National Citizen Survey

City of Renton
2008
About the Survey

- Collaborative effort: ICMA, NRC, jurisdictions
- Statistically valid survey: resident opinions of local government services
- 1200 randomly selected Renton households 3/08
- 281 completed surveys, 24% response
- Margin of error +/- 6%
- Comparison to benchmarks (5-305 jurisdictions)
About the Survey

- **8 dimensions**
  - Community Quality
  - Community Design
  - Public Safety
  - Environmental Sustainability
  - Recreation and Wellness
  - Community Inclusiveness
  - Civic Engagement
  - Public Trust

- **3 unique questions**
  - Level of preparedness for major emergency
  - Willingness to fund service enhancements with property tax increase
  - Types of online services that residents would use
Community Quality
Community Design
Community Design
Transportation

Ease of walking
- Excellent: 12%
- Good: 39%

Ease of bicycle travel
- Excellent: 6%
- Good: 31%

Ease of car travel
- Excellent: 6%
- Good: 30%

 Availability of paths and walking trails
- Excellent: 17%
- Good: 34%

Traffic flow on major streets
- Excellent: 3%
- Good: 24%

Street repair and maintenance
- Excellent: 5%
- Good: 34%

Street cleaning
- Excellent: 9%
- Good: 43%

Traffic signal timing
- Excellent: 8%
- Good: 34%

Amount of public parking
- Excellent: 5%
- Good: 34%
Community Design
Housing

Availability of affordable housing

26%

Excellent
Good
Community Design
Land Use and Zoning

- Overall appearance: 8% Excellent, 38% Good
- Land use/planning/zoning: 4% Excellent, 38% Good
- Code enforcement: 6% Excellent, 27% Good
Public Safety
### Public Safety

<table>
<thead>
<tr>
<th>Location</th>
<th>Safe</th>
<th>Somewhat Safe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downtown Renton during the day</td>
<td>32%</td>
<td>46%</td>
</tr>
<tr>
<td>Downtown Renton after dark</td>
<td>14%</td>
<td>22%</td>
</tr>
<tr>
<td>Your neighborhood after dark</td>
<td>14%</td>
<td>45%</td>
</tr>
<tr>
<td>Your neighborhood during the day</td>
<td>49%</td>
<td>38%</td>
</tr>
</tbody>
</table>
Environmental Sustainability
Environmental Sustainability

- Quality of overall natural environment: 7% Excellent, 37% Good
- Cleanliness: 8% Excellent, 44% Good
- Preservation of natural areas: 7% Excellent, 30% Good
Recreation and Wellness
Recreation and Wellness

87% visited a neighborhood or City park in the past 12 months

- **Recreational opportunities**: 9% Excellent, 46% Good
- **City Parks**: 31% Excellent, 51% Good
- **Recreation programs/classes**: 22% Excellent, 55% Good
- **Recreation centers/facilities**: 18% Excellent, 57% Good

- **Educational opportunities**: 10% Excellent, 40% Good
- **Public library services**: 27% Excellent, 55% Good
Community Inclusiveness
Community Inclusiveness

- Sense of community: 4% Excellent, 46% Good
- Services to seniors: 18% Excellent, 53% Good
- Openness and acceptance of the community toward people of diverse backgrounds: 11% Excellent, 56% Good
Civic Engagement
Civic Engagement

Opportunities to participate in community matters

- Excellent: 7%
- Good: 44%

Opportunities to volunteer

- Excellent: 14%
- Good: 40%
Civic Engagement

75% of respondents were registered to vote

86% of respondents had read the Renton Newsletter

62% of respondents had visited the City of Renton Website
Policy Questions

On-line services likely to be used

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Likely</th>
<th>Somewhat Likely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Incident Report</td>
<td>27%</td>
<td>36%</td>
</tr>
<tr>
<td>Recreation/facility sign-up</td>
<td>33%</td>
<td>34%</td>
</tr>
<tr>
<td>Street maintenance request</td>
<td>34%</td>
<td>34%</td>
</tr>
<tr>
<td>Utility bill payment/lookup</td>
<td>41%</td>
<td>29%</td>
</tr>
<tr>
<td>Library catalog</td>
<td>39%</td>
<td>32%</td>
</tr>
</tbody>
</table>

Level of Emergency Preparedness

- At least 3 days, 30%
- Less than 3 days, 29%
- Up to a week, 18%
- 1 week + CERT team, 4%
- Not at all, 19%
Policy Questions
Support enhancing services? With property tax increase?

<table>
<thead>
<tr>
<th>Enhance?</th>
<th>Strongly support</th>
<th>Somewhat support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parks</td>
<td>56%</td>
<td>37%</td>
</tr>
<tr>
<td>Libraries</td>
<td>49%</td>
<td>41%</td>
</tr>
<tr>
<td>Special events</td>
<td>29%</td>
<td>55%</td>
</tr>
<tr>
<td>Street Beauty</td>
<td>45%</td>
<td>47%</td>
</tr>
<tr>
<td>w/Prop Tx?</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>47%</td>
</tr>
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Policy Questions

Oppose enhancing each service? With property tax?

Enhance?

<table>
<thead>
<tr>
<th>Service</th>
<th>Strongly oppose</th>
<th>Somewhat oppose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parks</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Libraries</td>
<td>3% 7%</td>
<td></td>
</tr>
<tr>
<td>Special events</td>
<td>3% 13%</td>
<td></td>
</tr>
<tr>
<td>Street Beauty</td>
<td>2% 6%</td>
<td></td>
</tr>
</tbody>
</table>

w/Prop Tx?

<table>
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<tr>
<th>Service</th>
<th>Strongly oppose</th>
<th>Somewhat oppose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parks</td>
<td>8% 11%</td>
<td></td>
</tr>
<tr>
<td>Libraries</td>
<td>9% 15%</td>
<td></td>
</tr>
<tr>
<td>Special events</td>
<td>22% 31%</td>
<td></td>
</tr>
<tr>
<td>Street Beauty</td>
<td>8% 21%</td>
<td></td>
</tr>
</tbody>
</table>

Legend:
- **Strongly oppose**
- **Somewhat oppose**
Public Trust, City Staff

Renton's overall image
- 2% Excellent
- 29% Good

Listening to citizens
- 8% Excellent
- 26% Good

Renton's overall direction
- 7% Excellent
- 53% Good

Value of services / taxes paid
- 7% Excellent
- 38% Good

49% had in-person or phone contact with a Renton employee

Overall impression
- 38% Excellent
- 45% Good

Courtesy
- 41% Excellent
- 44% Good

Responsiveness
- 39% Excellent
- 42% Good

Knowledge
- 32% Excellent
- 54% Good
Next Steps

- Finalize report, distribute to Council
- Work with NCS
  - Questions
  - Benchmarks
- Comparison to past surveys where appropriate
- What matters? Adjust efforts/programs
- Discuss service enhancements for 2009 budget