

# City of Mercer Island Community Survey

## Findings Report

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2018

**Submitted to the City of Mercer Island, Washington**

**By:**  
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**May 2018**





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# 2018 City of Mercer Island Community Survey Executive Summary

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## Purpose and Methodology

ETC Institute administered a survey to residents of the City of Mercer Island during the spring of 2018. The purpose of the survey was to hear directly from residents about their satisfaction with City services, so the City can make the best decisions going forward. The survey will help the City assess how well they are meeting Islanders' needs and will influence financial choices and service adjustments.

The five-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Mercer Island. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Mercer Island from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. The goal was exceeded with a total of 711 residents completing the survey. The overall results for the sample of 711 households have a precision of at least +/-3.7% at the 95% level of confidence. The survey data was weighted to correct for the age of respondents, both the weighted and unweighted data are available as separate sections in this report. The charts, graphs, and all analysis have been completed using the weighted survey data.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Mercer Island with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses have been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- benchmarking data that shows how the results for Mercer Island compare to other communities,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results ,
- tables that show the weighted results of the random sample for each question on the survey,
- tables that show the unweighted results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Overall Perceptions of the City

Ninety-five percent (95%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with Mercer Island as a place to live, this figure is 25% higher than the national average. Ninety-four percent (94%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall feeling of safety in the city, this figure is also 25% higher than the national average.

## Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire and emergency medical services (93%), police services (84%), emergency preparedness services (80%), and recreation programs and special events (76%). For 12 of the 14 major categories of City services that were rated, 55% or more of residents *who had an opinion* were “very satisfied” or “satisfied”, City leaders have done a great job of ensuring overall satisfaction among residents is very high. Forty-six percent (46%) of respondents indicated they would like the City to emphasize efforts to regulate development on the Island over the next two years.

## Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with public safety services services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how quickly fire and rescue personnel respond to emergencies (92% - 8% above the national average), the visibility of police in the community (85% - 26% above the national average), and how quickly police respond to emergencies (84% - 19% above the national average). Respondents were least satisfied with the quality of animal control on the Island (53%). Fifty-three percent (53%) of respondents indicated they would like the City to emphasize efforts to prevent crime over the next two years.

- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about City programs and services (68% - 22% higher than the national average) and efforts to keep you informed about local issues (58% - 12% higher than the national average). Forty-five percent (45%) of respondents would like the City to emphasize efforts to keep residents informed and 43% of respondents would like the City to emphasize the level of public involvement in local decision making over the next two years.
- **Streets and Infrastructure.** The highest levels of satisfaction with streets and infrastructure, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: cleanliness of city streets and public areas (84% - 22% higher than the national average), the maintenance of trees in public areas (76%), and the maintenance of city streets (74% - 24% higher than the national average). Respondents indicated they would most like the City to emphasize the maintenance of city streets and the adequacy of city street lighting over the next two years.
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of City parks (95% - 27% above the national average), the availability of trails and open spaces (91% - 28% above the national average), and condition of City parks (90% - 20% above the national average). Respondents would most like to see the City emphasize the condition of parks over the next two years.
- **Utility Services.** The highest levels of satisfaction with City utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential curbside trash services (85% - 12% above the national average) and residential curbside recycling services (82% - 13% above the national average). Respondents would most like the City to emphasize water services over the next two years.
- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing the exterior maintenance of commercial property (51%) and enforcing the exterior maintenance of residential property (43%). Both ratings are aligned with the national average. Forty-one percent (41%) of respondents indicated they would like the City to emphasize the enforcement of construction codes and permit requirements and the clean-up of junk and debris on private property.
- **Transportation Services.** The highest levels of satisfaction with transportation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of safe walking facilities on Mercer Island (63%) and the ease of travel between Mercer Island and Bellevue/Eastside (56%). Respondents would most like the City to emphasize the availability of commuter parking in Town Center over the next two years.

## Taxes

Respondents were informed the City of Mercer Island currently forecasts a projected 6-year budget deficit because the cost of providing services is increasing at a rate faster than the growth in property tax revenue. Knowing this, respondents were asked to indicate the maximum increase in property taxes they would be willing to pay if the city asked voters to approve a 6-year levy lid lift that would raise property taxes enough to avoid reductions in service levels. Forty-five percent (45%) of respondents indicated they would be in favor of either a \$21 increase per month (24%) or a \$28 increase per month (21%), 43% indicated they do not want to increase taxes, and 11% gave a “don’t know” response. Of those respondents who indicated they would be willing to pay either \$21 or \$28 extra per month 77% would be supportive of adding \$36 more per year to the levy if it were used to remodel and expand the City’s Thrift Store. Respondents were informed that improvements to the Thrift Store would generate enough revenue to fund Youth and Family Services, which will eliminate the need to fund the services from the city’s general fund budget in the future.

## Additional Findings

- Eighty-eight percent (88%) of respondents, *who had an opinion*, were satisfied with King County Library Services.
- Eighty-one percent (81%) of respondents, *who had an opinion*, were satisfied with shopping at the city’s Thrift Store.
- Forty-eight percent (48%) of respondents indicated they get news and information about City programs, services, and events from the Mercer Island Reporter, 46% use social media, 38% use Mercer Island Weekly, and 35% use the City website.
- Seventy-six percent (76%) of respondents indicated they think Mercer Island is moving in the right direction.
- Sixty-three percent (63%) of respondents gave an “excellent” (19%) or “good” (44%) rating when asked to rate the job Mercer Island city government does overall. Twenty-five percent (25%) gave a “fair” rating and only 12% gave a “poor” rating.
- Forty-nine percent (49%) of respondents gave an “excellent” (15%) or “good” (34%) rating when asked to rate the job the City of Mercer Island is doing using tax dollars responsibly. Twenty-eight percent (28%) gave a “fair” rating and 23% gave a “poor” rating.
- Most respondents (65%) think the City of Mercer Island is providing about the right amount of services, 10% think they are providing too many services, 6% think they are providing too few services, and 18% of respondents gave a “don’t know” response.

## How the City of Mercer Island Compares to Other Communities Nationally

Satisfaction ratings for The City of Mercer Island **rated the same as or above the U.S. average in 37 of the 43 areas** that were assessed. The City of Mercer Island rated significantly higher than the U.S. average (difference of 5% or more) in 33 of these areas. Listed below are the comparisons between the City of Mercer Island and the U.S. average:

| Service  | Mercer Island | U.S. | Difference | Category                   |
|--|---------------|------|------------|----------------------------|
| Maintenance of City streets & rights-of-way                        | 75%           | 41%  | 34%        | Major Categories           |
| Overall quality of services provided by the City of Mercer Island  | 79%           | 49%  | 30%        | Perceptions                |
| Availability of trails & open spaces                               | 91%           | 63%  | 28%        | Parks and Recreation       |
| Availability of City parks   | 95%           | 68%  | 27%        | Parks and Recreation       |
| City's overall efforts to prevent crime                            | 83%           | 56%  | 27%        | Public Safety              |
| Visibility of police in the community                              | 85%           | 59%  | 26%        | Public Safety              |
| Condition of trails & open spaces                                  | 85%           | 59%  | 26%        | Parks and Recreation       |
| Mercer Island as a place to raise children                         | 94%           | 68%  | 26%        | Perceptions                |
| Overall feeling of safety in the city                              | 94%           | 69%  | 25%        | Perceptions                |
| Mercer Island as a place to live                                   | 95%           | 70%  | 25%        | Perceptions                |
| Maintenance of City streets  | 74%           | 50%  | 24%        | Streets and Infrastructure |
| Customer service you receive from City employees                   | 70%           | 47%  | 23%        | Major Categories           |
| Cleanliness of City streets & public areas                         | 84%           | 62%  | 22%        | Streets and Infrastructure |
| Availability of information about City programs & services         | 68%           | 46%  | 22%        | Communication              |
| Condition of City parks  | 90%           | 70%  | 20%        | Parks and Recreation       |
| Condition of City's outdoor athletic fields                        | 85%           | 65%  | 20%        | Parks and Recreation       |
| How quickly police respond to emergencies                          | 84%           | 65%  | 19%        | Public Safety              |
| Overall quality of life in the city                                | 92%           | 73%  | 19%        | Perceptions                |
| Condition of sidewalks in City                                     | 65%           | 47%  | 18%        | Streets and Infrastructure |
| Mowing & trimming along City streets & other public areas          | 71%           | 54%  | 17%        | Streets and Infrastructure |
| Maintenance of streets in your neighborhood                        | 64%           | 48%  | 16%        | Streets and Infrastructure |
| Emergency preparedness services                                    | 80%           | 65%  | 15%        | Major Categories           |
| City communications  | 61%           | 47%  | 14%        | Major Categories           |
| Police services  | 84%           | 70%  | 14%        | Major Categories           |
| Residential curbside recycling services                            | 82%           | 69%  | 13%        | Utility Services           |
| Water, sewer, & stormwater utility services                        | 69%           | 56%  | 13%        | Major Categories           |
| City efforts to keep you informed about local issues               | 58%           | 46%  | 12%        | Communication              |
| Residential curbside trash services                                | 85%           | 73%  | 12%        | Utility Services           |
| Fire & emergency medical services                                  | 93%           | 83%  | 10%        | Major Categories           |
| Condition of picnic shelters, playgrounds, restrooms in City parks | 72%           | 64%  | 8%         | Parks and Recreation       |
| How quickly fire & rescue personnel respond to emergencies         | 92%           | 84%  | 8%         | Public Safety              |
| Enforcement of local traffic laws                                  | 72%           | 64%  | 8%         | Public Safety              |
| Condition of bicycle infrastructure in City                        | 42%           | 37%  | 5%         | Streets and Infrastructure |
| Level of public involvement in local decision making               | 37%           | 33%  | 4%         | Communication              |
| Enforcement of City codes & ordinances                             | 56%           | 52%  | 4%         | Major Categories           |
| Mercer Island as a place to retire                                 | 58%           | 58%  | 0%         | Perceptions                |
| Enforcing exterior maintenance of residential property             | 43%           | 43%  | 0%         | Code Enforcement           |
| Timeliness of information provided by City                         | 49%           | 50%  | -1%        | Communication              |
| Enforcing exterior maintenance of commercial property              | 51%           | 52%  | -1%        | Code Enforcement           |
| Adequacy of City street lighting                                   | 54%           | 56%  | -2%        | Streets and Infrastructure |
| Enforcing clean-up of junk & debris on private property            | 39%           | 41%  | -3%        | Code Enforcement           |
| Quality of animal control  | 53%           | 58%  | -5%        | Public Safety              |
| Ease of using City's website                                       | 50%           | 62%  | -12%       | Communication              |

## How the City of Mercer Island Compares to Other Communities Regionally

Satisfaction ratings for The City of Mercer Island **rated the same or above the Northwest regional average in 38 of the 43 areas** that were assessed. The City of Mercer Island rated significantly higher than this average (difference of 5% or more) in 34 of these areas. Listed below are the comparisons between The City of Mercer Island and the Northwest regional average:

