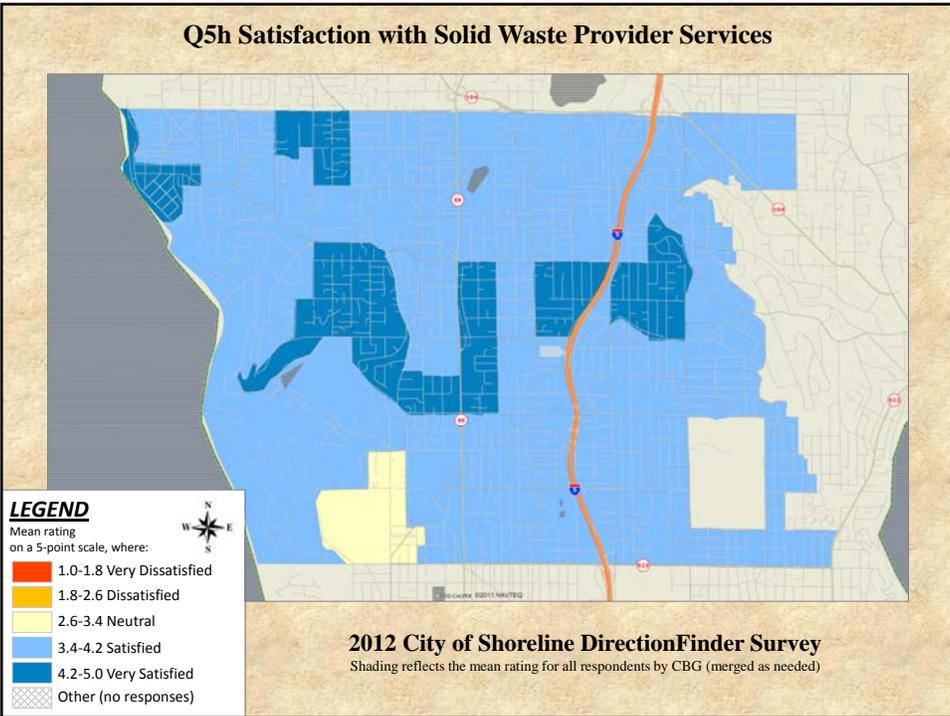
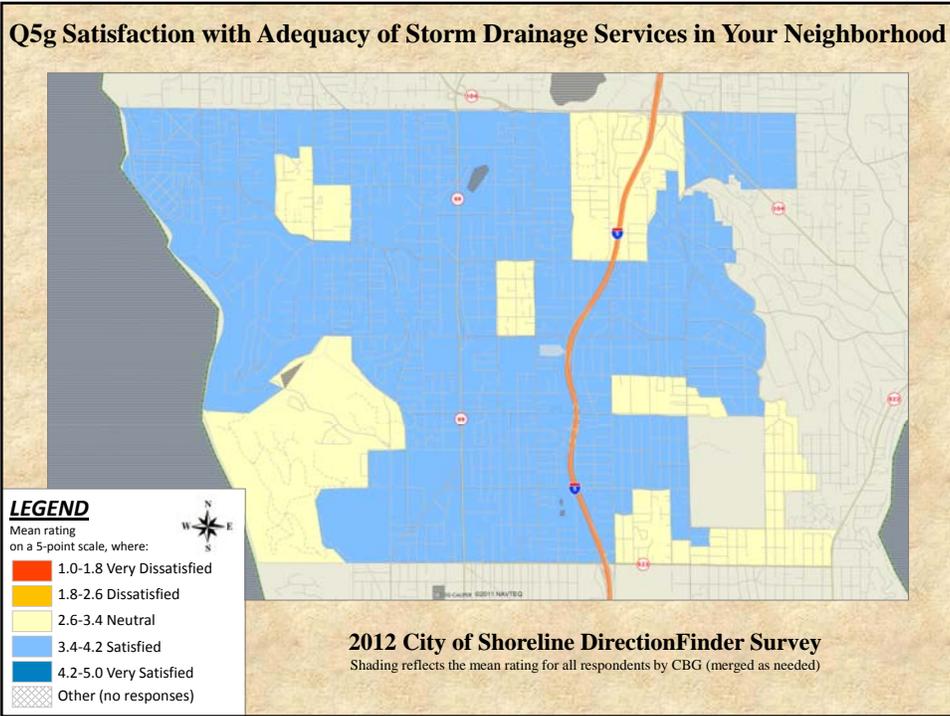
# 2012 DirectionFinder Survey for the City of Shoreline



# 2012 DirectionFinder Survey for the City of Shoreline

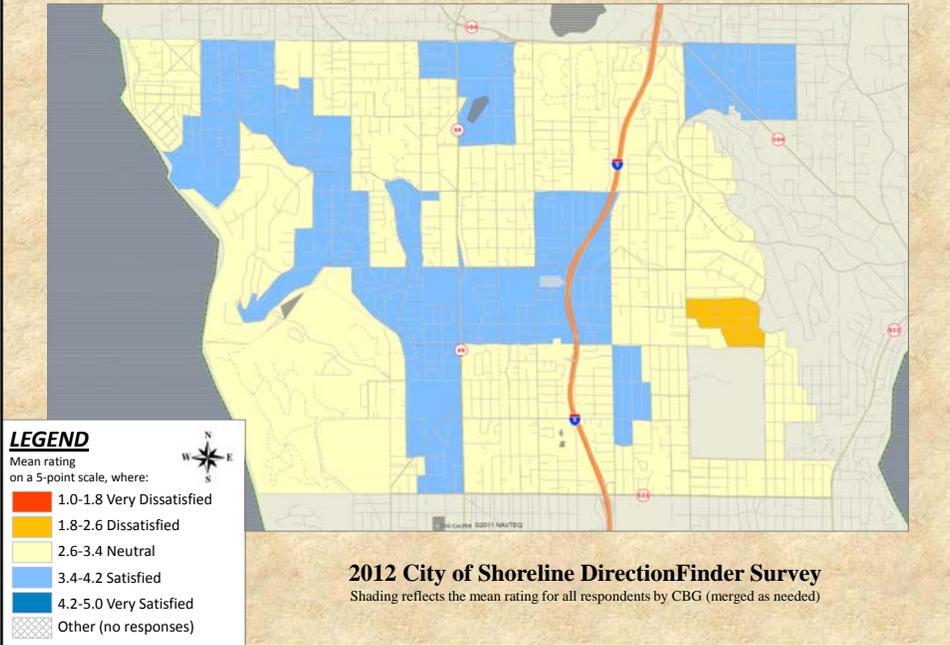


# 2012 DirectionFinder Survey for the City of Shoreline



# 2012 DirectionFinder Survey for the City of Shoreline

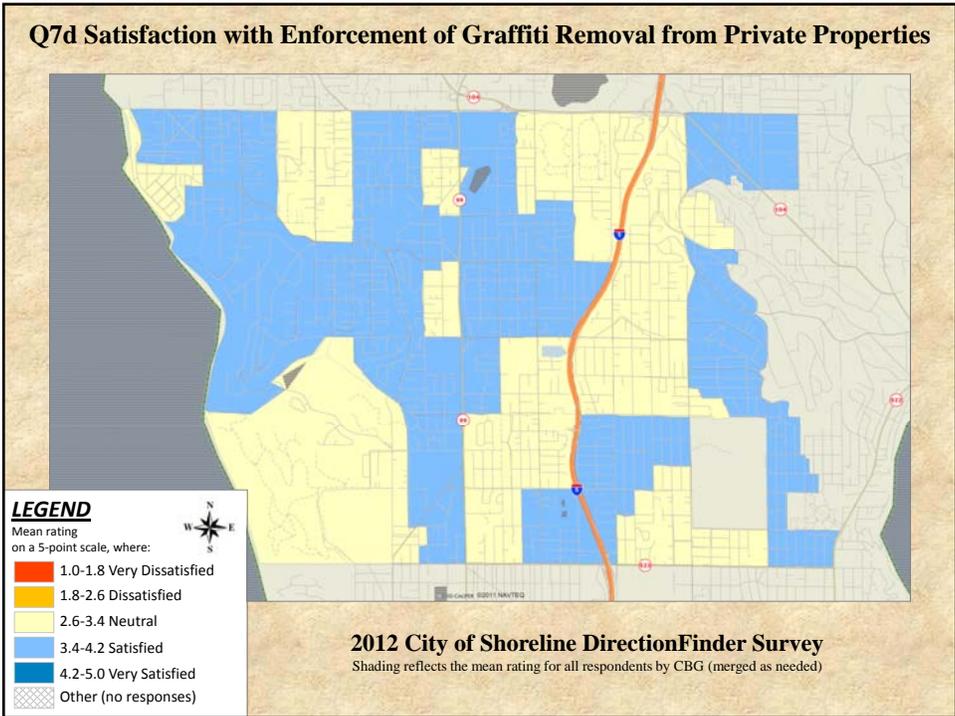
## Q7a Satisfaction with Enforcing Clean-Up of Garbage & Debris on Private Property



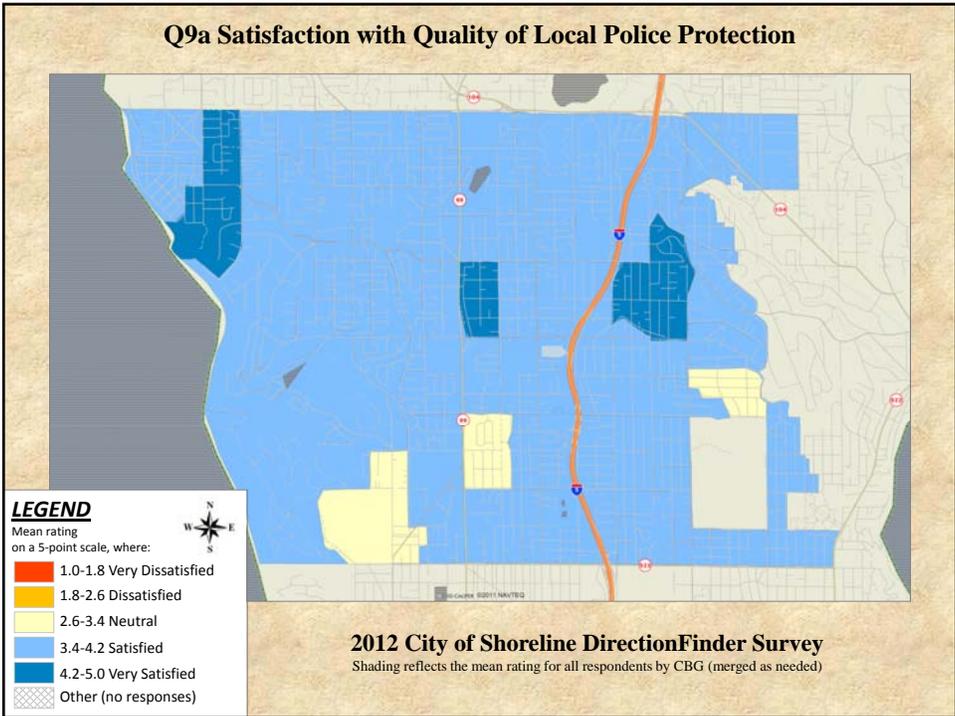
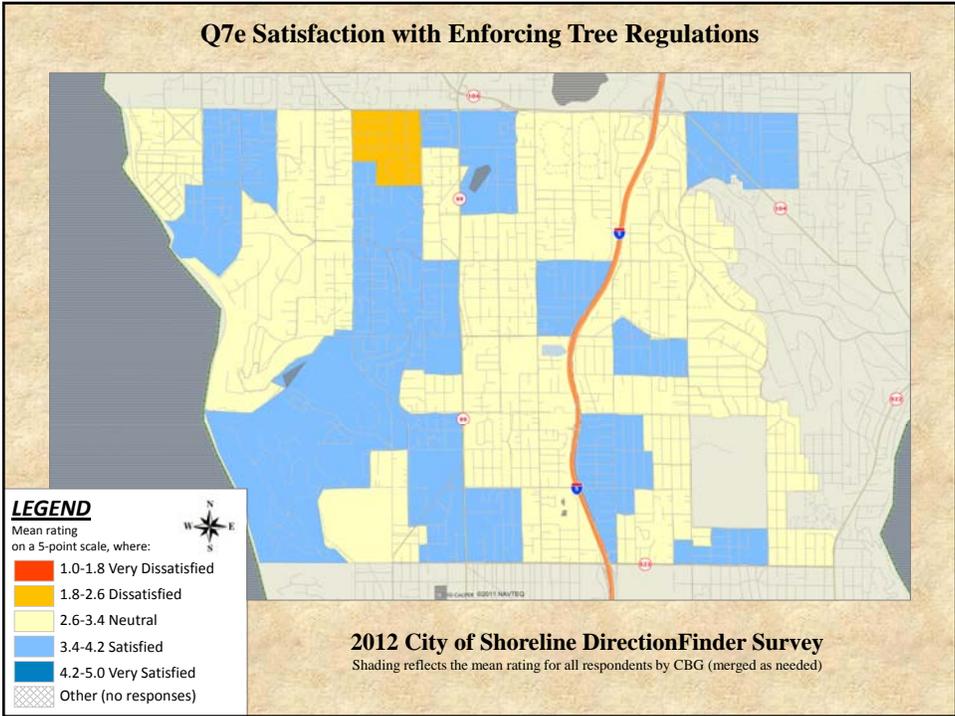
## Q7b Satisfaction with Enforcing Sign Regulations



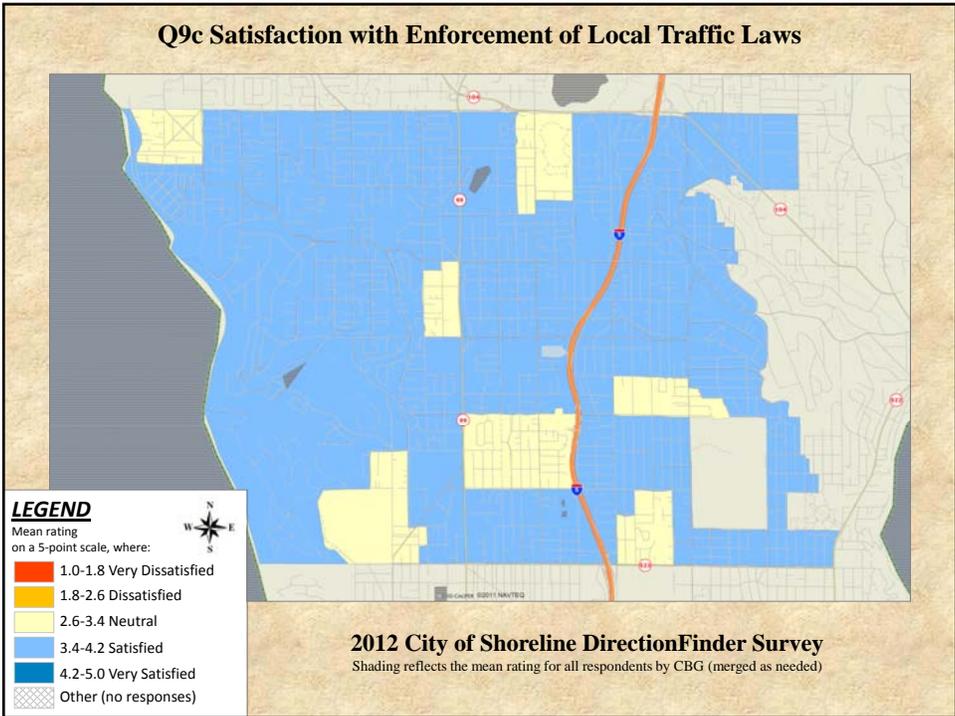
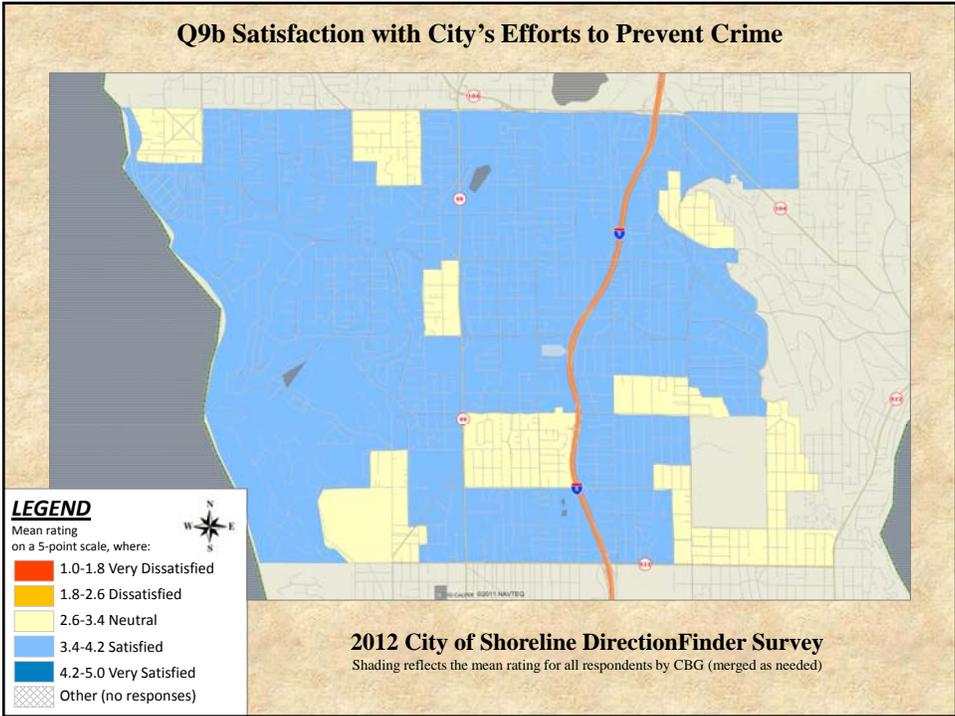
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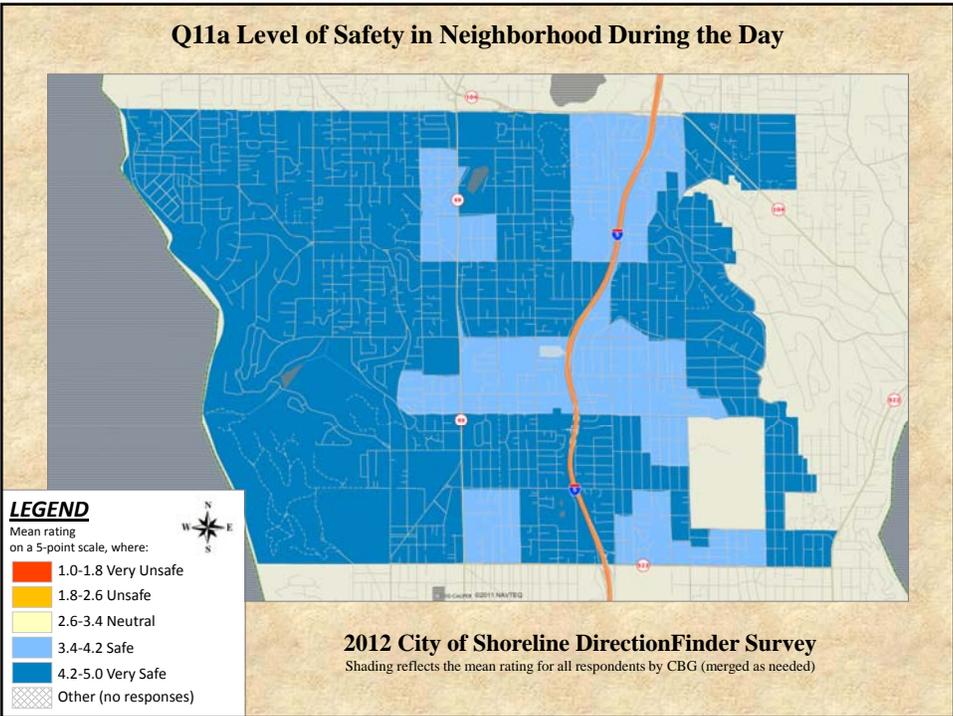
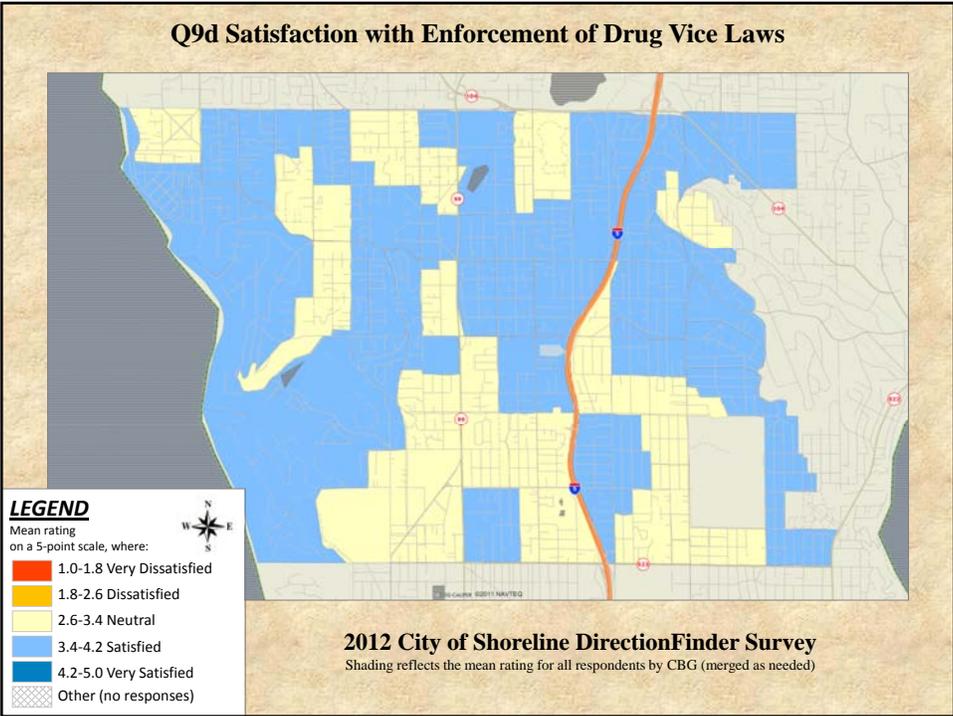
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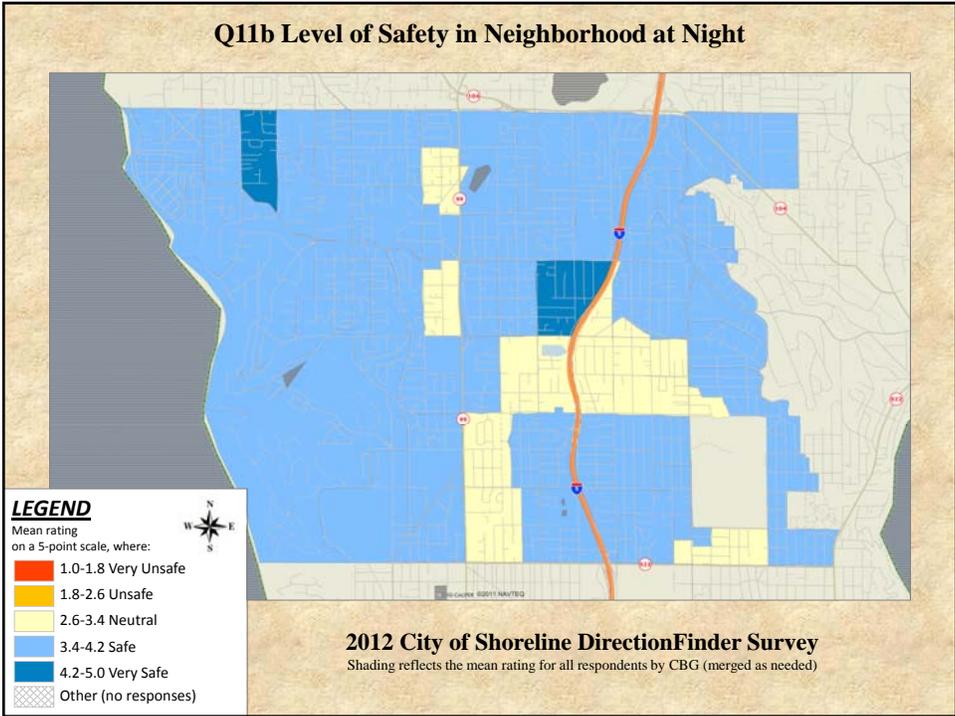
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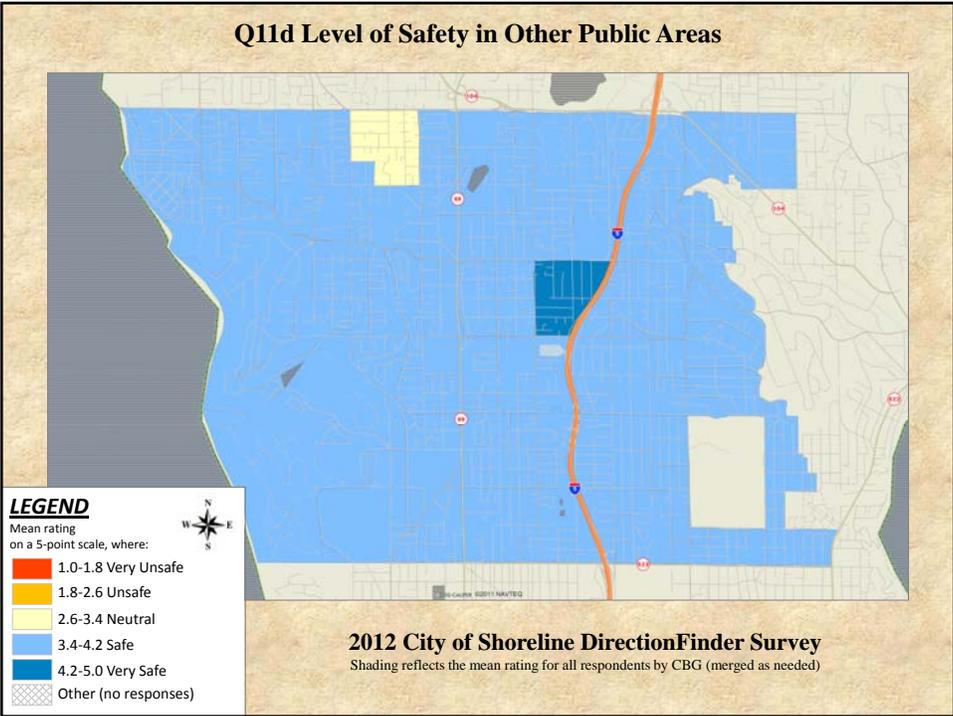
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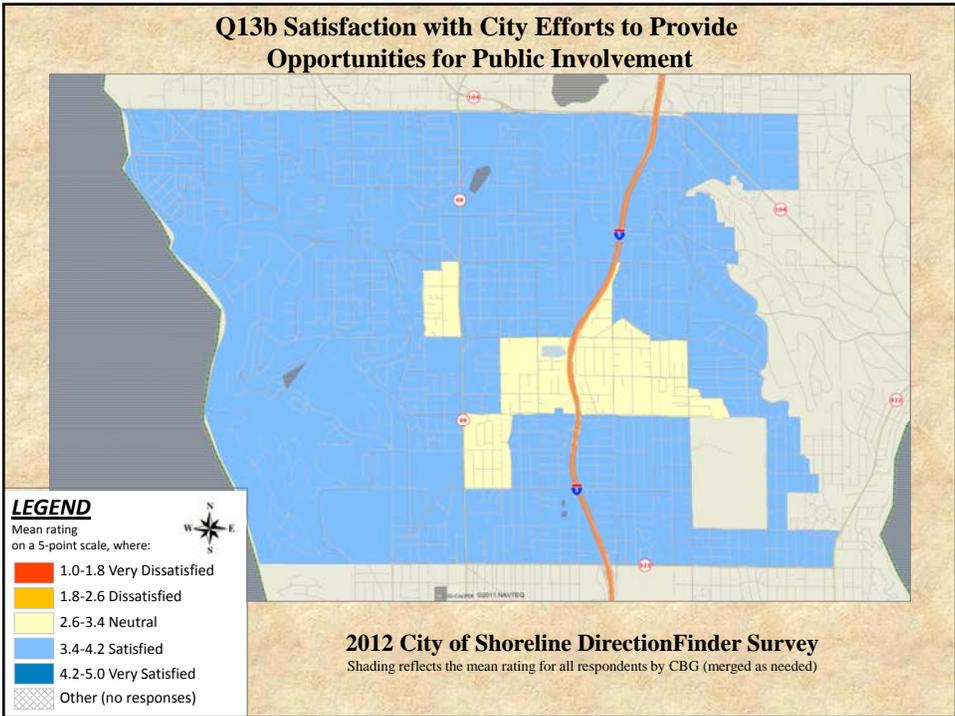
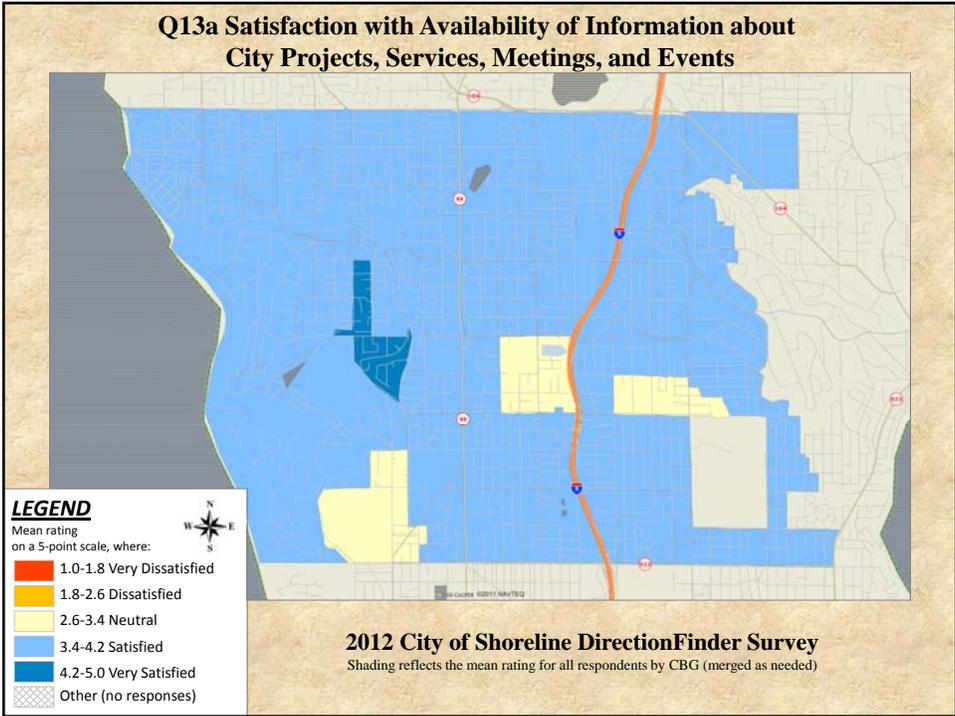
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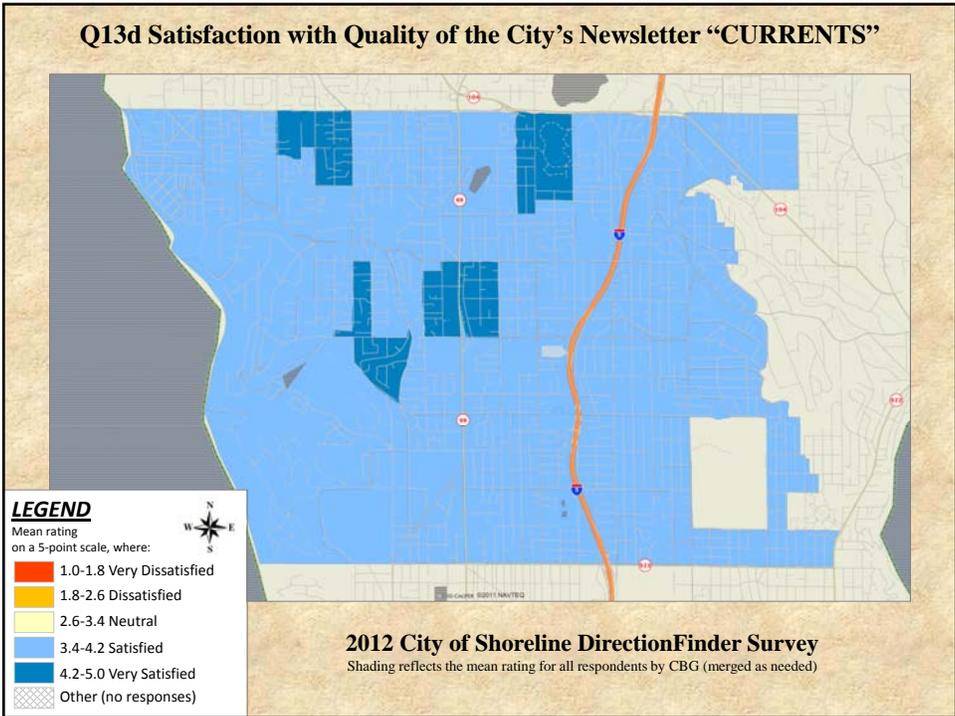
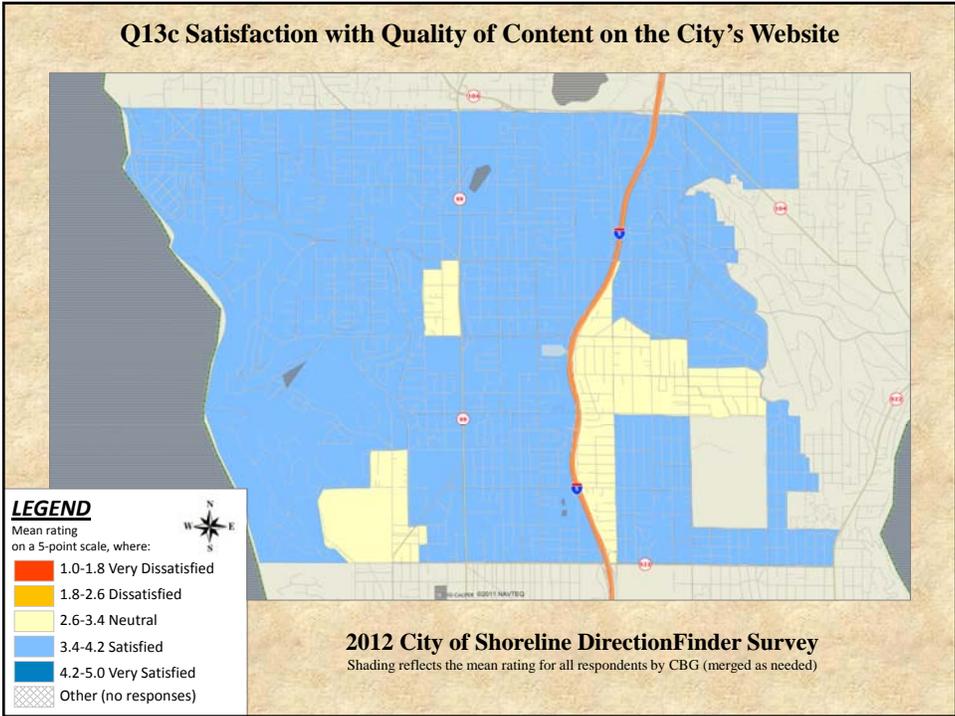
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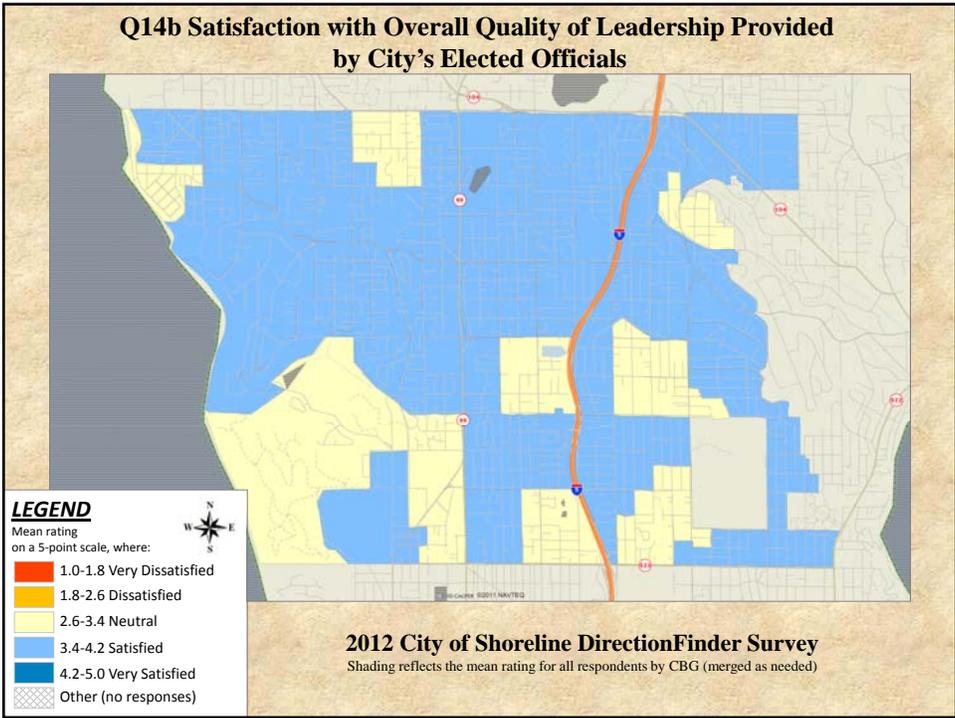
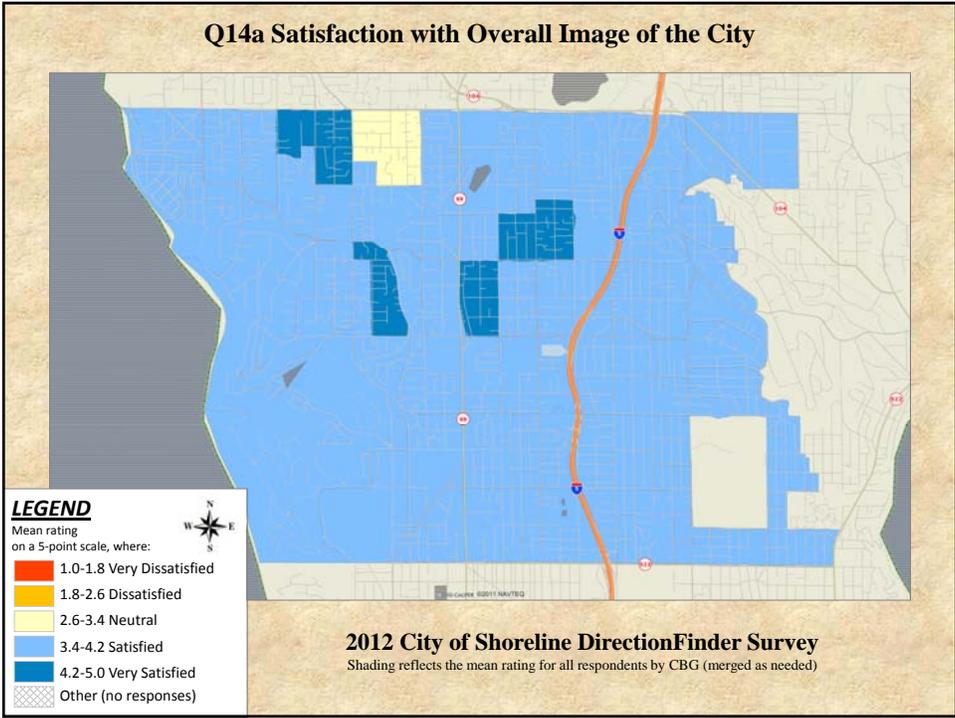
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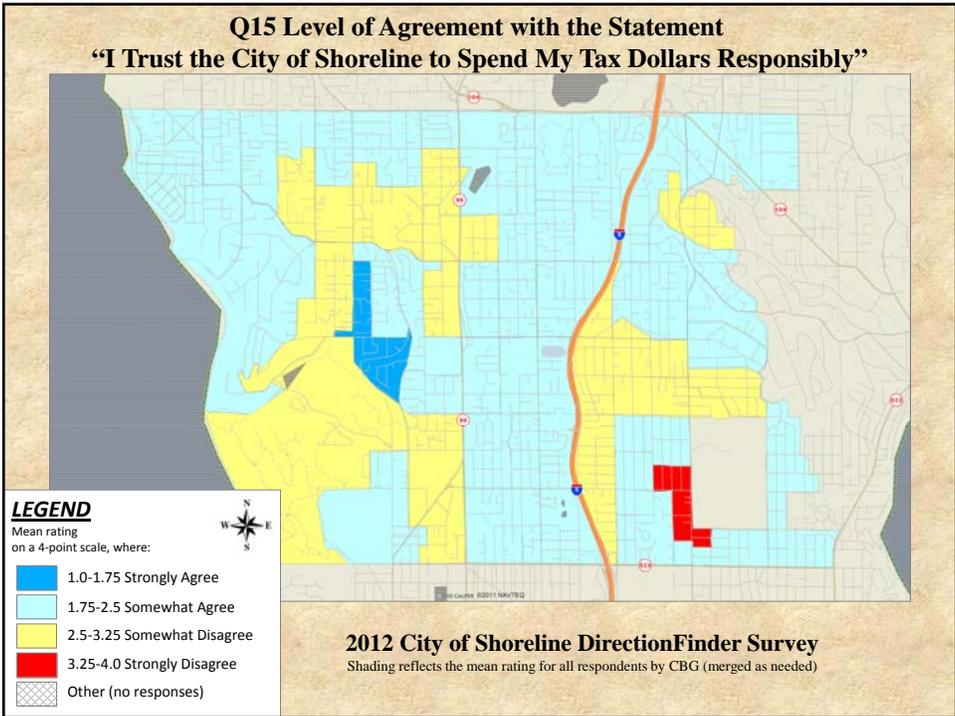
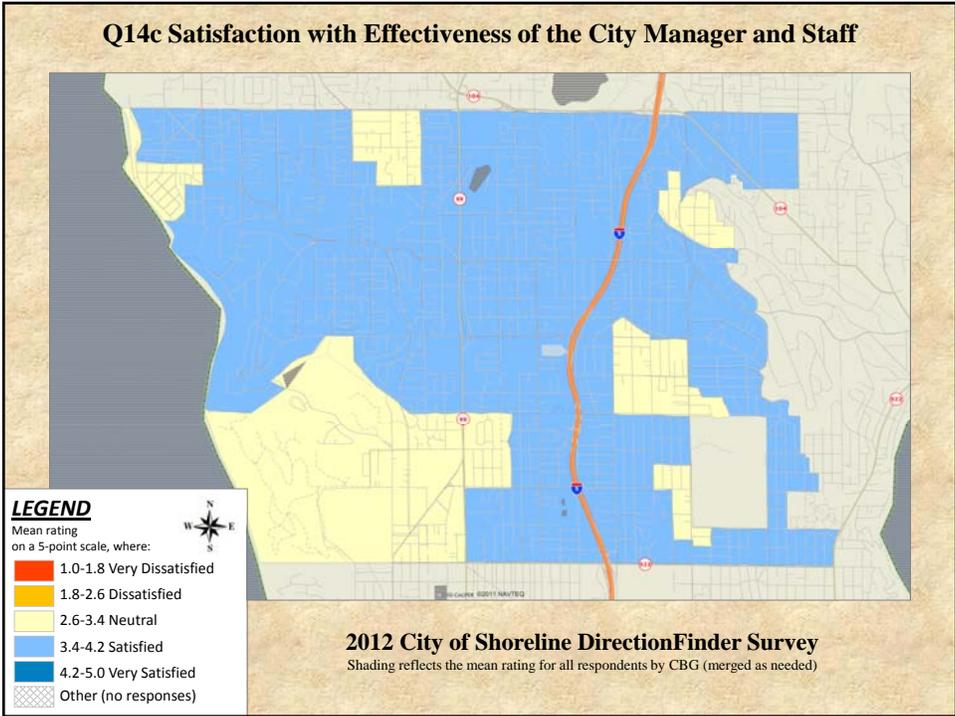
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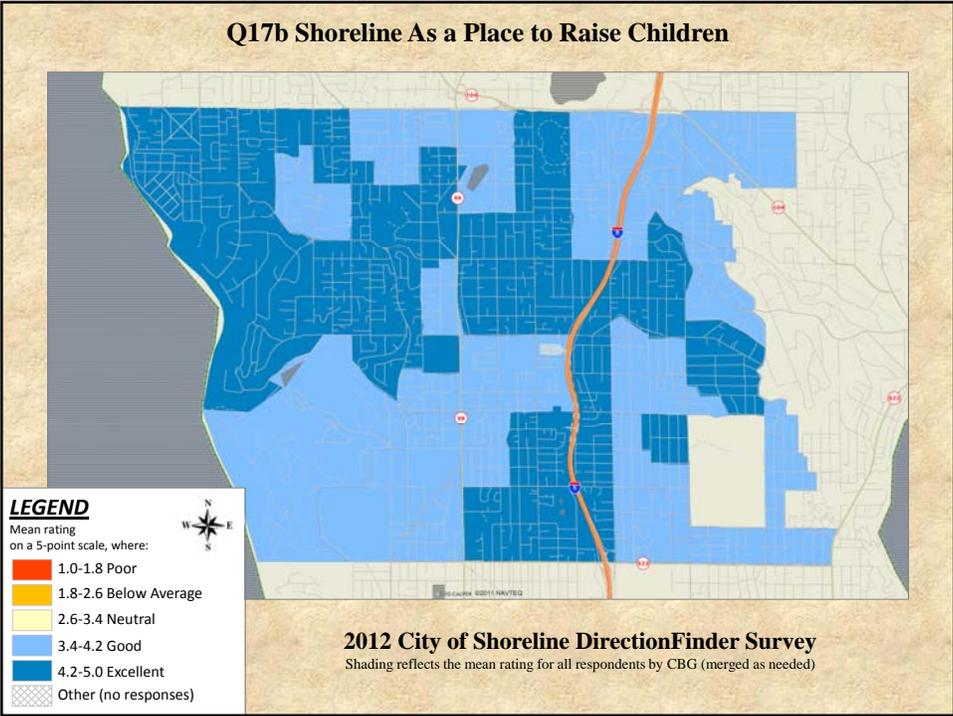
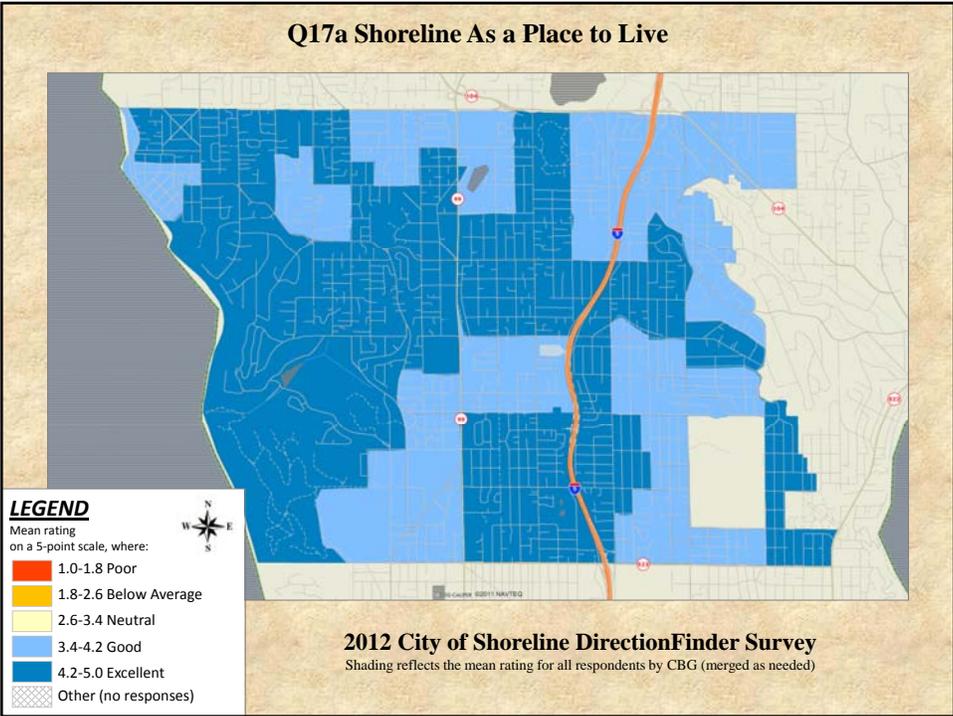
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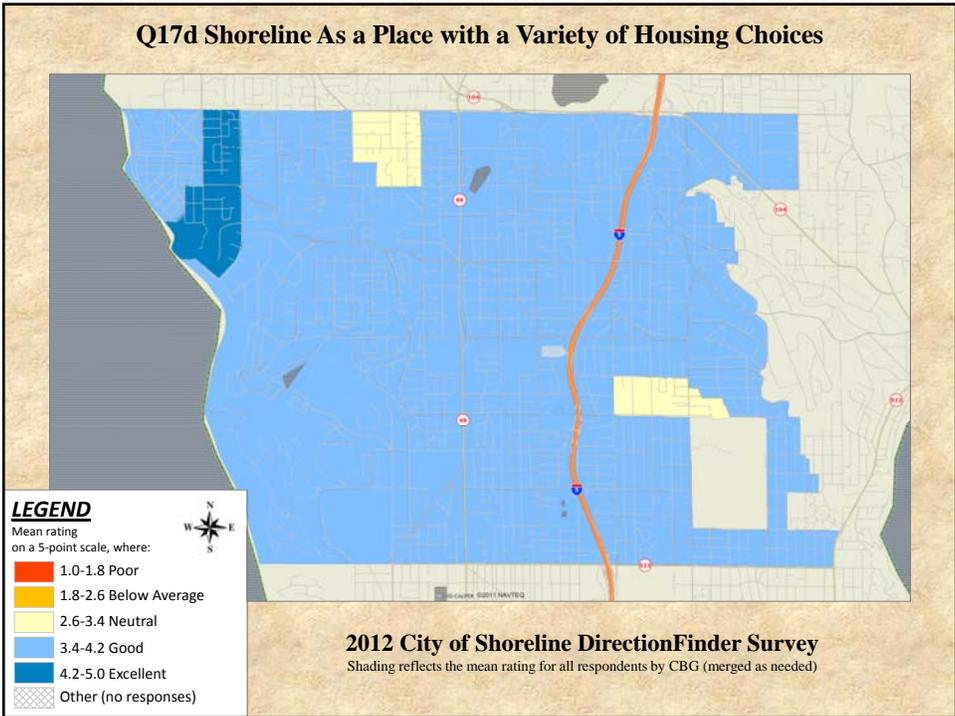
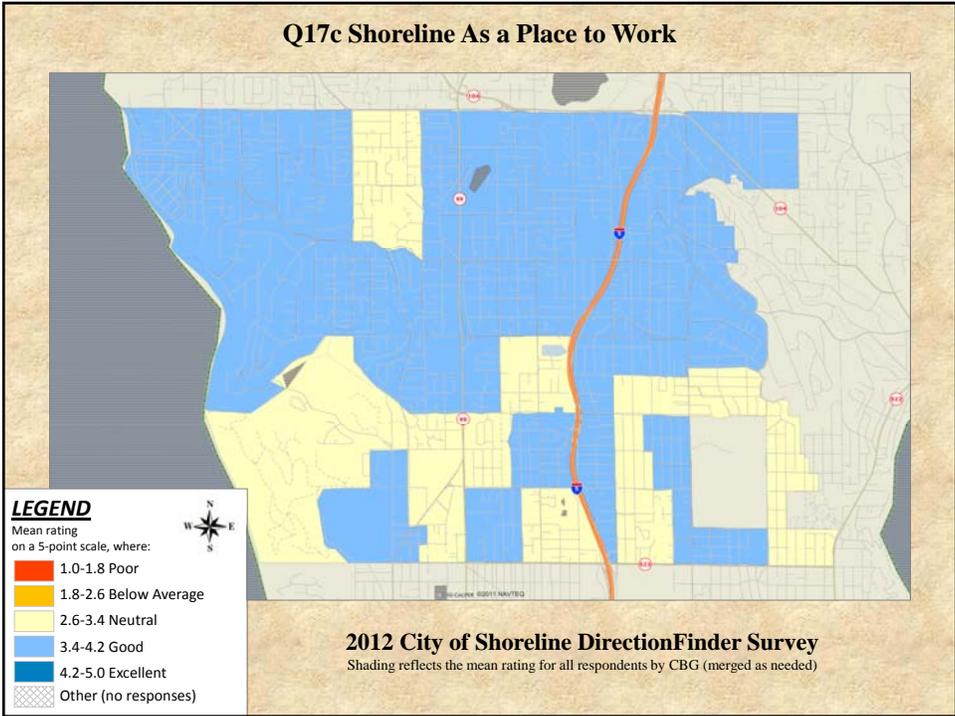
# 2012 DirectionFinder Survey for the City of Shoreline



# 2012 DirectionFinder Survey for the City of Shoreline



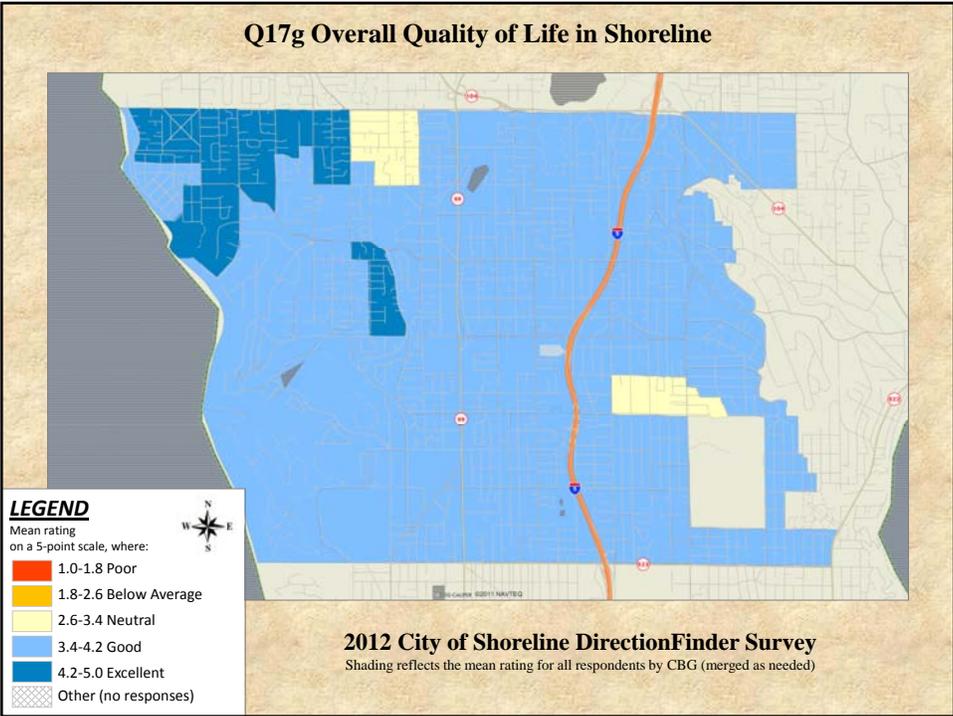
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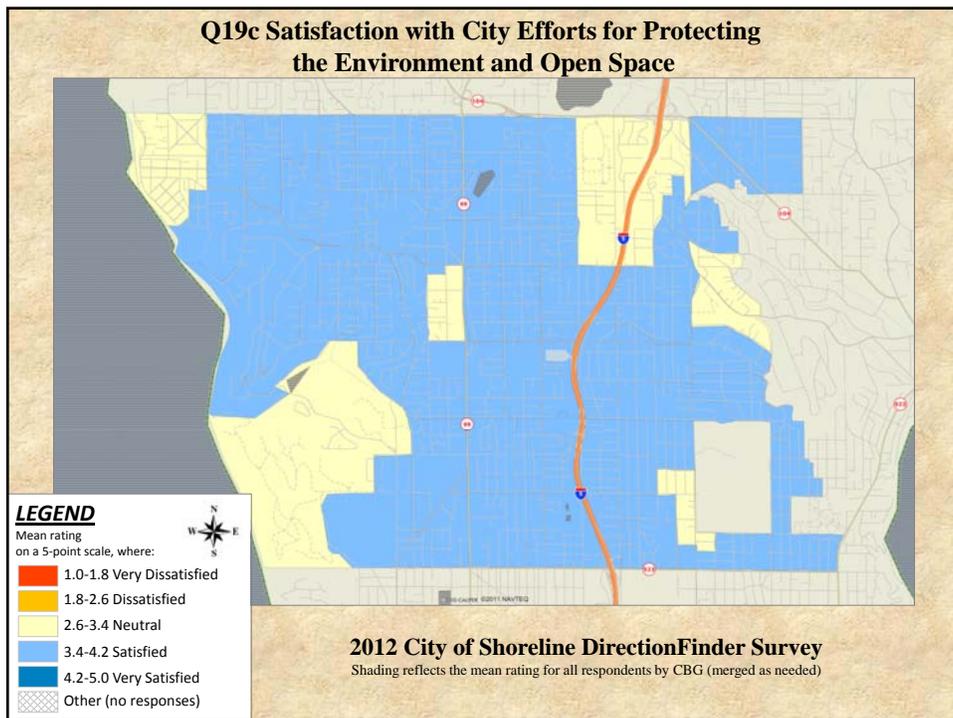
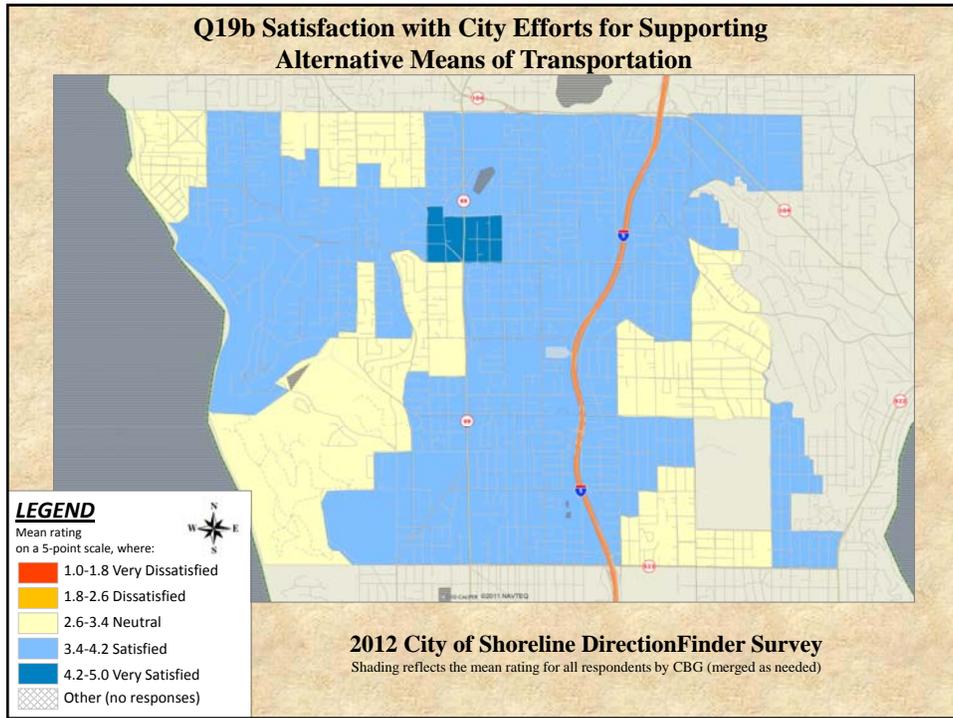
2012 DirectionFinder Survey for the City of Shoreline



