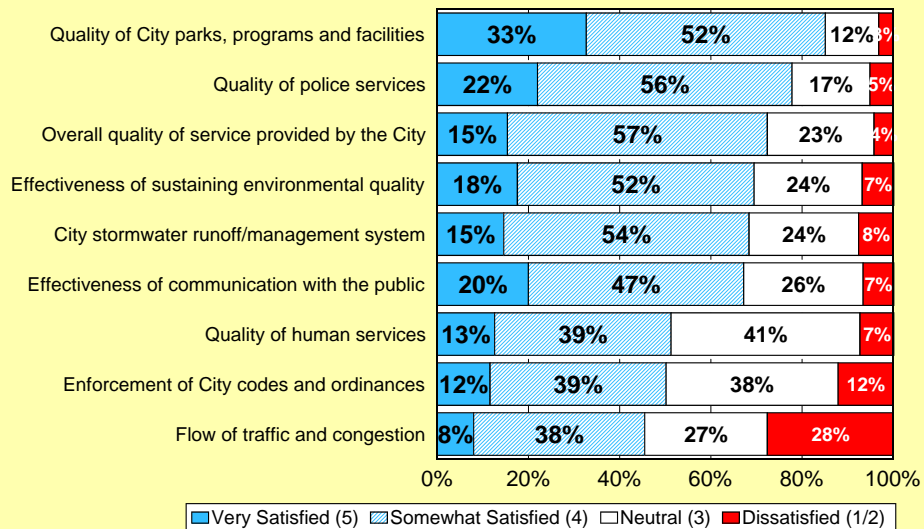


# Quality of Services and Facilities

## Overall Satisfaction With City Services by Major Category in 2010

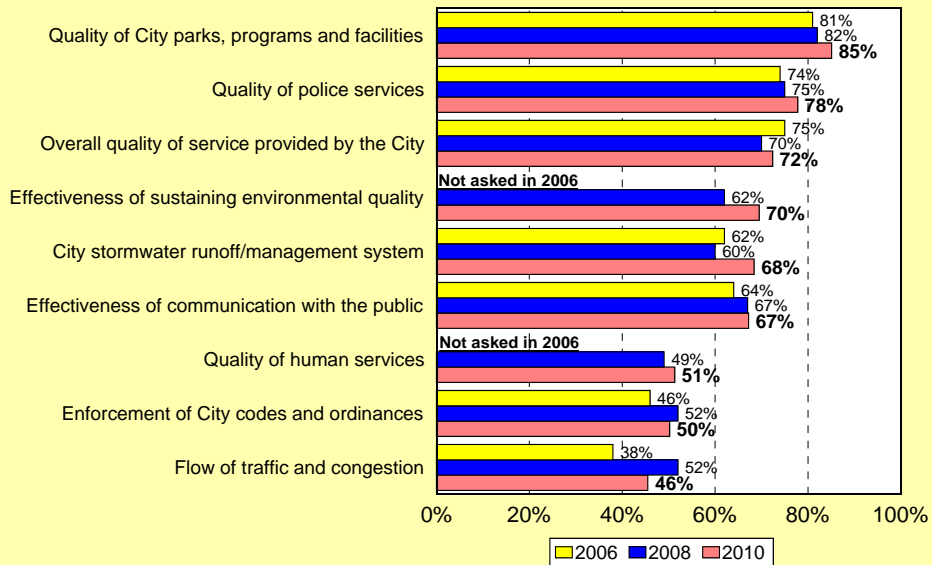
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

### TRENDS: Overall Satisfaction With City Services by Major Category for 2006, 2008 and 2010

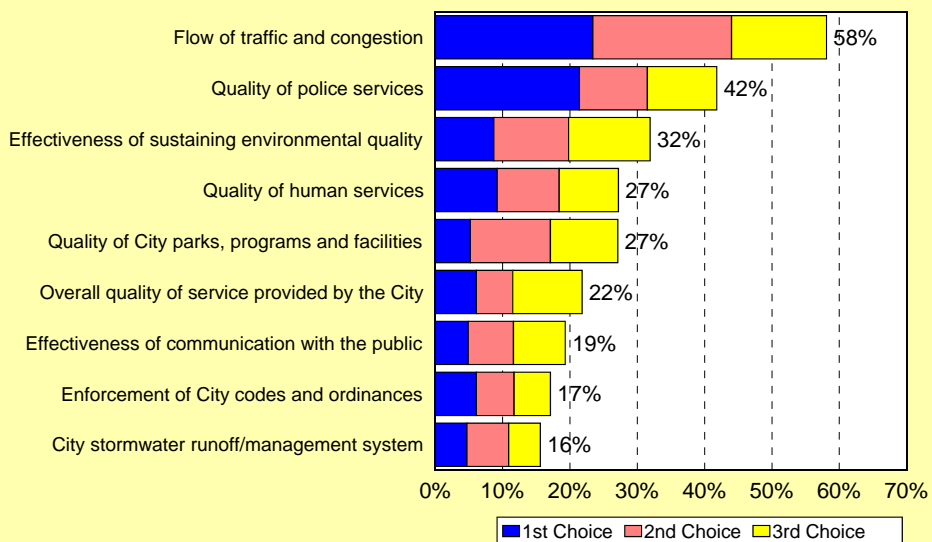
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



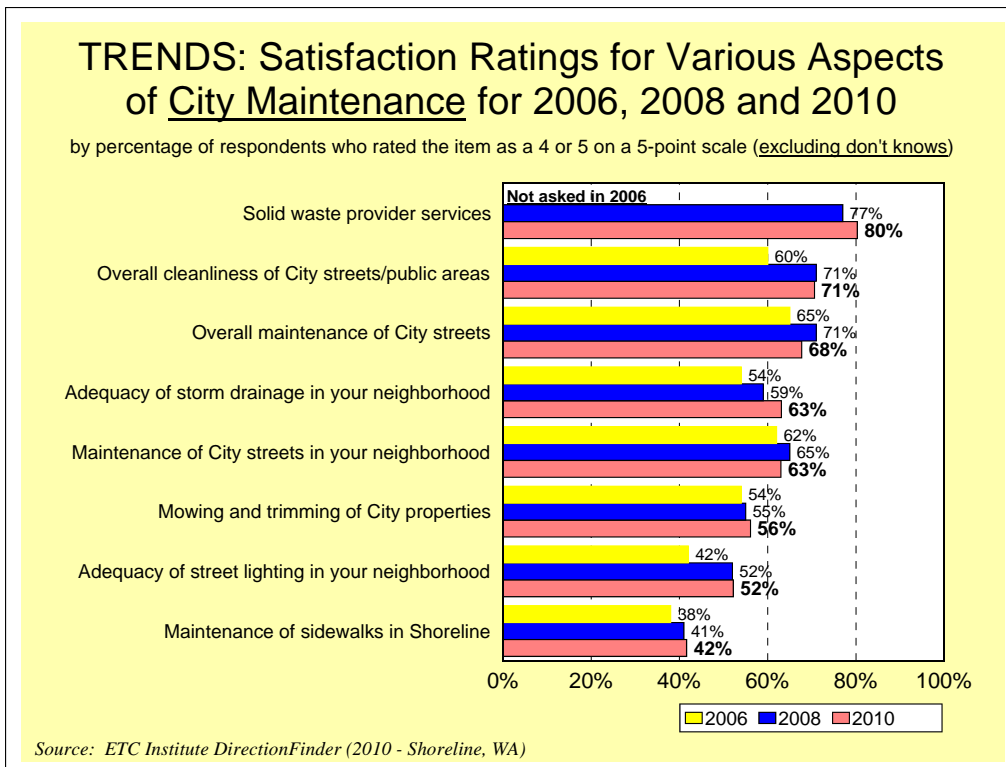
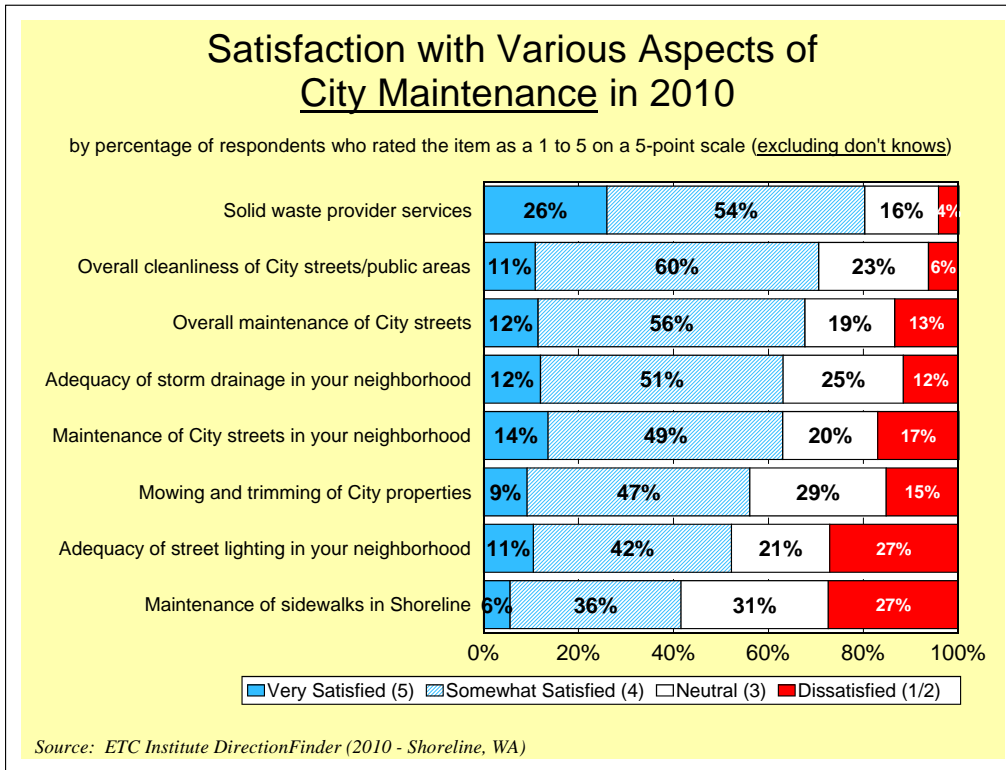
Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

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

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

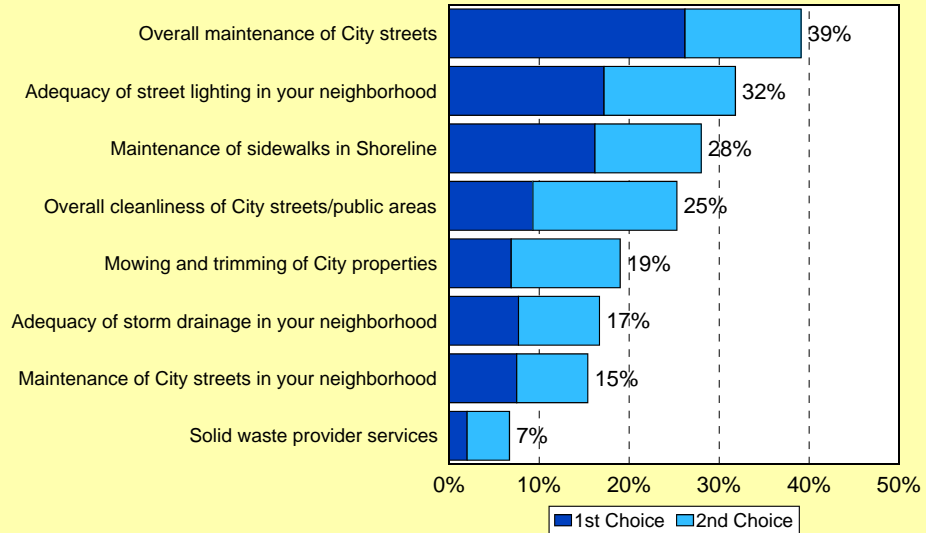


Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)



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

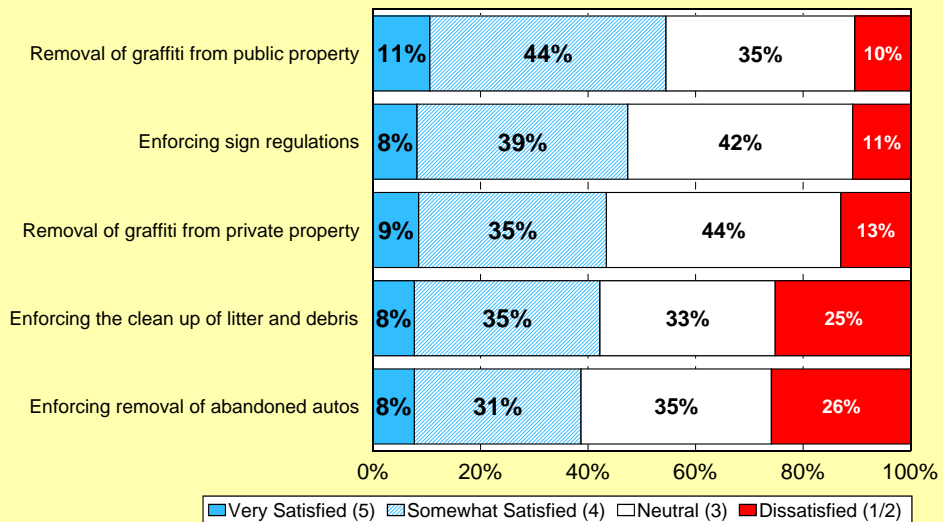
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

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

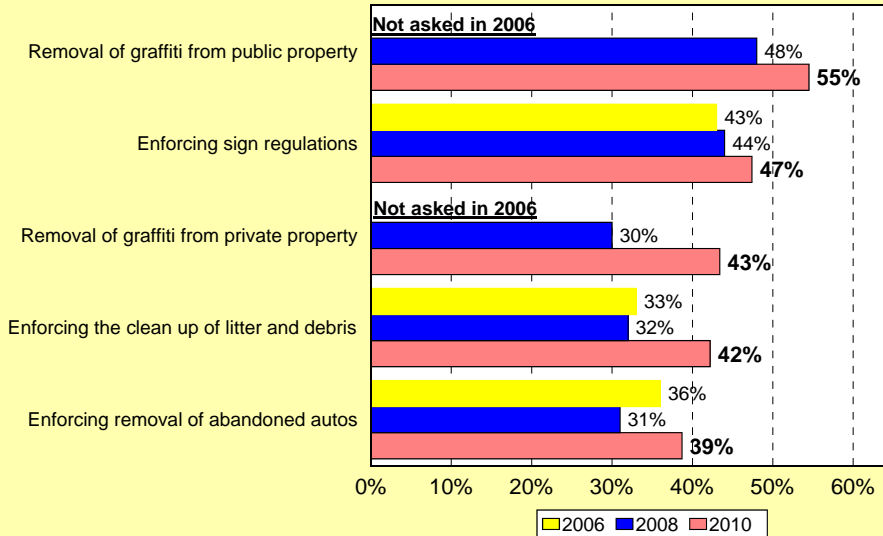
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

### TRENDS: Satisfaction Ratings for the Enforcement of City Codes and Ordinances for 2006, 2008 and 2010

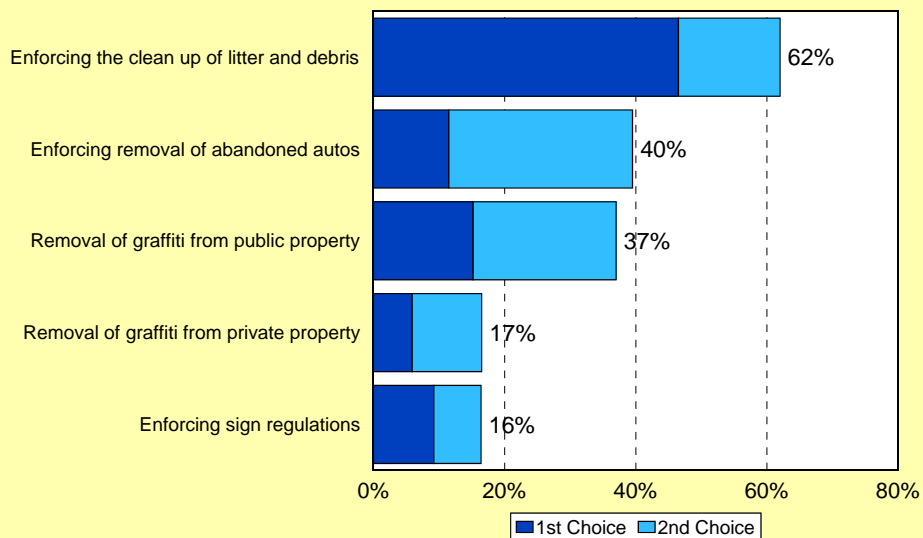
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



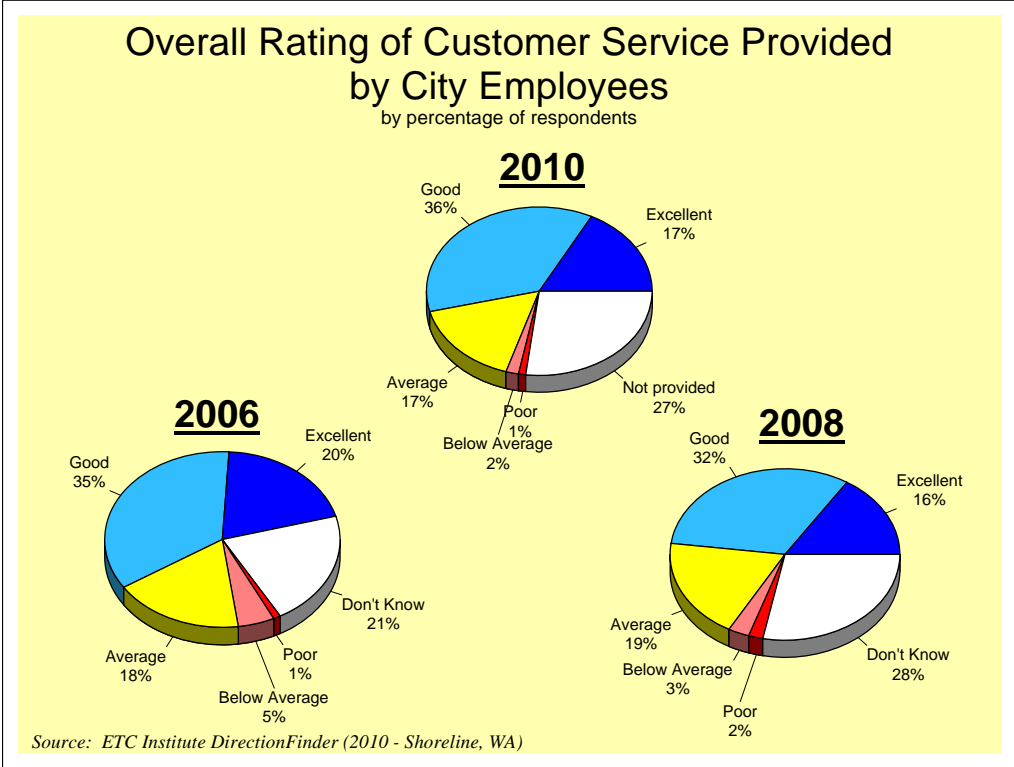
Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

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

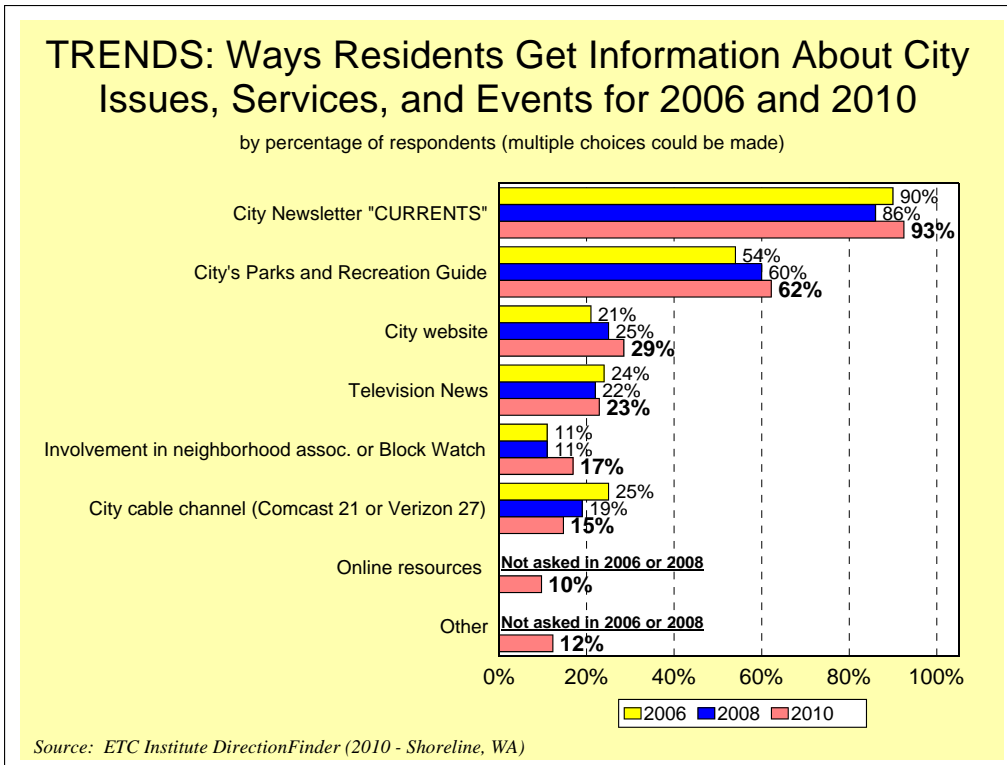
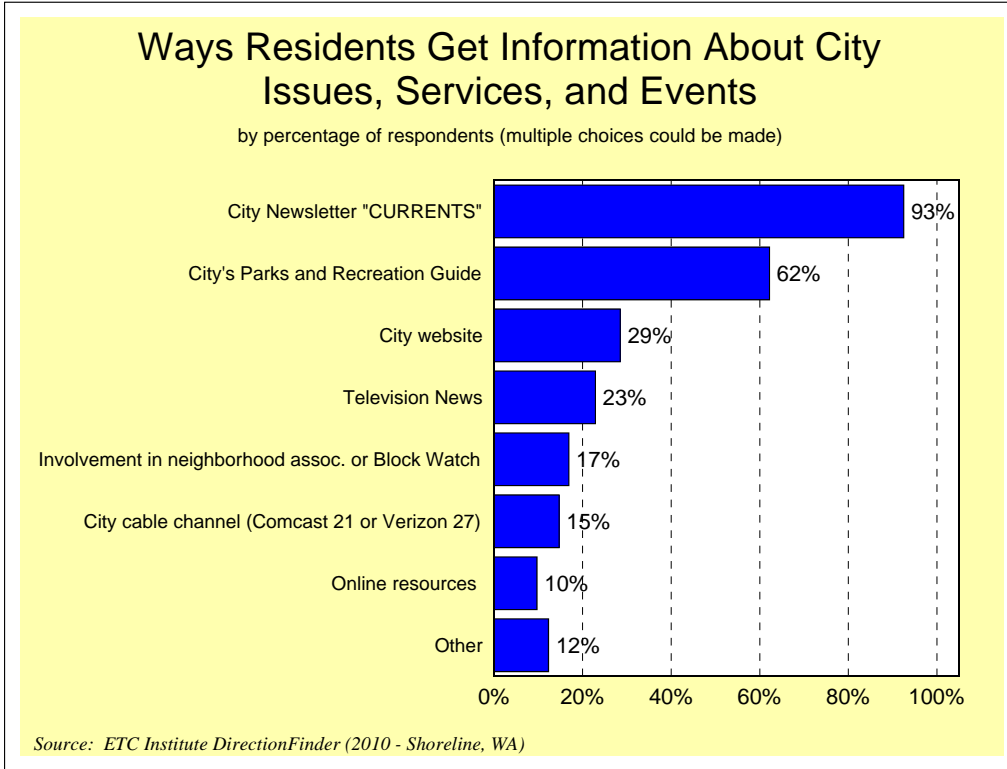
by percentage of respondents who selected the item as one of their top two choices

