



# Community Services Department

## Customer Satisfaction Survey

September 4, 2013 – September 20, 2013



<http://Rentonwa.gov>

1. Please rate the cleanliness and appearance of Renton's parks and trails system.

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Excellent                | Good                     | Average                  | Fair                     | Poor                     |
| <input type="checkbox"/> |

2. What amenities do you use?

- |                                       |  |  |
|---------------------------------------|--|--|
| <input type="checkbox"/> Playgrounds  | <input type="checkbox"/> Hard Surface Courts | <input type="checkbox"/> Other (please list) |
| <input type="checkbox"/> Picnic Areas | <input type="checkbox"/> Trails              | _____  |
| <input type="checkbox"/> Water Access | <input type="checkbox"/> Sports Fields       | _____  |

3. Please rate your satisfaction level with type and range of amenities offered.

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Excellent                | Good                     | Average                  | Fair                     | Poor                     |
| <input type="checkbox"/> |

4. Do you feel safe using Renton's parks?

- Yes       No (If no, where do you not feel safe?)
- \_\_\_\_\_

5. Do you feel safe using Renton's trails?

- Yes       No (If no, where do you not feel safe?)
- \_\_\_\_\_

6. Please rate your satisfaction level with trail connectivity and access to Renton.

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Excellent                | Good                     | Average                  | Fair                     | Poor                     |
| <input type="checkbox"/> |

7. Please rate your satisfaction level with the distribution (location) of parks in Renton.

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Excellent                | Good                     | Average                  | Fair                     | Poor                     |
| <input type="checkbox"/> |

8. What open space and natural areas do you visit?

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Honey Creek                 | <input type="checkbox"/> Cedar River Natural Zone | <input type="checkbox"/> Other (please list) |
| <input type="checkbox"/> May Creek                   | <input type="checkbox"/> Springbrook Creek        | _____  |
| <input type="checkbox"/> Black River Riparian Forest |   | _____  |

9. Please rate the cleanliness and appearance of Renton's open space and natural areas.

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Excellent                | Good                     | Average                  | Fair                     | Poor                     |
| <input type="checkbox"/> |

10. Do you feel safe while visiting Renton's open space/natural areas?

- Yes       No (If no, where do you not feel safe?)
- \_\_\_\_\_

11. How would you rate the quality of Renton's Right of Way Landscape Maintenance?

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Excellent                | Good                     | Average                  | Fair                     | Poor                     |
| <input type="checkbox"/> |

**\*\*Please fold and return survey or drop off at one of the locations listed below.\*\***

**Renton's Senior Activity Center**  
211 Burnett Avenue North  
(425) 430-6633

**Renton Community Center**  
1715 Maple Valley Highway  
(425) 430-6700

**Highlands Neighborhood Center**  
800 Edmonds Avenue NE  
425-430-6744

**SEE REVERSE SIDE**

1. This survey is given annually.

Please contact the Community Services Dept. at (425) 430-6600 with comments, questions, or concerns.

2. Did you know that the Parks Rules & Regulations are located on the City's website? <http://rentonwa.gov> and click on "**living**", then click "**Parks**" – Parks Rules & Regulations located on left menu bar.

3. Please remember to call 911 to report dangerous or unwanted behavior.

We welcome your additional comments.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Fold Here First

Fold Here Last

CITY OF RENTON  
COMMUNITY SERVICES  
1055 SOUTH GRADY WAY  
RENTON WA 98057

Place  
Stamp

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Return Address: