



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

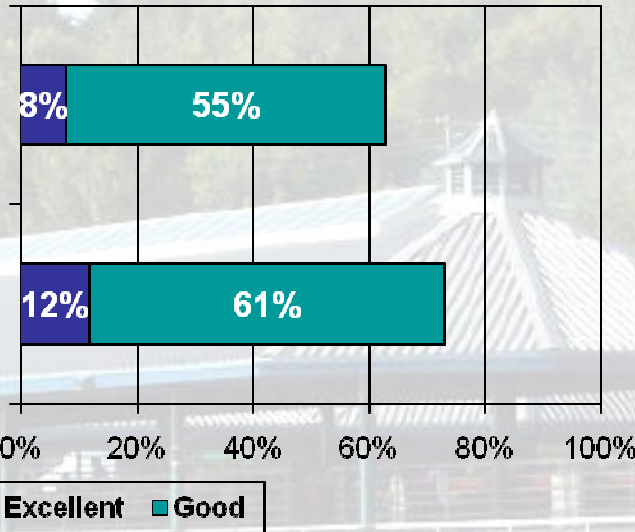
- 8 dimensions
 - Community Quality
 - Community Design
 - Public Safety
 - Environmental Sustainability
 - Recreation and Wellness
 - Community Inclusiveness
 - Civic Engagement
 - Public Trust
- 3 unique questions
 - Level of preparedness for major emergency
 - Willingness to fund service enhancements with property tax increase
 - Types of online services that residents would use

