2017 Renton Resident Survey

Final Report

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The City of Renton, WA

Prepared by

Northwest Research Group

NORTHWEST
RESEARCH GROUP

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2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

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INTRODUCTION

BACKGROUND AND OBJECTIVES

Home to just over 100,000 residents, the City of Renton has conducted resident surveys in 2008, 2011, and 2015. The 2017 Resident Survey was built on the previous research efforts but was modified to address the changing environment and the changing needs of the City. The survey will allow Renton to:

- Understand where residents feel the City is doing well,
- Gain insight on what residents feel the City should do to improve,
- Gauge residents' use and perceptions of City services, and
- Provide valuable insight to aid City officials in planning with residents in mind.

The Survey was conducted September 11 to October 15, 2017. Average survey length for residents was just under 20 minutes.

QUESTIONNAIRE DESIGN

The questionnaire design process began with a careful review of previous questionnaires. While key measures were retained, questions were dropped or revised to provide higher quality data. In addition, new questions were added to incorporate the 5-Star Rating and address current issues. The average survey time was just under 20 minutes and included questions regarding:

- Renton as a Place to Live
- Diversity and Inclusion
- Activities and Events
- Situational Safety
- Police
- Disaster Preparedness

- Mobility
- Utilities and Maintenance
- Civic Engagement
- Information Sources
- Government Actions
- City Employees
- Demographics

METHODOLOGY

A total of 524 residents completed the entire survey. The sample frame was composed of a list of all addresses in Renton—as defined by census block groups—including those indicating that post office boxes are the only way they get mail. This list was then matched against a comprehensive database to determine if the household had a matching landline or cell phone number. Additionally, e-mail addresses were appended where possible.

    a. If no matching phone number was found, the household was sent a letter signed by the city manager asking them to complete the survey online or by calling a toll-free number.

    b. If an e-mail address was found, the household was sent an e-mail inviting them to complete the survey online or by calling a toll-free number. Non-responders were contacted by phone.

    c. If a matching phone number was found, the household was called and asked to complete the survey by phone.

    d. In order to obtain a representative sample of multi-family households, the ABS sample was appended with a dwelling-type indicator (single vs. multi-family home) and addresses marked as multi-family were over-sampled during the mailing of the invitations.

	MATCHING LANDLINE	MATCHING CELL PHONE	MATCHING E-MAIL	NO MATCHING INFO	TOTAL
SAMPLE DRAWN	2,957	6,378	2,488+	6,410	15,745
SAMPLE USED	2,855	6,036	2,488+	5,000	13,891
COMPLETED INTERVIEWS	91	119	60	254	524

+Addresses with matching e-mail addresses also had a landline or cell phone number

NON-ENGLISH-SPEAKING RESIDENTS

All outreach materials (letters and emails) contained information in two additional languages: Spanish and Vietnamese. The materials gave a brief introduction to the study and provided a toll-free number to take the survey over the phone. The toll-free number routed to the city's Language Line service. Language Line interpreters were instructed to call a dedicated phone number to reach a specially trained English-speaking survey interviewer. The survey could then be conducted over the phone, with Language Line staff providing real-time interpretation throughout the interview. Despite this service, none of the invited residents called the Language Line.

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MARGIN OF ERROR

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the survey's reported results are close to the true figures. The margin of error in the 2017 Resident Survey is generally no greater than plus or minus 4.2 percentage points at a 95 percent confidence level. Appendix V provides additional insights into the margin of error with different sample sizes.

Total Sample	n = 524
Overall Precision 95% confidence	+/− 4.2%

DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2017 Resident Survey are generally representative of the population of Renton according to the 2015 American Community Survey 5-Year Estimates. Details on the weighting methods used and a comparison of the weighted and unweighted sample of the Renton population can be found in Appendix III. Unless otherwise noted, **weighted** data is used.

QUALITY STANDARDS AND REPORTING CONVENTIONS

ISO

All work was conducted and is reported in accordance with ISO 20252: 2010 Market Research quality standards, and all respondents were assured that their responses would be kept confidential. No answers or opinions are tied back to individual residents, and responses are aggregated by neighborhood and analyzed by groups.

BENCHMARKING

Benchmarking is defined as "the routine comparison with similar organizations of administrative processes, practices, costs, and staffing to uncover opportunities to improve services and/or to lower costs".[1] Benchmarking enables communities such as Renton to:

- Quantify measures of performance
- Quantify the gap between your community and best practices
- Encourage focus on outcomes rather than simply performance

The sample frame for the benchmarking data consists of over 2,400 randomly selected households from across the United States. The sample frame was not designed to gather a specific number of completed surveys from a select number of cities. Therefore, there is no specific list of benchmark cities from which to compare. Benchmarking is performed against individuals residing in specific geographic areas.

For benchmarking, Renton results for key questions are compared to:

- All respondents Nationwide
- Other respondents in the Pacific West census division (Washington, Oregon, California, Hawaii, and Alaska).
- Other respondents in the Puget Sound Area

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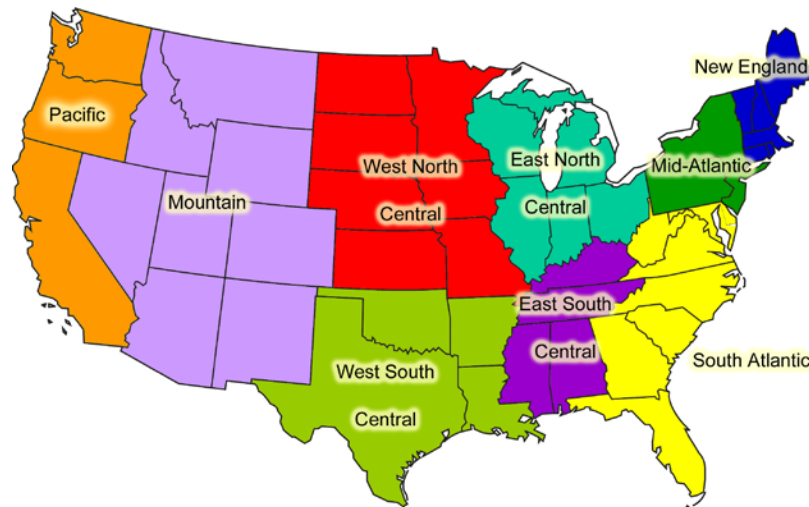
[1] Mark Howard & Bill Kilmartin, "Assessment of Benchmarking within Government Organizations," Accenture White Paper, May 2006.

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Resident Survey Geography

In addition to analysis by key demographic segments, analysis looks at differences in results by each of Renton's Planning Zones.

The left side of the figure on this page shows the total unweighted number of interviews conducted in each planning zone, and the right side shows the total weighted number of interviews conducted in each planning zone. A map containing the exact locations of respondents is included in Appendix I.

The study was not designed to control for zone level populations, so the number of completed interviews may not match the actual population distribution of Renton.

Map 1: Distribution of Interviews by Renton Planning Zone

Unweighted Count by Zone

Weighted Count by Zone

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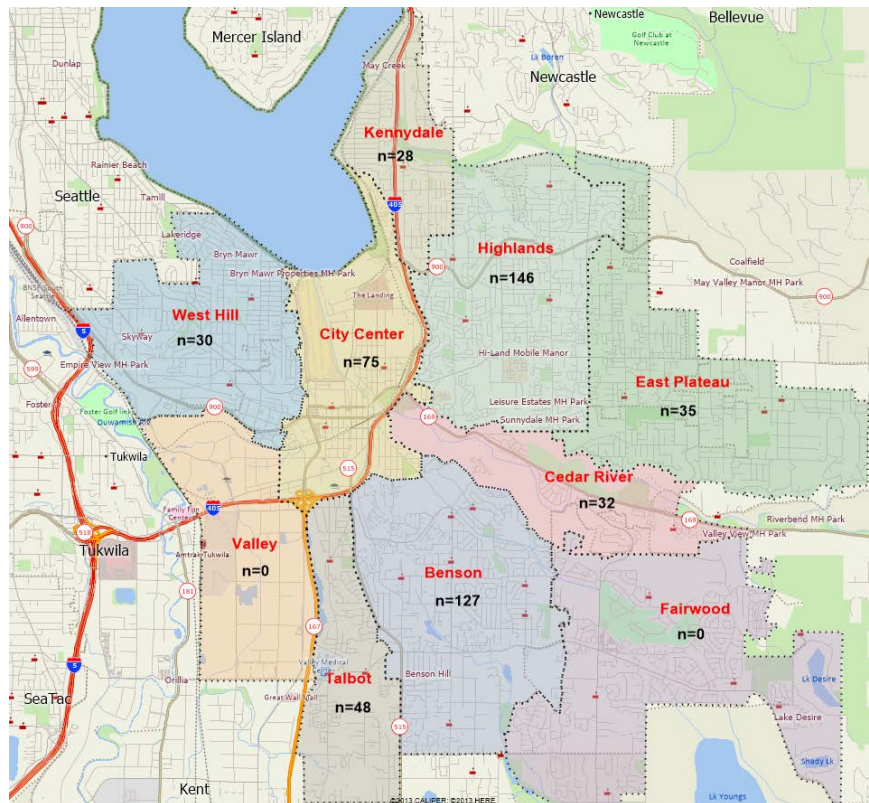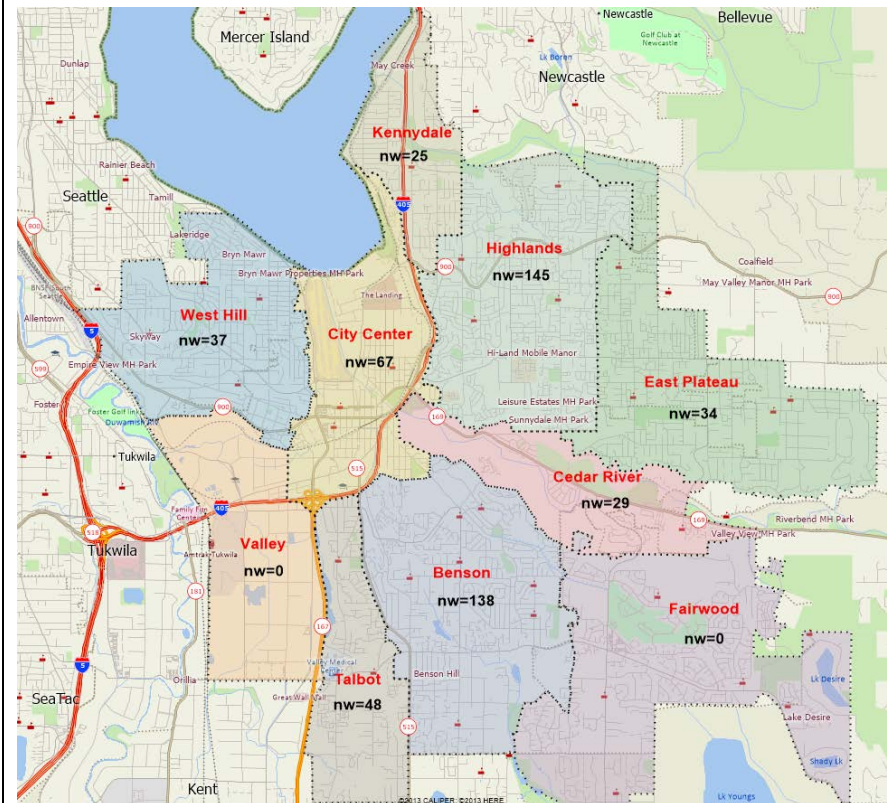
Understanding the Data

This report summarizes the major findings of the research for each survey topic overall.

Tables and charts provide supporting data. Unless otherwise noted, column percentages are used. Percentages are rounded to the nearest whole number. Columns generally sum to 100 percent except in cases of rounding. In some instances, columns sum to more than 100 percent due to multiple responses given to a single question; these cases are noted.

Except as noted, "don't know" and "refused" responses are counted as missing values and are not included in the reported percentages.

The base for a question may vary depending on answers to previous questions or inclusion in a specific analytical group – for example, residents who have had contact with the police vs. those who have not had contact. Unless otherwise noted, the results in this report are based on the final weighted sample data, although actual (unweighted) base sizes are used to determine statistically significant differences and reliability.

The report also identifies differences that are statistically significant. If a particular difference is large enough to be unlikely to have occurred due to chance or sampling error, the difference is statistically significant. Unless otherwise noted, statistical significance was tested at the 95 percent confidence level. A statistically significant difference may not always be practically significant. The differences of practical significance depend on the judgment of the organization's management.

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KEY FINDINGS

5-STAR RATING

Northwest Research Group's research program includes a proprietary index and benchmarking tool, the 5-Star Rating System. This rating is designed to measure the overall quality of governance and vision as a complement to traditional and individual measures of the quality of life and delivery of services in a city.

The-5-Star Rating is a composite index that uses a robust theoretical and mathematical model to capture the essence of how well a city or town meets the critical needs and expectations of its residents. The model is based on a weighted sum of five questions: (1) overall quality of life, (2) overall quality of city services, (3) perceived comparability to other communities (that is, seen as better or worse than other communities), (4) direction the city or town is headed, and (5) perceived value of services for tax dollars paid.

Each question is given a relative weight based on proprietary analysis. The results are then combined using a logarithmic calculation to create the 5-Star Rating. The relative strength of the weights used for each question are shown in the figure to the right. Comparability to Other Communities receives the greatest weight in the formula while the Overall Quality of City Services receives the smallest weight in the formula.

Relative Weight in Model

- Comparability to Other Communities
- Direction Community Is Headed
- Overall Quality of Life
- Value of Services for Tax Dollars Paid
- Overall Quality of City Services

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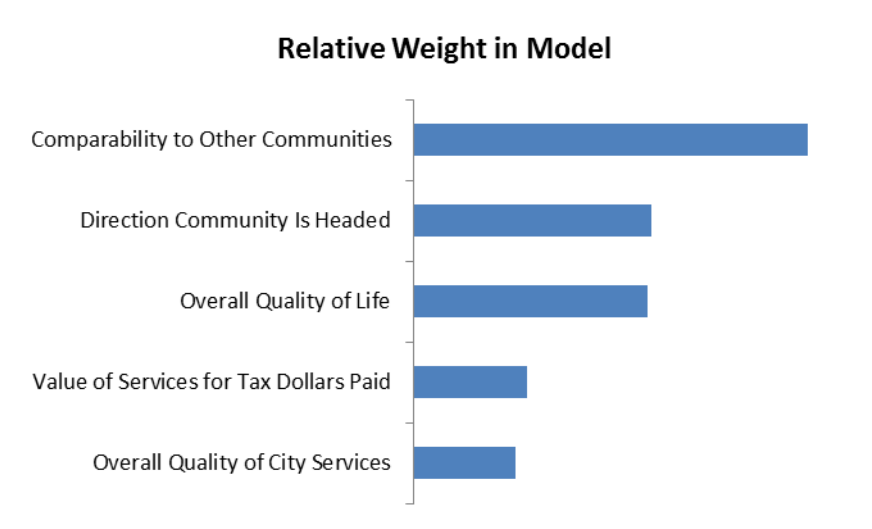
Overall 5-Star Rating

In 2010, NWRG introduced a proprietary index and benchmarking tool, the 5-Star Rating System, designed to measure quality of governance and vision as a complement to traditional measures of the quality of life and delivery of services in a city. Five powerful measures of performance are used to create the 5-Star Rating.

While residents' ratings for life in Renton compared to other cities has increased from 2015 levels, ratings for the other 5-Star measures have remained the same between the two years.

		2015	2017
Overall Quality of Life	**% Exceeds + Greatly Exceeds**	**66%**	**68%**
	% Greatly Exceeds Expectations	11%	13%
	% Exceeds Expectations	55%	55%
	Mean	6.81	6.86

		2015	2017
Overall Quality of City Services	**% Exceeds + Greatly Exceeds**	**67%**	**66%**
	% Greatly Exceeds Expectations	19%	%20
	% Exceeds Expectations	48%	%46
	Mean	6.93	6.96

		2015	2017
Compared to Other Cities	**% Better + Significantly Better**	**58%**	**63%**
	% Significantly Better than Other Cities	14%	20%
	% Better than Other Cities	44%	43%
	Mean	6.57	6.89↑

		2015	2017
Direction City Is Headed	**% Somewhat + Strongly**	**64%**	**58%**
	% Strongly Right Direction	19%	19%
	% Somewhat Right Direction	44%	38%
	Mean	6.78	6.80

		2015	2017
Value of Services for Tax Dollars Paid	**% Somewhat + Strongly**	**51%**	**51%**
	% Strongly Receive Value	15%	16%
	% Somewhat Receive Value	36%	35%
	Mean	6.22	6.18

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Renton maintains its 4-Star community rating for the second year in a row.

Ratings for Renton are comparable to 4-Star levels for four out of five measures: Overall Quality of Live, Quality of Services, Value of Services, and the Direction the Community is Headed.

Ratings for Comparability to Other Communities are slightly below those found in other 4-Star Communities.

2017 ★★★★

2015 ★★★★

Overall Quality of Life

Overall Quality of Services

Comparable to Other Communities

Direction City is Headed

Value of Services

——— Renton
— — Other 4-Star Cities
— • 4.5-Star Cities
••••• 5-Star Cities

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5-Star Rating by Planning Zone

With the exception of residents living in the East Plateau (3.5-Star), all planning zones rate Renton as a 4-Star City.
- Just over half of those living in the East Plateau give the City less than a 4-Star Rating.

Table 1: 5-Star Rating by Zone

	< 4-Star	4-Star	4.5-Star	5-Star	Star Rating
Citywide	39%	29%	15%	17%	4-Star
Benson	41%	27%	11%	21%	4-Star
City Center	30%	34%	22%	14%	4-Star
Highlands	34%	29%	18%	19%	4-Star
West Hill	34%	40%	14%	13%	4-Star
Talbot	40%	30%	14%	16%	4-Star
East Plateau	61%	25%	11%	3%	**3.5-Star**
Cedar River	51%	30%	5%	13%	4-Star
Kennydale	49%	14%	23%	14%	4-Star

5-Star Rating is a computed variable.

Base: All respondents (2015n = 503) (2017n = 524)

Bold text indicates significant difference from other Zones at a 95% confidence level.

Map 2: 5-Star Rating by Zone

2017 City of Renton Resident Survey: ↑/↓ *Indicates statistically significant differences* *Use caution, small sample sizes for these groups*
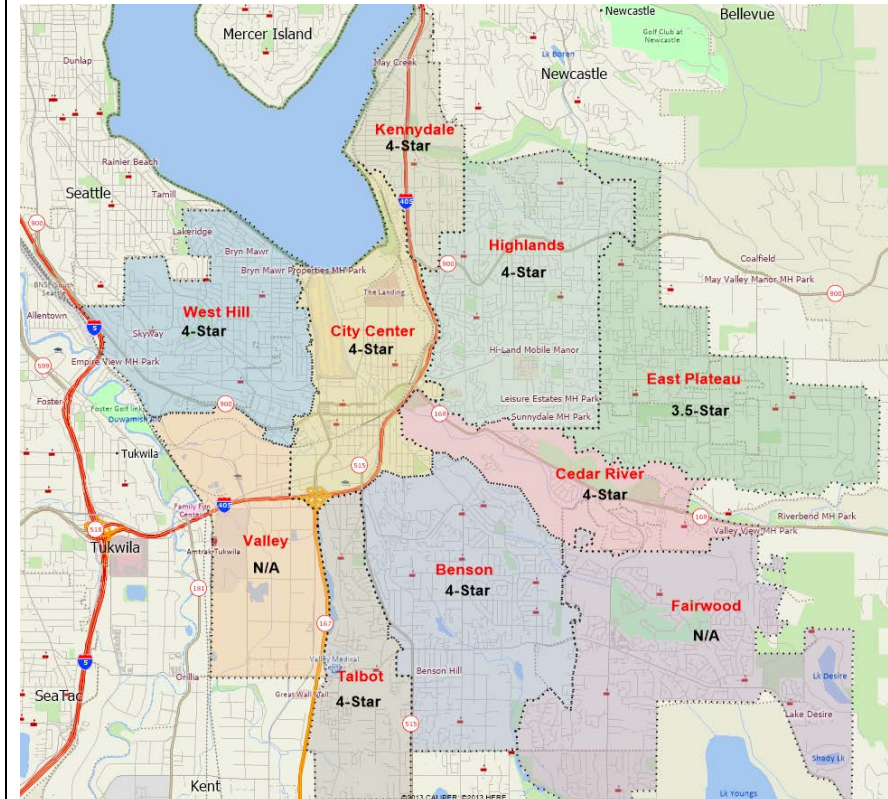
5-STAR POWER QUESTIONS

Overall Quality of Life in Renton

Two-thirds of Renton residents say that the quality of life meets or exceeds their expectations. This is the same as 2015.
- There are no differences in the quality of life based on demographics such as age, gender, race, etc.
- Similarly, while there are some slight differences in the overall quality of life by location, all of them are within the margin of error.

Figure 1: Overall Quality of Life in Renton

■ Exceeds Expectations

■ Meets Expectations

■ Neutral

■ Does not Meet Expectations
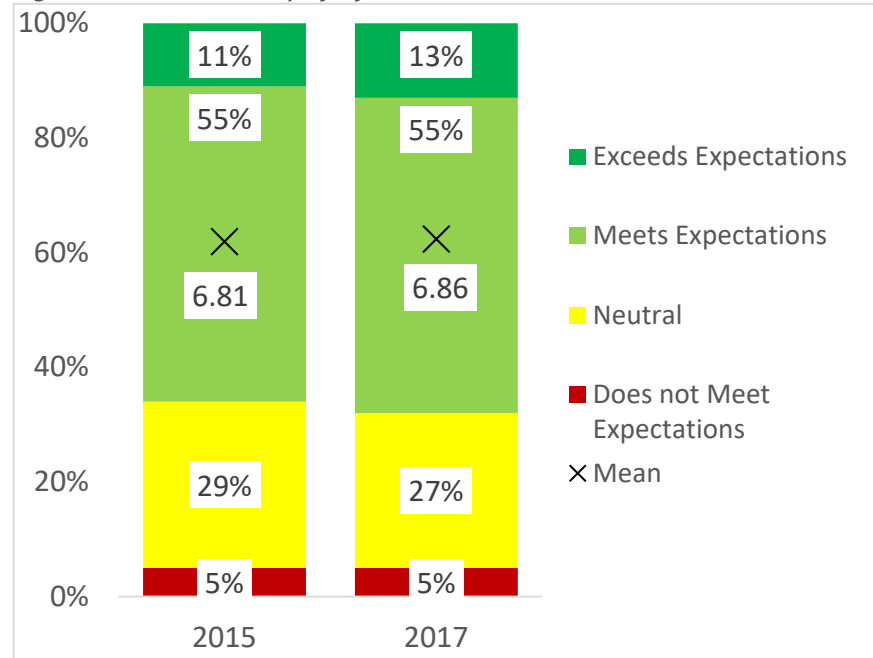
✕ Mean

NWRG1—How would you rate the overall quality of life in Renton?
Mean based on 11-point scale where "0" means "does not meet expectations at all" and "10" means "greatly exceeds expectations"
Base: All respondents (2015n = 503) (2017n = 524)

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Table 2: Overall Quality of Life by Zone

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Citywide	5%	27%	55%	13%	6.86	(n=524)
Benson	5%	26%	53%	15%	6.89	(n=127)
City Center	3%	38%	50%	9%	6.77	(n=75)
Highlands	5%	24%	57%	15%	6.95	(n=146)
West Hill	11%	17%	53%	19%	6.98	(n=30)
Talbot	1%	25%	61%	13%	7.02	(n=48)
East Plateau	15%	29%	54%	2%	6.03	(n=35)
Cedar River	4%	43%	47%	6%	6.43	(n=32)
Kennydale	2%	12%	70%	15%	7.43	(n=28)

NWRG1—How would you rate the overall quality of life in the City of Renton?
Mean based on eleven-point scale where "0" means "Does not meet expectations at all" and "10" means "Greatly exceeds expectations"
Base: All respondents

Map 3: Overall Quality of Life in Renton by Zone

Maps illustrate differences in mean ratings by neighborhood.

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For benchmarking comparisons, NWRG created a variation of the Net Promoter Score. Questions were asked on an 11-point scale (0-10), and responses were grouped so that those who responded 0 through 6 are indicated by the red bar, those who responded 9 or 10 are shown by the green bar, and those who responded 7 or 8 are not shown. The net score was computed by subtracting the red bar from the green bar (e.g., 36%-10%=26%) then multiplied by 100 to create a whole number (26%*100=26). Finally, 100 was added to the product so that the scores are set on a scale from 0 to 200. In order to get a zero, every respondent must have answered between 0 and 6. Conversely, in order to get a 200, every respondent must have answered either a 9 or 10.

Renton performs similar to National, Pacific West, and Other 4-Star benchmarks.

