

# **2024 City of Shoreline Resident Satisfaction Survey Findings Report**

Presented to the City of Shoreline,  
Washington

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# Executive Summary

# 2024 City of Shoreline Resident Satisfaction Survey Executive Summary



## Purpose

ETC Institute administered a survey to residents of the City of Shoreline during the summer of 2024. The purpose of the survey was to help the City ensure that its priorities continue to match the needs and desires of residents. This is the eleventh time ETC Institute has administered the *DirectionFinder*® survey for the City of Shoreline; the first survey was conducted in 2004.

## Methodology

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

Ten days after the surveys were mailed, ETC Institute sent follow-up messages to the households that received the survey to encourage participation. The messages contained a link to the online version of the survey to make it easy for residents to complete the survey. The goal was to obtain completed surveys from at least 800 residents. The goal was met, with 871 residents completing the survey. The overall results for the sample of 871 households have a precision of at least  $\pm 3.3\%$  at the 95% level of confidence.

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

This report contains:

- an executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2004, 2022 and 2024 community surveys,
- benchmarking data that show how the results for Shoreline compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.



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## Overall Satisfaction with City Services and Facilities

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of City parks and recreation programs and facilities (81%), overall quality of the City’s stormwater runoff/management system (73%), overall quality of services provided by the City (67%), and overall quality of police services (66%).

Based on the sum of their top three choices, the City services that residents indicated should receive the most emphasis over the next two years were: 1) overall response to homelessness, 2) overall quality of police services, and 3) overall quality of human services. Shoreline’s overall quality of City services ranked 18% above the national average.

## Overall Ratings and Perception of the City

Residents were asked to rate the City of Shoreline as a place to live, work, and raise children. Based upon the combined percentage of “excellent” and “good” responses among respondents *who had an opinion*, the highest ratings for the City were: as a place to live (89%), as a place to raise children (85%), and the overall quality of life in the City (74%). When respondents were asked to rate the overall condition of their neighborhood, 19% indicated their neighborhood is in “excellent” condition, and 49% consider the condition of their neighborhood as “good”.

## Satisfaction with Specific City Services

- City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: garbage and recycling provider services (84%), adequacy of the wastewater (sewer) system (82%), adequacy of storm drainage services in neighborhoods (73%), and the overall cleanliness of City streets and other public areas (61%). The top two City maintenance items respondents felt should receive the most emphasis over the next two years were: 1) the maintenance of sidewalks in Shoreline and 2) the overall maintenance of City streets.
- Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing clean-up of garbage, junk, or debris on private property (36%) and the enforcement of graffiti removal from private properties (36%). The top code enforcement service that respondents felt should receive the most emphasis over the next two years is enforcing the clean-up of garbage, junk, or debris on private property.

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- Public Safety.** Overall satisfaction with public safety items that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the level of respect Shoreline Police officers show residents (72%), the overall quality of local police protection (66%), and the level of trust in officers to do the right thing (66%). The top two aspects of public safety residents indicated should receive the most emphasis over the next two years, were: 1) response to property crime and 2) City’s efforts to prevent crime.
- Feeling of Safety.** Most residents surveyed (94%), *who had an opinion*, felt “very safe” or “safe” in their neighborhood during the day; 78% felt safe overall in the City, and 72% felt safe in their neighborhood at night.
- City Communication.** The highest levels of satisfaction with City communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of content in the City’s newsletter (75%), the availability of information about City services, meetings, and events (63%), and the City’s efforts to provide information on major City issues (62%).

Residents were asked to indicate what sources they use to get information about City issues, services, and events. The most selected sources were: the City newsletter “CURRENTS” (84%), the City’s Parks and Recreation Guide (73%), and online resources (52%).

- Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of City parks (84%), maintenance of City playgrounds (81%), and outdoor athletic fields (73%). The two parks and recreation services respondents indicated should receive the most emphasis over the next two years were: 1) the maintenance of City parks and 2) walking and biking trails in the City.
- Transportation and Land Use.** The highest levels of satisfaction with City transportation and land use, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of public transportation options (58%), availability of bicycle lanes (49%), and the availability of sidewalks on major streets and routes (44%). The top two transportation and land use items that residents indicated should receive the most emphasis over the next two years were: 1) availability of sidewalks in neighborhoods and 2) availability of public transportation options.

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## Additional Findings

- The overall satisfaction with leadership and the quality of life in Shoreline, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall image of the City (69%) and the overall effectiveness of the City Manager and the City staff (54%).
- Respondents were asked to indicate their level of agreement with how much they trust the City of Shoreline with their tax dollars. Thirteen percent (13%) indicated they “strongly agree” and 54% indicated they “somewhat agree” that they can trust the City of Shoreline to spend their tax dollars responsibly.
- Seventy-four percent (74%) of respondents, *who had an opinion*, believe the City is moving in the right direction.
- Ninety-five percent (95%) of residents, *who had an opinion*, feel Shoreline is a welcoming and inclusive community.
- Three-fourths (75%) of the residents surveyed, *who had an opinion*, are “extremely concerned” (39%) or “concerned” (36%) about climate change and its potential impact on the community. Most residents surveyed (91%) are familiar with the actions they can take to address climate change in their everyday life.

# 2024 City of Shoreline Resident Satisfaction Survey Executive Summary



## Trends Since 2022

Satisfaction ratings for the City of Shoreline **rated higher than the 2022 survey results in 56 of the 71 areas** that were assessed. The City rated significantly higher than the 2022 results (difference of 5% or more) in 26 of these areas. The tables below and on the following page show the comparisons between the 2022 and 2024 results.

Service	2024	2022	Difference	Category
Response to prostitution activity	39.1%	28.1%	11.0%	Public Safety
Mowing & trimming along City streets & other public areas	56.8%	46.1%	10.7%	City Maintenance
Level of respect Shoreline Police officers show residents	71.5%	60.9%	10.6%	Public Safety
Overall quality of City parks & recreation programs & facilities	80.8%	70.8%	10.0%	Major Categories of City Services
Maintenance of streets in your neighborhood	60.7%	52.0%	8.7%	City Maintenance
Overall effectiveness of City's efforts to build an anti-racist community	53.2%	44.9%	8.3%	Major Categories of City Services
Response to drug activity	30.6%	22.3%	8.3%	Public Safety
Overall maintenance of City streets	59.0%	50.7%	8.3%	City Maintenance
Overall quality of City's stormwater runoff/management system	72.5%	64.6%	7.9%	Major Categories of City Services
Overall quality of police services	66.1%	58.6%	7.5%	Major Categories of City Services
Adequacy of storm drainage services in your neighborhood	73.4%	65.9%	7.5%	City Maintenance
Enforcing removal of abandoned/junk autos	35.4%	28.2%	7.2%	Enforcement of Codes and Ordinances
Overall quality of local police protection	65.8%	58.7%	7.1%	Public Safety
Overall quality of human services	43.8%	37.5%	6.3%	Major Categories of City Services
Quality of City's social media	46.8%	40.6%	6.2%	City Communication
Your level of trust in officers to do the right thing	65.7%	59.6%	6.1%	Public Safety
Maintenance of sidewalks in Shoreline	37.6%	31.7%	5.9%	City Maintenance
Availability of sidewalks on major streets & routes	44.1%	38.4%	5.7%	Transportation and Land Use
Enforcing clean-up of garbage, junk, or debris on private property	36.1%	30.4%	5.7%	Enforcement of Codes and Ordinances
Feeling of safety in City parks & trails	60.8%	55.2%	5.6%	Feeling of Safety in Various Situations
Adequacy of wastewater (sewer) system	81.8%	76.2%	5.6%	City Maintenance
Shoreline's PD's response to situations involving individuals with cognitive/mental challenges	44.8%	39.4%	5.4%	Public Safety
Overall quality of service provided by the City	66.7%	61.6%	5.1%	Major Categories of City Services
Availability of sidewalks in your neighborhood	29.3%	24.2%	5.1%	Transportation and Land Use
Overall effectiveness of City's code enforcement program	38.9%	33.8%	5.1%	Major Categories of City Services
Adequacy of City street lighting in your neighborhood	57.0%	52.0%	5.0%	City Maintenance
Overall feeling of safety in Shoreline	77.7%	72.8%	4.9%	Feeling of Safety in Various Situations
Overall effectiveness of City's efforts to sustain environmental quality	61.1%	56.6%	4.5%	Major Categories of City Services
Overall effectiveness of City communication with the public	61.9%	57.5%	4.4%	Major Categories of City Services
Quality of content on City's website	53.5%	49.1%	4.4%	City Communication
City's efforts to prevent crime	45.3%	41.0%	4.3%	Public Safety
Quality of sidewalks in Shoreline	35.2%	30.9%	4.3%	Transportation and Land Use
Feeling of safety in your neighborhood at night	72.0%	67.7%	4.3%	Feeling of Safety in Various Situations
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	41.7%	37.7%	4.0%	Transportation and Land Use



# 2024 City of Shoreline Resident Satisfaction Survey Executive Summary



## Trends Since 2022 (Cont.)

Service	2024	2022	Difference	Category
Feeling of safety in other public areas in Shoreline	63.4%	59.5%	3.9%	Feeling of Safety in Various Situations
Overall cleanliness of City streets & other public areas	61.2%	57.3%	3.9%	City Maintenance
Overall response to homelessness	30.3%	26.6%	3.7%	Major Categories of City Services
Variety of culturally diverse programs	50.9%	47.3%	3.6%	Parks and Recreation
Maintenance of City parks	83.6%	80.0%	3.6%	Parks and Recreation
City's efforts to provide opportunities for public involvement	55.6%	52.6%	3.0%	City Communication
Maintenance of City playgrounds	80.6%	78.1%	2.5%	Parks and Recreation
Quality of sidewalks for people with mobility challenges	20.2%	17.8%	2.4%	Transportation and Land Use
Enforcement of graffiti removal from private properties	35.9%	33.7%	2.2%	Enforcement of Codes and Ordinances
Quality of content in City's newsletter	75.0%	72.9%	2.1%	City Communication
Availability of information about City services, meetings, & events	62.7%	60.7%	2.0%	City Communication
Availability of bicycle lanes	48.6%	46.6%	2.0%	Transportation and Land Use
Enforcement of local traffic laws	46.8%	44.9%	1.9%	Public Safety
Feeling of safety in your neighborhood during the day	94.0%	92.1%	1.9%	Feeling of Safety in Various Situations
City's efforts to provide information on major City issues	62.3%	60.8%	1.5%	City Communication
Quality of access to City parks for persons with disabilities	52.0%	50.8%	1.2%	Parks and Recreation
Availability of public transportation options	58.3%	57.2%	1.1%	Transportation and Land Use
As a place to work	59.6%	58.5%	1.1%	Overall Ratings of the City
Traffic calming measures in your neighborhood	39.9%	39.1%	0.8%	Transportation and Land Use
Response to property crime	29.2%	28.5%	0.7%	Public Safety
As a place to connect & interact with your neighbors	61.9%	61.8%	0.1%	Overall Ratings of the City
As a place to live	88.6%	88.5%	0.1%	Overall Ratings of the City
Overall effectiveness of City Manager & City staff	53.9%	54.0%	-0.1%	Leadership and Quality of Life
As a place to raise children	85.4%	85.7%	-0.3%	Overall Ratings of the City
Overall quality of life in City	74.3%	75.0%	-0.7%	Overall Ratings of the City
Garbage/recycling provider services	83.5%	84.3%	-0.8%	City Maintenance
Overall quality of leadership provided by City's elected officials	51.2%	52.3%	-1.1%	Leadership and Quality of Life
Walking & biking trails in City	67.9%	69.2%	-1.3%	Parks and Recreation
Variety of recreation programs	59.8%	61.3%	-1.5%	Parks and Recreation
As a place to shop	35.9%	37.5%	-1.6%	Overall Ratings of the City
Overall travel time for trips on Shoreline streets	62.5%	64.2%	-1.7%	Major Categories of City Services
Fees charged for recreation programs	56.7%	59.6%	-2.9%	Parks and Recreation
Maintenance of public trees along City streets	55.6%	58.8%	-3.2%	City Maintenance
As a place with a variety of housing choices	51.5%	54.8%	-3.3%	Overall Ratings of the City
Overall image of City	69.3%	72.6%	-3.3%	Leadership and Quality of Life
Outdoor athletic fields	73.4%	76.9%	-3.5%	Parks and Recreation
As a place for dining & entertainment options	23.0%	26.6%	-3.6%	Overall Ratings of the City

# 2024 City of Shoreline Resident Satisfaction Survey Executive Summary



## How the City of Shoreline Compares to Other Communities Nationally

Satisfaction ratings for the City of Shoreline **rated above the U.S. average in 29 of the 35 areas** that were assessed. The City of Shoreline rated significantly higher than the U.S. average (difference of 5% or more) in 27 of these areas. The table below shows how the Shoreline compares to the U.S. average:

Service	Shoreline	U.S.	Difference	Category
As a place to live	88.6%	48.5%	40.1%	Overall Ratings of the City
Overall quality of City parks & recreation programs & facilities	80.8%	49.2%	31.6%	Major Categories of City Services
Adequacy of wastewater (sewer) system	81.8%	52.8%	29.0%	City Maintenance Services
Garbage/recycling provider services	83.5%	55.1%	28.4%	City Maintenance Services
Overall effectiveness of City communication with the public	61.9%	36.9%	25.0%	Major Categories of City Services
As a place to raise children	85.4%	61.4%	24.0%	Overall Ratings of the City
Overall quality of City's stormwater runoff/management system	72.5%	49.5%	23.0%	Major Categories of City Services
City's efforts to provide opportunities for public involvement	55.6%	33.9%	21.7%	City Communication
Availability of public transportation options	58.3%	37.1%	21.2%	Transportation and Land Use
City's efforts to provide information on major City issues	62.3%	43.3%	19.0%	City Communication
Overall quality of service provided by the City	66.7%	49.0%	17.7%	Major Categories of City Services
Availability of information about City services, meetings, & events	62.7%	46.4%	16.3%	City Communication
Overall image of City	69.3%	53.4%	15.9%	Leadership and Quality of Life
Overall effectiveness of City Manager & City staff	53.9%	38.2%	15.7%	Leadership and Quality of Life
Overall quality of local police protection	65.8%	53.0%	12.8%	Public Safety
Overall quality of leadership provided by City's elected officials	51.2%	38.4%	12.8%	Leadership and Quality of Life
Feeling of safety in your neighborhood during the day	94.0%	81.2%	12.8%	Feeling of Safety in Various Situations
Overall feeling of safety in the City	77.7%	66.0%	11.7%	Feeling of Safety in Various Situations
Maintenance of streets in your neighborhood	60.7%	49.3%	11.4%	City Maintenance Services
Quality of content on City's website	53.5%	42.4%	11.1%	City Communication
Feeling of safety in your neighborhood at night	72.0%	61.4%	10.6%	Feeling of Safety in Various Situations
Overall maintenance of City streets	59.0%	50.1%	8.9%	City Maintenance Services
Overall cleanliness of City streets & other public areas	61.2%	53.3%	7.9%	City Maintenance Services
Quality of City's social media	46.8%	39.3%	7.5%	City Communication
Overall effectiveness of City's efforts to build an anti-racist community	53.2%	46.2%	7.0%	Major Categories of City Services
Availability of bicycle lanes	48.6%	41.9%	6.7%	Transportation and Land Use
Feeling of safety in City parks & trails	60.8%	54.6%	6.2%	Feeling of Safety in Various Situations
As a place to work	59.6%	57.1%	2.5%	Overall Ratings of the City
Mowing & trimming along City streets & other public areas	56.8%	55.4%	1.4%	City Maintenance Services
Overall effectiveness of City's code enforcement program	38.9%	40.1%	-1.2%	Major Categories of City Services
Adequacy of City street lighting in your neighborhood	57.0%	58.5%	-1.5%	City Maintenance Services
Enforcement of local traffic laws	46.8%	49.6%	-2.8%	Public Safety
City's efforts to prevent crime	45.3%	48.6%	-3.3%	Public Safety
Enforcing clean-up of garbage, junk, or debris on private property	36.1%	45.1%	-9.0%	Enforcement of Codes and Ordinances
Maintenance of sidewalks in the City	37.6%	46.7%	-9.1%	City Maintenance Services

# 2024 City of Shoreline Resident Satisfaction Survey Executive Summary



## How the City of Shoreline Compares to Other Communities Regionally

Satisfaction ratings for the City of Shoreline **rated above the average for the Northwest Region in 31 of the 35 areas** that were assessed. The City of Shoreline rated significantly higher than this average (difference of 5% or more) in 26 of these areas. The table below shows how the Shoreline compares to the Northwest Region:

Service	Northwest			Category
	Shoreline	Region	Difference	
As a place to live	88.6%	49.3%	39.3%	Overall Ratings of the City
Overall quality of City parks & recreation programs & facilities	80.8%	47.9%	32.9%	Major Categories of City Services
As a place to raise children	85.4%	52.8%	32.6%	Overall Ratings of the City
City's efforts to provide opportunities for public involvement	55.6%	27.9%	27.7%	City Communication
City's efforts to provide information on major City issues	62.3%	35.7%	26.6%	City Communication
Overall quality of City's stormwater runoff/management system	72.5%	48.1%	24.4%	Major Categories of City Services
Overall quality of service provided by the City	66.7%	43.7%	23.0%	Major Categories of City Services
Overall effectiveness of City Manager & City staff	53.9%	32.1%	21.8%	Leadership and Quality of Life
Availability of information about City services, meetings, & events	62.7%	41.0%	21.7%	City Communication
Overall effectiveness of City communication with the public	61.9%	40.8%	21.1%	Major Categories of City Services
Adequacy of wastewater (sewer) system	81.8%	61.1%	20.7%	City Maintenance Services
Overall image of City	69.3%	50.4%	18.9%	Leadership and Quality of Life
Overall feeling of safety in the City	77.7%	60.4%	17.3%	Feeling of Safety in Various Situations
Quality of content on City's website	53.5%	36.7%	16.8%	City Communication
Garbage/recycling provider services	83.5%	66.7%	16.8%	City Maintenance Services
Overall quality of leadership provided by City's elected officials	51.2%	34.5%	16.7%	Leadership and Quality of Life
Feeling of safety in City parks & trails	60.8%	45.4%	15.4%	Feeling of Safety in Various Situations
Overall maintenance of City streets	59.0%	47.1%	11.9%	City Maintenance Services
Maintenance of streets in your neighborhood	60.7%	49.0%	11.7%	City Maintenance Services
Overall cleanliness of City streets & other public areas	61.2%	50.2%	11.0%	City Maintenance Services
Availability of public transportation options	58.3%	47.5%	10.8%	Transportation and Land Use
Availability of bicycle lanes	48.6%	38.4%	10.2%	Transportation and Land Use
Overall quality of local police protection	65.8%	56.0%	9.8%	Public Safety
Quality of City's social media	46.8%	39.4%	7.4%	City Communication
Feeling of safety in your neighborhood during the day	94.0%	87.5%	6.5%	Feeling of Safety in Various Situations
Feeling of safety in your neighborhood at night	72.0%	67.0%	5.0%	Feeling of Safety in Various Situations
Overall effectiveness of City's code enforcement program	38.9%	34.4%	4.5%	Major Categories of City Services
Overall effectiveness of City's efforts to build an anti-racist community	53.2%	49.0%	4.2%	Major Categories of City Services
As a place to work	59.6%	55.5%	4.1%	Overall Ratings of the City
Mowing & trimming along City streets & other public areas	56.8%	54.1%	2.7%	City Maintenance Services
Adequacy of City street lighting in your neighborhood	57.0%	56.0%	1.0%	City Maintenance Services
Enforcement of local traffic laws	46.8%	49.6%	-2.8%	Public Safety
City's efforts to prevent crime	45.3%	48.6%	-3.3%	Public Safety
Enforcing clean-up of garbage, junk, or debris on private property	36.1%	43.3%	-7.2%	Enforcement of Codes and Ordinances
Maintenance of sidewalks in the City	37.6%	51.9%	-14.3%	City Maintenance Services

# 2024 City of Shoreline Resident Satisfaction Survey Executive Summary



## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years to raise the City's overall satisfaction rating are listed below:

- Overall response to homelessness (I-S Rating = 0.3499)
- Overall quality of human services (I-S Rating = 0.1888)

The table on the following page shows the Importance-Satisfaction rating for all 11 major categories of City services that were rated.

# 2024 City of Shoreline Resident Satisfaction Survey Executive Summary



## 2024 Importance-Satisfaction Rating Shoreline, Washington Quality of Services and Facilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt; .20)</b>						
Overall response to homelessness	50%	1	30%	11	0.3499	1
<b>High Priority (IS .10-.20)</b>						
Overall quality of human services	34%	3	44%	9	0.1888	2
Overall effectiveness of City's efforts to sustain environmental quality	32%	4	61%	7	0.1249	3
Overall quality of police services	36%	2	66%	4	0.1207	4
Overall effectiveness of City's code enforcement program	20%	8	39%	10	0.1204	5
<b>Medium Priority (IS &lt; .10)</b>						
Overall travel time for trips on Shoreline streets	23%	6	63%	5	0.0844	6
Overall quality of service provided by City of Shoreline	21%	7	67%	3	0.0699	7
Overall effectiveness of City's efforts to build an anti-racist community	15%	10	53%	8	0.0683	8
Overall effectiveness of City communication with the public	16%	9	62%	6	0.0621	9
Overall quality of City parks & recreation programs & facilities	32%	5	81%	1	0.0607	10
Overall quality of City's stormwater runoff/management system	7%	11	73%	2	0.0193	11





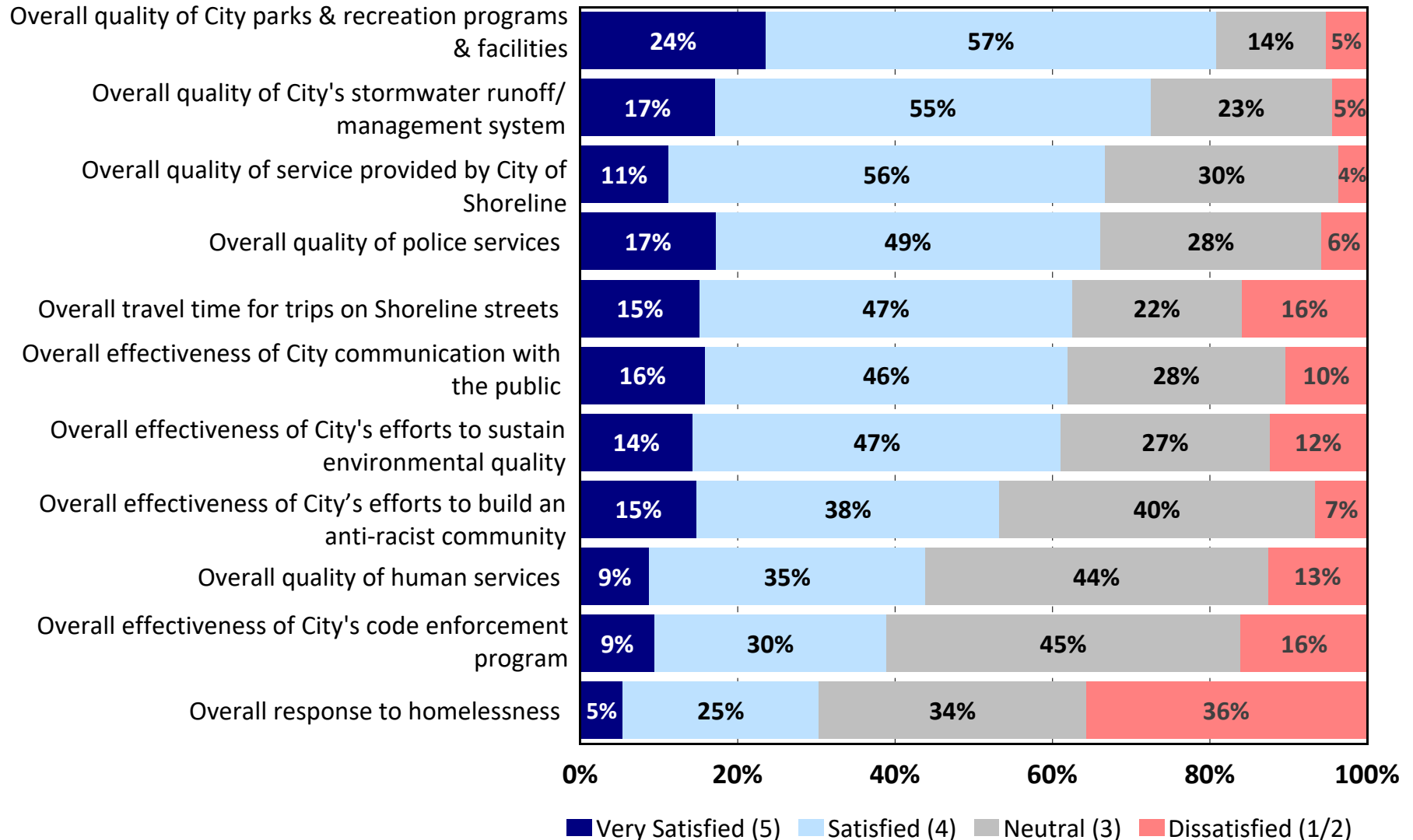
# Charts and Graphs

# *City of Shoreline* **2024 DirectionFinder Survey Results**

# **Quality of Services and Facilities**

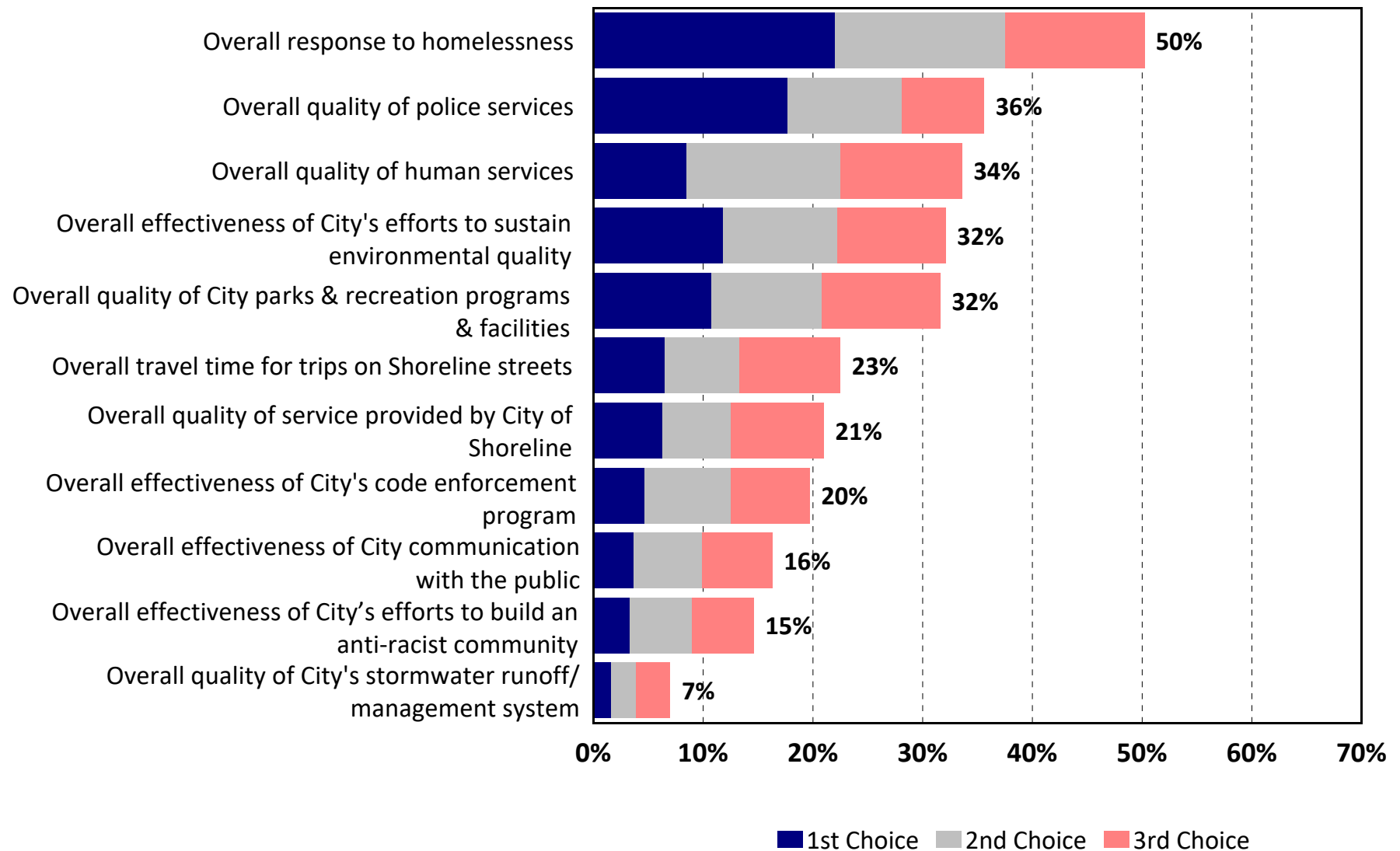
# Q1. Overall Satisfaction With City Services by Major Category

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



## Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

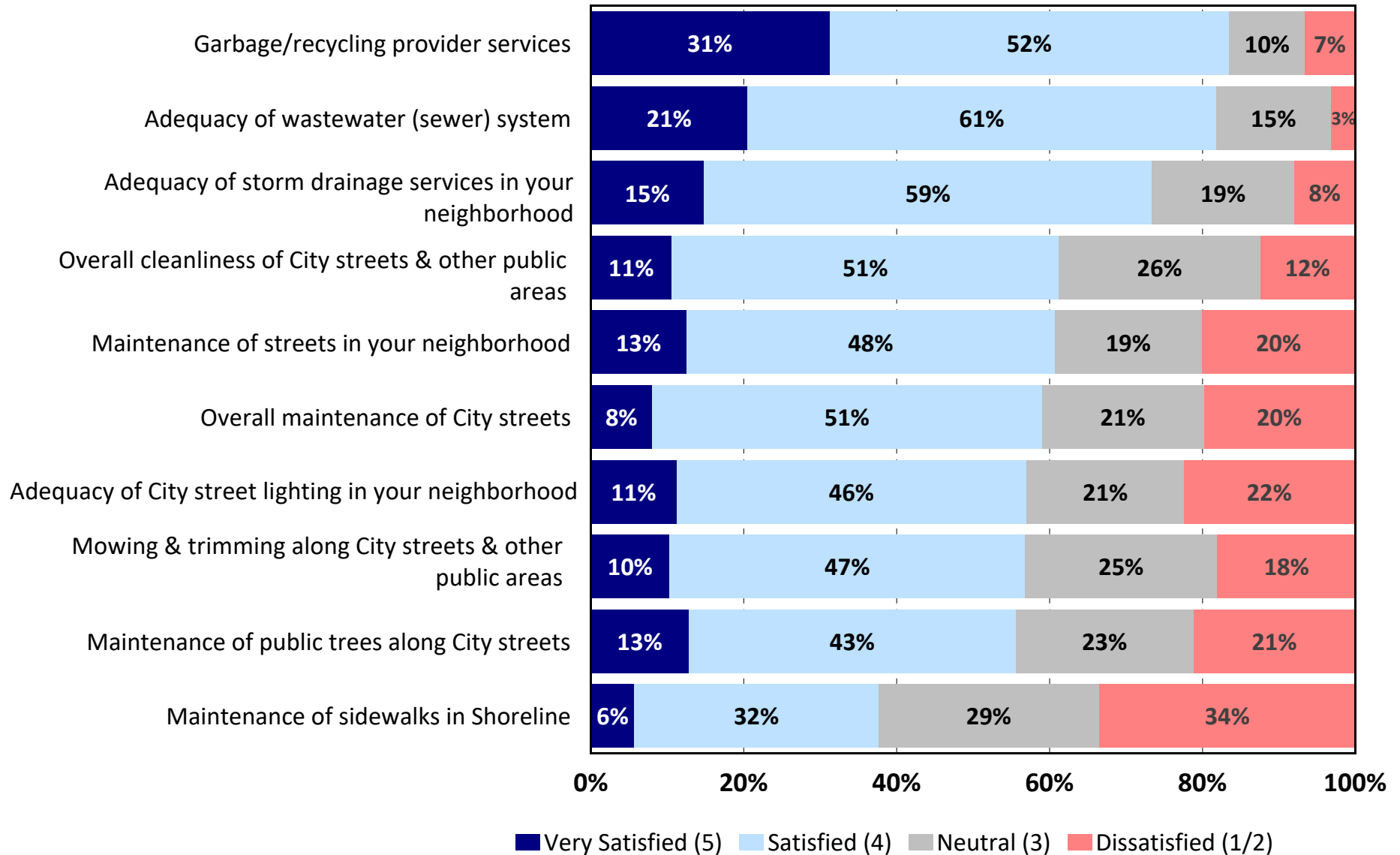
by percentage of respondents who selected the item as one of their top three choices





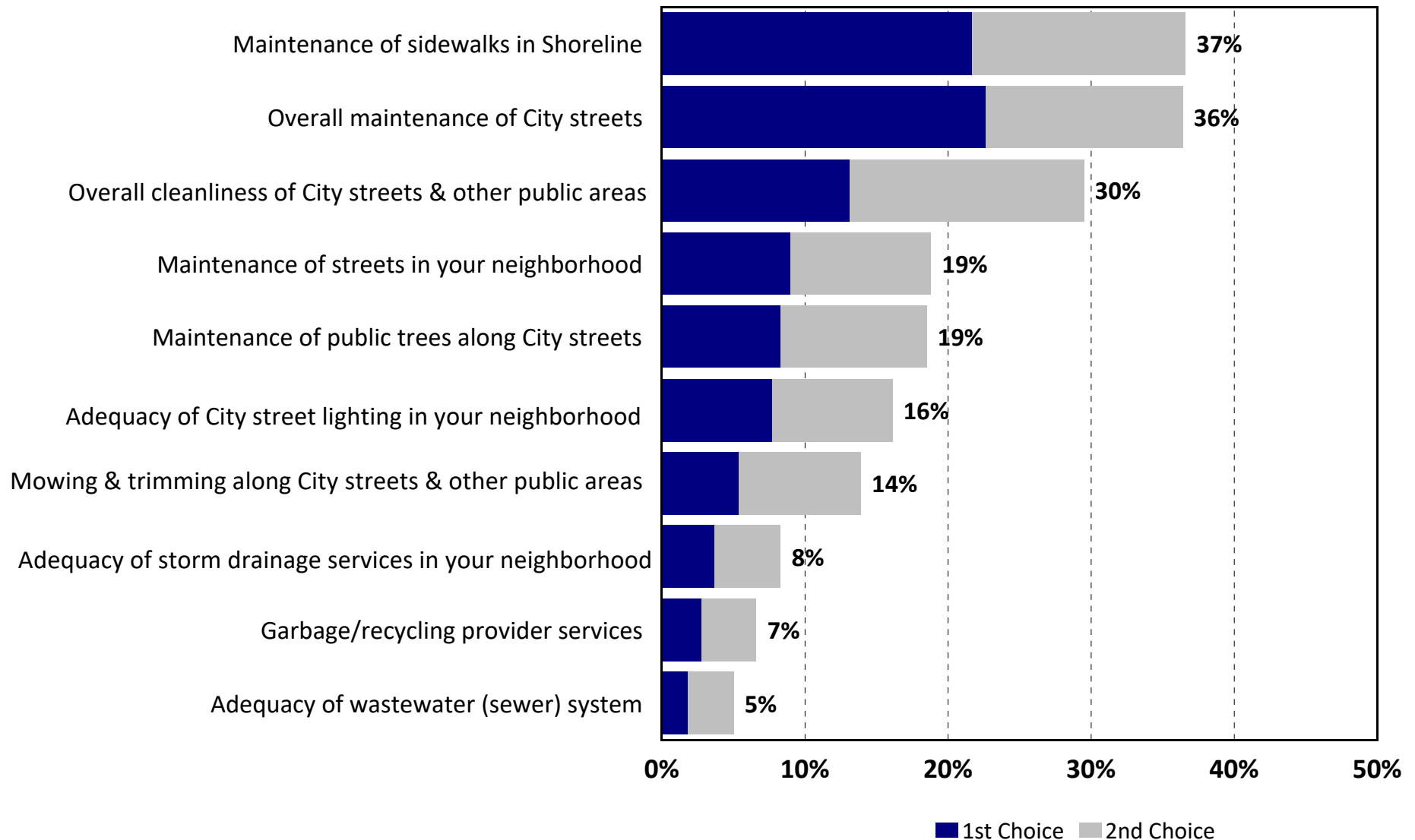
## Q3. Satisfaction with City Maintenance