| Service  | Mercer Island | Northwest (WA, OR) | Difference | Category                   |
|--|---------------|--------------------|------------|----------------------------|
| Maintenance of City streets & rights-of-way                        | 75%           | 31%                | 44%        | Major Categories           |
| Overall quality of services provided by the City of Mercer Island  | 79%           | 43%                | 36%        | Perceptions                |
| Mercer Island as a place to raise children                         | 94%           | 61%                | 33%        | Perceptions                |
| City's overall efforts to prevent crime                            | 83%           | 51%                | 32%        | Public Safety              |
| Mercer Island as a place to live                                   | 95%           | 66%                | 29%        | Perceptions                |
| Availability of trails & open spaces                               | 91%           | 62%                | 29%        | Parks and Recreation       |
| Cleanliness of City streets & public areas                         | 84%           | 59%                | 25%        | Streets and Infrastructure |
| Overall feeling of safety in the city                              | 94%           | 70%                | 24%        | Perceptions                |
| Availability of City parks   | 95%           | 71%                | 24%        | Parks and Recreation       |
| Customer service you receive from City employees                   | 70%           | 47%                | 23%        | Major Categories           |
| Condition of trails & open spaces                                  | 85%           | 62%                | 23%        | Parks and Recreation       |
| Emergency preparedness services                                    | 80%           | 57%                | 23%        | Major Categories           |
| Availability of information about City programs & services         | 68%           | 45%                | 23%        | Communication              |
| Condition of City's outdoor athletic fields                        | 85%           | 64%                | 21%        | Parks and Recreation       |
| Maintenance of City streets  | 74%           | 54%                | 20%        | Streets and Infrastructure |
| Condition of City parks  | 90%           | 70%                | 20%        | Parks and Recreation       |
| Visibility of police in the community                              | 85%           | 66%                | 19%        | Public Safety              |
| How quickly police respond to emergencies                          | 84%           | 65%                | 19%        | Public Safety              |
| City communications  | 61%           | 42%                | 19%        | Major Categories           |
| Mowing & trimming along City streets & other public areas          | 71%           | 52%                | 19%        | Streets and Infrastructure |
| City efforts to keep you informed about local issues               | 58%           | 42%                | 16%        | Communication              |
| Maintenance of streets in your neighborhood                        | 64%           | 48%                | 16%        | Streets and Infrastructure |
| Enforcement of local traffic laws                                  | 72%           | 57%                | 15%        | Public Safety              |
| Police services  | 84%           | 70%                | 14%        | Major Categories           |
| Water, sewer, & stormwater utility services                        | 69%           | 55%                | 14%        | Major Categories           |
| Condition of picnic shelters, playgrounds, restrooms in City parks | 72%           | 60%                | 12%        | Parks and Recreation       |
| Overall quality of life in the city                                | 92%           | 80%                | 12%        | Perceptions                |
| Residential curbside trash services                                | 85%           | 73%                | 12%        | Utility Services           |
| Condition of sidewalks in City                                     | 65%           | 53%                | 12%        | Streets and Infrastructure |
| Residential curbside recycling services                            | 82%           | 71%                | 11%        | Utility Services           |
| Fire & emergency medical services                                  | 93%           | 83%                | 10%        | Major Categories           |
| Condition of bicycle infrastructure in City                        | 42%           | 35%                | 7%         | Streets and Infrastructure |
| How quickly fire & rescue personnel respond to emergencies         | 92%           | 85%                | 7%         | Public Safety              |
| Level of public involvement in local decision making               | 37%           | 32%                | 5%         | Communication              |
| Mercer Island as a place to retire                                 | 58%           | 55%                | 3%         | Perceptions                |
| Enforcing clean-up of junk & debris on private property            | 39%           | 36%                | 3%         | Code Enforcement           |
| Timeliness of information provided by City                         | 49%           | 47%                | 2%         | Communication              |
| Enforcement of City codes & ordinances                             | 56%           | 55%                | 1%         | Major Categories           |
| Adequacy of City street lighting                                   | 54%           | 59%                | -5%        | Streets and Infrastructure |
| Quality of animal control  | 53%           | 61%                | -8%        | Public Safety              |
| Ease of using City's website                                       | 50%           | 59%                | -9%        | Communication              |
| Enforcing exterior maintenance of residential property             | 43%           | 53%                | -10%       | Code Enforcement           |
| Enforcing exterior maintenance of commercial property              | 51%           | 62%                | -11%       | Code Enforcement           |



## How the City of Mercer Island Compares to Similarly Sized Communities

Satisfaction ratings for The City of Mercer Island **rated the same or above the average for communities with 30,000 or fewer residents in 39 of the 43 areas** that were assessed. The City of Mercer Island rated significantly higher than this average (difference of 5% or more) in 36 of these areas. Listed below are the comparisons between The City of Mercer Island and the average for communities with 30,000 or fewer residents:

| Service  | Mercer Island | Under 30k | Difference | Category                   |
|--|---------------|-----------|------------|----------------------------|
| Maintenance of City streets & rights-of-way                        | 75%           | 41%       | 34%        | Parks and Recreation       |
| Availability of trails & open spaces                               | 91%           | 58%       | 33%        | Major Categories           |
| Overall quality of services provided by the City of Mercer Island  | 79%           | 47%       | 32%        | Parks and Recreation       |
| Mercer Island as a place to live                                   | 95%           | 64%       | 31%        | Perceptions                |
| Condition of trails & open spaces                                  | 85%           | 56%       | 29%        | Perceptions                |
| Mercer Island as a place to raise children                         | 94%           | 65%       | 29%        | Parks and Recreation       |
| Visibility of police in the community                              | 85%           | 57%       | 28%        | Perceptions                |
| Availability of City parks   | 95%           | 68%       | 27%        | Public Safety              |
| City's overall efforts to prevent crime                            | 83%           | 57%       | 26%        | Public Safety              |
| Overall feeling of safety in the city                              | 94%           | 69%       | 25%        | Perceptions                |
| Customer service you receive from City employees                   | 70%           | 47%       | 23%        | Major Categories           |
| Maintenance of City streets  | 74%           | 51%       | 23%        | Streets and Infrastructure |
| Cleanliness of City streets & public areas                         | 84%           | 61%       | 23%        | Streets and Infrastructure |
| Condition of City's outdoor athletic fields                        | 85%           | 62%       | 23%        | Parks and Recreation       |
| How quickly police respond to emergencies                          | 84%           | 62%       | 22%        | Public Safety              |
| Overall quality of life in the city                                | 92%           | 70%       | 22%        | Perceptions                |
| Condition of City parks  | 90%           | 68%       | 22%        | Parks and Recreation       |
| Condition of sidewalks in City                                     | 65%           | 43%       | 22%        | Streets and Infrastructure |
| Availability of information about City programs & services         | 68%           | 47%       | 21%        | Communication              |
| Emergency preparedness services                                    | 80%           | 62%       | 18%        | Major Categories           |
| Mowing & trimming along City streets & other public areas          | 71%           | 53%       | 18%        | Streets and Infrastructure |
| Water, sewer, & stormwater utility services                        | 69%           | 53%       | 16%        | Major Categories           |
| Residential curbside recycling services                            | 82%           | 67%       | 15%        | Utility Services           |
| Maintenance of streets in your neighborhood                        | 64%           | 49%       | 15%        | Streets and Infrastructure |
| Police services  | 84%           | 70%       | 14%        | Major Categories           |
| City communications  | 61%           | 47%       | 14%        | Major Categories           |
| Residential curbside trash services                                | 85%           | 71%       | 14%        | Utility Services           |
| Fire & emergency medical services                                  | 93%           | 80%       | 13%        | Major Categories           |
| City efforts to keep you informed about local issues               | 58%           | 46%       | 12%        | Communication              |
| How quickly fire & rescue personnel respond to emergencies         | 92%           | 82%       | 10%        | Public Safety              |
| Condition of picnic shelters, playgrounds, restrooms in City parks | 72%           | 63%       | 9%         | Parks and Recreation       |
| Condition of bicycle infrastructure in City                        | 42%           | 34%       | 8%         | Streets and Infrastructure |
| Enforcing exterior maintenance of residential property             | 43%           | 36%       | 7%         | Code Enforcement           |
| Enforcing exterior maintenance of commercial property              | 51%           | 45%       | 6%         | Code Enforcement           |
| Enforcement of City codes & ordinances                             | 56%           | 51%       | 5%         | Major Categories           |
| Enforcement of local traffic laws                                  | 72%           | 67%       | 5%         | Public Safety              |
| Level of public involvement in local decision making               | 37%           | 34%       | 3%         | Communication              |
| Enforcing clean-up of junk & debris on private property            | 39%           | 36%       | 3%         | Code Enforcement           |
| Mercer Island as a place to retire                                 | 58%           | 56%       | 2%         | Perceptions                |
| Adequacy of City street lighting                                   | 54%           | 55%       | -1%        | Streets and Infrastructure |
| Timeliness of information provided by City                         | 49%           | 50%       | -1%        | Communication              |
| Quality of animal control  | 53%           | 55%       | -2%        | Public Safety              |
| Ease of using City's website                                       | 50%           | 60%       | -10%       | Communication              |

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are listed below:

- Efforts by City to regulate development on the Island (IS Rating=0.2930)

The table below shows the importance-satisfaction rating for all 14 major categories of City services that were rated.

| 2018 Importance-Satisfaction Rating<br>City of Mercer Island<br>Major Categories of City Services |                  |                     |                |                   |                                |                 |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Category of Service   | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
| <b>Very High Priority (IS &gt;.20)</b>  |                  |                     |                |                   |                                |                 |
| Efforts by City to regulate development on the Island   | 46%              | 1                   | 36%            | 14                | 0.2930                         | 1               |
| <b>High Priority (IS .10-.20)</b>   |                  |                     |                |                   |                                |                 |
| NONE  |                  |                     |                |                   |                                |                 |
| <b>Medium Priority (IS &lt;.10)</b>   |                  |                     |                |                   |                                |                 |
| Maintenance of City streets & rights-of-way   | 29%              | 2                   | 75%            | 6                 | 0.0730                         | 2               |
| Efforts to sustain environmental quality  | 22%              | 4                   | 67%            | 10                | 0.0714                         | 3               |
| Permitting & inspection services  | 12%              | 10                  | 41%            | 13                | 0.0684                         | 4               |
| Water, sewer, & stormwater utility services   | 18%              | 7                   | 69%            | 9                 | 0.0565                         | 5               |
| Enforcement of City codes & ordinances  | 10%              | 11                  | 56%            | 12                | 0.0452                         | 6               |
| Youth & family services   | 16%              | 8                   | 72%            | 7                 | 0.0452                         | 7               |
| Emergency preparedness services   | 19%              | 6                   | 80%            | 4                 | 0.0376                         | 8               |
| City communications   | 9%               | 13                  | 61%            | 11                | 0.0349                         | 9               |
| Police services   | 20%              | 5                   | 84%            | 3                 | 0.0310                         | 10              |
| City parks, trails, & open space  | 26%              | 3                   | 89%            | 2                 | 0.0290                         | 11              |
| Recreation programs & special events  | 10%              | 12                  | 76%            | 5                 | 0.0238                         | 12              |
| Customer service you receive from City employees  | 4%               | 14                  | 70%            | 8                 | 0.0110                         | 13              |
| Fire & emergency medical services   | 12%              | 9                   | 93%            | 1                 | 0.0082                         | 14              |

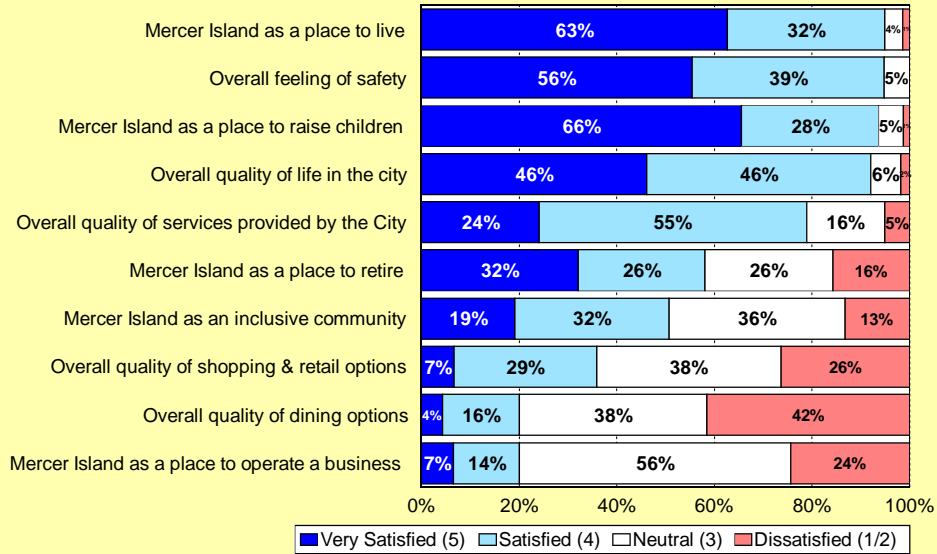
# Section 1

## *Charts and Graphs*

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## Q1. Satisfaction with Items That Influence Perceptions of the City

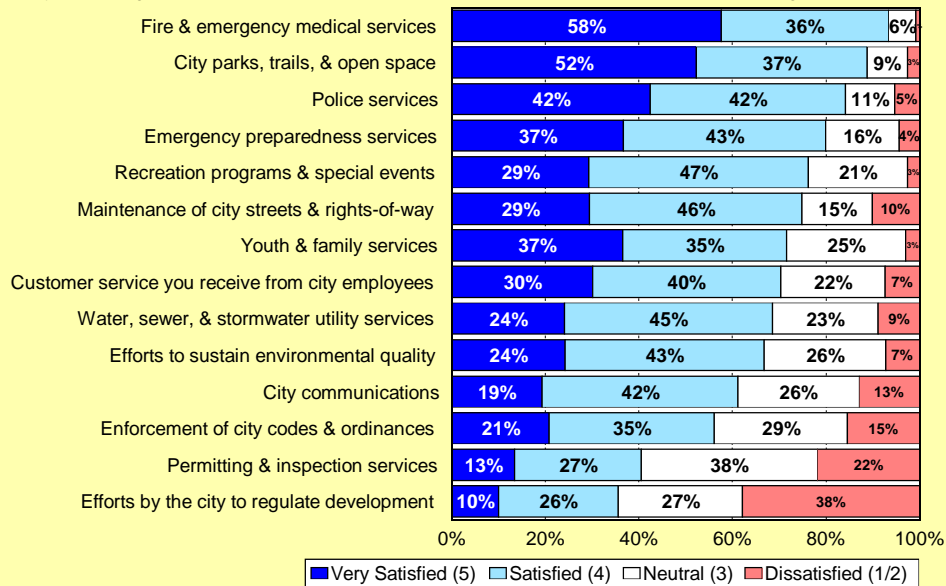
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