Figure 2: Overall Quality of Life in Renton—Benchmarked
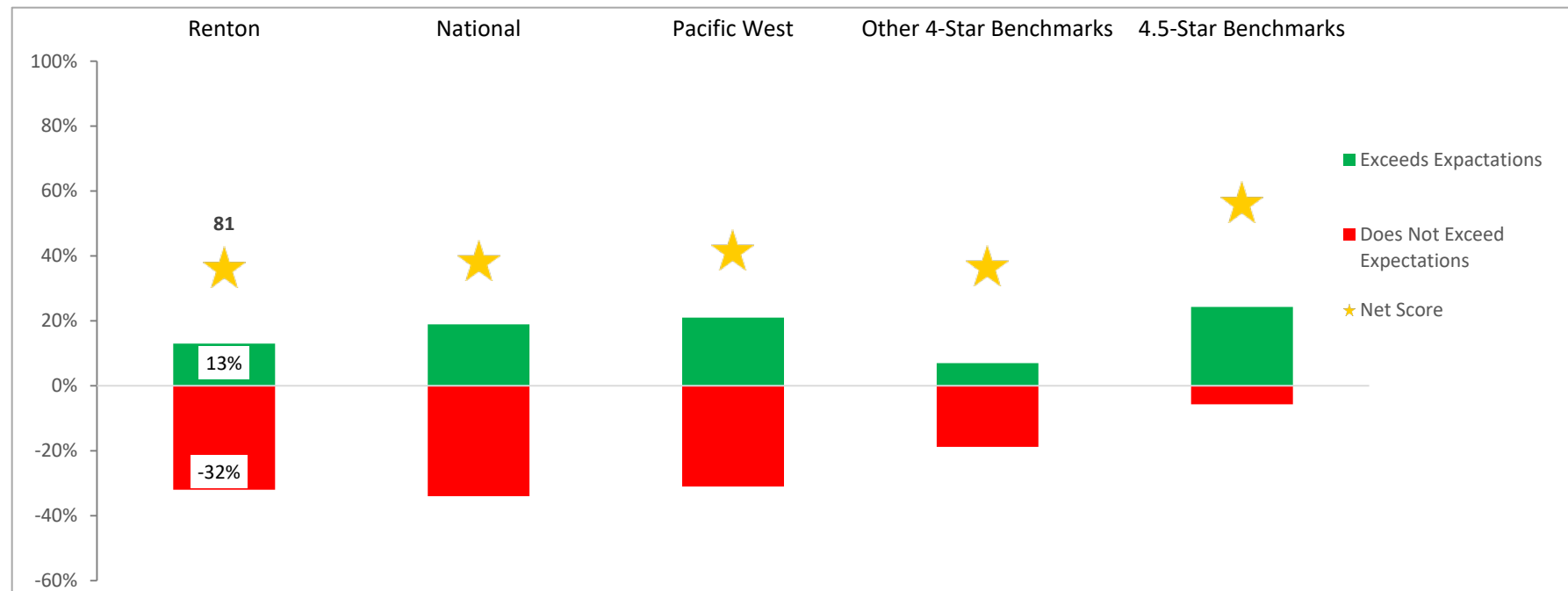
NWRG1—How would you rate the overall quality of life in Renton?
Base: All respondents (2017n = 524)
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Overall Quality of Renton's Services

Similar to 2015, two out of three residents say that the quality of city services meets or exceeds their expectations. There continues to be some room for improvement, as over twice the number of residents think that the quality of services simply "exceeds" rather than "greatly" exceeds expectations.

- There are no significant differences regarding the quality of services based on demographic characteristics.
- Similarly, there are no statistically significant differences based on residents' location.

Figure 3: Overall Quality of City Services
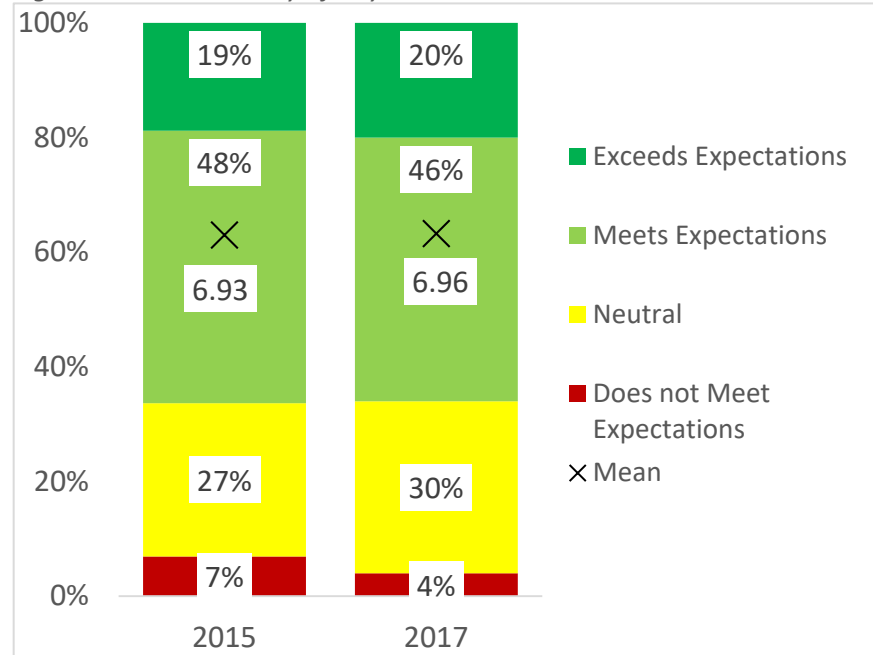
NWRG2—How would you rate the overall quality of services provided by the City of Renton?
Mean based on eleven-point scale where "0" mean "does not meet expectations at all" and "10" means "greatly exceeds expectations."
Base: All respondents (2015n = 503) (2017n = 524)

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Table 3: Overall Quality of Services by Zone

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Citywide	4%	30%	46%	20%	6.96	(n=524)
Benson	4%	34%	42%	20%	6.96	(n=127)
City Center	1%	26%	48%	24%	7.24	(n=75)
Highlands	6%	22%	46%	26%	7.06	(n=146)
West Hill	3%	28%	57%	13%	6.82	(n=30)
Talbot	0%	34%	47%	19%	6.95	(n=48)
East Plateau	5%	48%	43%	5%	6.27	(n=35)
Cedar River	5%	36%	45%	14%	6.63	(n=32)
Kennydale	0%	23%	56%	21%	7.12	(n=28)

NWRG2— How would you rate the overall quality of services provided by the City of Renton?
Mean based on eleven-point scale where "0" means "Does not meet expectations at all" and "10" means "Greatly exceeds expectations"
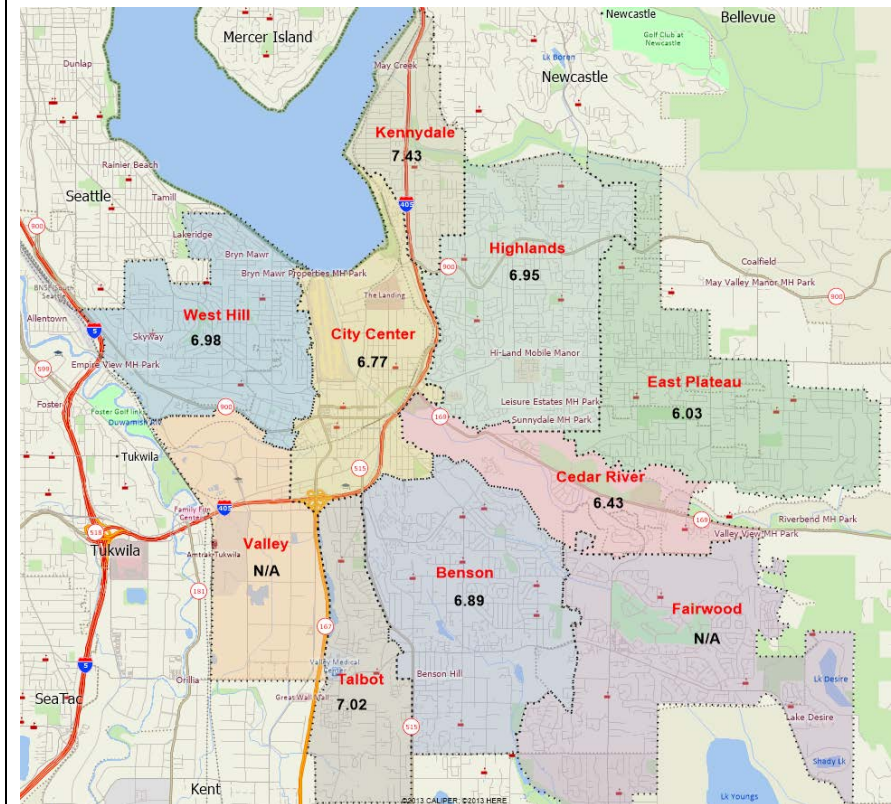*Base: All respondents*

Map 4: Quality of Renton's Services by Zone

Maps illustrate differences in mean ratings by neighborhood.

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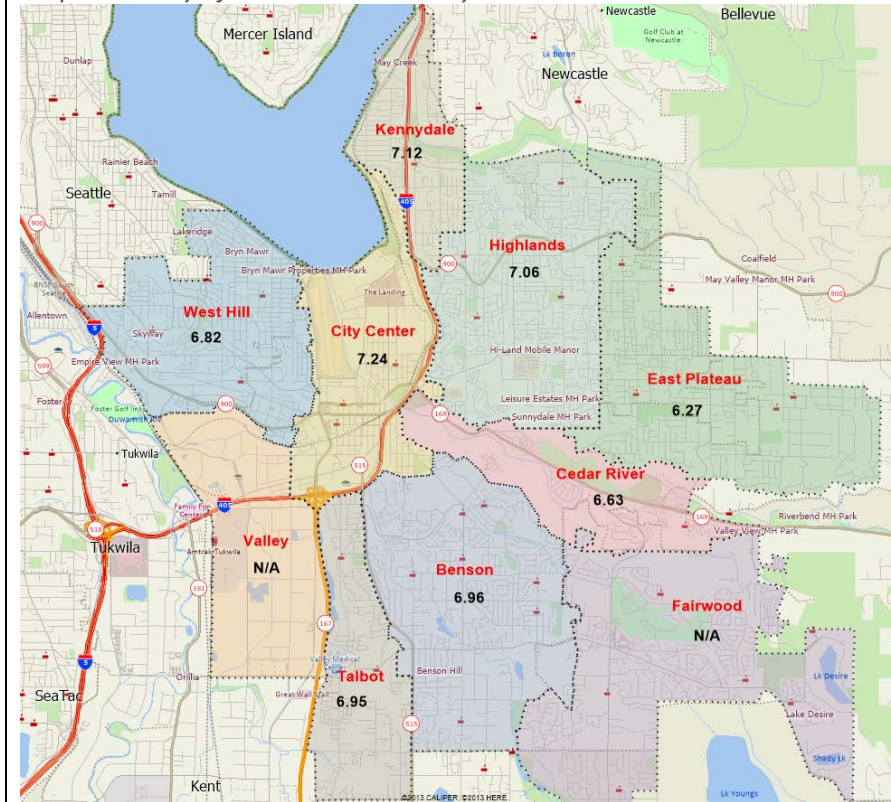
When the Quality of Services provided by the City is benchmarked nationally, Renton performs higher than National, Pacific West, and Other 4-Star benchmarks.

Figure 4: Overall Quality of City Services—Benchmarked
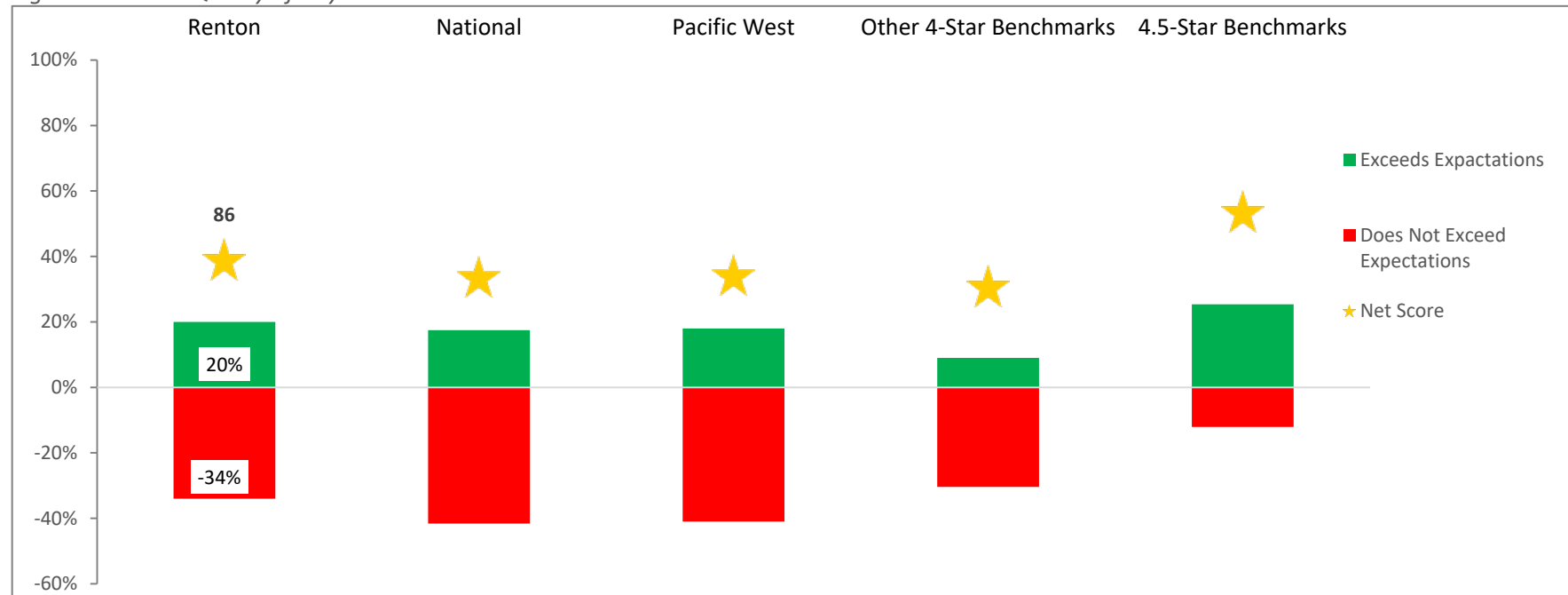
NWRG2—How would you rate the overall quality of services provided by the City of Renton?
Base: All respondents (2017n = 524)
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Comparability to Other Communities

Two-thirds (63%) of residents believe that Renton is "somewhat" or "significantly" better than other communities. There is a significant increase in residents' rating of Renton compared to other communities—mean score increased from 6.57 in 2015 to 6.89 in 2017.

Those who provide the highest ratings for comparability to other communities are:
- 55 years old or older—69% say Renton is "better than other communities" vs 57% of residents under 55,
- Minority residents—64% say Renton is "better than other communities" vs 58% of residents who identify as white alone (non-Hispanic), and
- Women—21% say Renton is "significantly better than other communities" vs 13% of men.

There are no differences based on planning zone.

Figure 5: Renton as a Place to Live Compared to Other Communities
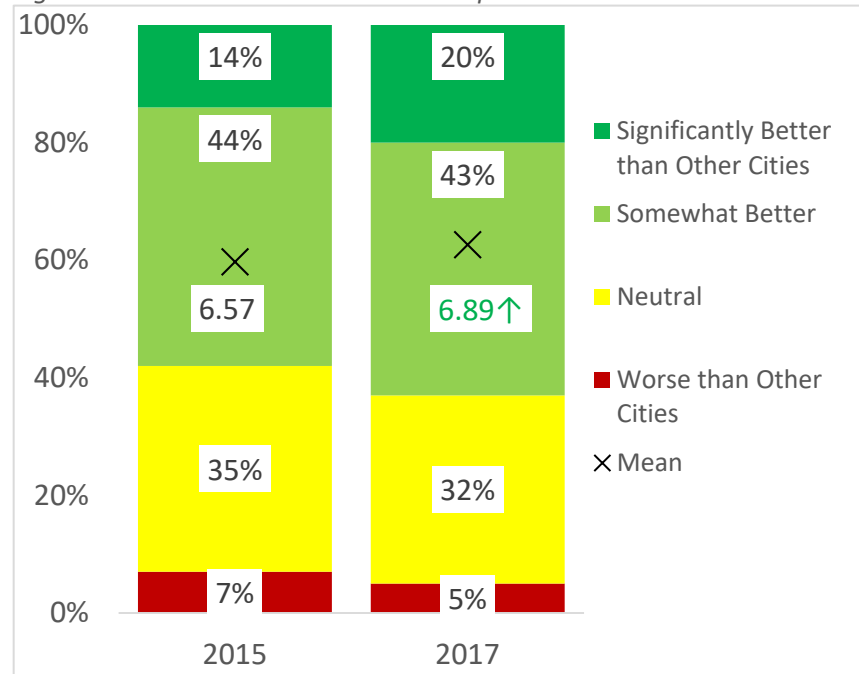
Legend:
- Significantly Better than Other Cities
- Somewhat Better
- Neutral
- Worse than Other Cities
- × Mean

2015: 14%, 44%, 6.57, 35%, 7%
2017: 20%, 43%, 6.89↑, 32%, 5%

NWRG3—Compared with other cities and towns, how would you rate Renton as a place to live?
Mean based on eleven-point scale where "0" means, "significantly worse than other cities" and "10" means "significantly better than other cities."
Base: All respondents (2015n = 503) (2017n = 524)

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Table 4: Comparability to Other Communities by Zone

	Worse	Similar	Somewhat Better	Significantly Better	Mean	Sample Size
Citywide	5%	32%	43%	20%	6.89	(n=524)
Benson	5%	26%	42%	28%	7.19	(n=127)
City Center	1%	29%	45%	25%	7.15	(n=75)
Highlands	6%	33%	41%	19%	6.81	(n=146)
West Hill	12%	20%	51%	17%	6.73	(n=30)
Talbot	2%	36%	47%	15%	6.86	(n=48)
East Plateau	8%	51%	37%	3% ↓	6.02	(n=35)
Cedar River	6%	50%	31%	13%	6.24	(n=32)
Kennydale	2%	22%	57%	19%	7.13	(n=28)

NWRG3—Compared with other cities and towns, how would you rate Renton as a place to live?
Mean based on eleven-point scale where "0" means "Does not meet expectations at all" and "10" means "Greatly exceeds expectations"
Base: All respondents

Map 5: Comparability to Other Communities by Zone

Maps illustrate differences in mean ratings by neighborhood.

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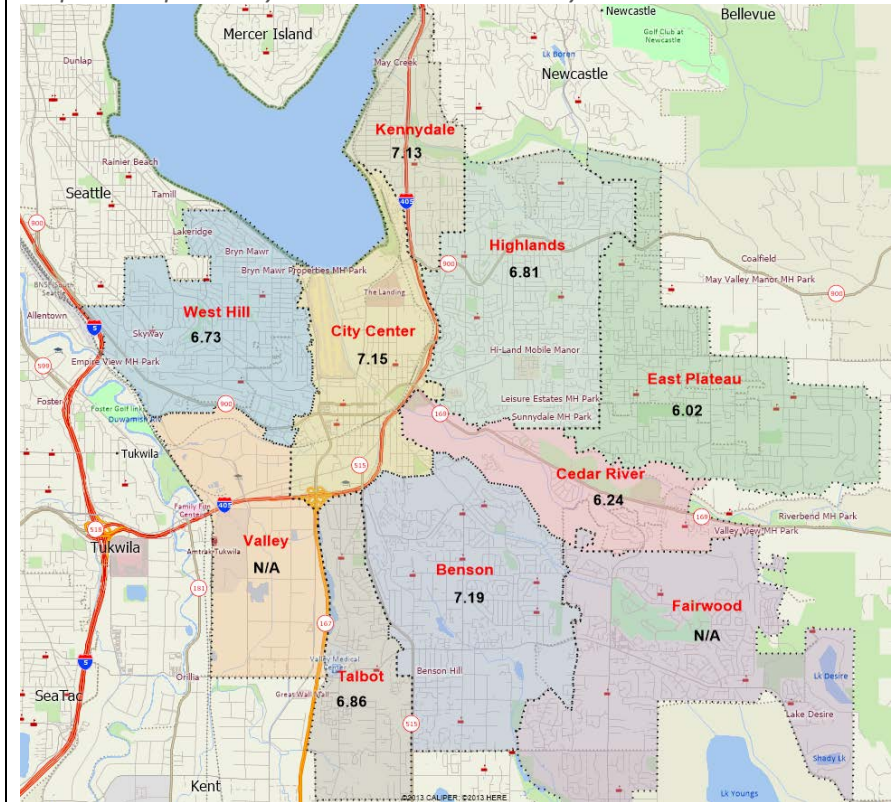
When Comparability to Other Communities is benchmarked nationally, Renton's performance is similar to 4-Star benchmarks but lags slightly when compared to National and other Pacific West benchmarks.

Figure 6: Comparability to Other Communities—Benchmarked
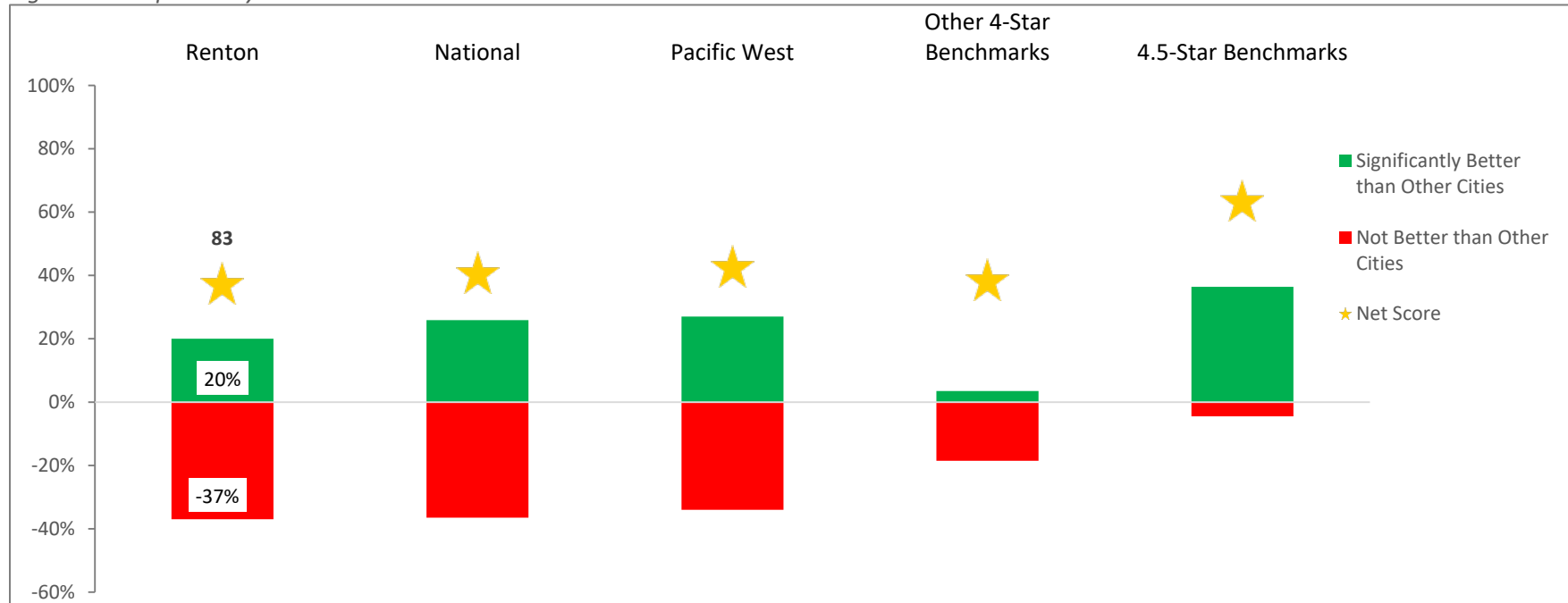
NWRG3—Compared with other cities and towns, how would you rate Renton as a place to live?
Base: All respondents (2017n = 524)

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Direction Renton Is Headed

Respondents were asked to indicate if they felt that Renton was headed in the right or wrong direction. Similar to 2015, half believe that Renton is headed in the right direction, and one out of five believe so "strongly".

- Women are significantly more likely to feel Renton is headed in the right direction.

There are no differences based on planning zone.

Figure 7: Direction Renton is Headed
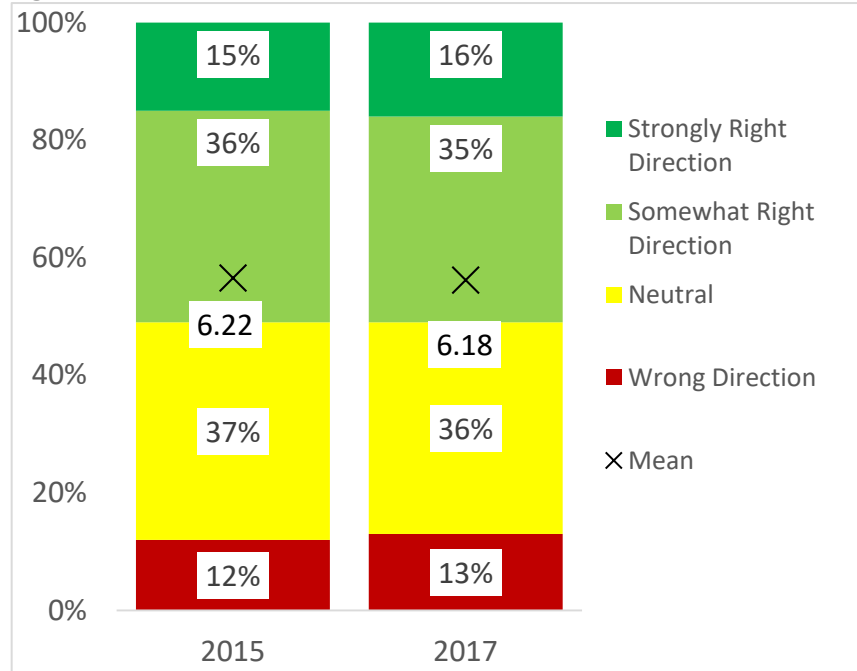
NWRG4—Overall, would you say that Renton is headed in the right or wrong direction?

Mean based on eleven-point scale where "0" means, "strongly wrong direction" and "10" means "strongly right direction."

Base: All respondents (2015n = 503) (2017n = 524)

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Table 5: Direction City is Headed by Zone

	Wrong Direction	Neutral	Somewhat Right	Strongly Right	Mean	Sample Size
Citywide	13%	36%	35%	16%	6.18	(n=524)
Benson	8%	45%	28%	19%	6.51	(n=127)
City Center	5%	30%	50%	15%	6.90	(n=75)
Highlands	7%	23%	44%	26%	7.14	(n=146)
West Hill	3%	26%	59%	12%	7.10	(n=30)
Talbot	0%	43%	40%	17%	6.97	(n=48)
East Plateau	14%	52%	20%	14%	5.83	(n=35)
Cedar River	0%	63%	25%	12%	6.44	(n=32)
Kennydale	7%	29%	37%	26%	7.03	(n=28)

NWRG4—Overall, would you say that Renton is headed in the right or wrong direction?
Mean based on eleven-point scale where "0" means "Does not meet expectations at all" and "10" means "Greatly exceeds expectations"
Base: All respondents

Map 6: Direction City is Headed by Planning Zone

Maps illustrate differences in mean ratings by neighborhood.

2017 City of Renton Resident Survey: ↑/↓Indicates statistically significant differences *Use caution, small sample sizes for these groups
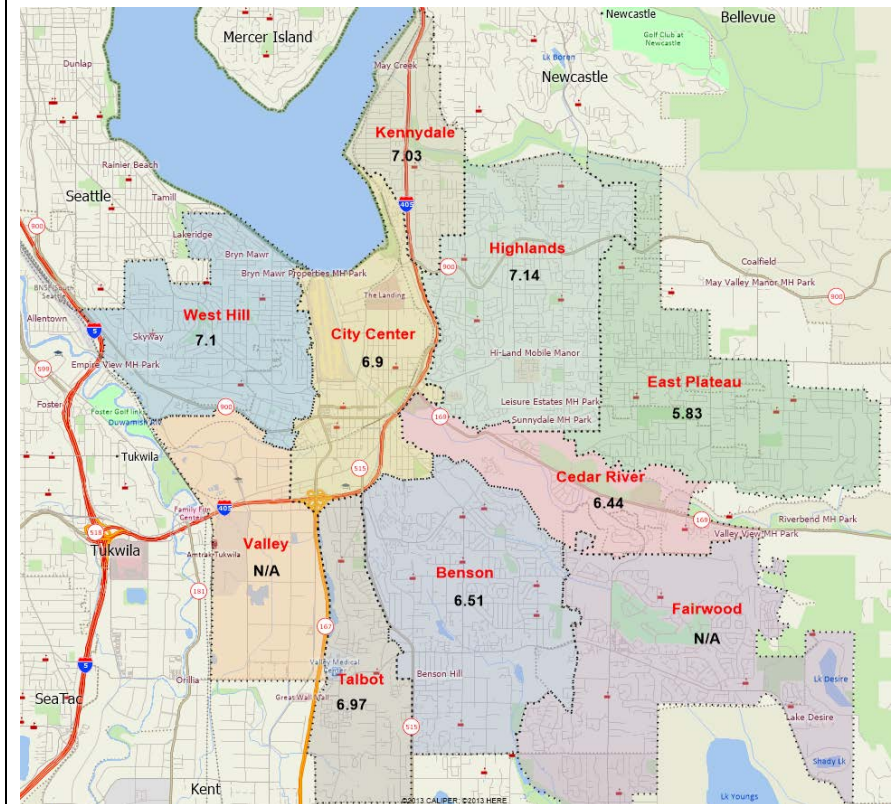
While on-par with 4-Star benchmarks this result appears to be showing recognition of planning efforts put forth by the City as significantly more Renton residents believe that the town is strongly headed in the right direction when compared to other benchmarks in the Pacific West.

Figure 8: Direction Renton is Headed—Benchmarked
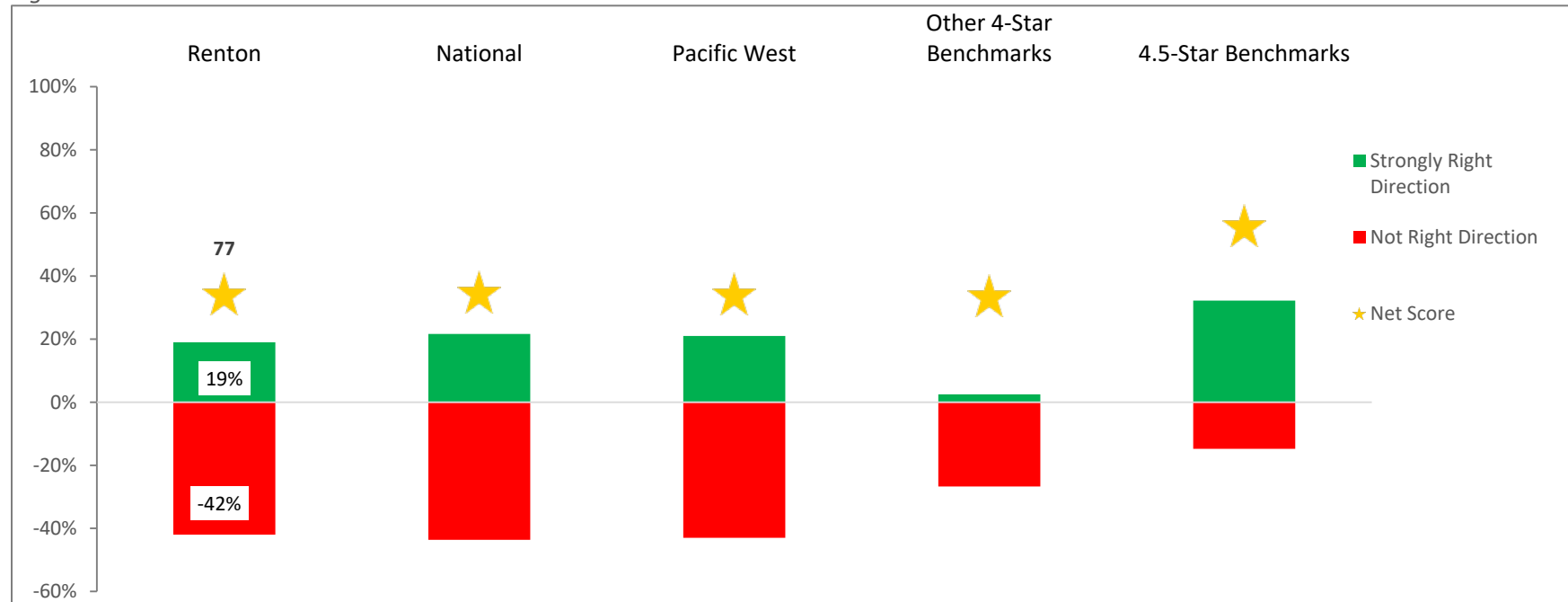
NWRG4—Overall, would you say that Renton is headed in the right or wrong direction?
Base: All respondents (2017n = 524)

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

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2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Value of Services for Tax Dollars Paid

Results for value of services are the same as in 2015. While just over half of residents say that they are getting their money's worth for their tax dollar, over one third are neutral.

- Men are significantly more likely than women to say they are <u>not</u> getting their money's worth—19% vs 7% respectively, and
- Home owners are also significantly likely than renters to say they are <u>not</u> getting their money's worth—18% vs 6% respectively.

There are no significant differences based on planning zone.

Figure 9: Value of Services for Tax Dollars Paid
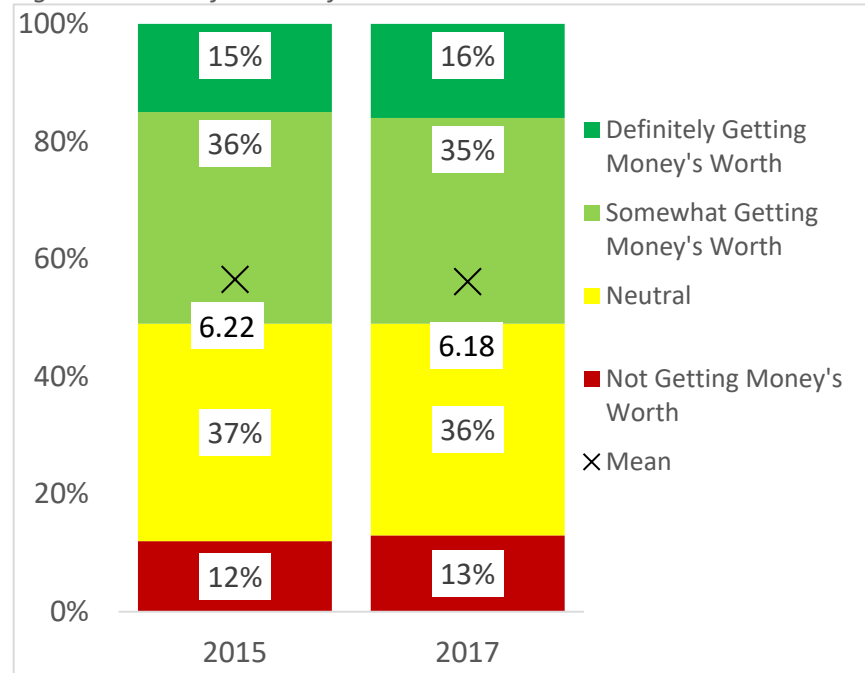
NWRG5—Do you feel you are getting your money's worth for your city tax dollar?
Mean based on eleven-point scale where "0" means, "definitely not getting money's worth" and "10" means "definitely getting money's worth."
Base: All respondents (2015n = 503) (2017n = 524)

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Table 6: Value of Services for Tax Dollars Paid by Zone

	Not Getting Value	Neutral	Somewhat Getting Value	Definitely Getting Value	Mean	Sample Size
Citywide	13%	36%	35%	16%	6.18	(n=524)
Benson	9%	45%	31%	14%	6.09	(n=127)
City Center	8%	39%	38%	15%	6.57	(n=75)
Highlands	14%	28%	36%	22%	6.45	(n=146)
West Hill	19%	37%	22%	22%	5.99	(n=30)
Talbot	13%	33%	46%	8%	6.13	(n=48)
East Plateau	33%	24%	36%	7%	5.11	(n=35)
Cedar River	16%	29%	44%	11%	5.94	(n=32)
Kennydale	10%	44%	38%	9%	6.22	(n=28)

NWRG5—Do you feel you are getting your money's worth for your city tax dollar?
Mean based on eleven-point scale where "0" means "definitely not getting money's worth" and "10" means "definitely getting money's worth."
Base: All respondents

Map 7: Value of Services for Tax Dollars Paid by Planning Zone
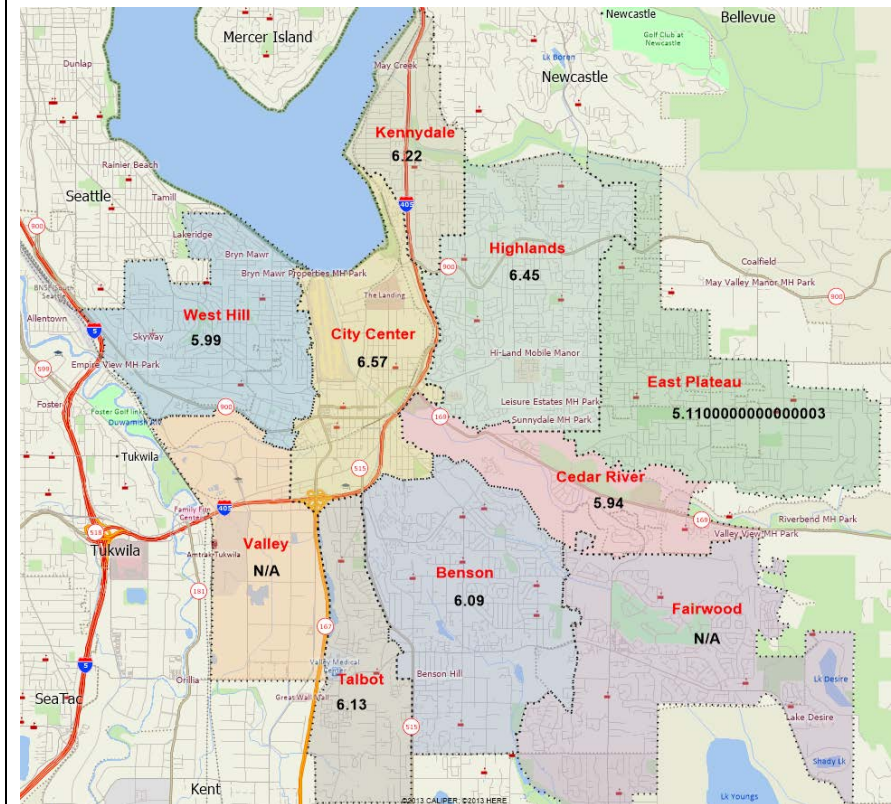
Maps illustrate differences in mean ratings by neighborhood.

When the Value of Services is benchmarked nationally, Renton performs above National, Regional and Other 4-Star benchmarks.

Figure 10: Value of Services for Tax Dollars Paid—Benchmarked
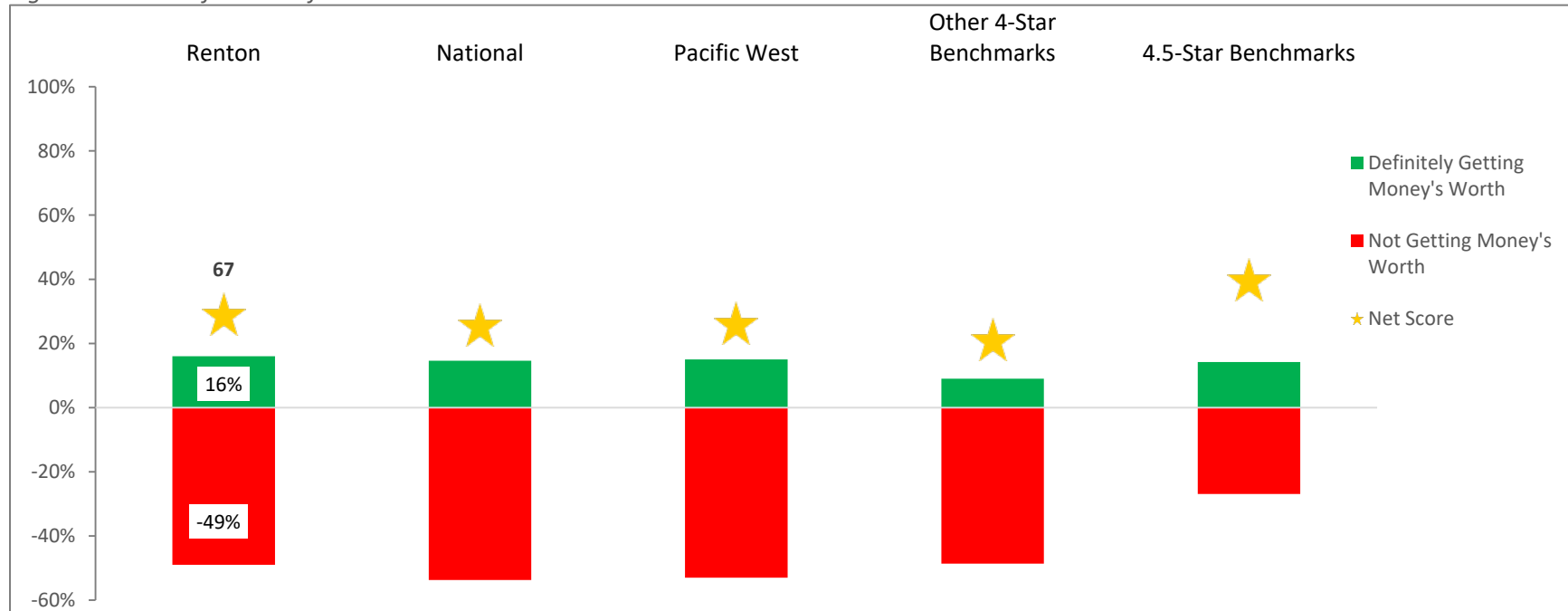
NWRG5—Do you feel you are getting your money's worth for your city tax dollar?
Base: All respondents (2017n = 524)

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2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

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KEY COMMUNITY INDICATORS

Overall Ratings

The 2017 Resident Survey asked 29 questions regarding the quality and residents' perceptions of various aspects of the City of Renton.

Factor analysis is a type of advanced analytics that looks at the responses to multiple questions and groups questions with highly correlated responses into factors . All 29 of the questions were analyzed, and the results showed that many of the answers were highly related (e.g., individual responses to questions dealing with government action were very similar). The scores of the related questions are combined to create a new variable called a dimension.

The use of factor analysis to create these dimensions simplifies reporting and provides for a more stable model when running other analytics such as the Key Drivers Analysis later in this report.

The table on the next page shows which questions were highly related to one another and how they were grouped to create each of the six dimensions: Maintenance and Environment, Inclusion, Livability, Traffic and Roads, Government Actions, and Inclusion.

Figure 11: Overall Performance on Key Question Indicator Dimensions

Overall Key Community Dimension Scores

Inclusion	Maintenance / Environment	Overall Mean of all Dimensions	Livability	Government Actions	Alternative Transit	Traffic and Roads
2.89	2.82	2.66	2.63	2.59	2.52	2.51

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*
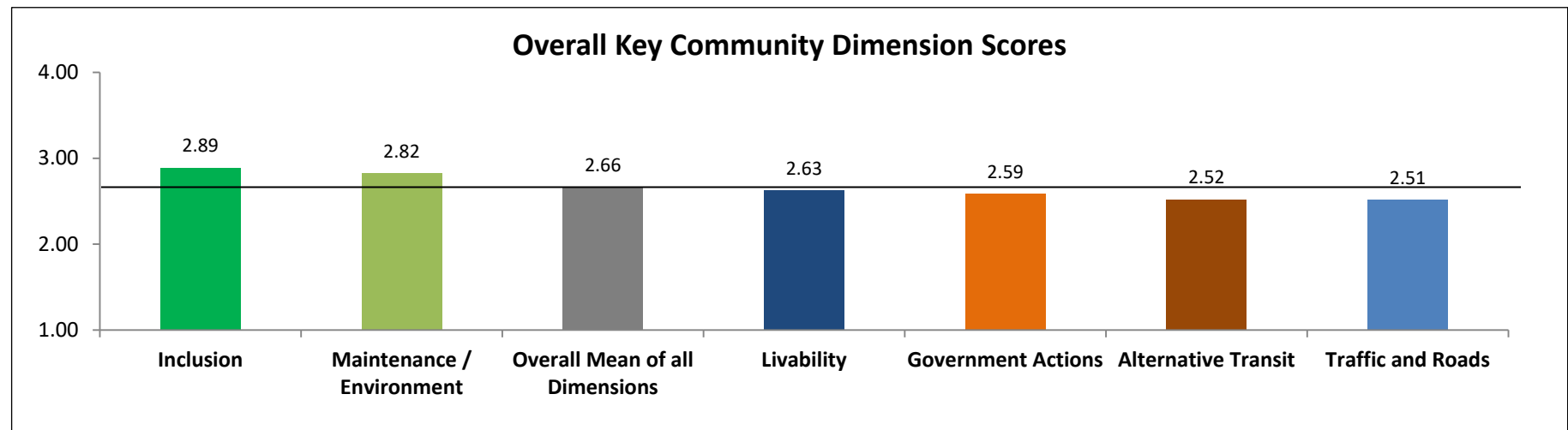
Table 7: Key Community Questions and Corresponding Dimensions

Dimension	Attributes	2015	2017
Maintenance / Environment	UTIL_1 – Maintenance of sidewalks and walkways	X	X
	UTIL_2 – Street repair and maintenance	X	X
	UTIL_3 – Garbage, yard waste, and recycling collection service	X	X
	UTIL_4 – Taste and cleanliness of Renton's drinking water	X	X
	UTIL_5 – Protecting and restoring Renton's natural streams, lakes, and wetlands	X	X
	UTIL5_1 – Providing access to and preservation of open spaces such as trails, parks, and wetlands	X	X
	UTIL5_2 – Quality of the natural environment	X	N/A
Inclusion	DI1 – How would you rate Renton's openness and willingness to include people of diverse backgrounds?	X	X
	DI2 – How would you rate the job Renton government does to reach out to and include its diverse cultural and language populations?	X	X
	GL5_7 – Providing support for people in need	X	X
Livability	GL1_1 – As a place to raise children	X	X
	GL1_2 – As a place to work	X	X
	GL1_3 – Neighborhood as a place to live	X	X
	GL4 – How would you rate Renton in terms of having a vibrant downtown with sufficient activities and shopping?	X	X
	GL5_3 – Availability of recreation activities	X	X
	GL5_4 – Well-planned residential neighborhoods	X	X
	GL5_5 – Well-planned business zones	X	X
	GL5_6 – Employment opportunities in Renton	X	X
Traffic and Roads	MOB_1 – Overall ease of travelling	X	X
	MOB_2 – Ease of car travel in Renton	X	X
	MOB_5 – Adequacy of local roads to support new residential and business developments	X	X
Government Actions	GA1 – Keeping residents informed	X	X
	GA2 – Seeking residents' involvement and input	X	X
	GA3 – Having a clear vision and strategy for the future	X	X
	GA4 – Listening to its residents	X	X
	UTIL4 – Code enforcement related to property maintenance	X	X
Alternative Transit	MOB_3 – Ease of being able to walk to many different places	X	X
	MOB_4 – Adequacy of bike lanes and paths	X	X
	MOB_6 – Ability to get around Renton using public transportation	X	X
	MOB_7 – Ability to get from Renton to/from other places in the Puget Sound using public transportation	X	X

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Grouped Ratings

Inclusion is the highest rated of the six dimensions.

- Although Inclusion was the second highest rated dimension in 2015, there have been no significant differences in the scores between the two surveys.

- Openness and willingness to include people of diverse backgrounds continues to be the highest rated attribute within this dimension.

Table 8: Performance on Key Community Questions—Inclusion

Key Community Questions	2015	2017
Overall	2.77	2.89
Openness and willingness to include people of diverse backgrounds	3.08	3.17
Renton government reaching out and including its diverse populations	2.70	2.83
Providing support for people in need	2.51	2.55

Note: Red dividing lines in tables indicates the overall mean of the questions contained in that dimension.

Base: All respondents (2015n = 503) (2017n = 524)

Maintenance and Environment is the second highest rated dimension.

- There have been no significant changes in this group compared to 2015.

- Residents rate the city providing access to and preservation of open spaces highest within this group.

- The lowest ratings continue to be maintenance related such as maintenance of sidewalks and walkways and street repair and maintenance.

Table 9: Performance on Key Community Questions—Maintenance / Environment

Key Community Questions	2015	2017
Overall	2.79	2.82
Providing access to and preservation of open spaces	2.90	2.99
Taste and cleanliness of Renton's drinking water	2.97	2.96
Renton's performance protecting and restoring natural streams, lakes, and wetlands	2.84	2.89
Garbage, yard waste, and recycling collection services	2.91	2.81
Maintenance of sidewalks and walkways	2.58	2.68
Street repair and maintenance	2.53	2.63

Note: Red dividing lines in tables indicates the overall mean of the questions contained in that dimension.

Base: All respondents (2015n = 503) (2017n = 524)

*2017 City of Renton Resident Survey: ↑/↓Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Livability remains third in the list receiving mostly "fair" to "good" ratings.

- There have been no significant changes within this dimension when compared to 2015.

- Neighborhoods and serving as a good place to raise children receive the highest ratings in this dimension.

- Improvements could be made regarding business planning, employment opportunities, and downtown activities and shopping.

Table 10: Performance on Key Community Questions—Livability

Key Community Questions	2015	2017
Overall	2.52	2.63
Your neighborhood as a place to live	2.84	2.93
Renton as a place to raise children	2.53	2.70
Availability of recreation activities	2.69	2.70
Renton as a place to work	2.60	2.70
Well-planned residential neighborhoods	2.44	2.52
Well-planned business districts	2.38	2.50
Employment opportunities	2.46	2.42
Having a vibrant downtown with sufficient activities and shopping	2.22	2.40

Note: Red dividing lines in tables indicates the overall mean of the questions contained in that dimension.

Base: All respondents (2015n = 503) (2017n = 524)

Government Actions is one area that has seen real improvement when compared to 2015 as there have been significant score increases for three out of five attributes within Government Actions:

- Having a clear vision and strategy to the future, Seeking residents' involvement and input, and Listening to its residents have all increased vs 2015.

- Issues related to code enforcement and property maintenance receive the lowest ratings in this group.

Table 11: Performance on Key Community Questions—Government Actions

Key Community Questions	2015	2017
Overall	2.42	2.59 ↑
Having a clear vision and strategy for the future	2.45	2.68 ↑
Keeping residents informed	2.59	2.68
Seeking residents' involvement and input	2.42	2.64 ↑
Listening to its residents	2.42	2.60 ↑
Renton's code enforcement related to property maintenance	2.25	2.25

Note: Red dividing lines in tables indicates the overall mean of the questions contained in that dimension.

Base: All respondents (2015n = 503) (2017n = 524)

*2017 City of Renton Resident Survey: ↑/↓Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Options for Alternative Transportation is the second lowest scoring dimension.

- There have been no significant changes within this dimension when compared to 2015.
- Mobility to/from other places using public transportation remains the top attribute within this dimension.
- Getting around Renton using public transportation and the adequacy of bike lanes and paths continue to be areas for improvement.