Community Quality

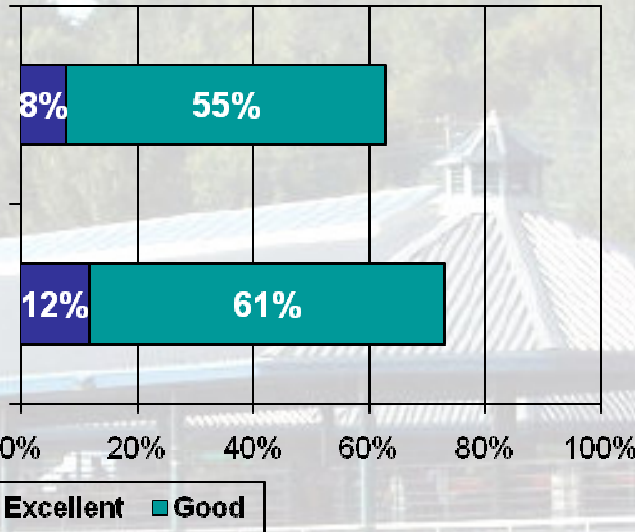


Community Quality

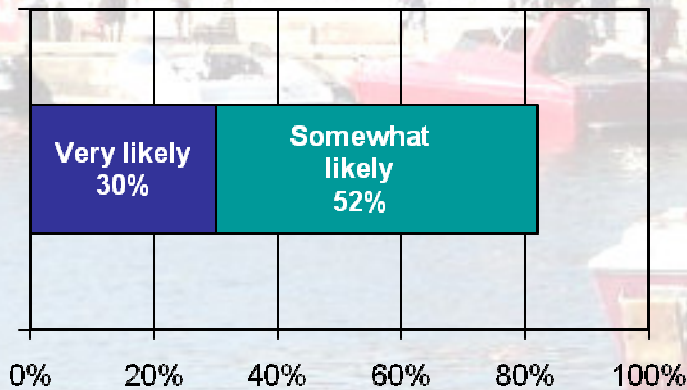
Overall quality of life



Renton as a place to live



Recommend living in Renton

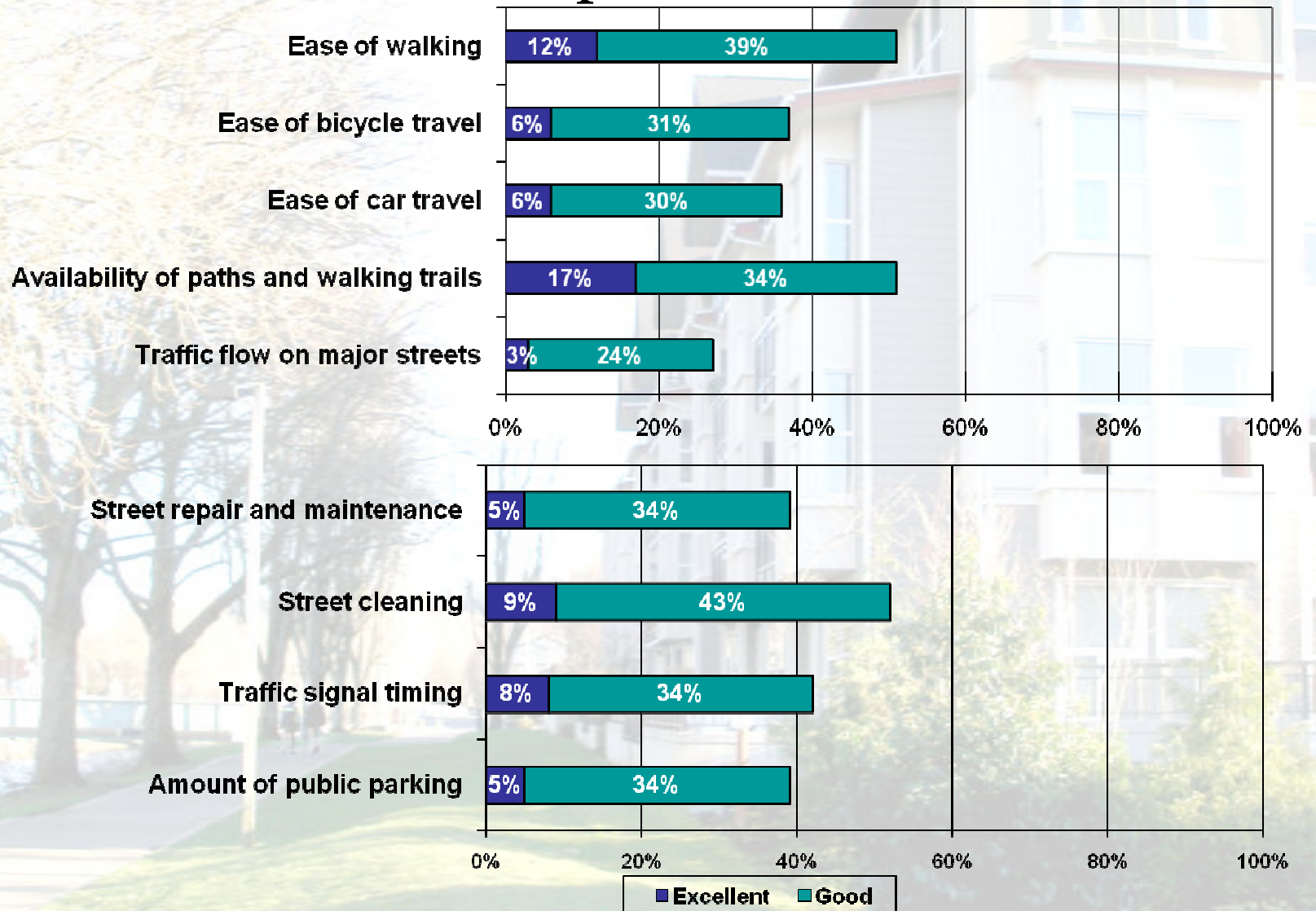


Community Design



