



Residential Survey
City of Renton
Community Survey

January 20, 2012

PRR

TABLE OF CONTENTS

<i>KEY FINDINGS</i>	3
<i>DEMOGRAPHICS</i>	12
<i>WHAT DO RESIDENTS THINK ABOUT QUALITY OF LIFE IN RENTON?</i>	13
<i>WHAT DO RESIDENTS THINK ABOUT CITY SERVICES?</i>	22
<i>WHAT ARE RESIDENTS' ATTITUDES ABOUT TAXES?</i>	31
<i>HOW DO RESIDENTS REGARD COMMUNICATIONS IN RENTON?</i>	35
<i>ARE THERE ANY SEGMENTS BASED ON RESIDENTS' ATTITUDES ABOUT RENTON?</i>	38
<i>APPENDICES</i>	39
<i>A. SURVEY QUESTIONS</i>	39
<i>B. TOPLINE TABLES</i>	50
<i>C. CLUSTER ANALYSIS TABLE</i>	60
<i>ENDNOTES</i>	63

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%

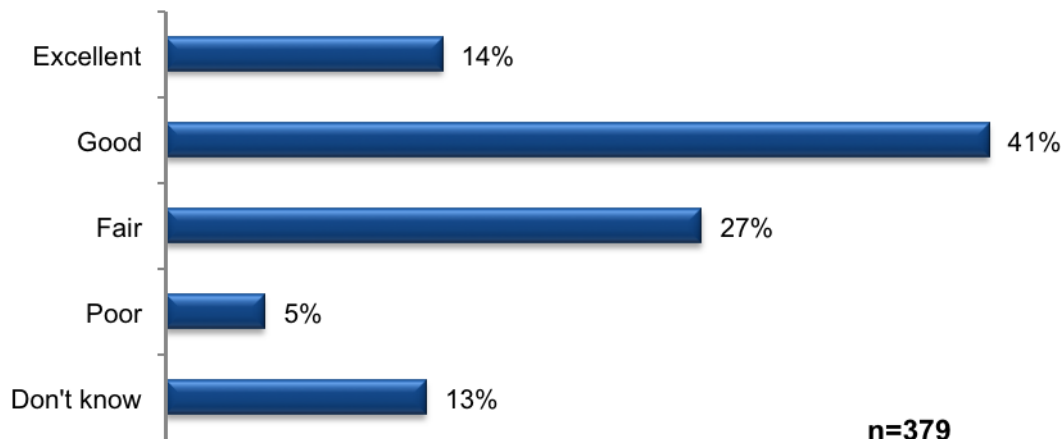
WHAT DO RESIDENTS THINK ABOUT QUALITY OF LIFE IN RENTON?

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

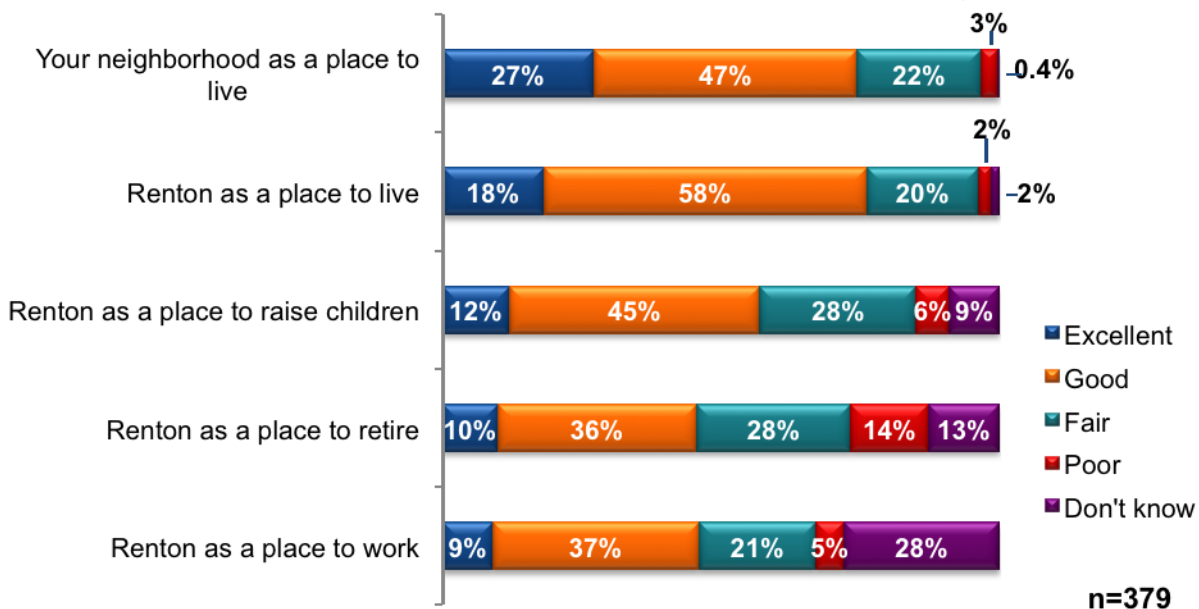
Many rated Renton as a good or excellent place to live, raise children, work and retire

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

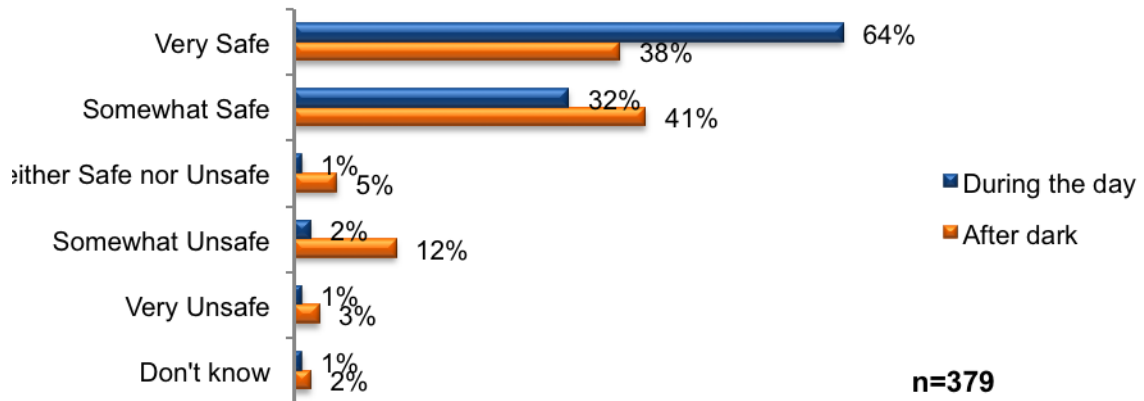
Most considered their neighborhood generally safe during the day and after dark

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

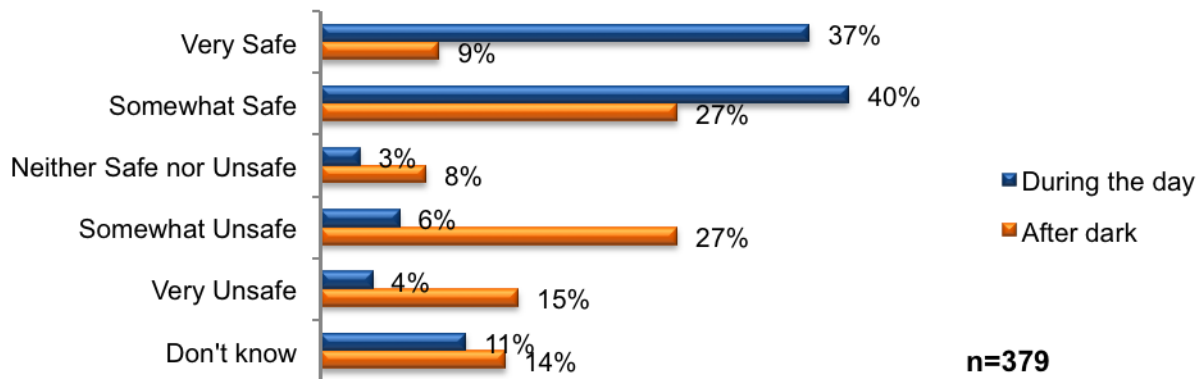
Most considered downtown Renton generally safe during the day, but not after dark