Table 12: Performance on Key Community Questions—Alternative Transit

Key Community Questions	2015	2017
Overall	2.43	2.52
Ability to get from Renton to/from other places in the Puget Sound using public transportation	2.54	2.55
Ease of being able to walk to many different places	2.37	2.52
Ability to get around Renton using public transportation	2.44	2.51
Adequacy of bike lanes and paths	2.35	2.39

Note: Red dividing lines in tables indicates the overall mean of the questions contained in that dimension.

Base: All respondents (2015n = 503) (2017n = 524)

Traffic and Roads is the lowest rated Dimension in 2017.

- There have been no significant changes within this dimension when compared to 2015.
- The ease of car travel in Renton receives the highest rating in this category.
- Improvements could be made to the adequacy of roads to support new developments.

Table 13: Performance on Key Community Questions—Traffic and Roads

Key Community Questions	2015	2017
Overall	2.46	2.51
Ease of car travel in Renton	2.50	2.55
Overall ease of travelling in Renton	2.50	2.53
Adequacy of roads to support new developments	2.39	2.43

Note: Red dividing lines in tables indicates the overall mean of the questions contained in that dimension.

Base: All respondents (2015n = 503) (2017n = 524)

2017 City of Renton Resident Survey: ↑/↓ *Indicates statistically significant differences *Use caution, small sample sizes for these groups*

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2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

KEY DRIVERS ANALYSIS

Key Drivers Analysis uses a combination of factor and regression analyses to identify which areas have the greatest impact on residents' overall impressions of Renton as measured by its 5-Star Rating. The purpose of these analyses is to determine which questions in the survey are most closely associated with Renton's 5-Star Rating. While Key Drivers Analysis is somewhat complex, and a full description is beyond the scope of this report, in its simplest form, Key Drivers Analysis looks for a correlation between a respondent's 5-Star Rating and how he or she responded to each of the key questions. If there is a significant correlation between the two, then the question (or dimension) is considered to be a "driver" of the 5-Star Rating.

Key Drivers Analysis is useful as it provides the City with specific areas of focus in which to improve. For example, the question "providing support for people in need" is a key driver of Renton's 5-Star Rating; however, satisfaction is relatively low in this area compared to other areas of government actions. Key Drivers Analysis suggests that if Renton was to focus on improving in this area—and residents recognize this improvement—Renton's overall 5-Star Rating should increase.

Conversely, "Renton as a place to raise children" is not a key driver of the 5-Star Rating. This does not mean that residents do or do not agree with this statement or that it is not important. In this case, it means that there is little variance in residents' opinions, and that there is no strong correlation between this and Renton's 5-Star Rating.

2017 City of Renton Resident Survey: ↑/↓ *Indicates statistically significant differences *Use caution, small sample sizes for these groups*

The first step in the analysis identifies the extent to which the six overall dimensions identified earlier impact Renton's 5-Star Rating.

The dimensions for Livability and Government Actions have a significant impact on Renton's 5-Star Rating. This is not to suggest that the other dimensions are not important. Rather, it is likely that residents see Livability and Government Actions as more closely related to the overall quality of life in Renton.

Key Drivers Analysis looks at relationships between individual survey questions or combinations of these questions and Renton's 5-Star Rating and identifies the questions that have the greatest influence on Renton's 5-Star Rating.

Figure 12: Key Drivers Analysis—Overall Dimensions
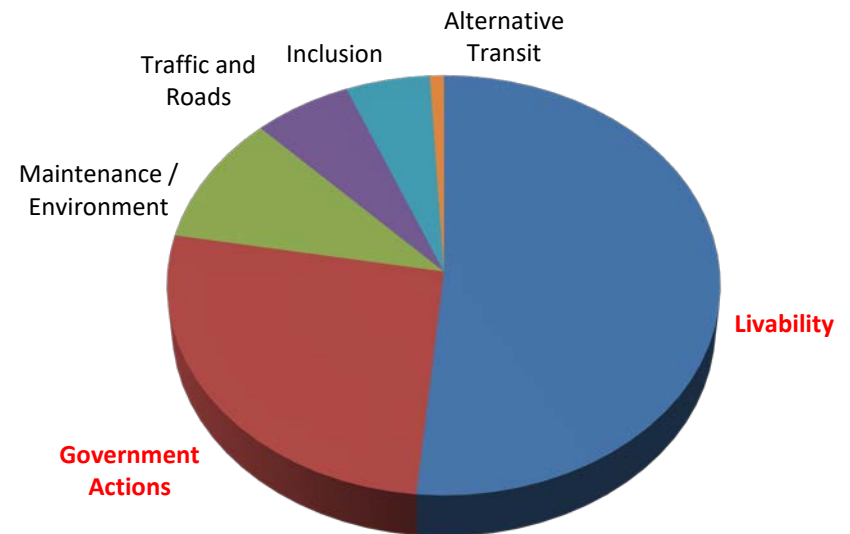
Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Renton's 5-Star Rating. Those factors in black are not drivers—that is, a change in these areas does not significantly impact Renton's 5-Star Rating.

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

The second step in the analysis identifies the extent to which each of the individual Key Questions contained within the overall dimension is a key driver. Again, regression analysis is used to identify areas that drive Renton's 5-Star Rating. At the end of the Key Drivers section is a summary table that identifies the key drivers and relative performances for each dimension and attribute within dimensions.

Livability is the largest driver—that is, ratings for this dimension have the largest overall impact on Renton's 5-Star Rating.

Two of the eight attributes within this dimension have statistically significant impacts. They are indicated by bold, red text in the chart to the right.

- **Renton as a place to raise children**
  - The City is performing about average—watch and maintain
- **Having well-planned residential neighborhoods**
  - This is an area for improvement

Figure 13: Key Drivers Analysis—Livability
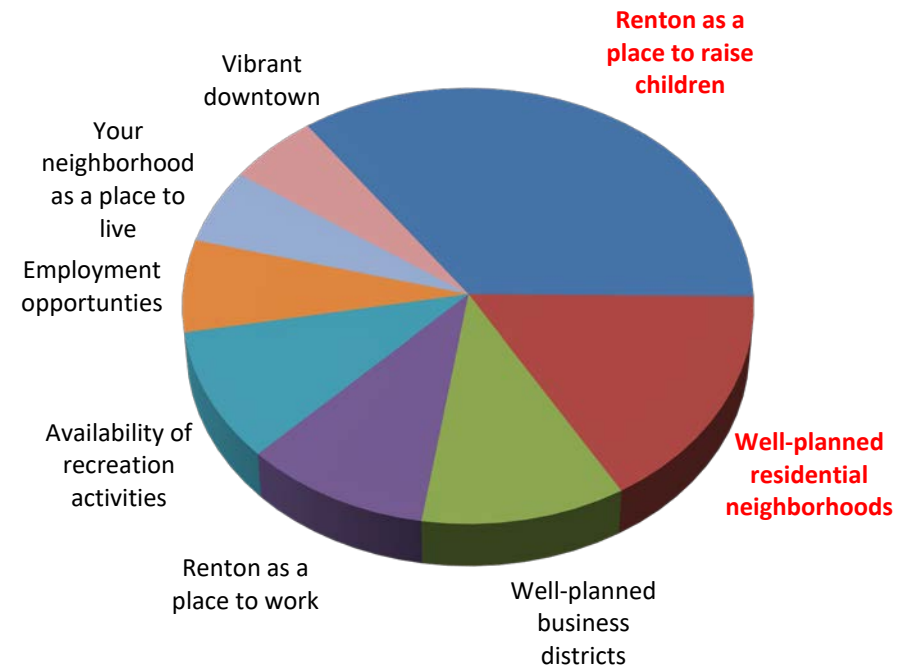
Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Renton's 5-Star Rating.
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Renton's 5-Star Rating.

2017 City of Renton Resident Survey: ↑/↓ *Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Government Actions is the second largest impact over Renton's 5-Star Rating. Two of the five attributes in this dimension have a significatn impact on Renton's 5-Star Rating.

- **Having a clear vision and strategy for the future**
  - This is the top performing attribute in this dimension and has experienced a significant year over year improvement. Continue along this path.

- **Code enforcement related to property mainentance**
  - For the second year running, this is the lowest rated attribute within this dimension.

Figure 14: Key Drivers Analysis—Government Actions

Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Renton's 5-Star Rating.
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Renton's 5-Star Rating.

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

2017 Renton Survey of Residents

Maintenance and Environment is not a statistically significant driver of Renton's 5-Star Rating; however, three of the six attributes within this dimension do have an impact on the 5-Star Rating.

- **Taste and cleanliness of drinking water**
  - Performs well, maintain

- **Street repair and maintenance**
  - Lowest performing attribute in this dimension, improve.

- **Access to and preservation of open spaces**
  - Top performing attribute in this dimension, maintain.

Figure 15: Key Drivers Analysis—Maintenance and Environment

Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Renton's 5-Star Rating.
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Renton's 5-Star Rating.

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

While the dimension, Traffic and Roads is not a statistiacally significant driver of Renton's 5-Star Rating, two of the three attributes within this dimension do have some impact.

- **Overall ease of travelling in Renton**
  - Top performing attribute in this dimension, maintain.

- **Adequacy of roads to support new developments**
  - An area for possible improvement.

Figure 16: Key Drivers Analysis—Traffic and roads

Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Renton's 5-Star Rating.
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Renton's 5-Star Rating.

Inclusion is not a statistiacally significant driver of Renton's 5-Star Rating. However, two of the three attributes within this dimension do have some impact.

- **Providing support for people in need and Adequacy of roads to support new developments**
  - While both of these perform lower than Openness and willingness to include people of diverse backgrounds, they perform well compared to other attributes overall. Continue to monitor.
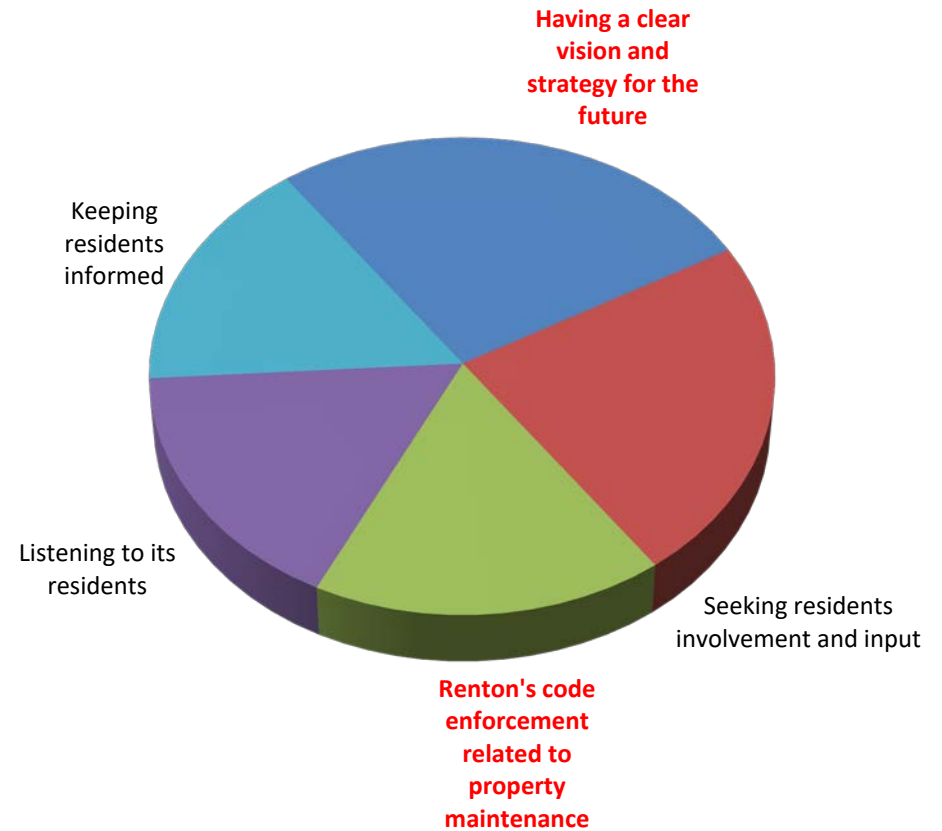
Figure 17: Key Drivers Analysis—Inclusion

Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Renton's 5-Star Rating.
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Renton's 5-Star Rating.

2017 City of Renton Resident Survey: ↑/↓Indicates statistically significant differences *Use caution, small sample sizes for these groups

Alternative Transportation is not a statistically significant driver of Renton's 5-Star Rating and has the lowest overall impact. However, two of the four attributes within this dimension do have some impact.

- **The Ability to get around Renton using public transportation and the Ease of beng able to walk to many different places** are two areas to potentially improve.

Figure 18: Key Drivers Analysis—Alternative Transit

Abilty to get around Renton using public transportation

Ease of being able to walk to many different places

Get from Renton to/from other places using public transportation
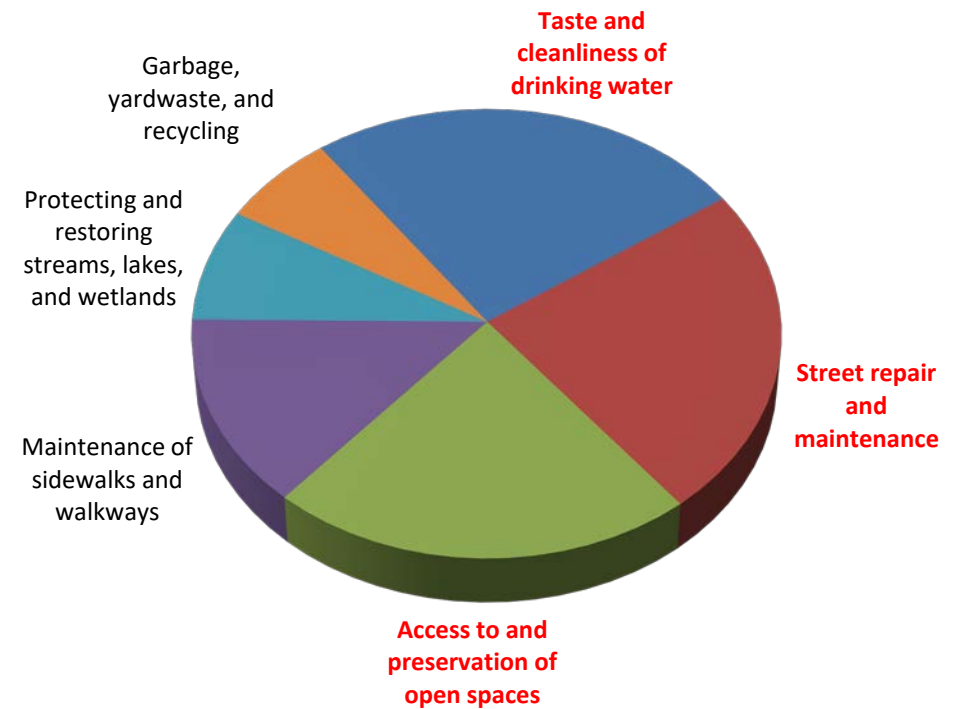
Adequacy of bike lanes and paths

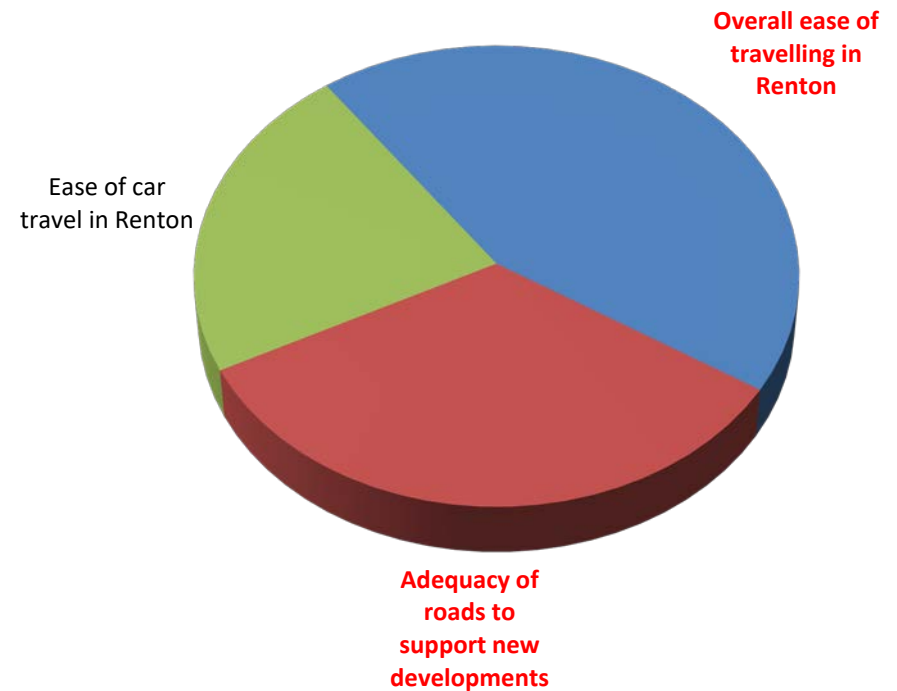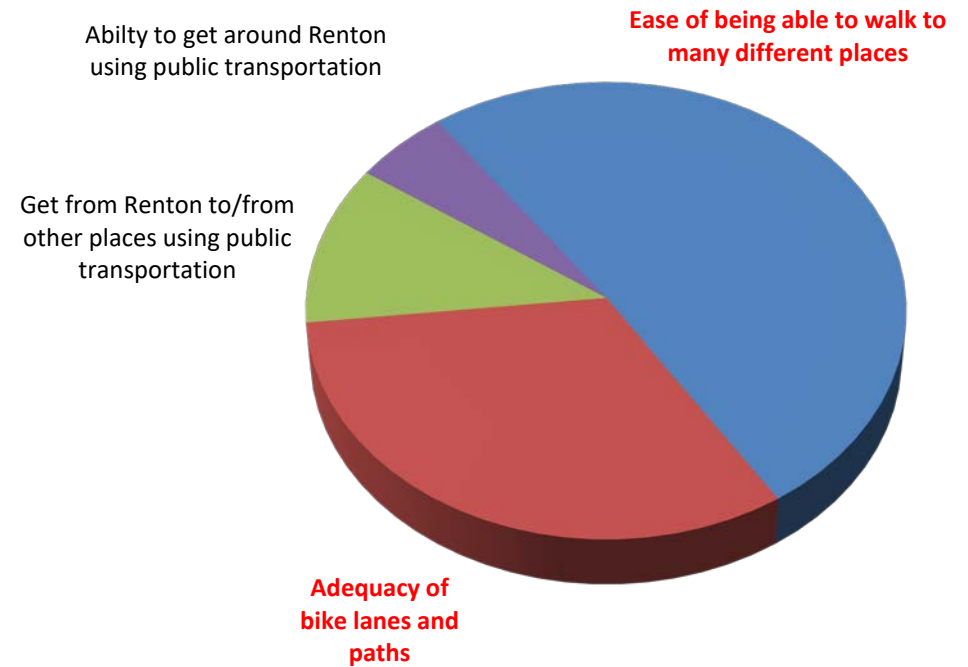*Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Renton's 5-Star Rating.*
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Renton's 5-Star Rating.

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Resource Allocation Analysis

The final step in the analysis is to identify key areas where Renton may wish to allocate additional resources based on what is most important to residents (i.e., are key drivers of Renton's 5-Star Rating) and current performance within individual areas. Four resource allocation strategies are identified:

1. **Invest**: These are areas that are key drivers of Renton's 5-Star Rating and where residents' agreement is below average when compared to the overall mean within each dimension. Investing in these areas would have a significant impact on Renton's 5-Star Rating. In the table on the next page, these areas are highlighted in dark blue.

2. **Maintain**: These are areas identified as key drivers of Renton's 5-Star Rating and where residents' agreement is above average when compared to the overall mean within each dimension. Because of the impact of these items on Renton's rating, it is important to maintain existing levels of service in these areas, as a decrease in the level of service would have a negative impact on Renton's 5-Star Rating. These areas are highlighted in dark green.

3. **Monitor**: These are areas identified as key drivers of Renton's 5-Star Rating and where residents' agreement is at or near average when compared to the overall mean within each dimension. Because of the impact of these items on Renton's rating and their mid-level satisfaction, these are areas to monitor and invest additional resources as available to improve performance. These items are highlighted in dark yellow.

4. **Non-Drivers**: These are areas that do not have a statistically significant impact on Renton's 5-Star Rating and fall into three categories:

   a. **Lower than average agreement**: These are areas where residents' agreement is below average when compared to the overall mean within each dimension. While these currently do not impact the City's 5-Star Rating, they should be monitored to prevent potential issues. These are highlighted in light blue.

   b. **Above average agreement:** These are areas where residents' agreement is above average when compared to the overall mean within each dimension. While these currently do not impact the City's 5-Star Rating, they are high performers and should be maintained. These are highlighted in light green.

   c. **Average agreement:** These are areas where residents' agreement is at or near average when compared to the overall mean within each dimension. While these currently do not impact the City's 5-Star Rating, the residents believe that performance is adequate, and these should be maintained. These are highlighted in light yellow.

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Table 14: Resource Allocation Analysis

Importance

Livability 🖝	Government Actions 🖝	Maintenance / Environment 🖝	Traffic and Roads	Inclusion	Alternative Transit
Neighborhood as a place to live 🖝	Clear vision and strategy for the future 🖝 [IMPROVED]	Access to and preservation of open spaces 🖝	Ease of car travel in Renton 🖝	Willingness to include people of diverse backgrounds	Ability to get to/from Renton using public transportation
Renton as a place to raise children 🖝	Keeping residents informed	Taste and cleanliness of Renton's drinking water 🖝	Overall ease of travelling in Renton	Renton including its diverse populations 🖝	Ease of being able to walk to many different places 🖝
Availability of recreation activities	Seeking resident's involvement and input [IMPROVED]	Protecting and restoring natural streams, lakes, and wetlands	Adequacy of roads to support new developments 🖝	Providing support for people in need 🖝	Ability to get around Renton using public transportation
Renton as a place to work	Listening to its residents [IMPROVED]	Garbage, yard waste, and recycling collection services			Adequacy of bike lanes and paths 🖝
Well-planned residential neighborhoods	Code enforcement related to property maintenance 🖝	Maintenance of sidewalks and walkways			
Well-planned business districts		Street repair and maintenance 🖝			
Employment opportunities					
Having a vibrant downtown with sufficient activities and shopping					

🖝 = Key Driver;

- = Key driver, lower-than-average agreement; invest
- = Key driver, near average agreement; monitor
- = Key driver, above-average agreement; maintain
- = Not a driver, lower than-average agreement; monitor
- = Not a driver, near average agreement; maintain
- = Not a driver, above-average agreement; maintain

2017 City of Renton Resident Survey: ↑/↓ *Indicates statistically significant differences *Use caution, small sample sizes for these groups*

RENTON AS A PLACE TO LIVE

General Livability

Scores for eight of the nine areas regarding general livability in Renton have remained the same when compared to 2015.

The only notable change is regarding Renton having a vibrant downtown. While this is still the lowest rated question, it has increased significantly when compared to 2015—from a mean score of 2.22 to 2.40.

As in 2015, Renton's highest ratings are for the quality of its neighborhoods, being a good place to raise children, and the availability of its recreation activities.

Figure 19: General Livability - Overview
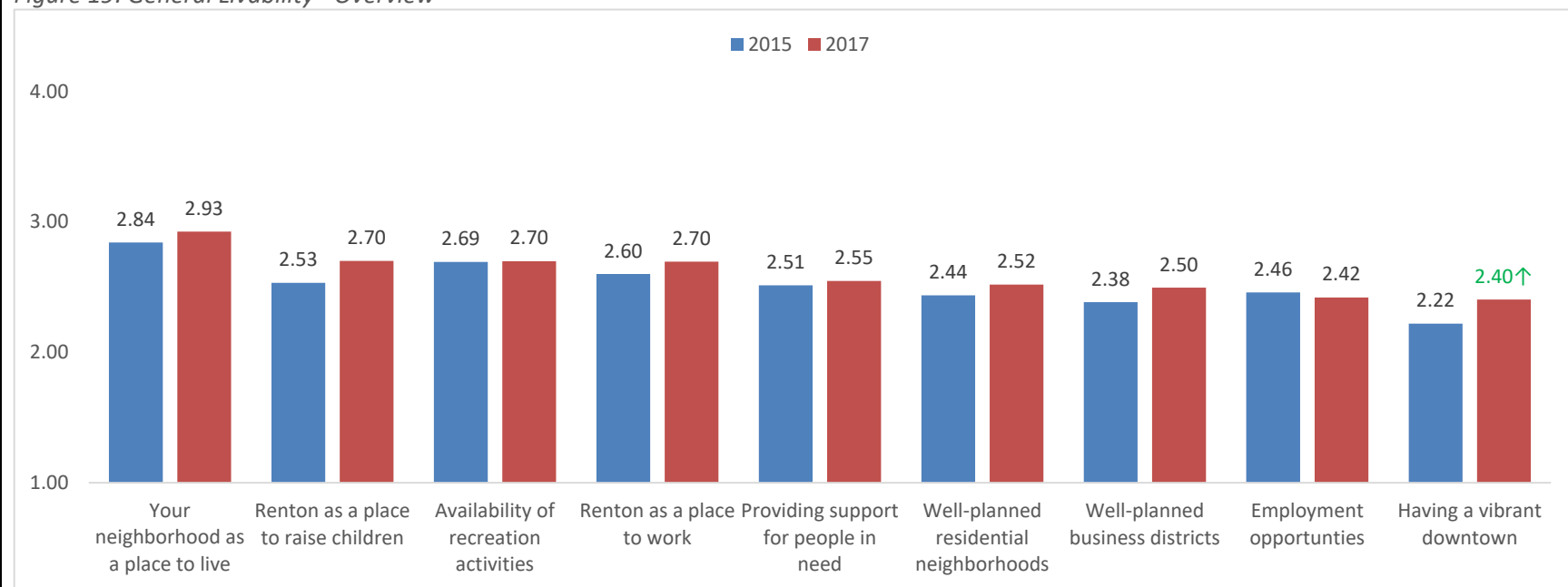
GL1 – Please rate Renton on each of the following – Mean based on a 4-point scale from 1 to 4
Base: All respondents (2015n = 503) (2017n = 524)

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Diversity and Inclusion

Eighty-seven percent (87%) of residents say that Renton's openness and willingness to include people of diverse backgrounds is "Good" or "Excellent".

- There are no significant differences across demographic groups on this question.

Nearly two-thirds believe that the government does a "Good" or "Excellent" job reaching out and including the diverse population.

- This has increased compared to 2015 due primarily to a significant increase in the percent who say "Excellent".
- However, similar to 2015, minorities provide lower ratings regarding outreach and inclusion.

Figure 20: Diversity and Inclusion
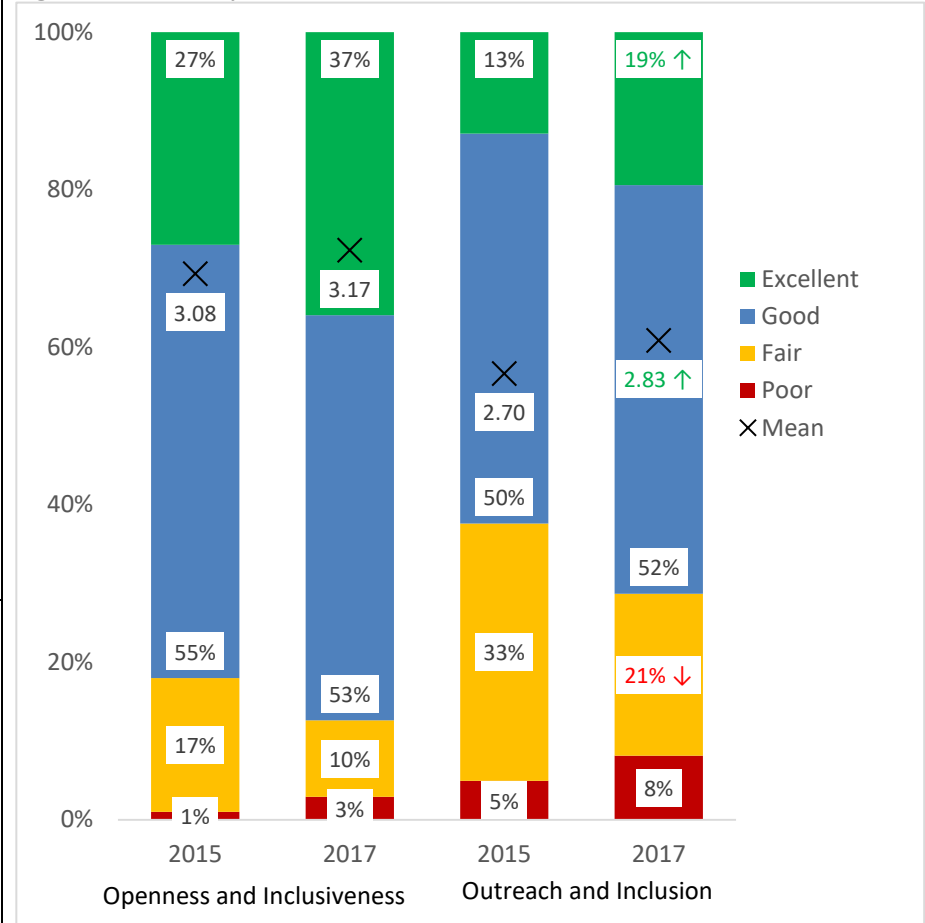
DI1 – How would you rate Renton's openness and willingness to include people of diverse backgrounds
DI2 – How would you rate the job the Renton government does to reach out to and include its diverse cultural and language populations
Base: All respondents (2015n = 503) (2017n = 524) – Mean based on a 4-point scale from 1 to 4

Figure 21: Renton's Job with Outreach and Inclusion

DI2 – How would you rate the job the Renton government does to reach out to and include its diverse cultural and language populations (combined % "Good" and "Excellent" shown)
Base: All respondents (2015n = 503) (2017n = 524)

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Familiarity and Use of Services

Familiarity with services provided by the City to reach out to and include diverse populations is relatively low. While awareness is similar between white and minority residents, there are differences based on age and income.

- Older residents are more likely to be familiar with outreach services.
- Similarly, residents with lower incomes are also more likely to be aware of these services.

Similar to awareness, use of Renton's cultural and language services is also fairly low. Unlike awareness, there are no notable differences in the demographics of residents who have used these services compared to those who have not.

Figure 22: Familiarity with Outreach Services
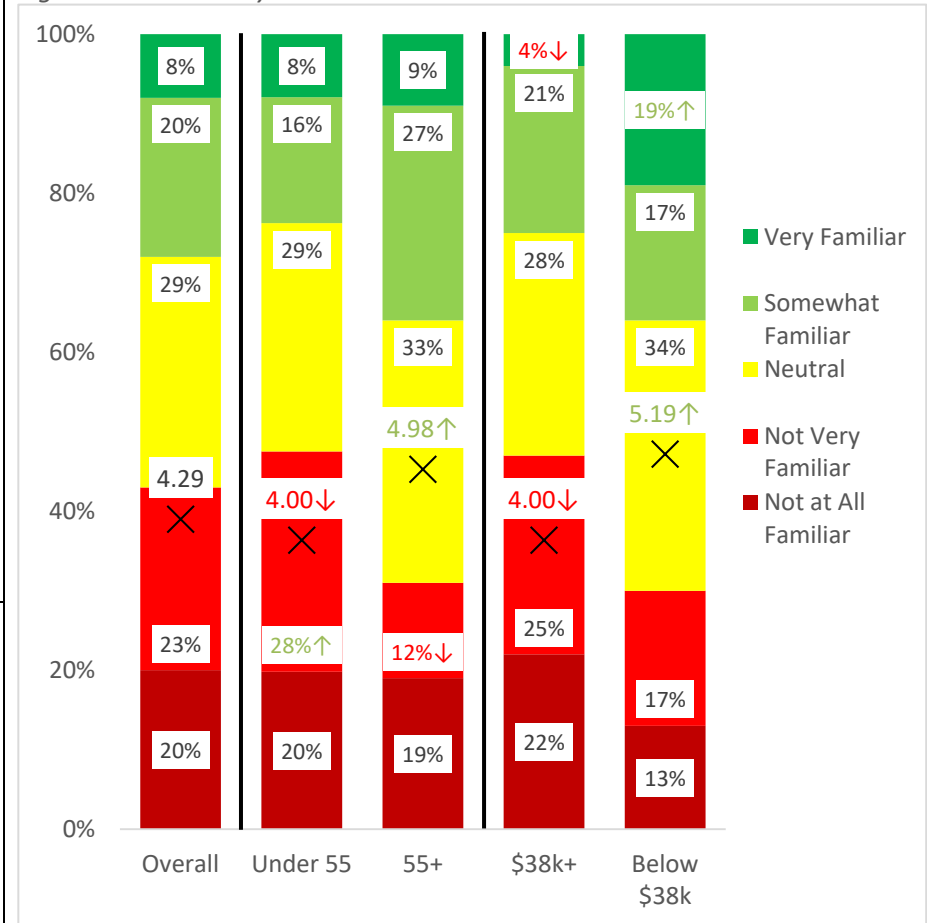
DI3 – How familiar are you with services provided by the City of Renton to reach out and include its diverse cultural and language populations?
Base: All respondents (2015n = 503) (2017n = 524) – Mean based on an 11-point scale from 0 to 10

Figure 23: Use of Outreach Services

DI4 – Have you used any of these services (% "Yes" shown)
Base: All respondents (2015n = 503) (2017n = 524)

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Activities and Events - Participation

Renton's parks are very popular as nine out of ten (87%) households have visited a park in the past 12 months—the same as in 2015.

- Fifty-eight percent of households have visited a city-run trail—a new question in 2017,
- Just over half of households have visited the farmer's market or downtown event—decreased from 66% in 2015, and
- One third (35%) of households have attended neighborhood picnics in the past year—up from 21% in 2015.

Figure 24: Participation in Activities and Events

Legend:
- Personally (green)
- Someone else (blue)

Total % of HH Attended

Activity	Total %	Personally	Someone else
Visited a park	87%	73%	11%
Visited city-run trails	58%	51%	6%
Participated in a City event	56%	46%	10%
Farmer's market / downtown event	53%	47%	7%
Attended neighborhood picnics	35%	31%	5%
Participated in a recreation program	21%	14%	6%
Attended visual / performing arts event	19%	15%	3%
Visited History Museum	10%	8%	2%

AE1 – In the past 12 months, have you or anyone in your household. . .
Base: All respondents (2017n = 524)Note: the total % of HH Attended may vary slightly from the sum of "personally" and "someone else" due to rounding

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Activities and Events – Types of Recreation Programs

The summer concert series, youth sports, and adult sports/fitness classes are the three most common types of recreation programs in which households participate.

Figure 25: Types of Recreation Programs
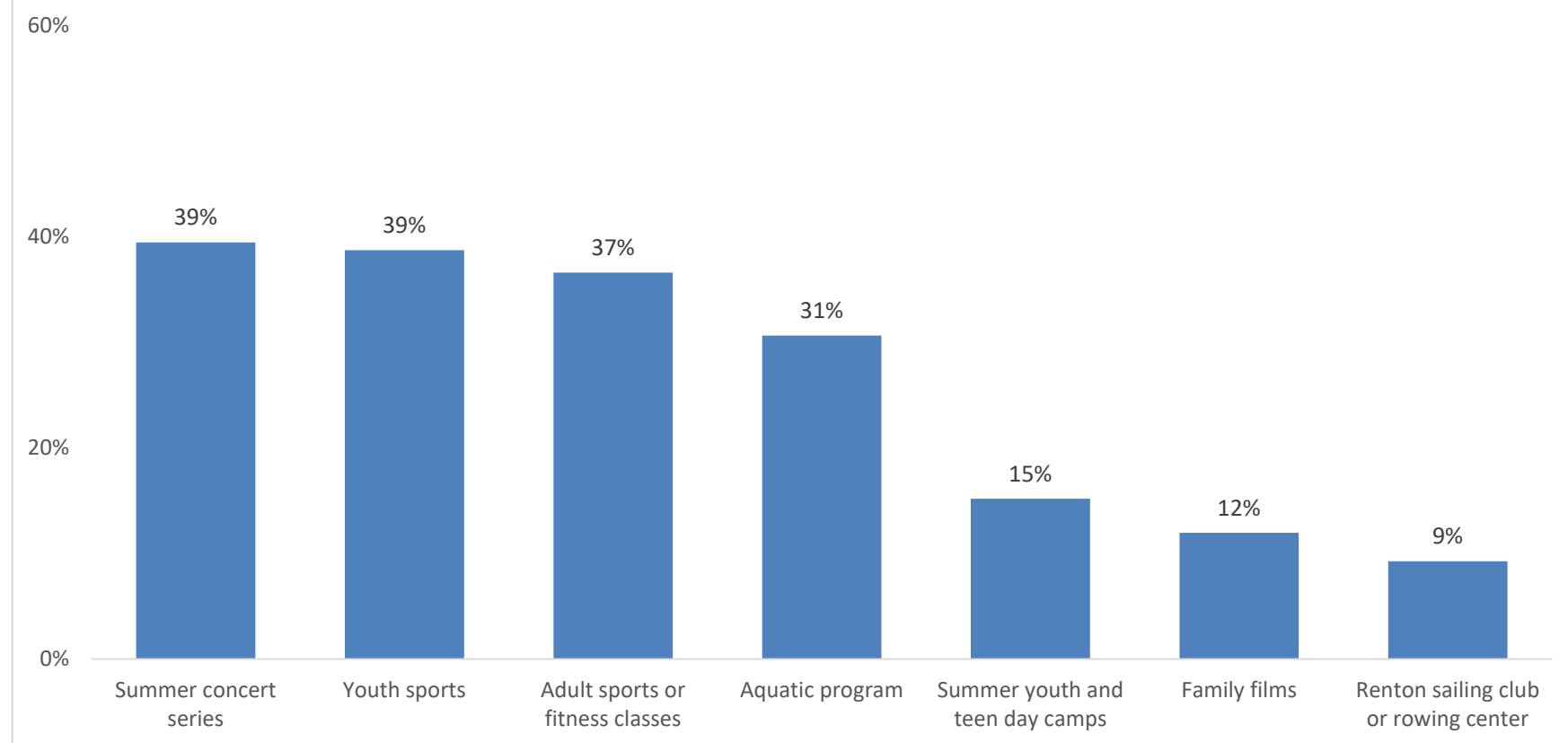
AE3 –In which types of recreation programs did you or those in your household participate?
Base: Residents who participated in a recreation program or visited a park (2017n = 112)

2017 City of Renton Resident Survey: ↑/↓ *Indicates statistically significant differences* *Use caution, small sample sizes for these groups*

Value of Special Events

Overall, support for special events is very high:	*Figure 26: Value of Special Events*
• Nearly half of residents "strongly" agree that special events build a sense of community—same as 2015. • Two out of five "strongly" agree that special events are a good use of public resources—same as 2015. • One-third "strongly" agree that special events highlight Renton's diversity—new in 2017.	
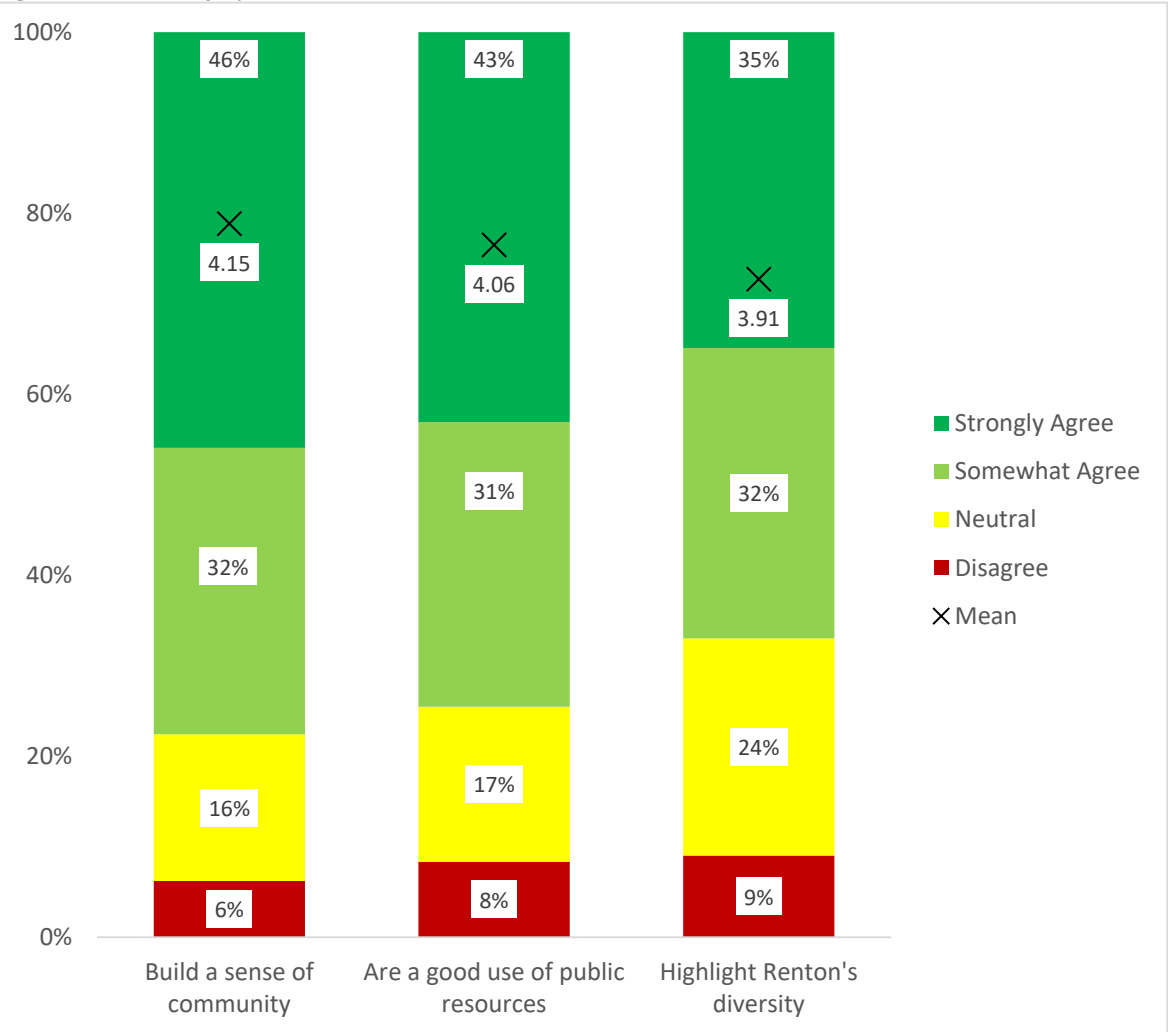
AE2_2 – Extent you agree or disagree that city sponsored special events and activities build a sense of community.
AE2_3 – Extent you agree or disagree that city sponsored special events are a good use of public resources.
AE2_4 – Extent you agree or disagree that city sponsored special events highlight Renton's diversity.
Base: All respondents (2015n = 503) (2017n = 524) – Mean based on a 5-point scale from 1 to 5

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

SAFETY IN RENTON

Situational Safety

In general, residents feel fairly safe in Renton and ratings have been steady when compared to 2015. As expected, people generally feel less safe after dark, particularly downtown. Safety on Renton's trails and safety after dark in neighborhoods continue to be areas for further exploration.

There are no significant differences regarding feelings of safety by demographics or by geographic location.

Figure 27: Safety in Renton

■ 2015 ■ 2017

	2015	2017
The Landing safety - Daytime	4.70	4.69
Neighborhood safety - Daytime	4.51	4.52
Downtown safety - Daytime	4.07	4.20
The Landing safety - After Dark	4.04	3.95
Park safety - General	3.74	3.79
Neighborhood safety - After Dark	3.48	3.64
Trail safety - General	3.34	3.35
Downtown safety - After Dark	2.63	2.81
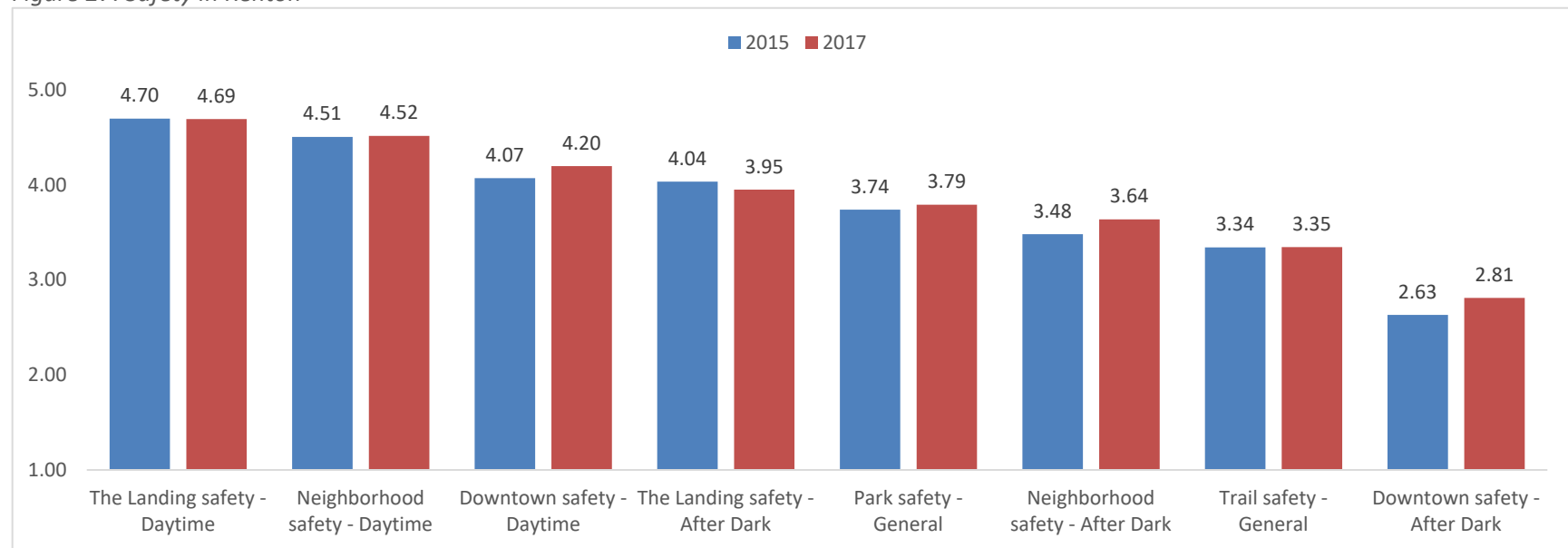
SS1 – How safe or unsafe do you feel while walking alone in the following situations?
Base: All respondents (2015n = 503) (2017n = 524) – Mean based on a 5-*point scale from* 1 *to* 5

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Situational Safety by Neighborhood

Safety varies by neighborhood with those living in the City Center, Highlands, West Hill and Benson generally feeling less safe than others.

Figure 28: Daytime Safety in Neighborhood
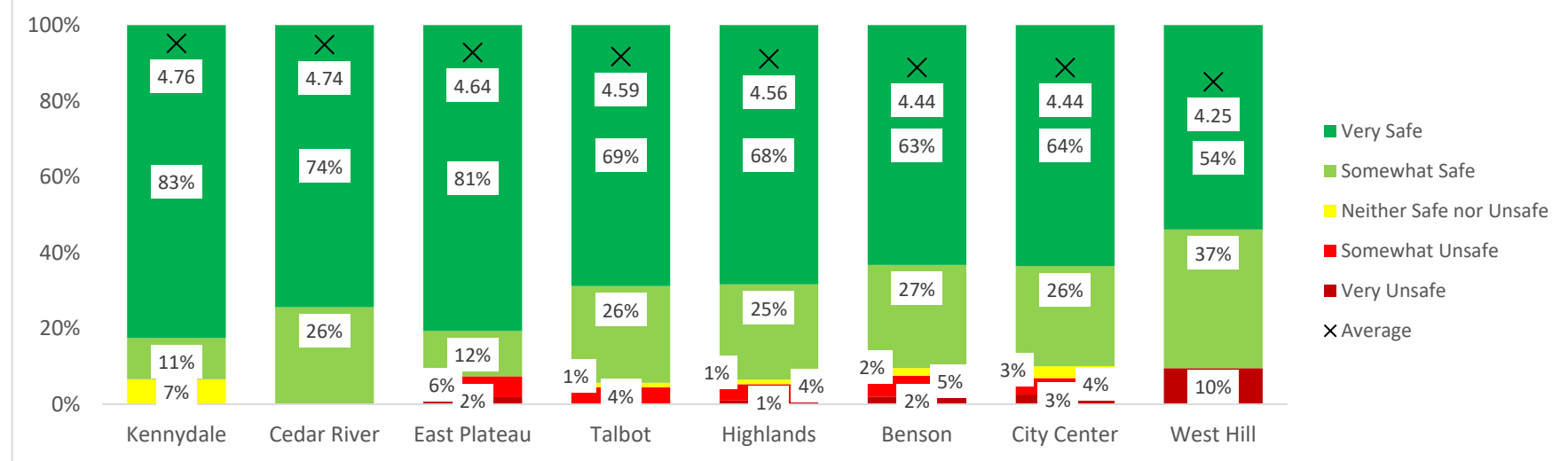
SS1 – How safe or unsafe do you feel while walking alone in your neighborhood during the day? Base: All respondents (2015n = 503) (2017n = 524)

Figure 29: Safety in Neighborhood After Dark
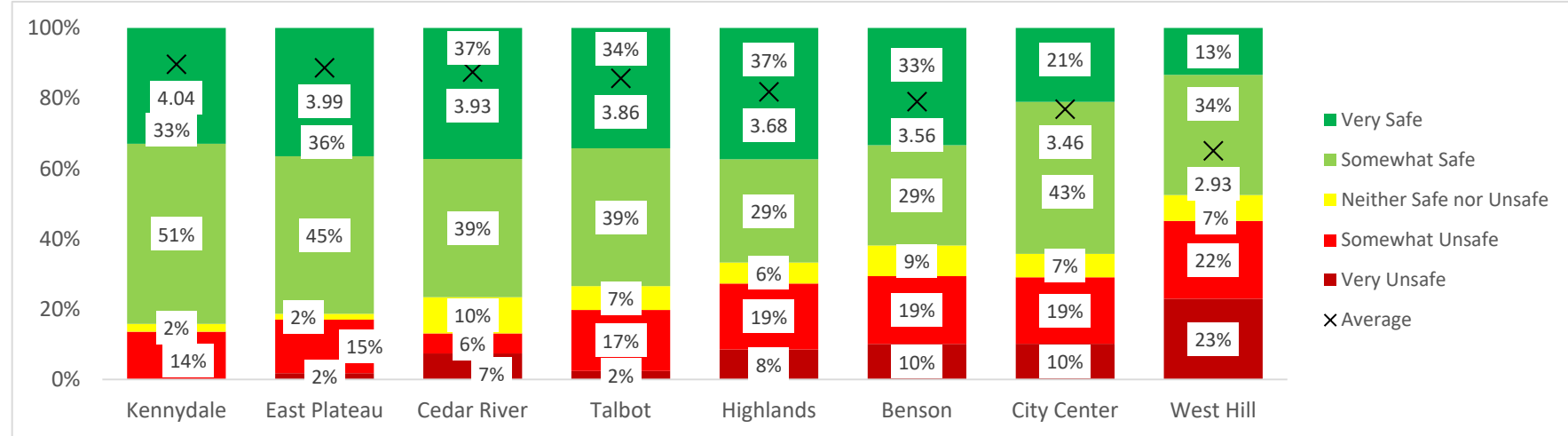
SS1 – How safe or unsafe do you feel while walking alone in your neighborhood after dark? Base: All respondents (2015n = 503) (2017n = 524)

2017 City of Renton Resident Survey: ↑/↓ *Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Renton's Police Department

Eight out of ten residents are confident that the Police Department will respond to emergencies in a timely manner and more than seven out of ten believe that Renton's police department is consistent in its law enforcement—both the same as 2015 findings. Additionally, three-quarters of residents believe that the police are "somewhat" or "very" approachable—also the same as in 2015.