Community Design

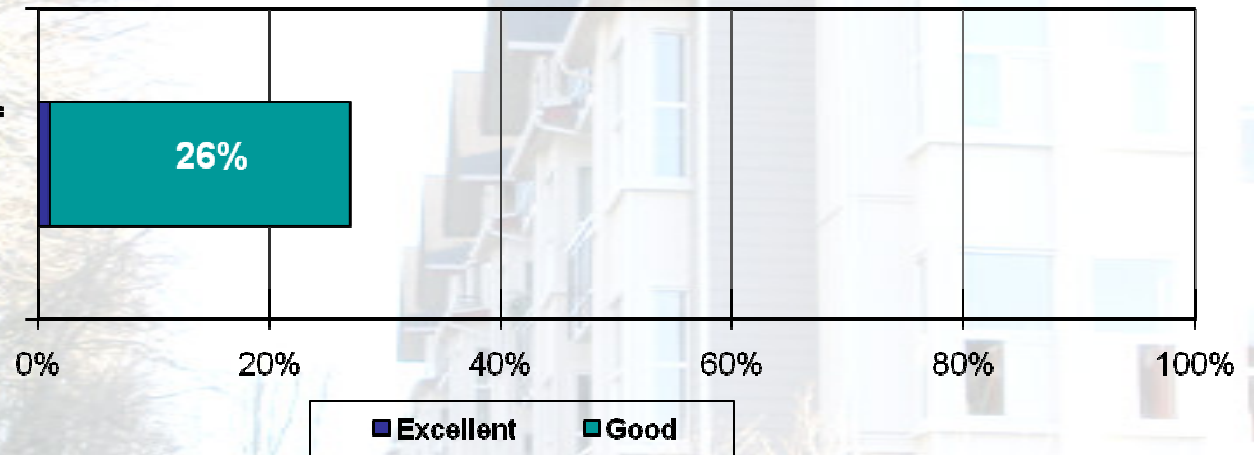
Transportation



Community Design

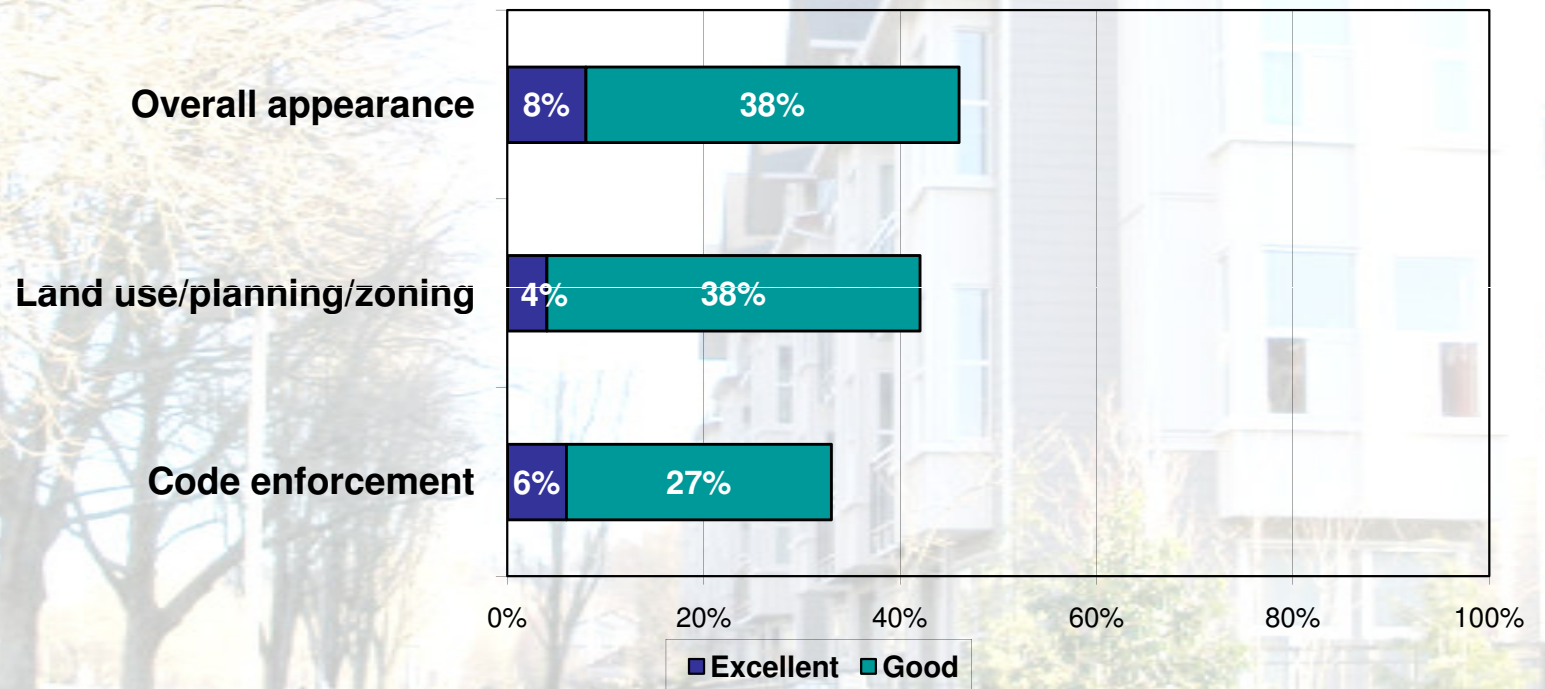
Housing

Availability of
affordable
housing



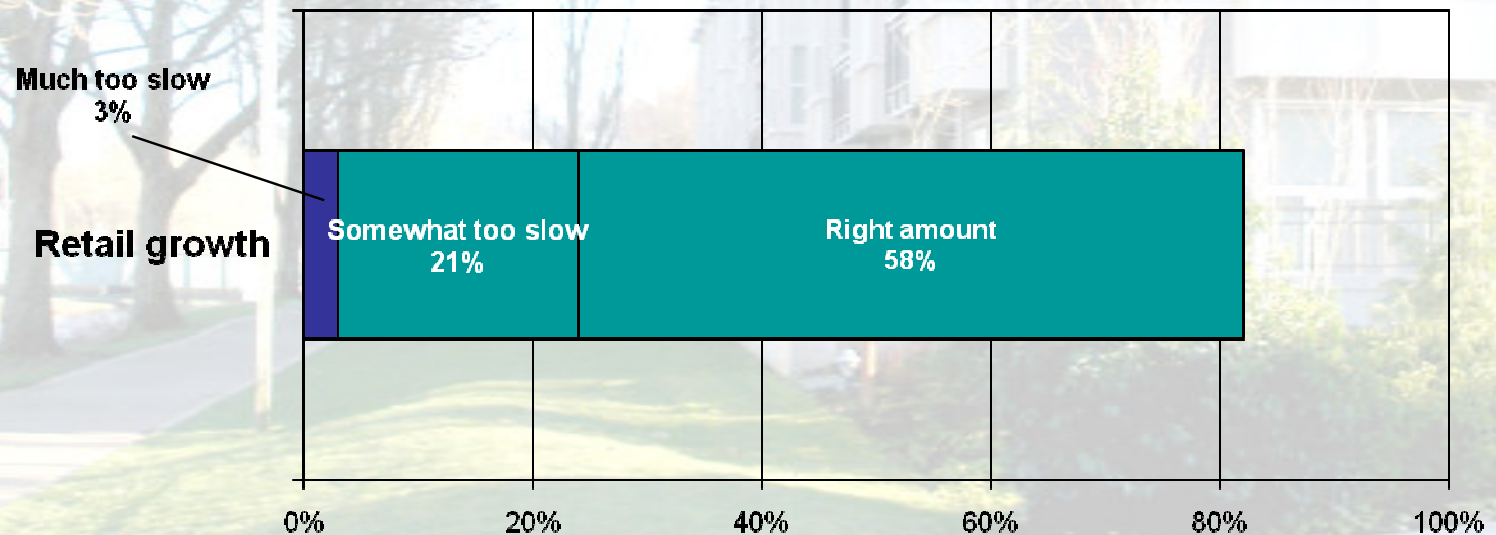
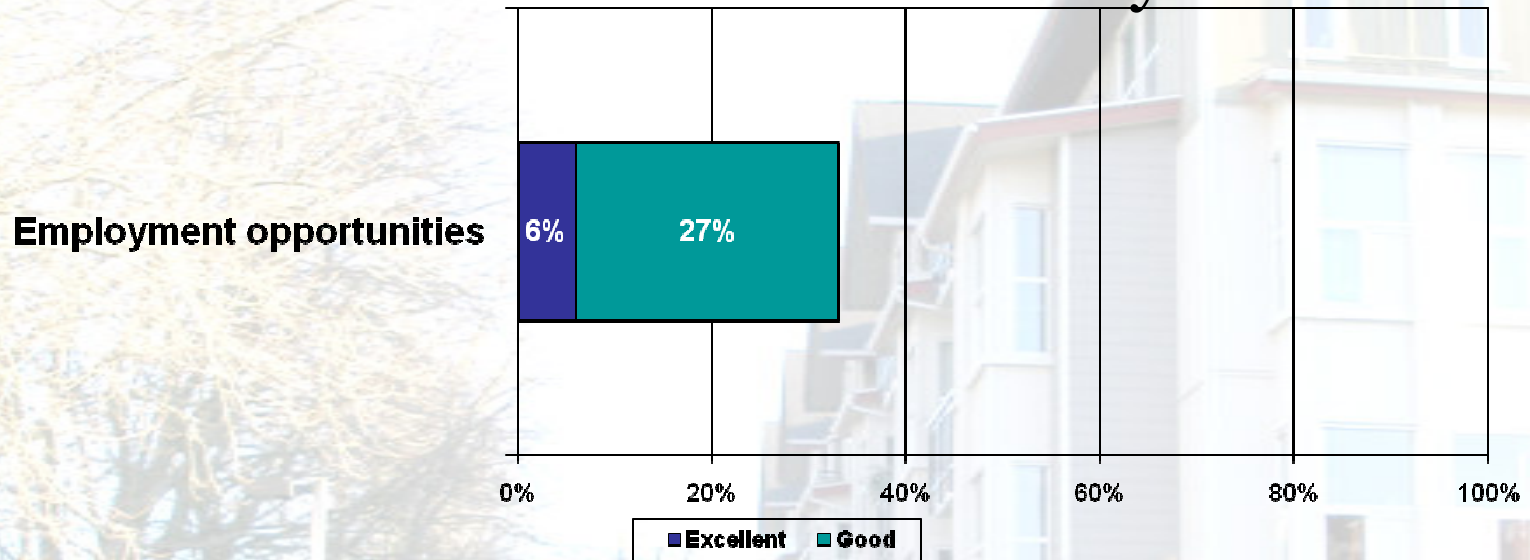
Community Design

Land Use and Zoning



Community Design

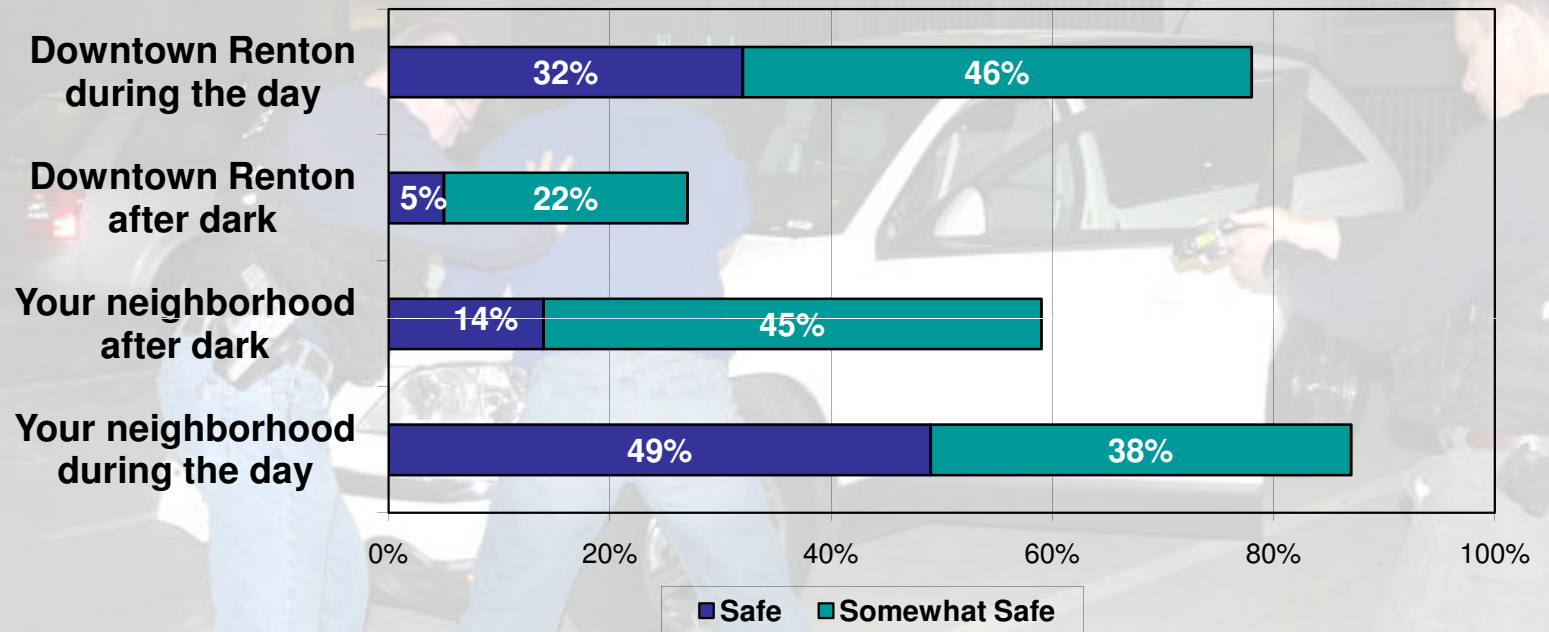
Economic Sustainability



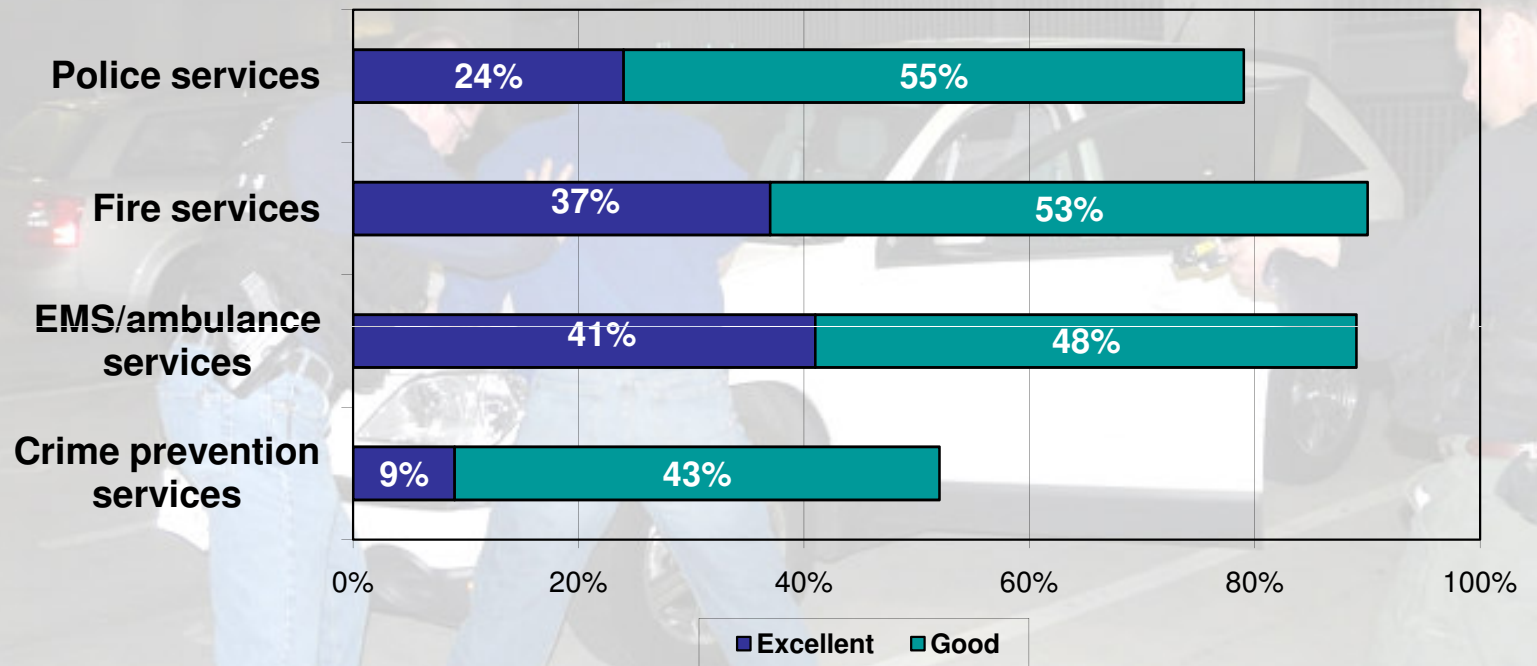
Public Safety



Public Safety



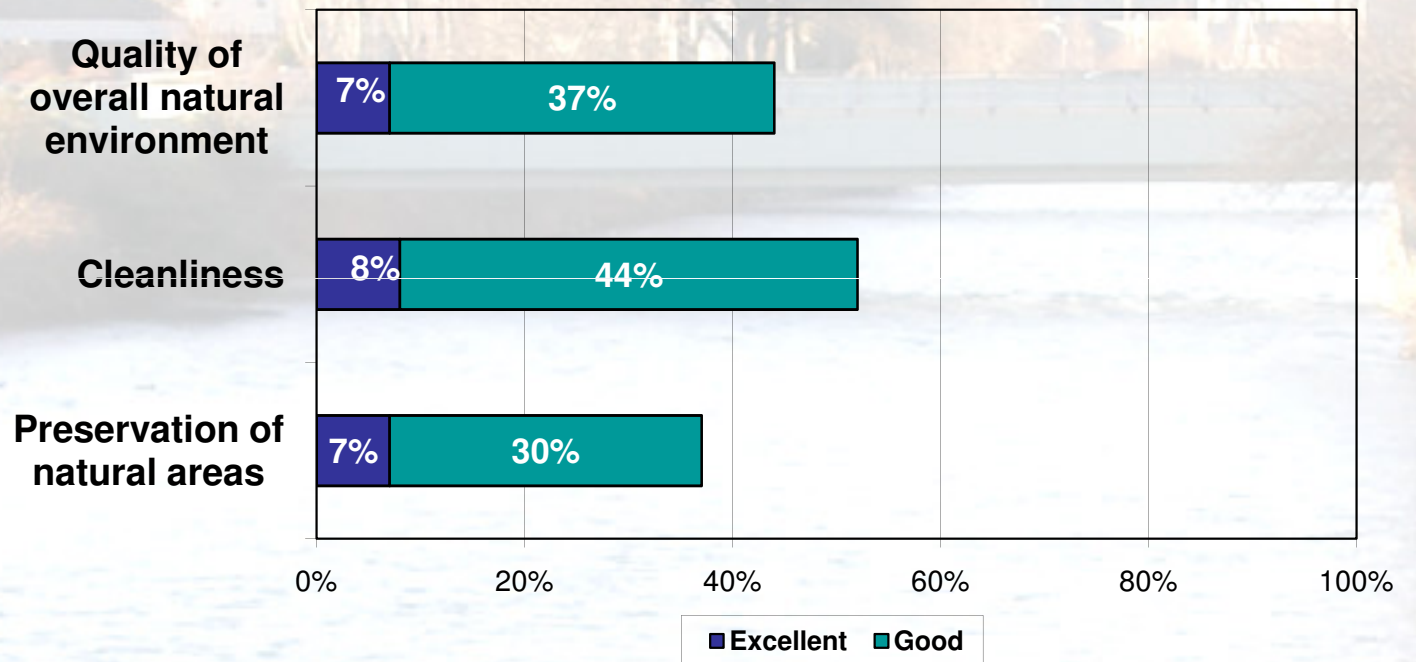
Public Safety