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



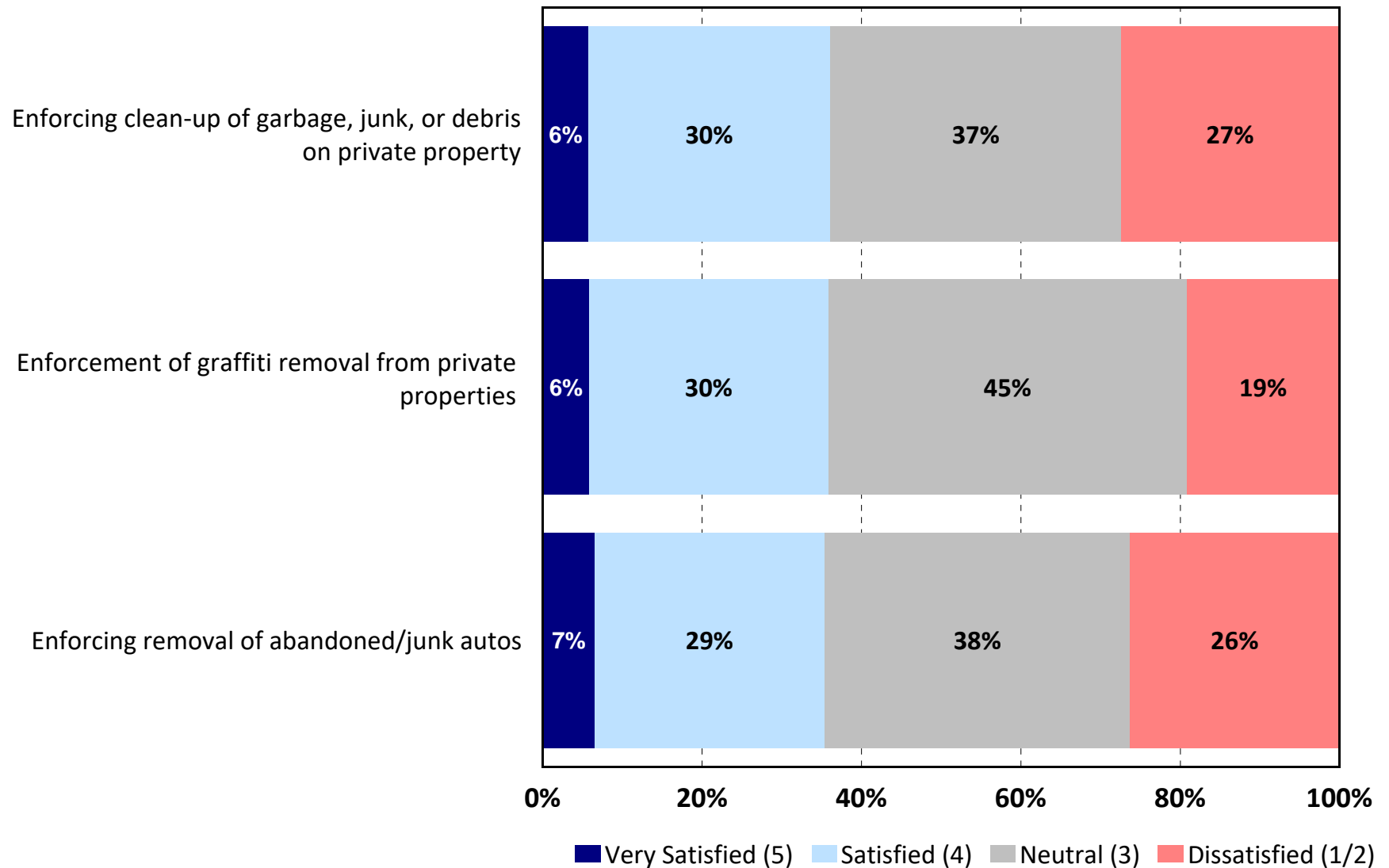
## Q4. City Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

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



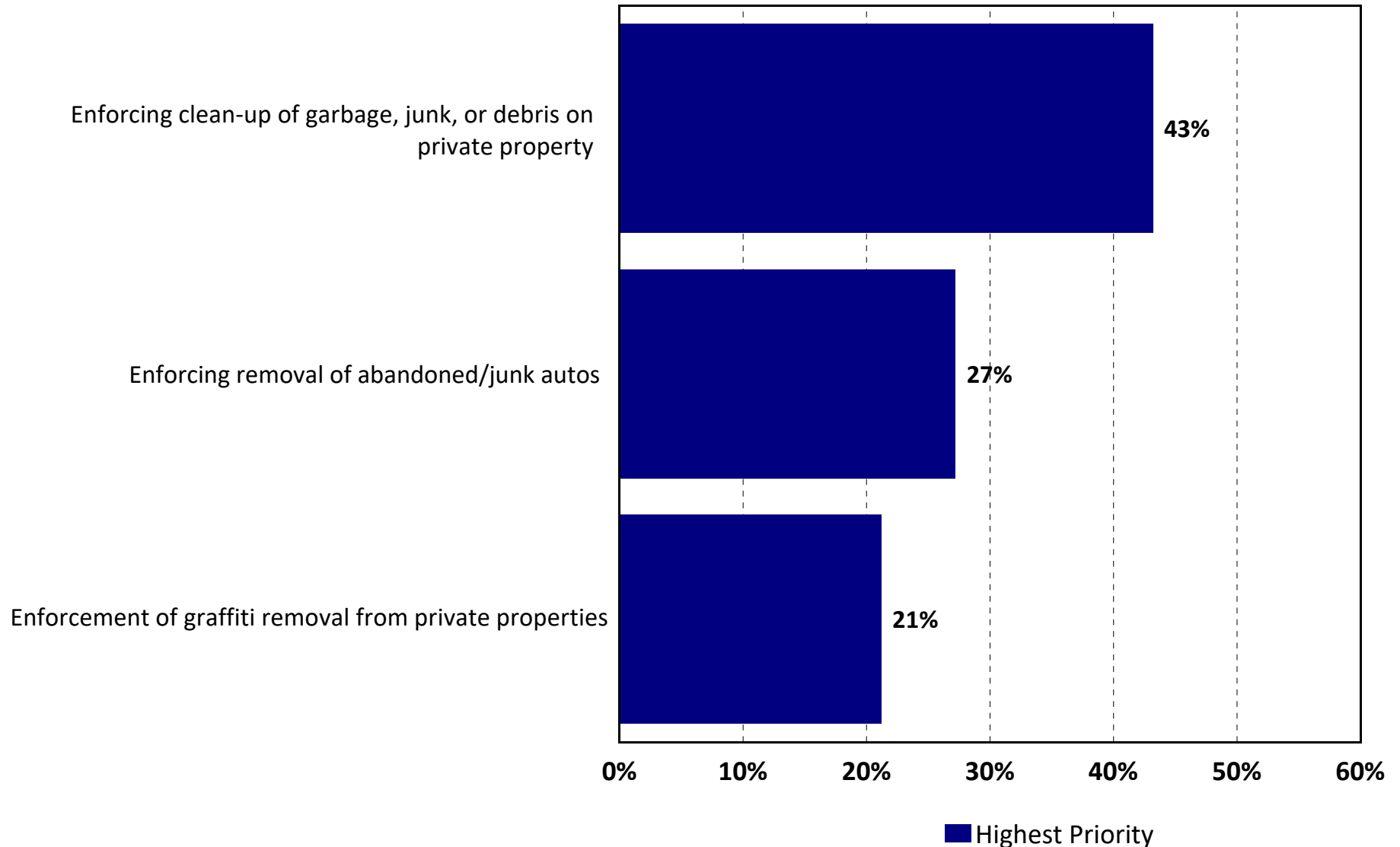
## Q5. Satisfaction with the Enforcement of City Codes and Ordinances

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



## Q6. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

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

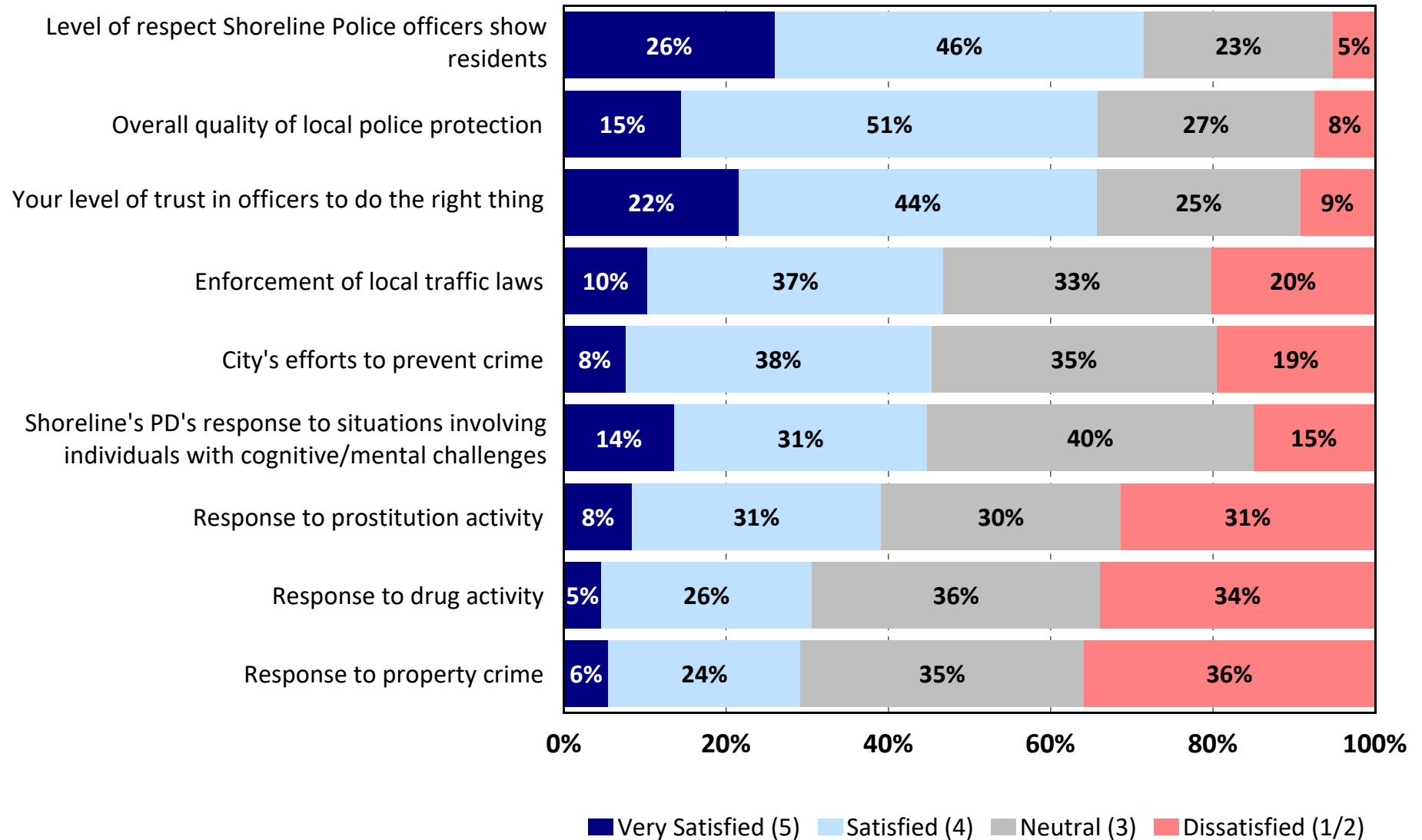


# Public Safety



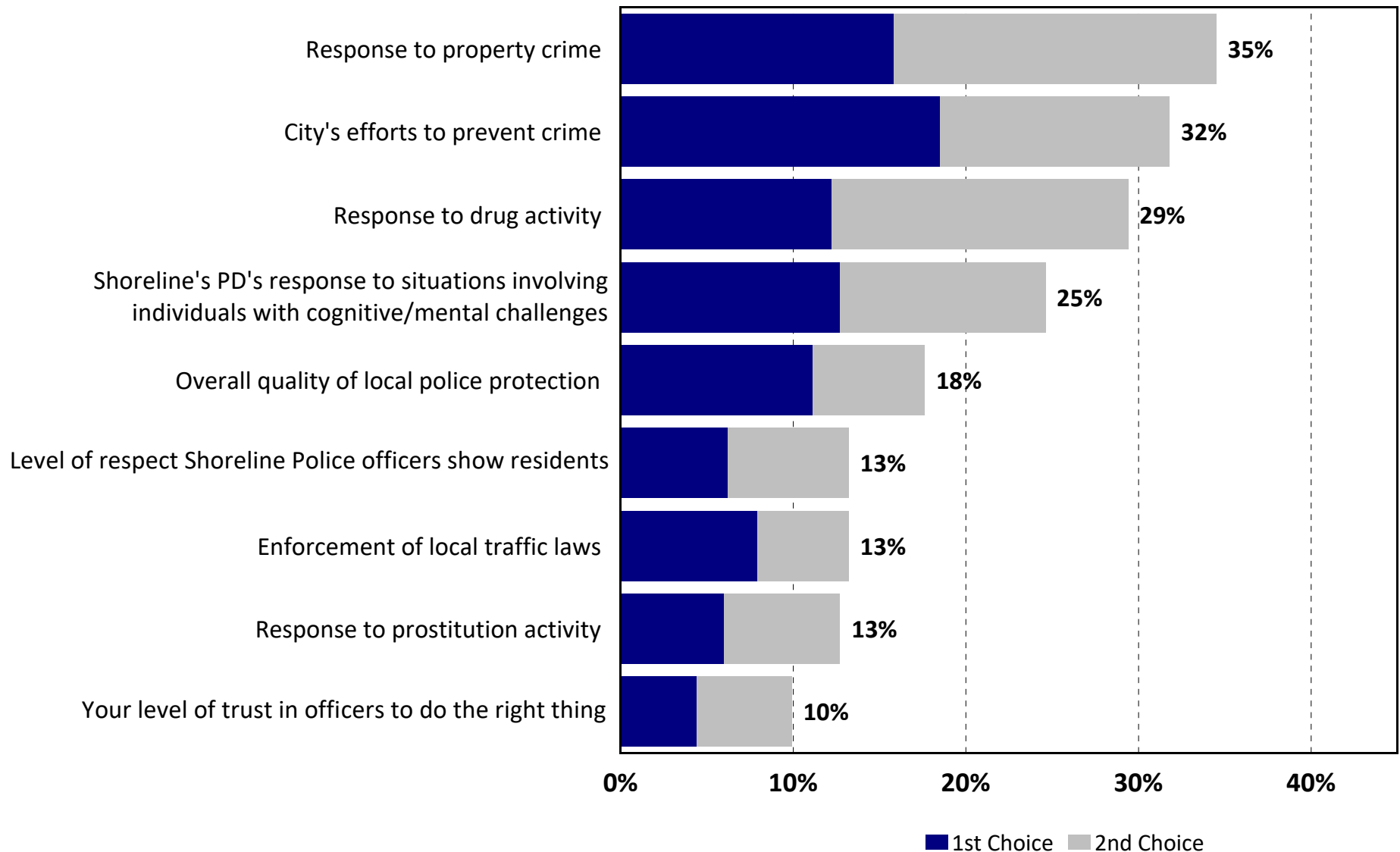
## Q7. Satisfaction with Public Safety

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



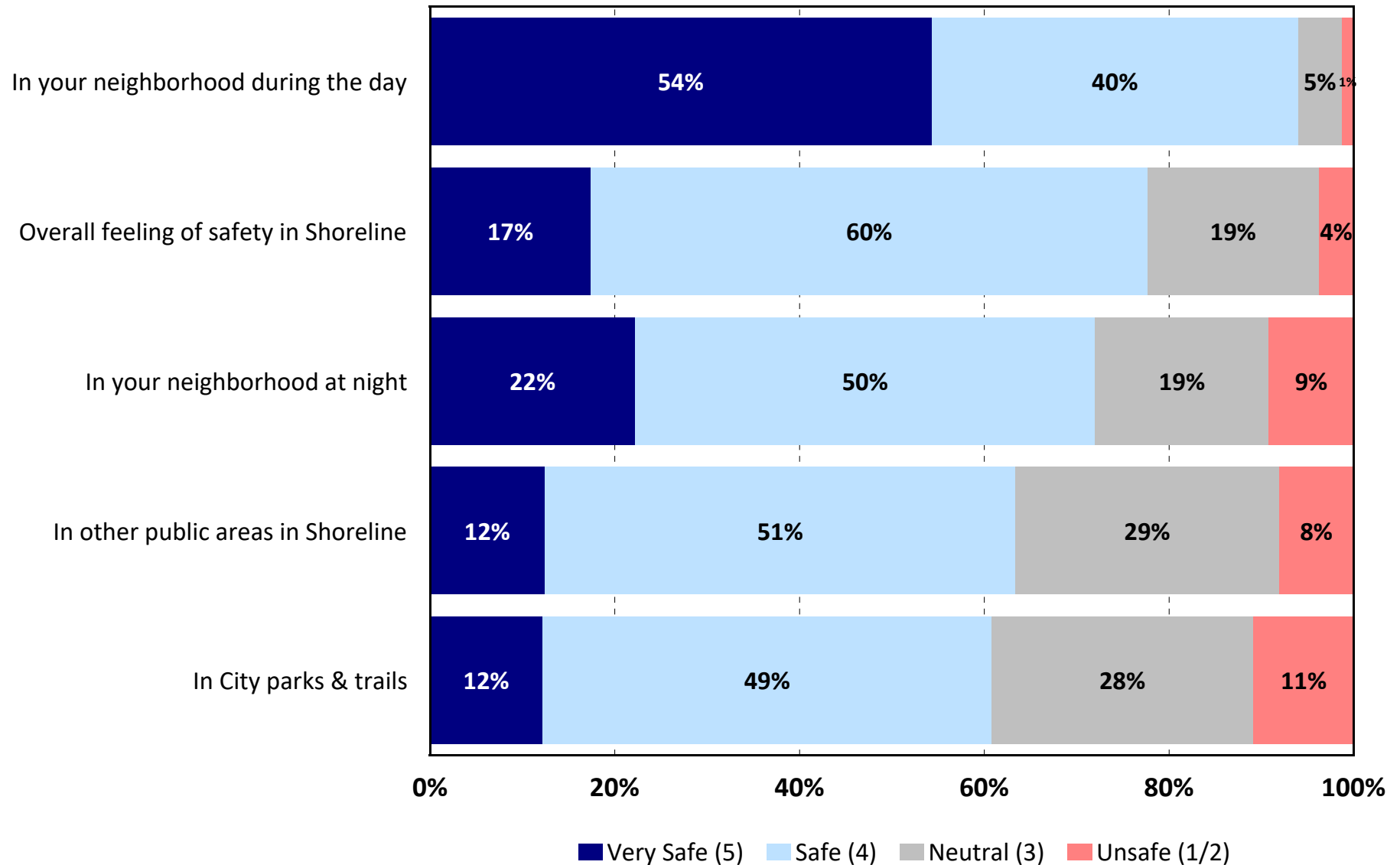
## Q8. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



## Q9. Feeling of Safety in Various Situations

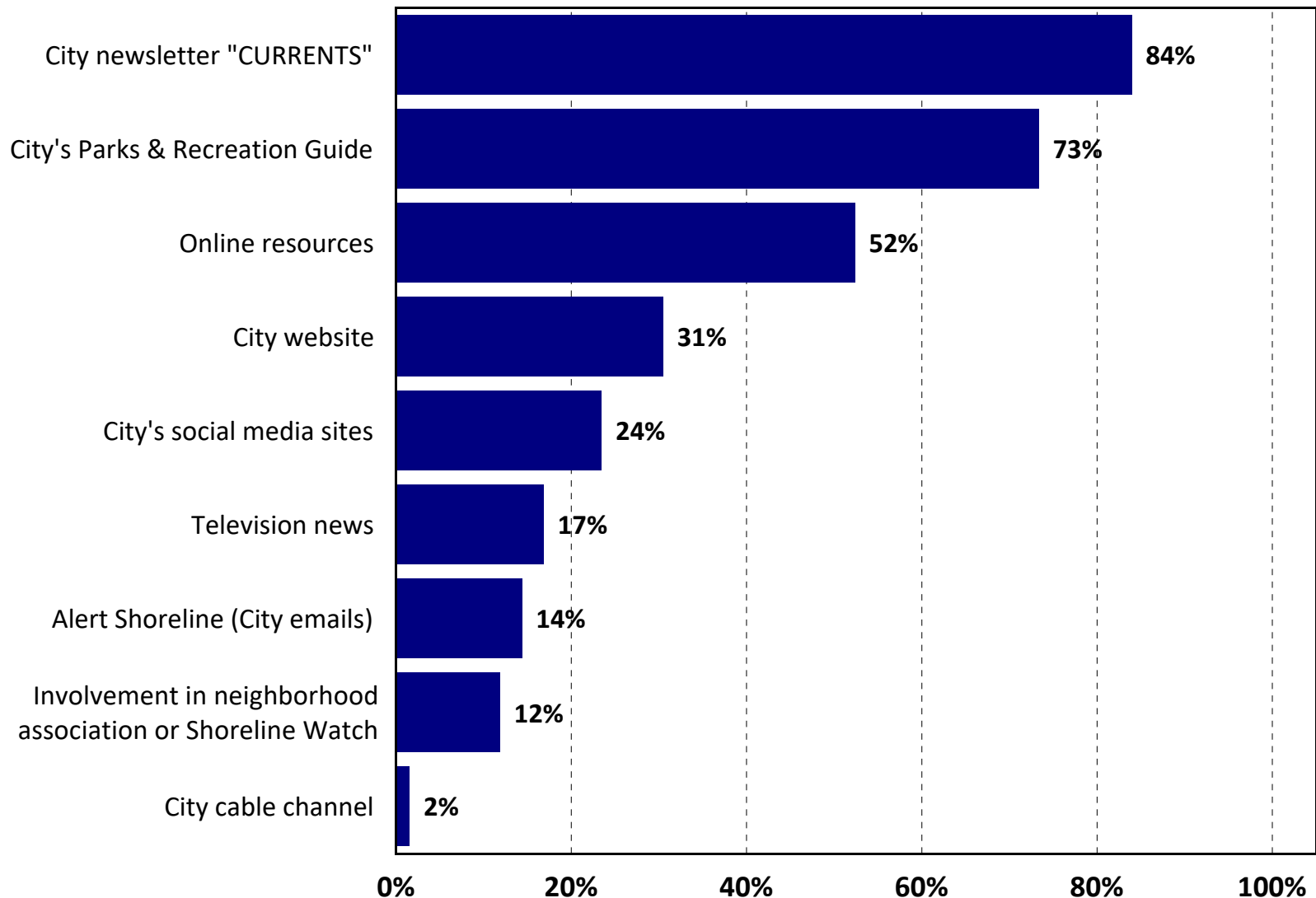
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



# Communication

## Q10. How Residents Receive Information About City Projects, Issues, Services, and Events

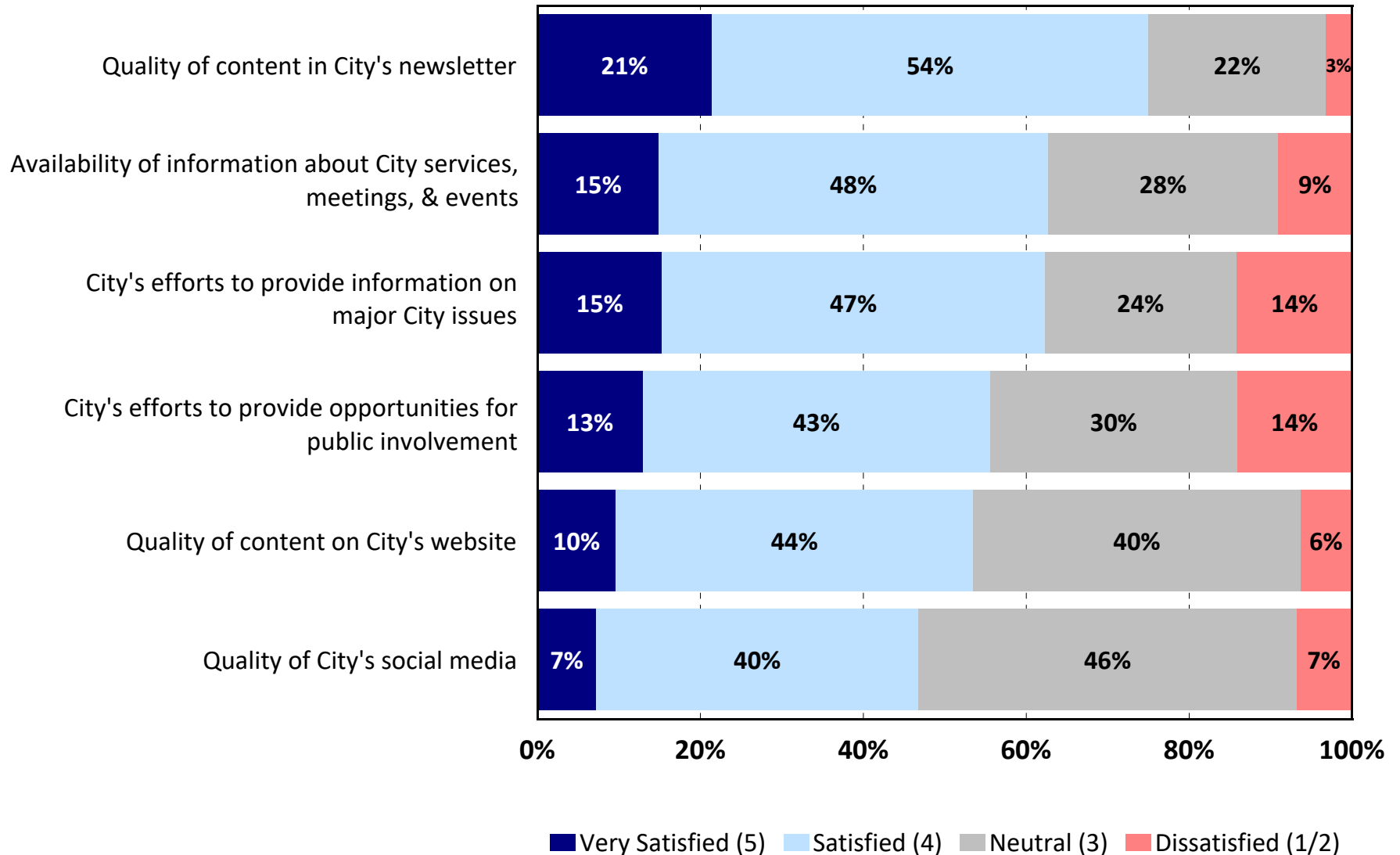
by percentage of respondents (multiple choices could be made)





# Q11. Satisfaction with City Communication

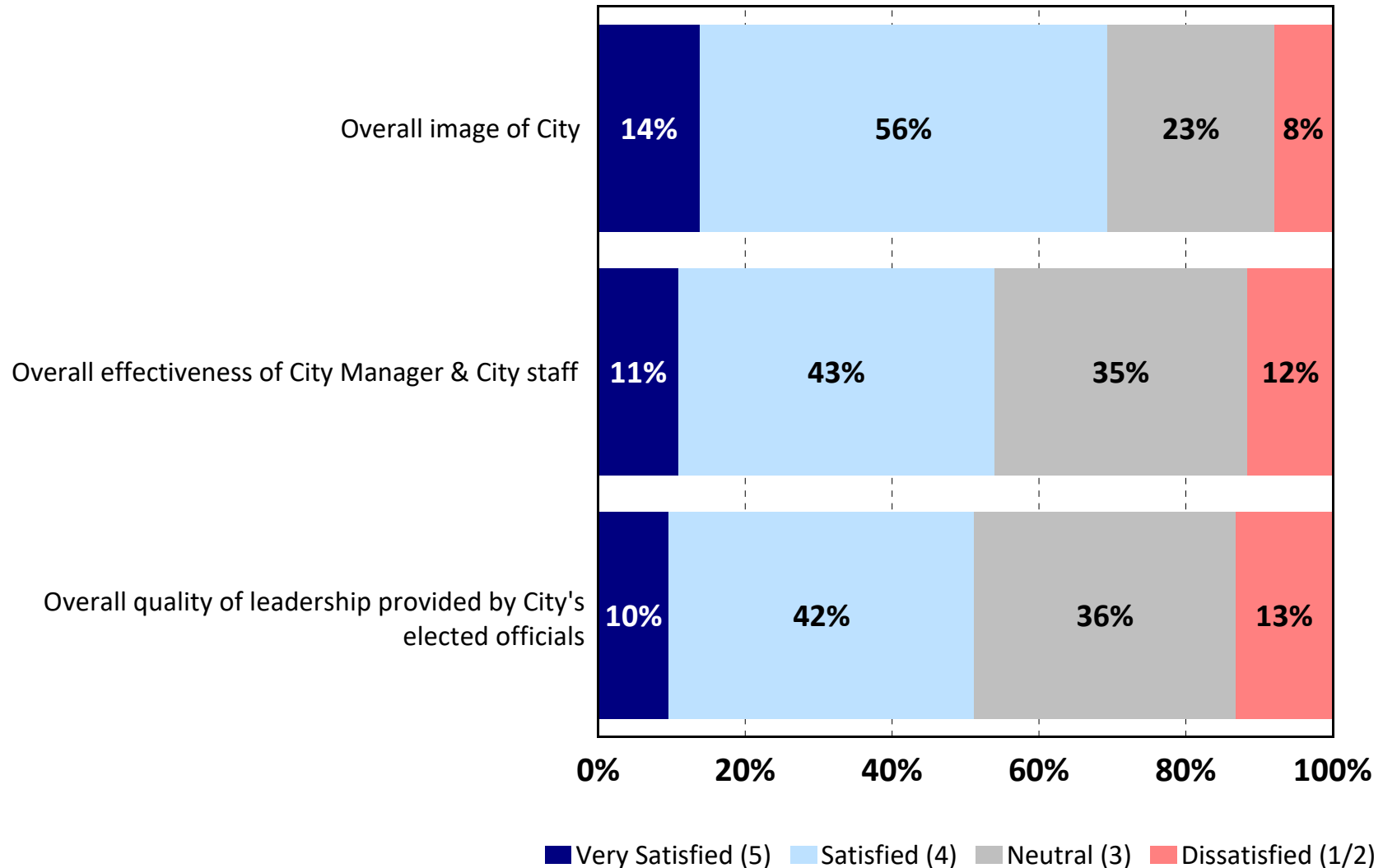
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



# Leadership and Quality of Life

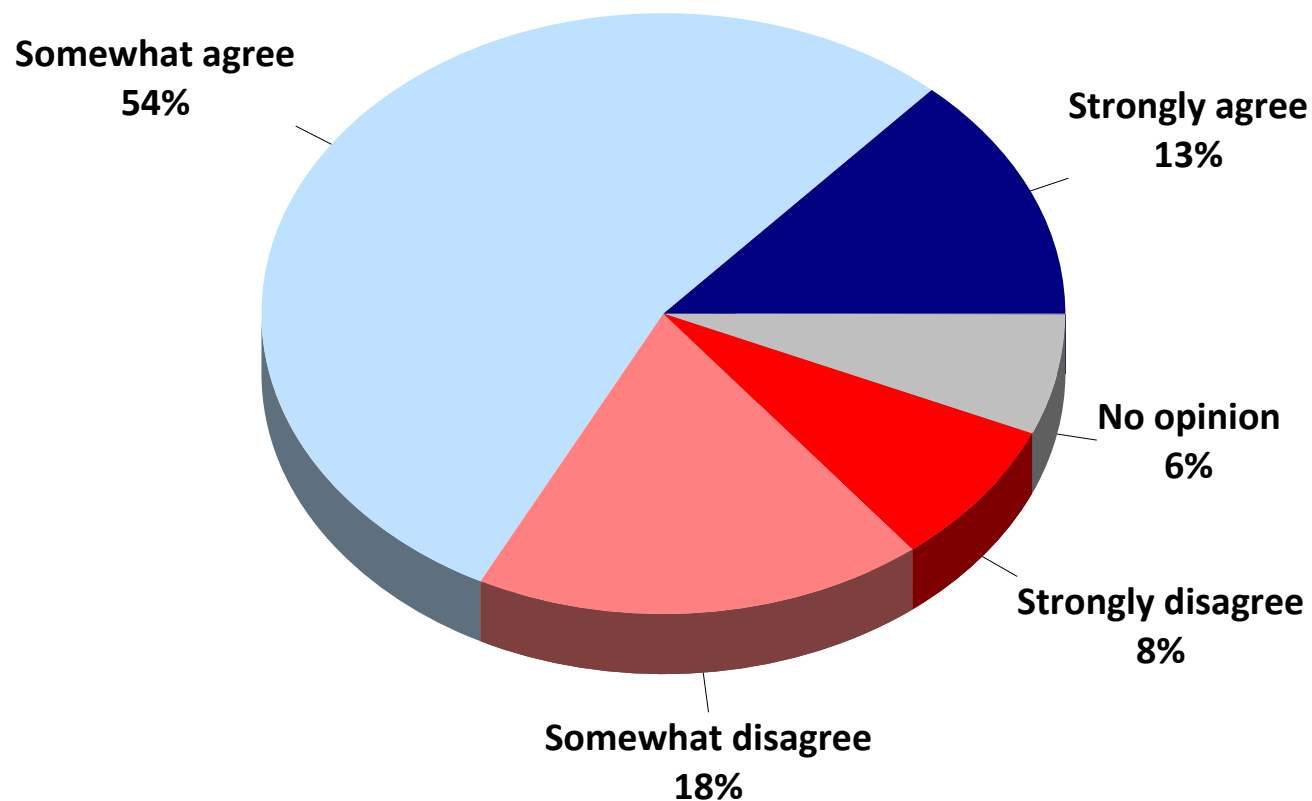
## Q12. Satisfaction with Various Items That May Influence Respondents' Perception of the City of Shoreline

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



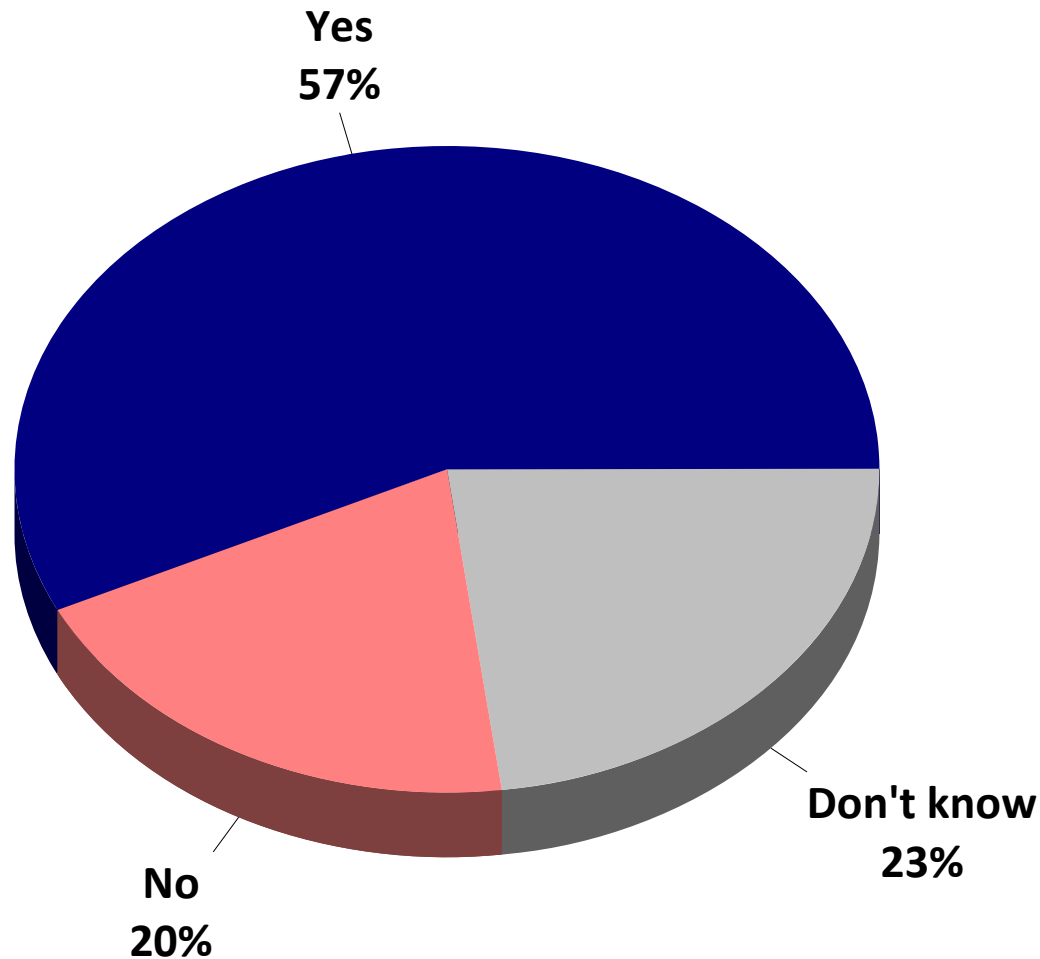
# Q13. How much do you agree with the statement “I trust the City of Shoreline to spend my tax dollars responsibly”?

by percentage of respondents (excluding not provided)



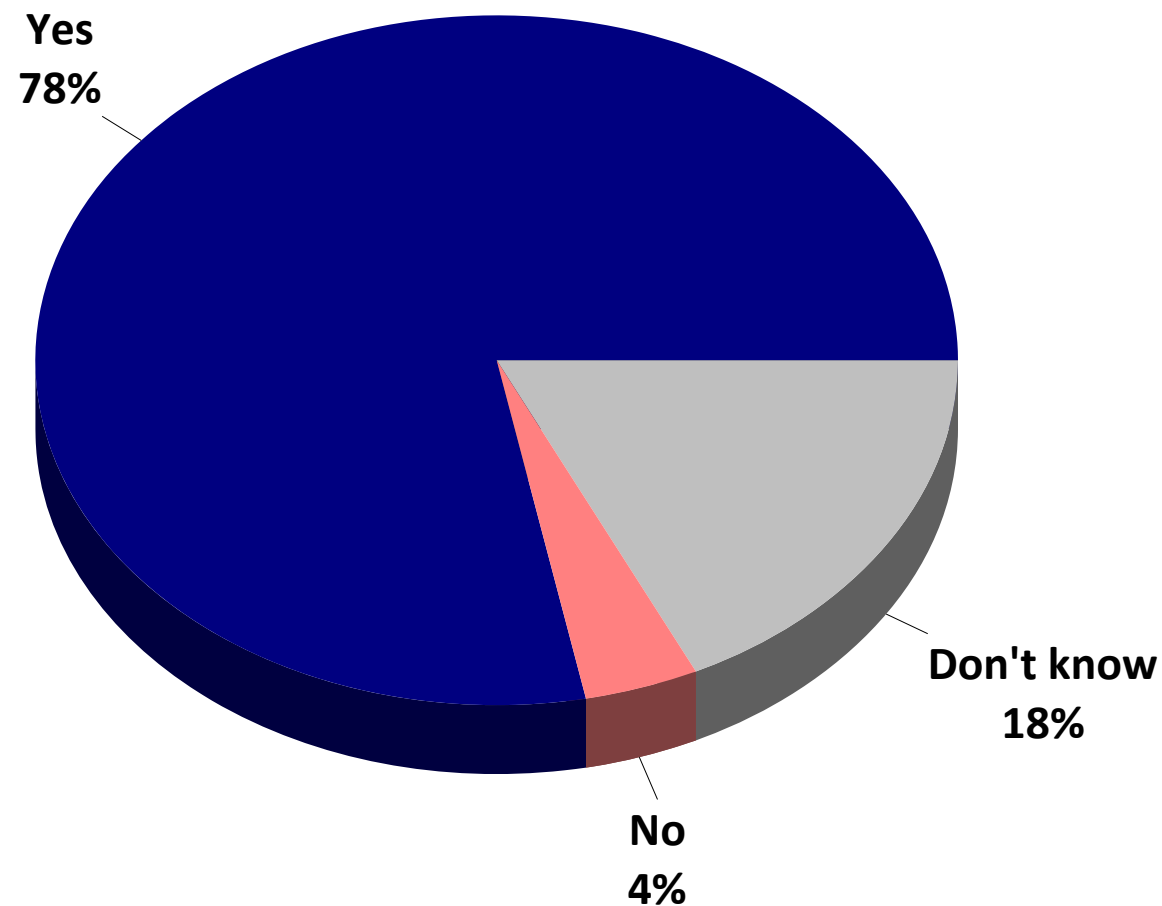
## Q14. In general, do you think the City of Shoreline is moving in the right direction?

