



2023 Resident Survey

City of Renton



Background and Methodology

Why conduct a resident survey? This kind of research measures the satisfaction of residents with their community and the services offered by local agencies, while enabling the monitoring of progress over time. The information gathered from these surveys is valuable for making decisions, allocating resources, and setting priorities. It is best practice to conduct such surveys every two years to stay connected with the community's changing needs.

•Overview of methodology

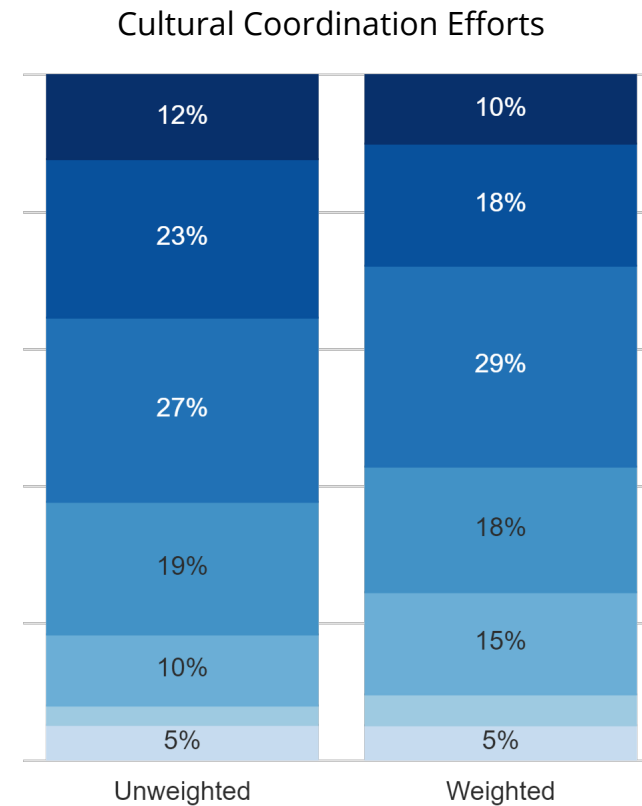
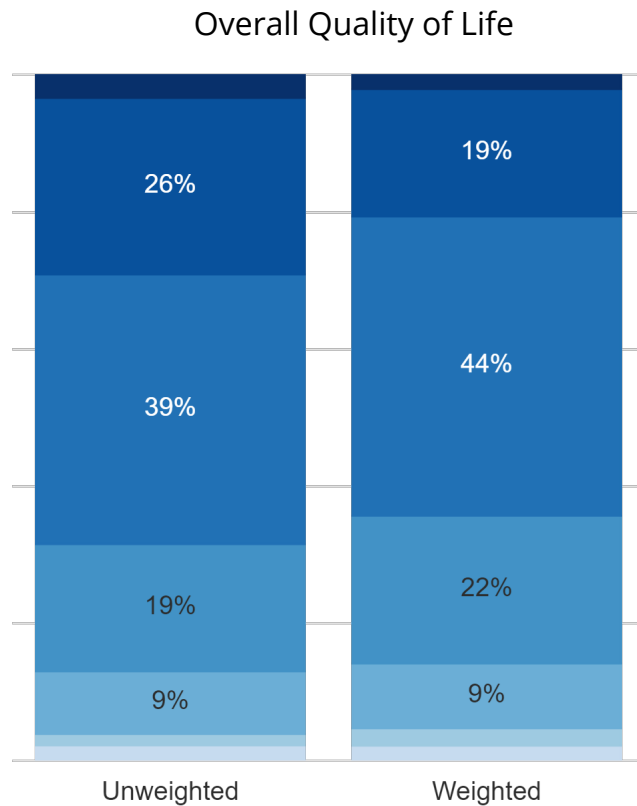
-
- 652 completed surveys
- Postcard invites mailed to a randomized sample of 12,500 Renton addresses with QR Code linked to the online survey and an individual Survey ID for each household.
- Invites reinforced and reminders sent by multiple modes of contact: text, email, and phone calls.
- The City conducted outreach to include hard-to-reach respondents.
- Survey available online and over the phone; 15 surveys completed by phone.
- The survey was available in 8 languages. 2 surveys were completed in Chinese. 3 were completed in Spanish. The rest were completed in English.
- Margin of error +/-3.8% at 95% confidence level. This means that if the study were duplicated in the same time frame, with a different set of respondents, 95 times out of 100, the results would be the same (+/- 3.8%).



The Impacts of Weighting

The charts show the impact weighting has on the results. While some numbers change by a slight amount, the narrative is not impacted by weighting and the results shown are valid.

Impact of Weighting on...





Weighting Calculation

Survey data are not perfectly representative of the populations of interest; thus, the data were weighted based on four demographic factors:

1. Age
2. Gender
3. Race
4. Income

The tables to the right provide the unweighted and weighted proportions compared to the population data.

		Unweighted	Weighted	Demographics
Age	18 to 34	9%	32%	33%
	35 to 54	36%	36%	37%
	55 to 64	19%	13%	14%
	65+	35%	18%	16%
Gender	Male	46%	48%	50%
	Female	53%	52%	50%
	Other gender identity	1%	0%	0%
Race	White alone (non-Hispanic)	65%	45%	42%
	Some other race or combination of races	35%	55%	58%
Income	Less than \$50,000	17%	28%	29%
	\$50,000 to \$99,999	25%	28%	30%
	\$100,000 to \$149,999	23%	20%	18%
	\$150,000 to \$199,999	13%	10%	11%
	\$200,000 or more	22%	13%	12%

Race from Decennial Census Table P1
 Income from 2021: ACS 1-Year Estimates Subject Table S1901
 Age within gender from 2021: ACS 1-Year Estimates Subject Tables S0101



Questionnaire Design

The process of designing the questionnaire began with input from the Executive Leadership Team (ELT). The ReconMR research team evaluated past Renton questionnaires and surveys conducted by neighboring cities, followed industry best practices, and made modifications to questions to align with the needs and priorities of the Renton community. City leadership then reviewed the questions and provided feedback. Finally, the Mayor reviewed and granted final approval for the questionnaire. In total, there were 64 customized performance-related questions for the 2023 Renton Resident Survey. The survey predominantly utilized a 7-point scale, recognized as a best practice for survey research.

Topics covered in the 2023 Resident Survey

- Quality of Life
- Sense of Community
- Use of Tax Dollars
- Environment
- Travel
- City Priorities
- Challenges
- Special Events
- Inclusion Efforts
- Police
- Safety
- Emergency Preparedness
- Code Enforcement
- Communication Channels
- Interactions with City Employees



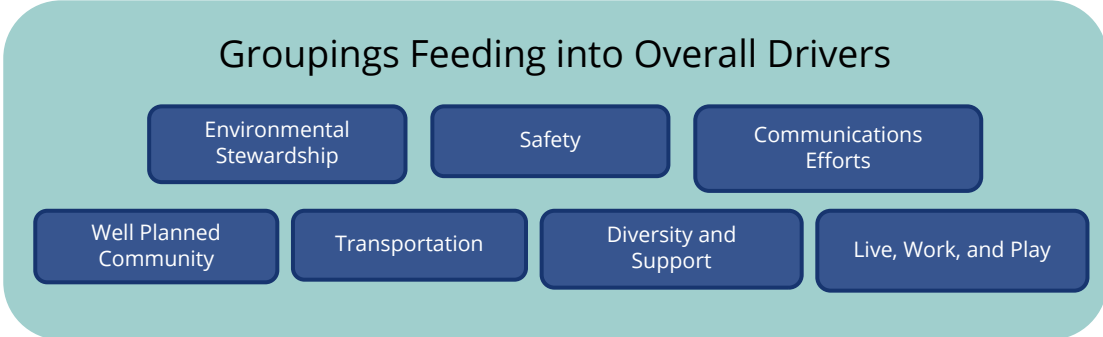
Key Driver Analysis - What Is Important to Residents

Key Drivers Analysis uses a combination of factor and regression analysis to identify which areas have the greatest impact on residents' overall impressions of Renton. While Key Drivers Analysis is somewhat complex, and a full description is beyond the scope of this report. In its simplest form, Key Driver Analysis looks for a correlation between a respondent's overall perception of Renton as a place to live (calculated variable) and how they responded to each of the key questions.

Key Drivers Analysis is useful, as it provides the city with insights on what is important to residents, where it is doing well, as well as targeted areas for improvement. For example, [how residents perceive their neighborhood as a place to live](#) receives high ratings, and it is also important to residents (strongly correlated with their overall perceptions of Renton). This is an area where Renton is doing a good job and should continue to foster neighborhood cohesion.

Conversely, [the ability to easily and safely walk where needed is also important to residents](#), but receives relatively low ratings. This presents an opportunity for the city to take action on improving pedestrian transportation, and its importance indicates that doing so will have a significantly positive impact on residents' perception of Renton overall.

Overall Impression of Renton
(calculation)



Low impact / Above-Average Performance: Monitor	High Impact / Above-Average Performance: Maintain
Low Impact / Below-Average Performance: Invest	High Impact / Below-Average Performance: Improve

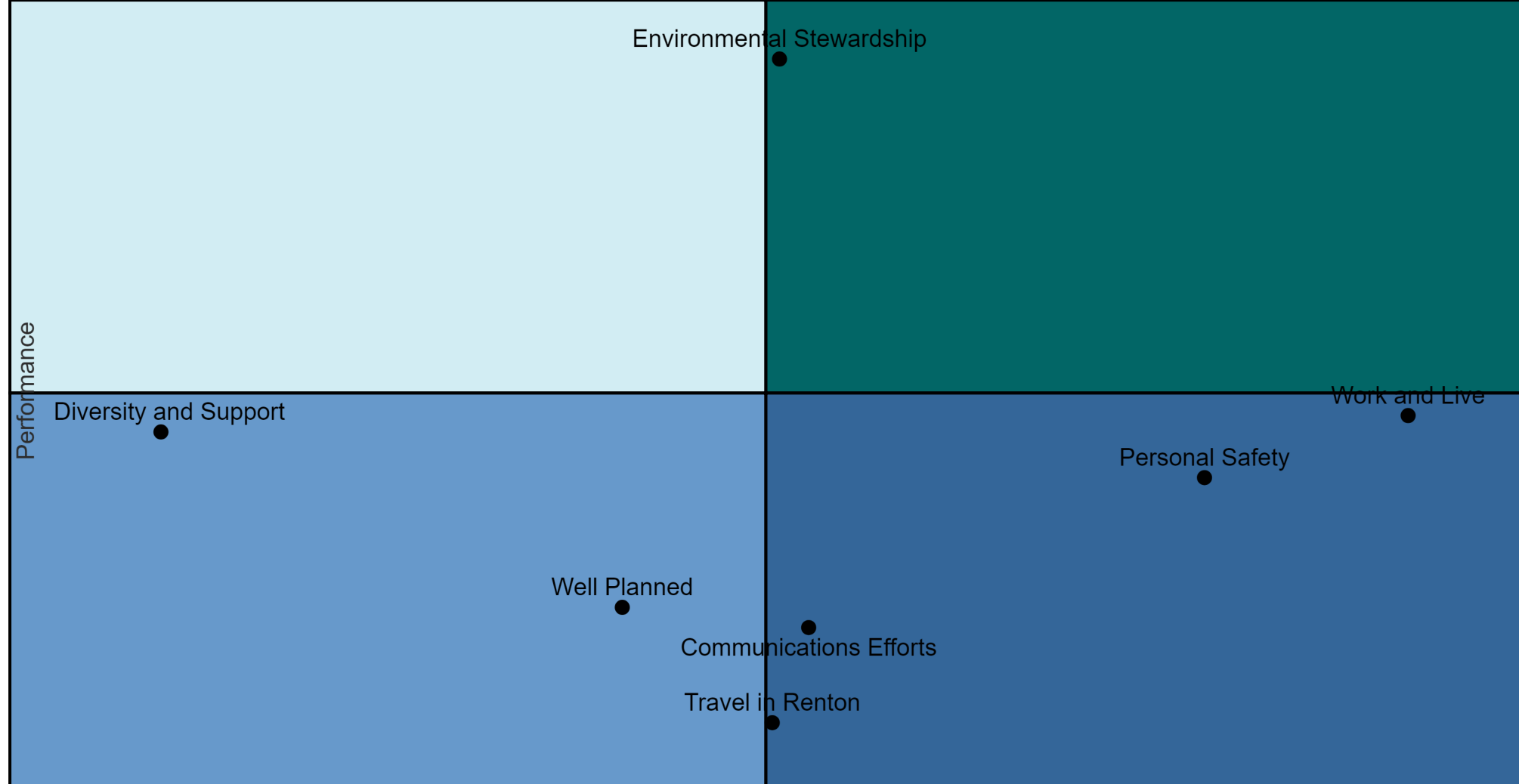




Driver Analysis: Overall Drivers

Low Impact / Above-Average Performance: **Monitor**

High Impact / Above-Average Performance: **Maintain**



Low Impact / Below-Average Performance: **Invest**

Importance

High Impact / Below-Average Performance: **Improve**

Residents give the highest ratings to items related to Environmental Stewardship, which is of moderate importance.

The most important overall drivers are...

1. Items related to Renton as a place to work and live.
2. Personal safety.

Both of these areas received below-average ratings.



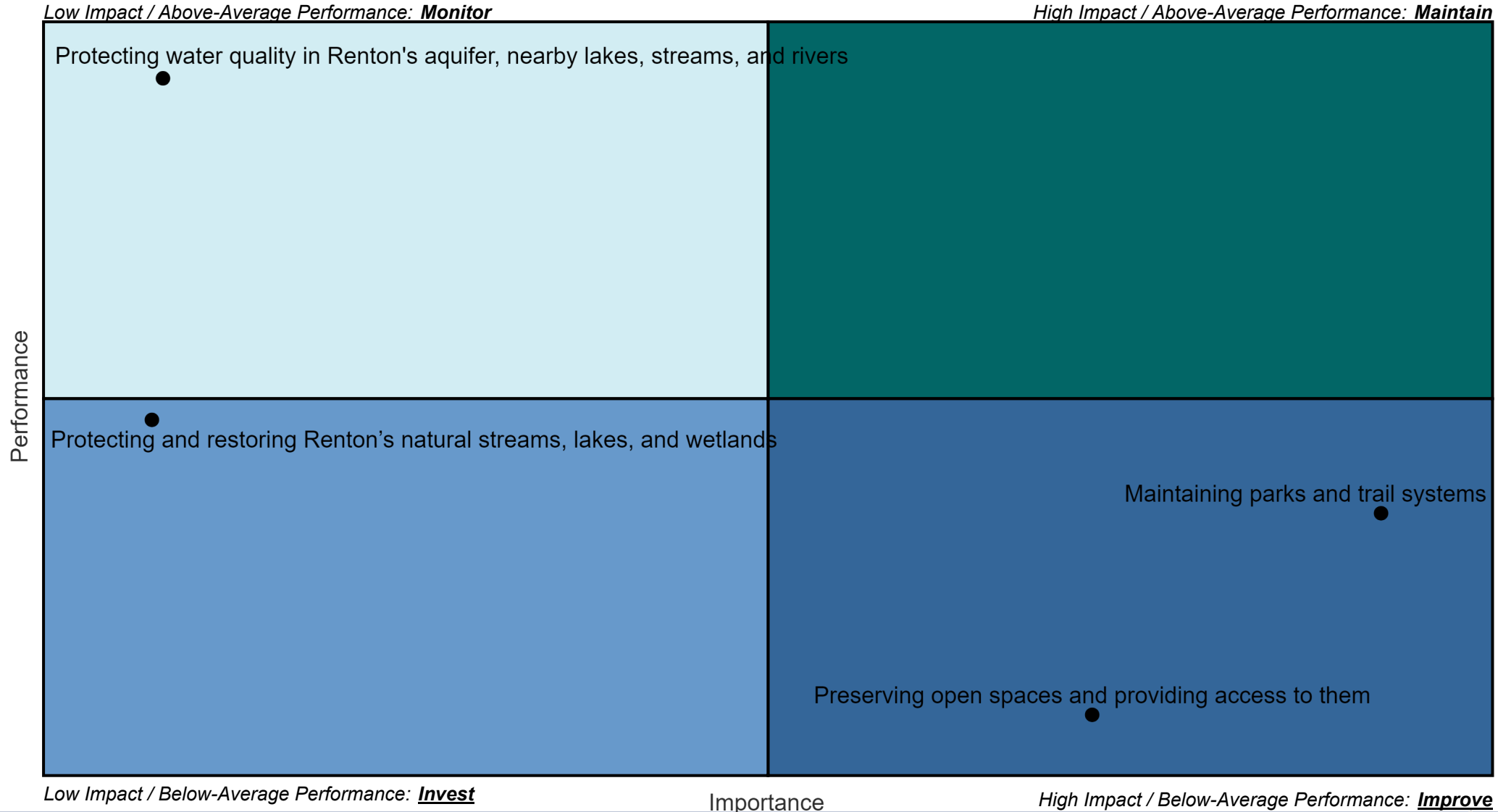
Driver Analysis: Environmental Stewardship

Looking at the attributes within Environmental Stewardship, residents give the highest rating to 'Protecting water quality.'

The most important drivers in this category are

1. Maintaining parks and trail systems
2. Preserving and providing access to open spaces.

Both of these receive lower than average ratings when compared to the other attributes in this group and thus present an opportunity for improvement.



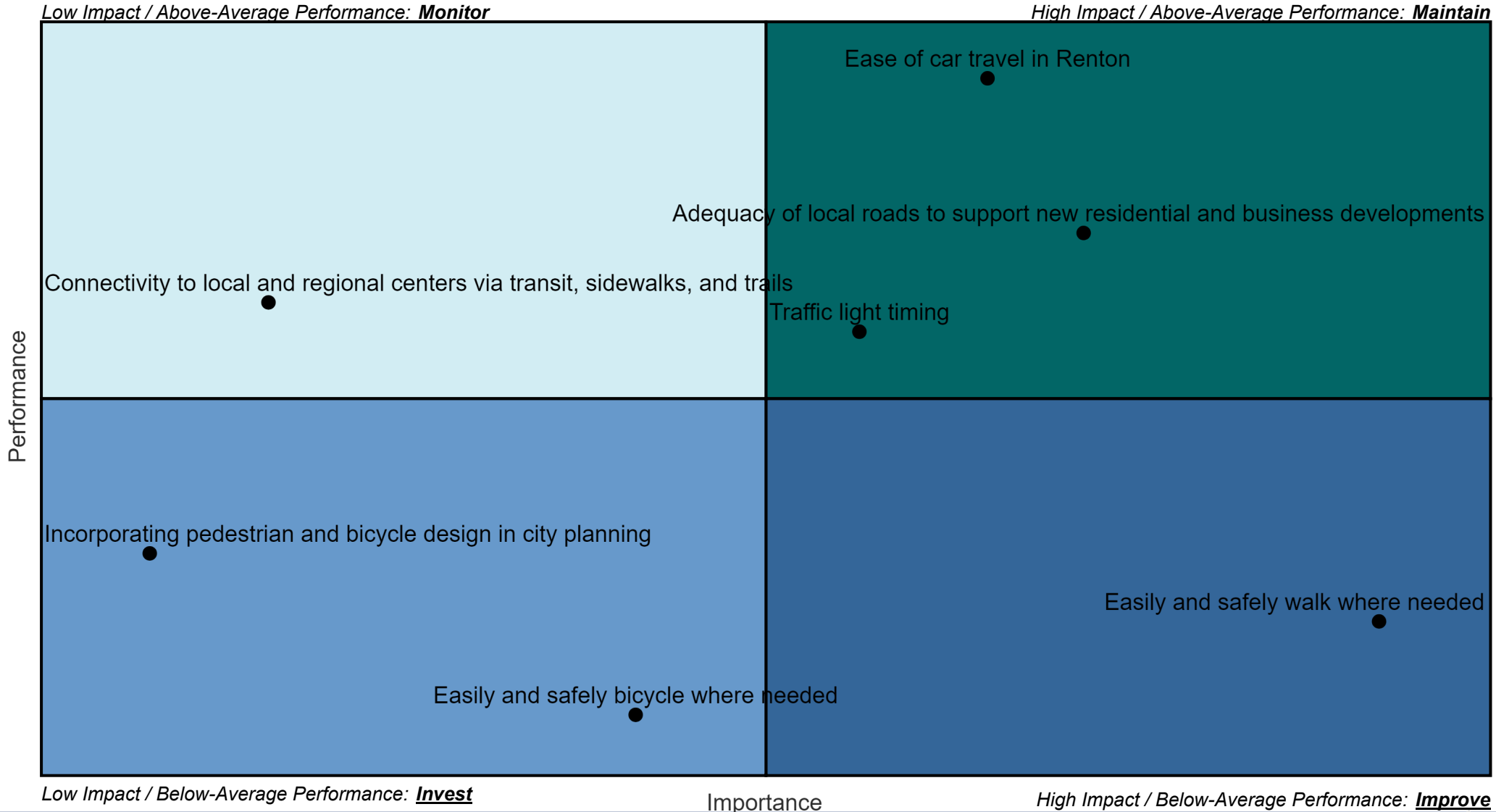


Driver Analysis: Transportation

Within the Transportation grouping, Renton is performing well regarding the following:

- Ease of car travel
- Adequacy of roads to support new development, and
- Traffic light timing.

The area for improvement is in creating an environment where residents can easily and safely walk where needed.



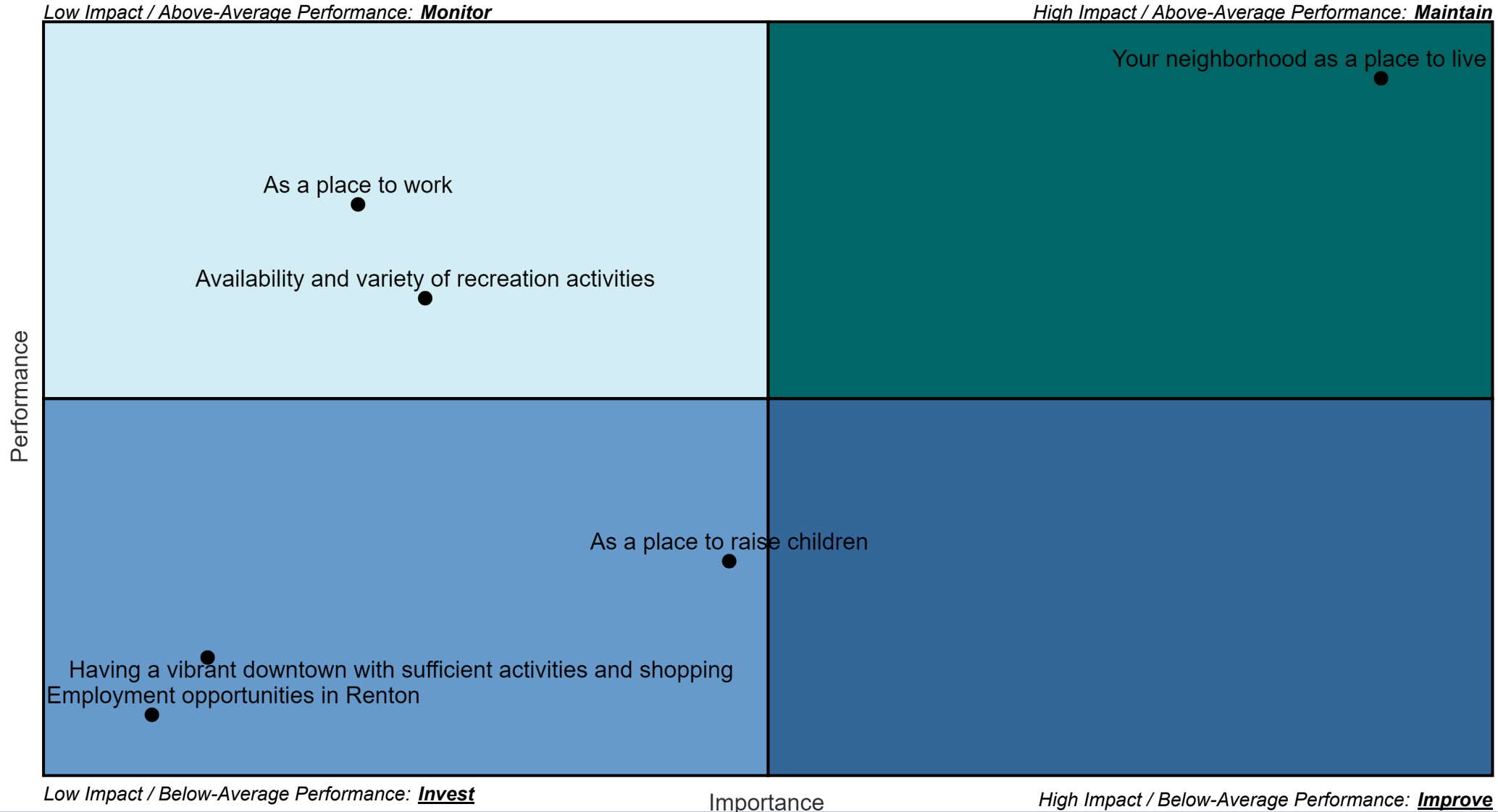


Driver Analysis: Live, Work, and Play

Within the Live, Work, and Play group, the most important attribute is the residents' neighborhood as a place to live.

- This attribute receives the highest rating of all attributes in this group.

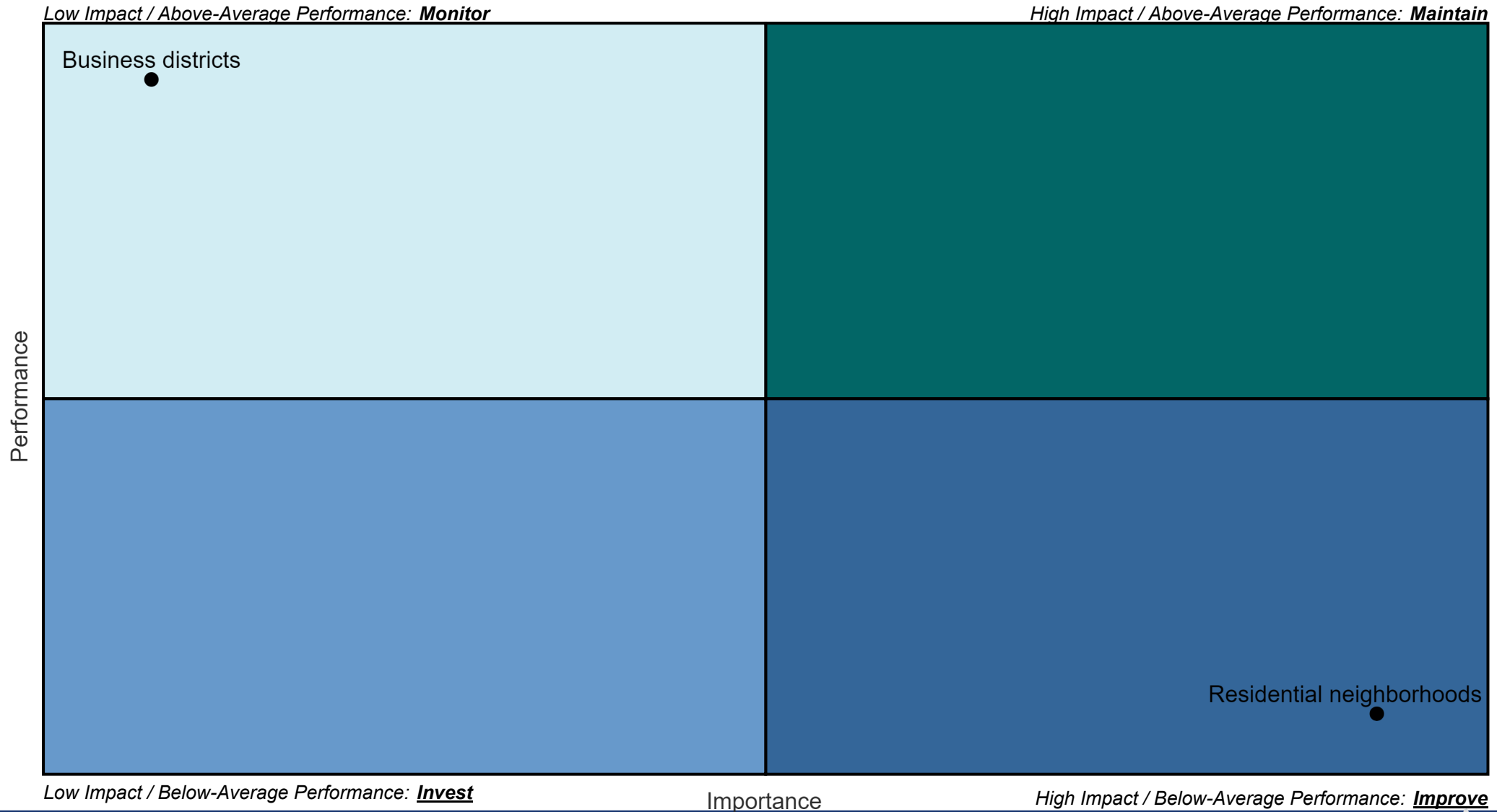
While not considered very important, improvements could be made to making Renton a more inviting place to raise children.





Driver Analysis: Well Planned

Residents give Renton high ratings regarding having well planned business districts, though this is of little importance when compared to the planning of residential neighborhoods, which also received lower ratings.



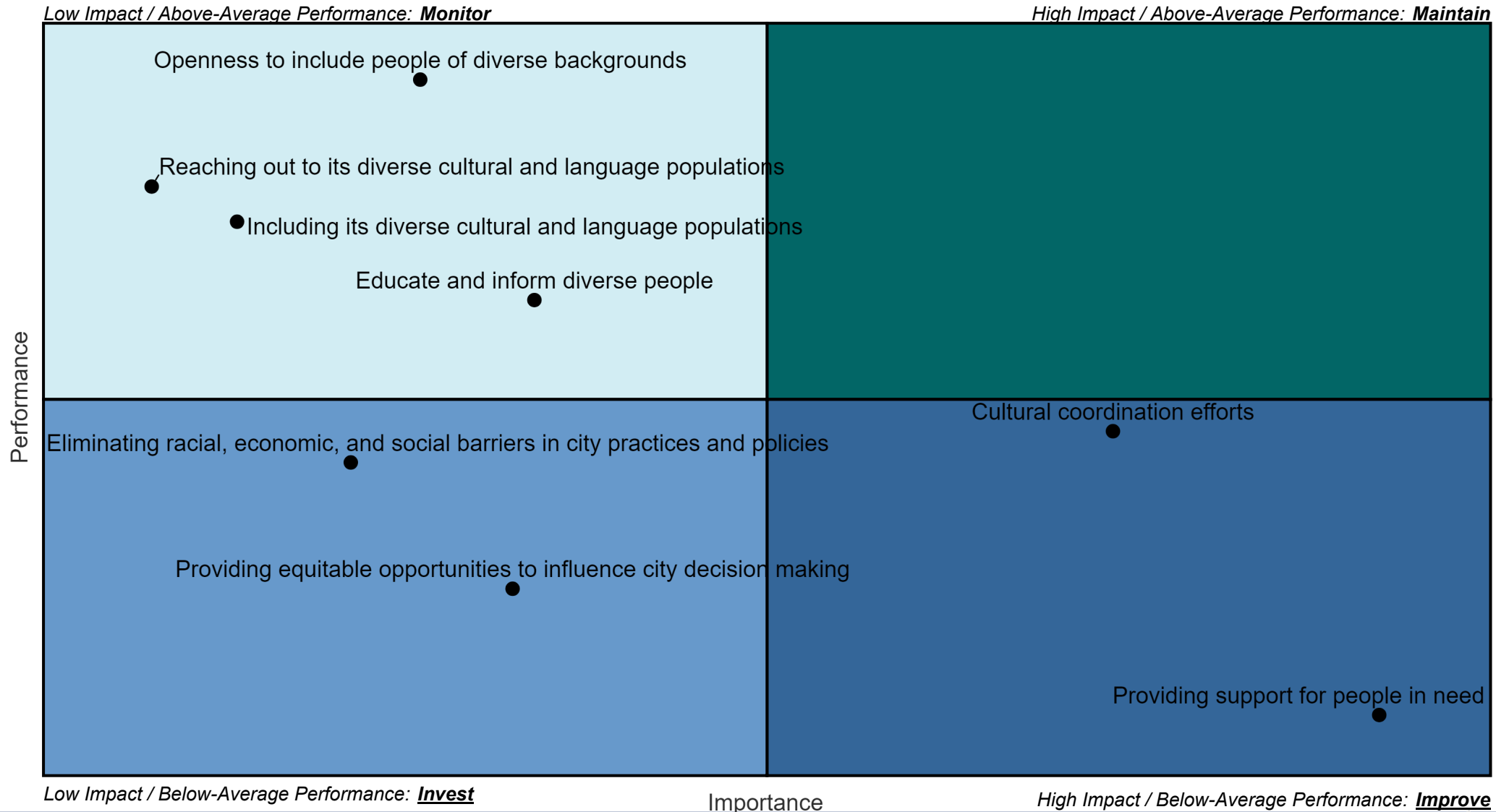


Driver Analysis: Diversity and Support

Residents recognize Renton's efforts to be a welcoming place for people of diverse backgrounds. They give high ratings for:

- Openness to include people, reaching out to, including, and informing people of diverse backgrounds.