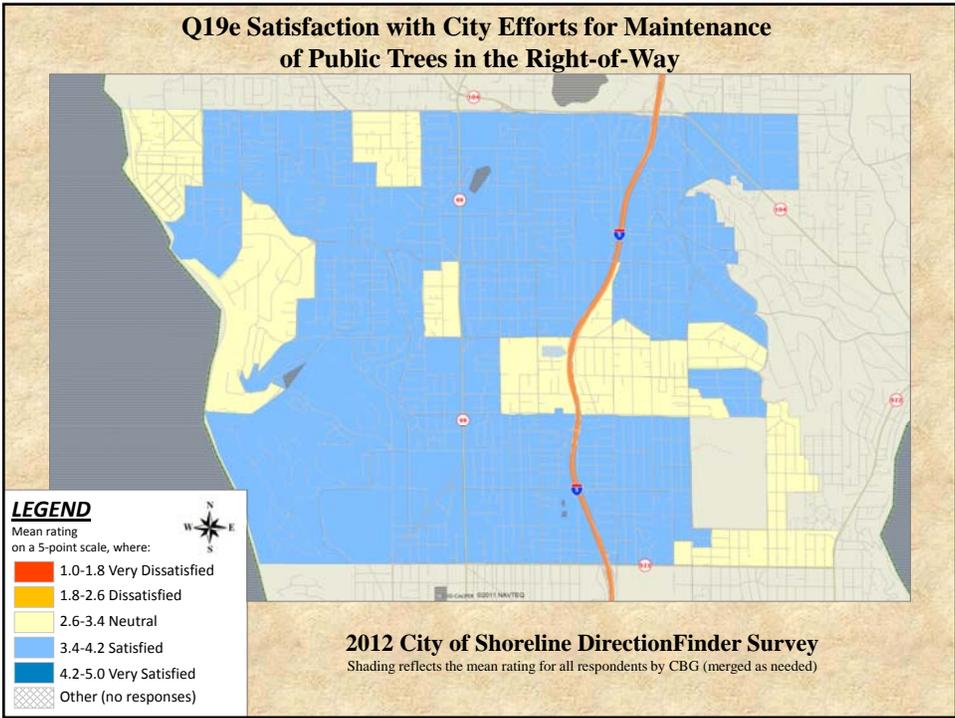
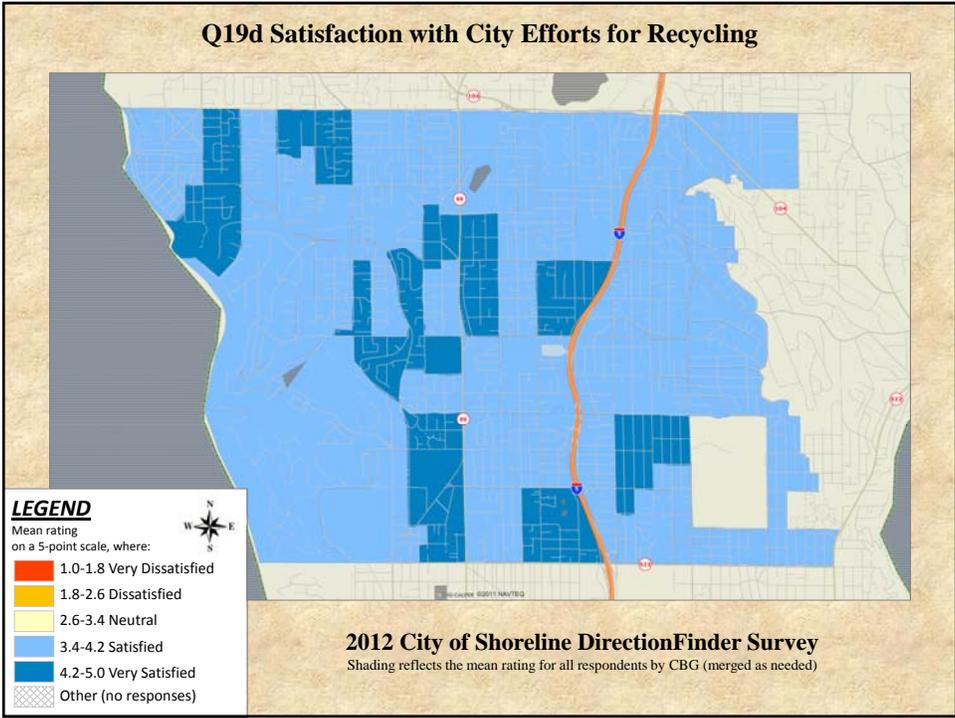
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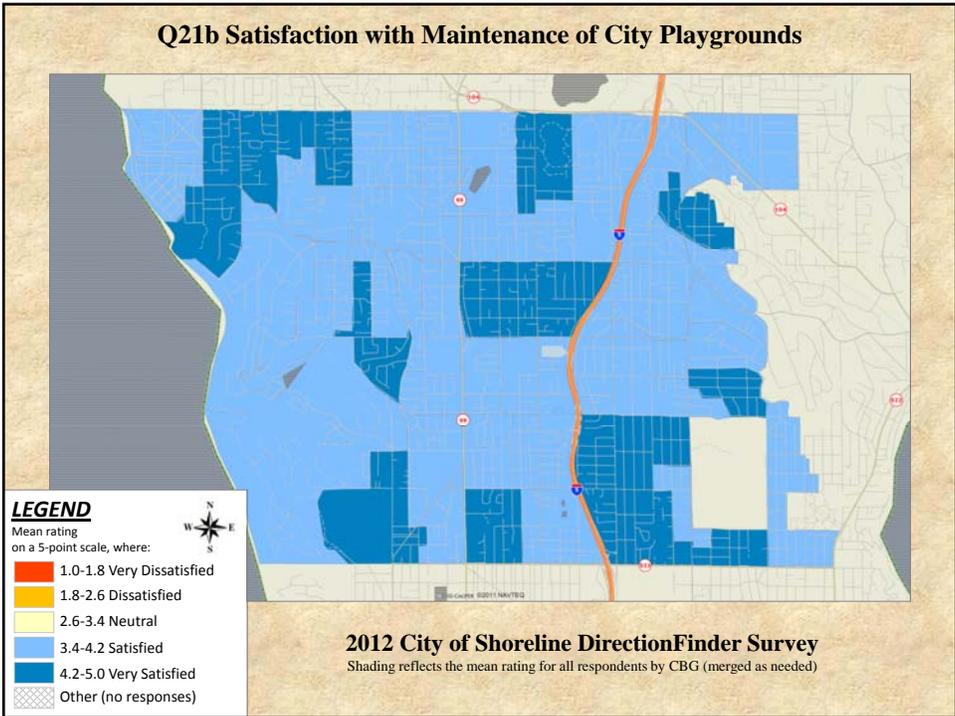
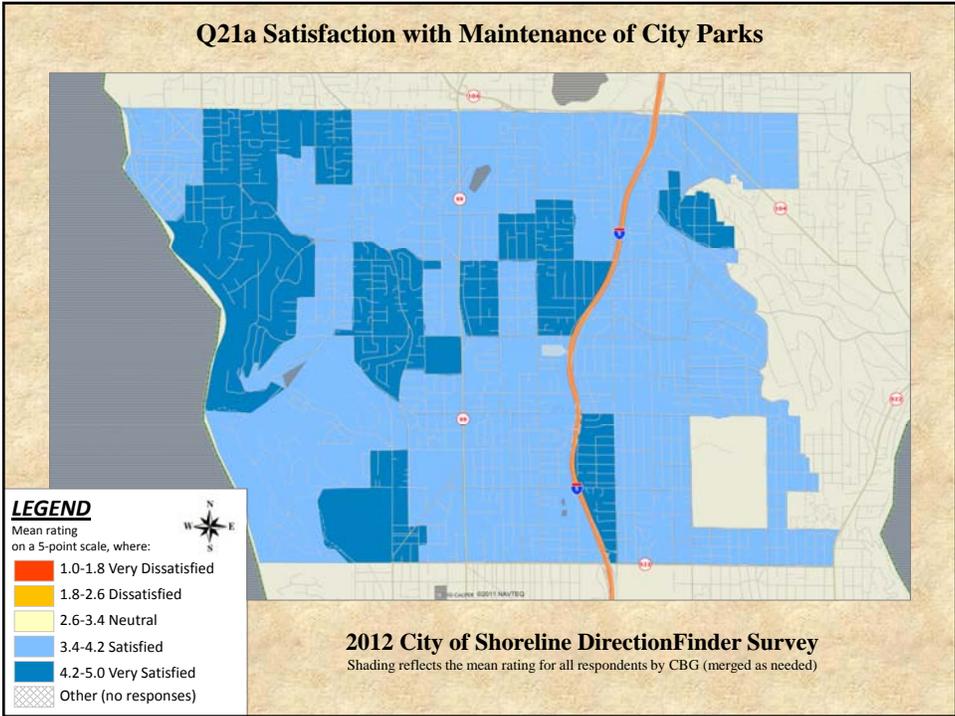
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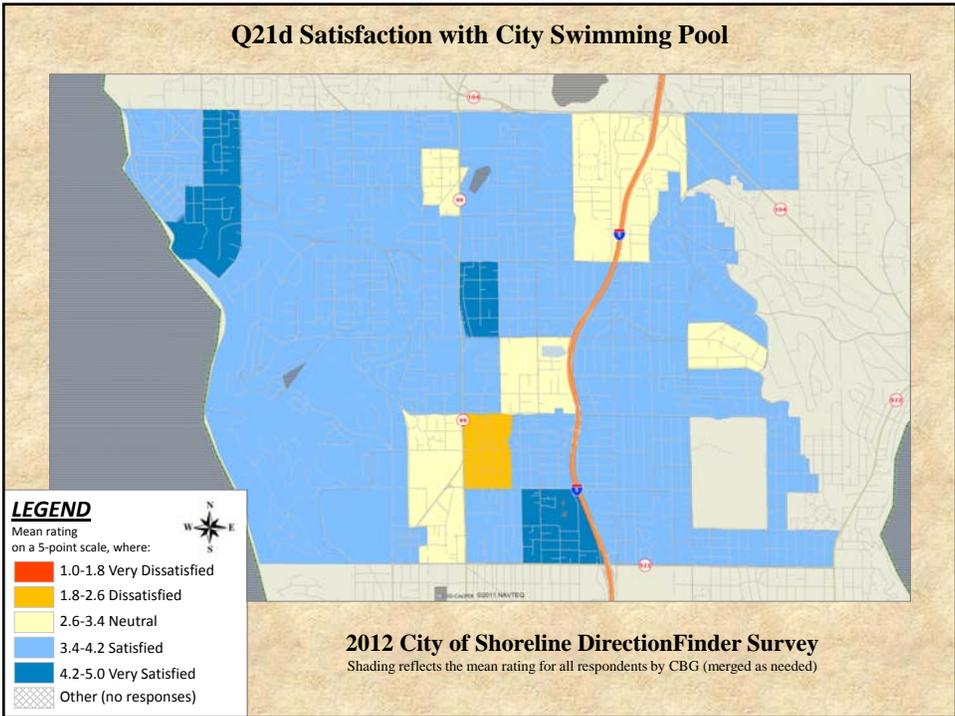
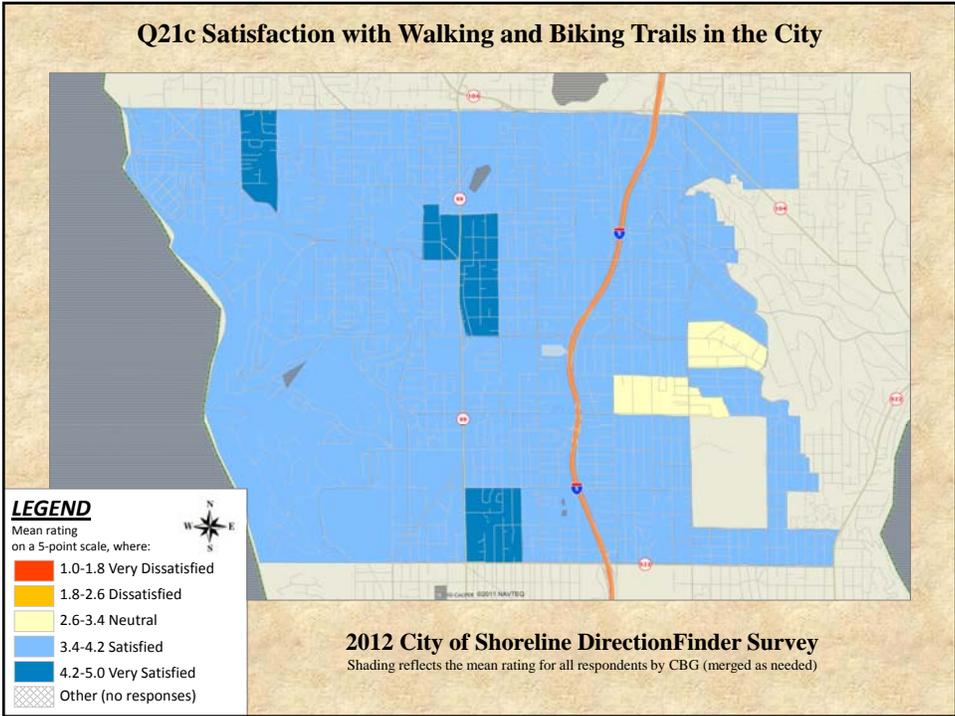
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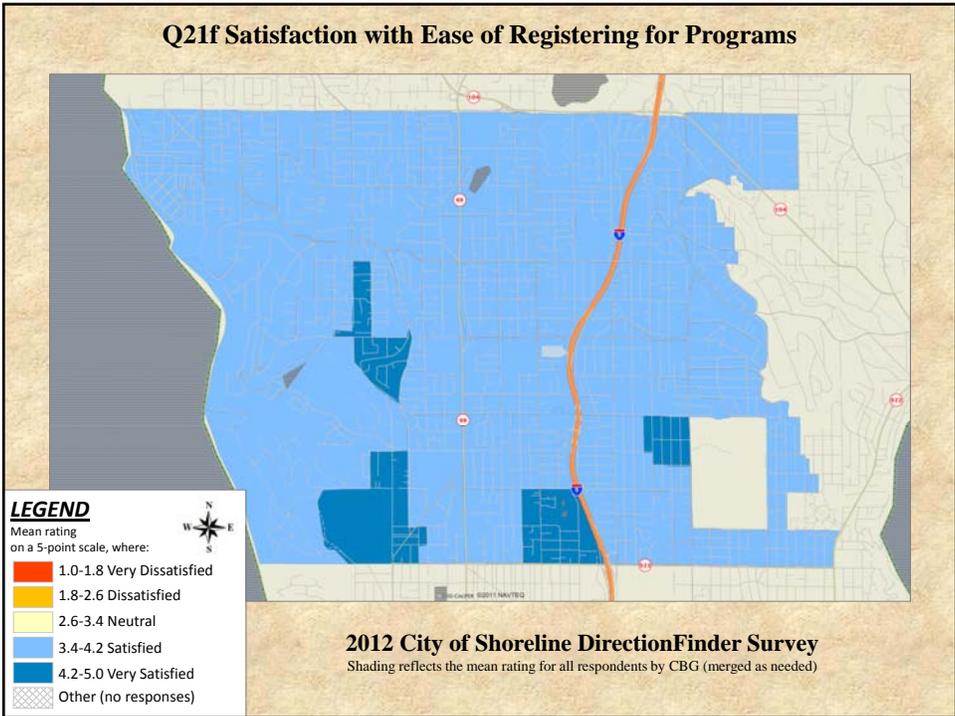
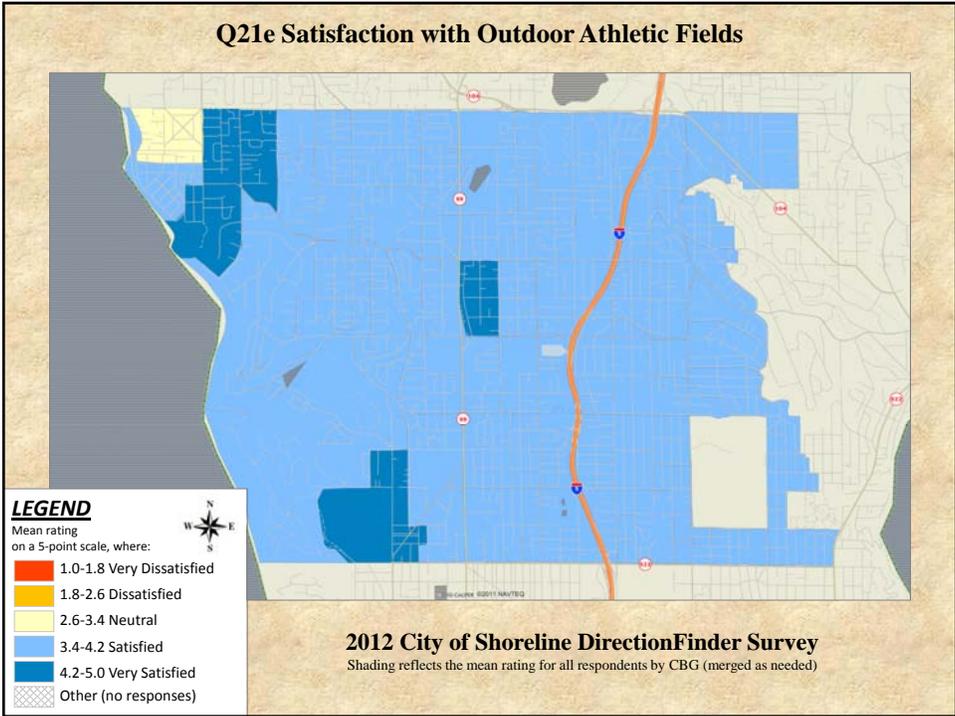
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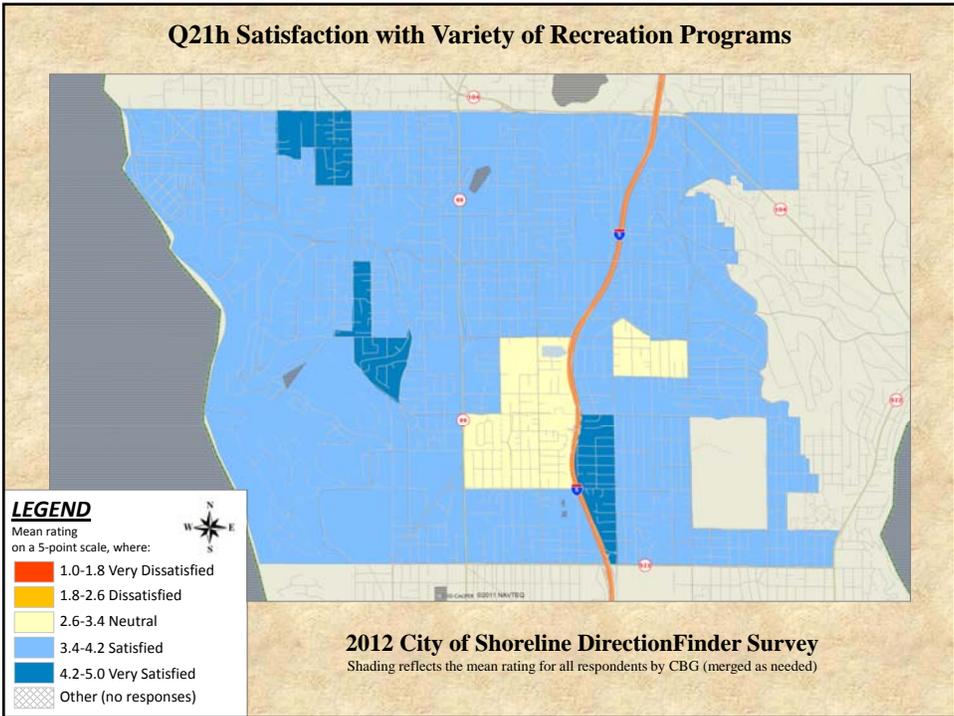
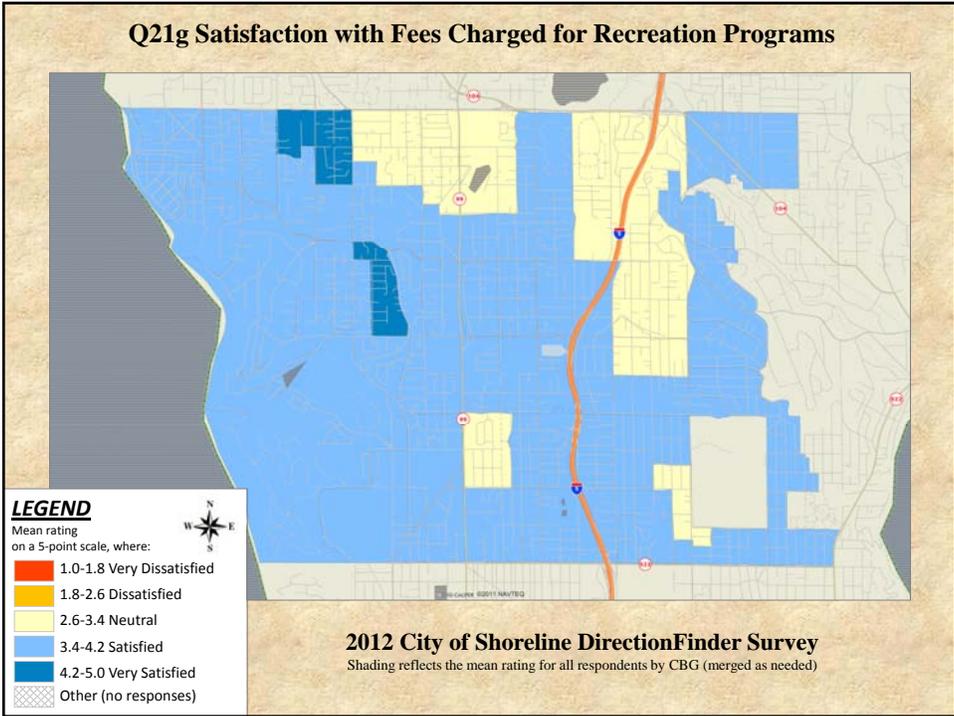
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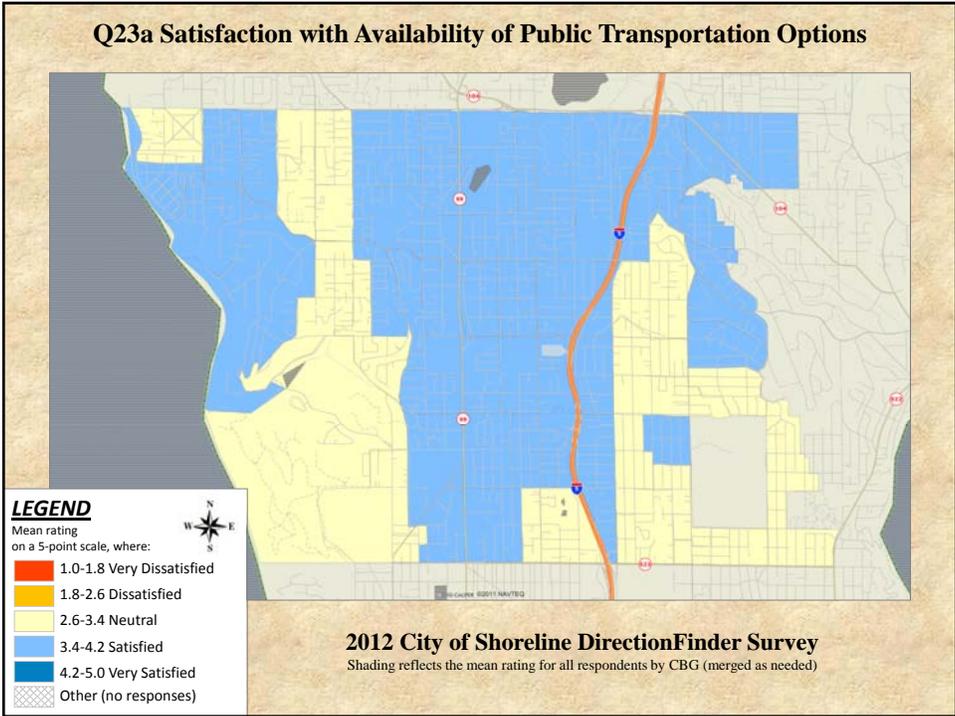
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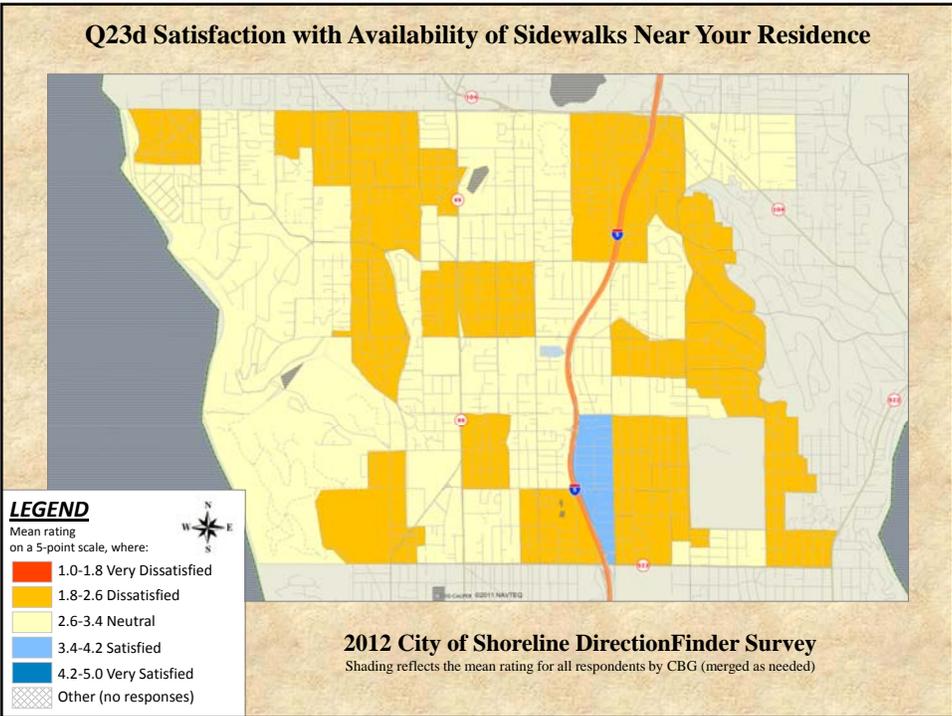
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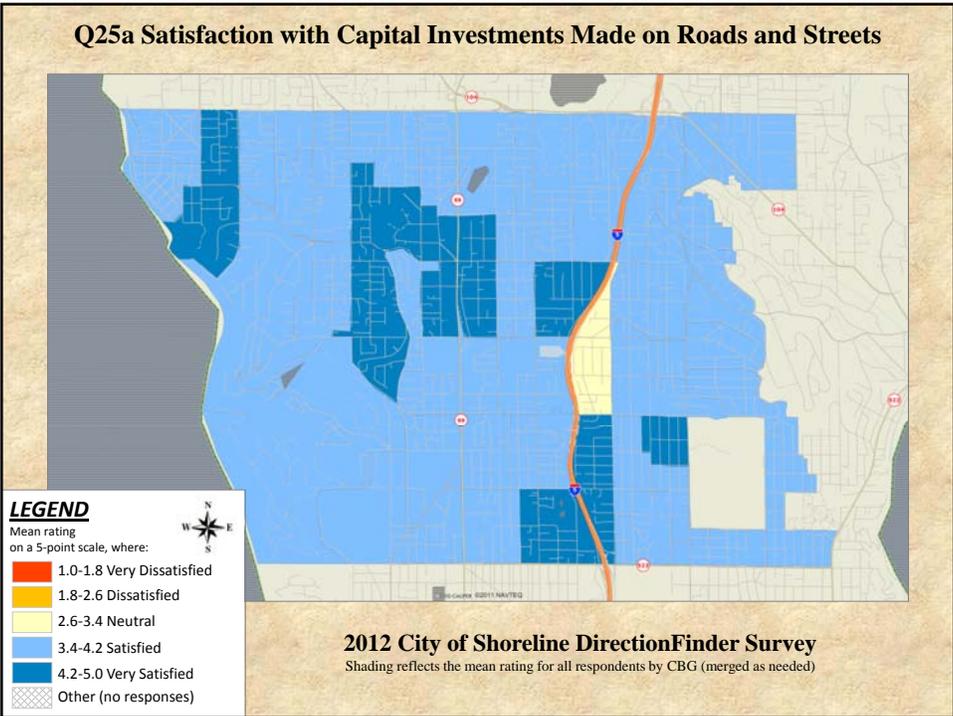
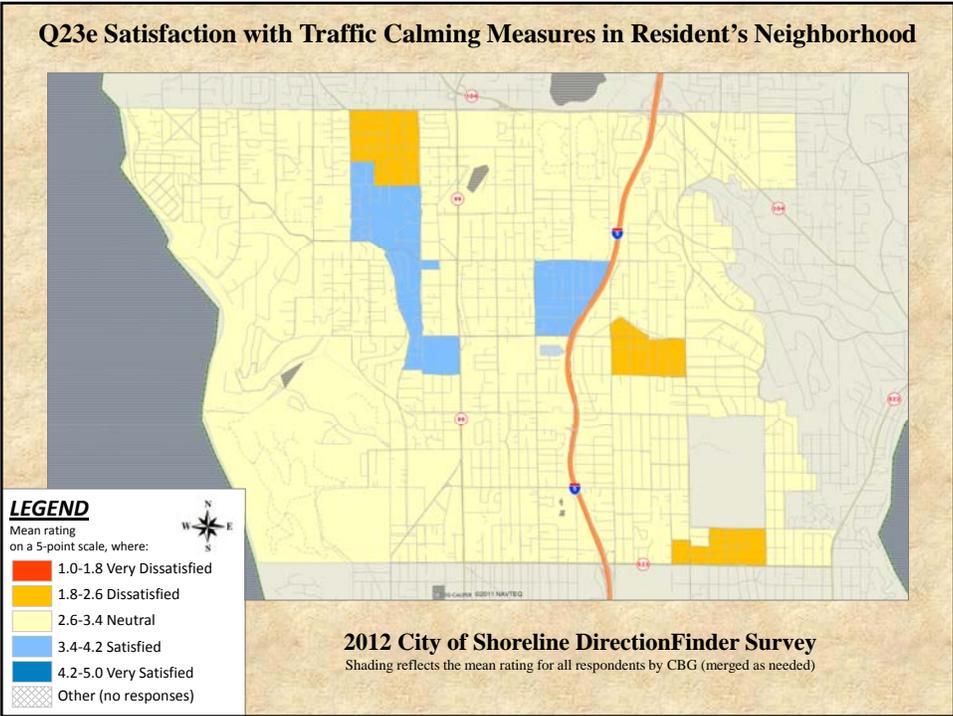


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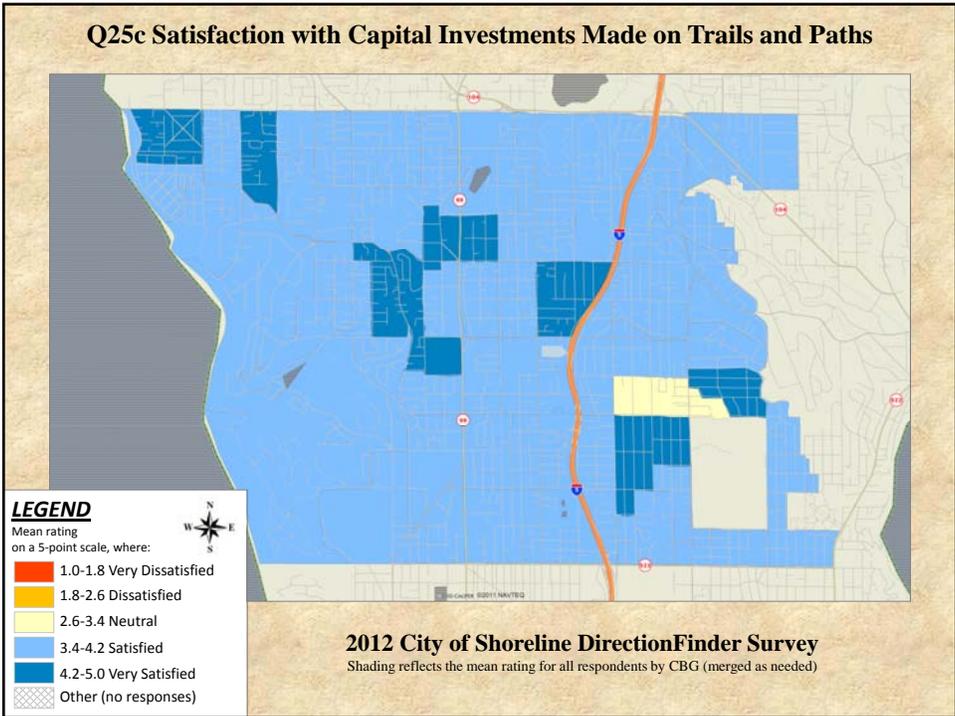
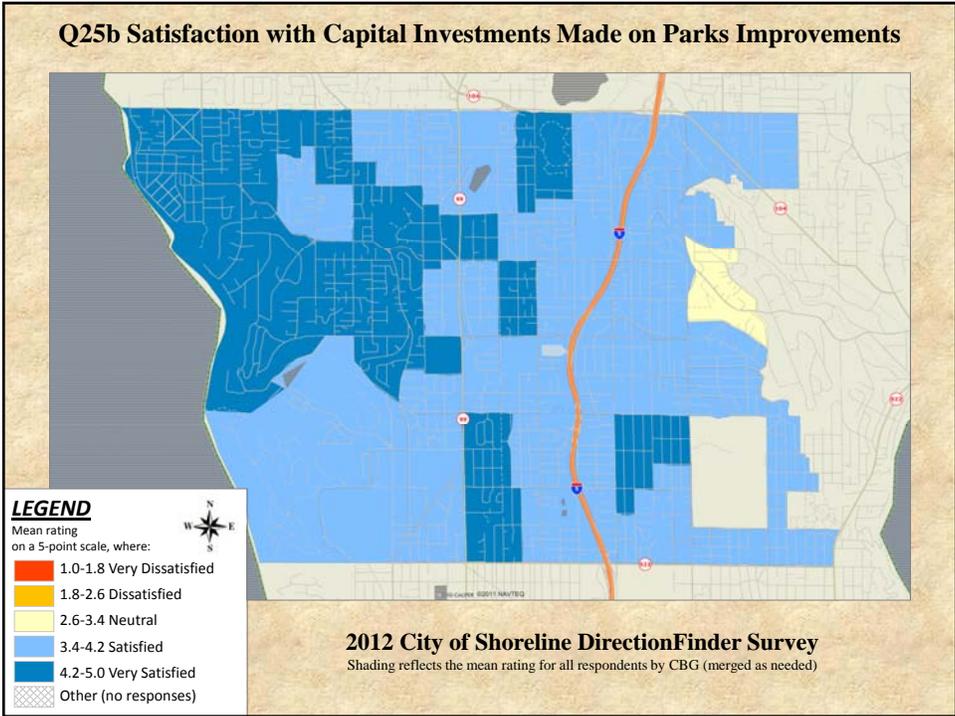


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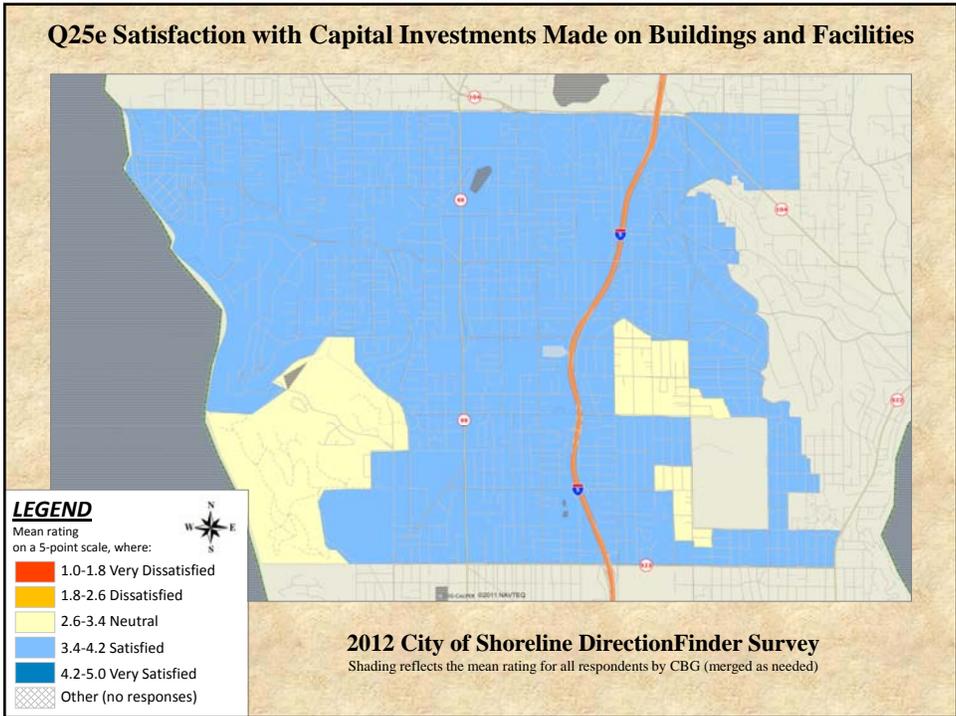
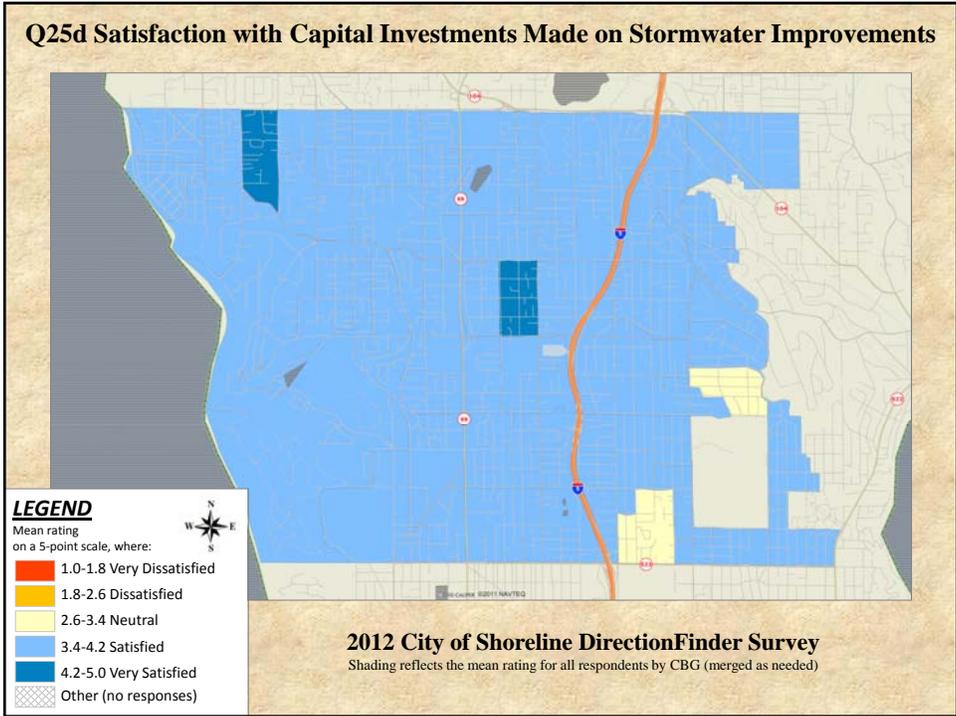


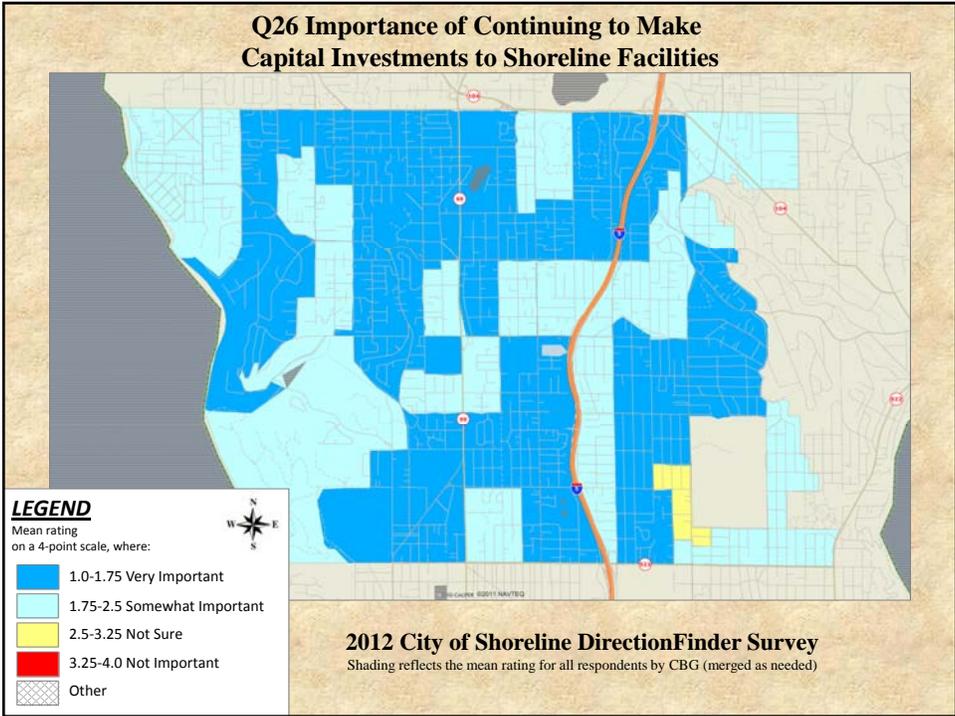


# 2012 DirectionFinder Survey for the City of Shoreline



# 2012 DirectionFinder Survey for the City of Shoreline





*Section 7:*  
*Cross-Tabular Data by*  
*Zip Code, Living East or West of I-5,*  
*Living East or West of Aurora Avenue*

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

**Q1. How many people live in household**

1=1	16.9%	14.4%	12.8%	15.1%	14.7%	15.8%	13.7%	14.9%
2=2	35.9%	42.2%	36.6%	42.5%	36.3%	41.2%	34.1%	38.3%
3=3	23.6%	21.4%	22.1%	20.4%	23.3%	21.5%	23.7%	22.4%
4=4	14.9%	15.3%	20.9%	14.0%	18.0%	13.6%	21.0%	16.6%
5=5+	8.7%	6.7%	7.7%	8.0%	7.7%	7.9%	7.5%	7.7%

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

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q3a. Overall quality of police services</u>								
5=Very Satisfied	24.3%	18.2%	25.6%	19.1%	24.2%	21.0%	25.0%	22.5%
4=Satisfied	53.6%	52.6%	51.6%	51.1%	53.8%	53.7%	51.4%	52.7%
3=Neutral	17.4%	22.1%	17.5%	22.1%	17.4%	19.5%	18.2%	19.0%
2=Dissatisfied	1.6%	4.6%	3.1%	4.8%	2.2%	3.5%	2.6%	3.0%
1=Very Dissatisfied	3.2%	2.5%	2.2%	2.9%	2.4%	2.4%	2.8%	2.7%
<u>Q3b. Overall quality of City parks &amp; recreation programs &amp; facilities</u>								
5=Very Satisfied	30.8%	25.9%	39.7%	25.7%	34.3%	28.7%	35.6%	31.5%
4=Satisfied	54.4%	60.1%	48.9%	60.1%	52.6%	57.7%	50.8%	54.9%
3=Neutral	12.1%	11.3%	9.6%	11.8%	10.8%	10.9%	11.6%	11.1%
2=Dissatisfied	2.1%	2.0%	1.3%	2.1%	1.8%	2.3%	1.4%	1.9%
1=Very Dissatisfied	0.6%	0.7%	0.4%	0.3%	0.5%	0.4%	0.6%	0.6%

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

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	

Q3c. Overall effectiveness of City's code enforcement program

5=Very Satisfied	15.5%	9.8%	11.7%	10.1%	13.6%	12.7%	11.8%	12.5%
4=Satisfied	35.6%	36.3%	38.9%	35.7%	37.1%	35.0%	38.8%	36.7%
3=Neutral	35.1%	39.1%	41.4%	39.6%	37.6%	37.0%	40.3%	38.1%
2=Dissatisfied	11.3%	10.7%	5.6%	10.1%	9.4%	11.8%	6.8%	9.6%
1=Very Dissatisfied	2.5%	4.2%	2.5%	4.3%	2.2%	3.5%	2.3%	3.1%

Q3d. Overall effectiveness of City communication with public

5=Very Satisfied	22.1%	15.2%	22.9%	15.5%	21.9%	18.8%	21.2%	20.0%
4=Satisfied	45.8%	48.1%	47.1%	46.0%	47.4%	47.1%	46.6%	47.0%
3=Neutral	25.2%	27.7%	23.3%	28.8%	24.2%	26.2%	24.9%	25.6%
2=Dissatisfied	5.0%	7.3%	5.3%	7.6%	5.1%	5.9%	5.9%	5.9%
1=Very Dissatisfied	1.9%	1.7%	1.3%	2.2%	1.4%	1.9%	1.4%	1.7%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

**Q3e. Overall quality of City's stormwater runoff/stormwater management system**

5=Very Satisfied	16.4%	13.1%	17.6%	14.1%	16.3%	14.6%	17.1%	15.6%
4=Satisfied	50.2%	47.1%	47.3%	48.3%	48.5%	50.4%	44.9%	48.3%
3=Neutral	24.4%	27.0%	25.4%	25.5%	25.3%	23.5%	28.3%	25.6%
2=Dissatisfied	7.7%	9.5%	7.3%	8.7%	8.1%	9.0%	7.5%	8.2%
1=Very Dissatisfied	1.3%	3.3%	2.4%	3.4%	1.8%	2.5%	2.2%	2.3%

**Q3f. Overall flow of traffic & congestion management**

5=Very Satisfied	8.6%	8.6%	11.8%	8.9%	9.6%	8.9%	10.2%	9.4%
4=Satisfied	48.5%	44.7%	40.8%	44.2%	45.7%	46.8%	43.0%	45.2%
3=Neutral	19.8%	25.0%	24.6%	24.3%	22.2%	21.2%	25.3%	22.9%
2=Dissatisfied	18.0%	16.1%	17.1%	16.1%	17.5%	17.7%	16.0%	17.1%
1=Very Dissatisfied	5.0%	5.6%	5.7%	6.5%	4.9%	5.4%	5.5%	5.4%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q3g. Overall quality of human services offered by City

5=Very Satisfied	12.4%	6.1%	16.2%	6.3%	13.6%	8.4%	14.9%	11.2%
4=Satisfied	36.2%	34.8%	40.5%	36.0%	37.2%	35.2%	38.7%	36.9%
3=Neutral	48.1%	48.0%	38.5%	46.6%	45.3%	48.4%	42.1%	45.5%
2=Dissatisfied	2.9%	8.6%	4.1%	8.5%	3.6%	6.5%	3.8%	5.2%
1=Very Dissatisfied	0.5%	2.5%	0.7%	2.6%	0.3%	1.6%	0.4%	1.3%

Q3h. Overall effectiveness of City's efforts to sustain environmental quality

5=Very Satisfied	18.2%	12.7%	26.2%	13.6%	20.7%	15.3%	22.3%	18.4%
4=Satisfied	51.1%	55.3%	48.5%	54.0%	50.9%	54.1%	48.9%	51.9%
3=Neutral	24.9%	26.5%	22.3%	27.5%	23.4%	25.9%	23.2%	24.8%
2=Dissatisfied	4.2%	4.0%	2.5%	3.8%	3.7%	3.3%	4.3%	3.7%
1=Very Dissatisfied	1.6%	1.5%	0.5%	1.1%	1.4%	1.3%	1.2%	1.3%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q3i. Overall quality of service provided by City

5=Very Satisfied	13.6%	8.7%	20.3%	9.4%	15.7%	10.8%	17.6%	13.7%
4=Satisfied	65.7%	59.4%	57.3%	57.8%	63.1%	62.8%	58.8%	61.2%
3=Neutral	17.3%	25.8%	19.4%	26.5%	18.2%	21.6%	20.2%	20.8%
2=Dissatisfied	2.5%	5.0%	2.6%	5.6%	2.3%	4.2%	2.5%	3.4%
1=Very Dissatisfied	0.9%	1.0%	0.4%	0.7%	0.7%	0.6%	0.8%	0.8%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q4. Top choice

A=Police services	23.9%	17.3%	22.1%	18.1%	22.8%	20.5%	22.0%	21.1%
B=City parks & recreation programs & facilities	7.0%	8.0%	7.7%	7.7%	7.5%	7.5%	7.8%	7.5%
C=City's code enforcement program	5.2%	4.2%	3.0%	3.7%	4.5%	4.7%	3.5%	4.3%
D=City communication with public	5.2%	5.4%	4.7%	6.0%	4.8%	5.5%	4.8%	5.2%
E=City's stormwater runoff/ stormwater management system	3.5%	6.7%	4.7%	6.4%	4.1%	4.7%	5.4%	4.9%
F=Flow of traffic & congestion management	22.7%	20.1%	25.5%	19.7%	24.0%	21.5%	23.9%	22.6%
G=Human services offered by City	11.7%	12.8%	7.2%	11.7%	10.4%	12.0%	9.4%	10.9%
H=City's efforts to sustain environmental quality	9.3%	12.5%	10.6%	13.4%	9.6%	11.2%	10.5%	10.8%
I=Overall service provided by City	6.4%	6.7%	5.5%	6.7%	6.2%	6.5%	5.9%	6.3%
Z=None chosen	5.0%	6.4%	8.9%	6.7%	6.2%	5.7%	6.7%	6.5%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
A=Police services	10.8%	10.2%	9.4%	9.7%	10.4%	10.7%	9.9%	10.2%
B=City parks & recreation programs & facilities	11.1%	9.9%	10.2%	10.7%	10.4%	10.5%	10.8%	10.4%
C=City's code enforcement program	7.6%	6.7%	7.2%	6.7%	7.5%	6.9%	7.5%	7.2%
D=City communication with public	7.6%	10.2%	5.5%	10.7%	6.7%	10.1%	5.4%	8.0%
E=City's stormwater runoff/ stormwater management system	7.0%	9.6%	8.5%	8.7%	8.0%	8.5%	8.1%	8.3%
F=Flow of traffic & congestion management	16.9%	15.3%	19.1%	15.7%	17.6%	14.8%	19.9%	16.9%
G=Human services offered by City	12.0%	13.1%	11.5%	12.4%	12.2%	13.0%	11.0%	12.2%
H=City's efforts to sustain environmental quality	13.7%	12.1%	12.8%	12.4%	13.2%	13.4%	12.4%	12.9%
I=Overall service provided by City	4.4%	4.5%	3.8%	4.7%	4.1%	3.7%	5.1%	4.3%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
A=Police services	7.9%	9.3%	9.4%	10.0%	8.2%	8.5%	9.4%	8.8%
B=City parks & recreation programs & facilities	13.1%	13.7%	10.2%	12.7%	12.7%	13.4%	11.8%	12.6%
C=City's code enforcement program	4.7%	4.5%	5.5%	4.3%	5.1%	4.7%	5.1%	4.8%
D=City communication with public	8.5%	7.3%	9.8%	8.7%	8.4%	7.3%	10.2%	8.4%
E=City's stormwater runoff/ stormwater management system	6.7%	4.2%	8.1%	4.7%	7.0%	5.7%	7.0%	6.2%
F=Flow of traffic & congestion management	12.8%	15.3%	11.1%	15.1%	12.5%	15.0%	11.0%	13.2%
G=Human services offered by City	12.2%	11.8%	8.9%	12.0%	10.6%	11.4%	10.8%	11.2%
H=City's efforts to sustain environmental quality	14.0%	10.9%	11.1%	9.7%	13.4%	12.2%	11.8%	12.1%
I=Overall service provided by City	9.0%	11.5%	10.2%	11.7%	9.2%	10.7%	9.4%	10.2%

Q4. 3rd choice

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years? (top 3)**

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q4. Sum of top 3 choices</u>								
A=Police services	42.6%	36.7%	40.9%	37.8%	41.4%	39.6%	41.4%	40.1%
B=City parks & recreation programs & facilities	31.2%	31.6%	28.1%	31.1%	30.7%	31.4%	30.4%	30.5%
C=City's code enforcement program	17.5%	15.3%	15.7%	14.7%	17.1%	16.4%	16.1%	16.3%
D=City communication with public	21.3%	23.0%	20.0%	25.4%	19.9%	22.9%	20.4%	21.5%
E=City's stormwater runoff/ stormwater management system	17.2%	20.4%	21.3%	19.7%	19.2%	18.9%	20.4%	19.4%
F=Flow of traffic & congestion management	52.5%	50.8%	55.7%	50.5%	54.1%	51.3%	54.8%	52.7%
G=Human services offered by City	35.9%	37.7%	27.7%	36.1%	33.2%	36.5%	31.2%	34.3%
H=City's efforts to sustain environmental quality	37.0%	35.5%	34.5%	35.5%	36.1%	36.9%	34.7%	35.8%
I=Overall service provided by City	19.8%	22.7%	19.6%	23.1%	19.5%	20.9%	20.4%	20.8%
Z=None chosen	5.0%	6.4%	8.9%	6.7%	6.2%	5.7%	6.7%	6.5%

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

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q5a. Overall maintenance of City streets</u>								
5=Very Satisfied	15.6%	10.0%	17.2%	11.1%	15.4%	12.9%	15.4%	14.0%
4=Satisfied	56.5%	57.2%	56.9%	57.2%	56.9%	56.6%	57.7%	56.9%
3=Neutral	19.7%	19.6%	16.8%	18.5%	18.9%	19.1%	18.7%	18.9%
2=Dissatisfied	6.8%	11.6%	8.2%	11.4%	7.6%	9.8%	7.0%	8.8%
1=Very Dissatisfied	1.5%	1.6%	0.9%	1.7%	1.2%	1.6%	1.1%	1.4%
<u>Q5b. Maintenance of streets in your neighborhood</u>								
5=Very Satisfied	14.2%	11.5%	18.0%	12.1%	15.3%	13.3%	15.4%	14.3%
4=Satisfied	55.6%	52.2%	51.5%	51.7%	54.4%	53.8%	53.1%	53.3%
3=Neutral	16.3%	20.5%	16.7%	20.5%	16.3%	17.9%	17.6%	17.9%
2=Dissatisfied	11.2%	12.5%	12.0%	12.4%	11.8%	12.0%	11.7%	11.9%
1=Very Dissatisfied	2.7%	3.2%	1.7%	3.4%	2.3%	3.0%	2.2%	2.6%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q5c. Maintenance of sidewalks

5=Very Satisfied	9.5%	5.3%	12.6%	5.6%	10.4%	7.4%	10.7%	8.8%
4=Satisfied	41.5%	34.6%	40.4%	33.8%	40.9%	38.8%	38.6%	38.7%
3=Neutral	24.4%	31.9%	26.0%	32.1%	25.1%	27.2%	27.6%	27.5%
2=Dissatisfied	20.1%	21.3%	16.1%	21.6%	18.7%	21.6%	16.6%	19.5%
1=Very Dissatisfied	4.6%	7.0%	4.9%	7.0%	4.8%	4.9%	6.5%	5.5%

Q5d. Mowing & trimming along City streets & other public areas

5=Very Satisfied	15.0%	11.4%	13.0%	11.9%	13.7%	13.9%	12.0%	13.2%
4=Satisfied	45.2%	44.5%	48.1%	42.9%	47.1%	46.0%	45.6%	45.7%
3=Neutral	25.7%	26.6%	21.2%	28.2%	23.3%	24.6%	24.9%	24.9%
2=Dissatisfied	11.7%	12.3%	15.2%	12.9%	12.8%	11.7%	14.5%	12.8%
1=Very Dissatisfied	2.4%	5.2%	2.6%	4.1%	3.2%	3.8%	3.0%	3.4%

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

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	

Q5e. Overall cleanliness of City streets & other public areas

5=Very Satisfied	18.0%	13.5%	20.7%	13.8%	18.4%	15.0%	19.8%	17.1%
4=Satisfied	58.6%	58.0%	55.2%	57.4%	57.8%	60.1%	54.2%	57.5%
3=Neutral	17.8%	20.8%	20.3%	20.8%	18.9%	18.6%	20.6%	19.5%
2=Dissatisfied	5.3%	6.1%	3.4%	6.4%	4.5%	5.4%	4.9%	5.1%
1=Very Dissatisfied	0.3%	1.6%	0.4%	1.7%	0.3%	1.0%	0.5%	0.8%

Q5f. Adequacy of City street lighting in your neighborhood

5=Very Satisfied	18.0%	10.6%	20.3%	11.4%	18.2%	13.9%	18.8%	16.0%
4=Satisfied	41.6%	39.7%	46.8%	38.6%	44.3%	41.8%	42.7%	42.3%
3=Neutral	17.1%	22.4%	20.8%	22.5%	18.8%	18.9%	21.7%	20.0%
2=Dissatisfied	20.1%	21.2%	9.5%	21.5%	15.8%	20.5%	13.9%	17.7%
1=Very Dissatisfied	3.2%	6.1%	2.6%	6.0%	3.0%	4.8%	3.0%	4.1%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q5g. Adequacy of storm drainage services in your neighborhood

5=Very Satisfied	15.9%	10.7%	17.9%	11.8%	16.0%	13.8%	15.7%	14.6%
4=Satisfied	50.5%	50.7%	52.7%	50.0%	51.9%	51.7%	50.0%	51.1%
3=Neutral	21.7%	23.0%	17.0%	22.6%	19.7%	20.7%	21.1%	20.9%
2=Dissatisfied	11.0%	12.7%	9.4%	12.5%	10.6%	11.8%	10.7%	11.2%
1=Very Dissatisfied	0.9%	3.0%	3.1%	3.1%	1.8%	2.1%	2.5%	2.2%

Q5h. Solid waste provider services

5=Very Satisfied	25.8%	18.4%	33.9%	19.2%	28.6%	21.5%	30.9%	25.3%
4=Satisfied	55.5%	58.0%	51.5%	57.4%	54.4%	58.4%	51.1%	55.3%
3=Neutral	14.2%	17.7%	12.3%	17.5%	13.5%	15.4%	14.1%	15.0%
2=Dissatisfied	3.6%	3.9%	1.8%	4.5%	2.7%	3.7%	2.8%	3.2%
1=Very Dissatisfied	0.9%	2.0%	0.4%	1.4%	0.9%	1.0%	1.1%	1.2%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q6. Top choice

A=Maintenance of City streets	21.0%	21.1%	29.4%	21.7%	24.3%	22.7%	24.5%	23.2%
B=Maintenance of streets in your neighborhood	11.7%	9.6%	14.9%	9.0%	13.0%	10.5%	13.4%	11.8%
C=Maintenance of sidewalks	18.4%	19.8%	15.3%	19.4%	17.5%	18.1%	17.7%	18.1%
D=Mowing & trimming along City streets & other public areas	5.8%	6.4%	6.4%	6.4%	6.2%	6.7%	5.6%	6.2%
E=Cleanliness of City streets & other public areas	8.7%	8.6%	8.1%	8.0%	8.7%	8.7%	8.6%	8.5%
F=Adequacy of City street lighting in your neighborhood	16.9%	17.3%	8.1%	17.4%	13.4%	16.8%	12.1%	14.7%
G=Adequacy of storm drainage services in your neighborhood	10.8%	8.9%	10.2%	9.7%	10.3%	9.3%	11.3%	10.0%
H=Solid waste provider services	2.3%	3.5%	1.3%	3.0%	1.9%	2.8%	1.6%	2.5%
Z=None chosen	4.4%	4.8%	6.4%	5.4%	4.8%	4.5%	5.1%	5.1%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q6. 2nd choice

A=Maintenance of City streets	12.2%	12.1%	11.1%	12.0%	11.8%	11.4%	12.6%	11.9%
B=Maintenance of streets in your neighborhood	11.4%	11.8%	10.2%	12.4%	10.8%	12.2%	9.7%	11.2%
C=Maintenance of sidewalks	16.3%	13.4%	11.1%	13.7%	14.2%	14.6%	13.2%	13.9%
D=Mowing & trimming along City streets & other public areas	11.7%	10.5%	14.9%	9.4%	13.5%	10.5%	14.8%	12.1%
E=Cleanliness of City streets & other public areas	14.3%	13.1%	15.7%	13.7%	14.6%	13.8%	15.1%	14.3%
F=Adequacy of City street lighting in your neighborhood	11.7%	15.7%	12.8%	15.4%	12.2%	14.8%	11.3%	13.4%
G=Adequacy of storm drainage services in your neighborhood	8.2%	10.5%	9.4%	10.4%	8.7%	9.7%	9.1%	9.3%
H=Solid waste provider services	5.0%	4.8%	3.4%	4.7%	4.3%	4.7%	4.0%	4.5%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q6. Sum of top 2 choices