## Q2. Overall Satisfaction with City Services by Major Category

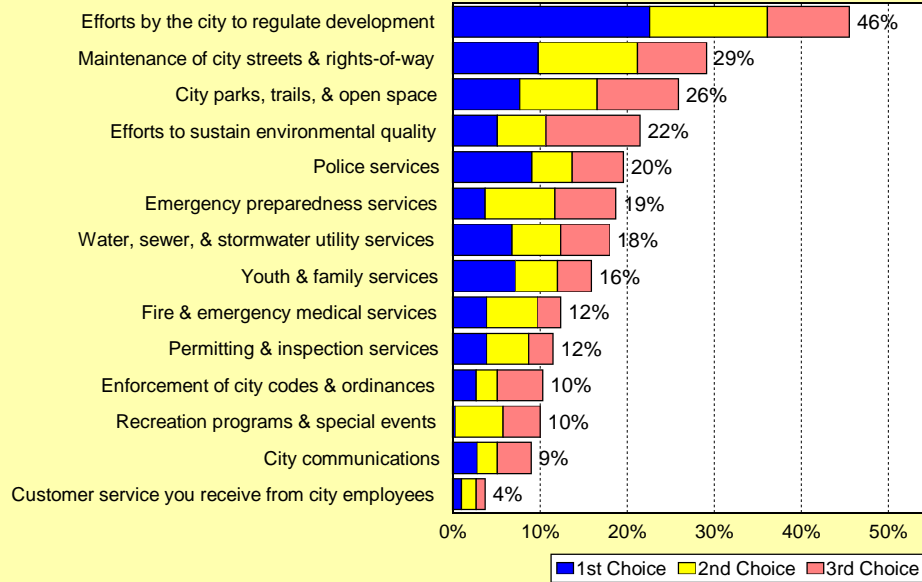
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

## Q2a. City Services That Should Receive the Most Emphasis Over the Next Two Years

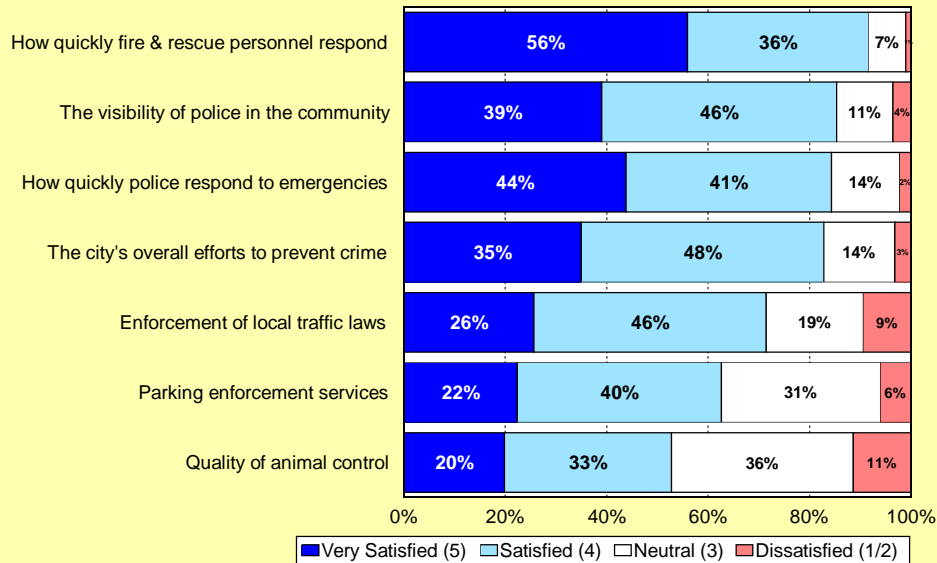
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

## Q3. Satisfaction with Various Aspects of Public Safety

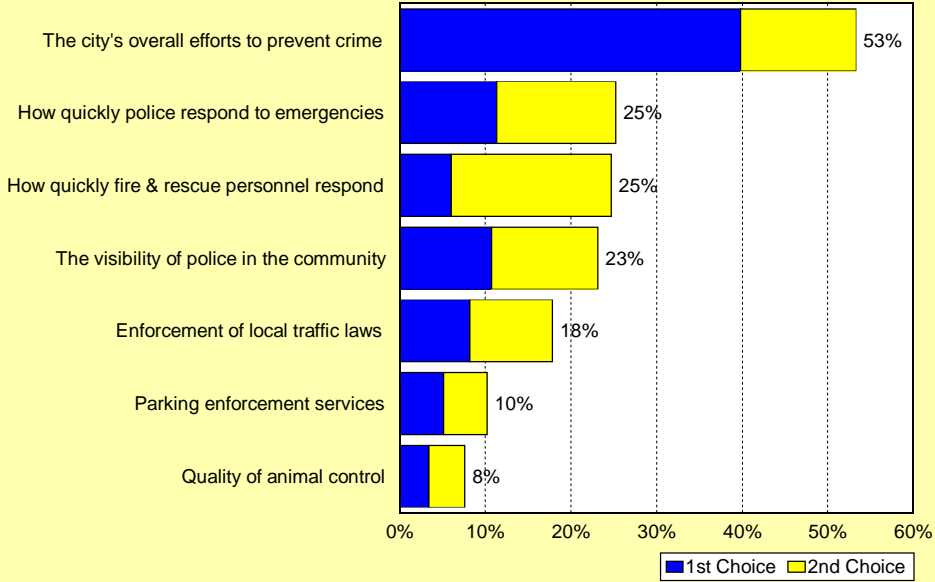
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q3a. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

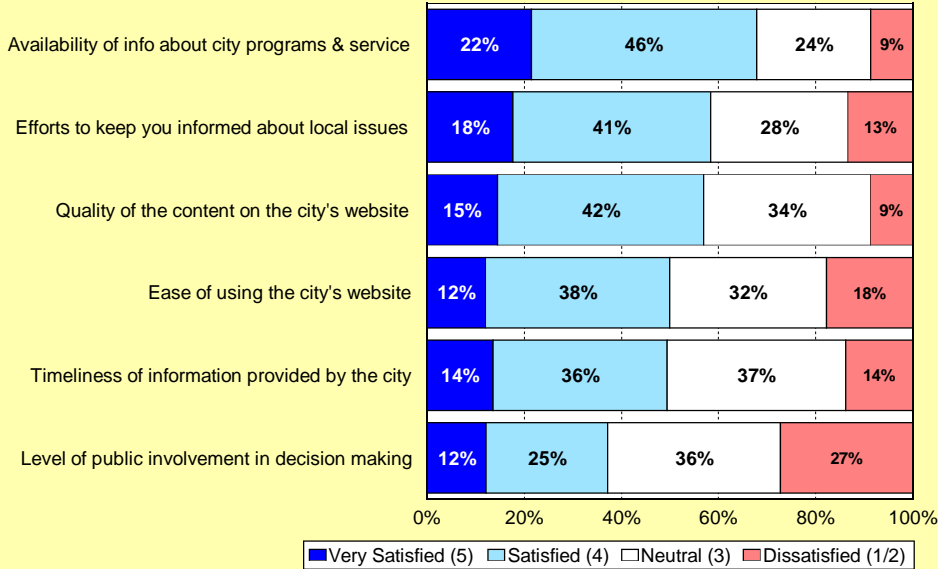
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

### Q4. Satisfaction with Various Aspects of Communication

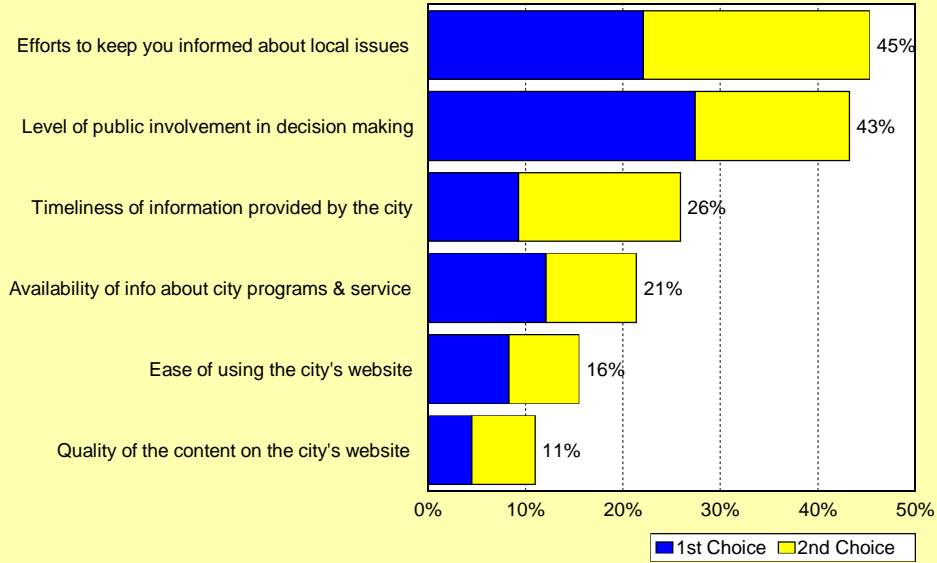
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q4a. Communication Items That Should Receive the Most Emphasis Over the Next Two Years

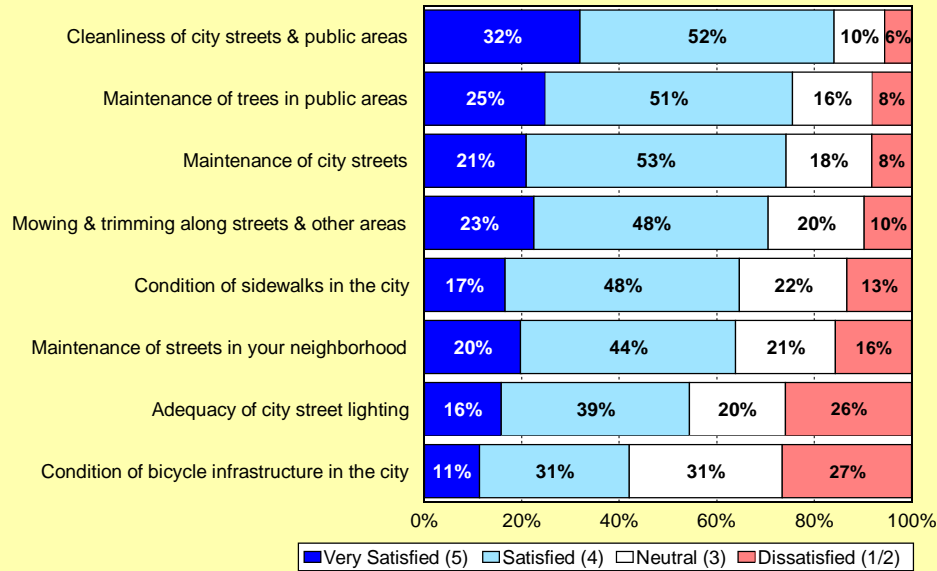
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

### Q5. Satisfaction with Various Aspects of Streets and Infrastructure

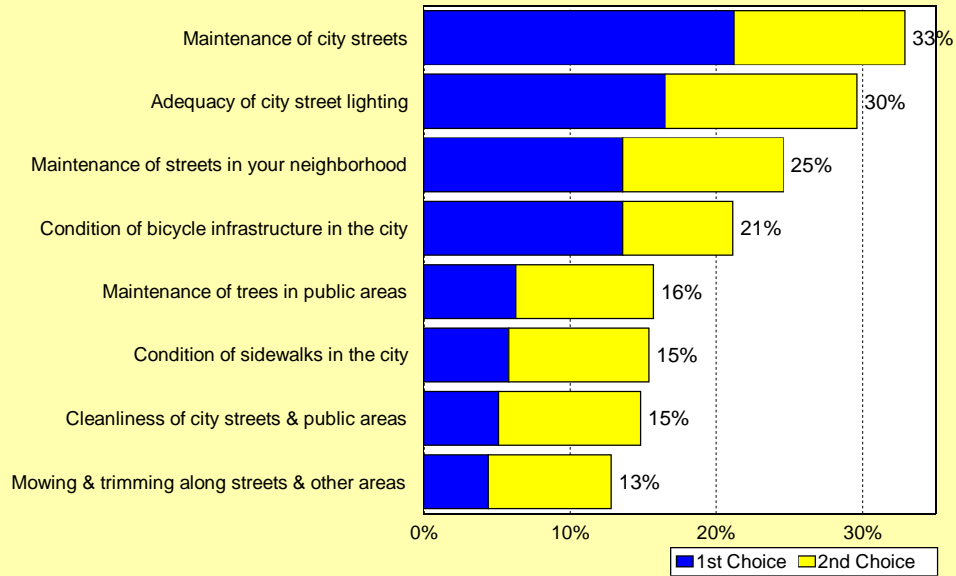
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q5a. Street and Infrastructure Services That Should Receive the Most Emphasis Over the Next Two Years

