

City of Renton
Budget Advisory Group - Meeting 1
Thursday, July 12, 2012, 5-7:00 pm
7th Floor Conferencing Center, Renton City Hall
A G E N D A

1. Introductions and Welcome (Mayor Law and all) (10 Minutes)
 - Why We're Here

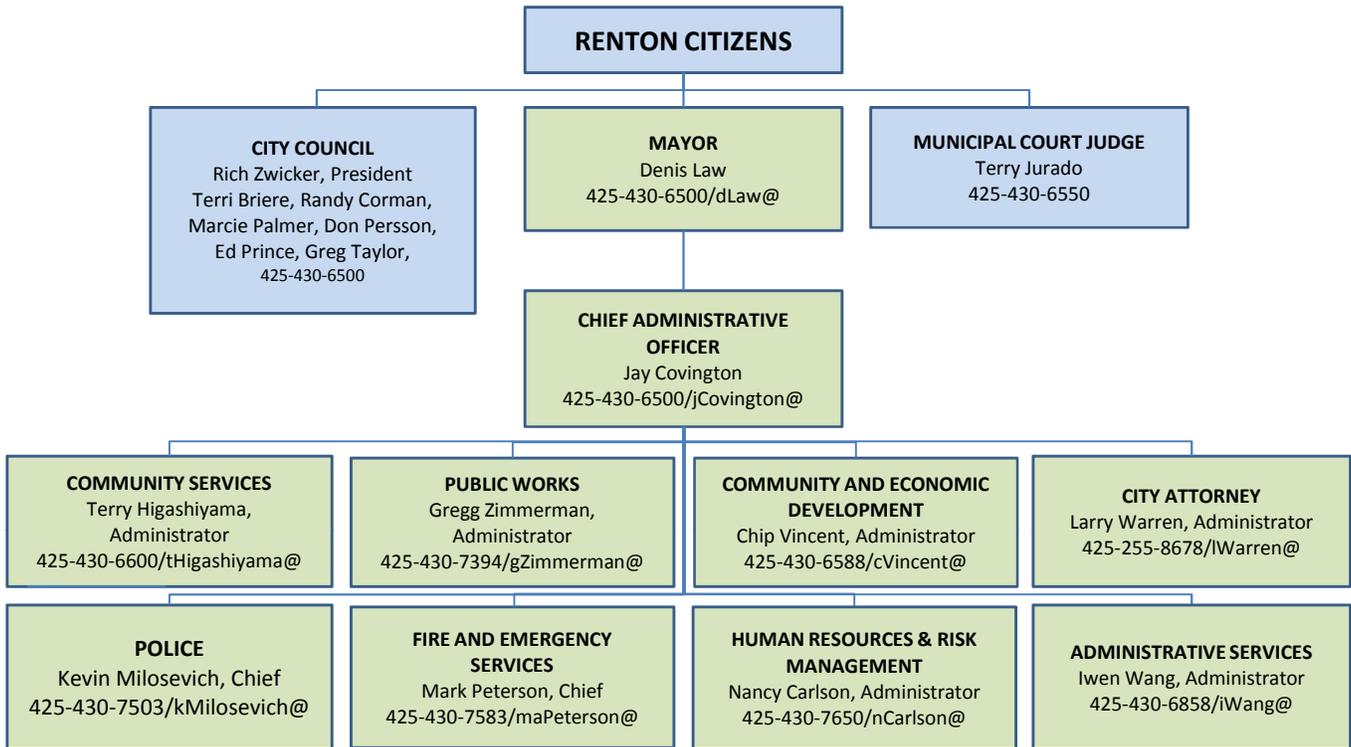
2. Discussion of City's Future Vision and Service Delivery (Comp Plan, Business Plan, Renton Results) (45 Minutes)
 - Summary of Comp Plan
 - 2013-2018 Business Plan
 - Renton Results

3. What we have heard from the Community Survey, Employee Survey, and last Budget Advisory Committee and what we have done (45 Minutes)
 - Key Findings of Residential and Business Surveys
 - Key Findings of Employee Survey
 - 2010 Budget Advisory Committee recommendations and what we have done

4. Review Group's Goals and Future Agenda (group discussion) (15 Minutes)

5. Next meeting: Thursday, July 19, 5 pm

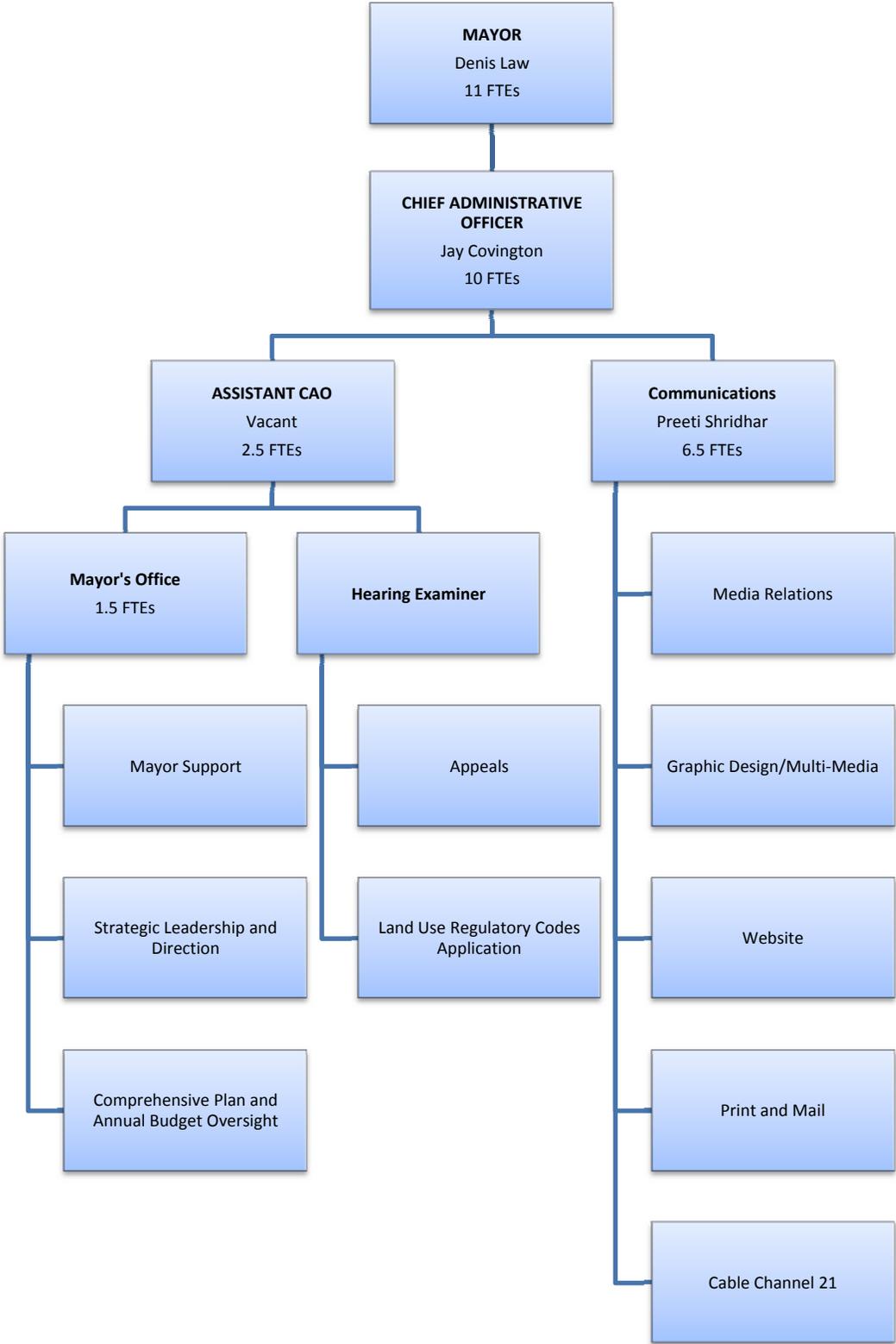
City of Renton Administration Contact Information



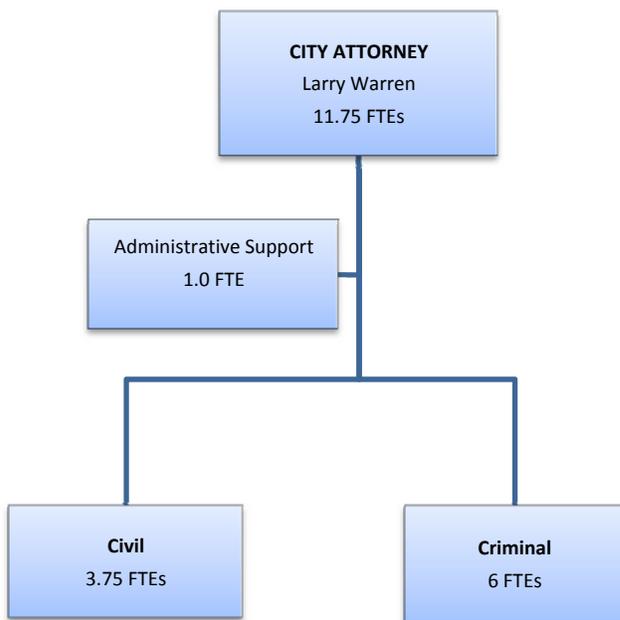
City Admin

City eMail: first initial + Last@Rentonwa.Gov

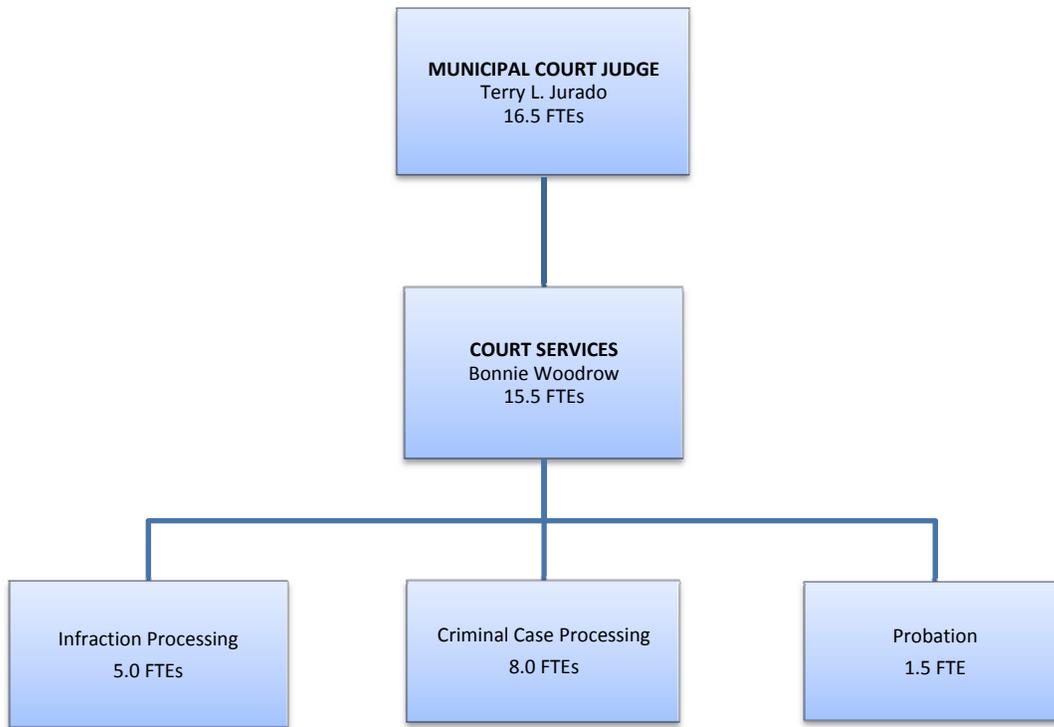
Executive



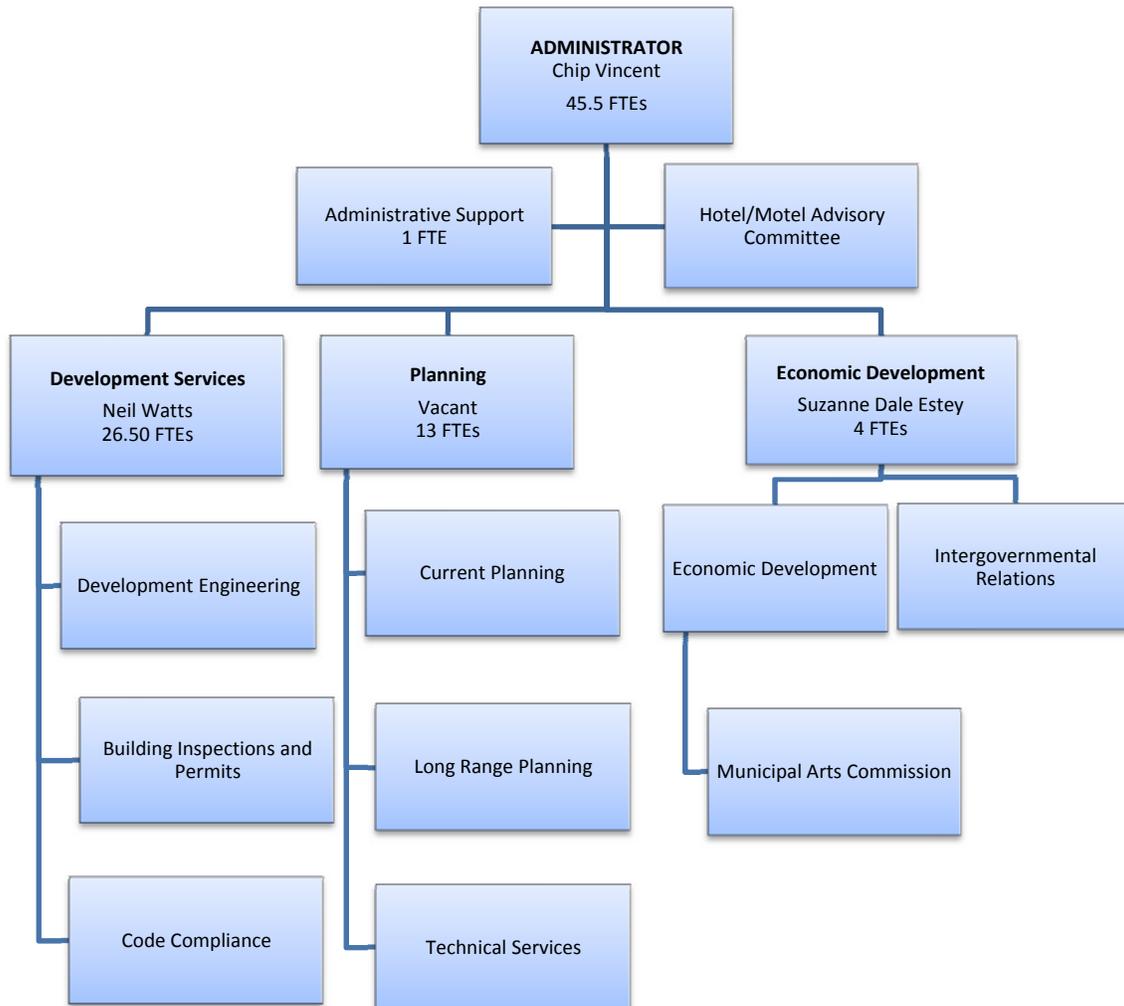
City Attorney



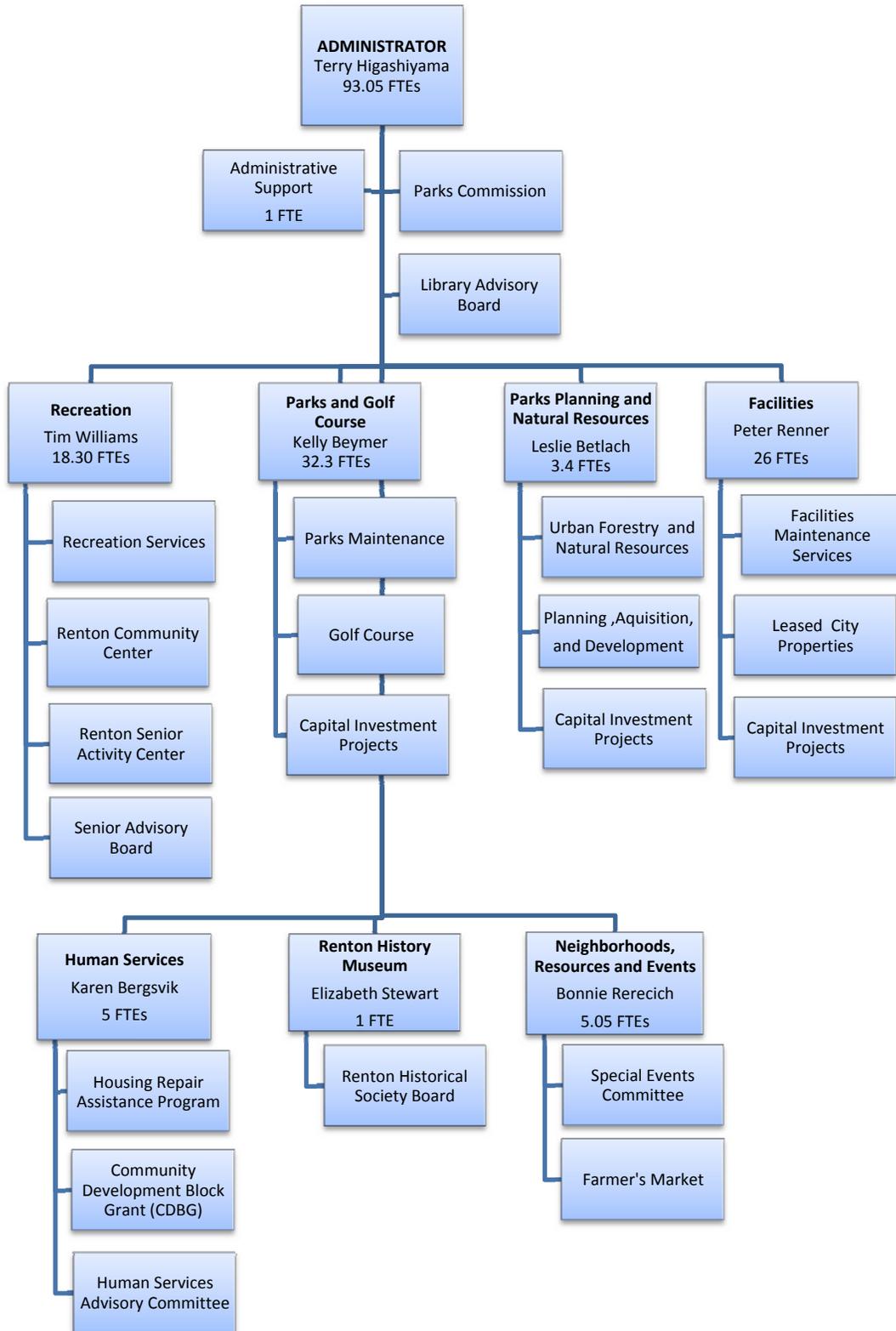
Court Services



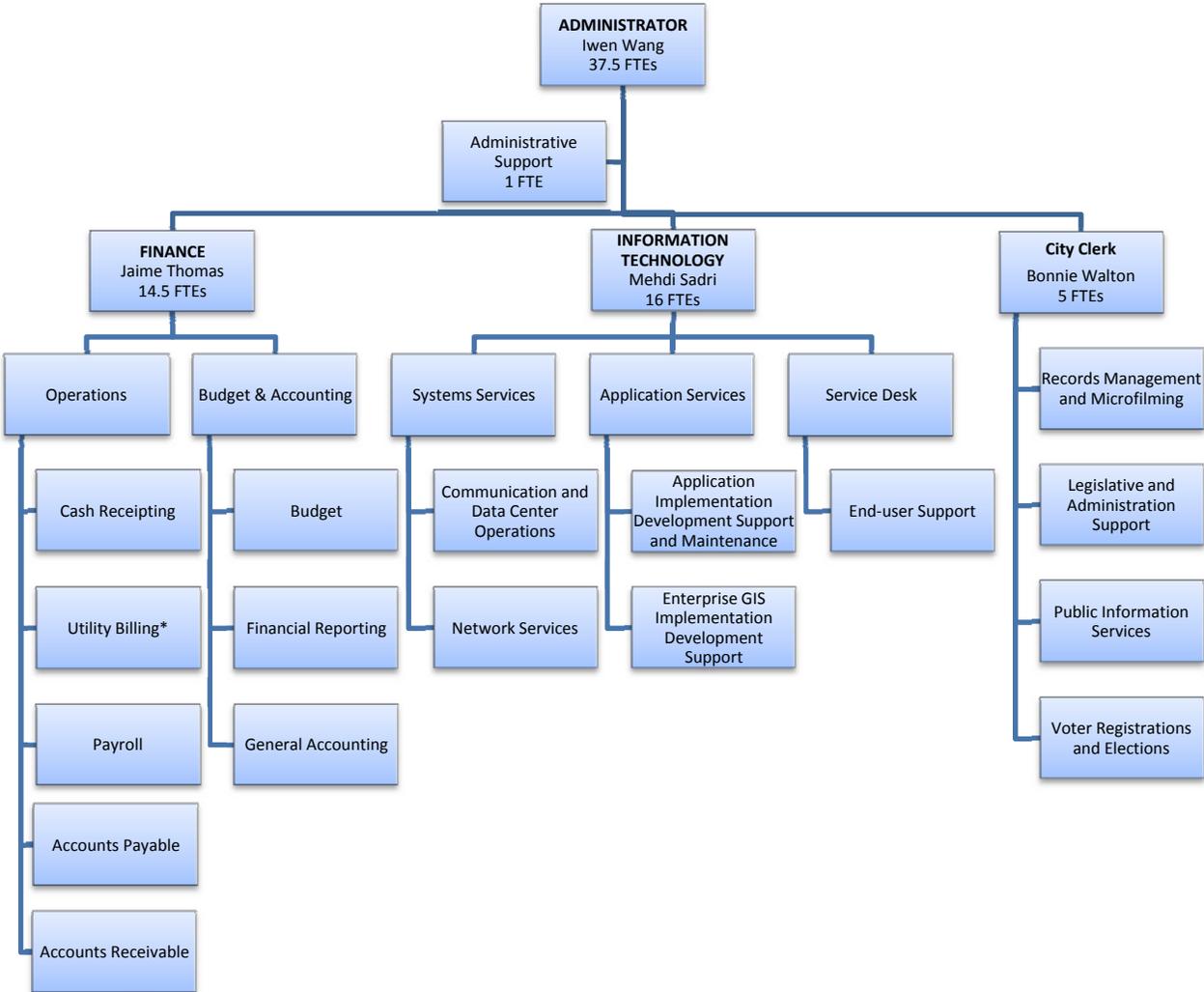
Community and Economic Development



Community Services

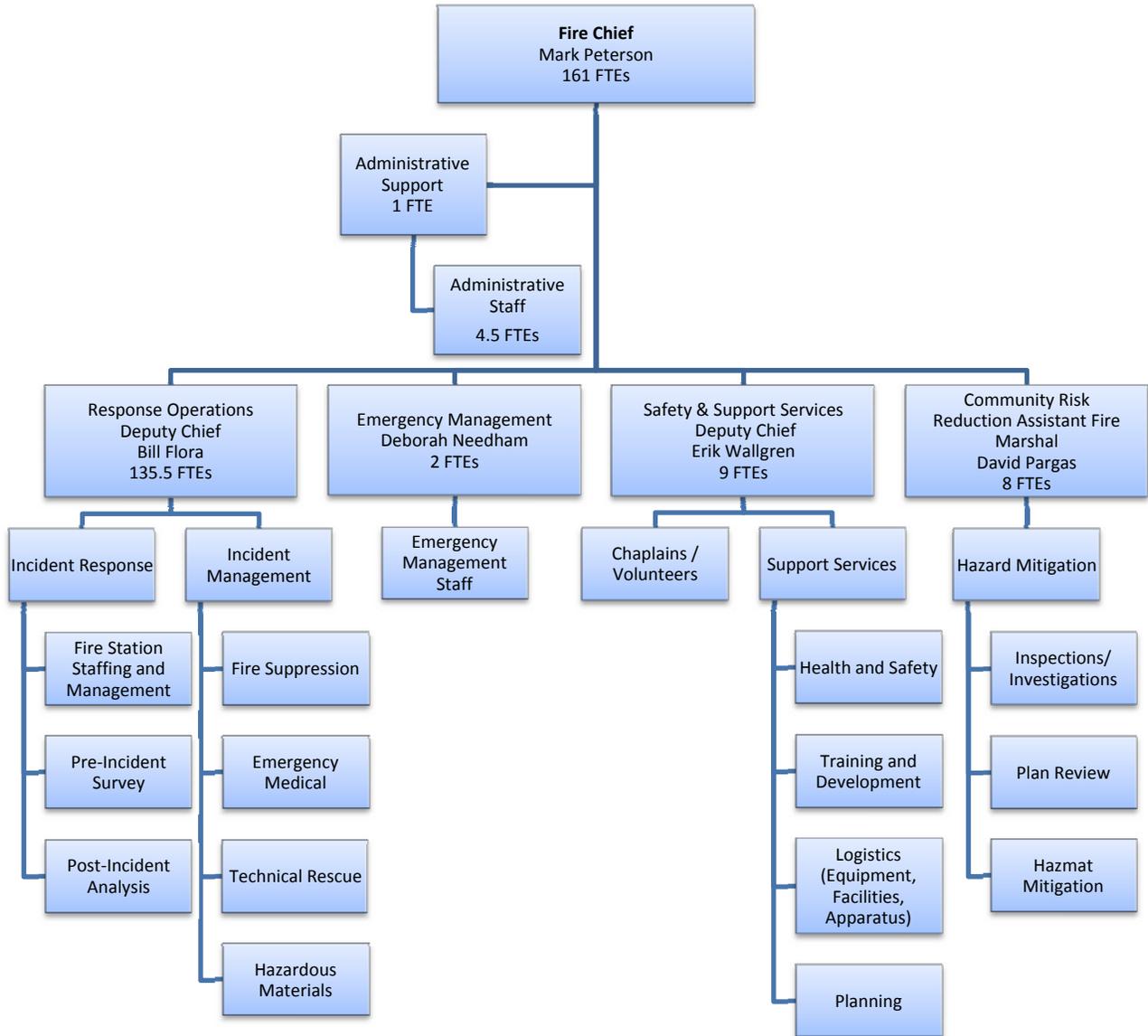


Administrative Services

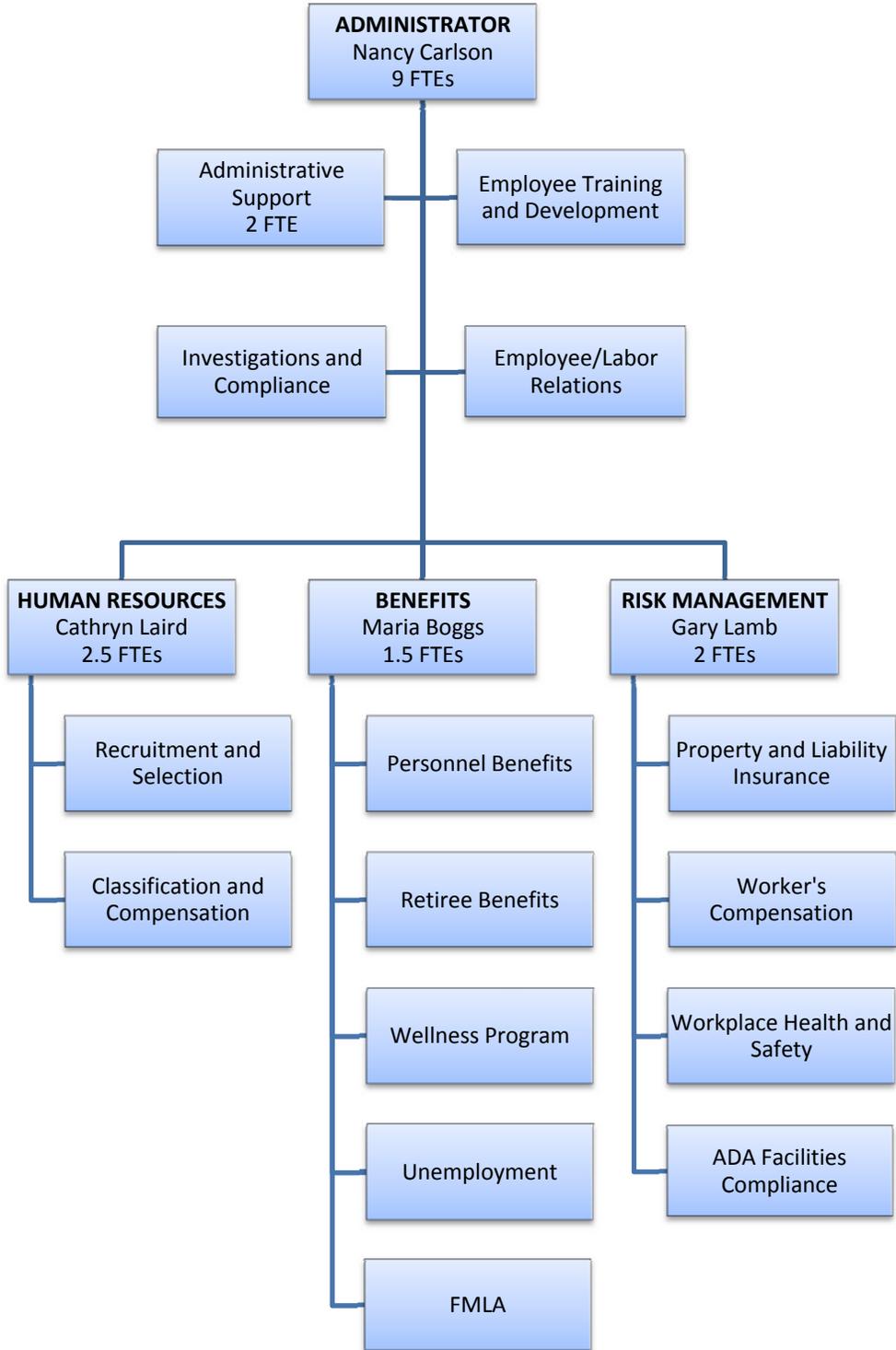


**The budget and positions (4 FTEs) for Utility Billing are managed by Finance but reported in the Public Works Utility Systems.*

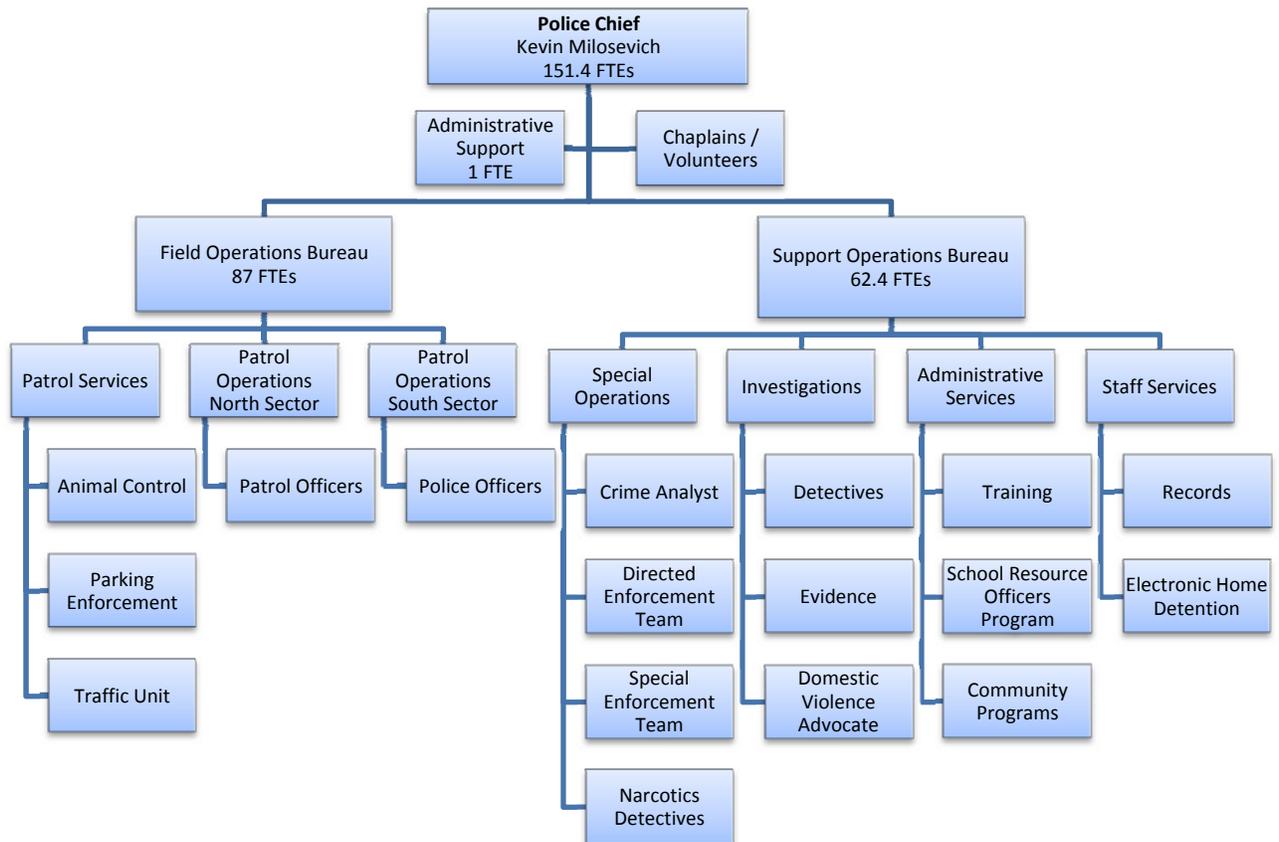
Fire & Emergency Services



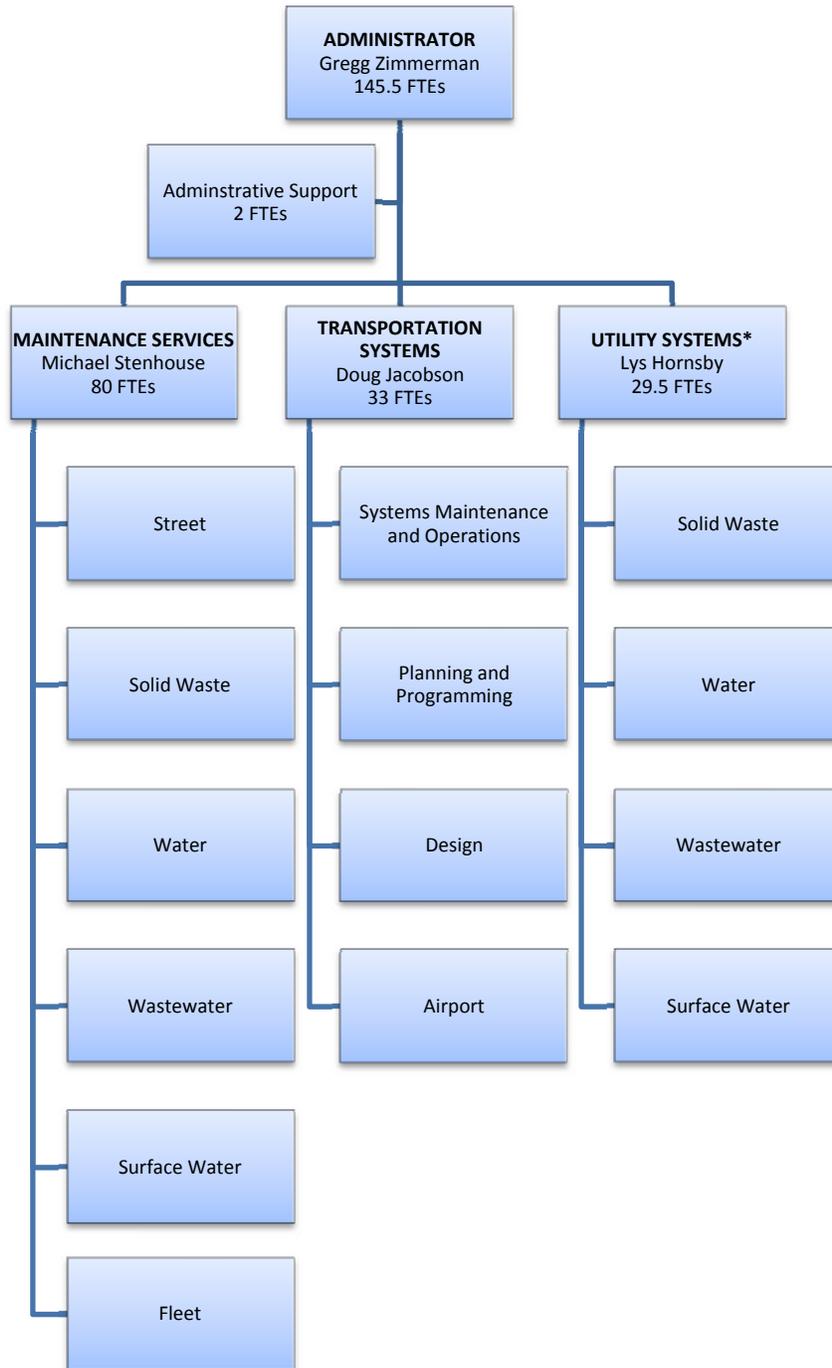
Human Resources and Risk Management



Police



Public Works



**Utility Systems Division funds pay for four (4) FTE's that work in the Finance Division of the Finance and Information Technology Department*



2011-2012 Budget

October 18, 2010

I am honored to present a balanced budget for 2011-2012 that reflects the vision and priorities of our community.