Residents point out that improvements could be made in providing support for people in need as well as making more efforts toward cultural coordination efforts.

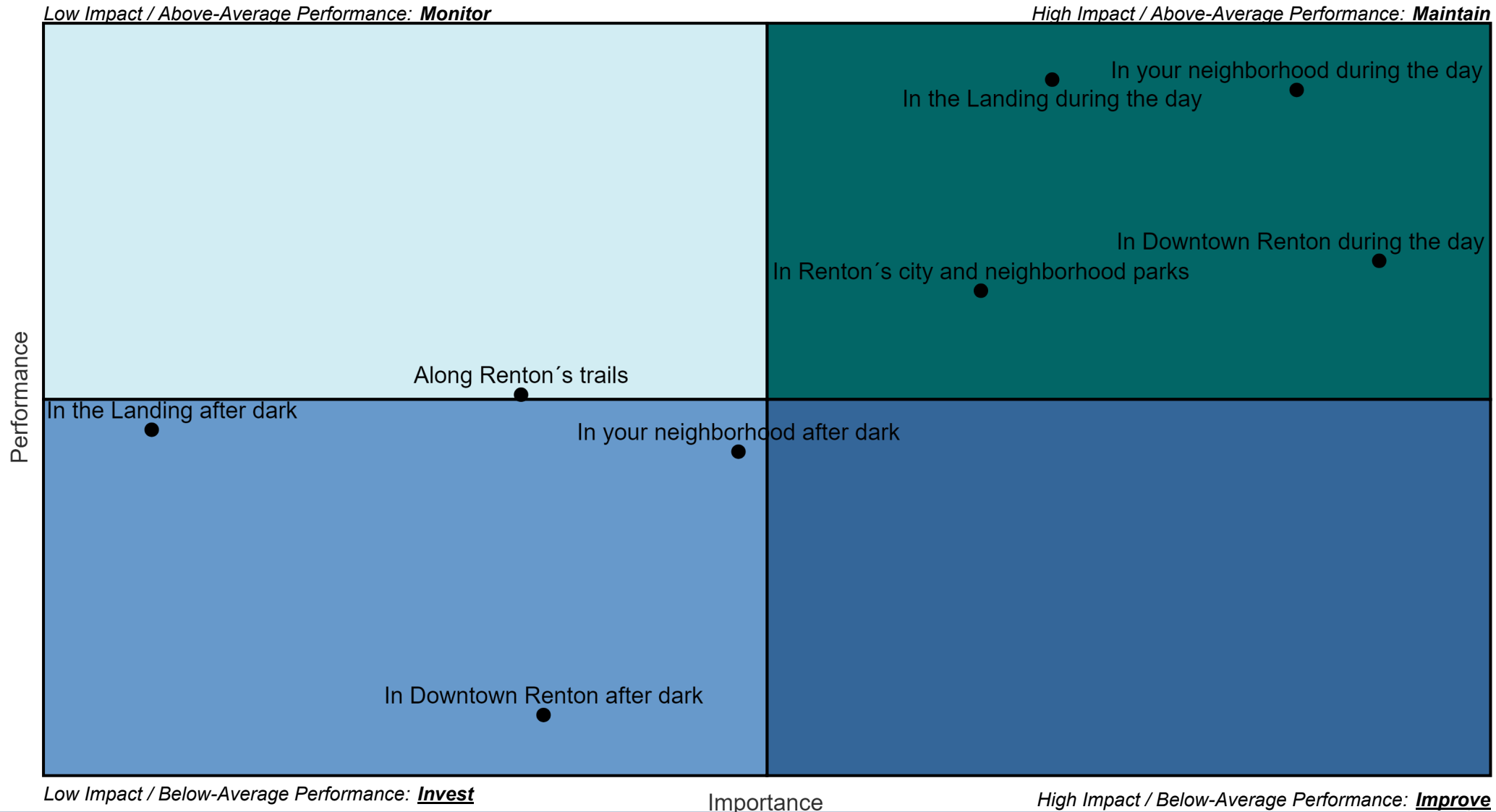




Driver Analysis: Personal Safety

Within the personal safety grouping, residents recognize the job Renton has done at maintaining a safe environment where and when it is most important:

An area of moderate importance that could use improvement is safety in neighborhoods after dark.

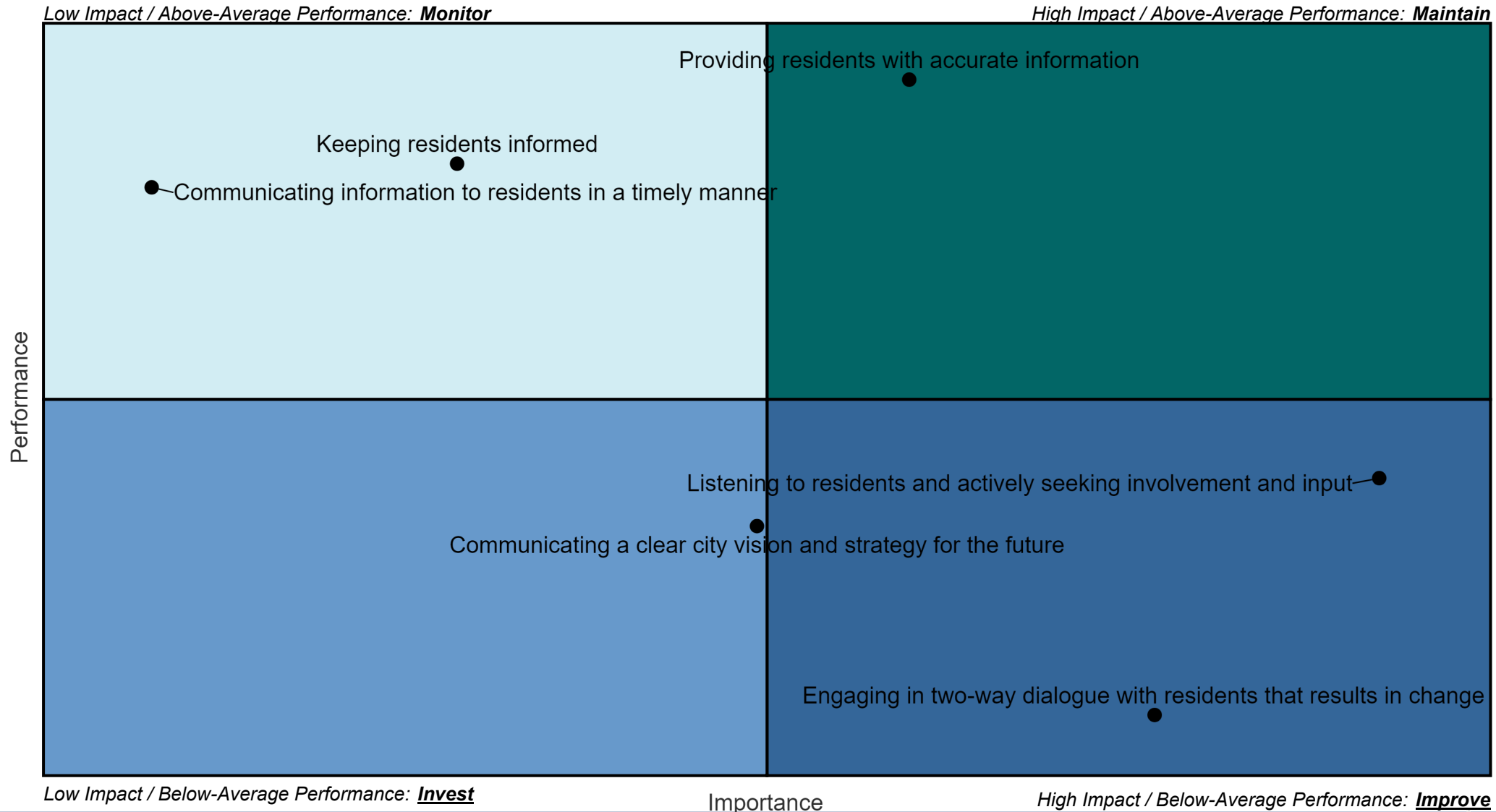




Driver Analysis: Communications Efforts

Within the communications efforts grouping, residents feel the city could improve regarding:

- Listening and actively seeking involvement and input.
- Communicating a clear city vision and strategy for the future.
- Engaging in two-way dialogue with residents.





Priorities

First, residents were asked to select all items that were important to them from a list of City priorities.

- Safety (selected by 84% of residents)
- Affordability of housing (selected by 61% of residents)
- Walkability (selected by 59% of residents)
- Sustainable development (selected by 59% of residents)

Then, we asked residents to indicate their **top priority** among the options they had selected.

- Safety emerged as the top priority for 61% of residents.
- Affordability of housing and walkability are also top priorities for Renton residents.
- These top three priorities are consistent across demographics like age and ethnicity.

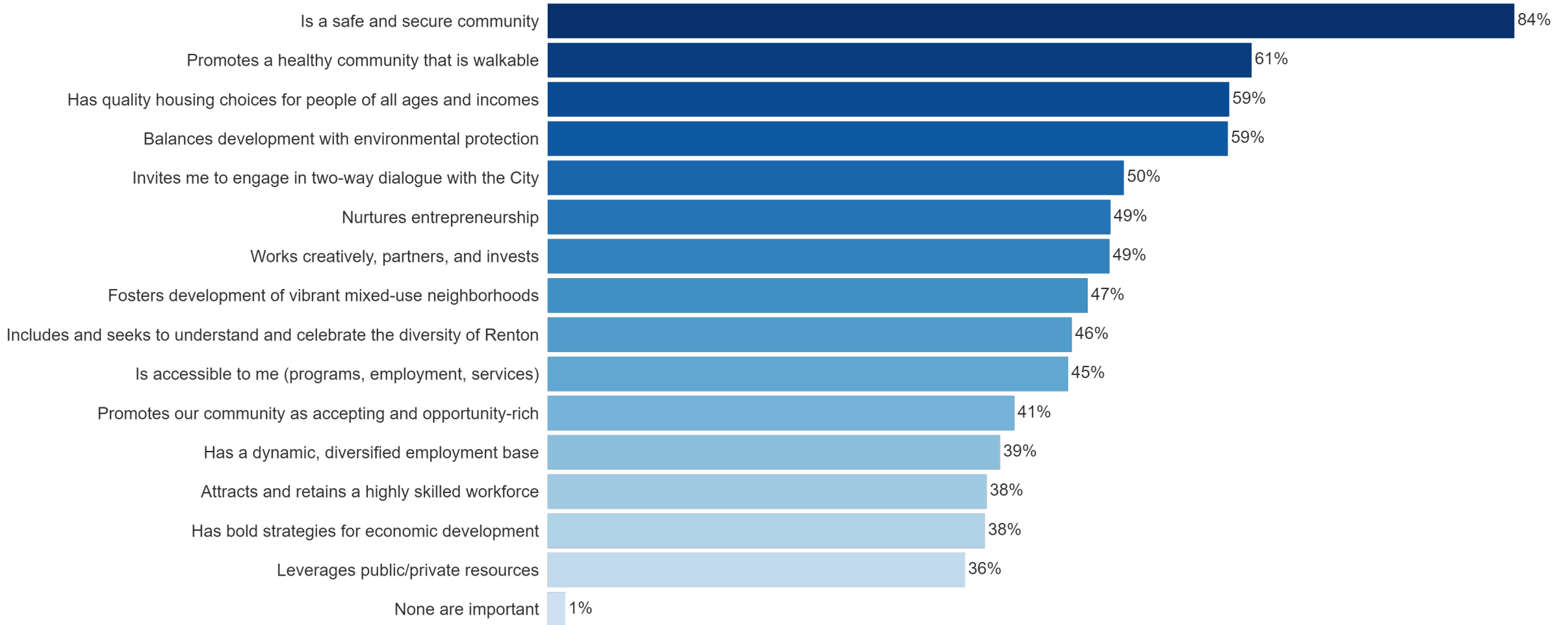
Finally, we asked residents to indicate their **bottom priority** among the options they had *not* selected.

- "Includes and seeks to understand the celebrate the diversity of our community" was considered least important by 18% of residents.
- Across most age groups, "Includes and seeks to understand and celebrate the diversity of our community" consistently ranked as a least important priority
- When examining the least important priorities by ethnicity, the patterns become more nuanced. Inclusion and celebration of diversity appears to hold less importance among Asian American, Hispanic, and white residents. On the other hand, Native American, Black, and Native Hawaiian residents rank 'walkability' as the least important priority.



Priorities (select all)

Safety, affordability of housing, walkability, and sustainable development are top priorities for Renton residents.

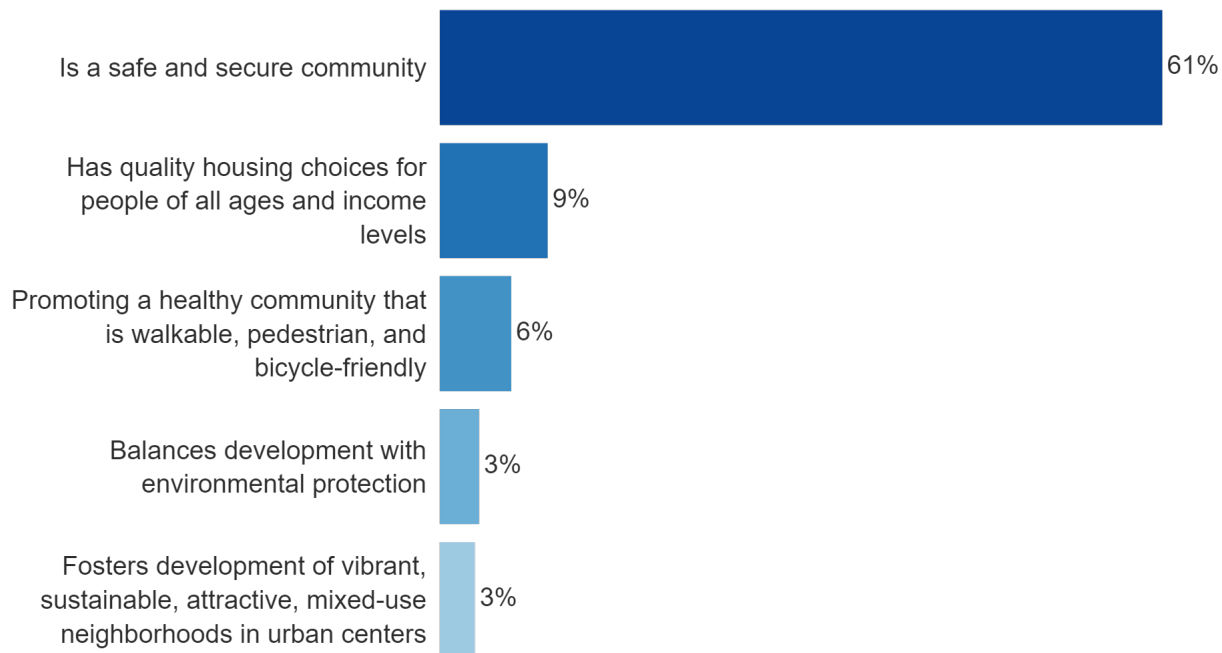




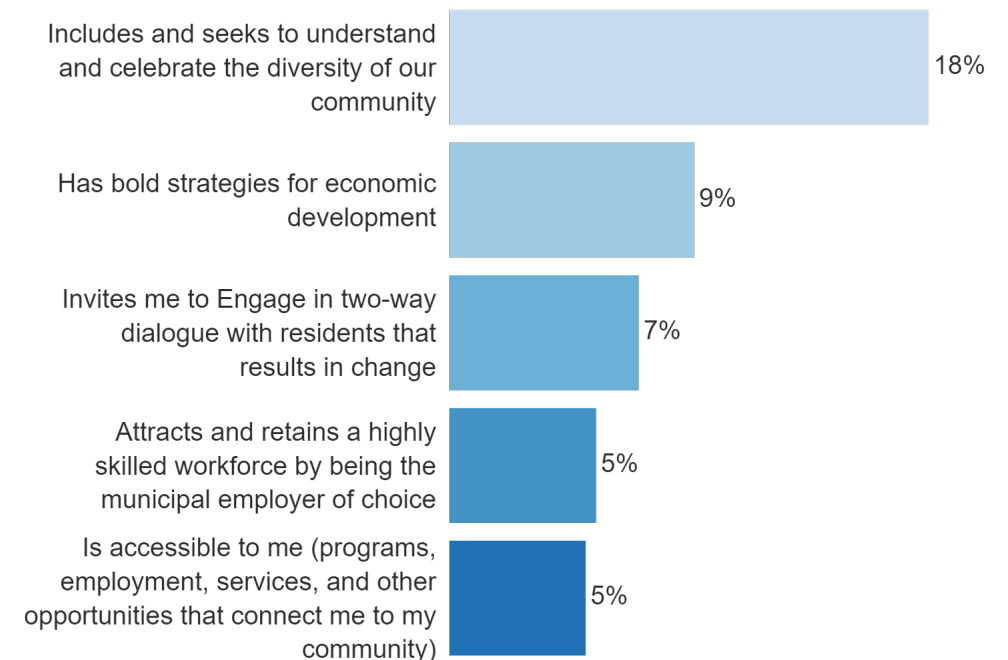
Most and Least Important Priorities

We asked residents to indicate their **top priority** among the options they had selected, and their **bottom priority** out of the options they had *not* selected. Safety emerged as the top priority for 61% of residents, whereas "Includes and seeks to understand the celebrate the diversity of our community" was considered least important by 18% of residents.

Of those you selected, which is most important to you? (Showing top 5)



Of those items you did not select, which is least important to you? (Showing 5 least important)





How to interpret the tables in this folder

On the following pages in the folder, you will find tables that break down top and bottom priorities by age and ethnicity. As you look through the tables, you will see red and blue text and arrows. These colors and arrows indicate statistically significant differences in the data. "Statistical significance" tells us that the patterns we see in the data are likely to be real differences in public opinion, and not just due to chance.

Sample size matters because larger samples give us more confidence in the results. With a bigger sample, even small differences (a few percentage points) can be statistically significant. Smaller samples might not have enough data to be sure if a difference is real or just random.

Red text and arrows: The red text and arrows in the tables mean that the numbers are statistically lower compared to what we are seeing among the other age groups or ethnicities displayed in the table. It indicates that these numbers are below the range seen in other groups, and it's not just random.

Blue text and arrows: On the flip side, the blue arrows indicate numbers that are statistically higher compared to what we are seeing among the other age groups or ethnicities displayed in the table. It indicates that these numbers are above the range seen in other groups, and it's not just random.



Select all priorities by ethnicity

Select all that are important to you.	American Indian or Alaska Native	Arab American, Middle Eastern or North African	Asian American	Black or African American	Hispanic, Latino, or Spanish origin	Native Hawaiian or Other Pacific Islander	White or Caucasian
Is a safe and secure community	100%	100%	71%	79%	61%	78%	82%
Promotes a healthy community that is walkable	46%	18%	61%	39%	47%	17% ⁺	63%
Has quality housing choices for people of all ages and incomes	80%	18%	58%	93% [↑]	93% [↑]	100%	63%
Balances development with environmental protection	80%	18%	58%	56%	45%	71%	72% [↑]
Invites me to engage in two-way dialogue with the City	66%	0%	44%	51%	66%	22%	48%
Nurtures entrepreneurship	20%	18%	43%	87% [↑]	82% [↑]	10% ⁺	42%
Works creatively, partners, and invests	0%	0%	55%	62%	67%	0%	42%
Fosters development of vibrant mixed-use neighborhoods	80%	59%	53%	62%	66%	90% [↑]	48%
Includes and seeks to understand and celebrate the diversity of Renton	34%	18%	63%	98% [↑]	79%	78%	45%
Is accessible to me (programs, employment, services)	80%	59%	48%	72% [↑]	50%	71%	42%
Promotes our community as accepting and opportunity-rich	46%	18%	45%	34%	40%	17%	41%
Has a dynamic, diversified employment base	80%	18%	50%	63%	66%	100%	35%
Attracts and retains a highly skilled workforce	0%	41%	26%	37%	22%	10%	31%
Has bold strategies for economic development	0%	41%	44%	29%	36%	10%	29%
Leverages public/private resources	0%	0%	25%	30%	29%	0%	35%
None are important	0%	0%	3%	0%	7%	0%	1%



Select all priorities by age

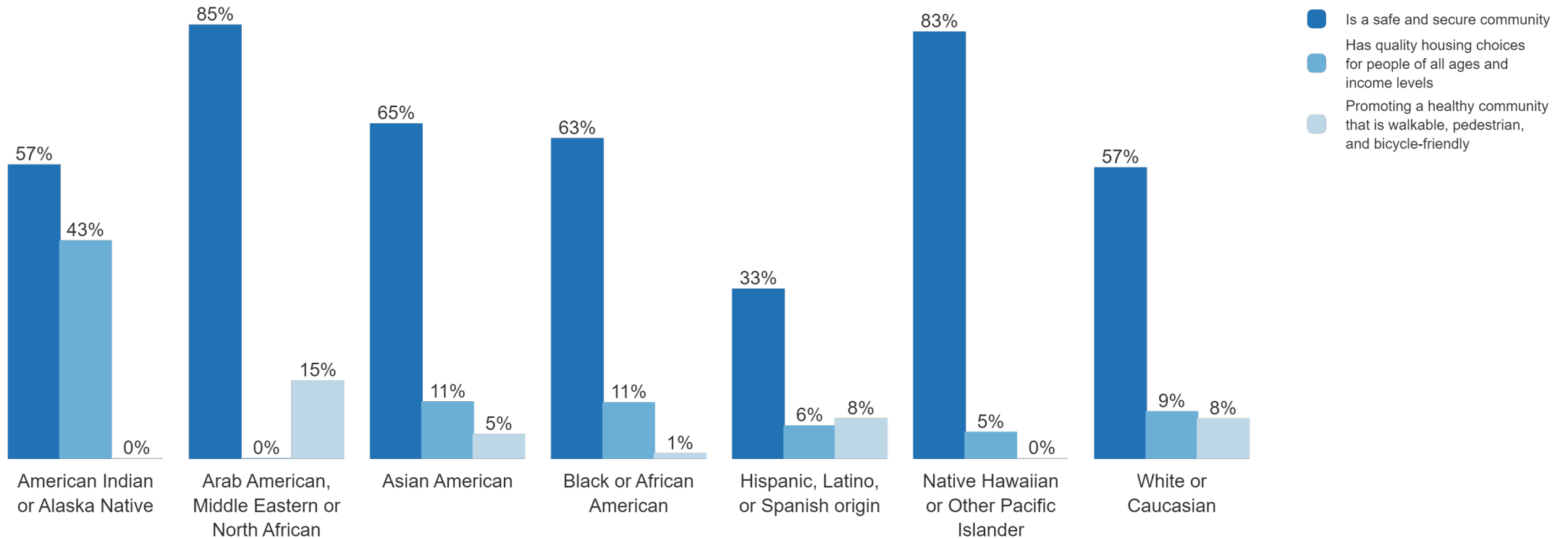
Select all that are important to you.	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Is a safe and secure community	100%	56%↓	88%	91%	89%	93%↑
Promotes a healthy community that is walkable	100%	48%	57%	55%	58%	64%
Has quality housing choices for people of all ages and incomes	100%	64%	50%	53%	46%	65%
Balances development with environmental protection	68%	61%	56%	55%	55%	76%↑
Invites me to engage in two-way dialogue with the City	68%	60%	25%↓	40%	33%	43%
Nurtures entrepreneurship	65%	54%	37%	43%	40%	40%
Works creatively, partners, and invests	65%	52%	37%	35%	37%	51%
Fosters development of vibrant mixed-use neighborhoods	100%	59%	48%	40%	39%	43%
Includes and seeks to understand and celebrate the diversity of Renton	32%	76%↑	30%↓	43%	38%	42%
Is accessible to me (programs, employment, services)	68%	53%	25%↓	40%	31%	42%
Promotes our community as accepting and opportunity-rich	68%	31%	33%	39%	29%	40%
Has a dynamic, diversified employment base	68%	45%	36%	40%	33%	37%
Attracts and retains a highly skilled workforce	65%	28%	27%	34%	24%	36%
Has bold strategies for economic development	32%	28%	32%	41%	35%	36%
Leverages public/private resources	65%	41%	22%	24%	29%	30%
None are important	0%	0%	5%	2%	4%	1%



Top priorities by ethnicity

The safety and security of the community is the top priority for Renton residents, regardless of ethnicity. The second most important priority is quality housing for people of different ages and incomes.

Of those you selected, which is most important to you?





Top priorities by age

Of those you selected, which is <u>most</u> important to you?	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Is a safe and secure community	32%	29%↓	70%	67%	75%↑	77%↑
Has quality housing choices for people of all ages and income levels	35%	10%	9%	19%	7%	2%↓
Promoting a healthy community that is walkable, pedestrian, and bicycle-friendly	32%	15%	6%	3%	4%	3%↓
Balances development with environmental protection	0%	8%	2%	1%↓	5%	7%
Fosters development of vibrant, sustainable, attractive, mixed-use neighborhoods in urban centers	0%	7%	6%	0%↓	1%	1%
Includes and seeks to understand and celebrate the diversity of our community	0%	8%	1%	0%	1%	4%
Is accessible to me (programs, employment, services, and other opportunities that connect me to my community)	0%	4%	0%	0%	1%	2%
Invites me to Engage in two-way dialogue with residents that results in change	0%	12%↑	0%	1%	0%	1%
Nurtures entrepreneurship and successful partnerships with business and community leaders	0%	8%↑	3%	0%	0%	0%
Has bold strategies for economic development	0%	0%	1%	5%↑	1%	1%
Promotes our community as accepting and opportunity-rich	0%	0%	0%	0%	0%	0%
Attracts and retains a highly skilled workforce by being the municipal employer of...	0%	0%	0%	0%	0%	2%↑
Works creatively, partners, and invests in ways that will improve the delivery of city programs and services	0%	0%	1%	0%	0%	1%
Leverages public/private resources to focus development on economic centers	0%	0%	0%	0%	5%↑	0%
Has a dynamic, diversified employment base	0%	0%	0%	3%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%



Bottom priorities by ethnicity

Of those you did not select, which is <u>least</u> important to you?	American Indian or Alaska Native	Arab American, Middle Eastern or North African	Asian American	Black or African American	Hispanic, Latino, or Spanish origin	Native Hawaiian or Other Pacific Islander	White or Caucasian
Includes and seeks to understand and celebrate the diversity of our community	0%	0%	5%	2% [↓]	8%	0%	13%
Has bold strategies for economic development	46%	0%	11%	5%	14%	0%	20% [↑]
Invites me to Engage in two-way dialogue with residents that results in change	0%	18%	10%	0%	15%	10%	9%
Attracts and retains a highly skilled workforce by being the municipal employer of...	0%	0%	9%	0%	4%	0%	5%
Promoting a healthy community that is walkable, pedestrian, and bicycle-friendly	54% [↑]	0%	2%	13%	0%	83% [↑]	6%
Leverages public/private resources to focus development on economic centers	0%	0%	6%	4%	0%	0%	4%
Balances development with environmental protection	0%	0%	1%	0%	0%	0%	1%
Is accessible to me (programs, employment, services, and other opportunities that connect me to my community)	0%	0%	1% [↓]	5%	0%	8%	5%
Promotes our community as accepting and opportunity-rich	0%	0%	10%	0%	27% [↑]	0%	1% [↓]
Has quality housing choices for people of all ages and income levels	0%	82% [↑]	5%	0%	0%	0%	3%
Fosters development of vibrant, sustainable, attractive, mixed-use neighborhoods in urban centers	0%	0%	3%	1%	0%	0%	2%
Has a dynamic, diversified employment base	0%	0%	2%	0%	21% [↑]	0%	4%
Nurtures entrepreneurship and successful partnerships with business and community leaders	0%	0%	7% [↑]	0%	4%	0%	1%
Works creatively, partners, and invests in ways that will improve the delivery of city programs and services	0%	0%	2%	0%	7%	0%	1% [↓]
Is a safe and secure community	0%	0%	2%	0%	0%	0%	1%



Bottom priorities by age

Across most age groups, "Includes and seeks to understand and celebrate the diversity of our community" consistently ranked as a least important priority, with the highest percentages of respondents selecting it as such. Similarly, "Invites me to Engage in two-way dialogue with residents that results in change" was a relatively low-priority choice for most age groups.

Of those items you did <u>not</u> select, which is <u>least</u> important to you?	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Includes and seeks to understand and celebrate the diversity of our community	0%	1%↓	26%↑	14%	14%	15%
Has bold strategies for economic development	35%	27%↑	5%	6%	7%	5%↓
Invites me to Engage in two-way dialogue with residents that results in change	0%	6%	6%	13%	10%	11%
Attracts and retains a highly skilled workforce by being the municipal employer of choice	0%	0%↓	15%↑	3%	13%↑	4%
Promoting a healthy community that is walkable, pedestrian, and bicycle-friendly	0%	3%	3%	9%	11%	6%
Leverages public/private resources to focus development on economic centers	0%	0%↓	5%	8%	6%	3%
Balances development with environmental protection	0%	2%	0%	4%	1%	0%
Is accessible to me (programs, employment, services, and other opportunities that connect me to my community)	0%	13%	3%	7%	5%	7%
Promotes our community as accepting and opportunity-rich	0%	8%	11%	0%	2%	1%↓
Has quality housing choices for people of all ages and income levels	0%	3%	6%	6%	1%	2%
Fosters development of vibrant, sustainable, attractive, mixed-use neighborhoods in urban...	0%	0%	2%	3%	3%	6%↑
Has a dynamic, diversified employment base	32%↑	6%	1%↓	3%	5%	3%
Nurtures entrepreneurship and successful partnerships with business and community leaders	0%	3%	3%	2%	0%	3%
Works creatively, partners, and invests in ways that will improve the delivery of city programs and services	0%	0%	1%	3%	9%↑	0%
Is a safe and secure community	0%	0%	2%	0%	0%	2%



Livable Community

This section covers a variety of topics, which are listed below along with key findings.

Sense of community

- Older residents tend to feel a stronger sense of community than younger residents.
- Among Black/African residents, there is a statistically significant elevation in the rating of sense of community.
- No statistically significant differences by neighborhood.

Direction the City is headed

- Older residents tend to give a more favorable ratings for "direction city is headed."
- Among Black/African residents and American Indian/Alaska Native residents, there is a statistically significant elevation in the rating given for "direction the city is headed."
- No statistically significant differences by neighborhood.

Quality of life

- Residents age 18-24 AND residents aged 65+ rated the quality of life higher, and this difference bears statistical significance.
- Among Black/African residents, there is a statistically significant elevation in the rating of the quality of life.
- No statistically significant differences by neighborhood

Compared to other Cities and Towns

- Among residents 65+, there is a statistically significant elevation in the rating "compared to other cities and towns."
- Among Black/African residents and American Indian/Alaska Native residents, there is a statistically significant elevation in the rating given for "compared to other cities and towns."
- No statistically significant differences by neighborhood

Environmental stewardship

- Renton score above average on three out of four questions pertaining to environmental quality and environmental protection.