Environmental Sustainability



Environmental Sustainability

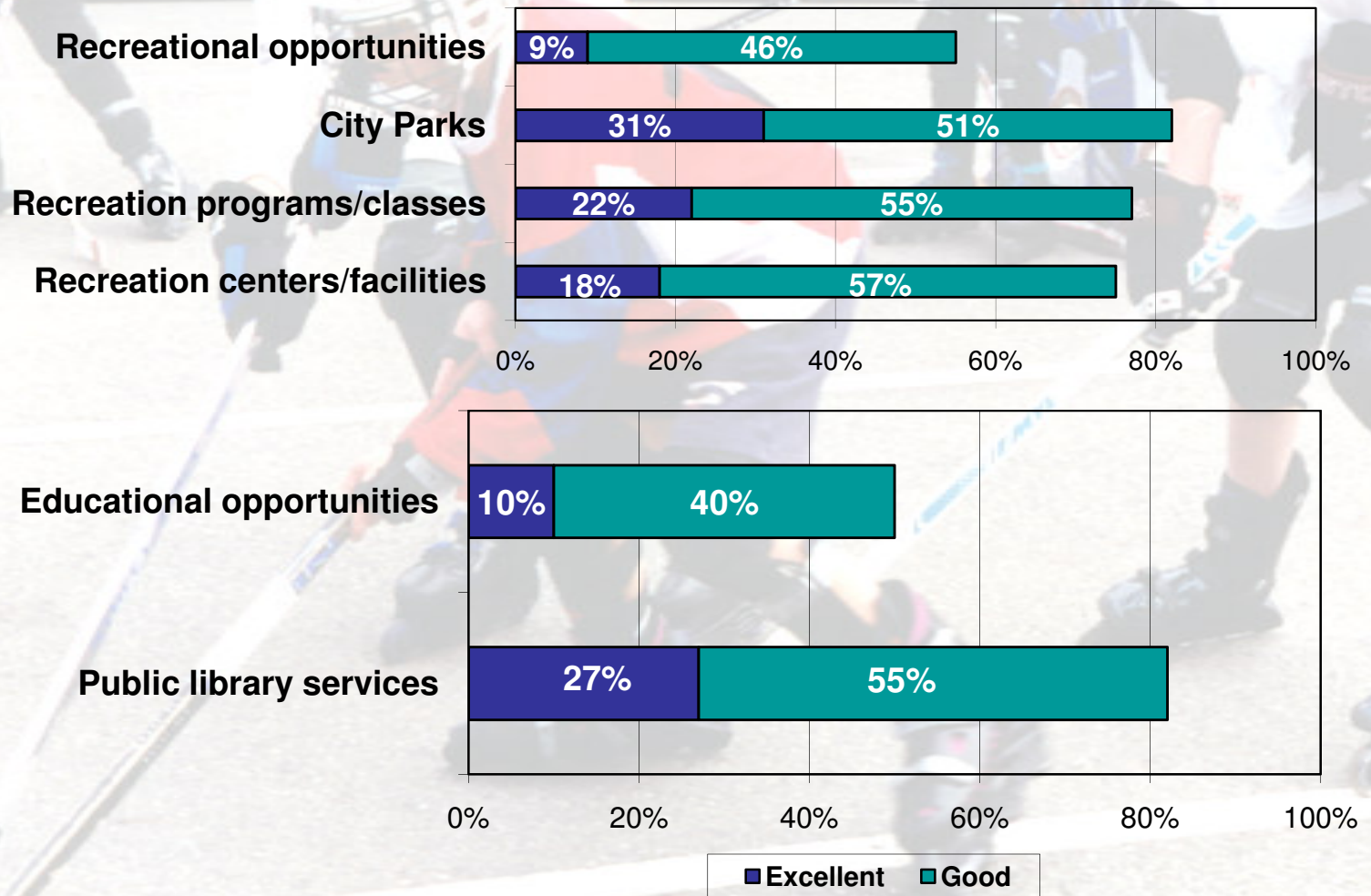


Recreation and Wellness



Recreation and Wellness

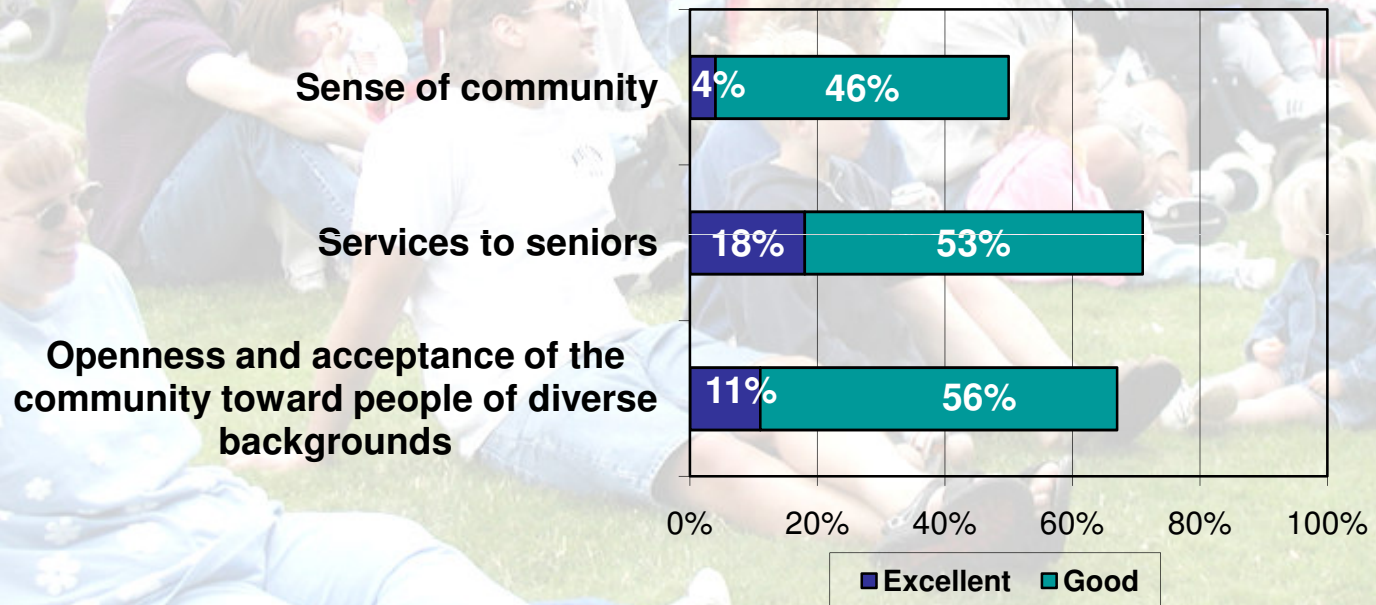
87% visited a neighborhood or City park in the past 12 months