by percentage of respondents



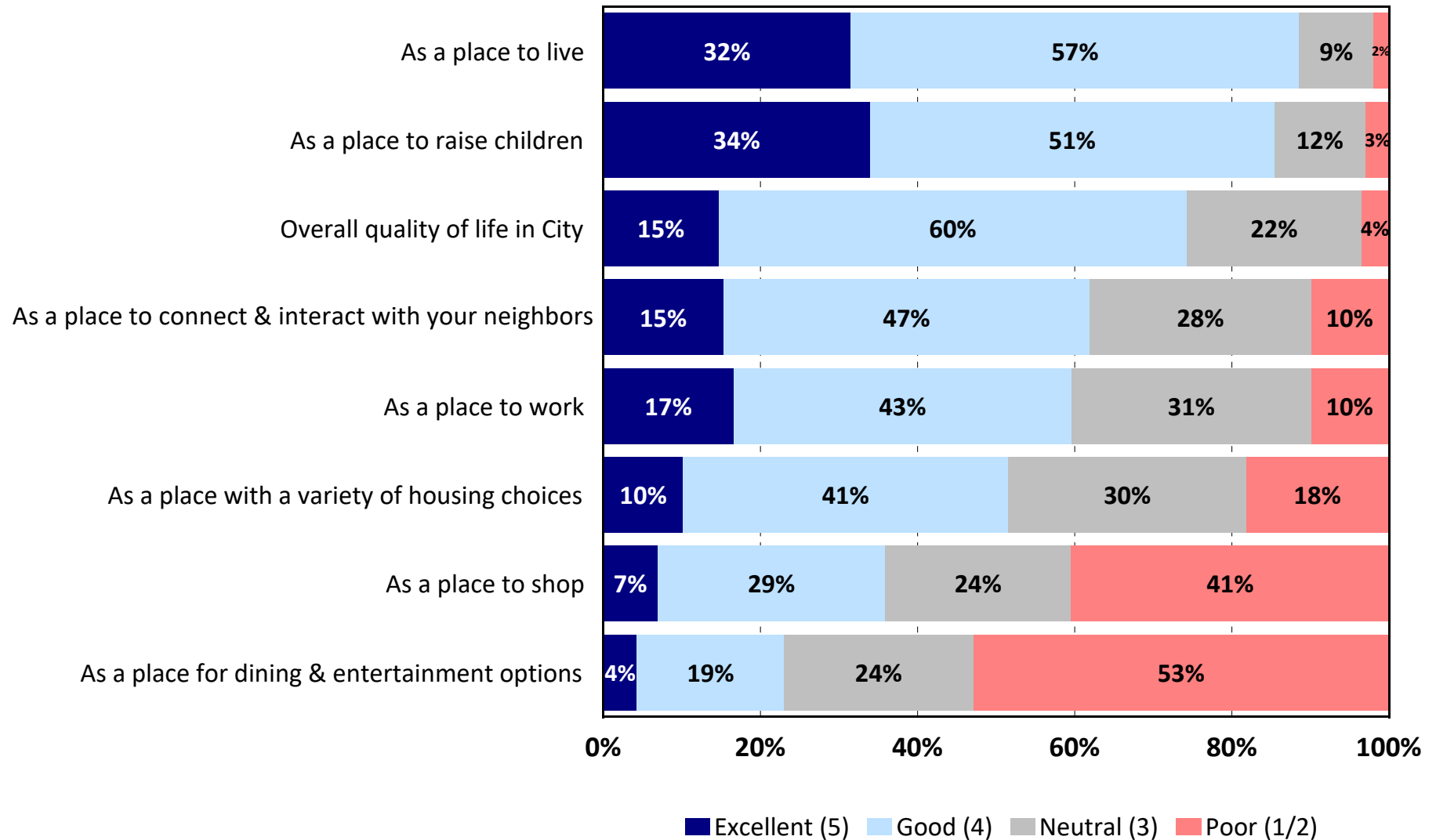
## Q15. In general, do you believe Shoreline is a welcoming and inclusive community?

by percentage of respondents



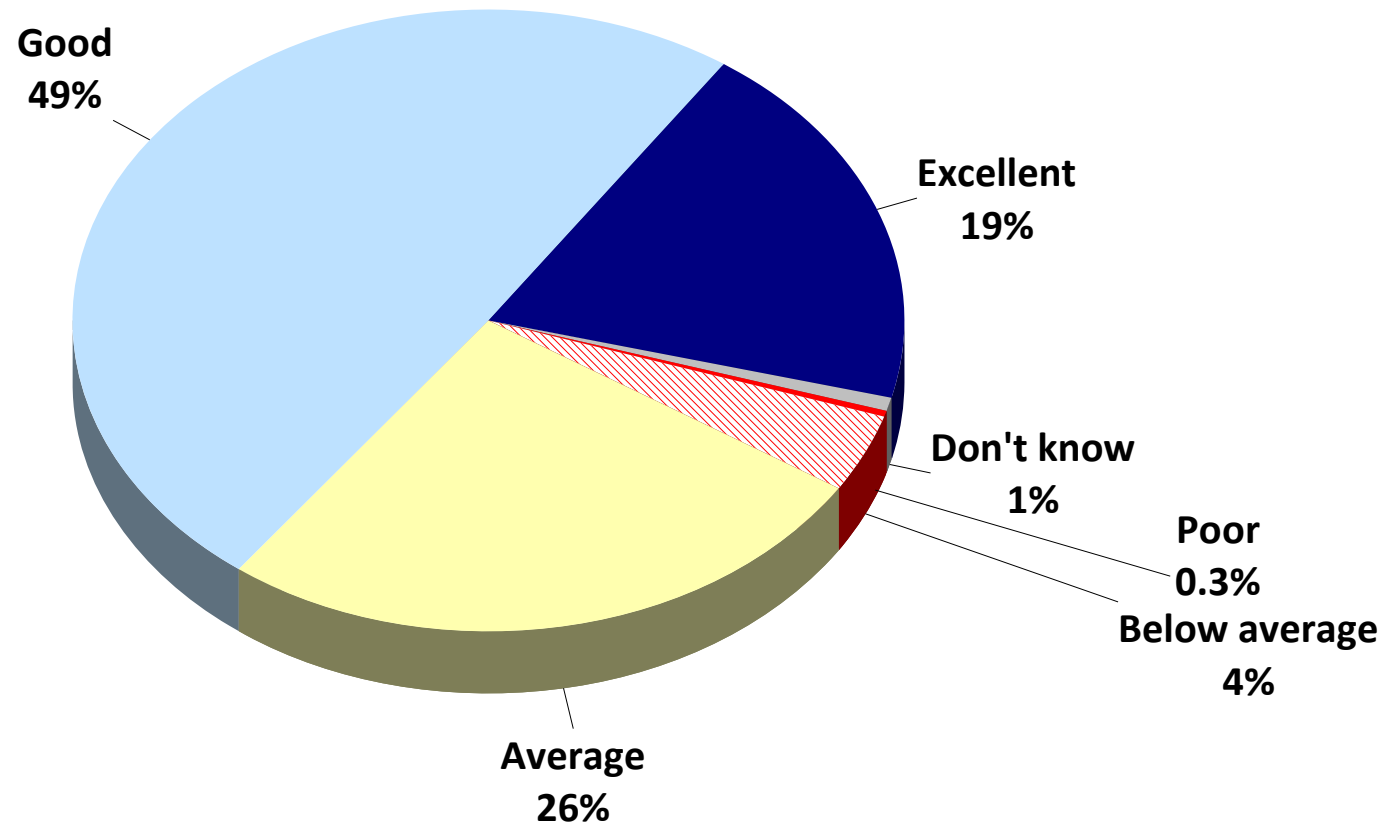
# Q16. How Respondents Rate Shoreline as a Place to Live, Work and Raise Children

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



# Q17. Overall, how would you rate the condition of your neighborhood?

by percentage of respondents

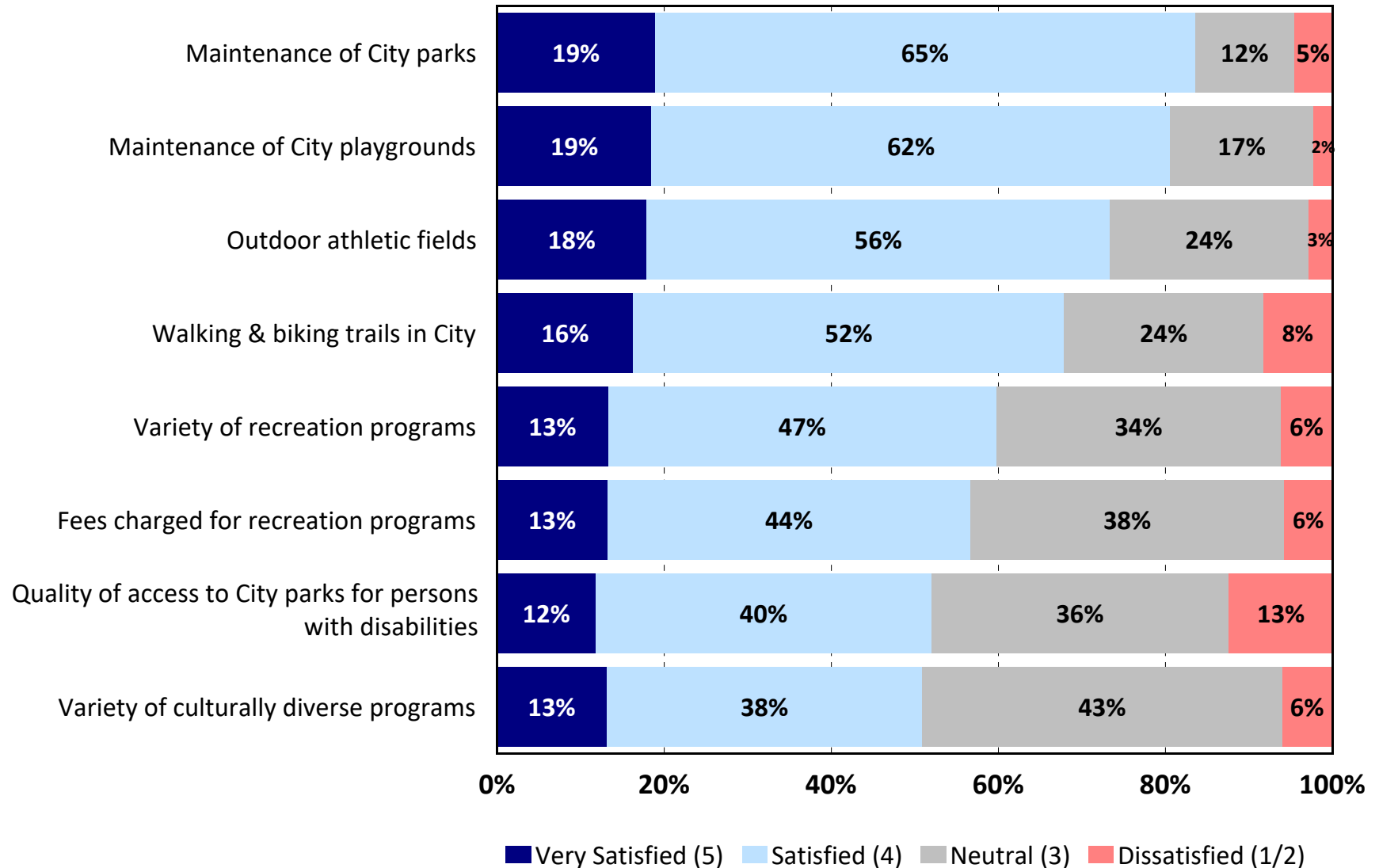




# Parks and Recreation

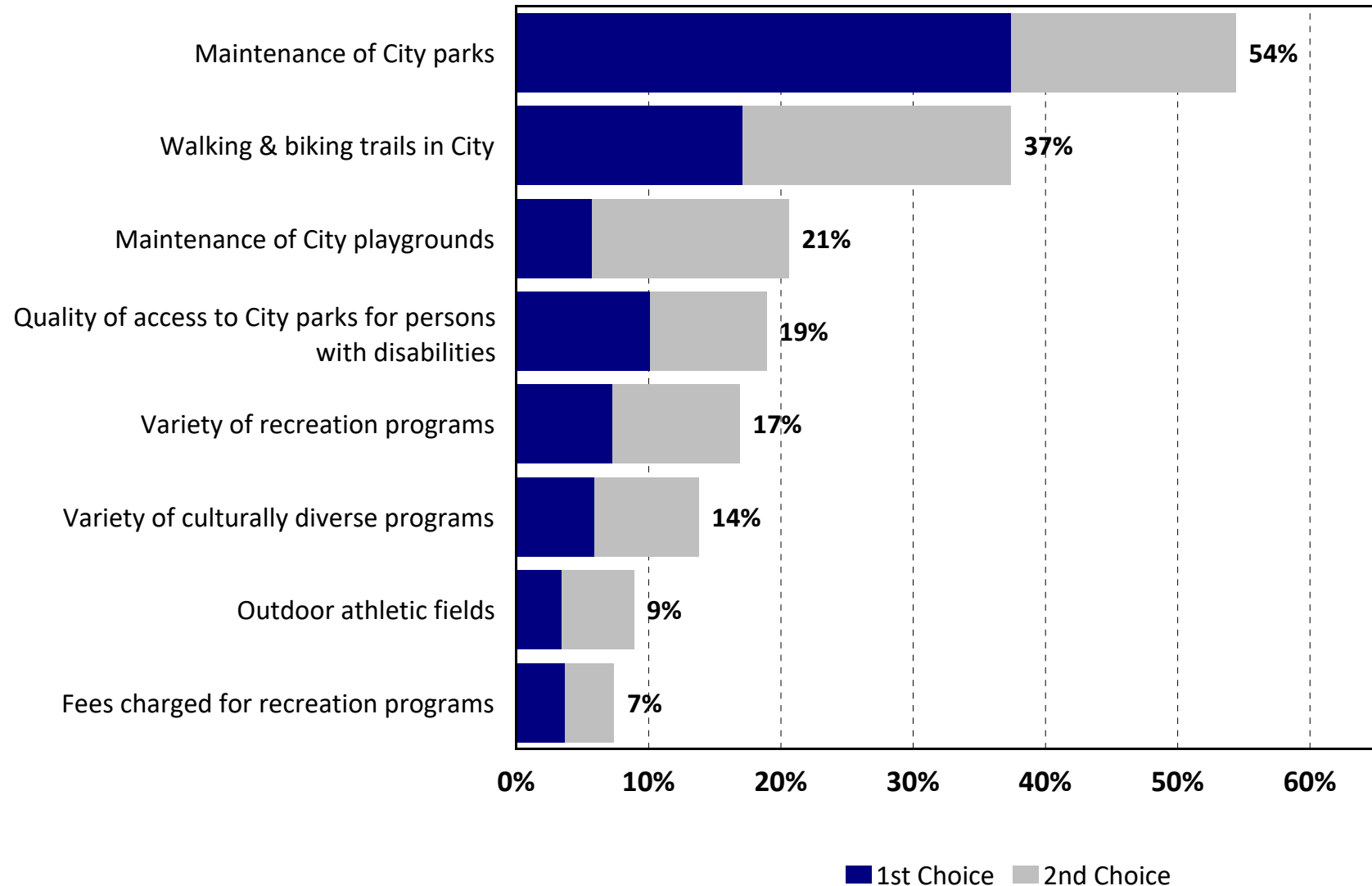
## Q18. Satisfaction with Parks and Recreation

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



## Q19. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

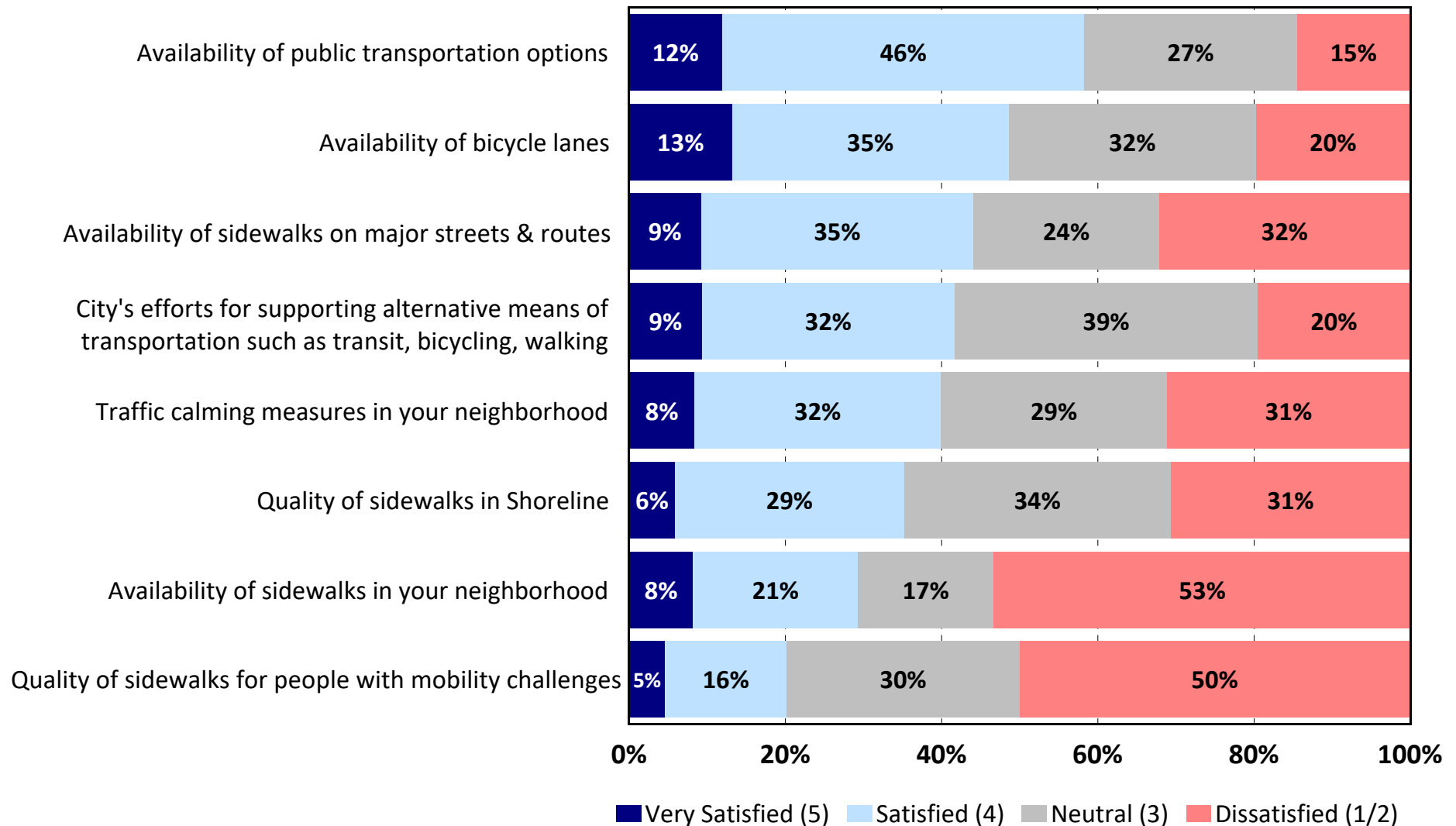
by percentage of respondents who selected the item as one of their top two choices



# Transportation and Land Use

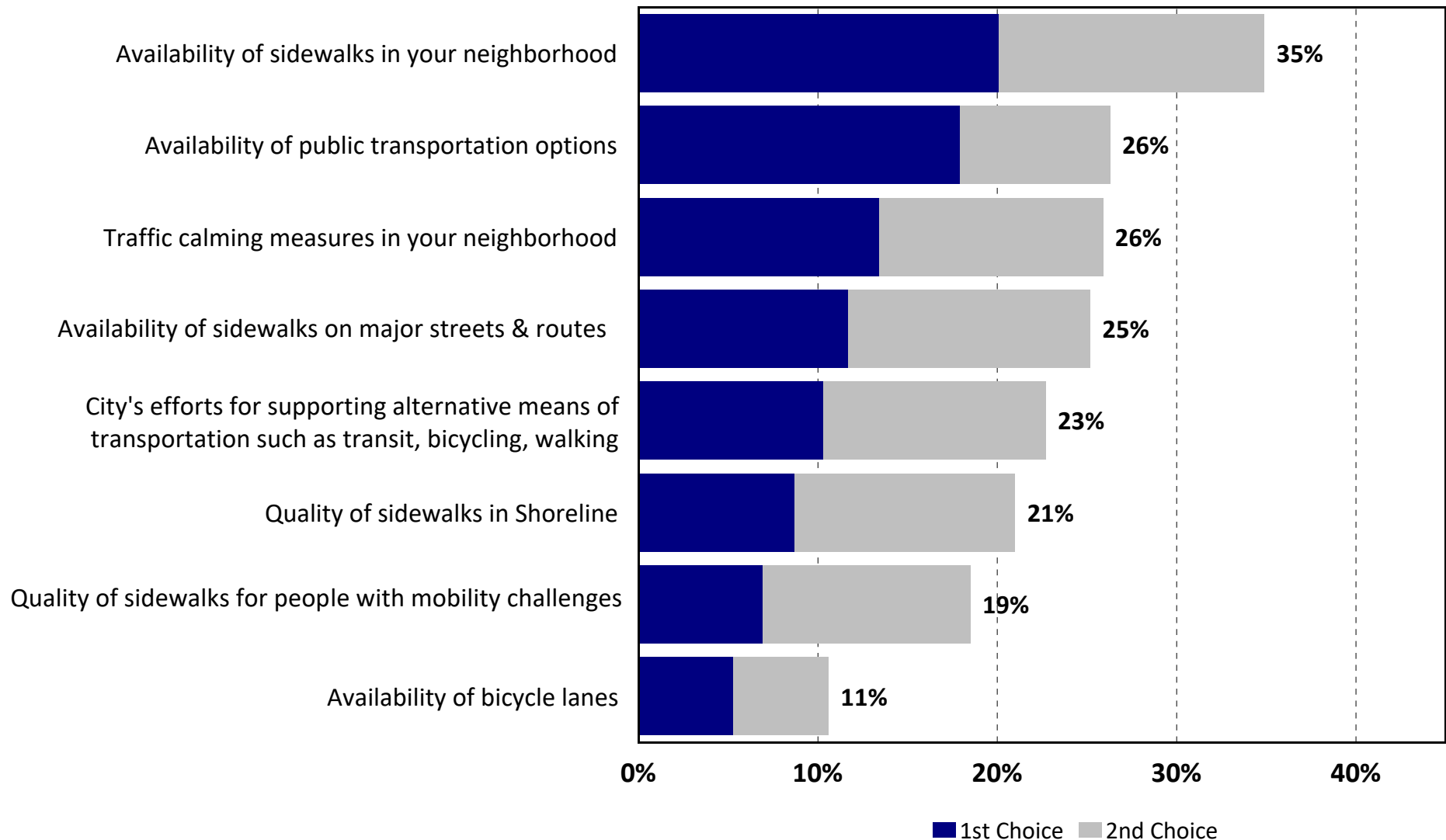
## Q20. Satisfaction with Transportation and Land Use

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



## Q21. Aspects of Transportation and Land Use That Should Receive the Most Emphasis Over the Next Two Years

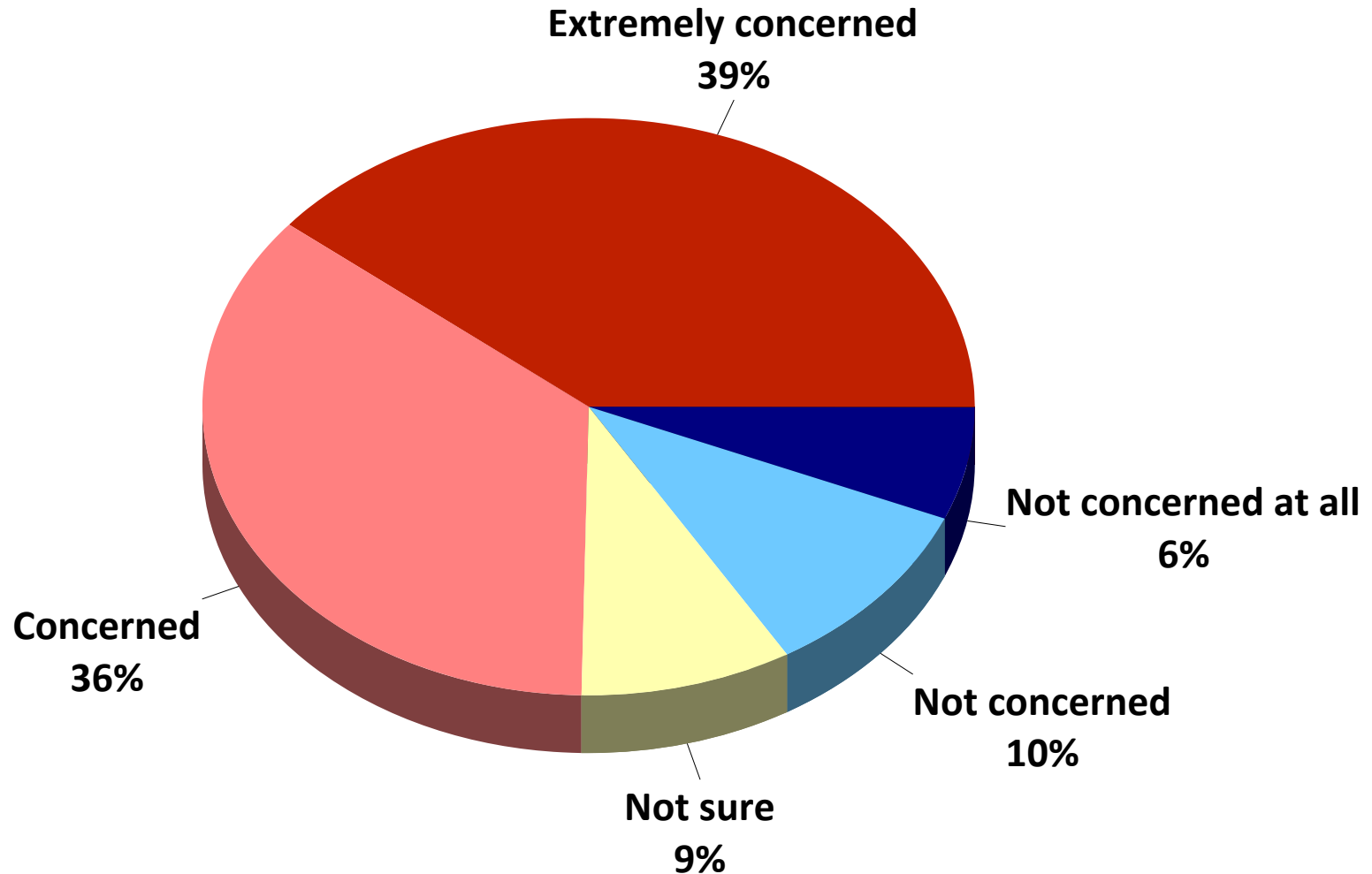
by percentage of respondents who selected the item as one of their top two choices



# Climate Change

## Q22. How concerned are you about climate change and its potential impact on our community?

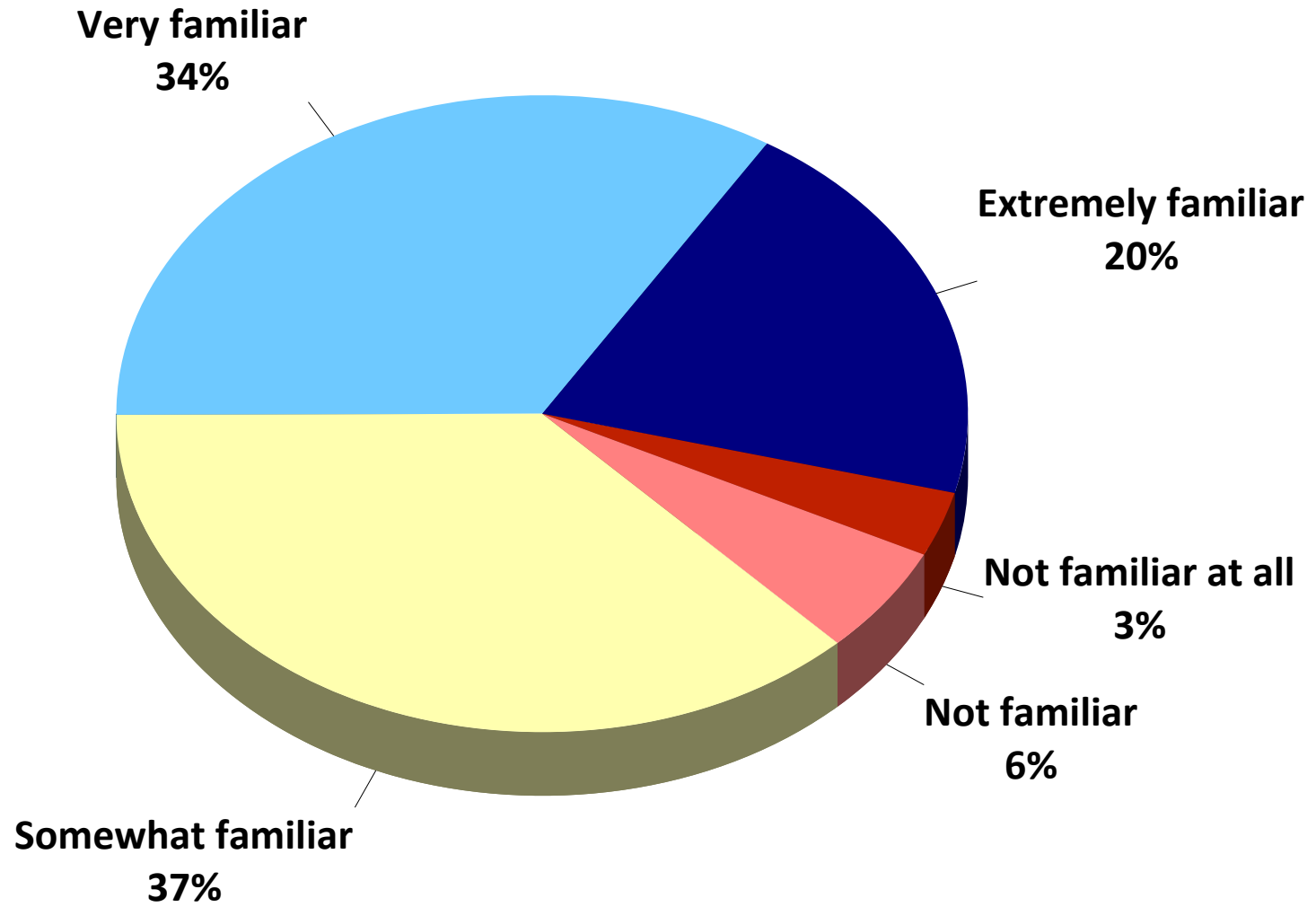
by percentage of respondents (excluding not provided)





## Q23. How familiar are you with the actions you can take to address climate change in your everyday life?

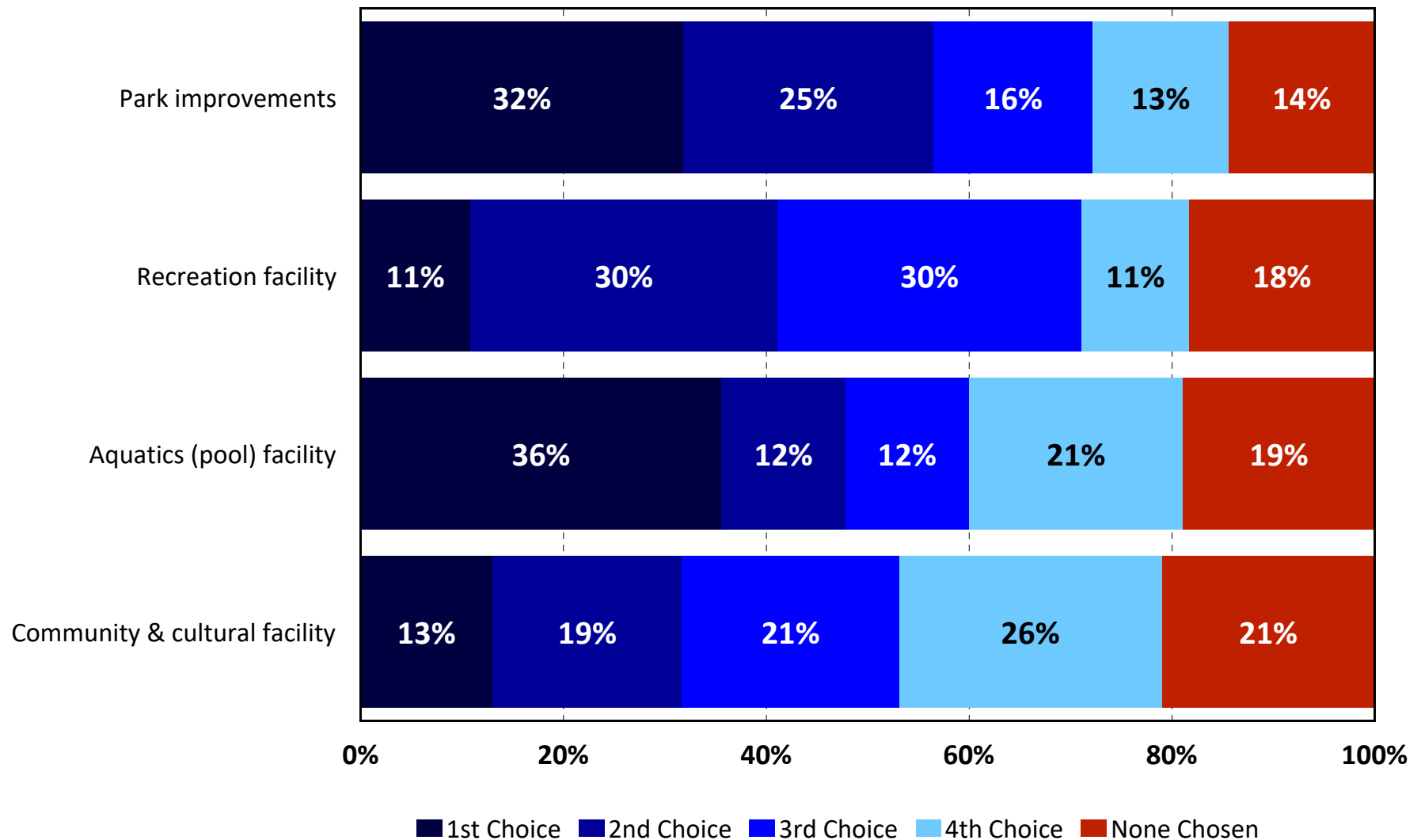
by percentage of respondents (excluding not provided)



# Capital Investments for Parks and Recreation

## Q24. How Respondents Would Prioritize Capital Projects for Parks and Recreation Over the Next Decade

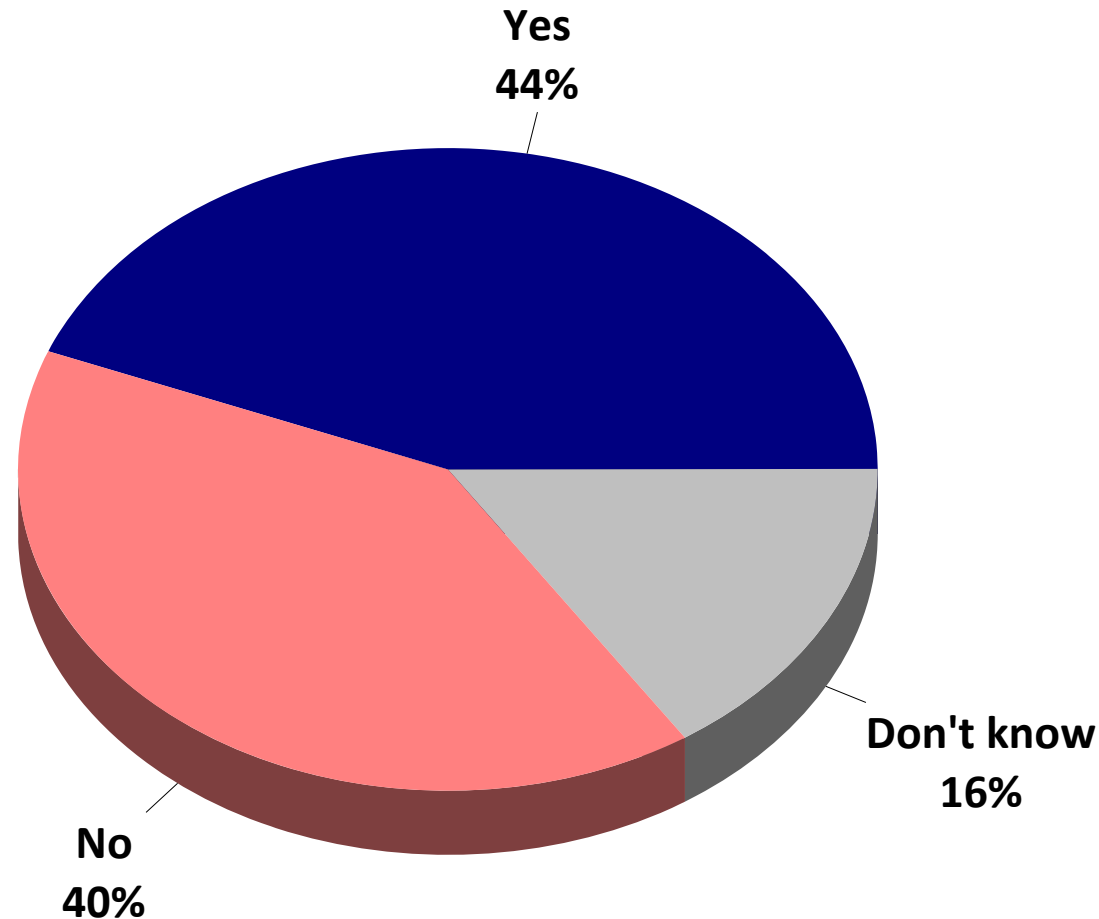
by percentage of respondents who selected the item as one of their top five choices