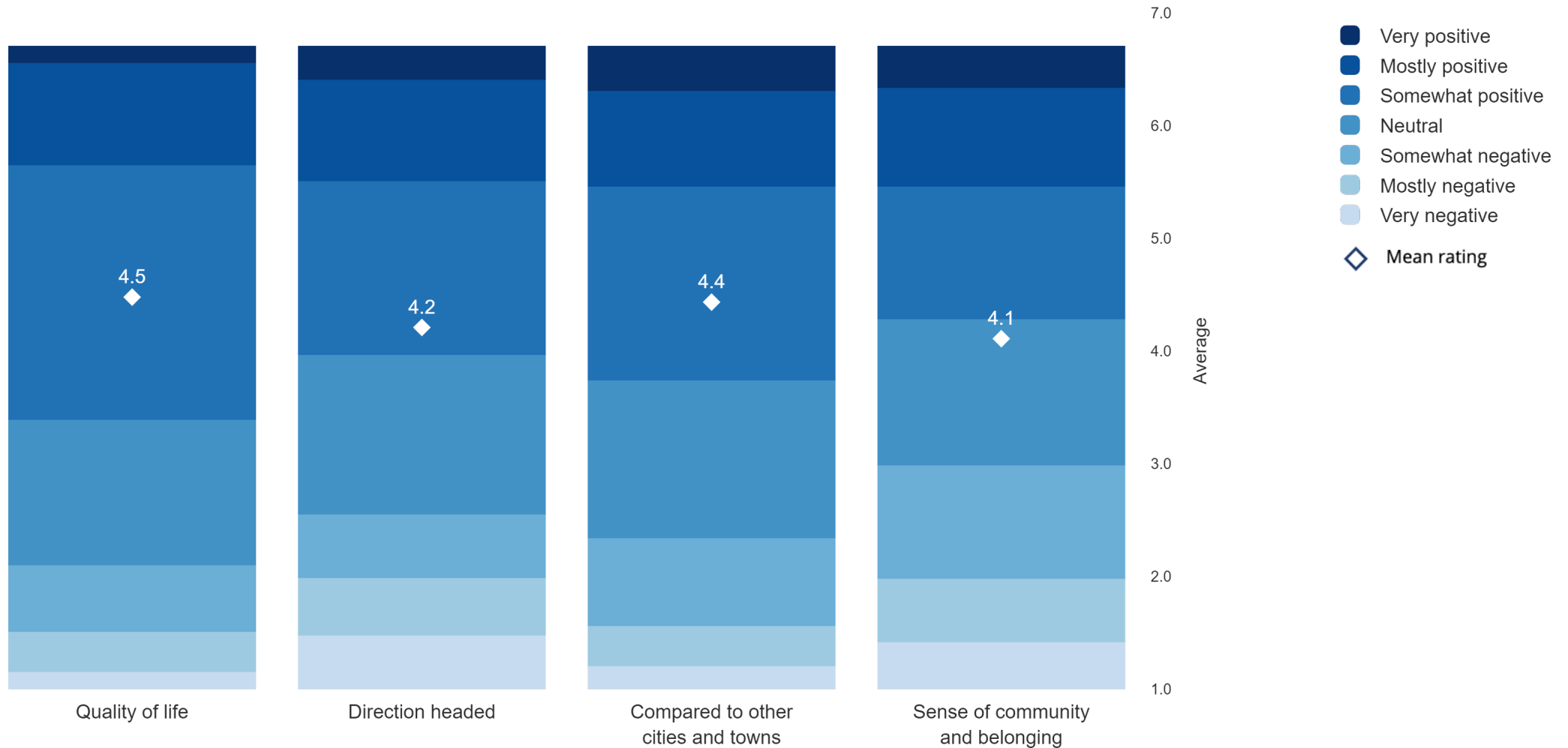
Responsible spending

- The survey questions about responsible tax dollar usage unveiled below-average ratings in areas such as Police/public safety, and permitting/licensing.



Livable Community

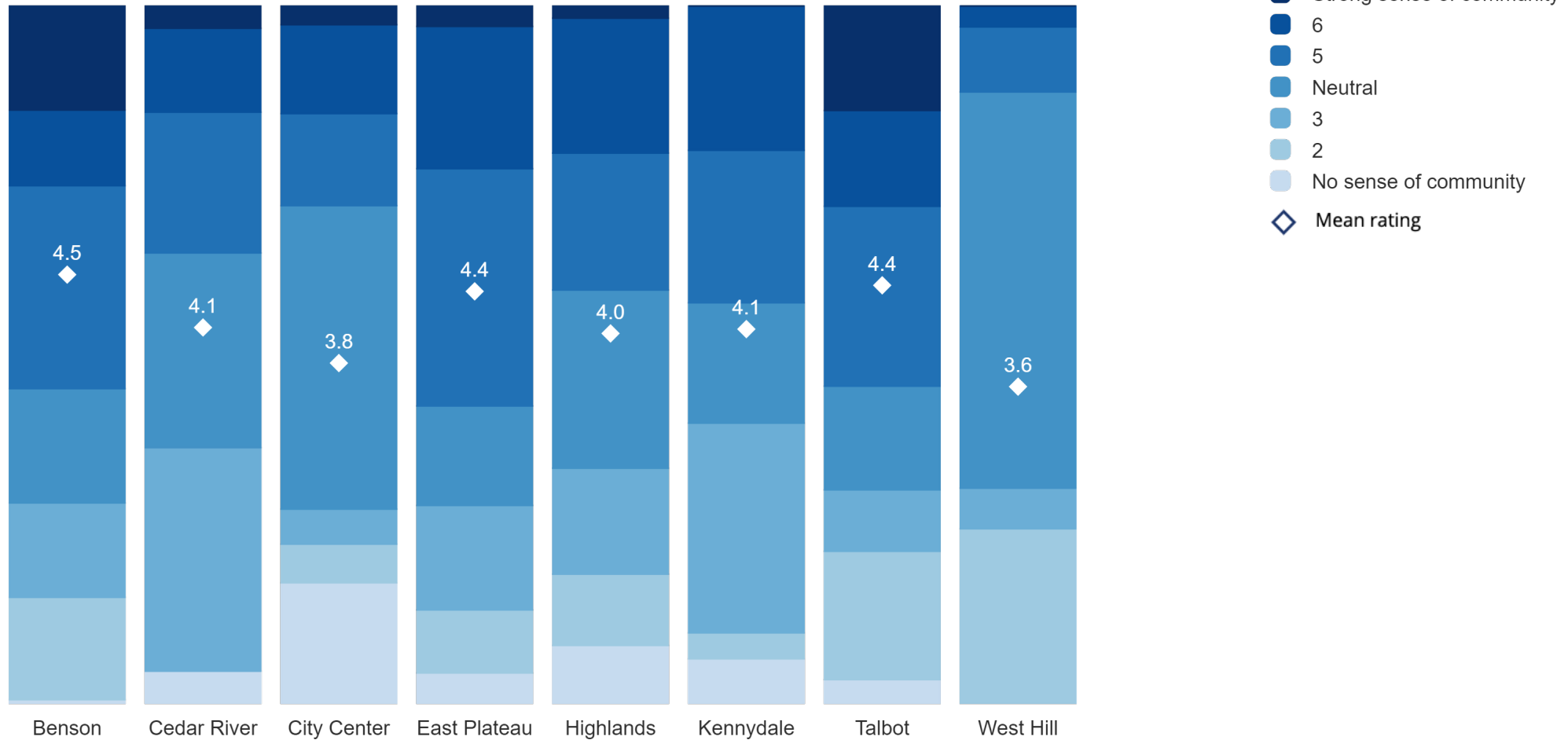
How would you rate City of Renton on the following?





Sense of Community and Belonging Compared

Sense of community and belonging



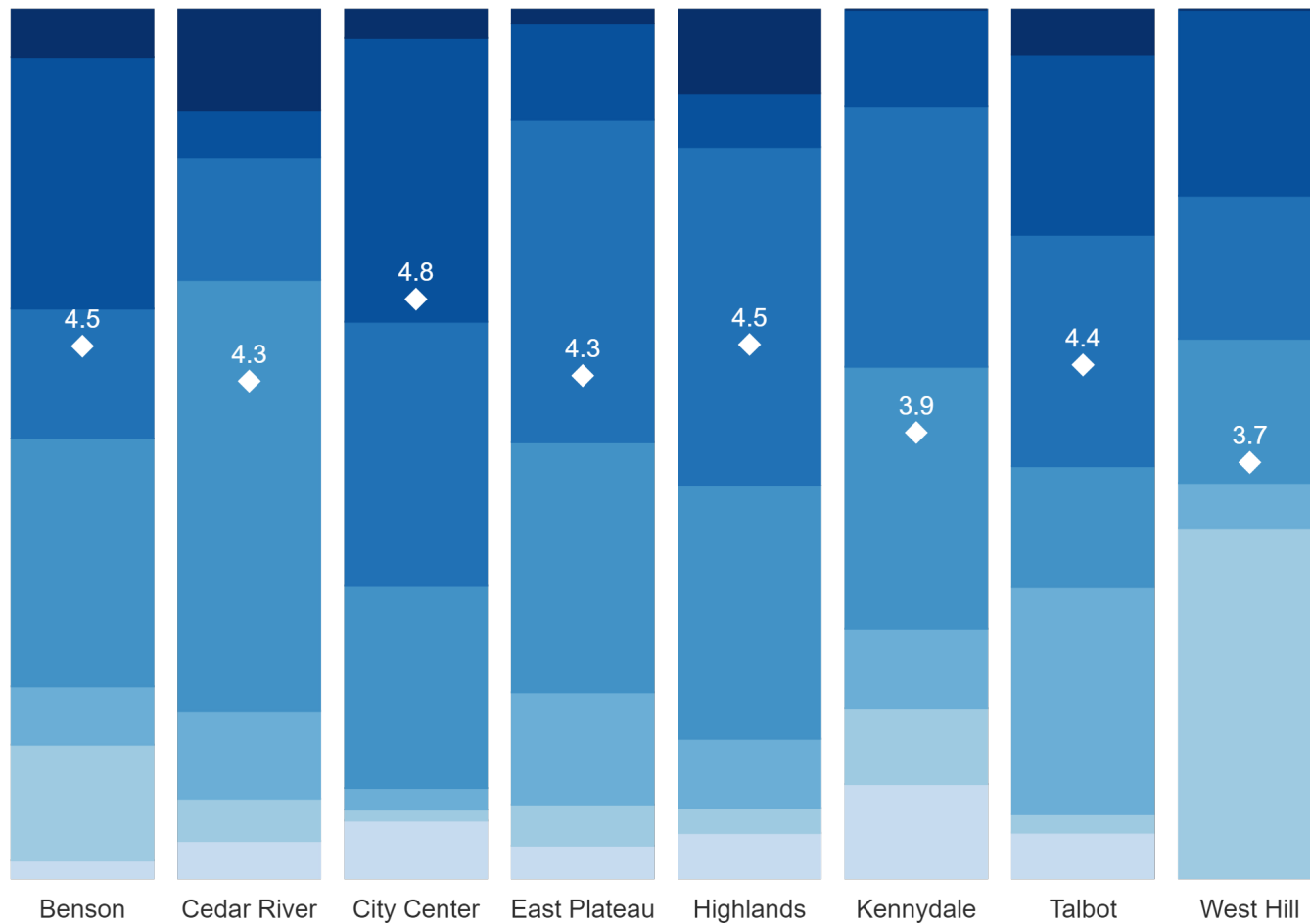
Compare by...

- Age
- Ethnicity
- Neighborhood



Direction Headed Compared

Direction the City is headed



- Strongly headed in the right direction
- 6
- 5
- Neutral
- 3
- 2
- Strongly headed in the wrong direction
- Mean rating

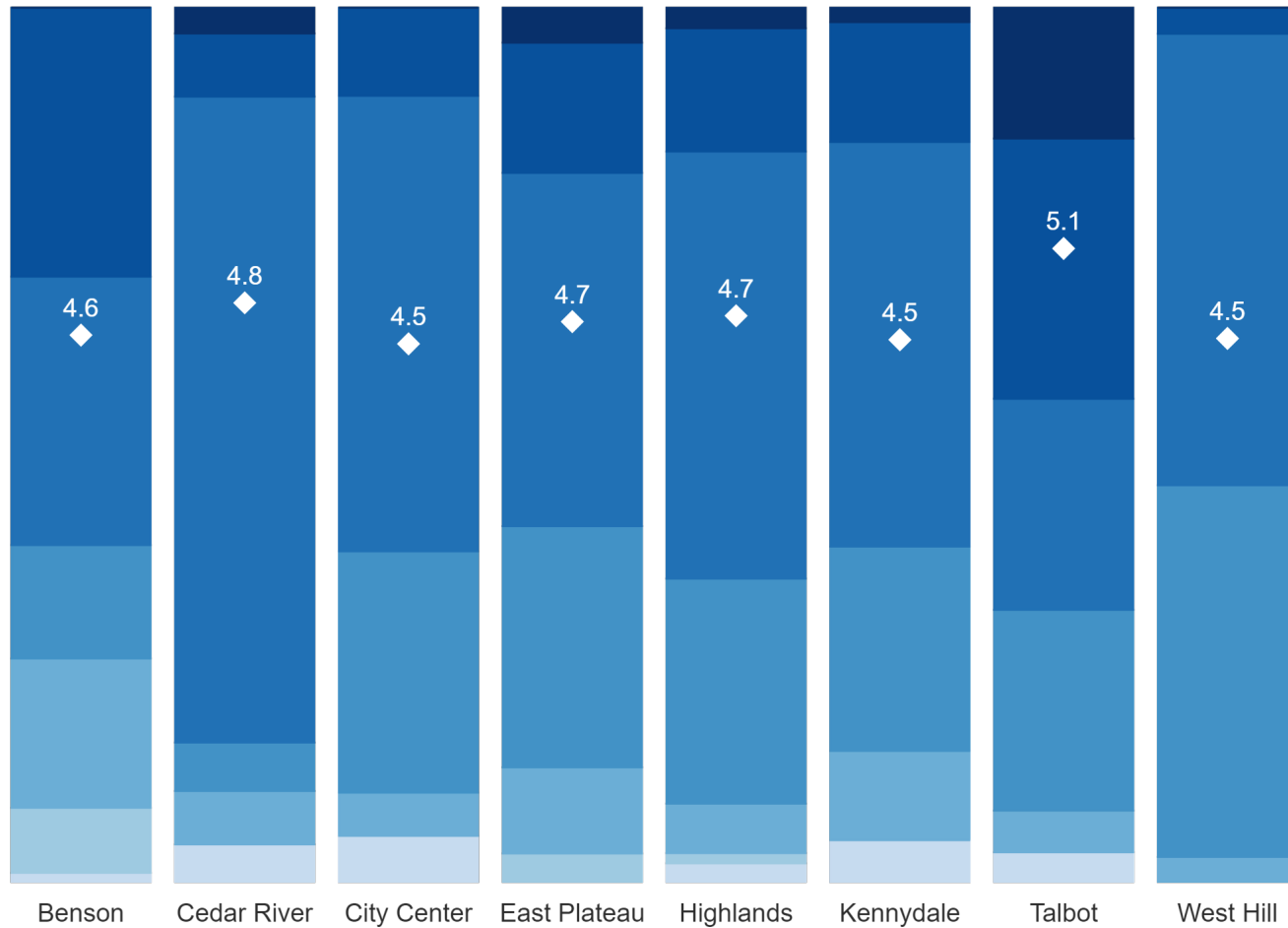
Compare by...

- Age
- Ethnicity
- Neighborhood



Quality of Life Compared

Quality of Life



- Greatly exceeds my expectations
- 6
- 5
- Meets my expectations
- 3
- 2
- Does not meet my expectations at all
- Mean rating

Compare by...

- Age
- Ethnicity
- Neighborhood



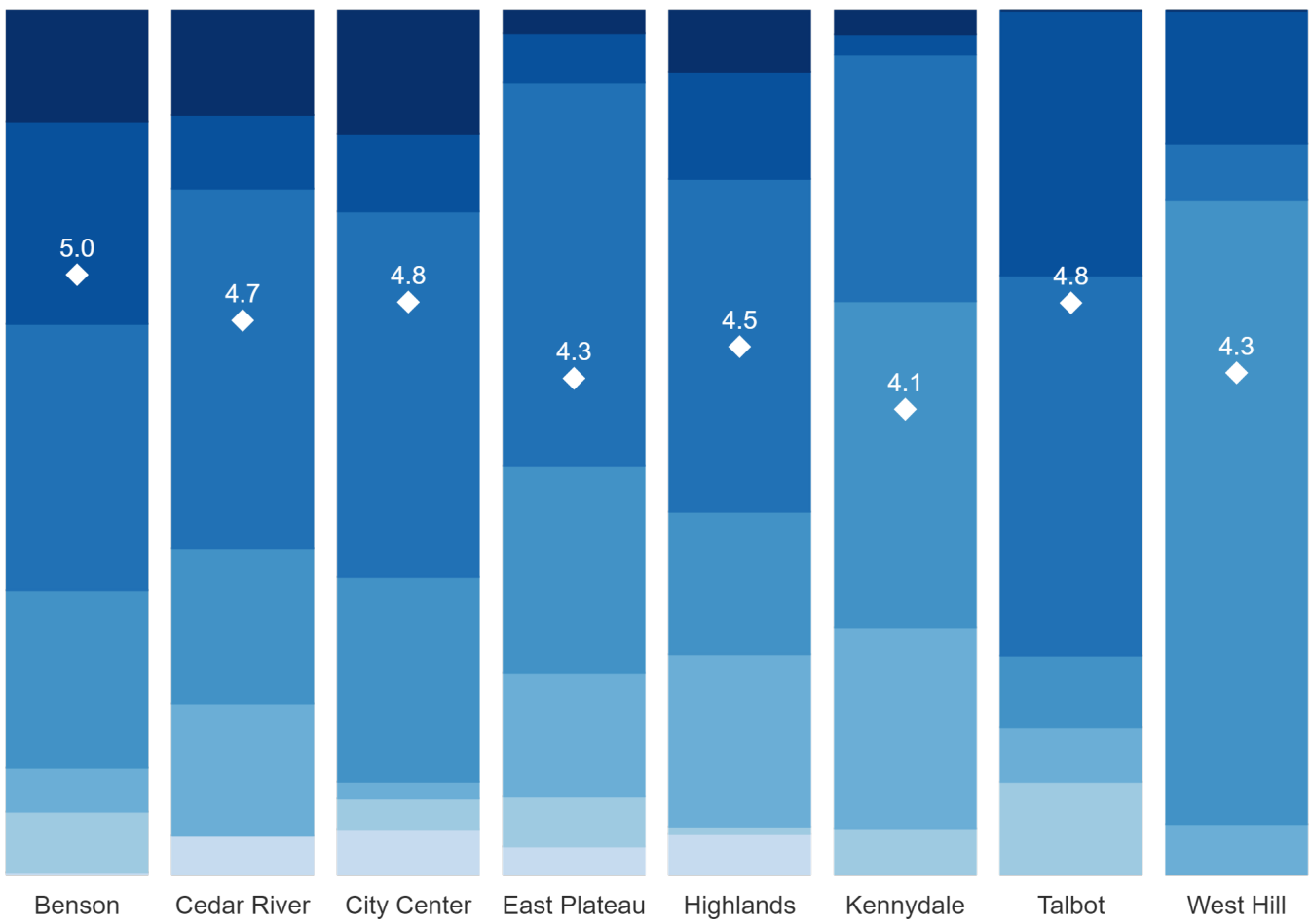
Compared to Other Cities and Towns Compared

"How would you rate the City of Renton compared to other cities and towns?"

- Significantly better than other cities or towns
- 6
- 5
- Neutral
- 3
- 2
- Significantly worse than other cities or towns
- Mean rating

Compare by...

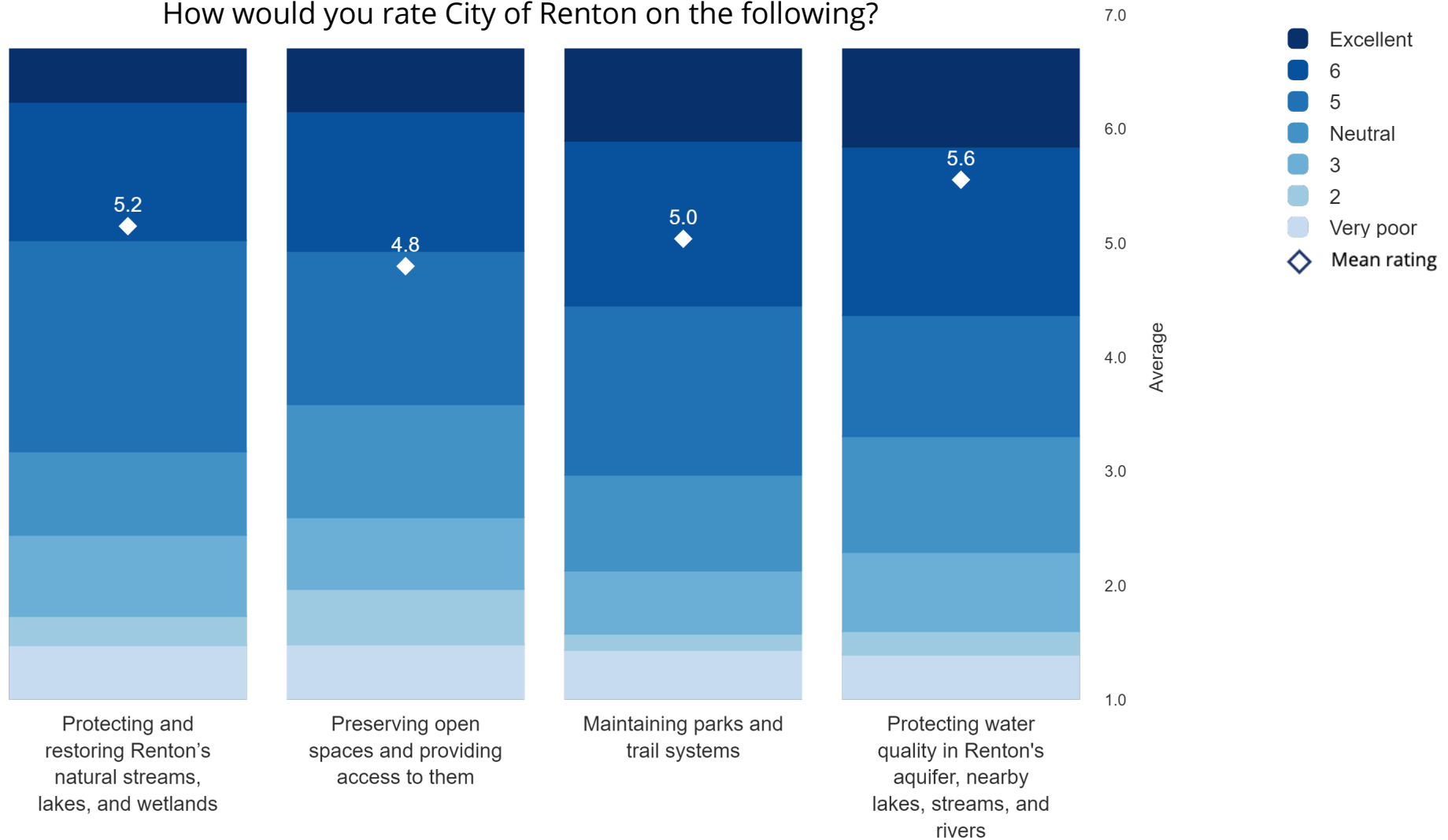
- Age
- Ethnicity
- Neighborhood





Environmental Stewardship

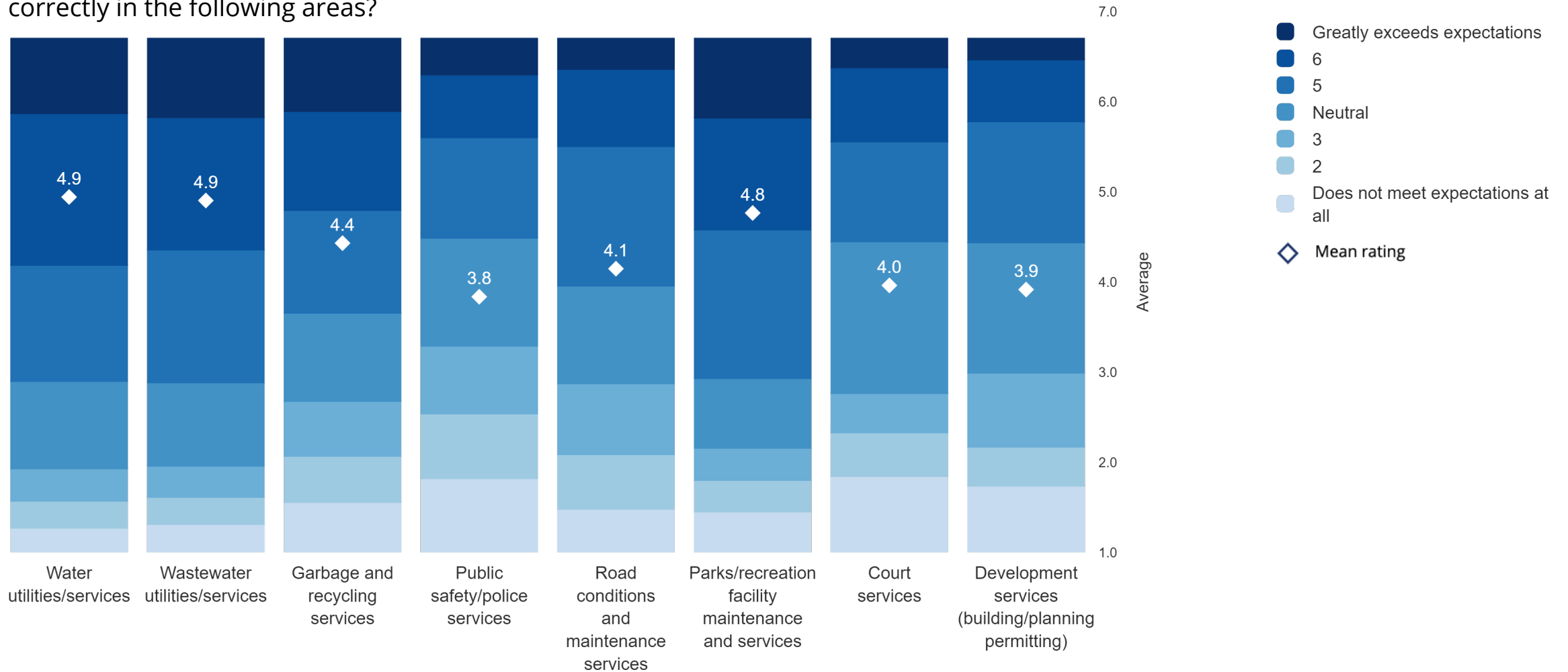
How would you rate City of Renton on the following?





Responsible Spending

Do you feel that your tax dollars that go to the City of Renton are being used responsibly and correctly in the following areas?

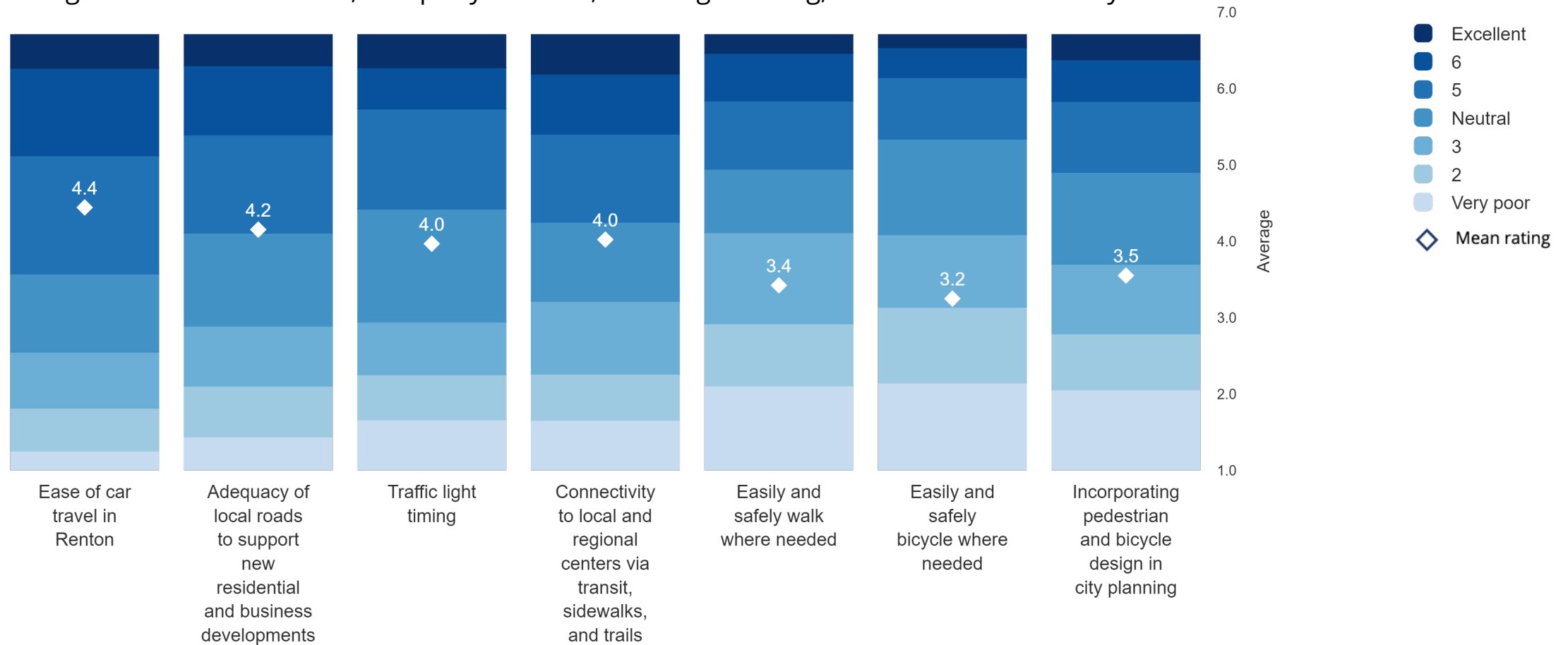




Travel and Getting Around

The survey questions about transportation unveiled...

- Below-average ratings in areas such pedestrian/bicycle safety and infrastructure.
 - Geographical analysis: There were no statistical differences in ratings for pedestrian and bicycle safety between neighborhoods.
- Average ratings for ease of car travel, adequacy of roads, traffic light timing, and transit connectivity.

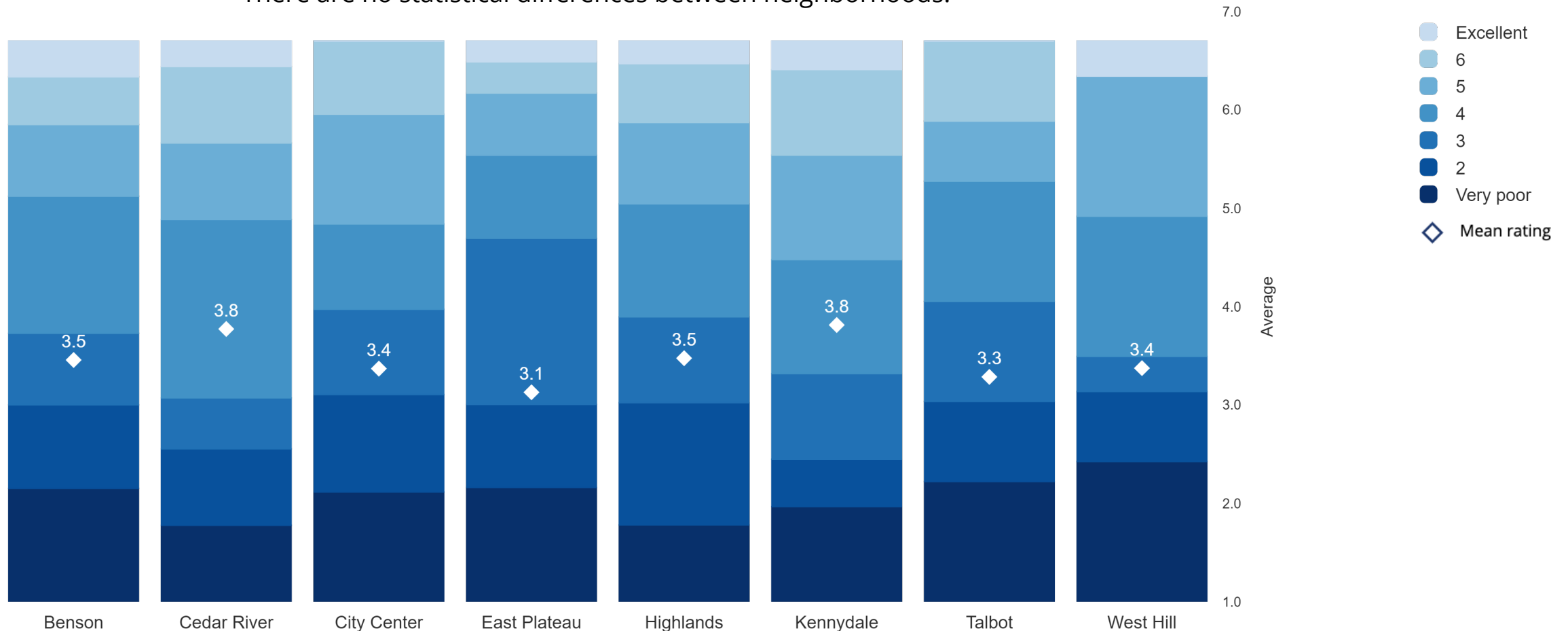




Biking in Renton by Neighborhood

How would you rate City of Renton on: "Easily and safely bicycle where needed"?

There are no statistical differences between neighborhoods.