Community Inclusiveness



Community Inclusiveness



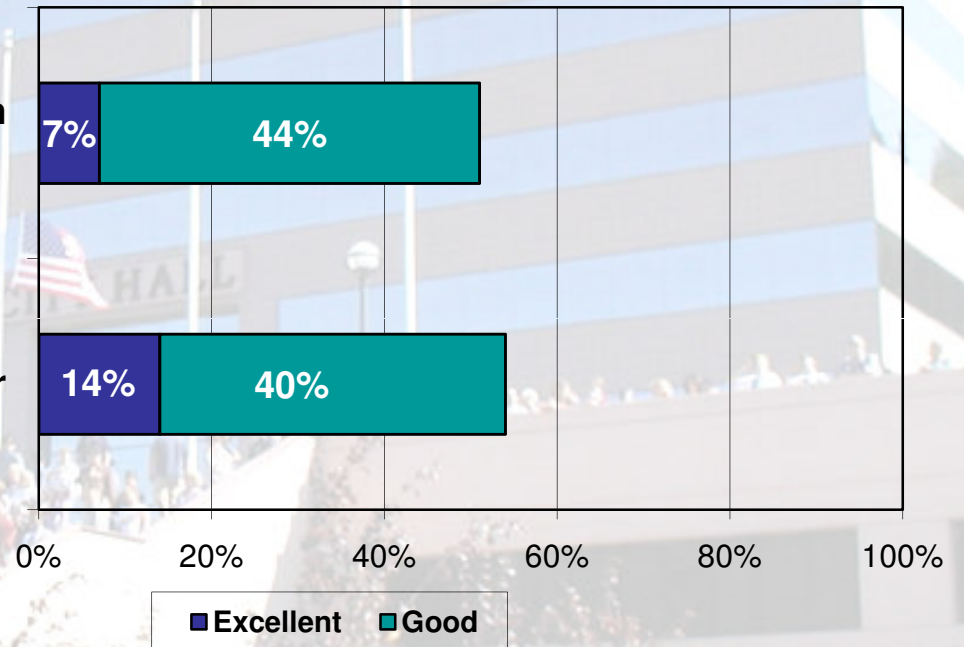
Civic Engagement



Civic Engagement

Opportunities to participate in community matters

Opportunities to volunteer



Civic Engagement



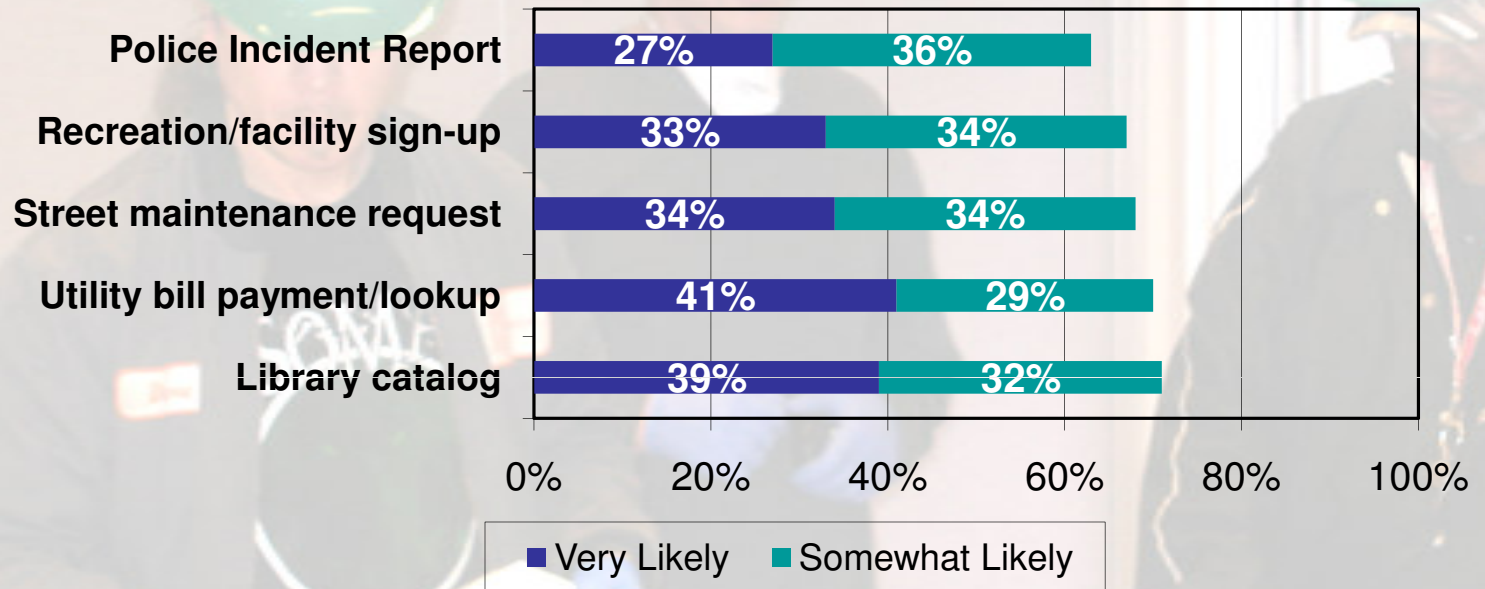
75% of respondents were registered to vote

