



Our Renton

Community News, Programs, and Events

Shaping Renton's Future

"As city leaders, we must listen to our residents' concerns and immediate needs. Residents act as the city's customers, and the more community feedback and opportunities to create dialogue, the more likely we can develop solutions that directly impact the lives of Renton residents." — Mayor Armondo Pavone

THE CITY OF RENTON aims to meet our residents' needs and provide high-quality customer service by listening and responding. Community surveys occur every two to four years, but due to the pandemic, our last survey was conducted in 2017. The city is happy to announce the completion of the 2023 Community Survey.

The survey is used to evaluate city performance, inform the budgeting process, ensure city priorities align with those of the community, and ultimately help shape the future of Renton.

Renton faces many of the same challenges that most cities in the region, if not the entire country, are also encountering. Concerns around crime and safety, travel and mobility, and providing mental health services and support to those experiencing homelessness are vital areas that residents prioritized and want to see improved.

5.4/7

OVERALL IMPRESSION OF CITY EMPLOYEES



Numerous projects, programs, and other efforts are already in place to address these concerns.

Despite the challenges faced by the city, Renton residents have expressed their genuine happiness and satisfaction with the place they proudly call home. The recent survey has revealed one of the city's greatest achievements: the outstanding rating given to city employees by its residents.

Residents are the city's direct customers, and the success of the city relies on staff providing courteous, knowledgeable, and responsive customer service. The trust between the city and its residents is of utmost importance, and the exemplary customer service provided by the city employees serves as a bridge between local government and residents.

The high ratings received from the survey reflect the dedication and commitment of the city employees in going above and beyond to meet the needs and expectations of residents.

In addition to customer service, there were a few other highlights:

- Eight out of ten residents say the quality of life meets or exceeds their expectations.



- Sense of community was rated highly amongst all races, ages, and genders, demonstrating that Renton is a welcoming and inclusive community.
- The community highly values the parks and trails, special events, and the availability and variety of recreation activities.

4.0/7

OVERALL RATING OF: CONNECTIVITY VIA TRANSIT, SIDEWALKS, AND TRAIL.



The city needs to learn and adjust from findings like this to ensure Renton is a livable community. Here are things the city is working to address:

- **PEDESTRIAN/BICYCLE SAFETY AND INFRASTRUCTURE:** The city's Transportation Division and Parks and Recreation Department are addressing the need to improve

pedestrian/bicycle safety and infrastructure through two focuses. The first is the Safer Access to Neighborhood Destinations (SAND) Academy. The SAND Academy has Renton teens work with city staff to determine safe routes for walking, biking, and getting around their neighborhood. Learn more at rentonwa.gov/sand. In addition, the Parks and Recreation Department will re-evaluate the city's Trails and Bicycle Master Plan in the coming year. Learn about the plan at rentonwa.gov/tbmp.

- COMMUNICATION AND ENGAGEMENT:** The city has been piloting a two-way digital engagement platform through city-hosted neighborhood events, public forums, and a robust collection of volunteers serving on Boards and Commissions that include members of the public to provide insight, feedback, and direction on city decisions, including our most recently formed Chief's Community Council and Equity Commission. Learn more about the Chief's Community Council at rentonwa.gov/ccc and boards and commissions at rentonwa.gov/bcc.
- EMERGENCY PREPAREDNESS:** The city's Emergency Management Division has several opportunities

84%

OF RESIDENTS SAY TOP PRIORITY IS: A SAFE & SECURE COMMUNITY

to prepare and educate residents in disaster preparedness. The first is the Community Emergency Response Team (CERT). CERT is a 7-week course that teaches personal preparedness skills. Another opportunity is through the Renton Emergency Preparedness Academy (REPA). REPA is a partner-based academy working with various agencies to teach skills to manage different emergencies. Learn how to build an at-home emergency kit and more about CERT or REPA; check out the latest emergency management video led by Emergency Coordinator Michelle Theurer on the city's YouTube channel.

Thank you to over 650 Renton residents for participating in the survey. To learn more about the survey results, access the interactive dashboard that compiles the full survey findings at rentonwa.gov/communitysurvey.

City Hall Hours

Municipal Court & Passports

Monday–Friday
8:30 a.m.–12 p.m. and 12:30–4 p.m.
Passports: Tuesday mornings by appt.
Call 425-430-6550 to schedule.

Finance Counter, Utility Bills, License & Tax Counter

Monday–Friday, 8:30 a.m.–4 p.m.

Building & Permit Counter

Monday, Wednesday, and Thursday
9–11:30 a.m. and 1–4 p.m.

Police Counter

Monday–Friday, 8:30 a.m.–4 p.m.

City Services

rentonwa.gov/cityservices

City Contacts

General Information	425-430-6400
Mayor	425-430-6500
Building Permits	425-430-7200
City Council	425-430-6501
City Clerk	425-430-6510
Code Enforcement	425-430-7373
Parks & Recreation	425-430-6600
Licensing & Taxes	425-430-6851
Municipal Court & Passports	425-430-6550
Police (business line)	425-430-7500
Regional Fire Authority	425-271-7900
Utility Billing	425-430-6852

EMERGENCY 911
Non-Emergency 425-235-2121

Community Calendar rentonwa.gov/events

Winter Lights at Coulon

THROUGH JANUARY 1, Daily, 4-9pm
Coulon Park, 1201 Lake Wash. Blvd. N
Enjoy winter lights, photos with Santa, a singalong with staff, Parade of Boats and the Christmas Ship during opening night. rentonwa.gov/events

RCCB Winter Concert

DECEMBER 10, Sunday, 2pm
IKEA Perf. Arts Center, 400 S 2nd St.
Renton City Concert Band presents "New Voices, New Music: Music of Underrepresented Composers." Conducted by Michael Simpson.

Santa House Free Photos

DECEMBER 16, Saturday, 1-4pm
Renton Civic Theatre, 507 S 3rd St.
Get your annual photo with Santa!
rentondowntown.com/santa

Polar Bear Plunge

JANUARY 1, Monday, 10am
Coulon Park, 1201 Lake Wash. Blvd. N
Start your New Year by running into the icy waters of Lake Washington.
rentonwa.gov/register



The City of Renton provides reasonable accommodation upon request.



rentonwa.gov

Email: communications@rentonwa.gov



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