A=Maintenance of City streets	33.2%	33.2%	40.4%	33.8%	36.1%	34.1%	37.1%	35.1%
B=Maintenance of streets in your neighborhood	23.0%	21.4%	25.1%	21.4%	23.8%	22.7%	23.1%	23.0%
C=Maintenance of sidewalks	34.7%	33.2%	26.4%	33.1%	31.7%	32.7%	30.9%	32.0%
D=Mowing & trimming along City streets & other public areas	17.5%	16.9%	21.3%	15.7%	19.7%	17.2%	20.4%	18.3%
E=Cleanliness of City streets & other public areas	23.0%	21.7%	23.8%	21.7%	23.3%	22.5%	23.7%	22.8%
F=Adequacy of City street lighting in your neighborhood	28.6%	32.9%	20.9%	32.8%	25.5%	31.6%	23.4%	28.1%
G=Adequacy of storm drainage services in your neighborhood	19.0%	19.5%	19.6%	20.1%	19.0%	18.9%	20.4%	19.3%
H=Solid waste provider services	7.3%	8.3%	4.7%	7.7%	6.2%	7.5%	5.6%	7.0%
Z=None chosen	4.4%	4.8%	6.4%	5.4%	4.8%	4.5%	5.1%	5.1%

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

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q7a. Enforcing clean-up of garbage, junk, or debris on private property</u>								
5=Very Satisfied	10.5%	7.1%	10.2%	7.5%	9.8%	7.6%	11.0%	9.2%
4=Satisfied	39.0%	34.6%	39.1%	35.8%	38.5%	37.1%	38.2%	37.4%
3=Neutral	28.5%	33.8%	34.5%	33.5%	31.2%	31.9%	32.0%	32.0%
2=Dissatisfied	16.6%	15.8%	14.7%	16.1%	15.9%	16.2%	15.5%	15.8%
1=Very Dissatisfied	5.4%	8.6%	1.5%	7.1%	4.6%	7.1%	3.2%	5.5%
<u>Q7b. Enforcing sign regulations</u>								
5=Very Satisfied	7.9%	6.7%	10.2%	5.8%	9.0%	6.9%	9.4%	8.1%
4=Satisfied	48.2%	39.8%	39.8%	41.3%	44.0%	43.9%	41.3%	42.9%
3=Neutral	35.6%	43.7%	40.9%	42.6%	38.4%	39.8%	40.3%	40.0%
2=Dissatisfied	5.9%	7.1%	6.5%	8.3%	5.6%	7.1%	5.9%	6.5%
1=Very Dissatisfied	2.4%	2.8%	2.7%	2.1%	2.9%	2.3%	3.1%	2.6%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q7c. Enforcing removal of abandoned/junk autos

5=Very Satisfied	8.5%	6.5%	9.5%	6.9%	8.6%	6.8%	9.8%	8.0%
4=Satisfied	39.7%	33.5%	36.5%	34.3%	38.1%	38.5%	34.7%	36.6%
3=Neutral	30.5%	37.3%	40.2%	37.5%	34.4%	32.2%	39.1%	35.5%
2=Dissatisfied	15.4%	16.2%	11.1%	16.1%	13.5%	16.5%	12.1%	14.6%
1=Very Dissatisfied	5.9%	6.5%	2.6%	5.2%	5.4%	6.1%	4.4%	5.3%

Q7d. Enforcement of graffiti removal from private properties

5=Very Satisfied	9.2%	6.5%	13.3%	6.7%	10.7%	6.8%	12.7%	9.4%
4=Satisfied	48.3%	37.9%	41.0%	38.9%	44.8%	42.4%	42.8%	42.6%
3=Neutral	32.2%	43.1%	30.3%	40.6%	32.5%	38.9%	30.8%	35.5%
2=Dissatisfied	8.0%	10.5%	11.3%	11.7%	9.0%	9.3%	10.7%	9.8%
1=Very Dissatisfied	2.3%	2.0%	4.1%	2.1%	3.1%	2.5%	3.0%	2.7%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q7e. Enforcing tree regulations

5=Very Satisfied	8.7%	5.2%	7.7%	5.0%	8.2%	6.0%	8.8%	7.2%
4=Satisfied	36.4%	34.5%	33.5%	35.3%	34.7%	35.3%	34.7%	34.9%
3=Neutral	40.3%	41.9%	42.3%	41.3%	41.6%	41.8%	40.4%	41.4%
2=Dissatisfied	11.5%	13.1%	9.9%	14.2%	10.3%	12.5%	10.5%	11.6%
1=Very Dissatisfied	3.2%	5.2%	6.6%	4.1%	5.3%	4.3%	5.6%	4.8%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q8. Top choice

A=Clean-up of garbage, junk, or debris on private property	43.7%	41.5%	37.9%	40.8%	41.8%	39.8%	44.1%	41.4%
B=Enforcing sign regulations	9.6%	4.8%	6.8%	5.0%	8.4%	8.1%	5.9%	7.2%
C=Enforcing removal of abandoned/junk autos	9.9%	16.3%	10.2%	15.7%	10.3%	14.4%	9.4%	12.2%
D=Enforcement of graffiti removal from private properties	14.3%	14.4%	16.2%	14.7%	14.7%	16.0%	12.9%	14.8%
E=Enforcing tree regulations	11.4%	12.1%	14.9%	12.0%	13.0%	11.4%	14.5%	12.6%
Z=None chosen	11.1%	10.9%	14.0%	11.7%	11.8%	10.3%	13.2%	11.8%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q8. 2nd choice

A=Clean-up of garbage, junk, or debris on private property	17.2%	24.3%	23.8%	24.4%	20.0%	23.7%	18.8%	21.4%
B=Enforcing sign regulations	7.3%	11.5%	8.9%	11.7%	8.0%	9.5%	9.1%	9.2%
C=Enforcing removal of abandoned/junk autos	29.2%	24.9%	19.1%	25.1%	25.2%	27.4%	22.3%	25.0%
D=Enforcement of graffiti removal from private properties	18.7%	10.9%	20.4%	11.0%	19.0%	12.8%	21.5%	16.4%
E=Enforcing tree regulations	10.2%	11.8%	8.5%	11.0%	9.6%	10.3%	9.7%	10.3%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q8. Sum of top 2 choices

A=Clean-up of garbage, junk, or debris on private property	60.9%	65.8%	61.7%	65.2%	61.8%	63.5%	62.9%	62.9%
B=Enforcing sign regulations	16.9%	16.3%	15.7%	16.7%	16.4%	17.6%	15.1%	16.4%
C=Enforcing removal of abandoned/junk autos	39.1%	41.2%	29.4%	40.8%	35.4%	41.8%	31.7%	37.3%
D=Enforcement of graffiti removal from private properties	32.9%	25.2%	36.6%	25.8%	33.7%	28.8%	34.4%	31.2%
E=Enforcing tree regulations	21.6%	24.0%	23.4%	23.1%	22.6%	21.7%	24.2%	22.9%
Z=None chosen	11.1%	10.9%	14.0%	11.7%	11.8%	10.3%	13.2%	11.8%

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

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q9a. Overall quality of local police protection</u>								
5=Very Satisfied	21.1%	17.0%	23.0%	17.0%	21.7%	18.9%	22.2%	20.2%
4=Satisfied	56.0%	54.3%	55.0%	53.5%	55.9%	56.0%	53.6%	55.1%
3=Neutral	17.3%	22.7%	17.6%	22.9%	17.7%	20.2%	18.2%	19.2%
2=Dissatisfied	3.1%	3.5%	3.6%	4.1%	3.1%	3.0%	4.0%	3.4%
1=Very Dissatisfied	2.5%	2.5%	0.9%	2.6%	1.6%	1.9%	2.0%	2.1%
<u>Q9b. City's efforts to prevent crime</u>								
5=Very Satisfied	13.3%	11.5%	18.4%	12.3%	14.9%	12.4%	16.3%	14.0%
4=Satisfied	45.8%	48.1%	44.9%	47.4%	45.9%	47.8%	44.7%	46.4%
3=Neutral	31.2%	28.6%	30.9%	28.5%	31.2%	29.6%	30.8%	30.3%
2=Dissatisfied	8.3%	8.8%	5.3%	9.1%	7.1%	7.9%	7.6%	7.7%
1=Very Dissatisfied	1.3%	3.1%	0.5%	2.8%	1.0%	2.3%	0.6%	1.7%

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

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q9c. Enforcement of local traffic laws</u>								
5=Very Satisfied	12.8%	14.0%	16.2%	14.5%	13.9%	13.4%	15.2%	14.1%
4=Satisfied	51.4%	54.2%	47.4%	53.8%	49.7%	52.9%	49.2%	51.3%
3=Neutral	24.9%	22.7%	25.4%	22.5%	25.3%	23.5%	25.0%	24.3%
2=Dissatisfied	7.2%	6.6%	6.1%	6.9%	6.7%	7.7%	5.6%	6.7%
1=Very Dissatisfied	3.7%	2.4%	4.8%	2.2%	4.3%	2.6%	5.1%	3.6%
<u>Q9d. Enforcement of drug &amp; vice laws</u>								
5=Very Satisfied	11.7%	11.8%	15.3%	12.2%	12.9%	11.7%	14.2%	12.7%
4=Satisfied	40.6%	41.8%	34.1%	40.4%	38.6%	41.6%	36.0%	39.3%
3=Neutral	33.2%	36.4%	42.0%	37.1%	36.7%	36.1%	37.5%	36.7%
2=Dissatisfied	12.5%	6.8%	6.8%	8.0%	9.7%	8.4%	10.2%	9.0%
1=Very Dissatisfied	2.0%	3.2%	1.7%	2.3%	2.1%	2.2%	2.2%	2.3%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q10. Top choice

A=Local police protection	26.8%	29.7%	26.4%	31.4%	25.5%	29.2%	25.8%	27.7%
B=City's efforts to prevent crime	30.9%	33.9%	36.6%	31.1%	34.6%	32.5%	34.9%	33.4%
C=Enforcement of local traffic laws	9.9%	9.6%	8.5%	8.4%	10.1%	9.9%	9.1%	9.4%
D=Enforcement of drug & vice laws	22.2%	15.7%	20.4%	16.4%	21.2%	18.3%	21.0%	19.4%
Z=None chosen	10.2%	11.2%	8.1%	12.7%	8.6%	10.1%	9.1%	10.0%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q10. 2nd choice

A=Local police protection	15.5%	17.9%	18.7%	17.4%	17.1%	16.2%	19.1%	17.2%
B=City's efforts to prevent crime	38.5%	38.0%	37.0%	39.8%	37.5%	40.8%	34.9%	37.9%
C=Enforcement of local traffic laws	10.2%	6.7%	12.3%	7.0%	10.8%	7.9%	11.6%	9.5%
D=Enforcement of drug & vice laws	21.0%	21.7%	20.0%	18.7%	21.6%	20.7%	20.7%	21.0%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	<u>Q31. What is your zip code</u>			<u>Q32. Do you live east or west of I-5</u>		<u>Q33. Do you live east or west of Aurora Avenue N</u>		<u>Total</u>
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q10. Sum of top 2 choices</u>								
A=Local police protection	42.3%	47.6%	45.1%	48.8%	42.6%	45.4%	44.9%	44.9%
B=City's efforts to prevent crime	69.4%	71.9%	73.6%	70.9%	72.1%	73.4%	69.9%	71.4%
C=Enforcement of local traffic laws	20.1%	16.3%	20.9%	15.4%	20.9%	17.8%	20.7%	19.0%
D=Enforcement of drug & vice laws	43.1%	37.4%	40.4%	35.1%	42.8%	39.1%	41.7%	40.4%
Z=None chosen	10.2%	11.2%	8.1%	12.7%	8.6%	10.1%	9.1%	10.0%

**Q11. On 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=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q11a. In your neighborhood during the day

5=Very safe	47.7%	45.8%	63.4%	44.6%	54.7%	48.3%	55.3%	51.1%
4=Safe	43.6%	42.5%	32.3%	42.5%	39.0%	41.9%	37.7%	40.2%
3=Neutral	6.4%	7.8%	4.3%	8.8%	5.2%	6.4%	6.5%	6.3%
2=Unsafe	2.0%	3.6%	0.0%	3.7%	1.0%	3.0%	0.5%	2.0%
1=Very Unsafe	0.3%	0.3%	0.0%	0.3%	0.2%	0.4%	0.0%	0.2%

Q11b. In your neighborhood at night

5=Very safe	15.5%	17.5%	30.3%	16.7%	21.8%	16.6%	25.0%	20.1%
4=Safe	53.1%	46.1%	48.5%	48.3%	50.2%	50.4%	47.8%	49.4%
3=Neutral	20.2%	25.0%	15.2%	23.5%	19.0%	21.8%	19.0%	20.6%
2=Unsafe	10.3%	8.4%	5.6%	8.8%	8.3%	9.0%	7.9%	8.4%
1=Very Unsafe	0.9%	2.9%	0.4%	2.7%	0.7%	2.2%	0.3%	1.5%

**Q11. On 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=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q11c. On City parks & trails

5=Very safe	9.3%	9.9%	10.0%	10.3%	9.4%	9.9%	9.5%	9.7%
4=Safe	45.8%	44.4%	49.3%	42.0%	48.4%	45.1%	48.4%	46.2%
3=Neutral	32.1%	30.4%	35.2%	31.7%	32.8%	30.9%	34.3%	32.3%
2=Unsafe	10.9%	12.6%	5.0%	13.5%	8.1%	11.6%	7.2%	10.0%
1=Very Unsafe	1.9%	2.7%	0.5%	2.5%	1.3%	2.5%	0.6%	1.8%

Q11d. In other public areas

5=Very safe	14.9%	13.9%	14.5%	13.9%	14.6%	15.3%	13.5%	14.4%
4=Safe	51.3%	52.1%	53.5%	50.5%	53.4%	51.1%	53.7%	52.2%
3=Neutral	27.8%	29.1%	28.9%	30.5%	27.4%	28.4%	28.7%	28.6%
2=Unsafe	6.0%	4.2%	3.1%	4.7%	4.6%	5.0%	4.1%	4.6%
1=Very Unsafe	0.0%	0.6%	0.0%	0.3%	0.0%	0.2%	0.0%	0.2%

**Q11. On 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=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q11e. Overall feeling of safety</u>								
5=Very safe	15.2%	16.2%	19.3%	16.3%	16.7%	16.1%	17.6%	16.6%
4=Safe	59.6%	59.5%	64.4%	58.3%	62.3%	59.8%	62.2%	60.9%
3=Neutral	21.6%	19.4%	15.9%	20.0%	19.1%	19.7%	18.9%	19.3%
2=Unsafe	3.2%	4.5%	0.4%	5.4%	1.7%	4.2%	1.4%	2.9%
1=Very Unsafe	0.3%	0.3%	0.0%	0.0%	0.2%	0.2%	0.0%	0.2%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

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

1=City newsletter "CURRENTS"	90.4%	91.7%	95.7%	91.6%	92.8%	92.3%	92.7%	92.3%
2=City's Parks & Recreation guide	71.1%	67.4%	71.5%	66.2%	71.9%	69.6%	70.7%	69.9%
3=City cable channel (Comcast 21 or Verizon 27)	12.2%	9.9%	12.3%	9.4%	12.3%	10.1%	13.2%	11.4%
4=City website	36.4%	33.2%	37.0%	33.1%	37.0%	33.3%	38.7%	35.5%
5=Online resources	22.2%	17.9%	23.0%	19.4%	21.7%	20.3%	21.8%	20.9%
6=Involvement in neighborhood association or Block Watch	13.7%	16.0%	23.0%	16.4%	17.3%	14.2%	21.0%	16.9%
7=Television news	24.5%	22.4%	23.8%	22.1%	24.1%	23.7%	23.4%	23.6%
8=Other	11.4%	11.2%	19.6%	11.4%	14.4%	12.0%	15.3%	13.5%
0=None chosen	3.5%	1.9%	0.9%	1.7%	2.4%	2.2%	2.2%	2.2%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q13a. Availability of information about City projects, services, meetings, & events

5=Very satisfied	18.0%	12.2%	23.1%	10.9%	20.4%	15.4%	19.9%	17.3%
4=Satisfied	49.5%	51.0%	46.7%	50.7%	48.5%	50.6%	47.2%	49.3%
3=Neutral	26.0%	28.7%	24.4%	29.9%	25.0%	26.8%	26.4%	26.5%
2=Dissatisfied	5.6%	7.1%	5.8%	7.4%	5.6%	6.0%	6.5%	6.2%
1=Very Dissatisfied	0.9%	1.0%	0.0%	1.1%	0.5%	1.2%	0.0%	0.7%

Q13b. City's efforts to provide opportunities for public involvement

5=Very satisfied	16.0%	11.9%	21.7%	9.9%	19.3%	14.7%	18.1%	16.1%
4=Satisfied	45.0%	45.4%	44.8%	46.3%	44.1%	45.2%	44.5%	45.1%
3=Neutral	31.1%	31.9%	25.3%	32.9%	28.5%	29.8%	29.9%	29.9%
2=Dissatisfied	6.6%	9.8%	6.8%	9.9%	6.8%	9.5%	5.7%	7.8%
1=Very Dissatisfied	1.3%	1.0%	1.4%	1.1%	1.3%	0.8%	1.7%	1.2%

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

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q13c. Quality of content on City's website</u>								
5=Very satisfied	16.7%	8.6%	20.0%	8.4%	18.1%	12.8%	17.4%	14.7%
4=Satisfied	39.4%	43.2%	37.1%	44.7%	38.0%	41.7%	38.2%	40.1%
3=Neutral	39.8%	44.6%	39.4%	43.3%	40.1%	41.7%	40.5%	41.4%
2=Dissatisfied	4.1%	3.6%	3.5%	3.7%	3.8%	3.8%	3.9%	3.8%
<u>Q13d. Quality of City's newsletter, "CURRENTS"</u>								
5=Very satisfied	23.8%	19.4%	26.0%	18.5%	25.1%	23.2%	22.5%	22.8%
4=Satisfied	56.9%	52.8%	53.4%	53.3%	54.8%	53.7%	54.7%	54.5%
3=Neutral	16.9%	24.4%	17.0%	25.1%	16.9%	20.3%	19.1%	19.6%
2=Dissatisfied	1.9%	3.0%	2.7%	3.1%	2.2%	2.7%	2.3%	2.5%
1=Very Dissatisfied	0.6%	0.3%	0.9%	0.0%	0.9%	0.0%	1.4%	0.6%

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

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	

Q14a. Overall image of City

5=Very satisfied	21.7%	15.0%	27.2%	14.4%	24.0%	19.1%	23.3%	20.8%
4=Satisfied	56.8%	62.1%	54.7%	62.3%	56.1%	59.6%	56.2%	58.1%
3=Neutral	17.0%	15.7%	13.8%	15.8%	15.7%	15.1%	16.4%	15.7%
2=Dissatisfied	4.2%	6.5%	3.4%	7.2%	3.7%	6.0%	3.3%	4.8%
1=Very Dissatisfied	0.3%	0.7%	0.9%	0.3%	0.5%	0.2%	0.8%	0.6%

Q14b. Overall quality of leadership provided by City's elected officials

5=Very satisfied	11.3%	6.9%	17.4%	6.4%	14.0%	8.8%	15.0%	11.5%
4=Satisfied	49.5%	48.9%	41.8%	48.8%	46.1%	49.8%	43.2%	47.1%
3=Neutral	30.6%	35.9%	31.9%	36.0%	31.5%	33.6%	32.1%	32.8%
2=Dissatisfied	7.2%	5.0%	6.1%	5.6%	6.5%	5.5%	7.2%	6.1%
1=Very Dissatisfied	1.4%	3.4%	2.8%	3.2%	2.0%	2.4%	2.4%	2.5%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

**Q14c. Overall effectiveness of City Manager & City staff**

5=Very satisfied	12.7%	9.3%	17.3%	8.9%	14.7%	10.7%	15.5%	12.8%
4=Satisfied	48.9%	46.0%	42.1%	44.9%	46.3%	48.1%	42.7%	46.0%
3=Neutral	33.0%	34.7%	32.0%	36.0%	32.3%	33.4%	33.7%	33.3%
2=Dissatisfied	4.7%	7.3%	5.6%	7.6%	5.0%	6.2%	5.5%	5.8%
1=Very Dissatisfied	0.7%	2.8%	3.0%	2.5%	1.7%	1.5%	2.6%	2.1%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q15. How much do you agree with the statement

1=Strongly agree	17.9%	17.6%	22.2%	17.1%	19.8%	17.9%	20.3%	19.0%
2=Somewhat agree	55.3%	51.6%	52.1%	51.0%	54.5%	54.2%	52.7%	53.2%
3=Somewhat disagree	14.7%	14.4%	12.4%	15.8%	13.3%	15.7%	11.9%	14.0%
4=Strongly disagree	4.7%	5.4%	8.5%	5.7%	6.0%	4.0%	8.4%	6.0%
5=No opinion	7.4%	10.9%	4.7%	10.4%	6.4%	8.3%	6.8%	7.9%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q16. Do you think City is moving in right direction

1=Yes	77.4%	66.7%	70.9%	66.4%	74.7%	71.2%	73.2%	71.9%
2=No	5.3%	7.1%	10.3%	7.4%	7.1%	5.6%	8.9%	7.2%
3=Don't Know	17.4%	26.3%	18.8%	26.2%	18.3%	23.2%	17.8%	20.9%

**Q17. Please rate Shoreline on 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=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q17a. As a place to live

5=Excellent	39.1%	30.2%	49.4%	28.3%	43.9%	34.6%	44.2%	38.7%
4=Good	54.7%	57.6%	44.6%	58.9%	50.3%	55.9%	49.6%	53.1%
3=Neutral	4.4%	9.0%	5.6%	9.8%	4.7%	7.4%	4.9%	6.3%
2=Below Average	1.5%	2.6%	0.4%	2.7%	1.0%	2.0%	1.1%	1.6%
1=Poor	0.3%	0.6%	0.0%	0.3%	0.2%	0.2%	0.3%	0.3%

Q17b. As a place to raise children

5=Excellent	38.9%	32.2%	52.0%	30.1%	44.9%	36.0%	45.4%	40.1%
4=Good	50.2%	52.2%	41.4%	53.4%	46.4%	50.9%	45.7%	48.5%
3=Neutral	8.1%	11.1%	4.4%	11.8%	6.3%	10.0%	5.9%	8.1%
2=Below Average	2.2%	2.8%	1.8%	3.2%	1.8%	2.1%	2.5%	2.3%
1=Poor	0.6%	1.7%	0.4%	1.4%	0.5%	1.1%	0.6%	1.0%

**Q17. Please rate Shoreline on 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=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	

Q17c. As a place to work

5=Excellent	19.7%	12.8%	26.7%	13.0%	22.1%	16.0%	23.4%	19.2%
4=Good	37.8%	40.3%	31.3%	40.9%	34.7%	39.1%	33.7%	36.9%
3=Neutral	25.9%	35.0%	30.1%	34.0%	28.8%	31.3%	29.1%	30.1%
2=Below Average	11.6%	8.8%	9.7%	8.8%	10.7%	9.8%	10.6%	10.1%
1=Poor	5.0%	3.1%	2.3%	3.3%	3.7%	3.8%	3.2%	3.6%

Q17d. As a place with a variety of housing choices

5=Excellent	17.8%	12.8%	26.8%	12.7%	21.3%	15.5%	22.5%	18.5%
4=Good	53.1%	52.0%	47.3%	52.3%	50.7%	53.6%	47.9%	51.2%
3=Neutral	22.2%	27.4%	19.6%	26.1%	22.0%	23.6%	23.4%	23.3%
2=Below Average	5.9%	5.7%	3.1%	6.7%	4.4%	6.1%	4.0%	5.1%
1=Poor	0.9%	2.0%	3.1%	2.1%	1.6%	1.3%	2.3%	1.9%

**Q17. Please rate Shoreline on 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=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	

Q17e. As a place to shop

5=Excellent	11.3%	10.1%	11.6%	10.2%	11.3%	10.6%	11.5%	11.0%
4=Good	36.8%	32.9%	29.7%	33.4%	33.4%	35.9%	29.6%	33.6%
3=Neutral	26.7%	25.7%	30.6%	25.6%	28.5%	25.1%	31.2%	27.4%
2=Below Average	19.6%	23.5%	22.4%	23.5%	20.9%	21.0%	22.7%	21.7%
1=Poor	5.6%	7.8%	5.6%	7.2%	5.9%	7.4%	4.9%	6.4%

Q17f. As a place for dining & entertainment options

5=Excellent	5.3%	5.2%	6.9%	5.1%	5.9%	4.8%	6.8%	5.7%
4=Good	24.3%	23.1%	24.9%	23.8%	23.8%	24.3%	22.8%	24.0%
3=Neutral	28.8%	30.8%	23.6%	31.0%	26.9%	30.1%	26.1%	28.1%
2=Below Average	25.2%	24.7%	30.5%	24.5%	27.6%	24.9%	28.8%	26.4%
1=Poor	16.3%	16.2%	14.2%	15.6%	15.8%	15.9%	15.5%	15.7%

**Q17. Please rate Shoreline on 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=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q17g. Overall quality of life in City

5=Excellent	18.3%	16.0%	26.3%	15.8%	21.5%	17.5%	22.6%	19.6%
4=Good	60.5%	60.3%	58.6%	60.7%	59.6%	60.8%	58.7%	59.9%
3=Neutral	18.3%	17.9%	11.6%	17.4%	15.9%	16.7%	16.0%	16.4%
2=Below Average	2.7%	4.8%	3.0%	5.4%	2.6%	4.6%	2.2%	3.5%
1=Poor	0.3%	1.0%	0.4%	0.7%	0.3%	0.4%	0.5%	0.6%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

**Q18. Rate condition of your neighborhood**

1=Excellent	11.5%	5.4%	31.9%	4.7%	19.8%	8.7%	22.6%	14.8%
2=Good	45.6%	41.0%	52.8%	41.9%	48.4%	43.1%	50.4%	45.9%
3=Average	36.8%	39.4%	13.2%	39.6%	27.0%	37.5%	23.2%	31.5%
4=Below Average	5.6%	11.2%	1.3%	11.1%	4.1%	8.9%	3.0%	6.4%
5=Poor	0.3%	2.2%	0.0%	2.0%	0.2%	1.2%	0.3%	0.9%
9=Don't Know	0.3%	0.6%	0.9%	0.7%	0.5%	0.6%	0.5%	0.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	

Q19a. Surface water/water runoff

5=Very satisfied	12.8%	10.0%	16.9%	10.4%	14.2%	12.4%	13.7%	12.9%
4=Satisfied	55.9%	51.2%	53.1%	51.7%	54.8%	53.4%	53.2%	53.5%
3=Neutral	21.2%	23.8%	20.2%	23.4%	20.6%	21.3%	22.5%	21.9%
2=Dissatisfied	7.7%	11.4%	6.6%	11.2%	7.6%	9.8%	7.6%	8.7%
1=Very Dissatisfied	2.4%	3.6%	3.3%	3.3%	2.9%	3.1%	3.0%	3.0%

Q19b. Supporting alternative means of transportation

5=Very satisfied	19.6%	7.4%	12.6%	7.4%	16.3%	14.3%	12.2%	13.5%
4=Satisfied	45.1%	47.0%	41.6%	47.0%	43.7%	46.3%	42.8%	44.8%
3=Neutral	24.2%	29.2%	31.6%	29.1%	27.4%	26.6%	29.6%	28.0%
2=Dissatisfied	8.9%	12.1%	13.4%	12.3%	10.8%	9.8%	13.5%	11.2%
1=Very Dissatisfied	2.1%	4.4%	0.9%	4.2%	1.8%	3.1%	1.9%	2.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q19c. Protection of the environment/open space</u>								
5=Very satisfied	15.0%	10.6%	19.1%	10.7%	16.4%	13.3%	16.1%	14.6%
4=Satisfied	56.9%	55.5%	51.1%	54.8%	55.0%	56.3%	53.2%	54.8%
3=Neutral	24.0%	25.3%	24.4%	26.3%	23.6%	23.9%	25.1%	24.6%
2=Dissatisfied	2.9%	6.5%	3.1%	5.7%	3.5%	4.9%	3.4%	4.2%
1=Very Dissatisfied	1.3%	2.1%	2.2%	2.5%	1.5%	1.5%	2.3%	1.8%
<u>Q19d. Recycling</u>								
5=Very satisfied	31.1%	23.5%	32.3%	23.2%	31.4%	27.2%	31.1%	28.7%
4=Satisfied	52.0%	60.9%	53.3%	60.1%	53.4%	58.1%	51.7%	55.5%
3=Neutral	12.7%	11.4%	10.0%	11.6%	11.3%	10.9%	12.2%	11.5%
2=Dissatisfied	3.3%	2.9%	1.3%	3.8%	2.1%	2.4%	3.1%	2.7%
1=Very Dissatisfied	0.9%	1.3%	3.1%	1.4%	1.8%	1.4%	1.9%	1.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q19e. Maintenance of public trees in right-of-way</u>								
5=Very satisfied	15.8%	10.4%	13.1%	10.8%	14.2%	13.3%	12.8%	13.2%
4=Satisfied	49.2%	49.7%	48.9%	48.4%	49.7%	50.5%	47.5%	49.3%
3=Neutral	24.8%	24.7%	24.0%	25.6%	24.0%	23.2%	26.4%	24.5%
2=Dissatisfied	9.0%	12.2%	10.4%	12.3%	9.7%	10.3%	10.7%	10.5%
1=Very Dissatisfied	1.3%	3.1%	3.6%	2.9%	2.4%	2.6%	2.6%	2.6%

**Q20. Should the City of Shoreline consider a plastic bag ban as part of its environmental sustainability strategy?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q20. Should City consider a plastic bag ban

1=Yes	47.4%	51.9%	46.8%	50.7%	47.8%	49.8%	48.2%	48.8%
2=Neutral	13.5%	19.9%	18.0%	20.1%	15.2%	17.3%	15.7%	16.9%
3=No	35.3%	25.0%	31.8%	25.5%	33.5%	29.4%	32.5%	30.7%
4=Don't know	3.8%	3.2%	3.4%	3.7%	3.5%	3.6%	3.5%	3.5%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	<u>Q31. What is your zip code</u>			<u>Q32. Do you live east or west of I-5</u>		<u>Q33. Do you live east or west of Aurora Avenue N</u>		<u>Total</u>
	<u>98133</u>	<u>98155</u>	<u>98177</u>	<u>East</u>	<u>West</u>	<u>East</u>	<u>West</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q21a. Maintenance of City parks</u>								
5=Very satisfied	23.2%	19.8%	28.9%	20.4%	24.9%	22.2%	25.6%	23.5%
4=Satisfied	61.9%	64.1%	61.8%	63.4%	62.5%	62.4%	62.5%	62.6%
3=Neutral	11.0%	12.8%	7.9%	12.7%	9.8%	11.6%	9.7%	10.8%
2=Dissatisfied	4.0%	1.7%	1.3%	1.8%	2.8%	2.7%	2.2%	2.5%
1=Very Dissatisfied	0.0%	1.7%	0.0%	1.8%	0.0%	1.0%	0.0%	0.6%
<u>Q21b. Maintenance of City playgrounds</u>								
5=Very satisfied	22.1%	21.9%	24.5%	22.3%	22.7%	24.3%	20.7%	22.7%
4=Satisfied	62.8%	60.6%	63.7%	59.8%	63.8%	60.8%	63.8%	62.3%
3=Neutral	11.9%	15.6%	9.8%	16.4%	10.9%	12.5%	13.3%	12.7%
2=Dissatisfied	3.2%	1.1%	2.0%	0.8%	2.6%	1.9%	2.2%	2.1%
1=Very Dissatisfied	0.0%	0.7%	0.0%	0.8%	0.0%	0.5%	0.0%	0.3%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	<u>Q31. What is your zip code</u>			<u>Q32. Do you live east or west of I-5</u>		<u>Q33. Do you live east or west of Aurora Avenue N</u>		<u>Total</u>
	<u>98133</u>	<u>98155</u>	<u>98177</u>	<u>East</u>	<u>West</u>	<u>East</u>	<u>West</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q21c. Walking &amp; biking trails in City</u>								
5=Very satisfied	25.0%	14.2%	21.8%	14.9%	23.1%	19.8%	21.3%	20.4%
4=Satisfied	52.5%	52.0%	55.6%	51.3%	54.0%	52.7%	53.4%	53.1%
3=Neutral	17.1%	23.5%	16.2%	23.4%	17.1%	19.6%	18.7%	19.1%
2=Dissatisfied	4.7%	7.5%	6.0%	7.4%	5.2%	5.7%	6.4%	6.0%
1=Very Dissatisfied	0.6%	2.8%	0.5%	3.0%	0.6%	2.2%	0.3%	1.4%
<u>Q21d. City swimming pool</u>								
5=Very satisfied	17.4%	13.8%	19.9%	15.1%	17.4%	16.8%	17.0%	16.8%
4=Satisfied	46.4%	49.5%	50.3%	46.9%	49.4%	48.8%	47.7%	48.5%
3=Neutral	29.0%	30.3%	27.2%	30.7%	28.2%	26.6%	32.0%	28.9%
2=Dissatisfied	6.3%	5.3%	2.6%	6.1%	4.4%	6.7%	2.9%	4.9%
1=Very Dissatisfied	1.0%	1.1%	0.0%	1.1%	0.6%	1.0%	0.4%	0.7%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	<u>Q31. What is your zip code</u>			<u>Q32. Do you live east or west of I-5</u>		<u>Q33. Do you live east or west of Aurora Avenue N</u>		<u>Total</u>
	<u>98133</u>	<u>98155</u>	<u>98177</u>	<u>East</u>	<u>West</u>	<u>East</u>	<u>West</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q21e. Outdoor athletic fields</u>								
5=Very satisfied	20.4%	17.5%	26.0%	17.4%	22.3%	19.3%	23.1%	20.9%
4=Satisfied	56.7%	56.9%	50.5%	56.2%	54.8%	58.5%	50.6%	55.1%
3=Neutral	18.9%	22.0%	20.4%	22.1%	19.5%	18.3%	22.7%	20.4%
2=Dissatisfied	3.7%	2.4%	3.1%	3.0%	3.2%	3.1%	3.2%	3.1%
1=Very Dissatisfied	0.4%	1.2%	0.0%	1.3%	0.2%	0.8%	0.3%	0.6%
<u>Q21f. Ease of registering for programs</u>								
5=Very satisfied	22.7%	15.4%	26.8%	15.0%	24.3%	18.3%	25.4%	21.3%
4=Satisfied	48.0%	52.9%	46.3%	52.0%	48.3%	51.8%	46.2%	49.2%
3=Neutral	25.3%	26.4%	25.6%	27.0%	24.8%	25.6%	25.4%	25.8%
2=Dissatisfied	3.6%	3.4%	1.2%	4.0%	2.3%	3.0%	2.7%	2.8%
1=Very Dissatisfied	0.4%	1.9%	0.0%	2.0%	0.3%	1.2%	0.4%	0.8%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	<u>Q31. What is your zip code</u>			<u>Q32. Do you live east or west of I-5</u>		<u>Q33. Do you live east or west of Aurora Avenue N</u>		<u>Total</u>
	<u>98133</u>	<u>98155</u>	<u>98177</u>	<u>East</u>	<u>West</u>	<u>East</u>	<u>West</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q21g. Fees charged for recreation programs</u>								
5=Very satisfied	17.9%	13.5%	24.5%	12.6%	20.8%	15.4%	21.9%	18.2%
4=Satisfied	41.5%	40.9%	47.9%	39.2%	45.3%	42.0%	44.2%	43.0%
3=Neutral	33.2%	33.7%	25.2%	34.7%	29.4%	33.2%	28.5%	31.2%
2=Dissatisfied	6.1%	8.7%	1.2%	11.1%	3.0%	6.9%	4.2%	5.7%
1=Very Dissatisfied	1.3%	3.4%	1.2%	2.5%	1.5%	2.4%	1.2%	2.0%

**Q21h. Variety of recreation programs**

5=Very satisfied	19.7%	15.8%	22.8%	14.7%	21.3%	17.7%	21.5%	19.2%
4=Satisfied	44.9%	47.9%	51.6%	45.3%	49.0%	46.9%	48.1%	47.8%
3=Neutral	29.1%	30.8%	23.9%	32.9%	26.1%	30.3%	26.0%	28.3%
2=Dissatisfied	5.5%	3.0%	1.1%	4.0%	3.2%	3.2%	3.8%	3.4%
1=Very Dissatisfied	0.8%	2.6%	0.5%	3.1%	0.5%	1.9%	0.7%	1.3%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q22. Top choice

A=Maintenance of City parks	32.7%	34.5%	35.7%	33.4%	34.6%	35.3%	33.1%	34.1%
B=Maintenance of City playgrounds	8.2%	7.7%	6.0%	7.7%	7.4%	8.7%	5.6%	7.4%
C=Walking & biking trails in City	21.3%	22.7%	22.1%	22.4%	21.7%	21.5%	23.1%	22.0%
D=City swimming pool	2.9%	5.4%	4.7%	4.7%	4.1%	4.1%	4.3%	4.3%
E=Outdoor athletic fields	5.5%	3.2%	6.0%	3.0%	5.8%	4.3%	5.4%	4.8%
F=Ease of registering for programs	2.6%	1.9%	1.7%	2.3%	2.1%	2.4%	1.9%	2.1%
G=Fees charged for recreation programs	6.4%	7.0%	3.4%	7.0%	5.0%	6.9%	4.3%	5.8%
H=Variety of recreation programs	7.0%	5.4%	6.0%	5.7%	6.5%	4.5%	8.6%	6.2%
Z=None chosen	13.4%	12.1%	14.5%	13.7%	12.8%	12.2%	13.7%	13.2%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q22. 2nd choice

A=Maintenance of City parks	19.2%	20.8%	20.9%	19.7%	20.4%	19.7%	21.2%	20.2%
B=Maintenance of City playgrounds	17.8%	17.9%	13.6%	17.4%	16.1%	17.2%	15.9%	16.7%
C=Walking & biking trails in City	17.8%	15.3%	19.6%	14.7%	19.0%	17.4%	17.7%	17.4%
D=City swimming pool	5.2%	6.4%	7.2%	7.0%	5.8%	6.7%	5.4%	6.2%
E=Outdoor athletic fields	6.1%	2.2%	6.0%	2.7%	5.8%	3.4%	6.7%	4.7%
F=Ease of registering for programs	1.2%	1.9%	0.4%	2.0%	0.9%	1.6%	0.8%	1.2%
G=Fees charged for recreation programs	5.8%	8.6%	3.4%	8.7%	4.8%	7.1%	4.8%	6.2%
H=Variety of recreation programs	9.6%	10.5%	10.2%	10.4%	10.1%	10.8%	9.4%	10.1%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q22. Sum of top 2 choices</u>								
A=Maintenance of City parks	51.9%	55.3%	56.6%	53.2%	55.0%	55.0%	54.3%	54.3%
B=Maintenance of City playgrounds	25.9%	25.6%	19.6%	25.1%	23.5%	25.8%	21.5%	24.1%
C=Walking & biking trails in City	39.1%	38.0%	41.7%	37.1%	40.8%	38.9%	40.9%	39.4%
D=City swimming pool	8.2%	11.8%	11.9%	11.7%	9.9%	10.8%	9.7%	10.4%
E=Outdoor athletic fields	11.7%	5.4%	11.9%	5.7%	11.6%	7.7%	12.1%	9.5%
F=Ease of registering for programs	3.8%	3.8%	2.1%	4.3%	2.9%	3.9%	2.7%	3.4%
G=Fees charged for recreation programs	12.2%	15.7%	6.8%	15.7%	9.8%	14.0%	9.1%	12.0%
H=Variety of recreation programs	16.6%	16.0%	16.2%	16.1%	16.6%	15.4%	18.0%	16.3%
Z=None chosen	13.4%	12.1%	14.5%	13.7%	12.8%	12.2%	13.7%	13.2%

**Q23. How satisfied are you with: (without "don't know")**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q23a. Availability of public transportation options

5=Very satisfied	18.1%	7.5%	13.6%	7.4%	16.1%	13.0%	13.5%	13.1%
4=Satisfied	53.0%	42.0%	36.4%	43.3%	45.7%	46.5%	42.4%	44.8%
3=Neutral	18.4%	30.2%	34.1%	28.7%	25.3%	24.3%	29.8%	26.6%
2=Dissatisfied	8.1%	15.3%	13.6%	15.6%	10.4%	12.2%	11.7%	12.0%
1=Very Dissatisfied	2.5%	5.1%	2.3%	5.0%	2.6%	4.0%	2.6%	3.4%

Q23b. Availability of bicycle lanes

5=Very satisfied	12.9%	6.5%	8.0%	7.2%	10.3%	9.6%	8.9%	9.3%
4=Satisfied	36.7%	32.4%	25.9%	30.8%	33.0%	34.4%	29.1%	32.3%
3=Neutral	36.7%	45.1%	37.8%	46.4%	36.8%	43.5%	35.5%	40.0%
2=Dissatisfied	10.5%	13.1%	23.4%	12.9%	15.8%	10.0%	21.4%	14.8%
1=Very Dissatisfied	3.1%	2.9%	5.0%	2.7%	4.0%	2.5%	5.1%	3.5%

**Q23. How satisfied are you with: (without "don't know")**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q23c. Availability of sidewalks on major streets & routes

5=Very satisfied	11.3%	6.8%	10.6%	6.8%	10.9%	9.5%	9.7%	9.6%
4=Satisfied	45.4%	44.0%	37.2%	43.9%	42.3%	44.9%	39.6%	42.7%
3=Neutral	20.3%	23.5%	24.8%	23.8%	22.0%	22.9%	21.9%	22.6%
2=Dissatisfied	16.7%	20.5%	19.9%	20.1%	18.1%	17.7%	20.8%	18.9%
1=Very Dissatisfied	6.3%	5.2%	7.5%	5.4%	6.7%	5.0%	8.0%	6.2%

Q23d. Availability of sidewalks near your residence

5=Very satisfied	9.8%	5.5%	8.5%	5.7%	9.0%	8.5%	7.1%	7.9%
4=Satisfied	22.2%	20.3%	23.1%	21.1%	22.1%	20.8%	22.8%	21.8%
3=Neutral	18.6%	18.7%	20.9%	19.1%	19.2%	19.0%	19.3%	19.3%
2=Dissatisfied	29.9%	30.0%	29.1%	29.5%	29.9%	30.2%	29.3%	29.7%
1=Very Dissatisfied	19.5%	25.5%	18.4%	24.5%	19.7%	21.4%	21.5%	21.3%

**Q23. How satisfied are you with: (without "don't know")**

N=891

<u>Q31. What is your zip code</u>			<u>Q32. Do you live east or west of I-5</u>		<u>Q33. Do you live east or west of Aurora Avenue N</u>		<u>Total</u>
<u>98133</u>	<u>98155</u>	<u>98177</u>	<u>East</u>	<u>West</u>	<u>East</u>	<u>West</u>	
<u>1</u>	<u>2</u>	<u>3</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	

**Q23e. Traffic calming measures in your neighborhood**

5=Very satisfied	7.3%	4.1%	7.8%	4.2%	7.3%	6.3%	6.1%	6.3%
4=Satisfied	30.7%	31.5%	33.6%	31.8%	31.7%	30.9%	32.7%	31.8%
3=Neutral	33.5%	29.2%	26.3%	28.3%	31.2%	30.2%	30.0%	30.1%
2=Dissatisfied	18.8%	20.0%	19.8%	19.4%	19.4%	19.5%	19.8%	19.5%
1=Very Dissatisfied	9.6%	15.3%	12.4%	16.3%	10.4%	13.1%	11.4%	12.4%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q24. Top choice

A=Availability of public transportation options	22.4%	25.9%	28.9%	25.4%	25.2%	25.4%	25.0%	25.4%
B=Availability of bicycle lanes	8.2%	6.7%	11.1%	6.7%	9.4%	7.5%	9.9%	8.4%
C=Availability of sidewalks on major streets & routes	16.9%	13.7%	13.6%	13.4%	15.8%	13.8%	16.7%	14.9%
D=Availability of sidewalks near your residence	25.1%	29.7%	20.0%	29.4%	23.5%	26.6%	23.9%	25.4%
E=Traffic calming measures in your neighborhood	19.0%	17.3%	17.4%	18.1%	18.2%	19.3%	16.4%	18.0%
Z=None chosen	8.5%	6.7%	8.9%	7.0%	8.0%	7.3%	8.1%	8.0%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q24. 2nd choice

A=Availability of public transportation options	16.0%	12.5%	11.5%	13.0%	14.0%	15.0%	11.8%	13.6%
B=Availability of bicycle lanes	10.8%	11.8%	15.3%	9.7%	13.7%	11.2%	14.2%	12.3%
C=Availability of sidewalks on major streets & routes	23.6%	22.0%	20.9%	24.4%	21.2%	22.3%	21.8%	22.3%
D=Availability of sidewalks near your residence	21.0%	23.3%	18.3%	23.4%	20.2%	22.5%	19.9%	21.1%
E=Traffic calming measures in your neighborhood	14.9%	18.8%	17.4%	18.1%	16.3%	16.8%	17.5%	16.9%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years? (top 2)**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q24. Sum of top 2 choices

A=Availability of public transportation options	38.5%	38.3%	40.4%	38.5%	39.2%	40.4%	36.8%	38.9%
B=Availability of bicycle lanes	19.0%	18.5%	26.4%	16.4%	23.1%	18.7%	24.2%	20.8%
C=Availability of sidewalks on major streets & routes	40.5%	35.8%	34.5%	37.8%	37.0%	36.1%	38.4%	37.3%
D=Availability of sidewalks near your residence	46.1%	53.0%	38.3%	52.8%	43.7%	49.1%	43.8%	46.5%
E=Traffic calming measures in your neighborhood	33.8%	36.1%	34.9%	36.1%	34.4%	36.1%	33.9%	34.9%
Z=None chosen	8.5%	6.7%	8.9%	7.0%	8.0%	7.3%	8.1%	8.0%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q25a. Roads &amp; streets</u>								
5=Very satisfied	36.1%	25.2%	39.7%	23.5%	38.1%	29.3%	38.7%	33.3%
4=Satisfied	44.8%	49.5%	43.2%	49.8%	44.4%	47.0%	44.8%	46.0%
3=Neutral	9.6%	16.6%	8.3%	17.0%	8.8%	13.6%	8.8%	11.7%
2=Dissatisfied	7.8%	4.7%	3.5%	5.5%	5.6%	6.7%	3.8%	5.5%
1=Very Dissatisfied	1.8%	4.0%	5.2%	4.2%	3.2%	3.3%	3.8%	3.5%
<u>Q25b. Parks improvements</u>								
5=Very satisfied	29.8%	21.7%	44.9%	21.0%	36.5%	24.3%	40.5%	31.3%
4=Satisfied	52.5%	52.7%	44.1%	52.4%	48.9%	53.1%	45.9%	50.2%
3=Neutral	15.7%	22.0%	9.7%	23.2%	12.8%	19.5%	12.2%	16.2%
2=Dissatisfied	2.0%	2.9%	0.9%	2.6%	1.7%	2.7%	1.1%	2.0%
1=Very Dissatisfied	0.0%	0.7%	0.4%	0.7%	0.2%	0.5%	0.3%	0.4%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q25c. Trails & paths

5=Very satisfied	27.5%	19.5%	30.2%	18.5%	29.0%	22.6%	29.8%	25.5%
4=Satisfied	52.2%	55.5%	50.2%	55.0%	52.0%	54.5%	50.1%	52.8%
3=Neutral	17.1%	19.5%	16.7%	20.8%	16.0%	18.0%	17.4%	17.8%
2=Dissatisfied	3.2%	4.8%	2.8%	5.0%	3.0%	4.4%	2.7%	3.6%
1=Very Dissatisfied	0.0%	0.7%	0.0%	0.8%	0.0%	0.4%	0.0%	0.2%

Q25d. Stormwater improvements

5=Very satisfied	19.5%	13.4%	22.3%	13.1%	20.7%	16.4%	20.7%	18.3%
4=Satisfied	51.7%	49.1%	49.5%	48.2%	51.1%	50.0%	49.8%	50.2%
3=Neutral	27.2%	32.8%	25.2%	33.8%	26.1%	30.2%	26.9%	28.5%
2=Dissatisfied	1.1%	3.4%	3.0%	3.6%	1.9%	2.4%	2.6%	2.4%
1=Very Dissatisfied	0.4%	1.3%	0.0%	1.4%	0.2%	1.1%	0.0%	0.6%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

**Q25e. Building & facilities**

5=Very satisfied	23.1%	15.6%	22.7%	14.9%	23.2%	19.0%	22.4%	20.4%
4=Satisfied	47.0%	44.7%	48.3%	43.8%	47.8%	45.0%	48.3%	46.6%
3=Neutral	25.3%	32.3%	21.2%	33.3%	23.2%	29.8%	22.7%	26.6%
2=Dissatisfied	3.9%	4.7%	4.4%	5.2%	3.9%	4.3%	4.1%	4.3%
1=Very Dissatisfied	0.7%	2.7%	3.4%	2.8%	1.8%	1.9%	2.5%	2.2%

**Q26. How important do you feel it is to continue making capital investments to Shoreline facilities? (without "no response")**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

**Q26. How important it is to continue making capital investments to Shoreline facilities**

1=Very important	52.9%	45.8%	52.8%	45.6%	53.0%	49.3%	52.5%	50.4%
2=Somewhat important	32.9%	35.2%	29.0%	36.1%	31.0%	33.8%	30.9%	32.7%
3=Not Sure	9.7%	12.9%	12.6%	12.2%	10.9%	11.5%	11.7%	11.6%
4=Not important	4.4%	6.1%	5.6%	6.1%	5.0%	5.4%	4.9%	5.3%

**Q27. To improve Shoreline's financial stability, the City's long-term emphasis has been on economic development, which means increasing opportunities for more retail, multi-family housing and commercial developments in Shoreline. Do you support the City's emphasis on economic development?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q27. Do you support City's emphasis on economic development

1=Yes	66.1%	64.5%	70.2%	63.5%	68.3%	66.6%	66.4%	66.6%
2=Neutral	17.5%	22.0%	14.0%	22.4%	16.0%	20.0%	15.9%	18.2%
3=No	11.4%	8.9%	9.4%	9.7%	10.1%	9.5%	11.0%	10.0%
9=Don't Know	5.0%	4.5%	6.4%	4.3%	5.7%	4.0%	6.7%	5.2%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q28. Top choice

A=Reduce service hours at City Hall	45.5%	45.4%	49.8%	44.1%	48.3%	47.1%	46.2%	46.6%
B=Reduce levels of regular maintenance	5.5%	5.4%	7.2%	5.7%	6.2%	5.5%	6.7%	5.9%
C=Reduce City operated non-state or federally mandated services & programs	12.0%	11.8%	16.2%	11.7%	13.5%	11.6%	14.5%	13.0%
D=Maintain current services through alternative revenue sources	19.0%	21.1%	17.0%	20.1%	18.8%	20.7%	17.5%	19.2%
Z=None chosen	18.1%	16.3%	9.8%	18.4%	13.2%	15.0%	15.1%	15.3%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

Q28. 2nd choice

A=Reduce service hours at City Hall	17.2%	18.8%	20.9%	18.4%	19.0%	17.4%	20.7%	18.7%
B=Reduce levels of regular maintenance	14.0%	16.0%	14.5%	17.4%	13.7%	17.0%	12.4%	14.8%
C=Reduce City operated non-state or federally mandated services & programs	16.0%	20.4%	24.7%	19.4%	20.2%	18.3%	22.3%	19.9%
D=Maintain current services through alternative revenue sources	20.1%	18.2%	19.6%	17.1%	20.4%	19.7%	18.0%	19.3%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future. (top 2)**

N=891

	Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q28. Sum of top 2 choices</u>								
A=Reduce service hours at City Hall	62.7%	64.2%	70.6%	62.5%	67.3%	64.5%	66.9%	65.3%
B=Reduce levels of regular maintenance	19.5%	21.4%	21.7%	23.1%	19.9%	22.5%	19.1%	20.8%
C=Reduce City operated non-state or federally mandated services & programs	28.0%	32.3%	40.9%	31.1%	33.7%	30.0%	36.8%	32.9%
D=Maintain current services through alternative revenue sources	39.1%	39.3%	36.6%	37.1%	39.2%	40.4%	35.5%	38.5%
Z=None chosen	18.1%	16.3%	9.8%	18.4%	13.2%	15.0%	15.1%	15.3%

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

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

**Q29. How many years have you lived in Shoreline**

5=5 or less	24.1%	27.4%	14.7%	27.7%	20.4%	26.7%	17.9%	22.8%
10=6 to 10	17.6%	18.4%	12.6%	19.9%	15.1%	17.3%	15.5%	16.6%
15=11 to 15	11.5%	11.9%	11.7%	11.8%	11.4%	11.4%	12.0%	11.7%
20=16 to 20	10.6%	9.0%	20.3%	9.1%	14.5%	10.2%	16.0%	12.6%
30=21 to 30	16.8%	20.0%	22.1%	17.9%	19.7%	18.9%	19.8%	19.3%
31=31+	19.4%	13.2%	18.6%	13.5%	18.9%	15.5%	18.8%	17.0%

**Q30. Do you own or rent your current residence? (without "declined")**

N=891

	<u>Q31. What is your zip code</u>			<u>Q32. Do you live east or west of I-5</u>		<u>Q33. Do you live east or west of Aurora Avenue N</u>		<u>Total</u>
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	

Q30. Do you own or rent your residence

1=Own	82.5%	81.4%	93.5%	79.9%	87.6%	81.8%	89.2%	85.0%
2=Rent	17.5%	18.6%	6.5%	20.1%	12.4%	18.2%	10.8%	15.0%

**Q31. What is your zip code?**

N=891

	<u>Q31. What is your zip code</u>			<u>Q32. Do you live east or west of I-5</u>		<u>Q33. Do you live east or west of Aurora Avenue N</u>		<u>Total</u>
	98133	98155	98177	East	West	East	West	
	1	2	3	1	2	1	2	
<u>Q31. What is your zip code</u>								
1=98133	100.0%	0.0%	0.0%	3.0%	57.0%	40.6%	36.3%	38.5%
2=98155	0.0%	100.0%	0.0%	96.0%	3.6%	58.4%	3.0%	35.1%
3=98177	0.0%	0.0%	100.0%	1.0%	39.4%	1.0%	60.8%	26.4%

**Q32. Do you live east or west of I-5? (without "no response")**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

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

1=East	2.6%	93.2%	1.3%	100.0%	0.0%	56.7%	2.4%	33.9%
2=West	97.4%	6.8%	98.7%	0.0%	100.0%	43.3%	97.6%	66.1%

**Q33. Do you live east or west of Aurora Avenue N.? (without "no response")**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133 1	98155 2	98177 3	East 1	West 2	East 1	West 2	

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

1=East	60.4%	96.4%	2.2%	97.0%	37.7%	100.0%	0.0%	57.7%
2=West	39.6%	3.6%	97.8%	3.0%	62.3%	0.0%	100.0%	42.3%

**Q34. What is your total annual household income?**

N=891

Q31. What is your zip code			Q32. Do you live east or west of I-5		Q33. Do you live east or west of Aurora Avenue N		Total
98133	98155	98177	East	West	East	West	
1	2	3	1	2	1	2	

Q34. Your total annual household income

1=Under \$25K	7.0%	9.3%	2.1%	10.4%	4.3%	8.7%	3.2%	6.5%
2=\$25K-\$49,999	14.0%	15.3%	9.8%	15.1%	12.7%	14.6%	12.1%	13.4%
3=\$50K-\$74,999	25.7%	25.9%	16.6%	25.8%	22.4%	25.6%	20.4%	23.3%
4=\$75K-\$99,999	20.1%	20.8%	15.3%	20.1%	18.3%	20.3%	17.2%	19.1%
5=\$100K+	28.3%	23.6%	48.5%	23.4%	36.6%	25.6%	41.1%	32.0%
9=Declined	5.0%	5.1%	7.7%	5.4%	5.7%	5.1%	5.9%	5.7%

**Q35. Your gender:**

N=891

	<u>Q31. What is your zip code</u>			<u>Q32. Do you live east or west of I-5</u>		<u>Q33. Do you live east or west of Aurora Avenue N</u>		<u>Total</u>
	<u>98133</u>	<u>98155</u>	<u>98177</u>	<u>East</u>	<u>West</u>	<u>East</u>	<u>West</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q35. Your gender</u>								
1=Male	43.7%	33.5%	45.5%	34.8%	43.8%	39.1%	43.8%	40.6%
2=Female	56.3%	66.5%	54.5%	65.2%	56.2%	60.9%	56.2%	59.4%

*Section 8:*  
***Cross-Tabular Data by  
Household Type & Household Size***

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

N=891

Household Type				Q1. How many people live in household					Total
10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
1	2	3	4	1	2	3	4	5	

**Q1. How many people live in household**

1=1	0.0%	0.0%	16.0%	30.2%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.9%
2=2	0.6%	11.5%	45.7%	65.7%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	38.3%
3=3	33.8%	33.1%	27.5%	4.1%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	22.4%
4=4	42.5%	38.8%	8.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	16.6%
5=5+	23.1%	16.5%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	7.7%

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

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q3a. Overall quality of police services

5=Very Satisfied	20.1%	28.2%	22.1%	21.5%	20.3%	23.8%	18.7%	24.3%	27.7%	22.5%
4=Satisfied	53.7%	47.3%	50.7%	57.4%	56.8%	55.6%	50.8%	50.0%	43.1%	52.7%
3=Neutral	18.8%	16.0%	22.1%	17.1%	19.5%	16.2%	24.6%	17.9%	18.5%	19.0%
2=Dissatisfied	2.7%	6.1%	2.7%	2.0%	0.8%	2.9%	3.2%	5.0%	3.1%	3.0%
1=Very Dissatisfied	4.7%	2.3%	2.4%	2.0%	2.5%	1.6%	2.7%	2.9%	7.7%	2.7%

Q3b. Overall quality of City parks & recreation programs & facilities

5=Very Satisfied	38.1%	35.0%	27.5%	30.2%	22.2%	30.1%	30.7%	44.1%	30.4%	31.5%
4=Satisfied	56.9%	52.6%	56.3%	53.3%	57.1%	56.5%	56.8%	48.3%	52.2%	54.9%
3=Neutral	1.9%	9.5%	13.9%	14.5%	18.3%	11.8%	10.1%	5.5%	10.1%	11.1%
2=Dissatisfied	1.9%	0.7%	2.3%	2.0%	2.4%	1.6%	2.0%	2.1%	1.4%	1.9%
1=Very Dissatisfied	1.3%	2.2%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	5.8%	0.6%

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

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)	1	2	3	4	5+		
	1	2	3	1	2	3	4	5		

Q3c. Overall effectiveness of City's code enforcement program

5=Very Satisfied	11.1%	11.9%	15.5%	10.3%	6.3%	16.0%	11.5%	13.5%	9.6%	12.5%
4=Satisfied	39.8%	36.6%	37.1%	34.5%	41.7%	33.8%	36.7%	39.4%	34.6%	36.7%
3=Neutral	38.0%	34.7%	37.1%	41.2%	40.6%	36.9%	36.7%	36.5%	46.2%	38.1%
2=Dissatisfied	6.5%	12.9%	9.4%	9.8%	8.3%	10.7%	10.8%	8.7%	5.8%	9.6%
1=Very Dissatisfied	4.6%	4.0%	0.9%	4.1%	3.1%	2.7%	4.3%	1.9%	3.8%	3.1%

Q3d. Overall effectiveness of City communication with public

5=Very Satisfied	25.0%	19.8%	20.2%	16.8%	18.0%	18.9%	20.0%	24.5%	19.0%	20.0%
4=Satisfied	51.4%	45.8%	43.0%	49.6%	53.3%	48.0%	47.4%	44.6%	33.3%	47.0%
3=Neutral	20.9%	24.4%	29.5%	24.2%	20.5%	25.7%	25.8%	25.9%	33.3%	25.6%
2=Dissatisfied	2.0%	7.6%	6.0%	7.0%	5.7%	5.9%	5.8%	3.6%	11.1%	5.9%
1=Very Dissatisfied	0.7%	2.3%	1.3%	2.3%	2.5%	1.5%	1.1%	1.4%	3.2%	1.7%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	

Q3e. Overall quality of City's stormwater runoff/stormwater management system

5=Very Satisfied	16.8%	14.0%	15.3%	15.9%	15.2%	15.6%	17.6%	15.7%	9.8%	15.6%
4=Satisfied	54.0%	48.8%	44.0%	49.8%	47.3%	48.7%	43.8%	49.6%	59.0%	48.3%
3=Neutral	22.6%	27.3%	29.1%	22.4%	25.9%	24.8%	27.3%	26.8%	21.3%	25.6%
2=Dissatisfied	5.1%	6.6%	9.1%	9.8%	7.1%	9.6%	9.1%	5.5%	6.6%	8.2%
1=Very Dissatisfied	1.5%	3.3%	2.5%	2.0%	4.5%	1.3%	2.3%	2.4%	3.3%	2.3%

Q3f. Overall flow of traffic & congestion management

5=Very Satisfied	9.5%	9.6%	10.7%	7.7%	5.5%	9.3%	10.7%	11.0%	10.3%	9.4%
4=Satisfied	56.3%	45.9%	39.7%	44.6%	41.7%	43.8%	44.2%	51.7%	47.1%	45.2%
3=Neutral	20.9%	20.0%	24.9%	23.1%	25.2%	23.1%	24.4%	20.0%	19.1%	22.9%
2=Dissatisfied	9.5%	19.3%	19.2%	18.1%	20.5%	17.1%	16.8%	14.5%	17.6%	17.1%
1=Very Dissatisfied	3.8%	5.2%	5.4%	6.5%	7.1%	6.6%	4.1%	2.8%	5.9%	5.4%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)	1	2	3	4	5+		
	1	2	3	4	1	2	3	4	5	

Q3g. Overall quality of human services offered by City

5=Very Satisfied	14.6%	7.3%	9.8%	12.9%	9.1%	13.0%	8.3%	10.9%	13.7%	11.2%
4=Satisfied	39.6%	45.8%	31.1%	36.8%	39.0%	35.7%	34.2%	42.6%	33.3%	36.9%
3=Neutral	40.6%	41.7%	51.3%	43.9%	48.1%	42.5%	49.2%	45.5%	45.1%	45.5%
2=Dissatisfied	4.2%	4.2%	7.3%	4.1%	2.6%	6.8%	7.5%	1.0%	5.9%	5.2%
1=Very Dissatisfied	1.0%	1.0%	0.5%	2.3%	1.3%	1.9%	0.8%	0.0%	2.0%	1.3%

Q3h. Overall effectiveness of City's efforts to sustain environmental quality

5=Very Satisfied	22.1%	22.6%	18.4%	13.5%	13.4%	17.2%	18.1%	24.4%	20.0%	18.4%
4=Satisfied	52.4%	52.6%	50.7%	52.6%	57.1%	50.7%	48.9%	56.3%	47.7%	51.9%
3=Neutral	23.4%	19.5%	26.2%	27.0%	22.3%	26.4%	28.0%	17.0%	29.2%	24.8%
2=Dissatisfied	1.4%	3.8%	3.5%	5.2%	5.4%	4.4%	3.3%	2.2%	1.5%	3.7%
1=Very Dissatisfied	0.7%	1.5%	1.1%	1.7%	1.8%	1.4%	1.6%	0.0%	1.5%	1.3%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

**Q3i. Overall quality of service provided by City**

5=Very Satisfied	17.9%	19.1%	11.4%	10.8%	8.1%	12.4%	13.8%	20.3%	15.2%	13.7%
4=Satisfied	64.1%	62.5%	57.8%	62.9%	63.4%	61.8%	62.1%	62.2%	50.0%	61.2%
3=Neutral	14.7%	11.8%	27.8%	21.1%	23.6%	22.0%	20.0%	16.1%	22.7%	20.8%
2=Dissatisfied	2.6%	5.1%	2.3%	4.4%	3.3%	3.1%	3.6%	1.4%	9.1%	3.4%
1=Very Dissatisfied	0.6%	1.5%	0.7%	0.8%	1.6%	0.6%	0.5%	0.0%	3.0%	0.8%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 20) 2	55+ (none under 55) 3	4	1	2	3	4	5+	

Q4. Top choice

A=Police services	20.0%	18.0%	22.2%	22.0%	21.1%	19.4%	25.5%	18.9%	21.7%	21.1%
B=City parks & recreation programs & facilities	15.0%	6.5%	7.1%	4.1%	6.8%	5.3%	10.0%	9.5%	8.7%	7.5%
C=City's code enforcement program	3.1%	3.6%	4.0%	5.6%	5.3%	5.0%	3.5%	4.1%	1.4%	4.3%
D=City communication with public	1.3%	2.9%	6.5%	7.1%	7.5%	7.3%	2.0%	1.4%	7.2%	5.2%
E=City's stormwater runoff/ stormwater management system	3.8%	5.8%	4.9%	5.2%	5.3%	5.3%	4.5%	4.1%	5.8%	4.9%
F=Flow of traffic & congestion management	18.1%	29.5%	21.9%	22.4%	20.3%	24.6%	20.5%	24.3%	18.8%	22.6%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q4. Top choice (Cont.)