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

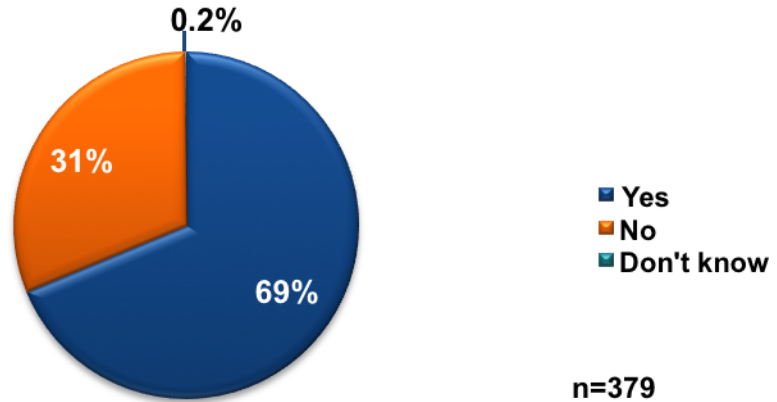
When being prepared for a disaster was defined as having enough food and water for three days, having a battery operated radio and flashlight, and having a plan for communicating with loved ones if a disaster occurs, the majority of respondents (69%) reported that they were prepared.

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



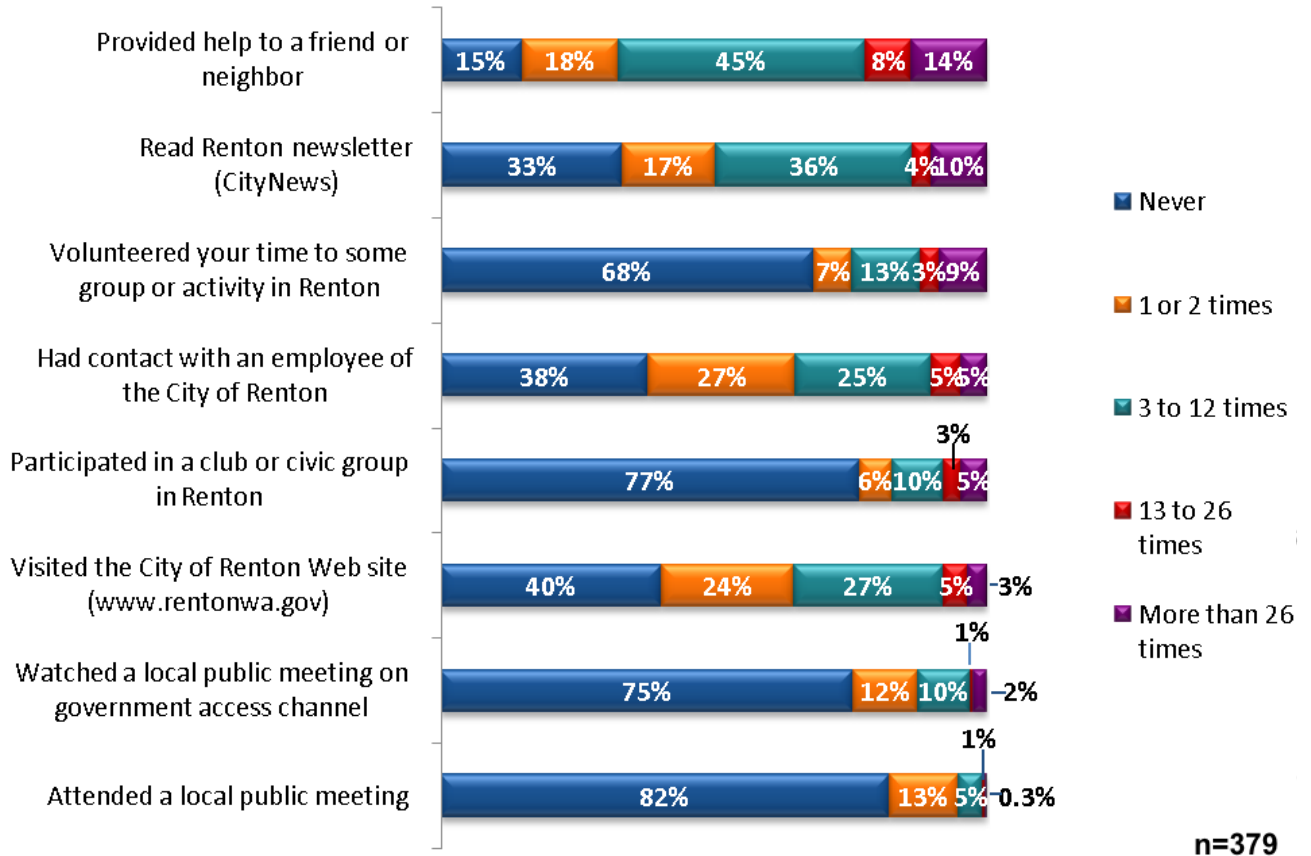
- Those that had lived in Renton 2 or more years¹⁹