Our country is continuing to struggle through the worst economic recession in history. While it's encouraging to see some slight improvement in the economy, high unemployment, housing foreclosures and an extremely tight lending market are providing little relief to our businesses or residents. However, our city remains in solid financial shape despite this recession.

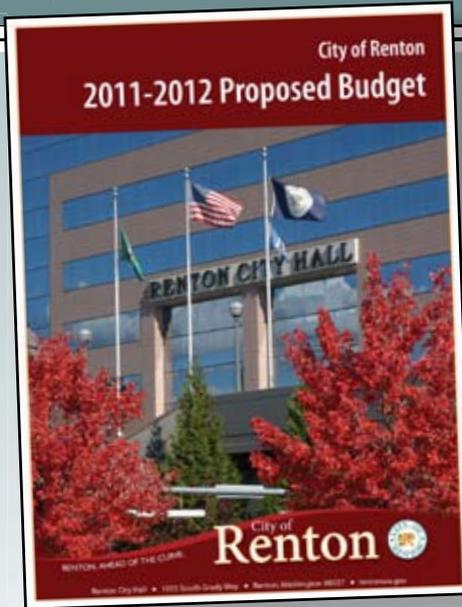
This is the first biennial budget for our city. Planning for two years saves a lot of staff time and resources and also allows us to plan better for the near future.

Also for the first time, the city established a community budget advisory group and developed this budget to reflect community values and align city priorities with those of the community.

The total proposed two-year budget for 2011 and 2012 is \$445 million, of which \$198 million is the General Government fund that is used for police, fire and emergency services, parks, street repair, and other basics required to run a city.

In preparing this budget, our preliminary projections indicated that maintaining current levels of services in General Government Operations would result in a deficit of \$2 million in this budget period. We have made the necessary adjustments to bring our expenditures in line with our revenue projections through the next biennium.

We are forced to eliminate some positions in order to balance this budget. These are hard decisions to make since we value each one of our employees and cannot say enough about the contributions they make every day to the public they serve. We also made additional cost reductions to reduce our overall expenditures.



We continue to focus on our core services and community priorities.

Our primary responsibility is in public safety. This includes our Police Department and Fire and Emergency Services, and the services provided by these two departments will continue to be our top priority.

As the community budget advisors noted, we need to have well maintained streets, focus on infrastructure and transportation, and maintain basic utility services. We plan to implement some of the recommendations of the advisory group including reducing some administrative support functions.

We will continue efforts to evaluate the way we do business. We will continue to right-size the structure of government.

We will continue to engage our employees to find new innovative and effective ways of serving our citizens.

We need to continue to practice fiscal responsibility and reduce our debt.

And we will continue to work with our labor groups to find sustainable ways of managing our labor costs in order for us to continue to provide quality services to our citizens with fewer dollars.

These are clearly transformational times for our city. This budget is based on the premise that while we are facing exceptionally difficult times, we must continue to forge ahead with our vision for this community.

Next month, voters in the Fairwood area will determine whether or not to annex to Renton. If they choose to annex, Renton will be a city of nearly 114,000 residents. We have prepared a plan that will allow us to provide city-levels of service to Fairwood with a revenue plan that supports all of the staffing and other costs associated with the annexation.

I want to thank each of our administrators and all those employees whose hard work and collaboration helped us through this budget process.

I also want to thank each of the councilmembers, for their advice and guidance as we have worked on this challenging budget.

And I'd like to extend a very special thanks to the Community Budget Advisory Group for volunteering their valuable time and thoughtful discussions. Their advice helped shape this budget and encouraged us to continue to work towards a sustainable, long-term plan that is customer-focused and reflects the priorities of our community.

A strong foundation set many years ago has positioned Renton well as the economy improves. This strong foundation, combined with our commitment to doing business more effectively and efficiently, will allow Renton to be strong and stable now and into the future.

— Mayor Denis Law

For a complete copy of the Mayor's budget speech, go to rentonwa.gov

For more information visit the city's website at rentonwa.gov.



2010 ACCOMPLISHMENTS

PUBLIC SAFETY:

- Enhanced safety on our trails and parks; captured and expelled 20 offenders from our city parks
- Proactive efforts from our Special Operations Division have successfully targeted and arrested several individuals responsible for many crimes including burglaries, thefts, vehicle prowls, and identity theft
- Utilizing innovative crime analysis to proactively apprehend repeat offenders, and get them longer prison sentences
- Successfully lobbied for \$44 million of federal funds for interim repairs to Howard Hanson Dam; planned and prepared for Green River potential flooding



OUR COMMUNITY:

- Established new library board and are working with KCLS to ensure the highest quality library services for our citizens; coordinating plans for the future of our library buildings
- Partnerships, volunteers and the dedication of our local organizations and businesses resulted in significant contributions to our community
- Over 4,000 volunteers contributed over 60,000 hours of service to the Renton community valued at \$1.2 million a year
- Record attendance at the Farmers Market and our festivals and events
- Strengthened and expanded the Neighborhood Program, which now serves 63 neighborhoods, hosted 23 picnics and served 5,300 people



STREETS, TRANSPORTATION AND INFRASTRUCTURE:

- Renton's streets are among the best maintained in the region; implemented significant improvements to city sidewalks
- Investing \$40 million in the Rainier Ave improvements projects to add new lanes, improve the traffic flow, make it pedestrian-friendly and enhance safety



ECONOMIC DEVELOPMENT AND PLANNING:

- The Boeing Company continues to have a pivotal place in Renton—signed a historic lease renewal agreement with Boeing for a 20-year lease for the Renton Municipal Airport
- Private investors purchased 21 acres of land south of The Landing for significant future redevelopment
- Double-digit growth for stores and restaurants at The Landing with several new openings expected in the next few months
- Fairfield Residential at The Landing and Harrington Square apartments in the Highlands report high lease and occupancy rates
- Several new businesses in downtown, Cascade Village, Renton Village, Southport and the Highlands
- Celebrated several ribbon-cuttings including Valley Medical's Level III trauma center, Waterways Cruises, stores and restaurants at The Landing, and various businesses in downtown Renton
- Compass Regional Veteran's Center just opened their 60,000 square foot complex in downtown Renton with affordable veteran housing and retail space
- Seahawks training camp brought 22,000 visitors to Renton
- Launched several major plans including the City Center Plan, Sunset Area Revitalization Plan, Renton History Museum Plan, Arts & Culture Master Plan, and Trails and Bicycles Plan



For most residents, a city’s budget is not that interesting and even if they are interested to learn more, they soon find it is not presented in a way for them to understand or how that translates into the services they receive. It is our hope that this pamphlet makes Renton’s budget a bit more understandable and answers some common questions you may have. If you are interested in learning more about the City’s budget and financial information, go to www.Rentonwa.Gov/ITS and select Budget and Finance.

WHAT DOES THE CITY DO FOR ME AND HOW MUCH DO THEY COST?

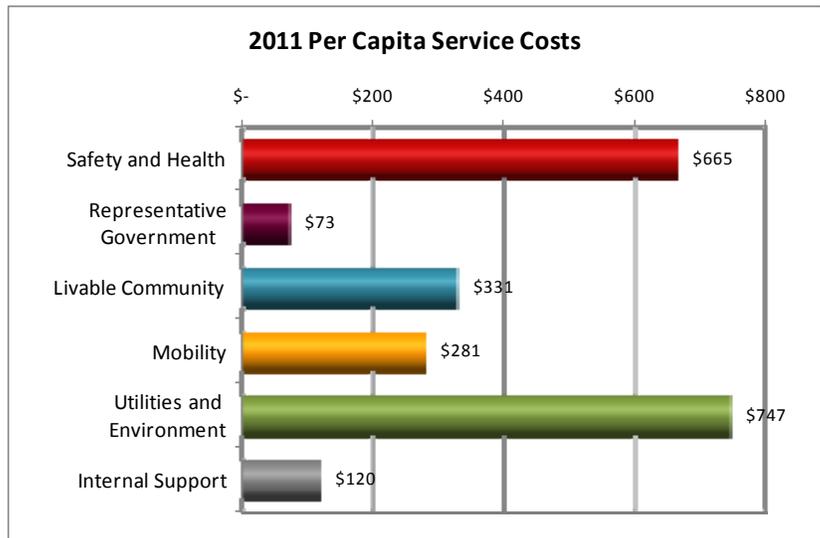
Under the state governance system, local governments provide most day-to-day services needed within a community and paid primarily by the local taxpayers. This table summarizes the City’s 2011 budget of \$224 million (approximately half of the 2-year budget) by service area. The total budget for the year includes interfund transfers and transactions. If we exclude interfund transactions, the net budget for the City is \$191 million for the year. This is roughly \$2,215 per resident per year, or \$6 per day for all the services the City provides.

City Service Areas (CSA)	FTE	Tot Exp \$
Safety and Health	334.50	57,371,577
Representative Government	44.02	6,270,531
Livable Community	64.42	28,500,741
Mobility	58.65	24,197,986
Utilities and Environment	99.75	64,399,065
Internal Support	82.73	10,345,108
Subtotal Service Costs	684.07	191,085,008
Transfers and Interfund Transactions	-	33,778,228
TOTAL BUDGETED USES	684.07	224,863,236

Safety and Health – 30% of the resources are dedicated to make the City a safe and healthy community. Services provided include police and fire protection, emergency preparedness, code enforcement, building permits and inspections, criminal prosecution, and probation monitoring activities; also included are services that provide basic safety-net to the most vulnerable members of our community such as human services and housing repair programs. Overall safety and health services cost \$665 per person per year, or roughly \$1.82 a day.

Representative Government – At 3.3% of the total or 20¢ per day, these services will engage the community in policy development and provide access to fair individual representation in the community so that our City is more responsible and responsive to our residents and businesses.

Services in this area include legislative functions, municipal court operations, overall city administration, administrative hearings of land use and other matters. It also includes services designed to engage the community such as volunteers, boards, and commissions. Also in this area are efforts to insure Renton’s interest is represented at the county, state, and federal levels and maximize the leverage of city resources with external funding.



Livable Community – These are services, programs, and amenities that make Renton a place where people want to live, learn, work, play, and visit. They include parks and recreation programs, economic development, long range planning, and neighborhood development functions. Also included in the 2011/2012 budget is the capital funding to develop two new libraries. The combined total service cost is \$330 per person per year, or 90¢ a day. The cost is about half or \$160 a year or 44¢ a day without capital investments.

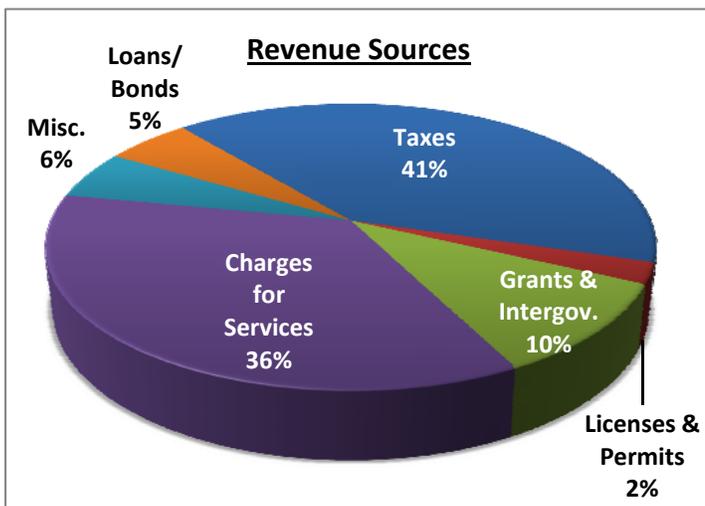
Mobility – Provides services to plan, construct, and maintain systems such as roadways, sidewalks, trails, paths, and related components, to enable residents, visitors, employees, as well as freight and commercial transportation activities to move in, around, and through the City efficiently and safely. These include maintaining and improving smooth and safe sidewalks, trails, roadways, bridges, signs, signals, and programs that encourage and facilitate the reduction of commute trips. The majority of the cost is in capital improvements, for a total of \$281 a year or 74¢ per day. The operating cost without capital is \$113 per year or 31¢ per day.

Utilities and Environment – These are services and open spaces that protect our environment and provide reliable, affordable utility services. They include water, sewer, storm drainage, and garbage utilities, and the City’s golf course, open spaces, and other natural resources. Nearly all services in this category are supported by service fees or rate revenues. Overall these services and associated capital costs total \$747 a year or a little over \$2 per day. Capital costs represent nearly 20% of the total.

Internal Support – These are services that provide City departments with the means to operate efficiently and effectively in a safe and sustainable manner. Many of the internal support functions such as vehicles, equipment, facilities, insurances, and benefits, are integral to the direct service deliveries. These operations and costs are centralized and allocated to the direct service departments. Services not included in direct service costs are financial services, human resource management, legal services, and retiree benefits required by state law, and general governmental debt service payments. These services represent 5.4% of the total resources or about 33¢ a day.

HOW THESE SERVICES ARE PAID FOR?

General governmental services such as those in the safety and health, representative government, livable community, mobility, and internal support categories are primarily supported with taxes generated locally. The utility services are primarily supported by user fees (“charges for services”). The chart and table below shows the composition of resources providing for all the services delivered by the City.



Revenue Sources	2011 Budget
Property Tax	32,046,525
Sales Tax	21,683,285
Utility Tax	16,337,850
Other Taxes	5,684,671
Licenses & Permits	4,389,033
Grants	7,614,479
Intergovernmental Services	11,802,136
Charges for Services	66,271,251
Miscellaneous	10,209,544
Bond Proceeds	10,000,000
Subtotal Revenue & Other Sources	186,038,774
Interfund Services & Transfers	33,539,854
Total Budgeted Resources	219,578,628

WHERE YOUR TAX DOLLAR GOES?

Not all the taxes you pay or generate locally come to the City. Actually the City only receives less than a quarter of each property tax dollar and a dime on each sales tax dollar you pay.

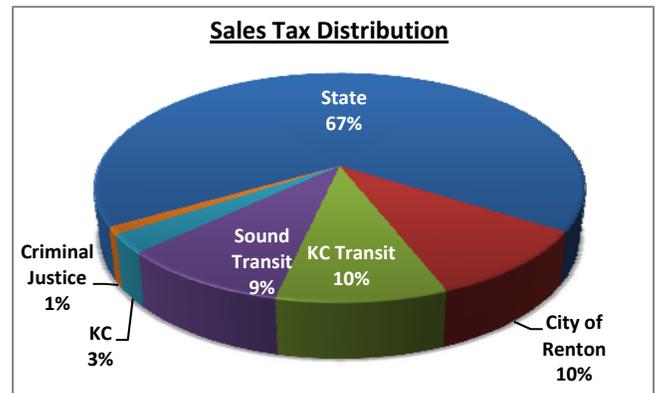
Property Tax Distribution

Property tax is the largest general governmental revenue source and is used for general governmental operations. Of the \$137 million property taxes that will be paid by Renton property owners in 2011, \$32 million was available for provision of city services. This means for each dollar of property tax paid, the City receives 23.3¢. The remainder of the property taxes goes to other government entities that provide other local and regional services.



Sales Tax Distribution

Of the roughly \$210 million sales taxes generated by local economy, the City is receiving \$19.9 million, including around \$2.1 million for the 10-year temporary credit for the Benson Hill Annexation. The City also receives approximately \$1.7 million a year from the Countywide Criminal Justice Sales Tax. The balance of the sales tax goes to other government entities.

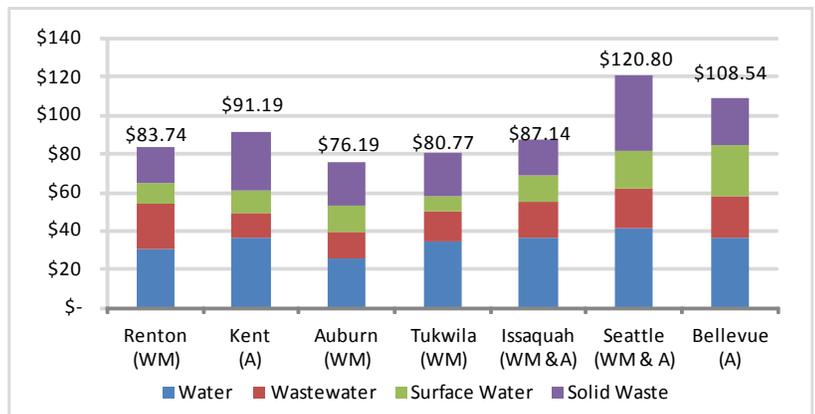


The largest portion of Renton’s sales taxes is from local retail, which represents 35% of the tax revenue. Service industry represents 22%, auto sales 18%, and contracting/construction 13% of the total. Sales tax is a more volatile revenue source which provides funding for over 20% of our general governmental services. We have seen the tax revenue decline by 18% over the past two years, which contributed to the City’s service reductions.

HOW DOES RENTON’S UTILITY SERVICE COSTS COMPARE WITH OTHERS?

2011 Utility Rates

The City provides water, wastewater, and surface water services directly and contracts for garbage collection. Metro of King County provides sewerage treatment services to most cities in King County and is a pass-through charge shown on the City’s utility bills. The City’s utility rates provide both the maintenance and operation of these utilities as well as necessary replacements and enhancements for the infrastructure that enables the continued service in our community. Due to the need to replace and maintain the aging infrastructure, some are as old as the city -- over 100 years old now, and the increasing regulatory requirements that triggered higher general operating costs, necessitated rate adjustments in 2011 and 2012. Even with the proposed rate increases, the combined 2011 utility rate for Renton compares favorably with our neighboring cities.



ABOUT THE CITY OF RENTON:



DATE OF INCORPORATION September 6, 1901
LAND AREA 23.79 Sq. Miles
POPULATION Official 2010 Census 90,927
ASSESSED VALUATION (Preliminary 2011) \$11.5Billion
ELECTIONS: Registered Voters (2008) 42,167

LICENSES & PERMITS: (2009)

Business Licenses (includes all businesses) 3,873
 Employees working within Renton 43,946
 Amusement Device (average)..... 92
 Animal Licenses (Dog and Cat) 2,833

FIRE & ES PROTECTION:

Number of Commissioned Fire & ES Personnel..... 136
 Number of Non-Commissioned Personnel..... 16
 Total Number of Fire & ES Personnel..... 152
 Number of Fire Stations (includes FD #25 and #40) 6
 Life Support Responses (2009)..... 9,690
 All Other Responses (2009) 3,150
 Total Number of Responses (2009) 12,840

POLICE PROTECTION:

Number of Commissioned..... 123
 Number of Non-Commissioned..... 44.4
 Total Number of Dept Personnel..... 167.4
 Number of Calls for Service (2009) 78,272

PARKS & RECREATION:

Total Parks and Open Space Acreage..... 1,183
 Number of Developed Parks and Playgrounds..... 30

STREET:

State Routes..... 20.6
 City Arterials 65.43
 Local Access Streets..... 177.75
TOTAL STREET MILES..... 263.78
 Alleys 11.10
 Number of signalized intersections (2009)..... 122

WATER UTILITY (2009):

Total Water Customers 17,269
 Gallons of Water Produced 2,768,570,000
 Number of Fire Hydrants..... 3,640
 Miles of Water Main..... 308

WASTEWATER UTILITY (2009):

Total Wastewater Customers 16,590
 Miles of Gravity Sewer and Force Main 215.69

STORM WATER UTILITY (2009):

Number of Accounts..... 22,061
 Miles of Storm Water..... 273.14

SOLID WASTE UTILITY (2009): (Contracted Services)

Total Accounts..... 20,481

Renton Business Plan

Vision Renton: The center of opportunity in the Puget Sound Region where families and businesses thrive

Mission The City of Renton, in partnership and communication with residents, businesses, and schools, is dedicated to:

- Providing a safe, healthy, welcoming atmosphere where people choose to live
- Promoting economic vitality and planned growth
- Building an inclusive city with opportunities for all
- Meeting service demands through high quality customer service, innovation, a positive work environment, and a commitment to excellence

2013-2018 Goals



Provide a safe, healthy, vibrant community

- Promote safety, health, and security through effective communication and service delivery
- Facilitate successful neighborhoods through community involvement
- Encourage and partner in the development of quality housing choices for people of all ages and income levels
- Promote a walkable, pedestrian and bicycle-friendly city with complete streets, trails, and connections between neighborhoods and community focal points
- Provide opportunities for communities to be better prepared for emergencies



Promote economic vitality and strategically position Renton for the future

- Promote Renton as the progressive, opportunity-rich city in the Puget Sound region
- Capitalize on opportunities through bold and creative economic development strategies
- Recruit and retain businesses to ensure a dynamic, diversified employment base
- Nurture entrepreneurship and foster successful partnerships with businesses and community leaders
- Leverage public/private resources to focus development on economic centers



Support planned growth and influence decisions that impact the city

- Foster development of vibrant, sustainable, attractive, mixed-use neighborhoods in urban centers
- Uphold a high standard of design and property maintenance
- Advocate Renton's interests through state and federal lobbying efforts, regional partnerships and other organizations
- Pursue transportation and other regional improvements and services that improve quality of life
- Balance development with environmental protection



Building an inclusive city with opportunities for all

- Improve access to city services and programs and make residents and businesses aware of opportunities to be involved with their community
- Build connections with ALL communities that reflect the breadth and richness of the diversity
- Promote understanding and appreciation of our diversity through celebrations and festivals
- Provide critical and relevant information on a timely basis and facilitate two-way dialogue between city government and the community
- Encourage volunteerism, participation and civic engagement



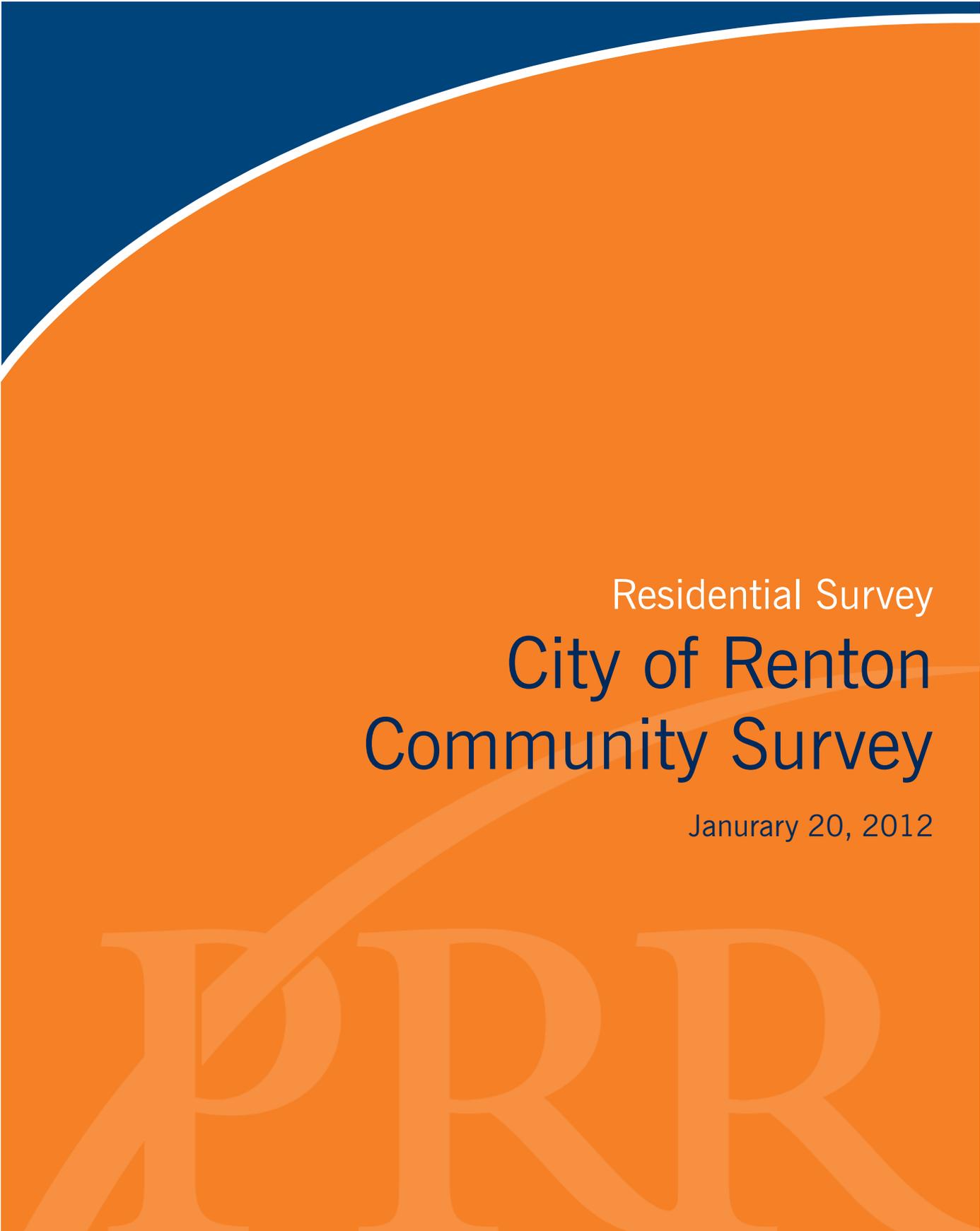
Meet service demands and provide high quality customer service

- Plan, develop, and maintain quality services, infrastructure, and amenities
- Prioritize services at levels that can be sustained by revenue
- Retain a skilled workforce by making Renton the municipal employer of choice
- Develop and maintain collaborative partnerships and investment strategies that improve services
- Respond to growing service demands through partnerships, innovation, and outcome management

Draft City of **Renton**



RENTON. AHEAD OF THE CURVE.



Residential Survey
City of Renton
Community Survey

January 20, 2012

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KEY FINDINGS

WHAT DO RESIDENTS THINK ABOUT QUALITY OF LIFE IN RENTON?

Majority reported that the overall direction that the City is taking is good or excellent

Generally, respondents reported that the direction the city was heading was good (41%) or excellent (14%), with a little over one quarter (27%) reporting fair and five percent rating the overall direction as poor. A little over one tenth (13%) reported that they did not know.

Many rated Renton as a good or excellent place to live, raise children, work and retire

Most respondents (74%) rated their neighborhood as a good or excellent place to live. Majority of respondents rated Renton as a good or excellent place to live (76%) and raise children (57%). Almost half (46%) rated Renton as a good or excellent place to work and retire.

Most considered their neighborhood generally safe during the day and after dark

Majority of respondents reported that their neighborhood was 'very safe' (64%) or 'somewhat safe' (32%) during the day and 'very safe' (38%) and 'somewhat safe' (41%) after dark.

Most considered downtown Renton generally safe during the day, but not after dark

Majority of respondents reported that their neighborhood was ‘very safe’ (37%) or ‘somewhat safe’ (40%) during the day. Fewer considered the downtown area ‘very safe’ (9%) and ‘somewhat safe’ (27%) after dark, while over two fifths (42%) considered it to be unsafe after dark.

Majority reported that they were prepared for a disaster

When being prepared for a disaster was defined as having enough food and water for three days, having a battery operated radio and flashlight, and having a plan for communicating with loved ones if a disaster occurs, the majority of respondents (69%) reported that they are prepared and about one third (31%) reported that they were not prepared for a disaster.

Majority were involved in some Renton activities at least one or more times in the last 12 months

Three fifths (60%) reported that they had helped a friend or neighbor, read the Renton newsletter, visited the Renton website and had contact with a City of Renton employee. Few reported ever watching a local public meeting on the government access channel, attending a local public meeting, participating in a club or civic group or volunteering their time to some group or activity in Renton.

Most rated their interactions with City of Renton employees as good or excellent

Majority of those who had contact with City of Renton employees (at least 74%) rated City of Renton employees as either good or excellent in terms of courtesy, knowledge, responsiveness and overall impressions.

WHAT DO RESIDENTS THINK ABOUT CITY SERVICES?

Majority rated the services provided by the City of Renton as good or excellent

Most respondents rated the services as good (41%) or excellent (17%). About one quarter (24%) rated the services fair while only 5% rated them as poor.

Most services provided by the City were rated as important but of fair to good quality

Overall, most respondents rated the importance of services higher than the quality of services. Services with the biggest gaps indicating areas where resident expectations are least met were: recruiting and retaining businesses, as well as ease of travelling in and through the City had the biggest gap, followed by municipal court services, street repair and maintenance, police response to traffic problems, taste and cleanliness of drinking water, police response times and issuing project permits in a timely way.

WHAT ARE RESIDENTS' ATTITUDES ABOUT TAXES?

More than two fifths (44%) rated the value of services for the taxes they pay as good or excellent

Over one third (37%) rated it as good and only 7% rated the value of the services as excellent. One third rated the value of services as fair (23%) or poor (10%). Less than one quarter (23%) did not know.

Majority supported additional taxes and fees for new projects

Majority of respondents reported that they would support additional taxes to pay for maintaining existing parks (93%), expanding bus or transit service (79%), building new sidewalks and/or bike lanes (66%), beautifying streets (58%), building new parks (57%) and creating new cultural facilities (56%).

Majority supported increases in business license fees and property tax to pay for new projects

Majority of respondents reported that they would support business license fee increases (61%) and property tax increases (54%). Less than half of the respondents supported vehicle license fee increases (43%) and utility tax increases (37%).

HOW DO RESIDENTS REGARD COMMUNICATIONS IN RENTON?