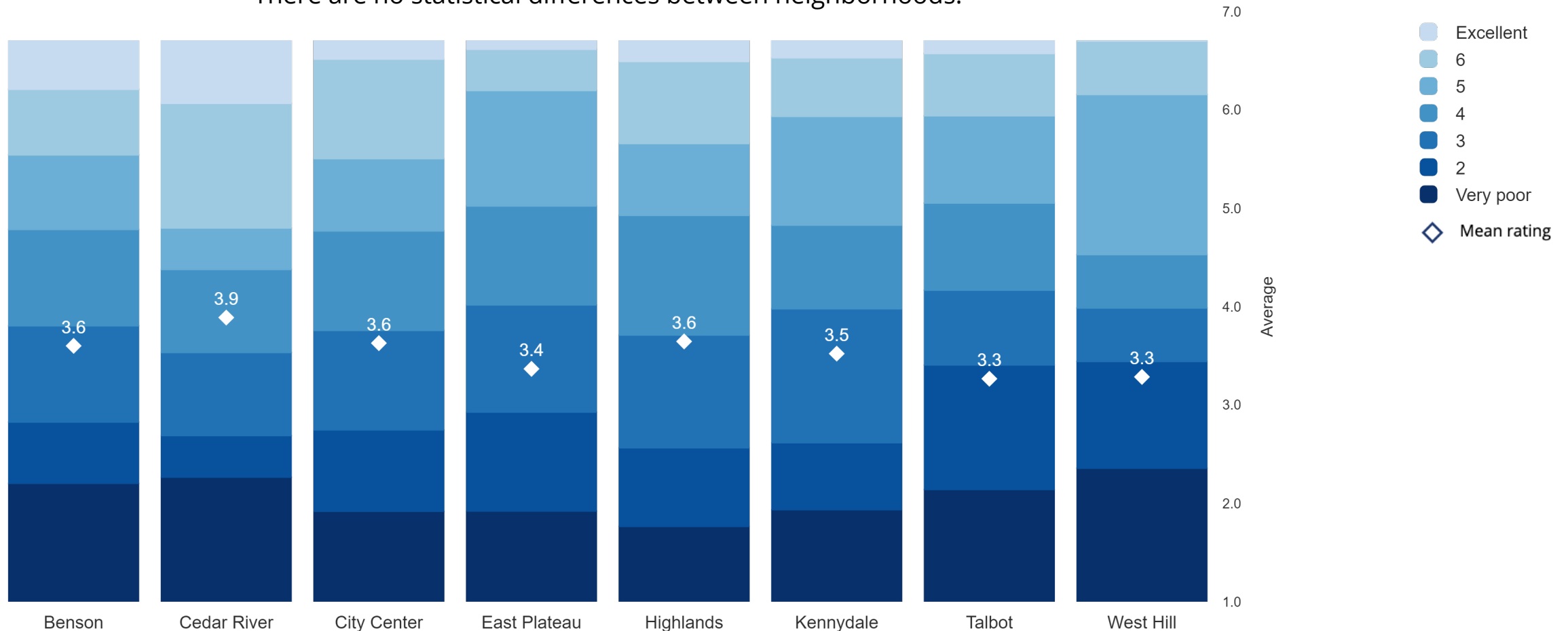




Walking in Renton by Neighborhood

How would you rate City of Renton on: "Easily and safely walk where needed?"

There are no statistical differences between neighborhoods.





Renton as a Place to Live, Work, and Play

Residents gave the highest ratings to...

- "My neighborhood as a place to live."
 - Residents living in the City Center neighborhood gave a statistically significantly lower rating for this question.
- Availability and variety of recreation activities.
 - There were no significant differences between respondents of different neighborhoods when asked, "How would you rate Renton on its availability and variety of recreation activities?".
 - Residents age 65+ gave significantly higher ratings, and those aged 35-54 gave significantly lower ratings.
-

Residents gave average ratings to...

- Renton as a place to raise children
- Vibrant Downtown
- Employment opportunities
- Well-planned residential and business districts

Residents gave below-average ratings for...

- "Provides support for people in need."
- Respondents ages 25 - 44 gave significantly lower ratings than those 45+ years old. Respondents 65 and older gave significantly higher ratings than those under 65.
- There were no statistically significant differences by ethnicity for this question.

Top three challenges the City of Renton will face in the next five years...

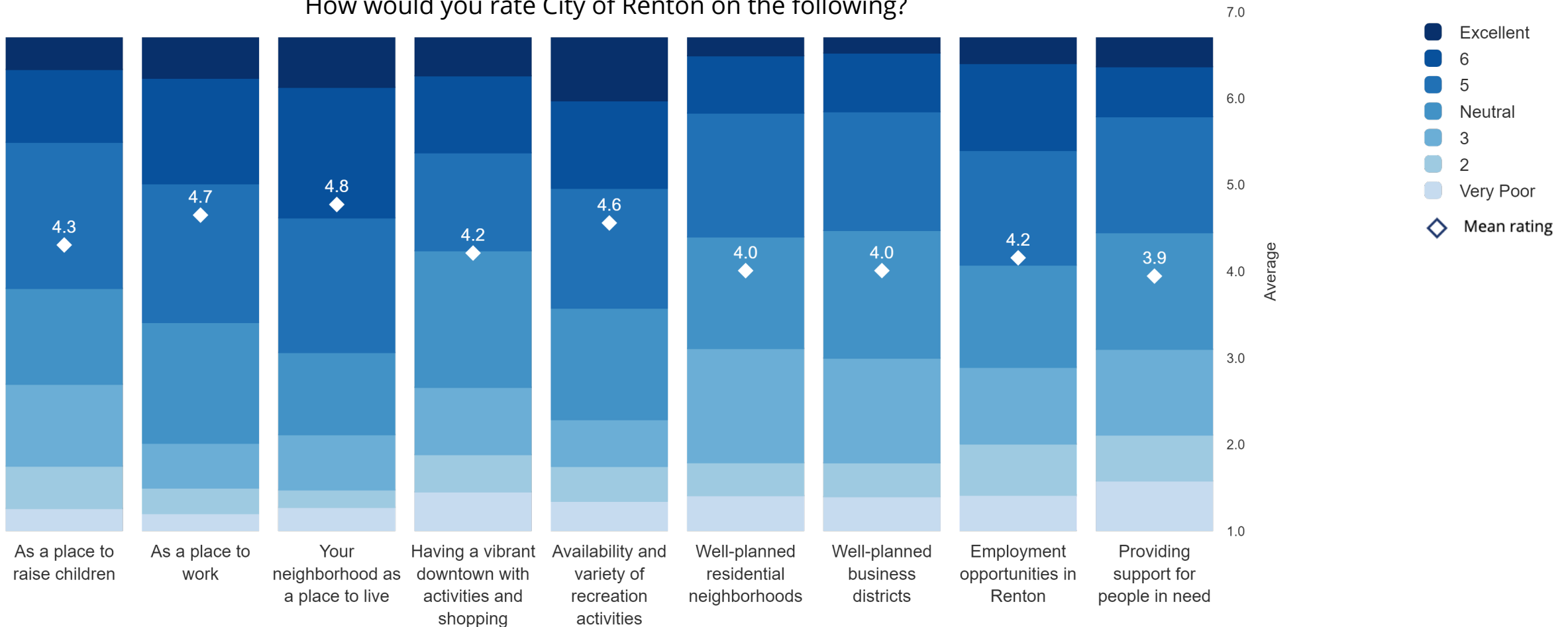
- Crime
- Providing services to people in need
- Traffic



Overall Ratings

Respondents were asked to rate Renton on several aspects to capture its perceived quality as a city.

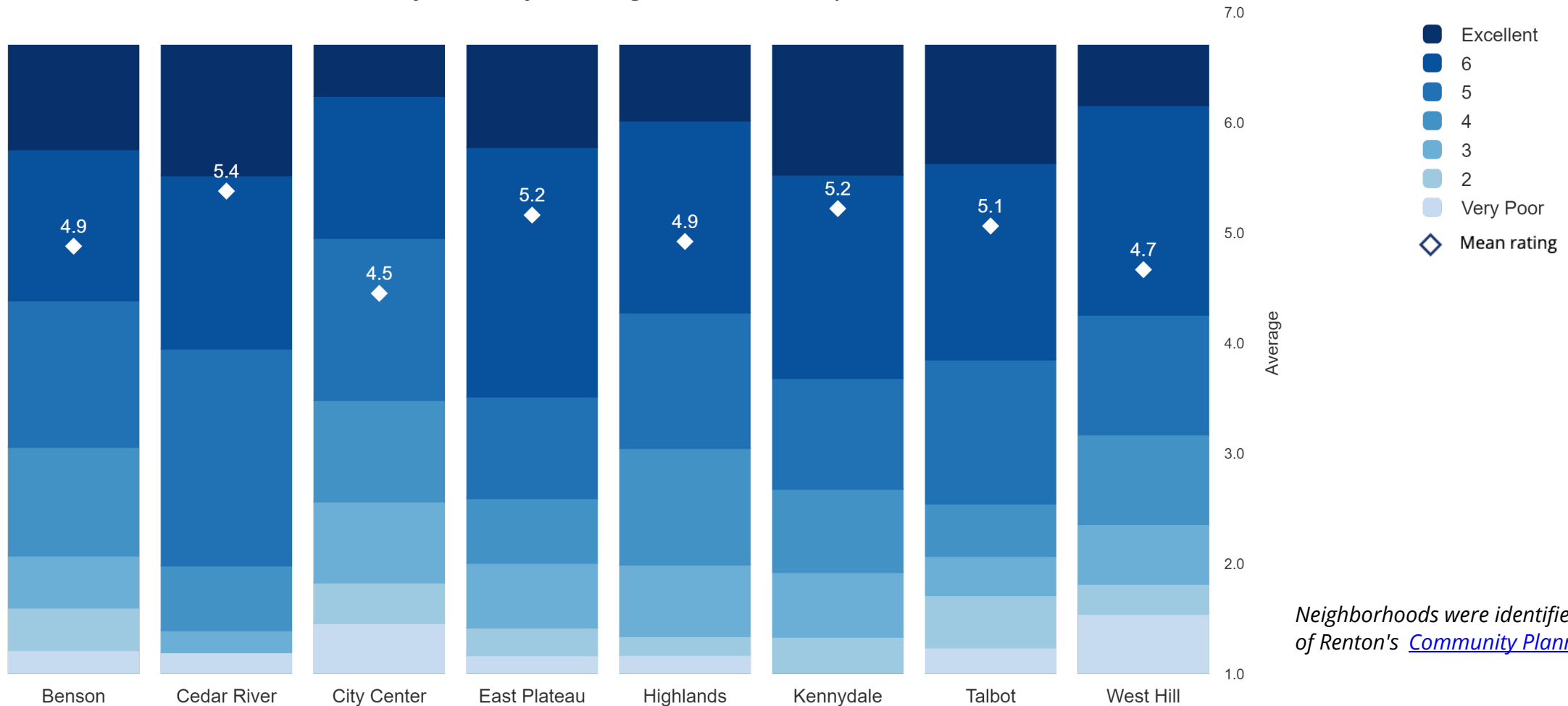
How would you rate City of Renton on the following?





Neighborhood Ratings

Residents living in the City Center neighborhood gave a significantly lower rating compared to other residents when asked "How would you rate your neighborhood as a place to live?"

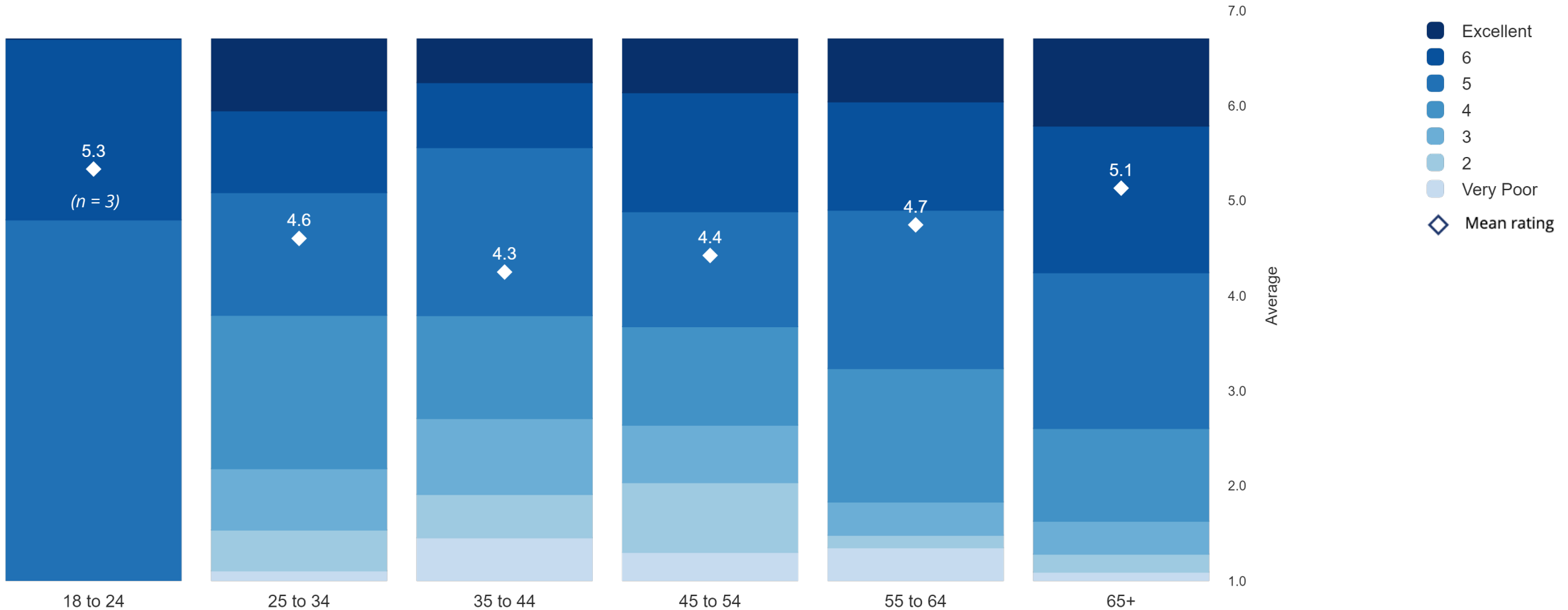


Neighborhoods were identified using the City of Renton's [Community Planning Areas](#).



Recreation

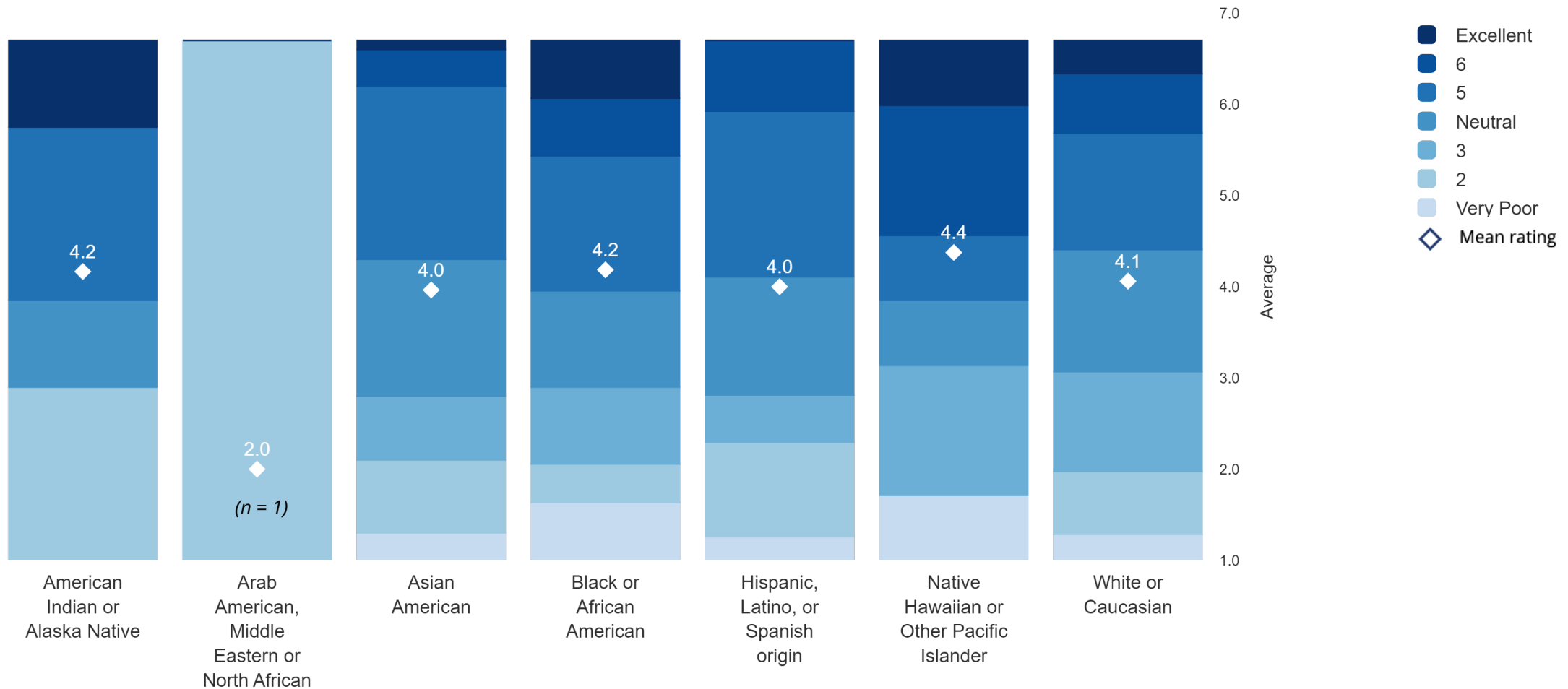
There were no significant differences between respondents of different neighborhoods when asked, "How would you rate Renton on its availability and variety of recreation activities?". However, those aged 65+ gave significantly higher ratings, and those aged 35-54 gave significantly lower ratings.





Support for people in need by ethnicity

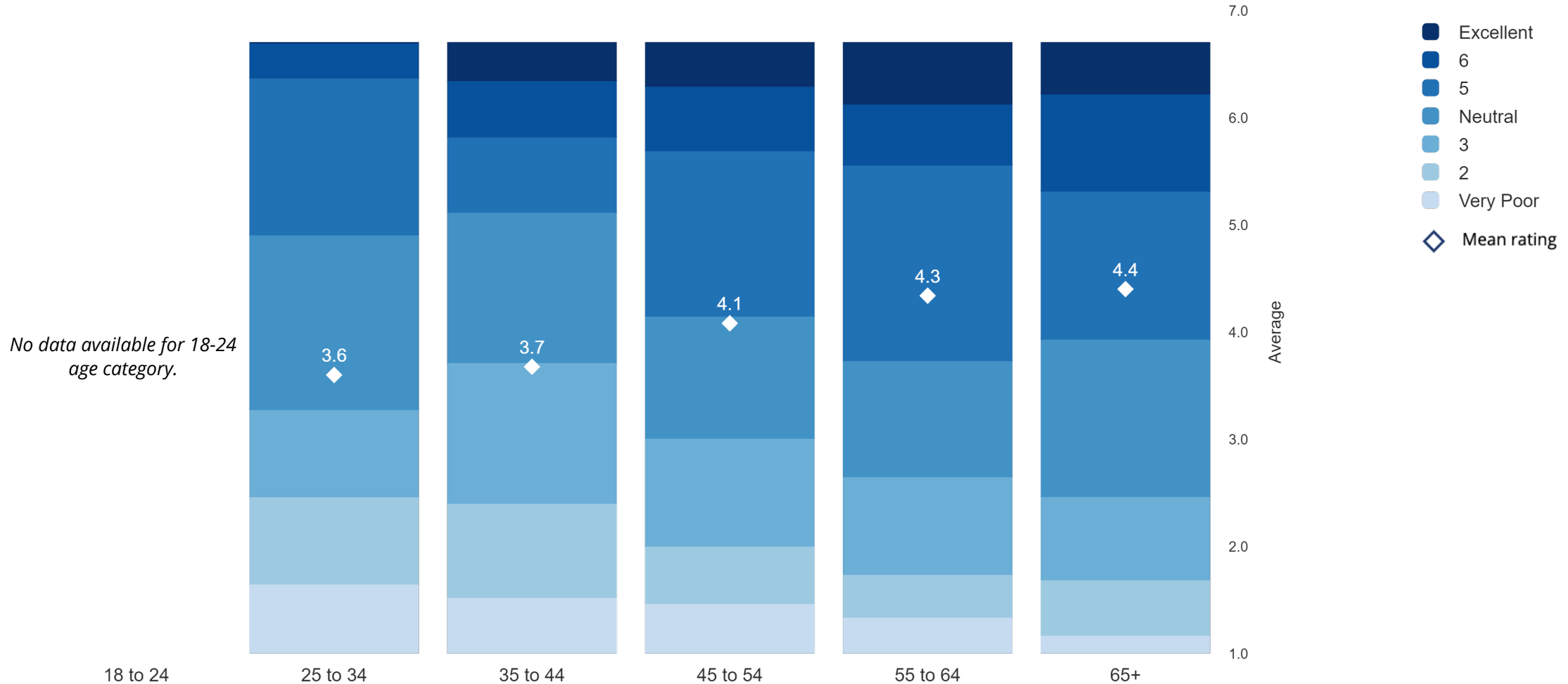
There were no significant differences between ethnicities for ratings on: "How would you rate City of Renton on providing support to people in need?"





Support for people in need by age

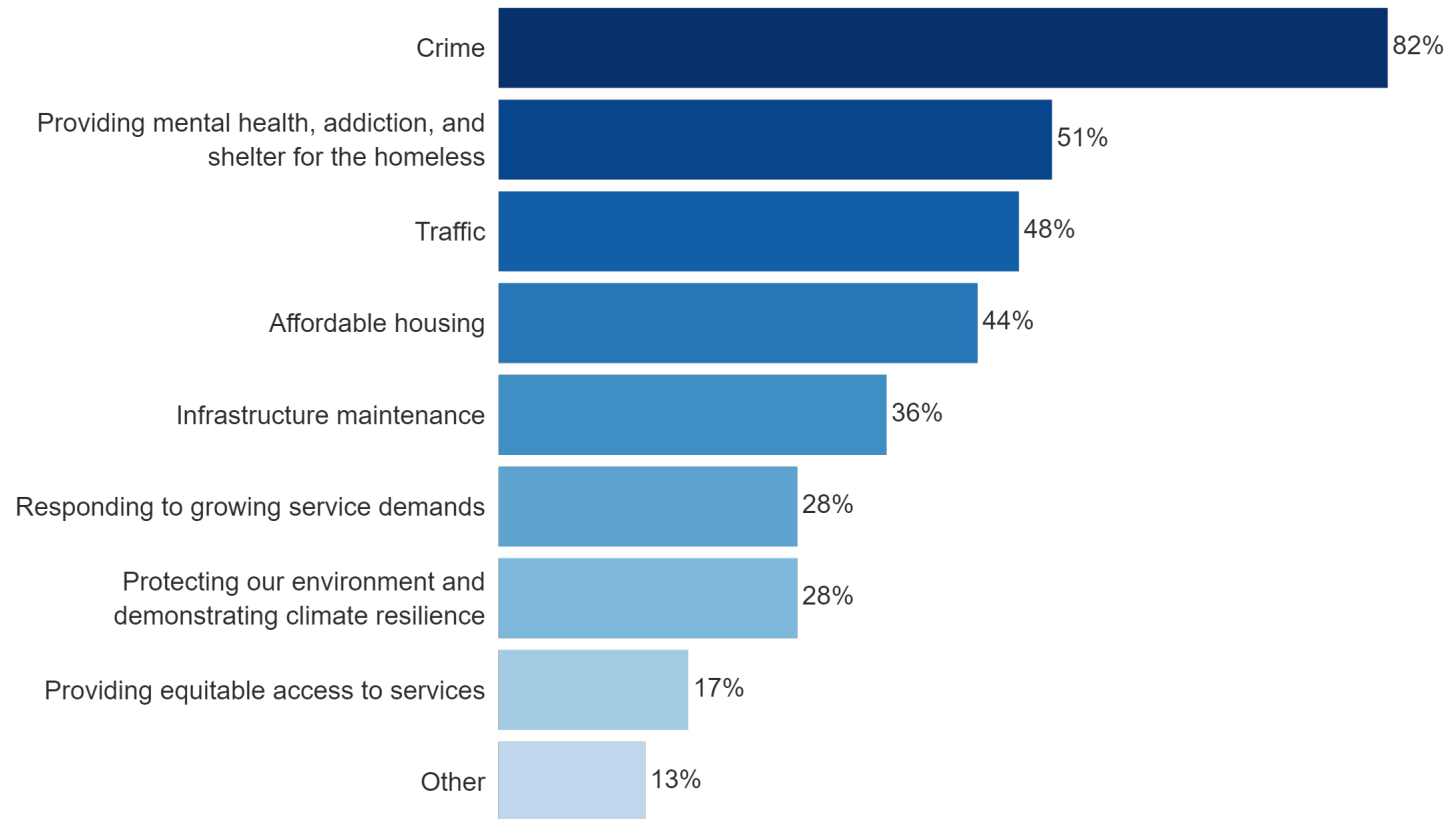
Respondents ages 25 - 44 gave significantly lower ratings for "How would you rate City of Renton on providing support for people in need?" than those 45+ years old. Respondents 65 and older gave significantly higher ratings than those under 65.





Renton's Most Significant Challenge

What do you see as the most significant challenges facing the City of Renton in the next 5 years? (*select all*)





Renton's Special Events

Residents engage in a variety of City of Renton activities.

- Visiting neighborhood or city parks, attending city events like River Days, exploring city trails, and participating in Farmers Market visits had the highest levels of engagement.
- On the other hand, activities like visiting Renton's History Museum, City-coordinated volunteering, and attending visual or performing arts events have relatively lower levels of participation.

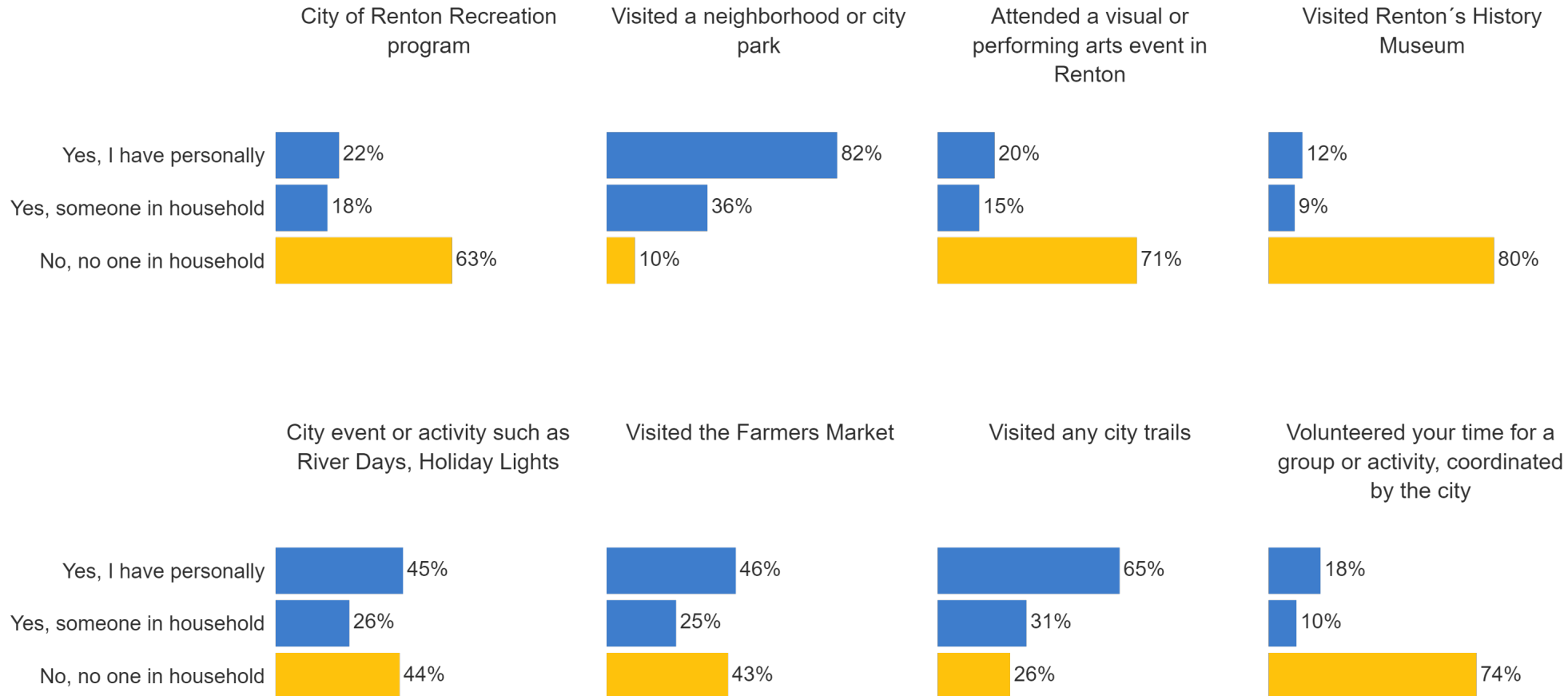
Residents generally exhibit a positive stance toward the City sponsored special events and activities, with notable agreement that these events build a sense of community and celebrate diversity. The data suggests that a significant proportion of respondents express agreement with these endeavors.

- We analyzed residents' agreement towards these efforts across different ethnicities and found no statistically significant differences in ratings.



Participation in Renton Events

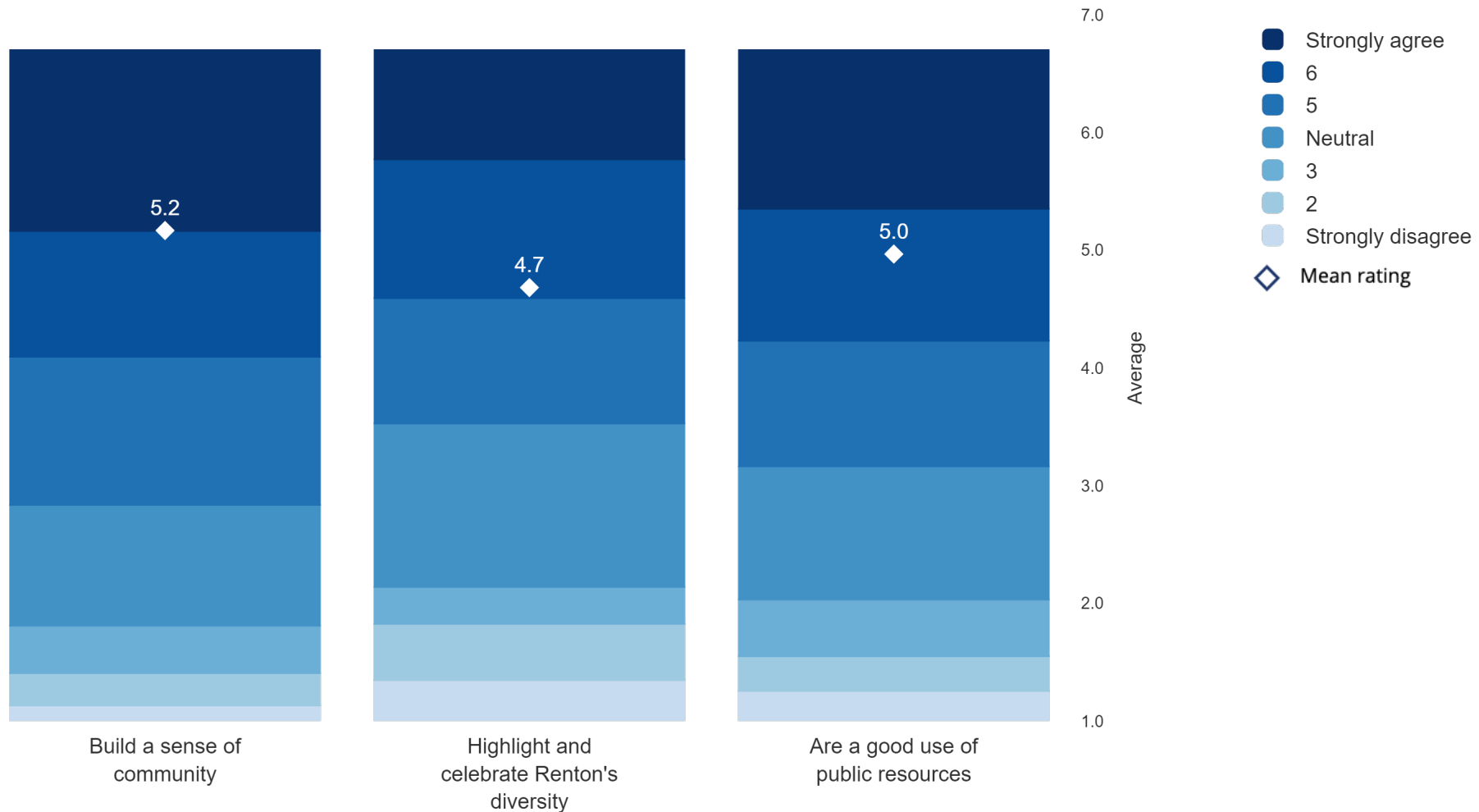
Which of the following have you participated in?