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:

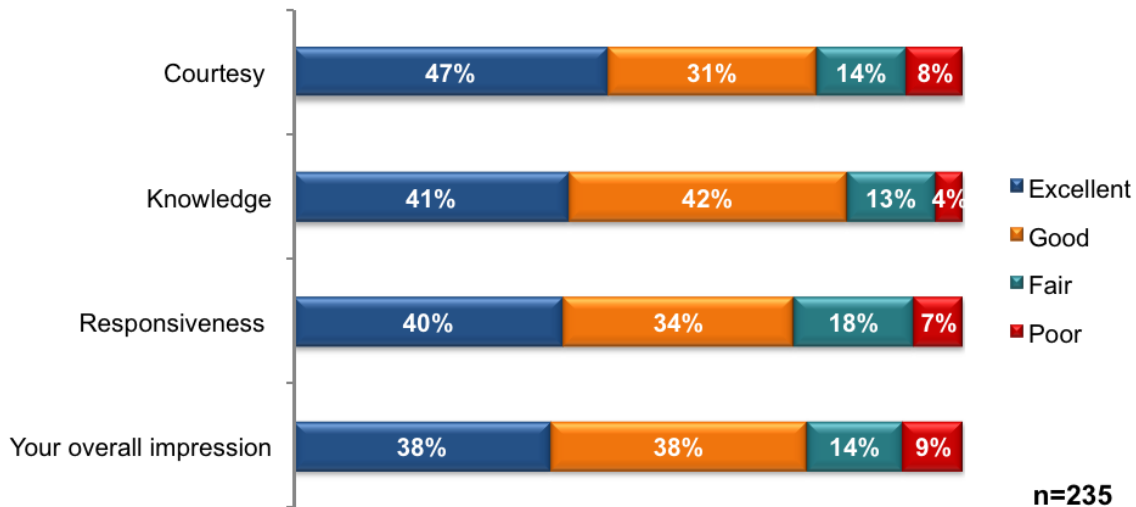
- Respondents who had lived in Renton longer³¹
- Registered voters³²