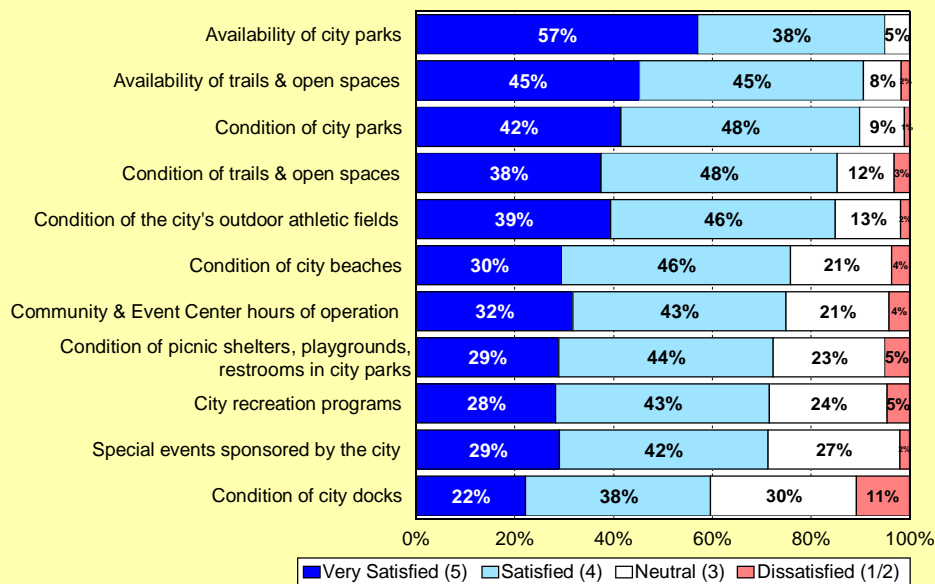
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

### Q6. Satisfaction with Various Aspects of Parks and Recreation Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

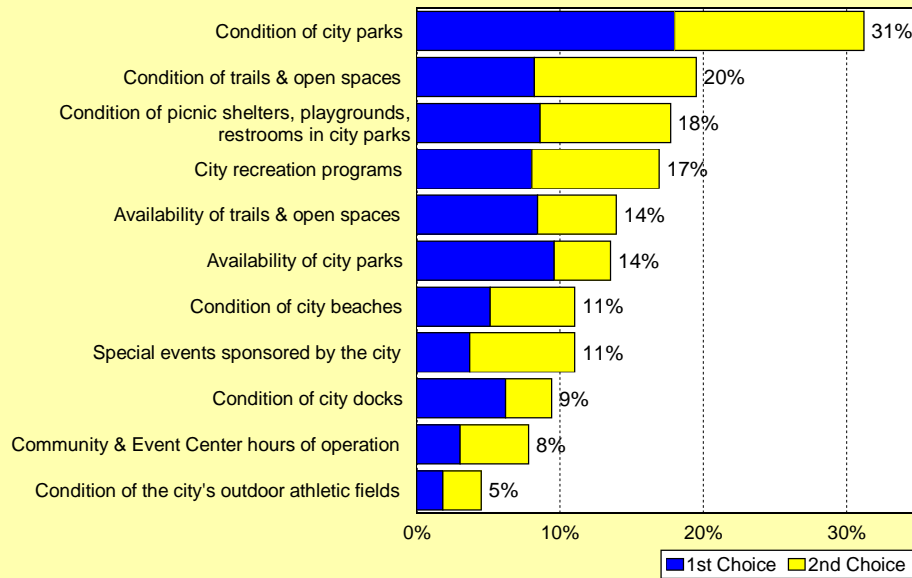


Source: ETC Institute (2018)



### Q6a. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

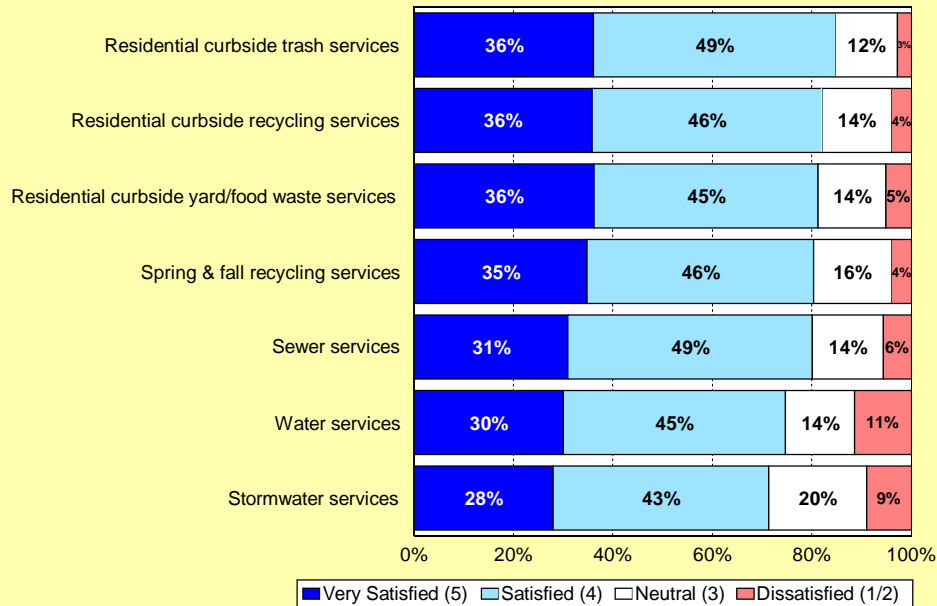
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

### Q7. Satisfaction with Various Aspects of Utility Services

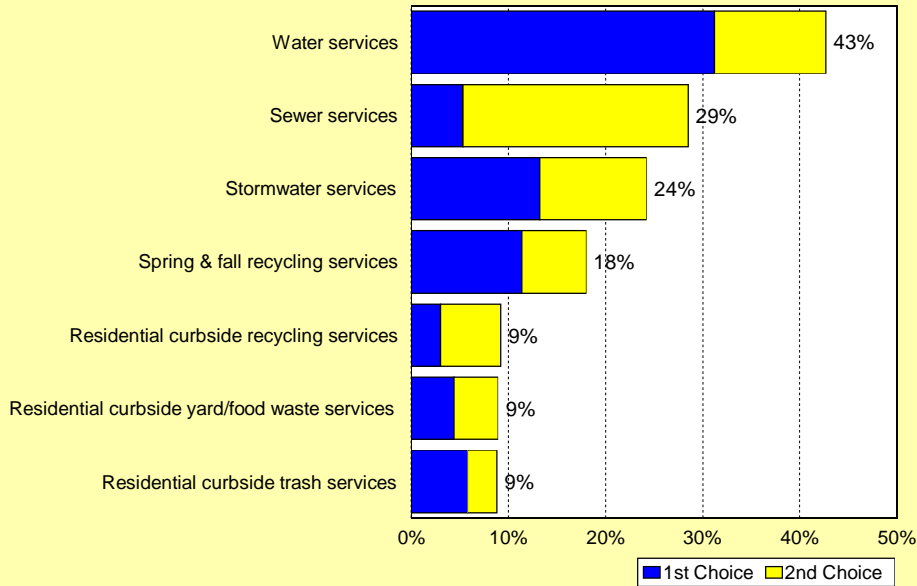
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q7a. Utility Services That Should Receive the Most Emphasis Over the Next Two Years

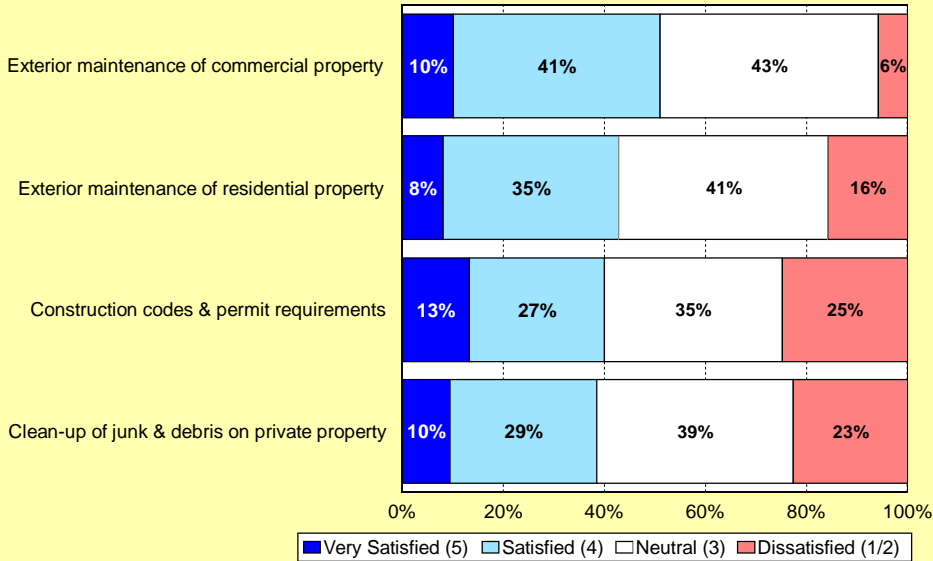
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

### Q8. Satisfaction with Various Aspects of Code Enforcement

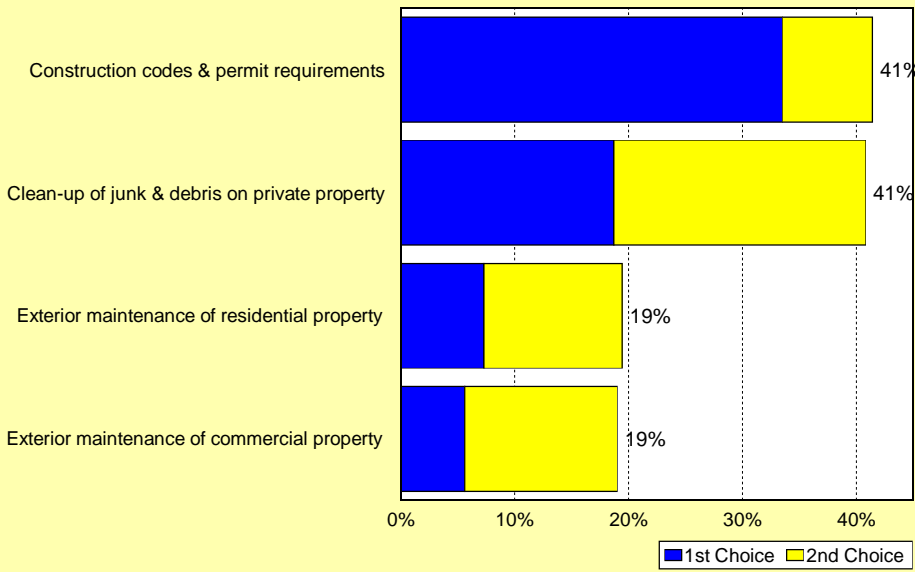
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q8a. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

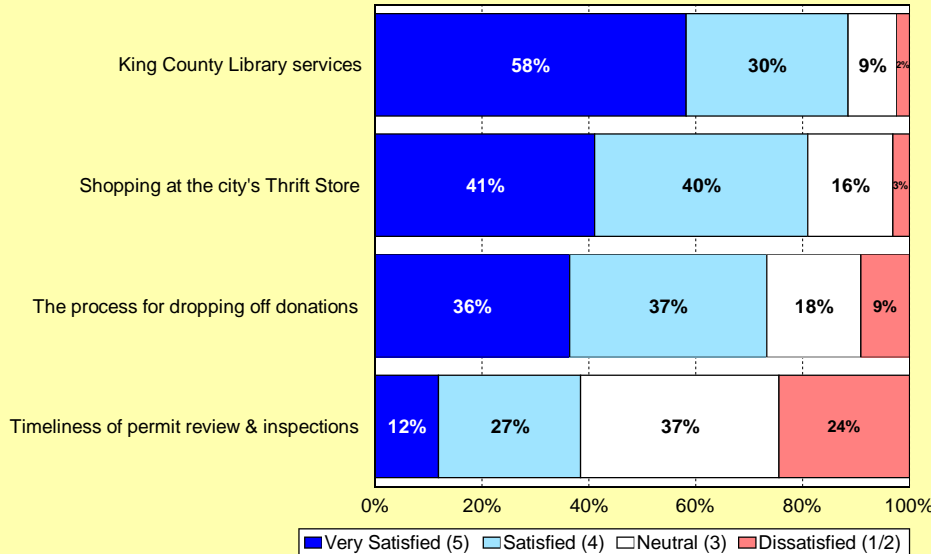
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