Over two fifths (44%) reported that Renton is going a good or excellent job in keeping residents informed

Over one third (35%) reported that the City is doing a good job and 9% report the city is doing an excellent job. About one seventh (14%) reported that the city was doing a poor job and one fifth reported that they did not know how good a job the City was doing.

About one third (31%) reported that the City does a good or excellent job or reaching its diverse populations

About one quarter (24%) reported that the City was doing a good job and 7% reported that the city was doing an excellent job. Almost two fifths (39%) reported that they did not know.

The best medium for keeping residents informed about the City of Renton was the Renton Reporter

The most frequent response when asked what was the best way for the City to keep residents informed about the City of Renton was the Renton Reporter (30%), followed by an insert in the utility bill (16%), City Newsletter (15%), City website (13%) and social media (12%).

ARE THERE ANY SEGMENTS BASED ON RESIDENTS' ATTITUDES ABOUT RENTON?

We identified four clusters of resident segments based on their attitudes about Renton:

- Cluster 1: Largest gap¹ in service satisfaction, strong support for tax increases (11%)
- Cluster 2: No gap in service satisfaction, some support for tax increases (34%)
- Cluster 3: Large gap in service satisfaction, somewhat opposed to tax increases (22%)
- Cluster 4: No gap in service satisfaction, strong opposition to tax increases (33%)

1 Gap in service satisfaction is defined by the average quality score minus the average importance score for each service. A bigger gap indicates an area of service where the resident's expectations are least met.



INTRODUCTION AND METHODOLOGY

Introduction

The City of Renton is home to 90,927 residents and is one of the top ten largest cities in Washington. Since 2000, Renton has experienced the largest change in ethnic diversity among the top ten cities. The purpose of this survey was to gauge Renton residents' opinions about the City, community priorities and satisfaction with City services. Understanding the City of Renton's residents' opinions about the City and experience with city services is critical to informing the City's performance-based budgeting effort and advising City leaders as they assess future projects and services that may be desired by the community.

Methodology

This section of the report provides an overview of the methods used.

Survey question development

PRR, in collaboration with City of Renton representatives developed questions for the telephone survey. This process involved compiling questions using both previous survey questions and adding new questions. There were several drafts of the survey all

reviewed by the City of Renton representatives. A final draft of the survey questions was achieved through an iterative review process between the City and PRR (see Appendix A for the final survey questions).

The telephone survey questions were programmed into Computer Assisted Telephone Interviewing (CATI) software and then pre-tested and monitored on the first day of the survey fielding. Minor changes were made to the survey questions based on the pre-testing.

Survey fielding

The survey was fielded to a random sample of 379 Renton residents from October 4th, 2011 to October 30th, 2011. Residents from the following zip codes were eligible to participate: 98055, 98056 (not including Newcastle), 98057, 98058 (not including Briarwood) and 98059 (not including Fairwood).

The random sample was originally drawn from two sample sources: Random Digit Dialing (RDD, for including both listed and unlisted landline phone numbers) and cell phone sample (to include both cell-only and cell-mostly households). We assumed that these two sample sources would be sufficient to capture a representative sample of adult residents, including the non-white population that has increased so much since 2000. When it became evident that the completed interviews were skewing toward the white population we added two additional sample sources to correct for this: listed sample targeted to non-Whites and a listed sample targeted to renters. This approach helped, but ultimately the final data needed to be weighted (based on the 2010 census) to achieve the correct balance of white and non-white adult respondents. Weighting was also used to statistically adjust for the age of respondents since the 25-34 year old category was underrepresented.

2 The residential survey was also available for completion online. Those results are presented in a separate report.

The average length of time to complete the survey was about 19 minutes.² The profile of respondents is included within this report under 'Demographics' (see page 8).

The margin of error is +/- 5.02% at the 95% confidence level. The margin of error is the plus-or-minus percent figure that applies to the interval that if you had asked the question of the entire relevant population would have picked the answer chosen by the sample. The confidence level tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer that lies within the margin of error.

The response rate³ for the survey was 4.4%. However, the cooperation rate⁴ was 35.5%.

Data analysis

As mentioned above, the results presented in the body of the report (including all charts) are adjusted (weighted) to reflect the adult population proportions of race (White and Non-White) and age of adult population (18 years and older). Tables showing the weighted frequencies for all variables are presented in Appendix B.

Data analysis used appropriate descriptive statistical techniques (frequencies and percentages) and explanatory statistical techniques (in this case Cramer's V and Kendall's Tau c) to test for the statistical significance of relationships between variables.⁵ Throughout this report, relationships between variables that are statistically significant at the .05 level or better, and that are meaningful to an understanding of the data are reported. Relevant coefficients and level of significance are presented in the endnotes on page 56 and are denoted by a superscript number in the text.

It should also be noted that some of the charts and tables presented in the report are for "multiple response variables", meaning that the survey respondent could select more than one answer. In such charts and tables the percentages will add up to more than 100 percent.

- 3 Using the approved American Association of Public Opinion Research approach, response rate is defined as the number of completed surveys plus partial or suspended surveys divided by the number of completed surveys, plus partial or suspended surveys, plus qualified refusals, plus break-offs, plus no answer, plus busy signal, plus answering machine, plus soft refusals, plus hard refusals, plus scheduled callbacks, plus unspecified callbacks.
- 4 Cooperation rate is defined as the number of completed surveys divided by the number of completed surveys plus refusals plus break-offs. Therefore, it is the percent of those contacted who qualified and who completed the survey.
- 5 *Cramer's V* is a measure of the relationship between two variables and is appropriate to use when one or both of the variables are at the nominal level of measurement. *Cramer's V* ranges from 0 to +1 and indicates the strength of a relationship. The closer to +1, the stronger the relationship between the two variables. *Kendall's Tau c* is a measure of the relationship between two variables and is appropriate to use when both of the variables are at the ordinal level

DEMOGRAPHICS

Below are the demographics of the respondents. The percents presented are weighted by race and age.

Demographics	
Race	n=379
White	54%
Non-White	46%
Respondent gender	
Male	50%
Female	50%
Age of respondent	n=379
18 to 19	3%
20 to 24	9%
25 to 34	23%
35 to 44	21%
45 to 54	18%
55 to 64	14%
65 to 74	7%
75 to 84	4%
85 or older	2%
Own/Rent	n=379
Own	61%
Rent	39%
Voter registration	n=379
Yes	79%
No	21%
Length of residency in Renton	n=377
Less than 2 years	9%
2-5 years	17%
6-10 years	26%
11-20 years	22%
More than 20 years	25%
Children under 18 years living in household	n=375
Yes	38%
No	62%
Income	n=354
Below \$35,000	30%
Above \$35,000	70%

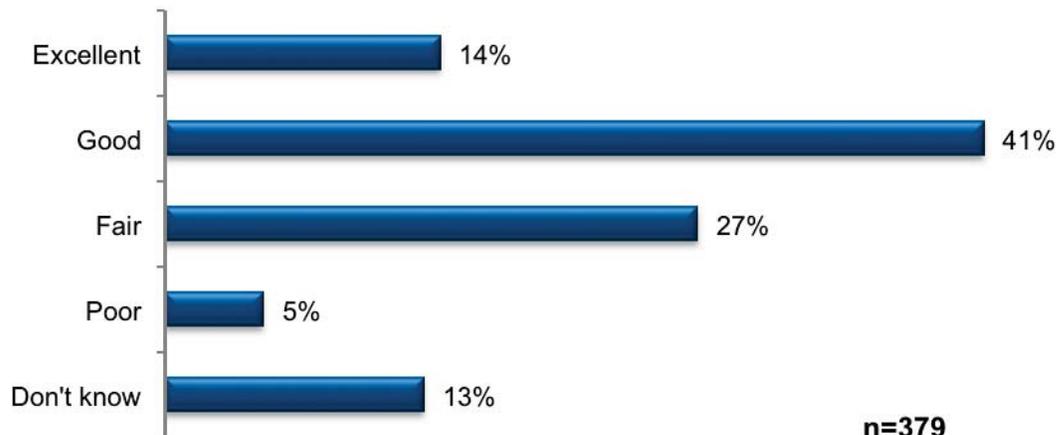
WHAT DO RESIDENTS THINK ABOUT QUALITY OF LIFE IN RENTON?

Majority reported that the overall direction the City is taking is good or excellent

Respondents were asked to rate the overall direction that the City of Renton is taking. Generally, respondents reported that the direction the City was heading was good (41%) or excellent (14%), with a little over one quarter (27%) reporting fair, and five percent rating the overall direction as poor. A little over one tenth (13%) reported that they did not know.

How would you rate the overall direction that the City of Renton is taking?

Base: All respondents who participated in the survey



Those who were more likely to rate the overall direction the City of Renton is taking as good or excellent were⁶:

- Men (65%) more than women (62%)¹
- Respondents who were not registered to vote (68%) more than registered voters (62%)²

⁶ Please note that the superscript numbers correspond to statistic coefficients in the endnote section on page 63.

- Respondents whose income was above \$35,000 (70%) more than those whose income was below \$35,000 (50%)³

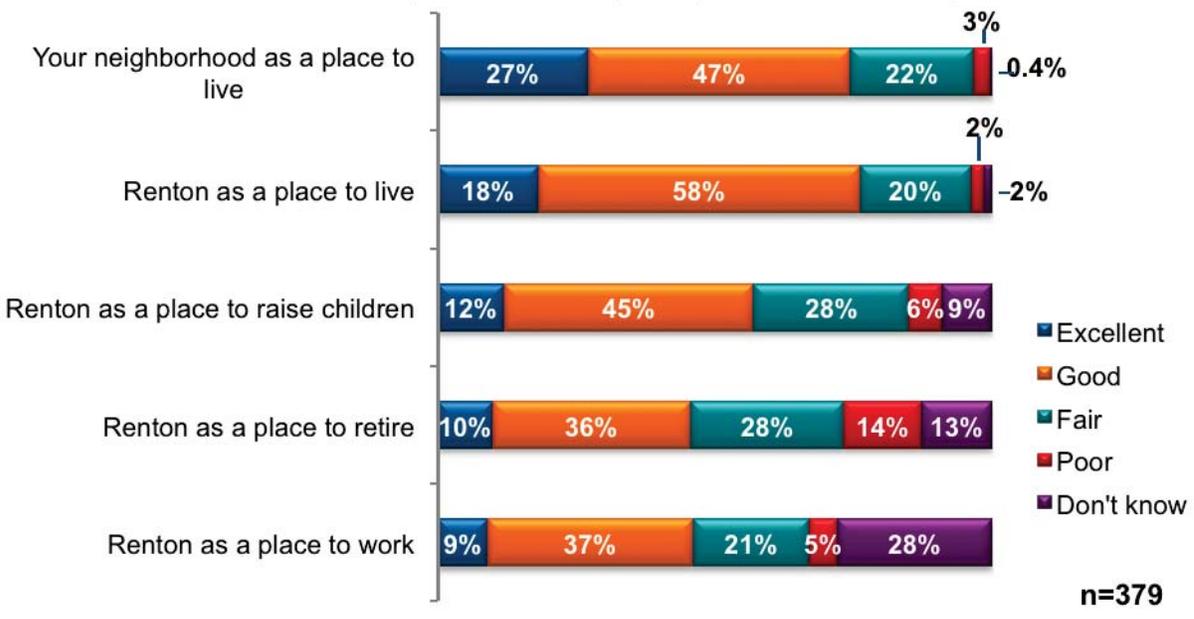
Many rated Renton as a good or excellent place to live, raise children, work and retire

Survey participants were asked to rate how the City of Renton as a place to live (including their neighborhood), raise children, work and retire. In the case of their neighborhood and Renton as a place to live and raise children, most respondents (at least 57%) rated Renton as good or excellent. , At least another fifth (20% in each case) rating their neighborhood and Renton as a fair place to live and raise children.

In the case of Renton as a place to work and retire, almost half of the respondents (46% in both cases) rated Renton as a good or excellent place. Over one quarter of respondents (28%) responded with ‘don’t know’ when asked to rate Renton as a place to work.

How would you rate the following?

Base: All respondents who participated in the survey



This may be because they either do not work at all, or do not work in Renton.

- Whites were more likely than non-Whites to rate their neighborhood as a good or excellent place to live.⁴
- Registered voters were more likely than those not registered to rate their neighborhood as a good or excellent place to live.⁵
- The older the respondent the more likely they were to rate Renton as a good or excellent place to live⁶ and retire.⁷
- Registered voters were more likely than those not registered to rate Renton as a good or excellent place to work.⁸
- Renters were more likely than owners to rate Renton as a good or excellent place to raise children.⁹

Respondents without any children below the age of 18 were more likely to rate Renton as a good or excellent place to work.¹⁰

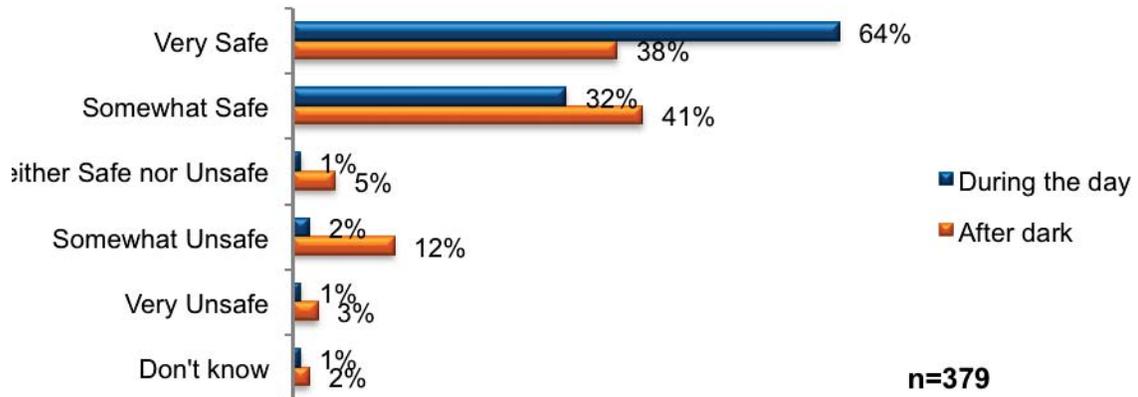
Most considered their neighborhood generally safe during the day and after dark

When asked to rate how safe or unsafe their neighborhood was, a majority of respondents reported that their neighborhood was ‘very safe’ (64%) or ‘somewhat safe’ (32%) during the day and ‘very safe’ (38%) and ‘somewhat safe’ (41%) after dark. Few rated their neighborhood as ‘somewhat unsafe’ during the day (2%) and after dark (12%) and fewer still reported that their neighborhood was ‘very unsafe’.

- Registered voters were more likely than those not registered to rate their neighborhood safe during the day.¹¹

How safe or unsafe is it in your neighborhood during the day and after dark?

Base: All respondents who participated in the survey



- Respondents with incomes of \$35,000 and above were more likely to rate their neighborhood safe after dark.¹²

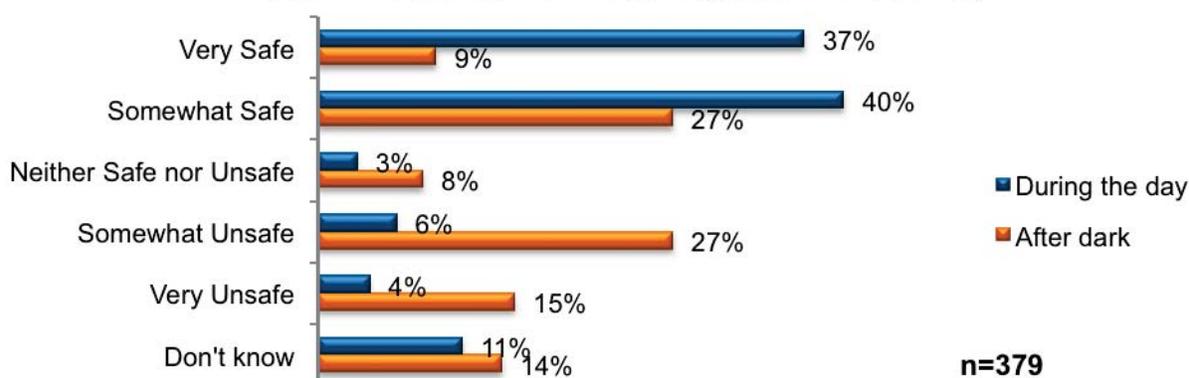
Most considered downtown Renton generally safe during the day, but not after dark

When asked to rate how safe or unsafe downtown Renton was, a majority of respondents reported that downtown was ‘very safe’ (37%) or ‘somewhat safe’ (40%) during the day. However, far fewer considered the downtown area ‘very safe’ (9%) and ‘somewhat safe’ (27%) after dark, while over two fifths (42%) considered it to be either unsafe (27%) or very unsafe (15%) after dark.

- Non-Whites were more likely than Whites to rate downtown Renton very safe during the day¹³ and after

How safe or unsafe is it in downtown Renton during the day and after dark?

Base: All respondents who participated in the survey



dark.¹⁴

- Renters were more likely than owners to rate downtown Renton very safe after dark.¹⁵
- Those who reported living in Renton for a shorter period of time were more likely to rate downtown Renton as safe after dark.¹⁶
- Respondents whose income was below \$35,000 were more likely to rate downtown Renton as safe after dark.¹⁷

Majority reported that they were prepared for a disaster

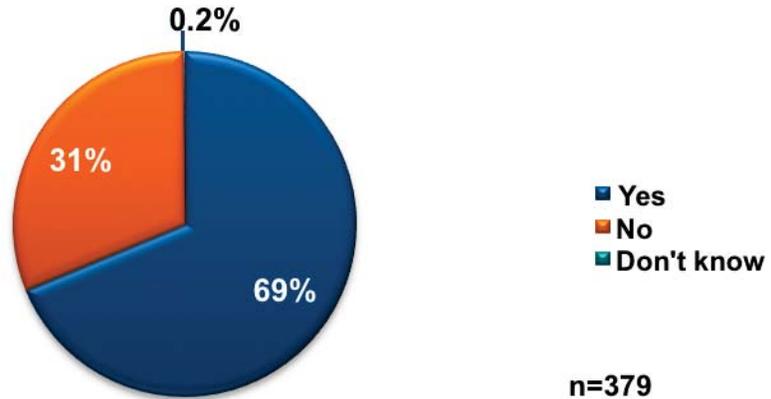
When being prepared for a disaster was defined as having enough food and water for three days, having a battery operated radio and flashlight, and having a plan for communicating with loved ones if a disaster occurs, the majority of respondents (69%) reported that they were prepared.

Those who were more likely to report that they were prepared for a disaster were:

- Men (76%) more than women (61%)¹⁸

How prepared would you say you are?

Base: All respondents who participated in the survey



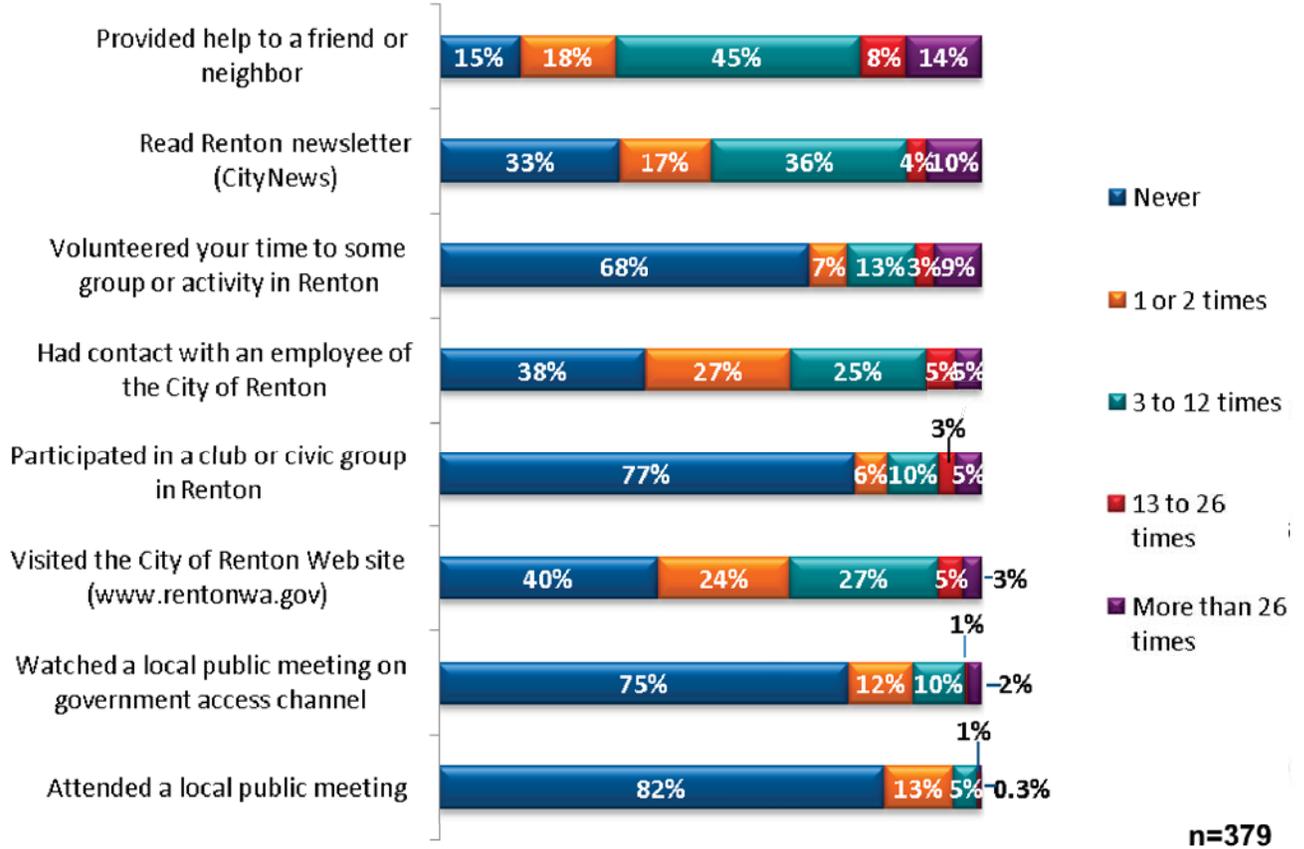
- Those that had lived in Renton 2 or more years¹⁹

Majority were involved in some Renton activities at least one or more times in the last 12 months

When asked the frequency with which they or other household members had participated in various Renton activities, three fifths (60%) reported that they had done the following at least once in the last year: helped a friend or neighbor, read the Renton newsletter, visited the Renton website and had contact with a City of Renton employee. Attended a local public meeting, watched a public meeting on government access channel, participated in a club or civic group in Renton and volunteered time to some group or activity in Renton were all reported as the least frequent activities in which respondents participated.

In the last 12 months, about how many times, if ever, have you or other household members been part of the following activities in Renton?

Base: All respondents who participated in the survey



Those who were more likely to have visited the City of Renton website were:

- Whites²⁰
- Renters²¹
- Respondents with incomes of \$35,000 and above²²

Those who were more likely to have read the Renton newsletter were:

- Non-Whites²³
- Home owners²⁴

Those who were more likely to have had contact with an employee of the City of Renton were:

- Whites²⁵
- Home owners²⁶
- Registered voters²⁷
- Respondents with children below the age of 18 living in their household²⁸

Those who were more likely to have participated in a club or civic group in Renton were:

- Home owners²⁹

Those who were more likely to have volunteered time to some group or activity in Renton were:

- Respondents with children below the age of 18 living in their household³⁰

Those who were more likely to have provided help to a friend or neighbor were:

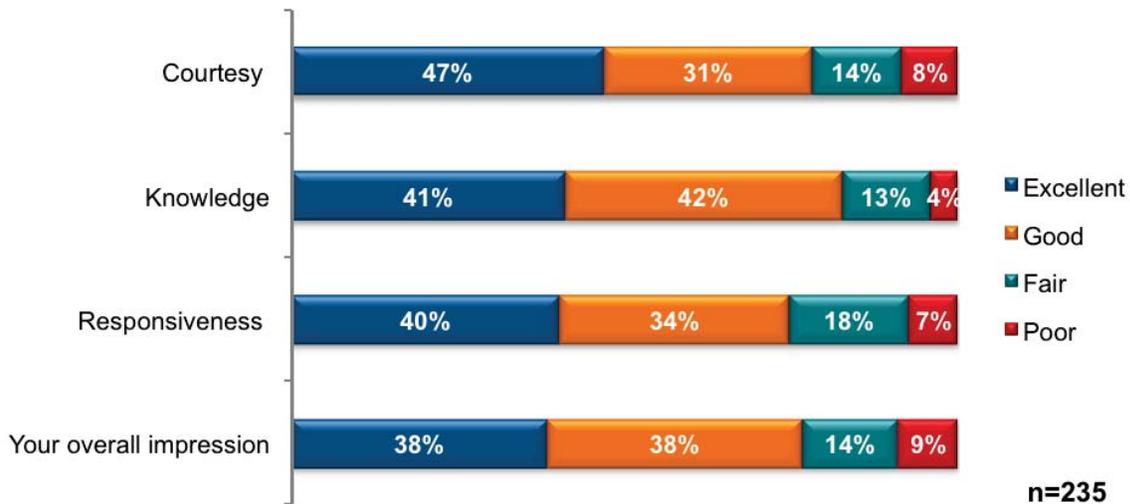
- Respondents who had lived in Renton longer³¹
- Registered voters³²

Most rated their interactions with City of Renton employees as good or excellent

Those who indicated that they had had contact with City of Renton employees were asked to rate the employee's courtesy, knowledge, responsiveness, as well as their overall impression of working with city employees. The majority (at least 74%) rated City of Renton employees as either good or excellent on all four dimensions.

How would you rate the City of Renton employees on the following dimensions?

Base: Respondents who reported that they or other household members had had contact with an employee of the City of Renton



- The older the respondent the more likely they were to rate the knowledge,³³ responsiveness,³⁴ courtesy,³⁵ and overall impression³⁶ of City of Renton employees as good or excellent.
- Owners were more likely to rate the courtesy³⁷ and overall impression of City of Renton employees³⁸ as good or excellent.
- Voters were more likely to rate the knowledge³⁹ and overall impression⁴⁰ of City of Renton employees as good or excellent.
- Non-voters were more likely to rate the responsiveness⁴¹ and courtesy⁴² of City of Renton employees as good or excellent.
- Respondents whose income was \$35,000 and above were more likely to rate the courtesy of City of Renton employees as good or excellent.⁴³

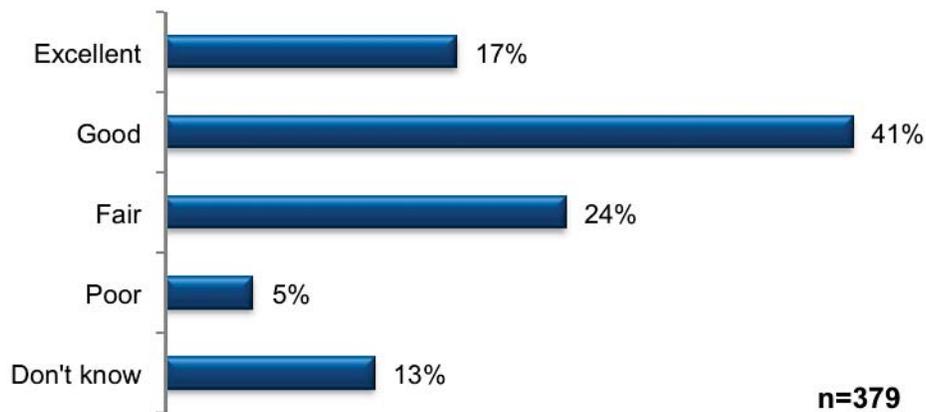
WHAT DO RESIDENTS THINK ABOUT CITY SERVICES?

Majority rated the services provided by the City of Renton as good or excellent

Respondents were asked to rate overall the services provided by the City of Renton. Most respondents rated the services as good (41%) or excellent (17%). About one quarter (24%) rated the services fair, while only 5% rated them as poor.

Overall, how would you rate the services provided by the City of Renton?

Base: All respondents who participated in the survey



Those who were more likely to rate the services provided by the City of Renton as good or excellent were:

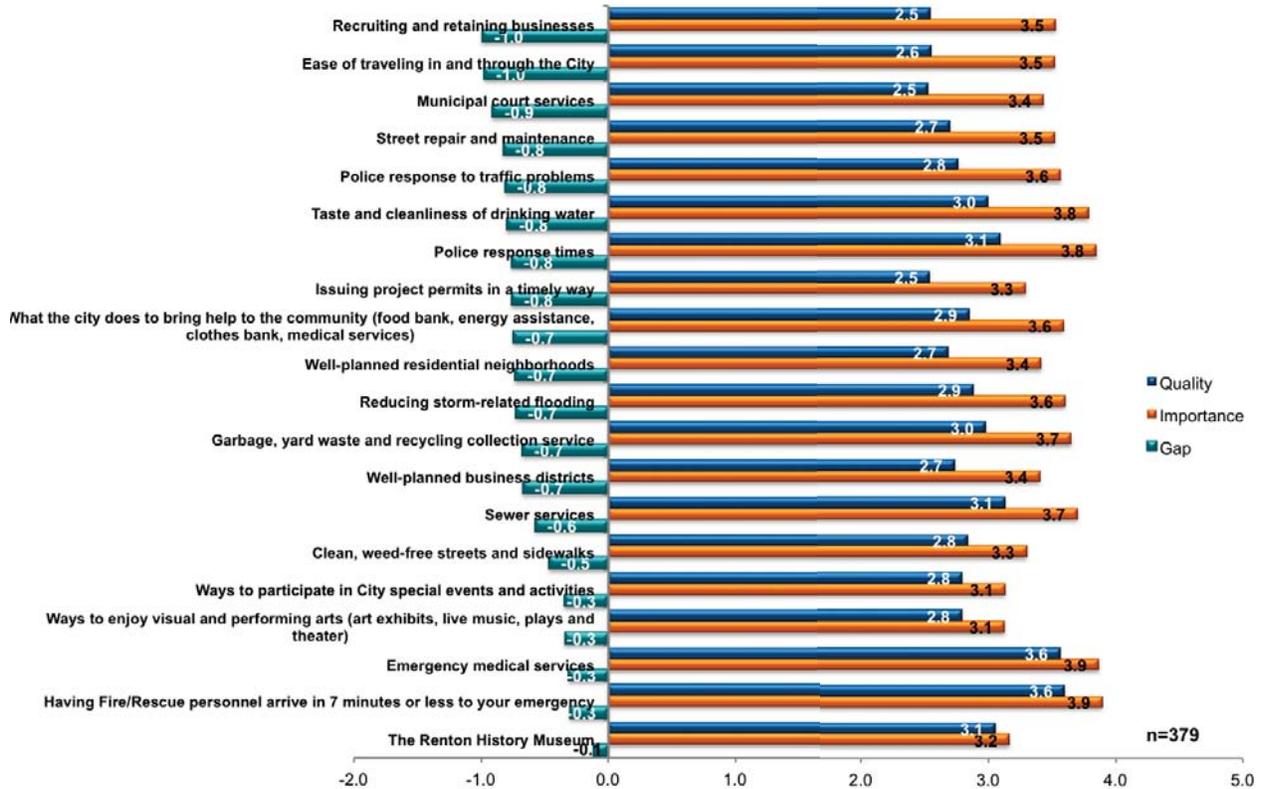
- Older respondents (45 years and above)⁴⁴
- Owners (70%) more than Renters (50%)⁴⁵
- Respondents with incomes of \$35,000 and above (72%) more than those with incomes of less than \$35,000 (54%)⁴⁶

Most services provided by City were rated as important, but of fair to good quality

Participants were asked to rate the quality and importance of various services provided by the City and paid for by their tax dollars. Overall, among those that had an opinion (eliminating the “don’t know” category), all services were rated an average of 3 or higher on a 4-point scale of importance (1 being very unimportant and 4 being very important). The quality ratings among those that had an opinion (eliminating the “don’t know” category), averaged 2.5 to 3 on a 4-point scale of quality (1 being poor and 4 being excellent). The table below shows the gap between importance and quality for all the services. Services with the biggest gaps indicating areas where resident expectations are least met were: Recruiting and retaining businesses as well as ease of travelling in and through the City had the biggest gap, followed by municipal court services, street repair and maintenance, police response to traffic problems, taste and cleanliness of drinking water, police response times and issuing project permits in a timely way.

How would you rate the quality and importance of the following City of Renton services?