# Tree Preservation

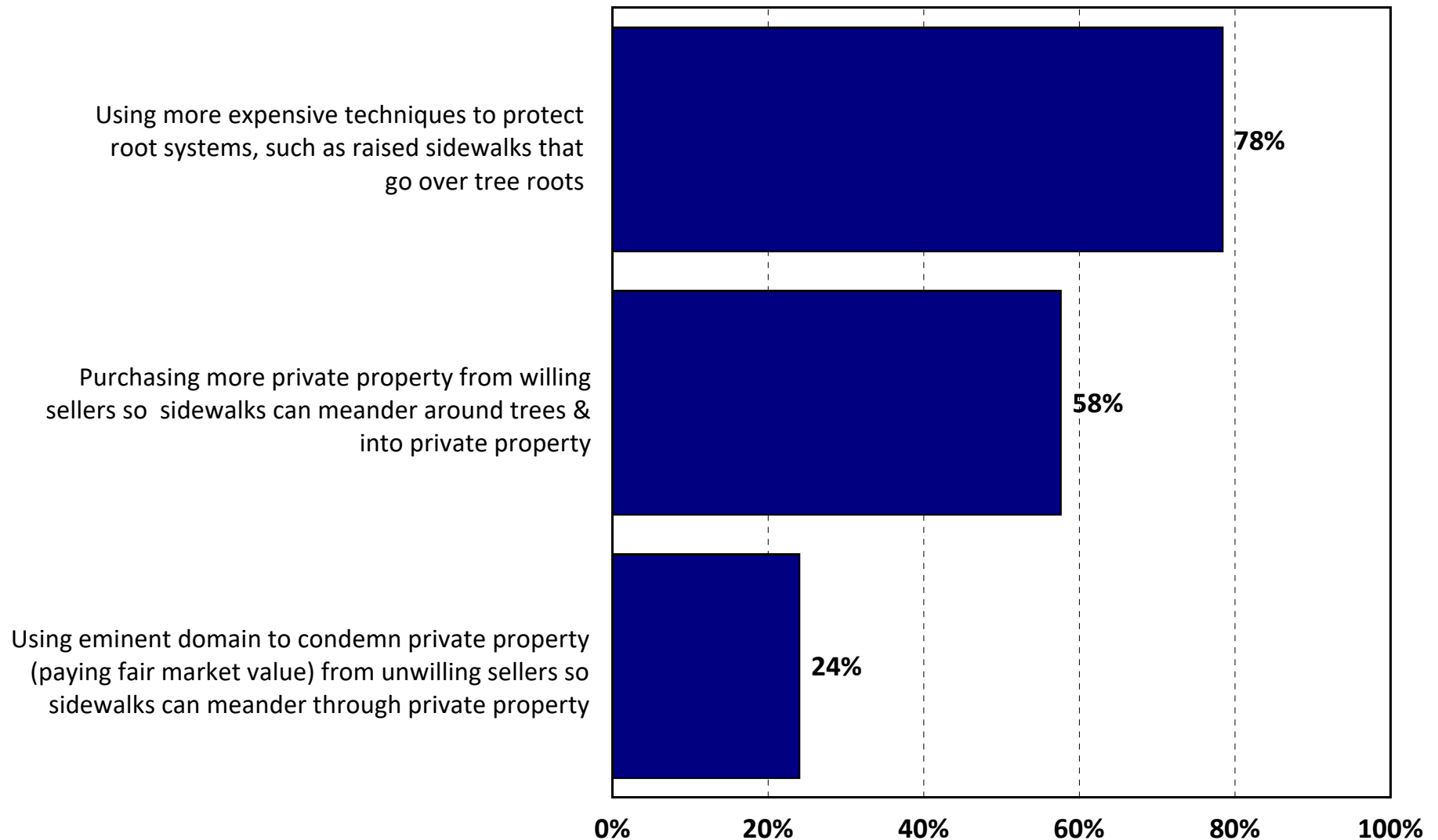
## Q25. Would you be willing to pay more in taxes (property tax, sales tax, or vehicle license fee) to preserve more trees in the City?

by percentage of respondents



## Q25a. Methods of Preserving Trees That Respondents Would be Willing to Pay Additional Taxes to Support

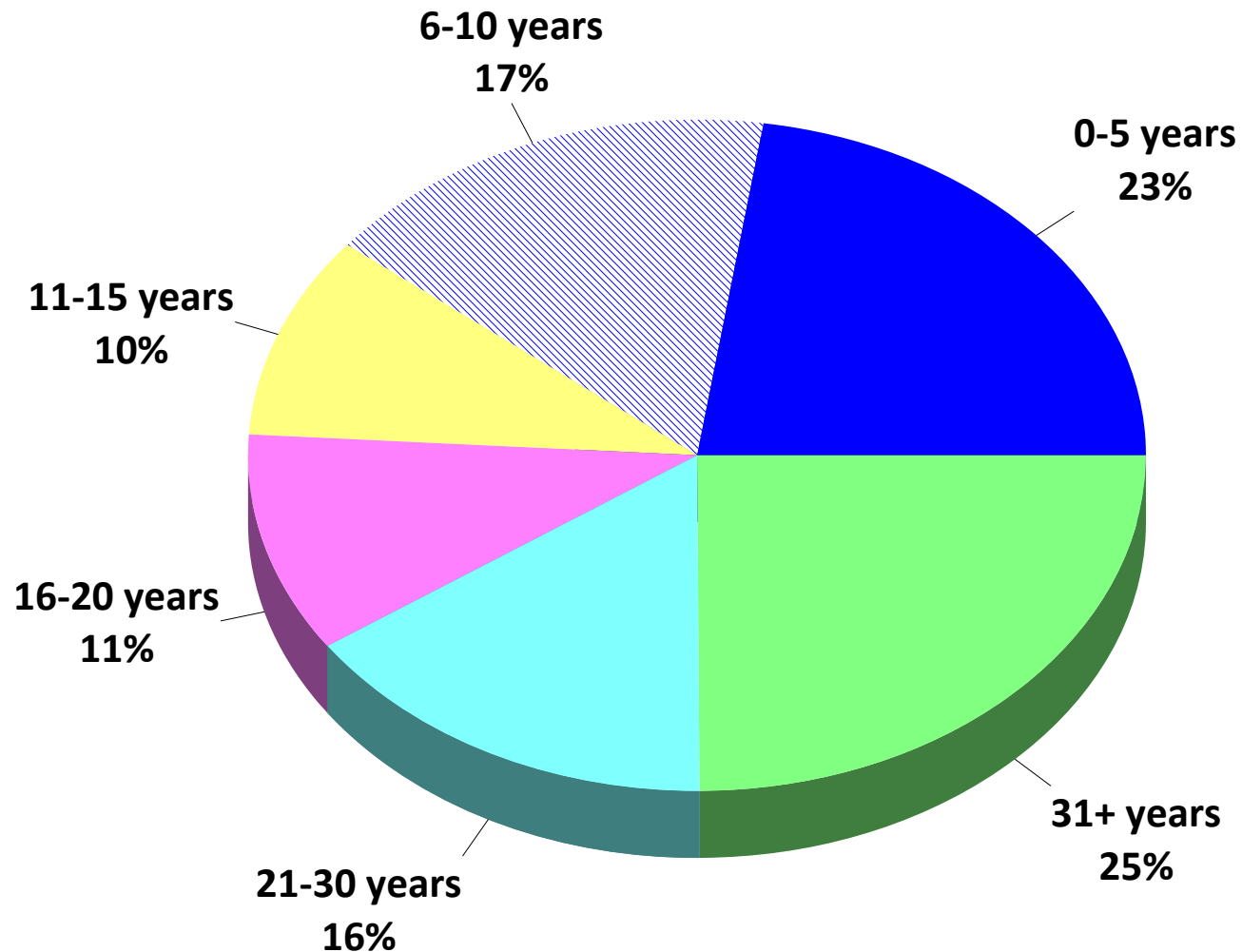
by percentage of respondents who answered "yes" to Q25 (multiple choices could be made)



# Demographics

## Q26. Demographics: How many years have you lived in the City of Shoreline?

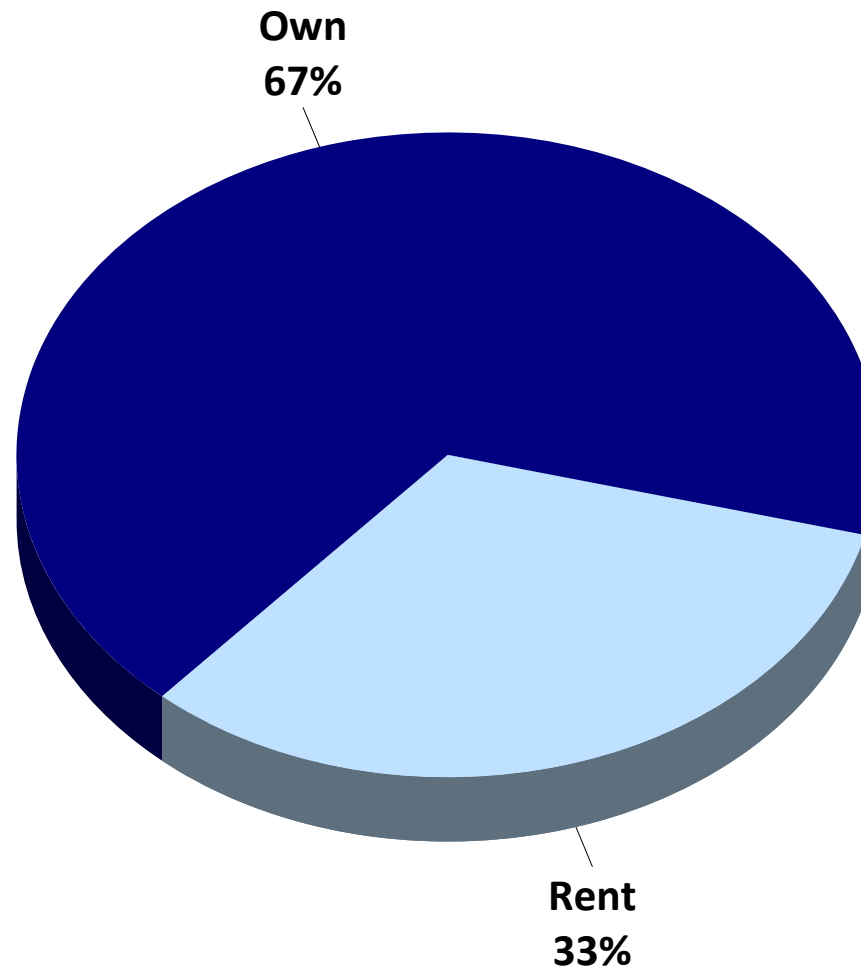
by percentage of respondents





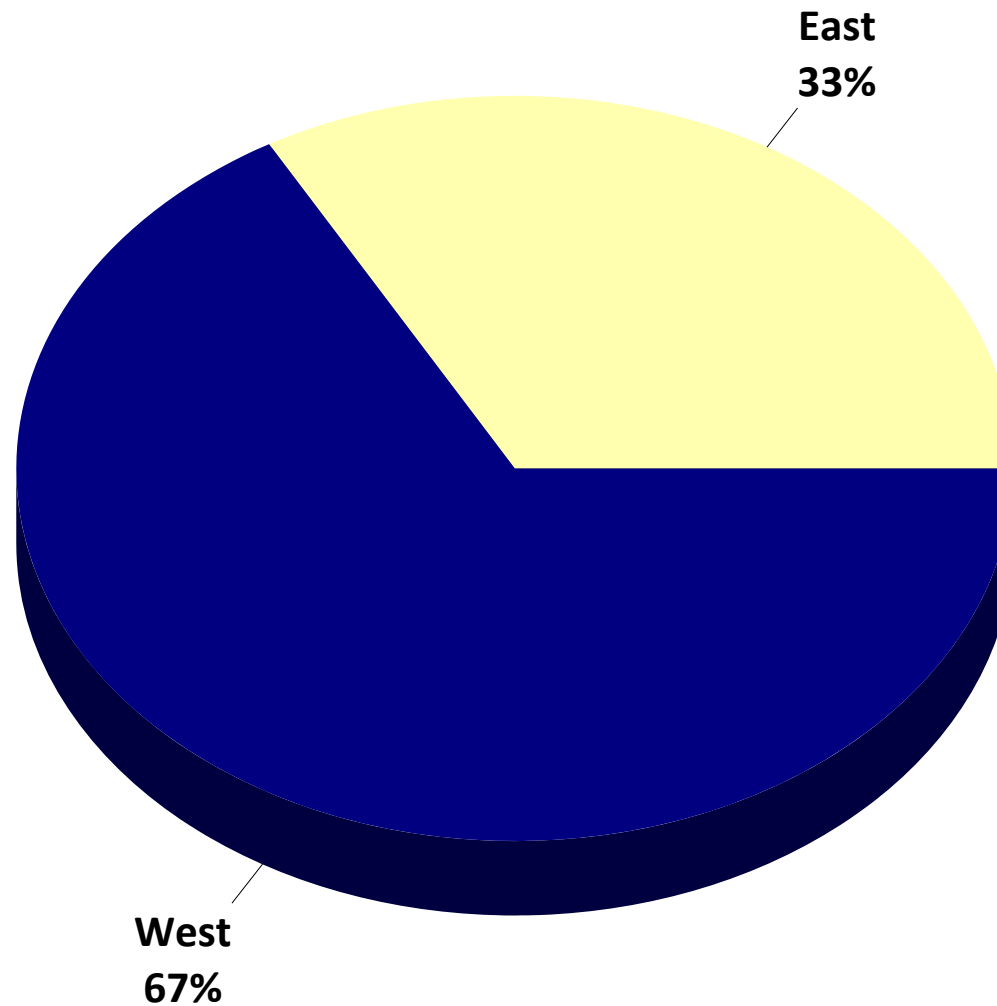
## Q27. Demographics: Do you rent or own your current residence?

by percentage of respondents



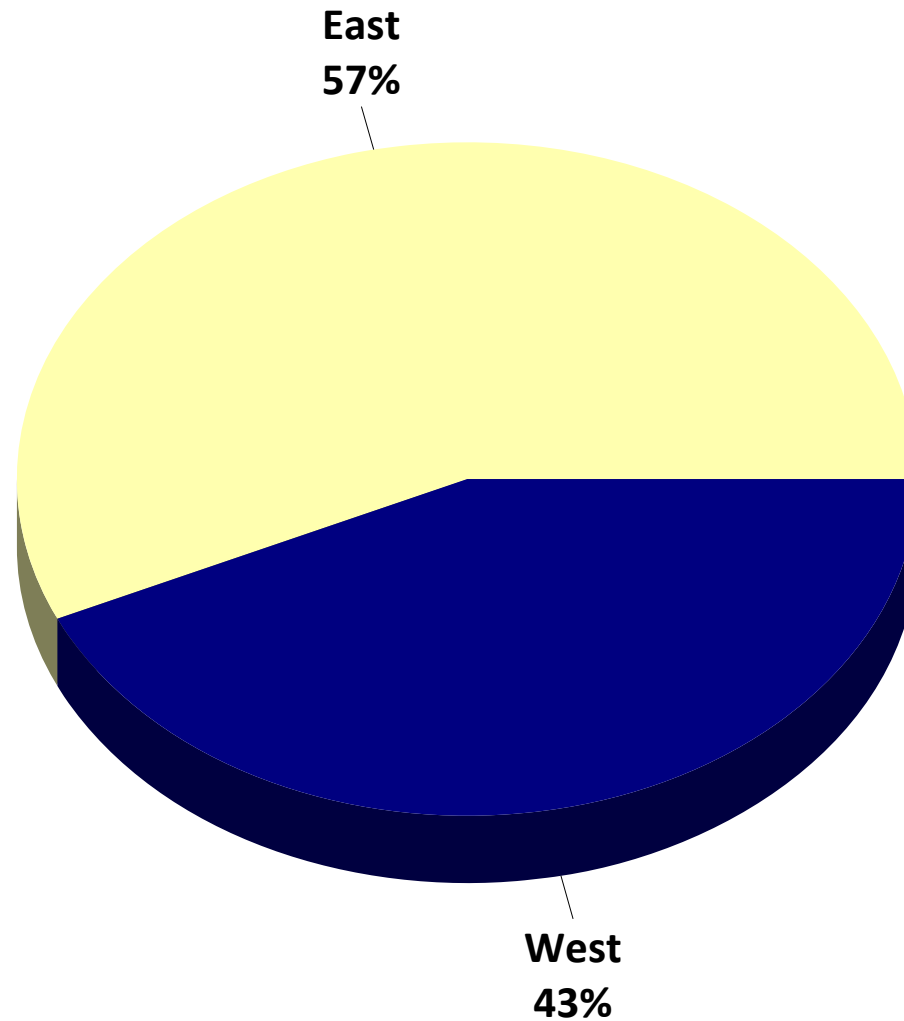
## Q28. Demographics: Do you live east or west of I-5?

by percentage of respondents



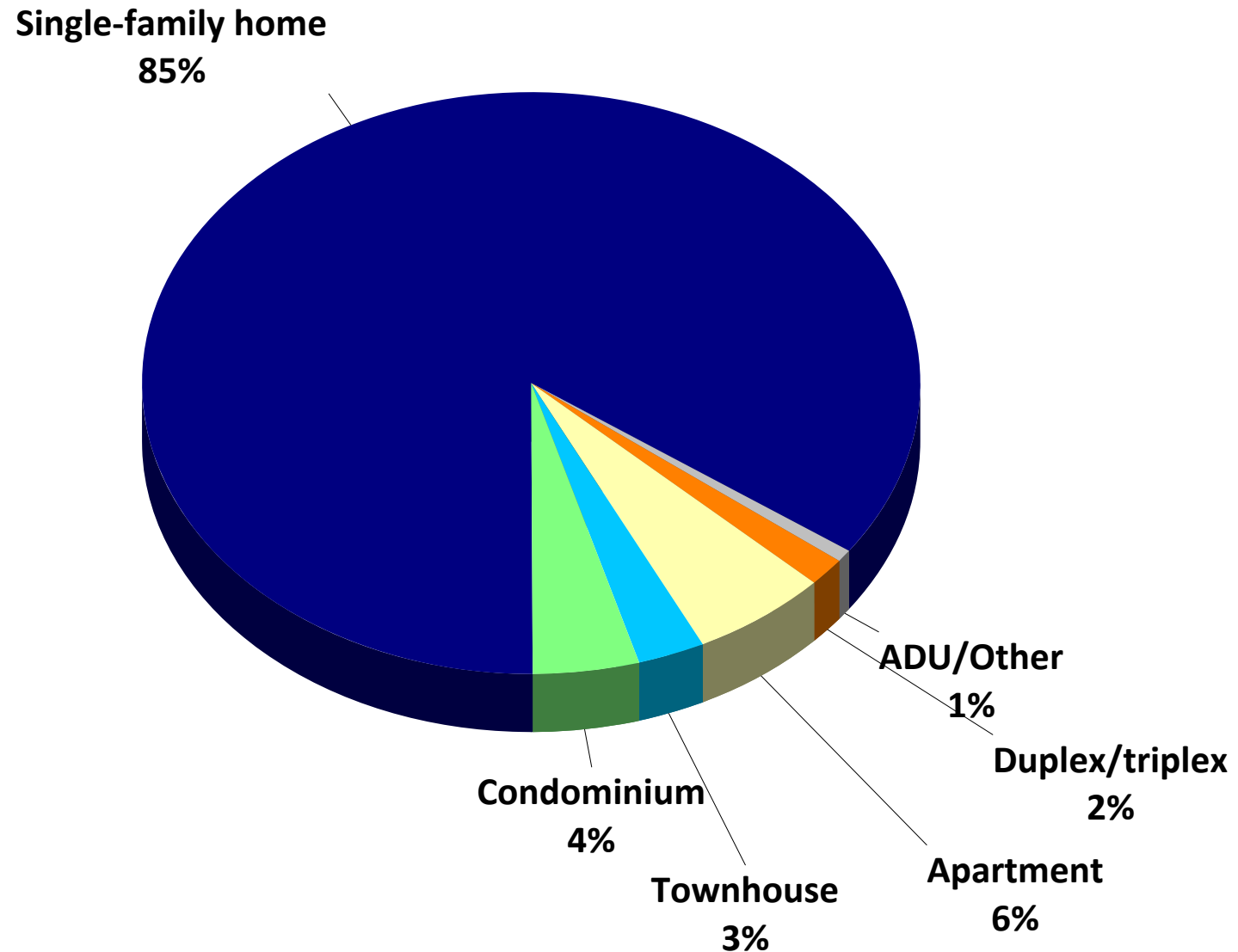
## Q29. Demographics: Do you live east or west of Aurora Avenue N.?

by percentage of respondents



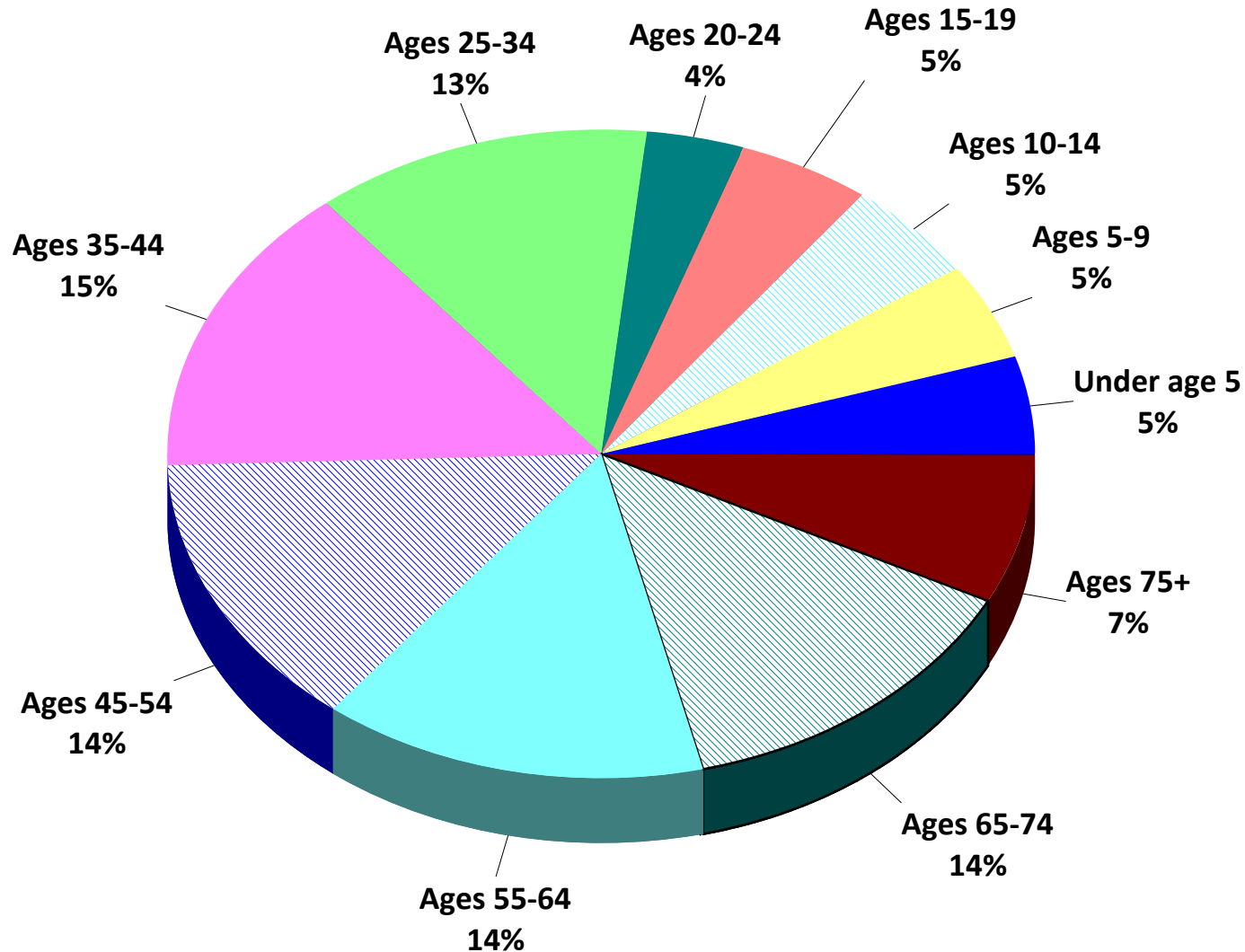
# Q30. Demographics: What type of residence do you live in?

by percentage of respondents



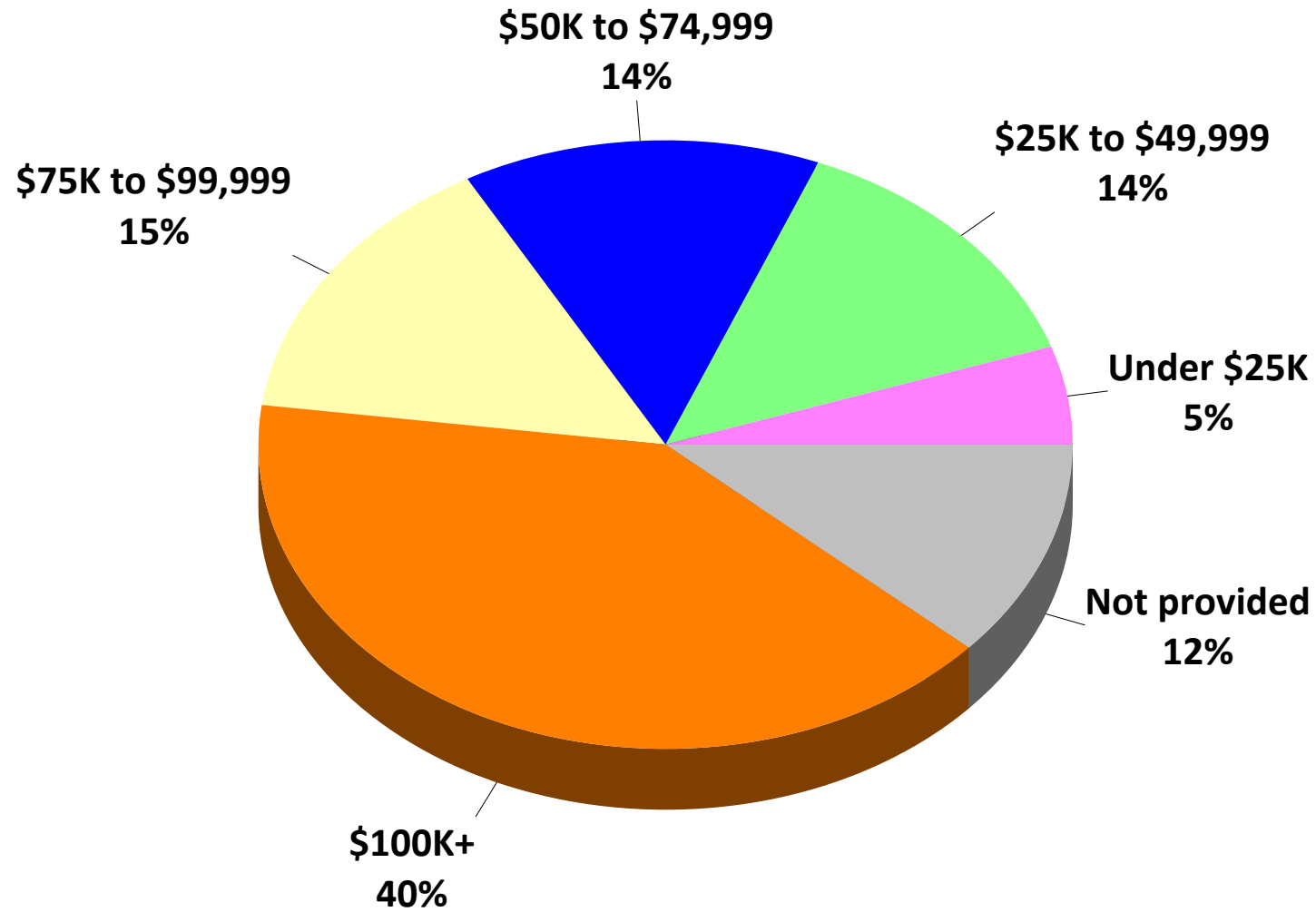
## Q31. Demographics: Counting yourself, how many people in your household are...

by percentage of persons in the household



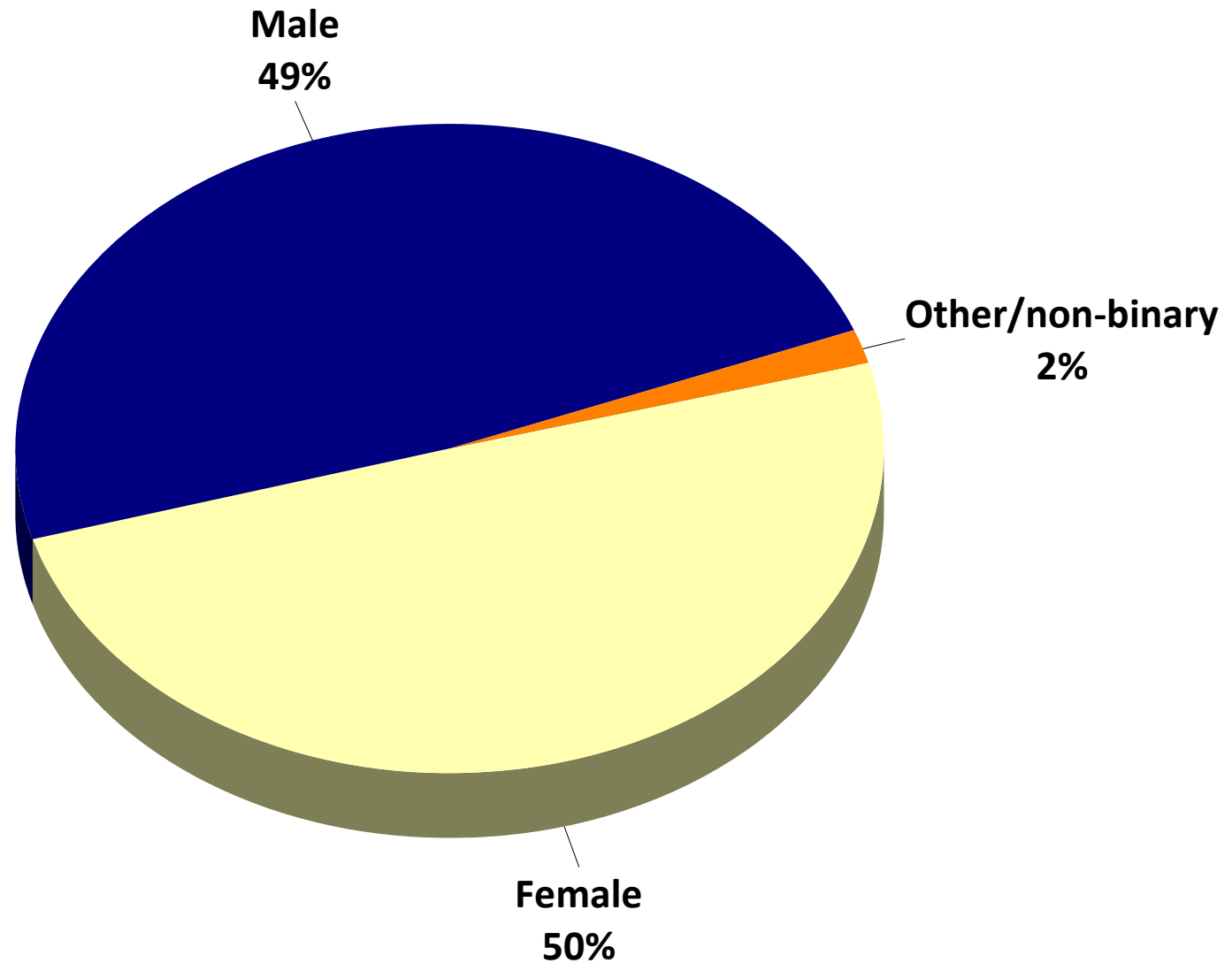
## Q32. Demographics: Annual Household Income

by percentage of respondents



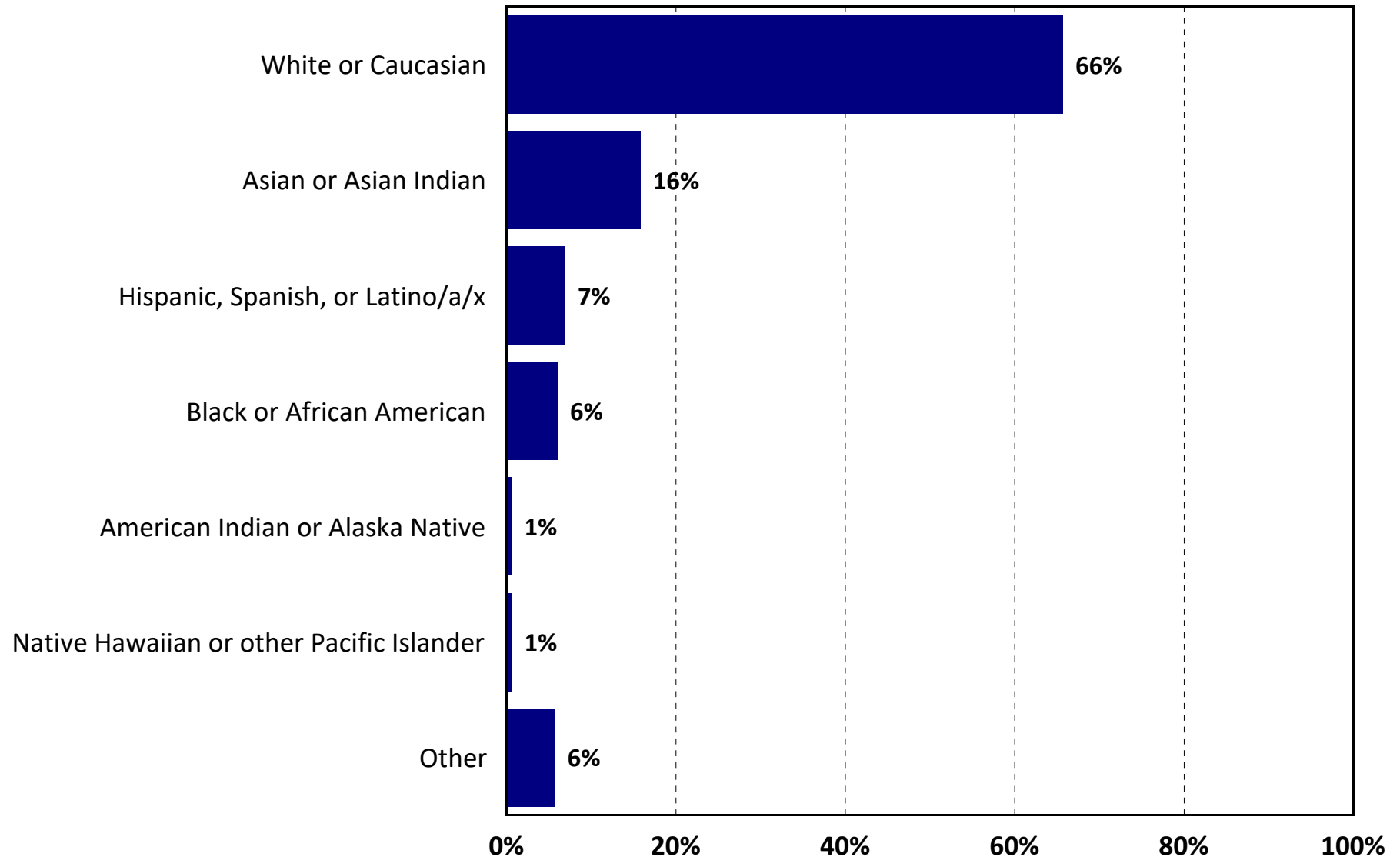
## Q33. Demographics: Gender Identity

by percentage of respondents



## Q34. Demographics: Race/Ethnicity

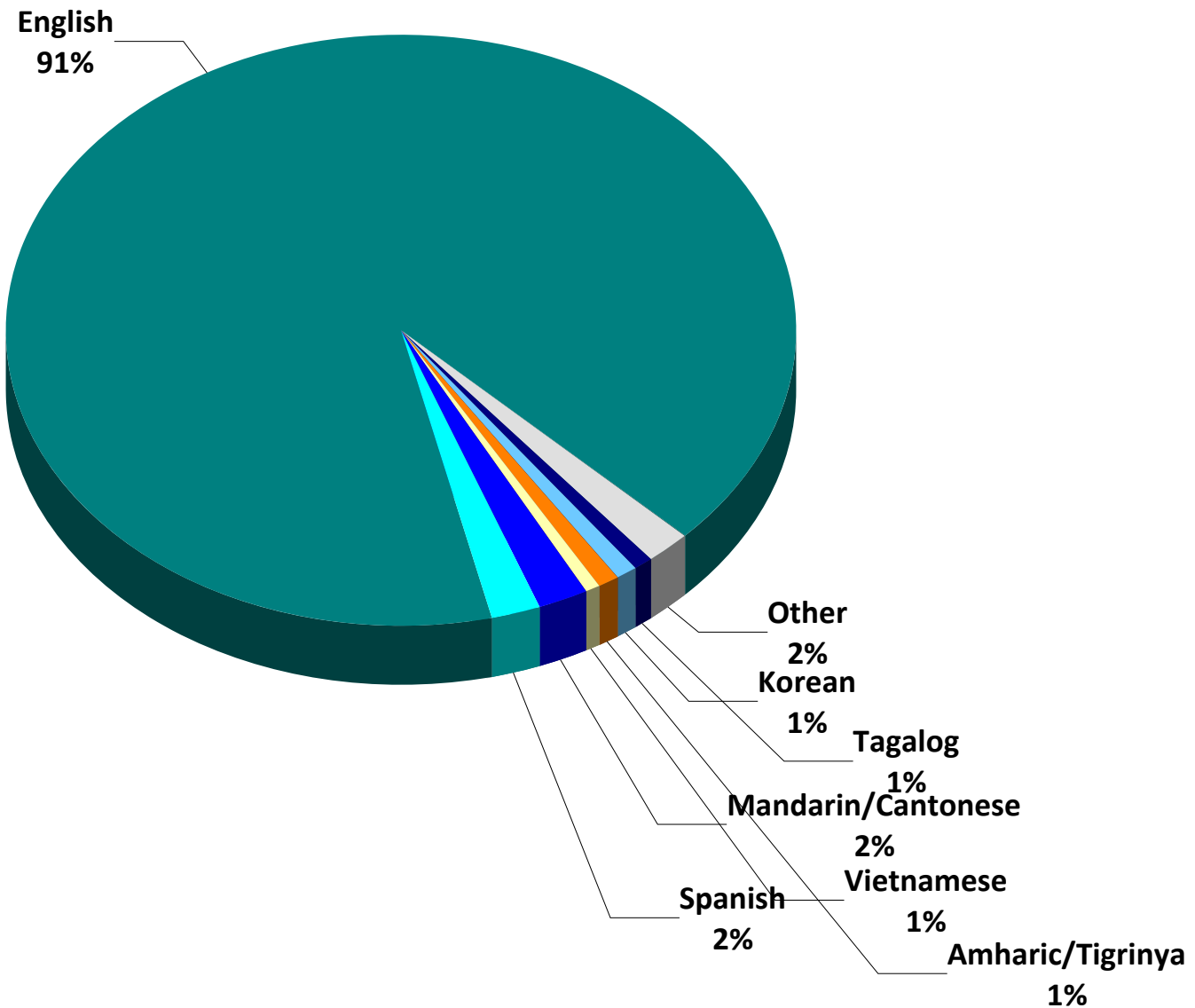
by percentage of respondents (multiple selections could be made)