### Q9. Satisfaction with Various Aspects of Other Services

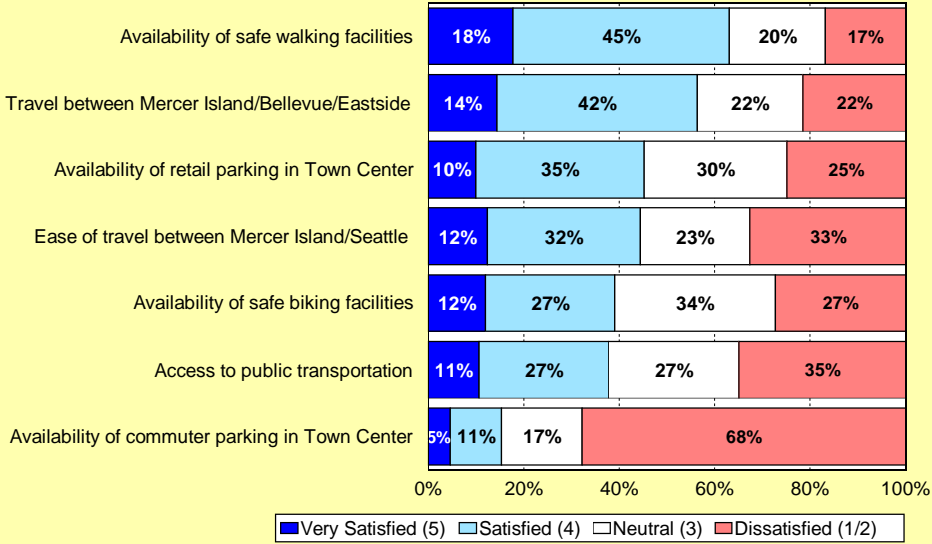
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q10. Satisfaction with Various Aspects of Transportation Services

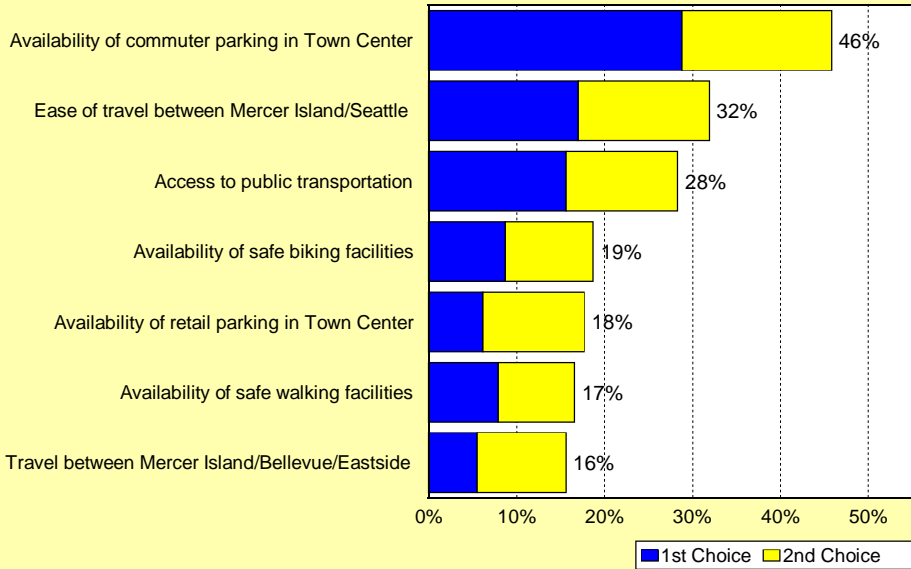
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

### Q10a. Transportation Services That Should Receive the Most Emphasis Over the Next Two Years

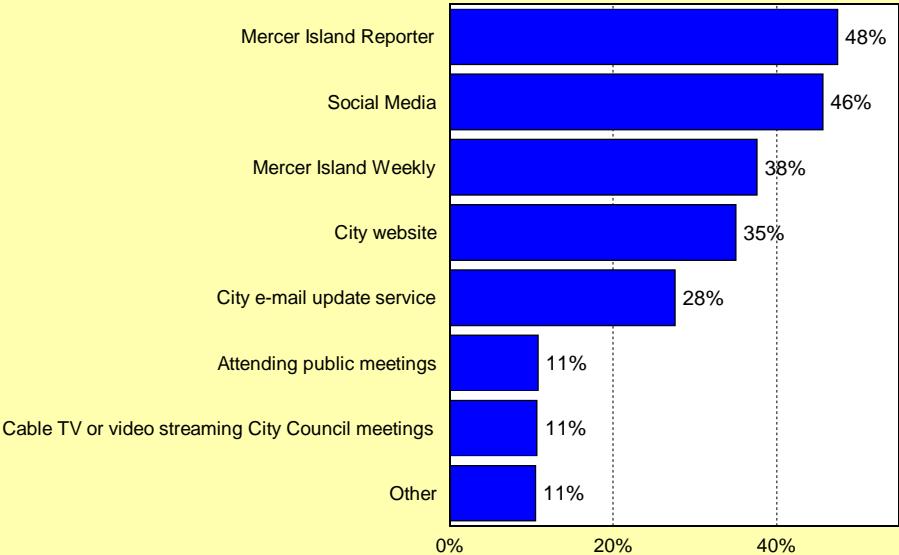
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

### Q11. Where do you currently get news and information about city programs, services, and events?

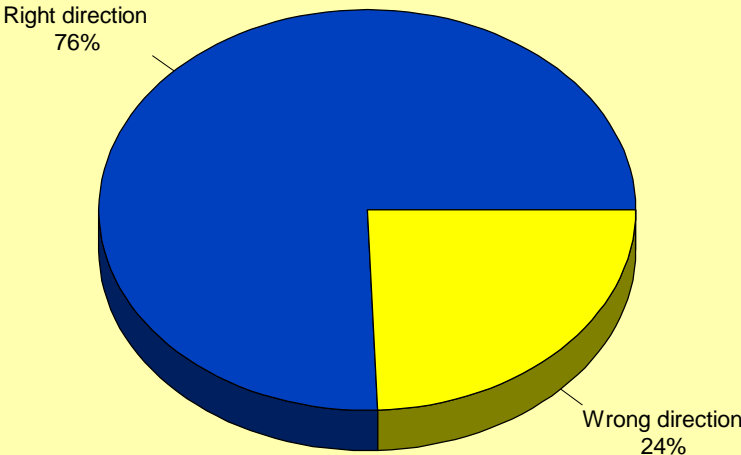
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q12. Do you think Mercer Island is generally going in the right direction, or do you think it is generally going in the wrong direction?

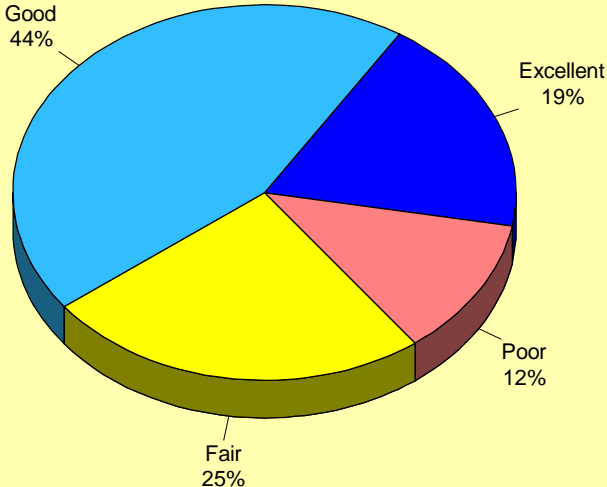
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018)

### Q13. How would you rate the job Mercer Island city government does overall?

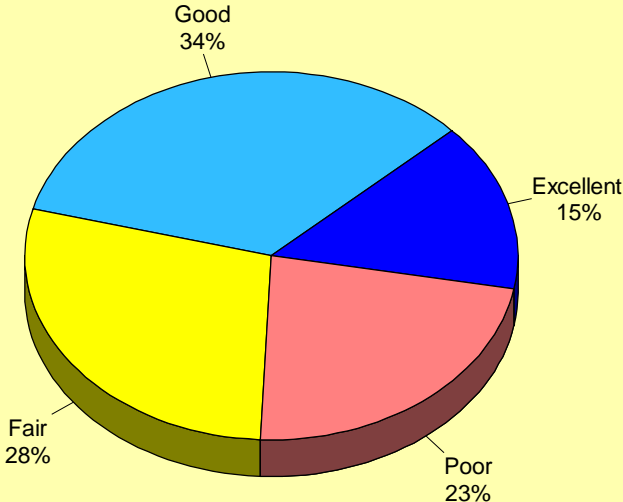
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018)

### Q14. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly?

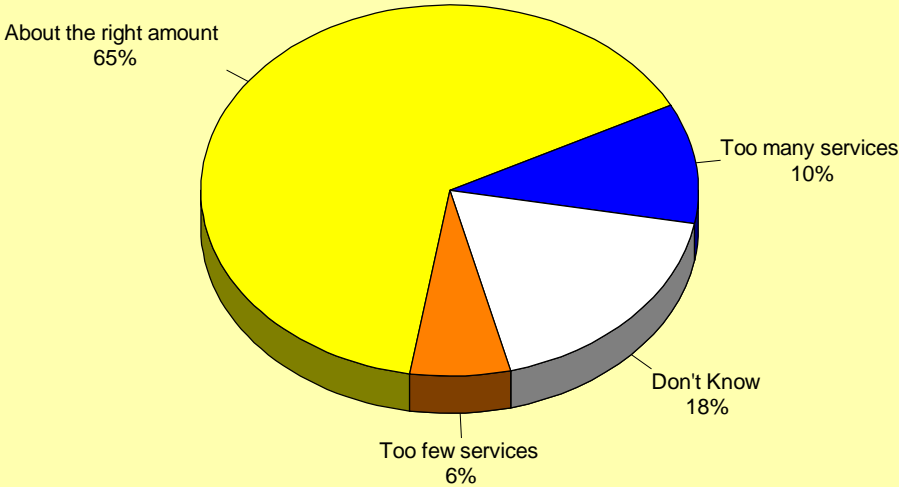
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018)

### Q15. Do you think the City of Mercer Island provides too many services, too few services, or about the right amount of services?

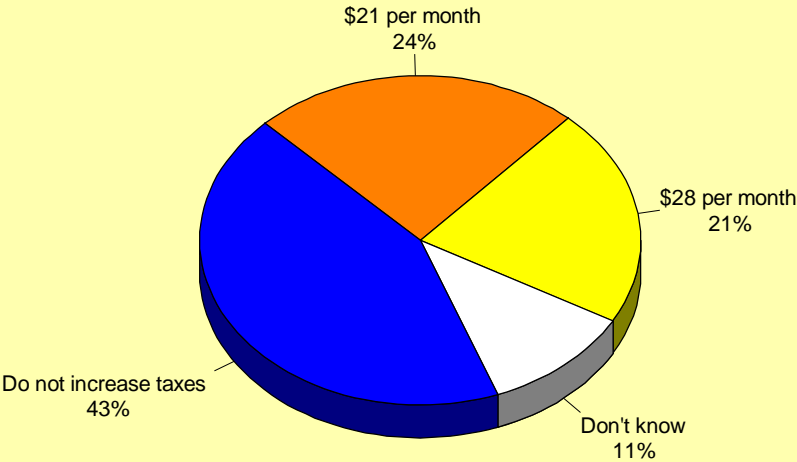
by percentage of respondents



Source: ETC Institute (2018)

### Q16. If the city asked voters to approve a 6-year levy lid lift that would raise property taxes enough to avoid reductions in service levels, what is the maximum increase in property taxes that you would be willing to pay?

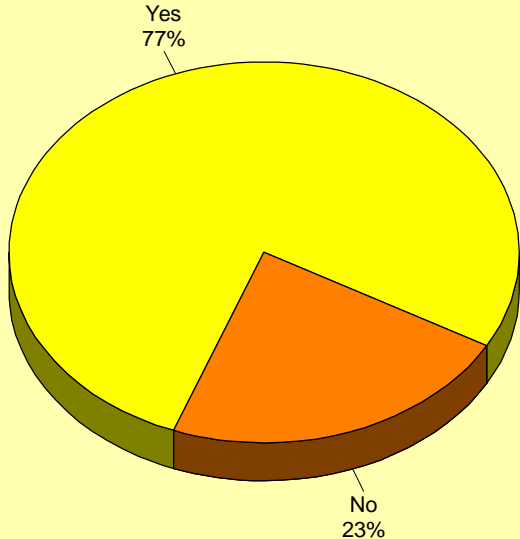
by percentage of respondents



Source: ETC Institute (2018)

### Q16a. Would you be supportive of adding \$36 more per year to the levy if it were used to remodel and expand the city's Thrift Store?