Impact and Value of Special Events

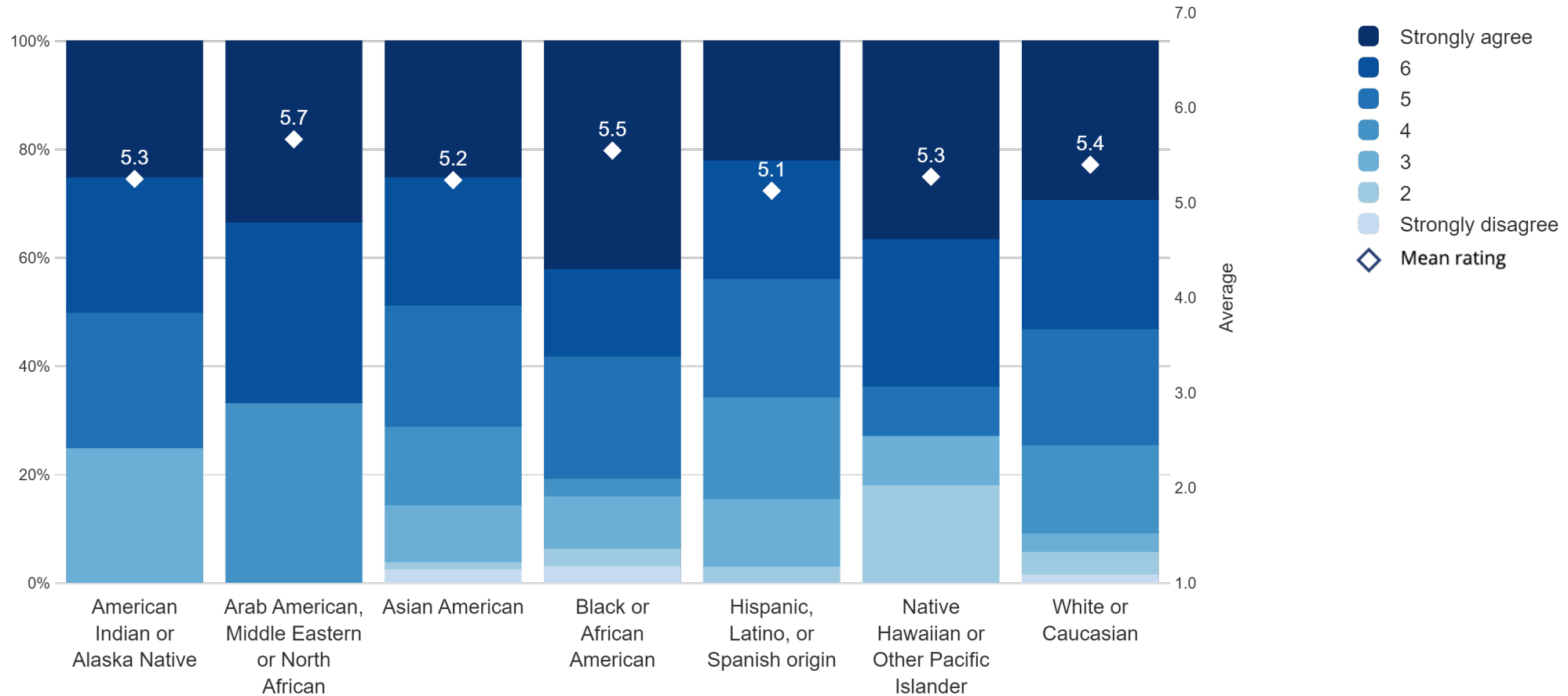
To what extent do you agree or disagree that city sponsored special events and activities..."





These events build a sense of community

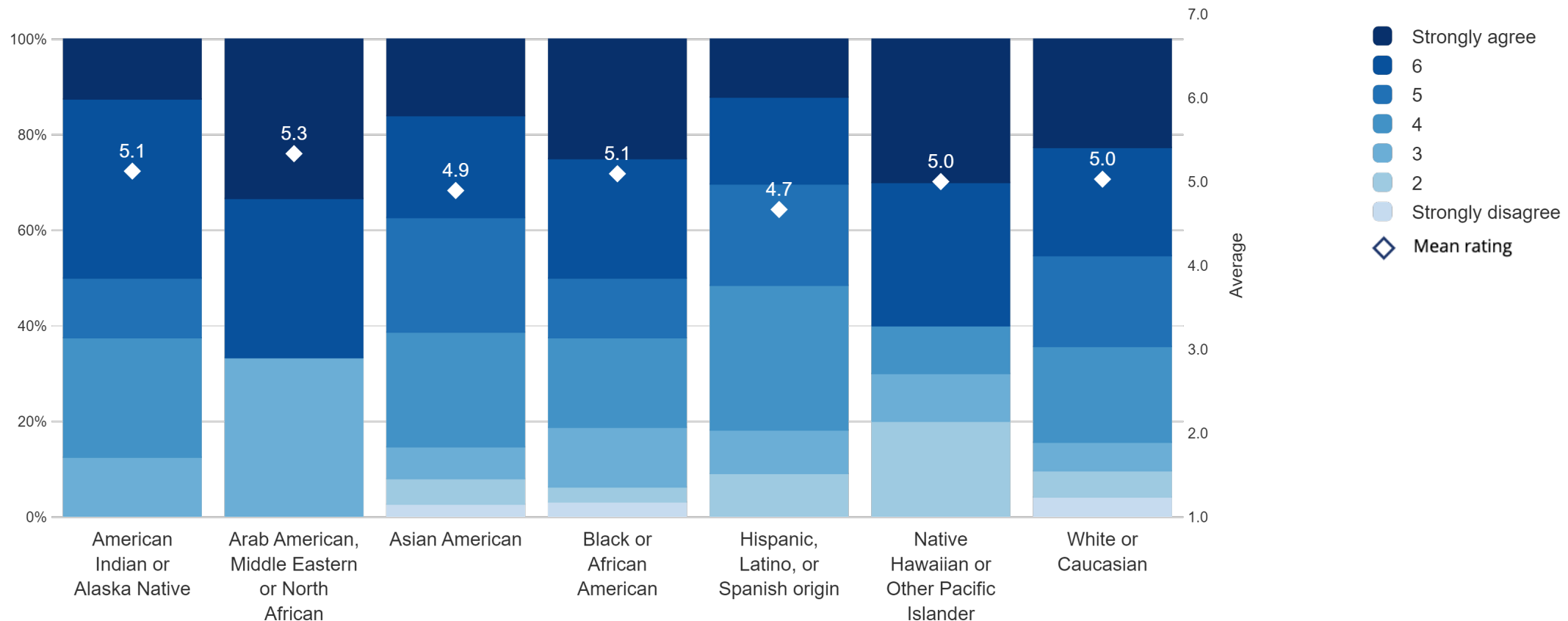
When asked to what extent they agree that Renton's special events "build a sense of community", respondents gave very favorable scores on average. Differences seen in the chart below are not statistically significant.





These events highlight and celebrate Renton's diversity

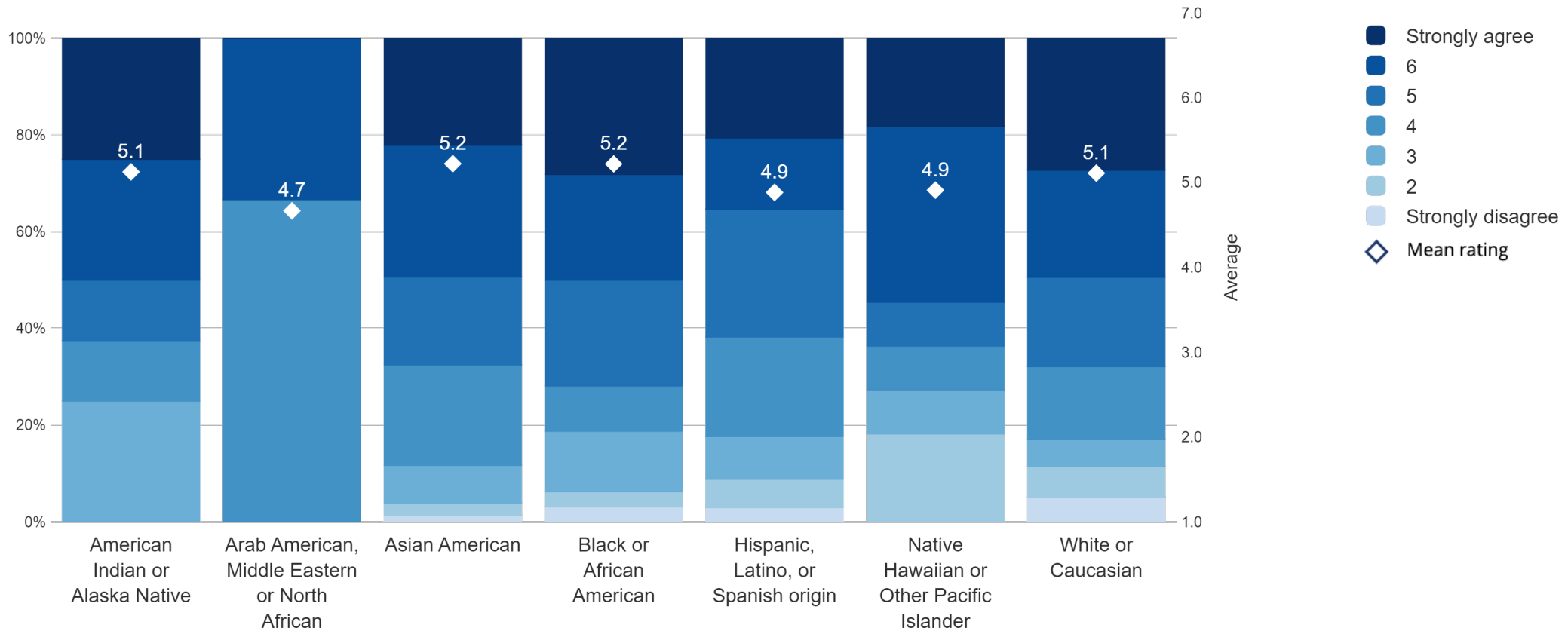
When asked to what extent they agree that Renton's special events "highlight and celebrate Renton's diversity", respondents gave favorable scores on average. Differences seen in the chart below are not statistically significant.





These events are a good use of public resources

When asked to what extent they agree that Renton's special events "are a good use of public resources", respondents gave favorable scores on average. Differences seen in the chart below are not statistically significant.





Renton's Diversity and Inclusion Efforts

About one half of residents think that the City is doing a good job of informing its diverse language populations on the various services provided by the City.

- Native Hawaiian / Pacific Islanders gave statistically lower ratings. Other differences seen in the chart below are not statistically significant.
- While residents were generally positive in rating Renton on its efforts to "inform diverse its diverse language populations on the various services provided by the City", residents age 65+ gave ratings significantly higher than other age groups.

About one half of residents think that the City is making a good effort to regards to its culturally-focused community engagement

- Residents gave favorable scores on average. Responses from White/Caucasian residents averaged slightly above the mean for the full sample. Other differences seen are not statistically significant.
- Older residents gave significantly higher ratings than younger residents

Slightly more than a quarter of residents have participated in a community event provided by the city (such as the Multi-Cultural Festival, Black History Month events and activities, etc.

- There were no significant differences in participation between age groups
- Asian Americans were significantly less likely to have participated in a city-sponsored event.

Above-average ratings given to "Openness to include people of diverse backgrounds," and "Reaching out to its diverse language and cultural populations.

Average ratings given to "Eliminating barriers in City policies," and "Providing equitable opportunities to influence City decision-making."

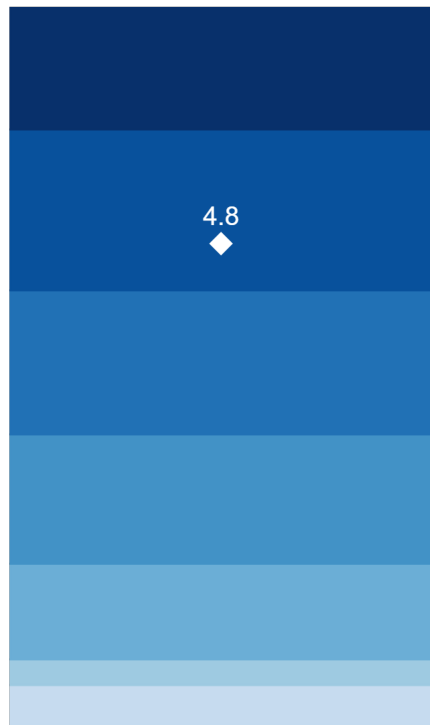
- For "Eliminating barriers," Asian Americans and Pacific Islanders gave significantly lower ratings than other groups. Other differences were not statistically significant.
- For "Providing equitable opportunities to influence City decision making", only white residents gave a mean rating above neutral. Other ethnicities gave significantly poorer ratings.



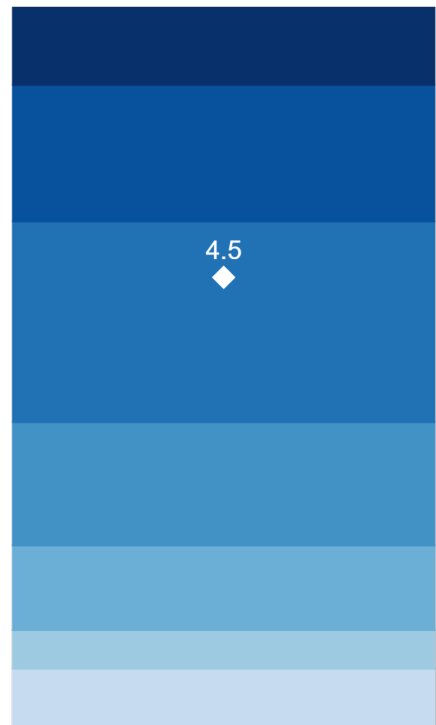
Inclusion Efforts

Please rate the City of Renton's efforts to inform its diverse language populations on the various services provided by the City?

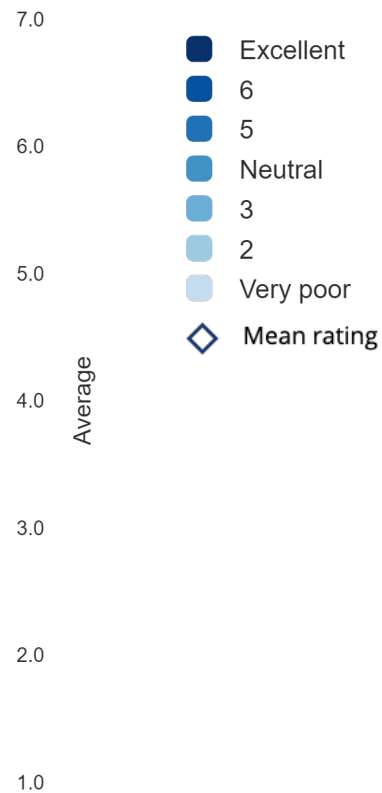
Please rate the City of Renton's coordination efforts on culturally focused community engagement provided by the City .



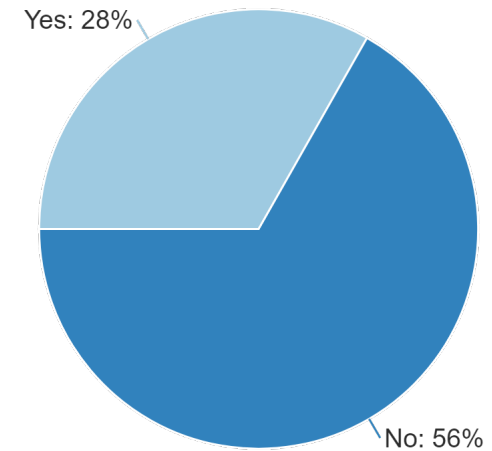
Effort to inform



Cultural coordination efforts



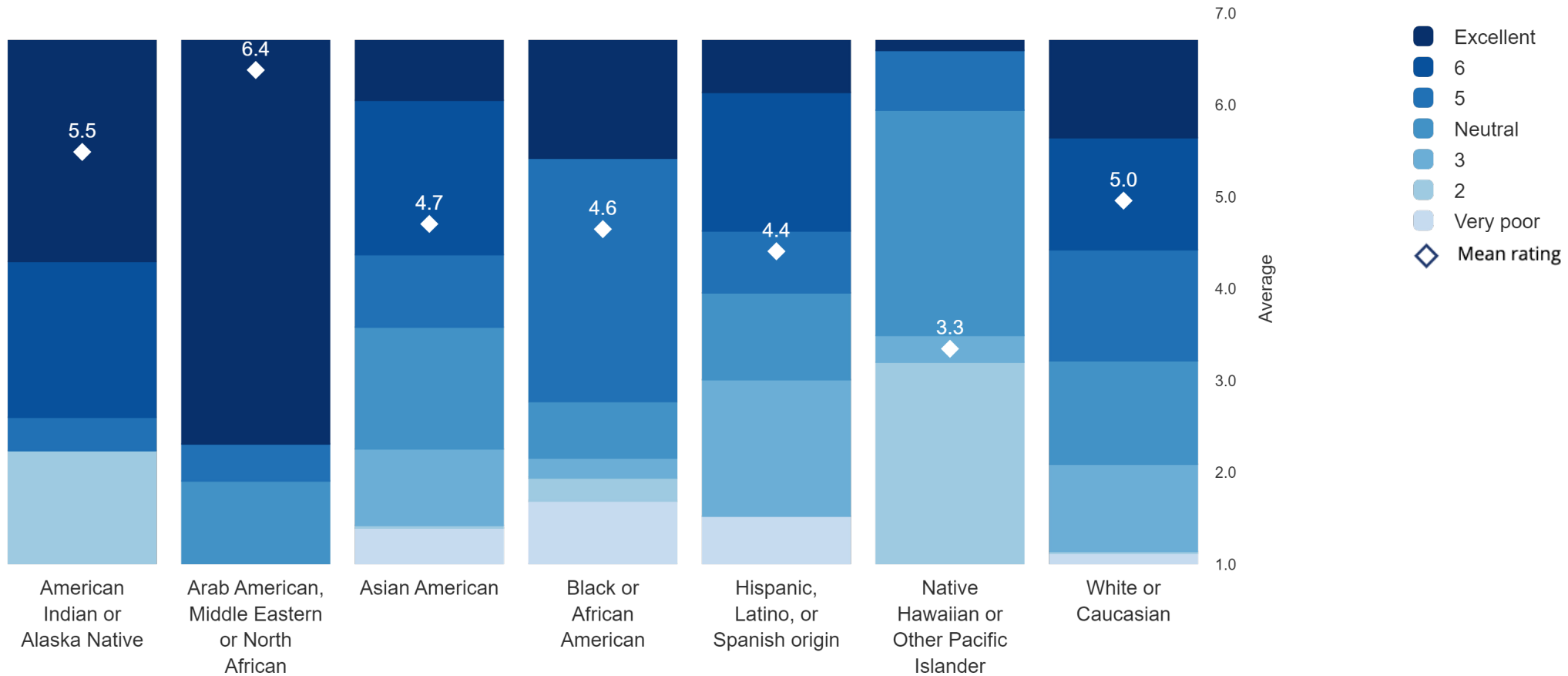
Have you participated in any of these community engagement and/or experiences provided by the city (such as the Multi-Cultural Festival, Black History Month events and activities, etc.)?





Effort to inform diverse language populations - by race

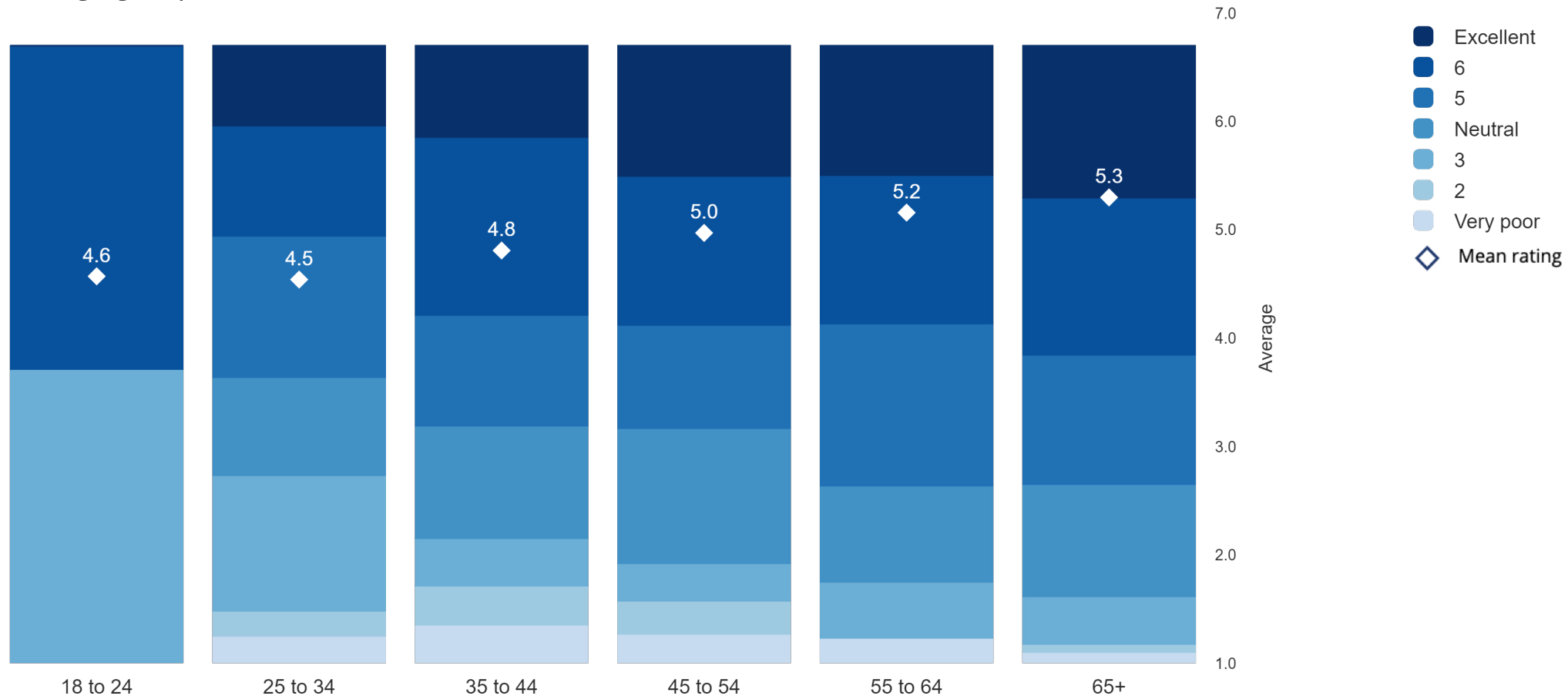
When rating "Renton's efforts to inform its diverse language populations on the various services provided by the City", respondents gave favorable scores on average. Native Hawaiian / Pacific Islanders gave statistically lower ratings. Other differences seen in the chart below are not statistically significant.





Effort to inform diverse language populations - by age

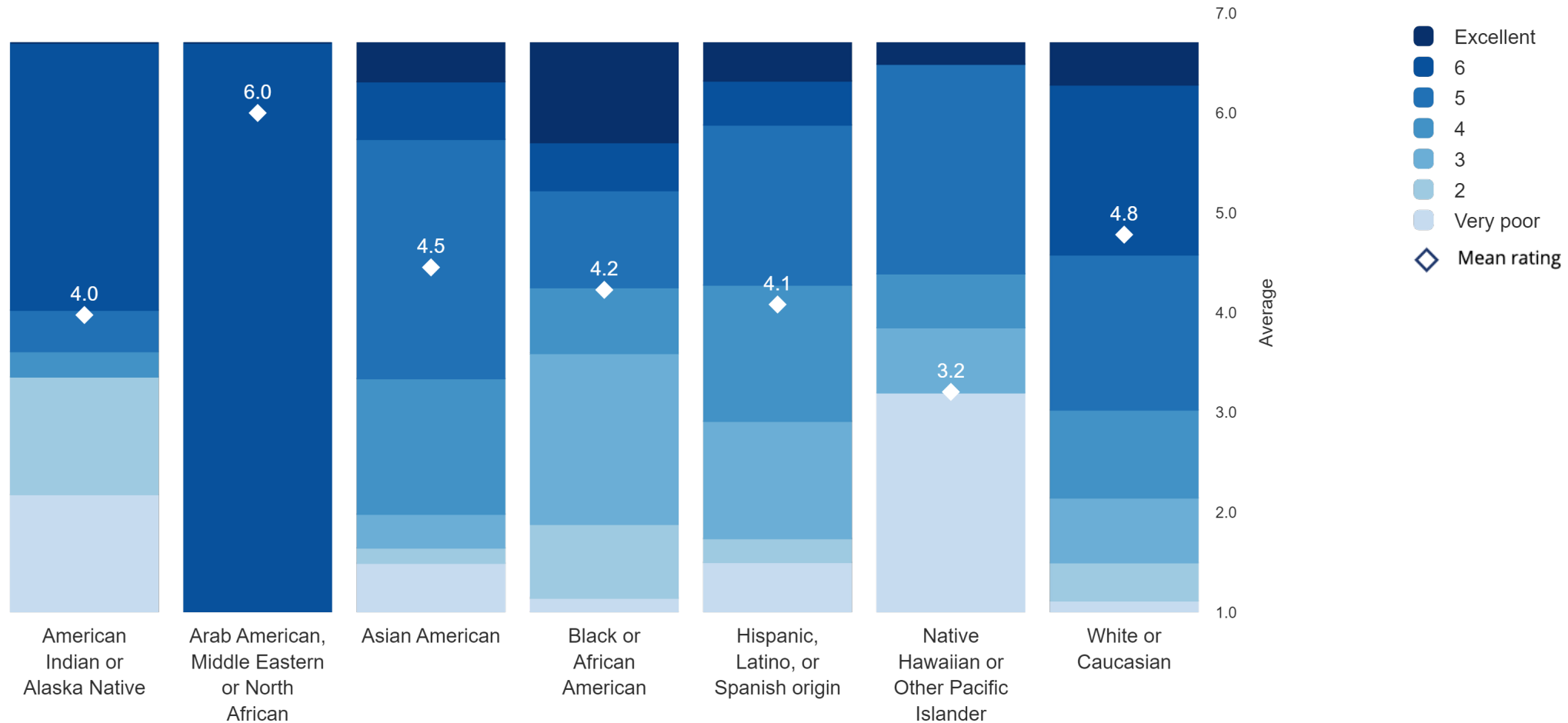
While respondents were generally positive in rating Renton on its efforts to "inform diverse its diverse language populations on the various services provided by the City", residents age 65+ gave ratings significantly higher than other age groups.





Cultural Event Coordination Efforts - by race

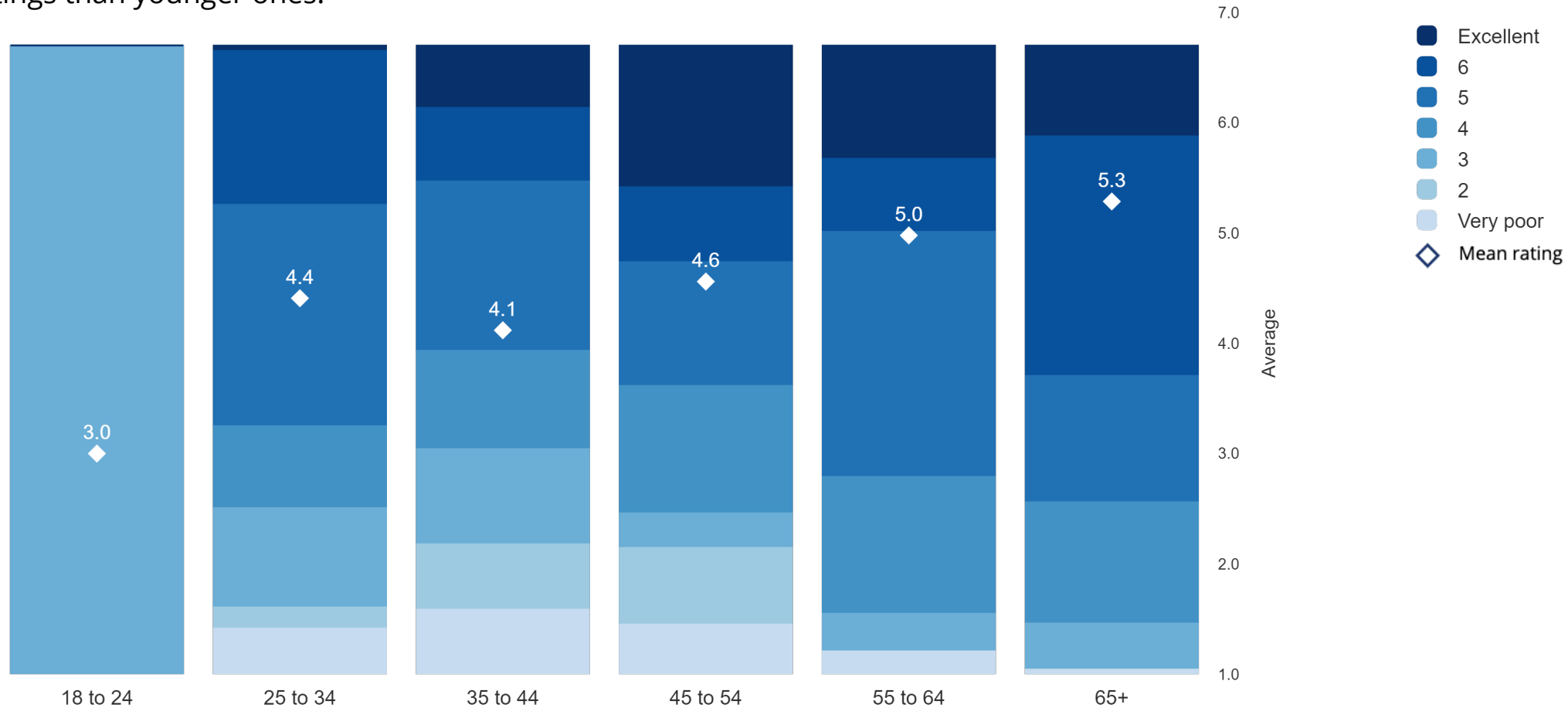
When rating "Renton's coordination efforts on culturally focused community engagement provided by the City", respondents gave favorable scores on average. White/Caucasian residents gave higher ratings. Other differences seen are not statistically significant.





Cultural Event Coordination Efforts - by age

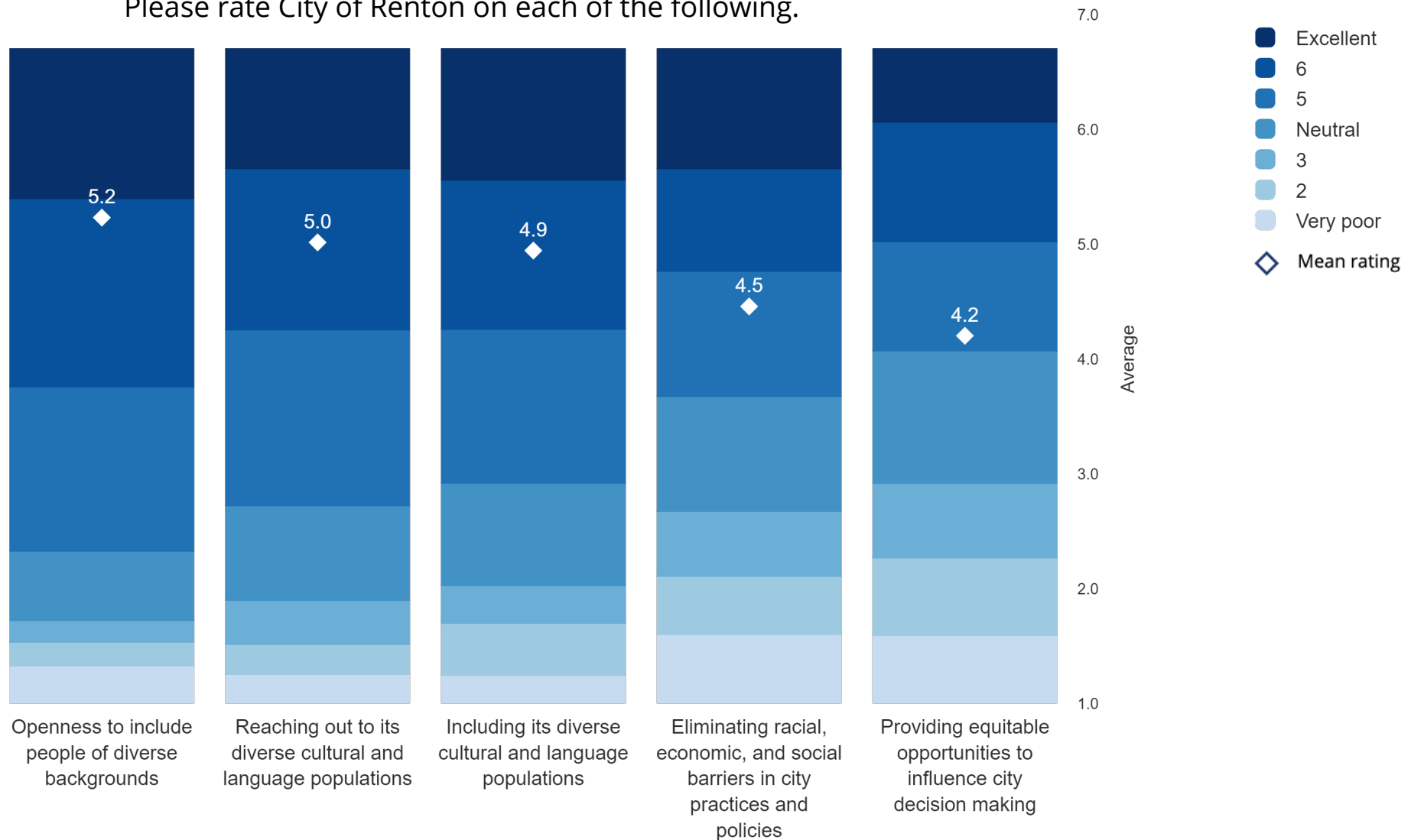
While respondents were generally positive in rating Renton on its coordination efforts on "culturally focused community engagement provided by the City", older respondents gave significantly higher ratings than younger ones.





Inclusion Ratings

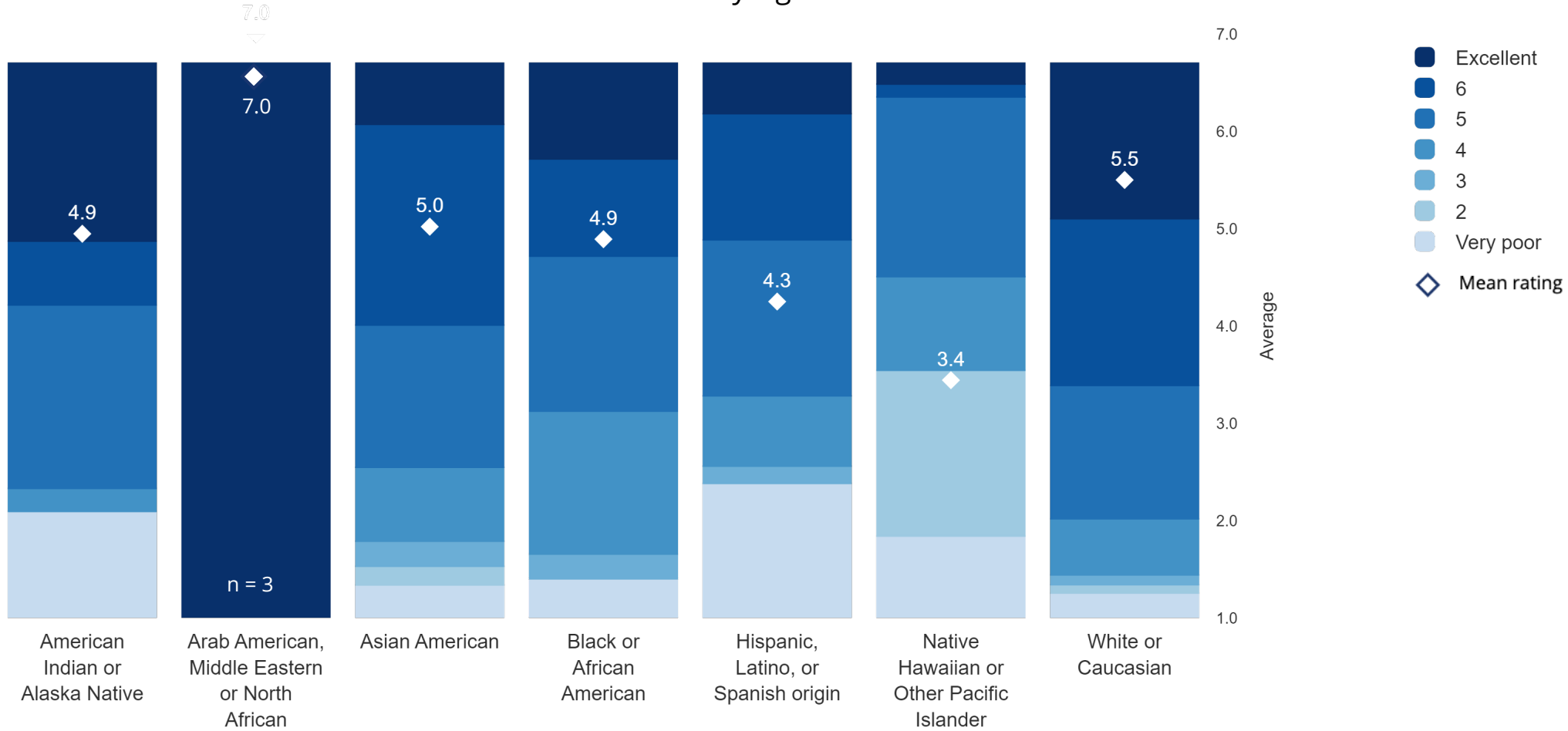
Please rate City of Renton on each of the following.





Openness to include - by ethnicity

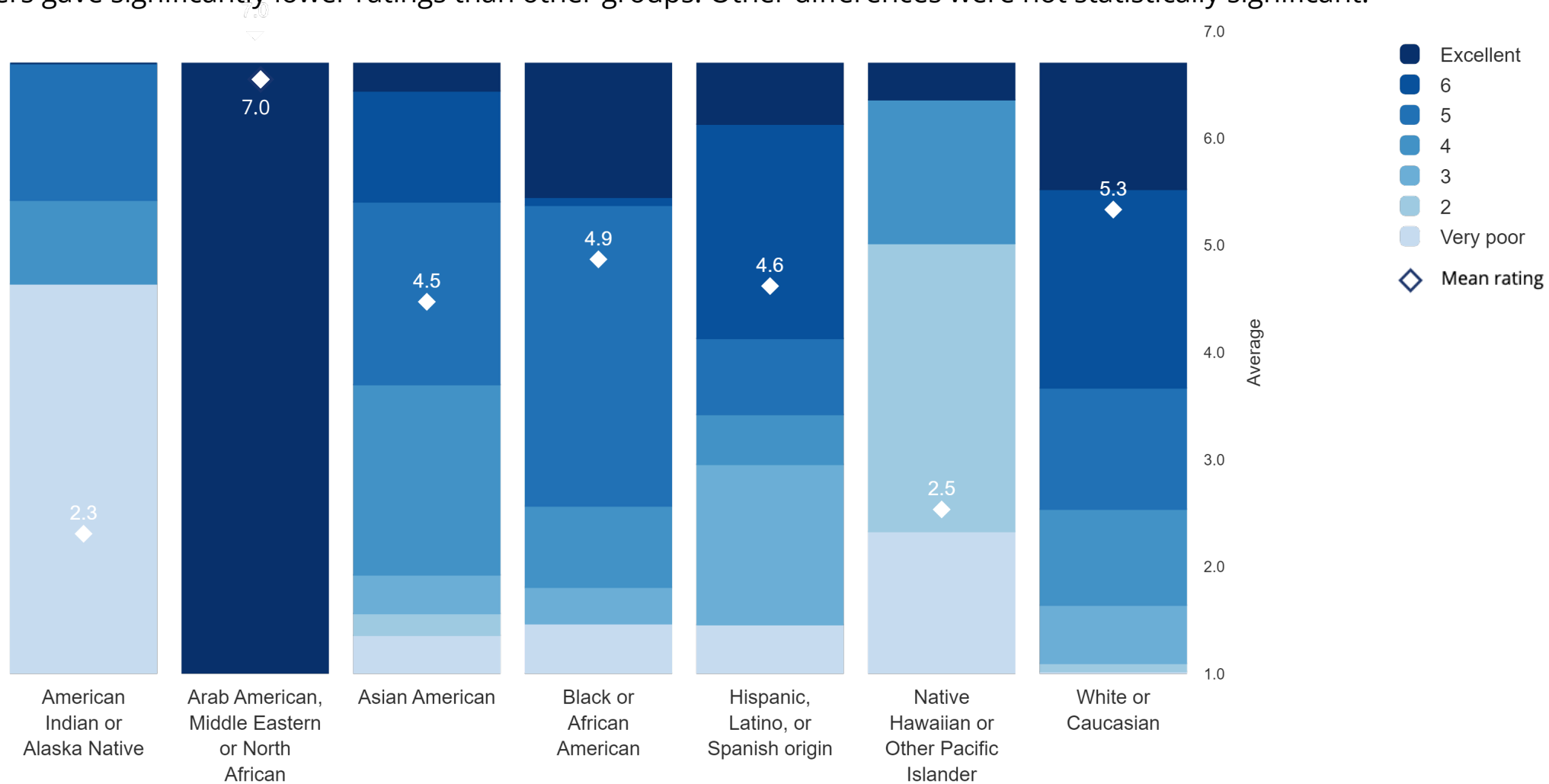
When asked to rate Renton on its "openness to include people of diverse backgrounds", responses from White/Caucasian residents averaged slightly above the mean for the full sample, though other differences seen in the chart below are not statistically significant.





Reaching out to diverse populations - by ethnicity

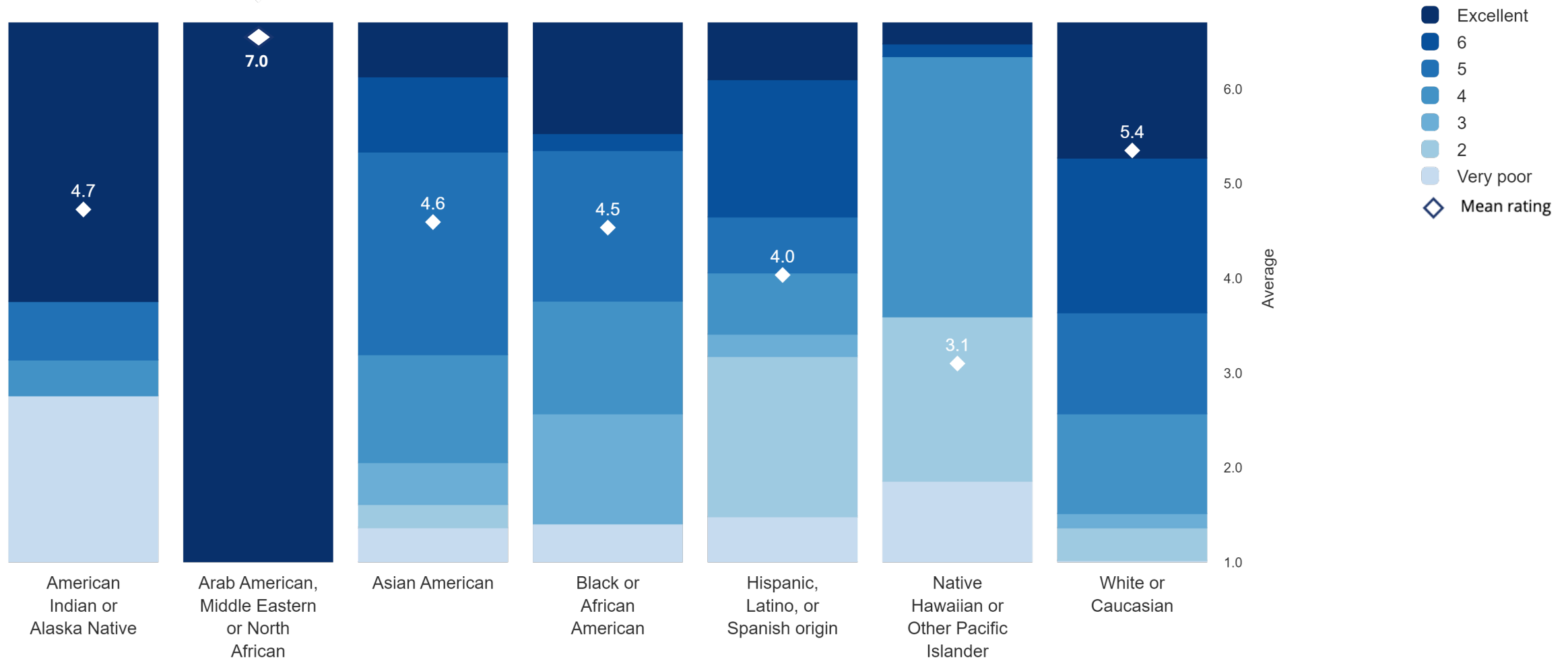
When asked to rate Renton on "reaching out to its diverse cultural and language populations", Asian Americans and Pacific Islanders gave significantly lower ratings than other groups. Other differences were not statistically significant.





Including diverse populations - by ethnicity

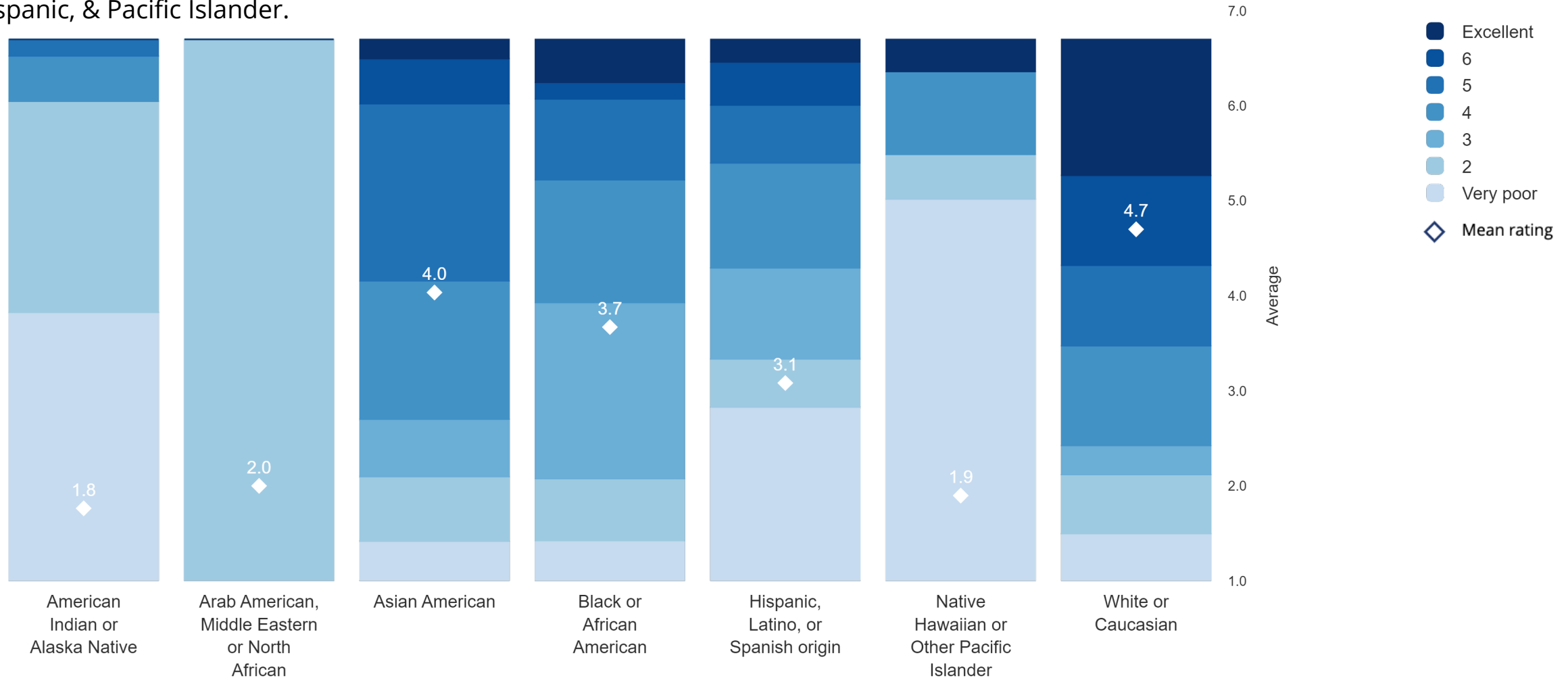
When asked to rate Renton on "including its diverse cultural and language populations", Arab Americans and white residents gave significantly higher ratings than other ethnic groups while Native Hawaiians / Pacific Islanders gave lower ratings.





Eliminating racial and cultural barriers - by ethnicity

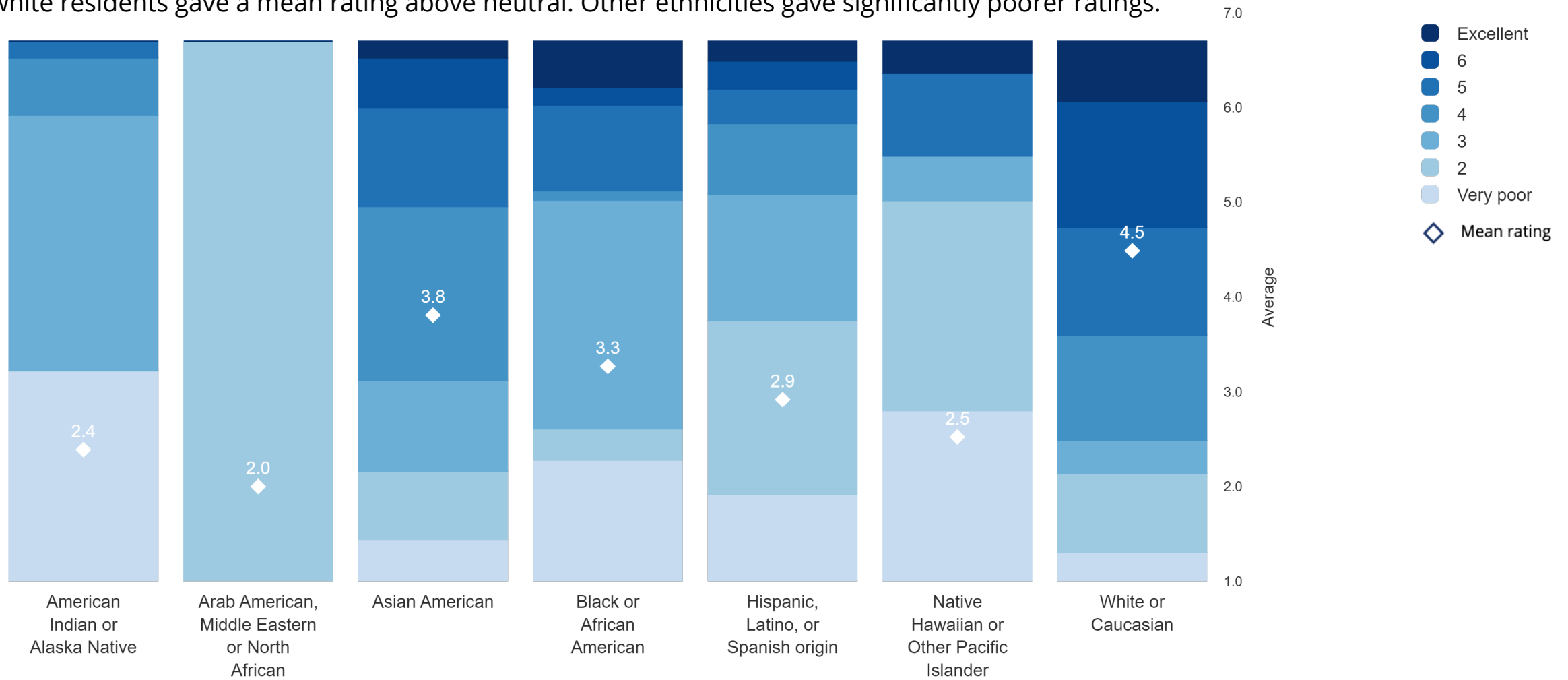
When asked to rate Renton on "eliminating racial and cultural barriers in City practices and policies", the following groups gave significantly lower ratings than the mean: American Indian, African American, Hispanic, & Pacific Islander.





Opportunities to influence City decision making - by ethnicity

When asked to rate Renton on "providing equitable opportunities to influence City decision making", only white residents gave a mean rating above neutral. Other ethnicities gave significantly poorer ratings.





Safety and Security in Renton

4 out of 10 residents feel confident in Renton's natural-disaster preparedness measures. More than half of residents gave an above-average rating when asked about Renton's pandemic response.

Safety while walking alone: People feel significantly safer during the day, a trend which is not unique to Renton.

- 8 out of 10 residents feel safe in their neighborhood during the day.
- Only 16% of residents feel safe in Downtown Renton after dark.
- About half of residents feel safe in Renton's parks and along trails.
- Among residents who reported feeling unsafe, 85% of them cited a fear of crime as the reason why they feel unsafe.

Police

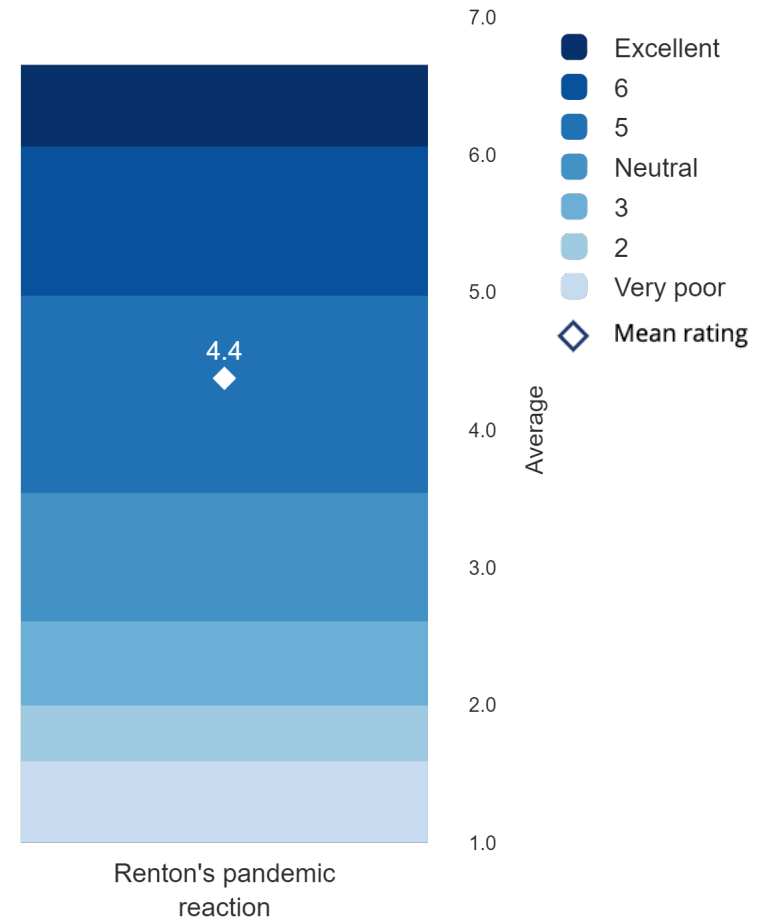
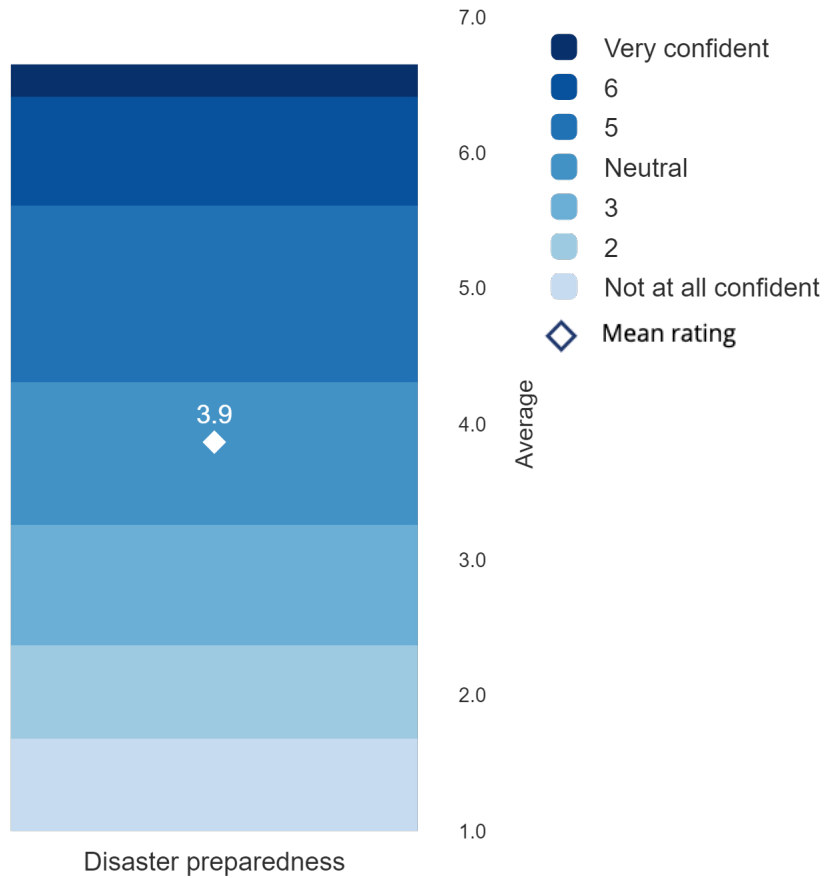
- Nearly half of households had contact with Renton police in the past 12 months. Ratings of Police across 3 questions were neutral to slightly positive, and did not vary significantly based on respondents' level of police contact.
- Native American and white residents responded more positively to "please rate the approachability of Renton Police Officers" than Hispanic and Pacific Islander residents.
- Overall, Renton Police officers were rated positively for their approachability. 25 to 34 year-olds gave significantly lower ratings than other age groups.
- Hispanic and Pacific Islander households reported a significantly higher rate of police contact.
- Asian American households reported a significantly lower rate of police contact.

Code Enforcement and dilapidated properties

- 2 out of 10 Renton households have had contact with Code Enforcement in the past year.
- 43% of residents think that the City is doing a poor job of enforcing codes related to property maintenance issues.
- Over 4 in 5 respondents (81%) said that dilapidated properties are a major or minor problem in Renton.
- Far fewer (57%) said that dilapidated properties are a major or minor problem *in their neighborhood*.
- Residents of Cedar River and East Plateau gave significantly more favorable responses about their own neighborhoods.
- Residents of City Center and Kennydale gave significantly less favorable feedback about their neighborhoods.

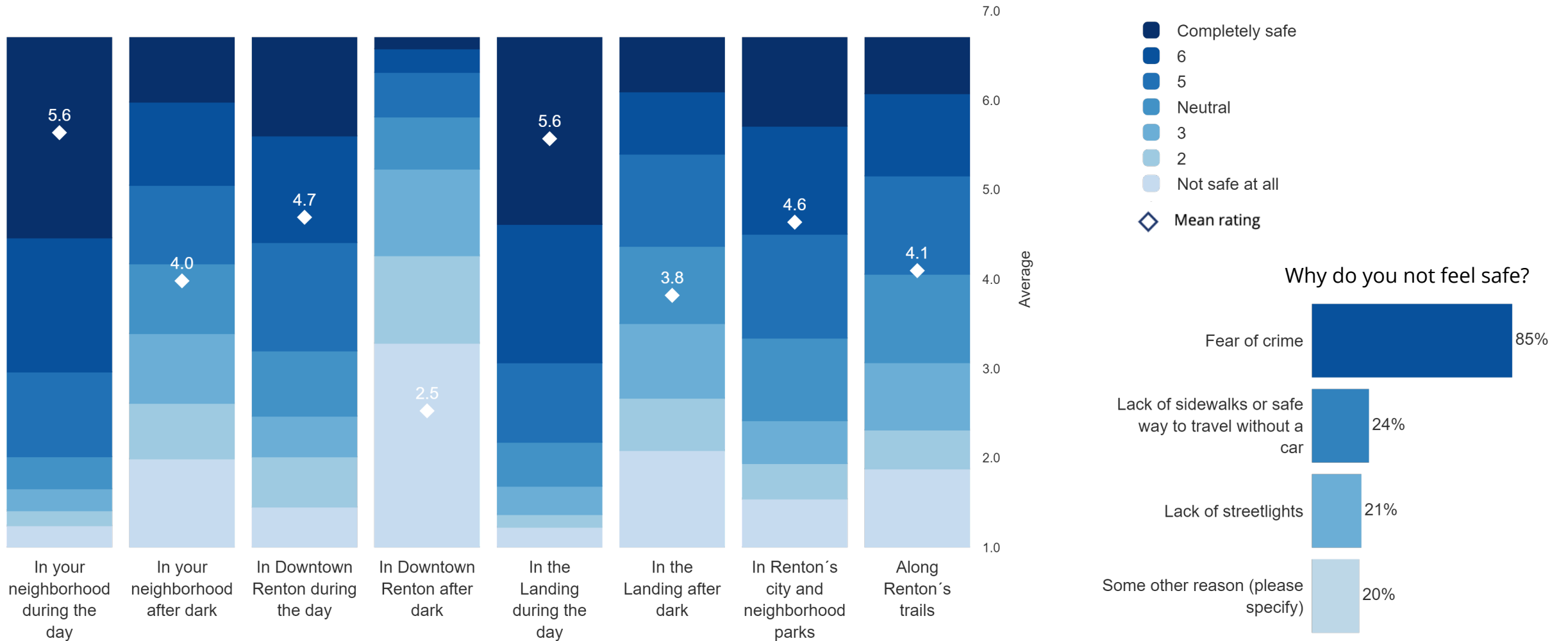


Emergency Preparedness and Response





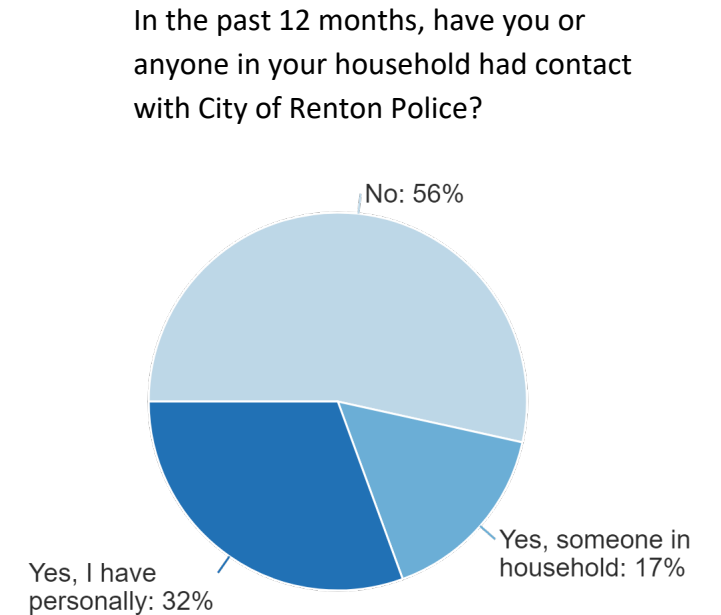
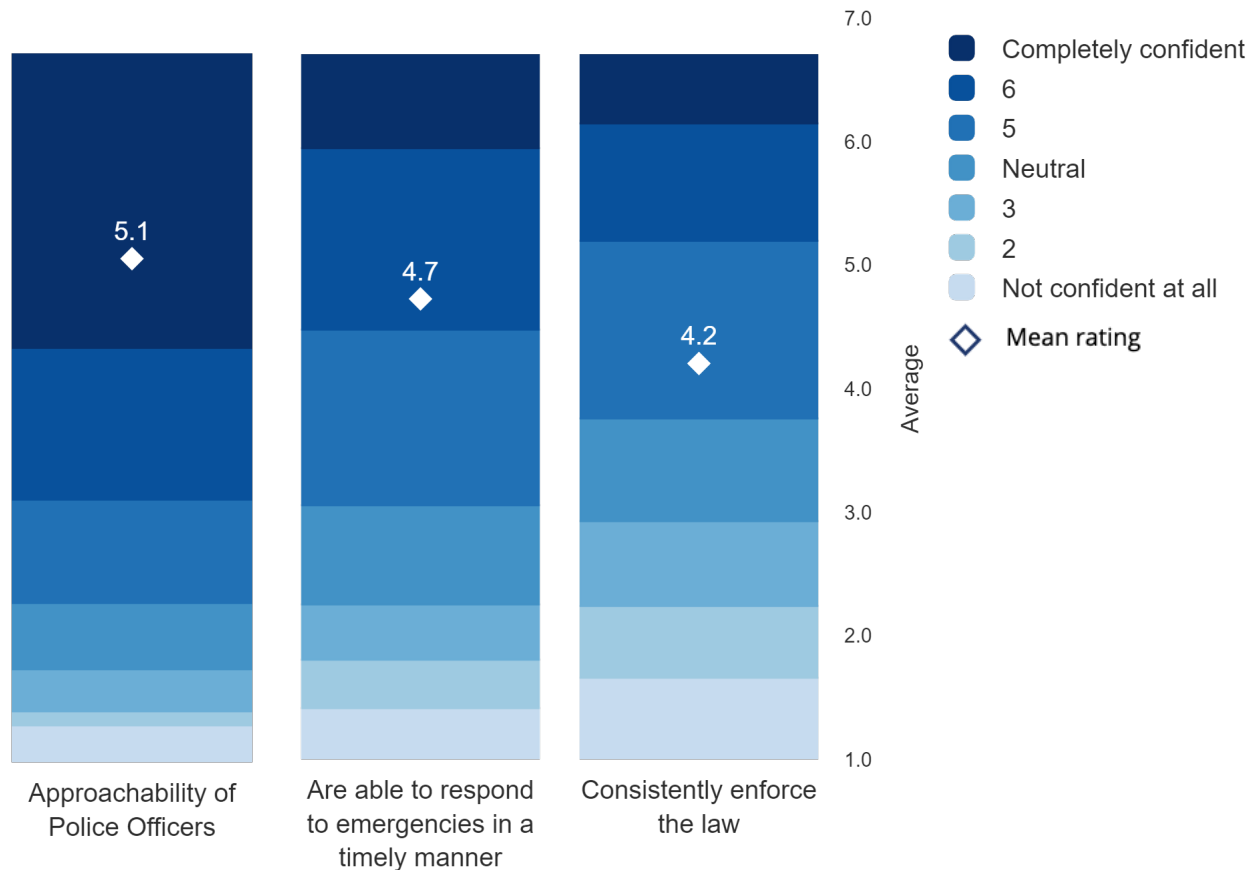
Safety Walking Alone





Renton Police

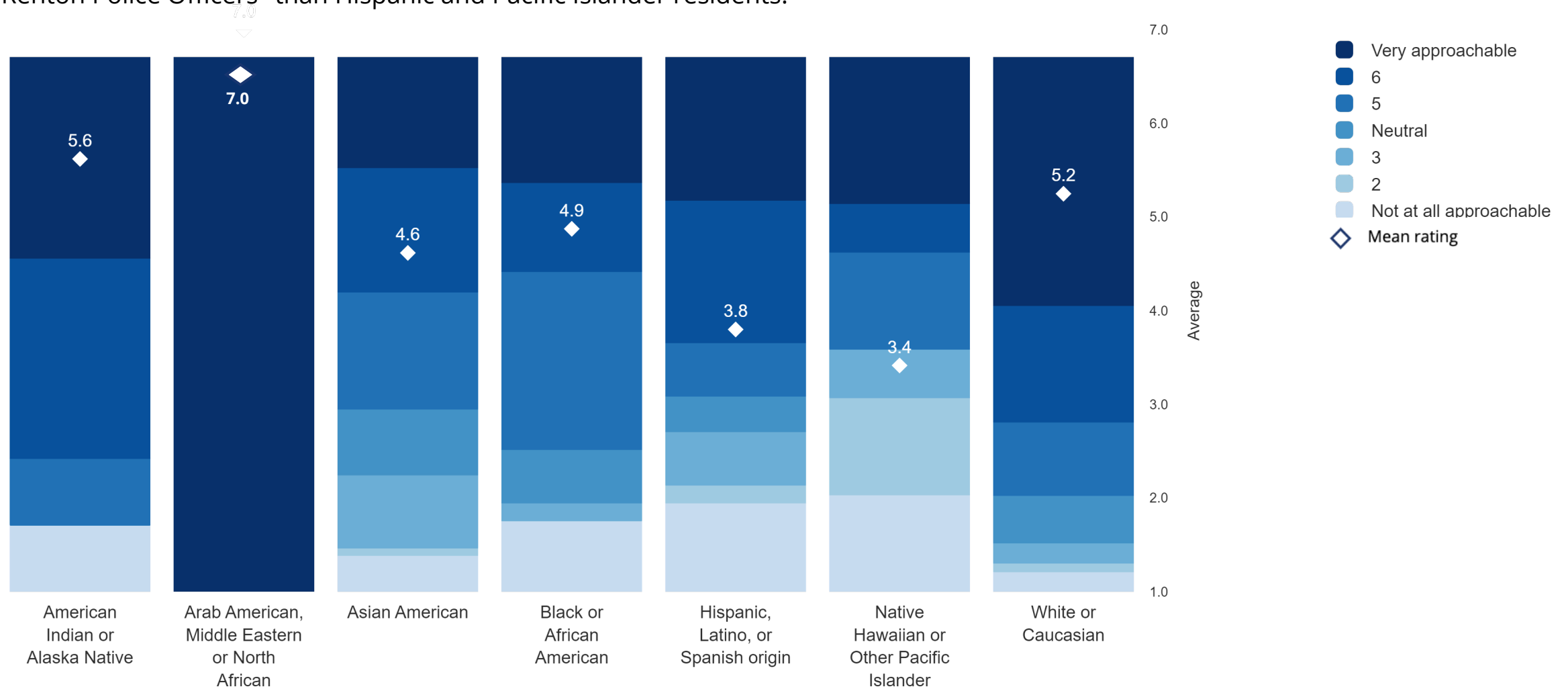
Nearly half of respondents had personal contact with Renton police, or someone in their household had, in the past 12 months. Ratings of police across 3 questions were neutral to slightly positive, and did not vary significantly based on respondents' level of police contact.