86% of respondents had read the Renton Newsletter

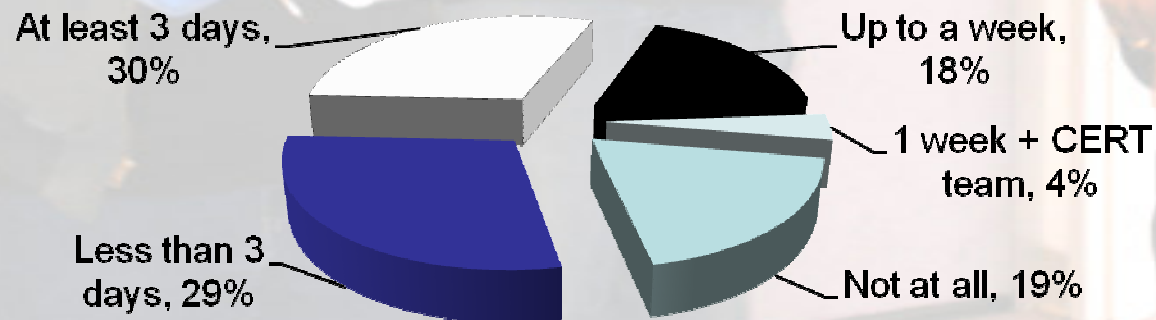
62% of respondents had visited the City of Renton Website