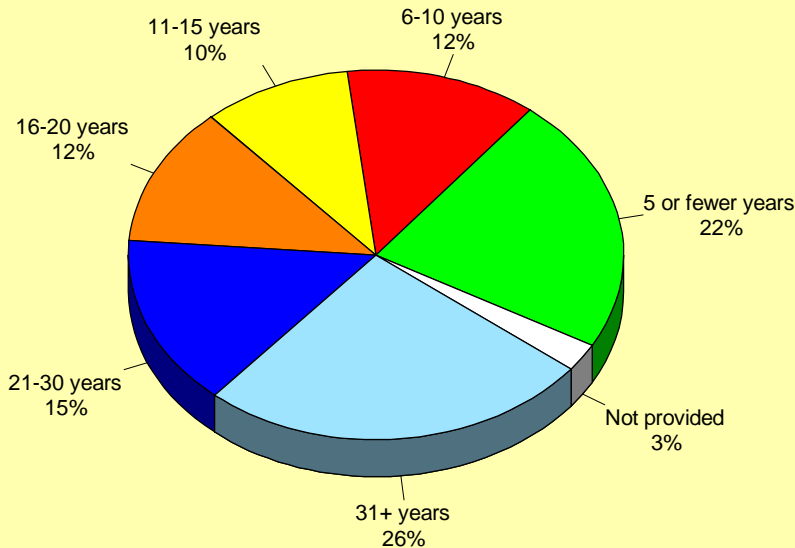
by percentage of respondents who would increase taxes



Source: ETC Institute (2018)

### Q17. Demographics: Approximately how many years have you lived on Mercer Island?

by percentage of respondents

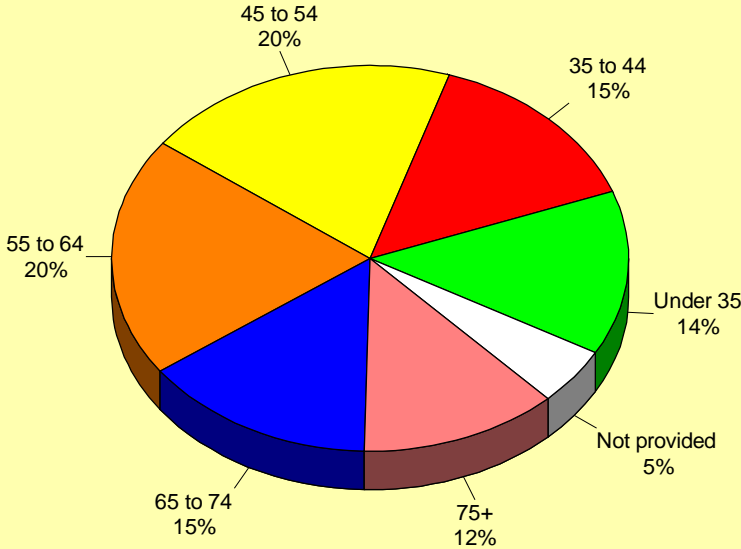


Source: ETC Institute (2018)



### Q18. Demographics: What is your age?

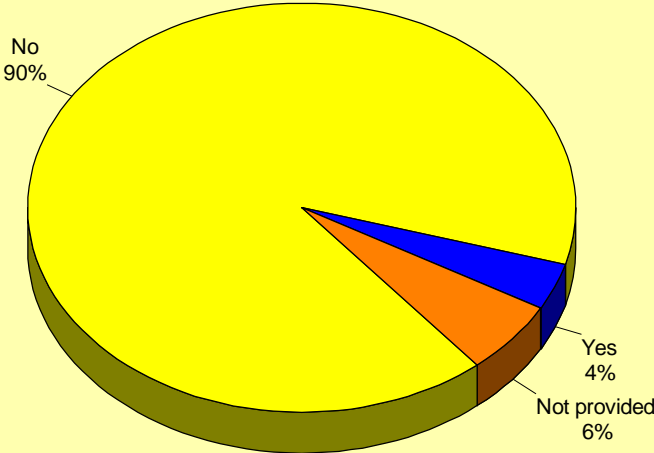
by percentage of respondents



Source: ETC Institute (2018)

### Q19. Demographics: Are you Hispanic or Latino?

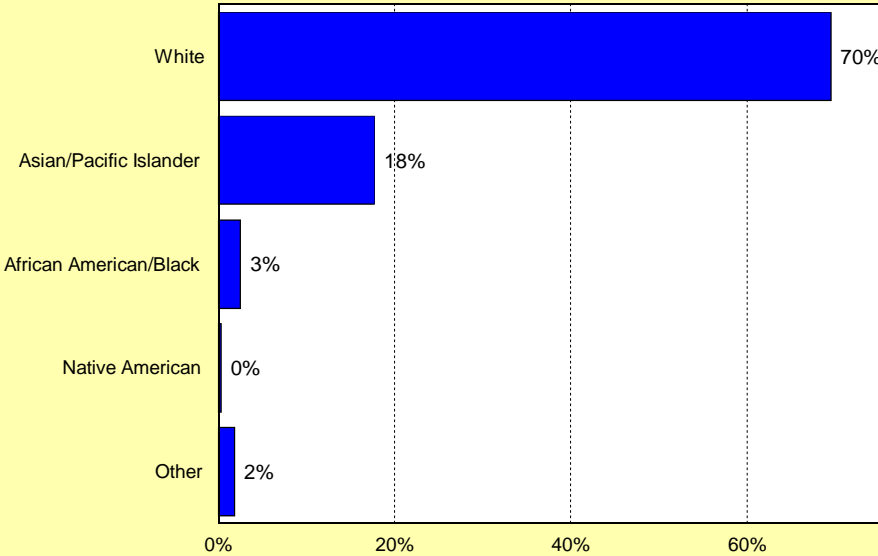
by percentage of respondents



Source: ETC Institute (2018)

### Q20. Demographics: Which of the following best describes your race/ethnicity?

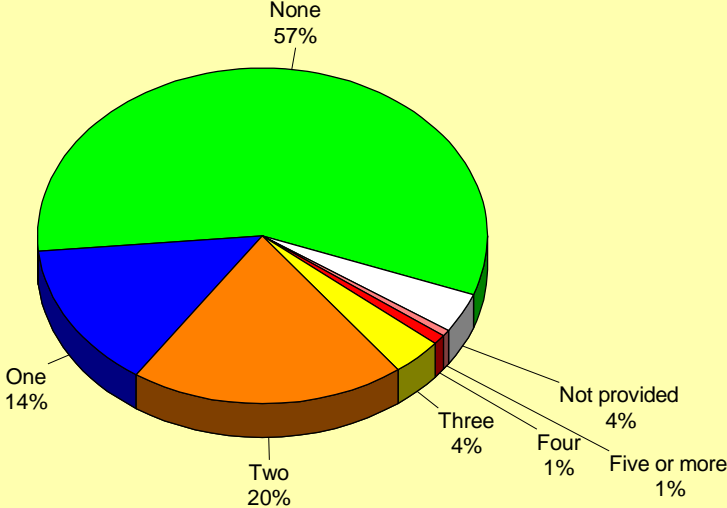
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q21. Demographics: How many children under age 18 live in your household?

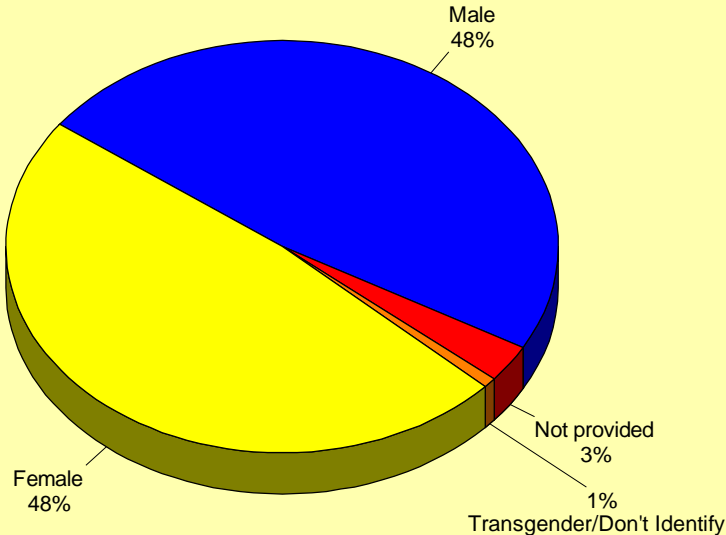
by percentage of respondents



Source: ETC Institute (2018)

### Q22. Demographics: What is your gender?

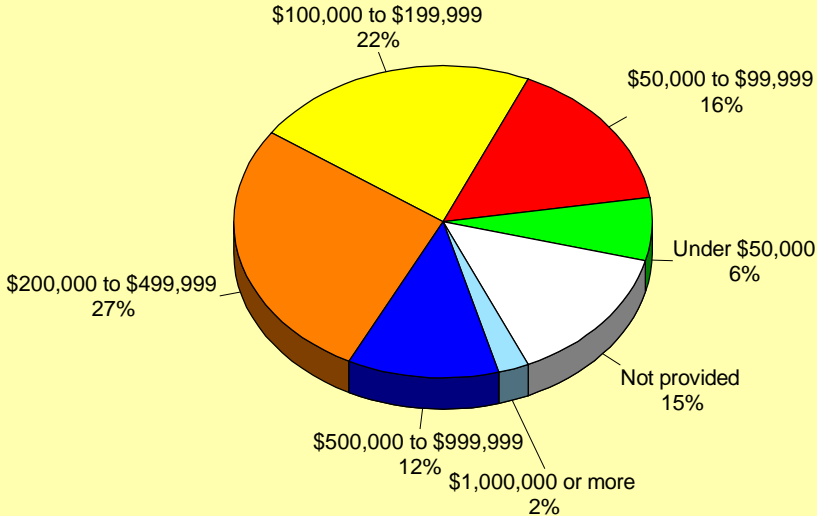
by percentage of respondents



Source: ETC Institute (2018)

### Q23. Demographics: Would you say your total annual household income is:

by percentage of respondents



Source: ETC Institute (2018)

## **Section 2**

# ***Benchmarking Analysis***

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# Benchmarking Summary Report

## City of Mercer Island, Washington

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### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the fall of 2017 to a random sample of more than 4,000 residents across the United States, (2) a survey that was administered by ETC Institute during the fall of 2017 to over 1,600 residents living in communities with 30,000 or fewer residents, and (3) a survey that was administered by ETC Institute during the fall of 2017 to over 300 residents living in the Northwest region of the United States, the Northwest region includes Washington and Oregon.

### Interpreting the Charts

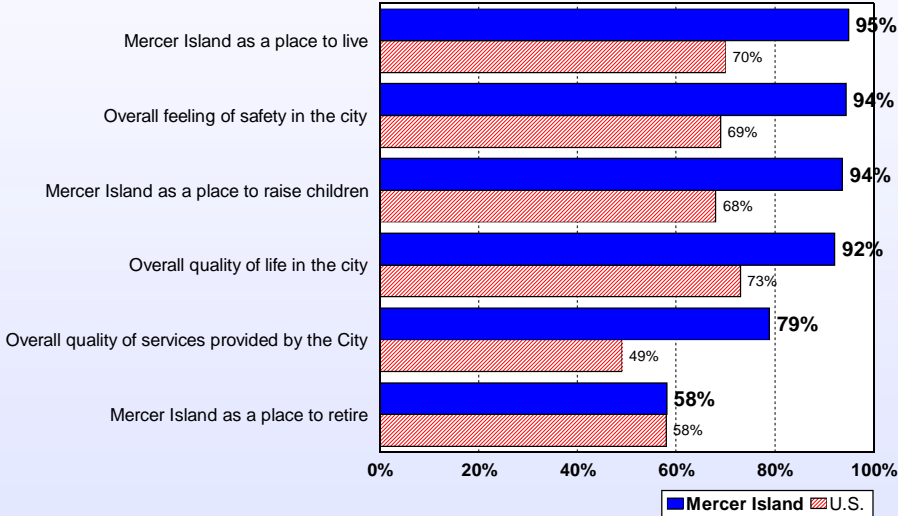
The first set of charts on the following pages show how the overall results for Mercer Island compare to the national average, the second set of charts shows how the overall results for Mercer Island compare to the regional average, and the third set of charts shows how the overall results for Mercer Island compare to similarly sized communities.

# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Mercer Island, WA is not authorized without written consent from ETC Institute.**

## Satisfaction with Issues that Influence Perceptions of the City *Mercer Island vs. the U.S.*

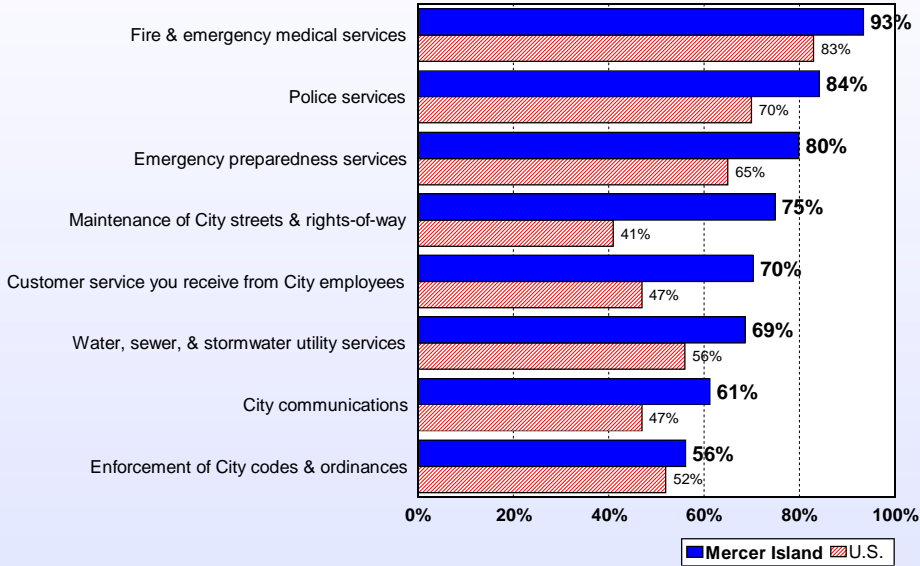
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

## Overall Satisfaction with Major Categories of City Services *Mercer Island vs. the U.S.*

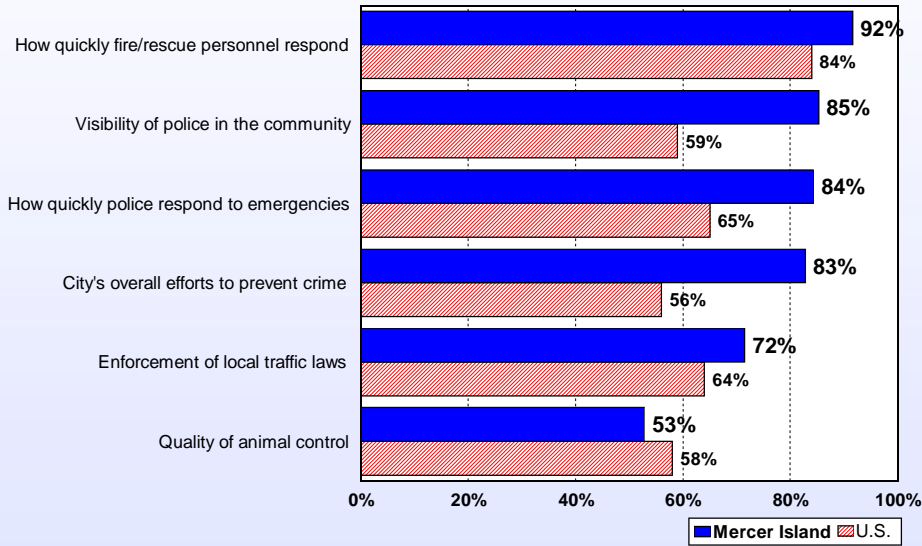
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

## Overall Satisfaction with Public Safety *Mercer Island vs. the U.S.*

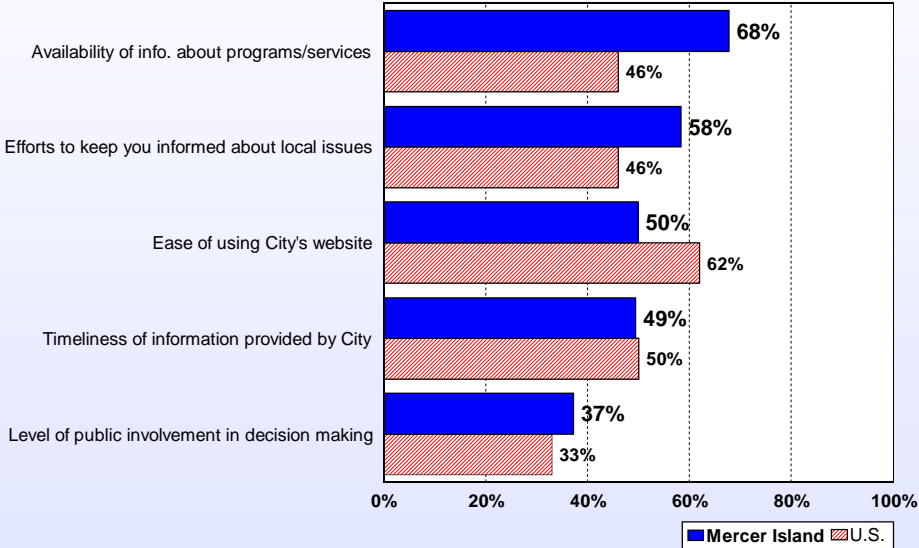
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with City Communication *Mercer Island vs. the U.S.*

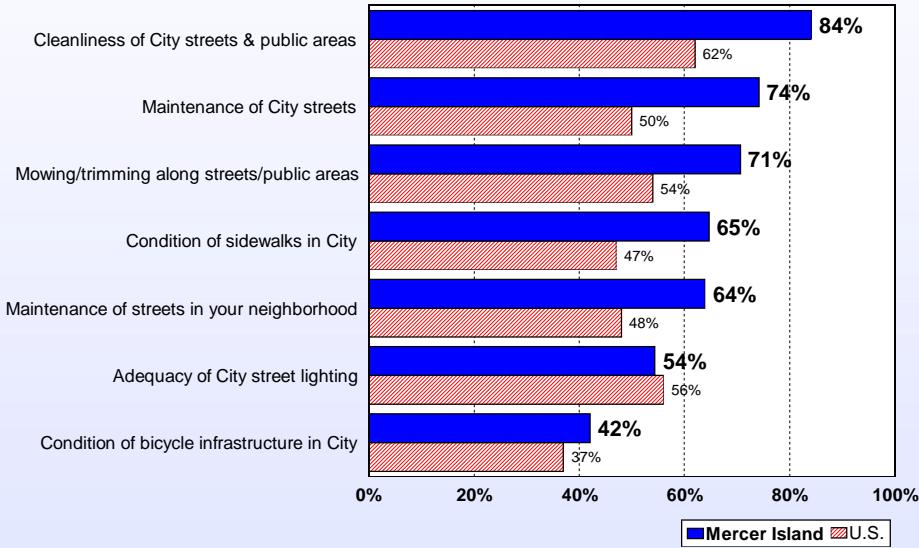
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Streets and Infrastructure *Mercer Island vs. the U.S.*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

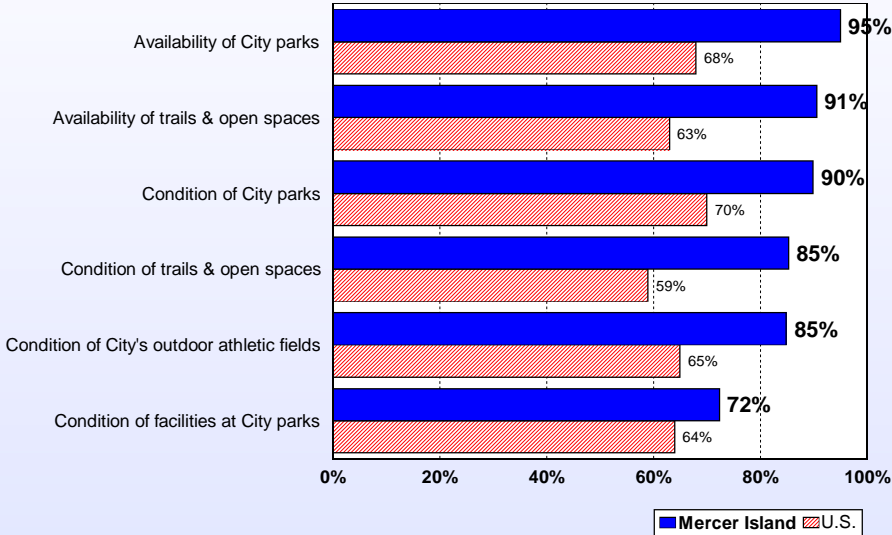


Source: ETC Institute (2018)



### Overall Satisfaction with Parks and Recreation *Mercer Island vs. the U.S.*

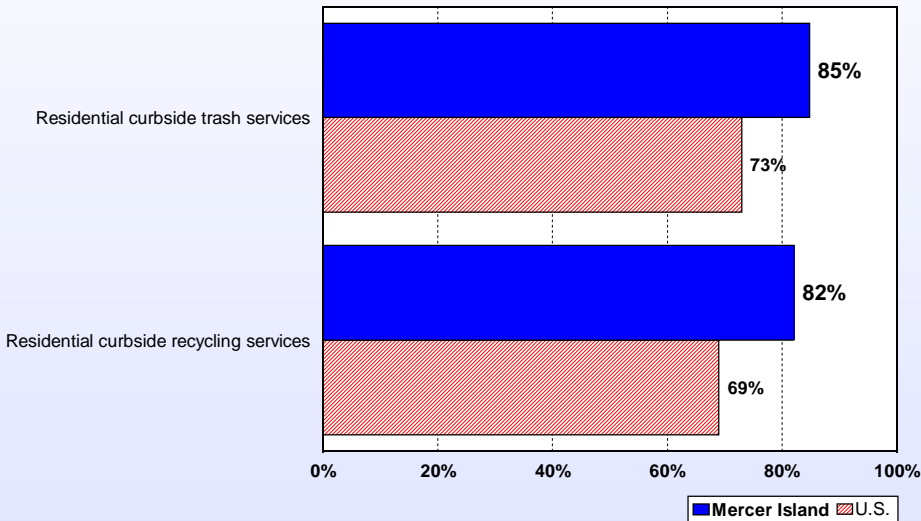
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Utility Services *Mercer Island vs. the U.S.*

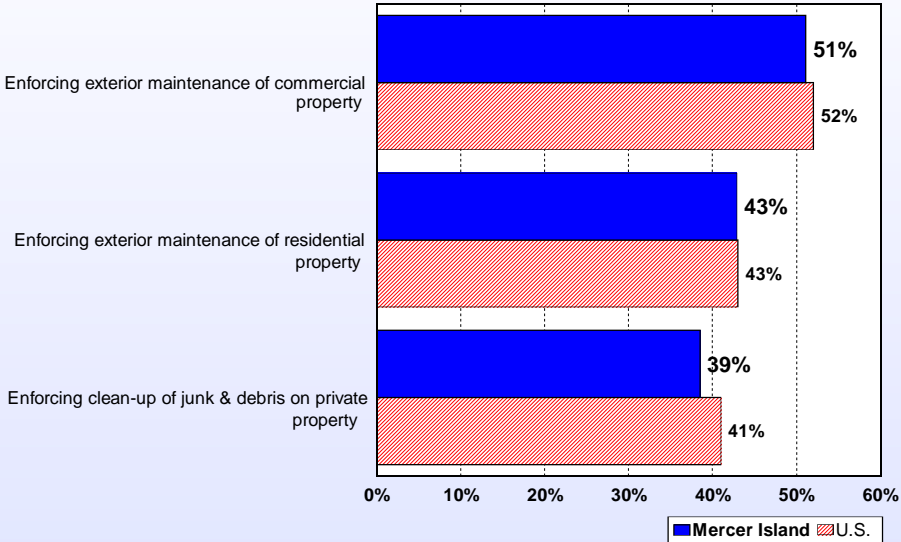
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