## Q35. Demographics: What is the primary language spoken in your home?

by percentage of respondents



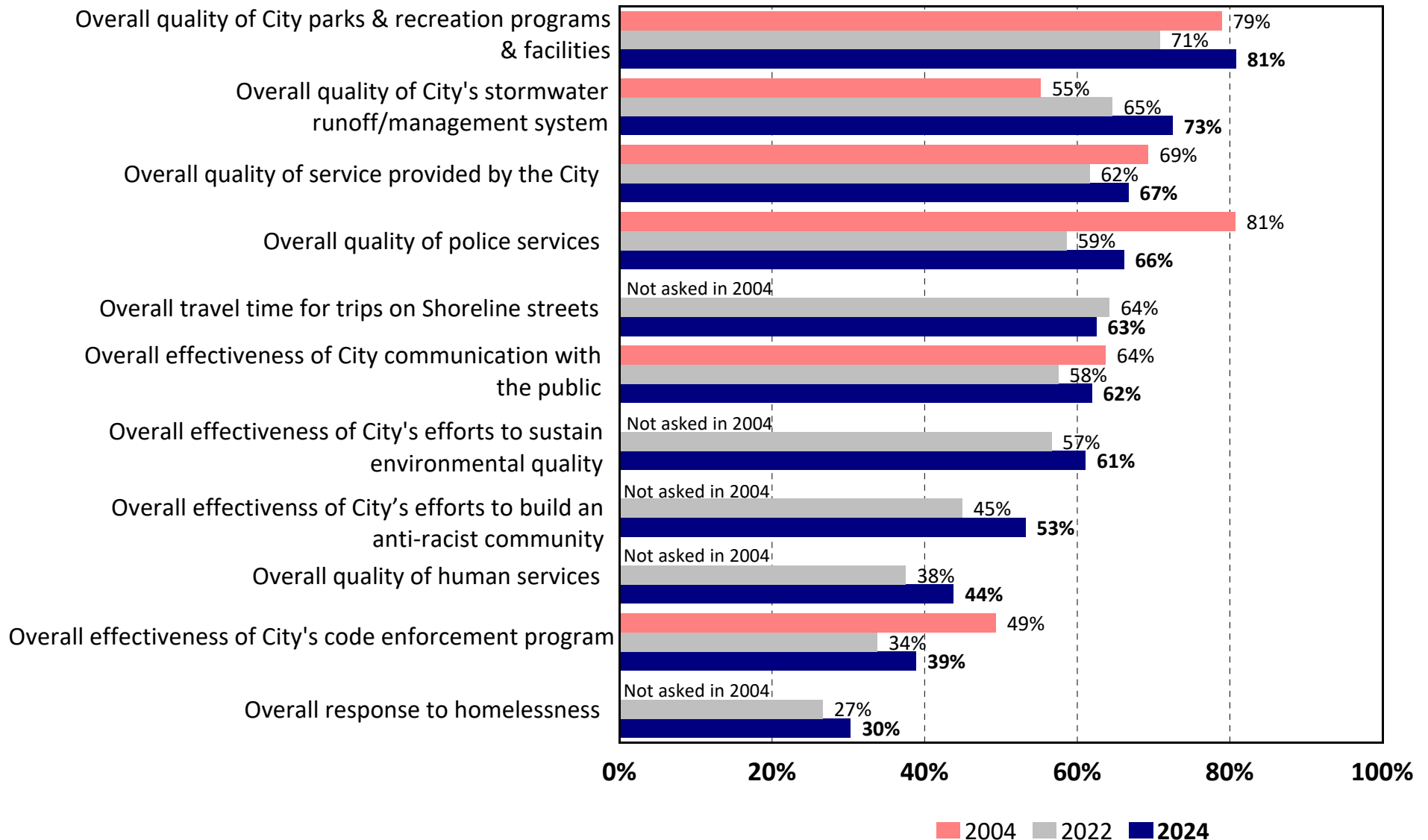
# 2

## Trend Charts

# Overall Satisfaction With City Services by Major Category

## *Trends - 2004, 2022 and 2024*

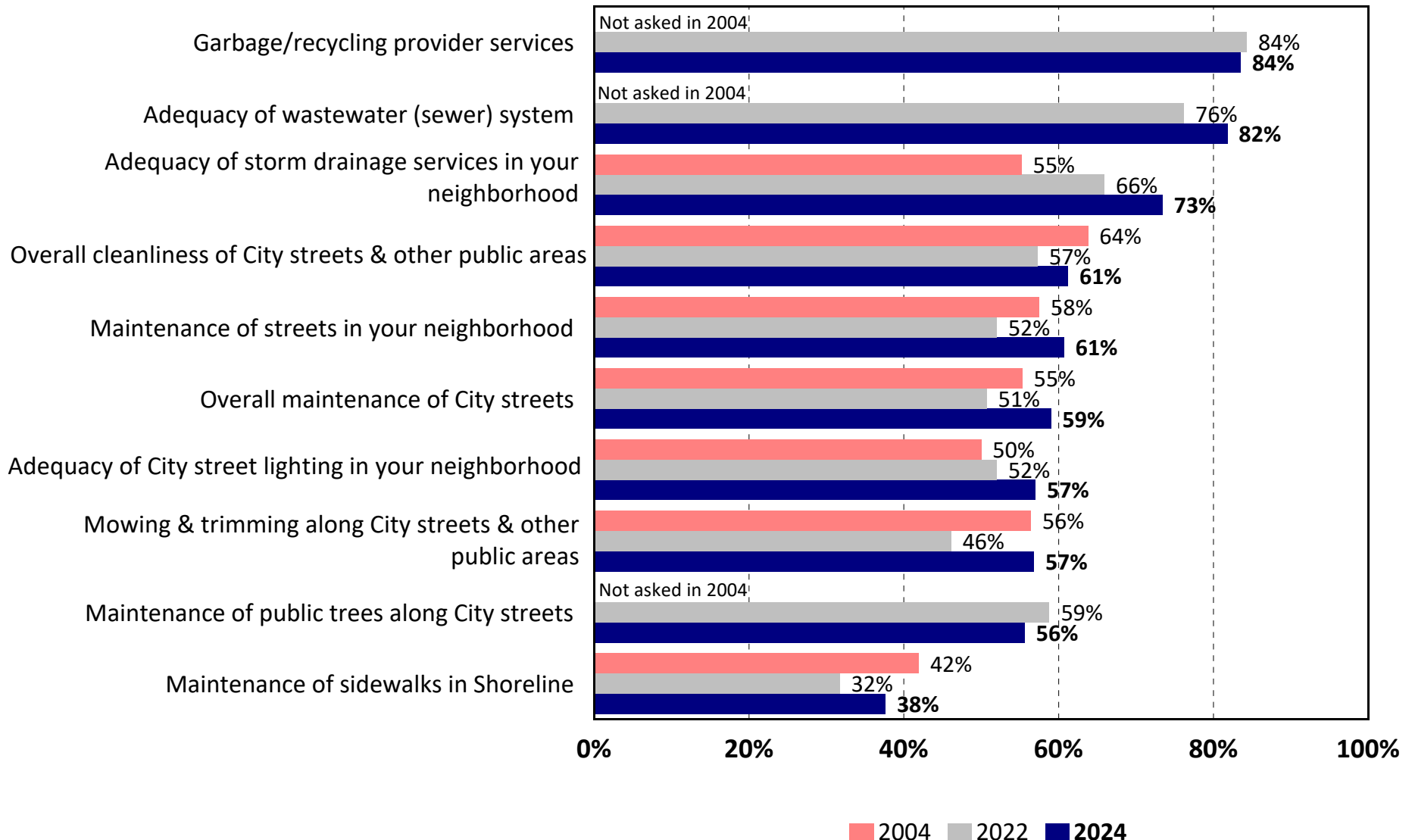
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Satisfaction Ratings for City Maintenance

## *Trends - 2004, 2022 and 2024*

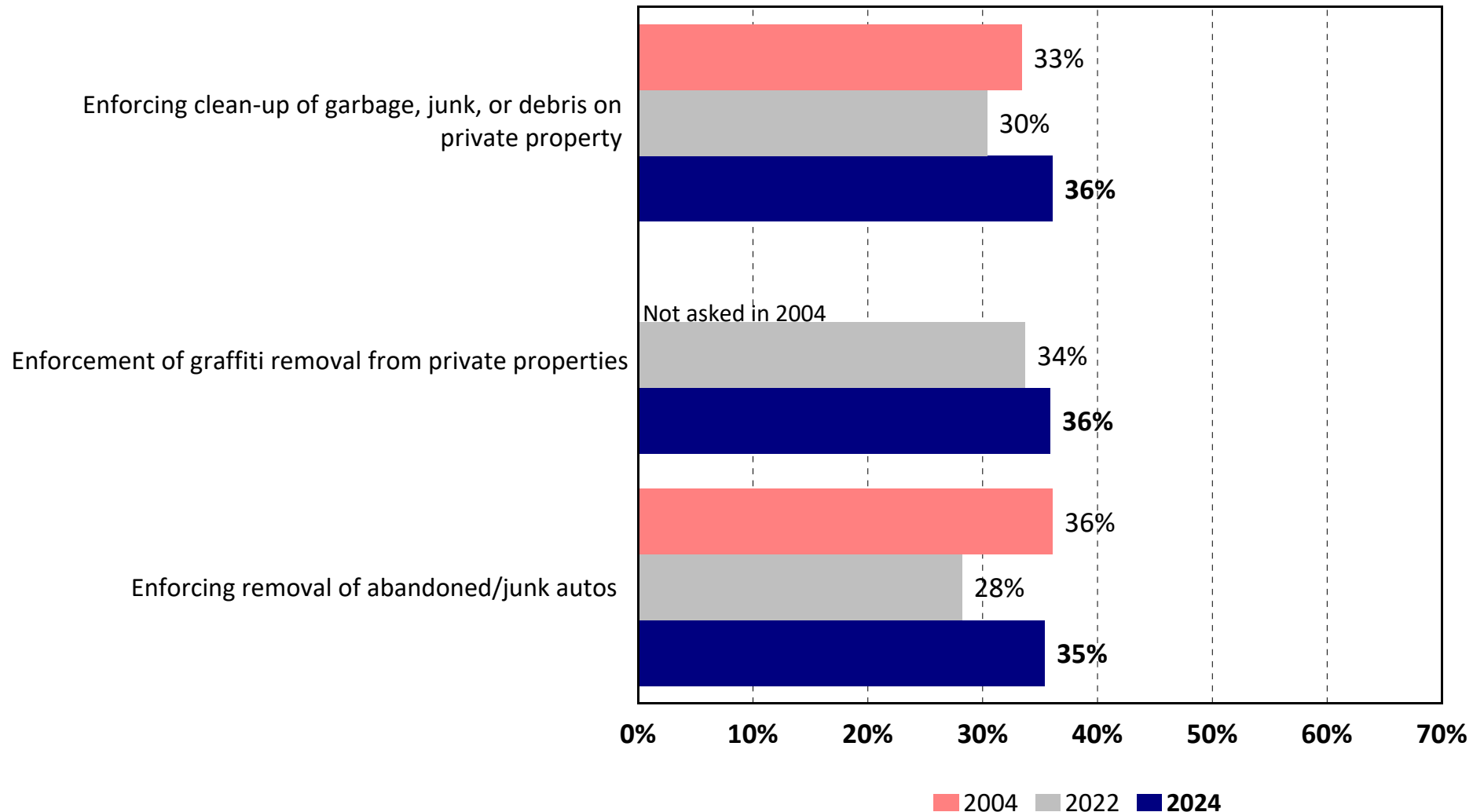
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Satisfaction Ratings for the Enforcement of Codes and Ordinances

## *Trends - 2004, 2022 and 2024*

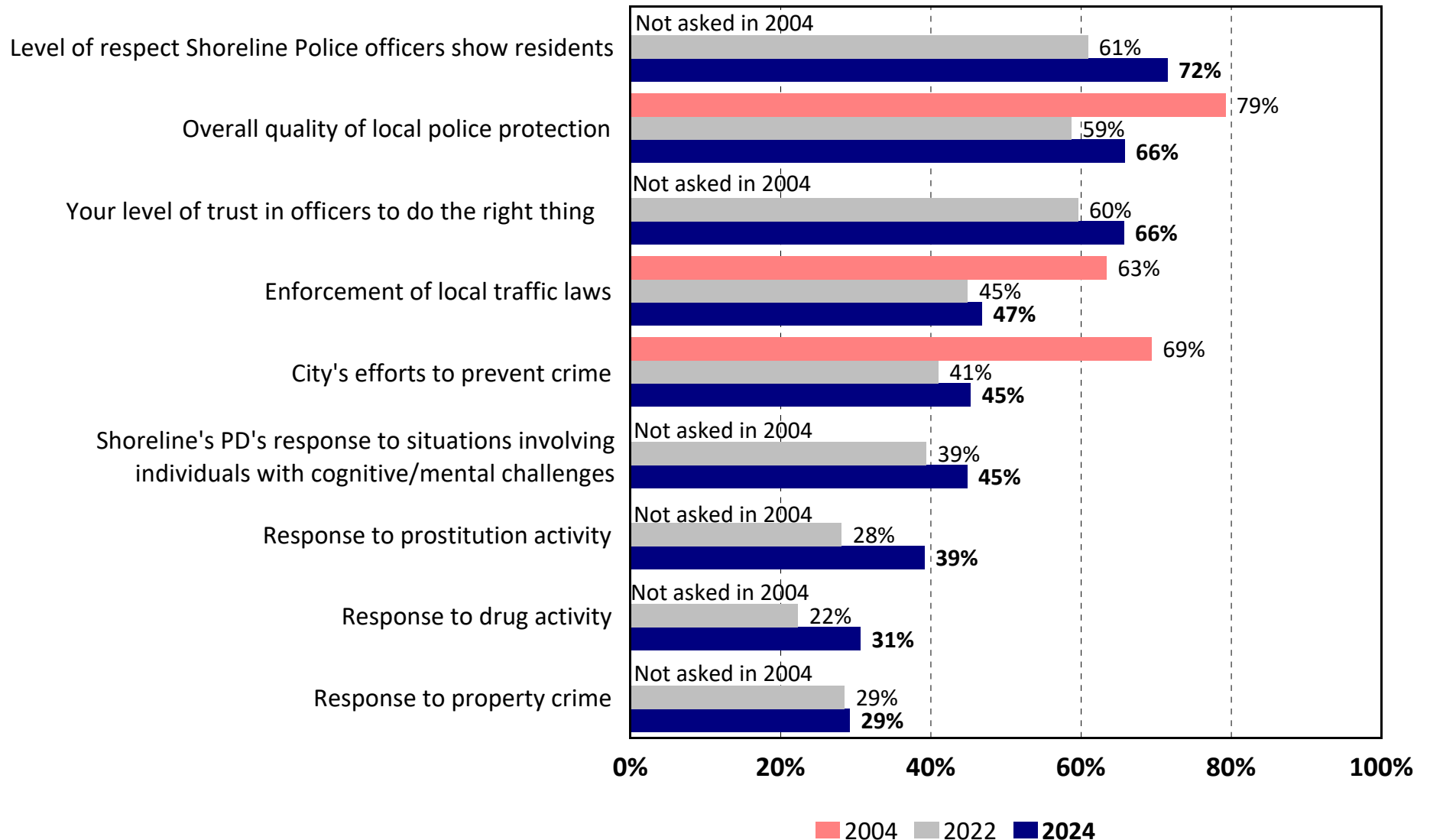
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Satisfaction Ratings for Public Safety

## *Trends - 2004, 2022 and 2024*

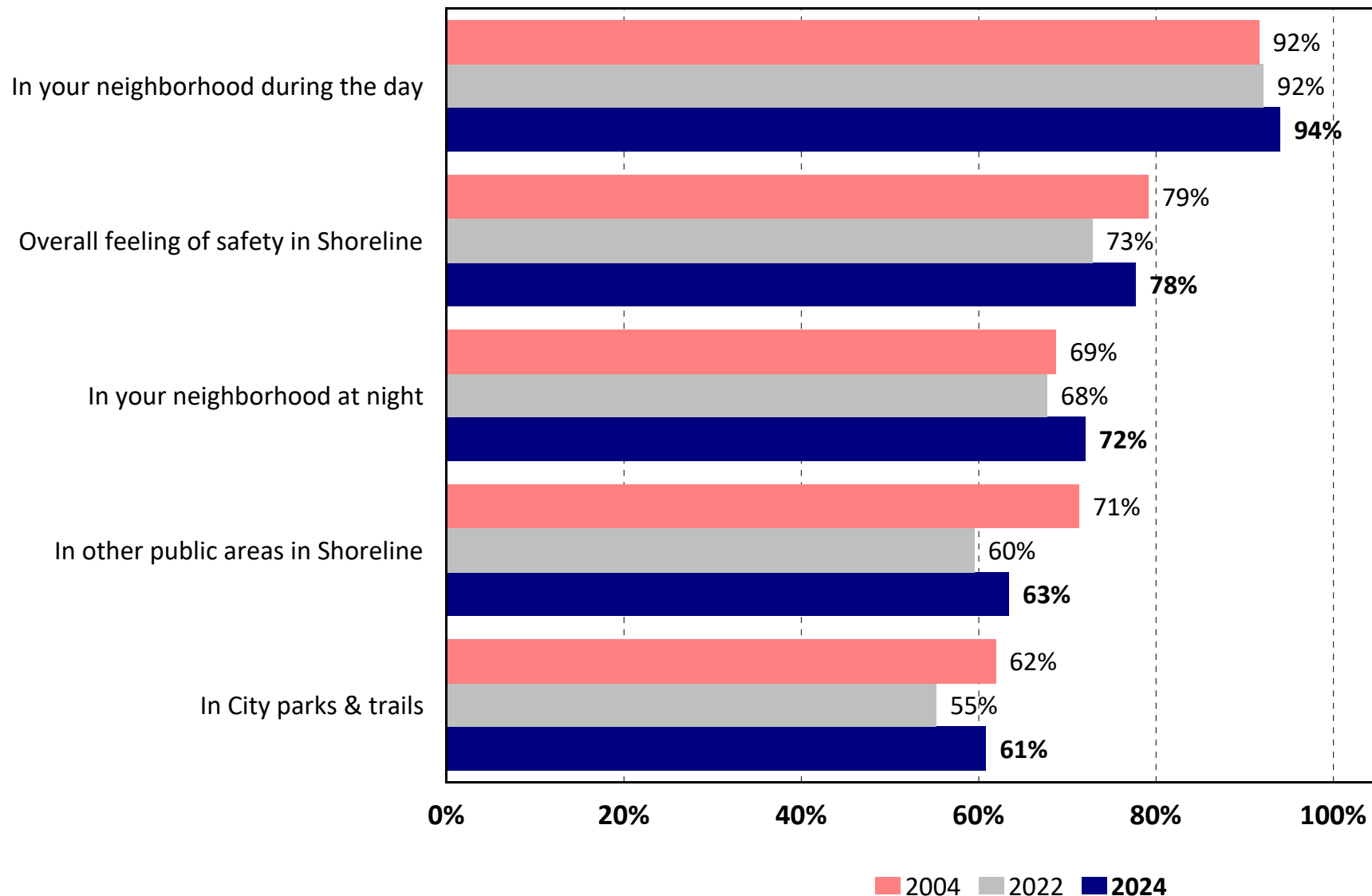
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Feeling of Safety in Various Situations

## *Trends - 2004, 2022 and 2024*

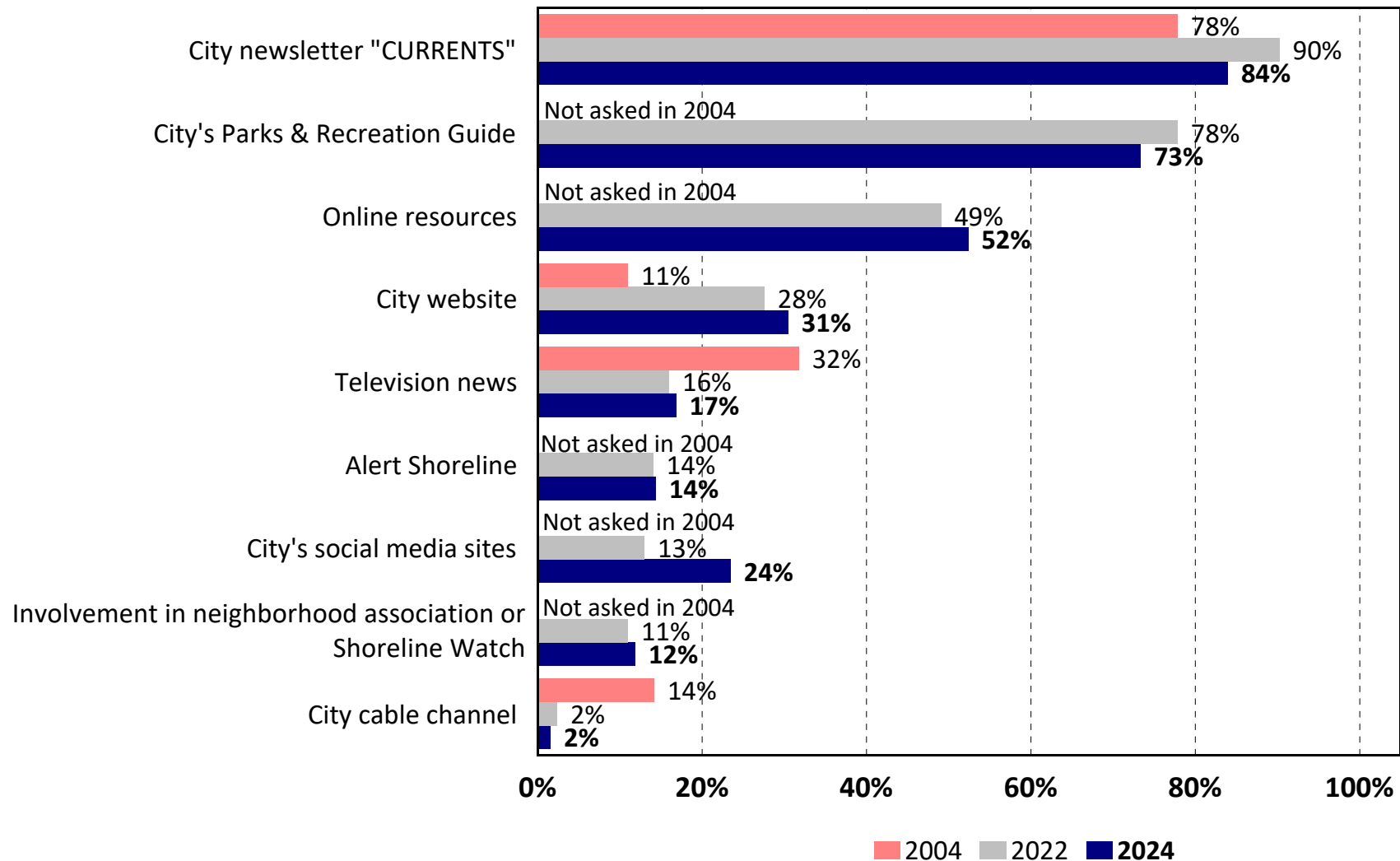
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# How Residents Receive Information About City Issues, Services, and Events

## *Trends - 2004, 2022 and 2024*

by percentage of respondents (multiple choices could be made)

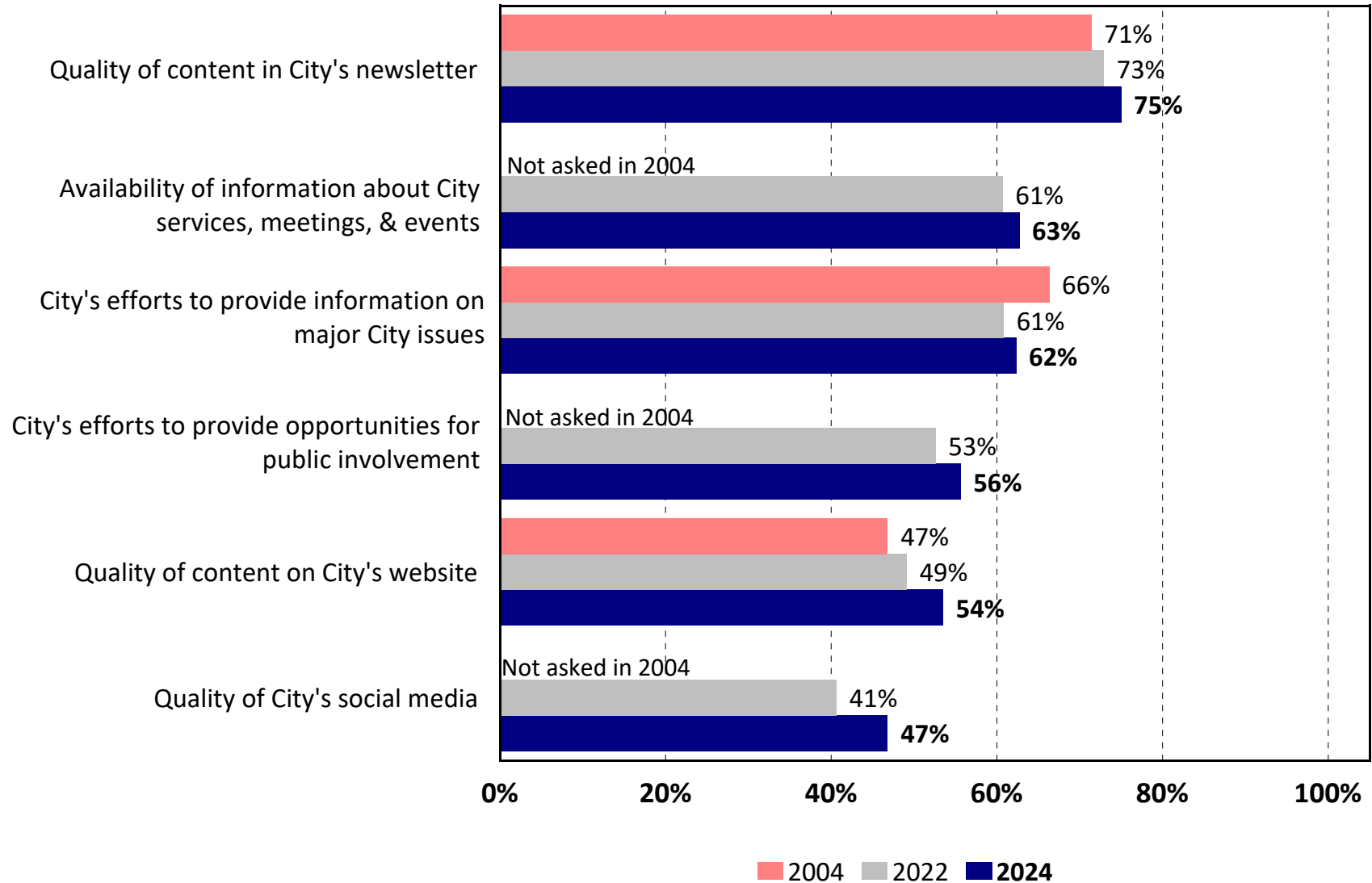




# Satisfaction Ratings for City Communication

## *Trends - 2004, 2022 and 2024*

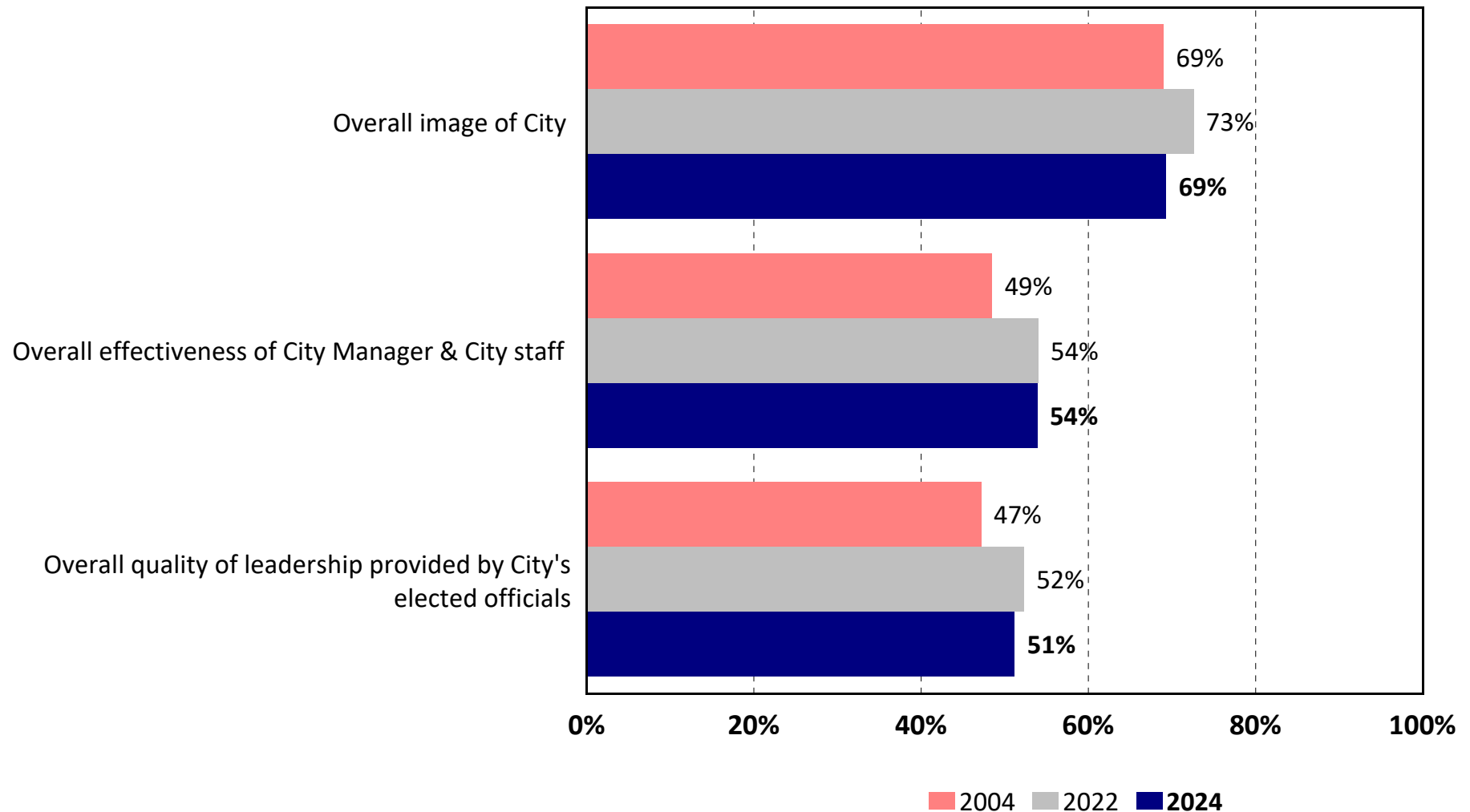
by percentage of respondents (multiple choices could be made)



# Satisfaction Ratings for City Leadership and Quality of Life

## *Trends - 2004, 2022 and 2024*

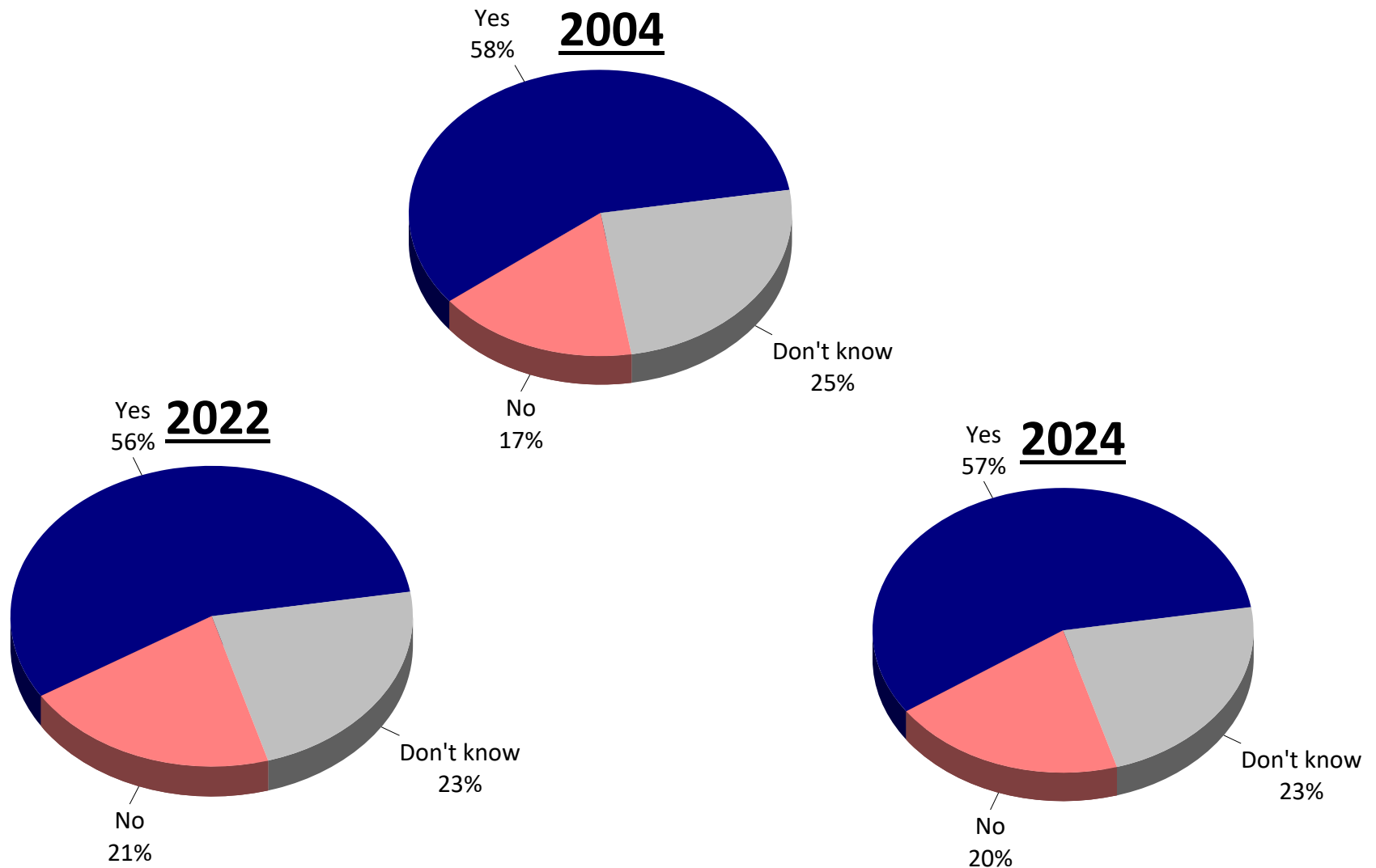
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



