

2022 City of Shoreline Resident Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to provide quality services that the people of Shoreline need and value. If you have questions, please contact Communications Program Manager Eric Bratton at ebratton@shorelinewa.gov or 206-801-2217.

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

1. Please indicate how the COVID-19 pandemic impacted your financial situation by CHECKING ALL THAT APPLY.

- | | |
|---|---|
| <input type="checkbox"/> (1) I have not been impacted financially because of COVID-19 | <input type="checkbox"/> (8) I was sick and unable to work |
| <input type="checkbox"/> (2) My financial situation improved because of COVID-19 | <input type="checkbox"/> (9) My financial condition was impacted early in the pandemic, but has improved. |
| <input type="checkbox"/> (4) My work hours were reduced | <input type="checkbox"/> (10) Other: _____ |
| <input type="checkbox"/> (5) I lost my job | |
| <input type="checkbox"/> (6) Projects/contracts were postponed | |
| <input type="checkbox"/> (7) Sales were down at my company/ business | |

2. Are you still experiencing any financial impacts as a result of the COVID-19 pandemic?

- (1) Yes (2) No

3. What do you believe will have the biggest impact on your financial situation in the coming months?

- (1) Inflation (2) COVID-19 Pandemic (3) Potential recession (4) Issues with the global supply chain
 (5) Other

4. Have you worked remotely during the COVID-19 Pandemic? (1) Yes (2) No

5. If you have worked remotely, do you have plans to continue to work remotely in the future?

- (1) Yes (2) No

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

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

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

7. Which **THREE** of the items listed in Question 6 do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 6.]

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

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall maintenance of city streets	5	4	3	2	1	9
2. Maintenance of streets in your neighborhood	5	4	3	2	1	9
3. Maintenance of sidewalks in Shoreline	5	4	3	2	1	9
4. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
5. Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
6. Adequacy of city street lighting in your neighborhood	5	4	3	2	1	9
7. Adequacy of storm drainage services in your neighborhood	5	4	3	2	1	9
8. Garbage/recycling provider services	5	4	3	2	1	9
9. Maintenance of public trees along city streets	5	4	3	2	1	9
10. Adequacy of wastewater (sewer) system in your neighborhood	5	4	3	2	1	9

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

1st: ____ 2nd: ____

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

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

11. Which of the city codes and ordinances items listed in Question 10 do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write in your answer below using the numbers from the list in Question 10.]

Highest Priority: ____

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of local police protection	5	4	3	2	1	9
2. City's efforts to prevent crime	5	4	3	2	1	9
3. Enforcement of local traffic laws	5	4	3	2	1	9
4. Response to drug activity	5	4	3	2	1	9
5. Response to prostitution activity	5	4	3	2	1	9
6. Response to property crime (e.g., burglary, mail theft, car 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

13. Which TWO of the public safety items listed in Question 12 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 12.]

1st: ____ 2nd: ____

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

24. Which TWO of the Parks and Recreation items listed in Question 23 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 23.]

1st: ____ 2nd: ____

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

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

26. Which TWO of the transportation items listed in Question 25 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 25.]

1st: ____ 2nd: ____

27. If the City were to increase property taxes to provide additional funding for city services, which city services do you support receiving the additional funding? [Choose two]
 ___(1) RADAR (partnering behavioral health professionals with police) ___(2) Human services ___(3) Code Enforcement
 ___(4) Recreation and Cultural Services ___(5) Youth programming ___(5) I don't want to see my property taxes increased

28. **Housing.** Twenty-six percent of Shoreline households make less than 50% of the area median income (AMI). These households are most likely to face housing affordability challenges in Shoreline. In 2021, the City adopted its Housing Action Plan, which encourages the construction of a greater variety of housing types at prices that are accessible to more households. This includes developing options for additional housing types for densities between single family and mid-rise apartments, such as cottages, tiny houses, and more options for ADUs (accessory dwelling units, i.e., mother-in-law apartment/carriage house).

Do you support changing the City's zoning code to allow for denser housing options in single family zones, such as cottages, tiny houses, and ADUs?

- ___(1) Yes ___(2) No ___(9) Don't know

Demographics

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

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

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

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

33. 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: ___

34. 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

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

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

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

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

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

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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