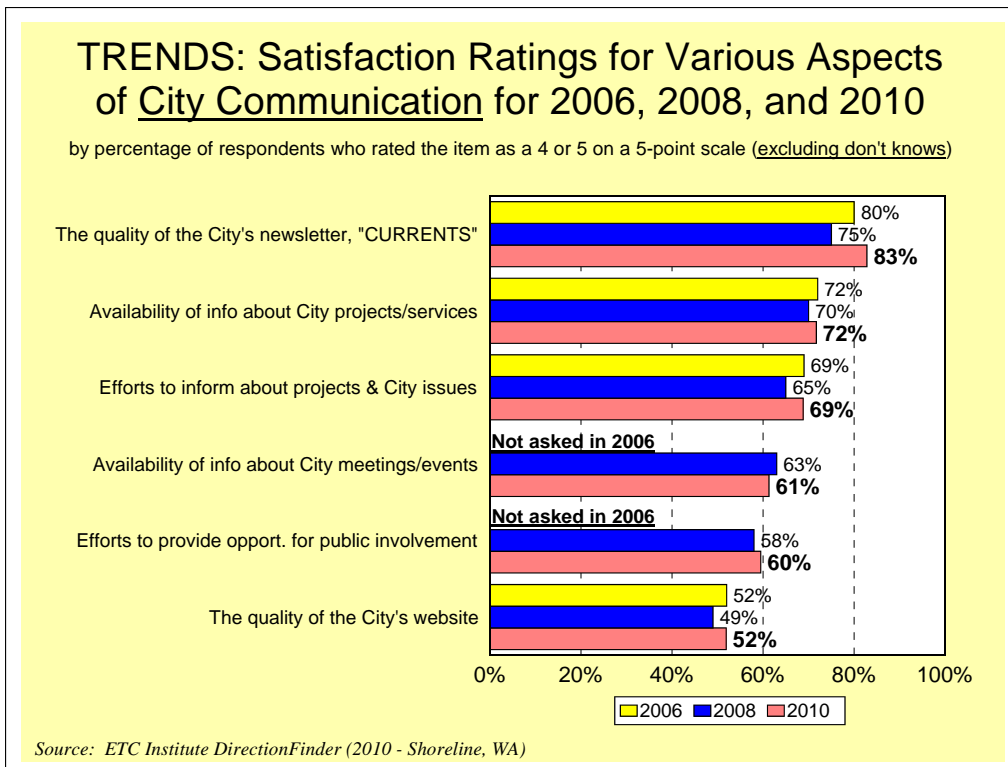
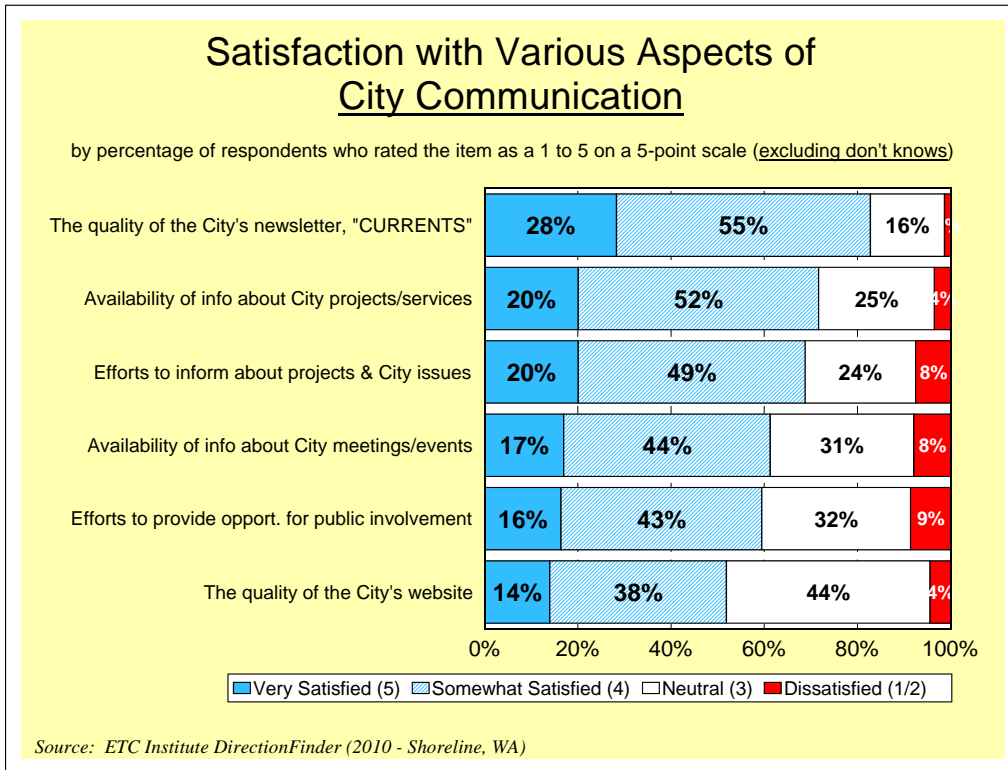


Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)



# Communication



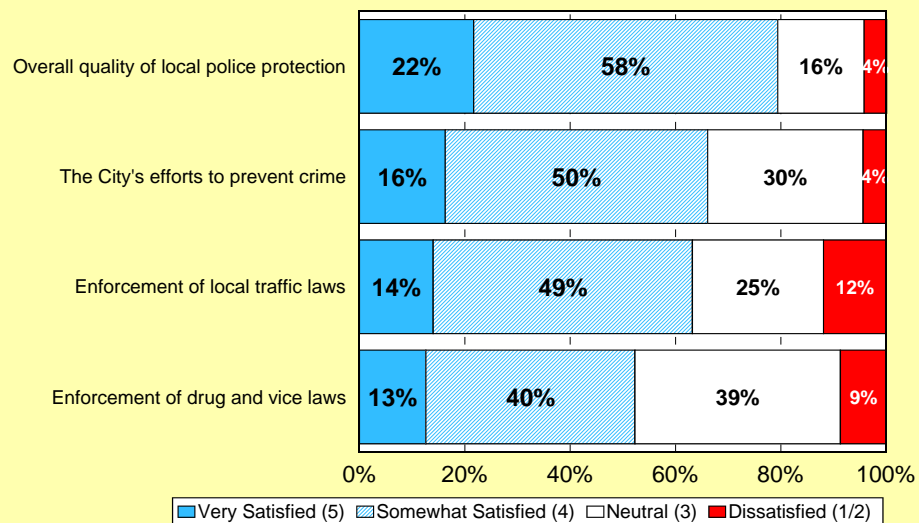




# Public Safety

## Satisfaction with Various Aspects of Public Safety in 2010

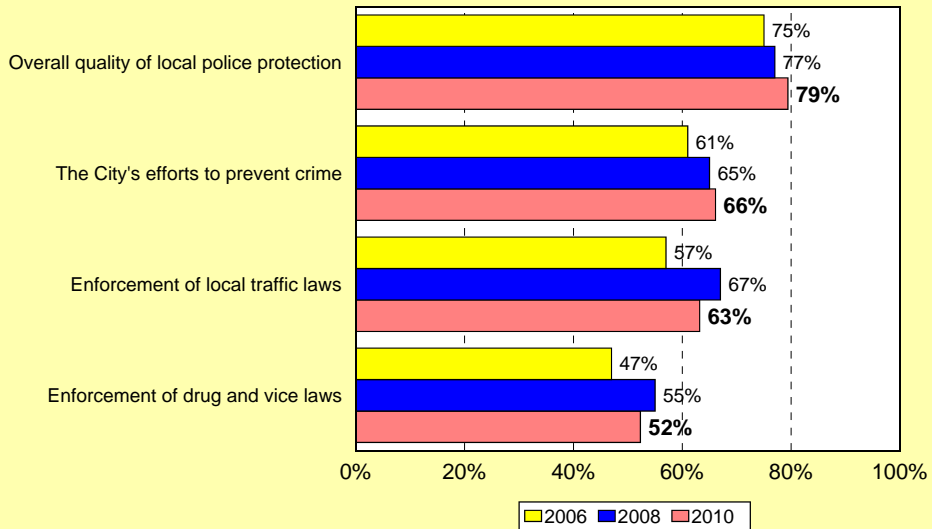
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

### TRENDS: Satisfaction Ratings for Various Aspects of Public Safety for 2006 and 2010

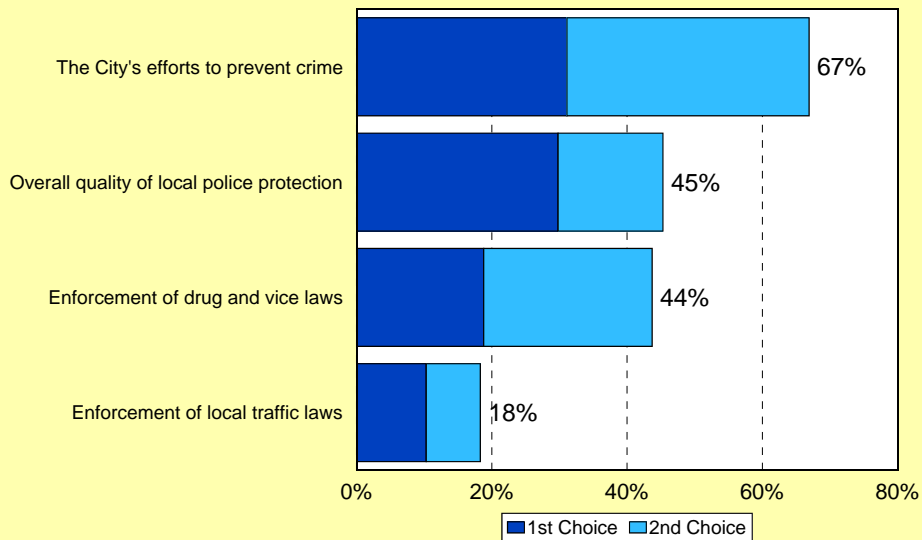
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



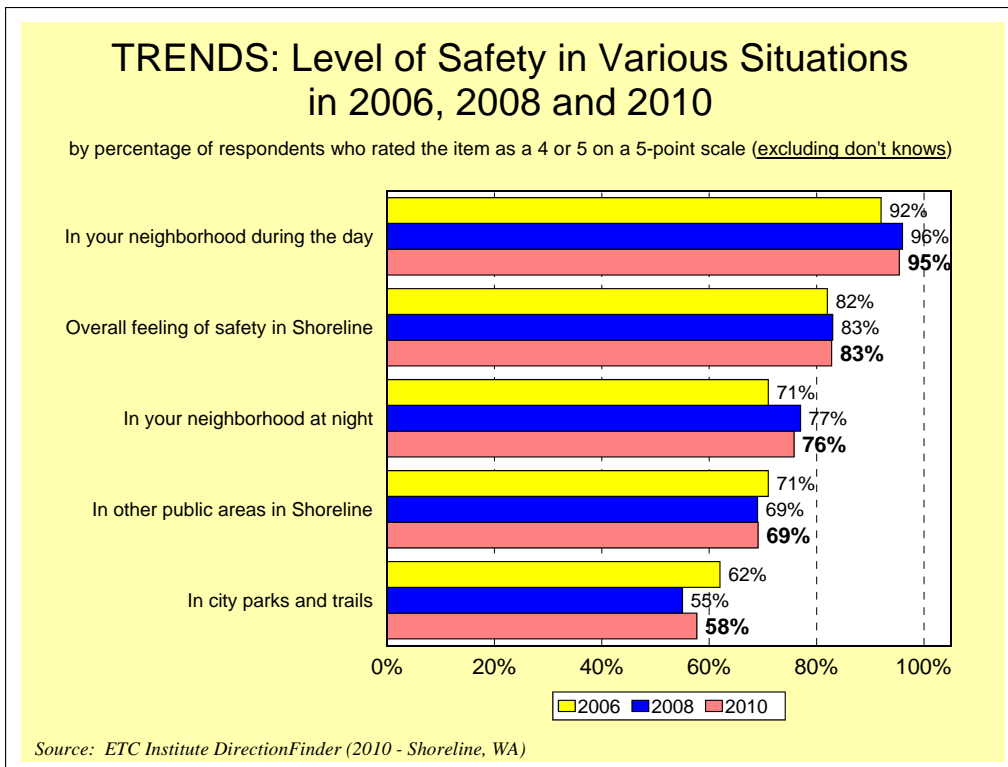
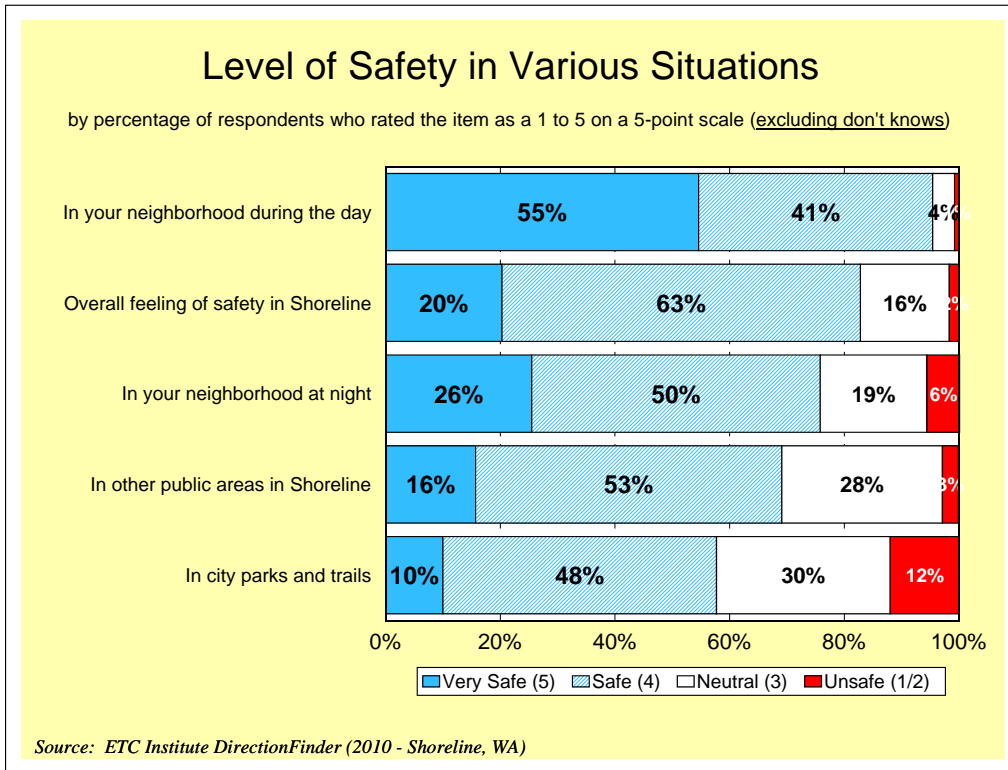
Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

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

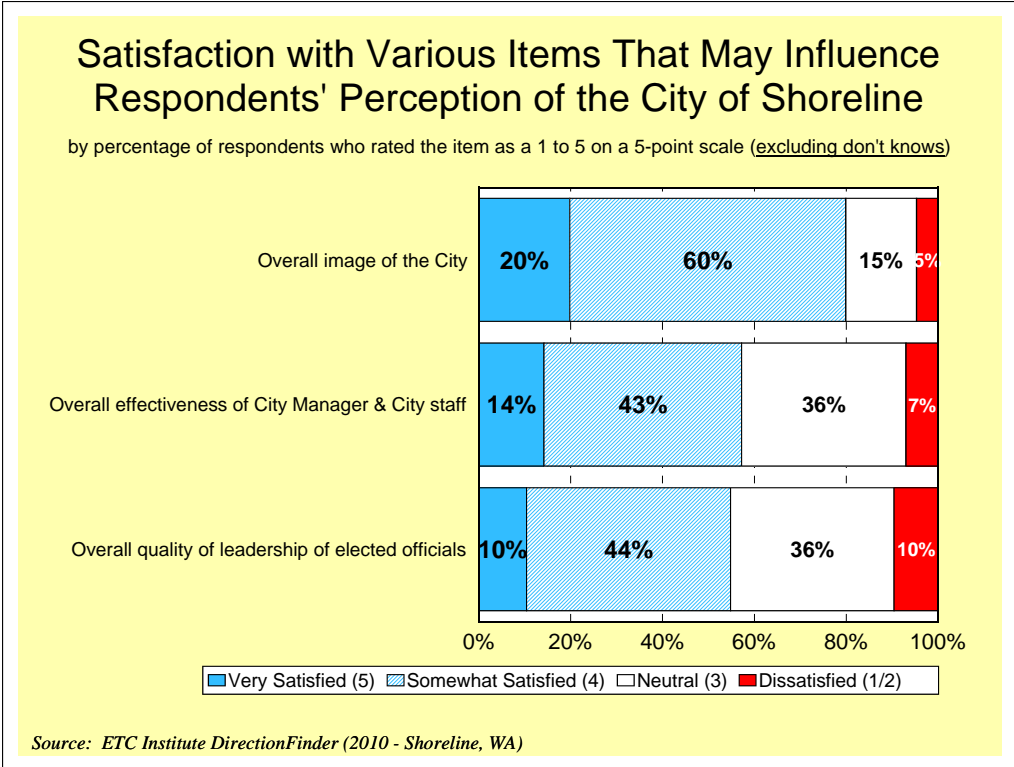
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

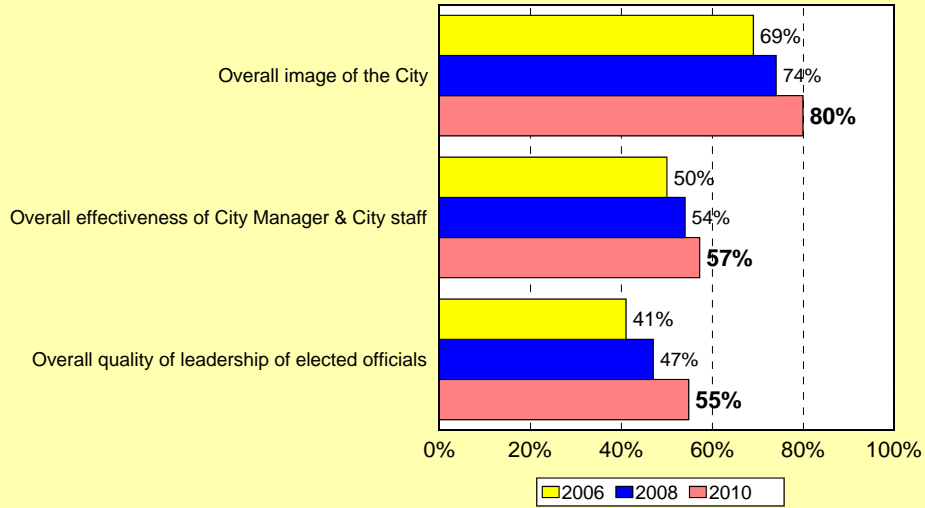


# Leadership and Quality of Life



### TRENDS: Satisfaction with Various Items That May Influence Respondents' Perception of the City of Shoreline in 2006, 2008 and 2010

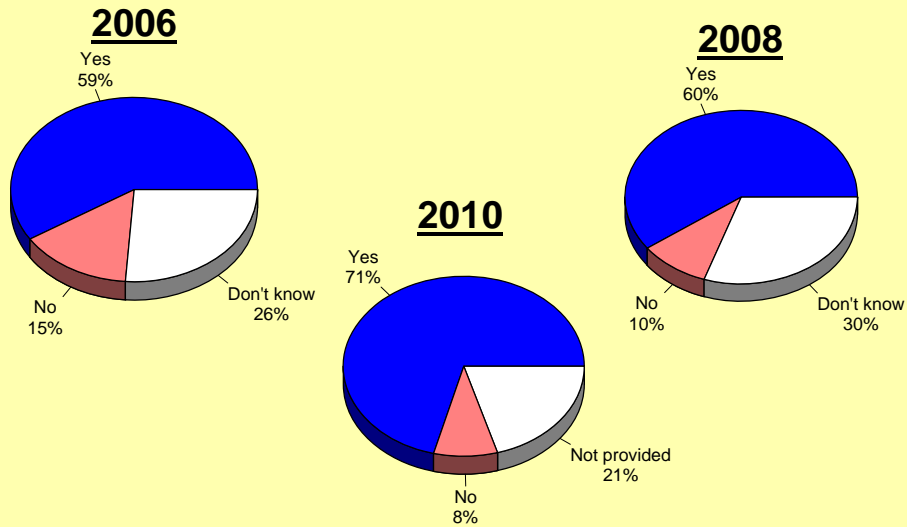
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



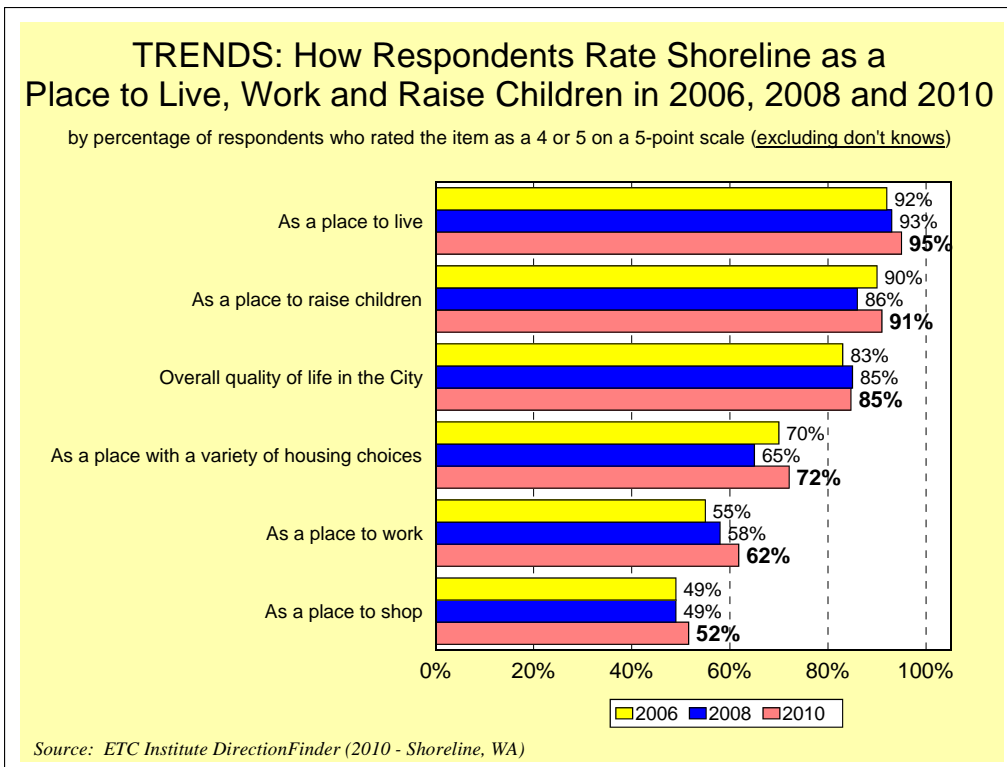
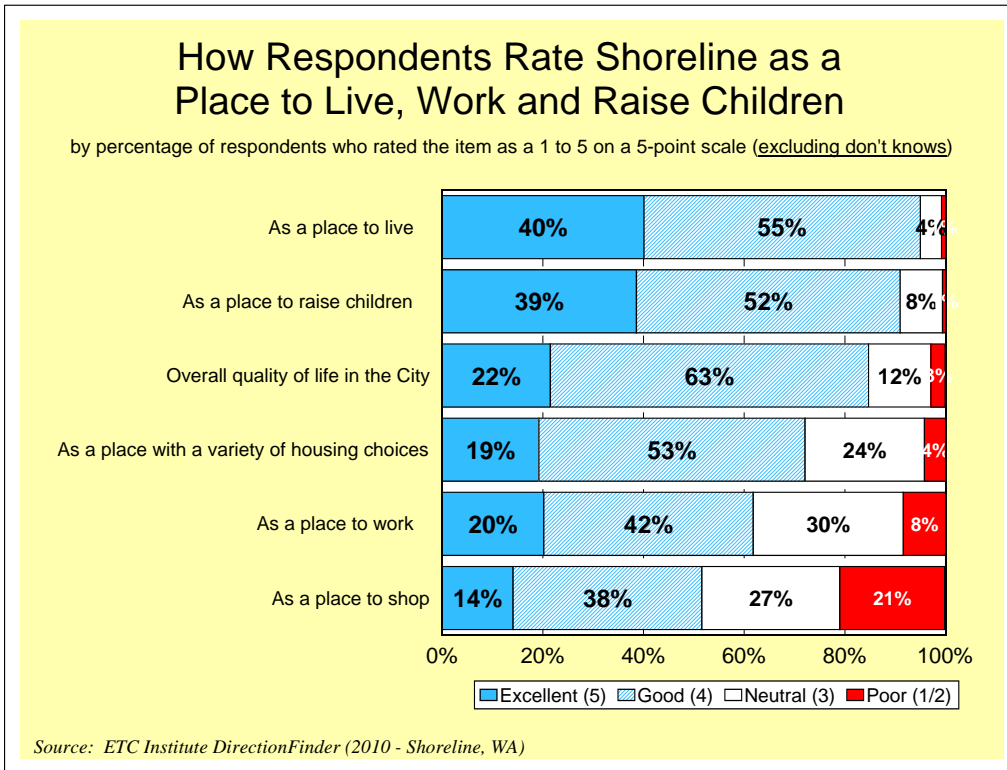
Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

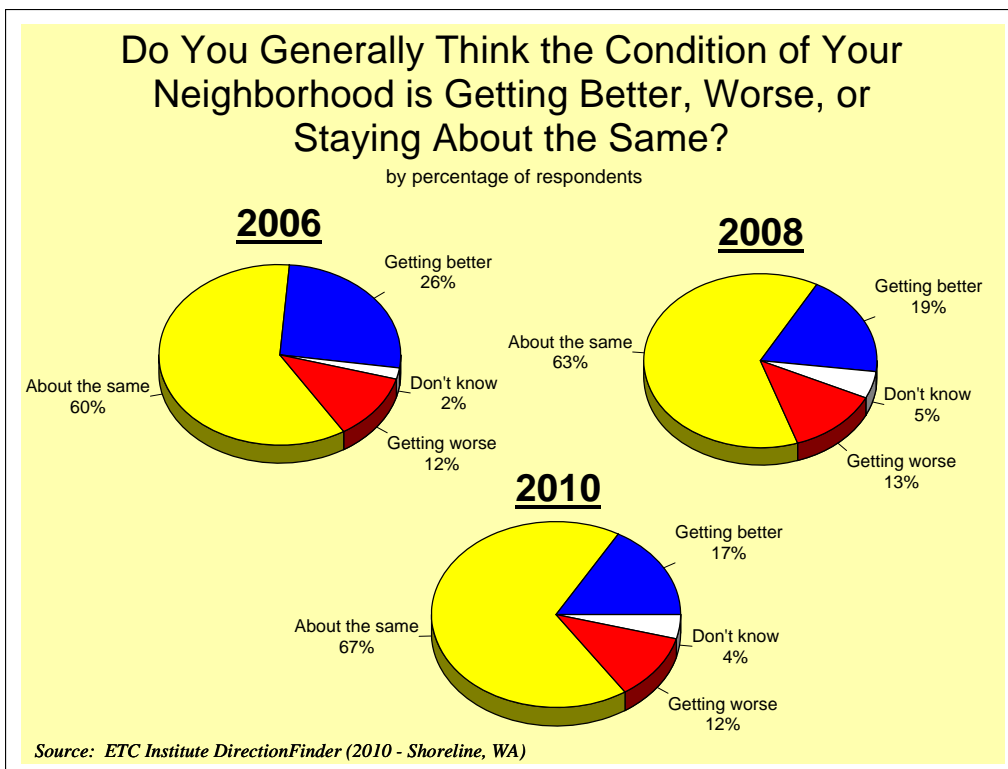
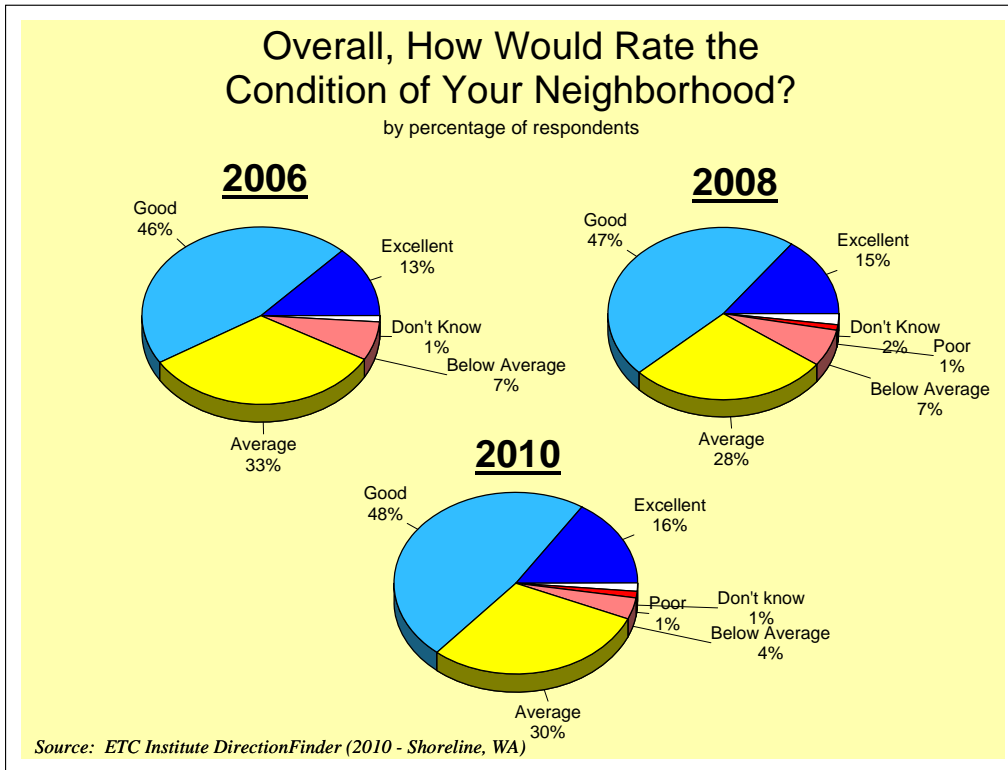
### In General, Do You Think the City of Shoreline is Moving in the Right Direction?

by percentage of respondents

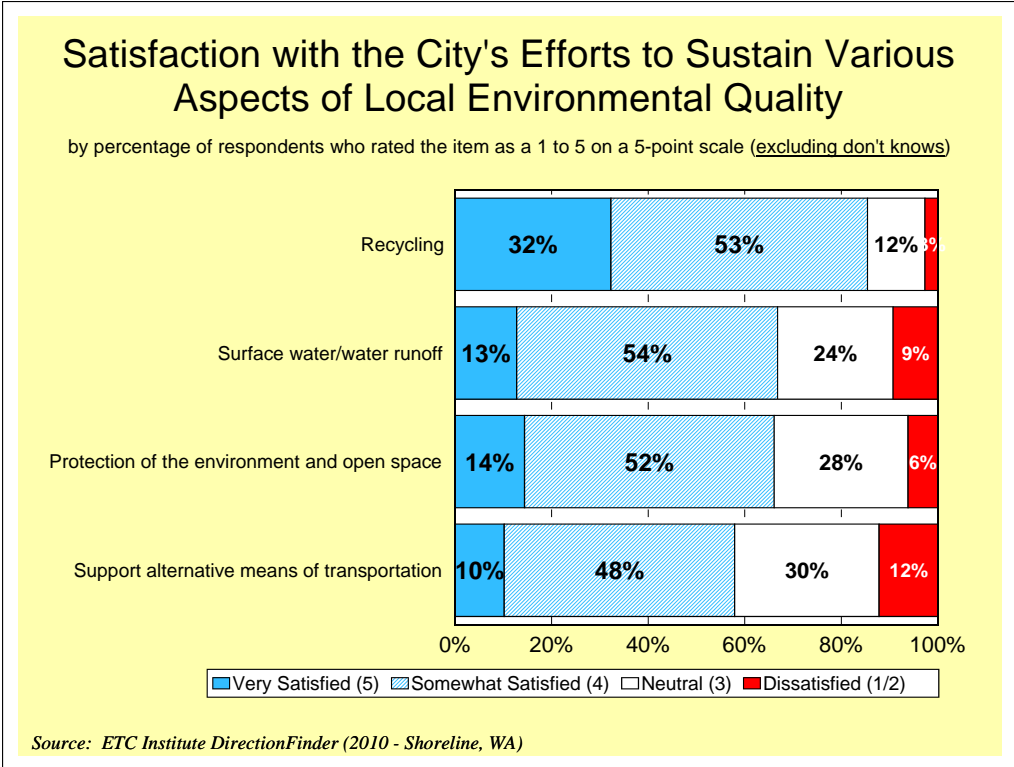


Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)