Base: All respondents who participated in the survey



The older the respondent the more likely they were to rate the quality of the following services as good or excellent:

- Police response to traffic problems⁴⁷
- Garbage, yard waste and recycling collection service⁴⁸
- Sewer services⁴⁹
- Taste and cleanliness of drinking water⁵⁰
- Ways to participate in City special events and activities⁵¹
- Municipal court services⁵²

Men were more likely than women to rate the quality of the following services as good or excellent:

- Ways to participate in City special events and activities⁵³

Women were more likely than men to rate the following services as important:

- What the city does to bring help to the community⁵⁴
- Municipal court services⁵⁵
- Recruiting and retaining of businesses⁵⁶

Non-Whites were more likely than Whites to rate the quality of the following services as good or excellent:

- Ease of travelling in and through the City⁵⁷
- Police response times⁵⁸
- Police response to traffic problems⁵⁹
- Having Fire/Rescue personnel arrive in 7 minutes or less to your emergency⁶⁰
- Clean, weed-free streets and sidewalks⁶¹

Non-Whites were more likely than Whites to rate the following services as important:

- Ease of travelling in and through the City⁶²
- Police response to traffic problems⁶³
- Clean, weed-free streets and sidewalks⁶⁴
- Garbage, yard waste and recycling collection service⁶⁵
- Recruiting and retaining businesses⁶⁶

Whites were more likely than non-Whites to rate the quality of the following services as good or excellent:

- Sewer services⁶⁷
- Street repair and maintenance⁶⁸
- Taste and cleanliness of drinking water⁶⁹
- Ways to participate in City special events and activities⁷⁰
- What the City does to bring help the community⁷¹

Whites were more likely than non-Whites to rate the following services as important:

- Sewer services⁷²

Renters were more likely than owners to rate the quality of the following services as good or excellent:

- Well-planned business districts⁷³
- Recruiting and retaining businesses⁷⁴

Renters were more likely than owners to rate the following services as important:

- Ease of travelling in and through the City⁷⁵
- Clean, weed-free streets and sidewalks⁷⁶
- Reducing storm-related flooding⁷⁷
- Street repair and maintenance⁷⁸
- Renton History Museum⁷⁹
- What the city does to bring help to the community⁸⁰
- Municipal court services⁸¹

Owners were more likely than renters to rate the quality of the following services as good or excellent:

- Police response times⁸²
- Police response times to traffic problems⁸³
- Clean, weed-free streets and sidewalks⁸⁴
- Garbage, yard waste and recycling collection service⁸⁵
- Sewer service⁸⁶
- Street repair and maintenance⁸⁷
- Ways to participate in City special events and activities⁸⁸
- What the City does to bring help the community⁸⁹
- Municipal court services⁹⁰

Voters were more likely than non-voters to rate the quality of the following services as good or excellent:

- Police response to traffic problems⁹¹
- Clean, weed-free streets and sidewalks⁹²
- What the City does to bring help the community⁹³

Non-voters were more likely than voters to rate the quality of the following services as good or excellent:

- Garbage, yard waste and recycling collection service⁹⁴
- Street repair and maintenance⁹⁵
- Well-planned residential neighborhoods⁹⁶

Voters were more likely than non-voters to rate the following services as important:

- Recruiting and retaining businesses⁹⁷

Non-voters were more likely than voters to rate the following services as important:

- Clean, weed-free streets and sidewalks⁹⁸
- Reducing storm-related flooding⁹⁹

Shorter term residents were more likely than longer term residents to rate the following services as important:

- Ease of travel in and through the City¹⁰⁰
- Garbage, yard waste and recycling collection service¹⁰¹
- Reducing storm-related flooding¹⁰²
- What the city does to bring help to the community¹⁰³
- Municipal court services¹⁰⁴

Shorter term residents were more likely than longer term residents to rate the quality of the following services as good or excellent:

- Police response times¹⁰⁵
- Well-planned business districts¹⁰⁶

Those with children under the age of 18 living in their household were more likely to rate the quality of the following services as good or excellent:

- Taste and cleanliness of drinking water¹⁰⁷

Those without children under the age of 18 living in their household were more likely to rate the quality of the following services as good or excellent:

- Having fire/rescue personnel arrive in 7 minutes or less to their emergency¹⁰⁸
- Municipal court services¹⁰⁹
- Recruiting and retaining businesses¹¹⁰

Those with children under the age of 18 living in their household were more likely to rate the following services as important:

- Ways to participant in city special events and activities¹¹¹

Those without children under the age of 18 living in their household were more likely to rate the following services as important:

- Renton History Museum¹¹²
- Issuing project permits in a timely way¹¹³

Respondents whose income was \$35,000 and above were more likely to rate the quality of the following services as good or excellent:

- Recruiting and retaining businesses¹¹⁴
- What the City does to bring help to the community¹¹⁵
- Ways to enjoy visual and performing arts¹¹⁶
- Renton History Museum¹¹⁷
- Taste and cleanliness of drinking water¹¹⁸
- Street repair and maintenance¹¹⁹
- Sewer services¹²⁰
- Police response times¹²¹

Respondents whose income was \$35,000 and above were more likely to rate the following services as important:

- Municipal Court services¹²²
- Clean, weed-free streets and sidewalks¹²³

Respondents whose income was below \$35,000 were more likely to rate the following services as important:

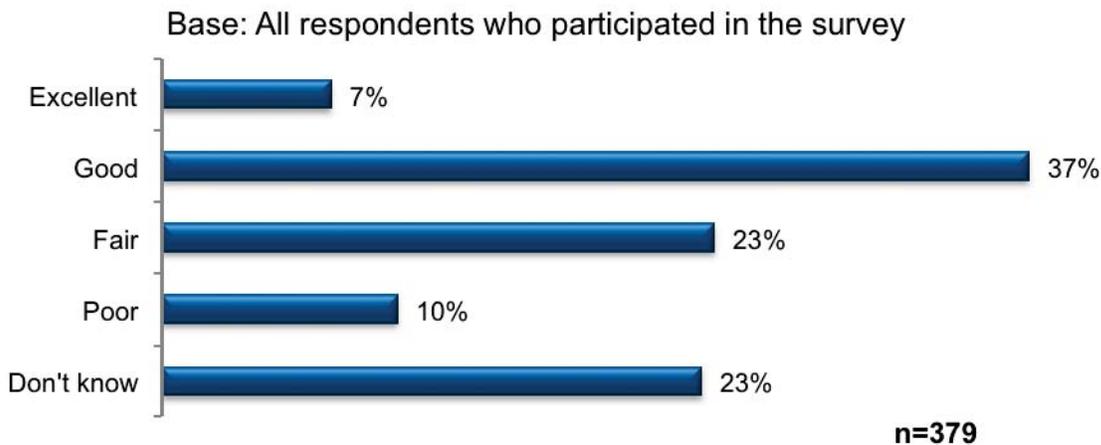
- Well-planned business districts¹²⁴
- Ways to enjoy visual and performing arts¹²⁵
- Renton History Museum¹²⁶
- Ways to participate in City special events and activities¹²⁷
- Sewer services¹²⁸
- Reducing storm-related flooding¹²⁹

WHAT ARE RESIDENTS' ATTITUDES ABOUT TAXES?

More than two fifths rated the value of services for the taxes they pay as good or excellent

When asked how they would rate the value of the services the city of Renton provides for the taxes they pay, over one third (37%) rated it as good and only 7% rated the value of the services as excellent. One third rated the value of services as fair (23%) or poor (10%). Less than one quarter (23%) did not know.

How would you rate the value of services for the taxes you pay to Renton?

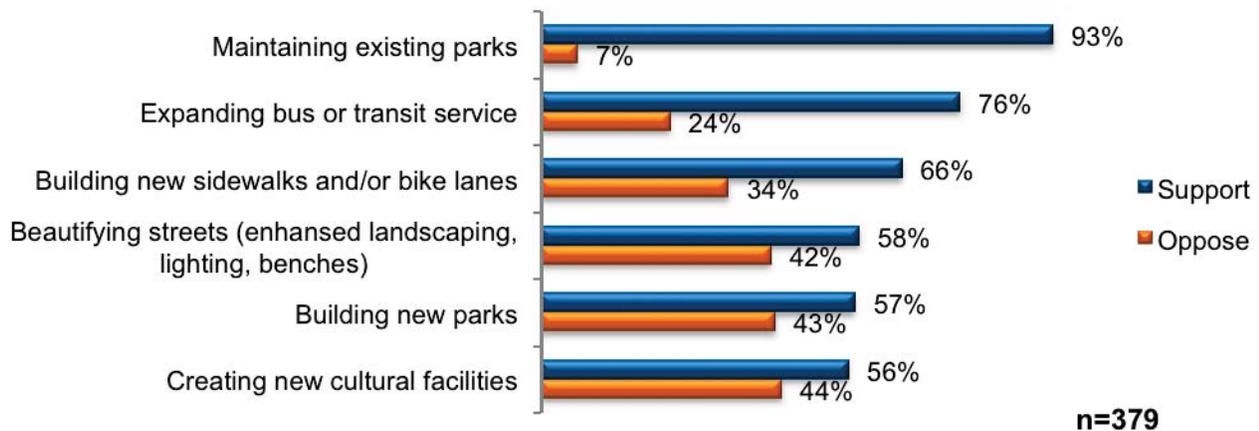


Majority supported additional taxes and fees for new projects

When asked whether they would support or oppose additional taxes and fees to pay for new projects, a majority of respondents reported that they would support additional taxes to pay for maintaining existing parks (93%), expanding bus or transit service (79%), building new sidewalks and/or bike lanes (66%), beautifying streets (58%), building new parks (57%) and creating new cultural facilities (56%).

How much would you support or oppose additional taxes for the following projects?

Base: All respondents who participated in the survey



Those who were more likely to support additional taxes for expanding transit service were:

- Non-Whites (82%) more than Whites (71%)¹³⁰
- Short term residents (particularly 10 years or less)¹³¹
- Respondents whose income was below \$35,000 (86%) more than those whose income was at or above \$35,000 (73%)¹³²

Those who were more likely to support additional taxes for building new parks were:

- Younger respondents (24 years and below)¹³³
- Renters (62%) more than owners (54%)¹³⁴

Those who were more likely to support additional taxes for beautifying streets were:

- Men (61%) more than women (55%)¹³⁵
- Non-Whites (67%) more than Whites (51%)¹³⁶
- Renters (70%) more than owners (50%)¹³⁷
- Non-voters (71%) more than voters (53%)¹³⁸
- Short term residents (particularly 10 years or less)¹³⁹

Those who were more likely to support additional taxes for building new sidewalks and bike lanes were:

- Non-Whites (75%) more than Whites (59%)¹⁴⁰
- Renters (79%) more than owners (68%)¹⁴¹
- Non-voters (81%) more than voters (62%)¹⁴²

Those who were more likely to support additional taxes for creating new cultural facilities were:

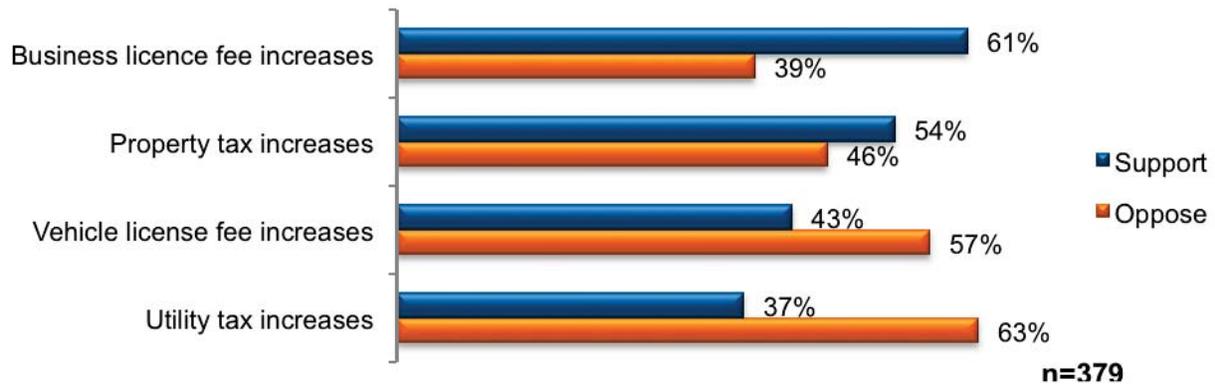
- Non-Whites (70%) more than Whites (44%)¹⁴³
- Renters (74%) more than owners (44%)¹⁴⁴
- Non-voters (64%) more than voters (54%)¹⁴⁵
- Short term residents (particularly 10 years or less)¹⁴⁶
- Respondents whose income was below \$35,000 (72%) more than those whose income was at or above \$35,000 (50%)¹⁴⁷

Majority supported increases in business license fees and property tax to pay for new projects

When asked which additional taxes and fees they would support to pay for the proposed new projects mentioned above, a majority of respondents reported that they would support business license fee increases (61%) and property tax increases (54%). Less than half of the respondents supported vehicle license fee increases (43%) and utility tax increases were least supported (37%).

How much would you support or oppose additional taxes to pay for the previous mentioned projects?

Base: All respondents who participated in the survey



Those who were more likely to support business license fee increases to pay for improvement projects were:

- Younger respondents (34 years and below)¹⁴⁸
- Renters (70%) more than owners (55%)¹⁴⁹

Those who were more likely to support property tax increases to pay for improvement projects were:

- Renters (73%) more than owners (49%)¹⁵⁰
- Voters (57%) more than non-voters (40%)¹⁵¹
- Short term residents (particularly 20 years or less)¹⁵²

Those who were more likely to support a vehicle license fee increase to pay for improvement projects were:

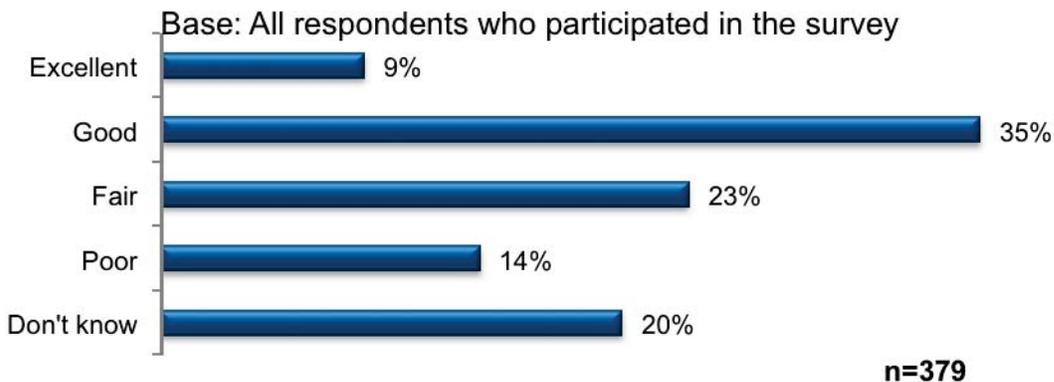
- Owners (44%) more than renters (41%)¹⁵³
- Respondents without children under the age of 18 living in their household¹⁵⁴

HOW DO RESIDENTS REGARD COMMUNICATIONS IN RENTON?

Over two fifths (44%) reported that Renton is doing a good or excellent job in keeping residents informed

When asked to rate how good a job the City was doing in keeping residents informed about what is happening in City government, over one third (35%) report that the City is doing a good job and 9% report the City is doing an excellent job. More than a tenth (14%) reported that the city was doing a poor job and one fifth reported that they did not know how good a job the City was doing.

In terms of keeping residents informed about what is happening in City government, how good a job do you think Renton City Government is doing?

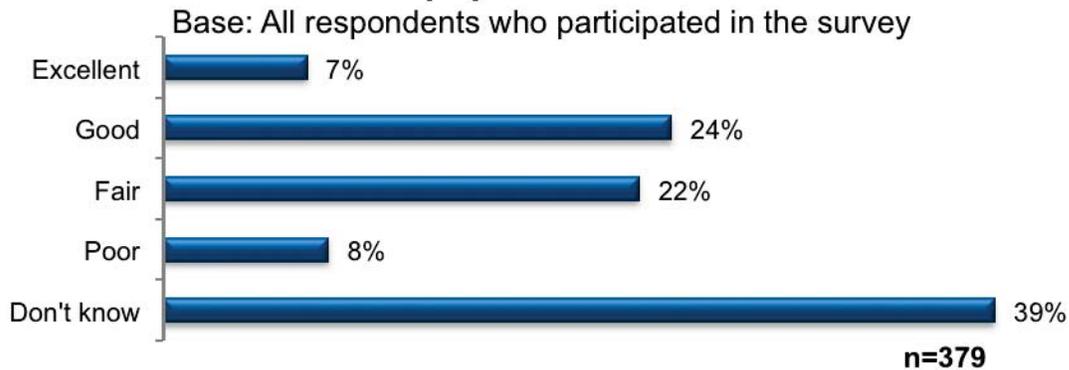


Respondents whose income was \$35,000 and above were more likely than those whose income was below \$35,000 to report that they City was doing a good or excellent job of keeping residents informed about what is happening in City government.¹⁵⁵

About one third (31%) reported that the City does a good or excellent job or reaching its diverse populations

When asked how good a job the City is doing in reaching its diverse cultural and language populations, about one quarter (24%) reported that the City was doing a good job and only 7% reported that the city was doing an excellent job. Less than one quarter (22%) reported that the City was doing a fair job, while less than one tenth (8%) reported that the City was doing a poor job of reaching its diverse populations. Almost two fifths (39%) reported that they did not know.

How would you rate the job Renton government does to reach out to its diverse cultural and language populations?



Those who were more likely to rate the job Renton government does to reach out to its diverse cultural and language populations as good or excellent were:

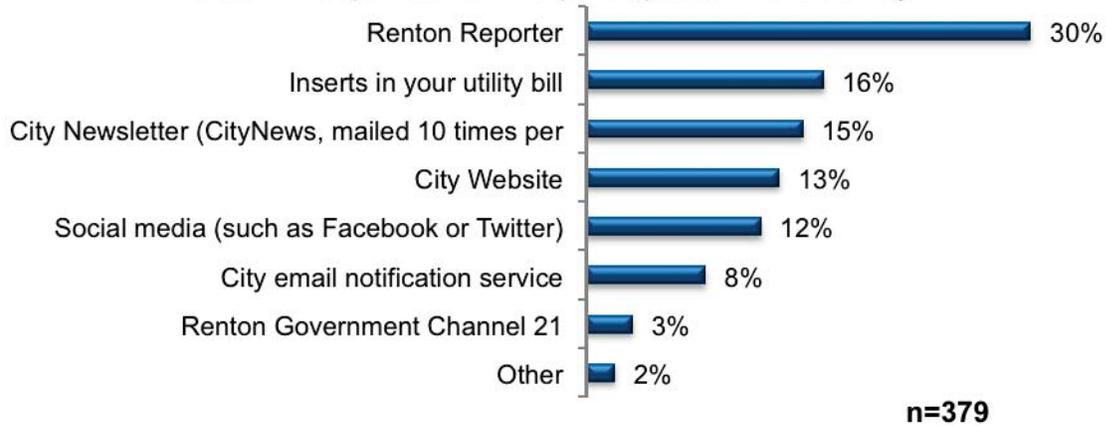
- Women (56%) more than men (46%)¹⁵⁶
- Whites (57%) more than non-Whites (44%)¹⁵⁷
- Respondents with children below the age of 18 living in their household¹⁵⁸

The best medium for keeping residents informed about the City of Renton is the Renton Reporter

When asked what was the best way for the City to keep residents informed about the City of Renton, the most frequent response was the Renton Reporter (30%), followed by an insert in the utility bill (16%), City Newsletter (15%), City website (13%) and social media (12%).

Which one of the following methods is best for keeping you informed about the City of Renton?

Base: All respondents who participated in the survey



ARE THERE ANY SEGMENTS BASED ON RESIDENTS' ATTITUDES ABOUT RENTON?

We performed a cluster analysis to identify potential resident segments based on their attitudes about Renton. Cluster analysis is an exploratory data analysis technique designed to reveal natural groupings within a collection of data. As such, cluster analysis can suggest potentially useful ways of grouping residents within the community based on how they responded to the survey questions.⁸ Four clusters were identified:

Cluster 1: Largest gap⁹ in service satisfaction, strong support for tax increases (11%)

Cluster 2: No gap in service satisfaction, some support for tax increases (34%)

Cluster 3: Large gap in service satisfaction, somewhat opposed to tax increases (22%)

Cluster 4: No gap in service satisfaction, strong opposition to tax increases (33%)

For a complete cluster analysis table, please see Appendix C.

8 The distinction in the clusters with regard to the tax items lies in how many more people support versus oppose taxes, giving each cluster a high, medium, low or very low mean for support of taxes for new projects in general. Tax items in the cluster names are a summary of support for taxes to pay for new projects (6 items) and support for tax/fee increases (4 items) respectively.

9 Gap in service satisfaction is defined by the average quality score minus the average importance score for each service. A bigger gap indicates an area of service where the resident's expectations are least met.

APPENDICES

A. SURVEY QUESTIONS

CITY OF RENTON – RESIDENTIAL SURVEY

Hello, the City of Renton is conducting a public opinion survey. We're talking with City of Renton residents today to get their opinions about the City, community priorities and satisfaction with City services. We would very much like to include your opinions. This survey will only take about 15 minutes of your time and your answers will be completely anonymous.

In order to get a representative sample, may I please speak with the person in your household who is a resident of Renton, who is at least 18 years of age and who had the most recent birthday. Would that be you? [IF NOT, ASK IF THAT PERSON IS AVAILABLE. IF NOT ASK IF THERE IS SOMEONE ELSE AVAILABLE OVER THE AGE OF 18 WHO IS A RESIDENT, AND WHOSE BIRTHDAY WAS **NEXT** MOST RECENT. THEN READ THE ABOVE AGAIN.]

Are you willing to participate?

1. No (thank and terminate)
2. Yes

SCREENER QUESTIONS

1. Interviewer enter respondent gender

1. Male (QUOTA 51%)
2. Female (QUOTA 49%)

2. What is your home zip code?

[IF ZIP CODE NOT 98055, 98056, 98057, 98058, or 98059 THANK AND TERMINATE

[IF REFUSED/DON'T KNOW, THANK AND TERMINATE]

Those in 98055 and 98057 are definitely within city boundaries.

Those within 98056 will be asked if they live in Newcastle. If yes, they will be thanked and terminated.

Those within 98058 and 98059 will be asked if they live in any of the following areas (if yes, thanked and terminated):

- Briarwood
- Fairwood

3. Which of the following categories includes your age?

1. 18 to 19 (2%)
2. 20 to 24 (10%)
3. 25 to 34 (24%)
4. 35 to 44 (22%)
5. 45 to 54 (19%)
6. 55 to 59 (6%)
7. 60 to 64 (5%)
8. 65 to 74 (6%)
9. 75 to 84 (4%)
10. 85 and older (1%)
11. Refused (THANK AND TERMINATE)

4. Do you own or rent the place in which you live?

1. Own (quota 53%)
2. Rent (quota 47%)
3. Refused (THANK and TERMINATE)

5. Which of the following best describes your household's phone situation? (QUOTA: LANDLINE 72%, CELL PHONE 28%)

1. Have just a landline phone (count toward landline quota)
2. Have just cell phones (count toward cell phone quota)
3. Have cell phones and a landline, but most calls are taken on the cell phones (count toward cell phone quota)
4. Have cell phones and a landline, but most calls are taken on the landline (count toward landline quota)
5. Have cell phones and a landline, and calls are taken about equally on both (count toward landline quota)
6. Refused (thank and terminate)

QUALITY OF LIFE

6. How would you rate the overall direction that the City of Renton is taking? Would you say:

- 4 Excellent
- 3 Good
- 2 Fair
- 1 Poor
- 9 Don't know

7. Please rate each of the following aspects of quality of life in Renton. Please rate each as either *Excellent, Good, Fair, Poor, or Don't know* (ROTATE AND READ)

- Renton as a place to live
- Your neighborhood as a place to live
- Renton as a place to raise children
- Renton as a place to work
- Renton as a place to retire

8. Please rate how safe or unsafe you feel in the following Renton locations: Please rate each as either *'very safe', 'somewhat safe', Neither safe nor unsafe, 'somewhat unsafe', 'very unsafe', or Don't know*

- In your neighborhood during the day
- In your neighborhood after dark
- In Renton's downtown area during the day
- In Renton's downtown area after dark

9. Being prepared for a disaster means having enough food and water for three days, having a battery operated radio and flashlight, and having a plan for communicating with loved ones if a disaster occurs. Given that definition, would you say you are prepared for a disaster?

1. No
2. Yes
3. Don't know

10. In the last 12 months, about how many times, if ever, have you or other household members been part of the following activities in Renton? (never, 1-2, 3-12, 13-26, more than 26) (ROTATE AND READ)

- Attended a local public meeting
- Watched a local public meeting on government access channel
- Read Renton newsletter (CityNews)
- Visited the City of Renton Web site (www.rentonwa.gov)
- Volunteered your time to some group or activity in Renton
- Participated in a club or civic group in Renton
- Provided help to a friend or neighbor
- Had contact with an employee of the City of Renton (including police, receptionists, planners or any others)

11. (IF YES TO Q10 last bullet) What was your impression of the City of Renton employee(s) in your most recent contact? Please rate each of the following characteristics as either *Excellent, Good, Fair, Poor* or *Don't know*

- Knowledge
- Responsiveness
- Courtesy
- Your overall impression

SERVICES

12. Overall, how would you rate the services provided by the City of Renton? Would you say:

- 4 Excellent
- 3 Good
- 2 Fair
- 1 Poor
- 9 Don't know

I am now going to ask you several questions regarding specific services provided by the City and paid for using your tax dollars. I will ask you to rate the quality of each service as either excellent, good, fair, poor, or don't know AND how important each service is to you as either very important, important, unimportant, very unimportant, or don't know. One type of service we won't be asking you about are parks, trails and recreational programs since Renton surveyed about this topic earlier in the year.

(ROTATE QUESTIONS 13-20)

13. When it comes to traveling in and through the City

	Quality: Excellent Good Fair Poor Don't know	Importance: Very important Important Unimportant Very unimportant Don't know
Ease of traveling		

14. When it comes to the Police Department:

	Quality: Excellent Good Fair Poor Don't know	Importance: Very important Important Unimportant Very unimportant Don't know
Police response times		
Response to traffic problems		

15. When it comes to the Fire and Emergency Services Department:

	Quality: Excellent Good Fair Poor Don't know	Importance: Very important Important Unimportant Very unimportant Don't know
Emergency medical services		
Having Fire/Rescue personnel arrive in 7 minutes or less to your emergency		

16. When it comes to Renton infrastructure:

	Quality: Excellent Good Fair Poor Don't know	Importance: Very important Important Unimportant Very unimportant Don't know
Clean, weed-free streets and sidewalks		
Garbage, yard waste and recycling collection service		
Reducing storm-related flooding		
Sewer services		
Street repair and maintenance		
Taste and cleanliness of drinking water		

17. When it comes to cultural opportunities:

	Quality: Excellent Good Fair Poor Don't know	Importance: Very important Important Unimportant Very unimportant Don't know
Ways to participate in City special events and activities		
Renton History Museum		
Ways to enjoy visual and performing arts (art exhibits, live music, plays and theater)		

18. When it comes to human services:

	Quality: Excellent Good Fair Poor Don't know	Importance: Very important Important Unimportant Very unimportant Don't know
What the city does to bring help to the community (food bank, energy assistance, clothes bank, medical services)		

19. When it comes to city land use:

	Quality: Excellent Good Fair Poor Don't know	Importance: Very important Important Unimportant Very unimportant Don't know
Well-planned residential neighborhoods		
Well-planned business districts		
Issuing project permits in a timely way		

20. When it comes to other services:

	Quality: Excellent Good Fair Poor Don't know	Importance: Very important Important Unimportant Very unimportant Don't know
Municipal court services		
Recruiting and retaining businesses		

TAXES

Now a few questions about taxes.

21. How would you rate the value of services for the taxes you pay to Renton? Would you say:

- 4 Excellent
- 3 Good
- 2 Fair
- 1 Poor
- 9 Don't know

22. Given the state of the economy, it is unlikely that the City of Renton will be able to take on new projects without additional funding. How likely would you be to support additional taxes and/or fees for the following types of projects. For each type, please tell me if you would strongly support, support, oppose, strongly oppose, or don't know? (ROTATE AND READ)

- Expanding bus or transit service
- Building new sidewalks and/or bike lanes
- Beautifying streets (enhanced landscaping, lighting, benches)
- Maintaining existing parks
- Building new parks
- Creating new cultural facilities

23. How likely would you be to support the above projects, if the taxes or fees come from: (Strongly support, support, oppose, strongly oppose, don't know) (ROTATE AND READ)

- Property Taxes
- Utility Taxes
- Business License Fees
- Vehicle License Fees (also known as Car Tabs)

COMMUNICATIONS

Now some questions about communications in the City of Renton.

24. In terms of informing residents about what is happening in City government, how good a job do you think Renton City Government is doing? Would you say:

- 4 Excellent
- 3 Good
- 2 Fair
- 1 Poor
- 9 Don't know

25. How would you rate the job Renton government does to reach out to its diverse cultural and language populations? Would you say:

- 4 Excellent
- 3 Good
- 2 Fair
- 1 Poor
- 9 Don't know

26. Which one of the following methods is best for keeping you informed about the City of Renton? (ROTATE AND READ)

- 1. City Newsletter (CityNews, mailed 10 times per year)
- 2. City Website
- 3. City email notification service
- 4. Renton Reporter
- 5. Renton Government Channel 21
- 6. Inserts in your utility bill
- 7. Social media (such as Facebook or Twitter)
- 8. Other (specify)

DEMOGRAPHICS

The next few questions are for statistical analysis purposes only. Remember, your answers are completely anonymous.

27. Are you registered to vote at this address?

1. No
2. Yes

28. How many years in total have you lived in Renton? Would you say:

1. Less than 2 years
2. 2-5 years
3. 6-10 years
4. 11-20 years
5. More than 20 years
6. Refused

29. Do you have any children under 18 years of age living in your household?

1. No
2. Yes
3. Refused

30. Please let us know which of the following best identifies your race or ethnicity.

[READ EACH OPTION - SELECT ALL THAT APPLY]

[CLARIFY “**INDIAN**” WITH “Is that American Indian or Asian Indian?”]

[**ASIAN** INCLUDES GROUPS SUCH AS: CHINESE, INDIAN (ASIAN), KOREAN, JAPANESE, CAMBODIAN.]

[**PACIFIC ISLANDER** INCLUDES GROUPS SUCH AS FILIPINO, HAWAIIAN, SAMOAN]

1. Spanish, Hispanic, or Latino
2. White or Caucasian
3. Black or African American
4. American Indian or Alaskan Native
5. Asian
6. Pacific Islander or Native Hawaiian
7. Some other race [Specify]
8. Don't know
9. Refused

31. Is your total household income above or below \$35,000 a year?

1. Below \$35,000
2. \$35,000 and above (Skip to Q33)
3. Refused (Skip to end)

32. Ask only those who HH income is below \$35,000 - Would that be:

1. Less than \$10,000,
2. \$10,000 to less than \$15,000
3. \$15,000 to less than \$25,000
4. \$25,000 to \$34,999
5. Refused

33. Ask only those who HH income \$35,000 and above - Would that be:

1. \$35,000 to less than \$50,000
2. \$50,000 to less than \$75,000
3. \$75,000 to less than \$100,000
4. \$100,000 to less than \$150,00
5. \$150,000 to less than \$200,000
6. \$200,000 and over
7. Refused

That's all the questions I have. Thank you very much for your time.

B. TOPLINE TABLES

The frequency tables below report data weighted by age and race.