Policy Questions

On-line services likely to be used

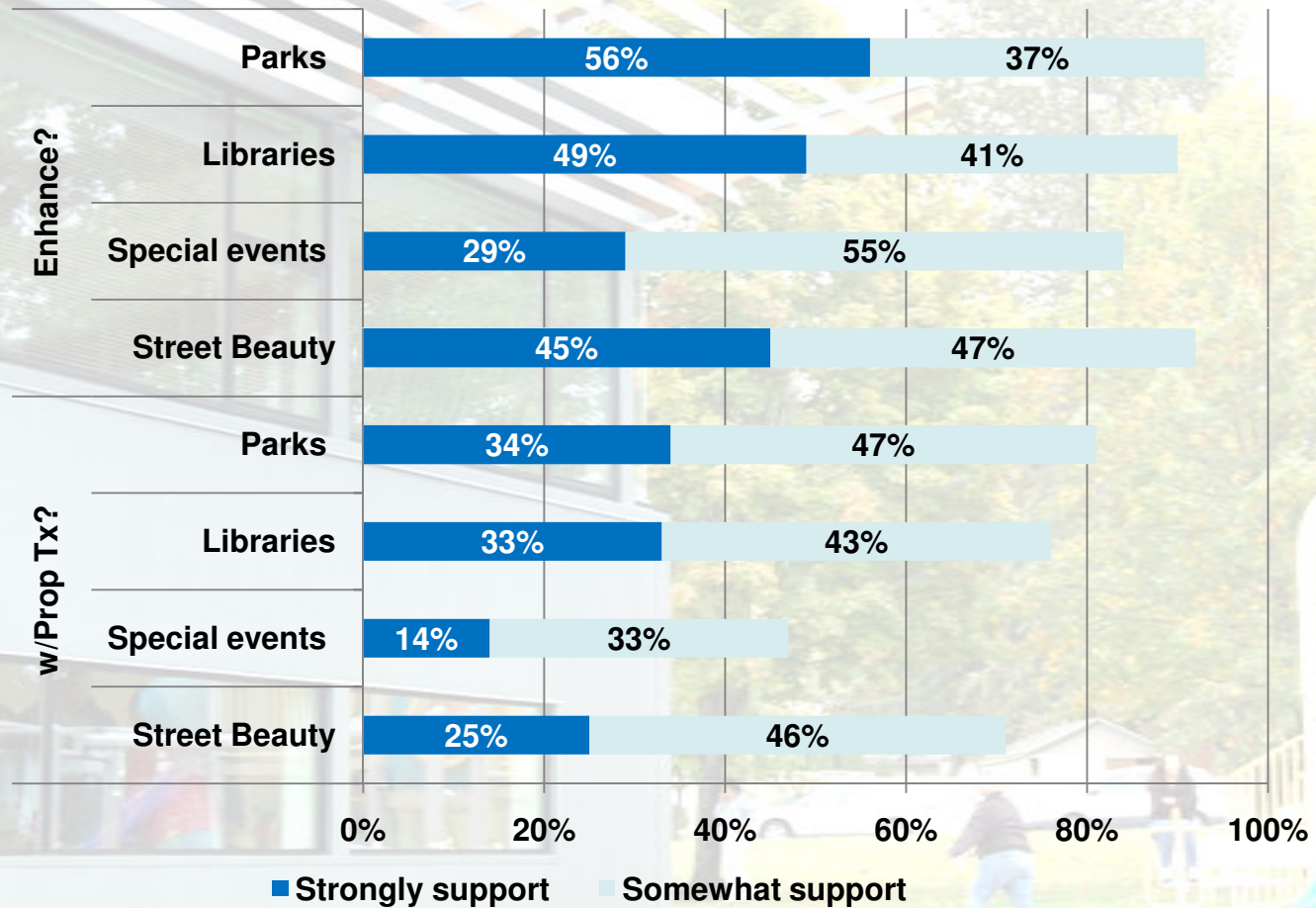


Level of Emergency Preparedness



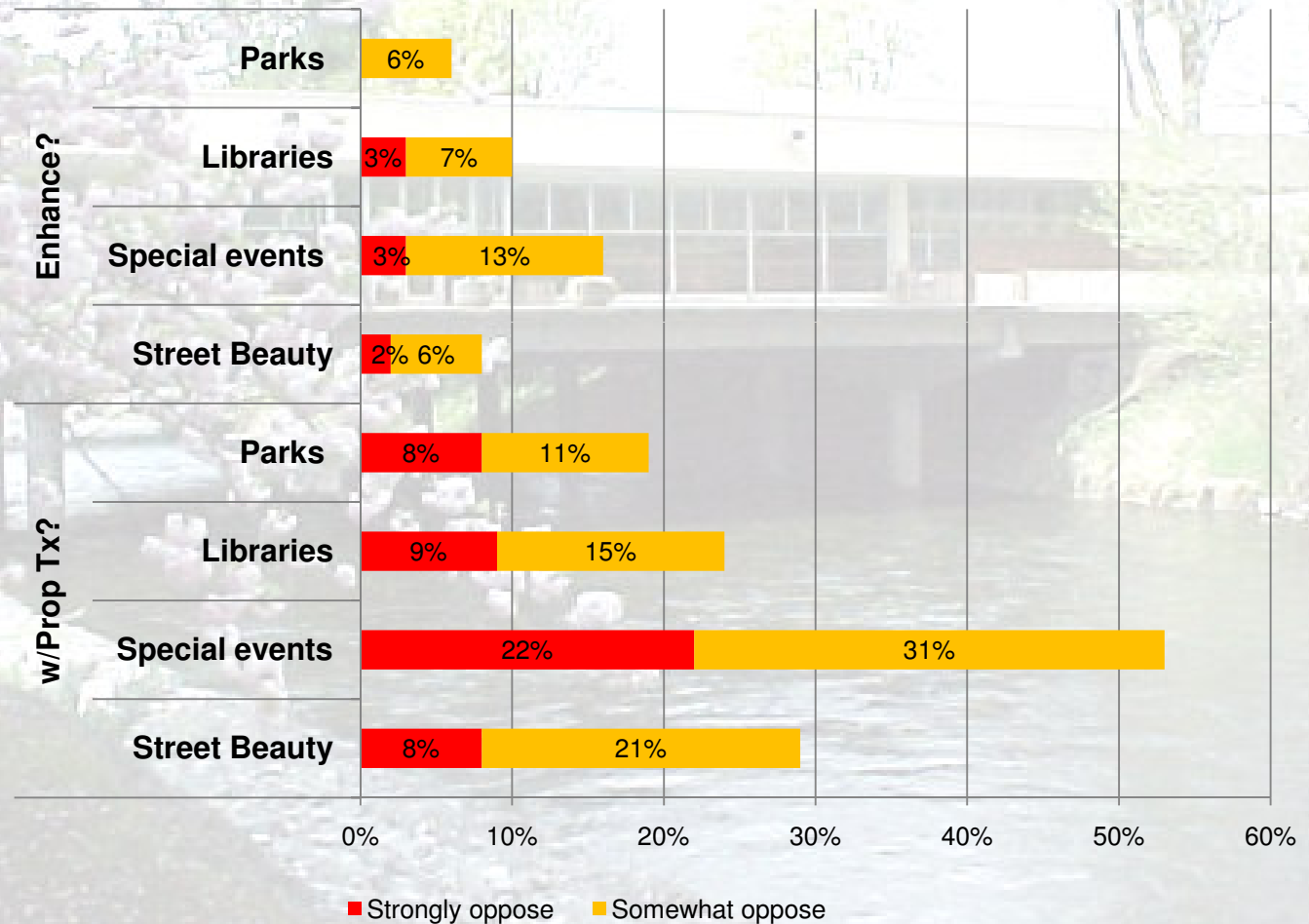
Policy Questions

Support enhancing services? With property tax increase?

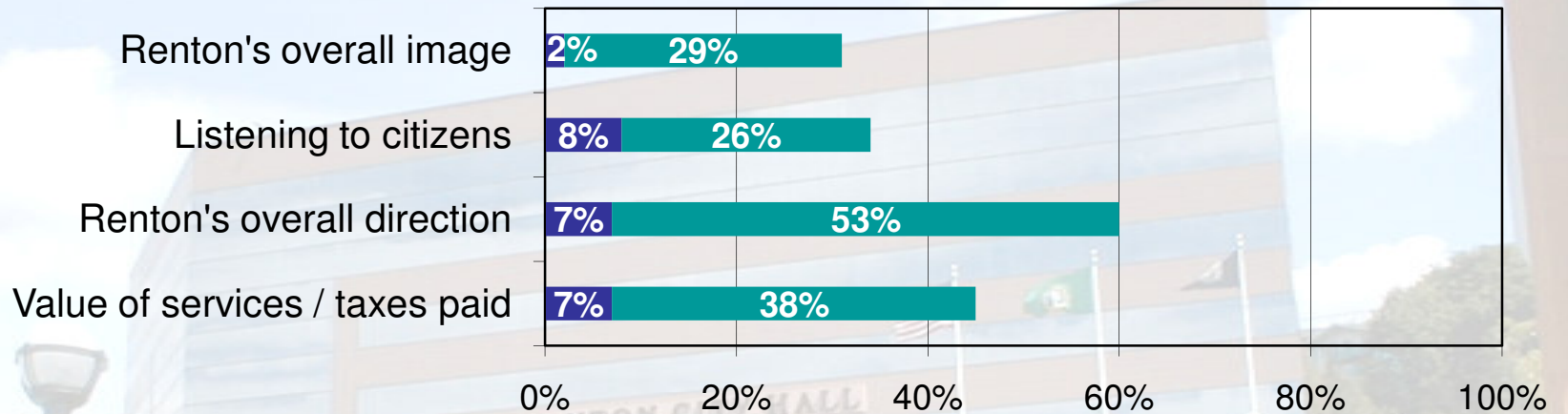


Policy Questions

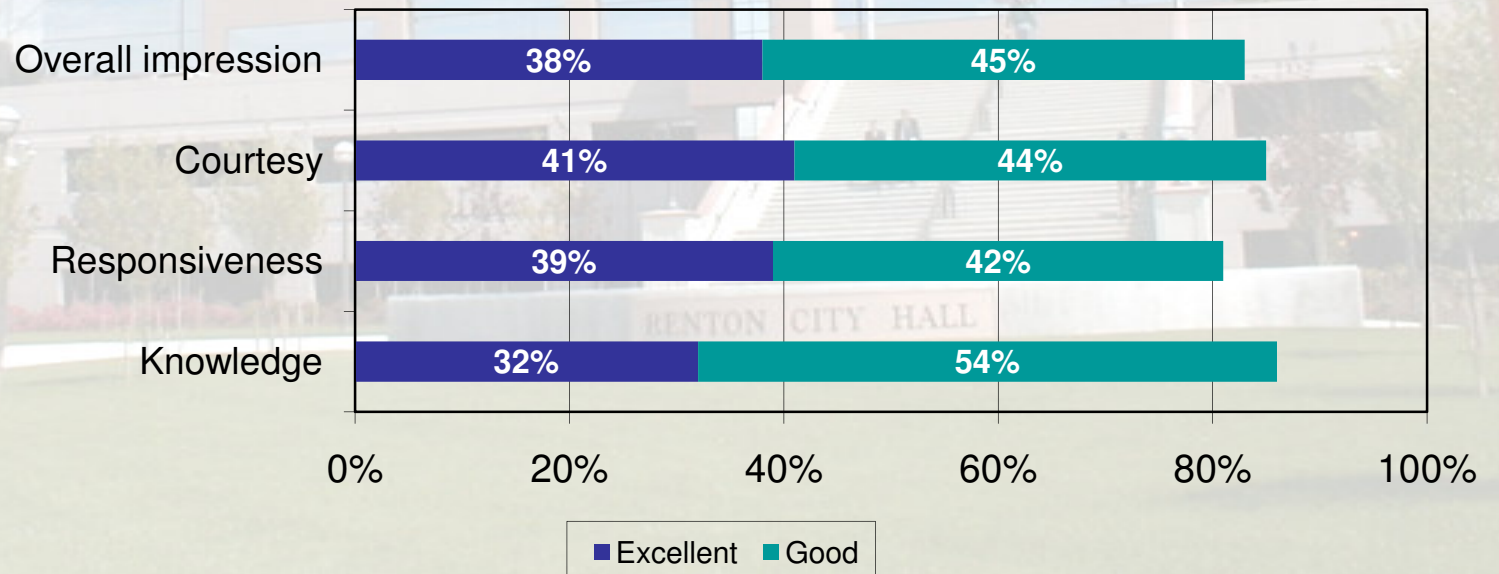
Oppose enhancing each service? With property tax?



Public Trust, City Staff



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



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