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

## ***Trends - 2004, 2022 and 2024***

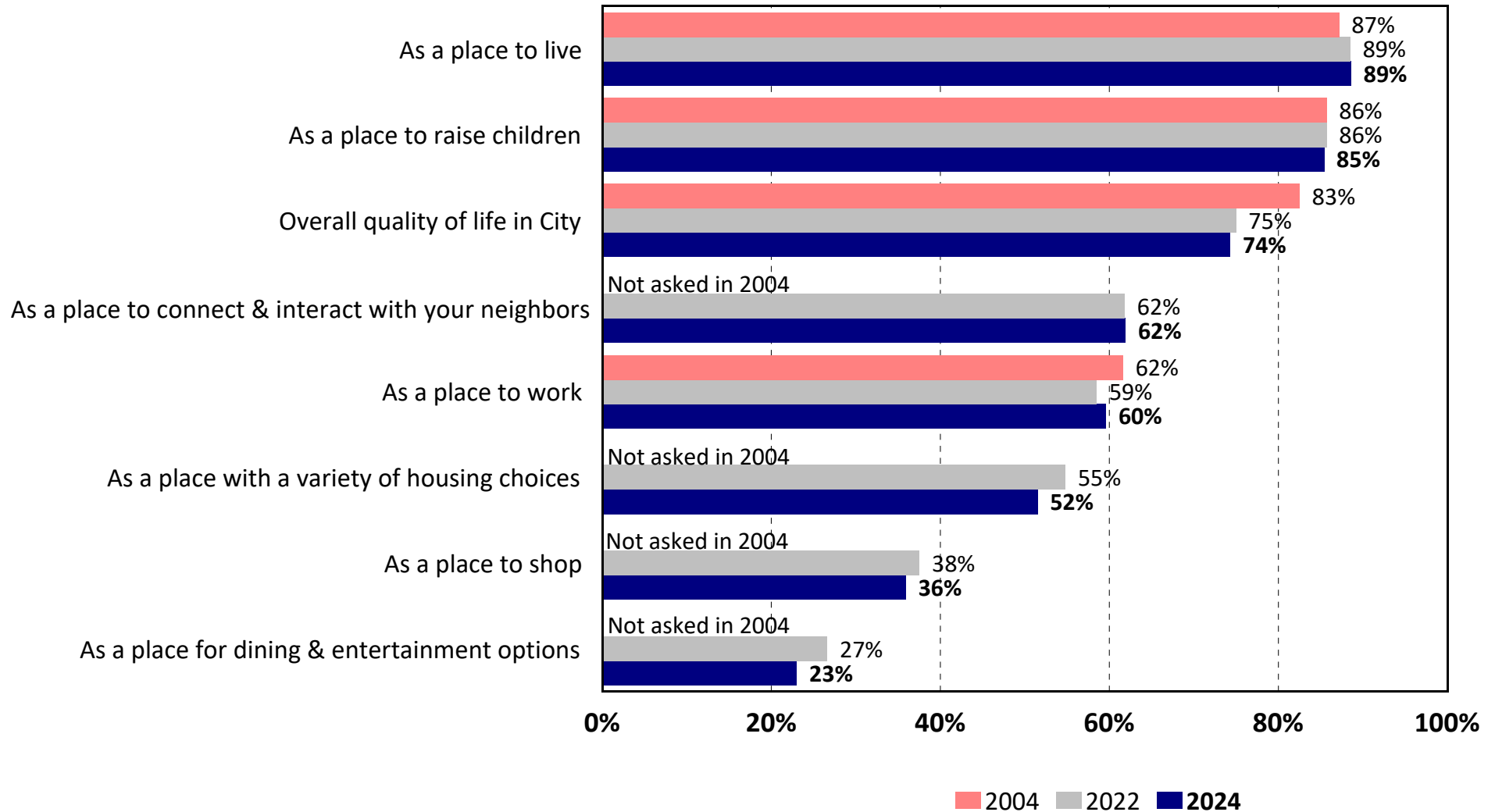
by percentage of respondents



# Respondents' Ratings of the City of Shoreline

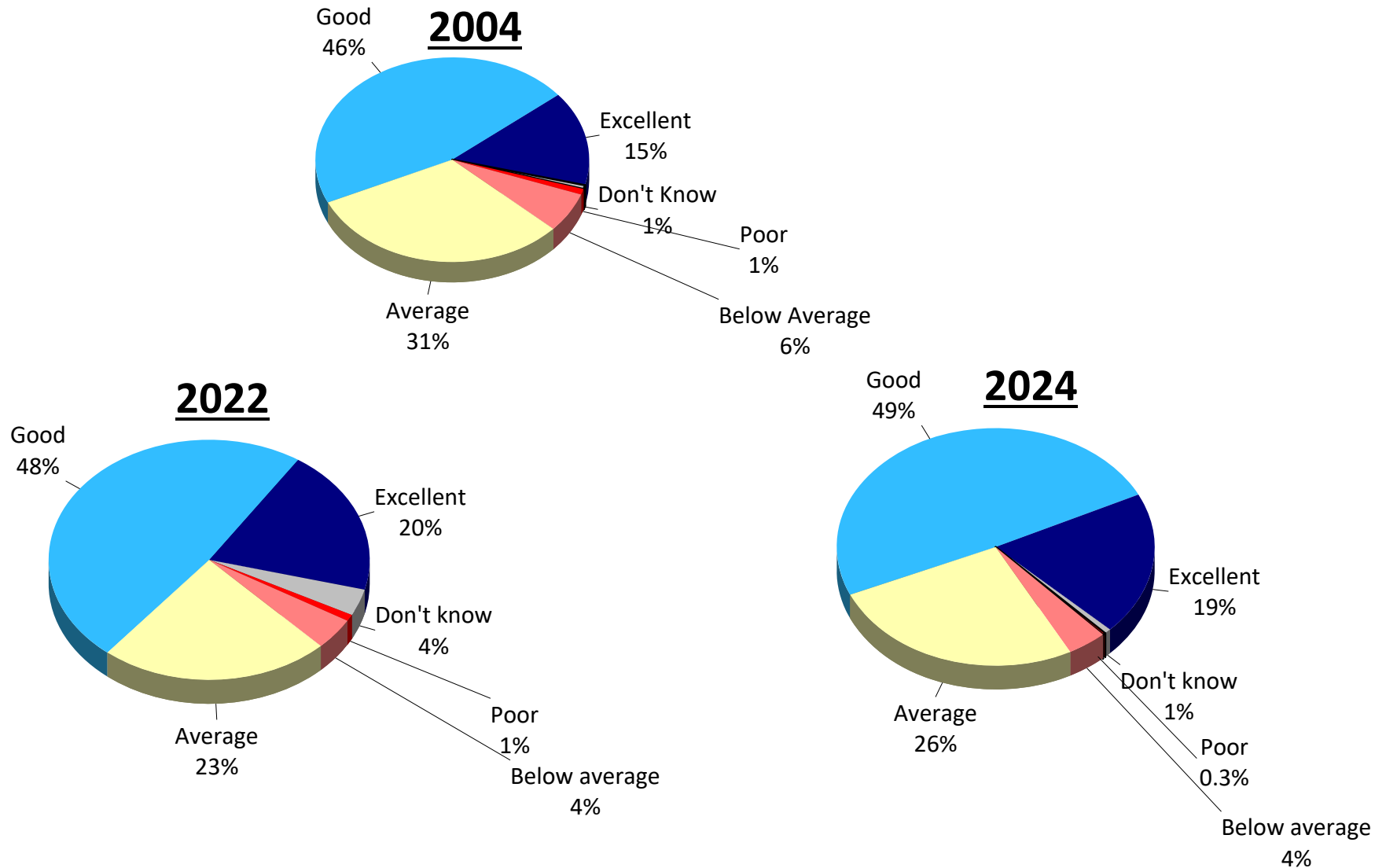
## *Trends - 2004, 2022 and 2024*

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



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

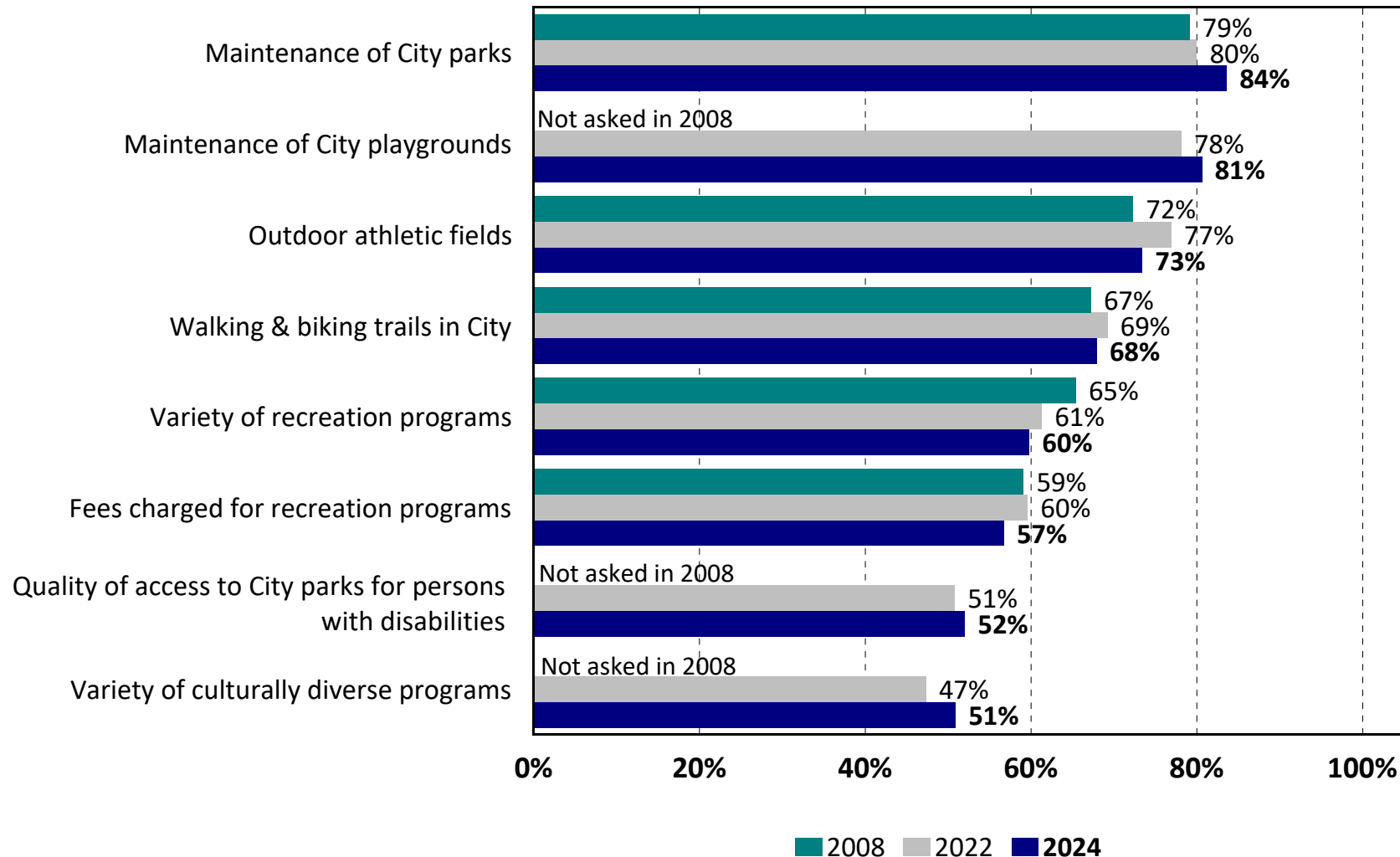
## ***Trends - 2004, 2022 and 2024*** by percentage of respondents



# Satisfaction with Parks and Recreation

## *Trends - 2008, 2022 and 2024*

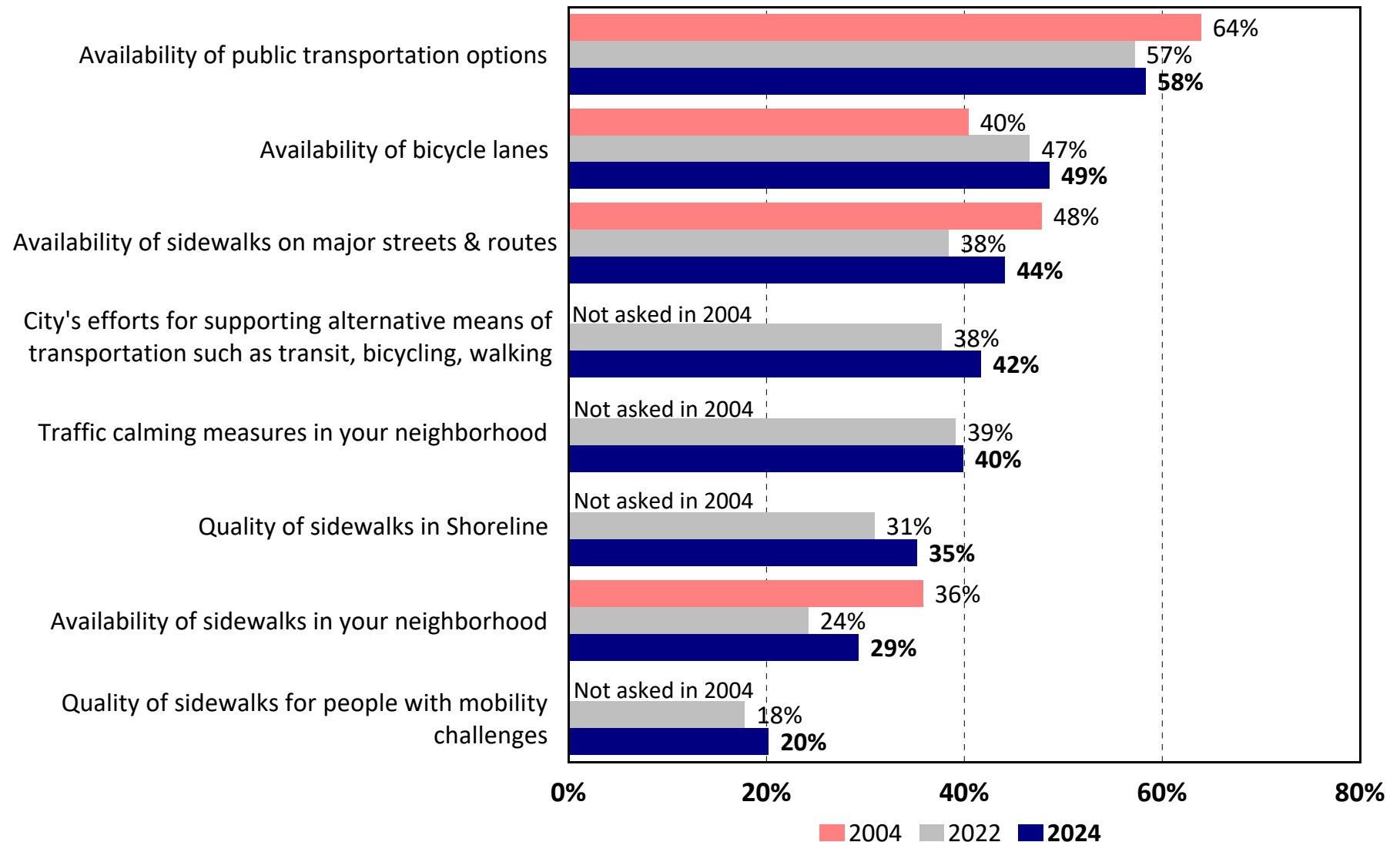
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Satisfaction Ratings for Transportation & Land Use

## *Trends - 2004, 2022 and 2024*

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





## Benchmarking Analysis



# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Northwest Region of the United States. The Northwest Region includes the states of Washington, Oregon, Idaho, Montana, Alaska and Hawaii.

The charts on the following pages show how the results for the City of Shoreline compare to the national average and the Northwest regional average. The blue bar shows the results for the City of Shoreline, the red bar shows the national average, and the yellow bar shows the average for the Northwest Region.

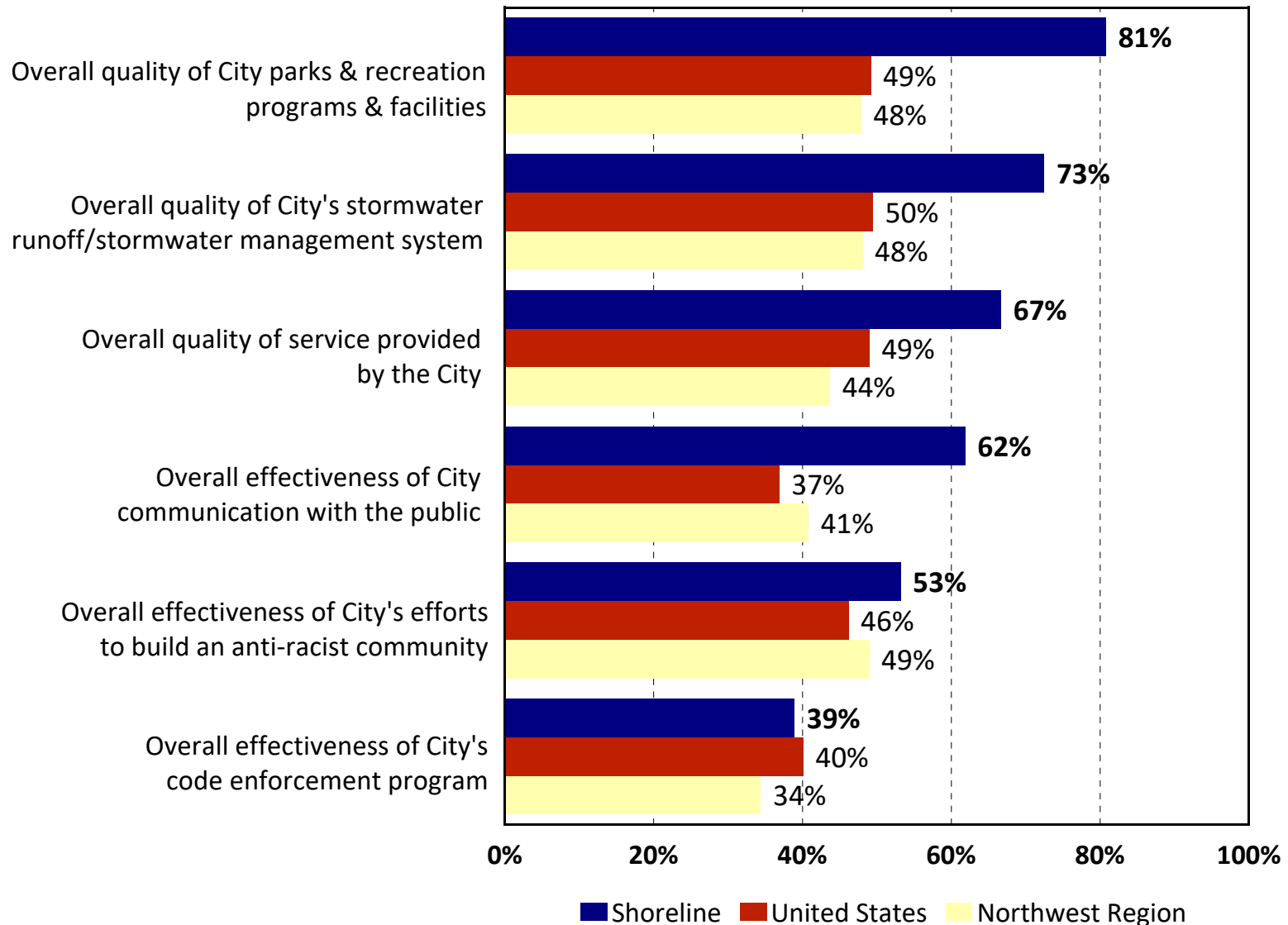
# National Benchmarks

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

# Major Categories of City Services

## Shoreline vs. United States vs. the Northwest Region

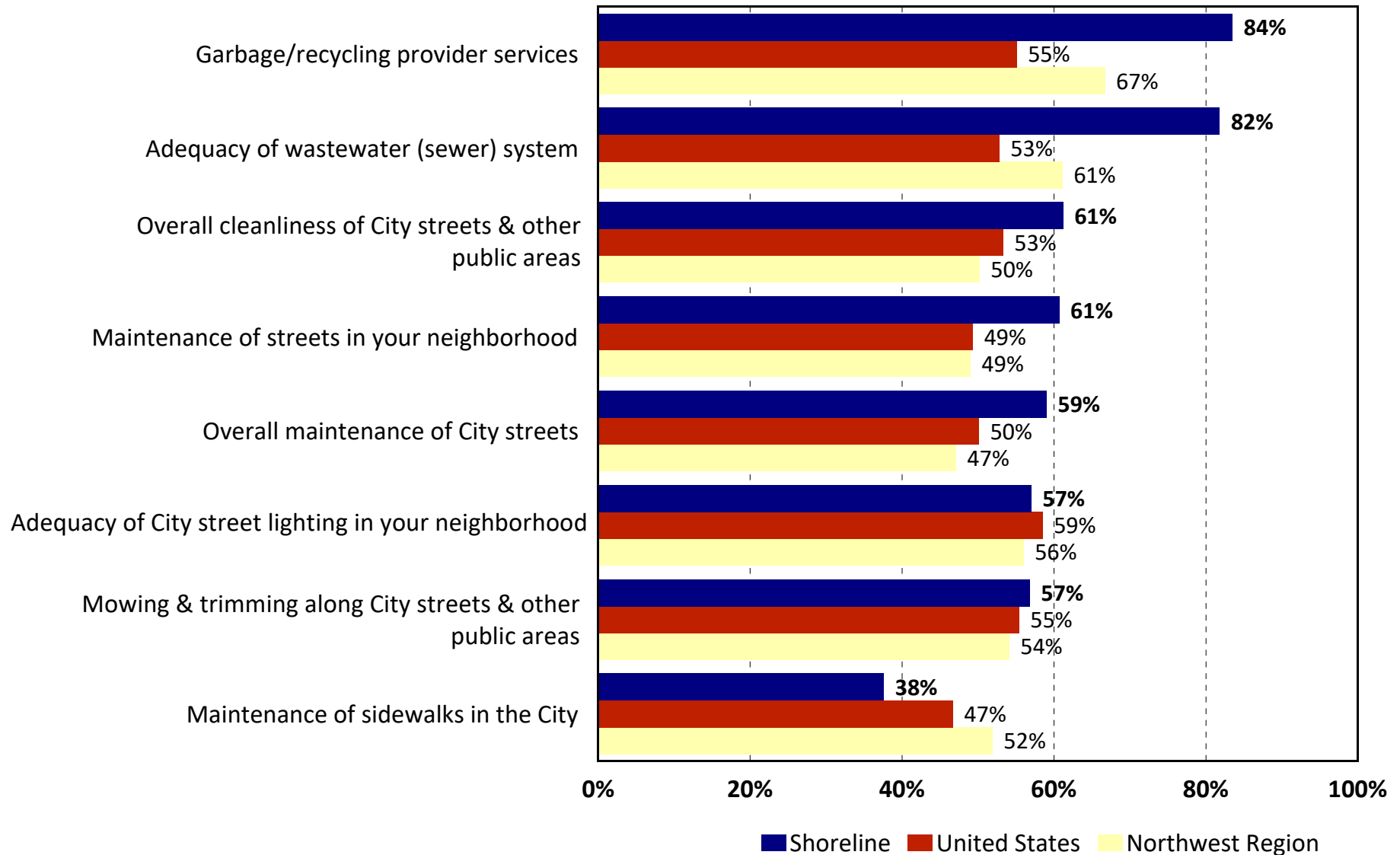
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



# Overall Ratings of City Maintenance Services

## Shoreline vs. United States vs. the Northwest Region

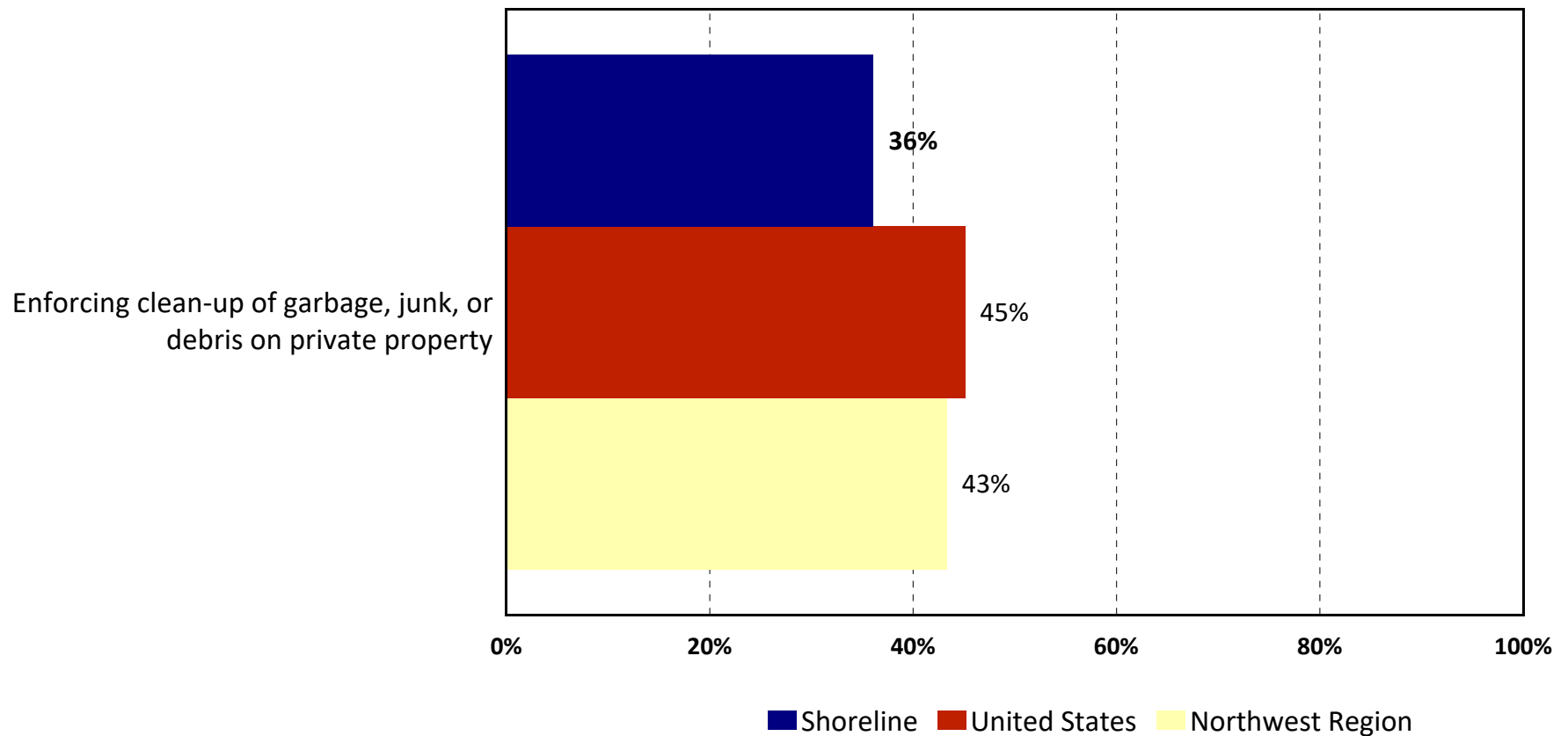
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



# Overall Satisfaction of Enforcement of Codes and Ordinances

## Shoreline vs. United States vs. the Northwest Region

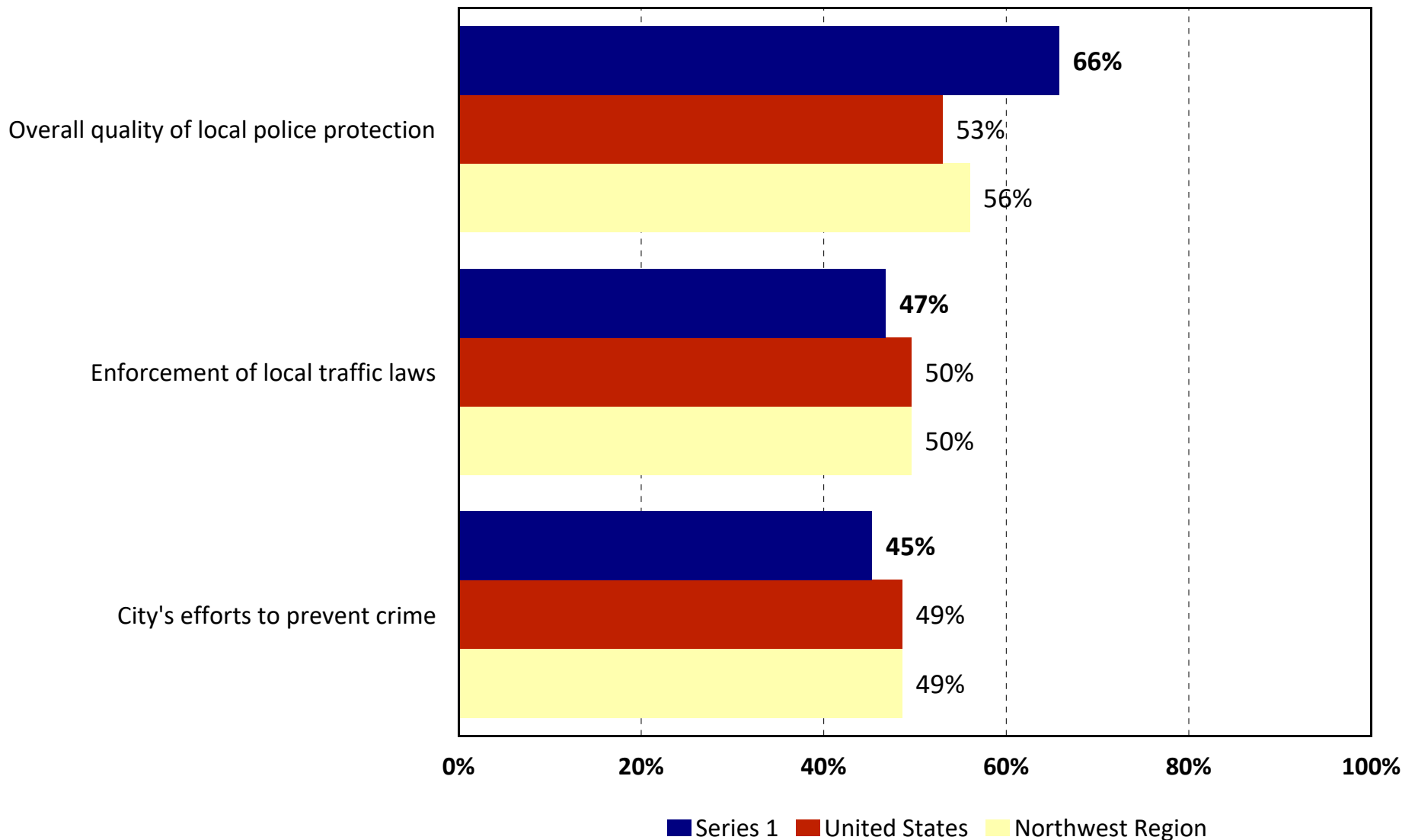
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



# Overall Satisfaction in Public Safety

## Shoreline vs. United States vs. the Northwest Region

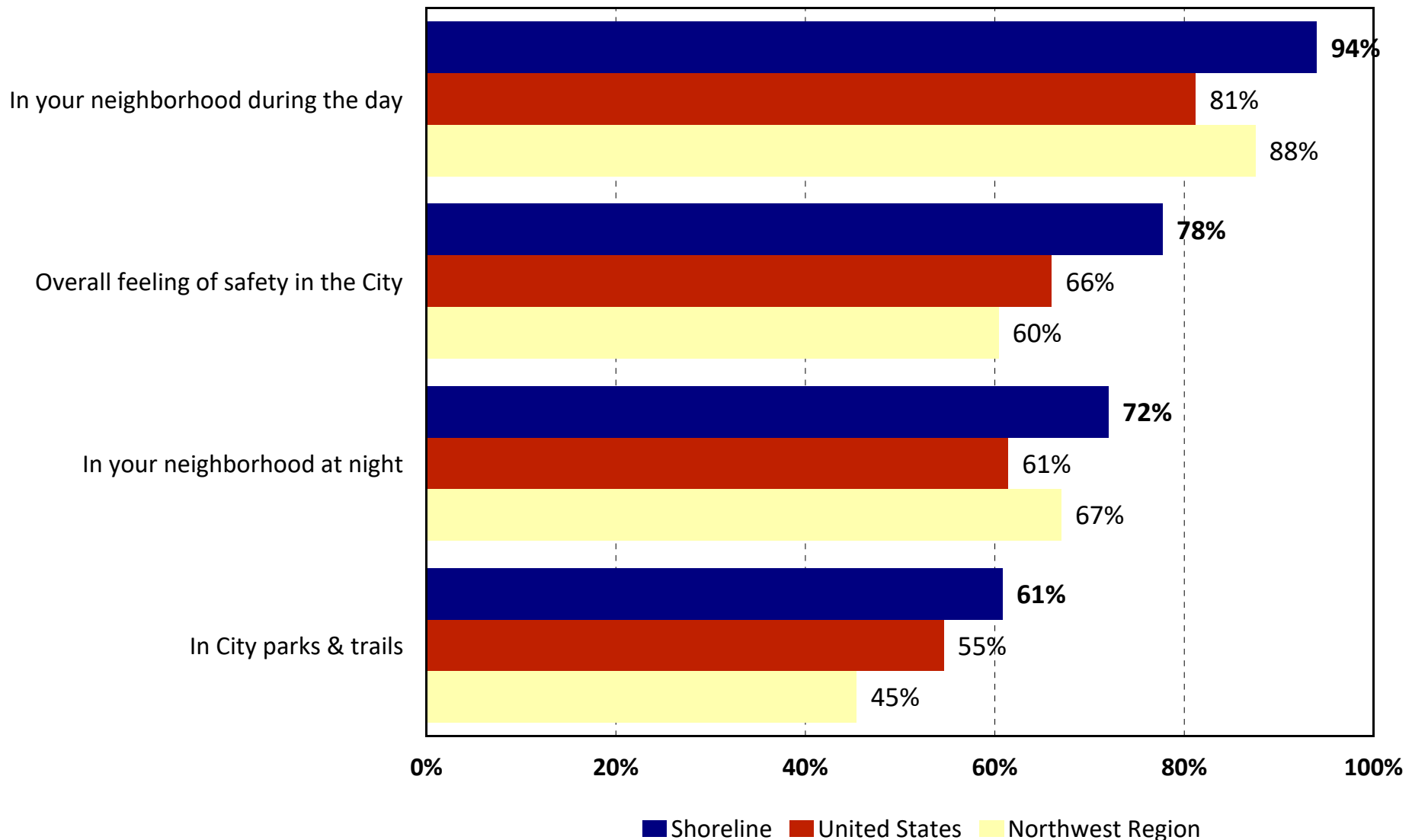
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



# Feeling of Safety in Various Situations

## Shoreline vs. United States vs. the Northwest Region

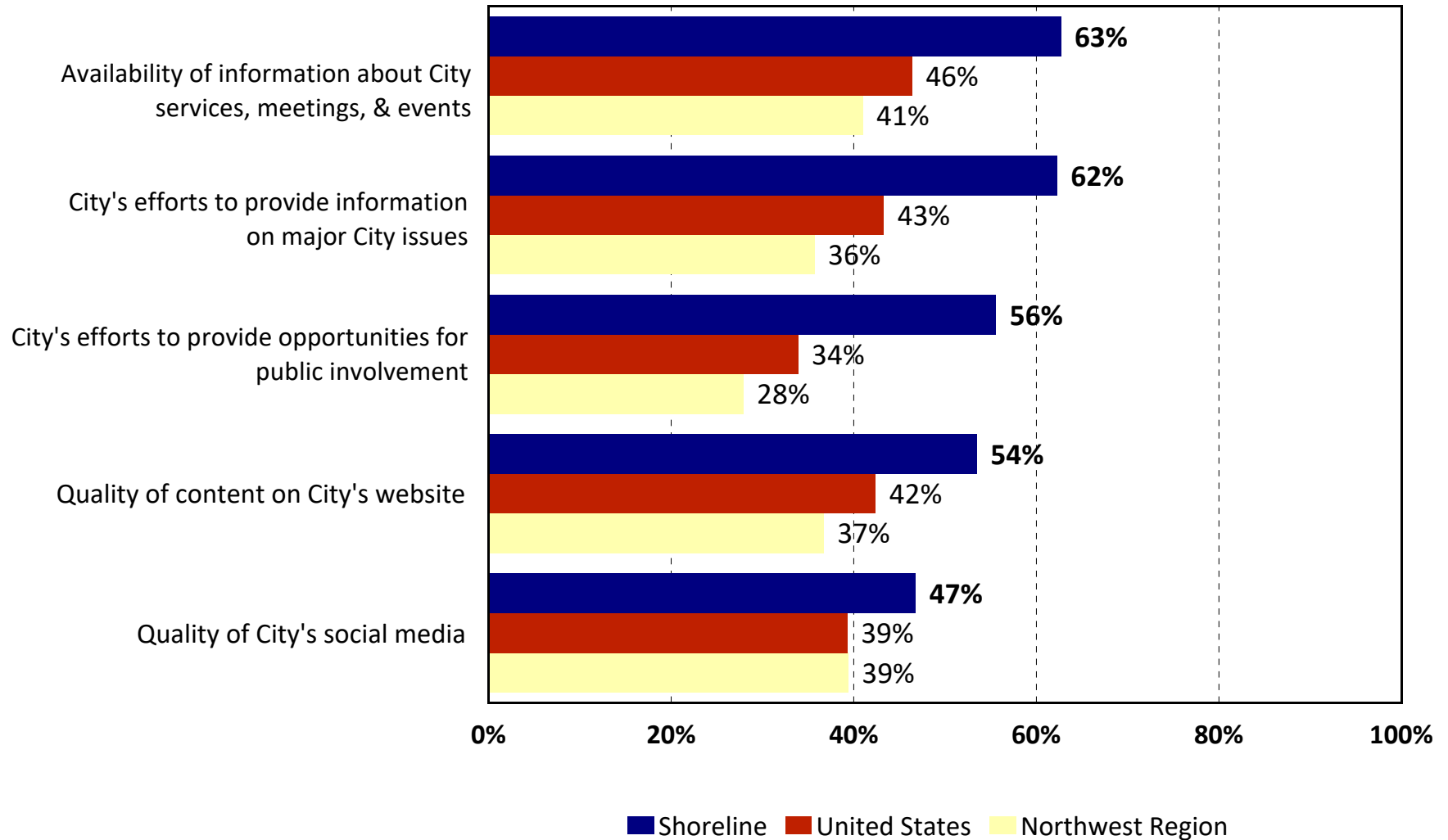
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