Q1. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	191	50.4	50.4	50.4
	Female	188	49.6	49.6	100.0
	Total	379	100.0	100.0	

Q2. What is your home zip code?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	98055	113	29.8	29.8	29.8
	98056	128	33.7	33.7	63.5
	98057	49	12.9	12.9	76.4
	98058	22	5.7	5.7	82.1
	98059	68	17.9	17.9	100.0
	Total	379	100.0	100.0	

Q3. Which of the following categories includes your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 19	10	2.8	2.8	2.8
	20 to 24	33	8.6	8.6	11.4
	25 to 34	87	23.0	23.0	34.4
	35 to 44	79	20.7	20.7	55.1
	45 to 54	69	18.2	18.2	73.3
	55 to 64	51	13.6	13.6	86.9
	65 to 74	27	7.1	7.1	94.0
	75 to 84	15	4.0	4.0	98.0
	85 or older	8	2.0	2.0	100.0
	Total	379	100.0	100.0	

Q4. Do you own or rent the place in which you live?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own	233	61.5	61.5	61.5
	Rent	146	38.5	38.5	100.0
	Total	379	100.0	100.0	

Q5. Which of the following best describes your household's phone situation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have just a landline phone	39	10.2	10.2	10.2
	Have just cell phones	21	5.5	5.5	15.7
	Have cell phones and a landline, but most calls are taken on cell phones	124	32.8	32.8	48.5
	Have cell phones and a landline, but most calls are taken on landline	83	21.8	21.8	70.3
	Have cell phones and a landline, and calls are taken about equally on both	112	29.7	29.7	100.0
	Total	379	100.0	100.0	

Q6. How would you rate the overall direction that the City of Renton is taking?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	19	5.0	5.7	5.7
	Fair	102	26.8	30.9	36.6
	Good	156	41.3	47.5	84.0
	Excellent	53	13.9	16.0	100.0
	Total	330	86.9	100.0	
Missing	Don't know	49	13.1		
	Total	379	100.0		

Q7. a-e

	Q7a. Renton as a place to live		Q7b. Your neighborhood as a place to live		Q7c. Renton as a place to raise children		Q7d. Renton as a place to work		Q7e. Renton as a place to retire	
	Count	%	Count	%	Count	%	Count	%	Count	%
Poor	8	2.2%	12	3.1%	24	7.0%	20	7.4%	53	16.0%
Fair	76	20.4%	85	22.5%	107	31.1%	78	28.3%	105	31.5%
Good	219	58.8%	179	47.4%	169	49.3%	141	51.5%	137	41.4%
Excellent	69	18.5%	102	27.1%	44	12.7%	35	12.8%	37	11.0%
Total	373	100.0%	377	100.0%	344	100.0%	275	100.0%	332	100.0%

Q8. a -d

	Q8a. How safe or unsafe is it in your neighborhood during the day		Q8b. How safe or unsafe is it in your neighborhood after dark		Q8c. How safe or unsafe is it in Renton's downtown area during the day		Q8d. How safe or unsafe is it in Renton's downtown area after dark	
	Count	%	Count	%	Count	%	Count	%
Very Unsafe	3	.9%	10	2.8%	14	4.0%	55	16.9%
Somewhat Unsafe	7	1.8%	44	11.8%	22	6.4%	102	31.3%
Neither Safe nor Unsafe	5	1.4%	19	5.1%	10	2.9%	31	9.6%
Somewhat Safe	121	32.0%	156	41.8%	150	44.6%	102	31.4%
Very Safe	241	63.9%	144	38.4%	141	42.0%	35	10.7%
Total	376	100.0%	373	100.0%	336	100.0%	325	100.0%

Q9. Being prepared for a disaster means having enough food and water for three days, having a battery operated radio and flashlight, as well as having a plan for communicating with loved ones if a disaster occurs. How prepared would you say you are?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nb	116	30.5	31.1	31.1
	Yes	256	67.6	68.9	100.0
	Total	372	98.1	100.0	
Missing	Don't know	7	1.9		
Total		379	100.0		

Q10. a - h

		Never	1 or 2 times	3 to 1 2 times	13 to 2 6 times	More than 2 6 times	Total
Q10a. In the last 12 months, about how many times have you or other household members attended a public meeting in Renton?	Count	311	48	17	2	1	379
	%	82.0%	12.6%	4.5%	.5%	.3%	100.0%
Q10b. In the last 12 months, about how many times, if ever, have you or other household members watched a local public meeting on government access channel?	Count	286	45	37	2	9	379
	%	75.5%	11.8%	9.7%	.5%	2.5%	100.0%
Q10c. In the last 12 months, about how many times, if ever, have you or other household members read the Renton newsletter (CityNews)?	Count	126	64	136	14	38	379
	%	33.3%	16.9%	36.0%	3.6%	10.1%	100.0%
Q10d. In the last 12 months, about how many times, if ever, have you or other household members visited the City of Renton website?	Count	153	92	103	17	13	379
	%	40.4%	24.4%	27.2%	4.6%	3.5%	100.0%
Q10e. In the last 12 months, about how many times, if ever, have you or other household members volunteered your time to some group or activity in Renton?	Count	259	26	47	13	33	379
	%	68.3%	6.9%	12.5%	3.5%	8.8%	100.0%
Q10f. In the last 12 months, about how many times, if ever, have you or other household members participated in a club or civic group in Renton?	Count	290	23	36	12	18	379
	%	76.6%	6.0%	9.5%	3.2%	4.7%	100.0%
Q10g. In the last 12 months, about how many times, if ever, have you or other household members provided help to a friend or neighbor?	Count	56	67	172	31	53	379
	%	14.9%	17.6%	45.3%	8.3%	13.9%	100.0%
Q10h. In the last 12 months, about how many times, if ever, have you or other household members had contact with an employee of the City of Renton?	Count	144	102	94	20	18	379
	%	38.0%	26.9%	24.9%	5.3%	4.8%	100.0%

Q11. a - d

	Q11a. Knowledge of City of Renton employees		Q11b. Responsiveness of City of Renton employees		Q11c. Courtesy of City of Renton employees		Q11d. What is your overall impression of City of Renton employees?	
	Count	%	Count	%	Count	%	Count	%
Poor	9	4.1%	17	7.4%	19	8.4%	21	9.0%
Fair	29	13.3%	41	17.8%	31	13.5%	33	14.3%
Good	91	41.5%	79	34.5%	72	31.1%	88	38.4%
Excellent	90	41.1%	92	40.2%	108	46.9%	88	38.3%
Total	220	100.0%	228	100.0%	230	100.0%	229	100.0%

Q12. Overall, how would you rate the services provided by the City of Renton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	20	5.3	6.0	6.0
	Fair	91	23.9	27.3	33.3
	Good	155	41.0	46.8	80.1
	Excellent	66	17.4	19.9	100.0
	Total	332	87.5	100.0	
Missing	Don't know	47	12.5		
Total		379	100.0		

2

Quality ratings for services

		Poor	Fair	Good	Excellent	Total
Q13a1. How would you rate the quality of ease of traveling in and through the City?	Count	50	118	149	52	370
	%	13.6%	31.9%	40.4%	14.1%	100.0%
Q14a1. How would you rate the quality of police response times?	Count	28	38	111	122	299
	%	9.2%	12.8%	37.2%	40.7%	100.0%
Q14b1. How would you rate the quality of police response to traffic problems?	Count	39	52	143	60	295
	%	13.1%	17.8%	48.7%	20.4%	100.0%
Q15a1. How would you rate the quality of emergency medical services?	Count	4	9	89	169	270
	%	1.4%	3.2%	32.9%	62.5%	100.0%
Q15b1. How would you rate the quality of Having FIRE/RESCUE personnel arrive in 7 minutes or less to your emergency?	Count	2	10	88	190	290
	%	.9%	3.4%	30.4%	65.3%	100.0%
Q16a1. How would you rate the quality of clean, weed-free streets and sidewalks?	Count	21	84	182	69	356
	%	5.8%	23.6%	51.1%	19.5%	100.0%
Q16b1. How would you rate the quality of garbage, yard waste and recycling collection service?	Count	29	61	156	113	360
	%	8.1%	17.1%	43.3%	31.5%	100.0%
Q16c1. How would you rate the quality of reducing storm-related flooding?	Count	18	54	122	60	254
	%	7.0%	21.3%	48.2%	23.5%	100.0%
Q16d1. How would you rate the quality of sewer services?	Count	8	33	154	86	280
	%	2.8%	11.6%	54.9%	30.6%	100.0%
Q16e1. How would you rate the quality of street repair and maintenance?	Count	39	84	177	56	357
	%	11.0%	23.5%	49.7%	15.7%	100.0%
Q16f1. How would you rate the quality of taste and cleanliness of drinking water?	Count	30	54	158	113	354
	%	8.4%	15.2%	44.5%	31.8%	100.0%
Q17a1. How would you rate the quality of ways to participate in City special events and activities?	Count	18	62	151	43	274
	%	6.7%	22.5%	55.1%	15.7%	100.0%
Q17b1. How would you rate the quality of the Renton History Museum?	Count	14	21	78	59	171
	%	8.0%	12.4%	45.4%	34.2%	100.0%
Q17c1. How would you rate the quality of ways to enjoy visual and performing arts (art exhibits, live music, plays and theater)?	Count	17	66	137	46	266
	%	6.5%	24.8%	51.3%	17.4%	100.0%
Q18a1. How would you rate the quality of what the city does to bring help to the community ?	Count	12	67	111	55	245
	%	5.0%	27.2%	45.4%	22.4%	100.0%
Q19a1. How would you rate the quality of well-planned residential neighborhoods?	Count	26	99	126	55	306
	%	8.4%	32.3%	41.3%	18.0%	100.0%
Q19b1. How would you rate the quality of well-planned business districts?	Count	18	79	141	41	279
	%	6.3%	28.4%	50.5%	14.9%	100.0%
Q19c1. How would you rate the quality of issuing project permits in a timely way?	Count	22	46	58	22	148
	%	15.0%	30.8%	39.0%	15.1%	100.0%
Q20a1. How would you rate the quality of municipal court services?	Count	26	52	71	24	173
	%	15.3%	30.2%	40.9%	13.7%	100.0%
Q20b1. How would you rate the quality of recruiting and retaining businesses?	Count	30	80	88	35	234
	%	13.0%	34.4%	37.6%	15.0%	100.0%

Importance ratings for services

		Very unimportant	Unimportant	Important	Very important	Total
Q13a2. How would you rate the importance of ease of traveling in and through the City?	Count	1	13	144	208	367
	%	.4%	3.7%	39.2%	56.7%	100.0%
Q14a2. How would you rate the importance of police response times?	Count		1	54	319	374
	%		.4%	14.4%	85.3%	100.0%
Q14b2. How would you rate the importance of police response to traffic problems?	Count		7	144	216	366
	%		1.8%	39.4%	58.8%	100.0%
Q15a2. How would you rate the importance of emergency medical services?	Count	1	2	40	330	374
	%	.3%	.6%	10.8%	88.3%	100.0%
Q15b2. How would you rate the importance of having FIRE/RESCUE personnel arrive in 7 minutes or less to your	Count		1	36	340	377
	%		.2%	9.7%	90.1%	100.0%
Q16a2. How would you rate the importance of clean, weed-free streets and sidewalks?	Count	3	37	177	158	376
	%	.9%	9.8%	47.2%	42.0%	100.0%
Q16b2. How would you rate the importance of garbage, yard waste and recycling collection service?	Count		7	116	250	373
	%		1.8%	31.2%	67.1%	100.0%
Q16c2. How would you rate the importance of reducing storm-related flooding?	Count		13	116	231	360
	%		3.6%	32.3%	64.1%	100.0%
Q16d2. How would you rate the importance of sewer services?	Count		2	100	245	347
	%		.4%	28.9%	70.7%	100.0%
Q16e2. How would you rate the importance of street repair and maintenance?	Count		3	174	199	375
	%		.7%	46.3%	53.0%	100.0%
Q16f2. How would you rate the importance of taste and cleanliness of drinking water?	Count	1	5	68	301	374
	%	.2%	1.2%	18.1%	80.5%	100.0%
Q17a2. How would you rate the importance of ways to participate in City special events and activities?	Count	1	50	189	99	340
	%	.4%	14.8%	55.7%	29.1%	100.0%
Q17b2. How would you rate the importance of the Renton History Museum?	Count	6	48	161	115	330
	%	1.7%	14.6%	48.8%	34.8%	100.0%
Q17c2. How would you rate the importance of ways to enjoy visual and performing arts?	Count	4	42	198	95	340
	%	1.3%	12.4%	58.4%	28.0%	100.0%
Q18a2. How would you rate the importance of what the city does to bring help to the community?	Count		7	134	223	364
	%		1.9%	36.9%	61.2%	100.0%
Q19a2. How would you rate the importance of well-planned residential neighborhoods?	Count	2	24	156	179	361
	%	.6%	6.7%	43.1%	49.5%	100.0%
Q19b2. How would you rate the importance of well-planned business districts?	Count	1	21	157	160	339
	%	.2%	6.2%	46.3%	47.2%	100.0%
Q19c2. How would you rate the importance of issuing project permits in a timely way?	Count	7	21	146	121	295
	%	2.3%	7.1%	49.5%	41.1%	100.0%
Q20a2. How would you rate the importance of municipal court services?	Count	4	12	158	166	339
	%	1.1%	3.5%	46.4%	49.0%	100.0%
Q20b2. How would you rate the importance of recruiting and retaining businesses?	Count	6	11	123	209	348
	%	1.8%	3.1%	35.2%	59.9%	100.0%

Q21. How would you rate the value of services for the taxes you pay to Renton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	38	10.0	12.9	12.9
	Fair	89	23.4	30.3	43.2
	Good	139	36.7	47.5	90.7
	Excellent	27	7.2	9.3	100.0
	Total	293	77.2	100.0	
Missing	Don't know	86	22.8		
Total		379	100.0		

Q22a-f. Support for additional taxes to pay for services

	Q22a. How much would you support or oppose additional taxes for expanding bus or transit service		Q22b. How much would you support or oppose additional taxes for building new sidewalks and/or bike lanes		Q22c. How much would you support or oppose additional taxes for beautifying streets (enhanced landscaping, lighting, benches)		Q22d. How much would you support or oppose additional taxes for maintaining existing parks		Q22e. How much would you support or oppose additional taxes for building new parks		Q22f. How much would you support or oppose new taxes for creating new cultural facilities	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Strongly oppose	16	4.8%	24	7.0%	26	7.4%	8	2.1%	22	6.5%	27	8.2%
Oppose	64	18.7%	92	27.1%	119	34.5%	17	4.6%	124	36.2%	116	35.7%
Support	177	52.0%	174	51.3%	156	45.1%	241	66.4%	139	40.6%	137	42.1%
Strongly support	83	24.4%	49	14.5%	45	12.9%	97	26.9%	57	16.7%	46	14.0%
Total	340	100.0%	338	100.0%	346	100.0%	362	100.0%	344	100.0%	325	100.0%

Q23 a-d. Support for tax/fee increases to pay for improvement projects

	Q23a. How much would you support or oppose property tax increases to pay for the previously mentioned projects?		Q23b. How much would you support or oppose utility tax increases to pay for the previously mentioned projects?		Q23c. How much would you support or oppose business license fee increases to pay for the previously mentioned projects?		Q23d. How much would you support or oppose vehicle license fee increases to pay for the previously mentioned projects?	
	Count	%	Count	%	Count	%	Count	%
Strongly oppose	45	14.4%	51	15.7%	33	10.5%	52	15.4%
Oppose	100	32.0%	153	46.9%	88	28.0%	141	42.0%
Support	137	43.6%	112	34.3%	142	45.6%	117	35.1%
Strongly support	32	10.1%	10	3.1%	50	15.9%	25	7.5%
Total	314	100.0%	327	100.0%	312	100.0%	335	100.0%

Q24. In terms of keeping residents informed about what is happening in City government, how good a job do you think Renton City Government is doing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	52	13.7	17.1	17.1
	Fair	86	22.6	28.2	45.3
	Good	133	35.1	43.8	89.1
	Excellent	33	8.7	10.9	100.0
	Total	304	80.2	100.0	
Missing	Don't know	75	19.8		
Total		379	100.0		

Q25. How would you rate the job Renton government does to reach out to its diverse cultural and language populations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	29	7.8	12.8	12.8
	Fair	85	22.4	36.8	49.6
	Good	91	23.9	39.3	88.9
	Excellent	26	6.8	11.1	100.0
	Total	231	60.9	100.0	
Missing	Don't know	148	39.1		
Total		379	100.0		

Q26. Which one of the following methods is best for keeping you informed about the City of Renton?

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	City Newsletter (CityNews, mailed 10 times per year)	56	14.9	14.9	14.9	
	City Website	50	13.2	13.2	28.1	
	City email notification service	31	8.2	8.2	36.2	
	Renton Reporter	115	30.4	30.4	66.6	
	Renton Government Channel 21	12	3.2	3.2	69.8	
	Inserts in your utility bill	62	16.3	16.3	86.1	
	Social media (such as Facebook or Twitter)	45	12.0	12.0	98.1	
	Other	7	1.9	1.9	100.0	
	Total		379	100.0	100.0	

Q27. Are you registered to vote at this address?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	81	21.4	21.4	21.4
	Yes	298	78.6	78.6	100.0
	Total	379	100.0	100.0	

Q28. How many years in total have you lived in Renton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	34	9.0	9.0	9.0
	2-5 years	64	16.9	17.1	26.1
	6-10 years	100	26.3	26.4	52.5
	11-20 years	83	22.0	22.1	74.6
	More than 20 years	96	25.3	25.4	100.0
	Total	377	99.4	100.0	
Missing	Refused	2	.6		
Total		379	100.0		

Q29. Do you have any children under 18 years of age living in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	234	61.7	62.3	62.3
	Yes	141	37.3	37.7	100.0
	Total	375	98.9	100.0	
Missing	Refused	4	1.1		
Total		379	100.0		

Q30. Which of the following best describes your race or ethnicity?

race/ethnicity	Spanish, Hispanic, or Latino	Count	31
		Column %	8.2
	White or Caucasian	Count	209
		Column %	55.0
	Black or African American	Count	42
		Column %	11.2
	American Indian or Alaskan Native	Count	15
		Column %	4.0
	Asian	Count	45
		Column %	12.0
	Pacific Islander or Native Hawaiian	Count	13
		Column %	3.5
	Some other race	Count	16
		Column %	4.3
	Don't know	Count	1
		Column %	.4
	Refused	Count	10
		Column %	2.7

Q31. Is your total household income above or below \$35,000 a year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below \$35,000	105	27.6	29.4	29.4
	\$35,000 or above	252	66.5	70.6	100.0
	Total	357	94.1	100.0	
Missing	Refused	22	5.9		
Total		379	100.0		

Q32. Income below \$35,000

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000	12	3.2	11.6	11.6
	\$10,000 to less than \$15,000	21	5.5	20.1	31.6
	\$15,000 to less than \$25,000	39	10.2	36.9	68.5
	\$25,000 to less than \$35,000	26	6.9	25.1	93.6
	Refused	7	1.8	6.4	100.0
	Total	105	27.6	100.0	
Missing	System	274	72.4		
Total		379	100.0		

Q33. Income above \$35,000

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$35,000 to less than \$50,000	38	10.0	15.0	15.0
	\$50,000 to less than \$75,000	80	21.2	31.8	46.8
	\$75,000 to less than \$100,000	48	12.7	19.2	66.0
	\$100,000 to less than \$150,000	47	12.4	18.7	84.7
	\$150,000 to less than \$200,000	14	3.7	5.5	90.2
	\$200,000 or over	7	1.8	2.6	92.9
	Refused	18	4.7	7.1	100.0
	Total	252	66.5	100.0	
Missing	System	127	33.5		
Total		379	100.0		

C. CLUSTER ANALYSIS TABLE

	Cluster 1 (n=43; 11%): Largest gap in service satisfaction, strong support for tax increases	Cluster 2 (n=128; 34%): No gap in service satisfaction, some support for tax increases	Cluster 3 (n=83; 22%): Large gap in service satisfaction, somewhat opposed to tax increases	Cluster 4 (n=125; 33%): No gap in service satisfaction, strong opposition to tax increases
QUALITY OF LIFE				
Overall direction that the City of Renton is Taking	Most likely to rate poor/fair	Most likely to rate excellent	More likely to rate poor/fair	More likely to rate good
Renton as a place to live, raise children, work and retire	Most likely to rate poor/fair	Most likely to rate excellent	More likely to rate poor/fair	More likely to rate good
Safety of neighborhood (during the day and after dark)	Most likely to rate very safe	More likely to rate very safe	More likely to rate unsafe	More likely to rate safe
Safety of downtown (during the day and after dark)	Most likely to rate very safe	More likely to rate very safe	More likely to rate somewhat unsafe	Most likely to rate unsafe
Being prepared for disaster	Most likely to be very prepared	More likely to be somewhat prepared	Most likely to be unprepared	More likely to be prepared
Participation in Renton activities	Most frequent participators	Somewhat frequent participators	Least frequent participators	Somewhat frequent participators
Ratings of employees of the City of Renton	Most likely to rate City of Renton employees as poor/fair	Most likely to rate City of Renton employees as excellent	More likely to rate City of Renton employees as poor/fair	More likely to rate City of Renton employees as good
SERVICES				
Quality of services	Most likely to rate services as poor/fair quality	Most likely to rate services as excellent quality	More likely to rate services as fair/poor quality	More likely to rate services as good quality
Importance of services	Most likely to rate services as very important	More likely to rate services as important	More likely to rate services as unimportant	Most likely to rate services as very unimportant

TAXES

Support for additional taxes to pay for new projects	Most likely to strongly support	More likely to support	More likely to oppose	Most likely to strongly oppose
Support for tax/fee increases	Most likely to strongly support	More likely to support	More likely to oppose	Most likely to strongly oppose

COMMUNICATION

How good a job Renton does in keeping residents informed about government	Most likely to rate poor	Most likely to rate excellent	More likely to rate fair	More likely to rate good
How good a job Renton does in reaching diverse populations	Most likely to rate poor	Most likely to rate excellent	More likely to rate fair	More likely to rate good

DEMOGRAPHICS

Race	Most likely to be non-White (60%) than White (40%)	More likely to be non-White (56%) than White (44%)	More likely to be White (57%) than non-White (43%)	Most likely to be White (69%) than non-White (31%)
Voter registration status	Yes (74%) No (26%)	Yes (73%) No (27%)	Yes (78%) No (22%)	Yes (88%) No (12%)
Own/Rent	Own (62%) Rent (38%)	Own (55%) Rent (45%)	Own (48%) Rent (52%)	Own (79%) Rent (21%)
Age	Most likely to be below age 45 (69%) than 45 and above (31%)	Most likely to be age 45 and above (55%) than below 45 (45%)	More likely to be below age 45 (67%) than 45 and above (33%)	Equally likely to be below age 45 (50%) and 45 and above (50%)
Length of residency in Renton	More likely to have lived in Renton for 10 or less years (58%) than more than 10 years (42%)	More likely to have lived in Renton for 10 or less years (56%) than more than 10 years (44%)	Most likely to have lived in Renton for 10 or less years (61%) than more than 10 years (39%)	Most likely to have lived in Renton for over 10 years (61%) than 10 years or less (40%)

ENDNOTES

- ¹ Cramer's V = .171; p = .021
² Cramer's V = .154; p = .050
³ Cramer's V = .193; p = .009
⁴ Cramer's V = .151; p = .035
⁵ Cramer's V = .179; p = .007
⁶ Kendall's Tau-C = .104; p = .008
⁷ Kendall's Tau-C = .153; p = .000
⁸ Cramer's V = .193; p = .017
⁹ Cramer's V = .161; p = .030
¹⁰ Cramer's V = .178; p = .035
¹¹ Cramer's V = .159; p = .049
¹² Cramer's V = .175; p = .028
¹³ Cramer's V = .204; p = .008
¹⁴ Cramer's V = .263; p = .000
¹⁵ Cramer's V = .254; p = .000
¹⁶ Kendall's Tau-C = -.147; p = .001
¹⁷ Cramer's V = .241; p = .001
¹⁸ Cramer's V = .162; p = .002
¹⁹ Cramer's V = .219; p = .001
²⁰ Cramer's V = .161; p = .043
²¹ Cramer's V = .208; p = .003
²² Cramer's V = .219; p = .002
²³ Cramer's V = .208; p = .003
²⁴ Cramer's V = .213; p = .002
²⁵ Cramer's V = .170; p = .026
²⁶ Cramer's V = .171; p = .025
²⁷ Cramer's V = .202; p = .004
²⁸ Cramer's V = .231; p = .000
²⁹ Cramer's V = .183; p = .012
³⁰ Cramer's V = .220; p = .001
³¹ Kendall's Tau-C = .128; p = .001
³² Cramer's V = .247; p = .000
³³ Kendall's Tau-C = .103; p = .046
³⁴ Kendall's Tau-C = .173; p = .001
³⁵ Kendall's Tau-C = .170; p = .002
³⁶ Kendall's Tau-C = .204; p = .000
³⁷ Cramer's V = .185; p = .048
³⁸ Cramer's V = .194; p = .034
³⁹ Cramer's V = .199; p = .033
⁴⁰ Cramer's V = .207; p = .020
⁴¹ Cramer's V = .205; p = .021
⁴² Cramer's V = .225; p = .009
⁴³ Cramer's V = .201; p = .033
⁴⁴ Kendall's Tau-C = .198; p = .000
⁴⁵ Cramer's V = .164; p = .030
⁴⁶ Cramer's V = .208; p = .004
⁴⁷ Kendall's Tau-C = .134; p = .006
⁴⁸ Kendall's Tau-C = .109; p = .012
⁴⁹ Kendall's Tau-C = .109; p = .018
⁵⁰ Kendall's Tau-C = .159; p = .000
⁵¹ Kendall's Tau-C = .124; p = .006
⁵² Kendall's Tau-C = .326; p = .000
⁵³ Cramer's V = .194; p = .017
⁵⁴ Cramer's V = .157; p = .011
⁵⁵ Cramer's V = .190; p = .007
⁵⁶ Cramer's V = .154; p = .042
⁵⁷ Cramer's V = .209; p = .001
⁵⁸ Cramer's V = .215; p = .003
⁵⁹ Cramer's V = .202; p = .007
⁶⁰ Cramer's V = .195; p = .011
⁶¹ Cramer's V = .217; p = .001
⁶² Cramer's V = .200; p = .002
⁶³ Cramer's V = .202; p = .001
⁶⁴ Cramer's V = .185; p = .005
⁶⁵ Cramer's V = .149; p = .015
⁶⁶ Cramer's V = .202; p = .003
⁶⁷ Cramer's V = .215; p = .005
⁶⁸ Cramer's V = .179; p = .010
⁶⁹ Cramer's V = .161; p = .026
⁷⁰ Cramer's V = .241; p = .001
⁷¹ Cramer's V = .243; p = .002
⁷² Cramer's V = .155; p = .015
⁷³ Cramer's V = .181; p = .028
⁷⁴ Cramer's V = .239; p = .004
⁷⁵ Cramer's V = .147; p = .047
⁷⁶ Cramer's V = .213; p = .001
⁷⁷ Cramer's V = .206; p = .000
⁷⁸ Cramer's V = .164; p = .007
⁷⁹ Cramer's V = .184; p = .011
⁸⁰ Cramer's V = .189; p = .002
⁸¹ Cramer's V = .185; p = .009
⁸² Cramer's V = .264; p = .000
⁸³ Cramer's V = .205; p = .006
⁸⁴ Cramer's V = .220; p = .001
⁸⁵ Cramer's V = .174; p = .004
⁸⁶ Cramer's V = .218; p = .004
⁸⁷ Cramer's V = .209; p = .001
⁸⁸ Cramer's V = .196; p = .015
⁸⁹ Cramer's V = .283; p = .000
⁹⁰ Cramer's V = .314; p = .001
⁹¹ Cramer's V = .250; p = .000
⁹² Cramer's V = .239; p = .000
⁹³ Cramer's V = .188; p = .034
⁹⁴ Cramer's V = .185; p = .007
⁹⁵ Cramer's V = .256; p = .000
⁹⁶ Cramer's V = .244; p = .000
⁹⁷ Cramer's V = .153; p = .042
⁹⁸ Cramer's V = .153; p = .033
⁹⁹ Cramer's V = .135; p = .038
¹⁰⁰ Kendall's Tau-C = -.160; p = .000
¹⁰¹ Kendall's Tau-C = -.130; p = .001
¹⁰² Kendall's Tau-C = -.155; p = .000
¹⁰³ Kendall's Tau-C = -.117; p = .006
¹⁰⁴ Kendall's Tau-C = -.115; p = .005
¹⁰⁵ Kendall's Tau-C = -.164; p = .000
¹⁰⁶ Kendall's Tau-C = -.134; p = .003
¹⁰⁷ Cramer's V = .253; p = .000
¹⁰⁸ Cramer's V = .172; p = .038
¹⁰⁹ Cramer's V = .263; p = .008
¹¹⁰ Cramer's V = .161; p = .030
¹¹¹ Cramer's V = .175; p = .016
¹¹² Cramer's V = .155; p = .049
¹¹³ Cramer's V = .171; p = .036
¹¹⁴ Cramer's V = .206; p = .024
¹¹⁵ Cramer's V = .252; p = .002
¹¹⁶ Cramer's V = .199; p = .017
¹¹⁷ Cramer's V = .335; p = .000
¹¹⁸ Cramer's V = .260; p = .000
¹¹⁹ Cramer's V = .160; p = .035
¹²⁰ Cramer's V = .208; p = .010
¹²¹ Cramer's V = .190; p = .016
¹²² Cramer's V = .199; p = .005
¹²³ Cramer's V = .150; p = .048
¹²⁴ Cramer's V = .170; p = .026
¹²⁵ Cramer's V = .160; p = .041
¹²⁶ Cramer's V = .226; p = .001
¹²⁷ Cramer's V = .253; p = .000
¹²⁸ Cramer's V = .157; p = .018
¹²⁹ Cramer's V = .145; p = .029
¹³⁰ Cramer's V = .207; p = .002
¹³¹ Kendall's Tau-C = -.118; p = .005
¹³² Cramer's V = .174; p = .023
¹³³ Kendall's Tau-C = -.204; p = .000
¹³⁴ Cramer's V = .162; p = .029
¹³⁵ Cramer's V = .150; p = .051
¹³⁶ Cramer's V = .196; p = .004
¹³⁷ Cramer's V = .233; p = .000
¹³⁸ Cramer's V = .203; p = .003
¹³⁹ Kendall's Tau-C = -.156; p = .000
¹⁴⁰ Cramer's V = .195; p = .005
¹⁴¹ Cramer's V = .208; p = .002
¹⁴² Cramer's V = .158; p = .038
¹⁴³ Cramer's V = .289; p = .000
¹⁴⁴ Cramer's V = .306; p = .000
¹⁴⁵ Cramer's V = .221; p = .001
¹⁴⁶ Kendall's Tau-C = -.175; p = .000
¹⁴⁷ Cramer's V = .257; p = .000
¹⁴⁸ Kendall's Tau-C = -.192; p = .000
¹⁴⁹ Cramer's V = .185; p = .014
¹⁵⁰ Cramer's V = .193; p = .009
¹⁵¹ Cramer's V = .190; p = .010
¹⁵² Kendall's Tau-C = -.112; p = .014
¹⁵³ Cramer's V = .210; p = .002
¹⁵⁴ Cramer's V = .162; p = .034
¹⁵⁵ Cramer's V = .188; p = .017
¹⁵⁶ Cramer's V = .207; p = .020
¹⁵⁷ Cramer's V = .196; p = .032
¹⁵⁸ Cramer's V = .185; p = .050

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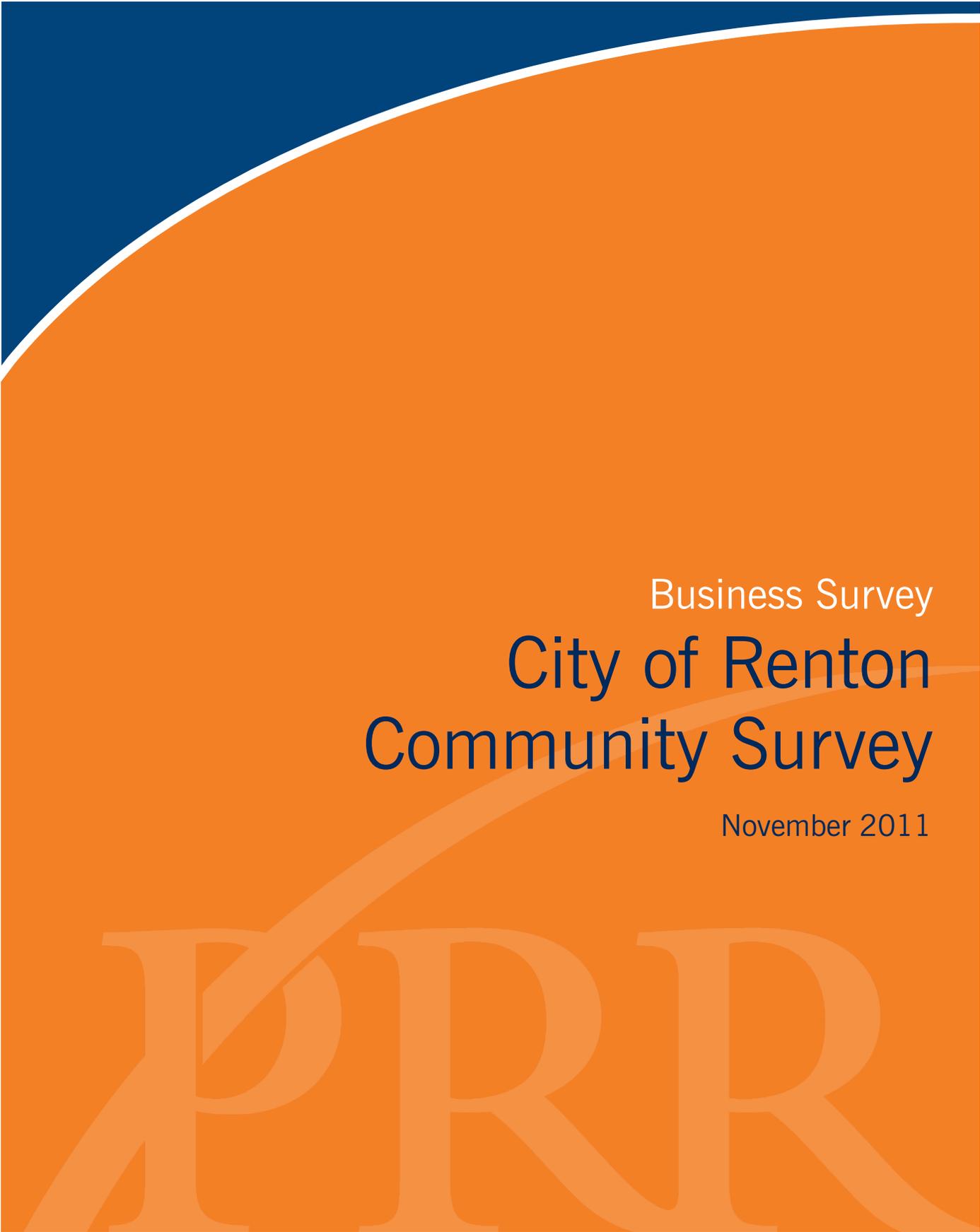
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Business Survey
City of Renton
Community Survey

November 2011

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KEY FINDINGS

WHAT ARE THE VIEWS ABOUT THE BUSINESS CLIMATE IN RENTON?

Many report improved business prospects and predict improvement in future business prospects

- Respondents reported that their business prospects had either improved (45%) or had remained the same (30%) in the last year.
- Most had not experienced operating-related negative events. However, some respondents reported that they had experienced the following in the last year:
 - Reduced hours for existing employees (33%)
 - Downsized workforce (27%)
 - Eliminated bonuses or merit pay (17%)
 - Reduced hours of operation (16%)
 - Reduced pay for existing employees (15%)
 - Reduced health and employee benefits (12%)

- Many respondents reported that they thought their future business prospects would improve (43%) or stay the same (36%).
 - For those who reported an improvement in future business prospects, the top reasons they provided were:
 - Improvement in the economy (48%)
 - Advertising and marketing (32%)
 - Increased sales and customers (27%)
 - Those who reported that future business prospects would get worse, cited reasons such as:
 - “The economy getting worse, too many vacancies and big businesses taking over”
 - “People not spending money”
 - “New parking regulations”
 - “There’s no work right now”
 - “Their business would be closing soon”

Too few customers was the most frequent challenge to business growth

- Respondents reported various challenges to growth of their organizations. The three major challenges to organization growth were:
 - Too few customers (44%)
 - Availability of financing (20%)
 - Government regulations (16%)

Most had no unfilled positions and many expected their employee numbers to remain the same in the next year

- Most had no unfilled positions in their organizations (75%), less than one fifth (14%) reported that they had

10% unfilled positions and very few (3%) reported 50% or more unfilled positions in their organization.