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

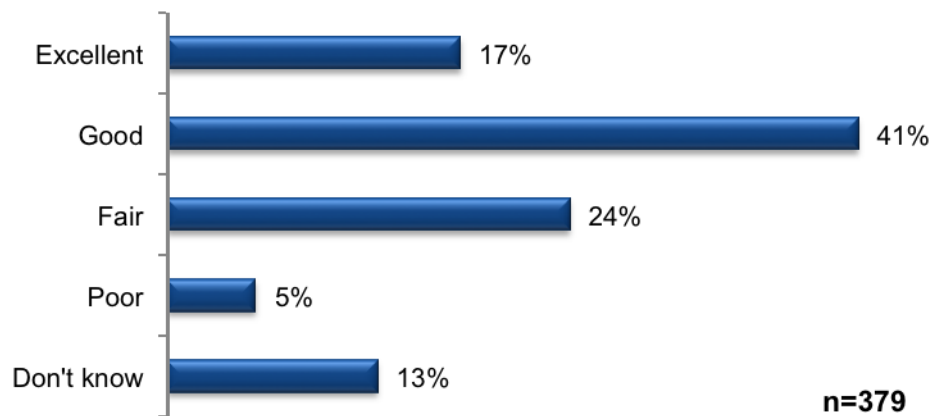
WHAT DO RESIDENTS THINK ABOUT CITY SERVICES?

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:

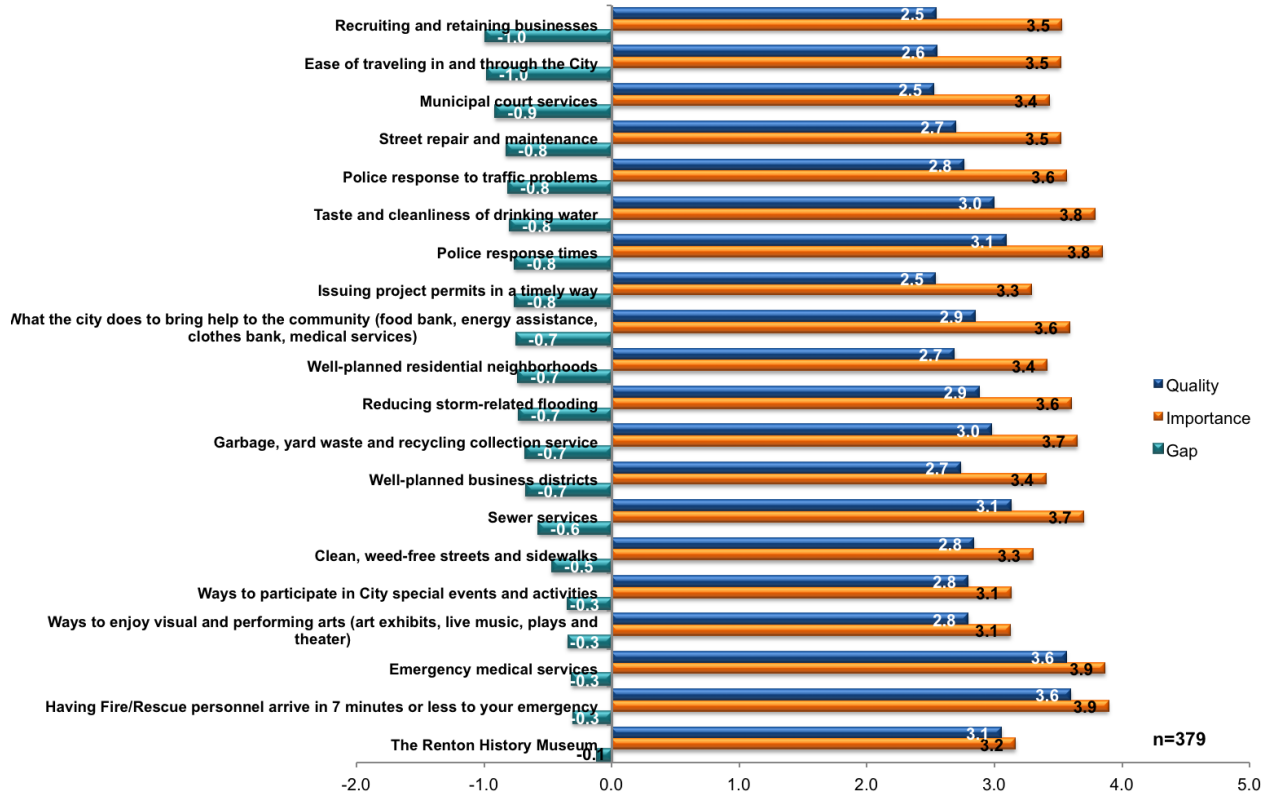
- Older respondents (45 years and above)⁴⁴
- Owners (70%) more than Renters (50%)⁴⁵
- Respondents with incomes of \$35,000 and above (72%) more than those with incomes of less than \$35,000 (54%)⁴⁶