# Overall Satisfaction with City Communication

## Shoreline vs. United States vs. the Northwest Region

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

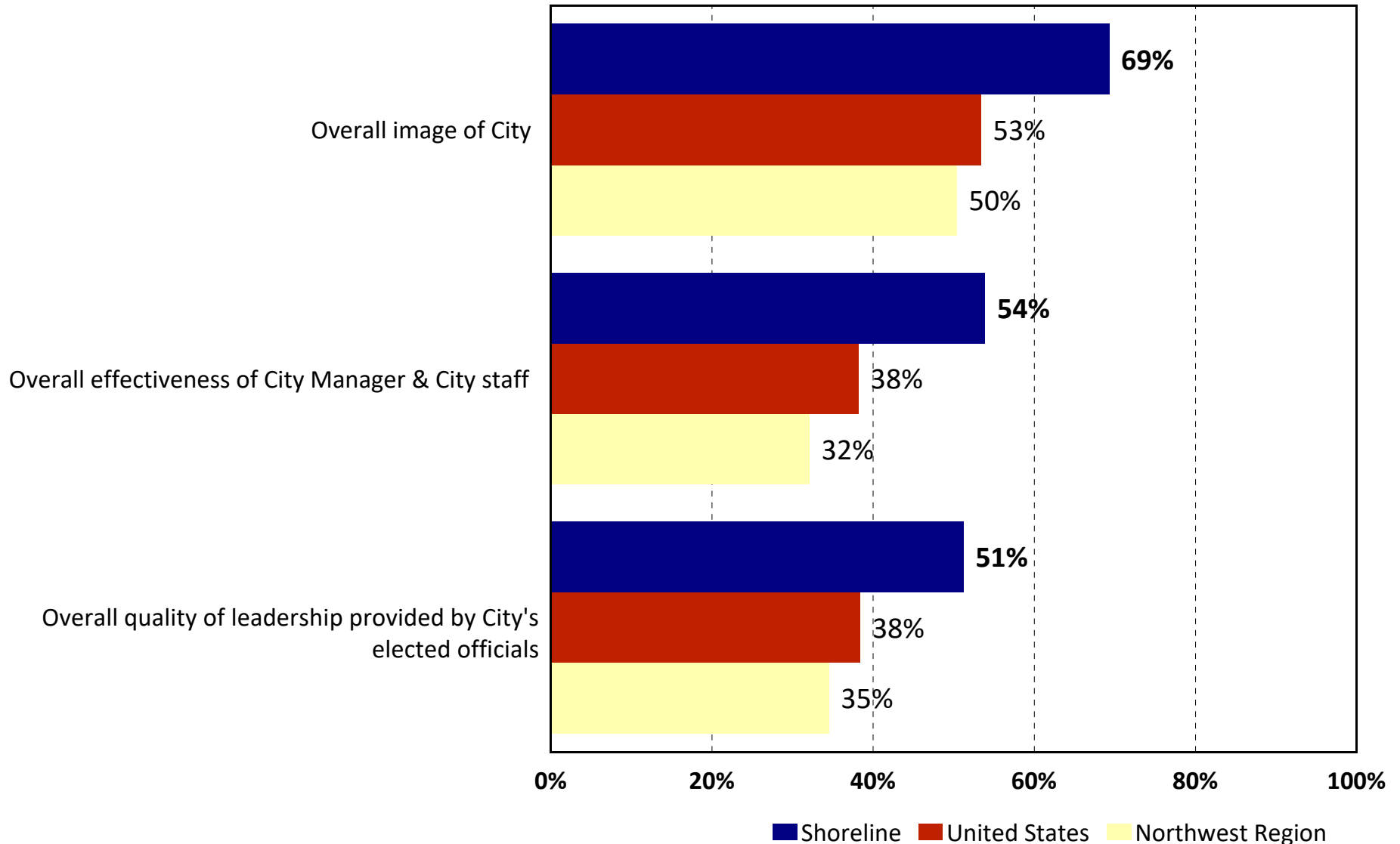




# Overall Satisfaction in Leadership and Quality of Life

## Shoreline vs. United States vs. the Northwest Region

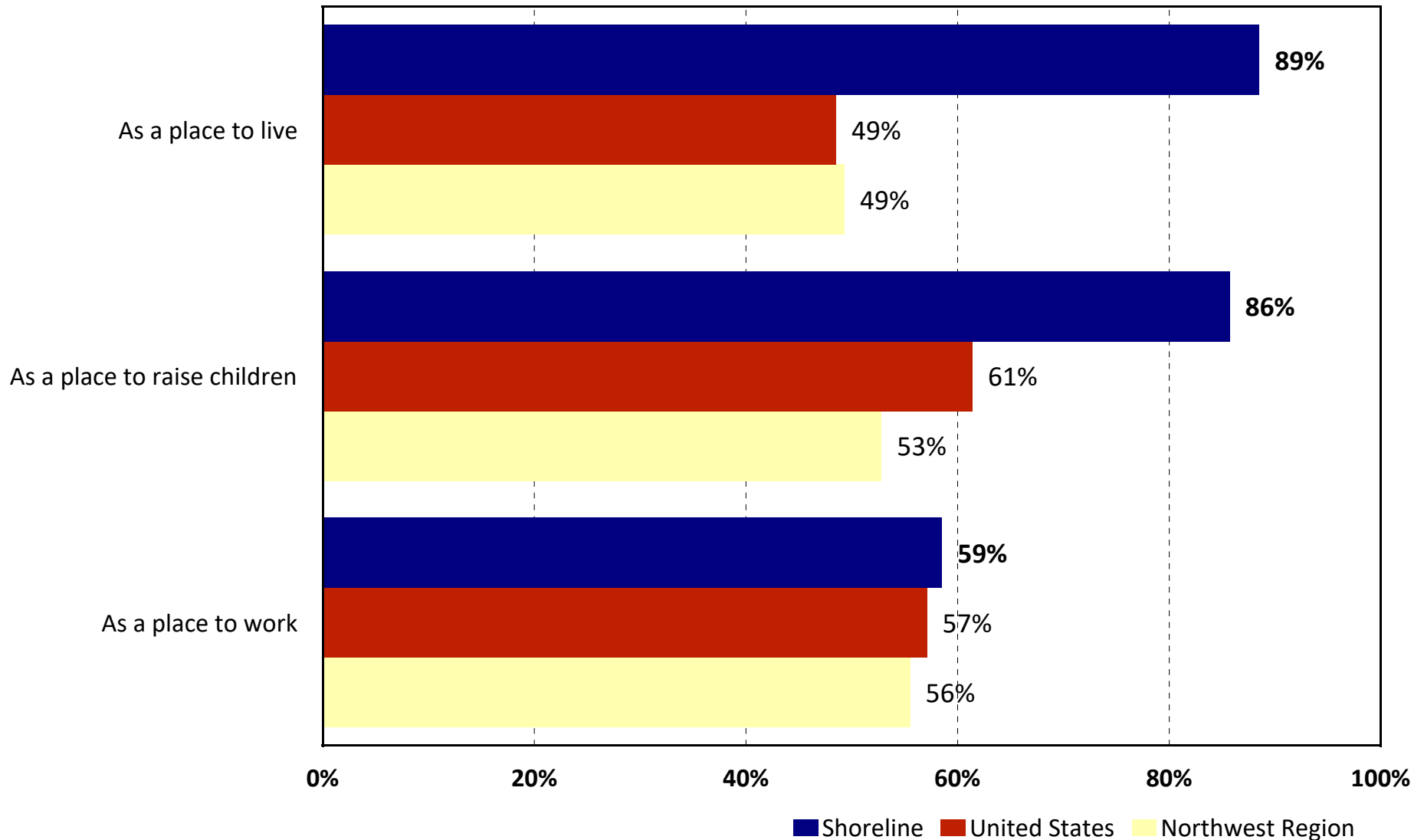
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



# Overall Ratings of the City

## Shoreline vs. United States vs. the Northwest Region

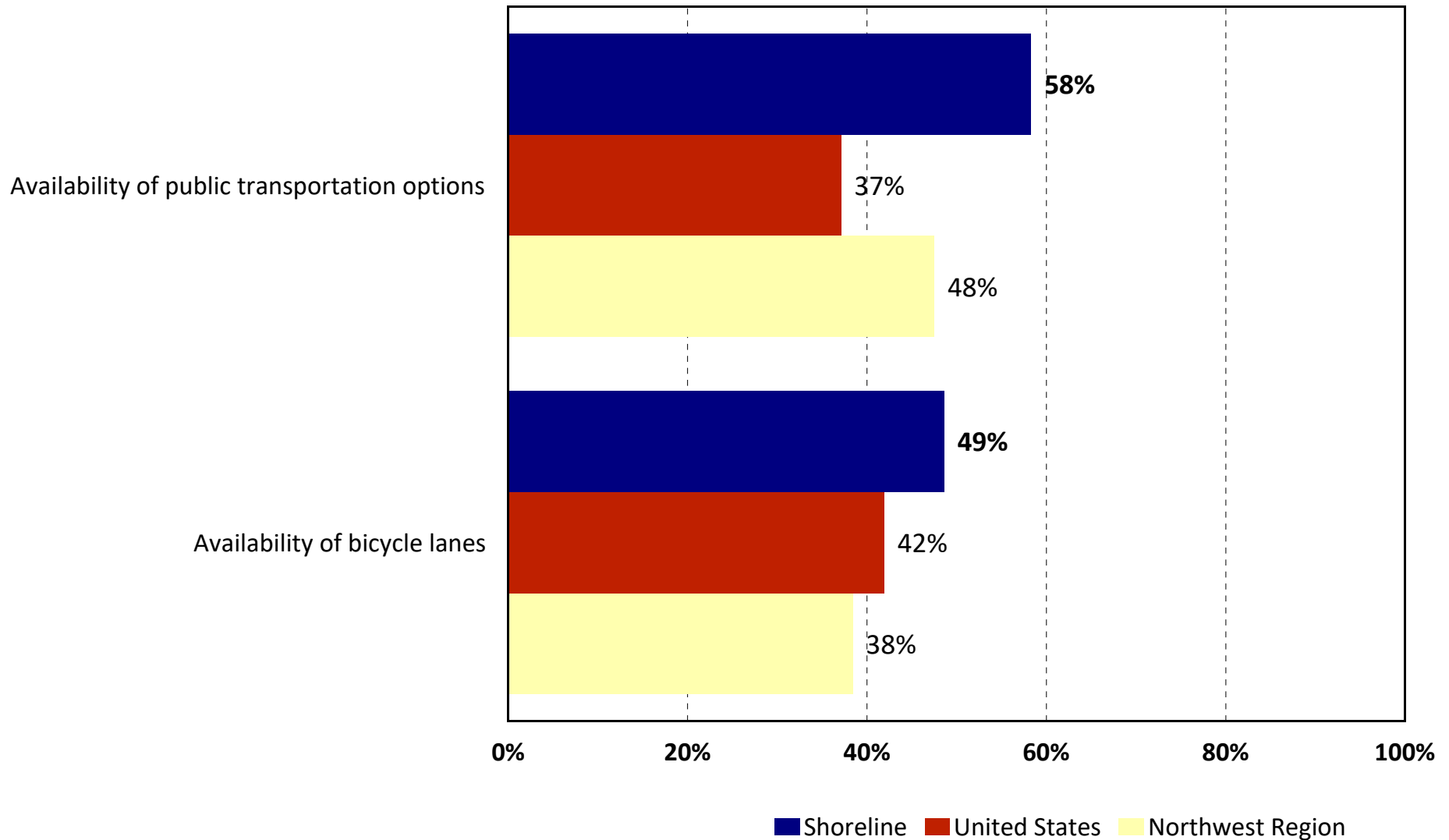
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



# Satisfaction with Transportation and Land Use

## Shoreline vs. United States vs. the Northwest Region

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



# 4 Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Overview

Today, community leaders 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 (I-S) 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 (I-S) 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.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

## I-S Rating = Importance x (1-Satisfaction)

## Example of the Calculation

Respondents were asked to identify the major City services that are most important to emphasize over the next two years. Half of the households (50.2%) selected "*overall response to homelessness*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 30.3% of respondents surveyed rated "*overall response to homelessness*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 50.2% was multiplied by 69.7% (1-0.303). This calculation yielded an I-S rating of 0.3499, which ranked first out of eleven major categories of City services analyzed.

# Importance-Satisfaction Analysis



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

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the two most important areas.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

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

## 2024 Importance-Satisfaction Rating

### Shoreline, Washington

#### Quality of Services and Facilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Overall response to homelessness	50%	1	30%	11	0.3499	1
<b><u>High Priority (IS .10-.20)</u></b>						
Overall quality of human services	34%	3	44%	9	0.1888	2
Overall effectiveness of City's efforts to sustain environmental quality	32%	4	61%	7	0.1249	3
Overall quality of police services	36%	2	66%	4	0.1207	4
Overall effectiveness of City's code enforcement program	20%	8	39%	10	0.1204	5
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Overall travel time for trips on Shoreline streets	23%	6	63%	5	0.0844	6
Overall quality of service provided by City of Shoreline	21%	7	67%	3	0.0699	7
Overall effectiveness of City's efforts to build an anti-racist community	15%	10	53%	8	0.0683	8
Overall effectiveness of City communication with the public	16%	9	62%	6	0.0621	9
Overall quality of City parks & recreation programs & facilities	32%	5	81%	1	0.0607	10
Overall quality of City's stormwater runoff/management system	7%	11	73%	2	0.0193	11

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

#### **Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

#### **Satisfaction %:**

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

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## 2024 Importance-Satisfaction Rating

### Shoreline, Washington

#### Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Maintenance of sidewalks in Shoreline	37%	1	38%	10	0.2284	1
<b><u>High Priority (IS .10-.20)</u></b>						
Overall maintenance of City streets	36%	2	59%	6	0.1492	2
Overall cleanliness of City streets & other public areas	30%	3	61%	4	0.1145	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Maintenance of public trees along City streets	19%	5	56%	9	0.0821	4
Maintenance of streets in your neighborhood	19%	4	61%	5	0.0739	5
Adequacy of City street lighting in your neighborhood	16%	6	57%	7	0.0692	6
Mowing & trimming along City streets & other public areas	14%	7	57%	8	0.0600	7
Adequacy of storm drainage services in your neighborhood	8%	8	73%	3	0.0221	8
Garbage/recycling provider services	7%	9	84%	1	0.0109	9
Adequacy of wastewater (sewer) system	5%	10	82%	2	0.0091	10

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2024 Importance-Satisfaction Rating

### Shoreline, Washington

#### City Codes and Ordinances

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcing clean-up of garbage, junk, or debris on private property	43%	1	36%	1	0.2760	1
<b><u>High Priority (IS .10-.20)</u></b>						
Enforcing removal of abandoned/junk autos	27%	2	35%	3	0.1757	2
Enforcement of graffiti removal from private properties	21%	3	36%	2	0.1359	3

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2024 Importance-Satisfaction Rating

### Shoreline, Washington

#### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Response to property crime	35%	1	29%	9	0.2443	1
Response to drug activity	29%	3	31%	8	0.2040	2
<b><u>High Priority (IS .10-.20)</u></b>						
City's efforts to prevent crime	32%	2	45%	5	0.1739	3
Shoreline's PD's response to situations involving individuals with cognitive/mental challenges	25%	4	45%	6	0.1358	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Response to prostitution activity	13%	8	39%	7	0.0773	5
Enforcement of local traffic laws	13%	7	47%	4	0.0702	6
Overall quality of local police protection	18%	5	66%	2	0.0602	7
Level of respect Shoreline Police officers show residents	13%	6	72%	1	0.0376	8
Your level of trust in officers to do the right thing	10%	9	66%	3	0.0340	9

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2024 Importance-Satisfaction Rating

### Shoreline, Washington

#### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Walking & biking trails in City	37%	2	68%	4	0.1201	1
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of access to City parks for persons with disabilities	19%	4	52%	7	0.0907	2
Maintenance of City parks	54%	1	84%	1	0.0892	3
Variety of recreation programs	17%	5	60%	5	0.0679	4
Variety of culturally diverse programs	14%	6	51%	8	0.0678	5
Maintenance of City playgrounds	21%	3	81%	2	0.0400	6
Fees charged for recreation programs	7%	8	57%	6	0.0320	7
Outdoor athletic fields	9%	7	73%	3	0.0237	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 be the City's top priorities.

**Satisfaction %:**

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

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## 2024 Importance-Satisfaction Rating

### Shoreline, Washington

#### Transportation and Land Use

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Availability of sidewalks in your neighborhood	35%	1	29%	7	0.2467	1
<b><u>High Priority (IS .10-.20)</u></b>						
Traffic calming measures in your neighborhood	26%	3	40%	5	0.1557	2
Quality of sidewalks for people with mobility challenges	19%	7	20%	8	0.1476	3
Availability of sidewalks on major streets & routes	25%	4	44%	3	0.1409	4
Quality of sidewalks in Shoreline	21%	6	35%	6	0.1361	5
City's efforts for supporting alternative means of transportation such as transit, bicycling, walking	23%	5	42%	4	0.1323	6
Availability of public transportation options	26%	2	58%	1	0.1097	7
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Availability of bicycle lanes	11%	8	49%	2	0.0545	8

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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

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## Tabular Data

**Q1. Quality of Services and Facilities. Please rate your overall satisfaction with the following major categories of services provided by the City of Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	15.5%	44.0%	25.3%	4.7%	0.5%	10.1%
Q1-2. Overall quality of City parks & recreation programs & facilities	22.8%	55.3%	13.4%	4.6%	0.6%	3.2%
Q1-3. Overall effectiveness of City's code enforcement program	6.7%	21.0%	32.0%	9.3%	2.2%	28.8%
Q1-4. Overall effectiveness of City communication with the public	15.2%	43.7%	26.4%	8.3%	1.6%	4.8%
Q1-5. Overall quality of City's stormwater runoff/stormwater management system	15.0%	48.7%	20.2%	2.9%	1.1%	12.1%
Q1-6. Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	14.9%	46.5%	21.2%	13.1%	2.5%	1.7%
Q1-7. Overall quality of human services (e.g., support for people in times of need) offered by City	5.7%	23.0%	28.6%	7.0%	1.3%	34.4%
Q1-8. Overall effectiveness of City's efforts to sustain environmental quality	13.1%	42.8%	24.2%	9.2%	2.2%	8.5%
Q1-9. Overall quality of service provided by City of Shoreline	10.6%	52.5%	28.0%	2.9%	0.7%	5.4%
Q1-10. Overall effectiveness of City's efforts to build an anti-racist community	11.0%	28.6%	30.0%	4.6%	0.3%	25.5%
Q1-11. Overall response to homelessness	4.4%	20.1%	27.4%	22.4%	6.3%	19.4%

**WITHOUT "DON'T KNOW"**

**Q1. Quality of Services and Facilities. Please rate your overall satisfaction with the following major categories of services provided by the City of Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	17.2%	48.9%	28.1%	5.2%	0.5%
Q1-2. Overall quality of City parks & recreation programs & facilities	23.6%	57.2%	13.9%	4.7%	0.6%
Q1-3. Overall effectiveness of City's code enforcement program	9.4%	29.5%	45.0%	13.1%	3.1%
Q1-4. Overall effectiveness of City communication with the public	15.9%	46.0%	27.7%	8.7%	1.7%
Q1-5. Overall quality of City's stormwater runoff/ stormwater management system	17.1%	55.4%	23.0%	3.3%	1.3%
Q1-6. Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	15.2%	47.3%	21.6%	13.3%	2.6%
Q1-7. Overall quality of human services (e.g., support for people in times of need) offered by City	8.8%	35.0%	43.6%	10.7%	1.9%
Q1-8. Overall effectiveness of City's efforts to sustain environmental quality	14.3%	46.8%	26.5%	10.0%	2.4%
Q1-9. Overall quality of service provided by City of Shoreline	11.2%	55.5%	29.6%	3.0%	0.7%
Q1-10. Overall effectiveness of City's efforts to build an anti-racist community	14.8%	38.4%	40.2%	6.2%	0.5%
Q1-11. Overall response to homelessness	5.4%	24.9%	34.0%	27.8%	7.8%

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q2. Top choice	Number	Percent
Overall quality of police services	154	17.7 %
Overall quality of City parks & recreation programs & facilities	94	10.8 %
Overall effectiveness of City's code enforcement program	41	4.7 %
Overall effectiveness of City communication with the public	32	3.7 %
Overall quality of City's stormwater runoff/stormwater management system	14	1.6 %
Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	57	6.5 %
Overall quality of human services (e.g. support for people in times of need) offered by City	74	8.5 %
Overall effectiveness of City's efforts to sustain environmental quality	103	11.8 %
Overall quality of service provided by City of Shoreline	55	6.3 %
Overall effectiveness of City's efforts to build an anti-racist community	29	3.3 %
Overall response to homelessness	192	22.0 %
None chosen	26	3.0 %
Total	871	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q2. 2nd choice	Number	Percent
Overall quality of police services	91	10.4 %
Overall quality of City parks & recreation programs & facilities	87	10.0 %
Overall effectiveness of City's code enforcement program	68	7.8 %
Overall effectiveness of City communication with the public	54	6.2 %
Overall quality of City's stormwater runoff/stormwater management system	20	2.3 %
Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	59	6.8 %
Overall quality of human services (e.g. support for people in times of need) offered by City	122	14.0 %
Overall effectiveness of City's efforts to sustain environmental quality	91	10.4 %
Overall quality of service provided by City of Shoreline	54	6.2 %
Overall effectiveness of City's efforts to build an anti-racist community	50	5.7 %
Overall response to homelessness	135	15.5 %
None chosen	40	4.6 %
Total	871	100.0 %



**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q2. 3rd choice	Number	Percent
Overall quality of police services	65	7.5 %
Overall quality of City parks & recreation programs & facilities	94	10.8 %
Overall effectiveness of City's code enforcement program	63	7.2 %
Overall effectiveness of City communication with the public	56	6.4 %
Overall quality of City's stormwater runoff/stormwater management system	27	3.1 %
Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	80	9.2 %
Overall quality of human services (e.g. support for people in times of need) offered by City	97	11.1 %
Overall effectiveness of City's efforts to sustain environmental quality	86	9.9 %
Overall quality of service provided by City of Shoreline	74	8.5 %
Overall effectiveness of City's efforts to build an anti-racist community	49	5.6 %
Overall response to homelessness	111	12.7 %
None chosen	69	7.9 %
Total	871	100.0 %

**SUM OF TOP 3 CHOICES**

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police services	310	35.6 %
Overall quality of City parks & recreation programs & facilities	275	31.6 %
Overall effectiveness of City's code enforcement program	172	19.7 %
Overall effectiveness of City communication with the public	142	16.3 %
Overall quality of City's stormwater runoff/stormwater management system	61	7.0 %
Overall travel time for trips on Shoreline streets (excluding I-5 & signals to I-5)	196	22.5 %
Overall quality of human services (e.g. support for people in times of need) offered by City	293	33.6 %
Overall effectiveness of City's efforts to sustain environmental quality	280	32.1 %
Overall quality of service provided by City of Shoreline	183	21.0 %
Overall effectiveness of City's efforts to build an anti-racist community	128	14.7 %
Overall response to homelessness	438	50.3 %
None chosen	26	3.0 %
Total	2504	

**Q3. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following maintenance services provided by the City of Shoreline.**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall maintenance of City streets	7.9%	50.3%	20.9%	16.3%	3.1%	1.5%
Q3-2. Maintenance of streets in your neighborhood	12.3%	47.5%	18.9%	16.4%	3.4%	1.4%
Q3-3. Maintenance of sidewalks in Shoreline	5.4%	30.2%	27.3%	22.7%	9.0%	5.4%
Q3-4. Mowing & trimming along City streets & other public areas	10.0%	45.1%	24.3%	12.9%	4.7%	3.0%
Q3-5. Overall cleanliness of City streets & other public areas	10.4%	49.9%	26.1%	10.8%	1.4%	1.4%
Q3-6. Adequacy of City street lighting in your neighborhood	11.0%	45.0%	20.2%	16.3%	5.6%	1.8%
Q3-7. Adequacy of storm drainage services in your neighborhood	13.8%	54.5%	17.3%	4.9%	2.5%	6.9%
Q3-8. Garbage/recycling provider services	30.7%	51.3%	9.8%	4.8%	1.6%	1.8%
Q3-9. Maintenance of public trees along City streets	12.3%	41.1%	22.3%	14.0%	6.3%	4.0%
Q3-10. Adequacy of wastewater (sewer) system in your neighborhood	19.2%	57.4%	14.0%	1.8%	1.3%	6.3%

**WITHOUT "DON'T KNOW"**

**Q3. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following maintenance services provided by the City of Shoreline. (without "don't know")**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall maintenance of City streets	8.0%	51.0%	21.2%	16.6%	3.1%
Q3-2. Maintenance of streets in your neighborhood	12.5%	48.2%	19.2%	16.6%	3.5%
Q3-3. Maintenance of sidewalks in Shoreline	5.7%	31.9%	28.9%	24.0%	9.5%
Q3-4. Mowing & trimming along City streets & other public areas	10.3%	46.5%	25.1%	13.3%	4.9%
Q3-5. Overall cleanliness of City streets & other public areas	10.6%	50.6%	26.4%	10.9%	1.4%
Q3-6. Adequacy of City street lighting in your neighborhood	11.2%	45.8%	20.6%	16.6%	5.7%
Q3-7. Adequacy of storm drainage services in your neighborhood	14.8%	58.6%	18.6%	5.3%	2.7%
Q3-8. Garbage/recycling provider services	31.2%	52.3%	9.9%	4.9%	1.6%
Q3-9. Maintenance of public trees along City streets	12.8%	42.8%	23.2%	14.6%	6.6%
Q3-10. Adequacy of wastewater (sewer) system in your neighborhood	20.5%	61.3%	15.0%	2.0%	1.3%

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

Q4. Top choice	Number	Percent
Overall maintenance of City streets	197	22.6 %
Maintenance of streets in your neighborhood	78	9.0 %
Maintenance of sidewalks in Shoreline	189	21.7 %
Mowing & trimming along City streets & other public areas	47	5.4 %
Overall cleanliness of City streets & other public areas	114	13.1 %
Adequacy of City street lighting in your neighborhood	67	7.7 %
Adequacy of storm drainage services in your neighborhood	32	3.7 %
Garbage/recycling provider services	24	2.8 %
Maintenance of public trees along City streets	72	8.3 %
Adequacy of wastewater (sewer) system in your neighborhood	16	1.8 %
None chosen	35	4.0 %
Total	871	100.0 %

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

Q4. 2nd choice	Number	Percent
Overall maintenance of City streets	120	13.8 %
Maintenance of streets in your neighborhood	85	9.8 %
Maintenance of sidewalks in Shoreline	130	14.9 %
Mowing & trimming along City streets & other public areas	74	8.5 %
Overall cleanliness of City streets & other public areas	143	16.4 %
Adequacy of City street lighting in your neighborhood	73	8.4 %
Adequacy of storm drainage services in your neighborhood	40	4.6 %
Garbage/recycling provider services	33	3.8 %
Maintenance of public trees along City streets	89	10.2 %
Adequacy of wastewater (sewer) system in your neighborhood	28	3.2 %
None chosen	56	6.4 %
Total	871	100.0 %

**SUM OF TOP 2 CHOICES**

**Q4. Which TWO of the maintenance services listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q4. Sum of top 2 choices	Number	Percent
Overall maintenance of City streets	317	36.4 %
Maintenance of streets in your neighborhood	163	18.7 %
Maintenance of sidewalks in Shoreline	319	36.6 %
Mowing & trimming along City streets & other public areas	121	13.9 %
Overall cleanliness of City streets & other public areas	257	29.5 %
Adequacy of City street lighting in your neighborhood	140	16.1 %
Adequacy of storm drainage services in your neighborhood	72	8.3 %
Garbage/recycling provider services	57	6.5 %
Maintenance of public trees along City streets	161	18.5 %
Adequacy of wastewater (sewer) system in your neighborhood	44	5.1 %
None chosen	35	4.0 %
Total	1686	

**Q5. Enforcement of City Codes and Ordinances. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following.**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Enforcing clean-up of garbage, junk, or debris on private property	4.7%	25.1%	30.2%	18.1%	4.5%	17.3%
Q5-2. Enforcing removal of abandoned/junk autos	5.3%	23.7%	31.3%	16.1%	5.4%	18.3%
Q5-3. Enforcement of graffiti removal from private properties	4.5%	23.2%	34.6%	10.3%	4.5%	23.0%

**WITHOUT "DON'T KNOW"**

**Q5. Enforcement of City Codes and Ordinances. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with each of the following. (without "don't know")**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Enforcing clean-up of garbage, junk, or debris on private property	5.7%	30.4%	36.5%	21.9%	5.4%
Q5-2. Enforcing removal of abandoned/junk autos	6.5%	28.9%	38.3%	19.7%	6.6%
Q5-3. Enforcement of graffiti removal from private properties	5.8%	30.1%	44.9%	13.4%	5.8%

**Q6. Which one of the City codes and ordinances items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q6. Top choice	Number	Percent
Enforcing clean-up of garbage, junk, or debris on private property	376	43.2 %
Enforcing removal of abandoned/junk autos	237	27.2 %
Enforcement of graffiti removal from private properties	185	21.2 %
None chosen	73	8.4 %
Total	871	100.0 %

**Q7. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following public safety services provided by the City of Shoreline.**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of local police protection	13.0%	45.9%	23.9%	5.4%	1.4%	10.4%
Q7-2. City's efforts to prevent crime	6.2%	30.9%	28.8%	13.5%	2.4%	18.1%
Q7-3. Enforcement of local traffic laws	9.4%	33.3%	30.1%	12.7%	5.6%	8.8%
Q7-4. Response to drug activity	3.2%	18.3%	24.9%	17.3%	6.4%	29.9%
Q7-5. Response to prostitution activity	5.9%	21.4%	20.6%	12.5%	9.2%	30.5%
Q7-6. Response to property crime (e.g., burglary, mail theft, car prowling)	4.4%	18.8%	27.7%	20.2%	8.3%	20.7%
Q7-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	18.4%	32.1%	16.4%	2.8%	0.9%	29.4%
Q7-8. Your level of trust in officers to do the right thing	19.5%	39.8%	22.6%	6.4%	1.8%	9.8%
Q7-9. Shoreline Police Department's response to situations involving individuals with behavioral/mental health issues	8.2%	18.7%	24.1%	6.2%	2.8%	40.1%

**WITHOUT "DON'T KNOW"**

**Q7. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following public safety services provided by the City of Shoreline. (without "don't know")**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of local police protection	14.5%	51.3%	26.7%	6.0%	1.5%
Q7-2. City's efforts to prevent crime	7.6%	37.7%	35.2%	16.5%	2.9%
Q7-3. Enforcement of local traffic laws	10.3%	36.5%	33.0%	14.0%	6.2%
Q7-4. Response to drug activity	4.6%	26.0%	35.5%	24.7%	9.2%
Q7-5. Response to prostitution activity	8.4%	30.7%	29.6%	18.0%	13.2%
Q7-6. Response to property crime (e.g., burglary, mail theft, car prowling)	5.5%	23.7%	34.9%	25.5%	10.4%
Q7-7. Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	26.0%	45.5%	23.3%	3.9%	1.3%
Q7-8. Your level of trust in officers to do the right thing	21.6%	44.1%	25.1%	7.1%	2.0%
Q7-9. Shoreline Police Department's response to situations involving individuals with behavioral/mental health issues	13.6%	31.2%	40.2%	10.3%	4.6%



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

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	97	11.1 %
City's efforts to prevent crime	161	18.5 %
Enforcement of local traffic laws	69	7.9 %
Response to drug activity	106	12.2 %
Response to prostitution activity	52	6.0 %
Response to property crime (e.g. burglary, mail theft, car prowling)	138	15.8 %
Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	54	6.2 %
Your level of trust in officers to do the right thing	38	4.4 %
Shoreline's Police Department's response to situations involving individuals with behavioral/mental health issues	111	12.7 %
None chosen	45	5.2 %
Total	871	100.0 %

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

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	57	6.5 %
City's efforts to prevent crime	116	13.3 %
Enforcement of local traffic laws	46	5.3 %
Response to drug activity	150	17.2 %
Response to prostitution activity	58	6.7 %
Response to property crime (e.g. burglary, mail theft, car prowling)	163	18.7 %
Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	61	7.0 %
Your level of trust in officers to do the right thing	48	5.5 %
Shoreline's Police Department's response to situations involving individuals with behavioral/mental health issues	104	11.9 %
None chosen	68	7.8 %
Total	871	100.0 %

**SUM OF TOP 2 CHOICES****Q8. Which TWO of the public safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q8. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	154	17.7 %
City's efforts to prevent crime	277	31.8 %
Enforcement of local traffic laws	115	13.2 %
Response to drug activity	256	29.4 %
Response to prostitution activity	110	12.6 %
Response to property crime (e.g. burglary, mail theft, car prowl)	301	34.6 %
Level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	115	13.2 %
Your level of trust in officers to do the right thing	86	9.9 %
Shoreline's Police Department's response to situations involving individuals with behavioral/mental health issues	215	24.7 %
None chosen	45	5.2 %
Total	1674	

**Q9. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

(N=871)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q9-1. In your neighborhood during the day	54.1%	39.6%	4.7%	1.3%	0.0%	0.3%
Q9-2. In your neighborhood at night	22.0%	49.4%	18.6%	8.2%	1.0%	0.8%
Q9-3. In City parks & trails	11.6%	46.4%	27.0%	8.4%	2.1%	4.6%
Q9-4. In other public areas in Shoreline	12.1%	49.7%	27.8%	7.1%	0.8%	2.5%
Q9-5. Overall feeling of safety in Shoreline	17.3%	60.0%	18.5%	3.1%	0.7%	0.3%

**WITHOUT "DON'T KNOW"**

**Q9. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")**

(N=871)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q9-1. In your neighborhood during the day	54.3%	39.7%	4.7%	1.3%	0.0%
Q9-2. In your neighborhood at night	22.2%	49.8%	18.8%	8.2%	1.0%
Q9-3. In City parks & trails	12.2%	48.6%	28.3%	8.8%	2.2%
Q9-4. In other public areas in Shoreline	12.4%	51.0%	28.5%	7.3%	0.8%
Q9-5. Overall feeling of safety in Shoreline	17.4%	60.3%	18.5%	3.1%	0.7%

**Q10. City Communications and Engagement. From which of the following have you received information about City projects, issues, services, and events?**

Q10. From which following have you received information about City projects, issues, services, & events	Number	Percent
City newsletter "CURRENTS"	732	84.0 %
City's Parks & Recreation Guide	639	73.4 %
City cable channel (Comcast 21, Frontier 27)	14	1.6 %
City website	266	30.5 %
City's social media sites (e.g. Facebook or Instagram)	205	23.5 %
Television news	147	16.9 %
Online resources (e.g. Shoreline Area News, Nextdoor, Facebook groups)	456	52.4 %
Involvement in neighborhood association, community group, CityWise, or CityLearn	104	11.9 %
Alert Shoreline (City emails)	125	14.4 %
Other	39	4.5 %
Total	2727	

**Q10-10. Other:**

Q10-10. Other	Number	Percent
Neighbors	3	7.7 %
Word of mouth	2	5.1 %
Radio news	2	5.1 %
Friends	2	5.1 %
Emails	2	5.1 %
Word of mouth, etc.	1	2.6 %
Posts on Facebook, roadside signs, & mails from city	1	2.6 %
Reddit	1	2.6 %
Public postings of work being done	1	2.6 %
Mailed notices regarding nearby road work	1	2.6 %
Updates and info from Shoreline Fire Department	1	2.6 %
City library	1	2.6 %
Richmond Beach Community newsletter	1	2.6 %
MY CHURCH AND HOPELINK VOLUNTEERS	1	2.6 %
Door tag	1	2.6 %
Hillwood News	1	2.6 %
Talking to neighbors and through private organizations	1	2.6 %
Shoreline area news	1	2.6 %
Council meeting	1	2.6 %
Email, diversity and inclusion events in summer	1	2.6 %
Richmond Beach paper	1	2.6 %
Suni Toltons Def emails	1	2.6 %
Neighborhood info	1	2.6 %
RBCA NEWSLETTER	1	2.6 %
Neighborhood meetings	1	2.6 %
Webcam from neighborhood	1	2.6 %
Participation in National Night Out Block Party	1	2.6 %
Mail box	1	2.6 %
North City Water	1	2.6 %
Seattle Water, Recology	1	2.6 %
Mailings from realtors	1	2.6 %
Mail and friends	1	2.6 %
Mails	1	2.6 %
Total	39	100.0 %

**Q11. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Availability of information about City services, meetings, & events	13.9%	44.7%	26.3%	7.5%	1.0%	6.7%
Q11-2. City's efforts to provide information on major City issues (e.g., capital projects)	14.5%	44.5%	22.3%	11.0%	2.5%	5.2%
Q11-3. City's efforts to provide opportunities for public involvement	11.7%	38.8%	27.6%	10.2%	2.5%	9.2%
Q11-4. Quality of the content on City's website	6.5%	30.0%	27.4%	3.6%	0.7%	31.8%
Q11-5. Quality of the content in City's newsletter "CURRENTS"	19.5%	48.8%	19.9%	2.3%	0.6%	9.0%
Q11-6. Quality of City's social media	3.9%	21.5%	25.1%	3.2%	0.5%	45.8%

**WITHOUT "DON'T KNOW"**

**Q11. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Availability of information about City services, meetings, & events	14.9%	47.8%	28.2%	8.0%	1.1%
Q11-2. City's efforts to provide information on major City issues (e.g., capital projects)	15.3%	47.0%	23.5%	11.6%	2.7%
Q11-3. City's efforts to provide opportunities for public involvement	12.9%	42.7%	30.3%	11.3%	2.8%
Q11-4. Quality of the content on City's website	9.6%	43.9%	40.2%	5.2%	1.0%
Q11-5. Quality of the content in City's newsletter "CURRENTS"	21.4%	53.6%	21.8%	2.5%	0.6%
Q11-6. Quality of City's social media	7.2%	39.6%	46.4%	5.9%	0.8%

**Q12. Leadership and Quality of Life. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Overall image of City	13.5%	54.4%	22.4%	7.5%	0.2%	2.0%
Q12-2. Overall quality of leadership provided by City's elected officials	8.3%	35.8%	30.7%	9.1%	2.3%	13.9%
Q12-3. Overall effectiveness of City Manager & City staff	8.7%	34.3%	27.6%	8.0%	1.3%	20.1%

**WITHOUT "DON'T KNOW"**

**Q12. Leadership and Quality of Life. Several items that may influence your perception of the City of Shoreline are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall image of City	13.8%	55.5%	22.8%	7.6%	0.2%
Q12-2. Overall quality of leadership provided by City's elected officials	9.6%	41.6%	35.6%	10.5%	2.7%
Q12-3. Overall effectiveness of City Manager & City staff	10.9%	43.0%	34.5%	10.1%	1.6%



**Q13. 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."**

Q13. I trust City of Shoreline to spend my tax dollars responsibly	Number	Percent
Strongly agree	115	13.2 %
Somewhat agree	467	53.6 %
Somewhat disagree	155	17.8 %
Strongly disagree	69	7.9 %
No opinion	55	6.3 %
Not provided	10	1.1 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q13. From the choices below, please check how much you agree with the statement, "I trust the City of Shoreline to spend my tax dollars responsibly." (without "not provided")**

Q13. I trust City of Shoreline to spend my tax dollars responsibly	Number	Percent
Strongly agree	115	13.4 %
Somewhat agree	467	54.2 %
Somewhat disagree	155	18.0 %
Strongly disagree	69	8.0 %
No opinion	55	6.4 %
Total	861	100.0 %

**Q14. In general, do you think the City of Shoreline is moving in the right direction?**

Q14. Do you think City of Shoreline is moving in the right direction	Number	Percent
Yes	497	57.1 %
No	173	19.9 %
Don't know	201	23.1 %
Total	871	100.0 %

**WITHOUT "DON'T KNOW"****Q14. In general, do you think the City of Shoreline is moving in the right direction? (without "don't know")**

Q14. Do you think City of Shoreline is moving in the right direction	Number	Percent
Yes	497	74.2 %
No	173	25.8 %
Total	670	100.0 %

**Q15. In general, do you believe Shoreline is a welcoming and inclusive community?**

Q15. Do you believe Shoreline is a welcoming & inclusive community	Number	Percent
Yes	679	78.0 %
No	35	4.0 %
Don't know	157	18.0 %
Total	871	100.0 %