- Most respondents (64%) expected the number of employees in their organization to remain the same over the next year, while over one quarter (26%) expected to hire more employees over the next year. Few (5%) reported expecting a decrease in the number of employees.

ARE BUSINESSES SATISFIED WITH RENTON AS A BUSINESS LOCATION?

Most are satisfied with Renton as a business location and are unlikely to relocate in the next year

- Most respondents were either satisfied (55%) or very satisfied (33%) with being located in Renton.
- The most important benefits of being located in Renton were:
 - Location (41%)
 - The people (27%)
 - Transportation and infrastructure (23%)
 - Local economy (19%)
 - Business-friendly climate (14%)
 - Environmental surroundings and quality of life (14%)
- Because most are satisfied, it follows then that the majority (96%) of respondents are not planning to relocate in the next year.

Most do not have challenges working with government

- Majority of respondents report not having any challenges working with various levels of government:
 - City of Renton government (94%)

- King County government (87%)
- State government (88%)
- Federal government (96%)
- Those who reported having experienced challenges in working with the City of Renton government (n=5), cited that sign restrictions, lack of organization or timeliness of response, and lack of communication as the challenges they faced.
- One fifth (20%) reported the City of Renton could best support their organization by providing problem solving and relationship building assistance. The next best ways mentioned were to lower taxes (12%), attract business (8%) and to have predictable regulations (6%).
- Almost two-thirds (64%) of respondents believed that their organization's share of the cost of public services was about right, with 16% reporting that it was too high.

Some had worked directly with the City of Renton

- Majority (59%) of respondents had not worked directly with the City; about two fifths (41%) reported that they had worked directly with the City.
- Those who had worked directly with the City of Renton had:
 - Applied for construction permits (43%)
 - Licensed their business (21%)
 - Used economic development services (10%)
- Respondents who had worked directly with the City reported that the information that was provided to them was complete (97%), accurate (83%) and provided in a timely manner (83%), that the staff helped identify solutions to problems (90%), were courteous (100%), professional (100%) and that they were treated fairly (99%).

Most reported that they were not affected by the increase in Renton's diversity

- Majority (63%) of respondents reported that the increase in Renton's diversity had not affected their organization. Those who reported that it did (n=21) stated the following impacts:
 - Employees understanding customers (n=11)
 - Employee recruitment process (n=5)

INTRODUCTION AND METHODOLOGY

Introduction

The City of Renton's business and industry has grown since its incorporation in 1901. Today, Renton businesses employ 43,946 people and 3,873 business licenses were issued in 2009. The purpose of this survey was to measure the quality of the business community's experiences in and with the City of Renton. The City hoped to understand how satisfied businesses were with the City as a location for their organization, what City of Renton services the businesses used and their experiences in working with the City. The City also hoped to learn some of the ways in which they could best support City of Renton business organizations.

Methodology

This section of the report provides an overview of the methods used.

Survey question development

PRR, in collaboration with City of Renton representatives developed questions for the telephone survey. This process involved compiling questions using both previous surveys and making new additions. There were several drafts of the survey all reviewed by the City of Renton representatives. A final draft of the survey

questions was achieved through an iterative review process by the City (see Appendix A).

The telephone survey questions were programmed into Computer Assisted Telephone Interviewing (CATI) software and then pre-tested and monitored on the first day of the survey fielding. Minor changes were made to the survey questions based on the pre-testing.

The response rate¹ for the survey was 11.4%. However, the cooperation rate² was 62.1%.

Survey fielding

The survey was fielded to a random sample of 100 for-profit and non-profit organizations within the City of Renton from October 6th, 2011 to October 17th, 2011. The random sample was drawn from a list of business organizations supplied by the City of Renton and included for-profit (98%) and non-profit (2%) organizations. The average length of time to complete the survey was about 10 minutes.³ The profile of the responding businesses is included within this report under ‘Characteristics of businesses surveyed’ on pages 11-13.

The margin of error is +/- 9.7% at the 95% confidence level. The margin of error is the plus-or-minus percent figure that applies to the interval that if you had asked the question of the entire relevant population would have picked the answer chosen by the sample. The confidence level tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer that lies within the margin of error.

Data analysis

Because there were only a few statistically significant differences in the results when comparing the for-profit and non-profit businesses, the results are presented in the body of the report (including all charts) for all businesses combined, with any statistically significant

¹ Using the approved American Association of Public Opinion Research approach, response rate is defined as the number of completed surveys plus partial or suspended surveys divided by the number of completed surveys, plus partial or suspended surveys, plus qualified refusals, plus break-offs, plus no answer, plus busy signal, plus answering machine, plus soft refusals, plus hard refusals, plus scheduled callbacks, plus unspecified callbacks.

² Cooperation rate is defined as the number of completed surveys divided by the number of completed surveys plus refusals plus break-offs. Therefore, it is the percent of those contacted who qualified and who completed the survey.

³ The business survey was also available for completion online. Those results are presented in a separate report.

differences between for-profit and non-profit businesses identified in the text of the report. Tables showing the results broken out for each survey question by for-profit and non-profit can be found in Appendix B.

The list provided by the City contained a small proportion of non-profit organizations. We therefore oversampled non-profit organizations in order to get a large enough sample of such businesses for data analysis purposes. In addition, in order to make conclusions about the Renton business community based on our data, companies of all sizes presented in the population must be accounted for in the data. To make sure that company size (as measured by number of employees) and type of organization (profit or non-profit) were proportionately represented in the analysis, we statistically adjusted (weighted) the data to reflect profit /non-profit and total number of employees proportions in the list provided.

Data analysis used appropriate descriptive statistical techniques (frequencies and percentages) and explanatory statistical techniques (in this case Cramer's V and Kendall's Tau c)⁴ to test for the statistical significance of relationships between variables. Throughout this report, relationships between variables that are statistically significant at the .05 level or better, and that are meaningful to an understanding of the data are reported.

It should also be noted that some of the charts and tables presented in the report are for "multiple response variables", meaning that the survey respondent could select more than one answer. In such charts and tables the percentages will add up to more than 100 percent.

⁴ Cramer's V is a measure of the relationship between two variables and is appropriate to use when one or both of the variables are at the nominal level of measurement. Cramer's V ranges from 0 to +1 and indicates the strength of a relationship. The closer to +1, the stronger the relationship between the two variables. Kendall's Tau c is a measure of the relationship between two variables and is appropriate to use when both of the variables are at the ordinal level of measurement. Tau c ranges from -1 to +1 and indicates the strength and direction of a relationship. The accompanying "p" scores presented in this report for Cramer's V and Tau c indicate the level of statistical significance.

WHAT ARE THE CHARACTERISTICS OF BUSINESSES SURVEYED?

There were 100 businesses sampled in the survey. Below are the firmographics of the businesses surveyed. The percents presented in the table below are unweighted.

Business Firmographics	
Type of organization	n=100
For-profit	79%
Non-profit	21%
Respondent gender	
n=100	
Male	57%
Female	43%
Age of respondent	
n=100	
20 to 24	1%
25 to 34	9%
35 to 44	21%
45 to 54	24%
55 to 64	22%
65 to 74	6%
75 to 84	1%
Refused	16%
Export domestically	
n=79	
Yes	11%
No	89%
Export internationally	
n=79	
Yes	8%
No	92%

Primary industry sector		n= 100
Services (Finance, Legal, Insurance, Consulting)		27%
Retail		10%
Restaurants, Food and Beverage		8%
Manufacturing		8%
Healthcare		7%
Transportation		5%
Arts and Culture (including Music and Entertainment)		3%
Real Estate and Development		3%
Information Technology		2%
Human Services		2%
Interactive Media (including Gaming Industry)		2%
Construction		1%
Government		1%
Life Sciences		1%
Other		20%
Minority or woman-owned		n= 100
Yes		29%
No		71%
Certified as minority or woman-owned		n= 29
Yes		24%
No		66%
Don't know		10%
Years in business		n= 100
Less than 2 years		6%
2-5 years		26%
6-10 years		6%
11-20 years		15%
More than 20 years		47%

Total number of employees	n= 100
Sole person or home business	30%
1-5	30%
6-10	18%
11-24	10%
25-50	6%
51-100	4%
101-500	1%
501-1000	0%
More than 1,000	1%

Employee recruitment	n= 100
Within Renton	66%
Outside Renton, but within King County	59%
Outside King County, but within WA state	16%
Outside WA state, but within the United States	7%
Outside the United States	1%

Rent or own premises	n= 100
Rent	46%
Own	52%
Both	2%

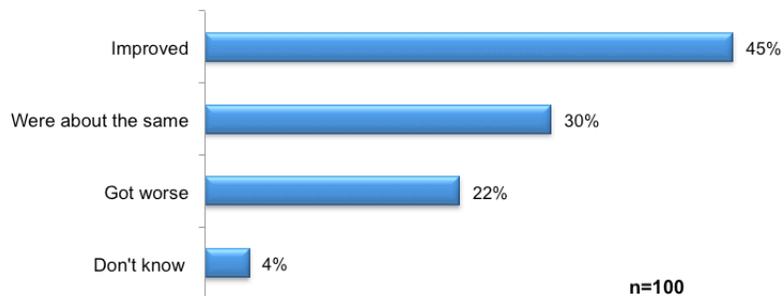
WHAT ARE THE VIEWS ABOUT THE BUSINESS CLIMATE IN RENTON?

Many reported improved business prospects in the last year

Participants were asked whether in the last 12 months, their organization's business prospects had gotten worse, were about the same or had improved. Over two fifths (45%) reported that their business prospects had improved in the last year, about one third (30%) reported that their prospects had remained the same. Less than one quarter (22%) reported that their prospects had got worse in the last year.

Over the last 12 months, do you think your organization's business prospects got worse, were about the same, or improved?

Base: All respondents who participated in the survey



Those who rent their business premises (66%) were more likely to report improvement in business prospects compared to those who own (26%).⁵

Few had experienced negative operations-related events in the last year

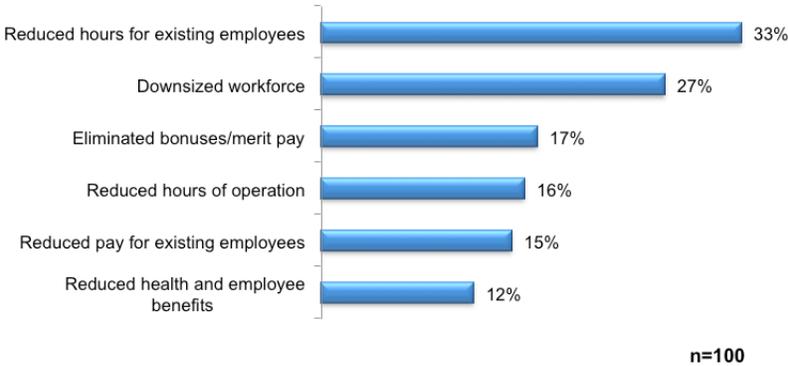
When asked whether various operations-related events had occurred in the last year at their organization, the two most

⁵ Cramer's V = .313; p = .001

common events were reduced hours for existing employees (33%) and downsized workforce (27%). Less than one-fifth reported that they had eliminated bonuses or merit pay (17%), reduced hours of operation (16%), reduced pay for existing employees (15%) or reduced health and employee benefits (12%).

Have any of the following occurred in the last 12 months at your organization?

Base: All respondents who participated in the survey
Note: Only 'Yes' responses shown



- Women and minority owned businesses (46%) were more likely than non-minority or woman owned businesses (19%) to report that they had downsized their workforce in the last year.⁶
- Women and minority owned businesses (62%) were more likely than non-minority or woman owned businesses (24%) to report that they had reduced hours for existing employees in the last year.⁷
- Women and minority owned businesses (41%) were more likely than non-minority or woman owned businesses (7%) to report that they had reduced pay for existing employees in the last year.⁸

⁶ Cramer's V = .267; p = .008

⁷ Cramer's V = .354; p = .000

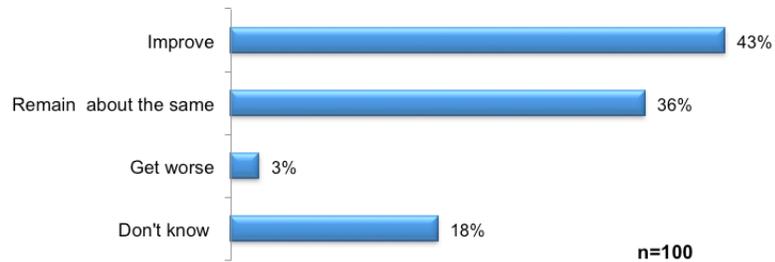
⁸ Cramer's V = .410; p = .000

Many predicted that their future business prospects would improve in the next year

Respondents were also asked to predict whether their business prospects would increase, decrease or stay the same in the next year. Over two-fifths (43%) predicted that their prospects would improve and over one-third (36%) reported that their prospects would remain the same. Few (3%) reported that their prospects would get worse in the next year. However, almost a fifth (18%) were unsure.

Over the next 12 months, do you think your organization's business prospects will get worse, remain about the same, or improve?

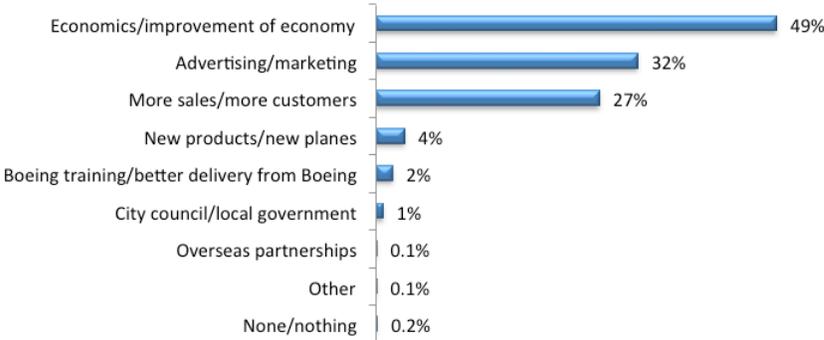
Base: All respondents who participated in the survey



When asked to describe the two most important factors that would influence improvement of their business prospects, almost half (48%) reported that the improvement of the economy would be the main factor, followed by about one-third (32%) reporting that advertising and marketing would improve their prospects. Increased sales and customers (27%) was also rated high as a factor that would influence business prospect improvement, presumably because of economy improvement.

What are the two most important factors that will influence this change in your organization's business prospects over the next year?

Base: All respondents who reported that their business prospects for the next year would either improve or get worse



note: multiple responses allowed; percents may add up to more than 100.

n=43

'Too few customers' was the most frequent challenge to business growth

Participants were asked to list the three major challenges to their organization's growth. The most frequently mentioned challenge to business growth was too few customers (44%), followed by availability of financing (20%) and government regulations (16%).

What are the three major challenges to your organization growing?

Base: All respondents who participated in the survey



Note: multiple responses allowed; percents may add up to more than 100

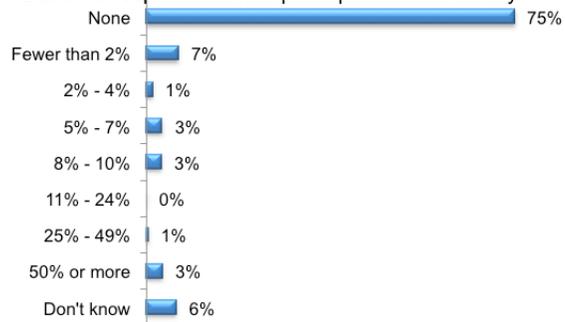
n=100

Three-quarters of respondents report not having any unfilled positions in their organizations

When asked what percent of positions are currently unfilled in their organization, three quarters (75%) reported that they had no open positions, less than one fifth (14%) reported that they had between fewer than 2% and 10% unfilled positions, and few (3%) reported that they had 50% or more positions currently unfilled in their organization.

What percent of positions are unfilled in your organization?

Base: All respondents who participated in the survey



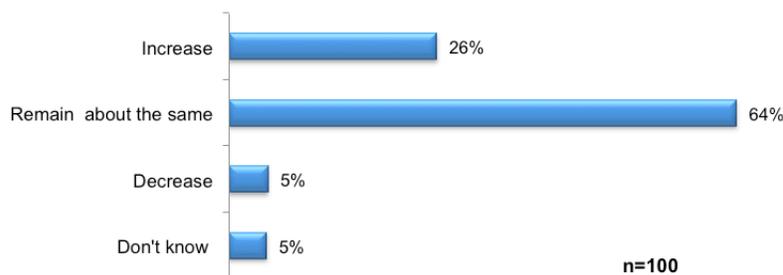
n=100

Many did not expect employee numbers to change but one quarter expected to hire more in the next year

When asked whether they expected the total number of employees at their organization to increase, decrease or remain the same in the next year, almost two-thirds expected no change (64%), while a little over one-quarter (26%) expected to hire more employees in the next year. Only a fifth (5%) expected that the total number of employees in their organization would decrease in the next year.

Over the next 12 months do you expect that the total number of employees at your City of Renton locations will decrease, remain about the same, or increase?

Base: All respondents who participated in the survey



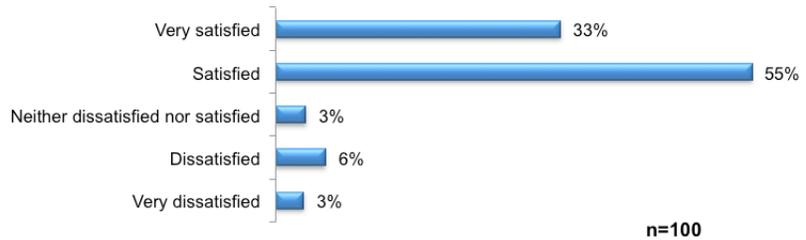
ARE BUSINESSES SATISFIED WITH RENTON AS A BUSINESS LOCATION?

Most are satisfied with Renton as a location for their business and do not plan to relocate in the next year

When asked to rate how satisfied they are with the City of Renton as a location for their organization, most respondents reported either being satisfied (55%) or very satisfied (33%). Few reported being neutral (3%), dissatisfied (6%) or very dissatisfied (3%).

How satisfied are you with your current business location or locations in the City of Renton?

Base: All respondents who participated in the survey



- Minority or woman owned businesses (4%) were less likely to report dissatisfaction with Renton as a business location.⁹

The most important benefits of having their organization located in Renton were location (41%), the people (27%), transportation and infrastructure (23%), the local economy (19%), the business-friendly climate (14%) and the environmental surroundings and quality of life (14%).

What are the two most important benefits of having your organization located in Renton?

Base: All respondents who participated in the survey



Note: multiple responses allowed; percents may add up to more than 100

⁹ Cramer's V = .332; p = .027

When asked whether they were planning to relocate their organization outside the City of Renton within the next year, very few (1%) indicated that they were planning to. The vast majority of the respondents (96%) were not planning to relocate in the next year.

Are you planning to relocate your organization outside of the City of Renton within the next 12 months?

Base: All respondents who participated in the survey



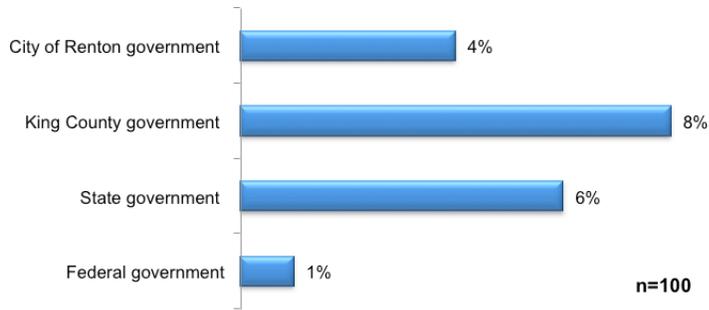
Most did not have challenges working with government

When asked whether they had experienced any challenges in working with various government entities, the majority of respondents reported not having any challenges in working with the City of Renton government (94%), King County government (87%), State government (88%) or Federal government (96%).

Have you had any challenges working with the following government entities?

Base: All respondents who participated in the survey

Note: Only 'Yes' responses are shown



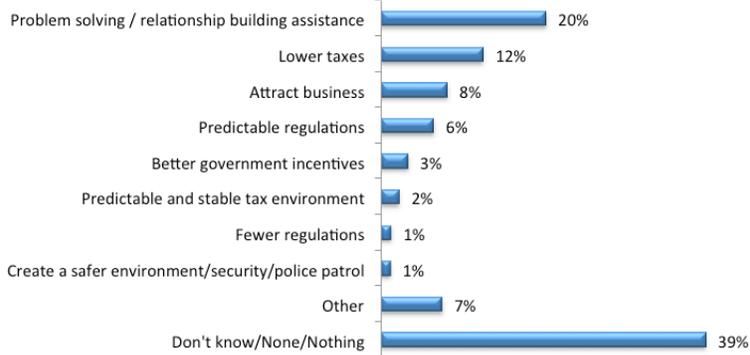
Those who reported that they had experienced challenges in working with the City of Renton government (n = 5) were asked what the two biggest challenges were. Sign restrictions were reported as the biggest challenge, followed by lack of organization in the process to open up a business, and timeliness of filing police reports and neighborhood safety.

The City of Renton can best support businesses by providing problem solving and relationship building assistance

When asked what the best way for the City of Renton to support business and non-profit organizations, almost two-fifths (39%) reported that they didn't know. One-fifth (20%) reported that the city could best support their organization by providing problem solving and relationship building assistance. The next best ways mentioned were to lower taxes (12%), attract business (8%) and to have predictable regulations (6%).

What is the one best way for the City of Renton government to support the business and non-profit community?

Base: All respondents who participated in the survey



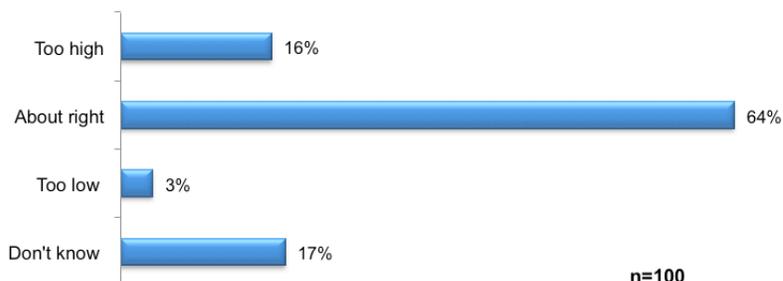
n=100

- Businesses that were not minority or woman owned (46%) were most likely to report problem solving and relationship building as a way the City of Renton could support businesses, while minority or woman owned business (27%) were most likely to report attracting business would be the best way for Renton to support businesses.¹⁰

When asked if they believed their organization's share of the cost of public services was too low, about right or too high, almost two-thirds of respondents (64%) believed that their share was about right, a few (3%) believed their share was too low and less than one-fifth (16%) believed that their share was too high.

Do you believe your organization's share of the cost of public services (such as schools, public safety, etc) is too low, about right, or too high?

Base: All respondents who participated in the survey



n=100

¹⁰ Cramer's V = .558; p = .015

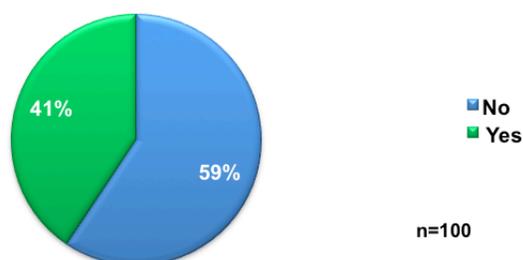
- Minority or woman owned businesses were more likely to report that their organization's share of the cost of public services was too low (13%; compared to 0% for non-minority or woman owned) and least likely to report that it was too high (17%; compared to 20% for non-minority or woman owned)¹¹

Two-fifths had worked directly with the City of Renton

When asked whether they had worked directly with the City of Renton, a little over two-fifths (41%) reported that they had, while the majority (59%) of respondents had not.

Have you worked directly with the City of Renton?

Base: All respondents who participated in the survey

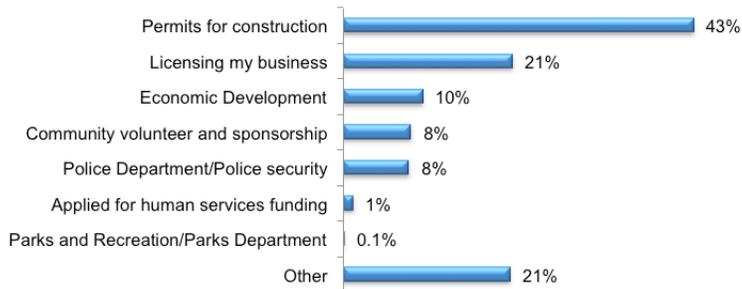


Those who reported that they had worked directly with the City of Renton were asked what services they had utilized. Over two-fifths (43%) had applied for construction permits, a little over one-fifth (21%) had worked with the City to license their business, and one-tenth (10%) had used economic development services.

¹¹ Cramer's V = .313; p = .017

What City of Renton services did you use?

Base: All respondents who reported that they had worked directly with the City of Renton



n=41

Note: multiple responses allowed; percents may add up to more than 100

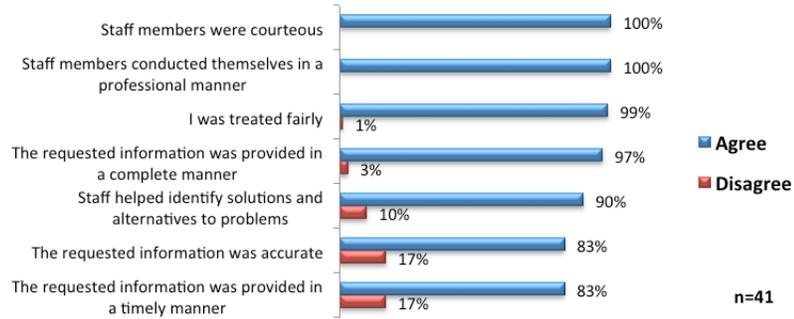
- Those who reported owning their business premises were more likely to have worked directly with the City of Renton (68%; compared to renters).¹²

Respondents who indicated that they had worked directly with the City of Renton and had used City services were asked to rate their experience with these services. Most respondents agreed that the information that was provided to them was complete (97%), accurate (83%), provided in a timely manner (83%), that the staff helped identify solutions to problems (90%), were courteous (100%), professional (100%), and that they were treated fairly (99%).

¹² Cramer's V = .523; p = .000

In regard to your experience with the services provided by the City of Renton, do you agree or disagree with the following statements?

Base: All respondents who reported that they had worked directly with the City of Renton



Most reported that they were not affected by the increase in Renton’s diversity

Finally, respondents were asked if the increase in diversity in Renton had affected their day-to-day running of their organization. Almost two-thirds (63%) of respondents reported that the increase in diversity had not affected their organization, and a little over one-fifth (21%) reported that the increase in diversity had affected their business.

Those who reported that the increase in diversity had affected their organization were then asked how this increase had affected their organization. The number one way increased diversity had affected organizations was employee’s understanding customers (number of respondents = 11) followed by the employee recruitment process (number of respondents = 5).

A few had additional comments about their experiences as an employer in Renton

When asked if there was anything else they would like to share about their experiences as an employer in Renton, those that had additional comments (number of respondents = 21) reported that Renton was a good city to be in and that they enjoyed being in the community (number of respondents = 7), and that Renton had good protection with a responsive police department (number of respondents = 4).

APPENDICES

A. SURVEY QUESTIONS

Business and Non-profit Survey

Hello, the City of Renton is conducting an opinion survey of the business and non-profit community. We're talking with City of Renton business leaders and non-profit agency heads today to listen to their opinions about the City, ways it can better support the business and non-profit communities, and the current business climate your organization is facing. We would very much like to include your opinions. This survey will only take about 10 minutes of your time and your answers will be completely anonymous.

In order to get a representative sample, may I please speak with the person in your business who is either the business leader or head representative? Would that be you? [IF NOT, ASK IF THAT PERSON IS AVAILABE. IF NOT ASK WHAT WOULD BE A GOOD TIME TO CALL BACK TO SPEAK TO THAT PERSON.]

Are you willing to participate?

- No (thank and terminate)
- Yes

Organization Description Questions

Let's start with some questions that will describe your organization.

1. **Which of the following best describes your organization? Would you say:**
 1. For-profit
 2. Non-profit (skip to Q3)
 3. Government (skip to Q3)

2. What percentage of your products do you export:

- Domestically ___
- Internationally ___

3. What is your organization's primary industry sector? (DO NOT READ LIST. ACCEPT JUST ONE.)

1. Aerospace
2. Arts and Culture (including Music and Entertainment)
3. Information Technology
4. Real Estate and Development
5. Construction
6. Energy (Including Renewable and Clean Technology)
7. Restaurants, Food and Beverage
8. Government
9. Healthcare
10. Human Services
11. Interactive Media (Including Gaming Industry)
12. International Trade
13. Life Sciences
14. Manufacturing
15. Services (Finance, Legal, Insurance, Consulting)
16. Retail
17. Tourism and Recreation
18. Transportation
19. Other (specify)

4. Do you consider your organization to be a minority or woman-owned business?

1. No (skip to Q6)
2. Yes

5. Is your organization certified as a minority or woman-owned business?

1. No
2. Yes
3. Don't know

6. How many years has your organization been in business?

1. Less than 2 years
2. 2-5 years
3. 6-10 years
4. 11-20 years
5. More than 20 years

7. What is the total number of employees at your City of Renton locations?

Sole person or home business

1. 1-5
2. 6-10
3. 11-24
4. 25-50
5. 51-100
6. 101-500
7. 101-500
8. 501-1,000
9. More than 1,000

8. Do you rent or own your organization locations in Renton?

1. Rent
2. Own
3. Both own and rent

9. Which of the following categories includes your age?

1. 18 to 19
2. 20 to 24
3. 25 to 34
4. 35 to 54
5. 55 to 59
6. 60 to 64
7. 65 to 74
8. 75 to 84
9. 85 and older
10. Refused

Business Climate Questions

Now some questions about the business climate.

10. Over the last 12 months, do you think your organization's business prospects got worse, were about the same, or improved? (REVERSE CATEGORIES 1-3 FOR EVERY OTHER RESPONDENT)

1. Got worse
2. Were about the same
3. Improved
4. Don't know

11. Please let me know if any of the following occurred in the last 12 months at your organization. (ROTATE AND READ; No = 1, Yes =2)

- Reduced hours of operation
- Downsized workforce
- Eliminated bonuses/merit pay
- Reduced health and employee benefits
- Reduced hours for existing employees
- Reduced pay for existing employees

12. Over the next 12 months, do you think your organization's business prospects will get worse, remain about the same, or improve? (REVERSE CATEGORIES 1-3 FOR EVERY OTHER RESPONDENT)

1. Get worse
2. Remain about the same (skip to Q14)
3. Improve
4. Don't know (skip to Q14)

13. What are the two most important factors that will influence this change in your organization's business prospects over the next year? (ACCEPT JUST TWO ANSWERS)

**14. What are the three major challenges to your organization growing?
(DO NOT READ. ACCEPT 3)**

1. Availability of financing
2. Lack of industry clustering/partnering opportunities
3. Cost of business real estate
4. Lack of skilled employees
5. Lack of market intelligence on opportunities
6. Unfamiliar with workforce training programs
7. Low availability of workforce training programs
8. Lack of space
9. Too much competition
10. Too few customers
11. Low profit margin
12. Government regulations (State, local and County)
13. Cost of labor
14. Housing costs
15. Other (specify)

15. What percent of positions are unfilled in your organization?

1. None
2. Fewer than 2%
3. 2%-4%
4. 5%-7%
5. 8%-10%
6. 11%-24%
7. 25%-49%
8. 50% or more
9. Don't know

16. Over the next 12 months do you expect that the total number of employees at your City of Renton locations will decrease, remain about the same, or increase?

1. Decrease
2. Remain about the same
3. Increase
4. Don't know

17. From where do you recruit employees for your organization? Would you say: (ACCEPT ALL THAT APPLY)

1. Outside the United States
2. Outside WA state, but within the United States
3. Outside King County, but within WA state
4. Outside Renton, but within King County
5. Within Renton

Satisfaction with Renton as a Business Location

Now some questions about doing business in the City of Renton

18. How satisfied are you with your current business location or locations in the City of Renton? Would you say: (REVERSE CATEGORIES FOR EVERY OTHER RESPONDENT)

1. Very dissatisfied
2. Dissatisfied
3. Neither dissatisfied nor satisfied
4. Satisfied
5. Very satisfied

19. What are the two most important benefits of having your organization located in Renton? (DO NOT READ)

1. Physical location in region
2. Collaboration of different organizations
3. The people
4. Local economy
5. Entrepreneurial spirit
6. Business-friendly climate
7. Environmental surroundings/Quality of life
8. Labor/management relations
9. Networking opportunities
10. Proximity to education opportunities
11. Public safety
12. Skilled labor force
13. Transportation infrastructure
14. Affordability of real estate
15. Other (specify)

20. Are you planning to relocate your organization outside of the City of Renton within the next 12 months?

1. No
2. Yes
3. Don't know

21. Do you have any challenges working with: (No=1, Yes=2, Don't know= 3))

- City of Renton government
- King County government
- State government
- Federal government

(ASK Q22 ONLY IF YES TO 'CITY OF RENTON GOVERNMENT IN Q21)

22. How would you describe the two biggest challenges working with City of Renton government? (ACCEPT JUST TWO)

23. What is the best way for the City of Renton government to support the business and non-profit communities? (DO NOT READ. ACCEPT JUST ONE.)