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:

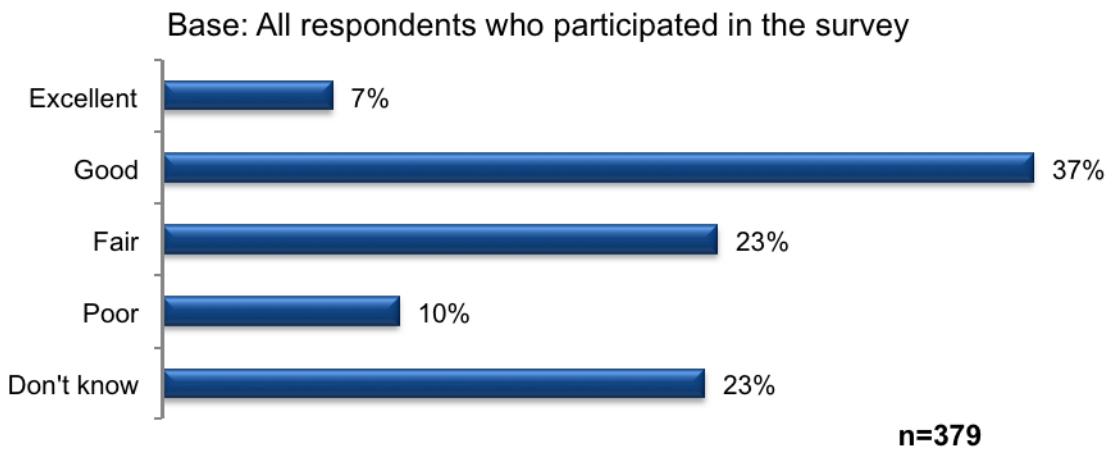
- Well-planned business districts¹²⁴
- Ways to enjoy visual and performing arts¹²⁵
- Renton History Museum¹²⁶
- Ways to participate in City special events and activities¹²⁷
- Sewer services¹²⁸
- Reducing storm-related flooding¹²⁹

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?