**WITHOUT "DON'T KNOW"****Q15. In general, do you believe Shoreline is a welcoming and inclusive community? (without "don't know")**

Q15. Do you believe Shoreline is a welcoming & inclusive community	Number	Percent
Yes	679	95.1 %
No	35	4.9 %
Total	714	100.0 %

**Q16. Please rate Shoreline using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.**

(N=871)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q16-1. As a place to live	31.5%	56.9%	9.4%	1.8%	0.1%	0.2%
Q16-2. As a place to raise children	30.3%	45.8%	10.3%	2.8%	0.0%	10.8%
Q16-3. As a place to work	12.2%	31.6%	22.4%	6.0%	1.3%	26.6%
Q16-4. As a place with a variety of housing choices	9.6%	38.9%	28.6%	14.2%	2.8%	5.9%
Q16-5. As a place to shop	6.8%	28.6%	23.3%	29.7%	10.3%	1.3%
Q16-6. As a place for dining & entertainment options	4.2%	18.5%	23.8%	34.9%	17.2%	1.4%
Q16-7. Overall quality of life in City	14.6%	59.1%	22.0%	3.3%	0.1%	0.8%
Q16-8. As a place to connect & interact with your neighbors	15.0%	45.7%	27.7%	8.8%	0.8%	2.0%

**WITHOUT "DON'T KNOW"**

**Q16. Please rate Shoreline using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following. (without "don't know")**

(N=871)

	Excellent	Good	Neutral	Below average	Poor
Q16-1. As a place to live	31.5%	57.1%	9.4%	1.8%	0.1%
Q16-2. As a place to raise children	34.0%	51.4%	11.6%	3.1%	0.0%
Q16-3. As a place to work	16.6%	43.0%	30.5%	8.1%	1.7%
Q16-4. As a place with a variety of housing choices	10.2%	41.3%	30.4%	15.1%	2.9%
Q16-5. As a place to shop	6.9%	29.0%	23.6%	30.1%	10.5%
Q16-6. As a place for dining & entertainment options	4.3%	18.7%	24.1%	35.4%	17.5%
Q16-7. Overall quality of life in City	14.7%	59.6%	22.2%	3.4%	0.1%
Q16-8. As a place to connect & interact with your neighbors	15.3%	46.6%	28.2%	9.0%	0.8%

**Q17. Overall, how do you rate the condition of your neighborhood?**

Q17. How do you rate the condition of your neighborhood	Number	Percent
Excellent	169	19.4 %
Good	429	49.3 %
Average	228	26.2 %
Below average	36	4.1 %
Poor	3	0.3 %
Don't know	6	0.7 %
Total	871	100.0 %

**WITHOUT "DON'T KNOW"****Q17. Overall, how do you rate the condition of your neighborhood? (without "don't know")**

Q17. How do you rate the condition of your neighborhood	Number	Percent
Excellent	169	19.5 %
Good	429	49.6 %
Average	228	26.4 %
Below average	36	4.2 %
Poor	3	0.3 %
Total	865	100.0 %

**Q18. Parks and Recreation. Please rate Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Maintenance of City parks	17.8%	61.1%	11.1%	3.9%	0.5%	5.6%
Q18-2. Maintenance of City playgrounds	15.0%	50.5%	13.9%	1.8%	0.1%	18.6%
Q18-3. Walking & biking trails in City	14.2%	45.0%	20.8%	6.4%	0.8%	12.7%
Q18-4. Outdoor athletic fields	13.8%	42.8%	18.3%	2.2%	0.1%	22.8%
Q18-5. Fees charged for recreation programs	8.2%	26.8%	23.1%	3.2%	0.3%	38.5%
Q18-6. Variety of recreation programs	9.8%	34.2%	25.0%	4.1%	0.5%	26.4%
Q18-7. Variety of culturally diverse programs	8.2%	23.4%	26.8%	3.6%	0.1%	38.0%
Q18-8. Quality of access to City parks for persons with disabilities	6.2%	21.1%	18.7%	5.4%	1.1%	47.4%

**WITHOUT "DON'T KNOW"**

**Q18. Parks and Recreation. Please rate Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Maintenance of City parks	18.9%	64.7%	11.8%	4.1%	0.5%
Q18-2. Maintenance of City playgrounds	18.5%	62.1%	17.1%	2.3%	0.1%
Q18-3. Walking & biking trails in City	16.3%	51.6%	23.8%	7.4%	0.9%
Q18-4. Outdoor athletic fields	17.9%	55.5%	23.7%	2.8%	0.1%
Q18-5. Fees charged for recreation programs	13.2%	43.5%	37.5%	5.2%	0.6%
Q18-6. Variety of recreation programs	13.3%	46.5%	34.0%	5.6%	0.6%
Q18-7. Variety of culturally diverse programs	13.1%	37.8%	43.1%	5.7%	0.2%
Q18-8. Quality of access to City parks for persons with disabilities	11.8%	40.2%	35.6%	10.3%	2.2%

**Q19. Which TWO of the Parks and Recreation items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q19. Top choice	Number	Percent
Maintenance of City parks	326	37.4 %
Maintenance of City playgrounds	50	5.7 %
Walking & biking trails in City	149	17.1 %
Outdoor athletic fields	30	3.4 %
Fees charged for recreation programs	32	3.7 %
Variety of recreation programs	64	7.3 %
Variety of culturally diverse programs	51	5.9 %
Quality of access to City parks for persons with disabilities	88	10.1 %
None chosen	81	9.3 %
Total	871	100.0 %

**Q19. Which TWO of the Parks and Recreation items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q19. 2nd choice	Number	Percent
Maintenance of City parks	148	17.0 %
Maintenance of City playgrounds	130	14.9 %
Walking & biking trails in City	177	20.3 %
Outdoor athletic fields	48	5.5 %
Fees charged for recreation programs	32	3.7 %
Variety of recreation programs	84	9.6 %
Variety of culturally diverse programs	69	7.9 %
Quality of access to City parks for persons with disabilities	77	8.8 %
None chosen	106	12.2 %
Total	871	100.0 %

**SUM OF TOP 2 CHOICES**

**Q19. Which TWO of the Parks and Recreation items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q19. Sum of top 2 choices	Number	Percent
Maintenance of City parks	474	54.4 %
Maintenance of City playgrounds	180	20.7 %
Walking & biking trails in City	326	37.4 %
Outdoor athletic fields	78	9.0 %
Fees charged for recreation programs	64	7.3 %
Variety of recreation programs	148	17.0 %
Variety of culturally diverse programs	120	13.8 %
Quality of access to City parks for persons with disabilities	165	18.9 %
None chosen	81	9.3 %
Total	1636	



**Q20. Transportation and Land Use. Please rate Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Availability of public transportation options	10.7%	41.7%	24.5%	10.2%	2.8%	10.2%
Q20-2. Availability of bicycle lanes	10.8%	28.9%	25.9%	12.7%	3.3%	18.3%
Q20-3. Availability of sidewalks on major streets & routes	8.8%	33.5%	22.8%	23.5%	7.3%	3.9%
Q20-4. Availability of sidewalks in your neighborhood	7.9%	20.3%	16.8%	29.3%	22.2%	3.6%
Q20-5. Quality of sidewalks in Shoreline	5.5%	27.3%	31.9%	20.6%	8.0%	6.7%
Q20-6. Quality of sidewalks for people with mobility challenges	3.2%	11.0%	21.0%	21.5%	13.8%	29.5%
Q20-7. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	7.9%	29.7%	27.4%	19.6%	9.8%	5.5%
Q20-8. City's efforts to support alternative means of transportation such as transit, bicycling, walking	8.0%	28.0%	33.5%	12.6%	4.2%	13.5%

**WITHOUT "DON'T KNOW"**

**Q20. Transportation and Land Use. Please rate Shoreline using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=871)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of public transportation options	11.9%	46.4%	27.2%	11.4%	3.1%
Q20-2. Availability of bicycle lanes	13.2%	35.4%	31.7%	15.6%	4.1%
Q20-3. Availability of sidewalks on major streets & routes	9.2%	34.9%	23.8%	24.5%	7.6%
Q20-4. Availability of sidewalks in your neighborhood	8.2%	21.1%	17.4%	30.4%	23.0%
Q20-5. Quality of sidewalks in Shoreline	5.9%	29.3%	34.2%	22.0%	8.6%
Q20-6. Quality of sidewalks for people with mobility challenges	4.6%	15.6%	29.8%	30.5%	19.5%
Q20-7. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	8.4%	31.5%	29.0%	20.8%	10.3%
Q20-8. City's efforts to support alternative means of transportation such as transit, bicycling, walking	9.3%	32.4%	38.8%	14.6%	4.9%

**Q21. Which TWO of the transportation items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q21. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation options	156	17.9 %
Availability of bicycle lanes	46	5.3 %
Availability of sidewalks on major streets & routes	102	11.7 %
Availability of sidewalks in your neighborhood	175	20.1 %
Quality of sidewalks in Shoreline	76	8.7 %
Quality of sidewalks for people with mobility challenges	60	6.9 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	117	13.4 %
City's efforts to support alternative means of transportation such as transit, bicycling, walking	90	10.3 %
None chosen	49	5.6 %
Total	871	100.0 %

**Q21. Which TWO of the transportation items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q21. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation options	73	8.4 %
Availability of bicycle lanes	46	5.3 %
Availability of sidewalks on major streets & routes	118	13.5 %
Availability of sidewalks in your neighborhood	129	14.8 %
Quality of sidewalks in Shoreline	107	12.3 %
Quality of sidewalks for people with mobility challenges	101	11.6 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	109	12.5 %
City's efforts to support alternative means of transportation such as transit, bicycling, walking	108	12.4 %
None chosen	80	9.2 %
Total	871	100.0 %

**SUM OF TOP 2 CHOICES****Q21. Which TWO of the transportation items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q21. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation options	229	26.3 %
Availability of bicycle lanes	92	10.6 %
Availability of sidewalks on major streets & routes	220	25.3 %
Availability of sidewalks in your neighborhood	304	34.9 %
Quality of sidewalks in Shoreline	183	21.0 %
Quality of sidewalks for people with mobility challenges	161	18.5 %
Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	226	25.9 %
City's efforts to support alternative means of transportation such as transit, bicycling, walking	198	22.7 %
None chosen	49	5.6 %
Total	1662	

**Q22. Climate Change: Community Resilience and Preparedness. Please rate how concerned you are about climate change and its potential impact on our community using a scale from 1 to 5, where 1 means "not concerned at all" and 5 means "extremely concerned."**

Q22. How concerned are you about climate change & its potential impact on the community	Number	Percent
Extremely concerned	335	38.5 %
Concerned	304	34.9 %
Not sure	75	8.6 %
Not concerned	88	10.1 %
Not concerned at all	53	6.1 %
Not provided	16	1.8 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q22. Climate Change: Community Resilience and Preparedness. Please rate how concerned you are about climate change and its potential impact on our community using a scale from 1 to 5, where 1 means "not concerned at all" and 5 means "extremely concerned." (without "not provided")**

Q22. How concerned are you about climate change & its potential impact on the community	Number	Percent
Extremely concerned	335	39.2 %
Concerned	304	35.6 %
Not sure	75	8.8 %
Not concerned	88	10.3 %
Not concerned at all	53	6.2 %
Total	855	100.0 %

**Q23. Please rate how familiar you are with the actions you can take to address climate change in your everyday life using a scale from 1 to 5, where 1 means "not familiar at all" and 5 means "extremely familiar."**

Q23. How familiar are you with the actions you can take to address climate change in your everyday life	Number	Percent
Extremely familiar	171	19.6 %
Very familiar	288	33.1 %
Somewhat familiar	316	36.3 %
Not familiar	48	5.5 %
Not familiar at all	28	3.2 %
Not provided	20	2.3 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q23. Please rate how familiar you are with the actions you can take to address climate change in your everyday life using a scale from 1 to 5, where 1 means "not familiar at all" and 5 means "extremely familiar." (without "not provided")**

Q23. How familiar are you with the actions you can take to address climate change in your everyday life	Number	Percent
Extremely familiar	171	20.1 %
Very familiar	288	33.8 %
Somewhat familiar	316	37.1 %
Not familiar	48	5.6 %
Not familiar at all	28	3.3 %
Total	851	100.0 %

**Q24. Capital Investments for Parks and Recreation. Funding for capital investments is limited. For some projects, such as improvements to Aurora or the 145th Corridor, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects for parks and recreation over the next decade, please rank the priority order of the capital improvements listed below.**

Q24. Top choice	Number	Percent
Aquatics (pool) facility	310	35.6 %
Community & cultural facility	113	13.0 %
Park improvements	277	31.8 %
Recreation facility	94	10.8 %
None chosen	77	8.8 %
Total	871	100.0 %

**Q24. Capital Investments for Parks and Recreation. Funding for capital investments is limited. For some projects, such as improvements to Aurora or the 145th Corridor, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects for parks and recreation over the next decade, please rank the priority order of the capital improvements listed below.**

Q24. 2nd choice	Number	Percent
Aquatics (pool) facility	106	12.2 %
Community & cultural facility	163	18.7 %
Park improvements	215	24.7 %
Recreation facility	264	30.3 %
None chosen	123	14.1 %
Total	871	100.0 %

**Q24. Capital Investments for Parks and Recreation. Funding for capital investments is limited. For some projects, such as improvements to Aurora or the 145th Corridor, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects for parks and recreation over the next decade, please rank the priority order of the capital improvements listed below.**

Q24. 3rd choice	Number	Percent
Aquatics (pool) facility	106	12.2 %
Community & cultural facility	186	21.4 %
Park improvements	137	15.7 %
Recreation facility	261	30.0 %
None chosen	181	20.8 %
Total	871	100.0 %

**Q24. Capital Investments for Parks and Recreation. Funding for capital investments is limited. For some projects, such as improvements to Aurora or the 145th Corridor, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects for parks and recreation over the next decade, please rank the priority order of the capital improvements listed below.**

Q24. 4th choice	Number	Percent
Aquatics (pool) facility	184	21.1 %
Community & cultural facility	226	25.9 %
Park improvements	117	13.4 %
Recreation facility	92	10.6 %
None chosen	252	28.9 %
Total	871	100.0 %



**SUM OF TOP 4 CHOICES**

**Q24. Capital Investments for Parks and Recreation. Funding for capital investments is limited. For some projects, such as improvements to Aurora or the 145th Corridor, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements, we have to use local tax dollars. In looking at how we should spend your local tax dollars on capital projects for parks and recreation over the next decade, please rank the priority order of the capital improvements listed below. (top 4)**

Q24. Sum of top 4 choices	Number	Percent
Aquatics (pool) facility	706	81.1 %
Community & cultural facility	688	79.0 %
Park improvements	746	85.6 %
Recreation facility	711	81.6 %
None chosen	77	8.8 %
Total	2928	

**Q25. Balancing tree preservation with our need to improve our sidewalks and streets. The City needs to make significant improvements to its sidewalks and streets to accommodate our growing population and to create a more walkable community. And while the City will try to protect as many trees as possible, some trees may need to be removed. There are ways to preserve more trees, but these options can add significant costs to projects. Knowing this, would you be willing to pay more in taxes (property tax, sales tax, or vehicle license fee) to preserve more trees in the City?**

Q25. Would you be willing to pay more in taxes to preserve more trees in City

	Number	Percent
Yes	384	44.1 %
No	349	40.1 %
Don't know	138	15.8 %
Total	871	100.0 %

#### **WITHOUT "DON'T KNOW"**

**Q25. Balancing tree preservation with our need to improve our sidewalks and streets. The City needs to make significant improvements to its sidewalks and streets to accommodate our growing population and to create a more walkable community. And while the City will try to protect as many trees as possible, some trees may need to be removed. There are ways to preserve more trees, but these options can add significant costs to projects. Knowing this, would you be willing to pay more in taxes (property tax, sales tax, or vehicle license fee) to preserve more trees in the City? (without "don't know")**

Q25. Would you be willing to pay more in taxes to preserve more trees in City

	Number	Percent
Yes	384	52.4 %
No	349	47.6 %
Total	733	100.0 %

**Q25a. If YES to Question 25: Which of the following methods of preserving trees would you be willing to pay additional taxes to support?**

Q25a. Which methods of preserving trees would you be willing to pay additional taxes to support

	Number	Percent
Using more expensive techniques to protect root systems, such as raised sidewalks that go over tree roots	301	78.4 %
Purchasing more private property from willing sellers so sidewalks can meander around trees & into private property	221	57.6 %
Using eminent domain to condemn private property (paying fair market value) from unwilling sellers so sidewalks can meander through private property	92	24.0 %
Total	614	

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

Q26. How many years have you lived in City of Shoreline	Number	Percent
0-5	194	22.3 %
6-10	141	16.2 %
11-15	84	9.6 %
16-20	90	10.3 %
21-30	132	15.2 %
31+	213	24.5 %
Not provided	17	2.0 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"****Q26. Approximately how many years have you lived in the City of Shoreline? (without "not provided")**

Q26. How many years have you lived in City of Shoreline	Number	Percent
0-5	194	22.7 %
6-10	141	16.5 %
11-15	84	9.8 %
16-20	90	10.5 %
21-30	132	15.5 %
31+	213	24.9 %
Total	854	100.0 %

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

Q27. Do you own or rent your current residence	Number	Percent
Own	586	67.3 %
Rent	283	32.5 %
Not provided	2	0.2 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. Do you own or rent your current residence? (without "not provided")**

Q27. Do you own or rent your current residence	Number	Percent
Own	586	67.4 %
Rent	283	32.6 %
Total	869	100.0 %

**Q28. Do you live east or west of I-5?**

Q28. Do you live east or west of I-5	Number	Percent
East	284	32.6 %
West	573	65.8 %
Not provided	14	1.6 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"****Q28. Do you live east or west of I-5? (without "not provided")**

Q28. Do you live east or west of I-5	Number	Percent
East	284	33.1 %
West	573	66.9 %
Total	857	100.0 %

**Q29. Do you live east or west of Aurora Avenue N?**

Q29. Do you live east or west of Aurora Avenue N	Number	Percent
East	481	55.2 %
West	368	42.3 %
Not provided	22	2.5 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. Do you live east or west of Aurora Avenue N? (without "not provided")**

Q29. Do you live east or west of Aurora Avenue N	Number	Percent
East	481	56.7 %
West	368	43.3 %
Total	849	100.0 %

**Q30. What type of residence do you live in?**

<u>Q30. What type of residence do you live in?</u>	<u>Number</u>	<u>Percent</u>
Single-family home	726	83.4 %
Condominium	37	4.2 %
Townhouse	24	2.8 %
Apartment	50	5.7 %
Duplex/Triplex	14	1.6 %
ADU (accessary dwelling unit or mother-in-law)	4	0.5 %
Other	2	0.2 %
Not provided	14	1.6 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. What type of residence do you live in? (without "not provided")**

<u>Q30. What type of residence do you live in?</u>	<u>Number</u>	<u>Percent</u>
Single-family home	726	84.7 %
Condominium	37	4.3 %
Townhouse	24	2.8 %
Apartment	50	5.8 %
Duplex/Triplex	14	1.6 %
ADU (accessary dwelling unit or mother-in-law)	4	0.5 %
Other	2	0.2 %
Total	857	100.0 %

**Q30-7. Other:**

<u>Q30-7. Other</u>	<u>Number</u>	<u>Percent</u>
Condo association where units appear as single family homes	1	50.0 %
Cottage community	1	50.0 %
Total	2	100.0 %

**Q31. Counting yourself, how many people in your household are...**

	Mean	Sum
number	2.5	2143
Under age 5	0.1	102
Ages 5-9	0.1	105
Ages 10-14	0.1	110
Ages 15-19	0.1	108
Ages 20-24	0.1	77
Ages 25-34	0.3	268
Ages 35-44	0.4	314
Ages 45-54	0.3	298
Ages 55-64	0.4	305
Ages 65-74	0.3	299
Ages 75+	0.2	157

**Q32. What is your total annual household income?**

Q32. Your total annual household income	Number	Percent
Under \$25K	44	5.1 %
\$25K to \$49,999	121	13.9 %
\$50K to \$74,999	122	14.0 %
\$75K to \$99,999	131	15.0 %
\$100K+	352	40.4 %
Not provided	101	11.6 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"****Q32. What is your total annual household income? (without "not provided")**

Q32. Your total annual household income	Number	Percent
Under \$25K	44	5.7 %
\$25K to \$49,999	121	15.7 %
\$50K to \$74,999	122	15.8 %
\$75K to \$99,999	131	17.0 %
\$100K+	352	45.7 %
Total	770	100.0 %

**Q33. Your gender identity:**

<u>Q33. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	416	47.8 %
Female	426	48.9 %
Other/non-binary	14	1.6 %
Other	1	0.1 %
Not provided	14	1.6 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. Your gender identity: (without "not provided")**

<u>Q33. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	416	48.5 %
Female	426	49.7 %
Other/non-binary	14	1.6 %
Other	1	0.1 %
Total	857	100.0 %

**Q33-4. Self-describe your gender identity:**

<u>Q33-4. Self-describe your gender identity</u>	<u>Number</u>	<u>Percent</u>
Cis woman	1	100.0 %
Total	1	100.0 %



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

<u>Q34. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	138	15.8 %
Black or African American	52	6.0 %
American Indian or Alaska Native	5	0.6 %
White or Caucasian	572	65.7 %
Native Hawaiian or other Pacific Islander	5	0.6 %
Hispanic, Spanish, or Latino/a/x	60	6.9 %
Other	50	5.7 %
Total	882	

**Q34-7. Self-describe your race/ethnicity:**

<u>Q34-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mixed	19	38.0 %
Multi-racial	8	16.0 %
Multi-ethnic	7	14.0 %
More than one	6	12.0 %
Jewish	4	8.0 %
Middle Eastern	3	6.0 %
Middle Eastern/Causasian	1	2.0 %
European	1	2.0 %
Arab	1	2.0 %
Total	50	100.0 %

**Q35. What is the primary language spoken in your home?**

Q35. Primary language spoken in your home	Number	Percent
English	786	90.2 %
Spanish	17	2.0 %
Mandarin/Cantonese	18	2.1 %
Vietnamese	4	0.5 %
Amharic/Tigrinya	8	0.9 %
Korean	8	0.9 %
Tagalog	7	0.8 %
Other	16	1.8 %
Not provided	7	0.8 %
Total	871	100.0 %

**WITHOUT "NOT PROVIDED"****Q35. What is the primary language spoken in your home? (without "not provided")**

Q35. Primary language spoken in your home	Number	Percent
English	786	91.0 %
Spanish	17	2.0 %
Mandarin/Cantonese	18	2.1 %
Vietnamese	4	0.5 %
Amharic/Tigrinya	8	0.9 %
Korean	8	0.9 %
Tagalog	7	0.8 %
Other	16	1.9 %
Total	864	100.0 %

**Q35-8. Other:**

Q35-8. Other	Number	Percent
Russian	2	12.5 %
Japanese	2	12.5 %
Punjabi	2	12.5 %
Latvian	1	6.3 %
Arabic	1	6.3 %
CAMBODIAN	1	6.3 %
TAMIL	1	6.3 %
MONGOLIAN	1	6.3 %
German	1	6.3 %
Ukrainian	1	6.3 %
Indian	1	6.3 %
Romanian	1	6.3 %
Cebuano	1	6.3 %
Total	16	100.0 %



# Survey Instrument



## *City of Shoreline*

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

May 2024

Dear Shoreline Resident:

***Your input on the enclosed survey is important.*** We believe it is crucial to ask our residents if they are satisfied with the services we provide. 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. Your participation is necessary to make the survey a success.*** The results will assist City leaders in making critical decisions that affect a wide range of City services, including police, parks, street maintenance, sidewalk construction, transportation, affordable housing, code enforcement, and many others. To ensure that the City's priorities are aligned with the needs of Shoreline residents, you are asked to complete the attached survey conducted independently by ETC Institute.

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

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

If you have any questions, please contact Eric Bratton with the City of Shoreline at [ebratton@shorelinewa.gov](mailto:ebratton@shorelinewa.gov) or 206-801-2217. Thanks again for taking the time to let your voice be heard.

Sincerely,

Bristol Ellington  
City Manager  
City of Shoreline

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

ምምሕዳር ከተማ ሾርላይን (City of Shoreline) ተቆማጦኡ ክሳብ ክንደይ በቶም ዝወሃብዎም ኣገልግሎታት ዕጉባት ከምዝኹ ንምፍላጥ ዳህሳሳዊ መጽናዕቲ ይካይድ ኣሎ። ስድራቤትኩም ሓንቲ ካብ'ተን ሒደት ኣብዚ ዳህሳሳዊ መጽናዕቲ እዚ ንክሳተፋ ብዕጻ ዝተመርጸ ስድራታት ኮይና ኣላ። እቲ እትህቡና ሓበሬታ ንዓና ልዑል ኣገዳስነት ኣለዎ። ነቲ መጽናዕቲ ብኢንተርነት ኣብ [shorelineresidentsurvey.org](http://shorelineresidentsurvey.org) ክትወስድዎ ትኽእሉ ኢኹም። ትሕዝቶ ናይ'ዚ ዳህሳሳዊ መጽናዕቲ ተተርጉሙ ክለእኸልኩም እንተደሊኹም፣ ብኽብረትኩም ንሓላፊ ፕሮግራም ርክባት (ኮሚዩኒኬሽንስ) ኣቶ ኤሪክ ብራተን (Eric Bratton) ብ [ebratton@shorelinewa.gov](mailto:ebratton@shorelinewa.gov) ወይ ከኣ ብ 206-801- 2217 ተወክስዎ።

City of Shoreline የከተማው ነዋሪዎች እኛ በምንሰጣቸው አገልግሎቶች ምን ያህል እርካታ እንደሚሰማቸው ለማወቅ የዳሰሳ ጥናት እያካሄደ ነው። የእርስዎ ቤተሰብም በዳሰሳ ጥናቱ ውስጥ እንዲሳተፉ በነሲብ ከተመረጡት ውስን ቁጥር ያላቸው ቤተሰቦች መካል አንዱ ነው። የእርስዎ ግብረ መልስ ለእኛ በጣም ጠቃሚ ነው። የዳሰሳ ጥናቱን በመስመር ላይ በ[shorelineresidentsurvey.org](http://shorelineresidentsurvey.org) መውሰድ ይችላሉ። የዳሰሳ ጥናቱ ተተርጉሞ እንዲላክልዎ ከፈለጉ፣ እባክዎ ለኮሚዩኒኬሽንስ ፕሮግራም ኃላፊ በኢሜይል ኤሪክ ብራተን (Eric Bratton) [ebratton@shorelinewa.gov](mailto:ebratton@shorelinewa.gov) ወይም በስልክ ቁጥር 206-801- 2217 ያሳውቁ።

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

# 2024 City of Shoreline Resident Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to provide quality services that the people of Shoreline need and value. If you have questions, please contact Communications Program Manager Eric Bratton at [ebpratton@shorelinewa.gov](mailto:ebpratton@shorelinewa.gov) or 206-801-2217. **At the end of the survey, you will have the opportunity to enter a drawing for a chance to win one (1) \$500 prepaid Visa gift card. Gift cards are sent via email and limited to one entry per household.**

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police services	5	4	3	2	1	9
02. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
03. Overall effectiveness of the City's code enforcement program	5	4	3	2	1	9
04. Overall effectiveness of City communication with the public	5	4	3	2	1	9
05. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
06. Overall travel time for trips on Shoreline streets (excluding I-5 and signals to I-5)	5	4	3	2	1	9
07. Overall quality of human services (e.g., support for people in times of need) offered by the City	5	4	3	2	1	9
08. Overall effectiveness of the City's efforts to sustain environmental quality	5	4	3	2	1	9
09. Overall quality of service provided by the City of Shoreline	5	4	3	2	1	9
10. Overall effectiveness of the City's efforts to build an anti-racist community	5	4	3	2	1	9
11. Overall response to homelessness	5	4	3	2	1	9

2. **Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 1.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall maintenance of City streets	5	4	3	2	1	9
02. Maintenance of streets in your neighborhood	5	4	3	2	1	9
03. Maintenance of sidewalks in Shoreline	5	4	3	2	1	9
04. Mowing and trimming along City streets and other public areas	5	4	3	2	1	9
05. Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
06. Adequacy of City street lighting in your neighborhood	5	4	3	2	1	9
07. Adequacy of storm drainage services in your neighborhood	5	4	3	2	1	9
08. Garbage/recycling provider services	5	4	3	2	1	9
09. Maintenance of public trees along City streets	5	4	3	2	1	9
10. Adequacy of wastewater (sewer) system in your neighborhood	5	4	3	2	1	9

4. **Which TWO of the maintenance services listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 3.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

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

How satisfied are you with the City of Shoreline's efforts regarding...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of garbage, junk, or debris on private property	5	4	3	2	1	9
2. Enforcing removal of abandoned/junk autos	5	4	3	2	1	9
3. Enforcement of graffiti removal from private properties	5	4	3	2	1	9

6. Which ONE of the City Codes and Ordinances items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answer below using the numbers from the list in Question 5.]

Highest Priority: \_\_\_\_

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of local police protection	5	4	3	2	1	9
2. City's efforts to prevent crime	5	4	3	2	1	9
3. Enforcement of local traffic laws	5	4	3	2	1	9
4. Response to drug activity	5	4	3	2	1	9
5. Response to prostitution activity	5	4	3	2	1	9
6. Response to property crime (e.g., burglary, mail theft, car prowling)	5	4	3	2	1	9
7. The level of respect Shoreline Police officers show residents regardless of race, gender, age, or other factors	5	4	3	2	1	9
8. Your level of trust in officers to do the right thing	5	4	3	2	1	9
9. Shoreline Police Department's response to situations involving individuals with behavioral/mental health issues	5	4	3	2	1	9

8. Which TWO of the Public Safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 7.]

1st: \_\_\_\_ 2nd: \_\_\_\_

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

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In City parks and trails	5	4	3	2	1	9
4. In other public areas in Shoreline	5	4	3	2	1	9
5. Overall feeling of safety in Shoreline	5	4	3	2	1	9

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

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

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City services, meetings, and events	5	4	3	2	1	9
2. City's efforts to provide information on major City issues (e.g., capital projects)	5	4	3	2	1	9
3. City's efforts to provide opportunities for public involvement	5	4	3	2	1	9
4. The quality of the content on the City's website	5	4	3	2	1	9
5. The quality of the content in the City's newsletter "CURRENTS"	5	4	3	2	1	9
6. The quality of the City's social media	5	4	3	2	1	9

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall image of the City	5	4	3	2	1	9
2. Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
3. Overall effectiveness of the City Manager and City staff	5	4	3	2	1	9

13. 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."

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

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

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

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

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

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

How would you rate Shoreline...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place with a variety of housing choices	5	4	3	2	1	9
5. As a place to shop	5	4	3	2	1	9
6. As a place for dining and entertainment options	5	4	3	2	1	9
7. Overall quality of life in the City	5	4	3	2	1	9
8. As a place to connect and interact with your neighbors	5	4	3	2	1	9

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

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



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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of City parks	5	4	3	2	1	9
2. Maintenance of City playgrounds	5	4	3	2	1	9
3. Walking and biking trails in the City	5	4	3	2	1	9
4. Outdoor athletic fields	5	4	3	2	1	9
5. Fees charged for recreation programs	5	4	3	2	1	9
6. Variety of recreation programs	5	4	3	2	1	9
7. Variety of culturally diverse programs	5	4	3	2	1	9
8. Quality of access to City parks for persons with disabilities	5	4	3	2	1	9

19. Which TWO of the Parks and Recreation items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 18.]*

1st: \_\_\_\_ 2nd: \_\_\_\_

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of public transportation options	5	4	3	2	1	9
2. Availability of bicycle lanes	5	4	3	2	1	9
3. Availability of sidewalks on major streets and routes	5	4	3	2	1	9
4. Availability of sidewalks in your neighborhood	5	4	3	2	1	9
5. Quality of sidewalks in Shoreline	5	4	3	2	1	9
6. Quality of sidewalks for people with mobility challenges	5	4	3	2	1	9
7. Traffic calming measures in your neighborhood, for example, traffic circles, speed humps, or radar speed signs	5	4	3	2	1	9
8. City's efforts to support alternative means of transportation such as transit, bicycling, walking	5	4	3	2	1	9

21. Which TWO of the transportation items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 20.]*

1st: \_\_\_\_ 2nd: \_\_\_\_

22. **Climate Change: Community Resilience and Preparedness.** Please rate how concerned you are about climate change and its potential impact on our community using a scale from 1 to 5, where 1 means "Not concerned at all" and 5 means "Extremely concerned."

\_\_\_\_(5) Extremely concerned      \_\_\_\_ (3) Not sure      \_\_\_\_ (1) Not concerned at all  
 \_\_\_\_ (4) Concerned      \_\_\_\_ (2) Not concerned

23. Please rate how familiar you are with the actions you can take to address climate change in your everyday life using a scale from 1 to 5, where 1 means "Not familiar at all" and 5 means "Extremely familiar."

\_\_\_\_(5) Extremely familiar      \_\_\_\_ (3) Somewhat familiar      \_\_\_\_ (1) Not familiar at all  
 \_\_\_\_ (4) Very familiar      \_\_\_\_ (2) Not familiar

24. **Capital Investments for Parks and Recreation.** Funding for capital investments is limited. For some projects, such as improvements to Aurora or the 145th corridor, the City looks for substantial federal, state, and regional grant funds to pay for the majority of the costs. But for other projects, such as park improvements, we have to use local tax dollars.

In looking at how we should spend your local tax dollars on capital projects for parks and recreation over the next decade, please rank the priority order of the capital improvements listed below. [Use the numbers to the left to rank the projects below. Your 1st choice would be your HIGHEST priority. If you do not support any of the items, circle "None."]

- |                                    |                        |
|------------------------------------|------------------------|
| 1. Aquatics (pool) facility        | 3. Park improvements   |
| 2. Community and cultural facility | 4. Recreation facility |

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ None

25. **Balancing tree preservation with our need to improve our sidewalks and streets.** The City needs to make significant improvements to its sidewalks and streets to accommodate our growing population and to create a more walkable community. And while the City will try to protect as many trees as possible, some trees may need to be removed. There are ways to preserve more trees, but these options can add significant costs to projects. Knowing this, would you be willing to pay more in taxes [property tax, sales tax, or vehicle license fee] to preserve more trees in the City?

\_\_\_\_(1) Yes [Answer Question 25a.] \_\_\_\_ (2) No \_\_\_\_ (9) Don't know

- 25a. If YES to Question 25: Which of the following methods of preserving trees would you be willing to pay additional taxes to support? [Check all that apply.]

- \_\_\_\_(1) Using more expensive techniques to protect root systems, such as raised sidewalks that go over tree roots.  
\_\_\_\_(2) Purchasing more private property from willing sellers so sidewalks can meander around trees and into private property.  
\_\_\_\_(3) Using eminent domain to condemn private property (paying fair market value) from unwilling sellers so sidewalks can meander through private property.

## Demographics

26. Approximately how many years have you lived in the City of Shoreline? \_\_\_\_ years

27. Do you own or rent your current residence? \_\_\_\_ (1) Own \_\_\_\_ (2) Rent

28. Do you live east or west of I-5? \_\_\_\_ (1) East \_\_\_\_ (2) West

29. Do you live east or west of Aurora Avenue N.? \_\_\_\_ (1) East \_\_\_\_ (2) West

30. What type of residence do you live in?

- |                            |  |
|----------------------------|--|
| ____(1) Single-family home | ____(5) Duplex/Triplex                                 |
| ____(2) Condominium        | ____(6) ADU (accessory dwelling unit or mother-in-law) |
| ____(3) Townhouse          | ____(7) Other: _____                                   |
| ____(4) Apartment          |  |

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

Under age 5: ____	Ages 15-19: ____	Ages 35-44: ____	Ages 65-74: ____
Ages 5-9: ____	Ages 20-24: ____	Ages 45-54: ____	Ages 75+: ____
Ages 10-14: ____	Ages 25-34: ____	Ages 55-64: ____	

32. What is your total annual household income?

- |                              |                              |                           |
|------------------------------|------------------------------|---------------------------|
| ____(1) Under \$25,000       | ____(3) \$50,000 to \$74,999 | ____(5) \$100,000 or more |
| ____(2) \$25,000 to \$49,999 | ____(4) \$75,000 to \$99,999 |                           |

- 33. Your gender identity:**  
 \_\_\_\_ (1) Male      \_\_\_\_ (2) Female      \_\_\_\_ (3) Non-binary      \_\_\_\_ (4) Other: \_\_\_\_\_
- 34. Which of the following best describes your race/ethnicity? [Check all that apply.]**  
 \_\_\_\_ (01) Asian or Asian Indian      \_\_\_\_ (05) Native Hawaiian or other Pacific Islander  
 \_\_\_\_ (02) Black or African American      \_\_\_\_ (06) Hispanic, Spanish, or Latino/a/x  
 \_\_\_\_ (03) American Indian or Alaska Native      \_\_\_\_ (99) Other: \_\_\_\_\_  
 \_\_\_\_ (04) White or Caucasian
- 35. What is the primary language spoken in your home?**  
 \_\_\_\_ (1) English      \_\_\_\_ (4) Vietnamese      \_\_\_\_ (7) Tagalog  
 \_\_\_\_ (2) Spanish      \_\_\_\_ (5) Amharic/Tigrinya      \_\_\_\_ (8) Other: \_\_\_\_\_  
 \_\_\_\_ (3) Mandarin/Cantonese      \_\_\_\_ (6) Korean
- 36. Would you be willing to participate in future surveys sponsored by the City of Shoreline?**  
 \_\_\_\_ (1) Yes [Please answer Question 36a.]      \_\_\_\_ (2) No
- 36a. Please provide your contact information. [Your information will be kept confidential.]**  
 Mobile Phone Number: \_\_\_\_\_  
 Email Address: \_\_\_\_\_
- 37. Would you like to be entered into a drawing for a chance to win one \$500 prepaid Visa gift card for fully completing your survey? Gift Cards are sent via email and limited to one entry per household.**  
 \_\_\_\_ (1) Yes [Please answer Q37a.]      \_\_\_\_ (2) No
- 37a. Please provide your contact information. [Your information will be kept confidential.]**  
 Mobile Phone Number: \_\_\_\_\_  
 Email Address: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**  
 Please return your completed survey in the enclosed postage-paid envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.