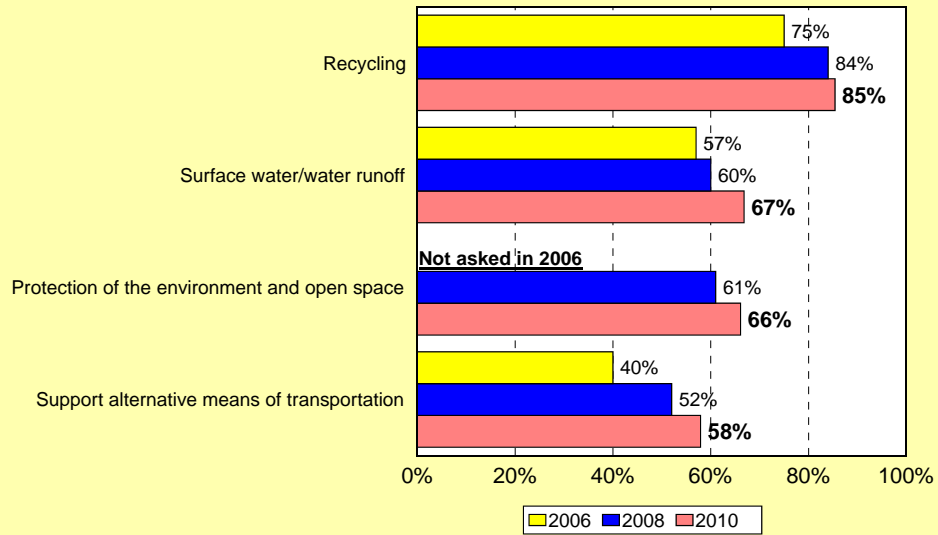
# Environment





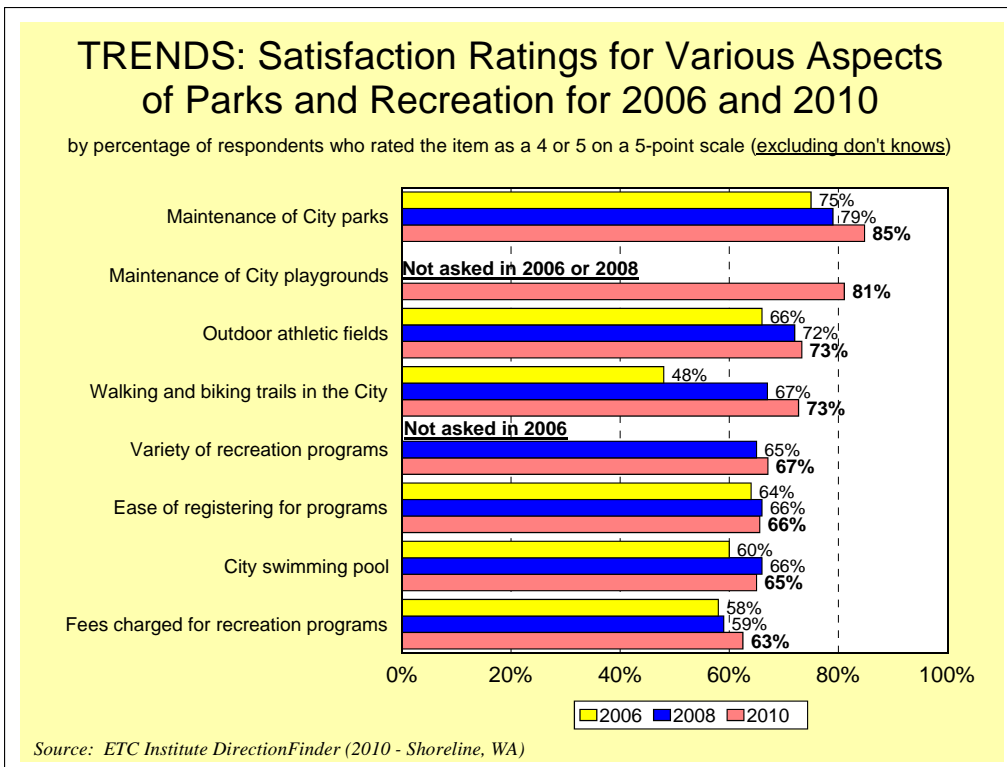
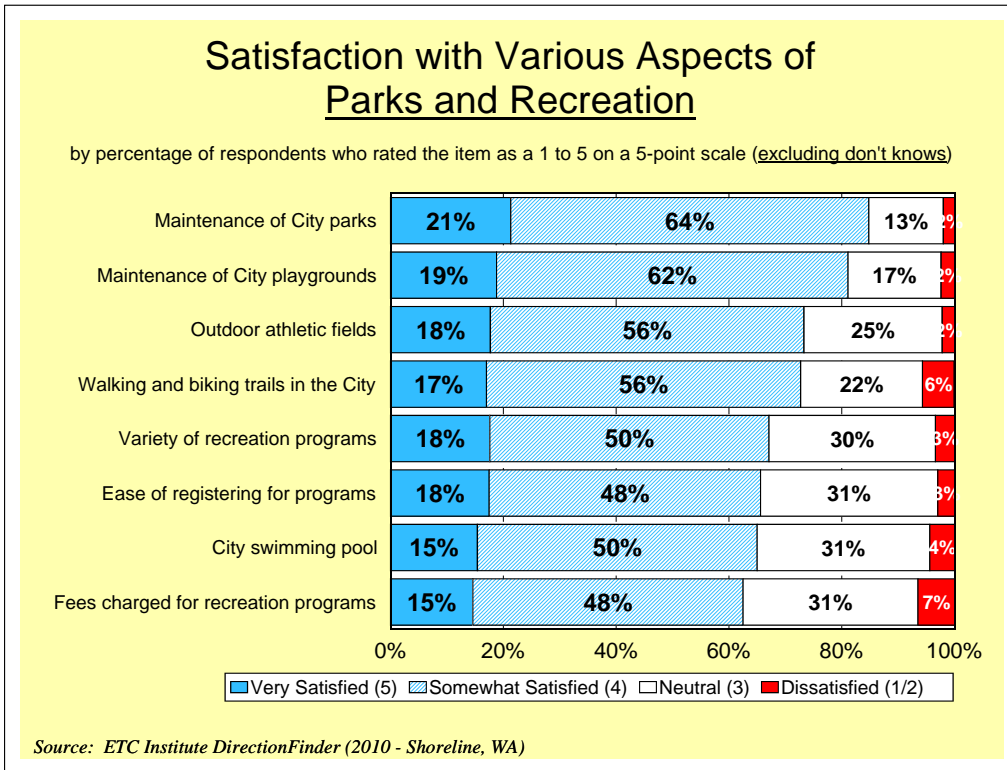
### TRENDS: Satisfaction Ratings for Various Aspects of the Environment for 2006, 2008 and 2010

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



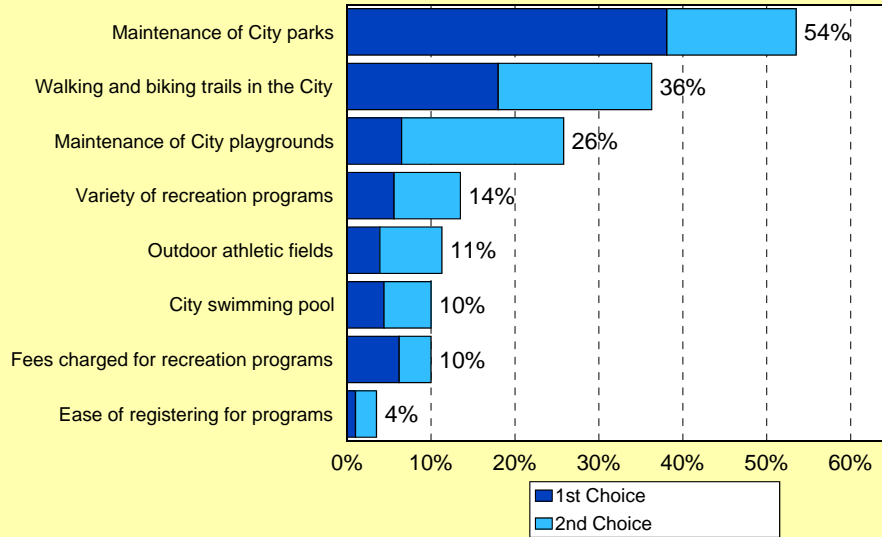
Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

## Parks and Recreation



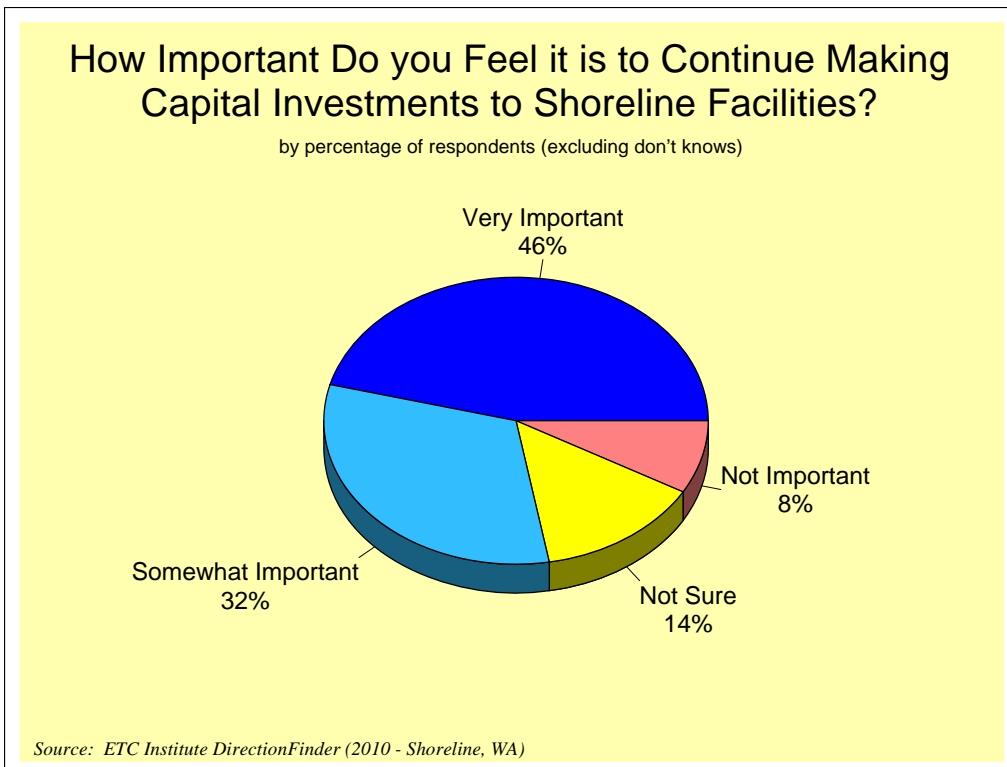
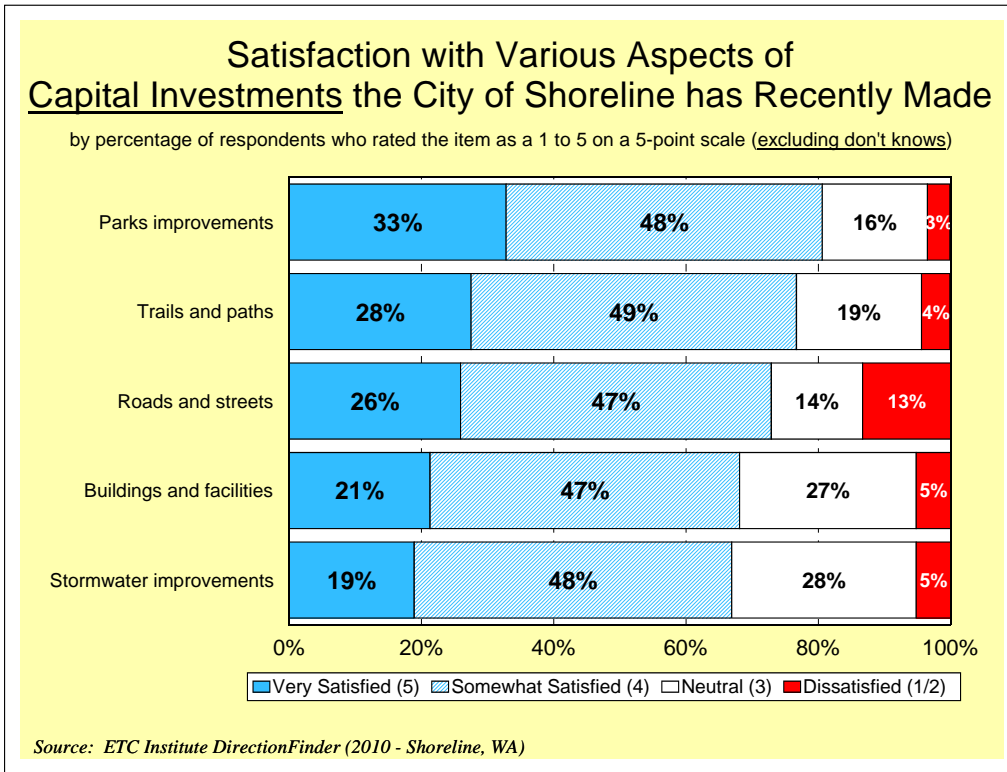
### Aspects of Parks and Recreation That Should Receive the Most Emphasis Over the Next Two Years