G=Human services offered by City	11.9%	9.4%	11.1%	10.8%	6.0%	12.9%	11.5%	8.8%	13.0%	10.9%
H=City's efforts to sustain environmental quality	13.1%	13.7%	9.3%	9.7%	12.0%	9.7%	9.0%	14.9%	10.1%	10.8%
I=Overall service provided by City	9.4%	5.0%	6.2%	5.2%	5.3%	5.9%	7.0%	8.1%	4.3%	6.3%
Z=None chosen	4.4%	5.8%	6.8%	7.8%	10.5%	4.7%	6.5%	6.1%	8.7%	6.5%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 20) 2	55+ (none under 55) 3	4	1	2	3	4	5+	

Q4. 2nd choice

A=Police services	11.9%	7.2%	11.1%	9.7%	9.0%	10.3%	10.5%	10.1%	11.6%	10.2%
B=City parks & recreation programs & facilities	16.3%	11.5%	11.1%	5.6%	5.3%	11.1%	12.5%	9.5%	13.0%	10.4%
C=City's code enforcement program	4.4%	6.5%	7.4%	9.0%	5.3%	9.7%	6.5%	4.7%	5.8%	7.2%
D=City communication with public	6.9%	7.2%	9.6%	7.1%	5.3%	9.7%	8.0%	7.4%	5.8%	8.0%
E=City's stormwater runoff/ stormwater management system	4.4%	10.8%	9.6%	7.8%	9.0%	7.6%	7.0%	9.5%	11.6%	8.3%
F=Flow of traffic & congestion management	18.8%	18.0%	13.3%	19.8%	16.5%	17.0%	13.0%	23.6%	14.5%	16.9%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q4. 2nd choice (Cont.)

G=Human services offered by City	13.8%	15.1%	12.3%	9.7%	12.0%	10.6%	15.0%	12.2%	13.0%	12.2%
H=City's efforts to sustain environmental quality	13.1%	9.4%	13.3%	14.2%	18.8%	12.6%	14.0%	9.5%	7.2%	12.9%
I=Overall service provided by City	2.5%	3.6%	4.0%	6.0%	7.5%	3.2%	4.5%	4.1%	2.9%	4.3%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19	20 - 54	55+	1	2	3	4	5+		
	(none	(none	(none							
	Under 10	under 10)	under 20)	under 55)	1	2	3	4	5	
1	2	3	4	1	2	3	4	5		

Q4. 3rd choice

A=Police services	10.0%	6.5%	9.9%	7.8%	7.5%	9.1%	10.5%	7.4%	7.2%	8.8%
B=City parks & recreation programs & facilities	18.1%	15.8%	12.7%	7.5%	9.8%	9.4%	14.0%	20.9%	11.6%	12.6%
C=City's code enforcement program	3.1%	5.0%	5.9%	4.5%	8.3%	4.7%	3.5%	4.1%	4.3%	4.8%
D=City communication with public	8.1%	7.9%	8.3%	9.0%	9.0%	9.1%	6.5%	8.1%	10.1%	8.4%
E=City's stormwater runoff/ stormwater management system	3.1%	3.6%	6.5%	9.0%	5.3%	7.9%	7.5%	2.0%	4.3%	6.2%
F=Flow of traffic & congestion management	18.1%	10.1%	14.2%	10.8%	12.0%	12.3%	16.0%	12.2%	14.5%	13.2%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q4. 3rd choice (Cont.)

G=Human services offered by City	13.8%	14.4%	10.2%	9.3%	6.8%	10.3%	11.0%	14.2%	18.8%	11.2%
H=City's efforts to sustain environmental quality	9.4%	14.4%	14.2%	10.1%	14.3%	13.5%	12.0%	10.1%	5.8%	12.1%
I=Overall service provided by City	5.0%	10.1%	9.0%	14.9%	10.5%	12.6%	8.0%	8.8%	7.2%	10.2%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years? (top 3)**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q4. Sum of top 3 choices

A=Police services	41.9%	31.7%	43.2%	39.6%	37.6%	38.7%	46.5%	36.5%	40.6%	40.1%
B=City parks & recreation programs & facilities	49.4%	33.8%	30.9%	17.2%	21.8%	25.8%	36.5%	39.9%	33.3%	30.5%
C=City's code enforcement program	10.6%	15.1%	17.3%	19.0%	18.8%	19.4%	13.5%	12.8%	11.6%	16.3%
D=City communication with public	16.3%	18.0%	24.4%	23.1%	21.8%	26.1%	16.5%	16.9%	23.2%	21.5%
E=City's stormwater runoff/ stormwater management system	11.3%	20.1%	21.0%	22.0%	19.5%	20.8%	19.0%	15.5%	21.7%	19.4%
F=Flow of traffic & congestion management	55.0%	57.6%	49.4%	53.0%	48.9%	54.0%	49.5%	60.1%	47.8%	52.7%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years? (top 3)**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	
<u>Q4. Sum of top 3 choices (Cont.)</u>										
G=Human services offered by City	39.4%	38.8%	33.6%	29.9%	24.8%	33.7%	37.5%	35.1%	44.9%	34.3%
H=City's efforts to sustain environmental quality	35.6%	37.4%	36.7%	34.0%	45.1%	35.8%	35.0%	34.5%	23.2%	35.8%
I=Overall service provided by City	16.9%	18.7%	19.1%	26.1%	23.3%	21.7%	19.5%	20.9%	14.5%	20.8%
Z=None chosen	4.4%	5.8%	6.8%	7.8%	10.5%	4.7%	6.5%	6.1%	8.7%	6.5%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)	1	2	3	4	5+		
	1	2	3	4	1	2	3	4	5	

**Q5a. Overall maintenance of City streets**

5=Very Satisfied	11.9%	8.7%	18.4%	12.9%	13.1%	17.8%	11.0%	9.5%	15.9%	14.0%
4=Satisfied	69.4%	60.9%	52.3%	52.7%	52.3%	51.6%	64.0%	63.9%	55.1%	56.9%
3=Neutral	16.3%	20.3%	18.1%	20.8%	20.8%	18.4%	17.0%	21.1%	18.8%	18.9%
2=Dissatisfied	1.3%	9.4%	9.0%	12.9%	12.3%	11.0%	7.5%	4.1%	5.8%	8.8%
1=Very Dissatisfied	1.3%	0.7%	2.2%	0.8%	1.5%	1.2%	0.5%	1.4%	4.3%	1.4%

**Q5b. Maintenance of streets in your neighborhood**

5=Very Satisfied	15.1%	13.0%	15.8%	12.5%	11.5%	15.4%	14.0%	10.9%	22.1%	14.3%
4=Satisfied	65.4%	52.9%	49.2%	51.3%	50.0%	51.5%	54.0%	59.2%	54.4%	53.3%
3=Neutral	11.3%	15.9%	18.3%	22.4%	20.8%	18.6%	18.5%	15.0%	13.2%	17.9%
2=Dissatisfied	5.7%	14.5%	13.9%	11.8%	15.4%	12.1%	11.5%	12.2%	4.4%	11.9%
1=Very Dissatisfied	2.5%	3.6%	2.8%	1.9%	2.3%	2.4%	2.0%	2.7%	5.9%	2.6%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	

**Q5c. Maintenance of sidewalks**

5=Very Satisfied	7.6%	5.2%	10.6%	9.2%	5.8%	12.0%	7.7%	6.1%	7.7%	8.8%
4=Satisfied	44.6%	38.1%	39.9%	34.0%	38.0%	35.4%	38.7%	38.8%	56.9%	38.7%
3=Neutral	22.3%	26.1%	28.3%	30.4%	33.1%	27.1%	29.9%	27.2%	12.3%	27.5%
2=Dissatisfied	19.7%	22.4%	15.8%	22.4%	19.0%	19.4%	19.6%	20.4%	18.5%	19.5%
1=Very Dissatisfied	5.7%	8.2%	5.5%	4.0%	4.1%	6.2%	4.1%	7.5%	4.6%	5.5%

**Q5d. Mowing & trimming along City streets & other public areas**

5=Very Satisfied	13.8%	8.1%	15.1%	13.1%	9.7%	14.3%	13.1%	13.6%	13.0%	13.2%
4=Satisfied	52.5%	47.8%	42.8%	44.0%	41.9%	47.5%	44.9%	49.7%	37.7%	45.7%
3=Neutral	20.6%	27.2%	25.5%	25.5%	30.6%	23.0%	24.7%	25.2%	23.2%	24.9%
2=Dissatisfied	8.8%	13.2%	13.2%	14.7%	13.7%	12.8%	13.6%	8.2%	18.8%	12.8%
1=Very Dissatisfied	4.4%	3.7%	3.5%	2.7%	4.0%	2.4%	3.5%	3.4%	7.2%	3.4%

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

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q5e. Overall cleanliness of City streets & other public areas

5=Very Satisfied	15.0%	15.9%	17.4%	18.6%	14.7%	19.6%	17.0%	15.0%	14.5%	17.1%
4=Satisfied	61.3%	58.0%	57.0%	55.5%	56.6%	56.7%	60.5%	61.9%	44.9%	57.5%
3=Neutral	17.5%	19.6%	19.0%	21.3%	27.1%	17.2%	18.5%	16.3%	26.1%	19.5%
2=Dissatisfied	5.0%	6.5%	5.0%	4.6%	0.8%	5.6%	4.0%	5.4%	13.0%	5.1%
1=Very Dissatisfied	1.3%	0.0%	1.6%	0.0%	0.8%	0.9%	0.0%	1.4%	1.4%	0.8%

Q5f. Adequacy of City street lighting in your neighborhood

5=Very Satisfied	15.1%	10.1%	19.1%	15.8%	15.4%	17.5%	19.5%	8.9%	14.5%	16.0%
4=Satisfied	44.0%	51.4%	36.6%	43.4%	43.8%	40.7%	41.5%	47.3%	39.1%	42.3%
3=Neutral	18.9%	18.8%	18.8%	22.6%	17.7%	21.7%	18.0%	20.5%	20.3%	20.0%
2=Dissatisfied	18.2%	15.2%	20.3%	15.5%	20.8%	16.0%	18.0%	19.2%	15.9%	17.7%
1=Very Dissatisfied	3.8%	4.3%	5.3%	2.6%	2.3%	4.2%	3.0%	4.1%	10.1%	4.1%

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

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q5g. Adequacy of storm drainage services in your neighborhood

5=Very Satisfied	16.2%	10.4%	15.4%	14.7%	8.3%	16.8%	15.4%	12.6%	16.9%	14.6%
4=Satisfied	57.8%	56.7%	48.2%	47.7%	55.8%	47.3%	48.7%	59.4%	50.8%	51.1%
3=Neutral	18.2%	17.9%	23.3%	21.3%	20.0%	21.3%	23.1%	19.6%	16.9%	20.9%
2=Dissatisfied	7.1%	10.4%	10.2%	15.1%	14.2%	13.1%	9.7%	5.6%	12.3%	11.2%
1=Very Dissatisfied	0.6%	4.5%	3.0%	1.2%	1.7%	1.5%	3.1%	2.8%	3.1%	2.2%

Q5h. Solid waste provider services

5=Very Satisfied	28.8%	21.6%	22.6%	28.2%	20.0%	27.3%	26.7%	22.4%	27.3%	25.3%
4=Satisfied	55.8%	55.2%	54.2%	56.5%	60.8%	53.8%	54.4%	60.8%	43.9%	55.3%
3=Neutral	12.2%	19.4%	16.8%	12.2%	16.0%	14.4%	13.3%	14.7%	21.2%	15.0%
2=Dissatisfied	2.6%	1.5%	4.8%	2.7%	2.4%	3.9%	3.1%	1.4%	6.1%	3.2%
1=Very Dissatisfied	0.6%	2.2%	1.6%	0.4%	0.8%	0.6%	2.6%	0.7%	1.5%	1.2%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q6. Top choice

A=Maintenance of City streets	13.8%	16.5%	25.6%	29.5%	26.3%	26.4%	26.5%	14.9%	10.1%	23.2%
B=Maintenance of streets in your neighborhood	9.4%	13.7%	12.7%	11.2%	13.5%	11.1%	14.0%	11.5%	5.8%	11.8%
C=Maintenance of sidewalks	28.1%	25.9%	13.9%	13.1%	15.0%	14.4%	17.5%	29.1%	20.3%	18.1%
D=Mowing & trimming along City streets & other public areas	7.5%	2.9%	6.5%	6.7%	8.3%	6.5%	5.0%	3.4%	10.1%	6.2%
E=Cleanliness of City streets & other public areas	11.9%	8.6%	7.4%	7.8%	5.3%	9.4%	7.0%	10.1%	11.6%	8.5%
F=Adequacy of City street lighting in your neighborhood	16.9%	15.8%	15.7%	11.6%	12.0%	13.8%	12.0%	19.6%	21.7%	14.7%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q6. Top choice (Cont.)

G=Adequacy of storm drainage services in your neighborhood

6.3%	8.6%	10.2%	12.7%	12.0%	11.7%	8.5%	6.8%	8.7%	10.0%
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H=Solid waste provider services

1.9%	1.4%	4.3%	1.1%	1.5%	2.3%	5.0%	0.7%	1.4%	2.5%
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Z=None chosen

4.4%	6.5%	3.7%	6.3%	6.0%	4.4%	4.5%	4.1%	10.1%	5.1%
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**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q6. 2nd choice

A=Maintenance of City streets	16.3%	11.5%	10.2%	11.6%	9.8%	11.7%	11.5%	12.2%	17.4%	11.9%
B=Maintenance of streets in your neighborhood	15.0%	10.1%	11.1%	9.7%	12.0%	10.6%	11.0%	13.5%	8.7%	11.2%
C=Maintenance of sidewalks	13.8%	13.7%	13.0%	15.3%	15.0%	14.4%	15.0%	12.2%	10.1%	13.9%
D=Mowing & trimming along City streets & other public areas	8.8%	15.1%	9.9%	15.3%	11.3%	11.7%	12.5%	12.2%	14.5%	12.1%
E=Cleanliness of City streets & other public areas	18.1%	10.1%	14.8%	13.4%	12.0%	15.8%	12.0%	15.5%	14.5%	14.3%
F=Adequacy of City street lighting in your neighborhood	10.6%	12.9%	16.0%	11.9%	12.0%	14.7%	14.0%	12.2%	10.1%	13.4%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1	2	3	4	5+	

Q6. 2nd choice (Cont.)

G=Adequacy of storm drainage services in your neighborhood

6.9%	8.6%	10.5%	9.7%	12.0%	8.8%	10.5%	8.1%	5.8%	9.3%
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H=Solid waste provider services

4.4%	3.6%	6.8%	2.2%	5.3%	3.2%	5.5%	5.4%	4.3%	4.5%
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**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

Household Type				Household Size					Total
10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
1	2	3	4	1	2	3	4	5	

Q6. Sum of top 2 choices

A=Maintenance of City streets	30.0%	28.1%	35.8%	41.0%	36.1%	38.1%	38.0%	27.0%	27.5%	35.1%
B=Maintenance of streets in your neighborhood	24.4%	23.7%	23.8%	20.9%	25.6%	21.7%	25.0%	25.0%	14.5%	23.0%
C=Maintenance of sidewalks	41.9%	39.6%	26.9%	28.4%	30.1%	28.7%	32.5%	41.2%	30.4%	32.0%
D=Mowing & trimming along City streets & other public areas	16.3%	18.0%	16.4%	22.0%	19.5%	18.2%	17.5%	15.5%	24.6%	18.3%
E=Cleanliness of City streets & other public areas	30.0%	18.7%	22.2%	21.3%	17.3%	25.2%	19.0%	25.7%	26.1%	22.8%
F=Adequacy of City street lighting in your neighborhood	27.5%	28.8%	31.8%	23.5%	24.1%	28.4%	26.0%	31.8%	31.9%	28.1%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1	2	3	4	5+	

Q6. Sum of top 2 choices (Cont.)

G=Adequacy of storm drainage services in your neighborhood	13.1%	17.3%	20.7%	22.4%	24.1%	20.5%	19.0%	14.9%	14.5%	19.3%
H=Solid waste provider services	6.3%	5.0%	11.1%	3.4%	6.8%	5.6%	10.5%	6.1%	5.8%	7.0%
Z=None chosen	4.4%	6.5%	3.7%	6.3%	6.0%	4.4%	4.5%	4.1%	10.1%	5.1%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	

Q7a. Enforcing clean-up of garbage, junk, or debris on private property

5=Very Satisfied	9.8%	8.5%	11.5%	6.6%	8.6%	8.7%	8.6%	11.3%	10.2%	9.2%
4=Satisfied	36.8%	41.9%	33.2%	40.4%	38.1%	37.0%	40.5%	36.3%	32.2%	37.4%
3=Neutral	33.8%	35.9%	30.5%	30.7%	33.3%	28.7%	31.3%	36.3%	39.0%	32.0%
2=Dissatisfied	15.0%	7.7%	16.8%	19.3%	13.3%	19.0%	16.0%	11.3%	13.6%	15.8%
1=Very Dissatisfied	4.5%	6.0%	8.0%	3.1%	6.7%	6.6%	3.7%	4.8%	5.1%	5.5%

Q7b. Enforcing sign regulations

5=Very Satisfied	7.3%	8.0%	9.9%	6.5%	4.0%	10.0%	7.2%	8.8%	6.9%	8.1%
4=Satisfied	50.4%	41.6%	42.0%	40.2%	43.4%	40.4%	47.1%	40.7%	46.6%	42.9%
3=Neutral	36.6%	39.8%	39.9%	42.1%	41.4%	40.7%	35.9%	41.6%	41.4%	40.0%
2=Dissatisfied	2.4%	6.2%	6.2%	9.3%	10.1%	7.4%	3.9%	6.2%	3.4%	6.5%
1=Very Dissatisfied	3.3%	4.4%	2.1%	1.9%	1.0%	1.5%	5.9%	2.7%	1.7%	2.6%

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

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q7c. Enforcing removal of abandoned/junk autos

5=Very Satisfied	8.9%	5.3%	10.9%	5.5%	4.1%	8.8%	8.8%	9.4%	6.3%	8.0%
4=Satisfied	35.6%	44.2%	35.2%	35.0%	29.9%	38.9%	37.1%	38.5%	31.7%	36.6%
3=Neutral	39.3%	34.5%	34.0%	35.5%	45.4%	28.1%	37.1%	38.5%	44.4%	35.5%
2=Dissatisfied	11.1%	12.4%	14.5%	18.0%	13.4%	17.9%	13.8%	9.4%	12.7%	14.6%
1=Very Dissatisfied	5.2%	3.5%	5.5%	6.0%	7.2%	6.3%	3.1%	4.3%	4.8%	5.3%

Q7d. Enforcement of graffiti removal from private properties

5=Very Satisfied	7.6%	8.5%	11.4%	8.6%	4.2%	11.4%	10.8%	8.3%	6.7%	9.4%
4=Satisfied	45.0%	46.2%	39.8%	42.4%	40.6%	41.3%	47.8%	46.7%	30.0%	42.6%
3=Neutral	33.6%	33.3%	37.0%	36.2%	43.8%	34.3%	31.2%	32.5%	45.0%	35.5%
2=Dissatisfied	9.2%	11.1%	8.9%	10.5%	8.3%	10.3%	7.0%	10.0%	16.7%	9.8%
1=Very Dissatisfied	4.6%	0.9%	2.8%	2.4%	3.1%	2.6%	3.2%	2.5%	1.7%	2.7%

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

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q7e. Enforcing tree regulations

5=Very Satisfied	9.1%	8.3%	7.7%	5.0%	2.0%	8.4%	7.4%	9.6%	5.5%	7.2%
4=Satisfied	39.7%	38.9%	31.9%	33.5%	41.8%	31.3%	34.5%	38.6%	32.7%	34.9%
3=Neutral	40.5%	37.0%	42.1%	43.5%	39.8%	40.2%	42.6%	39.5%	50.9%	41.4%
2=Dissatisfied	5.8%	11.1%	14.0%	12.5%	12.2%	14.5%	11.5%	7.0%	7.3%	11.6%
1=Very Dissatisfied	5.0%	4.6%	4.3%	5.5%	4.1%	5.6%	4.1%	5.3%	3.6%	4.8%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q8. Top choice

A=Clean-up of garbage, junk, or debris on private property	35.6%	38.8%	46.0%	40.7%	35.3%	43.7%	45.5%	37.2%	39.1%	41.4%
B=Enforcing sign regulations	8.1%	6.5%	6.5%	7.8%	9.0%	6.2%	7.0%	8.1%	7.2%	7.2%
C=Enforcing removal of abandoned/junk autos	15.0%	8.6%	11.7%	13.1%	15.0%	12.3%	10.0%	11.5%	14.5%	12.2%
D=Enforcement of graffiti removal from private properties	21.9%	15.1%	12.3%	13.4%	13.5%	14.1%	11.0%	19.6%	21.7%	14.8%
E=Enforcing tree regulations	10.6%	14.4%	12.0%	13.4%	13.5%	13.8%	12.0%	12.8%	5.8%	12.6%
Z=None chosen	8.8%	16.5%	11.4%	11.6%	13.5%	10.0%	14.5%	10.8%	11.6%	11.8%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q8. 2nd choice

A=Clean-up of garbage, junk, or debris on private property	26.9%	18.0%	21.9%	19.4%	21.8%	21.1%	20.0%	24.3%	20.3%	21.4%
B=Enforcing sign regulations	8.8%	10.8%	10.2%	7.5%	7.5%	9.4%	7.5%	12.2%	10.1%	9.2%
C=Enforcing removal of abandoned/junk autos	28.8%	20.1%	24.4%	26.1%	24.8%	27.3%	23.5%	20.9%	27.5%	25.0%
D=Enforcement of graffiti removal from private properties	13.1%	18.0%	16.0%	17.9%	15.0%	14.7%	20.0%	17.6%	14.5%	16.4%
E=Enforcing tree regulations	9.4%	10.1%	11.7%	9.3%	9.0%	10.6%	11.0%	8.1%	14.5%	10.3%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q8. Sum of top 2 choices

A=Clean-up of garbage, junk, or debris on private property	62.5%	56.8%	67.9%	60.1%	57.1%	64.8%	65.5%	61.5%	59.4%	62.9%
B=Enforcing sign regulations	16.9%	17.3%	16.7%	15.3%	16.5%	15.5%	14.5%	20.3%	17.4%	16.4%
C=Enforcing removal of abandoned/junk autos	43.8%	28.8%	36.1%	39.2%	39.8%	39.6%	33.5%	32.4%	42.0%	37.3%
D=Enforcement of graffiti removal from private properties	35.0%	33.1%	28.4%	31.3%	28.6%	28.7%	31.0%	37.2%	36.2%	31.2%
E=Enforcing tree regulations	20.0%	24.5%	23.8%	22.8%	22.6%	24.3%	23.0%	20.9%	20.3%	22.9%
Z=None chosen	8.8%	16.5%	11.4%	11.6%	13.5%	10.0%	14.5%	10.8%	11.6%	11.8%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	

Q9a. Overall quality of local police protection

5=Very Satisfied	20.3%	19.2%	18.9%	22.1%	16.5%	21.9%	18.6%	22.0%	19.4%	20.2%
4=Satisfied	53.4%	57.7%	56.1%	53.8%	57.0%	57.8%	56.8%	45.4%	54.8%	55.1%
3=Neutral	20.9%	17.7%	19.3%	19.0%	19.8%	15.9%	19.1%	26.2%	19.4%	19.2%
2=Dissatisfied	3.4%	3.1%	4.1%	2.8%	3.3%	3.1%	3.3%	4.3%	3.2%	3.4%
1=Very Dissatisfied	2.0%	2.3%	1.7%	2.4%	3.3%	1.3%	2.2%	2.1%	3.2%	2.1%

Q9b. City's efforts to prevent crime

5=Very Satisfied	15.1%	14.3%	12.7%	14.8%	11.1%	16.4%	10.4%	16.7%	11.9%	14.0%
4=Satisfied	48.9%	50.8%	43.5%	45.9%	46.3%	46.0%	49.7%	40.9%	50.8%	46.4%
3=Neutral	27.3%	27.8%	30.4%	33.2%	36.1%	27.9%	30.6%	31.1%	28.8%	30.3%
2=Dissatisfied	6.5%	4.8%	12.0%	4.8%	6.5%	8.1%	8.1%	8.3%	5.1%	7.7%
1=Very Dissatisfied	2.2%	2.4%	1.4%	1.3%	0.0%	1.7%	1.2%	3.0%	3.4%	1.7%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	

Q9c. Enforcement of local traffic laws

5=Very Satisfied	17.1%	15.0%	15.1%	10.7%	6.8%	16.1%	11.2%	18.3%	17.2%	14.1%
4=Satisfied	57.2%	47.4%	50.3%	50.8%	56.8%	49.5%	52.7%	45.8%	57.8%	51.3%
3=Neutral	16.4%	25.6%	24.2%	28.6%	27.1%	24.5%	23.9%	26.1%	15.6%	24.3%
2=Dissatisfied	6.6%	7.5%	7.0%	6.0%	6.8%	6.2%	7.4%	7.0%	6.3%	6.7%
1=Very Dissatisfied	2.6%	4.5%	3.4%	4.0%	2.5%	3.7%	4.8%	2.8%	3.1%	3.6%

Q9d. Enforcement of drug & vice laws

5=Very Satisfied	17.8%	12.8%	13.1%	9.0%	9.3%	12.7%	13.3%	17.9%	7.3%	12.7%
4=Satisfied	39.8%	40.4%	37.3%	40.7%	39.2%	41.4%	39.3%	31.1%	45.5%	39.3%
3=Neutral	31.4%	33.9%	36.9%	41.3%	41.2%	34.4%	36.7%	37.7%	36.4%	36.7%
2=Dissatisfied	10.2%	9.2%	9.3%	7.9%	8.2%	9.4%	8.7%	9.4%	9.1%	9.0%
1=Very Dissatisfied	0.8%	3.7%	3.4%	1.1%	2.1%	2.0%	2.0%	3.8%	1.8%	2.3%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q10. Top choice

A=Local police protection	28.8%	25.2%	29.9%	25.7%	28.6%	26.4%	32.0%	25.0%	26.1%	27.7%
B=City's efforts to prevent crime	35.6%	29.5%	36.1%	31.0%	32.3%	35.5%	31.5%	35.1%	27.5%	33.4%
C=Enforcement of local traffic laws	10.0%	9.4%	9.0%	9.7%	6.8%	9.7%	9.5%	10.1%	11.6%	9.4%
D=Enforcement of drug & vice laws	19.4%	24.5%	16.7%	20.1%	19.5%	17.6%	18.5%	23.0%	23.2%	19.4%
Z=None chosen	6.3%	11.5%	8.3%	13.4%	12.8%	10.9%	8.5%	6.8%	11.6%	10.0%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q10. 2nd choice

A=Local police protection	16.9%	15.1%	19.8%	15.3%	15.8%	20.5%	14.0%	17.6%	11.6%	17.2%
B=City's efforts to prevent crime	40.0%	40.3%	37.7%	35.8%	37.6%	34.6%	38.5%	40.5%	47.8%	37.9%
C=Enforcement of local traffic laws	13.8%	8.6%	8.3%	9.0%	8.3%	7.6%	14.5%	11.5%	2.9%	9.5%
D=Enforcement of drug & vice laws	18.1%	20.9%	23.1%	20.1%	20.3%	22.0%	20.0%	19.6%	23.2%	21.0%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	
<u>Q10. Sum of top 2 choices</u>										
A=Local police protection	45.6%	40.3%	49.7%	41.0%	44.4%	46.9%	46.0%	42.6%	37.7%	44.9%
B=City's efforts to prevent crime	75.6%	69.8%	73.8%	66.8%	69.9%	70.1%	70.0%	75.7%	75.4%	71.4%
C=Enforcement of local traffic laws	23.8%	18.0%	17.3%	18.7%	15.0%	17.3%	24.0%	21.6%	14.5%	19.0%
D=Enforcement of drug & vice laws	37.5%	45.3%	39.8%	40.3%	39.8%	39.6%	38.5%	42.6%	46.4%	40.4%
Z=None chosen	6.3%	11.5%	8.3%	13.4%	12.8%	10.9%	8.5%	6.8%	11.6%	10.0%

**Q11. On 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=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q11a. In your neighborhood during the day

5=Very safe	53.5%	56.2%	50.0%	48.5%	43.6%	54.6%	49.5%	50.3%	55.1%	51.1%
4=Safe	36.5%	36.5%	40.7%	43.9%	46.6%	38.6%	42.9%	37.4%	34.8%	40.2%
3=Neutral	6.9%	5.8%	6.2%	6.4%	7.5%	5.3%	6.6%	6.8%	7.2%	6.3%
2=Unsafe	3.1%	1.5%	2.8%	0.8%	1.5%	1.2%	1.0%	5.4%	2.9%	2.0%
1=Very Unsafe	0.0%	0.0%	0.3%	0.4%	0.8%	0.3%	0.0%	0.0%	0.0%	0.2%

Q11b. In your neighborhood at night

5=Very safe	20.8%	19.6%	19.6%	20.6%	11.3%	22.6%	22.6%	21.1%	15.9%	20.1%
4=Safe	48.4%	54.3%	48.6%	48.5%	48.9%	50.3%	50.3%	46.9%	49.3%	49.4%
3=Neutral	22.6%	21.7%	18.4%	21.4%	26.3%	17.0%	21.0%	21.1%	24.6%	20.6%
2=Unsafe	6.9%	3.6%	11.2%	8.4%	12.8%	8.3%	5.1%	9.5%	7.2%	8.4%
1=Very Unsafe	1.3%	0.7%	2.2%	1.1%	0.8%	1.8%	1.0%	1.4%	2.9%	1.5%

**Q11. On 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=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	
<b><u>Q11c. On City parks &amp; trails</u></b>										
5=Very safe	12.1%	8.9%	12.1%	5.5%	5.8%	9.9%	11.1%	11.3%	8.7%	9.7%
4=Safe	53.5%	55.6%	41.6%	41.9%	38.8%	43.9%	51.3%	54.2%	39.1%	46.2%
3=Neutral	25.5%	28.1%	33.4%	37.7%	43.0%	32.1%	27.5%	26.1%	40.6%	32.3%
2=Unsafe	7.0%	6.7%	11.8%	11.4%	10.7%	11.2%	8.5%	8.5%	10.1%	10.0%
1=Very Unsafe	1.9%	0.7%	1.0%	3.4%	1.7%	2.9%	1.6%	0.0%	1.4%	1.8%
<b><u>Q11d. In other public areas</u></b>										
5=Very safe	16.4%	17.8%	14.7%	11.2%	11.5%	13.0%	19.9%	15.1%	10.3%	14.4%
4=Safe	54.7%	55.6%	50.6%	50.8%	50.0%	51.8%	50.5%	56.8%	52.9%	52.2%
3=Neutral	23.3%	23.0%	29.1%	34.1%	37.7%	29.2%	25.5%	22.6%	29.4%	28.6%
2=Unsafe	5.7%	3.0%	5.6%	3.5%	0.8%	5.7%	3.6%	5.5%	7.4%	4.6%
1=Very Unsafe	0.0%	0.7%	0.0%	0.4%	0.0%	0.3%	0.5%	0.0%	0.0%	0.2%

**Q11. On 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=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	
<u>Q11e. Overall feeling of safety</u>										
5=Very safe	20.1%	16.7%	18.6%	12.1%	12.8%	17.2%	20.3%	15.6%	13.0%	16.6%
4=Safe	54.7%	68.1%	59.0%	63.0%	60.9%	61.2%	60.9%	60.5%	59.4%	60.9%
3=Neutral	20.1%	13.8%	17.7%	23.8%	24.1%	18.6%	16.8%	19.7%	20.3%	19.3%
2=Unsafe	5.0%	0.7%	4.7%	0.8%	1.5%	3.0%	1.5%	4.1%	7.2%	2.9%
1=Very Unsafe	0.0%	0.7%	0.0%	0.4%	0.8%	0.0%	0.5%	0.0%	0.0%	0.2%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

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

1=City newsletter "CURRENTS"	91.3%	91.4%	91.4%	94.4%	91.0%	93.5%	92.5%	93.9%	84.1%	92.3%
2=City's Parks & Recreation guide	74.4%	77.0%	63.9%	70.9%	65.4%	66.9%	75.0%	75.7%	66.7%	69.9%
3=City cable channel (Comcast 21 or Verizon 27)	8.1%	12.2%	7.1%	18.3%	16.5%	12.3%	7.0%	11.5%	10.1%	11.4%
4=City website	51.9%	33.8%	32.7%	29.9%	29.3%	33.1%	38.5%	41.9%	36.2%	35.5%
5=Online resources	33.8%	25.9%	19.1%	12.7%	14.3%	17.6%	24.5%	26.4%	27.5%	20.9%
6=Involvement in neighborhood association or Block Watch	17.5%	20.9%	11.7%	20.9%	14.3%	15.8%	18.5%	20.3%	15.9%	16.9%
7=Television news	13.8%	20.1%	20.7%	34.7%	25.6%	26.7%	21.5%	20.3%	17.4%	23.6%
8=Other	13.8%	17.3%	12.7%	12.3%	15.0%	11.4%	12.5%	16.2%	17.4%	13.5%
0=None chosen	3.1%	1.4%	2.5%	1.9%	3.8%	2.1%	2.0%	2.0%	1.4%	2.2%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	

**Q13a. Availability of information about City projects, services, meetings, & events**

5=Very satisfied	24.7%	15.8%	17.0%	13.9%	10.7%	16.6%	22.4%	20.9%	10.6%	17.3%
4=Satisfied	46.8%	54.1%	47.9%	50.0%	54.9%	48.3%	48.4%	48.9%	47.0%	49.3%
3=Neutral	24.7%	22.6%	27.9%	28.2%	30.3%	25.8%	26.0%	23.7%	30.3%	26.5%
2=Dissatisfied	3.2%	7.5%	6.6%	6.7%	3.3%	8.0%	3.1%	6.5%	10.6%	6.2%
1=Very Dissatisfied	0.6%	0.0%	0.7%	1.2%	0.8%	1.2%	0.0%	0.0%	1.5%	0.7%

**Q13b. City's efforts to provide opportunities for public involvement**

5=Very satisfied	25.2%	16.5%	13.0%	13.8%	9.3%	13.8%	19.7%	23.9%	11.9%	16.1%
4=Satisfied	40.6%	51.1%	46.3%	43.1%	47.5%	45.6%	45.6%	45.7%	35.8%	45.1%
3=Neutral	25.2%	26.3%	33.0%	30.9%	33.9%	29.6%	29.0%	23.2%	40.3%	29.9%
2=Dissatisfied	8.4%	5.3%	7.0%	9.8%	8.5%	8.8%	5.7%	7.2%	9.0%	7.8%
1=Very Dissatisfied	0.6%	0.8%	0.7%	2.4%	0.8%	2.2%	0.0%	0.0%	3.0%	1.2%

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

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q13c. Quality of content on City's website

5=Very satisfied	22.0%	12.6%	14.1%	10.9%	7.6%	15.0%	16.4%	18.8%	9.8%	14.7%
4=Satisfied	44.7%	42.7%	39.9%	35.2%	45.6%	35.4%	36.4%	47.9%	45.1%	40.1%
3=Neutral	29.5%	43.7%	40.8%	50.3%	44.3%	43.8%	45.0%	29.1%	45.1%	41.4%
2=Dissatisfied	3.8%	1.0%	5.2%	3.6%	2.5%	5.8%	2.1%	4.3%	0.0%	3.8%

Q13d. Quality of City's newsletter, "CURRENTS"

5=Very satisfied	33.5%	21.5%	17.9%	22.7%	11.3%	25.2%	25.3%	27.0%	16.1%	22.8%
4=Satisfied	45.8%	56.9%	55.6%	57.3%	64.5%	53.6%	52.6%	51.1%	53.2%	54.5%
3=Neutral	18.7%	20.0%	23.5%	15.3%	19.4%	18.1%	20.1%	18.4%	29.0%	19.6%
2=Dissatisfied	1.9%	1.5%	2.3%	3.5%	4.0%	2.5%	1.0%	3.5%	1.6%	2.5%
1=Very Dissatisfied	0.0%	0.0%	0.7%	1.2%	0.8%	0.6%	1.0%	0.0%	0.0%	0.6%

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

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)	1	2	3	4	5+		
	1	2	3	1	2	3	4	5		

Q14a. Overall image of City

5=Very satisfied	22.6%	20.6%	17.9%	23.5%	18.3%	21.8%	17.6%	26.2%	18.8%	20.8%
4=Satisfied	58.5%	61.0%	58.3%	56.2%	57.9%	56.1%	63.8%	56.6%	55.1%	58.1%
3=Neutral	13.2%	15.4%	17.2%	15.4%	17.5%	15.8%	15.1%	13.1%	18.8%	15.7%
2=Dissatisfied	5.7%	1.5%	6.3%	4.2%	4.8%	6.0%	2.5%	4.1%	7.2%	4.8%
1=Very Dissatisfied	0.0%	1.5%	0.3%	0.8%	1.6%	0.3%	1.0%	0.0%	0.0%	0.6%

Q14b. Overall quality of leadership provided by City's elected officials

5=Very satisfied	14.1%	10.6%	9.8%	12.3%	10.5%	12.4%	11.4%	11.9%	8.5%	11.5%
4=Satisfied	48.1%	56.1%	47.2%	42.0%	40.4%	47.4%	49.4%	51.6%	42.4%	47.1%
3=Neutral	30.4%	26.0%	34.7%	35.4%	37.7%	31.6%	32.4%	30.2%	35.6%	32.8%
2=Dissatisfied	5.9%	5.7%	6.0%	6.6%	7.9%	5.5%	4.5%	4.8%	13.6%	6.1%
1=Very Dissatisfied	1.5%	1.6%	2.3%	3.7%	3.5%	3.1%	2.3%	1.6%	0.0%	2.5%

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

N=891

	Household Type			Household Size					Total	
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)	1	2	3	4	5+		
	1	2	3	4	1	2	3	4	5	

**Q14c. Overall effectiveness of City Manager & City staff**

5=Very satisfied	16.2%	12.7%	10.3%	13.6%	9.7%	14.7%	13.2%	10.4%	12.3%	12.8%
4=Satisfied	43.8%	48.2%	46.6%	45.6%	42.7%	46.2%	46.1%	50.4%	42.1%	46.0%
3=Neutral	34.6%	31.8%	35.6%	30.7%	36.9%	31.2%	35.3%	30.4%	36.8%	33.3%
2=Dissatisfied	4.6%	5.5%	5.5%	7.0%	7.8%	5.4%	3.6%	7.0%	8.8%	5.8%
1=Very Dissatisfied	0.8%	1.8%	2.0%	3.1%	2.9%	2.5%	1.8%	1.7%	0.0%	2.1%

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

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q15. How much do you agree with the statement

1=Strongly agree	29.4%	18.1%	13.9%	19.3%	12.9%	19.5%	19.6%	24.3%	14.5%	19.0%
2=Somewhat agree	48.1%	59.4%	55.6%	50.0%	52.3%	53.8%	55.8%	54.1%	42.0%	53.2%
3=Somewhat disagree	11.3%	8.0%	14.5%	18.2%	16.7%	16.0%	11.6%	7.4%	20.3%	14.0%
4=Strongly disagree	3.8%	8.7%	5.6%	6.4%	6.1%	5.6%	5.5%	5.4%	10.1%	6.0%
5=No opinion	7.5%	5.8%	10.5%	6.1%	12.1%	5.0%	7.5%	8.8%	13.0%	7.9%

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

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q16. Do you think City is moving in right direction

1=Yes	82.5%	71.0%	70.1%	68.2%	66.7%	70.1%	74.9%	82.4%	59.4%	71.9%
2=No	4.4%	10.1%	6.8%	8.0%	6.8%	7.7%	5.5%	6.8%	11.6%	7.2%
3=Don't Know	13.1%	18.8%	23.1%	23.9%	26.5%	22.2%	19.6%	10.8%	29.0%	20.9%

**Q17. Please rate Shoreline on 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=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	

Q17a. As a place to live

5=Excellent	42.5%	43.1%	36.8%	36.4%	31.6%	37.8%	38.7%	47.6%	37.7%	38.7%
4=Good	52.5%	50.4%	53.6%	54.2%	56.4%	53.9%	57.3%	44.2%	49.3%	53.1%
3=Neutral	4.4%	4.4%	7.4%	7.2%	9.8%	6.5%	2.0%	5.4%	13.0%	6.3%
2=Below Average	0.6%	1.5%	1.9%	1.9%	1.5%	1.8%	1.5%	2.0%	0.0%	1.6%
1=Poor	0.0%	0.7%	0.3%	0.4%	0.8%	0.0%	0.5%	0.7%	0.0%	0.3%

Q17b. As a place to raise children

5=Excellent	43.8%	46.0%	38.1%	37.0%	31.0%	40.0%	39.5%	49.0%	39.1%	40.1%
4=Good	51.9%	45.3%	46.6%	50.4%	51.7%	48.7%	51.8%	44.9%	40.6%	48.5%
3=Neutral	3.8%	6.6%	10.9%	8.5%	14.7%	7.1%	5.6%	4.1%	17.4%	8.1%
2=Below Average	0.6%	0.7%	3.7%	2.4%	0.0%	3.5%	2.1%	1.4%	2.9%	2.3%
1=Poor	0.0%	1.5%	0.7%	1.6%	2.6%	0.6%	1.0%	0.7%	0.0%	1.0%

**Q17. Please rate Shoreline on 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=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 20) 2	55+ (none under 55) 3	4	1	2	3	4	5+	

Q17c. As a place to work

5=Excellent	14.9%	21.4%	17.2%	22.8%	15.4%	22.8%	16.8%	19.1%	16.9%	19.2%
4=Good	36.0%	36.6%	36.1%	38.6%	48.4%	32.5%	38.1%	40.9%	27.1%	36.9%
3=Neutral	33.3%	32.1%	29.6%	27.7%	24.2%	29.3%	34.2%	26.4%	39.0%	30.1%
2=Below Average	11.4%	7.1%	13.3%	7.4%	6.6%	12.2%	8.4%	10.0%	11.9%	10.1%
1=Poor	4.4%	2.7%	3.9%	3.5%	5.5%	3.3%	2.6%	3.6%	5.1%	3.6%

Q17d. As a place with a variety of housing choices

5=Excellent	17.0%	20.0%	18.6%	18.3%	12.3%	20.4%	18.3%	20.9%	15.9%	18.5%
4=Good	56.9%	50.4%	49.5%	50.2%	62.3%	46.1%	52.9%	54.0%	44.9%	51.2%
3=Neutral	19.0%	20.7%	25.6%	24.7%	20.5%	26.0%	22.0%	20.9%	24.6%	23.3%
2=Below Average	6.5%	6.7%	3.7%	5.2%	3.3%	5.6%	3.7%	3.6%	13.0%	5.1%
1=Poor	0.7%	2.2%	2.7%	1.6%	1.6%	1.9%	3.1%	0.7%	1.4%	1.9%

**Q17. Please rate Shoreline on 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=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	

Q17e. As a place to shop

5=Excellent	7.0%	14.0%	9.1%	14.1%	11.5%	11.6%	10.7%	10.5%	8.7%	11.0%
4=Good	30.6%	37.5%	31.6%	35.7%	36.6%	33.5%	32.1%	31.5%	36.2%	33.6%
3=Neutral	31.8%	24.3%	29.4%	24.0%	26.7%	26.4%	27.0%	30.8%	27.5%	27.4%
2=Below Average	22.9%	19.9%	21.6%	22.1%	18.3%	21.4%	21.9%	25.2%	21.7%	21.7%
1=Poor	7.6%	4.4%	8.4%	4.2%	6.9%	7.1%	8.2%	2.1%	5.8%	6.4%

Q17f. As a place for dining & entertainment options

5=Excellent	5.7%	6.6%	5.7%	5.3%	5.3%	5.1%	4.0%	8.9%	7.2%	5.7%
4=Good	15.1%	27.0%	23.9%	28.0%	27.5%	25.1%	25.3%	17.1%	23.2%	24.0%
3=Neutral	27.7%	26.3%	28.0%	29.5%	27.5%	27.2%	30.8%	30.1%	21.7%	28.1%
2=Below Average	31.4%	27.7%	23.3%	26.5%	24.4%	26.9%	21.2%	29.5%	36.2%	26.4%
1=Poor	20.1%	12.4%	19.2%	10.6%	15.3%	15.6%	18.7%	14.4%	11.6%	15.7%

**Q17. Please rate Shoreline on 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=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q17g. Overall quality of life in City

5=Excellent	20.0%	23.5%	18.3%	18.9%	13.5%	19.0%	20.7%	25.9%	17.4%	19.6%
4=Good	62.5%	63.2%	57.8%	59.2%	64.7%	58.6%	60.1%	58.5%	59.4%	59.9%
3=Neutral	15.0%	10.3%	18.3%	18.1%	18.0%	17.6%	16.2%	11.6%	18.8%	16.4%
2=Below Average	2.5%	2.2%	5.3%	2.6%	3.0%	4.2%	2.5%	3.4%	4.3%	3.5%
1=Poor	0.0%	0.7%	0.3%	1.1%	0.8%	0.6%	0.5%	0.7%	0.0%	0.6%

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

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

**Q18. Rate condition of your neighborhood**

1=Excellent	16.3%	18.8%	10.9%	16.5%	9.8%	15.0%	13.6%	21.8%	11.6%	14.8%
2=Good	44.4%	45.7%	49.4%	42.7%	47.4%	46.3%	48.7%	40.8%	43.5%	45.9%
3=Average	32.5%	30.4%	31.7%	31.1%	35.3%	28.3%	31.2%	32.0%	39.1%	31.5%
4=Below Average	5.6%	2.2%	6.5%	9.0%	6.0%	9.7%	4.5%	2.7%	4.3%	6.4%
5=Poor	0.6%	0.7%	1.2%	0.7%	1.5%	0.6%	0.5%	1.4%	1.4%	0.9%
9=Don't Know	0.6%	2.2%	0.3%	0.0%	0.0%	0.0%	1.5%	1.4%	0.0%	0.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	
<b><u>Q19a. Surface water/water runoff</u></b>										
5=Very satisfied	15.9%	11.3%	13.0%	11.9%	9.8%	13.1%	12.4%	14.5%	15.9%	12.9%
4=Satisfied	56.5%	53.2%	51.6%	54.1%	50.9%	54.5%	56.2%	54.8%	42.9%	53.5%
3=Neutral	22.5%	25.0%	22.5%	19.3%	28.6%	18.2%	20.8%	23.4%	28.6%	21.9%
2=Dissatisfied	5.1%	4.8%	9.1%	12.3%	7.1%	12.1%	6.7%	4.0%	9.5%	8.7%
1=Very Dissatisfied	0.0%	5.6%	3.9%	2.5%	3.6%	2.2%	3.9%	3.2%	3.2%	3.0%
<b><u>Q19b. Supporting alternative means of transportation</u></b>										
5=Very satisfied	16.6%	11.9%	15.6%	9.6%	14.2%	12.8%	11.6%	16.7%	13.4%	13.5%
4=Satisfied	43.9%	48.5%	41.3%	47.8%	48.8%	43.4%	41.6%	49.3%	43.3%	44.8%
3=Neutral	26.1%	24.6%	28.6%	30.1%	28.3%	26.6%	36.8%	19.4%	26.9%	28.0%
2=Dissatisfied	10.2%	13.4%	12.1%	9.6%	5.5%	14.1%	7.9%	12.5%	14.9%	11.2%
1=Very Dissatisfied	3.2%	1.5%	2.5%	2.8%	3.1%	3.1%	2.1%	2.1%	1.5%	2.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)	1	2	3	4	5+		
	1	2	3	4	1	2	3	4	5	

Q19c. Protection of the environment/open space

5=Very satisfied	18.2%	16.2%	14.7%	11.4%	10.9%	14.6%	13.9%	18.9%	13.6%	14.6%
4=Satisfied	56.5%	56.9%	55.0%	52.4%	54.6%	52.4%	55.6%	60.1%	53.0%	54.8%
3=Neutral	22.1%	18.5%	25.0%	28.9%	30.3%	25.1%	26.2%	16.1%	25.8%	24.6%
2=Dissatisfied	2.6%	4.6%	4.3%	4.9%	2.5%	6.3%	1.6%	4.2%	4.5%	4.2%
1=Very Dissatisfied	0.6%	3.8%	1.0%	2.4%	1.7%	1.6%	2.7%	0.7%	3.0%	1.8%

Q19d. Recycling

5=Very satisfied	31.0%	26.7%	28.7%	28.5%	26.6%	30.2%	27.2%	33.1%	20.6%	28.7%
4=Satisfied	60.8%	58.5%	53.8%	52.7%	53.9%	52.9%	59.0%	57.2%	57.4%	55.5%
3=Neutral	5.7%	9.6%	12.1%	15.4%	16.4%	12.1%	11.3%	6.9%	10.3%	11.5%
2=Dissatisfied	1.9%	3.0%	3.5%	1.9%	1.6%	3.3%	1.0%	2.1%	7.4%	2.7%
1=Very Dissatisfied	0.6%	2.2%	1.9%	1.5%	1.6%	1.5%	1.5%	0.7%	4.4%	1.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q19e. Maintenance of public trees in right-of-way

5=Very satisfied	14.2%	14.3%	16.0%	8.7%	13.1%	13.1%	13.4%	13.8%	11.3%	13.2%
4=Satisfied	56.8%	47.6%	48.5%	46.6%	37.7%	50.0%	50.5%	55.1%	51.6%	49.3%
3=Neutral	23.6%	22.2%	23.2%	27.7%	32.0%	23.7%	24.2%	21.0%	22.6%	24.5%
2=Dissatisfied	3.4%	13.5%	10.2%	13.4%	16.4%	9.9%	9.7%	8.7%	8.1%	10.5%
1=Very Dissatisfied	2.0%	2.4%	2.0%	3.6%	0.8%	3.2%	2.2%	1.4%	6.5%	2.6%

**Q20. Should the City of Shoreline consider a plastic bag ban as part of its environmental sustainability strategy?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q20. Should City consider a plastic bag ban

1=Yes	53.8%	49.6%	49.1%	45.1%	48.9%	47.9%	49.5%	56.5%	34.8%	48.8%
2=Neutral	17.5%	16.8%	16.1%	17.7%	11.3%	19.5%	16.2%	13.6%	24.6%	16.9%
3=No	26.9%	31.4%	29.8%	33.8%	35.3%	29.3%	30.8%	27.2%	36.2%	30.7%
4=Don't know	1.9%	2.2%	5.0%	3.4%	4.5%	3.3%	3.5%	2.7%	4.3%	3.5%

**Q21. How satisfied are you with: (without "don't know")**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	
<b><u>Q21a. Maintenance of City parks</u></b>										
5=Very satisfied	31.3%	27.0%	21.6%	19.0%	15.2%	24.1%	22.4%	26.9%	31.9%	23.5%
4=Satisfied	58.8%	63.5%	63.5%	63.6%	65.6%	61.8%	65.3%	66.2%	46.4%	62.6%
3=Neutral	6.3%	8.8%	11.6%	13.8%	16.8%	10.7%	8.7%	4.8%	18.8%	10.8%
2=Dissatisfied	3.1%	0.0%	2.6%	3.2%	2.4%	2.5%	3.6%	2.1%	0.0%	2.5%
1=Very Dissatisfied	0.6%	0.7%	0.6%	0.4%	0.0%	0.9%	0.0%	0.0%	2.9%	0.6%
<b><u>Q21b. Maintenance of City playgrounds</u></b>										
5=Very satisfied	29.5%	26.2%	20.3%	18.5%	12.5%	23.4%	22.8%	25.0%	29.2%	22.7%
4=Satisfied	62.8%	63.1%	62.5%	61.1%	61.5%	61.2%	62.5%	67.1%	56.9%	62.3%
3=Neutral	3.8%	10.0%	15.3%	17.5%	25.0%	12.8%	12.0%	5.0%	12.3%	12.7%
2=Dissatisfied	3.8%	0.8%	1.5%	2.4%	1.0%	1.8%	2.7%	2.9%	1.5%	2.1%
1=Very Dissatisfied	0.0%	0.0%	0.4%	0.5%	0.0%	0.7%	0.0%	0.0%	0.0%	0.3%

**Q21. How satisfied are you with: (without "don't know")**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

**Q21c. Walking & biking trails in City**

5=Very satisfied	24.5%	26.1%	18.8%	16.4%	15.9%	17.5%	25.0%	23.4%	22.1%	20.4%
4=Satisfied	51.0%	48.5%	55.5%	54.3%	54.0%	54.5%	51.1%	53.2%	51.5%	53.1%
3=Neutral	15.5%	17.9%	18.5%	22.8%	24.8%	20.5%	17.0%	13.5%	20.6%	19.1%
2=Dissatisfied	5.2%	7.5%	6.2%	5.6%	5.3%	5.9%	5.9%	7.8%	4.4%	6.0%
1=Very Dissatisfied	3.9%	0.0%	1.0%	0.9%	0.0%	1.7%	1.1%	2.1%	1.5%	1.4%

**Q21d. City swimming pool**

5=Very satisfied	20.5%	21.4%	12.9%	14.5%	10.6%	14.5%	18.9%	19.8%	20.0%	16.8%
4=Satisfied	48.4%	54.7%	46.5%	46.1%	47.0%	44.2%	51.5%	52.1%	49.1%	48.5%
3=Neutral	25.4%	18.8%	36.1%	32.2%	37.9%	33.7%	26.5%	24.8%	18.2%	28.9%
2=Dissatisfied	4.1%	4.3%	4.5%	6.6%	4.5%	7.0%	1.5%	2.5%	12.7%	4.9%
1=Very Dissatisfied	1.6%	0.9%	0.0%	0.7%	0.0%	0.6%	1.5%	0.8%	0.0%	0.7%

**Q21. How satisfied are you with: (without "don't know")**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	
<u>Q21e. Outdoor athletic fields</u>										
5=Very satisfied	27.1%	27.3%	16.3%	18.0%	14.6%	18.2%	23.8%	25.4%	23.4%	20.9%
4=Satisfied	57.6%	51.6%	60.8%	48.5%	48.3%	55.7%	54.7%	59.7%	53.1%	55.1%
3=Neutral	13.9%	17.2%	19.2%	28.5%	32.6%	22.1%	18.6%	12.7%	17.2%	20.4%
2=Dissatisfied	1.4%	3.1%	3.3%	4.0%	4.5%	2.8%	2.3%	2.2%	6.3%	3.1%
1=Very Dissatisfied	0.0%	0.8%	0.4%	1.0%	0.0%	1.2%	0.6%	0.0%	0.0%	0.6%
<u>Q21f. Ease of registering for programs</u>										
5=Very satisfied	32.3%	25.2%	17.5%	14.1%	10.4%	19.6%	21.2%	30.2%	22.6%	21.3%
4=Satisfied	50.0%	50.4%	48.7%	48.5%	50.6%	45.6%	51.8%	51.6%	49.1%	49.2%
3=Neutral	13.8%	18.3%	30.7%	35.0%	36.4%	30.4%	24.1%	15.1%	22.6%	25.8%
2=Dissatisfied	3.8%	3.5%	3.2%	1.2%	2.6%	2.9%	2.2%	3.2%	3.8%	2.8%
1=Very Dissatisfied	0.0%	2.6%	0.0%	1.2%	0.0%	1.5%	0.7%	0.0%	1.9%	0.8%

**Q21. How satisfied are you with: (without "don't know")**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	
<u>Q21g. Fees charged for recreation programs</u>										
5=Very satisfied	23.7%	23.5%	15.2%	13.2%	10.8%	18.7%	16.8%	25.6%	12.7%	18.2%
4=Satisfied	58.0%	37.8%	37.7%	40.9%	40.5%	37.4%	43.4%	49.6%	50.9%	43.0%
3=Neutral	14.5%	29.4%	39.3%	36.5%	39.2%	35.0%	32.2%	20.0%	29.1%	31.2%
2=Dissatisfied	3.8%	6.7%	5.2%	6.9%	6.8%	6.4%	4.2%	4.8%	7.3%	5.7%
1=Very Dissatisfied	0.0%	2.5%	2.6%	2.5%	2.7%	2.5%	3.5%	0.0%	0.0%	2.0%
<u>Q21h. Variety of recreation programs</u>										
5=Very satisfied	27.3%	27.3%	16.7%	11.1%	8.8%	17.7%	20.5%	26.7%	21.1%	19.2%
4=Satisfied	51.1%	45.5%	43.7%	51.6%	53.8%	42.6%	48.7%	53.4%	43.9%	47.8%
3=Neutral	18.7%	19.0%	34.7%	33.7%	34.1%	35.4%	25.6%	16.8%	22.8%	28.3%
2=Dissatisfied	2.9%	6.6%	2.7%	2.6%	2.2%	2.5%	3.2%	3.1%	10.5%	3.4%
1=Very Dissatisfied	0.0%	1.7%	2.3%	1.1%	1.1%	1.7%	1.9%	0.0%	1.8%	1.3%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1	2	3	4	5+	
<u>Q22. Top choice</u>										
A=Maintenance of City parks	25.6%	22.3%	38.6%	39.9%	35.3%	38.4%	37.0%	26.4%	18.8%	34.1%
B=Maintenance of City playgrounds	20.0%	2.9%	4.0%	6.3%	5.3%	5.9%	7.5%	11.5%	10.1%	7.4%
C=Walking & biking trails in City	26.3%	25.9%	23.8%	15.3%	19.5%	22.3%	21.0%	22.3%	27.5%	22.0%
D=City swimming pool	3.8%	5.0%	4.0%	4.5%	3.0%	3.5%	3.0%	8.1%	5.8%	4.3%
E=Outdoor athletic fields	1.3%	9.4%	4.6%	4.9%	4.5%	4.7%	4.0%	6.8%	4.3%	4.8%
F=Ease of registering for programs	2.5%	5.0%	1.2%	1.5%	0.0%	1.8%	2.5%	2.0%	7.2%	2.1%
G=Fees charged for recreation programs	7.5%	7.9%	4.3%	5.6%	4.5%	5.0%	4.0%	9.5%	10.1%	5.8%
H=Variety of recreation programs	6.9%	8.6%	6.2%	4.5%	3.8%	6.5%	6.5%	6.8%	7.2%	6.2%
Z=None chosen	6.3%	12.9%	13.3%	17.5%	24.1%	12.0%	14.5%	6.8%	8.7%	13.2%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1	2	3	4	5+	

Q22. 2nd choice

A=Maintenance of City parks	24.4%	23.0%	20.7%	15.7%	17.3%	19.4%	20.5%	25.0%	18.8%	20.2%
B=Maintenance of City playgrounds	17.5%	6.5%	17.0%	21.3%	16.5%	17.9%	18.5%	14.2%	11.6%	16.7%
C=Walking & biking trails in City	14.4%	15.1%	19.4%	17.9%	15.8%	21.4%	15.5%	14.2%	13.0%	17.4%
D=City swimming pool	8.8%	7.9%	5.2%	4.9%	6.0%	3.5%	7.5%	7.4%	13.0%	6.2%
E=Outdoor athletic fields	5.6%	8.6%	4.3%	2.6%	3.8%	3.5%	4.0%	8.1%	7.2%	4.7%
F=Ease of registering for programs	1.9%	2.9%	1.2%	0.0%	0.8%	0.9%	1.0%	1.4%	4.3%	1.2%
G=Fees charged for recreation programs	5.0%	7.9%	6.2%	6.0%	3.8%	6.7%	7.5%	6.8%	2.9%	6.2%
H=Variety of recreation programs	12.5%	10.8%	9.0%	9.7%	10.5%	8.8%	8.5%	11.5%	17.4%	10.1%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	
<b>Q22. Sum of top 2 choices</b>										
A=Maintenance of City parks	50.0%	45.3%	59.3%	55.6%	52.6%	57.8%	57.5%	51.4%	37.7%	54.3%
B=Maintenance of City playgrounds	37.5%	9.4%	21.0%	27.6%	21.8%	23.8%	26.0%	25.7%	21.7%	24.1%
C=Walking & biking trails in City	40.6%	41.0%	43.2%	33.2%	35.3%	43.7%	36.5%	36.5%	40.6%	39.4%
D=City swimming pool	12.5%	12.9%	9.3%	9.3%	9.0%	7.0%	10.5%	15.5%	18.8%	10.4%
E=Outdoor athletic fields	6.9%	18.0%	9.0%	7.5%	8.3%	8.2%	8.0%	14.9%	11.6%	9.5%
F=Ease of registering for programs	4.4%	7.9%	2.5%	1.5%	0.8%	2.6%	3.5%	3.4%	11.6%	3.4%
G=Fees charged for recreation programs	12.5%	15.8%	10.5%	11.6%	8.3%	11.7%	11.5%	16.2%	13.0%	12.0%
H=Variety of recreation programs	19.4%	19.4%	15.1%	14.2%	14.3%	15.2%	15.0%	18.2%	24.6%	16.3%
Z=None chosen	6.3%	12.9%	13.3%	17.5%	24.1%	12.0%	14.5%	6.8%	8.7%	13.2%

**Q23. How satisfied are you with: (without "don't know")**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

**Q23a. Availability of public transportation options**

5=Very satisfied	12.5%	13.6%	14.1%	12.0%	12.9%	13.5%	11.4%	14.7%	13.4%	13.1%
4=Satisfied	44.7%	45.5%	44.4%	45.0%	48.4%	43.6%	45.7%	43.4%	44.8%	44.8%
3=Neutral	28.9%	26.5%	23.4%	29.3%	25.0%	26.9%	25.0%	28.0%	29.9%	26.6%
2=Dissatisfied	9.9%	10.6%	14.5%	11.2%	12.1%	12.8%	14.7%	9.1%	7.5%	12.0%
1=Very Dissatisfied	3.9%	3.8%	3.6%	2.5%	1.6%	3.2%	3.3%	4.9%	4.5%	3.4%

**Q23b. Availability of bicycle lanes**

5=Very satisfied	7.7%	8.7%	11.0%	8.6%	12.5%	8.4%	5.7%	12.5%	11.3%	9.3%
4=Satisfied	24.5%	31.7%	37.0%	31.8%	28.8%	33.3%	38.9%	29.4%	21.0%	32.3%
3=Neutral	46.2%	37.3%	36.6%	41.8%	41.3%	40.7%	33.1%	40.4%	53.2%	40.0%
2=Dissatisfied	17.5%	18.3%	12.1%	14.5%	15.4%	12.3%	20.0%	14.7%	11.3%	14.8%
1=Very Dissatisfied	4.2%	4.0%	3.3%	3.2%	1.9%	5.3%	2.3%	2.9%	3.2%	3.5%

**Q23. How satisfied are you with: (without "don't know")**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q23c. Availability of sidewalks on major streets & routes

5=Very satisfied	10.6%	8.1%	11.5%	7.4%	10.1%	10.7%	7.2%	8.2%	13.0%	9.6%
4=Satisfied	40.0%	47.1%	43.9%	40.7%	41.1%	40.5%	49.7%	40.8%	40.6%	42.7%
3=Neutral	21.3%	19.1%	22.3%	25.6%	23.3%	23.8%	21.5%	21.1%	21.7%	22.6%
2=Dissatisfied	20.6%	19.9%	16.2%	20.5%	20.9%	18.0%	16.4%	23.1%	17.4%	18.9%
1=Very Dissatisfied	7.5%	5.9%	6.1%	5.8%	4.7%	7.0%	5.1%	6.8%	7.2%	6.2%

Q23d. Availability of sidewalks near your residence

5=Very satisfied	4.4%	5.8%	11.5%	6.8%	9.9%	9.2%	7.1%	4.7%	7.2%	7.9%
4=Satisfied	14.4%	21.7%	24.0%	23.6%	24.4%	22.0%	23.7%	12.8%	29.0%	21.8%
3=Neutral	17.5%	21.7%	17.8%	20.9%	19.1%	19.6%	21.2%	16.9%	17.4%	19.3%
2=Dissatisfied	37.5%	24.6%	24.9%	33.5%	33.6%	28.3%	26.3%	38.5%	20.3%	29.7%
1=Very Dissatisfied	26.3%	26.1%	21.8%	15.2%	13.0%	20.8%	21.7%	27.0%	26.1%	21.3%

**Q23. How satisfied are you with: (without "don't know")**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q23e. Traffic calming measures in your neighborhood

5=Very satisfied	6.0%	6.9%	8.2%	3.8%	3.4%	6.3%	7.0%	7.1%	7.7%	6.3%
4=Satisfied	32.5%	26.0%	34.5%	31.0%	29.4%	34.6%	31.7%	25.0%	36.9%	31.8%
3=Neutral	27.8%	35.1%	28.6%	30.5%	34.5%	26.3%	31.2%	35.7%	24.6%	30.1%
2=Dissatisfied	21.9%	19.8%	17.1%	20.9%	21.0%	18.1%	20.4%	20.7%	18.5%	19.5%
1=Very Dissatisfied	11.9%	12.2%	11.5%	13.8%	11.8%	14.6%	9.7%	11.4%	12.3%	12.4%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q24. Top choice

A=Availability of public transportation options	15.6%	19.4%	32.1%	26.1%	30.8%	27.9%	23.5%	17.6%	24.6%	25.4%
B=Availability of bicycle lanes	10.6%	11.5%	7.4%	6.7%	4.5%	6.5%	13.0%	10.1%	8.7%	8.4%
C=Availability of sidewalks on major streets & routes	16.9%	15.8%	13.0%	15.7%	15.8%	13.2%	15.0%	17.6%	15.9%	14.9%
D=Availability of sidewalks near your residence	35.6%	30.2%	22.2%	20.5%	16.5%	24.6%	25.5%	33.8%	27.5%	25.4%
E=Traffic calming measures in your neighborhood	16.3%	15.8%	17.0%	21.3%	21.1%	19.6%	16.0%	15.5%	14.5%	18.0%
Z=None chosen	5.0%	7.2%	8.3%	9.7%	11.3%	8.2%	7.0%	5.4%	8.7%	8.0%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q24. 2nd choice

A=Availability of public transportation options	12.5%	15.1%	13.3%	13.8%	12.0%	13.8%	13.5%	16.2%	10.1%	13.6%
B=Availability of bicycle lanes	10.0%	17.3%	13.3%	10.1%	11.3%	13.5%	11.0%	12.2%	13.0%	12.3%
C=Availability of sidewalks on major streets & routes	20.6%	21.6%	22.8%	23.1%	22.6%	21.1%	26.0%	19.6%	23.2%	22.3%
D=Availability of sidewalks near your residence	26.9%	15.8%	20.4%	21.3%	21.8%	20.8%	18.0%	25.0%	21.7%	21.1%
E=Traffic calming measures in your neighborhood	21.3%	18.0%	17.6%	13.1%	14.3%	15.5%	19.0%	17.6%	21.7%	16.9%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years? (top 2)**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	
<u>Q24. Sum of top 2 choices</u>										
A=Availability of public transportation options	28.1%	34.5%	45.4%	39.9%	42.9%	41.6%	37.0%	33.8%	34.8%	38.9%
B=Availability of bicycle lanes	20.6%	28.8%	20.7%	16.8%	15.8%	19.9%	24.0%	22.3%	21.7%	20.8%
C=Availability of sidewalks on major streets & routes	37.5%	37.4%	35.8%	38.8%	38.3%	34.3%	41.0%	37.2%	39.1%	37.3%
D=Availability of sidewalks near your residence	62.5%	46.0%	42.6%	41.8%	38.3%	45.5%	43.5%	58.8%	49.3%	46.5%
E=Traffic calming measures in your neighborhood	37.5%	33.8%	34.6%	34.3%	35.3%	35.2%	35.0%	33.1%	36.2%	34.9%
Z=None chosen	5.0%	7.2%	8.3%	9.7%	11.3%	8.2%	7.0%	5.4%	8.7%	8.0%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1 1	2 2	3 3	4 4	5+ 5	
<b><u>Q25a. Roads &amp; streets</u></b>										
5=Very satisfied	41.0%	32.8%	33.0%	29.3%	27.1%	32.3%	32.1%	45.5%	27.3%	33.3%
4=Satisfied	49.4%	48.5%	43.3%	46.0%	38.0%	47.3%	51.3%	43.4%	45.5%	46.0%
3=Neutral	3.8%	10.4%	14.4%	13.7%	21.7%	12.0%	8.8%	5.6%	12.1%	11.7%
2=Dissatisfied	3.8%	5.2%	4.8%	7.6%	10.1%	3.9%	4.1%	4.2%	12.1%	5.5%
1=Very Dissatisfied	1.9%	3.0%	4.5%	3.4%	3.1%	4.5%	3.6%	1.4%	3.0%	3.5%
<b><u>Q25b. Parks improvements</u></b>										
5=Very satisfied	42.5%	38.0%	28.0%	24.3%	19.7%	28.7%	32.3%	45.7%	30.6%	31.3%
4=Satisfied	45.8%	42.6%	51.4%	55.7%	57.3%	52.0%	54.8%	39.1%	38.7%	50.2%
3=Neutral	10.5%	14.7%	18.2%	18.3%	20.5%	18.0%	12.4%	10.9%	22.6%	16.2%
2=Dissatisfied	1.3%	3.9%	2.1%	1.3%	1.7%	1.0%	0.5%	4.3%	6.5%	2.0%
1=Very Dissatisfied	0.0%	0.8%	0.3%	0.4%	0.9%	0.3%	0.0%	0.0%	1.6%	0.4%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	
<b><u>Q25c. Trails &amp; paths</u></b>										
5=Very satisfied	29.3%	31.0%	25.8%	19.8%	20.8%	23.8%	25.5%	35.3%	21.0%	25.5%
4=Satisfied	52.0%	46.5%	54.0%	55.3%	55.0%	54.7%	57.1%	43.9%	46.8%	52.8%
3=Neutral	14.0%	18.6%	17.4%	20.3%	20.0%	17.1%	15.8%	16.5%	25.8%	17.8%
2=Dissatisfied	4.0%	3.9%	2.8%	4.2%	4.2%	4.0%	1.1%	4.3%	6.5%	3.6%
1=Very Dissatisfied	0.7%	0.0%	0.0%	0.4%	0.0%	0.3%	0.5%	0.0%	0.0%	0.2%
<b><u>Q25d. Stormwater improvements</u></b>										
5=Very satisfied	20.2%	22.3%	18.0%	15.2%	11.8%	20.5%	18.8%	21.8%	9.3%	18.3%
4=Satisfied	54.6%	47.1%	48.4%	51.7%	49.5%	48.1%	53.3%	51.3%	50.0%	50.2%
3=Neutral	24.4%	27.3%	30.3%	29.4%	34.4%	28.0%	26.1%	23.5%	38.9%	28.5%
2=Dissatisfied	0.8%	1.7%	2.5%	3.8%	3.2%	3.0%	1.2%	2.5%	1.9%	2.4%
1=Very Dissatisfied	0.0%	1.7%	0.8%	0.0%	1.1%	0.4%	0.6%	0.8%	0.0%	0.6%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q25e. Building & facilities

5=Very satisfied	24.5%	23.3%	20.4%	16.1%	8.0%	21.7%	20.9%	25.6%	21.8%	20.4%
4=Satisfied	47.5%	43.4%	44.0%	50.7%	55.0%	43.4%	49.4%	45.9%	40.0%	46.6%
3=Neutral	25.2%	27.9%	28.0%	25.1%	29.0%	28.1%	25.0%	23.3%	27.3%	26.6%
2=Dissatisfied	1.4%	3.1%	5.2%	5.8%	5.0%	3.9%	3.5%	3.8%	9.1%	4.3%
1=Very Dissatisfied	1.4%	2.3%	2.4%	2.2%	3.0%	2.8%	1.2%	1.5%	1.8%	2.2%

**Q26. How important do you feel it is to continue making capital investments to Shoreline facilities? (without "no response")**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q26. How important it is to continue making capital investments to Shoreline facilities

1=Very important	66.0%	42.0%	46.9%	49.6%	49.6%	47.0%	49.7%	60.8%	47.8%	50.4%
2=Somewhat important	24.5%	39.1%	35.9%	30.3%	33.6%	34.1%	38.2%	24.3%	26.1%	32.7%
3=Not Sure	5.7%	12.3%	12.2%	14.0%	13.0%	13.5%	8.0%	7.4%	18.8%	11.6%
4=Not important	3.8%	6.5%	5.0%	6.1%	3.8%	5.4%	4.0%	7.4%	7.2%	5.3%

**Q27. To improve Shoreline's financial stability, the City's long-term emphasis has been on economic development, which means increasing opportunities for more retail, multi-family housing and commercial developments in Shoreline. Do you support the City's emphasis on economic development?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q27. Do you support City's emphasis on economic development

1=Yes	78.1%	70.5%	62.2%	63.1%	61.7%	66.5%	69.0%	70.9%	60.9%	66.6%
2=Neutral	11.9%	16.5%	21.4%	19.0%	18.0%	17.9%	19.0%	16.2%	21.7%	18.2%
3=No	6.9%	9.4%	10.2%	11.9%	13.5%	9.4%	7.5%	10.1%	13.0%	10.0%
9=Don't Know	3.1%	3.6%	6.2%	6.0%	6.8%	6.2%	4.5%	2.7%	4.3%	5.2%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

N=891

Household Type				Household Size					Total
10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
1	2	3	4	1	2	3	4	5	

Q28. Top choice

A=Reduce service hours at City Hall	57.5%	47.5%	47.5%	38.4%	41.4%	45.7%	48.5%	48.6%	50.7%	46.6%
B=Reduce levels of regular maintenance	5.6%	5.8%	4.9%	7.5%	8.3%	6.5%	5.5%	1.4%	10.1%	5.9%
C=Reduce City operated non-state or federally mandated services & programs	6.9%	9.4%	14.2%	17.2%	12.8%	16.1%	11.0%	10.8%	8.7%	13.0%
D=Maintain current services through alternative revenue sources	18.1%	20.9%	17.6%	20.9%	19.5%	16.7%	20.5%	25.0%	14.5%	19.2%
Z=None chosen	11.9%	16.5%	15.7%	16.0%	18.0%	15.0%	14.5%	14.2%	15.9%	15.3%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

N=891

Household Type				Household Size					Total
10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
1	2	3	4	1	2	3	4	5	

Q28. 2nd choice

A=Reduce service hours at City Hall	16.9%	15.8%	17.9%	22.4%	17.3%	20.5%	20.0%	17.6%	11.6%	18.7%
B=Reduce levels of regular maintenance	19.4%	15.1%	16.0%	10.4%	12.8%	14.1%	13.5%	16.2%	23.2%	14.8%
C=Reduce City operated non-state or federally mandated services & programs	15.6%	17.3%	22.5%	20.5%	22.6%	20.2%	20.0%	16.9%	18.8%	19.9%
D=Maintain current services through alternative revenue sources	25.0%	20.1%	17.3%	17.9%	18.0%	18.2%	20.5%	22.3%	17.4%	19.3%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future. (top 2)**

N=891	Household Type				Household Size					Total
	10 - 19 (none Under 10 1	20 - 54 (none under 10) 2	55+ (none under 20) 3	55+ (none under 55) 4	1	2	3	4	5+	
<u>Q28. Sum of top 2 choices</u>										
A=Reduce service hours at City Hall	74.4%	63.3%	65.4%	60.8%	58.6%	66.3%	68.5%	66.2%	62.3%	65.3%
B=Reduce levels of regular maintenance	25.0%	20.9%	21.0%	17.9%	21.1%	20.5%	19.0%	17.6%	33.3%	20.8%
C=Reduce City operated non-state or federally mandated services & programs	22.5%	26.6%	36.7%	37.7%	35.3%	36.4%	31.0%	27.7%	27.5%	32.9%
D=Maintain current services through alternative revenue sources	43.1%	41.0%	34.9%	38.8%	37.6%	34.9%	41.0%	47.3%	31.9%	38.5%
Z=None chosen	11.9%	16.5%	15.7%	16.0%	18.0%	15.0%	14.5%	14.2%	15.9%	15.3%

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

N=891	Household Type				Household Size					Total
	10 - 19	20 - 54	55+	1	2	3	4	5+		
	(none	(none	(none							
	Under 10	under 10)	under 20)	under 55)	1	2	3	4	5	
	1	2	3	4	1	2	3	4	5	

Q29. How many years have you lived in Shoreline

5=5 or less	37.1%	11.7%	32.0%	9.0%	26.0%	22.0%	20.2%	24.3%	25.4%	22.8%
10=6 to 10	33.3%	16.8%	12.5%	11.3%	13.7%	14.2%	17.7%	20.3%	22.4%	16.6%
15=11 to 15	14.5%	23.4%	11.3%	4.5%	11.5%	5.6%	14.6%	20.3%	14.9%	11.7%
20=16 to 20	6.9%	23.4%	11.0%	12.4%	12.2%	11.3%	11.6%	13.5%	20.9%	12.6%
30=21 to 30	5.0%	15.3%	20.7%	28.2%	18.3%	22.8%	20.2%	14.2%	11.9%	19.3%
31=31+	3.1%	9.5%	12.5%	34.6%	18.3%	24.0%	15.7%	7.4%	4.5%	17.0%

**Q30. Do you own or rent your current residence? (without "declined")**

N=891	Household Type			Household Size					Total	
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)	1	2	3	4	5+		
	1	2	3	4	1	2	3	4	5	

Q30. Do you own or rent your residence

1=Own	79.4%	84.8%	82.8%	91.0%	80.9%	87.0%	85.9%	86.4%	76.8%	85.0%
2=Rent	20.6%	15.2%	17.2%	9.0%	19.1%	13.0%	14.1%	13.6%	23.2%	15.0%

**Q31. What is your zip code?**

N=891

	Household Type				Household Size					Total
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)		1	2	3	4	5+	
	1	2	3	4	1	2	3	4	5	

Q31. What is your zip code

1=98133	43.8%	28.1%	41.7%	36.9%	43.6%	36.1%	40.5%	34.5%	43.5%	38.5%
2=98155	36.3%	30.2%	39.8%	31.3%	33.8%	38.7%	33.5%	32.4%	30.4%	35.1%
3=98177	20.0%	41.7%	18.5%	31.7%	22.6%	25.2%	26.0%	33.1%	26.1%	26.4%

**Q32. Do you live east or west of I-5? (without "no response")**

N=891	Household Type			Household Size					Total	
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)	1	2	3	4	5+		
	1	2	3	4	1	2	3	4	5	

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

1=East	36.9%	26.8%	38.6%	30.1%	34.4%	37.5%	31.0%	28.6%	34.8%	33.9%
2=West	63.1%	73.2%	61.4%	69.9%	65.6%	62.5%	69.0%	71.4%	65.2%	66.1%

**Q33. Do you live east or west of Aurora Avenue N.? (without "no response")**

N=891	Household Type			Household Size					Total	
	10 - 19 (none Under 10)	20 - 54 (none under 20)	55+ (none under 55)	1	2	3	4	5+		
	1	2	3	4	1	2	3	4	5	

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

1=East	61.6%	40.6%	64.6%	55.9%	61.1%	62.2%	55.3%	46.9%	58.8%	57.7%
2=West	38.4%	59.4%	35.4%	44.1%	38.9%	37.8%	44.7%	53.1%	41.2%	42.3%

**Q34. What is your total annual household income?**

N=891

	Household Type				Household Size					Total
	10 - 19	20 - 54	55+	1	2	3	4	5+		
	(none	(none	(none							
	Under 10	under 10)	under 20)						under 55)	
1	2	3	4	1	2	3	4	5		

**Q34. Your total annual household income**

1=Under \$25K	3.1%	8.6%	6.8%	7.1%	12.8%	6.2%	5.5%	4.1%	4.3%	6.5%
2=\$25K-\$49,999	5.0%	13.7%	11.7%	20.1%	20.3%	15.5%	13.0%	5.4%	7.2%	13.4%
3=\$50K-\$74,999	25.0%	19.4%	25.9%	21.3%	36.1%	20.8%	20.5%	18.2%	30.4%	23.3%
4=\$75K-\$99,999	20.0%	20.1%	20.1%	16.8%	14.3%	17.6%	21.0%	23.6%	20.3%	19.1%
5=\$100K+	43.8%	30.9%	32.1%	25.4%	11.3%	32.3%	36.0%	45.3%	30.4%	32.0%
9=Declined	3.1%	7.2%	3.4%	9.3%	5.3%	7.6%	4.0%	3.4%	7.2%	5.7%

**Q35. Your gender:**

N=891

Household Type				Household Size					Total
10 - 19 (none Under 10)	20 - 54 (none under 10)	55+ (none under 20)	55+ (none under 55)	1	2	3	4	5+	
1	2	3	4	1	2	3	4	5	

Q35. Your gender

1=Male	37.5%	31.7%	38.9%	49.3%	34.6%	47.2%	38.5%	36.5%	34.8%	40.6%
2=Female	62.5%	68.3%	61.1%	50.7%	65.4%	52.8%	61.5%	63.5%	65.2%	59.4%

*Section 9:*  
*Cross-Tabular Data by*  
*Household Income, Own vs. Rent,*  
*& Gender*

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

**Q1. How many people live in household**

1=1	24.9%	23.1%	11.2%	5.3%	14.1%	18.8%	12.7%	16.4%	14.9%
2=2	41.8%	34.1%	35.3%	38.6%	39.2%	33.1%	44.5%	34.0%	38.3%
3=3	20.9%	19.7%	24.7%	25.3%	22.7%	21.1%	21.3%	23.3%	22.4%
4=4	7.9%	13.0%	20.6%	23.5%	16.9%	15.0%	14.9%	17.8%	16.6%
5=5+	4.5%	10.1%	8.2%	7.4%	7.0%	12.0%	6.6%	8.5%	7.7%

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

N=891

	<u>Household Income</u>				<u>Q30. Do you own or rent your residence</u>		<u>Q35. Your gender</u>		<u>Total</u>
	<u>Under \$50,000</u>	<u>\$50,000 - \$74,999</u>	<u>\$75,000 - \$99,999</u>	<u>\$100,000+</u>	<u>Own</u>	<u>Rent</u>	<u>Male</u>	<u>Female</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q3a. Overall quality of police services</u>									
5=Very Satisfied	25.5%	18.7%	22.8%	23.6%	21.1%	31.6%	21.5%	23.3%	22.5%
4=Satisfied	45.5%	55.5%	54.9%	54.3%	54.5%	42.1%	52.6%	52.8%	52.7%
3=Neutral	20.6%	19.2%	18.5%	17.6%	19.1%	17.5%	19.8%	18.5%	19.0%
2=Dissatisfied	4.2%	3.8%	1.9%	2.2%	2.8%	4.4%	2.9%	3.1%	3.0%
1=Very Dissatisfied	4.2%	2.7%	1.9%	2.2%	2.4%	4.4%	3.2%	2.3%	2.7%
<u>Q3b. Overall quality of City parks &amp; recreation programs &amp; facilities</u>									
5=Very Satisfied	31.4%	25.4%	34.7%	35.5%	30.5%	37.5%	31.8%	31.3%	31.5%
4=Satisfied	53.3%	56.2%	56.9%	52.9%	55.9%	49.2%	52.4%	56.6%	54.9%
3=Neutral	13.0%	14.9%	7.8%	8.7%	11.1%	10.9%	13.2%	9.8%	11.1%
2=Dissatisfied	1.2%	3.0%	0.6%	2.2%	2.1%	0.8%	2.3%	1.6%	1.9%
1=Very Dissatisfied	1.2%	0.5%	0.0%	0.7%	0.4%	1.6%	0.3%	0.8%	0.6%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

**Q3c. Overall effectiveness of City's code enforcement program**

5=Very Satisfied	19.2%	9.0%	14.3%	9.5%	11.6%	19.0%	10.2%	14.5%	12.5%
4=Satisfied	32.3%	33.1%	38.9%	40.2%	37.9%	29.8%	37.3%	36.1%	36.7%
3=Neutral	36.9%	41.4%	33.3%	40.2%	38.1%	36.9%	38.4%	38.0%	38.1%
2=Dissatisfied	9.2%	12.0%	12.7%	6.9%	9.7%	9.5%	10.2%	9.0%	9.6%
1=Very Dissatisfied	2.3%	4.5%	0.8%	3.2%	2.8%	4.8%	3.9%	2.4%	3.1%

**Q3d. Overall effectiveness of City communication with public**

5=Very Satisfied	21.8%	18.1%	24.0%	19.0%	18.7%	27.1%	17.2%	21.9%	20.0%
4=Satisfied	46.1%	46.8%	49.7%	46.3%	46.7%	48.3%	44.8%	48.5%	47.0%
3=Neutral	24.8%	27.1%	21.0%	28.7%	26.3%	21.2%	27.9%	23.9%	25.6%
2=Dissatisfied	5.5%	6.4%	4.8%	4.9%	6.4%	2.5%	7.8%	4.5%	5.9%
1=Very Dissatisfied	1.8%	1.6%	0.6%	1.1%	1.8%	0.8%	2.3%	1.2%	1.7%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

**Q3e. Overall quality of City's stormwater runoff/stormwater management system**

5=Very Satisfied	20.4%	11.5%	16.0%	15.5%	14.2%	24.3%	16.6%	14.8%	15.6%
4=Satisfied	46.5%	51.1%	50.6%	46.9%	49.0%	44.1%	50.8%	46.6%	48.3%
3=Neutral	22.3%	26.4%	26.3%	25.3%	25.6%	24.3%	20.9%	28.9%	25.6%
2=Dissatisfied	7.6%	9.2%	6.4%	9.0%	8.4%	7.2%	9.8%	7.1%	8.2%
1=Very Dissatisfied	3.2%	1.7%	0.6%	3.3%	2.7%	0.0%	1.8%	2.6%	2.3%

**Q3f. Overall flow of traffic & congestion management**

5=Very Satisfied	9.8%	8.0%	7.1%	12.5%	9.0%	12.3%	10.7%	8.6%	9.4%
4=Satisfied	42.8%	45.5%	48.8%	45.2%	45.4%	43.8%	45.2%	45.1%	45.2%
3=Neutral	20.2%	24.5%	23.5%	22.6%	22.8%	23.1%	21.9%	23.5%	22.9%
2=Dissatisfied	19.1%	16.0%	17.1%	16.1%	17.8%	13.1%	16.3%	17.7%	17.1%
1=Very Dissatisfied	8.1%	6.0%	3.5%	3.6%	5.0%	7.7%	5.9%	5.1%	5.4%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q3g. Overall quality of human services offered by City

5=Very Satisfied	12.5%	9.1%	10.2%	11.4%	9.4%	21.2%	10.1%	11.9%	11.2%
4=Satisfied	37.5%	33.1%	32.4%	41.3%	37.3%	34.1%	34.0%	39.0%	36.9%
3=Neutral	39.8%	47.1%	53.7%	44.3%	47.6%	32.9%	50.8%	41.5%	45.5%
2=Dissatisfied	7.8%	9.1%	2.8%	3.0%	4.7%	8.2%	3.8%	6.3%	5.2%
1=Very Dissatisfied	2.3%	1.7%	0.9%	0.0%	0.9%	3.5%	1.3%	1.3%	1.3%

Q3h. Overall effectiveness of City's efforts to sustain environmental quality

5=Very Satisfied	21.0%	18.4%	15.9%	20.3%	16.9%	27.4%	14.9%	20.7%	18.4%
4=Satisfied	49.4%	49.7%	54.8%	52.8%	52.5%	47.9%	53.1%	51.1%	51.9%
3=Neutral	24.1%	27.4%	24.8%	23.6%	25.4%	20.5%	26.1%	23.9%	24.8%
2=Dissatisfied	4.9%	2.8%	3.8%	1.6%	3.6%	4.3%	4.3%	3.2%	3.7%
1=Very Dissatisfied	0.6%	1.7%	0.6%	1.6%	1.5%	0.0%	1.6%	1.1%	1.3%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q3i. Overall quality of service provided by City

5=Very Satisfied	13.1%	12.2%	12.6%	16.3%	13.1%	17.5%	12.2%	14.7%	13.7%
4=Satisfied	59.5%	60.7%	65.9%	61.9%	61.3%	61.1%	61.1%	61.4%	61.2%
3=Neutral	22.0%	21.9%	18.6%	19.3%	21.0%	19.0%	20.2%	21.3%	20.8%
2=Dissatisfied	4.8%	3.6%	2.4%	1.9%	3.9%	0.8%	5.7%	1.8%	3.4%
1=Very Dissatisfied	0.6%	1.5%	0.6%	0.7%	0.7%	1.6%	0.9%	0.8%	0.8%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	
<u>Q4. Top choice</u>									
A=Police services	16.9%	24.0%	15.3%	23.9%	21.3%	20.3%	24.0%	19.1%	21.1%
B=City parks & recreation programs & facilities	6.8%	9.1%	4.1%	8.4%	7.6%	6.8%	5.8%	8.7%	7.5%
C=City's code enforcement program	3.4%	5.3%	3.5%	4.2%	4.4%	3.0%	6.1%	3.0%	4.3%
D=City communication with public	7.9%	3.8%	4.1%	5.3%	5.1%	5.3%	5.5%	4.9%	5.2%
E=City's stormwater runoff/stormwater management system	5.6%	4.3%	5.3%	5.3%	4.9%	5.3%	4.4%	5.3%	4.9%
F=Flow of traffic & congestion management	22.0%	18.8%	29.4%	22.5%	22.3%	24.8%	21.8%	23.1%	22.6%
G=Human services offered by City	13.0%	13.0%	11.2%	9.1%	10.2%	14.3%	9.4%	11.9%	10.9%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q4. Top choice (Cont.)

H=City's efforts to sustain environmental quality	10.7%	8.2%	15.9%	10.5%	11.2%	8.3%	8.3%	12.5%	10.8%
I=Overall service provided by City	6.2%	5.3%	7.6%	6.3%	6.5%	5.3%	7.2%	5.7%	6.3%
Z=None chosen	7.3%	8.2%	3.5%	4.6%	6.5%	6.8%	7.5%	5.9%	6.5%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q4. 2nd choice

A=Police services	12.4%	7.2%	13.5%	9.8%	9.8%	12.8%	9.1%	11.0%	10.2%
B=City parks & recreation programs & facilities	7.3%	10.6%	7.1%	15.8%	10.8%	9.0%	9.1%	11.3%	10.4%
C=City's code enforcement program	6.8%	5.8%	11.2%	6.7%	7.3%	6.8%	9.4%	5.7%	7.2%
D=City communication with public	10.2%	6.3%	4.7%	9.1%	8.2%	6.8%	8.3%	7.8%	8.0%
E=City's stormwater runoff/stormwater management system	6.2%	10.1%	9.4%	7.0%	8.1%	6.8%	8.3%	8.3%	8.3%
F=Flow of traffic & congestion management	14.1%	14.4%	15.3%	19.3%	17.4%	14.3%	16.3%	17.4%	16.9%
G=Human services offered by City	14.7%	13.0%	12.4%	11.6%	11.3%	18.0%	9.4%	14.2%	12.2%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q4. 2nd choice (Cont.)

H=City's efforts to sustain environmental quality

13.6%    14.4%    14.7%    11.2%    12.9%    13.5%    12.2%    13.4%    12.9%

I=Overall service provided by City

3.4%    7.2%    5.3%    2.5%    4.5%    3.0%    6.9%    2.5%    4.3%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q4. 3rd choice

A=Police services	6.2%	9.1%	12.9%	8.1%	8.5%	10.5%	6.6%	10.2%	8.8%
B=City parks & recreation programs & facilities	7.9%	12.5%	12.9%	15.4%	12.2%	13.5%	11.9%	13.0%	12.6%
C=City's code enforcement program	2.8%	7.2%	5.9%	4.2%	5.5%	1.5%	5.0%	4.7%	4.8%
D=City communication with public	7.3%	6.7%	10.0%	8.8%	8.5%	8.3%	9.4%	7.8%	8.4%
E=City's stormwater runoff/ stormwater management system	5.1%	5.3%	4.7%	8.1%	6.4%	5.3%	6.9%	5.7%	6.2%
F=Flow of traffic & congestion management	15.8%	16.3%	14.7%	9.8%	12.6%	16.5%	14.4%	12.5%	13.2%
G=Human services offered by City	12.4%	10.6%	10.6%	11.9%	10.9%	12.8%	10.2%	11.9%	11.2%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q4. 3rd choice (Cont.)

H=City's efforts to sustain environmental quality

10.7%    10.1%    11.2%    14.7%    12.1%    12.8%    11.3%    12.7%    12.1%

I=Overall service provided by City

16.4%    8.7%    8.8%    8.4%    10.8%    6.8%    10.5%    10.0%    10.2%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years? (top 3)**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q4. Sum of top 3 choices

A=Police services	35.6%	40.4%	41.8%	41.8%	39.6%	43.6%	39.8%	40.3%	40.1%
B=City parks & recreation programs & facilities	22.0%	32.2%	24.1%	39.6%	30.6%	29.3%	26.8%	33.1%	30.5%
C=City's code enforcement program	13.0%	18.3%	20.6%	15.1%	17.2%	11.3%	20.4%	13.4%	16.3%
D=City communication with public	25.4%	16.8%	18.8%	23.2%	21.8%	20.3%	23.2%	20.4%	21.5%
E=City's stormwater runoff/stormwater management system	16.9%	19.7%	19.4%	20.4%	19.4%	17.3%	19.6%	19.3%	19.4%
F=Flow of traffic & congestion management	52.0%	49.5%	59.4%	51.6%	52.4%	55.6%	52.5%	52.9%	52.7%
G=Human services offered by City	40.1%	36.5%	34.1%	32.6%	32.4%	45.1%	29.0%	38.0%	34.3%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years? (top 3)**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q4. Sum of top 3 choices (Cont.)

H=City's efforts to sustain environmental quality	35.0%	32.7%	41.8%	36.5%	36.2%	34.6%	31.8%	38.6%	35.8%
I=Overall service provided by City	26.0%	21.2%	21.8%	17.2%	21.8%	15.0%	24.6%	18.1%	20.8%
Z=None chosen	7.3%	8.2%	3.5%	4.6%	6.5%	6.8%	7.5%	5.9%	6.5%

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

N=891

	<u>Household Income</u>				<u>Q30. Do you own or rent your residence</u>		<u>Q35. Your gender</u>		<u>Total</u>
	<u>Under \$50,000</u>	<u>\$50,000 - \$74,999</u>	<u>\$75,000 - \$99,999</u>	<u>\$100,000+</u>	<u>Own</u>	<u>Rent</u>	<u>Male</u>	<u>Female</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q5a. Overall maintenance of City streets</u>									
5=Very Satisfied	14.2%	13.7%	12.9%	14.8%	13.3%	18.0%	12.0%	15.4%	14.0%
4=Satisfied	54.0%	55.9%	60.0%	59.0%	57.2%	55.6%	58.1%	56.0%	56.9%
3=Neutral	16.5%	20.1%	19.4%	18.0%	19.5%	15.0%	19.6%	18.5%	18.9%
2=Dissatisfied	14.2%	9.8%	5.3%	6.7%	8.5%	11.3%	8.9%	8.8%	8.8%
1=Very Dissatisfied	1.1%	0.5%	2.4%	1.4%	1.6%	0.0%	1.4%	1.3%	1.4%
<u>Q5b. Maintenance of streets in your neighborhood</u>									
5=Very Satisfied	16.6%	14.6%	11.2%	13.7%	13.4%	18.9%	13.4%	14.9%	14.3%
4=Satisfied	50.3%	54.1%	56.2%	54.6%	53.1%	55.3%	56.0%	51.5%	53.3%
3=Neutral	16.0%	18.0%	16.6%	19.4%	19.2%	10.6%	16.4%	18.9%	17.9%
2=Dissatisfied	16.0%	9.8%	14.2%	9.5%	11.4%	14.4%	10.6%	12.8%	11.9%
1=Very Dissatisfied	1.1%	3.4%	1.8%	2.8%	2.9%	0.8%	3.6%	1.9%	2.6%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q5c. Maintenance of sidewalks

5=Very Satisfied	10.8%	7.7%	6.6%	9.4%	8.2%	12.5%	8.7%	8.9%	8.8%
4=Satisfied	36.5%	40.7%	34.3%	39.9%	37.4%	45.3%	40.1%	37.8%	38.7%
3=Neutral	25.7%	30.9%	29.5%	26.1%	28.0%	25.0%	26.2%	28.3%	27.5%
2=Dissatisfied	22.8%	14.9%	24.1%	18.1%	20.4%	14.1%	19.2%	19.7%	19.5%
1=Very Dissatisfied	4.2%	5.7%	5.4%	6.5%	6.0%	3.1%	5.8%	5.3%	5.5%

Q5d. Mowing & trimming along City streets & other public areas

5=Very Satisfied	14.5%	12.9%	12.5%	13.1%	12.0%	19.7%	13.0%	13.3%	13.2%
4=Satisfied	41.9%	48.3%	41.1%	47.7%	47.0%	38.6%	46.3%	45.3%	45.7%
3=Neutral	29.7%	24.4%	28.6%	20.8%	24.0%	29.5%	23.7%	25.6%	24.9%
2=Dissatisfied	11.0%	10.4%	15.5%	15.2%	13.6%	9.1%	12.7%	12.9%	12.8%
1=Very Dissatisfied	2.9%	4.0%	2.4%	3.2%	3.4%	3.0%	4.2%	2.9%	3.4%

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

N=891

	<u>Household Income</u>				<u>Q30. Do you own or rent your residence</u>		<u>Q35. Your gender</u>		<u>Total</u>
	<u>Under \$50,000</u>	<u>\$50,000 - \$74,999</u>	<u>\$75,000 - \$99,999</u>	<u>\$100,000+</u>	<u>Own</u>	<u>Rent</u>	<u>Male</u>	<u>Female</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q5e. Overall cleanliness of City streets &amp; other public areas</u>									
5=Very Satisfied	17.0%	18.5%	16.0%	17.4%	16.9%	18.2%	16.5%	17.5%	17.1%
4=Satisfied	55.1%	57.6%	58.6%	57.8%	58.3%	52.3%	60.8%	55.2%	57.5%
3=Neutral	22.2%	18.0%	18.9%	18.4%	18.9%	23.5%	15.7%	22.1%	19.5%
2=Dissatisfied	4.5%	4.9%	5.9%	5.7%	5.0%	6.1%	5.3%	5.0%	5.1%
1=Very Dissatisfied	1.1%	1.0%	0.6%	0.7%	0.9%	0.0%	1.7%	0.2%	0.8%
<u>Q5f. Adequacy of City street lighting in your neighborhood</u>									
5=Very Satisfied	16.6%	16.7%	13.0%	16.2%	15.0%	21.4%	17.1%	15.2%	16.0%
4=Satisfied	46.9%	41.7%	37.9%	42.3%	42.5%	41.2%	41.2%	43.0%	42.3%
3=Neutral	16.0%	18.6%	24.3%	20.8%	21.0%	14.5%	24.4%	17.0%	20.0%
2=Dissatisfied	15.4%	19.6%	21.3%	16.9%	17.8%	16.8%	12.9%	21.0%	17.7%
1=Very Dissatisfied	5.1%	3.4%	3.6%	3.9%	3.6%	6.1%	4.5%	3.8%	4.1%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q5g. Adequacy of storm drainage services in your neighborhood

5=Very Satisfied	17.7%	14.4%	13.3%	14.1%	13.9%	19.0%	14.2%	14.8%	14.6%
4=Satisfied	47.0%	52.8%	54.2%	51.1%	50.6%	53.7%	51.1%	51.1%	51.1%
3=Neutral	22.0%	20.0%	22.3%	21.0%	21.7%	16.5%	20.5%	21.2%	20.9%
2=Dissatisfied	11.0%	10.8%	9.0%	11.6%	11.3%	10.7%	11.9%	10.6%	11.2%
1=Very Dissatisfied	2.4%	2.1%	1.2%	2.2%	2.5%	0.0%	2.3%	2.2%	2.2%

Q5h. Solid waste provider services

5=Very Satisfied	22.2%	23.9%	26.3%	27.4%	25.4%	23.8%	25.3%	25.3%	25.3%
4=Satisfied	57.3%	52.3%	58.1%	55.6%	55.8%	53.2%	54.5%	55.9%	55.3%
3=Neutral	17.5%	17.3%	12.6%	12.6%	14.2%	19.0%	15.1%	14.9%	15.0%
2=Dissatisfied	1.8%	3.6%	2.4%	4.0%	3.7%	0.8%	4.0%	2.7%	3.2%
1=Very Dissatisfied	1.2%	3.0%	0.6%	0.4%	0.8%	3.2%	1.1%	1.2%	1.2%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q6. Top choice

A=Maintenance of City streets	21.5%	28.4%	20.0%	20.7%	24.2%	18.0%	23.8%	22.9%	23.2%
B=Maintenance of streets in your neighborhood	7.9%	11.5%	17.6%	11.2%	11.7%	12.0%	12.7%	11.2%	11.8%
C=Maintenance of sidewalks	17.5%	15.4%	17.1%	22.5%	18.8%	14.3%	18.5%	17.8%	18.1%
D=Mowing & trimming along City streets & other public areas	7.9%	5.8%	5.9%	6.3%	5.9%	8.3%	6.9%	5.7%	6.2%
E=Cleanliness of City streets & other public areas	9.0%	7.7%	8.8%	9.8%	8.8%	6.8%	8.0%	8.9%	8.5%
F=Adequacy of City street lighting in your neighborhood	15.3%	13.9%	18.2%	13.7%	13.6%	21.1%	11.3%	17.0%	14.7%
G=Adequacy of storm drainage services in your neighborhood	11.3%	9.6%	7.1%	11.2%	10.4%	8.3%	9.4%	10.4%	10.0%
H=Solid waste provider services	2.8%	2.4%	2.9%	1.8%	2.3%	3.0%	2.8%	2.3%	2.5%
Z=None chosen	6.8%	5.3%	2.4%	2.8%	4.5%	8.3%	6.6%	4.0%	5.1%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q6. 2nd choice

A=Maintenance of City streets	11.3%	12.0%	12.9%	13.0%	12.2%	10.5%	12.4%	11.5%	11.9%
B=Maintenance of streets in your neighborhood	12.4%	9.6%	7.1%	13.3%	10.4%	16.5%	11.0%	11.3%	11.2%
C=Maintenance of sidewalks	16.4%	13.9%	15.9%	11.9%	14.2%	12.8%	12.7%	14.7%	13.9%
D=Mowing & trimming along City streets & other public areas	9.6%	10.6%	13.5%	15.1%	13.3%	6.0%	11.9%	12.3%	12.1%
E=Cleanliness of City streets & other public areas	10.7%	15.9%	18.2%	13.7%	14.4%	13.5%	16.0%	13.0%	14.3%
F=Adequacy of City street lighting in your neighborhood	14.1%	12.5%	13.5%	14.0%	13.3%	12.8%	10.5%	15.3%	13.4%
G=Adequacy of storm drainage services in your neighborhood	7.9%	11.1%	10.6%	7.7%	9.6%	7.5%	9.1%	9.5%	9.3%
H=Solid waste provider services	4.0%	5.8%	3.5%	3.9%	4.1%	6.0%	5.2%	4.0%	4.5%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q6. Sum of top 2 choices

A=Maintenance of City streets	32.8%	40.4%	32.9%	33.7%	36.4%	28.6%	36.2%	34.4%	35.1%
B=Maintenance of streets in your neighborhood	20.3%	21.2%	24.7%	24.6%	22.1%	28.6%	23.8%	22.5%	23.0%
C=Maintenance of sidewalks	33.9%	29.3%	32.9%	34.4%	33.0%	27.1%	31.2%	32.5%	32.0%
D=Mowing & trimming along City streets & other public areas	17.5%	16.3%	19.4%	21.4%	19.1%	14.3%	18.8%	18.0%	18.3%
E=Cleanliness of City streets & other public areas	19.8%	23.6%	27.1%	23.5%	23.1%	20.3%	24.0%	21.9%	22.8%
F=Adequacy of City street lighting in your neighborhood	29.4%	26.4%	31.8%	27.7%	26.9%	33.8%	21.8%	32.3%	28.1%
G=Adequacy of storm drainage services in your neighborhood	19.2%	20.7%	17.6%	18.9%	19.9%	15.8%	18.5%	19.8%	19.3%
H=Solid waste provider services	6.8%	8.2%	6.5%	5.6%	6.4%	9.0%	8.0%	6.2%	7.0%
Z=None chosen	6.8%	5.3%	2.4%	2.8%	4.5%	8.3%	6.6%	4.0%	5.1%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q7a. Enforcing clean-up of garbage, junk, or debris on private property

5=Very Satisfied	13.1%	11.4%	7.9%	6.4%	7.7%	17.3%	7.6%	10.4%	9.2%
4=Satisfied	41.8%	34.1%	33.6%	40.8%	38.7%	30.8%	40.5%	35.1%	37.4%
3=Neutral	27.5%	33.5%	37.5%	27.5%	31.8%	32.7%	32.3%	31.8%	32.0%
2=Dissatisfied	12.4%	13.8%	17.8%	18.9%	16.0%	15.4%	14.2%	17.0%	15.8%
1=Very Dissatisfied	5.2%	7.2%	3.3%	6.4%	5.8%	3.8%	5.4%	5.7%	5.5%

Q7b. Enforcing sign regulations

5=Very Satisfied	10.5%	8.8%	6.9%	7.6%	7.8%	10.1%	6.8%	9.0%	8.1%
4=Satisfied	44.1%	39.6%	40.3%	45.7%	44.0%	36.4%	43.9%	42.1%	42.9%
3=Neutral	34.3%	42.1%	43.1%	40.5%	39.8%	41.4%	39.5%	40.4%	40.0%
2=Dissatisfied	7.7%	6.3%	8.3%	4.3%	6.1%	8.1%	5.8%	7.0%	6.5%
1=Very Dissatisfied	3.5%	3.1%	1.4%	1.9%	2.4%	4.0%	4.1%	1.5%	2.6%

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

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	
<u>Q7c. Enforcing removal of abandoned/junk autos</u>									
5=Very Satisfied	9.7%	7.9%	8.1%	7.5%	7.3%	13.3%	7.5%	8.5%	8.0%
4=Satisfied	38.2%	34.5%	34.9%	38.2%	37.7%	30.6%	39.0%	34.9%	36.6%
3=Neutral	32.6%	40.6%	33.6%	34.2%	34.0%	42.9%	34.1%	36.6%	35.5%
2=Dissatisfied	11.1%	11.5%	19.5%	16.2%	15.2%	11.2%	14.0%	15.0%	14.6%
1=Very Dissatisfied	8.3%	5.5%	4.0%	3.9%	5.8%	2.0%	5.5%	5.1%	5.3%
<u>Q7d. Enforcement of graffiti removal from private properties</u>									
5=Very Satisfied	10.4%	10.3%	7.0%	8.9%	8.3%	16.2%	8.4%	10.1%	9.4%
4=Satisfied	43.1%	40.6%	43.4%	44.4%	44.0%	35.4%	45.0%	40.9%	42.6%
3=Neutral	36.1%	38.1%	37.1%	32.0%	34.9%	37.4%	33.9%	36.7%	35.5%
2=Dissatisfied	6.9%	10.3%	10.5%	10.7%	10.0%	9.1%	9.1%	10.3%	9.8%
1=Very Dissatisfied	3.5%	0.6%	2.1%	4.0%	2.8%	2.0%	3.7%	2.0%	2.7%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q7e. Enforcing tree regulations

5=Very Satisfied	10.4%	9.0%	4.7%	5.5%	6.6%	11.2%	6.9%	7.5%	7.2%
4=Satisfied	34.7%	38.1%	32.6%	34.8%	34.6%	36.7%	32.5%	36.7%	34.9%
3=Neutral	38.9%	38.7%	49.6%	40.3%	41.4%	41.8%	42.6%	40.6%	41.4%
2=Dissatisfied	13.2%	9.7%	10.9%	11.9%	12.1%	9.2%	12.3%	11.1%	11.6%
1=Very Dissatisfied	2.8%	4.5%	2.3%	7.5%	5.3%	1.0%	5.8%	4.1%	4.8%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q8. Top choice

A=Clean-up of garbage, junk, or debris on private property	33.9%	38.9%	46.5%	46.7%	42.3%	37.6%	41.4%	41.4%	41.4%
B=Enforcing sign regulations	8.5%	7.7%	6.5%	6.3%	7.2%	7.5%	6.9%	7.4%	7.2%
C=Enforcing removal of abandoned/junk autos	11.9%	13.5%	11.8%	11.9%	12.0%	13.5%	11.0%	13.0%	12.2%
D=Enforcement of graffiti removal from private properties	14.1%	14.9%	16.5%	15.4%	15.3%	12.0%	14.9%	14.7%	14.8%
E=Enforcing tree regulations	15.3%	10.6%	11.8%	12.6%	12.8%	11.3%	13.0%	12.3%	12.6%
Z=None chosen	16.4%	14.4%	7.1%	7.0%	10.5%	18.0%	12.7%	11.2%	11.8%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q8. 2nd choice

A=Clean-up of garbage, junk, or debris on private property	15.8%	23.1%	19.4%	24.9%	21.7%	21.1%	19.6%	22.7%	21.4%
B=Enforcing sign regulations	14.1%	6.7%	11.2%	6.7%	8.8%	12.0%	10.2%	8.5%	9.2%
C=Enforcing removal of abandoned/junk autos	24.3%	25.5%	30.0%	24.2%	25.8%	21.8%	25.7%	24.6%	25.0%
D=Enforcement of graffiti removal from private properties	15.8%	14.4%	17.1%	17.9%	17.0%	12.0%	16.0%	16.6%	16.4%
E=Enforcing tree regulations	10.2%	9.6%	9.4%	12.6%	10.2%	10.5%	10.8%	10.0%	10.3%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q8. Sum of top 2 choices

A=Clean-up of garbage, junk, or debris on private property	49.7%	62.0%	65.9%	71.6%	64.0%	58.6%	61.0%	64.1%	62.9%
B=Enforcing sign regulations	22.6%	14.4%	17.6%	13.0%	16.0%	19.5%	17.1%	15.9%	16.4%
C=Enforcing removal of abandoned/junk autos	36.2%	38.9%	41.8%	36.1%	37.8%	35.3%	36.7%	37.6%	37.3%
D=Enforcement of graffiti removal from private properties	29.9%	29.3%	33.5%	33.3%	32.3%	24.1%	30.9%	31.4%	31.2%
E=Enforcing tree regulations	25.4%	20.2%	21.2%	25.3%	23.0%	21.8%	23.8%	22.3%	22.9%
Z=None chosen	16.4%	14.4%	7.1%	7.0%	10.5%	18.0%	12.7%	11.2%	11.8%

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

N=891

	<u>Household Income</u>				<u>Q30. Do you own or rent your residence</u>		<u>Q35. Your gender</u>		<u>Total</u>
	<u>Under \$50,000</u>	<u>\$50,000 - \$74,999</u>	<u>\$75,000 - \$99,999</u>	<u>\$100,000+</u>	<u>Own</u>	<u>Rent</u>	<u>Male</u>	<u>Female</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q9a. Overall quality of local police protection</u>									
5=Very Satisfied	23.2%	16.4%	18.4%	22.1%	19.2%	25.8%	18.7%	21.3%	20.2%
4=Satisfied	49.4%	57.9%	58.9%	53.9%	56.8%	45.0%	55.3%	55.0%	55.1%
3=Neutral	19.5%	21.3%	18.4%	19.5%	18.3%	25.0%	18.4%	19.8%	19.2%
2=Dissatisfied	3.0%	2.7%	3.7%	3.0%	3.8%	0.8%	4.6%	2.5%	3.4%
1=Very Dissatisfied	4.9%	1.6%	0.6%	1.5%	1.8%	3.3%	2.9%	1.5%	2.1%
<u>Q9b. City's efforts to prevent crime</u>									
5=Very Satisfied	16.9%	12.4%	11.5%	15.3%	13.2%	19.5%	13.6%	14.3%	14.0%
4=Satisfied	43.5%	44.4%	50.6%	46.4%	46.1%	46.9%	46.0%	46.6%	46.4%
3=Neutral	28.6%	33.1%	27.6%	30.2%	31.9%	21.2%	30.9%	29.8%	30.3%
2=Dissatisfied	5.8%	10.1%	10.3%	6.5%	7.4%	9.7%	7.4%	7.8%	7.7%
1=Very Dissatisfied	5.2%	0.0%	0.0%	1.6%	1.5%	2.7%	2.2%	1.3%	1.7%

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

N=891

	<u>Household Income</u>				<u>Q30. Do you own or rent your residence</u>		<u>Q35. Your gender</u>		<u>Total</u>
	<u>Under \$50,000</u>	<u>\$50,000 - \$74,999</u>	<u>\$75,000 - \$99,999</u>	<u>\$100,000+</u>	<u>Own</u>	<u>Rent</u>	<u>Male</u>	<u>Female</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q9c. Enforcement of local traffic laws</u>									
5=Very Satisfied	18.5%	11.2%	13.5%	14.6%	13.0%	21.0%	13.2%	14.8%	14.1%
4=Satisfied	47.6%	52.9%	54.6%	50.4%	51.6%	48.4%	47.9%	53.7%	51.3%
3=Neutral	22.6%	25.7%	20.9%	26.9%	25.5%	18.5%	26.9%	22.4%	24.3%
2=Dissatisfied	5.4%	7.0%	8.6%	6.0%	6.5%	7.3%	7.2%	6.4%	6.7%
1=Very Dissatisfied	6.0%	3.2%	2.5%	2.2%	3.4%	4.8%	4.9%	2.7%	3.6%
<u>Q9d. Enforcement of drug &amp; vice laws</u>									
5=Very Satisfied	17.4%	7.4%	13.4%	12.3%	11.1%	21.2%	14.7%	11.3%	12.7%
4=Satisfied	36.2%	37.2%	40.9%	42.6%	40.5%	33.3%	35.5%	42.1%	39.3%
3=Neutral	35.5%	43.2%	37.0%	33.8%	37.6%	31.3%	38.4%	35.4%	36.7%
2=Dissatisfied	5.8%	10.8%	7.9%	9.8%	8.5%	11.1%	9.0%	9.1%	9.0%
1=Very Dissatisfied	5.1%	1.4%	0.8%	1.5%	2.2%	3.0%	2.5%	2.1%	2.3%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q10. Top choice

A=Local police protection	25.4%	28.8%	30.6%	26.0%	26.7%	33.1%	29.8%	26.3%	27.7%
B=City's efforts to prevent crime	29.4%	32.2%	34.7%	37.9%	35.5%	22.6%	32.6%	34.0%	33.4%
C=Enforcement of local traffic laws	9.0%	7.7%	10.6%	9.5%	9.3%	9.8%	9.9%	9.1%	9.4%
D=Enforcement of drug & vice laws	18.6%	20.7%	19.4%	20.7%	19.0%	21.8%	17.1%	21.0%	19.4%
Z=None chosen	17.5%	10.6%	4.7%	6.0%	9.4%	12.8%	10.5%	9.6%	10.0%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q10. 2nd choice

A=Local police protection	15.3%	17.8%	17.1%	19.3%	18.1%	12.0%	16.9%	17.4%	17.2%
B=City's efforts to prevent crime	34.5%	35.6%	47.1%	36.8%	36.8%	44.4%	37.3%	38.4%	37.9%
C=Enforcement of local traffic laws	7.9%	8.2%	10.6%	11.2%	9.6%	9.0%	13.0%	7.2%	9.5%
D=Enforcement of drug & vice laws	19.8%	21.6%	16.5%	23.9%	21.7%	17.3%	18.2%	22.9%	21.0%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q10. Sum of top 2 choices

A=Local police protection	40.7%	46.6%	47.6%	45.3%	44.8%	45.1%	46.7%	43.7%	44.9%
B=City's efforts to prevent crime	63.8%	67.8%	81.8%	74.7%	72.3%	66.9%	69.9%	72.4%	71.4%
C=Enforcement of local traffic laws	16.9%	15.9%	21.2%	20.7%	18.9%	18.8%	22.9%	16.3%	19.0%
D=Enforcement of drug & vice laws	38.4%	42.3%	35.9%	44.6%	40.7%	39.1%	35.4%	43.9%	40.4%
Z=None chosen	17.5%	10.6%	4.7%	6.0%	9.4%	12.8%	10.5%	9.6%	10.0%

**Q11. On 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=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q11a. In your neighborhood during the day

5=Very safe	50.3%	51.9%	48.8%	54.8%	51.2%	51.9%	51.3%	51.0%	51.1%
4=Safe	37.7%	39.8%	44.0%	37.1%	40.6%	36.8%	40.3%	40.2%	40.2%
3=Neutral	8.0%	6.8%	6.0%	5.7%	6.3%	6.8%	6.2%	6.5%	6.3%
2=Unsafe	4.0%	1.5%	1.2%	1.8%	1.6%	4.5%	1.7%	2.3%	2.0%
1=Very Unsafe	0.0%	0.0%	0.0%	0.7%	0.3%	0.0%	0.6%	0.0%	0.2%

Q11b. In your neighborhood at night

5=Very safe	16.3%	20.4%	17.3%	23.9%	20.7%	17.6%	23.1%	18.1%	20.1%
4=Safe	51.7%	47.6%	53.0%	47.5%	49.9%	45.8%	51.3%	48.2%	49.4%
3=Neutral	21.5%	23.8%	19.0%	19.4%	20.8%	19.1%	17.5%	22.7%	20.6%
2=Unsafe	8.7%	7.3%	8.9%	8.1%	7.4%	14.5%	7.3%	9.1%	8.4%
1=Very Unsafe	1.7%	1.0%	1.8%	1.1%	1.2%	3.1%	0.8%	1.9%	1.5%

**Q11. On 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=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q11c. On City parks & trails

5=Very safe	10.5%	10.2%	8.1%	11.1%	9.2%	12.9%	11.3%	8.6%	9.7%
4=Safe	37.7%	49.0%	48.8%	48.1%	47.1%	41.1%	47.5%	45.4%	46.2%
3=Neutral	37.0%	30.6%	30.6%	30.4%	32.9%	29.8%	32.2%	32.3%	32.3%
2=Unsafe	13.6%	8.7%	12.5%	7.8%	9.1%	14.5%	7.2%	11.8%	10.0%
1=Very Unsafe	1.2%	1.5%	0.0%	2.6%	1.7%	1.6%	1.8%	1.8%	1.8%

Q11d. In other public areas

5=Very safe	16.3%	13.2%	10.2%	17.8%	14.2%	16.5%	15.3%	13.8%	14.4%
4=Safe	45.3%	54.1%	62.7%	48.4%	52.6%	50.4%	52.6%	51.9%	52.2%
3=Neutral	32.6%	29.3%	24.1%	28.1%	28.9%	26.3%	28.4%	28.7%	28.6%
2=Unsafe	5.2%	3.4%	3.0%	5.3%	4.2%	6.0%	3.4%	5.4%	4.6%
1=Very Unsafe	0.6%	0.0%	0.0%	0.4%	0.1%	0.8%	0.3%	0.2%	0.2%

**Q11. On 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=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000 1	\$50,000 - \$74,999 2	\$75,000 - \$99,999 3	\$100,000+ 4	Own 1	Rent 2	Male 1	Female 2	
<u>Q11e. Overall feeling of safety</u>									
5=Very safe	21.7%	16.5%	11.9%	18.0%	16.1%	20.5%	15.9%	17.1%	16.6%
4=Safe	50.9%	64.1%	67.9%	59.5%	62.4%	53.0%	63.7%	58.9%	60.9%
3=Neutral	22.3%	16.5%	17.9%	20.1%	18.9%	20.5%	17.6%	20.5%	19.3%
2=Unsafe	4.0%	2.9%	2.4%	2.5%	2.7%	4.5%	2.5%	3.2%	2.9%
1=Very Unsafe	1.1%	0.0%	0.0%	0.0%	0.0%	1.5%	0.3%	0.2%	0.2%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

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

1=City newsletter "CURRENTS"	92.1%	89.4%	94.1%	94.0%	93.1%	89.5%	92.3%	92.2%	92.3%
2=City's Parks & Recreation guide	68.9%	65.9%	77.6%	69.1%	70.5%	68.4%	66.0%	72.6%	69.9%
3=City cable channel (Comcast 21 or Verizon 27)	13.0%	12.0%	9.4%	10.5%	11.7%	10.5%	14.6%	9.3%	11.4%
4=City website	26.0%	33.7%	35.9%	42.5%	37.1%	27.1%	37.0%	34.4%	35.5%
5=Online resources	15.8%	17.8%	21.2%	26.0%	21.0%	19.5%	16.9%	23.6%	20.9%
6=Involvement in neighborhood association or Block Watch	13.6%	13.0%	15.3%	21.8%	18.5%	9.0%	16.9%	17.0%	16.9%
7=Television news	26.0%	21.6%	25.3%	22.8%	24.6%	18.0%	25.1%	22.5%	23.6%
8=Other	11.3%	11.5%	15.9%	14.7%	13.2%	13.5%	14.9%	12.5%	13.5%
0=None chosen	2.3%	3.4%	1.2%	1.4%	1.9%	3.0%	1.7%	2.6%	2.2%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q13a. Availability of information about City projects, services, meetings, & events

5=Very satisfied	15.5%	14.9%	16.9%	20.1%	17.3%	18.1%	16.5%	17.9%	17.3%
4=Satisfied	50.0%	50.5%	53.8%	45.3%	49.4%	48.8%	47.4%	50.6%	49.3%
3=Neutral	25.6%	29.9%	25.0%	26.3%	26.7%	25.2%	28.3%	25.3%	26.5%
2=Dissatisfied	8.9%	3.6%	4.4%	7.7%	6.0%	7.1%	6.6%	5.8%	6.2%
1=Very Dissatisfied	0.0%	1.0%	0.0%	0.7%	0.6%	0.8%	1.2%	0.4%	0.7%

Q13b. City's efforts to provide opportunities for public involvement

5=Very satisfied	15.5%	12.3%	15.5%	19.3%	16.3%	15.4%	15.0%	16.8%	16.1%
4=Satisfied	39.1%	43.6%	54.0%	45.4%	45.6%	41.5%	45.6%	44.7%	45.1%
3=Neutral	34.2%	35.9%	24.2%	26.8%	29.7%	30.9%	29.1%	30.4%	29.9%
2=Dissatisfied	9.9%	7.2%	5.6%	7.8%	7.4%	10.6%	8.8%	7.1%	7.8%
1=Very Dissatisfied	1.2%	1.0%	0.6%	0.7%	1.0%	1.6%	1.5%	1.0%	1.2%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q13c. Quality of content on City's website

5=Very satisfied	10.3%	12.8%	14.3%	18.0%	15.0%	12.0%	13.6%	15.4%	14.7%
4=Satisfied	38.8%	38.3%	44.5%	41.0%	39.9%	43.4%	38.4%	41.3%	40.1%
3=Neutral	48.3%	46.1%	38.7%	36.1%	40.7%	44.6%	41.6%	41.3%	41.4%
2=Dissatisfied	2.6%	2.8%	2.5%	4.9%	4.4%	0.0%	6.4%	1.9%	3.8%

Q13d. Quality of City's newsletter, "CURRENTS"

5=Very satisfied	23.1%	17.7%	26.6%	25.0%	22.5%	23.8%	22.9%	22.7%	22.8%
4=Satisfied	54.4%	59.6%	57.0%	49.6%	54.7%	54.1%	52.8%	55.7%	54.5%
3=Neutral	18.3%	20.2%	15.2%	21.7%	19.6%	19.7%	21.2%	18.5%	19.6%
2=Dissatisfied	3.6%	1.5%	0.6%	3.7%	2.5%	2.5%	2.6%	2.4%	2.5%
1=Very Dissatisfied	0.6%	1.0%	0.6%	0.0%	0.7%	0.0%	0.6%	0.6%	0.6%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q14a. Overall image of City

5=Very satisfied	26.0%	17.5%	19.0%	21.6%	19.1%	30.8%	20.8%	20.8%	20.8%
4=Satisfied	56.6%	62.0%	63.1%	54.4%	59.3%	52.3%	55.9%	59.7%	58.1%
3=Neutral	12.7%	15.0%	13.1%	17.7%	16.1%	12.3%	16.6%	15.1%	15.7%
2=Dissatisfied	4.0%	4.5%	4.2%	6.4%	5.0%	3.8%	5.9%	4.1%	4.8%
1=Very Dissatisfied	0.6%	1.0%	0.6%	0.0%	0.5%	0.8%	0.8%	0.4%	0.6%

Q14b. Overall quality of leadership provided by City's elected officials

5=Very satisfied	14.3%	9.2%	9.5%	13.4%	10.1%	21.4%	9.5%	12.9%	11.5%
4=Satisfied	44.2%	46.8%	56.8%	43.3%	47.1%	46.9%	46.8%	47.4%	47.1%
3=Neutral	32.7%	37.6%	27.0%	32.3%	34.2%	22.4%	31.7%	33.6%	32.8%
2=Dissatisfied	5.4%	4.0%	6.1%	8.3%	6.0%	7.1%	8.6%	4.3%	6.1%
1=Very Dissatisfied	3.4%	2.3%	0.7%	2.8%	2.6%	2.0%	3.4%	1.8%	2.5%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

**Q14c. Overall effectiveness of City Manager & City staff**

5=Very satisfied	15.7%	10.4%	12.9%	13.1%	11.4%	22.1%	12.5%	12.9%	12.8%
4=Satisfied	46.4%	48.2%	48.9%	42.8%	46.9%	40.0%	45.3%	46.6%	46.0%
3=Neutral	29.3%	36.0%	32.4%	34.7%	33.4%	31.6%	32.2%	34.1%	33.3%
2=Dissatisfied	5.0%	4.3%	5.0%	7.2%	6.1%	4.2%	7.4%	4.6%	5.8%
1=Very Dissatisfied	3.6%	1.2%	0.7%	2.1%	2.1%	2.1%	2.6%	1.7%	2.1%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q15. How much do you agree with the statement

1=Strongly agree	15.9%	15.5%	18.2%	25.7%	19.0%	19.7%	20.6%	17.9%	19.0%
2=Somewhat agree	54.0%	56.3%	56.5%	49.3%	53.5%	52.3%	50.6%	54.9%	53.2%
3=Somewhat disagree	17.0%	14.1%	11.2%	12.0%	14.2%	12.1%	13.9%	14.1%	14.0%
4=Strongly disagree	2.8%	6.8%	4.7%	6.7%	6.3%	3.8%	9.2%	3.8%	6.0%
5=No opinion	10.2%	7.3%	9.4%	6.3%	7.1%	12.1%	5.8%	9.3%	7.9%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q16. Do you think City is moving in right direction

1=Yes	64.8%	72.3%	77.1%	76.1%	72.1%	72.7%	68.9%	74.0%	71.9%
2=No	4.5%	5.8%	7.6%	7.4%	7.6%	3.8%	8.9%	6.1%	7.2%
3=Don't Know	30.7%	21.8%	15.3%	16.5%	20.3%	23.5%	22.2%	20.0%	20.9%

**Q17. Please rate Shoreline on 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=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q17a. As a place to live

5=Excellent	36.4%	36.3%	39.4%	43.5%	38.8%	37.9%	37.6%	39.4%	38.7%
4=Good	53.4%	54.4%	55.9%	49.5%	53.4%	50.8%	52.1%	53.7%	53.1%
3=Neutral	8.0%	6.4%	3.5%	6.0%	5.8%	9.8%	8.4%	5.0%	6.3%
2=Below Average	1.1%	2.5%	1.2%	1.1%	1.7%	0.8%	1.9%	1.3%	1.6%
1=Poor	1.1%	0.5%	0.0%	0.0%	0.3%	0.8%	0.0%	0.6%	0.3%

Q17b. As a place to raise children

5=Excellent	38.9%	35.8%	42.2%	43.4%	40.3%	38.3%	37.7%	41.8%	40.1%
4=Good	43.7%	53.4%	50.9%	46.4%	48.7%	49.2%	48.2%	48.7%	48.5%
3=Neutral	12.6%	7.3%	4.3%	7.1%	7.9%	9.2%	9.9%	6.9%	8.1%
2=Below Average	1.8%	2.1%	2.5%	3.0%	2.2%	2.5%	3.2%	1.6%	2.3%
1=Poor	3.0%	1.6%	0.0%	0.0%	1.0%	0.8%	0.9%	1.0%	1.0%

**Q17. Please rate Shoreline on 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=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q17c. As a place to work

5=Excellent	23.1%	17.3%	19.2%	16.4%	18.2%	23.9%	16.2%	21.3%	19.2%
4=Good	40.1%	40.4%	37.5%	30.8%	36.7%	37.6%	38.0%	36.2%	36.9%
3=Neutral	32.0%	24.4%	29.2%	35.8%	31.8%	22.9%	32.5%	28.5%	30.1%
2=Below Average	2.0%	14.1%	10.8%	12.9%	9.9%	11.0%	9.2%	10.8%	10.1%
1=Poor	2.7%	3.8%	3.3%	4.0%	3.5%	4.6%	4.1%	3.3%	3.6%

Q17d. As a place with a variety of housing choices

5=Excellent	18.2%	14.9%	17.2%	21.3%	18.3%	19.2%	18.8%	18.2%	18.5%
4=Good	48.5%	55.7%	49.7%	51.5%	52.0%	46.9%	48.5%	53.0%	51.2%
3=Neutral	24.2%	21.1%	27.0%	21.3%	23.7%	21.5%	27.6%	20.4%	23.3%
2=Below Average	4.2%	6.7%	4.9%	4.8%	4.5%	8.5%	3.5%	6.2%	5.1%
1=Poor	4.8%	1.5%	1.2%	1.1%	1.6%	3.8%	1.5%	2.2%	1.9%

**Q17. Please rate Shoreline on 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=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q17e. As a place to shop

5=Excellent	18.5%	9.4%	9.4%	8.5%	10.1%	15.9%	10.7%	11.1%	11.0%
4=Good	39.9%	37.1%	34.1%	28.5%	32.2%	41.7%	34.9%	32.6%	33.6%
3=Neutral	28.3%	26.7%	27.1%	24.2%	27.6%	25.0%	27.6%	27.3%	27.4%
2=Below Average	8.7%	19.3%	24.7%	31.3%	23.3%	12.9%	19.7%	23.0%	21.7%
1=Poor	4.6%	7.4%	4.7%	7.5%	6.8%	4.5%	7.0%	6.0%	6.4%

Q17f. As a place for dining & entertainment options

5=Excellent	8.1%	5.4%	7.6%	3.5%	5.1%	9.1%	5.9%	5.6%	5.7%
4=Good	36.4%	23.5%	23.5%	17.7%	23.3%	28.0%	26.4%	22.4%	24.0%
3=Neutral	31.8%	29.9%	28.2%	24.1%	27.1%	33.3%	27.2%	28.7%	28.1%
2=Below Average	16.2%	25.0%	24.1%	34.4%	27.9%	17.4%	23.9%	28.2%	26.4%
1=Poor	7.5%	16.2%	16.5%	20.2%	16.5%	12.1%	16.6%	15.1%	15.7%

**Q17. Please rate Shoreline on 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=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	
<u>Q17g. Overall quality of life in City</u>									
5=Excellent	24.0%	15.6%	17.1%	21.6%	18.9%	22.6%	19.2%	19.8%	19.6%
4=Good	57.1%	65.4%	65.3%	55.1%	60.7%	57.1%	59.1%	60.5%	59.9%
3=Neutral	15.4%	14.6%	15.3%	17.7%	16.4%	15.8%	17.5%	15.6%	16.4%
2=Below Average	1.7%	3.9%	1.8%	5.7%	3.5%	3.8%	3.9%	3.2%	3.5%
1=Poor	1.7%	0.5%	0.6%	0.0%	0.5%	0.8%	0.3%	0.8%	0.6%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

**Q18. Rate condition of your neighborhood**

1=Excellent	11.4%	14.6%	11.2%	19.3%	14.6%	15.0%	14.7%	14.8%	14.8%
2=Good	50.9%	44.2%	46.5%	43.2%	46.0%	45.9%	47.4%	44.9%	45.9%
3=Average	30.9%	32.5%	33.5%	30.2%	30.9%	34.6%	30.7%	31.9%	31.5%
4=Below Average	5.1%	7.8%	7.1%	6.0%	7.1%	3.0%	5.5%	7.0%	6.4%
5=Poor	1.1%	1.0%	1.8%	0.4%	0.9%	0.8%	1.1%	0.8%	0.9%
9=Don't Know	0.6%	0.0%	0.0%	1.1%	0.5%	0.8%	0.6%	0.6%	0.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	
<u>Q19a. Surface water/water runoff</u>									
5=Very satisfied	11.5%	11.5%	12.6%	15.6%	12.9%	12.2%	14.5%	11.7%	12.9%
4=Satisfied	54.1%	54.1%	55.0%	52.0%	53.3%	55.7%	53.8%	53.3%	53.5%
3=Neutral	21.7%	21.9%	22.5%	21.9%	21.4%	24.3%	19.9%	23.3%	21.9%
2=Dissatisfied	11.5%	8.7%	6.6%	7.4%	8.9%	7.0%	9.1%	8.5%	8.7%
1=Very Dissatisfied	1.3%	3.8%	3.3%	3.1%	3.4%	0.9%	2.7%	3.3%	3.0%
<u>Q19b. Supporting alternative means of transportation</u>									
5=Very satisfied	16.7%	11.2%	10.9%	14.9%	12.2%	20.2%	13.9%	13.2%	13.5%
4=Satisfied	50.6%	51.8%	44.8%	37.5%	43.8%	49.6%	46.5%	43.6%	44.8%
3=Neutral	24.4%	25.9%	27.9%	30.9%	29.4%	20.9%	25.7%	29.5%	28.0%
2=Dissatisfied	7.1%	7.1%	13.9%	14.5%	12.1%	6.2%	10.7%	11.6%	11.2%
1=Very Dissatisfied	1.2%	4.1%	2.4%	2.2%	2.5%	3.1%	3.2%	2.2%	2.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	
<u>Q19c. Protection of the environment/open space</u>									
5=Very satisfied	12.9%	13.5%	11.8%	18.7%	13.9%	18.9%	13.8%	15.1%	14.6%
4=Satisfied	58.9%	53.9%	59.6%	52.1%	55.0%	53.3%	54.8%	54.8%	54.8%
3=Neutral	21.5%	25.9%	23.6%	24.7%	24.6%	24.6%	23.5%	25.4%	24.6%
2=Dissatisfied	4.9%	5.7%	2.5%	3.0%	4.4%	2.5%	5.6%	3.3%	4.2%
1=Very Dissatisfied	1.8%	1.0%	2.5%	1.5%	2.0%	0.8%	2.3%	1.4%	1.8%
<u>Q19d. Recycling</u>									
5=Very satisfied	29.1%	25.1%	31.3%	30.7%	28.9%	28.7%	27.3%	29.7%	28.7%
4=Satisfied	53.5%	58.3%	56.6%	54.3%	55.5%	55.0%	55.1%	55.7%	55.5%
3=Neutral	12.8%	12.1%	8.4%	11.8%	11.5%	10.9%	12.8%	10.7%	11.5%
2=Dissatisfied	2.9%	3.5%	3.0%	1.4%	2.5%	3.9%	2.8%	2.5%	2.7%
1=Very Dissatisfied	1.7%	1.0%	0.6%	1.8%	1.6%	1.6%	2.0%	1.4%	1.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q19e. Maintenance of public trees in right-of-way

5=Very satisfied	17.9%	14.8%	9.4%	12.1%	12.0%	19.7%	12.5%	13.6%	13.2%
4=Satisfied	43.8%	49.7%	55.0%	49.1%	49.8%	47.0%	46.9%	50.9%	49.3%
3=Neutral	29.0%	21.2%	22.5%	25.7%	24.3%	25.6%	25.4%	23.9%	24.5%
2=Dissatisfied	8.6%	10.6%	11.3%	10.2%	11.4%	5.1%	12.2%	9.2%	10.5%
1=Very Dissatisfied	0.6%	3.7%	1.9%	3.0%	2.4%	2.6%	2.9%	2.3%	2.6%

**Q20. Should the City of Shoreline consider a plastic bag ban as part of its environmental sustainability strategy?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q20. Should City consider a plastic bag ban

1=Yes	45.1%	47.8%	51.8%	52.5%	48.9%	48.1%	42.5%	53.1%	48.8%
2=Neutral	18.9%	18.0%	15.3%	16.5%	17.0%	16.5%	16.9%	17.0%	16.9%
3=No	29.1%	32.2%	31.2%	28.2%	31.0%	29.3%	36.7%	26.7%	30.7%
4=Don't know	6.9%	2.0%	1.8%	2.8%	3.1%	6.0%	3.9%	3.2%	3.5%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	<u>Household Income</u>				<u>Q30. Do you own or rent your residence</u>		<u>Q35. Your gender</u>		<u>Total</u>
	<u>Under \$50,000</u>	<u>\$50,000 - \$74,999</u>	<u>\$75,000 - \$99,999</u>	<u>\$100,000+</u>	<u>Own</u>	<u>Rent</u>	<u>Male</u>	<u>Female</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q21a. Maintenance of City parks</u>									
5=Very satisfied	25.9%	20.7%	21.0%	27.8%	22.8%	28.5%	20.7%	25.4%	23.5%
4=Satisfied	59.6%	64.1%	68.9%	58.8%	63.4%	57.7%	61.7%	63.3%	62.6%
3=Neutral	11.4%	11.6%	9.0%	9.7%	10.6%	12.3%	13.3%	9.1%	10.8%
2=Dissatisfied	1.8%	2.5%	1.2%	3.6%	2.6%	1.5%	3.7%	1.6%	2.5%
1=Very Dissatisfied	1.2%	1.0%	0.0%	0.0%	0.6%	0.0%	0.6%	0.6%	0.6%
<u>Q21b. Maintenance of City playgrounds</u>									
5=Very satisfied	25.5%	20.0%	18.2%	26.9%	22.0%	27.9%	20.7%	24.1%	22.7%
4=Satisfied	55.7%	67.4%	68.2%	59.2%	62.8%	59.5%	58.7%	64.7%	62.3%
3=Neutral	17.4%	10.9%	11.5%	10.6%	12.8%	11.7%	17.0%	9.7%	12.7%
2=Dissatisfied	0.7%	1.7%	2.0%	3.3%	2.3%	0.9%	3.3%	1.3%	2.1%
1=Very Dissatisfied	0.7%	0.0%	0.0%	0.0%	0.2%	0.0%	0.3%	0.2%	0.3%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	<u>Household Income</u>				<u>Q30. Do you own or rent your residence</u>		<u>Q35. Your gender</u>		<u>Total</u>
	<u>Under \$50,000</u>	<u>\$50,000 - \$74,999</u>	<u>\$75,000 - \$99,999</u>	<u>\$100,000+</u>	<u>Own</u>	<u>Rent</u>	<u>Male</u>	<u>Female</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q21c. Walking &amp; biking trails in City</u>									
5=Very satisfied	25.3%	17.2%	18.1%	21.5%	18.9%	29.0%	21.8%	19.5%	20.4%
4=Satisfied	47.5%	58.6%	54.4%	53.2%	54.5%	46.0%	49.5%	55.6%	53.1%
3=Neutral	21.5%	18.8%	18.1%	16.2%	19.3%	18.5%	19.9%	18.5%	19.1%
2=Dissatisfied	4.4%	4.8%	8.1%	7.2%	6.1%	4.8%	7.3%	5.2%	6.0%
1=Very Dissatisfied	1.3%	0.5%	1.3%	1.9%	1.2%	1.6%	1.5%	1.2%	1.4%

Q21d. City swimming pool

5=Very satisfied	19.8%	12.1%	17.3%	19.0%	16.2%	20.7%	15.8%	17.5%	16.8%
4=Satisfied	43.1%	51.7%	43.3%	52.2%	50.0%	40.2%	45.6%	50.5%	48.5%
3=Neutral	30.2%	31.0%	31.7%	23.9%	28.4%	31.7%	34.0%	25.7%	28.9%
2=Dissatisfied	6.0%	4.3%	6.7%	4.3%	4.8%	6.1%	4.2%	5.4%	4.9%
1=Very Dissatisfied	0.9%	0.9%	1.0%	0.5%	0.6%	1.2%	0.5%	0.9%	0.7%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q21e. Outdoor athletic fields

5=Very satisfied	21.3%	16.3%	21.5%	23.6%	20.3%	25.0%	19.8%	21.7%	20.9%
4=Satisfied	48.2%	60.6%	53.5%	55.4%	56.4%	47.0%	53.9%	55.8%	55.1%
3=Neutral	26.2%	20.6%	21.5%	16.7%	19.8%	24.0%	20.8%	20.0%	20.4%
2=Dissatisfied	2.8%	1.9%	3.5%	4.3%	3.1%	3.0%	4.4%	2.1%	3.1%
1=Very Dissatisfied	1.4%	0.6%	0.0%	0.0%	0.3%	1.0%	1.0%	0.2%	0.6%

Q21f. Ease of registering for programs

5=Very satisfied	21.5%	15.5%	23.6%	24.9%	20.5%	26.1%	15.8%	24.7%	21.3%
4=Satisfied	45.4%	52.7%	49.6%	48.7%	51.0%	39.8%	47.4%	50.4%	49.2%
3=Neutral	29.2%	27.1%	22.8%	23.8%	25.0%	29.5%	32.0%	22.0%	25.8%
2=Dissatisfied	1.5%	3.9%	3.3%	2.6%	3.0%	2.3%	3.9%	2.2%	2.8%
1=Very Dissatisfied	2.3%	0.8%	0.8%	0.0%	0.6%	2.3%	0.9%	0.8%	0.8%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	<u>Household Income</u>				<u>Q30. Do you own or rent your residence</u>		<u>Q35. Your gender</u>		<u>Total</u>
	<u>Under \$50,000</u>	<u>\$50,000 - \$74,999</u>	<u>\$75,000 - \$99,999</u>	<u>\$100,000+</u>	<u>Own</u>	<u>Rent</u>	<u>Male</u>	<u>Female</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q21g. Fees charged for recreation programs</u>									
5=Very satisfied	16.8%	11.6%	17.5%	25.5%	17.8%	20.4%	14.8%	20.3%	18.2%
4=Satisfied	33.6%	38.4%	50.0%	47.3%	44.8%	33.3%	43.0%	43.0%	43.0%
3=Neutral	35.9%	39.1%	26.7%	23.9%	31.4%	30.1%	34.8%	28.9%	31.2%
2=Dissatisfied	9.9%	6.5%	5.8%	2.7%	4.9%	9.7%	5.2%	5.9%	5.7%
1=Very Dissatisfied	3.8%	4.3%	0.0%	0.5%	1.2%	6.5%	2.2%	1.9%	2.0%

**Q21h. Variety of recreation programs**

5=Very satisfied	20.6%	14.4%	20.0%	22.5%	18.2%	25.0%	15.8%	21.4%	19.2%
4=Satisfied	41.1%	47.7%	51.9%	48.8%	48.9%	40.4%	46.2%	48.8%	47.8%
3=Neutral	33.3%	30.7%	24.4%	25.4%	28.6%	26.9%	32.7%	25.5%	28.3%
2=Dissatisfied	2.8%	3.9%	3.7%	2.8%	3.2%	4.8%	4.2%	2.9%	3.4%
1=Very Dissatisfied	2.1%	3.3%	0.0%	0.5%	1.1%	2.9%	1.2%	1.5%	1.3%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q22. Top choice

A=Maintenance of City parks	29.4%	34.6%	28.8%	39.6%	34.6%	30.1%	36.2%	32.7%	34.1%
B=Maintenance of City playgrounds	8.5%	7.7%	10.0%	6.0%	6.9%	10.5%	6.4%	8.1%	7.4%
C=Walking & biking trails in City	14.7%	19.7%	30.6%	24.2%	23.5%	13.5%	20.7%	22.9%	22.0%
D=City swimming pool	2.8%	3.8%	6.5%	4.2%	4.5%	3.0%	3.3%	4.9%	4.3%
E=Outdoor athletic fields	4.5%	4.8%	3.5%	6.3%	5.3%	2.3%	5.2%	4.5%	4.8%
F=Ease of registering for programs	4.0%	1.0%	1.2%	2.1%	1.9%	3.8%	2.5%	1.9%	2.1%
G=Fees charged for recreation programs	10.7%	5.8%	5.9%	3.9%	4.7%	12.8%	4.7%	6.6%	5.8%
H=Variety of recreation programs	9.6%	7.2%	4.7%	4.9%	6.0%	7.5%	4.7%	7.2%	6.2%
Z=None chosen	15.8%	15.4%	8.8%	8.8%	12.6%	16.5%	16.3%	11.2%	13.2%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q22. 2nd choice

A=Maintenance of City parks	16.4%	16.8%	25.9%	23.2%	21.4%	14.3%	17.4%	22.1%	20.2%
B=Maintenance of City playgrounds	18.6%	15.4%	12.9%	18.6%	17.0%	15.0%	19.6%	14.7%	16.7%
C=Walking & biking trails in City	14.7%	15.4%	17.1%	21.8%	17.7%	15.0%	16.6%	18.0%	17.4%
D=City swimming pool	5.1%	6.7%	7.6%	6.0%	6.0%	7.5%	5.0%	7.0%	6.2%
E=Outdoor athletic fields	4.5%	3.4%	5.9%	5.3%	4.8%	4.5%	5.5%	4.2%	4.7%
F=Ease of registering for programs	1.7%	2.4%	1.2%	0.4%	0.9%	3.0%	1.1%	1.3%	1.2%
G=Fees charged for recreation programs	9.0%	6.7%	7.1%	3.9%	5.7%	8.3%	5.0%	7.0%	6.2%
H=Variety of recreation programs	9.6%	13.0%	10.0%	9.1%	10.1%	10.5%	9.1%	10.8%	10.1%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q22. Sum of top 2 choices

A=Maintenance of City parks	45.8%	51.4%	54.7%	62.8%	56.0%	44.4%	53.6%	54.8%	54.3%
B=Maintenance of City playgrounds	27.1%	23.1%	22.9%	24.6%	23.9%	25.6%	26.0%	22.9%	24.1%
C=Walking & biking trails in City	29.4%	35.1%	47.6%	46.0%	41.2%	28.6%	37.3%	40.8%	39.4%
D=City swimming pool	7.9%	10.6%	14.1%	10.2%	10.5%	10.5%	8.3%	11.9%	10.4%
E=Outdoor athletic fields	9.0%	8.2%	9.4%	11.6%	10.1%	6.8%	10.8%	8.7%	9.5%
F=Ease of registering for programs	5.6%	3.4%	2.4%	2.5%	2.8%	6.8%	3.6%	3.2%	3.4%
G=Fees charged for recreation programs	19.8%	12.5%	12.9%	7.7%	10.4%	21.1%	9.7%	13.6%	12.0%
H=Variety of recreation programs	19.2%	20.2%	14.7%	14.0%	16.1%	18.0%	13.8%	18.0%	16.3%
Z=None chosen	15.8%	15.4%	8.8%	8.8%	12.6%	16.5%	16.3%	11.2%	13.2%

**Q23. How satisfied are you with: (without "don't know")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q23a. Availability of public transportation options

5=Very satisfied	19.5%	11.2%	11.8%	11.9%	11.2%	24.2%	13.7%	12.7%	13.1%
4=Satisfied	45.1%	48.0%	44.1%	41.0%	45.9%	39.8%	44.5%	45.0%	44.8%
3=Neutral	24.4%	26.5%	25.5%	29.5%	27.0%	24.2%	25.9%	27.1%	26.6%
2=Dissatisfied	7.9%	10.2%	16.8%	13.8%	12.8%	7.8%	12.2%	12.0%	12.0%
1=Very Dissatisfied	3.0%	4.1%	1.9%	3.7%	3.2%	3.9%	3.7%	3.2%	3.4%

Q23b. Availability of bicycle lanes

5=Very satisfied	13.5%	8.9%	9.3%	6.9%	8.7%	13.2%	10.1%	8.8%	9.3%
4=Satisfied	34.8%	29.6%	36.0%	29.8%	31.7%	34.9%	34.7%	30.6%	32.3%
3=Neutral	35.5%	45.8%	36.0%	42.7%	40.3%	39.6%	36.4%	42.5%	40.0%
2=Dissatisfied	12.8%	12.3%	16.7%	16.1%	15.6%	9.4%	14.3%	15.2%	14.8%
1=Very Dissatisfied	3.5%	3.4%	2.0%	4.4%	3.7%	2.8%	4.5%	2.9%	3.5%

**Q23. How satisfied are you with: (without "don't know")**

N=891

	<u>Household Income</u>				<u>Q30. Do you own or rent your residence</u>		<u>Q35. Your gender</u>		<u>Total</u>
	<u>Under \$50,000</u>	<u>\$50,000 - \$74,999</u>	<u>\$75,000 - \$99,999</u>	<u>\$100,000+</u>	<u>Own</u>	<u>Rent</u>	<u>Male</u>	<u>Female</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>2</u>	
<u>Q23c. Availability of sidewalks on major streets &amp; routes</u>									
5=Very satisfied	11.8%	11.3%	7.7%	8.2%	8.2%	18.0%	9.7%	9.5%	9.6%
4=Satisfied	45.9%	46.3%	42.0%	38.2%	42.9%	42.2%	40.9%	44.0%	42.7%
3=Neutral	20.6%	23.2%	21.9%	23.9%	22.8%	21.1%	23.6%	21.9%	22.6%
2=Dissatisfied	19.4%	13.8%	21.3%	21.1%	19.8%	13.3%	18.2%	19.4%	18.9%
1=Very Dissatisfied	2.4%	5.4%	7.1%	8.6%	6.3%	5.5%	7.7%	5.2%	6.2%

Q23d. Availability of sidewalks near your residence

5=Very satisfied	11.4%	7.8%	5.9%	6.0%	6.8%	14.5%	8.6%	7.5%	7.9%
4=Satisfied	28.6%	22.8%	14.8%	19.7%	21.6%	22.1%	23.7%	20.5%	21.8%
3=Neutral	18.9%	17.0%	21.9%	20.4%	18.9%	20.6%	20.1%	18.7%	19.3%
2=Dissatisfied	27.4%	25.7%	37.9%	29.6%	30.6%	26.0%	28.4%	30.6%	29.7%
1=Very Dissatisfied	13.7%	26.7%	19.5%	24.3%	22.1%	16.8%	19.2%	22.8%	21.3%

**Q23. How satisfied are you with: (without "don't know")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

**Q23e. Traffic calming measures in your neighborhood**

5=Very satisfied	6.3%	6.7%	7.5%	5.6%	6.0%	8.5%	6.2%	6.4%	6.3%
4=Satisfied	31.9%	35.8%	25.0%	32.6%	31.6%	31.4%	33.9%	30.2%	31.8%
3=Neutral	33.1%	26.4%	32.5%	29.2%	30.3%	29.7%	28.6%	31.1%	30.1%
2=Dissatisfied	21.9%	17.6%	21.9%	18.7%	19.7%	19.5%	18.6%	20.2%	19.5%
1=Very Dissatisfied	6.9%	13.5%	13.1%	13.9%	12.4%	11.0%	12.7%	12.1%	12.4%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q24. Top choice

A=Availability of public transportation options	23.7%	27.4%	27.1%	26.3%	25.0%	27.1%	22.1%	27.6%	25.4%
B=Availability of bicycle lanes	8.5%	7.2%	7.6%	9.5%	8.5%	7.5%	10.2%	7.2%	8.4%
C=Availability of sidewalks on major streets & routes	14.7%	12.0%	16.5%	15.8%	15.7%	10.5%	18.0%	12.9%	14.9%
D=Availability of sidewalks near your residence	22.6%	29.3%	26.5%	25.6%	25.8%	24.1%	22.1%	27.6%	25.4%
E=Traffic calming measures in your neighborhood	20.3%	18.3%	18.2%	15.4%	18.0%	18.8%	17.4%	18.3%	18.0%
Z=None chosen	10.2%	5.8%	4.1%	7.4%	7.0%	12.0%	10.2%	6.4%	8.0%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q24. 2nd choice

A=Availability of public transportation options	10.7%	15.4%	10.0%	15.4%	14.2%	10.5%	14.1%	13.2%	13.6%
B=Availability of bicycle lanes	10.2%	11.5%	12.4%	14.4%	13.7%	5.3%	11.9%	12.7%	12.3%
C=Availability of sidewalks on major streets & routes	23.7%	25.0%	24.1%	20.4%	21.7%	26.3%	20.4%	23.6%	22.3%
D=Availability of sidewalks near your residence	22.0%	18.8%	25.3%	21.4%	21.5%	19.5%	22.7%	20.0%	21.1%
E=Traffic calming measures in your neighborhood	14.1%	16.3%	21.2%	16.8%	16.4%	19.5%	15.2%	18.1%	16.9%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years? (top 2)**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q24. Sum of top 2 choices

A=Availability of public transportation options	34.5%	42.8%	37.1%	41.8%	39.2%	37.6%	36.2%	40.8%	38.9%
B=Availability of bicycle lanes	18.6%	18.8%	20.0%	23.9%	22.2%	12.8%	22.1%	19.8%	20.8%
C=Availability of sidewalks on major streets & routes	38.4%	37.0%	40.6%	36.1%	37.4%	36.8%	38.4%	36.5%	37.3%
D=Availability of sidewalks near your residence	44.6%	48.1%	51.8%	47.0%	47.3%	43.6%	44.8%	47.6%	46.5%
E=Traffic calming measures in your neighborhood	34.5%	34.6%	39.4%	32.3%	34.3%	38.3%	32.6%	36.5%	34.9%
Z=None chosen	10.2%	5.8%	4.1%	7.4%	7.0%	12.0%	10.2%	6.4%	8.0%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

**Q25a. Roads & streets**

5=Very satisfied	28.7%	30.6%	34.3%	40.5%	33.8%	30.4%	33.8%	32.9%	33.3%
4=Satisfied	46.7%	46.1%	47.6%	44.4%	46.4%	44.0%	44.5%	47.1%	46.0%
3=Neutral	13.2%	12.6%	10.8%	9.7%	10.9%	16.0%	12.4%	11.2%	11.7%
2=Dissatisfied	9.6%	4.9%	4.8%	2.5%	5.3%	7.2%	5.1%	5.9%	5.5%
1=Very Dissatisfied	1.8%	5.8%	2.4%	2.9%	3.7%	2.4%	4.2%	2.9%	3.5%

**Q25b. Parks improvements**

5=Very satisfied	23.7%	29.6%	29.3%	40.1%	32.2%	25.6%	27.8%	33.6%	31.3%
4=Satisfied	49.4%	53.2%	54.8%	44.3%	49.9%	51.3%	49.5%	50.6%	50.2%
3=Neutral	25.0%	15.1%	14.0%	12.2%	15.4%	21.4%	20.5%	13.2%	16.2%
2=Dissatisfied	1.9%	1.6%	1.9%	2.7%	2.0%	1.7%	1.8%	2.1%	2.0%
1=Very Dissatisfied	0.0%	0.5%	0.0%	0.8%	0.4%	0.0%	0.3%	0.4%	0.4%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q25c. Trails & paths

5=Very satisfied	26.5%	20.9%	24.0%	30.4%	25.1%	27.1%	25.0%	25.9%	25.5%
4=Satisfied	47.1%	57.6%	59.1%	48.1%	53.9%	46.6%	49.7%	54.9%	52.8%
3=Neutral	21.9%	19.4%	12.3%	16.9%	16.7%	24.6%	20.7%	15.8%	17.8%
2=Dissatisfied	4.5%	1.6%	4.5%	4.2%	4.0%	1.7%	4.3%	3.2%	3.6%
1=Very Dissatisfied	0.0%	0.5%	0.0%	0.4%	0.3%	0.0%	0.3%	0.2%	0.2%

Q25d. Stormwater improvements

5=Very satisfied	18.1%	16.6%	16.2%	22.5%	18.1%	18.9%	16.7%	19.4%	18.3%
4=Satisfied	44.4%	53.5%	54.6%	48.0%	49.9%	52.2%	48.8%	51.2%	50.2%
3=Neutral	34.7%	27.4%	26.9%	25.6%	28.9%	26.7%	31.1%	26.6%	28.5%
2=Dissatisfied	2.8%	1.9%	2.3%	2.6%	2.5%	2.2%	2.4%	2.5%	2.4%
1=Very Dissatisfied	0.0%	0.6%	0.0%	1.3%	0.7%	0.0%	1.0%	0.2%	0.6%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q25e. Building & facilities

5=Very satisfied	23.1%	14.9%	18.0%	25.1%	20.1%	21.0%	18.6%	21.7%	20.4%
4=Satisfied	44.9%	46.3%	47.5%	45.7%	47.4%	41.0%	44.3%	48.2%	46.6%
3=Neutral	27.2%	31.4%	28.1%	22.6%	25.9%	32.0%	29.3%	24.7%	26.6%
2=Dissatisfied	3.4%	4.6%	5.0%	3.7%	4.6%	3.0%	4.9%	3.9%	4.3%
1=Very Dissatisfied	1.4%	2.9%	1.4%	2.9%	2.0%	3.0%	2.9%	1.6%	2.2%

**Q26. How important do you feel it is to continue making capital investments to Shoreline facilities? (without "no response")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

**Q26. How important it is to continue making capital investments to Shoreline facilities**

1=Very important	38.6%	46.3%	54.2%	62.7%	50.3%	51.5%	50.1%	50.6%	50.4%
2=Somewhat important	36.9%	36.6%	35.7%	23.6%	32.1%	34.8%	34.4%	31.6%	32.7%
3=Not Sure	17.0%	12.2%	7.1%	8.1%	11.8%	10.6%	9.0%	13.3%	11.6%
4=Not important	7.4%	4.9%	3.0%	5.6%	5.8%	3.0%	6.5%	4.6%	5.3%

**Q27. To improve Shoreline's financial stability, the City's long-term emphasis has been on economic development, which means increasing opportunities for more retail, multi-family housing and commercial developments in Shoreline. Do you support the City's emphasis on economic development?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q27. Do you support City's emphasis on economic development

1=Yes	56.5%	65.7%	71.8%	73.3%	65.9%	70.7%	67.9%	65.8%	66.6%
2=Neutral	28.8%	15.9%	15.3%	13.7%	18.1%	18.0%	16.3%	19.5%	18.2%
3=No	6.8%	14.0%	8.8%	9.8%	10.8%	6.0%	10.8%	9.5%	10.0%
9=Don't Know	7.9%	4.3%	4.1%	3.2%	5.2%	5.3%	5.0%	5.3%	5.2%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q28. Top choice

A=Reduce service hours at City Hall	48.0%	47.6%	43.5%	48.8%	46.8%	45.9%	41.2%	50.3%	46.6%
B=Reduce levels of regular maintenance	8.5%	8.2%	2.9%	5.3%	6.3%	4.5%	7.2%	5.1%	5.9%
C=Reduce City operated non-state or federally mandated services & programs	9.0%	12.0%	14.1%	15.4%	14.2%	6.8%	14.9%	11.7%	13.0%
D=Maintain current services through alternative revenue sources	10.2%	18.8%	27.1%	21.8%	19.4%	17.3%	22.7%	16.8%	19.2%
Z=None chosen	24.3%	13.5%	12.4%	8.8%	13.3%	25.6%	14.1%	16.1%	15.3%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q28. 2nd choice

A=Reduce service hours at City Hall

13.6%    20.2%    22.9%    20.0%    19.9%    12.8%    21.3%    17.0%    18.7%

B=Reduce levels of regular maintenance

13.0%    19.7%    14.7%    13.7%    15.0%    14.3%    14.9%    14.7%    14.8%

C=Reduce City operated non-state or federally mandated services & programs

22.6%    18.3%    15.9%    22.5%    20.7%    13.5%    22.4%    18.1%    19.9%

D=Maintain current services through alternative revenue sources

18.1%    15.9%    20.6%    23.9%    19.4%    19.5%    17.4%    20.6%    19.3%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future. (top 2)**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q28. Sum of top 2 choices

A=Reduce service hours at City Hall

61.6% 67.8% 66.5% 68.8% 66.8% 58.6% 62.4% 67.3% 65.3%

B=Reduce levels of regular maintenance

21.5% 27.9% 17.6% 18.9% 21.3% 18.8% 22.1% 19.8% 20.8%

C=Reduce City operated non-state or federally mandated services & programs

31.6% 30.3% 30.0% 37.9% 35.0% 20.3% 37.3% 29.9% 32.9%

D=Maintain current services through alternative revenue sources

28.2% 34.6% 47.6% 45.6% 38.8% 36.8% 40.1% 37.4% 38.5%

Z=None chosen

24.3% 13.5% 12.4% 8.8% 13.3% 25.6% 14.1% 16.1% 15.3%

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

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

**Q29. How many years have you lived in Shoreline**

5=5 or less	24.3%	27.5%	18.0%	22.8%	17.2%	54.1%	19.5%	25.0%	22.8%
10=6 to 10	19.2%	13.0%	15.0%	20.3%	16.3%	18.0%	17.5%	15.9%	16.6%
15=11 to 15	9.6%	13.0%	12.6%	11.4%	11.4%	13.5%	10.5%	12.5%	11.7%
20=16 to 20	10.7%	10.1%	13.8%	13.5%	13.5%	6.8%	13.0%	12.3%	12.6%
30=21 to 30	12.4%	18.4%	26.9%	19.6%	21.8%	5.3%	19.2%	19.4%	19.3%
31=31+	23.7%	17.9%	13.8%	12.5%	19.8%	2.3%	20.3%	14.8%	17.0%

**Q30. Do you own or rent your current residence? (without "declined")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

Q30. Do you own or rent your residence

1=Own	63.3%	83.7%	89.9%	95.8%	100.0%	0.0%	87.5%	83.3%	85.0%
2=Rent	36.7%	16.3%	10.1%	4.2%	0.0%	100.0%	12.5%	16.7%	15.0%

**Q31. What is your zip code?**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	
<u>Q31. What is your zip code</u>									
1=98133	40.7%	42.3%	40.6%	34.0%	37.6%	45.1%	41.4%	36.5%	38.5%
2=98155	43.5%	38.9%	38.2%	26.0%	33.6%	43.6%	29.0%	39.3%	35.1%
3=98177	15.8%	18.8%	21.2%	40.0%	28.7%	11.3%	29.6%	24.2%	26.4%

**Q32. Do you live east or west of I-5? (without "no response")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

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

1=East	43.4%	37.0%	35.9%	24.6%	31.9%	45.5%	28.9%	37.3%	33.9%
2=West	56.6%	63.0%	64.1%	75.4%	68.1%	54.5%	71.1%	62.7%	66.1%

**Q33. Do you live east or west of Aurora Avenue N.? (without "no response")**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	

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

1=East	67.4%	63.1%	61.7%	45.9%	55.7%	69.7%	54.8%	59.7%	57.7%
2=West	32.6%	36.9%	38.3%	54.1%	44.3%	30.3%	45.2%	40.3%	42.3%

**Q34. What is your total annual household income?**

N=891

Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
1	2	3	4	1	2	1	2	

**Q34. Your total annual household income**

1=Under \$25K	32.8%	0.0%	0.0%	0.0%	3.9%	21.8%	6.6%	6.4%	6.5%
2=\$25K-\$49,999	67.2%	0.0%	0.0%	0.0%	11.0%	27.1%	11.3%	14.7%	13.4%
3=\$50K-\$74,999	0.0%	100.0%	0.0%	0.0%	23.1%	25.6%	18.5%	26.7%	23.3%
4=\$75K-\$99,999	0.0%	0.0%	100.0%	0.0%	20.2%	12.8%	20.4%	18.1%	19.1%
5=\$100K+	0.0%	0.0%	0.0%	100.0%	36.2%	9.0%	33.7%	30.8%	32.0%
9=Declined	0.0%	0.0%	0.0%	0.0%	5.6%	3.8%	9.4%	3.2%	5.7%

**Q35. Your gender:**

N=891

	Household Income				Q30. Do you own or rent your residence		Q35. Your gender		Total
	Under \$50,000	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000+	Own	Rent	Male	Female	
	1	2	3	4	1	2	1	2	
<u>Q35. Your gender</u>									
1=Male	36.7%	32.2%	43.5%	42.8%	41.8%	33.8%	100.0%	0.0%	40.6%
2=Female	63.3%	67.8%	56.5%	57.2%	58.2%	66.2%	0.0%	100.0%	59.4%

*Section 10:*  
*Cross-Tabular Data by*  
*Number of Years Lived in the City &*  
*Condition of Your Neighborhood*

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

**Q1. How many people live in household**

1=1	16.9%	12.3%	14.6%	14.4%	14.1%	16.0%	9.9%	15.5%	16.6%	14.9%
2=2	36.8%	32.9%	18.4%	34.2%	45.3%	54.0%	38.9%	38.6%	38.1%	38.3%
3=3	19.9%	24.0%	28.2%	20.7%	23.5%	20.7%	20.6%	23.8%	20.9%	22.4%
4=4	17.9%	20.5%	29.1%	18.0%	12.4%	7.3%	24.4%	14.7%	15.4%	16.6%
5=5+	8.5%	10.3%	9.7%	12.6%	4.7%	2.0%	6.1%	7.4%	9.0%	7.7%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q3a. Overall quality of police services

5=Very Satisfied	19.3%	24.1%	20.8%	18.3%	23.9%	28.4%	45.1%	20.5%	16.3%	22.5%
4=Satisfied	50.6%	54.9%	53.1%	59.6%	51.6%	49.3%	45.1%	57.6%	50.0%	52.7%
3=Neutral	23.9%	15.8%	18.8%	18.3%	17.6%	18.2%	8.2%	17.6%	25.0%	19.0%
2=Dissatisfied	4.5%	1.5%	4.2%	2.9%	4.4%	0.7%	0.8%	2.1%	4.7%	3.0%
1=Very Dissatisfied	1.7%	3.8%	3.1%	1.0%	2.5%	3.4%	0.8%	2.1%	4.1%	2.7%

Q3b. Overall quality of City parks & recreation programs & facilities

5=Very Satisfied	30.5%	38.1%	31.1%	28.6%	31.5%	30.3%	59.7%	31.1%	21.3%	31.5%
4=Satisfied	55.8%	51.8%	59.2%	49.5%	55.6%	54.5%	34.9%	56.6%	60.8%	54.9%
3=Neutral	10.7%	6.5%	6.8%	19.0%	11.1%	14.5%	5.4%	10.4%	14.0%	11.1%
2=Dissatisfied	2.5%	2.2%	1.9%	1.9%	1.9%	0.7%	0.0%	1.3%	3.3%	1.9%
1=Very Dissatisfied	0.5%	1.4%	1.0%	1.0%	0.0%	0.0%	0.0%	0.8%	0.6%	0.6%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

**Q3c. Overall effectiveness of City's code enforcement program**

5=Very Satisfied	12.4%	13.9%	6.3%	12.8%	15.3%	13.4%	31.9%	9.7%	7.9%	12.5%
4=Satisfied	34.7%	36.6%	49.4%	37.2%	34.7%	31.3%	34.0%	43.3%	30.5%	36.7%
3=Neutral	38.8%	39.6%	35.4%	42.3%	33.1%	40.2%	27.7%	35.7%	44.8%	38.1%
2=Dissatisfied	11.6%	6.9%	6.3%	6.4%	11.9%	11.6%	6.4%	9.0%	11.7%	9.6%
1=Very Dissatisfied	2.5%	3.0%	2.5%	1.3%	5.1%	3.6%	0.0%	2.2%	5.0%	3.1%

**Q3d. Overall effectiveness of City communication with public**

5=Very Satisfied	19.1%	25.2%	22.0%	19.6%	16.7%	17.7%	42.4%	19.7%	11.5%	20.0%
4=Satisfied	48.6%	47.4%	48.0%	40.2%	48.1%	48.2%	40.8%	51.2%	44.6%	47.0%
3=Neutral	26.2%	23.0%	28.0%	29.0%	24.7%	24.8%	14.4%	23.1%	32.8%	25.6%
2=Dissatisfied	4.9%	3.0%	2.0%	9.3%	7.4%	7.1%	1.6%	5.0%	8.7%	5.9%
1=Very Dissatisfied	1.1%	1.5%	0.0%	1.9%	3.1%	2.1%	0.8%	1.0%	2.5%	1.7%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

**Q3e. Overall quality of City's stormwater runoff/stormwater management system**

5=Very Satisfied	17.0%	19.5%	16.7%	14.7%	11.3%	15.0%	39.8%	12.6%	9.6%	15.6%
4=Satisfied	48.5%	48.0%	44.8%	48.4%	48.0%	51.4%	38.9%	52.8%	46.7%	48.3%
3=Neutral	27.9%	23.6%	32.3%	24.2%	22.7%	23.6%	15.0%	24.4%	30.8%	25.6%
2=Dissatisfied	4.2%	7.3%	5.2%	9.5%	14.0%	8.6%	5.3%	8.4%	9.3%	8.2%
1=Very Dissatisfied	2.4%	1.6%	1.0%	3.2%	4.0%	1.4%	0.9%	1.7%	3.6%	2.3%

**Q3f. Overall flow of traffic & congestion management**

5=Very Satisfied	8.1%	14.1%	9.8%	6.7%	8.4%	9.4%	23.3%	7.5%	5.7%	9.4%
4=Satisfied	48.2%	48.6%	51.0%	43.3%	37.3%	43.6%	47.3%	47.5%	42.3%	45.2%
3=Neutral	26.4%	22.5%	16.7%	19.2%	25.9%	21.5%	13.2%	25.6%	23.2%	22.9%
2=Dissatisfied	13.2%	12.7%	16.7%	22.1%	23.5%	17.4%	12.4%	15.3%	21.1%	17.1%
1=Very Dissatisfied	4.1%	2.1%	5.9%	8.7%	4.8%	8.1%	3.9%	4.0%	7.7%	5.4%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q3g. Overall quality of human services offered by City

5=Very Satisfied	9.0%	16.1%	11.6%	6.9%	17.1%	6.6%	31.0%	7.6%	7.9%	11.2%
4=Satisfied	40.5%	35.6%	36.2%	40.3%	32.4%	35.8%	36.9%	44.2%	28.7%	36.9%
3=Neutral	43.2%	40.2%	49.3%	50.0%	41.0%	50.9%	27.4%	44.2%	53.2%	45.5%
2=Dissatisfied	4.5%	6.9%	2.9%	2.8%	8.6%	4.7%	4.8%	4.0%	6.9%	5.2%
1=Very Dissatisfied	2.7%	1.1%	0.0%	0.0%	1.0%	1.9%	0.0%	0.0%	3.2%	1.3%

Q3h. Overall effectiveness of City's efforts to sustain environmental quality

5=Very Satisfied	19.4%	24.4%	21.4%	14.4%	15.7%	15.9%	36.9%	19.3%	9.4%	18.4%
4=Satisfied	55.9%	48.1%	51.0%	55.8%	52.9%	46.4%	41.8%	57.3%	49.8%	51.9%
3=Neutral	19.4%	22.9%	25.5%	26.0%	21.4%	34.8%	19.7%	19.3%	33.3%	24.8%
2=Dissatisfied	5.3%	3.1%	2.0%	1.9%	5.7%	2.9%	0.8%	2.5%	6.4%	3.7%
1=Very Dissatisfied	0.0%	1.5%	0.0%	1.9%	4.3%	0.0%	0.8%	1.7%	1.0%	1.3%

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

N=891

	<u>Number of years lived in the City of Shoreline</u>						<u>How would you rate the condition of your neighborhood?</u>			<u>Total</u>
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q3i. Overall quality of service provided by City

5=Very Satisfied	13.2%	19.7%	12.6%	11.2%	12.0%	13.7%	38.9%	11.7%	6.2%	13.7%
4=Satisfied	61.4%	59.9%	69.9%	58.9%	59.5%	59.6%	55.6%	67.4%	55.9%	61.2%
3=Neutral	23.3%	16.8%	14.6%	25.2%	20.9%	22.6%	4.8%	18.8%	29.5%	20.8%
2=Dissatisfied	1.1%	2.9%	1.9%	3.7%	6.3%	4.1%	0.8%	1.3%	7.1%	3.4%
1=Very Dissatisfied	1.1%	0.7%	1.0%	0.9%	1.3%	0.0%	0.0%	0.8%	1.2%	0.8%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

**Q4. Top choice**

A=Police services	17.4%	17.1%	31.1%	17.1%	18.8%	28.0%	22.1%	20.4%	21.5%	21.1%
B=City parks & recreation programs & facilities	15.9%	5.5%	5.8%	6.3%	4.1%	4.7%	11.5%	7.6%	6.1%	7.5%
C=City's code enforcement program	4.0%	2.7%	4.9%	1.8%	5.3%	6.0%	3.1%	3.7%	5.5%	4.3%
D=City communication with public	5.5%	6.2%	3.9%	1.8%	7.6%	4.0%	5.3%	4.9%	5.2%	5.2%
E=City's stormwater runoff/stormwater management system	4.0%	4.1%	5.8%	6.3%	7.1%	2.7%	4.6%	5.7%	4.4%	4.9%
F=Flow of traffic & congestion management	20.4%	19.2%	18.4%	29.7%	25.3%	24.0%	19.8%	22.6%	24.1%	22.6%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below	
	1	2	3	4	5	6			Average	
						1	2	3		

Q4. Top choice (Cont.)

G=Human services offered by City	10.0%	13.7%	11.7%	6.3%	12.9%	10.0%	7.6%	11.8%	10.8%	10.9%
H=City's efforts to sustain environmental quality	10.9%	18.5%	7.8%	10.8%	8.8%	7.3%	12.2%	11.3%	9.6%	10.8%
I=Overall service provided by City	7.5%	7.5%	7.8%	6.3%	4.1%	5.3%	7.6%	5.4%	7.0%	6.3%
Z=None chosen	4.5%	5.5%	2.9%	13.5%	5.9%	8.0%	6.1%	6.6%	5.8%	6.5%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below	
	1	2	3	4	5	6			Average	
	1	2	3	4	5	6	1	2	3	

Q4. 2nd choice

A=Police services	14.4%	10.3%	10.7%	9.9%	7.1%	8.7%	9.2%	11.1%	9.9%	10.2%
B=City parks & recreation programs & facilities	10.9%	12.3%	14.6%	7.2%	7.6%	8.7%	9.2%	11.1%	10.2%	10.4%
C=City's code enforcement program	6.0%	6.2%	8.7%	3.6%	8.8%	10.0%	3.8%	7.9%	7.6%	7.2%
D=City communication with public	6.5%	9.6%	1.0%	9.9%	9.4%	10.7%	6.9%	7.1%	9.3%	8.0%
E=City's stormwater runoff/stormwater management system	9.0%	6.8%	3.9%	9.9%	10.6%	8.0%	6.1%	8.1%	9.0%	8.3%
F=Flow of traffic & congestion management	14.4%	13.7%	23.3%	16.2%	18.2%	18.0%	19.8%	17.0%	16.3%	16.9%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q4. 2nd choice (Cont.)

G=Human services offered by City

10.0%	17.8%	18.4%	11.7%	12.4%	6.7%	19.8%	13.0%	8.7%	12.2%
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H=City's efforts to sustain environmental quality

17.9%	12.3%	8.7%	10.8%	13.5%	10.0%	13.0%	11.5%	14.8%	12.9%
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I=Overall service provided by City

4.0%	4.1%	4.9%	4.5%	2.9%	6.0%	1.5%	3.7%	5.8%	4.3%
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**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q4. 3rd choice

A=Police services	10.9%	10.3%	6.8%	6.3%	10.6%	5.3%	11.5%	8.1%	8.7%	8.8%
B=City parks & recreation programs & facilities	13.9%	21.2%	15.5%	17.1%	8.2%	2.7%	12.2%	13.0%	12.2%	12.6%
C=City's code enforcement program	4.0%	3.4%	6.8%	3.6%	5.3%	5.3%	2.3%	5.2%	5.2%	4.8%
D=City communication with public	8.5%	8.2%	8.7%	6.3%	10.0%	8.7%	12.2%	6.4%	9.6%	8.4%
E=City's stormwater runoff/stormwater management system	4.5%	6.8%	1.9%	7.2%	7.6%	8.7%	4.6%	7.1%	5.8%	6.2%
F=Flow of traffic & congestion management	15.4%	16.4%	17.5%	8.1%	10.0%	12.0%	13.7%	13.3%	13.1%	13.2%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q4. 3rd choice (Cont.)

G=Human services offered by City	12.9%	5.5%	15.5%	9.9%	11.8%	10.7%	9.9%	11.5%	11.6%	11.2%
H=City's efforts to sustain environmental quality	14.4%	12.3%	8.7%	12.6%	14.1%	9.3%	13.7%	13.0%	10.2%	12.1%
I=Overall service provided by City	6.5%	6.2%	9.7%	10.8%	11.2%	17.3%	5.3%	10.6%	11.9%	10.2%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years? (top 3)**

N=891

	<u>Number of years lived in the City of Shoreline</u>						<u>How would you rate the condition of your neighborhood?</u>			<u>Total</u>
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q4. Sum of top 3 choices</u>										
A=Police services	42.8%	37.7%	48.5%	33.3%	36.5%	42.0%	42.7%	39.6%	40.1%	40.1%
B=City parks & recreation programs & facilities	40.8%	39.0%	35.9%	30.6%	20.0%	16.0%	32.8%	31.7%	28.5%	30.5%
C=City's code enforcement program	13.9%	12.3%	20.4%	9.0%	19.4%	21.3%	9.2%	16.7%	18.3%	16.3%
D=City communication with public	20.4%	24.0%	13.6%	18.0%	27.1%	23.3%	24.4%	18.4%	24.1%	21.5%
E=City's stormwater runoff/stormwater management system	17.4%	17.8%	11.7%	23.4%	25.3%	19.3%	15.3%	20.9%	19.2%	19.4%
F=Flow of traffic & congestion management	50.2%	49.3%	59.2%	54.1%	53.5%	54.0%	53.4%	52.8%	53.5%	52.7%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years? (top 3)**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q4. Sum of top 3 choices (Cont.)

G=Human services offered by City	32.8%	37.0%	45.6%	27.9%	37.1%	27.3%	37.4%	36.4%	31.1%	34.3%
H=City's efforts to sustain environmental quality	43.3%	43.2%	25.2%	34.2%	36.5%	26.7%	38.9%	35.9%	34.6%	35.8%
I=Overall service provided by City	17.9%	17.8%	22.3%	21.6%	18.2%	28.7%	14.5%	19.7%	24.7%	20.8%
Z=None chosen	4.5%	5.5%	2.9%	13.5%	5.9%	8.0%	6.1%	6.6%	5.8%	6.5%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q5a. Overall maintenance of City streets</u>										
5=Very Satisfied	13.5%	17.9%	10.7%	13.9%	14.3%	13.4%	36.2%	12.8%	7.1%	14.0%
4=Satisfied	60.5%	59.3%	62.1%	50.9%	50.0%	59.1%	53.8%	61.3%	52.2%	56.9%
3=Neutral	17.0%	13.1%	20.4%	23.1%	20.8%	20.1%	6.2%	17.5%	25.7%	18.9%
2=Dissatisfied	8.0%	8.3%	5.8%	11.1%	13.7%	5.4%	3.8%	7.1%	13.0%	8.8%
1=Very Dissatisfied	1.0%	1.4%	1.0%	0.9%	1.2%	2.0%	0.0%	1.2%	2.1%	1.4%
<u>Q5b. Maintenance of streets in your neighborhood</u>										
5=Very Satisfied	13.9%	16.6%	14.7%	12.8%	13.2%	14.1%	40.8%	11.4%	7.4%	14.3%
4=Satisfied	57.2%	60.0%	52.9%	48.6%	44.9%	55.7%	45.4%	62.5%	45.3%	53.3%
3=Neutral	12.4%	11.7%	19.6%	20.2%	24.6%	20.8%	10.8%	15.3%	23.8%	17.9%
2=Dissatisfied	14.9%	9.7%	8.8%	13.8%	15.0%	7.4%	2.3%	9.4%	18.8%	11.9%
1=Very Dissatisfied	1.5%	2.1%	3.9%	4.6%	2.4%	2.0%	0.8%	1.5%	4.7%	2.6%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q5c. Maintenance of sidewalks

5=Very Satisfied	7.8%	10.0%	11.0%	11.3%	6.3%	8.9%	30.4%	5.9%	4.0%	8.8%
4=Satisfied	37.0%	41.4%	41.0%	38.7%	36.1%	39.0%	35.2%	44.0%	33.6%	38.7%
3=Neutral	28.1%	23.6%	33.0%	20.8%	31.0%	28.8%	23.2%	24.7%	32.4%	27.5%
2=Dissatisfied	21.4%	18.6%	12.0%	18.9%	23.4%	18.5%	10.4%	20.9%	21.4%	19.5%
1=Very Dissatisfied	5.7%	6.4%	3.0%	10.4%	3.2%	4.8%	0.8%	4.6%	8.6%	5.5%

Q5d. Mowing & trimming along City streets & other public areas

5=Very Satisfied	17.3%	12.6%	11.8%	13.1%	10.2%	12.2%	31.3%	11.2%	8.6%	13.2%
4=Satisfied	41.6%	56.6%	45.1%	41.1%	40.4%	51.4%	43.0%	51.9%	39.5%	45.7%
3=Neutral	25.9%	16.8%	30.4%	25.2%	24.7%	27.0%	18.0%	22.7%	29.7%	24.9%
2=Dissatisfied	10.2%	10.5%	10.8%	18.7%	20.5%	6.8%	7.0%	11.7%	16.6%	12.8%
1=Very Dissatisfied	5.1%	3.5%	2.0%	1.9%	4.2%	2.7%	0.8%	2.5%	5.6%	3.4%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

**Q5e. Overall cleanliness of City streets & other public areas**

5=Very Satisfied	15.1%	19.3%	16.5%	17.4%	14.4%	21.5%	43.8%	14.9%	9.4%	17.1%
4=Satisfied	54.8%	57.9%	59.2%	55.0%	62.3%	57.0%	45.4%	64.0%	54.3%	57.5%
3=Neutral	21.6%	18.6%	18.4%	19.3%	18.0%	19.5%	9.2%	17.9%	25.5%	19.5%
2=Dissatisfied	7.0%	3.4%	4.9%	7.3%	4.8%	2.0%	1.5%	3.0%	9.1%	5.1%
1=Very Dissatisfied	1.5%	0.7%	1.0%	0.9%	0.6%	0.0%	0.0%	0.2%	1.8%	0.8%

**Q5f. Adequacy of City street lighting in your neighborhood**

5=Very Satisfied	14.6%	20.8%	15.5%	15.6%	14.3%	16.0%	38.5%	14.9%	8.8%	16.0%
4=Satisfied	44.4%	38.9%	42.7%	40.4%	41.1%	44.0%	38.5%	46.8%	38.2%	42.3%
3=Neutral	17.7%	20.1%	17.5%	21.1%	22.0%	22.0%	13.1%	19.3%	23.5%	20.0%
2=Dissatisfied	18.2%	16.7%	19.4%	16.5%	19.0%	16.0%	7.7%	15.3%	24.1%	17.7%
1=Very Dissatisfied	5.1%	3.5%	4.9%	6.4%	3.6%	2.0%	2.3%	3.7%	5.3%	4.1%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q5g. Adequacy of storm drainage services in your neighborhood

5=Very Satisfied	14.6%	15.1%	15.2%	11.4%	13.9%	16.9%	33.6%	13.0%	8.8%	14.6%
4=Satisfied	56.8%	51.8%	55.6%	47.6%	43.0%	51.4%	49.2%	57.8%	44.1%	51.1%
3=Neutral	16.8%	23.0%	24.2%	21.9%	24.2%	17.6%	11.7%	16.3%	30.1%	20.9%
2=Dissatisfied	9.7%	9.4%	3.0%	15.2%	15.8%	12.2%	4.7%	10.4%	14.6%	11.2%
1=Very Dissatisfied	2.2%	0.7%	2.0%	3.8%	3.0%	2.0%	0.8%	2.6%	2.4%	2.2%

Q5h. Solid waste provider services

5=Very Satisfied	22.5%	26.4%	20.8%	20.6%	27.4%	32.7%	49.2%	24.4%	17.2%	25.3%
4=Satisfied	58.6%	54.9%	50.5%	61.7%	55.5%	50.3%	42.9%	58.2%	56.8%	55.3%
3=Neutral	14.7%	13.2%	25.7%	14.0%	14.6%	9.5%	7.1%	13.8%	19.2%	15.0%
2=Dissatisfied	2.1%	3.5%	2.0%	2.8%	2.4%	6.8%	0.8%	3.1%	4.4%	3.2%
1=Very Dissatisfied	2.1%	2.1%	1.0%	0.9%	0.0%	0.7%	0.0%	0.5%	2.4%	1.2%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q6. Top choice

A=Maintenance of City streets	19.4%	16.4%	22.3%	21.6%	30.0%	30.7%	29.8%	24.3%	19.8%	23.2%
B=Maintenance of streets in your neighborhood	12.4%	11.0%	12.6%	15.3%	7.6%	13.3%	12.2%	12.0%	11.3%	11.8%
C=Maintenance of sidewalks	21.9%	21.9%	16.5%	17.1%	14.7%	12.7%	14.5%	19.4%	17.7%	18.1%
D=Mowing & trimming along City streets & other public areas	5.5%	6.8%	7.8%	3.6%	7.6%	5.3%	7.6%	5.2%	7.0%	6.2%
E=Cleanliness of City streets & other public areas	9.0%	11.6%	6.8%	5.4%	11.2%	4.7%	9.2%	7.9%	9.3%	8.5%
F=Adequacy of City street lighting in your neighborhood	17.4%	11.6%	18.4%	14.4%	11.8%	16.0%	10.7%	12.8%	18.6%	14.7%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q6. Top choice (Cont.)

G=Adequacy of storm drainage services in your neighborhood

7.5%	11.6%	6.8%	12.6%	12.9%	9.3%	6.9%	11.1%	10.2%	10.0%
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H=Solid waste provider services

4.0%	2.7%	3.9%	0.9%	1.2%	2.0%	2.3%	2.5%	2.3%	2.5%
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Z=None chosen

3.0%	6.2%	4.9%	9.0%	2.9%	6.0%	6.9%	4.9%	3.8%	5.1%
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**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q6. 2nd choice</u>										
A=Maintenance of City streets	12.9%	13.0%	8.7%	11.7%	10.6%	10.7%	10.7%	12.0%	11.9%	11.9%
B=Maintenance of streets in your neighborhood	11.4%	15.1%	11.7%	6.3%	10.6%	12.0%	12.2%	9.3%	13.1%	11.2%
C=Maintenance of sidewalks	16.4%	11.0%	13.6%	18.0%	11.8%	14.0%	12.2%	16.0%	12.5%	13.9%
D=Mowing & trimming along City streets & other public areas	10.4%	10.3%	12.6%	13.5%	13.5%	13.3%	9.9%	11.3%	14.2%	12.1%
E=Cleanliness of City streets & other public areas	13.9%	13.7%	16.5%	13.5%	15.9%	12.7%	18.3%	13.3%	13.7%	14.3%
F=Adequacy of City street lighting in your neighborhood	16.4%	10.3%	13.6%	13.5%	15.9%	10.0%	10.7%	14.3%	13.4%	13.4%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
5 or less 1	6 to 10 2	11 to 15 3	16 to 20 4	21 to 30 5	31+ 6	Excellent 1	Good 2	Average or Below Average 3	

Q6. 2nd choice (Cont.)

G=Adequacy of storm drainage services in your neighborhood

8.0%	11.6%	4.9%	7.2%	11.8%	11.3%	9.9%	9.1%	9.6%	9.3%
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H=Solid waste provider services

3.5%	5.5%	7.8%	2.7%	2.9%	4.7%	5.3%	5.2%	3.5%	4.5%
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**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q6. Sum of top 2 choices

A=Maintenance of City streets	32.3%	29.5%	31.1%	33.3%	40.6%	41.3%	40.5%	36.4%	31.7%	35.1%
B=Maintenance of streets in your neighborhood	23.9%	26.0%	24.3%	21.6%	18.2%	25.3%	24.4%	21.4%	24.4%	23.0%
C=Maintenance of sidewalks	38.3%	32.9%	30.1%	35.1%	26.5%	26.7%	26.7%	35.4%	30.2%	32.0%
D=Mowing & trimming along City streets & other public areas	15.9%	17.1%	20.4%	17.1%	21.2%	18.7%	17.6%	16.5%	21.2%	18.3%
E=Cleanliness of City streets & other public areas	22.9%	25.3%	23.3%	18.9%	27.1%	17.3%	27.5%	21.1%	23.0%	22.8%
F=Adequacy of City street lighting in your neighborhood	33.8%	21.9%	32.0%	27.9%	27.6%	26.0%	21.4%	27.0%	32.0%	28.1%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q6. Sum of top 2 choices (Cont.)

G=Adequacy of storm drainage services in your neighborhood	15.4%	23.3%	11.7%	19.8%	24.7%	20.7%	16.8%	20.1%	19.8%	19.3%
H=Solid waste provider services	7.5%	8.2%	11.7%	3.6%	4.1%	6.7%	7.6%	7.6%	5.8%	7.0%
Z=None chosen	3.0%	6.2%	4.9%	9.0%	2.9%	6.0%	6.9%	4.9%	3.8%	5.1%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q7a. Enforcing clean-up of garbage, junk, or debris on private property

5=Very Satisfied	8.8%	13.1%	5.7%	10.5%	8.6%	7.1%	23.1%	9.3%	4.1%	9.2%
4=Satisfied	40.0%	36.1%	46.0%	29.5%	35.7%	38.6%	47.1%	43.6%	27.2%	37.4%
3=Neutral	28.1%	30.3%	33.3%	37.9%	29.3%	35.4%	21.2%	32.5%	35.7%	32.0%
2=Dissatisfied	17.5%	13.9%	9.2%	15.8%	20.0%	15.7%	7.7%	10.7%	23.8%	15.8%
1=Very Dissatisfied	5.6%	6.6%	5.7%	6.3%	6.4%	3.1%	1.0%	3.9%	9.2%	5.5%

Q7b. Enforcing sign regulations

5=Very Satisfied	6.2%	10.5%	4.7%	7.1%	9.8%	9.0%	25.3%	5.8%	4.4%	8.1%
4=Satisfied	45.2%	46.5%	40.7%	41.2%	40.2%	42.6%	44.4%	47.9%	36.4%	42.9%
3=Neutral	37.7%	37.7%	50.0%	42.4%	38.6%	36.9%	28.3%	37.1%	47.6%	40.0%
2=Dissatisfied	8.9%	3.5%	2.3%	8.2%	6.8%	8.2%	2.0%	6.7%	8.0%	6.5%
1=Very Dissatisfied	2.1%	1.8%	2.3%	1.2%	4.5%	3.3%	0.0%	2.6%	3.6%	2.6%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q7c. Enforcing removal of abandoned/junk autos

5=Very Satisfied	8.7%	9.9%	3.5%	8.8%	7.3%	8.7%	20.6%	7.0%	4.7%	8.0%
4=Satisfied	36.7%	41.3%	35.3%	31.9%	35.8%	37.8%	42.2%	42.4%	29.2%	36.6%
3=Neutral	34.7%	35.5%	42.4%	39.6%	33.6%	30.7%	29.4%	35.0%	38.3%	35.5%
2=Dissatisfied	14.7%	9.1%	14.1%	13.2%	16.8%	18.1%	6.9%	11.8%	19.5%	14.6%
1=Very Dissatisfied	5.3%	4.1%	4.7%	6.6%	6.6%	4.7%	1.0%	3.8%	8.4%	5.3%

Q7d. Enforcement of graffiti removal from private properties

5=Very Satisfied	10.3%	11.4%	5.9%	6.7%	10.7%	9.3%	28.6%	7.9%	3.6%	9.4%
4=Satisfied	42.5%	45.6%	42.4%	37.8%	40.5%	46.5%	43.8%	48.9%	34.9%	42.6%
3=Neutral	37.0%	32.5%	42.4%	35.6%	36.6%	30.2%	22.9%	33.4%	43.3%	35.5%
2=Dissatisfied	8.2%	7.0%	8.2%	16.7%	8.4%	11.6%	3.8%	7.6%	14.2%	9.8%
1=Very Dissatisfied	2.1%	3.5%	1.2%	3.3%	3.8%	2.3%	1.0%	2.2%	4.0%	2.7%

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

N=891

Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
5 or less 1	6 to 10 2	11 to 15 3	16 to 20 4	21 to 30 5	31+ 6	Excellent 1	Good 2	Average or Below Average 3	

Q7e. Enforcing tree regulations

5=Very Satisfied	6.5%	11.6%	5.0%	4.8%	6.4%	7.6%	17.0%	6.6%	3.1%	7.2%
4=Satisfied	42.4%	32.1%	36.3%	41.0%	30.4%	28.0%	43.0%	36.1%	30.9%	34.9%
3=Neutral	36.7%	39.3%	37.5%	38.6%	47.2%	47.5%	28.0%	42.1%	46.1%	41.4%
2=Dissatisfied	10.8%	11.6%	13.8%	12.0%	11.2%	11.9%	5.0%	11.6%	14.5%	11.6%
1=Very Dissatisfied	3.6%	5.4%	7.5%	3.6%	4.8%	5.1%	7.0%	3.6%	5.5%	4.8%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q8. Top choice

A=Clean-up of garbage, junk, or debris on private property	39.8%	45.9%	39.8%	34.2%	44.1%	43.3%	29.8%	39.6%	48.3%	41.4%
B=Enforcing sign regulations	9.5%	2.7%	8.7%	7.2%	4.7%	10.0%	6.1%	7.4%	7.3%	7.2%
C=Enforcing removal of abandoned/junk autos	16.4%	9.6%	12.6%	9.0%	11.8%	12.0%	12.2%	12.3%	12.5%	12.2%
D=Enforcement of graffiti removal from private properties	13.4%	14.4%	13.6%	18.9%	18.2%	10.7%	20.6%	15.2%	12.2%	14.8%
E=Enforcing tree regulations	11.9%	15.1%	11.7%	13.5%	10.6%	13.3%	16.8%	14.0%	9.6%	12.6%
Z=None chosen	9.0%	12.3%	13.6%	17.1%	10.6%	10.7%	14.5%	11.5%	10.2%	11.8%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q8. 2nd choice

A=Clean-up of garbage, junk, or debris on private property	26.4%	17.1%	20.4%	20.7%	21.2%	20.7%	22.1%	21.9%	20.6%	21.4%
B=Enforcing sign regulations	8.0%	11.0%	9.7%	8.1%	10.6%	8.7%	10.7%	9.3%	8.7%	9.2%
C=Enforcing removal of abandoned/junk autos	27.4%	26.0%	19.4%	20.7%	27.6%	24.7%	22.9%	22.4%	29.1%	25.0%
D=Enforcement of graffiti removal from private properties	13.4%	16.4%	17.5%	18.0%	15.3%	18.7%	16.0%	19.2%	13.4%	16.4%
E=Enforcing tree regulations	11.9%	13.7%	10.7%	8.1%	8.8%	8.7%	8.4%	8.8%	13.1%	10.3%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q8. Sum of top 2 choices

A=Clean-up of garbage, junk, or debris on private property	66.2%	63.0%	60.2%	55.0%	65.3%	64.0%	51.9%	61.4%	68.9%	62.9%
B=Enforcing sign regulations	17.4%	13.7%	18.4%	15.3%	15.3%	18.7%	16.8%	16.7%	16.0%	16.4%
C=Enforcing removal of abandoned/junk autos	43.8%	35.6%	32.0%	29.7%	39.4%	36.7%	35.1%	34.6%	41.6%	37.3%
D=Enforcement of graffiti removal from private properties	26.9%	30.8%	31.1%	36.9%	33.5%	29.3%	36.6%	34.4%	25.6%	31.2%
E=Enforcing tree regulations	23.9%	28.8%	22.3%	21.6%	19.4%	22.0%	25.2%	22.9%	22.7%	22.9%
Z=None chosen	9.0%	12.3%	13.6%	17.1%	10.6%	10.7%	14.5%	11.5%	10.2%	11.8%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q9a. Overall quality of local police protection</u>										
5=Very Satisfied	14.0%	22.3%	15.8%	18.9%	22.0%	28.5%	47.5%	18.2%	12.2%	20.2%
4=Satisfied	53.4%	56.9%	56.4%	56.6%	57.2%	52.1%	42.6%	63.1%	50.9%	55.1%
3=Neutral	27.5%	13.8%	22.8%	19.8%	14.5%	15.3%	7.4%	15.3%	28.1%	19.2%
2=Dissatisfied	1.7%	4.6%	4.0%	4.7%	4.4%	1.4%	1.6%	2.4%	5.0%	3.4%
1=Very Dissatisfied	3.4%	2.3%	1.0%	0.0%	1.9%	2.8%	0.8%	1.1%	3.8%	2.1%
<u>Q9b. City's efforts to prevent crime</u>										
5=Very Satisfied	7.9%	20.5%	12.4%	12.2%	14.9%	17.9%	35.1%	12.0%	8.2%	14.0%
4=Satisfied	49.7%	48.0%	42.7%	45.9%	46.6%	44.0%	40.4%	53.5%	40.6%	46.4%
3=Neutral	30.3%	24.4%	36.0%	32.7%	28.4%	30.6%	20.2%	30.5%	33.8%	30.3%
2=Dissatisfied	9.1%	4.7%	7.9%	8.2%	9.5%	6.0%	3.5%	3.6%	13.7%	7.7%
1=Very Dissatisfied	3.0%	2.4%	1.1%	1.0%	0.7%	1.5%	0.9%	0.3%	3.8%	1.7%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q9c. Enforcement of local traffic laws

5=Very Satisfied	12.6%	18.8%	13.3%	14.8%	12.4%	13.3%	34.7%	11.7%	8.4%	14.1%
4=Satisfied	49.2%	54.9%	53.1%	50.0%	50.3%	51.7%	46.0%	55.1%	49.1%	51.3%
3=Neutral	23.5%	16.5%	25.5%	30.6%	26.7%	23.8%	13.7%	24.9%	27.8%	24.3%
2=Dissatisfied	8.2%	6.0%	6.1%	3.7%	7.5%	7.7%	3.2%	4.7%	10.6%	6.7%
1=Very Dissatisfied	6.6%	3.8%	2.0%	0.9%	3.1%	3.5%	2.4%	3.6%	4.1%	3.6%

Q9d. Enforcement of drug & vice laws

5=Very Satisfied	10.8%	19.4%	12.3%	10.3%	12.5%	11.9%	33.0%	11.7%	6.1%	12.7%
4=Satisfied	39.2%	45.9%	34.2%	33.3%	39.2%	41.5%	35.1%	45.0%	34.9%	39.3%
3=Neutral	37.2%	24.5%	34.2%	47.1%	36.7%	39.0%	25.5%	35.1%	42.5%	36.7%
2=Dissatisfied	9.5%	8.2%	15.1%	8.0%	10.0%	5.9%	3.2%	7.6%	12.6%	9.0%
1=Very Dissatisfied	3.4%	2.0%	4.1%	1.1%	1.7%	1.7%	3.2%	0.7%	3.8%	2.3%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below	
	1	2	3	4	5	6			Average	
						1	2	3		

Q10. Top choice

A=Local police protection	27.9%	31.5%	33.0%	21.6%	29.4%	22.7%	32.1%	27.3%	27.0%	27.7%
B=City's efforts to prevent crime	38.3%	27.4%	36.9%	36.0%	32.9%	28.0%	32.1%	34.2%	33.7%	33.4%
C=Enforcement of local traffic laws	9.5%	10.3%	4.9%	6.3%	11.8%	12.0%	6.1%	9.3%	10.8%	9.4%
D=Enforcement of drug & vice laws	17.4%	17.8%	20.4%	22.5%	17.6%	24.0%	19.8%	19.4%	18.9%	19.4%
Z=None chosen	7.0%	13.0%	4.9%	13.5%	8.2%	13.3%	9.9%	9.8%	9.6%	10.0%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q10. 2nd choice

A=Local police protection	20.9%	18.5%	16.5%	18.0%	15.3%	12.7%	14.5%	15.5%	19.8%	17.2%
B=City's efforts to prevent crime	36.8%	40.4%	40.8%	35.1%	40.0%	35.3%	37.4%	39.3%	36.6%	37.9%
C=Enforcement of local traffic laws	11.4%	9.6%	12.6%	7.2%	7.6%	8.7%	10.7%	10.6%	8.1%	9.5%
D=Enforcement of drug & vice laws	21.9%	14.4%	20.4%	20.7%	22.9%	24.7%	22.1%	20.6%	21.5%	21.0%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	<u>Number of years lived in the City of Shoreline</u>						<u>How would you rate the condition of your neighborhood?</u>			<u>Total</u>
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6				
<u>Q10. Sum of top 2 choices</u>										
A=Local police protection	48.8%	50.0%	49.5%	39.6%	44.7%	35.3%	46.6%	42.8%	46.8%	44.9%
B=City's efforts to prevent crime	75.1%	67.8%	77.7%	71.2%	72.9%	63.3%	69.5%	73.5%	70.3%	71.4%
C=Enforcement of local traffic laws	20.9%	19.9%	17.5%	13.5%	19.4%	20.7%	16.8%	19.9%	18.9%	19.0%
D=Enforcement of drug & vice laws	39.3%	32.2%	40.8%	43.2%	40.6%	48.7%	42.0%	40.0%	40.4%	40.4%
Z=None chosen	7.0%	13.0%	4.9%	13.5%	8.2%	13.3%	9.9%	9.8%	9.6%	10.0%

**Q11. On 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=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less 1	6 to 10 2	11 to 15 3	16 to 20 4	21 to 30 5	31+ 6	Excellent 1	Good 2	Average or Below Average 3	
<u>Q11a. In your neighborhood during the day</u>										
5=Very safe	50.7%	57.5%	51.5%	46.3%	48.2%	51.4%	83.8%	56.0%	33.3%	51.1%
4=Safe	36.3%	32.9%	40.8%	47.2%	44.6%	43.2%	15.4%	41.0%	48.7%	40.2%
3=Neutral	8.5%	8.9%	2.9%	5.6%	6.0%	4.7%	0.8%	2.2%	13.3%	6.3%
2=Unsafe	4.0%	0.7%	3.9%	0.9%	1.2%	0.7%	0.0%	0.7%	4.1%	2.0%
1=Very Unsafe	0.5%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.2%
<u>Q11b. In your neighborhood at night</u>										
5=Very safe	14.4%	23.4%	22.3%	20.4%	21.7%	21.8%	50.8%	19.1%	9.8%	20.1%
4=Safe	50.2%	49.7%	47.6%	49.1%	46.4%	51.0%	40.8%	60.6%	39.3%	49.4%
3=Neutral	21.4%	19.3%	21.4%	22.2%	21.7%	19.0%	7.7%	14.9%	32.5%	20.6%
2=Unsafe	11.9%	7.6%	6.8%	7.4%	8.4%	6.8%	0.8%	5.0%	15.1%	8.4%
1=Very Unsafe	2.0%	0.0%	1.9%	0.9%	1.8%	1.4%	0.0%	0.5%	3.3%	1.5%

**Q11. On 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=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q11c. On City parks & trails

5=Very safe	11.4%	12.1%	14.0%	4.8%	7.8%	7.7%	29.0%	9.2%	3.1%	9.7%
4=Safe	46.6%	51.1%	43.0%	47.6%	44.8%	43.8%	50.0%	51.2%	38.8%	46.2%
3=Neutral	29.5%	22.7%	33.0%	39.0%	35.1%	36.9%	16.1%	32.7%	37.9%	32.3%
2=Unsafe	9.3%	12.1%	10.0%	8.6%	10.4%	9.2%	4.8%	6.1%	16.5%	10.0%
1=Very Unsafe	3.1%	2.1%	0.0%	0.0%	1.9%	2.3%	0.0%	0.8%	3.7%	1.8%

Q11d. In other public areas

5=Very safe	14.0%	17.5%	18.8%	10.3%	14.4%	12.5%	38.0%	14.0%	6.0%	14.4%
4=Safe	44.0%	58.7%	53.5%	57.9%	55.7%	49.3%	46.5%	56.6%	48.8%	52.2%
3=Neutral	34.5%	20.3%	23.8%	28.0%	26.9%	32.6%	14.0%	27.1%	36.3%	28.6%
2=Unsafe	7.0%	3.5%	4.0%	3.7%	3.0%	4.9%	1.6%	2.3%	8.3%	4.6%
1=Very Unsafe	0.5%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.6%	0.2%

**Q11. On 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=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below	
	1	2	3	4	5	6			Average	
						1	2	3		

Q11e. Overall feeling of safety

5=Very safe	17.4%	19.3%	18.4%	15.6%	15.6%	14.1%	43.8%	17.3%	5.6%	16.6%
4=Safe	54.2%	59.3%	62.1%	61.5%	65.9%	63.1%	48.5%	67.7%	58.1%	60.9%
3=Neutral	23.4%	19.3%	13.6%	21.1%	16.8%	20.8%	7.7%	14.6%	29.0%	19.3%
2=Unsafe	4.5%	2.1%	4.9%	1.8%	1.8%	2.0%	0.0%	0.2%	7.0%	2.9%
1=Very Unsafe	0.5%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.3%	0.2%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

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

1=City newsletter "CURRENTS"	89.6%	92.5%	94.2%	92.8%	92.9%	94.0%	94.7%	93.4%	90.7%	92.3%
2=City's Parks & Recreation guide	61.7%	71.2%	79.6%	74.8%	72.9%	66.7%	76.3%	69.0%	68.6%	69.9%
3=City cable channel (Comcast 21 or Verizon 27)	7.5%	8.2%	10.7%	17.1%	15.3%	12.0%	11.5%	12.3%	10.5%	11.4%
4=City website	41.3%	43.2%	35.0%	30.6%	31.8%	28.0%	32.8%	37.6%	34.0%	35.5%
5=Online resources	27.9%	21.9%	21.4%	19.8%	20.0%	11.3%	27.5%	19.9%	18.9%	20.9%
6=Involvement in neighborhood association or Block Watch	13.9%	21.9%	17.5%	15.3%	19.4%	15.3%	22.1%	17.2%	15.1%	16.9%
7=Television news	14.4%	18.5%	23.3%	27.9%	31.2%	28.7%	25.2%	23.3%	23.5%	23.6%
8=Other	11.4%	13.7%	16.5%	10.8%	14.7%	12.7%	22.9%	12.8%	10.5%	13.5%
0=None chosen	3.5%	2.1%	0.0%	0.9%	2.9%	2.7%	1.5%	2.0%	2.3%	2.2%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

**Q13a. Availability of information about City projects, services, meetings, & events**

5=Very satisfied	16.1%	23.0%	16.0%	17.6%	14.9%	17.0%	37.7%	15.2%	12.2%	17.3%
4=Satisfied	47.3%	47.5%	55.0%	46.3%	50.3%	51.1%	44.3%	54.8%	44.5%	49.3%
3=Neutral	29.0%	25.2%	25.0%	30.6%	24.2%	24.8%	14.8%	24.9%	32.9%	26.5%
2=Dissatisfied	6.5%	4.3%	4.0%	4.6%	9.3%	6.4%	3.3%	4.9%	8.8%	6.2%
1=Very Dissatisfied	1.1%	0.0%	0.0%	0.9%	1.2%	0.7%	0.0%	0.3%	1.5%	0.7%

**Q13b. City's efforts to provide opportunities for public involvement**

5=Very satisfied	14.6%	24.3%	15.0%	15.1%	12.5%	16.7%	38.8%	14.0%	9.9%	16.1%
4=Satisfied	43.8%	41.2%	51.0%	44.3%	45.6%	45.7%	33.9%	51.7%	41.5%	45.1%
3=Neutral	32.4%	27.9%	29.0%	34.0%	26.3%	29.7%	22.3%	27.8%	35.0%	29.9%
2=Dissatisfied	8.1%	5.9%	5.0%	4.7%	13.1%	7.2%	5.0%	5.2%	12.1%	7.8%
1=Very Dissatisfied	1.1%	0.7%	0.0%	1.9%	2.5%	0.7%	0.0%	1.3%	1.5%	1.2%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q13c. Quality of content on City's website

5=Very satisfied	13.2%	23.1%	8.1%	15.2%	13.8%	12.9%	36.1%	14.5%	7.0%	14.7%
4=Satisfied	43.1%	41.7%	52.7%	30.4%	39.4%	33.3%	30.1%	44.2%	39.7%	40.1%
3=Neutral	38.9%	31.5%	39.2%	53.2%	39.4%	50.5%	32.5%	38.5%	47.5%	41.4%
2=Dissatisfied	4.9%	3.7%	0.0%	1.3%	7.3%	3.2%	1.2%	2.8%	5.8%	3.8%

Q13d. Quality of City's newsletter, "CURRENTS"

5=Very satisfied	24.2%	30.2%	17.2%	18.4%	19.0%	25.0%	41.1%	23.3%	14.8%	22.8%
4=Satisfied	52.2%	53.2%	58.6%	55.3%	56.4%	54.2%	50.8%	55.9%	54.6%	54.5%
3=Neutral	20.4%	13.7%	24.2%	24.3%	18.4%	18.1%	8.1%	17.9%	25.9%	19.6%
2=Dissatisfied	3.2%	2.2%	0.0%	1.9%	3.7%	2.8%	0.0%	2.3%	3.7%	2.5%
1=Very Dissatisfied	0.0%	0.7%	0.0%	0.0%	2.5%	0.0%	0.0%	0.5%	0.9%	0.6%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q14a. Overall image of City</u>										
5=Very satisfied	18.2%	27.1%	16.0%	23.1%	19.2%	22.4%	53.9%	19.3%	10.1%	20.8%
4=Satisfied	56.6%	56.3%	62.0%	50.9%	62.9%	58.5%	39.8%	65.8%	55.7%	58.1%
3=Neutral	14.6%	10.4%	20.0%	22.2%	14.4%	16.3%	4.7%	12.6%	23.8%	15.7%
2=Dissatisfied	9.6%	6.3%	2.0%	3.7%	2.4%	2.0%	1.6%	2.0%	9.2%	4.8%
1=Very Dissatisfied	1.0%	0.0%	0.0%	0.0%	1.2%	0.7%	0.0%	0.2%	1.2%	0.6%
<u>Q14b. Overall quality of leadership provided by City's elected officials</u>										
5=Very satisfied	12.7%	15.0%	12.0%	11.1%	8.7%	10.7%	34.5%	9.7%	4.1%	11.5%
4=Satisfied	50.7%	49.6%	43.5%	44.4%	45.6%	47.1%	41.4%	52.6%	43.2%	47.1%
3=Neutral	30.7%	29.1%	38.0%	35.4%	32.9%	32.9%	20.7%	30.6%	40.1%	32.8%
2=Dissatisfied	2.7%	4.7%	6.5%	7.1%	8.1%	7.1%	1.7%	5.7%	8.5%	6.1%
1=Very Dissatisfied	3.3%	1.6%	0.0%	2.0%	4.7%	2.1%	1.7%	1.4%	4.1%	2.5%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6				

**Q14c. Overall effectiveness of City Manager & City staff**

5=Very satisfied	12.4%	20.2%	9.2%	12.0%	11.7%	11.2%	34.5%	11.6%	4.7%	12.8%
4=Satisfied	44.1%	44.5%	47.1%	45.7%	46.0%	49.3%	41.8%	50.5%	43.0%	46.0%
3=Neutral	35.2%	32.8%	37.9%	32.6%	30.7%	31.3%	20.0%	32.8%	39.7%	33.3%
2=Dissatisfied	4.8%	2.5%	5.7%	7.6%	8.0%	6.0%	1.8%	4.3%	9.0%	5.8%
1=Very Dissatisfied	3.4%	0.0%	0.0%	2.2%	3.6%	2.2%	1.8%	0.9%	3.6%	2.1%

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

N=891

Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
5 or less 1	6 to 10 2	11 to 15 3	16 to 20 4	21 to 30 5	31+ 6	Excellent 1	Good 2	Average or Below Average 3	

Q15. How much do you agree with the statement

1=Strongly agree	17.0%	28.1%	19.4%	16.2%	16.1%	18.2%	40.6%	19.2%	10.5%	19.0%
2=Somewhat agree	55.5%	52.7%	54.4%	55.0%	50.0%	52.0%	45.3%	58.7%	49.7%	53.2%
3=Somewhat disagree	14.0%	8.9%	8.7%	12.6%	20.8%	16.2%	3.9%	11.3%	21.2%	14.0%
4=Strongly disagree	2.5%	2.7%	4.9%	12.6%	8.3%	6.1%	3.9%	4.4%	8.4%	6.0%
5=No opinion	11.0%	7.5%	12.6%	3.6%	4.8%	7.4%	6.3%	6.4%	10.2%	7.9%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q16. Do you think City is moving in right direction

1=Yes	74.5%	79.5%	72.8%	67.6%	66.1%	70.9%	86.7%	74.2%	64.0%	71.9%
2=No	4.5%	4.8%	4.9%	10.8%	10.7%	6.8%	4.7%	6.1%	9.3%	7.2%
3=Don't Know	21.0%	15.8%	22.3%	21.6%	23.2%	22.3%	8.6%	19.7%	26.7%	20.9%

**Q17. Please rate Shoreline on 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=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less 1	6 to 10 2	11 to 15 3	16 to 20 4	21 to 30 5	31+ 6	Excellent 1	Good 2	Average or Below Average 3	
<u>Q17a. As a place to live</u>										
5=Excellent	33.5%	42.1%	36.9%	40.0%	35.1%	44.6%	83.7%	40.5%	19.6%	38.7%
4=Good	56.0%	52.4%	57.3%	50.9%	56.5%	46.6%	15.5%	57.0%	62.6%	53.1%
3=Neutral	8.0%	5.5%	4.9%	8.2%	4.8%	6.1%	0.8%	2.2%	13.2%	6.3%
2=Below Average	1.5%	0.0%	1.0%	0.9%	3.0%	2.7%	0.0%	0.2%	3.8%	1.6%
1=Poor	1.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.9%	0.3%
<u>Q17b. As a place to raise children</u>										
5=Excellent	31.3%	46.4%	37.1%	43.8%	36.8%	46.9%	77.6%	43.6%	21.2%	40.1%
4=Good	54.4%	46.4%	52.6%	41.9%	50.3%	44.8%	19.2%	50.5%	57.9%	48.5%
3=Neutral	9.9%	5.8%	9.3%	10.5%	8.0%	5.6%	0.8%	5.4%	14.2%	8.1%
2=Below Average	2.7%	1.4%	1.0%	2.9%	3.7%	1.4%	1.6%	0.3%	4.7%	2.3%
1=Poor	1.6%	0.0%	0.0%	1.0%	1.2%	1.4%	0.8%	0.3%	1.9%	1.0%

**Q17. Please rate Shoreline on 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=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

**Q17c. As a place to work**

5=Excellent	16.8%	16.5%	20.6%	16.3%	18.0%	26.9%	50.5%	19.3%	7.6%	19.2%
4=Good	30.2%	38.8%	39.7%	39.5%	39.1%	37.8%	21.2%	42.0%	36.3%	36.9%
3=Neutral	33.6%	37.9%	29.4%	27.9%	27.3%	24.4%	22.2%	28.5%	35.1%	30.1%
2=Below Average	12.8%	5.8%	8.8%	11.6%	10.9%	9.2%	6.1%	8.5%	13.7%	10.1%
1=Poor	6.7%	1.0%	1.5%	4.7%	4.7%	1.7%	0.0%	1.7%	7.3%	3.6%

**Q17d. As a place with a variety of housing choices**

5=Excellent	16.0%	20.6%	17.8%	18.8%	17.7%	19.9%	43.0%	17.6%	9.8%	18.5%
4=Good	49.5%	53.7%	56.4%	50.5%	52.5%	46.8%	39.8%	57.4%	48.3%	51.2%
3=Neutral	24.2%	22.8%	20.8%	22.8%	23.4%	24.8%	11.7%	22.1%	29.4%	23.3%
2=Below Average	7.7%	2.9%	3.0%	5.0%	4.4%	6.4%	3.1%	2.4%	9.2%	5.1%
1=Poor	2.6%	0.0%	2.0%	3.0%	1.9%	2.1%	2.3%	0.5%	3.4%	1.9%

**Q17. Please rate Shoreline on 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=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q17e. As a place to shop

5=Excellent	8.6%	11.7%	10.8%	9.3%	9.6%	16.3%	27.3%	9.7%	6.2%	11.0%
4=Good	27.8%	37.2%	31.4%	33.3%	34.1%	38.8%	31.3%	38.8%	27.9%	33.6%
3=Neutral	32.3%	24.8%	35.3%	25.9%	26.3%	21.1%	23.4%	28.4%	27.9%	27.4%
2=Below Average	21.7%	20.7%	17.6%	25.9%	22.8%	20.4%	17.2%	17.4%	28.5%	21.7%
1=Poor	9.6%	5.5%	4.9%	5.6%	7.2%	3.4%	0.8%	5.7%	9.4%	6.4%

Q17f. As a place for dining & entertainment options

5=Excellent	5.6%	4.1%	7.8%	5.6%	4.8%	6.8%	15.5%	5.5%	2.4%	5.7%
4=Good	21.2%	24.8%	20.4%	20.4%	20.4%	35.4%	28.7%	27.5%	18.5%	24.0%
3=Neutral	29.8%	26.9%	28.2%	25.9%	29.9%	28.6%	26.4%	27.0%	29.7%	28.1%
2=Below Average	25.3%	26.2%	28.2%	31.5%	29.3%	20.4%	21.7%	25.8%	29.1%	26.4%
1=Poor	18.2%	17.9%	15.5%	16.7%	15.6%	8.8%	7.8%	14.1%	20.3%	15.7%

**Q17. Please rate Shoreline on 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=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q17g. Overall quality of life in City

5=Excellent	15.9%	23.4%	16.5%	21.1%	16.7%	23.8%	59.4%	18.2%	6.1%	19.6%
4=Good	57.7%	61.4%	68.9%	57.8%	61.3%	56.5%	35.2%	70.0%	57.7%	59.9%
3=Neutral	20.4%	13.1%	11.7%	14.7%	17.9%	17.0%	3.9%	10.1%	28.3%	16.4%
2=Below Average	5.0%	2.1%	2.9%	6.4%	3.0%	2.0%	1.6%	1.7%	6.4%	3.5%
1=Poor	1.0%	0.0%	0.0%	0.0%	1.2%	0.7%	0.0%	0.0%	1.5%	0.6%

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

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

**Q18. Rate condition of your neighborhood**

1=Excellent	13.9%	14.5%	13.6%	18.9%	14.7%	13.6%	100.0%	0.0%	0.0%	14.8%
2=Good	42.3%	49.7%	49.5%	45.9%	41.8%	48.3%	0.0%	100.0%	0.0%	45.9%
3=Average	36.8%	28.3%	35.0%	29.7%	30.6%	28.6%	0.0%	0.0%	81.1%	31.5%
4=Below Average	4.5%	6.2%	1.0%	3.6%	11.8%	9.5%	0.0%	0.0%	16.6%	6.4%
5=Poor	2.0%	0.7%	1.0%	0.0%	0.6%	0.0%	0.0%	0.0%	2.3%	0.9%
9=Don't Know	0.5%	0.7%	0.0%	1.8%	0.6%	0.0%	0.0%	0.0%	0.0%	0.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less 1	6 to 10 2	11 to 15 3	16 to 20 4	21 to 30 5	31+ 6	Excellent 1	Good 2	Average or Below Average 3	
<b><u>Q19a. Surface water/water runoff</u></b>										
5=Very satisfied	12.0%	19.8%	7.4%	9.1%	13.8%	13.2%	35.8%	10.0%	7.1%	12.9%
4=Satisfied	53.3%	54.8%	63.2%	54.5%	43.4%	57.4%	49.2%	61.7%	45.1%	53.5%
3=Neutral	24.0%	20.6%	25.3%	24.2%	22.6%	14.7%	10.0%	19.4%	29.6%	21.9%
2=Dissatisfied	9.6%	3.2%	2.1%	7.1%	15.1%	11.0%	2.5%	6.5%	14.1%	8.7%
1=Very Dissatisfied	1.2%	1.6%	2.1%	5.1%	5.0%	3.7%	2.5%	2.4%	4.0%	3.0%
<b><u>Q19b. Supporting alternative means of transportation</u></b>										
5=Very satisfied	17.7%	18.1%	13.1%	6.6%	9.8%	12.1%	32.8%	10.2%	9.7%	13.5%
4=Satisfied	39.9%	44.9%	46.5%	52.8%	42.7%	48.2%	39.1%	51.4%	39.7%	44.8%
3=Neutral	29.8%	22.5%	28.3%	24.5%	28.7%	31.9%	21.1%	24.9%	33.6%	28.0%
2=Dissatisfied	10.1%	10.1%	12.1%	16.0%	15.2%	5.0%	6.3%	12.2%	12.1%	11.2%
1=Very Dissatisfied	2.5%	4.3%	0.0%	0.0%	3.7%	2.8%	0.8%	1.3%	4.8%	2.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q19c. Protection of the environment/open space</u>										
5=Very satisfied	15.6%	19.4%	19.8%	10.5%	11.9%	12.1%	38.7%	13.9%	5.9%	14.6%
4=Satisfied	53.2%	59.7%	59.4%	54.3%	49.1%	55.0%	46.8%	59.3%	52.3%	54.8%
3=Neutral	27.4%	14.9%	18.8%	24.8%	28.3%	29.3%	8.9%	23.4%	32.4%	24.6%
2=Dissatisfied	3.8%	3.7%	2.1%	7.6%	6.3%	2.1%	4.8%	1.8%	6.9%	4.2%
1=Very Dissatisfied	0.0%	2.2%	0.0%	2.9%	4.4%	1.4%	0.8%	1.6%	2.5%	1.8%
<u>Q19d. Recycling</u>										
5=Very satisfied	29.9%	35.9%	17.6%	29.6%	26.9%	29.9%	57.9%	27.0%	19.8%	28.7%
4=Satisfied	53.6%	52.8%	67.6%	54.6%	55.1%	52.1%	37.3%	58.1%	59.3%	55.5%
3=Neutral	13.4%	7.0%	12.7%	11.1%	12.0%	12.5%	3.2%	9.7%	16.8%	11.5%
2=Dissatisfied	1.5%	2.8%	2.0%	1.9%	5.4%	2.1%	0.8%	2.5%	3.6%	2.7%
1=Very Dissatisfied	1.5%	1.4%	0.0%	2.8%	0.6%	3.5%	0.8%	2.7%	0.6%	1.6%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q19e. Maintenance of public trees in right-of-way

5=Very satisfied	19.2%	16.9%	9.6%	10.9%	11.8%	7.7%	36.1%	9.4%	8.2%	13.2%
4=Satisfied	48.0%	50.7%	52.1%	44.6%	46.6%	54.2%	44.5%	56.0%	43.4%	49.3%
3=Neutral	23.2%	22.8%	28.7%	23.8%	24.2%	24.6%	16.0%	23.6%	29.1%	24.5%
2=Dissatisfied	7.3%	6.6%	9.6%	17.8%	14.3%	9.9%	2.5%	8.4%	16.1%	10.5%
1=Very Dissatisfied	2.3%	2.9%	0.0%	3.0%	3.1%	3.5%	0.8%	2.6%	3.2%	2.6%

**Q20. Should the City of Shoreline consider a plastic bag ban as part of its environmental sustainability strategy?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q20. Should City consider a plastic bag ban

1=Yes	56.7%	57.9%	46.6%	49.5%	42.9%	38.8%	49.2%	50.4%	46.8%	48.8%
2=Neutral	12.4%	14.5%	23.3%	15.6%	18.2%	19.0%	19.2%	15.2%	18.0%	16.9%
3=No	27.4%	25.5%	25.2%	29.4%	36.5%	38.1%	28.5%	30.7%	32.0%	30.7%
4=Don't know	3.5%	2.1%	4.9%	5.5%	2.4%	4.1%	3.1%	3.7%	3.2%	3.5%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q21a. Maintenance of City parks</u>										
5=Very satisfied	26.4%	29.4%	29.7%	17.4%	23.5%	15.2%	51.6%	23.0%	13.6%	23.5%
4=Satisfied	57.4%	61.5%	59.4%	65.1%	61.7%	71.2%	43.8%	68.5%	62.5%	62.6%
3=Neutral	13.2%	8.4%	8.9%	11.9%	9.9%	11.4%	3.9%	6.1%	19.0%	10.8%
2=Dissatisfied	2.5%	0.7%	2.0%	2.8%	4.9%	1.5%	0.8%	1.8%	3.9%	2.5%
1=Very Dissatisfied	0.5%	0.0%	0.0%	2.8%	0.0%	0.8%	0.0%	0.5%	0.9%	0.6%
<u>Q21b. Maintenance of City playgrounds</u>										
5=Very satisfied	26.8%	27.2%	26.4%	19.4%	22.8%	13.8%	45.7%	21.4%	15.1%	22.7%
4=Satisfied	57.7%	60.8%	61.5%	54.8%	62.4%	74.8%	44.8%	68.9%	61.4%	62.3%
3=Neutral	11.9%	10.4%	11.0%	23.7%	10.7%	10.6%	8.6%	8.2%	19.5%	12.7%
2=Dissatisfied	3.0%	1.6%	1.1%	2.2%	4.0%	0.0%	0.9%	0.9%	4.0%	2.1%
1=Very Dissatisfied	0.6%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.6%	0.0%	0.3%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q21c. Walking &amp; biking trails in City</u>										
5=Very satisfied	24.6%	26.1%	18.6%	20.2%	14.8%	17.1%	46.9%	18.6%	12.0%	20.4%
4=Satisfied	48.1%	50.7%	54.6%	48.1%	56.1%	62.6%	42.2%	58.6%	50.9%	53.1%
3=Neutral	18.7%	18.8%	19.6%	21.2%	21.9%	14.6%	7.0%	17.5%	25.6%	19.1%
2=Dissatisfied	7.0%	2.2%	6.2%	9.6%	7.1%	4.1%	3.1%	4.1%	9.5%	6.0%
1=Very Dissatisfied	1.6%	2.2%	1.0%	1.0%	0.0%	1.6%	0.8%	1.1%	1.9%	1.4%
<u>Q21d. City swimming pool</u>										
5=Very satisfied	15.1%	22.9%	16.7%	15.6%	17.1%	13.4%	42.4%	15.1%	8.2%	16.8%
4=Satisfied	47.3%	41.7%	59.7%	41.6%	48.6%	53.6%	42.4%	53.0%	46.6%	48.5%
3=Neutral	29.0%	30.2%	22.2%	36.4%	26.7%	28.9%	15.2%	26.3%	37.0%	28.9%
2=Dissatisfied	7.5%	3.1%	1.4%	6.5%	7.6%	3.1%	0.0%	5.2%	6.8%	4.9%
1=Very Dissatisfied	1.1%	2.1%	0.0%	0.0%	0.0%	1.0%	0.0%	0.4%	1.4%	0.7%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q21e. Outdoor athletic fields</u>										
5=Very satisfied	21.8%	26.5%	21.7%	20.9%	20.8%	15.3%	44.6%	19.5%	12.8%	20.9%
4=Satisfied	55.6%	47.0%	64.1%	47.3%	54.9%	58.5%	41.1%	61.0%	53.8%	55.1%
3=Neutral	17.6%	23.1%	13.0%	25.3%	21.5%	22.9%	13.4%	17.3%	26.7%	20.4%
2=Dissatisfied	4.2%	2.6%	1.1%	6.6%	2.8%	1.7%	0.9%	1.5%	5.9%	3.1%
1=Very Dissatisfied	0.7%	0.9%	0.0%	0.0%	0.0%	1.7%	0.0%	0.6%	0.7%	0.6%
<u>Q21f. Ease of registering for programs</u>										
5=Very satisfied	25.2%	28.7%	23.5%	18.4%	20.9%	9.4%	47.9%	20.9%	11.5%	21.3%
4=Satisfied	44.3%	42.6%	54.3%	51.3%	51.3%	55.2%	34.0%	52.3%	51.9%	49.2%
3=Neutral	26.1%	25.0%	19.8%	26.3%	26.1%	30.2%	17.0%	23.3%	31.7%	25.8%
2=Dissatisfied	2.6%	2.8%	2.5%	2.6%	1.7%	4.2%	1.1%	3.1%	3.3%	2.8%
1=Very Dissatisfied	1.7%	0.9%	0.0%	1.3%	0.0%	1.0%	0.0%	0.4%	1.6%	0.8%

**Q21. How satisfied are you with: (without "don't know")**

N=891

	<u>Number of years lived in the City of Shoreline</u>						<u>How would you rate the condition of your neighborhood?</u>			<u>Total</u>
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q21g. Fees charged for recreation programs</u>										
5=Very satisfied	23.1%	26.4%	15.7%	14.7%	15.1%	11.6%	39.8%	16.0%	12.4%	18.2%
4=Satisfied	37.6%	39.6%	49.4%	42.7%	44.5%	47.4%	38.7%	47.5%	40.1%	43.0%
3=Neutral	27.4%	28.3%	30.1%	40.0%	31.9%	31.6%	21.5%	29.3%	36.4%	31.2%
2=Dissatisfied	7.7%	3.8%	3.6%	2.7%	6.7%	7.4%	0.0%	5.7%	7.9%	5.7%
1=Very Dissatisfied	4.3%	1.9%	1.2%	0.0%	1.7%	2.1%	0.0%	1.5%	3.3%	2.0%
<u>Q21h. Variety of recreation programs</u>										
5=Very satisfied	25.0%	24.8%	16.5%	22.1%	14.3%	12.3%	46.3%	18.9%	8.6%	19.2%
4=Satisfied	41.2%	38.9%	57.1%	39.5%	52.6%	56.6%	39.8%	49.7%	48.9%	47.8%
3=Neutral	30.1%	32.7%	22.0%	30.2%	27.8%	26.4%	13.9%	28.0%	34.2%	28.3%
2=Dissatisfied	1.5%	1.8%	4.4%	7.0%	4.5%	2.8%	0.0%	2.4%	6.0%	3.4%
1=Very Dissatisfied	2.2%	1.8%	0.0%	1.2%	0.8%	1.9%	0.0%	1.0%	2.3%	1.3%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q22. Top choice

A=Maintenance of City parks	36.3%	32.2%	30.1%	32.4%	35.3%	36.7%	38.9%	36.6%	29.9%	34.1%
B=Maintenance of City playgrounds	8.5%	7.5%	8.7%	7.2%	5.9%	7.3%	5.3%	7.9%	7.8%	7.4%
C=Walking & biking trails in City	21.4%	28.8%	22.3%	22.5%	23.5%	12.7%	21.4%	22.9%	21.5%	22.0%
D=City swimming pool	3.5%	4.8%	3.9%	3.6%	5.3%	4.7%	3.8%	4.7%	4.1%	4.3%
E=Outdoor athletic fields	3.5%	4.8%	2.9%	7.2%	3.5%	7.3%	4.6%	3.7%	6.4%	4.8%
F=Ease of registering for programs	3.0%	2.1%	2.9%	1.8%	1.2%	2.0%	3.1%	1.2%	2.9%	2.1%
G=Fees charged for recreation programs	6.0%	5.5%	7.8%	4.5%	7.1%	4.7%	4.6%	4.7%	7.8%	5.8%
H=Variety of recreation programs	8.5%	4.1%	9.7%	5.4%	5.3%	4.7%	6.1%	6.1%	6.4%	6.2%
Z=None chosen	9.5%	10.3%	11.7%	15.3%	12.9%	20.0%	12.2%	12.3%	13.1%	13.2%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q22. 2nd choice

A=Maintenance of City parks	20.9%	22.6%	23.3%	19.8%	17.1%	18.7%	19.1%	21.4%	19.5%	20.2%
B=Maintenance of City playgrounds	19.4%	15.1%	13.6%	13.5%	19.4%	16.7%	19.1%	16.5%	16.3%	16.7%
C=Walking & biking trails in City	21.9%	19.9%	13.6%	18.9%	14.7%	14.7%	20.6%	17.9%	16.0%	17.4%
D=City swimming pool	7.5%	7.5%	7.8%	8.1%	2.9%	4.0%	3.8%	5.9%	7.6%	6.2%
E=Outdoor athletic fields	4.0%	5.5%	4.9%	3.6%	4.7%	5.3%	6.1%	5.4%	3.5%	4.7%
F=Ease of registering for programs	1.5%	1.4%	2.9%	0.9%	0.6%	0.7%	1.5%	0.7%	1.7%	1.2%
G=Fees charged for recreation programs	5.5%	2.7%	8.7%	1.8%	9.4%	8.0%	3.8%	5.9%	7.6%	6.2%
H=Variety of recreation programs	7.5%	12.3%	7.8%	13.5%	11.8%	9.3%	8.4%	10.6%	10.5%	10.1%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years? (top 2)**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q22. Sum of top 2 choices</u>										
A=Maintenance of City parks	57.2%	54.8%	53.4%	52.3%	52.4%	55.3%	58.0%	58.0%	49.4%	54.3%
B=Maintenance of City playgrounds	27.9%	22.6%	22.3%	20.7%	25.3%	24.0%	24.4%	24.3%	24.1%	24.1%
C=Walking & biking trails in City	43.3%	48.6%	35.9%	41.4%	38.2%	27.3%	42.0%	40.8%	37.5%	39.4%
D=City swimming pool	10.9%	12.3%	11.7%	11.7%	8.2%	8.7%	7.6%	10.6%	11.6%	10.4%
E=Outdoor athletic fields	7.5%	10.3%	7.8%	10.8%	8.2%	12.7%	10.7%	9.1%	9.9%	9.5%
F=Ease of registering for programs	4.5%	3.4%	5.8%	2.7%	1.8%	2.7%	4.6%	2.0%	4.7%	3.4%
G=Fees charged for recreation programs	11.4%	8.2%	16.5%	6.3%	16.5%	12.7%	8.4%	10.6%	15.4%	12.0%
H=Variety of recreation programs	15.9%	16.4%	17.5%	18.9%	17.1%	14.0%	14.5%	16.7%	16.9%	16.3%
Z=None chosen	9.5%	10.3%	11.7%	15.3%	12.9%	20.0%	12.2%	12.3%	13.1%	13.2%

**Q23. How satisfied are you with: (without "don't know")**

N=891

	<u>Number of years lived in the City of Shoreline</u>						<u>How would you rate the condition of your neighborhood?</u>			<u>Total</u>
	5 or less 1	6 to 10 2	11 to 15 3	16 to 20 4	21 to 30 5	31+ 6	Excellent 1	Good 2	Average or Below Average	
									Average 3	
<u>Q23a. Availability of public transportation options</u>										
5=Very satisfied	12.7%	16.8%	11.0%	14.6%	11.6%	13.1%	32.8%	11.8%	7.0%	13.1%
4=Satisfied	48.7%	46.0%	46.0%	37.9%	37.4%	48.2%	35.2%	47.1%	45.9%	44.8%
3=Neutral	24.9%	24.1%	27.0%	34.0%	27.1%	26.3%	21.3%	26.2%	29.7%	26.6%
2=Dissatisfied	10.1%	10.2%	13.0%	11.7%	19.4%	8.8%	9.0%	11.5%	13.5%	12.0%
1=Very Dissatisfied	3.7%	2.9%	3.0%	1.9%	4.5%	3.6%	1.6%	3.5%	4.0%	3.4%
<u>Q23b. Availability of bicycle lanes</u>										
5=Very satisfied	11.2%	7.7%	10.5%	7.2%	7.5%	12.1%	21.9%	7.1%	7.3%	9.3%
4=Satisfied	32.3%	26.9%	31.6%	38.1%	32.2%	33.9%	26.3%	35.5%	31.1%	32.3%
3=Neutral	40.4%	44.6%	33.7%	33.0%	38.4%	45.2%	29.8%	38.9%	45.0%	40.0%
2=Dissatisfied	11.8%	19.2%	23.2%	14.4%	16.4%	7.3%	18.4%	15.3%	13.1%	14.8%
1=Very Dissatisfied	4.3%	1.5%	1.1%	7.2%	5.5%	1.6%	3.5%	3.1%	3.5%	3.5%

**Q23. How satisfied are you with: (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

**Q23c. Availability of sidewalks on major streets & routes**

5=Very satisfied	13.6%	12.6%	6.9%	9.3%	6.7%	6.3%	25.0%	9.4%	3.6%	9.6%
4=Satisfied	33.3%	44.1%	43.1%	43.5%	45.1%	49.3%	38.3%	45.4%	41.7%	42.7%
3=Neutral	25.3%	21.7%	22.5%	19.4%	24.4%	20.8%	19.5%	22.3%	23.7%	22.6%
2=Dissatisfied	18.7%	18.2%	22.5%	19.4%	17.7%	19.4%	15.6%	18.0%	21.3%	18.9%
1=Very Dissatisfied	9.1%	3.5%	4.9%	8.3%	6.1%	4.2%	1.6%	4.8%	9.8%	6.2%

**Q23d. Availability of sidewalks near your residence**

5=Very satisfied	10.6%	6.2%	8.7%	5.5%	8.3%	6.8%	26.2%	6.4%	2.7%	7.9%
4=Satisfied	17.1%	20.0%	22.3%	27.3%	23.8%	23.8%	21.5%	26.9%	15.6%	21.8%
3=Neutral	12.1%	24.8%	21.4%	17.3%	15.5%	26.5%	18.5%	18.5%	20.6%	19.3%
2=Dissatisfied	36.2%	29.0%	30.1%	27.3%	30.4%	23.1%	22.3%	31.4%	30.7%	29.7%
1=Very Dissatisfied	24.1%	20.0%	17.5%	22.7%	22.0%	19.7%	11.5%	16.8%	30.4%	21.3%

**Q23. How satisfied are you with: (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below	
	1	2	3	4	5	6			Average	
						1	2	3		

Q23e. Traffic calming measures in your neighborhood

5=Very satisfied	5.4%	6.7%	8.2%	7.8%	5.7%	5.8%	20.7%	5.3%	2.2%	6.3%
4=Satisfied	31.4%	35.6%	29.6%	37.3%	31.6%	25.5%	41.3%	38.0%	21.3%	31.8%
3=Neutral	26.5%	31.9%	35.7%	22.5%	27.8%	35.0%	19.0%	27.8%	36.7%	30.1%
2=Dissatisfied	19.5%	17.8%	22.4%	18.6%	20.3%	20.4%	13.2%	19.5%	21.9%	19.5%
1=Very Dissatisfied	17.3%	8.1%	4.1%	13.7%	14.6%	13.1%	5.8%	9.4%	17.9%	12.4%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q24. Top choice

A=Availability of public transportation options	22.9%	26.7%	21.4%	23.4%	31.8%	23.3%	35.1%	27.0%	20.1%	25.4%
B=Availability of bicycle lanes	8.0%	8.2%	12.6%	12.6%	7.1%	5.3%	12.2%	7.9%	7.6%	8.4%
C=Availability of sidewalks on major streets & routes	12.9%	14.4%	17.5%	14.4%	13.5%	19.3%	14.5%	17.7%	12.2%	14.9%
D=Availability of sidewalks near your residence	32.3%	24.0%	25.2%	22.5%	24.1%	20.7%	19.1%	20.1%	34.3%	25.4%
E=Traffic calming measures in your neighborhood	17.9%	16.4%	16.5%	16.2%	17.1%	24.0%	12.2%	17.9%	20.1%	18.0%
Z=None chosen	6.0%	10.3%	6.8%	10.8%	6.5%	7.3%	6.9%	9.3%	5.8%	8.0%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6				

Q24. 2nd choice

A=Availability of public transportation options	9.5%	13.7%	19.4%	8.1%	16.5%	16.7%	16.0%	14.7%	11.6%	13.6%
B=Availability of bicycle lanes	15.4%	13.0%	13.6%	12.6%	12.9%	5.3%	13.7%	14.0%	10.2%	12.3%
C=Availability of sidewalks on major streets & routes	24.4%	16.4%	21.4%	24.3%	21.2%	25.3%	22.1%	20.4%	24.4%	22.3%
D=Availability of sidewalks near your residence	23.4%	21.9%	21.4%	20.7%	17.6%	22.7%	16.8%	20.6%	23.3%	21.1%
E=Traffic calming measures in your neighborhood	18.4%	20.5%	12.6%	16.2%	18.8%	12.7%	16.8%	14.5%	20.3%	16.9%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years? (top 2)**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6				

Q24. Sum of top 2 choices

A=Availability of public transportation options	32.3%	40.4%	40.8%	31.5%	48.2%	40.0%	51.1%	41.8%	31.7%	38.9%
B=Availability of bicycle lanes	23.4%	21.2%	26.2%	25.2%	20.0%	10.7%	26.0%	21.9%	17.7%	20.8%
C=Availability of sidewalks on major streets & routes	37.3%	30.8%	38.8%	38.7%	34.7%	44.7%	36.6%	38.1%	36.6%	37.3%
D=Availability of sidewalks near your residence	55.7%	45.9%	46.6%	43.2%	41.8%	43.3%	35.9%	40.8%	57.6%	46.5%
E=Traffic calming measures in your neighborhood	36.3%	37.0%	29.1%	32.4%	35.9%	36.7%	29.0%	32.4%	40.4%	34.9%
Z=None chosen	6.0%	10.3%	6.8%	10.8%	6.5%	7.3%	6.9%	9.3%	5.8%	8.0%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<b><u>Q25a. Roads &amp; streets</u></b>										
5=Very satisfied	31.7%	44.8%	30.0%	29.6%	32.5%	30.9%	60.3%	30.2%	26.1%	33.3%
4=Satisfied	51.9%	42.7%	49.0%	48.1%	39.8%	45.6%	28.2%	51.4%	46.7%	46.0%
3=Neutral	12.7%	9.1%	12.0%	12.0%	14.5%	8.1%	5.3%	11.8%	14.2%	11.7%
2=Dissatisfied	2.1%	2.8%	7.0%	6.5%	4.8%	11.4%	3.1%	3.5%	8.8%	5.5%
1=Very Dissatisfied	1.6%	0.7%	2.0%	3.7%	8.4%	4.0%	3.1%	3.0%	4.2%	3.5%
<b><u>Q25b. Parks improvements</u></b>										
5=Very satisfied	30.3%	45.3%	30.3%	22.2%	32.5%	24.8%	62.1%	29.5%	20.5%	31.3%
4=Satisfied	51.4%	37.2%	54.5%	58.6%	45.0%	58.6%	29.8%	55.9%	52.0%	50.2%
3=Neutral	16.0%	16.1%	13.1%	14.1%	20.5%	14.3%	6.5%	13.0%	24.2%	16.2%
2=Dissatisfied	2.3%	0.7%	2.0%	4.0%	1.3%	2.3%	0.8%	1.1%	3.3%	2.0%
1=Very Dissatisfied	0.0%	0.7%	0.0%	1.0%	0.7%	0.0%	0.8%	0.5%	0.0%	0.4%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	
<u>Q25c. Trails &amp; paths</u>										
5=Very satisfied	24.6%	36.5%	22.2%	24.8%	23.7%	22.6%	55.2%	21.7%	17.8%	25.5%
4=Satisfied	54.4%	46.0%	54.5%	50.5%	53.3%	55.6%	36.8%	59.1%	52.0%	52.8%
3=Neutral	19.3%	13.9%	20.2%	19.8%	17.8%	17.3%	6.4%	16.8%	24.0%	17.8%
2=Dissatisfied	1.8%	2.9%	3.0%	5.0%	4.6%	4.5%	1.6%	2.2%	5.9%	3.6%
1=Very Dissatisfied	0.0%	0.7%	0.0%	0.0%	0.7%	0.0%	0.0%	0.3%	0.3%	0.2%
<u>Q25d. Stormwater improvements</u>										
5=Very satisfied	18.0%	22.4%	12.9%	18.3%	19.3%	18.5%	45.5%	13.8%	11.3%	18.3%
4=Satisfied	50.0%	50.0%	57.6%	43.0%	48.1%	52.3%	37.5%	55.0%	50.2%	50.2%
3=Neutral	29.7%	25.9%	28.2%	35.5%	27.4%	25.4%	16.1%	28.3%	34.6%	28.5%
2=Dissatisfied	2.3%	1.7%	1.2%	2.2%	3.7%	3.1%	0.0%	2.5%	3.1%	2.4%
1=Very Dissatisfied	0.0%	0.0%	0.0%	1.1%	1.5%	0.8%	0.9%	0.3%	0.8%	0.6%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made? (without "don't know")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below	
	1	2	3	4	5	6			Average	
	1	2	3	4	5	6	1	2	3	

Q25e. Building & facilities

5=Very satisfied	23.7%	23.6%	19.4%	18.7%	20.5%	16.7%	49.6%	14.8%	14.0%	20.4%
4=Satisfied	44.6%	46.5%	41.9%	46.2%	47.7%	50.8%	28.6%	54.6%	45.3%	46.6%
3=Neutral	28.1%	24.4%	36.6%	27.5%	21.2%	24.2%	16.8%	25.2%	32.4%	26.6%
2=Dissatisfied	2.9%	3.9%	1.1%	5.5%	6.6%	5.3%	3.4%	3.0%	6.1%	4.3%
1=Very Dissatisfied	0.7%	1.6%	1.1%	2.2%	4.0%	3.0%	1.7%	2.4%	2.2%	2.2%

**Q26. How important do you feel it is to continue making capital investments to Shoreline facilities? (without "no response")**

N=891

	<u>Number of years lived in the City of Shoreline</u>						<u>How would you rate the condition of your neighborhood?</u>			<u>Total</u>
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q26. How important it is to continue making capital investments to Shoreline facilities

1=Very important	58.0%	58.7%	53.4%	44.5%	41.3%	46.6%	64.1%	49.1%	46.9%	50.4%
2=Somewhat important	31.5%	28.0%	34.0%	36.4%	34.7%	32.4%	22.9%	36.4%	32.3%	32.7%
3=Not Sure	8.0%	9.1%	7.8%	12.7%	15.6%	15.5%	8.4%	10.0%	14.1%	11.6%
4=Not important	2.5%	4.2%	4.9%	6.4%	8.4%	5.4%	4.6%	4.5%	6.7%	5.3%

**Q27. To improve Shoreline's financial stability, the City's long-term emphasis has been on economic development, which means increasing opportunities for more retail, multi-family housing and commercial developments in Shoreline. Do you support the City's emphasis on economic development?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q27. Do you support City's emphasis on economic development

1=Yes	76.6%	75.2%	71.8%	60.4%	57.1%	57.3%	79.4%	66.3%	62.8%	66.6%
2=Neutral	16.4%	13.8%	14.6%	17.1%	20.6%	24.7%	10.7%	18.2%	20.6%	18.2%
3=No	5.0%	7.6%	5.8%	13.5%	18.8%	9.3%	5.3%	10.8%	11.0%	10.0%
9=Don't Know	2.0%	3.4%	7.8%	9.0%	3.5%	8.7%	4.6%	4.7%	5.5%	5.2%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q28. Top choice

A=Reduce service hours at City Hall	54.7%	43.8%	48.5%	41.4%	45.9%	42.7%	42.0%	46.9%	48.5%	46.6%
B=Reduce levels of regular maintenance	4.5%	5.5%	4.9%	8.1%	5.9%	7.3%	8.4%	5.4%	5.5%	5.9%
C=Reduce City operated non-state or federally mandated services & programs	8.0%	8.9%	10.7%	18.9%	20.0%	13.3%	13.0%	12.3%	14.0%	13.0%
D=Maintain current services through alternative revenue sources	17.9%	25.3%	21.4%	17.1%	15.3%	20.0%	25.2%	20.9%	15.1%	19.2%
Z=None chosen	14.9%	16.4%	14.6%	14.4%	12.9%	16.7%	11.5%	14.5%	16.9%	15.3%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less 1	6 to 10 2	11 to 15 3	16 to 20 4	21 to 30 5	31+ 6	Excellent 1	Good 2	Average or Below Average	
									3	

Q28. 2nd choice

A=Reduce service hours at City Hall	13.9%	17.1%	19.4%	25.2%	22.4%	17.3%	23.7%	20.6%	15.1%	18.7%
B=Reduce levels of regular maintenance	17.9%	13.7%	18.4%	8.1%	14.1%	15.3%	13.7%	13.8%	16.3%	14.8%
C=Reduce City operated non-state or federally mandated services & programs	17.4%	22.6%	18.4%	18.9%	19.4%	24.0%	14.5%	19.2%	23.0%	19.9%
D=Maintain current services through alternative revenue sources	22.9%	20.5%	18.4%	18.0%	20.0%	14.0%	26.7%	18.4%	17.7%	19.3%

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future. (top 2)**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q28. Sum of top 2 choices

A=Reduce service hours at City Hall	68.7%	61.0%	68.0%	66.7%	68.2%	60.0%	65.6%	67.6%	63.7%	65.3%
B=Reduce levels of regular maintenance	22.4%	19.2%	23.3%	16.2%	20.0%	22.7%	22.1%	19.2%	21.8%	20.8%
C=Reduce City operated non-state or federally mandated services & programs	25.4%	31.5%	29.1%	37.8%	39.4%	37.3%	27.5%	31.4%	36.9%	32.9%
D=Maintain current services through alternative revenue sources	40.8%	45.9%	39.8%	35.1%	35.3%	34.0%	51.9%	39.3%	32.8%	38.5%
Z=None chosen	14.9%	16.4%	14.6%	14.4%	12.9%	16.7%	11.5%	14.5%	16.9%	15.3%

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

N=891

Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below	
1	2	3	4	5	6			Average	
						1	2	3	

Q29. How many years have you lived in Shoreline

5=5 or less	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	21.7%	21.2%	25.4%	22.8%
10=6 to 10	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	16.3%	18.0%	14.9%	16.6%
15=11 to 15	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	10.9%	12.7%	11.1%	11.7%
20=16 to 20	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	16.3%	12.7%	10.8%	12.6%
30=21 to 30	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	19.4%	17.7%	21.3%	19.3%
31=31+	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	15.5%	17.7%	16.4%	17.0%

**Q30. Do you own or rent your current residence? (without "declined")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

Q30. Do you own or rent your residence

1=Own	64.0%	83.4%	82.5%	91.7%	95.9%	98.0%	84.5%	84.9%	85.1%	85.0%
2=Rent	36.0%	16.6%	17.5%	8.3%	4.1%	2.0%	15.5%	15.1%	14.9%	15.0%

**Q31. What is your zip code?**

N=891

Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
1	2	3	4	5	6	1	2	3	

Q31. What is your zip code

1=98133	40.8%	41.1%	37.9%	32.4%	33.5%	44.0%	29.8%	38.1%	42.2%	38.5%
2=98155	42.3%	39.0%	35.9%	25.2%	36.5%	27.3%	13.0%	31.4%	48.0%	35.1%
3=98177	16.9%	19.9%	26.2%	42.3%	30.0%	28.7%	57.3%	30.5%	9.9%	26.4%

**Q32. Do you live east or west of I-5? (without "no response")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

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

1=East	41.0%	40.4%	34.7%	24.3%	31.7%	26.8%	10.9%	30.8%	46.3%	33.9%
2=West	59.0%	59.6%	65.3%	75.7%	68.3%	73.2%	89.1%	69.2%	53.7%	66.1%

**Q33. Do you live east or west of Aurora Avenue N.? (without "no response")**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

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

1=East	67.0%	60.4%	56.4%	46.4%	56.5%	53.1%	34.4%	53.7%	71.0%	57.7%
2=West	33.0%	39.6%	43.6%	53.6%	43.5%	46.9%	65.6%	46.3%	29.0%	42.3%

**Q34. What is your total annual household income?**

N=891

	Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
	1	2	3	4	5	6	1	2	3	

**Q34. Your total annual household income**

1=Under \$25K	7.5%	9.6%	5.8%	5.4%	2.9%	8.0%	4.6%	7.4%	5.8%	6.5%
2=\$25K-\$49,999	13.9%	13.7%	10.7%	11.7%	10.0%	20.0%	10.7%	14.5%	13.1%	13.4%
3=\$50K-\$74,999	28.4%	18.5%	26.2%	18.9%	22.4%	24.7%	22.9%	22.4%	24.7%	23.3%
4=\$75K-\$99,999	14.9%	17.1%	20.4%	20.7%	26.5%	15.3%	14.5%	19.4%	20.9%	19.1%
5=\$100K+	31.8%	39.0%	31.1%	34.2%	32.4%	23.3%	42.0%	30.2%	30.2%	32.0%
9=Declined	3.5%	2.1%	5.8%	9.0%	5.9%	8.7%	5.3%	6.1%	5.2%	5.7%

**Q35. Your gender:**

N=891

Number of years lived in the City of Shoreline						How would you rate the condition of your neighborhood?			Total
5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Excellent	Good	Average or Below Average	
1	2	3	4	5	6	1	2	3	

Q35. Your gender

1=Male	34.3%	42.5%	35.9%	41.4%	40.0%	48.0%	40.5%	42.0%	39.2%	40.6%
2=Female	65.7%	57.5%	64.1%	58.6%	60.0%	52.0%	59.5%	58.0%	60.8%	59.4%

*Section 11:*  
*Tabular Data*

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

<u>Q1. How many people live in household</u>	<u>Number</u>	<u>Percent</u>
1=1	133	14.9 %
2=2	341	38.3 %
3=3	200	22.4 %
4=4	148	16.6 %
5=5+	69	7.7 %
Total	891	100.0 %

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

	<u>Mean</u>	<u>Sum</u>
number	2.71	2410
Under age 5	0.15	132
Ages 5-9	0.14	127
Ages 10-14	0.12	104
Ages 15-19	0.18	160
Ages 20-24	0.16	140
Ages 25-34	0.34	299
Ages 35-44	0.34	306
Ages 45-54	0.43	381
Ages 55-64	0.52	463
Ages 65-74	0.21	188
Ages 75+	0.12	110

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

(N=891)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q3a. Overall quality of police services	21.0%	49.0%	17.7%	2.8%	2.5%	7.0%
Q3b. Overall quality of City parks & recreation programs & facilities	30.6%	53.3%	10.8%	1.8%	0.6%	2.9%
Q3c. Overall effectiveness of City's code enforcement program	8.7%	25.5%	26.5%	6.7%	2.1%	30.6%
Q3d. Overall effectiveness of City communication with public	18.8%	44.3%	24.1%	5.5%	1.6%	5.6%
Q3e. Overall quality of City's stormwater runoff/stormwater management system	13.6%	42.4%	22.4%	7.2%	2.0%	12.3%
Q3f. Overall flow of traffic & congestion management	9.2%	44.3%	22.4%	16.8%	5.3%	1.9%
Q3g. Overall quality of human services offered by City	7.0%	23.1%	28.5%	3.3%	0.8%	37.3%
Q3h. Overall effectiveness of City's efforts to sustain environmental quality	16.3%	46.2%	22.1%	3.3%	1.1%	10.9%
Q3i. Overall quality of service provided by City	13.1%	58.6%	20.0%	3.3%	0.8%	4.3%

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

**Excluding "Don't Know"**

(N=891)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q3a. Overall quality of police services	22.5%	52.7%	19.0%	3.0%	2.7%
Q3b. Overall quality of City parks & recreation programs & facilities	31.5%	54.9%	11.1%	1.9%	0.6%
Q3c. Overall effectiveness of City's code enforcement program	12.5%	36.7%	38.1%	9.6%	3.1%
Q3d. Overall effectiveness of City communication with public	20.0%	47.0%	25.6%	5.9%	1.7%
Q3e. Overall quality of City's stormwater runoff/stormwater management system	15.6%	48.3%	25.6%	8.2%	2.3%
Q3f. Overall flow of traffic & congestion management	9.4%	45.2%	22.9%	17.1%	5.4%
Q3g. Overall quality of human services offered by City	11.2%	36.9%	45.5%	5.2%	1.3%
Q3h. Overall effectiveness of City's efforts to sustain environmental quality	18.4%	51.9%	24.8%	3.7%	1.3%
Q3i. Overall quality of service provided by City	13.7%	61.2%	20.8%	3.4%	0.8%

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

Q4. Top choice	Number	Percent
A=Police services	188	21.1 %
B=City parks & recreation programs & facilities	67	7.5 %
C=City's code enforcement program	38	4.3 %
D=City communication with public	46	5.2 %
E=City's stormwater runoff/stormwater management system	44	4.9 %
F=Flow of traffic & congestion management	201	22.6 %
G=Human services offered by City	97	10.9 %
H=City's efforts to sustain environmental quality	96	10.8 %
I=Overall service provided by City	56	6.3 %
Z=None chosen	58	6.5 %
Total	891	100.0 %

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

Q4. 2nd choice	Number	Percent
A=Police services	91	10.2 %
B=City parks & recreation programs & facilities	93	10.4 %
C=City's code enforcement program	64	7.2 %
D=City communication with public	71	8.0 %
E=City's stormwater runoff/stormwater management system	74	8.3 %
F=Flow of traffic & congestion management	151	16.9 %
G=Human services offered by City	109	12.2 %
H=City's efforts to sustain environmental quality	115	12.9 %
I=Overall service provided by City	38	4.3 %
Z=None chosen	85	9.5 %
Total	891	100.0 %

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years?**

Q4. 3rd choice	Number	Percent
A=Police services	78	8.8 %
B=City parks & recreation programs & facilities	112	12.6 %
C=City's code enforcement program	43	4.8 %
D=City communication with public	75	8.4 %
E=City's stormwater runoff/stormwater management system	55	6.2 %
F=Flow of traffic & congestion management	118	13.2 %
G=Human services offered by City	100	11.2 %
H=City's efforts to sustain environmental quality	108	12.1 %
I=Overall service provided by City	91	10.2 %
Z=None chosen	111	12.5 %
Total	891	100.0 %

**Q4. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO years**

**Sum of top 3 choice**

Q4. Sum of top 3 choices	Number	Percent
A=Police services	357	40.1 %
B=City parks & recreation programs & facilities	272	30.5 %
C=City's code enforcement program	145	16.3 %
D=City communication with public	192	21.5 %
E=City's stormwater runoff/stormwater management system	173	19.4 %
F=Flow of traffic & congestion management	470	52.7 %
G=Human services offered by City	306	34.3 %
H=City's efforts to sustain environmental quality	319	35.8 %
I=Overall service provided by City	185	20.8 %
Z=None chosen	58	6.5 %
Total	2477	

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

(N=891)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q5a. Overall maintenance of City streets	14.0%	56.6%	18.8%	8.8%	1.4%	0.5%
Q5b. Maintenance of streets in your neighborhood	14.2%	53.1%	17.8%	11.8%	2.6%	0.5%
Q5c. Maintenance of sidewalks	8.5%	37.2%	26.4%	18.7%	5.3%	3.9%
Q5d. Mowing & trimming along City streets & other public areas	13.0%	45.0%	24.5%	12.6%	3.4%	1.6%
Q5e. Overall cleanliness of City streets & other public areas	17.0%	57.2%	19.4%	5.1%	0.8%	0.6%
Q5f. Adequacy of City street lighting in your neighborhood	15.9%	42.1%	19.8%	17.6%	4.1%	0.6%
Q5g. Adequacy of storm drainage services in your neighborhood	14.0%	49.0%	20.1%	10.7%	2.1%	4.1%
Q5h. Solid waste provider services	24.6%	53.8%	14.5%	3.2%	1.1%	2.8%

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

**Excluding "Don't Know"**

(N=891)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q5a. Overall maintenance of City streets	14.0%	56.9%	18.9%	8.8%	1.4%
Q5b. Maintenance of streets in your neighborhood	14.3%	53.3%	17.9%	11.9%	2.6%
Q5c. Maintenance of sidewalks	8.8%	38.7%	27.5%	19.5%	5.5%
Q5d. Mowing & trimming along City streets & other public areas	13.2%	45.7%	24.9%	12.8%	3.4%
Q5e. Overall cleanliness of City streets & other public areas	17.1%	57.5%	19.5%	5.1%	0.8%
Q5f. Adequacy of City street lighting in your neighborhood	16.0%	42.3%	20.0%	17.7%	4.1%
Q5g. Adequacy of storm drainage services in your neighborhood	14.6%	51.1%	20.9%	11.2%	2.2%
Q5h. Solid waste provider services	25.3%	55.3%	15.0%	3.2%	1.2%

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

Q6. Top choice	Number	Percent
A=Maintenance of City streets	207	23.2 %
B=Maintenance of streets in your neighborhood	105	11.8 %
C=Maintenance of sidewalks	161	18.1 %
D=Mowing & trimming along City streets & other public areas	55	6.2 %
E=Cleanliness of City streets & other public areas	76	8.5 %
F=Adequacy of City street lighting in your neighborhood	131	14.7 %
G=Adequacy of storm drainage services in your neighborhood	89	10.0 %
H=Solid waste provider services	22	2.5 %
Z=None chosen	45	5.1 %
Total	891	100.0 %

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

Q6. 2nd choice	Number	Percent
A=Maintenance of City streets	106	11.9 %
B=Maintenance of streets in your neighborhood	100	11.2 %
C=Maintenance of sidewalks	124	13.9 %
D=Mowing & trimming along City streets & other public areas	108	12.1 %
E=Cleanliness of City streets & other public areas	127	14.3 %
F=Adequacy of City street lighting in your neighborhood	119	13.4 %
G=Adequacy of storm drainage services in your neighborhood	83	9.3 %
H=Solid waste provider services	40	4.5 %
Z=None chosen	84	9.4 %
Total	891	100.0 %

**Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

**Sum of top 2 choice**

Q6. Sum of top 2 choices	Number	Percent
A=Maintenance of City streets	313	35.1 %
B=Maintenance of streets in your neighborhood	205	23.0 %
C=Maintenance of sidewalks	285	32.0 %
D=Mowing & trimming along City streets & other public areas	163	18.3 %
E=Cleanliness of City streets & other public areas	203	22.8 %
F=Adequacy of City street lighting in your neighborhood	250	28.1 %
G=Adequacy of storm drainage services in your neighborhood	172	19.3 %
H=Solid waste provider services	62	7.0 %
Z=None chosen	45	5.1 %
Total	1698	

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

(N=891)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q7a. Enforcing clean-up of garbage, junk, or debris on private property	7.7%	31.3%	26.7%	13.2%	4.6%	16.5%
Q7b. Enforcing sign regulations	6.3%	33.5%	31.3%	5.1%	2.0%	21.8%
Q7c. Enforcing removal of abandoned/junk autos	6.5%	29.8%	28.9%	11.9%	4.3%	18.6%
Q7d. Enforcement of graffiti removal from private properties	7.4%	33.9%	28.2%	7.8%	2.1%	20.5%
Q7e. Enforcing tree regulations	5.4%	26.2%	31.0%	8.7%	3.6%	25.1%

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

**Excluding "Don't Know"**

(N=891)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q7a. Enforcing clean-up of garbage, junk, or debris on private property	9.2%	37.4%	32.0%	15.8%	5.5%
Q7b. Enforcing sign regulations	8.1%	42.9%	40.0%	6.5%	2.6%
Q7c. Enforcing removal of abandoned/junk autos	8.0%	36.6%	35.5%	14.6%	5.3%
Q7d. Enforcement of graffiti removal from private properties	9.4%	42.6%	35.5%	9.8%	2.7%
Q7e. Enforcing tree regulations	7.2%	34.9%	41.4%	11.6%	4.8%

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

Q8. Top choice	Number	Percent
A=Clean-up of garbage, junk, or debris on private property	369	41.4 %
B=Enforcing sign regulations	64	7.2 %
C=Enforcing removal of abandoned/junk autos	109	12.2 %
D=Enforcement of graffiti removal from private properties	132	14.8 %
E=Enforcing tree regulations	112	12.6 %
Z=None chosen	105	11.8 %
Total	891	100.0 %

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

Q8. 2nd choice	Number	Percent
A=Clean-up of garbage, junk, or debris on private property	191	21.4 %
B=Enforcing sign regulations	82	9.2 %
C=Enforcing removal of abandoned/junk autos	223	25.0 %
D=Enforcement of graffiti removal from private properties	146	16.4 %
E=Enforcing tree regulations	92	10.3 %
Z=None chosen	157	17.6 %
Total	891	100.0 %

**Q8. Which TWO of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

**Sum of top 2 choice**

Q8. Sum of top 2 choices	Number	Percent
A=Clean-up of garbage, junk, or debris on private property	560	62.9 %
B=Enforcing sign regulations	146	16.4 %
C=Enforcing removal of abandoned/junk autos	332	37.3 %
D=Enforcement of graffiti removal from private properties	278	31.2 %
E=Enforcing tree regulations	204	22.9 %
Z=None chosen	105	11.8 %
Total	1625	

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

(N=891)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q9a. Overall quality of local police protection	18.8%	51.4%	17.9%	3.2%	1.9%	6.9%
Q9b. City's efforts to prevent crime	12.2%	40.2%	26.2%	6.6%	1.5%	13.3%
Q9c. Enforcement of local traffic laws	13.3%	48.2%	22.9%	6.3%	3.4%	6.0%
Q9d. Enforcement of drug & vice laws	9.3%	28.8%	26.9%	6.6%	1.7%	26.6%

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

**Excluding "Don't Know"**

(N=891)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q9a. Overall quality of local police protection	20.2%	55.1%	19.2%	3.4%	2.1%
Q9b. City's efforts to prevent crime	14.0%	46.4%	30.3%	7.7%	1.7%
Q9c. Enforcement of local traffic laws	14.1%	51.3%	24.3%	6.7%	3.6%
Q9d. Enforcement of drug & vice laws	12.7%	39.3%	36.7%	9.0%	2.3%

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

Q10. Top choice	Number	Percent
A=Local police protection	247	27.7 %
B=City's efforts to prevent crime	298	33.4 %
C=Enforcement of local traffic laws	84	9.4 %
D=Enforcement of drug & vice laws	173	19.4 %
Z=None chosen	89	10.0 %
Total	891	100.0 %

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

Q10. 2nd choice	Number	Percent
A=Local police protection	153	17.2 %
B=City's efforts to prevent crime	338	37.9 %
C=Enforcement of local traffic laws	85	9.5 %
D=Enforcement of drug & vice laws	187	21.0 %
Z=None chosen	128	14.4 %
Total	891	100.0 %

**Q10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

**Sum of top 2 choice**

Q10. Sum of top 2 choices	Number	Percent
A=Local police protection	400	44.9 %
B=City's efforts to prevent crime	636	71.4 %
C=Enforcement of local traffic laws	169	19.0 %
D=Enforcement of drug & vice laws	360	40.4 %
Z=None chosen	89	10.0 %
Total	1654	

**Q11. On 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=891)

	Very safe 5	Safe 4	Neutral 3	Unsafe 2	Very Unsafe 1	Don't Know 9
Q11a. In your neighborhood during the day	50.7%	39.9%	6.3%	2.0%	0.2%	0.8%
Q11b. In your neighborhood at night	19.9%	48.9%	20.4%	8.3%	1.5%	1.0%
Q11c. On City parks & trails	9.1%	43.3%	30.3%	9.3%	1.7%	6.3%
Q11d. In other public areas	14.2%	51.2%	28.0%	4.5%	0.2%	1.9%
Q11e. Overall feeling of safety	16.5%	60.5%	19.2%	2.9%	0.2%	0.6%

**Q11. On 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:**

**Excluding "Don't Know"**

(N=891)

	Very safe 5	Safe 4	Neutral 3	Unsafe 2	Very Unsafe 1
Q11a. In your neighborhood during the day	51.1%	40.2%	6.3%	2.0%	0.2%
Q11b. In your neighborhood at night	20.1%	49.4%	20.6%	8.4%	1.5%
Q11c. On City parks & trails	9.7%	46.2%	32.3%	10.0%	1.8%
Q11d. In other public areas	14.4%	52.2%	28.6%	4.6%	0.2%
Q11e. Overall feeling of safety	16.6%	60.9%	19.3%	2.9%	0.2%

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

Q12. From which have you received information about City projects, issues, services, & events	Number	Percent
1=City newsletter "CURRENTS"	822	92.3 %
2=City's Parks & Recreation guide	623	69.9 %
3=City cable channel (Comcast 21 or Verizon 27)	102	11.4 %
4=City website	316	35.5 %
5=Online resources	186	20.9 %
6=Involvement in neighborhood association or Block Watch	151	16.9 %
7=Television news	210	23.6 %
8=Other	120	13.5 %
0=None chosen	20	2.2 %
Total	2550	

**Q12. Other**

Q12. Other	Number
ACTIVE NEIGHBORS	1
ANYTHING IN THE MAIL	1
AT THE LOCAL BARS	1
ATTEND MEETINGS AT PARKS & REC FACILITIES	1
BANNERS/SIGNS	1
BULLETIN BOARDS AT PARKS	1
CITY COUNCIL MEMBER	1
CITY LIGHT WORKERS	1
COLLEGES	1
COMMUNITY GARDENS	1
COMMUNITY MEETINGS AT CITY HAL	1
CUSTOMER RESPONSE TEAM	1
DAILY SHORELINE E-NEWS	1
E-MAIL	3
E-MAILS FROM CITY STAFF	2
ENVIRONMENTAL FAIR	1
FLYER FOR "RECYCLEFEST"	1
FLYERS	1
FRIENDS	3
FROM OUR WONDERFUL MAYOR	1
GAP IN COMMUNITY NEWS	1
INNIS ARDEN NEWSLETTER	1
INVOLVED NEIGHBORS	1
JOURNAL MAGAZINE	1
LIBRARY	1
LOCAL BUSINESS SIGNS	1
LOCAL NEWSPAPERS	1
NEIGHBORHOOD ASSOCIATION NEWSLETTER	2
NEIGHBORHOOD BOARD MEETINGS	1
NEIGHBORHOOD COORDINATOR	1
NEIGHBORHOOD NEWSPAPER	1
NEIGHBORS	8
NEIGHBORS & APARTMENT MANAGERS	1
NEIGHBORS & EVENTS	1
NEWSPAPER SHORELINE BLOG	1
NEWSPAPERS	2
NOTICE SENT VIA MAIL	1
NOTICES/FLYERS	1
NOTICES POSTED	1

**Q12. Other**

<u>Q12. Other</u>	<u>Number</u>
PATTY HALE	1
PERSON TO PERSON TALK	1
POLITICAL PARTY	1
PRINT MEDIA	1
RADIO	1
RBCN; SHORELINE AREA NEWS	1
RICHMOND BEACH COMMUNITY ASSOCIATION	2
RICHMOND BEACH NEWS	4
RICHMOND BEACH NEWSLETTER	4
RICHMOND BEACH NEWSPAPER	4
RICHMOND BEACH PEBBLES	1
SAW LATHEN ON TV	1
SCHOOL DISTRICT	2
SEATTLE TIMES	5
SECRET SHORELINE	1
SHORELINE AREA BLOG	1
SHORELINE AREA NEWS E-MAIL	1
SHORELINE E-NEWS	1
SHORELINE FARMERS MARKET	1
SHORELINE NEWS	5
SHOREWOOD HIGH SCHOOL & FRIENDS	1
SIGNS & BANNERS	1
SOUND TRANSIT PROJECT	1
STARBUCKS	1
STARBUCKS BILLBOARDS	1
STORES NEARBY	1
SUSTAINABILITY	1
TALKING TO NEIGHBORS	2
THROUGH WORK	1
WORD OF MOUTH	9
WORD OF MOUTH; POSTERS	1
WORK AT CENTRAL MARKET	1

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

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q13a. Availability of information about City projects, services, meetings, & events	16.5%	47.1%	25.3%	5.9%	0.7%	4.5%
Q13b. City's efforts to provide opportunities for public involvement	15.2%	42.5%	28.2%	7.4%	1.1%	5.7%
Q13c. Quality of content on City's website	10.2%	27.8%	28.7%	2.6%	0.0%	30.7%
Q13d. Quality of City's newsletter, "CURRENTS"	21.7%	51.9%	18.7%	2.4%	0.6%	4.8%

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

**Excluding "Don't Know"**

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q13a. Availability of information about City projects, services, meetings, & events	17.3%	49.3%	26.5%	6.2%	0.7%
Q13b. City's efforts to provide opportunities for public involvement	16.1%	45.1%	29.9%	7.8%	1.2%
Q13c. Quality of content on City's website	14.7%	40.1%	41.4%	3.8%	0.0%
Q13d. Quality of City's newsletter, "CURRENTS"	22.8%	54.5%	19.6%	2.5%	0.6%

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

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q14a. Overall image of City	20.6%	57.4%	15.5%	4.7%	0.6%	1.2%
Q14b. Overall quality of leadership provided by City's elected officials	9.9%	40.8%	28.4%	5.3%	2.1%	13.4%
Q14c. Overall effectiveness of City Manager & City staff	10.4%	37.5%	27.1%	4.7%	1.7%	18.5%

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

**Excluding "Don't Know"**

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q14a. Overall image of City	20.8%	58.1%	15.7%	4.8%	0.6%
Q14b. Overall quality of leadership provided by City's elected officials	11.5%	47.1%	32.8%	6.1%	2.5%
Q14c. Overall effectiveness of City Manager & City staff	12.8%	46.0%	33.3%	5.8%	2.1%

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

Q15. How much do you agree with the statement	Number	Percent
1=Strongly agree	168	19.0 %
2=Somewhat agree	471	53.2 %
3=Somewhat disagree	124	14.0 %
4=Strongly disagree	53	6.0 %
5=No opinion	70	7.9 %
Total	886	100.0 %

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

Q16. Do you think City is moving in right direction	Number	Percent
1=Yes	637	71.9 %
2=No	64	7.2 %
3=Don't Know	185	20.9 %
Total	886	100.0 %

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

(N=891)

	Excellent 5	Good 4	Neutral 3	Below Average 2	Poor 1	Don't Know 9
Q17a. As a place to live	38.6%	52.9%	6.3%	1.6%	0.3%	0.2%
Q17b. As a place to raise children	37.9%	45.8%	7.7%	2.1%	0.9%	5.5%
Q17c. As a place to work	14.3%	27.5%	22.5%	7.6%	2.7%	25.4%
Q17d. As a place with a variety of housing choices	17.5%	48.5%	22.1%	4.9%	1.8%	5.2%
Q17e. As a place to shop	10.8%	33.2%	27.1%	21.4%	6.3%	1.1%
Q17f. As a place for dining & entertainment options	5.6%	23.8%	27.9%	26.2%	15.6%	0.9%
Q17g. Overall quality of life in City	19.5%	59.7%	16.4%	3.5%	0.6%	0.3%

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

**Excluding "Don't Know"**

(N=891)

	Excellent 5	Good 4	Neutral 3	Below Average 2	Poor 1
Q17a. As a place to live	38.7%	53.1%	6.3%	1.6%	0.3%
Q17b. As a place to raise children	40.1%	48.5%	8.1%	2.3%	1.0%
Q17c. As a place to work	19.2%	36.9%	30.1%	10.1%	3.6%
Q17d. As a place with a variety of housing choices	18.5%	51.2%	23.3%	5.1%	1.9%
Q17e. As a place to shop	11.0%	33.6%	27.4%	21.7%	6.4%
Q17f. As a place for dining & entertainment options	5.7%	24.0%	28.1%	26.4%	15.7%
Q17g. Overall quality of life in City	19.6%	59.9%	16.4%	3.5%	0.6%

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

<u>Q18. Rate condition of your neighborhood</u>	<u>Number</u>	<u>Percent</u>
1=Excellent	131	14.8 %
2=Good	407	45.9 %
3=Average	279	31.5 %
4=Below Average	57	6.4 %
5=Poor	8	0.9 %
9=Don't Know	5	0.6 %
Total	887	100.0 %

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q19a. Surface water/water runoff	11.5%	47.8%	19.5%	7.8%	2.7%	10.6%
Q19b. Supporting alternative means of transportation	13.0%	43.3%	27.0%	10.8%	2.5%	3.4%
Q19c. Protection of the environment/ open space	13.7%	51.4%	23.1%	4.0%	1.7%	6.2%
Q19d. Recycling	28.1%	54.4%	11.3%	2.6%	1.6%	2.0%
Q19e. Maintenance of public trees in right-of-way	12.2%	45.6%	22.7%	9.7%	2.4%	7.3%

**Q19. Several issues related to the City's efforts to sustain local environmental quality are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

**Excluding "Don't Know"**

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q19a. Surface water/water runoff	12.9%	53.5%	21.9%	8.7%	3.0%
Q19b. Supporting alternative means of transportation	13.5%	44.8%	28.0%	11.2%	2.6%
Q19c. Protection of the environment/ open space	14.6%	54.8%	24.6%	4.2%	1.8%
Q19d. Recycling	28.7%	55.5%	11.5%	2.7%	1.6%
Q19e. Maintenance of public trees in right-of-way	13.2%	49.3%	24.5%	10.5%	2.6%

**Q20. Should the City of Shoreline consider a plastic bag ban as part of its environmental sustainability strategy?**

Q20. Should City consider a plastic bag ban	Number	Percent
1=Yes	432	48.8 %
2=Neutral	150	16.9 %
3=No	272	30.7 %
4=Don't know	31	3.5 %
Total	885	100.0 %

**Q21. How satisfied are you with:**

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q21a. Maintenance of City parks	22.7%	60.5%	10.4%	2.4%	0.6%	3.4%
Q21b. Maintenance of City playgrounds	19.5%	53.4%	10.9%	1.8%	0.2%	14.3%
Q21c. Walking & biking trails in City	18.8%	48.9%	17.5%	5.5%	1.2%	8.0%
Q21d. City swimming pool	10.4%	30.0%	17.9%	3.1%	0.5%	38.2%
Q21e. Outdoor athletic fields	16.9%	44.3%	16.4%	2.5%	0.5%	19.5%
Q21f. Ease of registering for programs	14.4%	33.3%	17.4%	1.9%	0.6%	32.5%
Q21g. Fees charged for recreation programs	12.3%	29.2%	21.2%	3.8%	1.4%	32.1%
Q21h. Variety of recreation programs	14.6%	36.3%	21.5%	2.6%	1.0%	24.0%

**Q21. How satisfied are you with:**

**Excluding "Don't Know"**

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q21a. Maintenance of City parks	23.5%	62.6%	10.8%	2.5%	0.6%
Q21b. Maintenance of City playgrounds	22.7%	62.3%	12.7%	2.1%	0.3%
Q21c. Walking & biking trails in City	20.4%	53.1%	19.1%	6.0%	1.4%
Q21d. City swimming pool	16.8%	48.5%	28.9%	4.9%	0.7%
Q21e. Outdoor athletic fields	20.9%	55.1%	20.4%	3.1%	0.6%
Q21f. Ease of registering for programs	21.3%	49.2%	25.8%	2.8%	0.8%
Q21g. Fees charged for recreation programs	18.2%	43.0%	31.2%	5.7%	2.0%
Q21h. Variety of recreation programs	19.2%	47.8%	28.3%	3.4%	1.3%

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of City parks	304	34.1 %
B=Maintenance of City playgrounds	66	7.4 %
C=Walking & biking trails in City	196	22.0 %
D=City swimming pool	38	4.3 %
E=Outdoor athletic fields	43	4.8 %
F=Ease of registering for programs	19	2.1 %
G=Fees charged for recreation programs	52	5.8 %
H=Variety of recreation programs	55	6.2 %
Z=None chosen	118	13.2 %
Total	891	100.0 %

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of City parks	180	20.2 %
B=Maintenance of City playgrounds	149	16.7 %
C=Walking & biking trails in City	155	17.4 %
D=City swimming pool	55	6.2 %
E=Outdoor athletic fields	42	4.7 %
F=Ease of registering for programs	11	1.2 %
G=Fees charged for recreation programs	55	6.2 %
H=Variety of recreation programs	90	10.1 %
Z=None chosen	154	17.3 %
Total	891	100.0 %

**Q22. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from city leaders over the next TWO years?**

**Sum of top 2 choice**

Q22. Sum of top 2 choices	Number	Percent
A=Maintenance of City parks	484	54.3 %
B=Maintenance of City playgrounds	215	24.1 %
C=Walking & biking trails in City	351	39.4 %
D=City swimming pool	93	10.4 %
E=Outdoor athletic fields	85	9.5 %
F=Ease of registering for programs	30	3.4 %
G=Fees charged for recreation programs	107	12.0 %
H=Variety of recreation programs	145	16.3 %
Z=None chosen	118	13.2 %
Total	1628	

**Q23. How satisfied are you with:**

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q23a. Availability of public transportation options	12.2%	41.8%	24.8%	11.2%	3.1%	6.7%
Q23b. Availability of bicycle lanes	8.0%	27.6%	34.3%	12.7%	3.0%	14.4%
Q23c. Availability of sidewalks on major streets & routes	9.3%	41.7%	22.0%	18.4%	6.1%	2.5%
Q23d. Availability of sidewalks near your residence	7.9%	21.6%	19.1%	29.4%	21.1%	0.9%
Q23e. Traffic calming measures in your neighborhood	5.8%	29.4%	27.9%	18.1%	11.5%	7.3%

**Q23. How satisfied are you with:**

**Excluding "Don't Know"**

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q23a. Availability of public transportation options	13.1%	44.8%	26.6%	12.0%	3.4%
Q23b. Availability of bicycle lanes	9.3%	32.3%	40.0%	14.8%	3.5%
Q23c. Availability of sidewalks on major streets & routes	9.6%	42.7%	22.6%	18.9%	6.2%
Q23d. Availability of sidewalks near your residence	7.9%	21.8%	19.3%	29.7%	21.3%
Q23e. Traffic calming measures in your neighborhood	6.3%	31.8%	30.1%	19.5%	12.4%

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

Q24. Top choice	Number	Percent
A=Availability of public transportation options	226	25.4 %
B=Availability of bicycle lanes	75	8.4 %
C=Availability of sidewalks on major streets & routes	133	14.9 %
D=Availability of sidewalks near your residence	226	25.4 %
E=Traffic calming measures in your neighborhood	160	18.0 %
Z=None chosen	71	8.0 %
Total	891	100.0 %

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

Q24. 2nd choice	Number	Percent
A=Availability of public transportation options	121	13.6 %
B=Availability of bicycle lanes	110	12.3 %
C=Availability of sidewalks on major streets & routes	199	22.3 %
D=Availability of sidewalks near your residence	188	21.1 %
E=Traffic calming measures in your neighborhood	151	16.9 %
Z=None chosen	122	13.7 %
Total	891	100.0 %

**Q24. Which TWO of the transportation items listed above in Question 23 do you think should receive the most emphasis from city leaders over the next TWO Years?**

**Sum of top 2 choice**

Q24. Sum of top 2 choices	Number	Percent
A=Availability of public transportation options	347	38.9 %
B=Availability of bicycle lanes	185	20.8 %
C=Availability of sidewalks on major streets & routes	332	37.3 %
D=Availability of sidewalks near your residence	414	46.5 %
E=Traffic calming measures in your neighborhood	311	34.9 %
Z=None chosen	71	8.0 %
Total	1660	

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made?**

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q25a. Roads & streets	32.4%	44.8%	11.4%	5.4%	3.4%	2.7%
Q25b. Parks improvements	28.2%	45.3%	14.6%	1.8%	0.3%	9.7%
Q25c. Trails & paths	23.1%	47.7%	16.1%	3.3%	0.2%	9.7%
Q25d. Stormwater improvements	14.3%	39.3%	22.3%	1.9%	0.4%	21.8%
Q25e. Building & facilities	17.0%	38.8%	22.2%	3.6%	1.8%	16.6%

**Q25. How satisfied are you with the capital investments the City of Shoreline has recently made?**

**Excluding "Don't Know"**

(N=891)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q25a. Roads & streets	33.3%	46.0%	11.7%	5.5%	3.5%
Q25b. Parks improvements	31.3%	50.2%	16.2%	2.0%	0.4%
Q25c. Trails & paths	25.5%	52.8%	17.8%	3.6%	0.2%
Q25d. Stormwater improvements	18.3%	50.2%	28.5%	2.4%	0.6%
Q25e. Building & facilities	20.4%	46.6%	26.6%	4.3%	2.2%

**Q26. How important do you feel it is to continue making capital investments to Shoreline facilities?**

Q26. How important it is to continue making capital investments to Shoreline facilities	Number	Percent
1=Very important	444	49.8 %
2=Somewhat important	288	32.3 %
3=Not Sure	102	11.4 %
4=Not important	47	5.3 %
9=Not provided	10	1.1 %
Total	891	100.0 %

**Q26. How important do you feel it is to continue making capital investments to Shoreline facilities?**

**Excluding "Not Provided"**

Q26. How important it is to continue making capital investments to Shoreline facilities	Number	Percent
1=Very important	444	50.4 %
2=Somewhat important	288	32.7 %
3=Not Sure	102	11.6 %
4=Not important	47	5.3 %
Total	881	100.0 %

**Q27. To improve Shoreline's financial stability, the City's long-term emphasis has been on economic development, which means increasing opportunities for more retail, multi-family housing and commercial developments in Shoreline. Do you support the City's emphasis on economic development?**

Q27. Do you support City's emphasis on economic development	Number	Percent
1=Yes	593	66.6 %
2=Neutral	162	18.2 %
3=No	89	10.0 %
9=Don't Know	46	5.2 %
Total	890	100.0 %

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

Q28. Top choice	Number	Percent
A=Reduce service hours at City Hall	415	46.6 %
B=Reduce levels of regular maintenance	53	5.9 %
C=Reduce City operated non-state or federally mandated services & programs	116	13.0 %
D=Maintain current services through alternative revenue sources	171	19.2 %
Z=None chosen	136	15.3 %
Total	891	100.0 %

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

Q28. 2nd choice	Number	Percent
A=Reduce service hours at City Hall	167	18.7 %
B=Reduce levels of regular maintenance	132	14.8 %
C=Reduce City operated non-state or federally mandated services & programs	177	19.9 %
D=Maintain current services through alternative revenue sources	172	19.3 %
Z=None chosen	243	27.3 %
Total	891	100.0 %

**Q28. By law, the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices. Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future.**

**Sum Top 2 Choices**

Q28. Sum of top 2 choices	Number	Percent
A=Reduce service hours at City Hall	582	65.3 %
B=Reduce levels of regular maintenance	185	20.8 %
C=Reduce City operated non-state or federally mandated services & programs	293	32.9 %
D=Maintain current services through alternative revenue sources	343	38.5 %
Z=None chosen	136	15.3 %
Total	1539	

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

<u>Q29. How many years have you lived in Shoreline</u>	<u>Number</u>	<u>Percent</u>
5 or less	201	22.8 %
6 to 10	146	16.6 %
11 to 15	103	11.7 %
16 to 20	111	12.6 %
21 to 30	170	19.3 %
31+	150	17.0 %
Total	881	100.0 %

**Q30. Do you own or rent your current residence?**

<u>Q30. Do you own or rent your residence</u>	<u>Number</u>	<u>Percent</u>
1=Own	752	84.4 %
2=Rent	133	14.9 %
9=Not provided	6	0.7 %
Total	891	100.0 %

**Q30. Do you own or rent your current residence?**

**Excluding "Not provided"**

<u>Q30. Do you own or rent your residence</u>	<u>Number</u>	<u>Percent</u>
1=Own	752	85.0 %
2=Rent	133	15.0 %
Total	885	100.0 %

**Q31. What is your zip code?**

Q31. What is your zip code	Number	Percent
98133=	343	38.5 %
98155=	313	35.1 %
98177=	235	26.4 %
Total	891	100.0 %

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

Q32. Do you live east or west of I-5	Number	Percent
1=East	299	33.6 %
2=West	584	65.5 %
9=Not provided	8	0.9 %
Total	891	100.0 %

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

**Excluding "Not provided"**

Q32. Do you live east or west of I-5	Number	Percent
1=East	299	33.9 %
2=West	584	66.1 %
Total	883	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
1=East	507	56.9 %
2=West	372	41.8 %
9=Not provided	12	1.3 %
Total	891	100.0 %

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

**Excluding "Not provided"**

Q33. Do you live east or west of Aurora Avenue N	Number	Percent
1=East	507	57.7 %
2=West	372	42.3 %
Total	879	100.0 %

**Q34. What is your total annual household income?**

Q34. Your total annual household income	Number	Percent
1=Under \$25K	58	6.5 %
2=\$25K-\$49,999	119	13.4 %
3=\$50K-\$74,999	208	23.3 %
4=\$75K-\$99,999	170	19.1 %
5=\$100K+	285	32.0 %
9=Not provided	51	5.7 %
Total	891	100.0 %

**Q34. What is your total annual household income?**

**Excluding "Not provided"**

Q34. Your total annual household income	Number	Percent
1=Under \$25K	58	6.9 %
2=\$25K-\$49,999	119	14.2 %
3=\$50K-\$74,999	208	24.8 %
4=\$75K-\$99,999	170	20.2 %
5=\$100K+	285	33.9 %
Total	840	100.0 %

**Q35. Your gender:**

Q35. Your gender	Number	Percent
1=Male	362	40.6 %
2=Female	529	59.4 %
Total	891	100.0 %

*Section 12:*  
*Survey Instrument*

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*City of Shoreline*

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

June 2012

Dear Shoreline Resident:

***Your input on the enclosed survey is extremely important.*** We believe it is crucial to ask our residents whether or not they are satisfied with the services we provide. In order to ensure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

***Your household was one of a limited number selected at random to receive this survey, and your participation is necessary to make the survey a success.***

***We greatly appreciate your time.*** We realize that this survey takes some time to complete, but every question is essential. The time you invest in this survey will influence dozens of decisions that will be made about the City's future. Your responses will also help the City Council gauge the success of its efforts to carry out the community's vision for the City of Shoreline and to address the many opportunities and challenges facing our community.

***Please return your survey or complete it online sometime during the next week.*** We have selected ETC Institute to administer this survey. ETC Institute will present the results to the City in September. Your responses will remain confidential. Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061 or go to [www.shorelinecitizensurvey.org](http://www.shorelinecitizensurvey.org) to complete the survey online.

If you have any questions, please contact Eric Bratton with the City of Shoreline at [ebratton@shorelinewa.gov](mailto:ebratton@shorelinewa.gov) or (206) 801-2217. Thanks again for taking the time to let your voice be heard.

Sincerely,

Julie T. Underwood  
City Manager  
City of Shoreline

# Year 2012 City of Shoreline Citizen Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to provide quality services that the people of Shoreline need and value. If you have questions, please call Eric Bratton, City Manager's Office Management Analyst at 206-801-2217.

1. Counting yourself, how many people live in your household? \_\_\_\_\_
  
2. Counting yourself, how many people in your household are?
 

Under age 5 _____	Ages 20-24 _____	Ages 55-64 _____
Ages 5-9 _____	Ages 25-34 _____	Ages 65-74 _____
Ages 10-14 _____	Ages 35-44 _____	Ages 75+ _____
Ages 15-19 _____	Ages 45-54 _____	

## Quality of Services and Facilities

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

<u>How satisfied are you with:</u>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Overall quality of police services.....	5	4	3	2	1	9
(B) Overall quality of City parks and recreation programs and facilities.....	5	4	3	2	1	9
(C) Overall effectiveness of the City's code enforcement program .....	5	4	3	2	1	9
(D) Overall effectiveness of City communication with the public.....	5	4	3	2	1	9
(E) Overall quality of the City's stormwater runoff/stormwater management system.....	5	4	3	2	1	9
(F) Overall flow of traffic and congestion management in Shoreline .....	5	4	3	2	1	9
(G) Overall quality of human services (i.e. support for people in times of need) offered by the City .....	5	4	3	2	1	9
(H) Overall effectiveness of City's efforts to sustain environmental quality .....	5	4	3	2	1	9
(I) Overall quality of service provided by the City of Shoreline.....	5	4	3	2	1	9

4. Which **THREE** of these items do you think should receive the most emphasis from city leaders over the next **TWO** years? [Please indicate your 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> choices by writing the letters from Question 3 above in the spaces below.]

\_\_\_\_\_  
 1st                      2nd                      3rd

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

<u><i>How satisfied are you with:</i></u>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) Overall maintenance of city streets .....	5	4	3	2	1	9
(B) Maintenance of streets in your neighborhood .....	5	4	3	2	1	9
(C) Maintenance of sidewalks in Shoreline.....	5	4	3	2	1	9
(D) Mowing and trimming along city streets and other public areas .....	5	4	3	2	1	9
(E) Overall cleanliness of city streets and other public areas .....	5	4	3	2	1	9
(F) Adequacy of city street lighting in your neighborhood.....	5	4	3	2	1	9
(G) Adequacy of storm drainage services in your neighborhood.....	5	4	3	2	1	9
(H) Solid waste provider services.....	5	4	3	2	1	9

6. Which **TWO** of the maintenance items listed above do you think should receive the most emphasis from city leaders over the next **TWO** years? [Please indicate your 1<sup>st</sup> and 2<sup>nd</sup> choices by writing the letters from Question 5 above in the spaces below.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

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

<u><i>How satisfied are you with the City of Shoreline’s efforts regarding:</i></u>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) Enforcing the clean-up of garbage, junk, or debris on private property .....	5	4	3	2	1	9
(B) Enforcing sign regulations .....	5	4	3	2	1	9
(C) Enforcing removal of abandoned/junk autos .....	5	4	3	2	1	9
(D) Enforcement of graffiti removal from private properties.....	5	4	3	2	1	9
(E) Enforcing tree regulations.....	5	4	3	2	1	9

8. Which **TWO** of the city codes and ordinances items listed above do you think should receive the most emphasis from city leaders over the next **TWO** years? [Please indicate your 1<sup>st</sup> and 2<sup>nd</sup> choices by writing the letters from Question 7 above in the spaces below.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**Public Safety**

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

<u>How satisfied are you with:</u>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Overall quality of local police protection .....	5	4	3	2	1	9
(B) The City’s efforts to prevent crime .....	5	4	3	2	1	9
(C) Enforcement of local traffic laws .....	5	4	3	2	1	9
(D) Enforcement of drug and vice laws.....	5	4	3	2	1	9

10. Which TWO of the public safety items listed above do you think should receive the most emphasis from city leaders over the next TWO years? [Please indicate your 1<sup>st</sup> and 2<sup>nd</sup> choices by writing the letters from Question 10 above in the spaces below.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

11. On 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:

<u>How safe do you feel:</u>	Very safe	Safe	Neutral	Unsafe	Very Unsafe	Don't know
(A) In your neighborhood during the day.....	5	4	3	2	1	9
(B) In your neighborhood at night.....	5	4	3	2	1	9
(C) In city parks and trails.....	5	4	3	2	1	9
(D) In other public areas in Shoreline .....	5	4	3	2	1	9
(E) Overall feeling of safety in Shoreline .....	5	4	3	2	1	9

**Communications**

12. From which of the following have you received information about City projects, issues, services, and events? (check all that apply)

- \_\_\_ (1) City newsletter “CURRENTS”
- \_\_\_ (2) City’s Parks and Recreation Guide
- \_\_\_ (3) City cable channel (Comcast 21 or Verizon 27)
- \_\_\_ (4) City website
- \_\_\_ (5) Online resources (e.g., blogs, online media, Facebook, email lists)
- \_\_\_ (6) Involvement in neighborhood association or Block Watch
- \_\_\_ (7) Television news
- \_\_\_ (8) Other: \_\_\_\_\_

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

<u>How satisfied are you with the following aspects of city communication:</u>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) The availability of information about City projects, services, meetings, and events .....	5	4	3	2	1	9
(B) City’s efforts to provide opportunities for public involvement .....	5	4	3	2	1	9
(C) The quality of content on City’s website .....	5	4	3	2	1	9
(D) The quality of the City’s newsletter, “CURRENTS” .....	5	4	3	2	1	9

**Leadership and Quality of Life**

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

<u>How satisfied are you with:</u>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Overall image of the City .....	5	4	3	2	1	9
(B) Overall quality of leadership provided by the City’s elected officials .....	5	4	3	2	1	9
(C) Overall effectiveness of the City Manager and city staff .....	5	4	3	2	1	9

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

- |                                                |                                                |
|------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> (1) Strongly agree    | <input type="checkbox"/> (4) Strongly disagree |
| <input type="checkbox"/> (2) Somewhat agree    | <input type="checkbox"/> (5) No opinion        |
| <input type="checkbox"/> (3) Somewhat disagree |                                                |

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

- |                                  |                                         |
|----------------------------------|-----------------------------------------|
| <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (3) Don't know |
| <input type="checkbox"/> (2) No  |                                         |

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

<u>How would you rate Shoreline:</u>	Excellent	Good	Neutral	Below Average	Poor	Don't Know
(A) As a place to live .....	5	4	3	2	1	9
(B) As a place to raise children .....	5	4	3	2	1	9
(C) As a place to work .....	5	4	3	2	1	9
(D) As a place with a variety of housing choices .....	5	4	3	2	1	9
(E) As a place to shop .....	5	4	3	2	1	9
(F) As a place for dining and entertainment options .....	5	4	3	2	1	9
(G) Overall quality of life in the City .....	5	4	3	2	1	9





28. By law the City is required to have a balanced budget. However, when local and state-shared revenues decline, as they have the past few years, balancing the budget becomes more difficult and requires the City to make difficult choices.

Knowing this, from the list below, please select the TWO options that you most support the City taking to help balance the City's budget in the future. [Please write in the letters in the spaces below for your 1<sup>st</sup> and 2<sup>nd</sup> choices, or circle 'None'.]

1<sup>st</sup> Support                      2<sup>nd</sup> Support                      None

- (A) Reduce service hours at City Hall (e.g., permitting, inspections, program support, etc.)
- (B) Reduce levels of regular maintenance (e.g., mowing, trash pickup in parks, roadway maintenance)
- (C) Reduce city operated non-state or federally mandated services and programs (e.g., recreation, aquatics, special and cultural events, police storefronts, school resource officer, etc.)
- (D) Maintain current services through alternative revenue sources (raise or impose new taxes)

**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. What is your total annual household income? (Check one)  
\_\_\_ (1) Under \$25,000    \_\_\_ (3) \$50,000 to \$74,999    \_\_\_(5) \$100,000 or more  
\_\_\_ (2) \$25,000 to \$49,999    \_\_\_ (4) \$75,000 to \$99,999
- 35. Your gender:    \_\_\_(1) Male    \_\_\_(2) Female

**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 on the sticker 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. Thanks.