There are no differences in the way resident's rate the police based on demographics such as age, race, and income nor are there differences based on geography.

Figure 30: Police Service Interactions
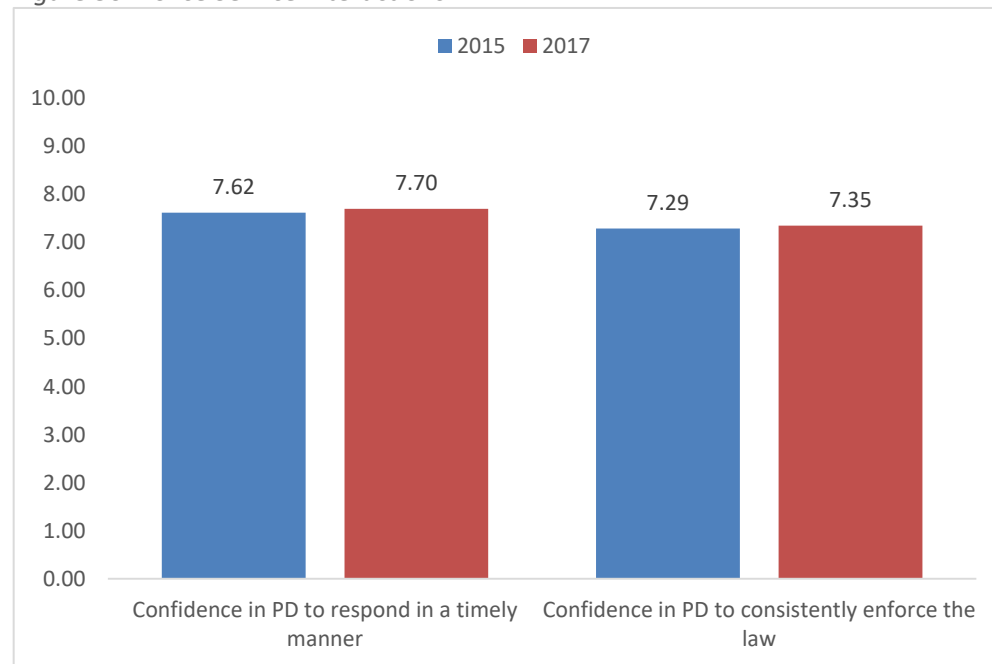
PD1 – How confident are you in Renton's police department to respond to emergencies in a timely manner?
PD2 – How confident are you in Renton's police department to consistently enforce the laws?
Base: All respondents (2015n = 503) (2017n = 524) – Mean based on an 11-point scale from 0 to 10

Figure 31: Approachability of Police
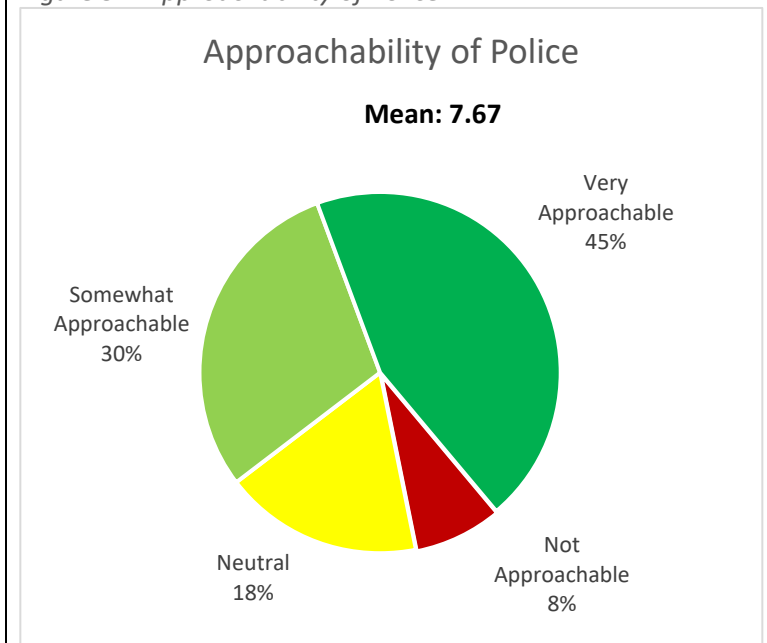
PD4 – Overall, how would you rate the approachability of Police Officers in Renton? – Mean based on an 11-point scale from 0 to 10
Base: All respondents (2017n = 524) – Mean based on an 11-point scale from 0 to 10

*2017 City of Renton Resident Survey: ↑/↓Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Emergency Preparedness

Overall, 70 percent of residents indicate they are "somewhat" or "very" prepared for an emergency—the same as in 2015.

However, less than half of residents are knowledgeable about the emergency preparedness programs offered by the city, and this has declined compared to 2015.

A new question was introduced in 2017 regarding Renton's ability to respond to major disasters. Overall, about half of residents agree that Renton is able to respond to major disasters. There are no differences based on demographics or geography.

Figure 32: Household Emergency Preparedness	*Figure 33: Knowledge about Renton's Emergency Preparedness Programs*	*Figure 34: Renton's Ability to Respond to Major Disasters*

Figure 32 (2015, 2017):
- Very Prepared: 26% (2015), 24% (2017)
- Somewhat Prepared: 46% (2015), 46% (2017)
- Not Very Prepared: 17% (2015), 17% (2017)
- Not at all Prepared: 11% (2015), 13% (2017)
- Mean: 2.86 (2015), 2.81 (2017)

Figure 33 (2015, 2017):
- Very Knowledgeable: 10% (2015), 8% (2017)
- Somewhat Knowledgeable: 30% (2015), 25% (2017)
- Not Very Knowledgeable: 27% (2015), 26% (2017)
- Not at all Knowledgeable: 34% (2015), 41% (2017)
- Mean: 2.16 (2015), 2.01 ↓ (2017)

Figure 34 (Agreement):
- Strongly Agree: 14%
- Agree: 34%
- Neutral: 41%
- Disagree: 10%

DP1 – Emergency services states that households should have 5 to 7 days worth of food and water in order to be adequately prepared for emergencies. Using that as a guide, how prepared is your household for a disaster or emergency such as an earthquake or major storm?
Base: All respondents (2015n = 503) (2017n = 524) – Mean based on a 4-point scale from 1 to 4

DP2 – How knowledgeable are you about Emergency Preparedness programs offered by the City of Renton?
Base: All respondents (2015n = 503) (2017n = 524) – Mean based on a 4-point scale from 1 to 4

DP3 – To what extent do you agree or disagree that Renton is able to respond to major disasters such as earthquakes or floods?
Base: All respondents (2017n = 524) – Mean based on an 11-point scale from 0 to 10

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

MOBILITY

General Mobility

Transportation is a large issue throughout the Puget Sound, and Renton's residents face many of the same challenges as other communities. As in 2015, Renton generally receives "Good" ratings on mobility and there are no significant year over year differences.

However, there is a marked difference in responses between residents who own their home vs. those who rent. Homeowners give significantly lower ratings for all mobility questions except the adequacy of bike lanes and paths. There are no other notable differences regarding mobility and no differences of opinion dependent on a resident's location.

Figure 35: Mobility In and Around Renton
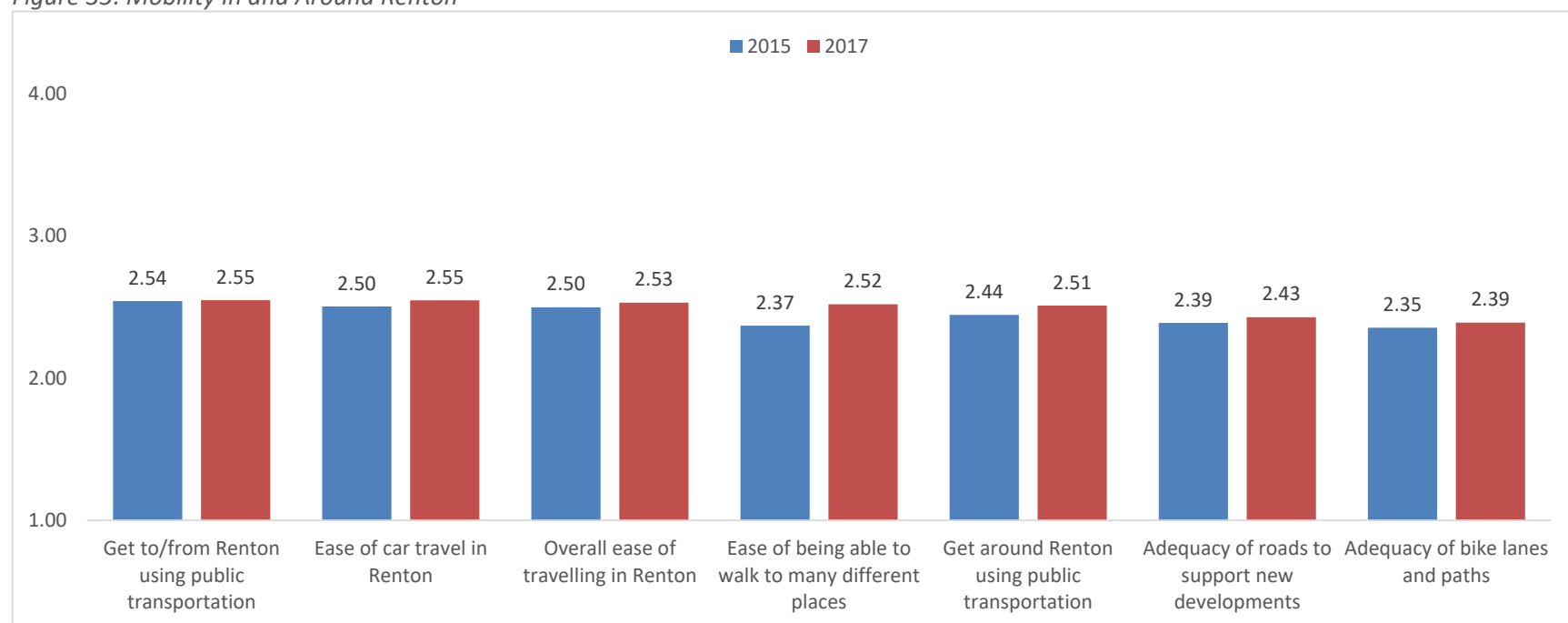
MOB – Please note that Renton has no control over major highways or interstates such as 167 or 405 so when thinking about travel, do not include these highways. How would you rate Renton on each of the following? Base: All respondents (2015n = 503) (2017n = 524) – *Mean based on a 4-point scale from 1 to 4*

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

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2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

UTILITIES AND MAINTENANCE

Utilities and Maintenance

Overall, residents feel that Renton is doing a fairly good job in running utilities, managing the environment, and maintaining the infrastructure and there are no significant differences compared to 2015.

However, there are some differences based where residents live. Residents living in the City Center provide higher ratings for street repair and maintenance; Renton's performance protecting and restoring natural streams, lake and wetlands; and providing access to and preservation of open spaces.

Figure 36: Utilities and Maintenance
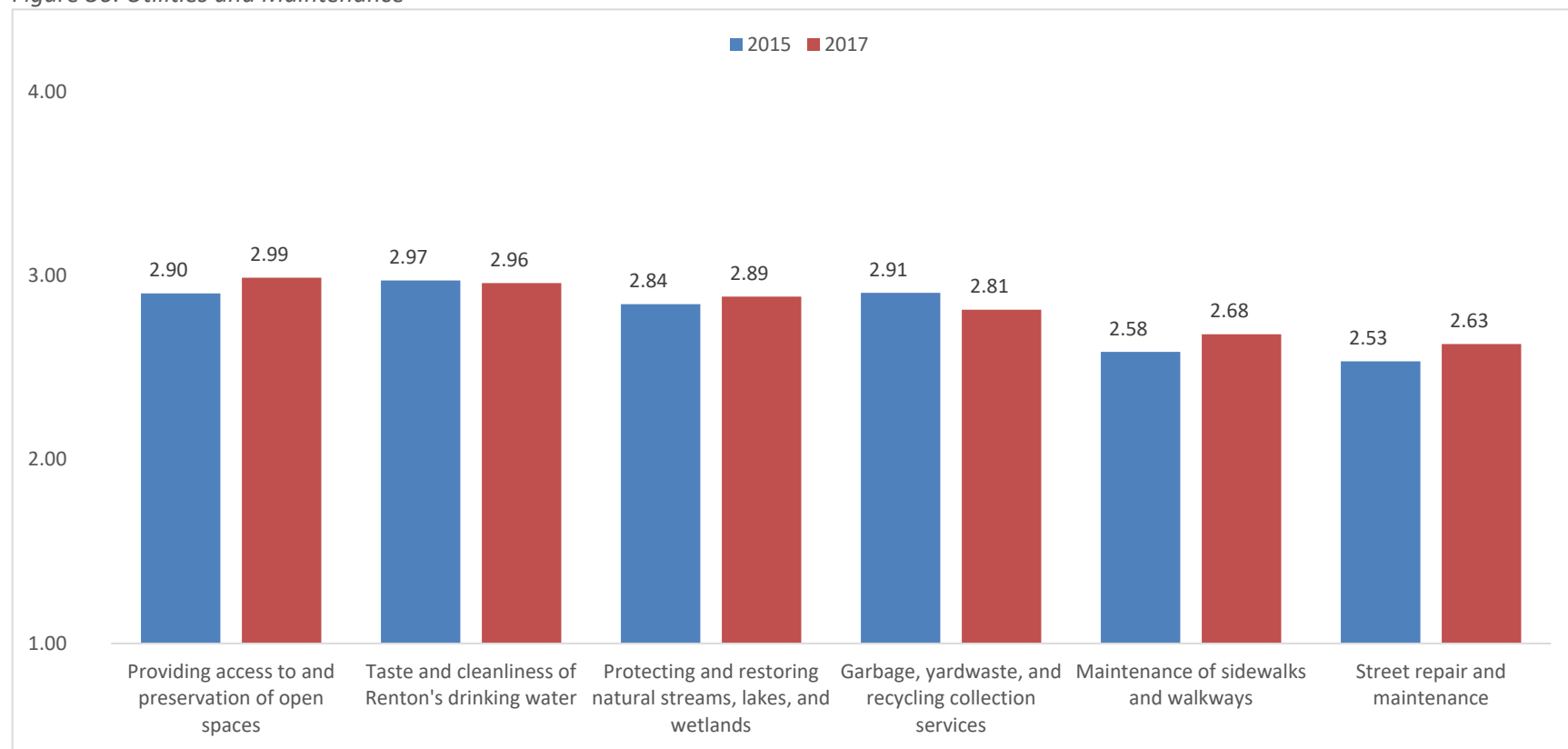
UTIL1 – *How would you rate Renton on each of the following?*
Base: All respondents (2015n = 503) (2017n = 524) – *Mean based on a 4-point scale from 1 to 4*

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Code Enforcement

Overall, 16 percent of residents feel that dilapidated properties are a "Major" problem in Renton and 12 percent feel it is a "Major" problem in their neighborhood—both findings are similar to 2015.

- Residents in the City Center are the most likely to feel that dilapidated properties are a major issue in their neighborhood, and third most likely to feel they are a "Major" problem in Renton overall.
- Conversely, residents living in Kennydale and Talbot are the least likely to feel that dilapidated properties are a "Major" issue.

Figure 37: Code Enforcement
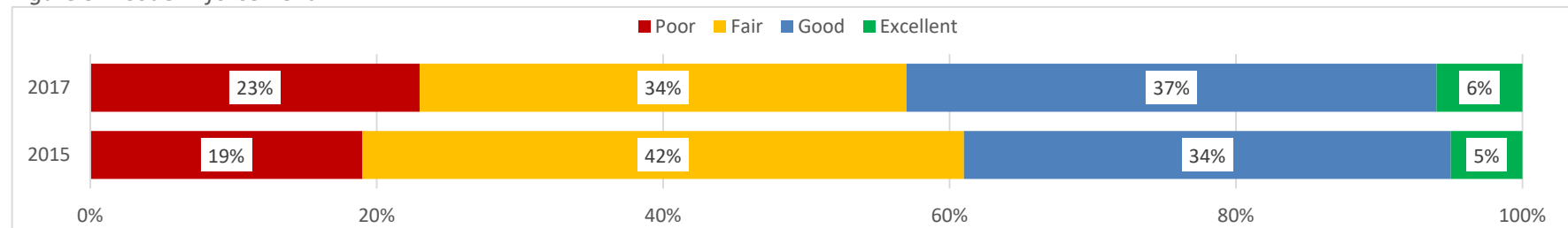
Legend: Poor Fair Good Excellent

	Poor	Fair	Good	Excellent
2017	23%	34%	37%	6%
2015	19%	42%	34%	5%

How would you rate Renton's efforts to enforce codes related to property maintenance issues such as weeds, junk lots or abandoned buildings?
Base: All respondents (2015n = 503) (2017n = 524)

Figure 38: Dilapidated Properties – % "Major" Problem Overall

East Plateau	28%
West Hill	22%
City Center	20%
Highlands	19%
Overall	16%
Cedar River	14%
Benson	14%
Kennydale	7%
Talbot	4%
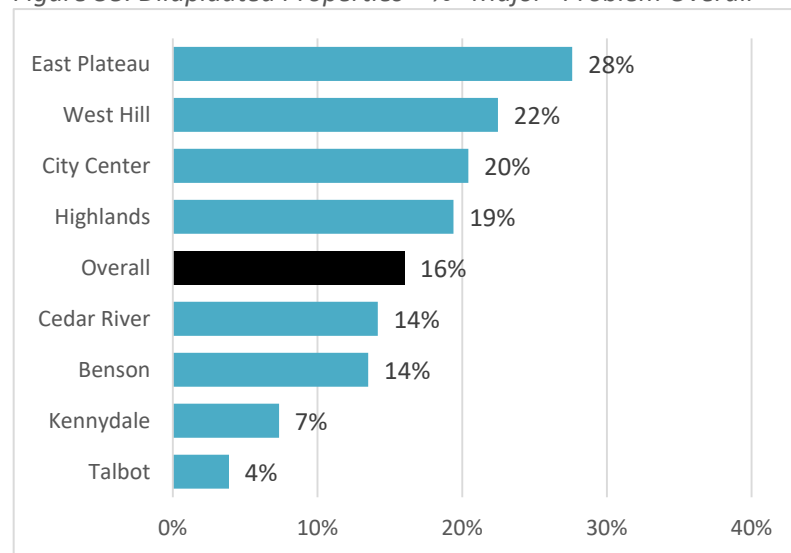
UTIL2 – To what extent are dilapidated properties a problem in Renton Overall?
Base: All respondents (2015n = 503) (2017n = 524) - % "Major" Problem

Figure 39: Dilapidated Properties – % "Major" Problem In Neighborhood
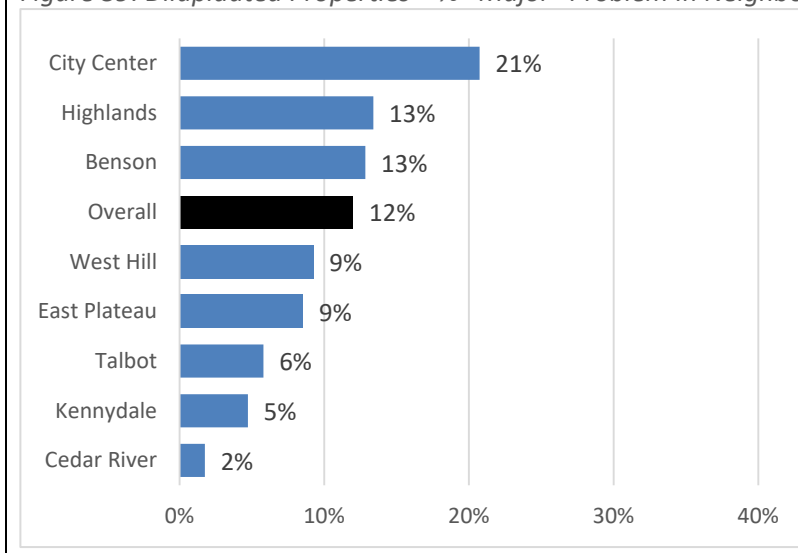
City Center	21%
Highlands	13%
Benson	13%
Overall	12%
West Hill	9%
East Plateau	9%
Talbot	6%
Kennydale	5%
Cedar River	2%

UTIL2 – To what extent are dilapidated properties a problem in your neighborhood?
Base: All respondents (2015n = 503) (2017n = 524)

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

CIVIC ENGAGEMENT AND GOVERNMENT

Civic Engagement

One third of residents have had someone in their household volunteer in the past year and one in five have voiced their opinion regarding city matters.

Renton residents use a variety of information sources to stay up-to-date and there have been several changes compared to 2015 regarding the modes used.

The most common information source is Renton's website (44%). This is followed by The Renton Reporter which has seen use decline from 59 to 36 percent.

New to 2017 is the Mayor's e-Newsletter—21 percent of residents use this as an information source.

Figure 40: Information Sources Used
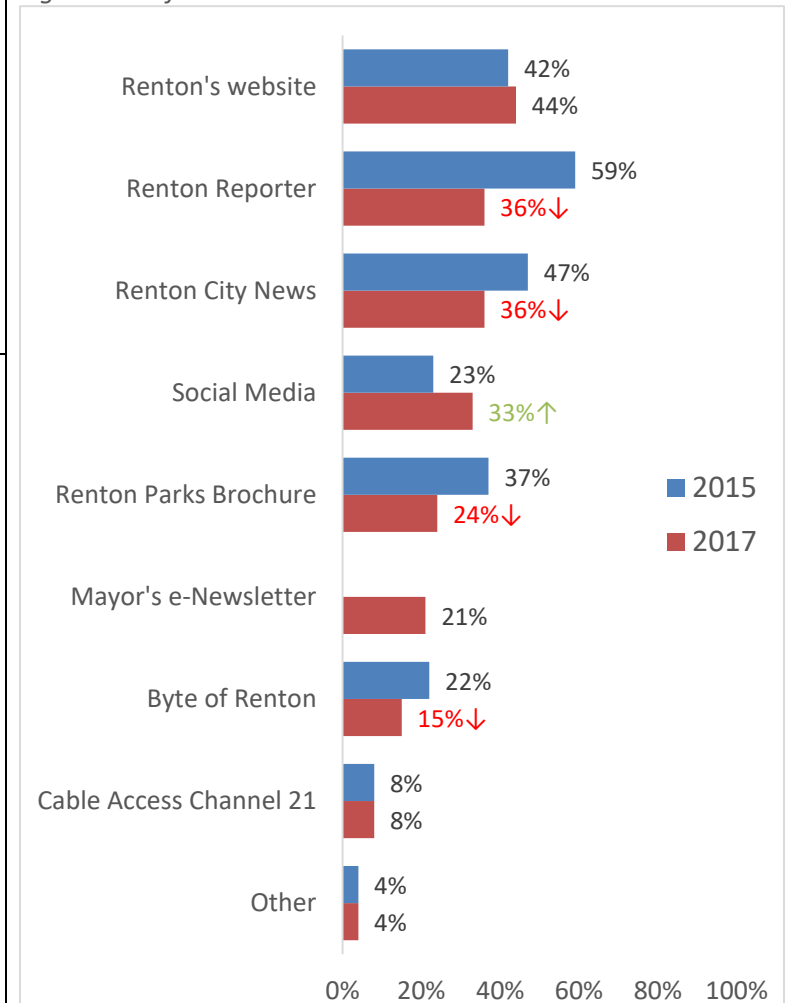
Figure 41: Civic Engagement

CIVIC1_1 – *In the past 12 months, have you or your household members voiced your opinions regarding the City to a City employee?*
CIVIC1_2 – *In the past 12 months, have you or your household members volunteered your time to a group or activity to help others in your neighborhood?*
Base: All respondents (2015n = 503) (2017n = 524)

INFO1 – *Which of the following do you use to get information about the City of Renton? Base: All respondents (2015n = 503) (2017n = 524) – Multiple select, results may sum to more than 100%*

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Government Vision and Involvement

As noted in the Community Indicators and the Key Drivers section of this report, issues related to Government Actions, Vision, and Involvement have seen increased ratings compared to 2015, and there are few differences based on demographics and geography. There are two key differences; homeowners give lower ratings than renters regarding Renton seeking residents' involvement and input and to Renton listening to its residents.

Figure 42: Performance of Government's Involvement with Residents
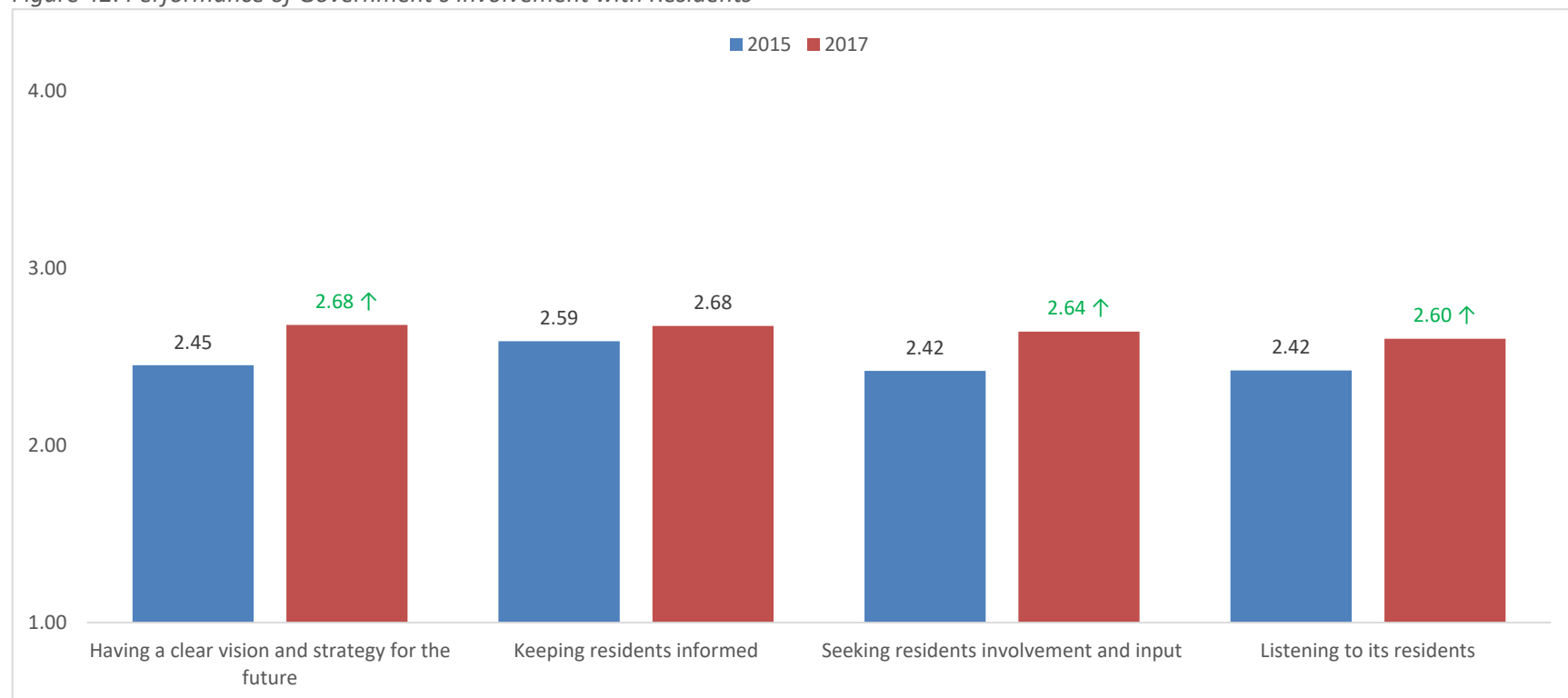
GA1 – How would you rate the job the Renton City Government does in each of the following? Base: All respondents (2015n = 503) (2017n = 524)

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

City Employees

Thirty-nine percent (39%) of Renton residents have had contact with an employee of the City—the same as 2015.

- Two-thirds of those contacts are in person—similar to 2015.
- Over 80 percent of residents rate the employees they have contacted as "Good" or "Excellent"—also similar to 2015.

Figure 43: Contact with City Employees

Contact with City Employee

Yes 39%
No 61%

CE1 – In the past 12 months, have you had contact with an employee of the City of Renton? Base: All respondents (2017n = 524)

Figure 44: Performance of Renton City Employees

■ 2015 ■ 2017

	Courtesy	Knowledge	Overall Impressions	Responsiveness
2015	3.37	3.18	3.19	3.15
2017	3.24	3.15	3.14	3.09
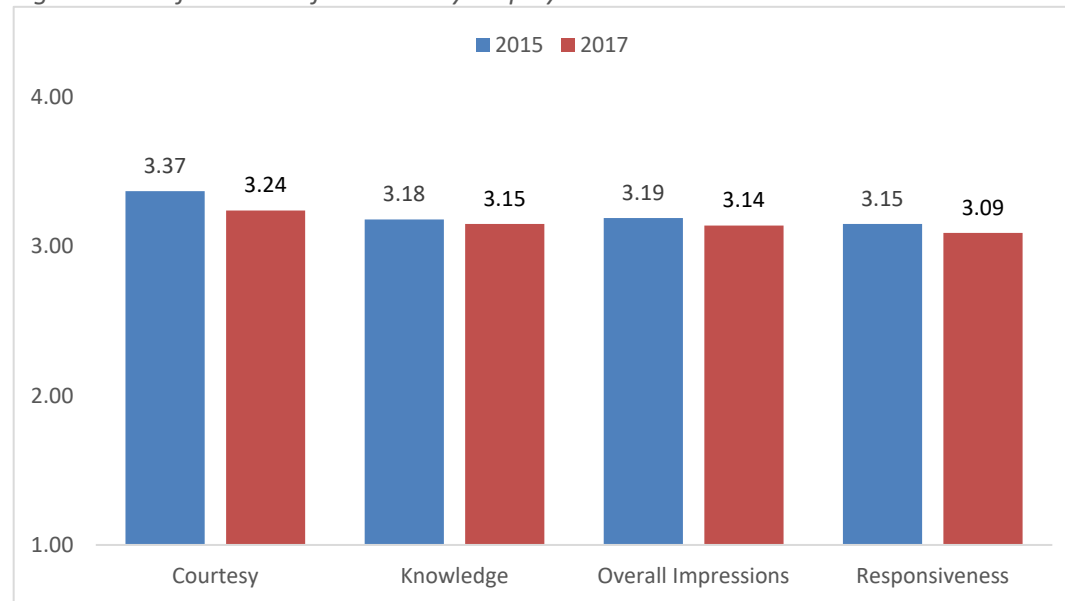
GOV3 – In your most recent contact, how would you rate City of Renton employees on each of the following? Respondents with Contact with City Employees (2015n = 222) (2017n = 214)

Figure 45: Type of Contact with City Employees

Type of Contact

In Person 65%
Phone 27%
Email 7%
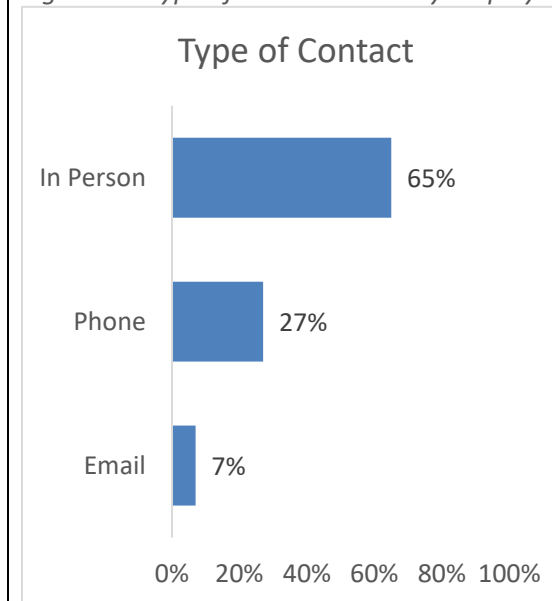
CE2 – Was that contact in person, via email, or over the phone? Base: Respondents with Contact with City Employees (2017n = 214)

*2017 City of Renton Resident Survey: ↑/↓Indicates statistically significant differences *Use caution, small sample sizes for these groups*

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2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

APPENDICES

APPENDIX I—ADDRESS-BASED SAMPLING

In the past, a random-digit dialing (RDD) telephone survey was used. While RDD telephone survey research continues to be used widely, it has come under increased scrutiny due to the proliferation of cell phones as well as declining response rates. This has called into question the representativeness of surveys conducted using traditional RDD samples. Estimates today are that as many as 46 percent of all households in King County no longer have a landline telephone and rely strictly on a cell phone or other mobile devices to make and receive calls. An additional 17 percent of households have both landline and cell phone numbers but rely primarily on their cell phones.[2]

To address the high incidence of cell phone–only households or households whose members primarily use cell phones, a major methodological change to address-based sampling (ABS) was implemented beginning with the 2015 Community Survey. In 2017, the ABS methodology was enhanced with the introduction of e-mail addresses to increase response rates and reduce survey costs.

The sample frame was composed of a list of all addresses in Renton—as defined by census block groups—including those indicating that post office boxes are the only way they get mail. This list was then matched against a comprehensive database to determine if the household had a matching landline or cell phone number. Additionally, e-mail addresses were appended where possible.

a. If no matching phone number was found, the household was sent a letter signed by the city manager asking them to complete the survey online or by calling a toll-free number.
b. If an e-mail address was found, the household was sent an e-mail inviting them to complete the survey online or by calling a toll-free number. Non-responders were contacted by phone.
c. If a matching phone number was found, the household was called and asked to complete the survey by phone.
d. In order to obtain a representative sample of multi-family households, the ABS sample was appended with a dwelling-type indicator (single- vs. multi-family home) and addresses marked as multi-family were over-sampled during the mailing of the invitations.

The passage below from Centris Marketing Intelligence sums up a few of the key advantages of using address-based sampling:

Recent advances in database technologies along with improvements in coverage of household addresses have provided a promising alternative for surveys that require representative samples of households. Obviously, each household has an address and virtually all households receive mail from the U.S. Postal Service (USPS)… Given the evolving problems associated with telephone surveys on the one hand, and the exorbitant cost of on-site enumeration of housing units in area probability sampling applications on the other, many researchers are considering the use of [USPS databases] for sampling purposes. Moreover, the growing problem of non-response—which is not unique to any individual mode of survey administration—suggests that more innovative approaches will be necessary to improve survey participation. These are among the reasons why multi-mode methods for data collection are gaining increasing popularity among survey and market researchers. It is in this context that address-based sample designs provide a convenient framework for an effective administration of surveys that employ multi-mode alternatives for data collection.[3]

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[2] National Health Statistics Reports December 18, 2013, "% Distribution of Household Telephone Status for Adults Aged 18 and Over," http://www.cdc.gov/nchs/data/nhsr/nhsr070.pdf
[3] White Paper, Address Based Sampling, Centris Marketing Intelligence, December 2008.

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Table 15: Distribution of Landline versus Cell Phone Households

	Unweighted				Weighted				Population Estimate (2013 NHS)[4]
	Landline Sample	Cell Sample	Web Sample	Total Sample	Landline Sample	Cell Sample	Web Sample	Total Sample	
Only have a cell phone	2%	54%	64%	51%	3%	56%	69%	57%	46%
Primarily use a cell phone	15%	23%	18%	18%	16%	19%	18%	18%	16%
Use landline and cell phone	47%	23%	11%	20%	45%	25%	8%	17%	21%
Primarily use a landline	23%	0%	6%	8%	23%	0%	4%	5%	10%
Only have a landline	13%	0%	1%	3%	12%	0%	1%	2%	5%

Additionally, as the table below indicates, residents without landline numbers (those invited to take the survey online) are demographically different from those contacted via telephone. As would be expected, web respondents are more likely to be male, younger, and newer residents—demographics that are more difficult to contact with traditional telephone dialing. For a full break-out of demographics surveyed versus the population of Renton, see Appendix IV.

Table 16: Respondent Demographics by Phone versus Web Sample (unweighted)

	Gender				Age		
	Landline Sample	Cell Sample	Web Sample		Landline Sample	Cell Sample	Web Sample
Male	37%	49%	47%	**18 to 34**	2%	16%	22%
Female	63%	51%	52%	**35 to 54**	10%	52%	39%
				55+	88%	32%	39%

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[4] National Health Statistics Reports – Wireless Substitution: State-level Estimates from the National Health Interview Survey, 2012 http://www.cdc.gov/nchs/data/nhsr/nhsr070.pdf

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

Map 8: Location of Respondents

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

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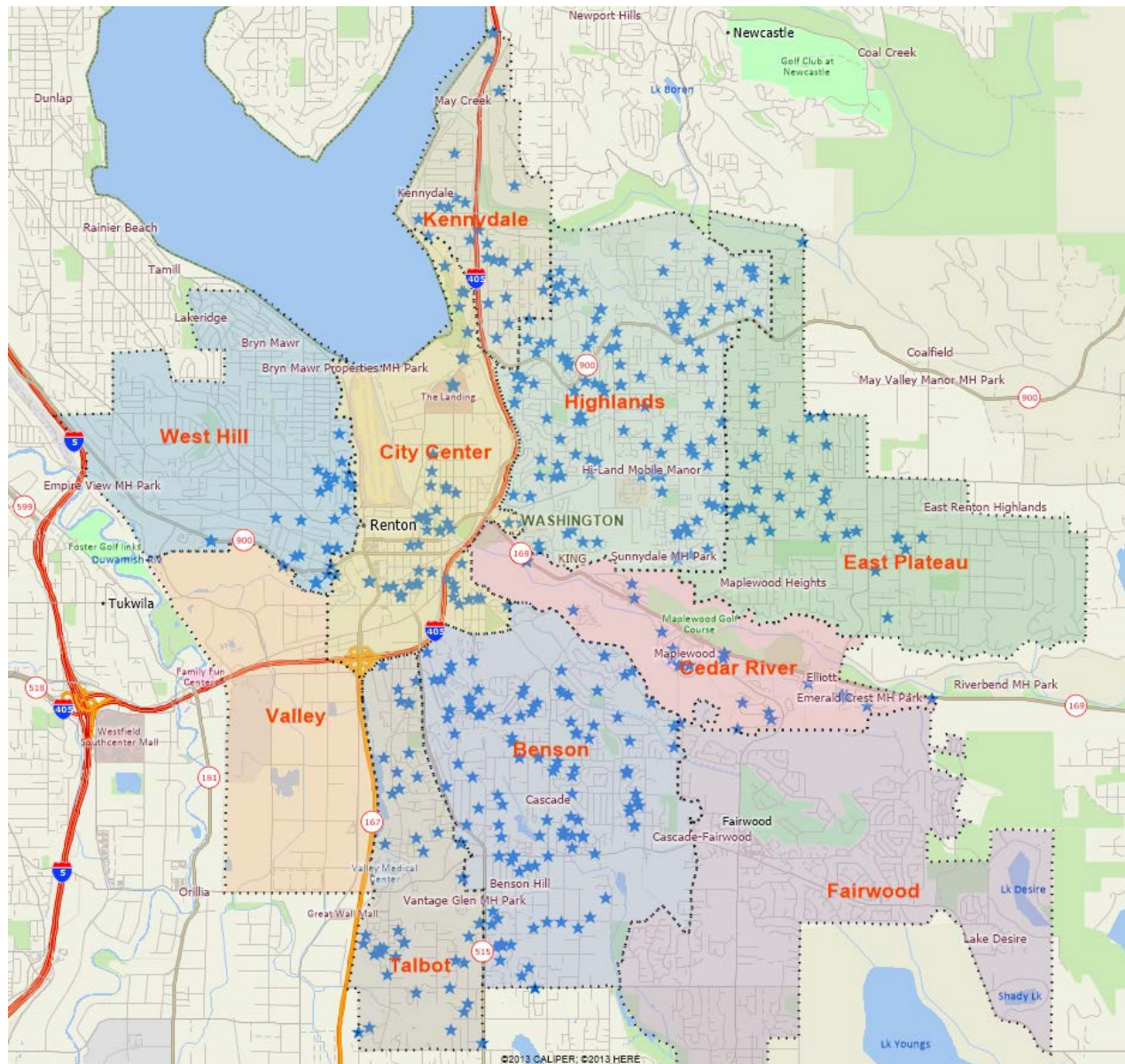
2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

APPENDIX II—RESPONSE RATES

Response rates are calculated using formulas provided by the American Association for Public Opinion Research (www.aapor.org). The formula used takes into consideration the number of phone numbers dialed, the number of eligible contacts reached (18+ live in Renton, etc.), and the number of ineligible households dialed (no one over 18, not in Renton, etc.).

The AAPOR calculation is generally only used for telephone based surveys. The reason for this is that precise disposition records can be kept each time a phone number is dialed, specifically for numbers dialed that did not result in a completed survey. With mail or online samples, the specific reasons for non-completion are unknown. While the AAPOR calculation can be applied it is not as exact.

Table 17: Response Rates by Mode – Resident Survey

	LANDLINE	CELL PHONE	TOTAL PHONE	EMAIL-TO-ONLINE	SNAIL MAIL-TO-ONLINE	GRAND TOTAL
TOTAL COMPLETED INTERVIEWS	91%	119%	210%	60%	254%	524%
RESPONSE RATE	14.65%	5.39%	7.59%	13.67%	5.54%	5.46%
CONTACT RATE	21.53%	12.95%	15.51%	13.67%	98.52%	50.34%
COOPERATION RATE	75.76%	49.53%	57.17%	100%	5.62%	11.01%

Contact rate is the proportion of all cases in which some responsible member of the housing unit was reached for the survey. Cooperation rate is the proportion of all cases interviewed of all eligible units contacted. Response rates are the number of completed interviews with reporting units divided by the number of eligible reporting units in the sample.

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2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

APPENDIX III—WEIGHTING

The weights were applied in two stages. The first stage weight adjusted for sample frame type by taking the proportion in the sample frame and dividing by the proportion of completed interviews for each sample type. The second weight is a post-stratification weight to make adjustments for imperfections in the sample and to ensure that the final sample represents the general population in Renton. Specifically, a raking weight was applied to ensure that gender, age, race, and income distributions of the sample match those of all Renton residents.

While quotas were created to minimize the differences between the sampled population and the actual population, it is common to find that older individuals—those 55 years old and older—are over-represented in general population studies. Conversely, younger residents—those between 18 and 24 years of age—are under-represented in general population studies. The enhanced methodology used for this study provided a fairly representative sample, but weighting was still used to ensure that differences in responses over the years are not a factor of differences in the characteristics of the respondents in the final sample. The purpose of weighting is to create a multiplier to adjust the final sample distribution so that the survey results better reflect the population. This is done by applying a multiplier to each individual based on that person's age and gender. Older residents receive a smaller multiplier (e.g., 0.8) while younger residents receive a higher multiplier (e.g., 1.2).

Table 18: Weighting—Unweighted and Weighted Data Compared to Renton Population

	2017 Renton Survey (unweighted)	2017 Renton Survey (weighted)	Renton Population*
Gender			
Male	46%	49%	49%
Female	53%	51%	51%
Age**			
18–34	18%	30%	30%
35–54	38%	39%	41%
55 Plus	45%	30%	29%
Race			
White Alone	70%	49%	47%
Not White Alone	30%	51%	53%
Income*			
Less than $38,000	20%	24%	25%
$38,000 or greater	80%	76%	75%
Children in Household			
None	76%	69%	68%
One or More	24%	31%	32%
Home Ownership			
Own	67%	65%	53%
Rent	33%	35%	47%
Years Lived in Renton			
0–5	40%	44%	
6–10	13%	15%	N/A
11–20	18%	21%	
21 or More	29%	21%	

Source for population figures: All data are 2015 American Survey five-year estimates. With Head of Household adjustment

**Note: Age was imputed for respondents who refused their age.

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

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APPENDIX IV—UNWEIGHTED AND WEIGHTED BASE SIZES

Unless otherwise noted, all reported statistics are based on weighted base sizes. For reference, the table below provides both weighted and unweighted base sizes for each subgroup of respondents shown in this report.

Weighted versus Unweighted Base Sizes	
All Respondents	**By Zone**
2015 (n = 503) 2017 (n = 524)	**Benson** 2017 (n = 127, n_w weighted = 138)
Groups of Respondents	**City Center** 2017 (n = 75, n_w weighted = 67)
Contact with Renton City Employee 2015 (n = 222, n_w weighted = 206) 2017 (n = 214, n_w weighted = 198)	**Highlands** 2017 (n = 146, n_w weighted = 145)
	West Hill 2017 (n = 30, n_w weighted = 37)
	Talbot 2017 (n = 48, n_w weighted = 48)
	East Plateau 2017 (n = 35, n_w weighted = 34)
	Cedar River 2017 (n = 32, n_w weighted = 29)
	Kennydale 2017 (n = 28, n_w weighted = 25)

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

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2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

APPENDIX V—MARGIN OF ERROR

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the survey's reported results are close to the true figures—that is, the figures for the whole population. The margin of error decreases as the sample size increases, but only to a point. Moreover, the margin of error is greater when there is more dispersion in responses—for example, 50 percent respond yes, and 50 percent respond no—than when opinions are very similar—for example, 90 percent respond yes and 10 percent respond no. The margin of error in the Renton Resident Survey is generally no greater than plus or minus 4.2 percentage points at a 95 percent confidence level. This means that if the same question were asked of a different sample but using the same methodology, 95 times out of 100, the same result within the stated range would be achieved.

The following table provides additional insights into the margin of error with different sample sizes. The proportions shown in the table below

Table 19: Error Associated with Different Proportions at Different Sample Sizes

Sample Size	Maximum Margin of Error
30	17.8%
50	13.9%
100	9.8%
200	6.9%
300	5.7%
400	4.9%
600	4.0%
800	3.5%

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

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2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

APPENDIX VI —RESIDENT QUESTIONNAIRE

4City of Renton 2017 Resident Survey
DATE LAST MODIFIED: 9/25/2015

TEXT CONVENTIONS

RED TEXT DENOTES PROGRAMMING INSTRUCTIONS

TEXT IN ALLCAPS IS NoT READ TO RESPONDENTS
Text in Yellow highlight indicates question is still being considered in conjunction with the client
Text in Grey highlight indicates questions to be deleted as necessary for time saving purposes

WEB PROGRAMMING INSTRUCTIONS

[ALL 998/999 OPTIONS SHOULD BE HIDDEN FOR WEB RESPONDENTS UNLESS/UNTIL THE RESPONDENT TRIES TO ENTER PAST THE QUESTION WITHOUT PROVIDING A RESPONSE]
[SHOW "UNREAD" RESPONSE OPTIONS, AND USE SENTENCE CASE (CAPITALIZE FIRST LETTER OF WORD / PHRASE ONLY)]
[RATING SCALES MUST BE SHOWN IN THE FORMAT BELOW:]

	Much Worse Than Other Communities										Much Better Than Other Communities
	0	1	2	3	4	5	6	7	8	9	10
Easy to get around by car	○	○	○	○	○	○	○	○	○	○	○
Public transportation available to where I need to go	○	○	○	○	○	○	○	○	○	○	○

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

SAMPLE PLAN

Total # of Completes 500+		
Completes by Sample Type		
Landline	125	
Cellphone	75	
(Online)	300(+)	
Quotas		
Male 18+	Minimum 222	
Male 18-34	Minimum 49	
Male 55+	Maximum 93	
Female 18+	Maximum 278	
Female 18-34	Minimum 50	
Female 55+	Maximum 104	
Race – White Alone	Maximum 262	
Race – Not White Only	Minimum 238	
Low income – Under $38,000/yr	Minimum 101	

INTRODUCTION
[BASE: ALL RESPONDENTS]
[PROGRAMMING: SECTION FOR TIMING]

[ONLY DISPLAY FOR WEB RESPONDENTS: LOGIN WILL NoT BE DISPLAYED IN TEST LINK]
WEB LOGIN
Please enter your unique user name from the mailing you received:

[ONLY DISPLAY FOR PHONE RESPONDENTS]
ISCALLIN
(DO NoT READ) INTERVIEWER: Did this respondent call-in to do the survey?

IF YOU ARE NoT SURE, CODE "No" BELOW.
1. Yes, respondent called in **[SKIP QUOTA EVAL ON AGE/GENDER]**
2. No, regular outbound dialing

[DISPLAY FOR PHONE RESPONDENTS ONLY]
INTROTEL   **[PHONE NoTATION] (REREAD THIS SCREEN IF YOU HAVE A NEW RESPONDENT ON THE PHONE, OTHERWISE PRESS >> TO GET INTO THE SURVEY)**

Hello. This is _____ with Northwest Research Group, calling on behalf of the City of Renton. We are conducting a survey to gather resident's opinions regarding satisfaction with City services and would like to include the opinions of your household.

The information will be used to help Renton plan for the future and improve services to the community. This study is being conducted for research purposes only, and everything you say will be kept strictly confidential. This call may be monitored and/or recorded for quality control purposes.

(IF NECESSARY) Your phone number has been randomly chosen for this study.
(IF NECESSARY) The study should take about 15 minutes.

[DO NoT DISPLAY IF PHONE]
INTROWEB   Thank you for agreeing to complete this important survey for the City of Renton. Your household is one of a small number of households randomly selected to participate in this survey so your participation is vital to the success of this research.

The survey should take about 15 minutes and is being conducted for research purposes only. Your responses will be kept strictly confidential. Your input will be used to help Renton plan for the future and improve services to the community.