Police Approachability by Ethnicity

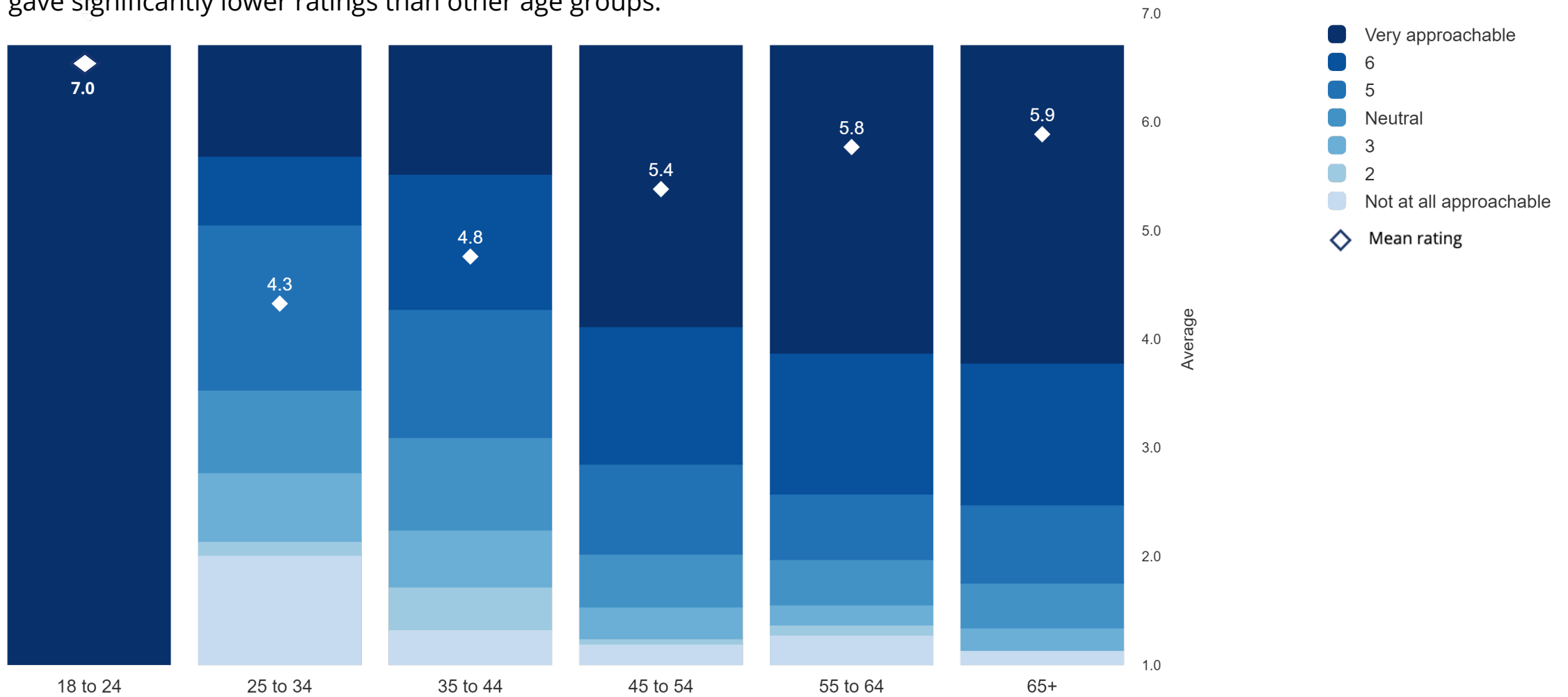
Native American and white residents responded more positively to "please rate the approachability of Renton Police Officers" than Hispanic and Pacific Islander residents.





Police Approachability by Age

Overall, Renton Police officers were rated positively for their approachability. 25 to 34 year-olds gave significantly lower ratings than other age groups.





Police encounters by age and ethnicity

In the past 12 months, have you or anyone in your household had contact with City of Renton Police?

- There were no statistical differences by age category.
- Hispanic and Pacific Islander households reported a significantly higher rate of police contact.
- Asian American households reported a significantly lower rate of police contact.

Column %	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
No	100%	100%	100%	100%	100%	100%
Yes, someone in household	0%	0%	0%	0%	0%	0%
Yes, I have personally	0%	0%	0%	0%	0%	0%

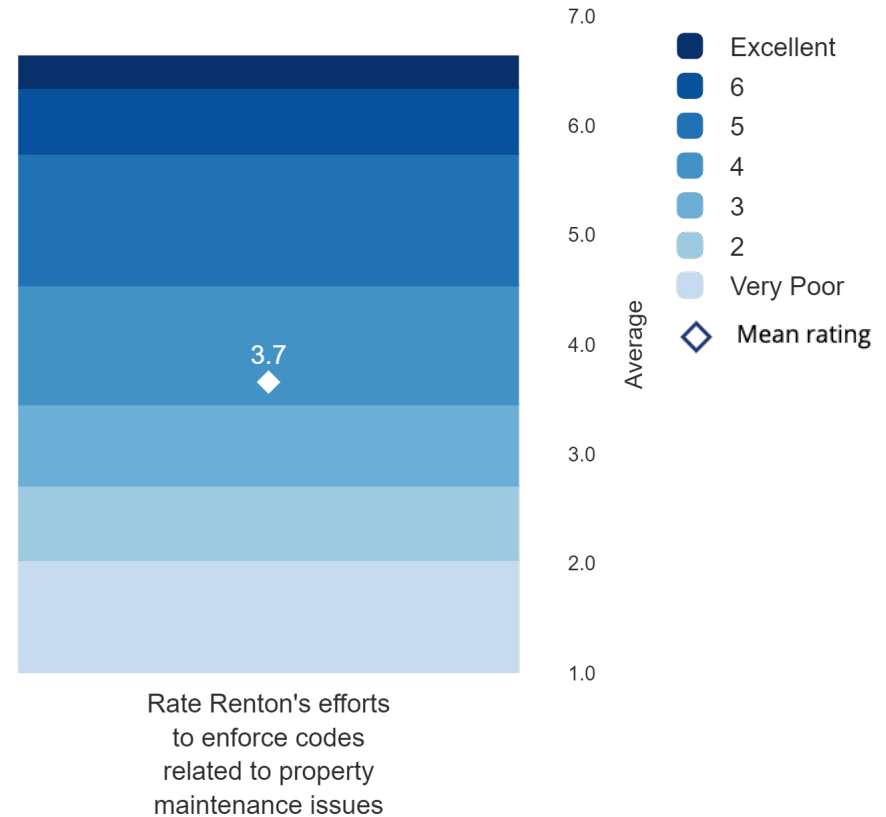
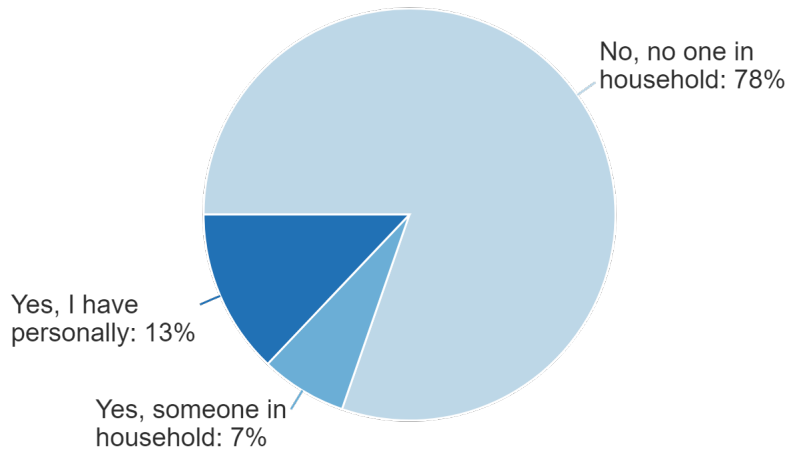
Column %	American Indian or Alaska Native	Arab American, Middle Eastern or North African	Asian American	Black or African American	Hispanic, Latino, or Spanish origin	Native Hawaiian or Other Pacific Islander	White or Caucasian
No	100%	100%	100%	100%	100%	100%	100%
Yes, someone in household	0%	0%	0%	0%	0%	0%	0%
Yes, I have personally	0%	0%	0%	0%	0%	0%	0%



Code Enforcement

2 out of 10 Renton households have had contact with Code Enforcement in the past year. 43% of residents think that the City is doing a poor job of enforcing codes related to property maintenance issues.

In the past 12 months, have you or anyone in your household had contact with City of Renton Code Enforcement regarding property maintenance in your neighborhood?



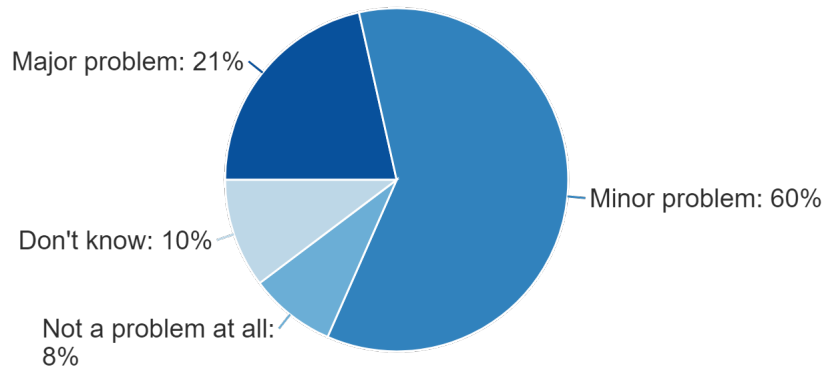


Dilapidated properties

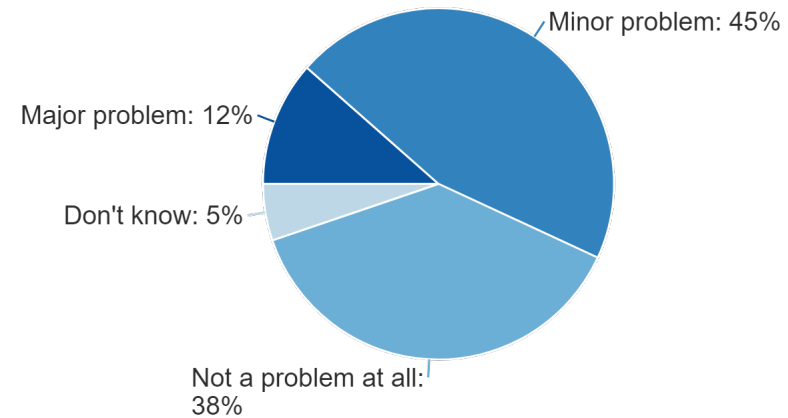
Over 4 in 5 respondents (81%) said that dilapidated properties are a major or minor problem in Renton.

- Far fewer (57%) said that dilapidated properties are a major or minor problem *in their neighborhood*.
- Residents of Cedar River and East Plateau gave significantly more favorable responses about their own neighborhoods
- Residents of City Center and Kennydale gave significantly less favorable feedback about their neighborhoods.

To what extent are dilapidated properties a problem in Renton overall?



To what extent are dilapidated properties a problem in your neighborhood?





Communicating with Residents

Paying Attention:

Three-quarters of residents pay attention to local news and events regarding Renton.

Communication Channels:

- Word of mouth and social media stand out as the two most popular channels through which residents gather information about the City of Renton.
- There are some statistically significant differences when we analyze this data by age group, neighborhood, and ethnicity. These findings are detailed in the "Communication channels" folder.
- 4 out of 10 residents use the City website to access information about Renton. This level of engagement is consistent across age and ethnic groups.

Communication Efforts: The survey asked six questions related to the City of Renton's communication strategy.

- 35 to 44 - year-olds gave more negative responses across the board.
- Respondents aged 65 and over gave significantly higher ratings for each category.

Two-way Dialogue: The survey asked residents to rate the City's efforts to "Engage in two-way dialogue with residents that results in change." Of the six questions related to the City's communication strategies, this was the lowest rated, with a mean of 3.9 (considered below-average).

- Residents age 65+ gave significantly higher ratings, while those age 35-44 gave statistically lower ratings.
- Native American and Hispanic residents gave statistically lower ratings for this question.

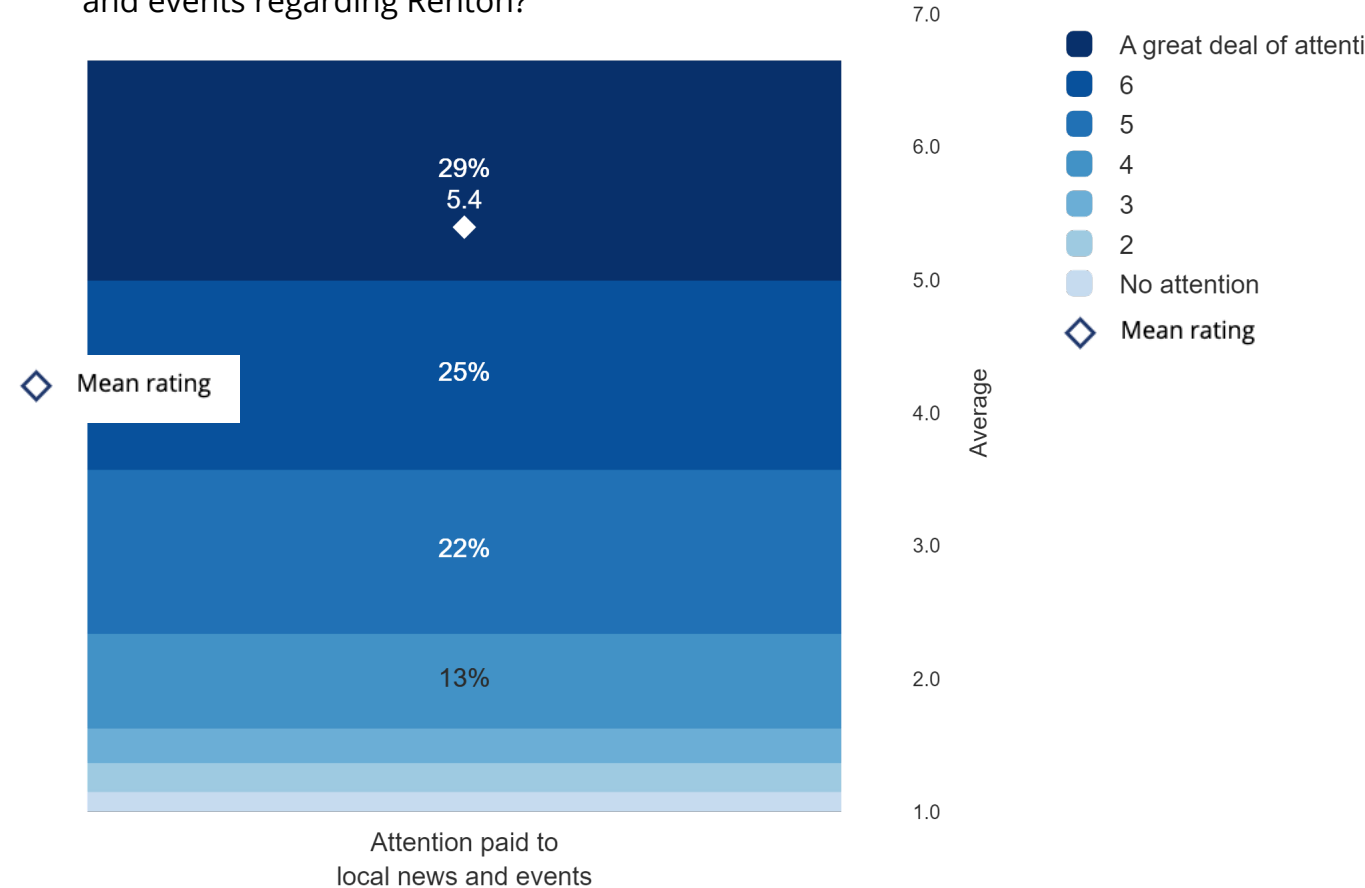


Local News and events

Three-quarters of residents pay attention to local news and events regarding Renton.

- Residents age 35-44 pay significantly less attention, and residents age 65+ pay significantly more attention.
- Native Hawaiian/Pacific Islander residents pay significantly more attention.
- Residents who own their home pay significantly more attention than residents who rent.

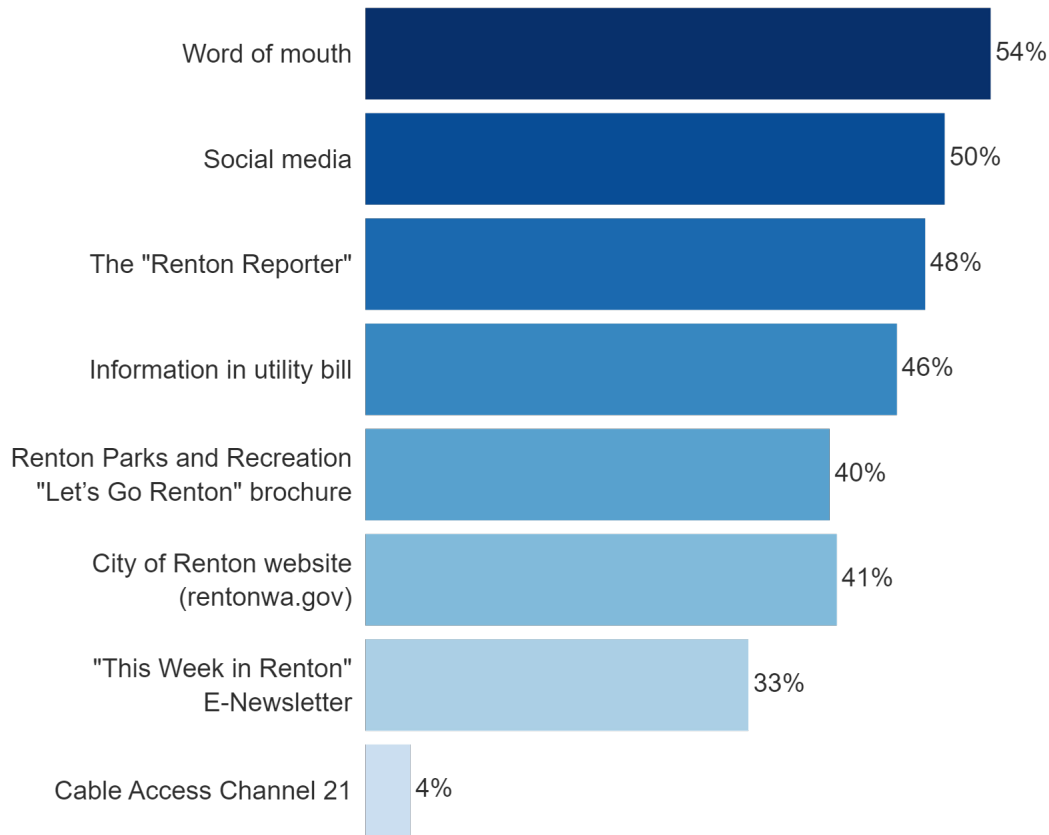
Overall, how much attention do you pay to news and events regarding Renton?



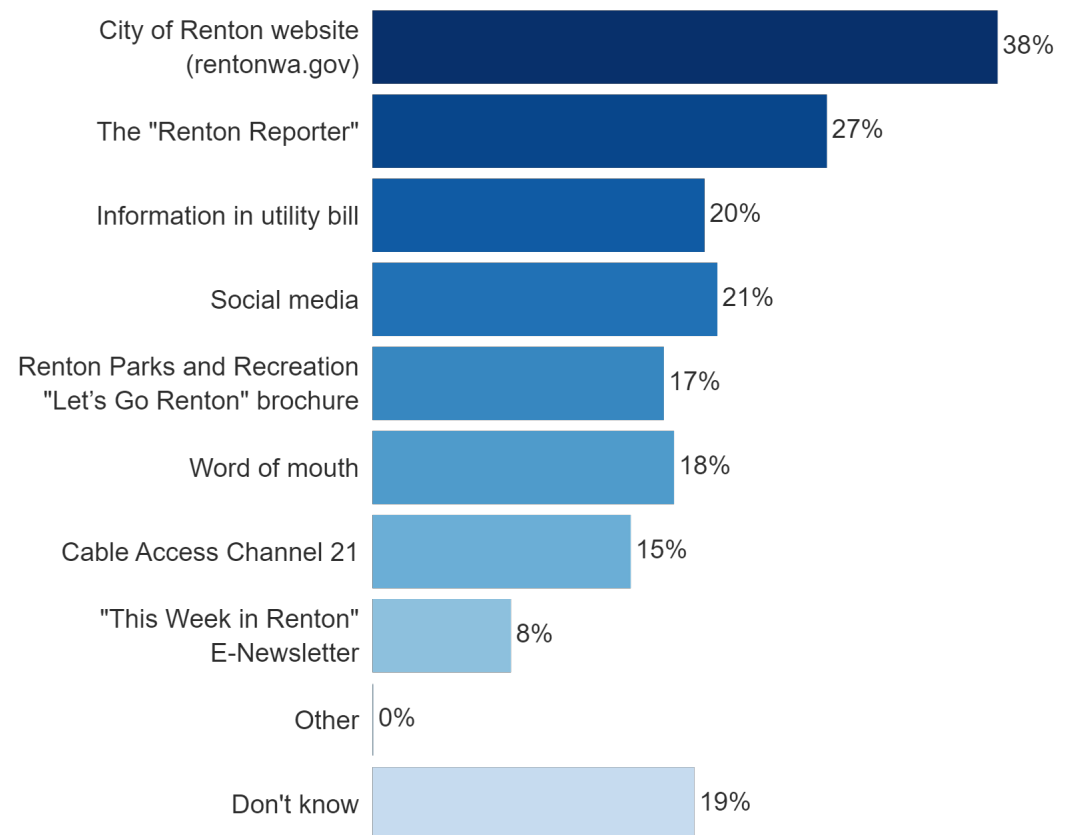


Communication channels

Which of the following do you use to get information about the City of Renton? (select all that apply)



[Of those not selected in the previous questions] Which of these were you aware of? (select all that apply)





Communication channels by neighborhood

Different neighborhoods in Renton exhibit statistically significant variations in the ways residents access information about the city.

- **Word of Mouth:** Highest among residents living in Cedar River.
- **The "Renton Reporter":** Lowest among residents living in Cedar River.
- **Information in Utility Bill:** Highest among East Plateau and lowest among Benson
- **Renton Parks and Recreation "Let's Go Renton" Brochure:** Highest among City Center and lowest among West Hill.

Which of the following do you use to get information about the City of Renton? (select all that apply)	Benson	Cedar River	City Center	East Plateau	Highlands	Kennydale	Talbot	West Hill
Word of mouth	53%	67%	52%	48%	47%	59%	63%	18% ⁺
Social media	50%	33%	45%	46%	40%	48%	56%	55%
The "Renton Reporter"	50%	27%	41%	36%	37%	52%	44%	36%
Information in utility bill	38%	27%	31%	60% ⁺	34%	34%	52%	55%
Renton Parks and Recreation "Let's Go Renton" brochure	43%	53%	52%	40%	33%	25%	22%	18%
City of Renton website (rentonwa.gov)	32%	33%	34%	32%	25% ⁺	34%	56% ⁺	36%
"This Week in Renton" E-Newsletter	27%	20%	34%	30%	21%	32%	26%	18%
Cable Access Channel 21	5%	7%	3%	0%	2%	2%	0%	0%



Communication channels by age

There are statistically significant differences in the way residents of different ages access information about the City of Renton.

- **Word of Mouth:** Most commonly used overall, but less word-of-mouth engagement among the 45 to 54 age group.
- **Social Media:** Widely used across age groups, most engagement among residents younger than 65.
- **The "Renton Reporter":** 55 to 64 age group has the highest usage and not used by the 18 to 24 age group.
- **Information in Utility Bill:** Engagement is consistent across age groups, no statistical differences.
- **Renton Parks and Recreation "Let's Go Renton" Brochure:** Engagement is consistent across age groups, no statistical differences.
- **City of Renton Website (rentonwa.gov):** Engagement is consistent across age groups, no statistical differences.
- **"This Week in Renton" E-Newsletter:** Usage is generally higher among older age groups.

Which of the following do you use to get information about the City of Renton? (select all that apply)	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Word of mouth	68%	59%	57%	36% [↓]	44%	57%
Social media	68%	60%	53%	51%	44%	31% [↓]
The "Renton Reporter"	0%	28%	29%	38%	55% [↑]	52% [↑]
Information in utility bill	0%	36%	42%	32%	49%	48%
Renton Parks and Recreation "Let's Go Renton"...	0%	32%	35%	42%	38%	42%
City of Renton website (rentonwa.gov)	68%	19%	48% [↑]	25%	27%	35%
"This Week in Renton" E-Newsletter	0%	8% [↓]	29%	20%	35% [↑]	27%
Cable Access Channel 21	0%	12%	0%	1%	8%	5%



Communication channels by ethnicity

Diverse ethnic groups exhibit variations in their approaches to accessing information about the city.

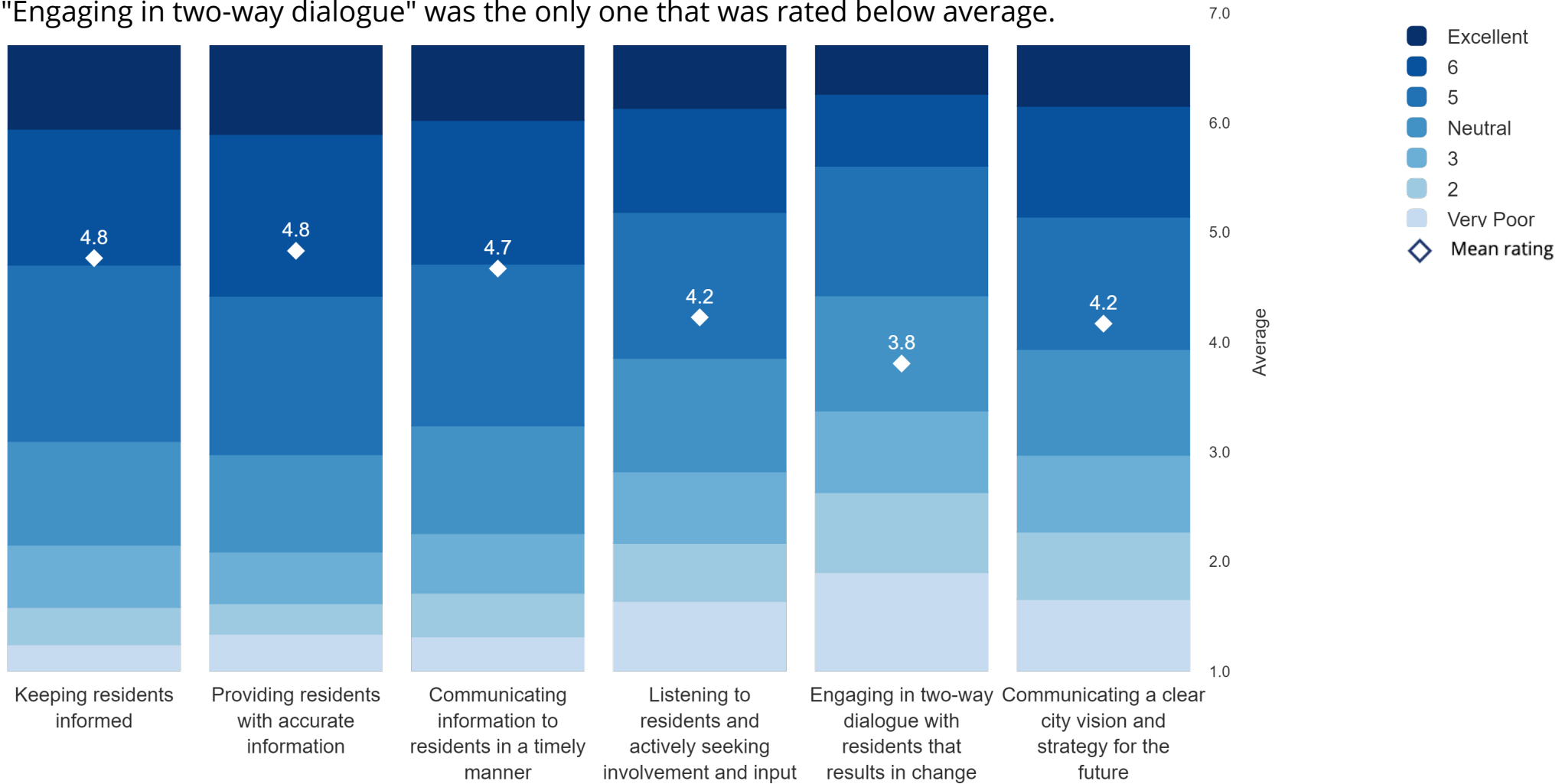
- **Word of Mouth:** Most commonly used overall, no statistical differences between groups.
- **Social Media:** Widely used across all groups, most engagement among Hispanic residents.
- **The "Renton Reporter":** Engagement is consistent across groups, no statistical differences.
- **Information in Utility Bill:** Lowest engagement among Black and Native Hawaiian residents.
- **Renton Parks and Recreation "Let's Go Renton" Brochure:** Engagement is consistent across groups, no statistical differences.
- **City of Renton Website (rentonwa.gov):** Engagement is consistent across age groups, no statistical differences.
- **"This Week in Renton" E-Newsletter:** Engagement is consistent across groups, no statistical differences.