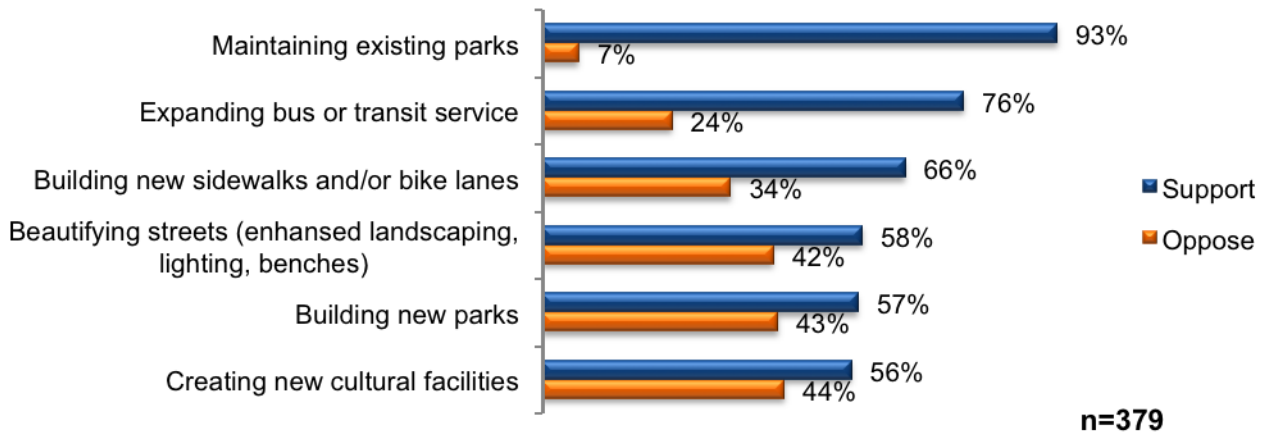


Majority supported additional taxes and fees for new projects

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:

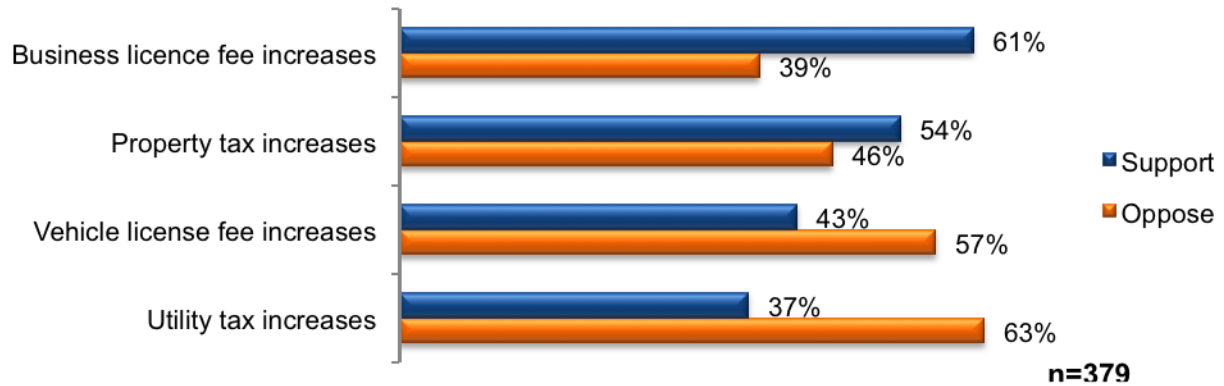
- Non-Whites (70%) more than Whites (44%)¹⁴³
- Renters (74%) more than owners (44%)¹⁴⁴
- Non-voters (64%) more than voters (54%)¹⁴⁵
- Short term residents (particularly 10 years or less)¹⁴⁶
- Respondents whose income was below \$35,000 (72%) more than those whose income was at or above \$35,000 (50%)¹⁴⁷

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:

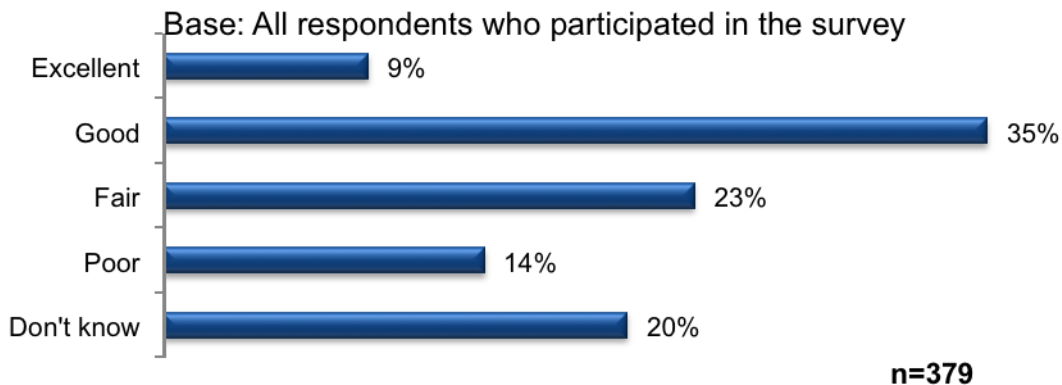
- Owners (44%) more than renters (41%)¹⁵³
- Respondents without children under the age of 18 living in their household¹⁵⁴

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?