ASK CP0 IF SAMPLETYPE=CELLPHONE

CP0   Are you currently driving a car or doing any activity requiring your full attention?
- 00   No
- 01   Yes **(END CALL AND SCHEDULE CALLBACK IN NUTTY)** **[SKIP TO THANK1]**
- 998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
- 999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

SCR1   Are you an adult head of your household and 18 years of age or older?
- 00   No
- 01   Yes
- 999   **[PHONE NOTATION: (DO NOT READ)]** Don't know / Prefer not to answer

[IF SCR1=00/999 (NO) AND SURVEY TYPE IS PHONE, ASK SCR1R]
[IF SCR1=00/999 AND SURVEY TYPE IS WEB, THANK AND TERM (THANK3)]

SCR1R   May I please speak with an adult head of household 18 years of age or older?
(CLARIFY BETWEEN NO AND NOT AVAILABLE AND CODE ACCORDINGLY)
- 01   Yes **[GO BACK TO INTROTEL]**
- 02   Not Available **(SELECT THIS OPTION AND COLLECT RESPONDENT NAME SO THAT WE KNOW WHO TO CALLBACK - SCHEDULE A CALLBACK IN NUTTY AND RECORD NAME IN YOUR CALLBACK NOTES)** **[GO BACK TO INTROTEL, BUT ROUTE TO SCR1Ri FIRST WHICH READS "Click the Next button to go back to the intro…"]**
- 03   No one in household 18 or older **[THANK AND TERM (THANK3)]**
- 04   Refused **[SCREENER REFUSAL (THANK2)]**

SCR2   Are you a current resident of Renton?
(AS NEEDED) Do you live within the Renton City Limits?
- 00   **[PHONE NOTATION: (DO NOT READ)]** No **[SKIP TO THANK4]**
- 01   Yes
- 999   **[PHONE NOTATION: (DO NOT READ)]** Don't know / Prefer not to answer **[SKIP TO THANK2]**

SCR4   Just to make sure that our study is representative of the City of Renton, please provide your age.
- ___   Enter Age **[IF UNDER 18 TERMINATE – THANK3]**
- 998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
- 999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

ASK SCR4A IF SCR4=998 OR 999

SCR4A   Which of the following categories does your age fall into? **[PHONE NOTATION: READ LIST UNTIL VALID RESPONSE IS GIVEN)]**

    01   18-24
    02   25-34
    03   35-44
    04   45-54
    05   55-64
    06   65 or older
    998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
    999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "AGE" MONITOR FOR DISTRIBUTION IN PORTAL
VALUE LABLES FOR AGE (LOGIC IN PARENTHESIS)
    01 18 TO 34 [((SCR4 GE 18) AND (SCR4 LE 34)) OR (SCR4A = 01, 02)]
    02 35 TO 54 [((SCR4 GE 35) AND (SCR4 LE 54)) OR (SCR4A = 03, 04)]
    03 55 PLUS [((SCR4 GE 55) AND (SCR4 LE 98)) OR (SCR4A = 05, 06)]
    99 UNKNoWN [QSCR4A = 98, 99]

SCR5   Do you identify as…

    01   Male
    02   Female,
    03   Something else (specify)
    998   **[PHONE NOTATION: (DO NOT READ)]** Don't know   **[EXCLUSIVE]**
    999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer   **[EXCLUSIVE]**

SCR6   Which categories do you consider yourself? **[PHONE NOTATION: (READ LIST, GET A YES OR NO AFTER EACH)]**
[PHONE NOTATION: (IF NECESSARY)] We only ask to ensure we include the opinions from all the residents of Renton.

    01   White
    02   Hispanic, Latino, or Spanish origin
    03   Black or African American
    04   Asian
    05   American Indian or Alaska Native
    06   Middle Eastern or North African
    07   Native Hawaiian or Other Pacific Islander
    888   **[PHONE NOTATION: (DO NOT READ)]** Other **(Please specify)**   **[SPECIFY]**
    998   **[PHONE NOTATION: (DO NOT READ)]** Don't know   **[EXCLUSIVE]**
    999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer   **[EXCLUSIVE]**

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

PROGRAMMER: CREATE VARIABLE, "RACE" MONITOR FOR DISTRIBUTION IN PORTAL
VALUE LABELS FOR RACE (LOGIC IN PARENTHESIS)
  01 WHITE-ONLY [SCR6=01 AND No OTHER SELECTION]
  02 NoT WHITE-ONLY [SCR6=02 OR 03 OR 04 OR 06 OR 07]
  03 OTHER/UNKNoWN [(SCR6=888 AND No OTHER SELECTION) OR SCR6=998, 999]

SCR7 Is your overall household income above or below $38,000 per year?

   01 Above $38,000
   02 Below $38,000
   998 **[PHONE NOTATION: (DO NOT READ)]** Don't know
   999 **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

LIVABLE COMMUNITY
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

NWRG1   Using a scale from 0 to 10 where "0" means the quality of life in Renton "does not meet your expectations at all" and "10" means the quality of life "greatly exceeds your expectations", how would you rate the overall quality of life in Renton?

(IF DON'T KNOW/PREFER NOT TO ANSWER) Please use your best estimate, there are no right or wrong answers.

Does Not Meet Expectations at All										Greatly Exceeds Expectations
0	1	2	3	4	5	6	7	8	9	10

           998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
           999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

NWRG2   Using the same expectations scale, how would you rate the overall quality of services provided by the City of Renton?

(IF DON'T KNOW/PREFER NOT TO ANSWER) Please use your best estimate, there are no right or wrong answers.

Does Not Meet Expectations at All										Greatly Exceeds Expectations
0	1	2	3	4	5	6	7	8	9	10

           998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
           999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

NWRG3   Compared with other cities and towns, how would you rate Renton as a place to live? Use a scale from 0 to 10 where 0 means "Significantly worse than other cities and towns" and 10 means "significantly better than other cities and towns"

[PHONE NOTATION: (IF DON'T KNOW/PREFER NOT TO ANSWER) Please use your best estimate, there are no right or wrong answers.]

Significantly worse than other cities and towns										Significantly better than other cities and towns
0	1	2	3	4	5	6	7	8	9	10

           998   **[PHONE NOTATION: (DO NOT READ)]** Don't know / Not familiar with other cities and towns
           999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

NWRG4   Using a scale from "0" to "10" where "0" means "Strongly headed in the wrong direction" and 10 means "Strongly headed in the right direction", overall, would you say that Renton is headed in the right or wrong direction?

(IF DON'T KNOW/PREFER NOT TO ANSWER) Please use your best estimate, there are no right or wrong answers.

Strongly headed in the wrong direction										Strongly headed in right direction
0	1	2	3	4	5	6	7	8	9	10

998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

NWRG5   Thinking about services and facilities in Renton, do you feel you are getting your money's worth for your tax dollar or not? Please use a scale from 0 to 10 where "0" means "definitely not getting your money's worth" and "10" means "definitely getting your money's worth."

(IF DON'T KNOW/PREFER NOT TO ANSWER) Please use your best estimate, there are no right or wrong answers.

Definitely not getting my money's worth										Definitely getting my money's worth
0	1	2	3	4	5	6	7	8	9	10

998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

*2017 City of Renton Resident Survey: ↑/↓Indicates statistically significant differences *Use caution, small sample sizes for these groups*

<table>
<tr><td colspan="2" align="center">GENERAL LIVABILITY
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]</td></tr>
</table>

GLINT   Please rate Renton on each of the following. . . **[PHONE NOTATION: (READ LIST)]**

      [RANDOMIZE DISPLAY ORDER]

GL1_1   As a place to raise children?

GL1_2   As a place to work?

GL1_3   Your **neighborhood** as a place to live?

      01   Poor

      02   Fair

      03   Good

      04   Excellent

      998   **[PHONE NOTATION: (DO NOT READ)]** Don't know

      999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

GL4   How would you rate Renton in terms of having a vibrant downtown with sufficient activities and shopping? **[PHONE NOTATION: (READ LIST)]**

      01   Poor

      02   Fair

      03   Good

      04   Excellent

      998   **[PHONE NOTATION: (DO NOT READ)]** Don't know

      999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

GL5INT   How would you rate Renton on each of the following. . . **[PHONE NOTATION: (READ LIST)]**

      [RANDOMIZE DISPLAY ORDER]

GL5_3   Availability of recreation activities

GL5_4   Well-planned residential neighborhoods

GL5_5   Well-planned business districts

GL5_6   Employment opportunities in Renton

GL5_7   Providing support for people in need

      01   Poor

      02   Fair

      03   Good

      04   Excellent

      998   **[PHONE NOTATION: (DO NOT READ)]** Don't know

      999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

DIVERSITY AND INCLUSION
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

DI1   How would you rate Renton's openness and willingness to include people of diverse backgrounds? **[PHONE NOTATION: (READ LIST)]**
    01   Poor
    02   Fair
    03   Good
    04   Excellent
    998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
    999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

DI2   How would you rate the job Renton government does to reach out to and include its diverse cultural and language populations? **[PHONE NOTATION: (READ LIST)]**
    01   Poor
    02   Fair
    03   Good
    04   Excellent
    998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
    999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

DI3   Now, using a scale from 0 to 10 where 0 means "not at all familiar" and 10 means "very familiar," how familiar are you with services provided by the City of Renton to reach out and include its diverse cultural and language populations?

Not at all familiar										Very familiar
0	1	2	3	4	5	6	7	8	9	10

    998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
    999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

DI4   Have you used any of these services?
    00   No
    01   Yes
    998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
    999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

ACTIVITIES AND EVENTS
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

AE1INT   In the past 12 months, have you or anyone in your household… **[PHONE NOTATION: (READ LIST, GET A YES OR NO AFTER EACH) (IF YES, CLARIFY) Is that you or another person in your household?]**

[RANDOMIZE DISPLAY ORDER]

AE1#1   Participated in a Renton recreation program?
AE1#2   Visited a neighborhood or city park?
AE1#3   Attended a visual or performing arts event in Renton?
AE1#4   Visited Renton's History Museum?
AE1#5   Participated in a City event or activity such as River Days, Holiday Lights or 4th of July Fireworks?
AE1#6   Visited the Farmers Market or other downtown events?
AE1#9   Attended Neighborhood activities?
AE1#10   Visited any city-run trails such as the Cedar River Trail, May Creek Trail, or Springbrook Trail?

    00   No – No one
    01   Yes - Myself
    02   Yes – Another person in the household
    998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
    999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

ASK AE3 IF AE1#1=1 OR AE1#1=2

AE3   In which type of recreation programs did you or those in your household participate?
[PHONE NOTATION: (READ LIST, GET A YES OR NO AFTER EACH)
[RANDOMIZE DISPLAY ORDER]

AE3#1   Family Films
AE3#2   Summer Concert Series
AE3#3   Summer Youth & Teen Day Camps
AE3#4   Youth sports (Tennis, Soccer, Baseball, etc.)
AE3#5   Adult Sports or Fitness classes
AE3#6   Renton Sailing Club or Rowing Center
AE3#7   Aquatics programs

    00   No
    01   Yes
    998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
    999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

AE2INT   To what extent do you agree or disagree that City sponsored special events and activities…**[PHONE NOTATION: (READ LIST)]**
[RANDOMIZE DISPLAY ORDER]

AE2_2   Build a sense of community
AE2_3   Are a good use of public resources?
AE2_4   Highlight Renton's diversity

01   Strongly Disagree
02   Somewhat Disagree
03   Neither Agree nor Disagree
04   Somewhat Agree
05   Strongly Agree
998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

SITUATIONAL SAFETY
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

SS1INT   Using the scale Very Unsafe, Somewhat Unsafe, neither Safe nor Unsafe, Somewhat Safe, or Very Safe, How safe or unsafe do you feel while walking alone in the following situations? **[PHONE NOTATION: (REREAD LIST IF NECESSARY)]**

[RANDOMIZE DISPLAY ORDER]

SS1_1   In your neighborhood during the day?
SS1_2   In your neighborhood after dark?
SS1_3   In the Landing during the day?
SS1_4   In Downtown Renton during the day?
SS1_5   In Downtown Renton after dark?
SS1_6   In Renton's city and neighborhood parks?
SS1_7   Along Renton's trails?
SS1_8   In the Landing after dark?

01   Very Unsafe
02   Somewhat Unsafe
03   Neither Safe nor Unsafe
04   Somewhat Safe
05   Very Safe
998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

2017 City of Renton Resident Survey: ↑/↓ *Indicates statistically significant differences *Use caution, small sample sizes for these groups*

POLICE
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

PDINT   Now, using a scale from 0 to 10 where 0 means "not at all confident" and 10 means "very confident," from what you have experienced, seen, or heard, how confident are you in Renton's **police department** to…?
[RANDOMIZE DISPLAY ORDER]
PD1   Respond to emergencies in a timely manner?
PD2   Consistently enforce the laws?

Not at all confident										Very confident
0	1	2	3	4	5	6	7	8	9	10

998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

PD4   Overall, how would you rate the approachability of Police Officers in Renton? Use a 0 to 10 where 0 means "not at all approachable" and 10 means "very approachable."

Not at all approachable										Very approachable
0	1	2	3	4	5	6	7	8	9	10

998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

DISASTER PREPAREDNESS
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

DP1   Emergency Management recommends that households should have 5 to 7 days worth of food and water in order to be adequately prepared for emergencies. Using that as a guide, how prepared is your household for a disaster or emergency such as an earthquake or major storm?
[PHONE NOTATION: (READ LIST)]
- 01   Not at all Prepared
- 02   Not Very Prepared
- 03   Somewhat Prepared
- 04   Very Prepared
- 998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
- 999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

DP2   How knowledgeable are you about Emergency Management programs offered by the City of Renton such as Community Emergency Response Teams and Emergency Preparedness Classes at Renton Technical College? **[PHONE NOTATION: (READ LIST)]**
- 01   Not at all Knowledgeable
- 02   Not Very Knowledgeable
- 03   Somewhat Knowledgeable
- 04   Very Knowledgeable
- 998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
- 999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

DP3   To what extent do you agree or disagree that Renton is able to respond to major disasters such as earthquakes of floods? Use a 0 to 10 where 0 means "strongly disagree" and 10 means "strongly agree."

Strongly Disagree										Strongly Agree
0	1	2	3	4	5	6	7	8	9	10

- 998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
- 999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

2017 City of Renton Resident Survey: ↑/↓*Indicates statistically significant differences *Use caution, small sample sizes for these groups*

MOBILITY
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

MOBINT   These next questions are focused on travel within and through Renton. Please note that Renton has no control over major highways or interstates such as 167 or 405 so when thinking about travel, do not include these highways. How would you rate Renton on each of the following? **[PHONE NOTATION: (READ LIST)]**
          [RANDOMIZE DISPLAY ORDER]

MOB1   Overall ease of travelling?
MOB2   Ease of car travel in Renton?
MOB3   Ease of being able to walk to many different places?
MOB4   Adequacy of bike lanes and paths?
MOB5   Adequacy of local roads to support new residential and business developments?
MOB6   Ability to get around Renton using public transportation?
MOB7   Ability to get to/from Renton to/from other places in the Puget Sound using public transportation?

          01   Poor
          02   Fair
          03   Good
          04   Excellent
          998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
          999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

UTILITIES AND MAINTENANCE
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

UTILINT   These next few questions are about Utilities and the Environment, how would you rate Renton on each of the following? **[PHONE NOTATION: (READ LIST)]**
    UTIL1_1   Maintenance of sidewalks and walkways?
    UTIL1_2   Street repair and maintenance?
    UTIL1_3   Garbage, yardwaste, and recycling collection service?
    UTIL1_4   Taste and cleanliness of Renton's drinking water?
    UTIL1_5   Protecting and restoring Renton's natural streams, lakes, and wetlands?
        [RANDOMIZE DISPLAY ORDER]
           01   Poor
           02   Fair
           03   Good
           04   Excellent
           998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
           999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

UTIL2   To what extent are dilapidated **[PHONE SHOW: (dill-app-ah-day-ted)]** properties a problem in your neighborhood? Would you say they are a…? **[PHONE NOTATION: (READ LIST) (AS NEEDED)** By dilapidated, we mean property in a state of disrepair due to age or neglect.**]**
           01   Major Problem
           02   Minor Problem
           03   Not a Problem At All
           998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
           999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

UTIL3   How about in **Renton overall**, would you say that dilapidated **[PHONE SHOW: (dill-app-ah-day-ted)]** properties are a…? **[PHONE NOTATION: (READ LIST) (AS NEEDED)** By dilapidated, we mean property in a state of disrepair due to age or neglect.**]**
           01   Major Problem
           02   Minor Problem
           03   Not a Problem At All
           998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
           999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

UTIL4 How would you rate Renton's efforts to enforce codes related to property maintenance issues such as weeds, junk lots or abandoned buildings? **[PHONE NOTATION: (READ LIST)]**
- 01 Poor
- 02 Fair
- 03 Good
- 04 Excellent
- 998 **[PHONE NOTATION: (DO NOT READ)]** Don't know
- 999 **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

UTIL5_1 How good a job does Renton do providing access to and preservation of open spaces such as trails, parks, and wetlands?
- 01 Poor
- 02 Fair
- 03 Good
- 04 Excellent
- 998 **[PHONE NOTATION: (DO NOT READ)]** Don't know
- 999 **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

CIVIC ENGAGEMENT
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

CIVIC1 In the past 12 months, have you or your household members…? **[PHONE NOTATION: (READ LIST, GET A YES OR NO AFTER EACH) (IF YES, CLARIFY)** Is that you or another person in your household?**]**
[RANDOMIZE DISPLAY ORDER]
CIVIC1_1 Voiced your opinions regarding the City to a City employee?
CIVIC1_2 Volunteered your time for to a group or activity to help others in your neighborhood?
- 01 Yes - Myself
- 02 Yes – Another person in the household
- 03 No – No one
- 998 **[PHONE NOTATION: (DO NOT READ)]** Don't know
- 999 **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

INFORMATION SOURCES
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

INFO1   Which of the following do you use to get information about the City of Renton? **[PHONE NOTATION: (READ LIST, GET A YES OR NO AFTER EACH)]**
   [MULTIPLE SELECT – RANDOMIZE DISPLAY ORDER]
   INFO1#1   "Byte of Renton" **[PHONE NOTATION: (AS NEEDED)** Renton's E-Newsletter**] [WEB SHOW]**
   INFO1#2   Social media such as Facebook, Twitter, or YouTube
   INFO1#3   The "Renton Reporter"
   INFO1#4   Information in utility bill such as the "Renton City News"
   INFO1#5   Renton Parks brochure
   INFO1#6   Renton's website **[PHONE NOTATION: (AS NEEDED)** rentonwa.gov**] [WEB SHOW]** (rentonwa.gov)
   INFO1#7   Cable Access Chanel 21
   INFO1#8   Mayor's E-Newsletter
   INFO1#888   **[PHONE NOTATION: (DO NOT READ)]** OTHER **[SPECIFY]**
   INFO1#998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
   INFO1#999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

GOVERNMENT ACTIONS
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

GA1INT   How would you rate the job Renton City Government does in…? **[PHONE NOTATION: (READ LIST)]**
   [RANDOMIZE DISPLAY ORDER]
   GA1_1   Keeping residents informed?
   GA1_2   Seeking residents involvement and input?
   GA1_3   Having a clear vision and strategy for the future?
   GA1_4   Listening to its residents?
      01   Poor
      02   Fair
      03   Good
      04   Excellent
      998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
      999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

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CITY EMPLOYEES
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

CE1   In the past 12 months, have you had contact with an employee of the City of Renton?
        00   No
        01   Yes
        998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
        999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

ASK CE2 TO GOV3_4 CE1 = 01

CE2   Was that contact in person, via email, or over the phone?
        01   In person
        02   Email
        03   Phone
        998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
        999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

GOV3INT   In your most recent contact, how would you rate City of Renton employees on each of the following? **[PHONE NOTATION: (READ LIST)]**
        [RANDOMIZE DISPLAY ORDER]
GOV3_1   Overall knowledge
GOV3_2   Responsiveness
GOV3_3   Courtesy
GOV3_4   Your overall impression of City of Renton employees
        01   Poor
        02   Fair
        03   Good
        04   Excellent
        998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
        999   **[PHONE NOTATION: (DO NOT READ)]** Prefer not to answer

STANDARD DEMOGRAPHICS
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

DEMOINT   These final questions will help us group your answers with others.

DEMO1   Including yourself, how many people currently live in your household? **(IF MORE THAN 10, ENTER 10)**
            _____   ENTER NUMBER OF INDIVIDUALS **[RANGE 1 TO 10]**
            998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
            999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

[ASK DEMO1A IF DEMO1 >1]
DEMO1A   Including yourself, how many people currently live in your household in each of the following age categories? **[PHONE NOTATION: (READ LIST, GET A RESPONSE FOR EACH)]**
[LOGIC CHECK: SUM OF RESPONSES TO CATEGORIES BELOW SHOULD BE EQUAL TO NUMBER GIVEN IN DEMO1]
            _____   65 and over
            _____   18 to 64
            _____   13 to 17
            _____   5 to 12
            _____   Under the age of 5
            998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
            999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

LANG1   Do you speak a language other than English at home?
            00   No
            01   Yes
            998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
            999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

[ASK IF LANG1 = 01]
LANG2   What languages do you speak?
            01   Spanish
            888   Other Language **(Please specify) [SPECIFY]**
            998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
            999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

[ASK IF LANG1 = 01]

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LANG3   How well do you speak English? Would you say…? **[PHONE NOTATION: (READ LIST)]**
      01   Very well
      02   Well
      03   Not very well
      04   Not at all
      998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
      999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

DEMO2   How many years have you lived in Renton? **[PHONE NOTATION: (IF NECESSARY)]** If you have lived in the city for less than a full answer, please answer with 0.
      _____   ENTER NUMBER OF YEAR **[RANGE 0 TO 120]**
      998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
      999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

DEMO3   Do you own or rent your residence?
      01   Own
      02   Rent
      998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
      999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

DEMO4   What is the highest grade or year of school you completed? **[PHONE NOTATION: (READ LIST IF NECESSARY, UNTIL VALID RESPONSE IS GIVEN)]**
      01   Never attended school or only completed Kindergartedn
      02   Grades 1 through 8 (Elementary)
      03   Grades 9 through 11 (Some high school)
      04   High School graduate or GED (High School Graduate)
      05   College 1 to 3 years (Some college or technical school)
      06   College 4 years (College graduate)
      07   Graduate school (Advanced degree)
      998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
      999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

DEMO5   What is the approximate total annual income of all members of your household? **[PHONE NOTATION: (READ LIST UNTIL VALID RESPONSE IS GIVEN)]**
      01   Less than $10,000
      02      $10,000 to less than $20,000
      03      $20,000 to less than $35,000

04      $35,000 to less than $50,000
05      $50,000 to less than $75,000
06      $75,000 to less than $100,000
07      $100,000 to less than $150,000
08      $150,000 or more
998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

TEL   Which of the following best describes how you make or receive calls at home?
01   Only have a cell phone **(**To make or receive calls)
02   Primarily use a cell phone
04   Use both a landline or cell phone equally
05   Primarily use a landline
06   Only have a landline **(**To make or receive calls)
998   **[PHONE NOTATION: (DO NOT READ)]** Don't know
999   **[PHONE NOTATION: (DO NOT READ)]** Refused / Prefer not to answer

FUTURE RESEARCH
[BASE: ALL]
[PROGRAMMING: SECTION FOR TIMING]

FUTURE1   Would you be willing to participate in future research for the City of Renton?

00   NO
01   YES
998   **DO NOT READ:** DON'T KNOW
999   **DO NOT READ:** PREFER NOT TO ANSWER

ASK FUTURE2 IF FUTURE1=01

FUTURE2   May I please get your first name only?

00   NO
01   YES, **ENTER NAME** _____
998   **DO NOT READ:** DON'T KNOW
999   **DO NOT READ:** PREFER NOT TO ANSWER

ASK FUTURE3 IF (FUTURE1=1)

FUTURE3   Please enter your best contact email address?

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ENTER EMAIL

01 EMAIL **ENTER EMAIL ADDRESS** _____

998 **DO NOT READ:** DO NOT HAVE AN EMAIL ADDRESS

998 **DO NOT READ:** DON'T KNOW

999 **DO NOT READ:** PREFER NOT TO ANSWER

ASK FUTURE4 AND FUTURE4W IF FUTURE1=1

FUTURE4 **[PHONE SHOW]** And to confirm, is your best contact number **[ENTER PHONE NUMBER]**

01 YES

02 NO **ENTER BEST NUMBER** _____

998 **DO NOT READ:** DON'T KNOW

999 **DO NOT READ:** PREFER NOT TO ANSWER

FUTURE4W **[WEB/INBOUND CALL SHOW]** And finally, please provide your best contact number

ENTER BEST NUMBER _____

998 **DO NOT READ:** DON'T KNOW

999 **DO NOT READ:** PREFER NOT TO ANSWER

THANKS

THANKEND   Thank you very much for your time. Your participation will assist the City of Renton better plan for the future and improve services to the community.
[PHONE NOTATION] **(INTERVIEWER: CODE IN CATI AS "COMPLETE")**
[WEB NOTATION] *You may now close your browser window.*

THANK1   I'm sorry for disturbing you. When would be a better time to call back?
[PHONE NOTATION] **(INTERVIEWER: SCHEDULE A CALLBACK IN NUTTY)**
[WEB NOTATION] *You may now close your browser window.*
[CODE AS CELL PHONE INCOMPLETE AND ALLOW SURVEY REENTRY. THE SURVEY SHOULD OPEN BACK UP TO INTROTEL]

THANK2   I'm sorry, but we cannot continue without that information. Have a good day/evening.
[PHONE NOTATION] **(INTERVIEWER: CODE IN CATI AS "SCREENER REFUSAL")**
[WEB NOTATION] *You may now close your browser window.*
[THESE SHOULD NOT FACTOR INTO THE INCIDENCE FORMULA]

THANK3   Thank you but we are only interviewing heads of household who are 18 years of age and older.
[PHONE NOTATION] **(INTERVIEWER: CODE IN CATI AS "NQ TERM: AGE")**
[WEB NOTATION] *You may now close your browser window.*

THANK4   Thank you but we are only interviewing residents of Renton.
[PHONE NOTATION] **(INTERVIEWER: CODE IN CATI AS "NQ TERM: GEO")**
[WEB NOTATION] *You may now close your browser window.*

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