Which of the following do you use to get information about the City of Renton? (select all that apply)	American Indian or Alaska Native	Arab American, Middle Eastern or North African	Asian American	Black or African American	Hispanic, Latino, or Spanish origin	Native Hawaiian or Other Pacific Islander	White or Caucasian
Word of mouth	66%	41%	53%	42%	67%	10% [↓]	56%
Social media	46%	59%	52%	77% [↑]	75%	31%	41% [↓]
The "Renton Reporter"	20%	0%	35%	40%	0% [↓]	39%	37%
Information in utility bill	0%	0%	33%	16% [↓]	11% [↓]	10%	42%
Renton Parks and Recreation "Let's Go Renton"...	54%	41%	31%	63% [↑]	6% [↓]	92% [↑]	37%
City of Renton website (rentonwa.gov)	66%	18%	27%	20%	8% [↓]	31%	34%
"This Week in Renton" E-Newsletter	0%	0%	17%	5% [↓]	8%	39%	20%
Cable Access Channel 21	20%	0%	0%	5%	0%	0%	10% [↑]



Communication efforts

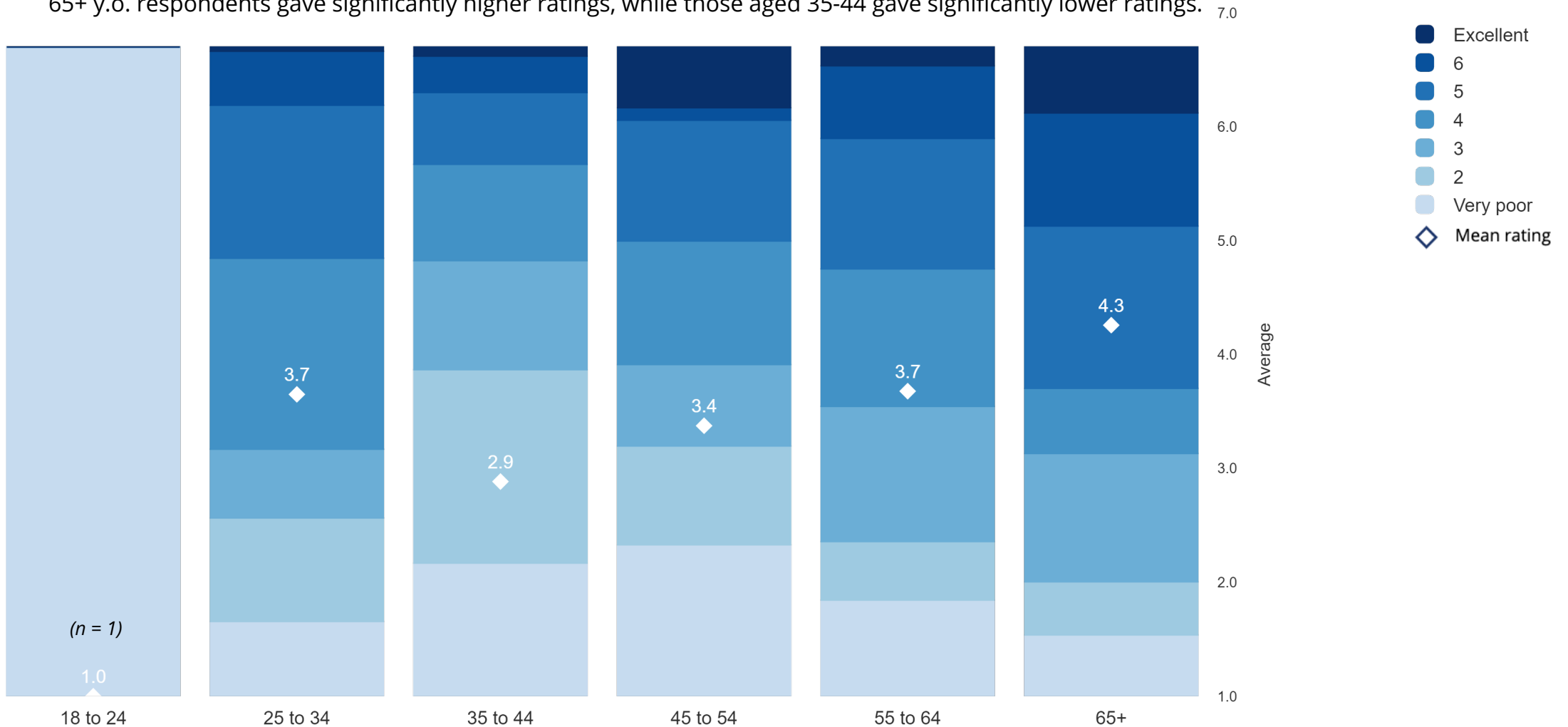
The survey asked six questions regarding the City's communication strategies. "Engaging in two-way dialogue" was the only one that was rated below average.





Two-way dialogue by age

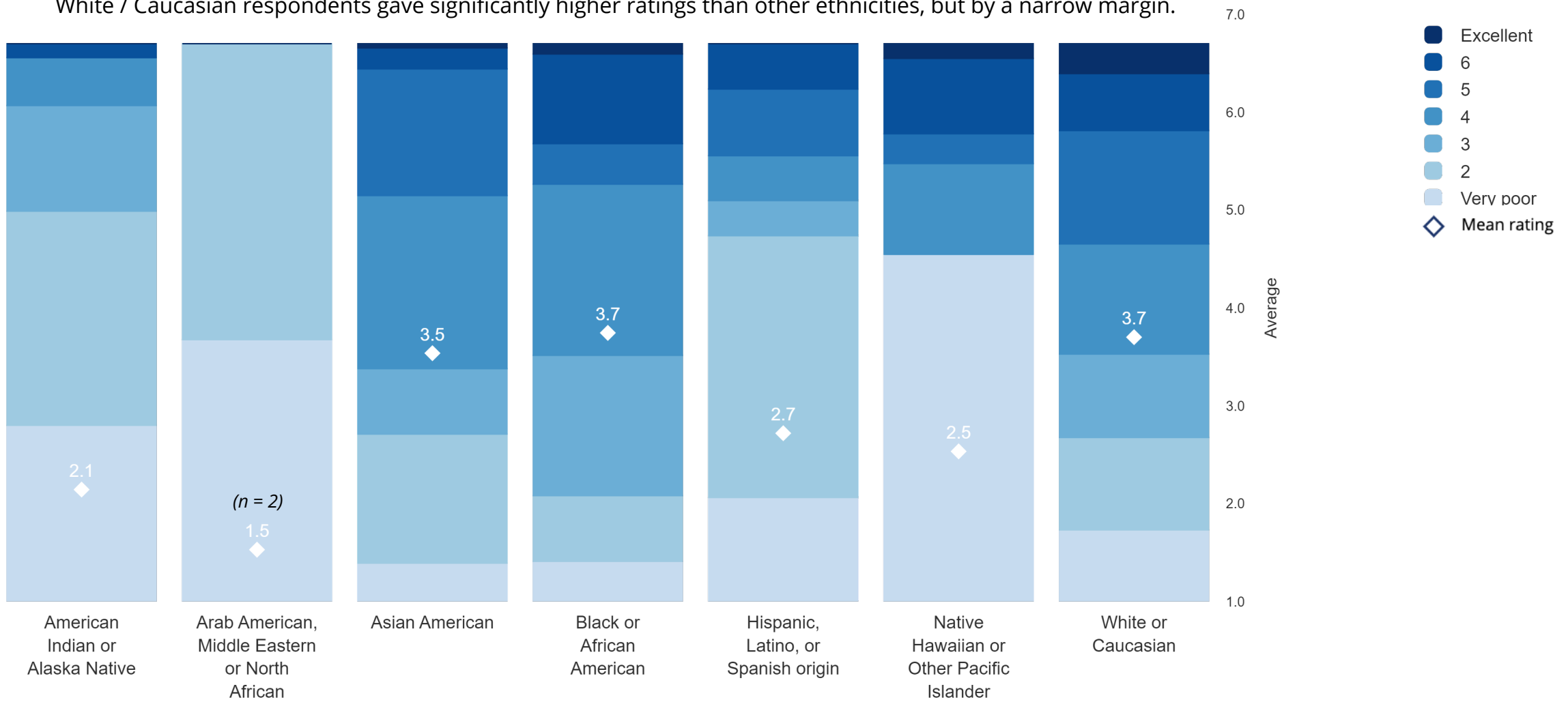
When asked "How would you rate City of Renton on engaging in two-way dialogue that results in change?", 65+ y.o. respondents gave significantly higher ratings, while those aged 35-44 gave significantly lower ratings.





Two-way dialogue by ethnicity

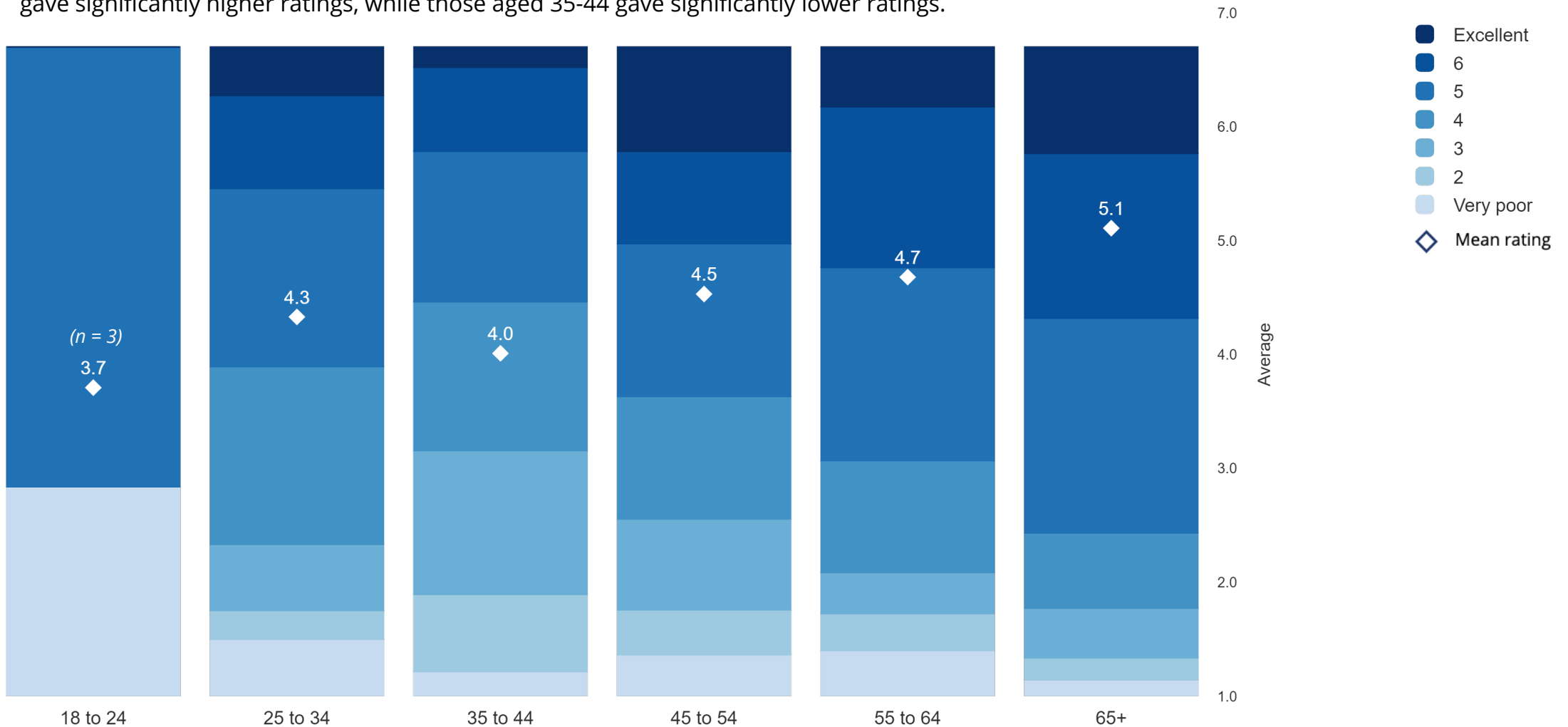
When asked "How would you rate City of Renton on engaging in two-way dialogue that results in change?", White / Caucasian respondents gave significantly higher ratings than other ethnicities, but by a narrow margin.





Keeping residents informed by age

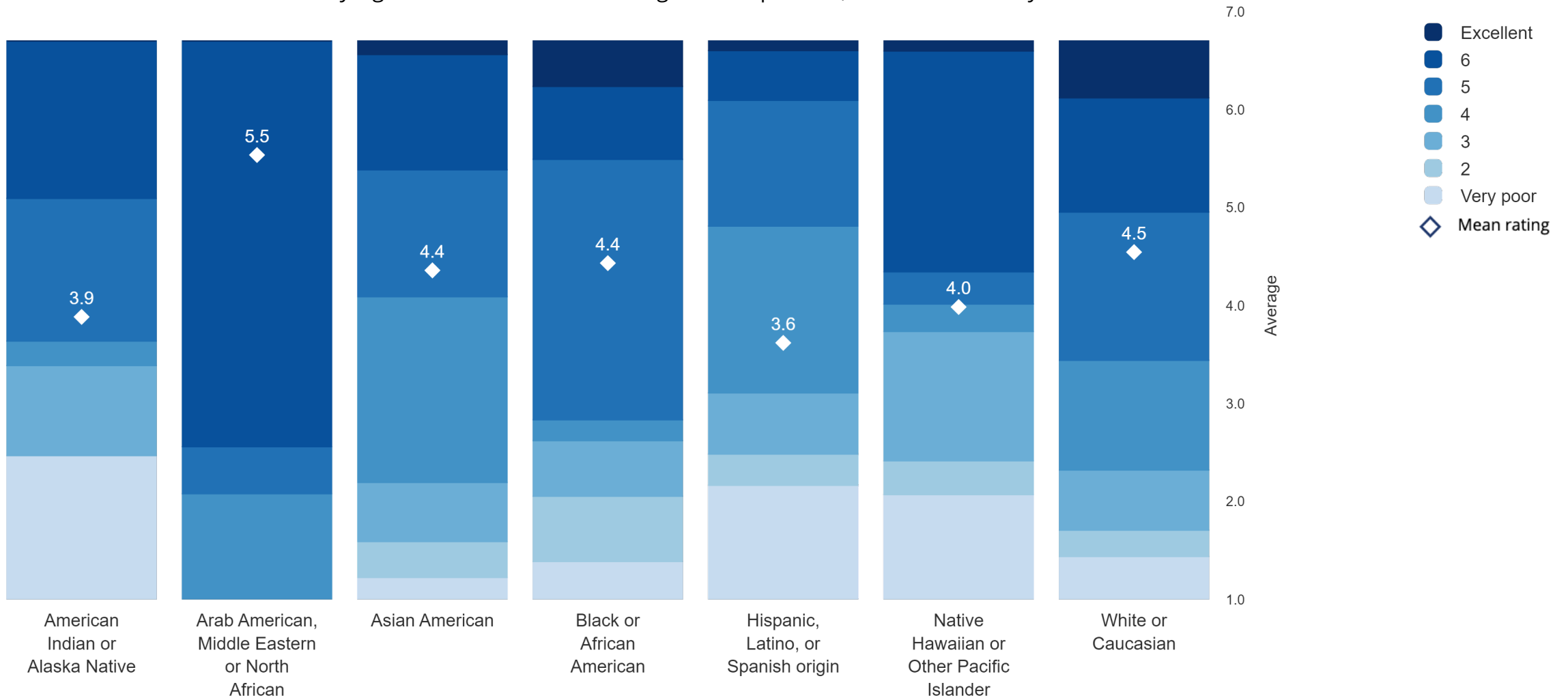
When asked "How would you rate City of Renton on keeping residents informed?", 65+ y.o. respondents gave significantly higher ratings, while those aged 35-44 gave significantly lower ratings.





Keeping residents informed by ethnicity

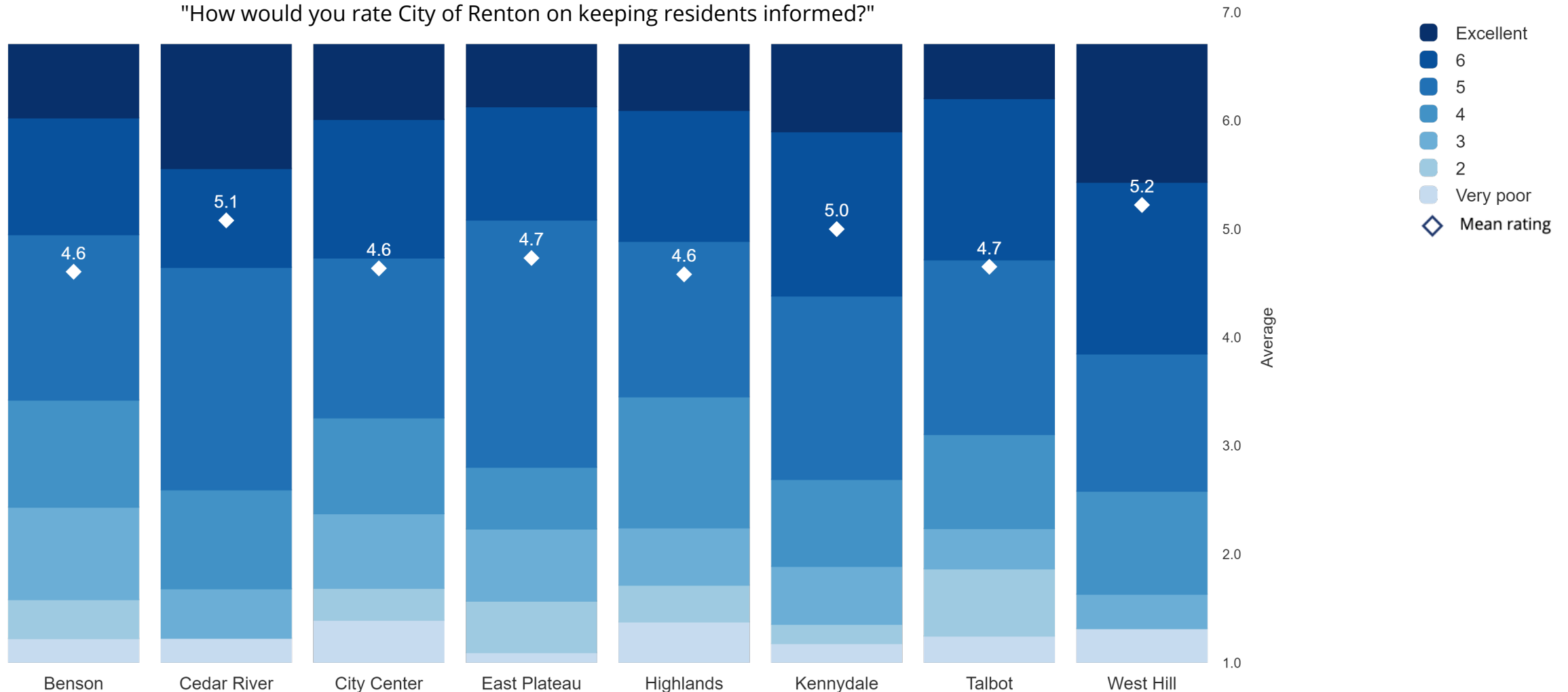
There were no statistically significant differences in rating for this question, based on ethnicity.





Keeping residents informed by neighborhood

There were no significant differences between neighborhoods when respondents were asked "How would you rate City of Renton on keeping residents informed?"





City Employees

57% of Renton households have had contact with a City employee within the past 12 months.

- Of these encounters, 42% took place in person, followed by phone (21%), email (17%), and Renton Responds (15%).

The top reasons for contact were:

1. Parks, recreation, or City events
2. Code Enforcement
3. Neighborhood services
4. Complaint or inquiry
5. Health and Safety

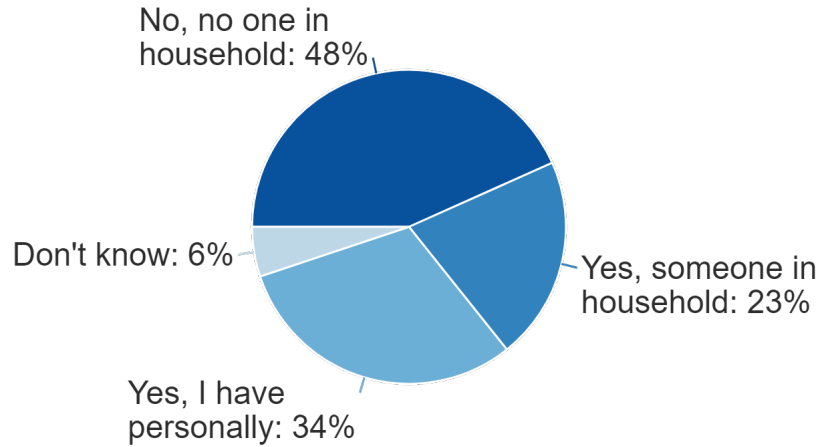
We asked residents who had personal or household-member contact with a City employee to rate the customer-service performance across five key measures.

- City of Renton employees received excellent ratings across all five measures.
- Residents gave higher ratings for responsiveness, knowledge, and overall customer service for in-person interactions.
- Interactions that took place over the phone received lower ratings for responsiveness and overall impression.

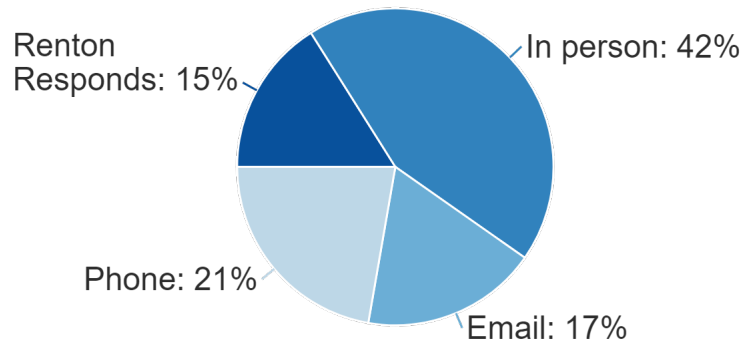


Contact with City Employees

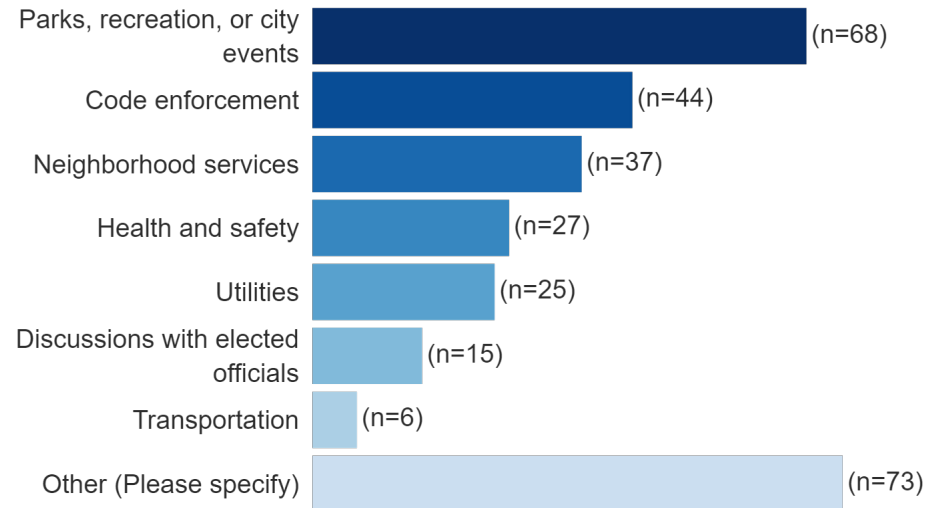
Contact with city employee in last 12 months?



Mode of communication with city employee



Reason for contact *(asked only of those who indicated personal or household-member contact with a City employee in the last 12 months.)*



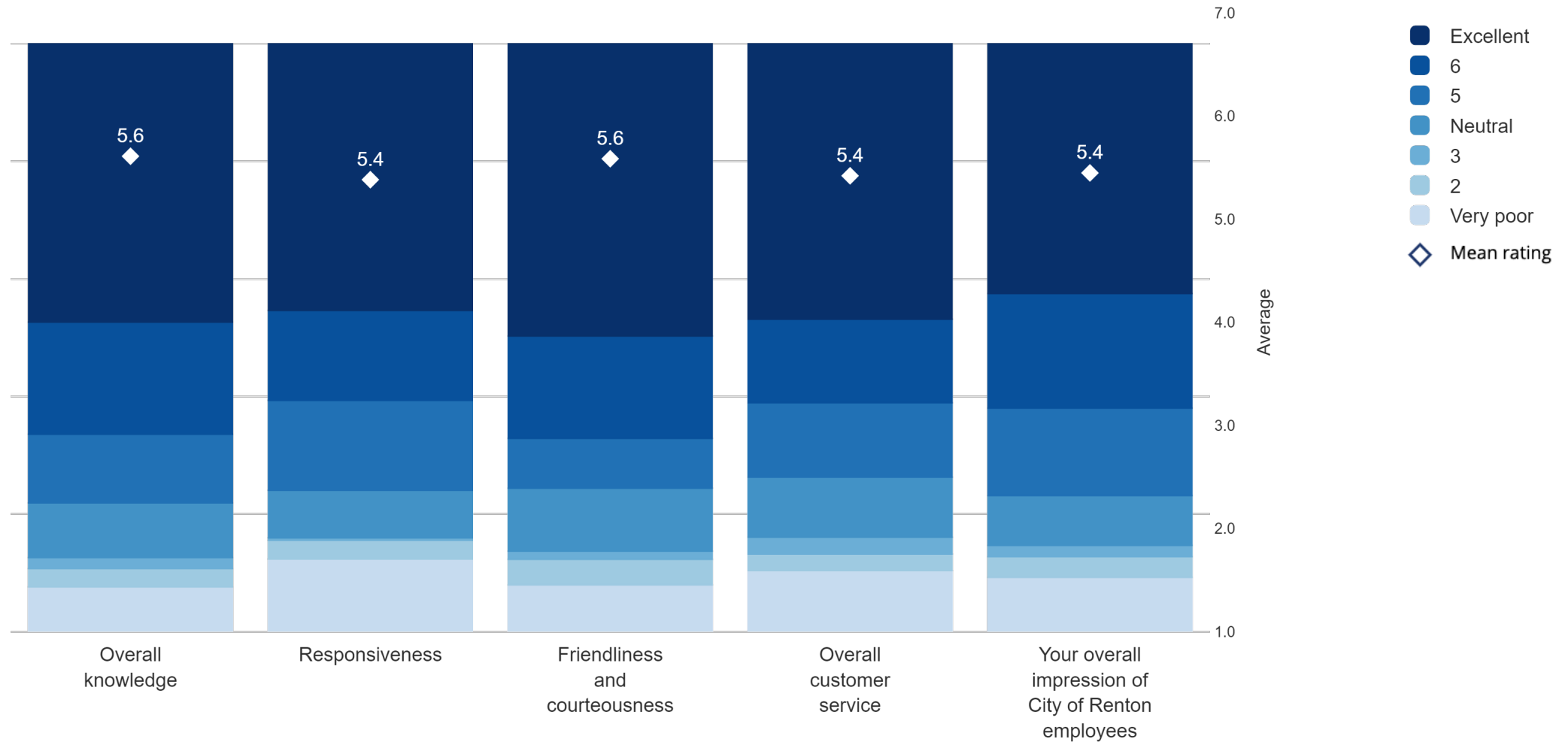
"Other" reasons for contact *(coded responses from "Other, please specify")*

	Count
Complaint or Inquiry	10
Permitting and Licensing	7
Volunteering or work	4
Attending a meeting	1



City Employee Ratings

How would you rate City of Renton employees?

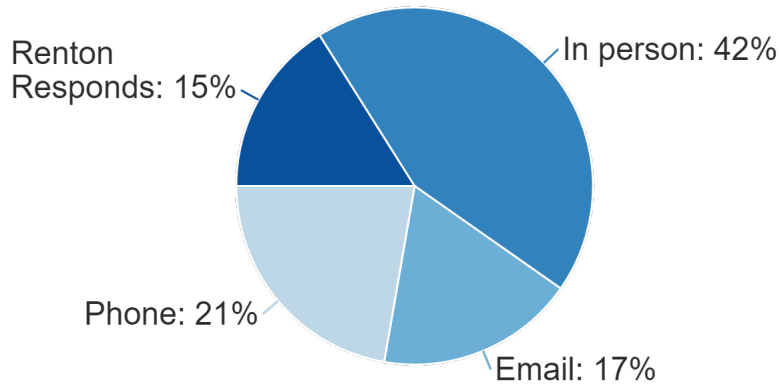




Comm cross tab

Residents gave higher ratings for responsiveness and overall knowledge and customer service for in-person interactions. Interactions that took place over the phone received lower ratings for responsiveness and overall impression.

Mode of communication with City employee



Average	Renton Responds	In person	Email	Phone
Overall knowledge	6.3	6.4↑	4.8↓	5.8
Responsiveness	6.0	6.2↑	5.0	5.3
Friendliness and courteousness	6.6	6.4	5.4	5.8
Overall customer service	5.7	6.3↑	5.1	5.6
Your overall impression of City of Renton employees	6.0	6.2↑	5.2	5.3



Summary Slide - Above Average Performance

Renton excels in various aspects of city performance, such as neighborhood safety, water quality and environmental protection, city employee performance, park and trail maintenance, police approachability, and including it's diverse language and cultural populations.

Above average performance	Rating
Protecting water quality	5.6
Daytime neighborhood safety	5.6
Daytime Landing safety	5.6
City employees are courteous	5.6
City employees are knowledgeable	5.6
Overall impression of City employees	5.4
City employees provide good customer service	5.4
City employees are responsive	5.4
Openness to include	5.2
Protecting Renton's streams, lakes, watershed	5.2
Approachability of Police	5.1
Maintaining parks and trails	5
Reaching out to diverse populations	5



Summary Slide - Average Performance

Renton received average ratings across many aspects of city performance, encompassing community engagement, infrastructure maintenance, public safety, planning efforts, and overall quality of life.

Average performance	Rating
Including diverse populations	4.9
Water utilities	4.9
Wastewater utilities	4.9
Preserving open space	4.8
Your neighborhood as a place to live	4.8
Effort to inform diverse language	4.8
Parks and Rec	4.8
Keeping residents informed	4.8
Providing accurate information	4.8
Police respond in a timely manner	4.7
Daytime Downtown safety	4.7
Timely communication	4.7
As a place to work	4.7
Availability of recreation	4.6
Equitable opportunities to influence City decision making	4.6
Park safety	4.6
Quality of life	4.5
Cultural coordination efforts	4.5
Wate management	4.5
Pandemic response	4.4
Compared to other cities	4.4

Average performance	Rating
Garbage and recycling services	4.4
Ease of car travel	4.4
As a place to raise children	4.3
Direction headed	4.2
Police consistently enforce the law	4.2
Vibrant Downtown	4.2
Employment opportunities	4.2
Listening to residents	4.2
Communicating a clear vision	4.2
Adequacy of local roads	4.2
Eliminating barriers in city practices	4.2
Road maintenance	4.1
Sense of community	4.1
Trail safety	4.1
Court Services	4
Connectivity to transit	4
Well planned neighborhoods	4
Well planned business districts	4
Development services	4
Traffic light timing	4
Nighttime neighborhood safety	4



Summary Slide - Below Average Performance

Renton's performance falls within the below-average range across several areas, including confidence in disaster preparedness, support for those in need, development services (such as permitting and business licensing), nighttime and downtown safety, facilitating two-way dialogue between residents and the City, code enforcement, and promoting walk and bike-friendly design into city planning efforts.

Below Average performance	Rating
Confidence in disaster preparedness	3.9
Providing support for people in need	3.9
Development services	3.9
Nighttime Landing safety	3.8
Two-way dialogue	3.8
Code enforcement	3.7
Incorporating walk/bike friendly design	3.5
Easily and safely walk	3.4
Easily and safely bike	3.2
Nighttime Downtown safety	2.5