1. Fewer regulations
2. Predictable regulations
3. Lower taxes
4. Predictable and stable tax environment
5. Better government incentives
6. Problem solving/relationship building assistance
7. Other (specify)

24. Do you believe your organization's share of the cost of public services (such as schools, public safety, etc) is too low, about right, or too high? (REVERSE CATEGORIES 1-3 FOR EVERY OTHER RESPONDENT)

1. Too low
2. About right
3. Too high
4. Don't know

25. Have you worked directly with the City of Renton?

1. No (skip to Q28)
2. Yes

26. What services did you use? (DO NOT READ. ACCEPT ALL THAT APPLY)

1. Licensing my business
2. Permits for construction
3. Community volunteer and sponsorship opportunities
4. Applied for human services funding
5. Other (specify)

27. In regard to your experiences with the services provided by the City, would you agree or disagree with the following statements? (ROTATE AND READ STATEMENTS. Disagree = 1, Agree = 2, Don't know = 3, Not applicable = 4)

- The requested information was provided in a complete manner
- The requested information was accurate
- The requested information was provided in a timely manner
- Staff helped identify solutions and alternatives to problems.
- Staff members were courteous
- Staff members conducted themselves in a professional manner
- I was treated fairly

28. Has the City of Renton becoming more diverse in regard to ethnicity, income levels, and languages spoken affected the day-to-day running of your organization?

- No (skip to Q30)
- Yes
- Don't know (skip to Q30)

**29. How has Renton's increased diversity affected your organization?
(DO NOT READ. ACCEPT ALL THAT APPLY)**

1. Employee recruitment process
2. Employee application process
3. Employee on-the-job understanding of key concepts
4. Employee safety on the job
6. Employees understanding customers
7. Other (specify)

30. Is there anything else you would like to share with us about your experiences as an employer in Renton?

1. No (skip to Q32)
2. Yes

31. What are the top two additional things about your experiences as an employer in Renton that you would like to share? (ACCEPT JUST TWO)

1. Finally, are there any resources we could provide you that we can follow up with you about on at a later date?
2. No (skip to end)
3. Yes

32. Could I have your name, phone number and email address so that you can be contacted.

Name: _____

Phone: _____

Email address: _____

That's all the questions I have. Thank you very much for your time.

B. Crosstabs broken out by profit/non-profit (unweighted)

Q2a. Export domestically? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Export domestically?	Nb	Count	70	21
		% within Profit_Non profit	88.6%	100.0%
	Yes	Count	9	0
		% within Profit_Non profit	11.4%	.0%
Total		Count	79	21
		% within Profit_Non profit	100.0%	100.0%

Q2b. Export internationally? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Export internationally?	Nb	Count	73	21
		% within Profit_Non profit	92.4%	100.0%
	Yes	Count	6	0
		% within Profit_Non profit	7.6%	.0%
Total		Count	79	21
		% within Profit_Non profit	100.0%	100.0%

Q3. What is your organization's primary industry sector? * Profit Non profit

			Profit_Non profit	
			For profit	Non profit
What is your organization's primary industry sector?	Arts and Culture (including Music and Entertainment)	Count	2	1
		% within Profit_Non profit	2.5%	4.8%
	Information Technology	Count	2	0
		% within Profit_Non profit	2.5%	.0%
	Real Estate and Development	Count	3	0
		% within Profit_Non profit	3.8%	.0%
	Construction	Count	1	0
		% within Profit_Non profit	1.3%	.0%
	Restaurants, Food and Beverage	Count	8	0
		% within Profit_Non profit	10.1%	.0%
	Government	Count	0	1
		% within Profit_Non profit	.0%	4.8%
	Healthcare	Count	6	1
		% within Profit_Non profit	7.6%	4.8%
	Human Services	Count	1	1
		% within Profit_Non profit	1.3%	4.8%
	Interactive Media (Including Gaming)	Count	1	1
		% within Profit_Non profit	1.3%	4.8%
	Life Sciences	Count	1	0
		% within Profit_Non profit	1.3%	.0%
Manufacturing	Count	8	0	
	% within Profit_Non profit	10.1%	.0%	
Services (Finance, Legal, Insurance, Consulting)	Count	20	7	
	% within Profit_Non profit	25.3%	33.3%	
Retail	Count	10	0	
	% within Profit_Non profit	12.7%	.0%	
Transportation	Count	4	1	
	% within Profit_Non profit	5.1%	4.8%	
Other	Count	12	8	
	% within Profit_Non profit	15.2%	38.1%	
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q4. Do you consider your organization to be a minority or woman-owned business? *
Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Do you consider your organization to be a minority or woman-owned business?	Nb	Count	53	18
		% within Profit_Non profit	67.1%	85.7%
	Yes	Count	26	3
		% within Profit_Non profit	32.9%	14.3%
Total		Count	79	21
		% within Profit_Non profit	100.0%	100.0%

Q5. Is your organization certified as a minority or woman-owned business? *
*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
Is your organization certified as a minority or woman-owned business?	Nb	Count	17	2
		% within Profit_Non profit	65.4%	66.7%
	Yes	Count	6	1
		% within Profit_Non profit	23.1%	33.3%
	Don't know	Count	3	0
		% within Profit_Non profit	11.5%	.0%
Total		Count	26	3
		% within Profit_Non profit	100.0%	100.0%

Q6. How many years has your organization been in business? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
How many years has your organization been in business?	Less than 2 years	Count	6	0
		% within Profit_Non profit	7.6%	.0%
	2-5 years	Count	24	2
		% within Profit_Non profit	30.4%	9.5%
	6-10 years	Count	5	1
		% within Profit_Non profit	6.3%	4.8%
	11-20 years	Count	13	2
		% within Profit_Non profit	16.5%	9.5%
	More than 20 years	Count	31	16
		% within Profit_Non profit	39.2%	76.2%
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q7. What is the total number of employees at your City of Renton locations? * Profit_ Non profit

			Profit_ Non profit	
			For profit	Non profit
What is the total number of employees at your City of Renton locations?	Sole person or home business	Count	25	5
		% within Profit_ Non profit	31.6%	23.8%
	1-5	Count	24	6
		% within Profit_ Non profit	30.4%	28.6%
	6-10	Count	17	1
		% within Profit_ Non profit	21.5%	4.8%
	11-24	Count	7	3
		% within Profit_ Non profit	8.9%	14.3%
	25-50	Count	3	3
		% within Profit_ Non profit	3.8%	14.3%
	51-100	Count	2	2
		% within Profit_ Non profit	2.5%	9.5%
	101-500	Count	1	0
		% within Profit_ Non profit	1.3%	.0%
More than 1,000	Count	0	1	
	% within Profit_ Non profit	.0%	4.8%	
Total	Count	79	21	
	% within Profit_ Non profit	100.0%	100.0%	

Q8. Do you rent or own your organization locations in Renton? * Profit_ Non profit

			Profit_ Non profit	
			For profit	Non profit
Do you rent or own your organization locations in Renton?	Rent	Count	38	8
		% within Profit_ Non profit	48.1%	38.1%
	Own	Count	39	13
		% within Profit_ Non profit	49.4%	61.9%
	Both rent and own	Count	2	0
		% within Profit_ Non profit	2.5%	.0%
Total	Count	79	21	
	% within Profit_ Non profit	100.0%	100.0%	

Q9. Which of the following categories includes your age? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Which of the following categories includes your age?	20 to 24	Count	1	0
		% within Profit_Non profit	1.4%	.0%
	25 to 34	Count	9	0
		% within Profit_Non profit	13.0%	.0%
	35 to 44	Count	18	3
		% within Profit_Non profit	26.1%	20.0%
	45 to 54	Count	20	4
		% within Profit_Non profit	29.0%	26.7%
	55 to 64	Count	15	7
		% within Profit_Non profit	21.7%	46.7%
	65 to 74	Count	5	1
		% within Profit_Non profit	7.2%	6.7%
	75 to 84	Count	1	0
		% within Profit_Non profit	1.4%	.0%
Total	Count	69	15	
	% within Profit_Non profit	100.0%	100.0%	

Q10. Over the last 12 months, do you think your organization's business prospects got worse, were about the same, or improved? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Over the last 12 months, do you think your organization's business prospects got worse, were about the same, or improved?	Got worse	Count	21	5
		% within Profit_Non profit	28.0%	26.3%
	Were about the same	Count	27	9
		% within Profit_Non profit	36.0%	47.4%
	Improved	Count	27	5
		% within Profit_Non profit	36.0%	26.3%
Total	Count	75	19	
	% within Profit_Non profit	100.0%	100.0%	

Q11a. In the last 12 months have you reduced hours of operation at your organization ?
*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you reduced hours of operation at your organization ?	Nb	Count	67	18
		% within Profit_Non profit	84.8%	90.0%
	Yes	Count	12	2
		% within Profit_Non profit	15.2%	10.0%
Total		Count	79	20
		% within Profit_Non profit	100.0%	100.0%

Q11b. In the last 12 months have you downsized workforce at your organization? *
Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you downsized workforce at your organization?	Nb	Count	59	12
		% within Profit_Non profit	76.6%	63.2%
	Yes	Count	18	7
		% within Profit_Non profit	23.4%	36.8%
Total		Count	77	19
		% within Profit_Non profit	100.0%	100.0%

Q11c. In the last 12 months have you eliminated bonuses / merit pay at your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you eliminated bonuses / merit pay at your organization?	Nb	Count	63	13
		% within Profit_Non profit	86.3%	81.3%
	Yes	Count	10	3
		% within Profit_Non profit	13.7%	18.8%
Total		Count	73	16
		% within Profit_Non profit	100.0%	100.0%

Q11d. In the last 12 months have you reduced health and employee benefits at your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you reduced health and employee benefits at your organization?	Nb	Count	66	16
		% within Profit_Non profit	90.4%	88.9%
	Yes	Count	7	2
		% within Profit_Non profit	9.6%	11.1%
Total		Count	73	18
		% within Profit_Non profit	100.0%	100.0%

Q11e. In the last 12 months have you reduced hours for existing employees at your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you reduced hours for existing employees at your organization?	No	Count	58	14
		% within Profit_Non profit	75.3%	70.0%
	Yes	Count	19	6
		% within Profit_Non profit	24.7%	30.0%
Total		Count	77	20
		% within Profit_Non profit	100.0%	100.0%

Q11f. In the last 12 months have you reduced pay for existing employees at your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In the last 12 months have you reduced pay for existing employees at your organization?	No	Count	68	18
		% within Profit_Non profit	88.3%	90.0%
	Yes	Count	9	2
		% within Profit_Non profit	11.7%	10.0%
Total		Count	77	20
		% within Profit_Non profit	100.0%	100.0%

Q12. Over the next 12 months, do you think your organization's business prospects will get worse, remain about the same, or improve? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Over the next 12 months, do you think your organization's business prospects will get worse, remain about the same, or improve?	Get worse	Count	6	3
		% within Profit_Non profit	8.7%	14.3%
	Remain about the same	Count	28	13
		% within Profit_Non profit	40.6%	61.9%
	Improve	Count	35	5
		% within Profit_Non profit	50.7%	23.8%
Total	Count	69	21	
	% within Profit_Non profit	100.0%	100.0%	

Q13. What are the two most important factors that will influence this change in your organization's business prospects? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Two most important factors that will influence this change?	Economics/improvement of economy	Count	15	3
		Column %	41.7%	37.5%
	More sales/more customers	Count	11	1
		Column %	30.6%	12.5%
	Advertising/marketing	Count	7	2
		Column %	19.4%	25.0%
	City counsel/local government	Count		3
		Column %		37.5%
	New products/new planes	Count	2	
		Column %	5.6%	
	Overseas partnerships	Count	1	
		Column %	2.8%	
	Boeing training/better delivery from Boeing	Count	1	
		Column %	2.8%	
	Other	Count	1	
		Column %	2.8%	
	None/nothing	Count	2	
		Column %	5.6%	

Q14. What are the three major challenges to your organization growing? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Three major challenges to your organization growing?	Availability of financing	Count	20	10
		Column %	26.3%	50.0%
	Lack of industry clustering / partnering opportunities	Count	4	1
		Column %	5.3%	5.0%
	Cost of business real estate	Count	2	
		Column %	2.6%	
	Lack of skilled employees/finding the right employees	Count	5	1
		Column %	6.6%	5.0%
	Lack of market intelligence on opportunities	Count	5	
		Column %	6.6%	
	Unfamiliar with workforce training programs	Count	1	
		Column %	1.3%	
	Low availability of workforce training programs	Count	1	
		Column %	1.3%	
	Lack of space	Count	5	1
		Column %	6.6%	5.0%
	Too much competition	Count	12	1
		Column %	15.8%	5.0%
	Too few customers	Count	29	6
		Column %	38.2%	30.0%
	Low profit margin	Count	9	5
		Column %	11.8%	25.0%
	Government regulations (State, local and County)	Count	10	1
		Column %	13.2%	5.0%
	Cost of labor	Count	2	1
		Column %	2.6%	5.0%
	Housing costs	Count	1	1
		Column %	1.3%	5.0%
	Other	Count	2	
		Column %	2.6%	
Economy	Count	13	4	
	Column %	17.1%	20.0%	
Marketing/advertising/cost of advertising	Count	4	1	
	Column %	5.3%	5.0%	
Location	Count	1	2	
	Column %	1.3%	10.0%	

Q15. What percent of positions are unfilled in your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
What percent of positions are unfilled in your organization?	None	Count	64	14
		% within Profit_Non profit	86.5%	66.7%
	Fewer than 2%	Count	2	2
		% within Profit_Non profit	2.7%	9.5%
	2% - 4%	Count	1	1
		% within Profit_Non profit	1.4%	4.8%
	5% - 7%	Count	2	2
		% within Profit_Non profit	2.7%	9.5%
	8% - 10%	Count	1	1
		% within Profit_Non profit	1.4%	4.8%
25% - 49%	Count	2	0	
	% within Profit_Non profit	2.7%	.0%	
50% or more	Count	2	1	
	% within Profit_Non profit	2.7%	4.8%	
Total	Count	74	21	
	% within Profit_Non profit	100.0%	100.0%	

Q16. Over the next 12 months do you expect that the total number of employees at your City of Renton locations will decrease, remain about the same, or increase? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Over the next 12 months do you expect that the total number of employees at your City of Renton locations will decrease, remain about the same, or increase?	Decrease	Count	5	2
		% within Profit_Non profit	6.8%	11.1%
	Remain about the same	Count	48	13
		% within Profit_Non profit	64.9%	72.2%
	Increase	Count	21	3
		% within Profit_Non profit	28.4%	16.7%
Total	Count	74	18	
	% within Profit_Non profit	100.0%	100.0%	

Q17. From where do you recruit employees for your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
From where do you recruit your employees?	Outside the United States	Count	1	
		Column %	1.3%	
	Outside WA state, but within the United States	Count	4	3
		Column %	5.1%	14.3%
	Outside King County, but within WA state	Count	14	2
		Column %	17.7%	9.5%
	Outside Renton, but within King County	Count	43	16
		Column %	54.4%	76.2%
	Within Renton	Count	55	11
		Column %	69.6%	52.4%

Q18. How satisfied are you with your current business location or locations in the City of Renton? * Profit_Non profit

How satisfied are you with your current business location or locations in the City of Renton? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
How satisfied are you with your current business location or locations in the City of Renton?	Very dissatisfied	Count	1	1
		% within Profit_Non profit	1.3%	4.8%
	Dissatisfied	Count	6	1
		% within Profit_Non profit	7.6%	4.8%
	Neither dissatisfied nor satisfied	Count	5	1
		% within Profit_Non profit	6.3%	4.8%
	Satisfied	Count	36	7
		% within Profit_Non profit	45.6%	33.3%
	Very satisfied	Count	31	11
		% within Profit_Non profit	39.2%	52.4%
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q19. What are the two most important benefits of having your organization location in Renton? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Two most important benefits of being located in Renton	Physical location in region	Count	28	7
		Column %	38.4%	35.0%
	The people	Count	20	5
		Column %	27.4%	25.0%
	Local economy	Count	9	3
		Column %	12.3%	15.0%
	Entrepreneurial spirit	Count	1	1
		Column %	1.4%	5.0%
	Business-friendly climate	Count	11	3
		Column %	15.1%	15.0%
	Environmental surroundings / Quality of life	Count	4	1
		Column %	5.5%	5.0%
	Labor / management relations	Count	1	
		Column %	1.4%	
	Networking opportunities	Count	2	1
		Column %	2.7%	5.0%
	Proximity to education opportunities	Count	2	1
		Column %	2.7%	5.0%
	Public safety	Count	2	
		Column %	2.7%	
Skilled labor force	Count	1		
	Column %	1.4%		
Transportation infrastructure	Count	23	5	
	Column %	31.5%	25.0%	
Afforability of real estate	Count	1	1	
	Column %	1.4%	5.0%	
Other	Count	5	3	
	Column %	6.8%	15.0%	

Q20. Are you planning to relocate your organization outside of the City of Renton within the next 12 months? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Are you planning to relocate your organization outside of the City of Renton within the next 12 months?	Nb	Count	74	19
		% within Profit_Non profit	96.1%	95.0%
	Yes	Count	3	1
		% within Profit_Non profit	3.9%	5.0%
Total		Count	77	20
		% within Profit_Non profit	100.0%	100.0%

Q21a. Do you have any challenges working with City of Renton government? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Do you have any challenges working with City of Renton government?	Nb	Count	71	18
		% within Profit_Non profit	92.2%	90.0%
	Yes	Count	6	2
		% within Profit_Non profit	7.8%	10.0%
Total		Count	77	20
		% within Profit_Non profit	100.0%	100.0%

Q21b. Do you have any challenges working with King County government?

*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
Do you have any challenges working with King County government?	No	Count	69	20
		% within Profit_Non profit	93.2%	95.2%
	Yes	Count	5	1
		% within Profit_Non profit	6.8%	4.8%
Total		Count	74	21
		% within Profit_Non profit	100.0%	100.0%

Q21c. Do you have any challenges working with State government? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Do you have any challenges working with State government?	No	Count	68	19
		% within Profit_Non profit	90.7%	90.5%
	Yes	Count	7	2
		% within Profit_Non profit	9.3%	9.5%
Total		Count	75	21
		% within Profit_Non profit	100.0%	100.0%

Q21d. Do you have any challenges working with Federal government? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Do you have any challenges working with Federal government?	Nb	Count	75	19
		% within Profit_Non profit	98.7%	90.5%
	Yes	Count	1	2
		% within Profit_Non profit	1.3%	9.5%
Total		Count	76	21
		% within Profit_Non profit	100.0%	100.0%

Q22. How would you describe the two biggest challenges working with the City of Renton government? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Two biggest challenges in working with Renton gov't?	Lack of communication/information (Non-specific)	Count	2	1
		Column %	40.0%	50.0%
	Lack of organization/timeliness (Non-specific)	Count	2	1
		Column %	40.0%	50.0%
	Sign restrictions	Count	2	
		Column %	40.0%	

Q23. What is the one best way for the City of Renton government to support the business and non-profit community? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
What is the one best way for the City of Renton government to support the business and non-profit community?	Fewer regulations	Count	6	0
		% within Profit_Non profit	12.5%	.0%
	Predictable regulations	Count	4	0
		% within Profit_Non profit	8.3%	.0%
	Lower taxes	Count	7	3
		% within Profit_Non profit	14.6%	16.7%
	Predictable and stable tax environment	Count	2	1
		% within Profit_Non profit	4.2%	5.6%
	Better government incentives	Count	1	1
		% within Profit_Non profit	2.1%	5.6%
	problem solving / relationship building	Count	14	7
		% within Profit_Non profit	29.2%	38.9%
	Other	Count	6	3
		% within Profit_Non profit	12.5%	16.7%
Attract business	Count	6	2	
	% within Profit_Non profit	12.5%	11.1%	
Create a safer environment/security/p	Count	2	1	
	% within Profit_Non profit	4.2%	5.6%	
Total	Count	48	18	
	% within Profit_Non profit	100.0%	100.0%	

Q24. Do you believe your organization's share of the cost of public services (such as schools, public safety, etc) is too low, about right, or too high? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Do you believe your organization's share of the cost of public services (such as schools, public safety, etc) is too low, about right, or too high?	Too low	Count	1	2
		% within Profit_Non profit	1.7%	15.4%
	About right	Count	46	9
		% within Profit_Non profit	79.3%	69.2%
	Too high	Count	11	2
		% within Profit_Non profit	19.0%	15.4%
Total	Count	58	13	
	% within Profit_Non profit	100.0%	100.0%	

Q25. Have you worked directly with the City of Renton? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Have you worked directly with the City of Renton?	Nb	Count	56	12
		% within Profit_Non profit	70.9%	57.1%
Yes	Count	23	9	
	% within Profit_Non profit	29.1%	42.9%	
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q26. What City of Renton services did you use? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
What City of Renton services did you use?	Licensing my business	Count	9	2
		Column %	39.1%	22.2%
	Permits for construction	Count	9	1
		Column %	39.1%	11.1%
	Community volunteer and sponsorship	Count	1	2
		Column %	4.3%	22.2%
	Applied for human services funding	Count	1	
		Column %	4.3%	
	Other	Count	5	2
		Column %	21.7%	22.2%
	Economic Development	Count	2	
		Column %	8.7%	
	Parks and Recreation/Parks	Count		2
		Column %		22.2%
	Police Department/Police security	Count	1	1
		Column %	4.3%	11.1%

Q27a. In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was provided in a complete manner? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was provided in a complete manner?	Disagree	Count	2	0
		% within Profit_Non profit	8.7%	.0%
	Agree	Count	21	9
		% within Profit_Non profit	91.3%	100.0%
Total		Count	23	9
		% within Profit_Non profit	100.0%	100.0%

Q27b. In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was accurate? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was accurate?	Disagree	Count	2	0
		% within Profit_Non profit	8.7%	.0%
	Agree	Count	21	8
		% within Profit_Non profit	91.3%	100.0%
Total		Count	23	8
		% within Profit_Non profit	100.0%	100.0%

Q27c. In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was provided in a timely manner?

*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that the requested information was provided in a timely manner?	Disagree	Count	3	1
		% within Profit_Non profit	13.0%	11.1%
	Agree	Count	20	8
		% within Profit_Non profit	87.0%	88.9%
Total		Count	23	9
		% within Profit_Non profit	100.0%	100.0%

Q27d. In regard to your experiences with the services provided by the City, would you agree or disagree that staff helped identify solutions and alternatives to problems?

*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that staff helped identify solutions and alternatives to problems?	Disagree	Count	2	0
		% within Profit_Non profit	10.5%	.0%
	Agree	Count	17	9
		% within Profit_Non profit	89.5%	100.0%
Total		Count	19	9
		% within Profit_Non profit	100.0%	100.0%

Q27e. In regard to your experiences with the services provided by the City, would you agree or disagree that staff members were courteous? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that staff members were courteous?	Disagree	Count	1	0
		% within Profit_Non profit	4.3%	.0%
	Agree	Count	22	8
		% within Profit_Non profit	95.7%	100.0%
Total	Count	23	8	
	% within Profit_Non profit	100.0%	100.0%	

Q27f. In regard to your experiences with the services provided by the City, would you agree or disagree that staff members conducted themselves in a professional manner? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that staff members conducted themselves in a professional manner?	Agree	Count	23	8
		% within Profit_Non profit	100.0%	100.0%
	Total	Count	23	8
		% within Profit_Non profit	100.0%	100.0%

Q27g. In regard to your experiences with the services provided by the City, would you agree or disagree that you was treated fairly? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
In regard to your experiences with the services provided by the City, would you agree or disagree that you was treated fairly?	Disagree	Count	1	1
		% within Profit_Non profit	4.3%	11.1%
	Agree	Count	22	8
		% within Profit_Non profit	95.7%	88.9%
Total		Count	23	9
		% within Profit_Non profit	100.0%	100.0%

Q28. Has the City of Renton becoming more diverse in regard to ethnicity, income levels, and languages spoken affected the day-to-day running of your organization? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Has the City of Renton becoming more diverse in regard to ethnicity, income levels, and languages spoken affected the day-to-day running of your organization?	No	Count	48	11
		% within Profit_Non profit	73.8%	57.9%
	Yes	Count	17	8
		% within Profit_Non profit	26.2%	42.1%
Total		Count	65	19
		% within Profit_Non profit	100.0%	100.0%

Q29. How has Renton's increase diversity affected your organization?

*** Profit_Non profit**

			Profit_Non profit	
			For profit	Non profit
How has diversity affected your organization?	Employees recruitment process	Count	4	2
		Column %	23.5%	25.0%
	Employee application process	Count	1	1
		Column %	5.9%	12.5%
	Employee on-the-job understanding of key	Count	2	2
		Column %	11.8%	25.0%
	Employee safety on the job	Count	2	
		Column %	11.8%	
	Employees understanding customers	Count	11	4
		Column %	64.7%	50.0%
	Other	Count	2	1
		Column %	11.8%	12.5%
Increased business/increased work	Count	1	1	
	Column %	5.9%	12.5%	

Q30. Is there anything else you would like to share with us about your experiences as an employer in Renton? * Profit_Non profit

Is there anything else you would like to share with us about your experiences as an employer in Renton? * Profit_Non profit Crosstabulation

			Profit_Non profit	
			For profit	Non profit
Is there anything else you would like to share with us about your experiences as an employer in Renton?	Nb	Count	71	18
		% within Profit_Non profit	89.9%	85.7%
	Yes	Count	8	3
		% within Profit_Non profit	10.1%	14.3%
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q31. What are the top two additional things about your experiences as an employer in Renton tht you would like to share? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Anything else you would like to share?	Good city to be in/better than other locations/enjoy being in the community	Count	3	2
		Column %	37.5%	66.7%
	Good protection/good Police Department	Count	2	
		Column %	25.0%	
	Other	Count	3	
		Column %	37.5%	
	None/nothing	Count		1
	Column %		33.3%	

Q32. Finally, are there any resources we could provide you with that we can follow up with you about at a later date? * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
Finally, are there any resources we could provide you with that we can follow up with you about at a later date?	No	Count	68	17
		% within Profit_Non profit	86.1%	81.0%
	Yes	Count	11	4
		% within Profit_Non profit	13.9%	19.0%
Total	Count	79	21	
	% within Profit_Non profit	100.0%	100.0%	

Q33. GENDER * Profit_Non profit

			Profit_Non profit	
			For profit	Non profit
GENDER	Male	Count	45	12
		% within Profit_Non profit	57.0%	57.1%
	Female	Count	34	9
		% within Profit_Non profit	43.0%	42.9%
Total		Count	79	21
		% within Profit_Non profit	100.0%	100.0%

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Employee Survey 2011

General Information

1	How long have you worked for the City?	Respondents %	
	Less than one year	<u>10</u>	3%
	1-5 years	<u>94</u>	30%
	6-12 years	<u>80</u>	25%
	13-20 years	<u>65</u>	20%
	21-30 years	<u>55</u>	17%
	more than 30 years	<u>14</u>	4%
	Total respondents:	318	
2	What department do you work for?	Dept %	
	City Attorney	<u>7</u>	2%
	Community & Economic Development	<u>37</u>	11%
	Community Services	<u>70</u>	22%
	Court	<u>8</u>	2%
	Executive (includes Communications)	<u>13</u>	4%
	Finance & Information Technology	<u>26</u>	8%
	Fire & Emergency Services	<u>59</u>	18%
	Human Resources & Risk Management	<u>8</u>	2%
	Police	<u>33</u>	10%
	Public Works	<u>63</u>	19%
	Total respondents:	324	
3	Supervision: Do you supervise other employee(s)?		
	Yes	<u>127</u>	39%
	No	<u>201</u>	61%
	Total respondents:	328	
4	Do you believe that the City of Renton is a great place to work?		
	Yes	<u>277</u>	88%
	No	<u>37</u>	12%
	Total respondents:	314	
5	If yes, why?		

Employee Survey 2011

6 If no, why not?

	<i>Strongly agree</i>	<i>Mostly agree</i>	<i>Mostly disagree</i>	<i>Strongly disagree</i>	<i>Do not know</i>	<i>Total</i>
Communication: Both City-wide and Departmental						
7 I believe that important information about the City is provided to me in a timely manner.	42 13%	226 68%	45 14%	13 4%	4 1%	330
8 I have a clear view of where the City is going and how we plan to get there.	29 9%	200 61%	63 19%	20 6%	14 4%	326
9 I have access to the information I need to do my job.	93 28%	196 60%	29 9%	9 3%	2 1%	329
10 I trust the information that the senior leadership provides employees.	79 24%	174 52%	47 14%	24 7%	10 3%	334
11 I trust the information that my department administrator provides employees.	109 33%	158 48%	40 12%	18 5%	6 2%	331
12 My department administrator facilitates and encourages open, honest, and constructive communication.	107 32%	132 40%	50 15%	34 10%	8 2%	331
13 I believe that communication between departments is effective.	24 7%	141 43%	103 31%	39 12%	21 6%	328
14 In my department, my ideas are heard and given appropriate consideration.	61 19%	154 47%	71 22%	28 9%	11 3%	325
15 Please feel free to express any additional thoughts or concerns regarding City-wide and Departmental Communication, and any solutions you may have to address the issue:						

Employee Survey 2011

Overall Job Satisfaction	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Do not know	Total
16 I have a clear understanding of my job responsibilities and expectations.	165 50%	139 42%	17 5%	5 2%	2 1%	328
17 I have a clear understanding of how my job fits with the mission of the City.	148 46%	143 45%	22 7%	4 1%	3 1%	320
18 I have the resources and equipment to do my job.	90 28%	190 58%	27 8%	17 5%	1 0%	325
19 Our organization provides me the training I need in order to do my job.	73 23%	175 54%	58 18%	15 5%	1 0%	322
20 I know who my most important customers are.	217 68%	91 28%	7 2%	4 1%	2 1%	321
21 I feel responsible for achieving the organization's mission and goals.	158 49%	131 41%	21 7%	4 1%	9 3%	323
22 I am empowered to make decisions to solve problems for my customer.	124 39%	139 44%	31 10%	16 5%	7 2%	317
23 My job gives me the opportunity to use my own judgment and initiative.	128 40%	147 46%	31 10%	12 4%	2 1%	320
24 My department uses my time and talents well.	83 26%	167 52%	49 15%	17 5%	6 2%	322
25 My workload is appropriate.	62 20%	173 55%	53 17%	22 7%	7 2%	317
26 I have a safe workplace.	154 48%	138 43%	20 6%	5 2%	4 1%	321
27 When things go well in the job, my contribution is recognized.	67 21%	161 50%	68 21%	18 6%	9 3%	323

28 **Please feel free to express any additional thoughts or concerns regarding Overall Job Satisfaction, and any solutions you may have to address the issue:**

Employee Survey 2011

City-wide Culture		<i>Strongly agree</i>	<i>Mostly agree</i>	<i>Mostly disagree</i>	<i>Strongly disagree</i>	<i>Do not know</i>	<i>Total</i>
The following questions relate to how you view the City, not just your department.							
29	I have a clear understanding of the senior leadership vision for the City.	45 14%	174 56%	63 20%	13 4%	17 5%	312
30	I believe the City is moving in the right direction.	56 18%	190 61%	37 12%	5 2%	26 8%	314
31	The City has a philosophy of employee involvement.	47 15%	175 56%	63 20%	9 3%	19 6%	313
32	The City treats employees with respect.	77 25%	186 60%	37 12%	8 3%	4 1%	312
33	The City applies policies and procedures fairly to all employees.	47 15%	152 48%	52 17%	37 12%	26 8%	314
34	The City has high standards and ethics.	73 24%	171 55%	35 11%	14 5%	17 5%	310
35	The City does a good job of involving employees in decisions that affect them.	22 7%	151 48%	97 31%	28 9%	14 4%	312
36	Decisions in the City are made in a timely manner.	22 7%	179 58%	66 21%	17 5%	26 8%	310
37	It is safe to ask questions after decisions have been made.	44 14%	156 51%	65 21%	24 8%	18 6%	307
38	Customer service is a high priority in the City.	136 44%	144 46%	18 6%	5 2%	7 2%	310
39	Employees are willing to give extra to get the job done and to be responsive.	101 32%	167 53%	32 10%	10 3%	6 2%	316
40	There is generally good interdepartmental teamwork.	46 15%	182 58%	57 18%	18 6%	10 3%	313
41	I am treated as a customer by other City departments.	44 14%	176 56%	60 19%	16 5%	17 5%	313
42	I would recommend working for the City to a friend.	127 41%	150 48%	12 4%	5 2%	16 5%	310

Employee Survey 2011

43 Please feel free to express any additional thoughts or concerns regarding Organizational Culture, and any solutions you may have to address the issue:

Department Culture	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Do not know	Total
44 I have a clear understanding of the mission and goals of my department.	104 34%	162 53%	32 10%	4 1%	4 1%	306
45 The City uses taxpayers' dollars wisely and cost-effectively.	61 20%	151 50%	56 19%	14 5%	19 6%	301
46 I have trust in my department administrator.	118 39%	118 39%	42 14%	18 6%	9 3%	305
47 My department administrator has done a thorough job of supporting and communicating the mission, values, and goals of the organization.	96 31%	135 44%	47 15%	16 5%	11 4%	305
48 My department administrator communicates the importance of customer service.	132 43%	134 44%	27 9%	7 2%	6 2%	306
49 Employees receive the support they need from our department administrator to successfully carry out their job responsibilities.	86 28%	145 47%	47 15%	20 7%	9 3%	307
50 Employees in my department cooperate and work as a team.	92 30%	161 52%	34 11%	18 6%	3 1%	308
51 Employees are recognized for collaborating and working cooperatively together.	57 19%	143 48%	70 23%	19 6%	12 4%	301
52 I believe that there is a high level of mutual trust in my department.	54 17%	133 43%	78 25%	36 12%	9 3%	310
53 My department does a good job of planning.	56 18%	149 49%	58 19%	31 10%	11 4%	305
54 My department does a good job at anticipating issues and problems.	59 19%	139 46%	70 23%	28 9%	8 3%	304
55 Employees are held personally accountable for the results of their work.	67 22%	138 45%	63 21%	29 10%	8 3%	305

Employee Survey 2011

56	I know how to measure the quality of my work.	137 45%	146 48%	17 6%	0 0%	4 1%	304
57	My department encourages employees to actively improve work processes.	80 26%	148 49%	49 16%	21 7%	7 2%	305
58	When errors occur, my department emphasizes lessons learned rather than placing blame on someone.	80 27%	113 38%	62 21%	36 12%	10 3%	301
59	My direct supervisor (the supervisor that you report to) is an effective manager.	106 35%	110 36%	46 15%	37 12%	5 2%	304
60	Please feel free to express any additional thoughts or concerns regarding Department Culture, and any solutions you may have to address the issue:						

City of Renton

Community Budget Advisory Group

Recommendations for 2011-12 and Beyond

Recommendation	Action Status
<i>IS THE CITY FOCUSED ON THE RIGHT RESULTS AND SERVICES?</i>	
RENTON SHOULD BE FOCUSED ON:	
<p>1. Serving the Public. Renton should be focused on activities that directly serve the public. In general, indirect services are less important than direct services.</p>	<p>It has always been one of the principle considerations in Renton's budget reduction process to minimize any direct service impacts possible. All internal service programs are reviewed by direct service departments to ensure that is the case.</p>
<p>2. Mandatory Services. Any legal, regulatory or contractual requirements to provide a service should be considered a priority and provided first.</p>	<p>We added Programs with legal or contractual requirements in program summaries this year. Frequently even with mandatory programs, the City can decide the service levels; and it is also true that a generally non-mandatory service could have mandatory elements.</p>
<p>3. Education. Renton needs to communicate well, in plain understandable terms, to increase public knowledge of why the City does what it does and what value those services add. To the average citizen, the budget presentation and document is not written in a way that makes it easy to understand the services being provided. The City should present its budget to help the public understand and the City explain simply:</p>	<ul style="list-style-type: none"> • The City communicates services we provide through our web-site, newsletter, homeowners meetings and other public interactions. • We also asked in the 2011 survey how people receive information from the City so we can better focus the communication. • Boards & Commission Members afford us the opportunity to connect directly with public and relay vital information first hand. • We also developed Budget In Brief with cost of government information available on line.
<ul style="list-style-type: none"> • What result is the City trying to produce. • What services does the economy drive. • What are the tradeoffs of investing in or choosing one service over another. • The City's relative reliance on various tax sources and fees. Explore the future potential for more non-resident fees, maximize user and court fees, and other ways of generating revenue. • Comparative results. It would be valuable to know how Renton compares with other cities, with a strong emphasis on regional peers, in terms of staffing, compensation and benefits, and criminal justice functions. 	<ul style="list-style-type: none"> • Refined Renton Results is an effort to answer some of these questions. The program budget tells us what service we provide, for what purposes /results, at what cost, the performance indicators should tell us how effective the program is in reaching the results. • Standard reporting allows comparative results in public safety service areas (such as response time, crime rate, Fire insurance rating.) • Municipal Research city/county survey on maintenance staffing levels indicates Renton maintenance staffing per population is comparatively low in most areas.

