

DRAFT 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 ebratton@shorelinewa.gov or 206-801-2217.

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
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

9. Which TWO of the maintenance services 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 ONE 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 prowl)	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 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 | |

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., 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

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."

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

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?

(5) Excellent (3) Average (1) Poor
 (4) Good (2) 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. 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

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: ____

29. Climate Change: Community Resilience and Preparedness. How concerned are you about climate change and its potential impact on our community? On a scale from 1-5, one being "Not concerned at all" and 5 being "Extremely concerned".

___ 1 ___ 2 ___ 3 ___ 4 ___ 5

30. Do you understand what actions you can take to address climate change in your everyday life? On a scale from 1-5, one being "Not at all" and 5 being "Absolutely".

___ 1 ___ 2 ___ 3 ___ 4 ___ 5

27. Capital Investments. 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 in priority order the capital improvements below with

1 being your top priority and 4 your last priority, or choose 5 if you don't want your property taxes increased for any of the choices.

- ___(1) Aquatics (pool) facility
- ___(2) Community and cultural facility
- ___(3) Park improvements

- ___(4) Recreation facility
- ___(5) I don't want my property taxes increased for any of the above

28. Balancing tree preservation with our need to improve our transportation infrastructure: Would you be willing to raise your taxes [property tax, sales tax, or vehicle license fee] to allow the City to preserve more trees when making transportation infrastructure improvements by doing any of the following: (select all that apply)

Using more expensive techniques to protect root systems, such as raised sidewalks that go over tree roots.

Purchasing more private property from willing sellers so sidewalks can meander around trees and into private property.

Using eminent domain to condemn private property (paying fair market value) from unwilling sellers so sidewalks can meander through private property.

I don't want my taxes raised to pay for more tree preservation work on infrastructure projects beyond what the City already does.

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. What type of residence do you live in?

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

34. 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: ___	

35. What is your total annual household income?

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

36. Your gender identity:

- ___(1) Male
- ___(2) Female
- ___(3) Non-Binary
- ___(4) Other: _____

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

- ___(1) Asian or Asian Indian
- ___(2) Black or African American
- ___(3) American Indian or Alaska Native
- ___(4) White
- ___(5) Native Hawaiian or other Pacific Islander
- ___(6) Hispanic, Spanish, or Latino/a/x
- ___(99) Other: _____

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

- ___(1) English
- ___(2) Spanish
- ___(3) Mandarin/Cantonese

____(4) Vietnamese
____(5) Amharic/Tigrinya

____(6) Korean
____(7) Tagalog

____(8) Other: _____

39. Would you be willing to participate in future surveys sponsored by the City of Shoreline?

____(1) Yes [Answer Q39a.] ____ (2) No

39a. Please provide your contact information.

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.