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



Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

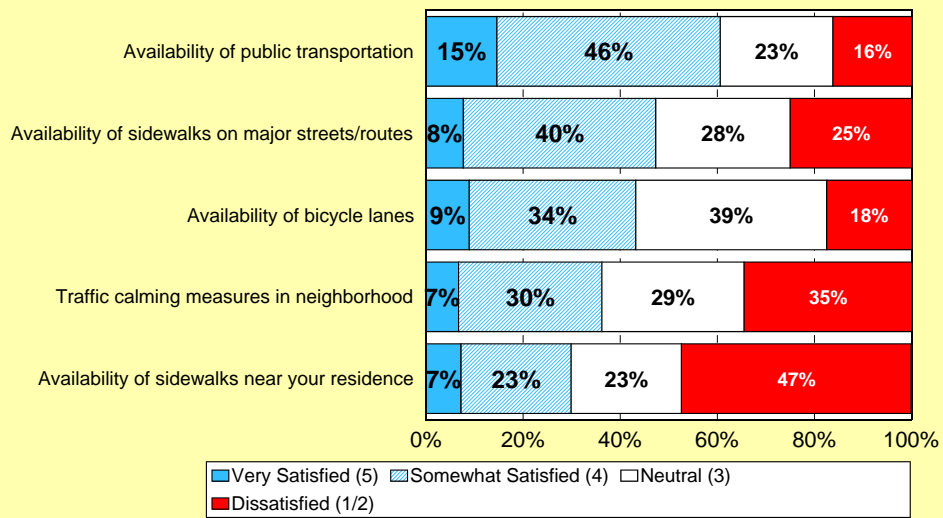
# Capital Investments



# Transportation and Land Use

## Satisfaction with Various Aspects of Transportation

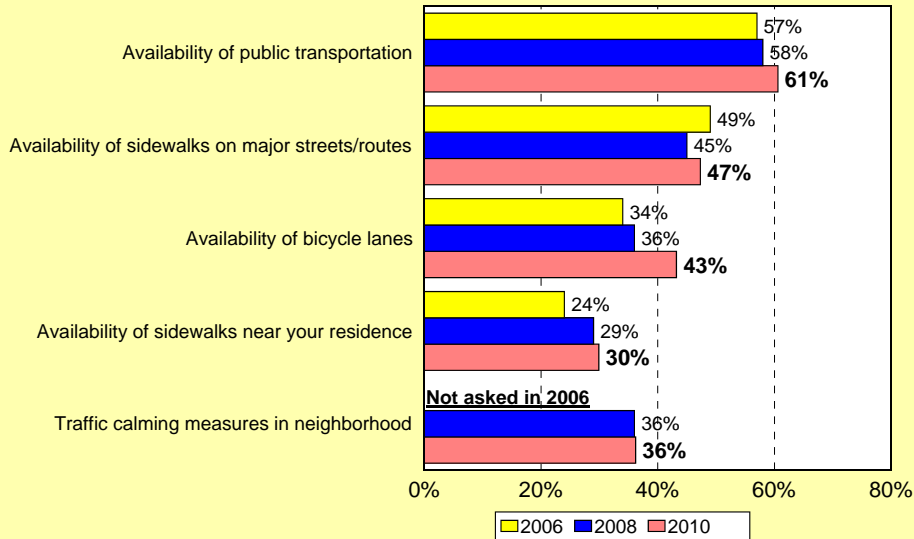
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

### TRENDS: Satisfaction Ratings for Various Aspects of Transportation for 2006, 2008 and 2010

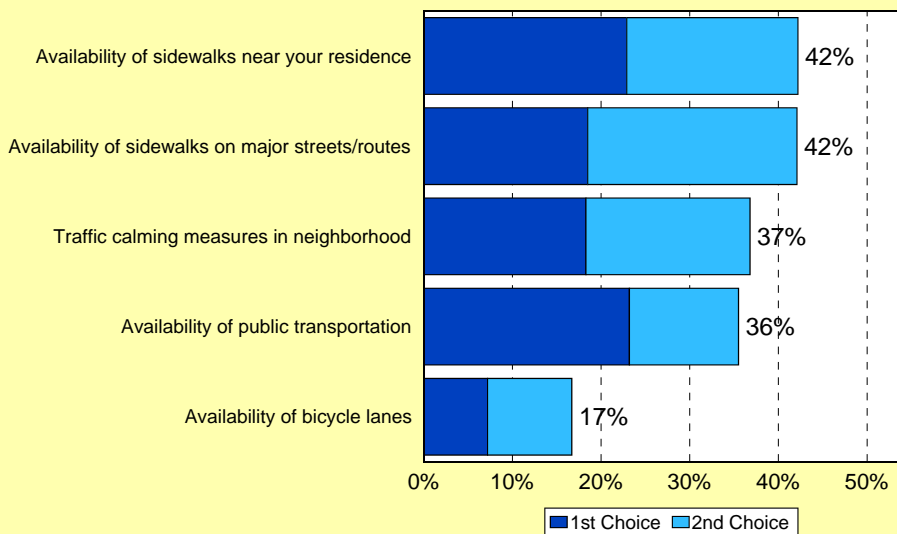
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

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

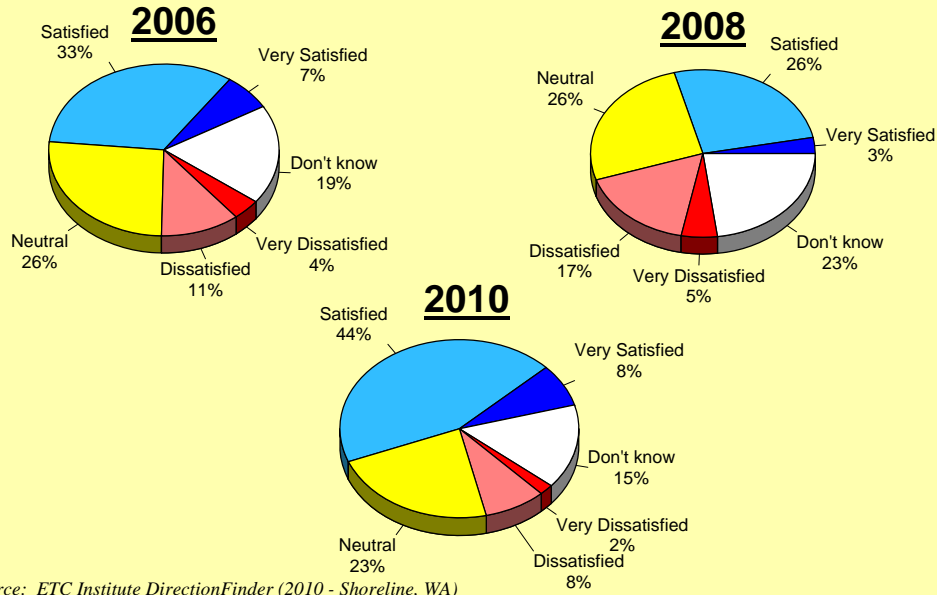
by percentage of respondents who selected the item as one of their top two choices



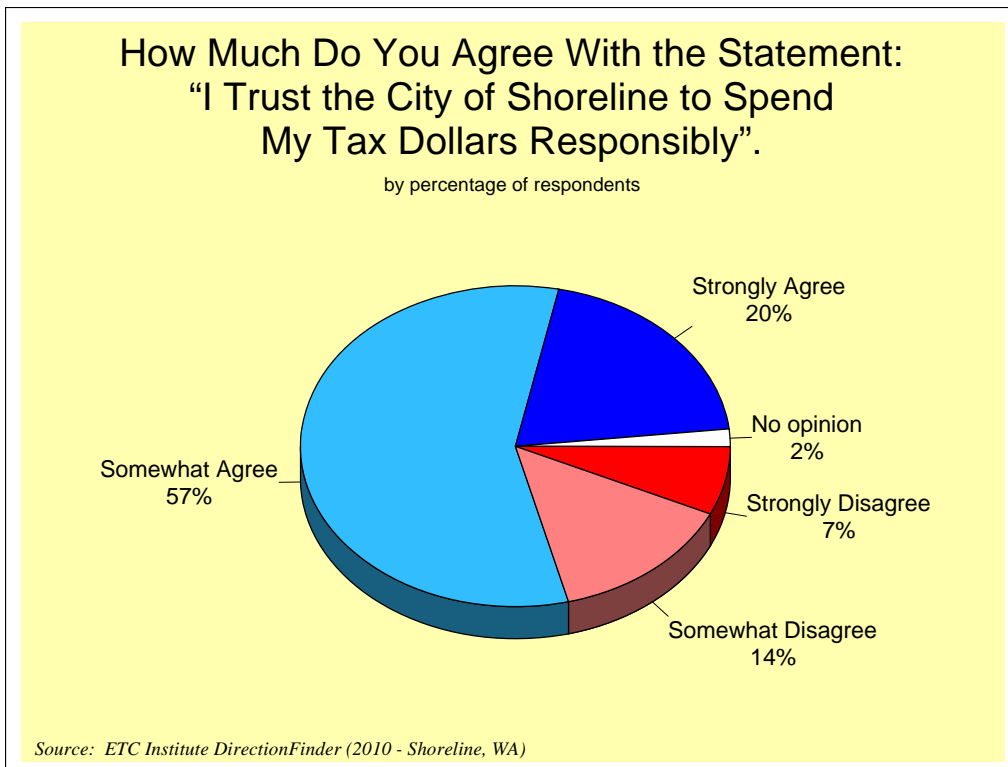
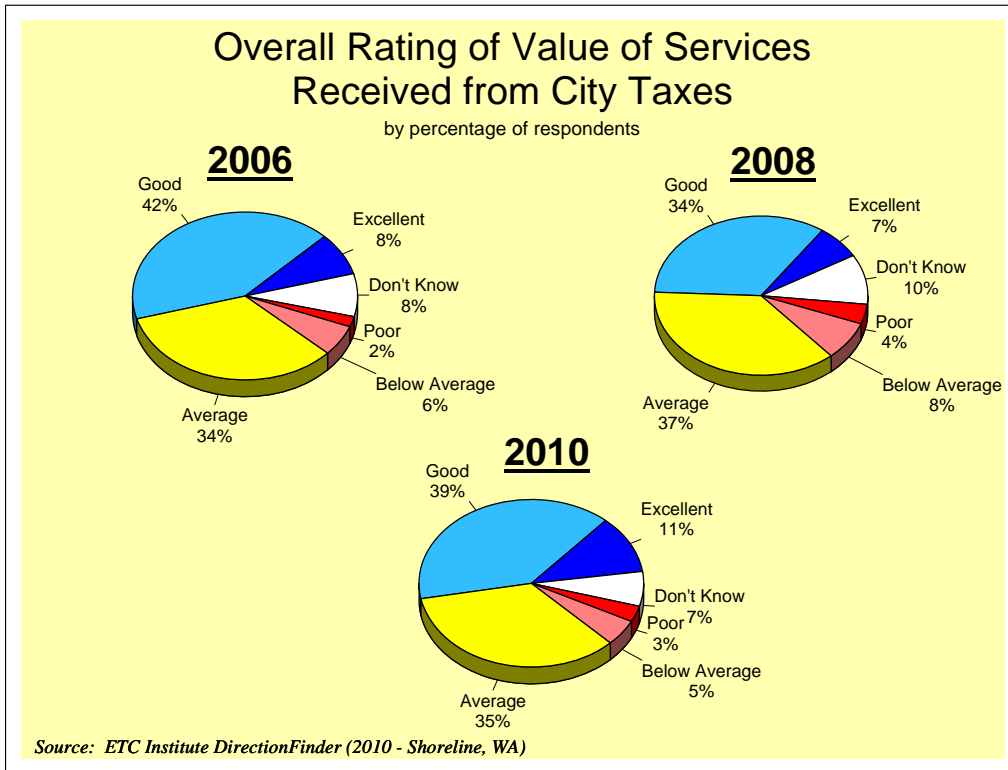
Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