Recommendation	Action Status
<p>4. Process Improvement, Performance and Accountability. The City should set goals that show how City of Renton staff and other resources contribute to tangible public results, with a focus on programs that deliver results. Even a high priority program area that is not delivering would no longer be a high priority. Consequences should be created for not meeting performance goals. This would include offering incentives to employees to continually improve the way the City does business, reviewing consolidation and formal process and system improvements. Keep asking “why do you do it that way?” and don’t accept the answer “we have always done it that way.” Ask “what is the value added?”</p>	<p>Renton Results (measurements) is our efforts to address these needs:</p> <ul style="list-style-type: none"> • The city recently developed/ refined our performance indicators will assist in this process. • All programs have goals that support the desired results. Goals can change and we have to be flexible to both external & internal needs. Surveys help us adjust to customer needs. • The city conducted Fleet Utilization & Procurement process review and improvement projects in 2011 which resulted in many suggestions to standardize and streamline the process. Will continue to review other processes and make improvements. • The city is implementing a new “performance management” focused employee evaluation tool.
<p>5. Rewarding Innovation. Recognition should be provided to staff who find opportunities for significant cost savings. This could be in the form of performance bonuses, recognition, a parking space, or other methods that will both thank staff and reward innovation. The City should also evaluate creation of a venture capital fund, potentially through banking cost savings. This fund would be used for highly innovative, creative, and audacious projects, and would continue to position Renton as a regional leader.</p>	<p>A citywide “Bright Ideas” program is in place to encourage employee suggestions and have received 17 ideas with 3 implemented and 7 are in process (e.g. enerGov, RMS related.) No formal “rewards” for suggestions.</p> <p>In addition, each department uses a variety of methods/ programs to recognize job well done. Some examples are: Employee/Team of the Quarter/Year, “Way to Go”, “Good Work”, “Value Award”.</p>
IS THERE AN AMOUNT THAT SHOULD BE ALLOCATED TO EACH SERVICE AREA?	
<p>1. Safety and Health program areas are the highest priority and a core responsibility of city government. The perception and presence of public safety matters, extending to the level of litter pickup <i>and property maintenance by private owners.</i></p>	<ul style="list-style-type: none"> • Since the last process, the city has added more emphases in the safety around the Transit Center and downtown core. • The City decriminalized code enforcement actions to allow the City to enforce corrective actions more quickly. • The City has used alternative approach in resolving problems caused by certain business venues by holding property owners more responsible for what their tenants are doing at their properties.

Recommendation	Action Status
<p>2. There was consensus that any budget reductions should consider administrative functions first, rather than direct services. The amount of money that Renton spends on internal support is a big number. Overall, whether the share of resources that Renton invests on overhead/internal support is 19% or 26% of total resources (it was unclear due to the way programs are presented), the share of total investment in overhead should be as low as possible among all the service areas. This service area must represent an opportunity to make the operation leaner. Renton should consider whether some internal services could be provided through collaboration with other local jurisdictions to reduce overhead costs.</p>	<p>Point well taken and the city has reviewed and are reducing a number of support positions in the 2013/14 budget cycle. To clarify the definition and numbers, the “Internal Support” Service Area account for 26% of total resources includes certain costs related to direct services. Specifically:</p> <ul style="list-style-type: none"> (1) 19% in “Internal Service Fund” activities account for centrally provided services used by direct service departments (e.g. employee benefits, workers comp and unemployment taxes, operating and maintenance equipment, maintenance of public and operational facilities.) (2) 3% in indirect or overhead costs such as legal, accounting, human resources, citywide assessments and dues, etc. that are more traditional overheads. (3) 4% is City’s debt services and LEOFF 1 retiree benefit costs, mandatory costs incurred for direct services. (Note that Debt Service increased in 2013/14 budget cycle due to the new library and SCORE jail bonds. Therefore, the % of this portion of the internal cost increased by over 2% from 2010 level.)
<p>3. We all recognize that a reduction in infrastructure maintenance now could lead to increased costs later. Any decreases in maintenance costs need to be sustainable. Infrastructure is vitally important. Transportation and streets must be in good condition, and the condition and maintenance of parks can in turn affect safety issues. Citizens need to have constructive space to use and move around.</p>	<p>With the budget reductions over the past four years, the city has reduced its service capacity and deferred major repairs and maintenance needs by prioritizing safety and customer service needs. In 2013/14 budget cycle, we will attempt to restore some capital funding so we can start addressing such deferred maintenance.</p> <p>At the same time, we also need to make investment in projects that will improve efficiency, save cost, or is more environmentally sustainable. Examples are converting meters to automatic/remote reading meters over the next 5 years; converting traffic signals to LED lights; and adopting LED as new street light standards.</p>

WHAT ARE BUDGET PRIORITIES?

Recommendation	Action Status
<p>We modified this question from identifying the most and least important programs to instead focus on ways the City should take opportunities to examine services, streamline, and economize. We want to emphasize that we did not find excessive spending or specific programs needing elimination. It was very difficult to understand the full scope of city services, and the interconnections between all programs, or to make specific program recommendations for any reduction or elimination. Even after reviewing all city programs, we made no recommendations about program changes or areas that are a low priority, but instead we tried to suggest areas where the City should explore efficiencies and greater economy.</p>	
<p>Overall Expectations of Renton City Government</p>	
<p>1. Responsive public safety, police and fire/emergency medical services, which are the highest priority. This also includes the criminal justice system: prosecution of civil and criminal cases and court.</p>	<p>Public safety continues to be the top priority for the City. Some modification in 2013/14 due to grant expiration and service contract adjustments that cannot be sustained with existing city resources.</p>
<p>2. Parks and recreation, a constructive outlet for residents and non-residents, are also a high priority.</p>	<p>The Parks Recreation and Natural Resources Plan was completed in 2012. This is a document that is updated every five years to make sure we are connecting with community needs.</p>
<p>3. Maintenance of streets and infrastructure. Maintaining what we have is as high a priority as public safety services.</p>	<p>While the employee-to-street-mile ratio has increased from 1 FTE per 11.5 miles of streets in 2007 to 1 to 16.8 miles in 2010, the City has been able to maintain an overall pavement condition rating of 70 at this time.</p>
<p>4. Ensure all Renton citizens have access to safe, clean drinking water, and the removal and treatment of storm and waste water.</p>	<p>All city's utility systems meet State mandated quality standards.</p>
<p>5. Well-maintained infrastructure so that streets, utilities and storm systems can handle today's conditions, and to avoid any reduction in maintenance or deferral of improvements that could threaten the public's safety.</p>	<p>All capital improvements have safety and preservation of the system as one of the priorities.</p>

Recommendation	Action Status
<p>6. Foster community engagement through direct connections between the City, the community, and leaders through the neighborhood program, block watch, and promotion of volunteerism.</p> <p>7. Neighborhood program, block watch, fostering networks as direct connections between the City and the community and leaders.</p> <p>8. Create investment and ownership so that the community can help themselves (example: online reporting for non-emergency police calls).</p>	<p>Most City services cannot be performed effectively or cost effectively without engaging the community, Some examples are: Business and Block watches; Community Emergency Response Team; the City’s community planning efforts; the neighborhood picnics and grant programs; and all major city festivals and events are produced in partnership with local service clubs, businesses, and are supported by volunteers.</p>
<p>9. A coordinated balance of volunteerism, coordination, the city working efficiently, directly and “through” organizations to meet human needs.</p>	<p>The City has established a City-wide tracking system to coordinate volunteerism. This is managed in Community Services. This provides a positive way to match volunteers with projects or activities to best suit their needs.</p> <p>In addition, the City facilitates and helps sustain the Greater Renton Community Organizations Active in Disaster, leveraging the power of the private, non-profit, and community sectors to meet human needs following a disaster.</p>
<p>10. Regional cooperation that leads to complementary efficiencies.</p>	<p>The City is involved in many regional planning and services consortiums. Some example are regional public safety resource teams such as drug, auto theft, and gang taskforces; joint swat team; regional dive and rescue teams; Museum’s regional arts connection with 4Culture; countywide conservation district; regional purchasing and training consortiums.</p> <p>Renton is also a participant in a King County regional discussion forum for sharing commonly needed services, resources, and infrastructures.</p>
<p>11. Open transparent government where elected officials work as a cohesive group.</p>	<p>Renton City Council is one of the most stable and cohesive governance board in the region.</p>
<p>12. The City should do what only government can do— what the private sector can’t produce.</p>	<p>Community Services is looking at more full cost recovery on more discretionary programs through their cost modeling project.</p>

Recommendation	Action Status
<p>13. Reduce debt and manage contracts and leases effectively.</p>	<p>The City is actively managing its debt burden and only use it when absolutely necessary. Because the low interest earning on city funds, we have prepaid a number of smaller loans and converted into internal loans where possible.</p> <p>The city reviewed its procurement process and are simplifying contracting procedures with preapproved contracts for small projects, and services.</p> <p>Also in managing city property leases, we have unified lease review of lease terms and conditions for all departments and are verifying lease market values frequently.</p>
<p>Safety and Health</p>	
<p>1. Priorities in this area are any service that enhances or maintains adequate response time effects, and the resolution or end result of the response.</p>	<p>Overall, police response times are good. There has been a minor increase in response times for our highest priority calls and a substantial decrease in response times for our lowest priority calls.</p> <p>By using computer modeling and data analysis, the fire department can improve response times to emergency calls.</p>
<p>2. The City's criminal justice system, including probation and prosecution, is a high priority.</p>	
<p>3. Consider focusing resources on what makes the <u>most visible public safety presence</u>. (Ideas include merging Directed Enforcement Team and Special Enforcement Team, and ensuring that Valley Narcotics Team is a core city responsibility.)</p>	<p>The Police Directed Enforcement Team and the Special Enforcement Team are in the same division. Part of the Directed Enforcement Team has the responsibilities of the Transit Center and the Downtown core. The Valley Narcotics Team is an example of regional cooperation among police departments. It is necessary as some offenders traffic across city boundaries.</p>
<p>4. Business licensing should remain a priority in light of the dedication of funds to transportation.</p>	
<p>5. Several city programs in this and all service areas are titled "administrative." Whether that has to do with clerical and financial support for the program, or the management and leadership to support the program, these all represent an opportunity to reduce or scale down operations.</p> <p>6. Examples of areas to explore for greater efficiency include Community Programs, Administrative Services, Parking Enforcement, and Staff Services. Fire: Administrative Services for F&ES; Safety and Support Services for F&ES. See if false alarm services create an opportunity to raise revenue for costs of service.</p>	<p>The city continues to review administrative and support functions and identify opportunities for reduction. A number of proposed reductions in the 2013/14 budget will be in these areas.</p> <p>It is also worth noting that most "administrative" division/service titles involve direct customer contacts/ services, as well as perform necessary function to enable more efficient field service delivery. These functions typically not adjusted when other services expand.</p>

Recommendation	Action Status
<i>Representative Government</i>	
1. Areas to explore in this service area include: Executive Operations; Grant-writing and Reporting; Information Center. Consider consolidation of Information Center program with Community Engagement, which already coordinates volunteers.	A consolidated City information center would most likely enhance customer service but we have not determined the total cost to make it effective.
2. Evaluate the form of government and compare to city manager form of government. With positions of Mayor, Chief Administrative Officer, and Assistant Chief Administrative Officer, evaluate whether it makes sense to have these executive-level positions.	The Assistant CAO position has been left vacant effective 1/1/2012.
3. Evaluate whether savings could result from having City Council meetings less frequently, such as three times a month. Staff support is needed before, during and after the meeting.	Since most staff support Council meetings are exempt from overtime, fewer meetings would not likely to generate measurable cost savings.
<i>Livable Community</i>	
1. Parks, trails, and recreation are as important as public safety, and further cuts to services are not desired. Sometimes even the perception of deferred maintenance is to be avoided so that it doesn't invite crime problems.	We continue to work at a reduced level of service and are prioritizing resources to the highest use areas where demand is more. The City is also investing in security cameras to better manage areas that suffer more vandalism and crime. We continue to review operations for safety concerns. The Pro Plan and annual survey also allows us to evaluate public comment and concerns and make appropriate changes.
2. Program scholarships should be evaluated and expanded as necessary to ensure that all may participate.	We have increased scholarship donations but the demand has also risen at the same time.
3. The closure of neighborhood community centers in previous budget cycles should be evaluated, and any negative impacts among the community identified.	The Pro Plan redefines many of the neighborhood parks that have small buildings. Many would be removed when parks are re-master-planned.
4. Renton Community Center and Senior Center should be evaluated for usage, program revenue and fee levels.	Fees are reviewed and updated periodically – the cost modeling program evaluates all rentals, classes, and programs.
5. Consider deferring or reducing some activities in a difficult economy. We debated examples such as economic development, community relations and events, which have an important benefit to the community and especially in an economic downturn, provide valuable activities and contribute to the City's image.	We also have identified community partners to operate programs that benefit the local community.

Recommendation	Action Status
<p>Evaluate where hotel-motel tax revenues are spent, and direct funds to impactful investments. Specific performance measures should be developed—and measured—so that these funds stay focused on the intent of improving tourism, such as events, infrastructure, and beautification efforts.</p>	<p>The Lodging Tax Advisory Committee (composed of representatives of the local hotel industry, the CEO of the Chamber and city officials), makes recommendation to the City Council on the allocation of the City Lodging Tax for the purposes of tourism promotion. The majority of these funds have typically been allocated to the Renton Community Marketing Campaign and Renton Visitors Connection (RVC) which are considered high impact elements of the city’s tourism promotion.</p> <p>In addition, the City has traditionally relied on local service clubs and business sponsorships and donations to cover events and activities such as Farmer’s Market, Clam Lights, Summer concerts, and Boo Carnival, which, we believe, builds stronger connection between local businesses and families.</p>
<p>Mobility. In this service area, the following areas could be considered for efficiency and parity with other cities and departments:</p>	
<p>1. Public Works Administration, Public Works Maintenance. Examine the level of service for street sweeping and cost and maintenance implications for lowering these standards. Evaluate the capacity of administrative staff.</p>	<p>See admin support comments previously. Specifically, PW Administration staff has been reduced from 4.5 FTEs to 3.0 FTE’s (33% reduction) over the last few years, and Transportation Systems and Signal Shops Administrative staff reduced from 3 FTEs to 2 FTEs (33% reduction).</p>
<p>2. Evaluate use of lane marking “turtles” and identify opportunities for cost savings through use of painted lines without compromising safety.</p>	<p>Most lane markings are done by lines; “turtles” are used to accommodate special safety or visibility needs.</p>
<p>3. Transit Coordination/Commute Trip Reduction. Focus on mandates and coordination with non-profits.</p>	<p>The cost of the ORCA program has increased significantly in the past two years. To reduce cost to the city, we will reduce the program elements in 2013.</p>
<p>4. Focus on the basics in capital projects and getting the benefit from <u>necessary infrastructure without all the extras</u>. Ensure that capital projects are <u>value-engineered to the maximum extent possible</u> so that investments make the best use of every dollar spent. Appropriately <u>leverage funds from regional partners</u> to provide the maximum benefit to the community. Defer discretionary infrastructure (decorative concrete work, fancy fences, and artistic bus shelters).</p>	<p>Value engineering is routinely done to lower large project costs. Renton also leverages local transportation capital revenues (business license fee and fuel tax) with 4 to 5 times of grants in order to build our roads. More than 80% of the \$40 million in transportation projects under construction are coming from partners and grant funds.</p> <p>We just secured \$8.5 million in additional grant funds for six more transportation projects.</p>
<p>5. Consider certain locations where it may make sense to turn off every other streetlight. Balance safety versus savings, but choose locations where there is not a strong expectation or need for that level of lighting and turn off streetlights.</p>	<p>This recommendation has been evaluated and was not adopted for safety consideration currently. However, we are installing low-energy LED traffic signal lamps, and have adopted new (and replacement) street light standards to use LED street lights. There will be considerable savings in power costs in the long term.</p>

Recommendation	Action Status
Utilities and Environment Consider economies in the following areas:	
1. What opportunities exist to consolidate invoice processing between Utility Systems Administration and Utility Billing and Cashiering and the rate generation staff who works for Public Works Administration.	Utility Systems Administration reduced staffing from 1.5 FTE's to 1.0 FTE in 2010 (eliminated a half-time budget analyst). Utility billing and cashiering staff is dedicated to provide customer services and processing billings and payments to the 26,000 utility customers.
2. Is it possible to scale engineering and planning of utility projects to meet the expected level of capital projects each year? If all the engineering and planning groups have project plans that vary from year to year, explore opportunities to adjust staffing depending on the level of project construction.	<p>The City uses "Limited Term" (LT) in many areas to accommodate project needs. We currently has 3 LT inspectors to review major transportation capital projects so that when the projects are completed, the positions will be eliminated. This way, the staffing levels are adjusted in accordance with capital project needs.</p> <p>Overall, the city keeps our staffs small and supplemented them with professional consultants and limited term positions as needed.</p>
3. If feasible, use design-build or use outside design methods for some projects. Consider the economic picture, the quality of the project.	There are only very limited application that allows "General Contractor-Construction Management" type of contracts. All street and utility system construction projects are required by the State law to use design-bid-build process.
4. With 36 or more staff in the Water and Wastewater Maintenance sections, could the crews be cross-trained or use technology to better effect?	Different skill sets and professional certifications are needed for water and wastewater maintenance. It is better to retain specialists in these areas, and have crews assist each other when emergencies arise. Our piped utilities maintenance staffs are very small compared to those of other cities (per 2011 Municipal Research Survey, Renton is 9th in staff size compared to 9 mid-sized cities polled).
Internal Support	
1. The share of resources that Renton invests in overhead should be the lowest possible of all the service areas.	Agreed. The direct service departments have direct impact on the internal services levels.

Recommendation	Action Status
<p>2. Internal services should receive an external evaluation. What departmental processes exist that are redundant to centralized processes? This is a possible area to realize efficiencies. If overall effort needs to be reduced, delve into the work process to find time savings.</p>	<p>We would welcome this opportunities. Our operations are audited by the State Auditor and subject to review by our insurance company (e.g. for data security.) The State Auditor Office completed a performance audit of indirect cost practices in 2011. The city's practices compares very favorably against the recommended best practices.</p> <p>In addition, we invited external observers on Fleet and Procurement process improvement pilot teams, again to learn from others' experiences.</p> <p>IT is working with Renton School District, Valley Medical Center and Renton Technical Collage to exchange information and network.</p>
<p>3. Medical insurance as a share of total cost of compensation is much higher than private and many other public agencies experience. We had a difficult time determining the cost per employee for medical coverage (in the \$10,000-\$11,000 per person range). There was consensus that employees could be asked to contribute more for their own insurance coverage, or for dependent coverage. Renton should examine the total package of compensation and ask the workforce to contribute more. Cutting co-insurance payments is not always the answer. Sometimes preserving benefit packages is more important to employees than wage increases. Total benefit packages should be compared with the private sector to identify areas that are above the market norm.</p>	<p>The average per employee medical cost for the City is around \$16,000 a year. This is comparable with other similar cities in the Puget Sound area. To control this significant cost of the City, employee contribution will increase from 5% of the cost to 8%, or 60% increase, over the next 3 years. Also, the City has reached preliminary understanding with the unions to keep city's contribution amount flat (no increase) next year.</p>
<p>4. Information Technology and Telecommunications</p>	
<ul style="list-style-type: none"> • Instead of spending on devices and phone/data packages, consider whether a monthly stipend for these services might be more economical. 	<p>The city get our devises at nearly no cost (99 cents/unit), and pools phone minutes to get better average unit pricing. Currently the average per cell phone cost is around \$20/unit. We are converting 36 BlackBerry phones to Verizon smartphones at an average of \$43 per phone per month. We considered offering a \$35/mo stipend as an alternative but due to public disclosure requirement we decided not to implement that option for now.</p>

Recommendation	Action Status
<ul style="list-style-type: none"> Where possible, defer information technology upgrades and maintenance contracts. 	<p>The city has opted not purchase maintenance contracts on software in the past; over time this practice limits the bug-fixes, functionality, and efficiency can be gained from updated software. In addition, the impact of a compounded upgrade is very resource intensive, similar to a new program conversion or installation (e.g Police NW system upgrade in 2010).</p> <p>Technology is very integrated into our businesses; certain applications are regional in nature and require us to keep our system current to allow interoperability.</p>
<ul style="list-style-type: none"> Could an advisory group of IT professionals be assembled to do an external audit and recommendations about the basic IT and telecommunications infrastructure the City needs? 	<p>We welcome any review and recommendation. As mentioned above, an information networking of IT group of City, School District, VM is occurring from time to time. In addition, area IT Directors (Seattle, King County, Renton and eastside cities) meet quarterly to share project information and experiences.</p>
<p>5. Consider consolidating employment law advisory services with the City Attorney's office.</p>	<p>It would not be cost effective to maintain the expertise in-house. Most CA offices contract this work out as well.</p>
<p>6. Consider opportunities to defer, delay, reduce, and/or streamline use of vehicles in the City's fleet. Identify opportunities for Federal energy savings grants, which may be available to offset purchase price of hybrid vehicles in the fleet. Explore potential of co-sharing vehicle maintenance facilities with other organizations such as the school district, hospital, technical college.</p>	<p>The City has received federal grants that have offset costs of purchasing hybrid fuel vehicles and we have a growing number in the city fleet. We have also prolonged service life of certain vehicles so they are replaced less often. Vehicles on the replacement list are evaluated and retained beyond the scheduled replacement date if still in good condition.</p>
<p>7. There are likely small ways that the City can achieve economies of volume with central provision of services such as office supplies; and that any functions performed within one department might be consolidated to be shared across all City departments.</p>	<p>The city utilizes state or other shared procurement contracts for purchasing most of its office, operating and maintenance supplies, equipment, and sometimes maintenance services to get the pricing of statewide volume discounts. Each department/unit can order off these contracts based on what they need and when they need them. This reduces the need of inventory and returns due to incorrect orders.</p> <p>The City has recently moved the Neighborhood Program and the Farmer's Market to Community Services for better coordination of operational support.</p>

Recommendation	Action Status
<p>8. It is clear that there is good cooperation with community partners and agencies and the City, and that can always be improved where there are areas of duplication. The City and School District both operate fields and recreational programs. Valley Medical Center and the City both connect people with programs that promote health. The City should seek ways for those partnerships to be strengthened and expanded. Explore joint savings from sharing some of the internal services that all need: financial services, information technology, facility and building maintenance, fleet services.</p>	<p>We continue to work with the School District on joint operations. We are building the first accessible playground at the new Early Childhood Educational Center and on City Property behind the North Highlands Community Center. Valley Medical Center co-sponsors the Sunday Farmer’s Market with the City. The fire department has partnered with agencies in our community which include Valley Medical Center who assists with our departments annual Heart Month Campaign.</p> <p>Having relationships with our community’s diverse population has embraced the opportunity to interact and educate.</p>

OTHER BUDGET AND MANAGEMENT IDEAS TO CONSIDER

<p>Beyond the six City Service Areas, our group identified other budgetary considerations and expenditure controls that the City of Renton should pay attention to, even if they require longer-term investment than the next two years. They include:</p>	
<p>1. Examine growth factors that contribute to the structural deficit, with a focus on creating a sustainable budget.</p>	<p>Personnel costs, including benefits and pension costs are key cost drivers contributes to the structural gap of all level of governments in the State.</p>
<p>2. Manage the total cost and growth of compensation and benefits, continuing efforts to increase employee contribution to medical insurance and benefits, or negotiate with Renton’s workforce to reduce wages to preserve benefits.</p>	<p>As mentioned earlier, the employee contribution towards medical benefit will increase from 5% to 8% of the plan cost over the next 3 years. The City will be entering into negotiation later this year for new contracts with all 5 city bargaining groups.</p> <p>Typically, the city will compare the total cost of compensation of each group with respective comparable jurisdictions, as this is what arbiters will consider should there be an impasse during the negotiation. Under the state’s bargaining law, a binding arbitration process will determine the outcome of commissioned officers (both police and fire) pay and benefit. The city has more latitude with non-public safety employee groups.</p>

Recommendation	Action Status
<p>3. Examine and reconsider administrative support.</p> <ul style="list-style-type: none"> • Provide consistency and parity among departments for clerical and financial support. • Examine supervisory support needed in each department. • Consider consolidated or combined Fire & Police administration. 	<p>The support needs are different in each operation. Most of the “support” positions provide direct customer services. Some departments have also doing cross training so the support staff can be deployed more flexibly across functional areas.</p> <p>In terms of a combined police/fire administration, due to the different needs of police and fire and the specialized training in most cases, we do not think it would be practical for Renton. Some smaller cities have tried that in the recent past but have returned to two different departments. The City of Mercer Island is one example.</p>
<p>4. Succession planning. Presentations revealed the long tenure of many city staff. The City should be planning now for what the organization will look like in the future.</p>	<p>Some departments have made more progress than others in this area. Some of the things the city is doing is the city-wide leadership development training and cross-training programs that allows members to step up or assist in many different capacities.</p>
<p>5. During an economic downturn, focus on cost deferral and avoidance (maintenance, non-operational travel and education, supplies). Review the level of communication strategies, long-range planning, travel and education/training that needs to be done, and whether some services can be done more economically.</p>	<p>Some of the deferral and reductions are not sustainable. One example of training budget, which has been reduced significantly in some areas and can only accommodate mandated training, with little room for professional development. We do need this funded in the long term to both keep our staff sharp and for the succession planning discussed above..</p> <p>In term of long range planning, the State legislature amended the Growth Management Act to defer the update to the Comprehensive Plan by two years from 2013 to 2015. CED has adjusted its scheduled update to the Comprehensive Plan accordingly.</p>
<p>6. Set up for the upturn. When the economy improves, Renton should be ready to:</p> <ul style="list-style-type: none"> • Permanently adopt efficiencies learned during the downturn. • Put team improvements in place. • Make capacity increases. • Improve skills in weak areas. • Enhance the City’s ability to be an innovator in the field of municipal government by establishing an innovation fund. 	<p>The city piloted two process improvement projects in 2011: fleet utilization and contracting processes. We just have a staff trained and received six sigma green-belt designation and will continue our process improvement journey. We also hope the focus on performance results will further drive our continuous improvement culture.</p> <p>The city has expanded its shared purchasing agreements with other agencies; which has proven to increase the quality of the product and decrease the overall cost.</p>

Recommendation	Action Status
<p>7. Consider whether accreditation is necessary to show the City is meeting standards. While accreditation illustrates the city's commitment to industry best practices and benchmarks, other systems (such as an internal accreditation process or following national standards) could also be used to show risk avoidance, leverage grants, and maintain strong systems.</p>	<p>Three city departments have obtained accreditation or is considering accreditation: Police (accredited), Fire (considering), and Community Services (accredited). The process is intensive and forces each department to examine how they operate. One of the benefits of accreditation is the external peer review that focus on best practices in their respective fields thus allow public a base for increased confidence in the quality and accountability of city operations. Based on the comment, the Police Department will try an alternative State WASPC accreditation process; and Fire Department is going through a self-assessment process using the accreditation requirements.</p>

2013-14 Budget Advisory Committee (BAC) Work Plan

I. Goals:

A. Understand Context/Background:

1. Future Renton: Vision/mission; demographics/trends; various planning efforts
2. Community priority survey feedback
3. Employee survey feedback
4. Renton's revenue sources and limitations
5. Renton services (mandated vs. discretionary) and costs (personnel vs. other; why budget reduction will impact positions)
6. What we have done over the past 4 years, and what we are facing in 2013/14
7. Long term structural issue and what that means to our ability to sustain services
8. Predictable capital funding (particularly non-transportation \$)
9. What we have heard from the Committee in 2010 and progresses made

B. Provide Advice/Input:

1. Service priorities/levels
2. Performance Matrix
3. If needed to, what revenue sources
4. Ideas to balance budget gap
5. QoL levy? Which projects? What funding source(s)?

II. Time: July 12 – August 30, 5 +/- Thursday evening meetings.

7th Floor Conferencing Center, City Hall, 1055 S. Grady Way

<p>July 12 5:00 – 7:00 PM</p>	<ul style="list-style-type: none"> • Mayor welcome and introduction • Report back on progress made from 2010 BAC recommendation • Future vision of Renton (various plans, capital and services needs.) (Potential additional staff support: Chip) • Renton financial capacity (operating & capital) overview
<p>July 19 & August 2 5:00 – 7:00 PM</p>	<p>City services (service area level, what we try to accomplish and how we plan to measure them) (Potential additional staff support: All administrators)</p> <p>Question to BAC: what results we are seeking under each services area; what "Performance Matrix" we should use to measure the attainment of results?</p> <ul style="list-style-type: none"> • Safety & Health (22 +/- programs) • Representative Gov't (14) • Livable Community (19) • Mobility (11) • Utility & Environment (20) • Internal Support (32) • Capital (short and long term)
<p>August 9 5:00 – 7:00 PM</p>	<ul style="list-style-type: none"> • Follow up on service areas, questions and answers • More in depth view of local resource options and limitations • Budget game, resources and uses (in groups of 5), including capital projects. (Need to think about how.) • Discuss choices made and priorities
<p>August 23, 5 PM</p>	<p>Review of summary, preliminary recommendations</p>
<p>August 30, 5 PM</p>	<p>Finalize report/recommendation, via email and meeting if needed</p>
<p>September 10</p>	<p>Report to the Mayor</p>