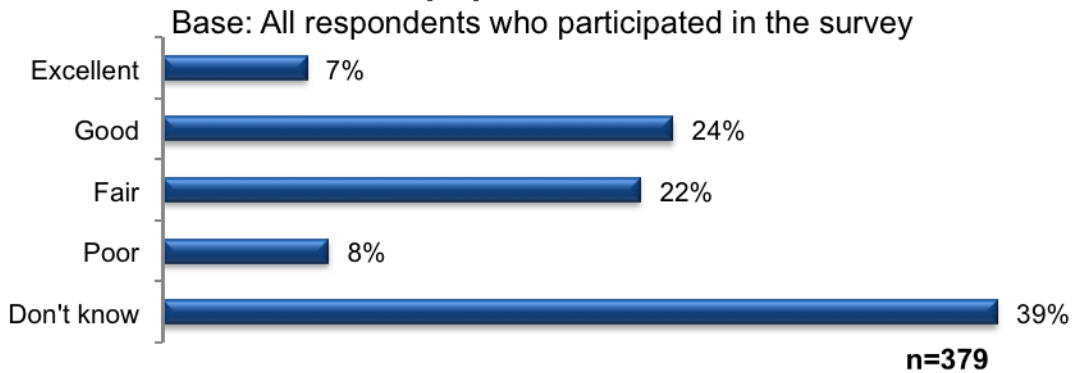


Respondents whose income was \$35,000 and above were more likely than those whose income was below \$35,000 to report that they City was doing a good or excellent job of keeping residents informed about what is happening in City government.¹⁵⁵

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:

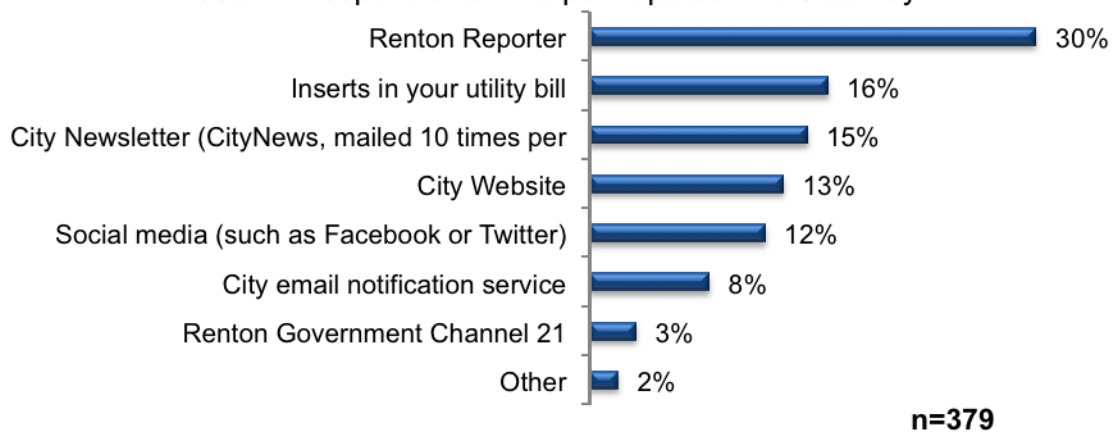
- Women (56%) more than men (46%)¹⁵⁶
- Whites (57%) more than non-Whites (44%)¹⁵⁷
- Respondents with children below the age of 18 living in their household¹⁵⁸

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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