### Overall, How Satisfied Are You with How Well the City Is Planning for Growth?

by percentage of respondents



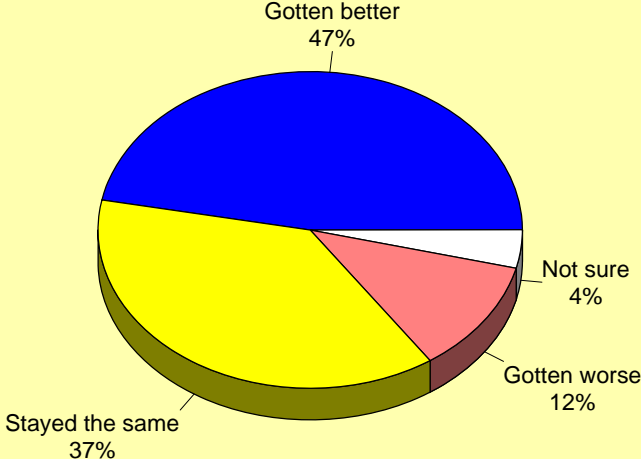
## Value and Funding for Services





Since You Have Lived in the City of Shoreline, Do You Generally Think the Quality of Life Has Gotten Better, Stayed the Same or Gotten Worse?

by percentage of respondents

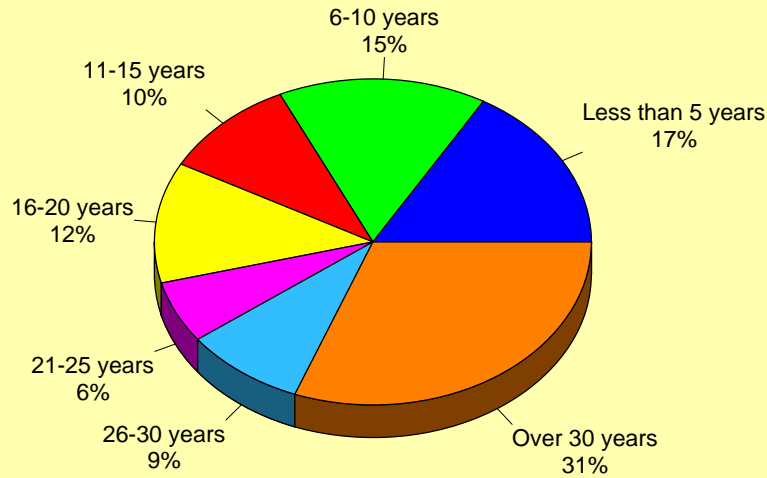


Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

# Demographics

### Demographics: Years Lived in Shoreline

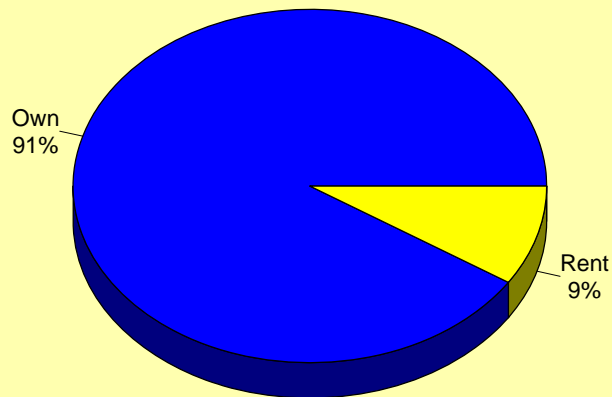
by percentage of respondents



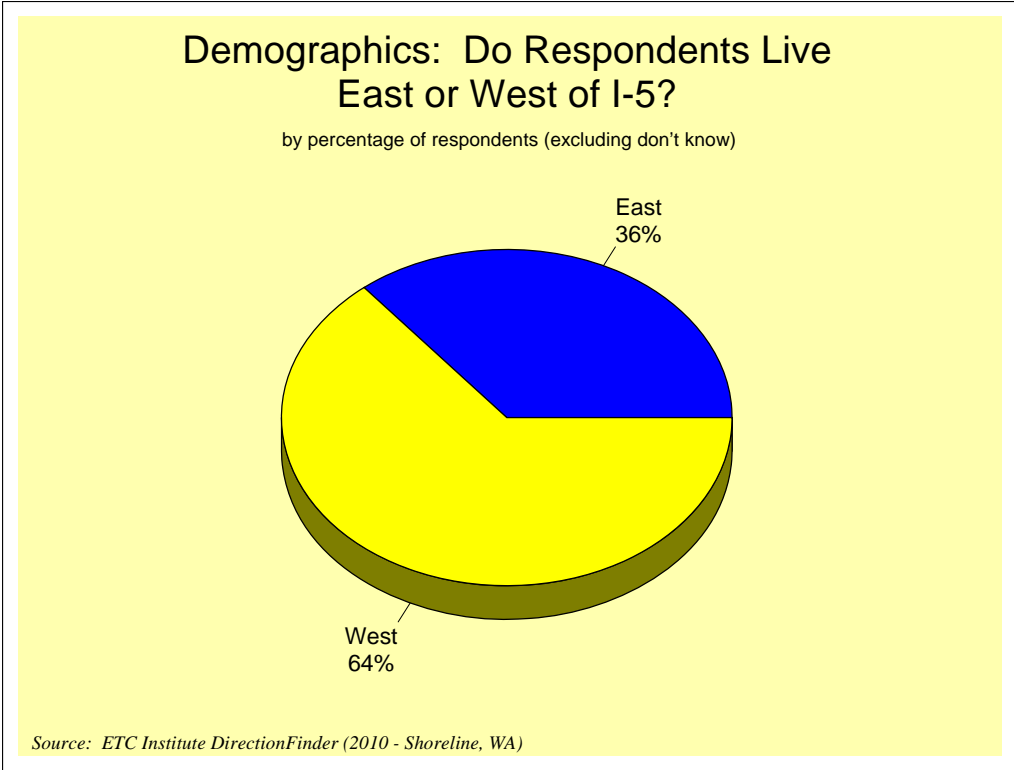
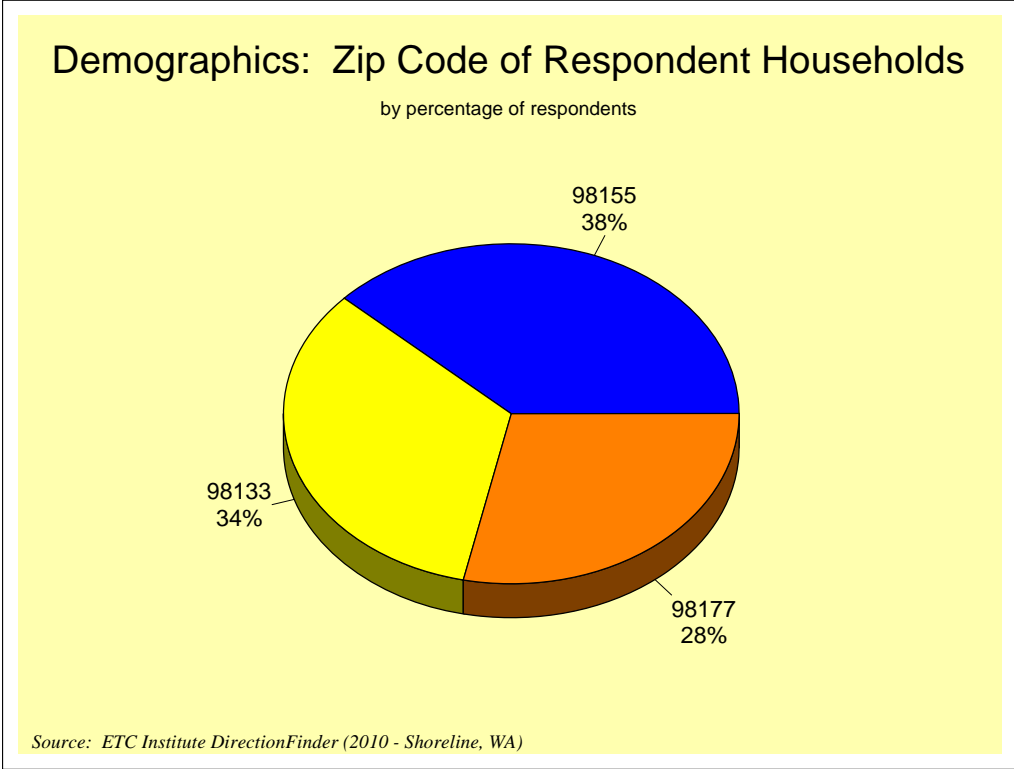
Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

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

by percentage of respondents (excluding not provided)

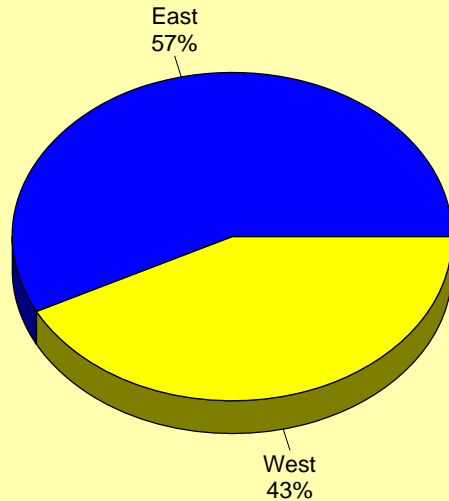


Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)



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

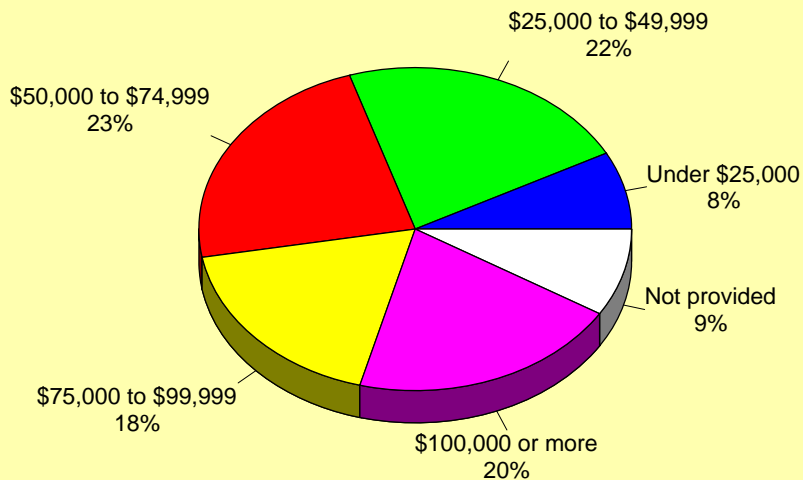
by percentage of respondents (excluding don't know)



Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

### Demographics: Total Annual Household Income

by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Shoreline, WA)