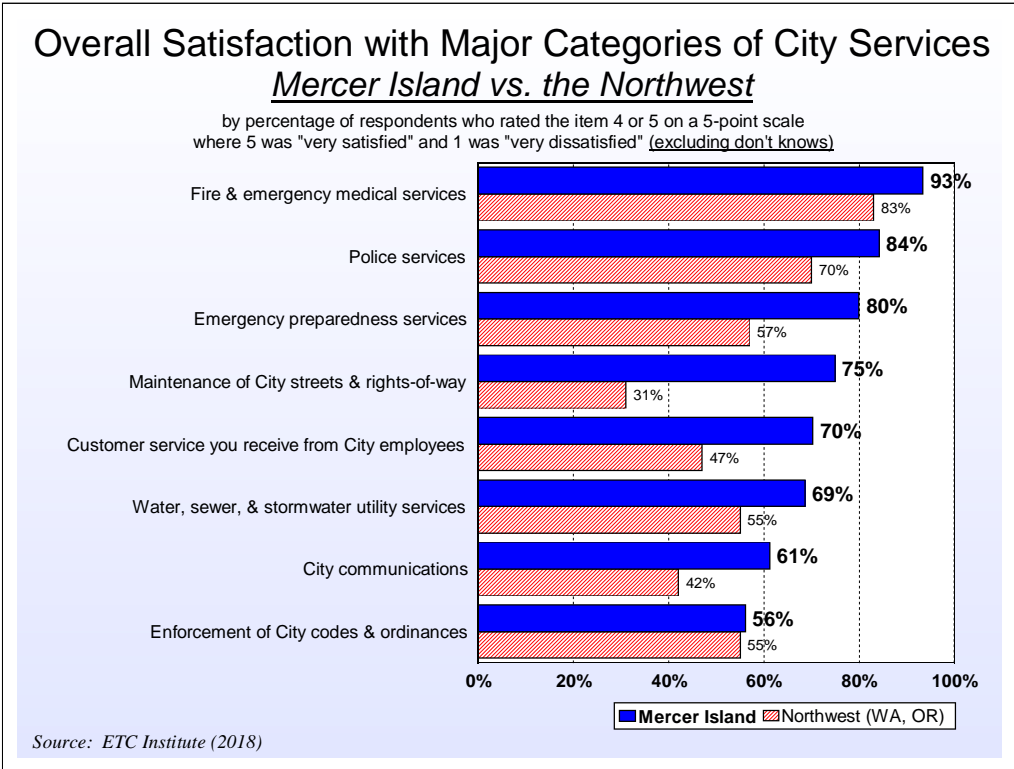
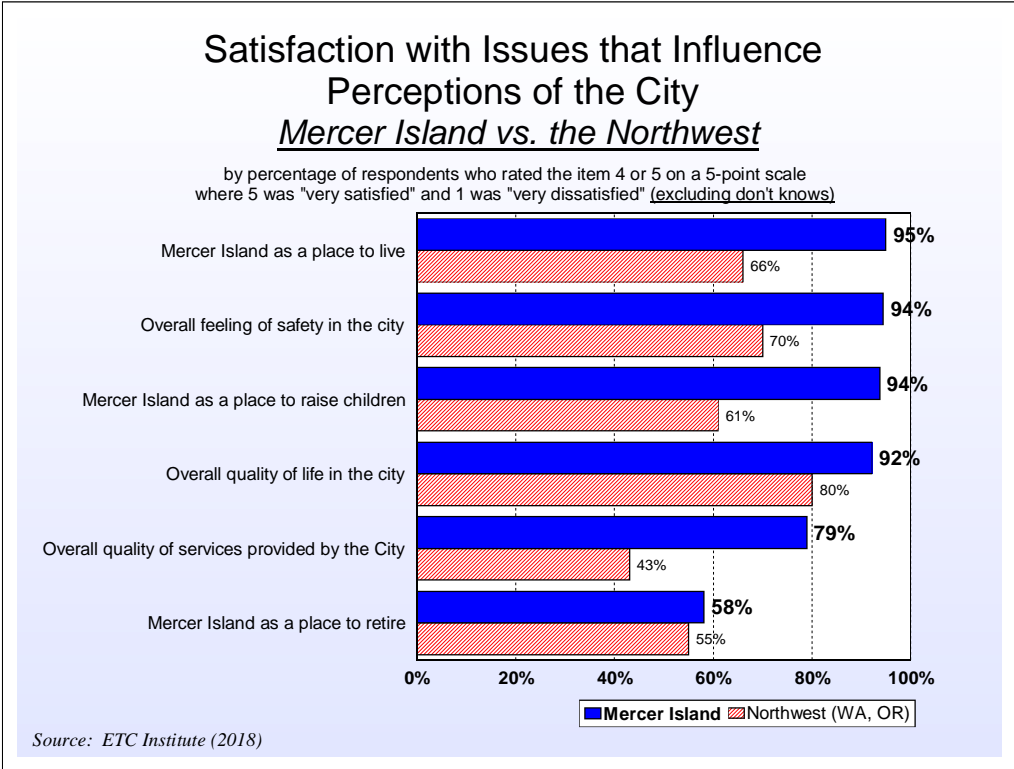
### Overall Satisfaction with Code Enforcement *Mercer Island vs. the U.S.*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



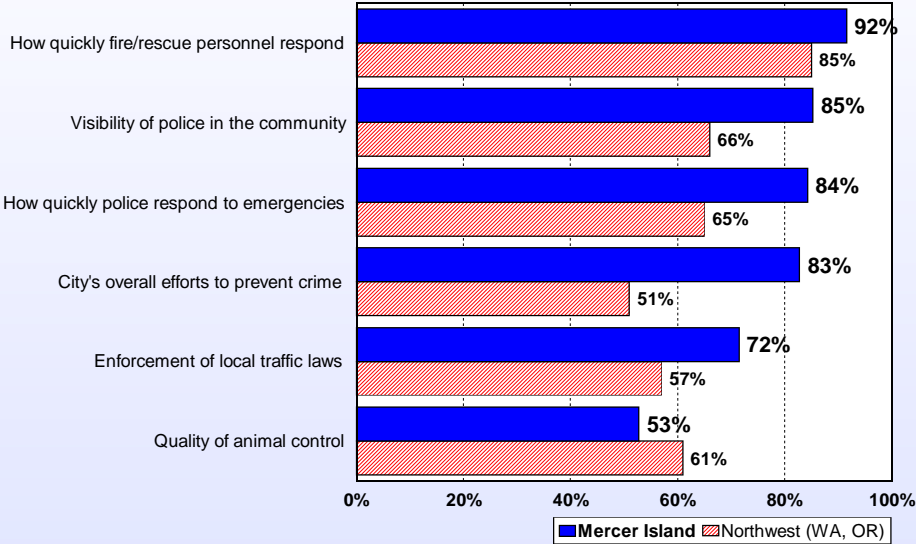
Source: ETC Institute (2018)

# Regional Benchmarks



### Overall Satisfaction with Public Safety *Mercer Island vs. the Northwest*

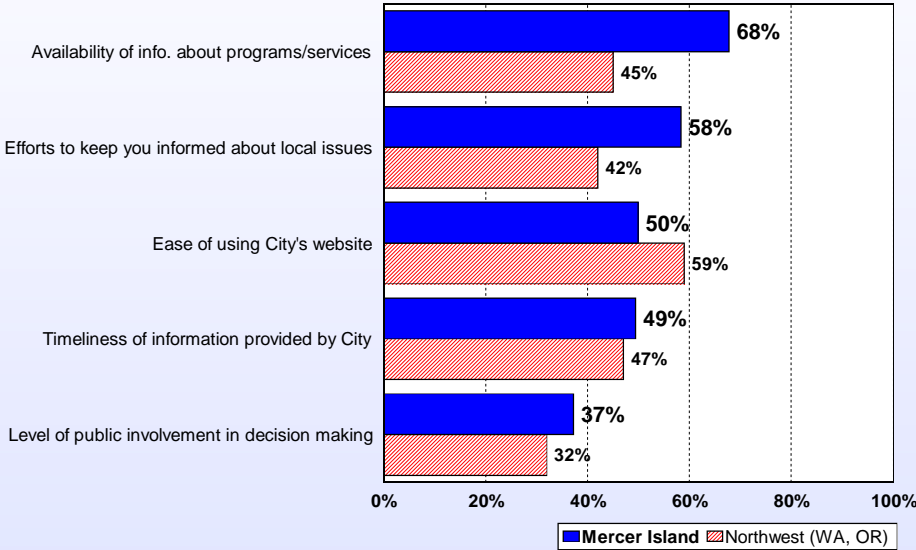
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with City Communication *Mercer Island vs. the Northwest*

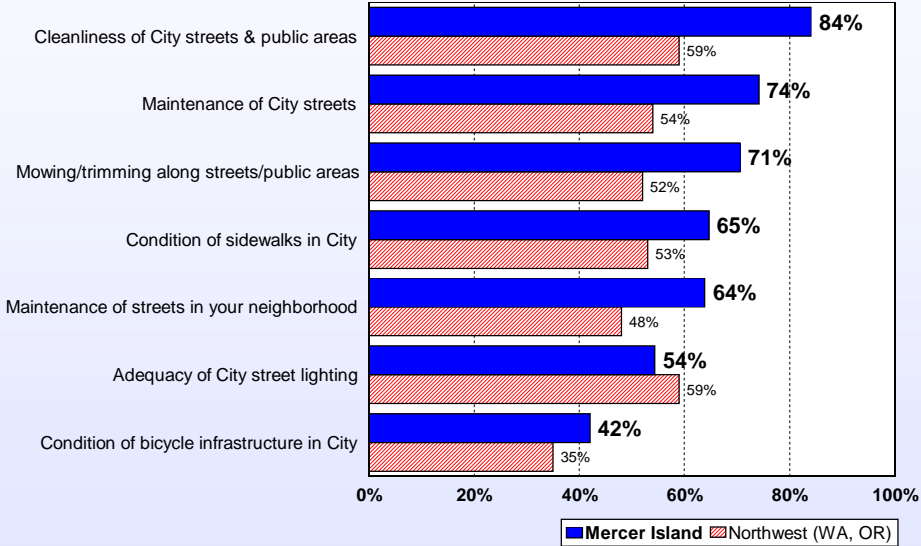
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Streets and Infrastructure *Mercer Island vs. the Northwest*

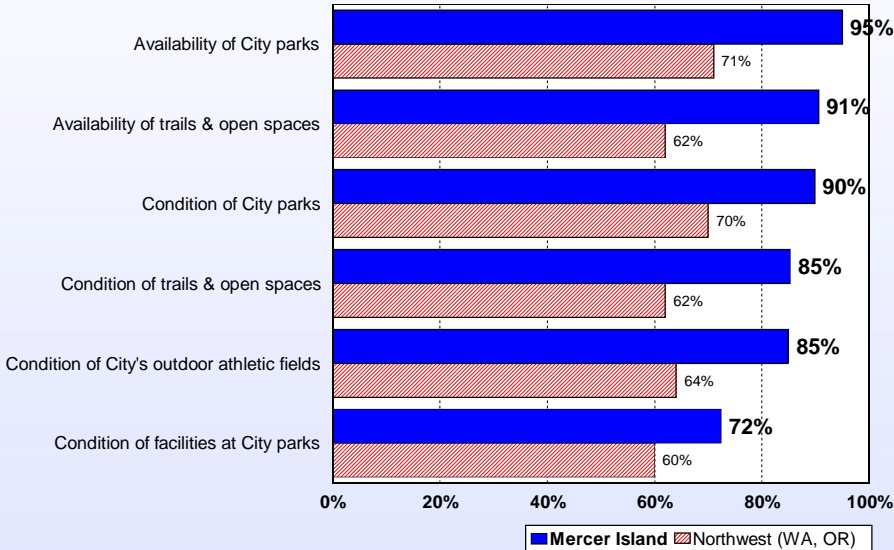
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Parks and Recreation *Mercer Island vs. the Northwest*

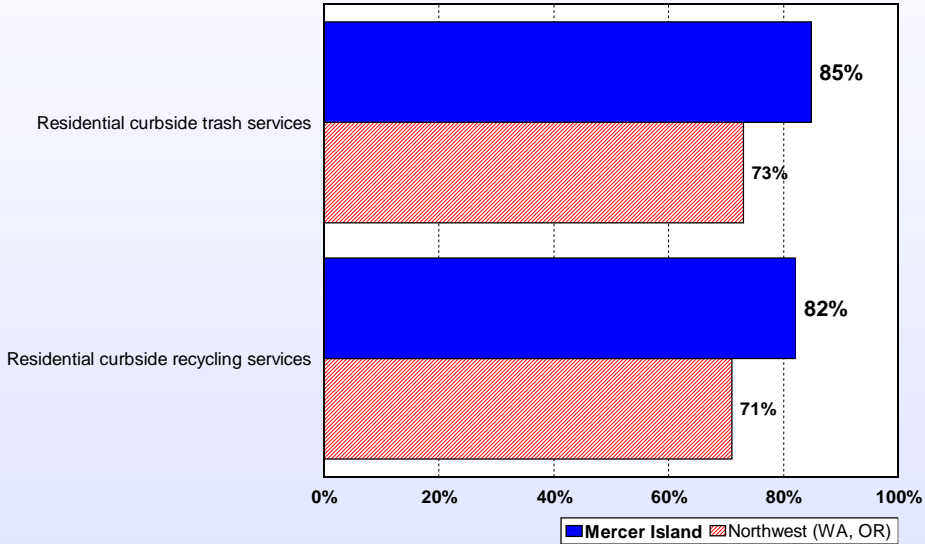
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Utility Services *Mercer Island vs. the Northwest*

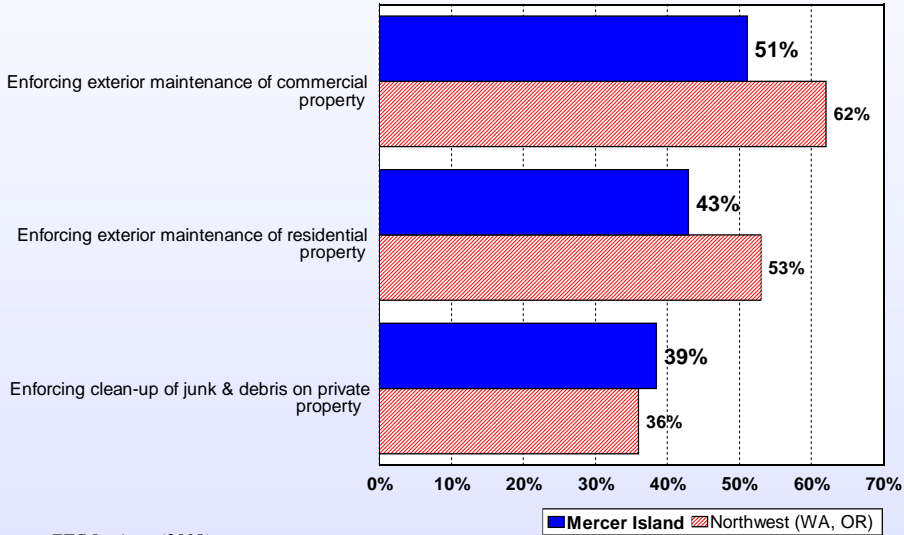
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

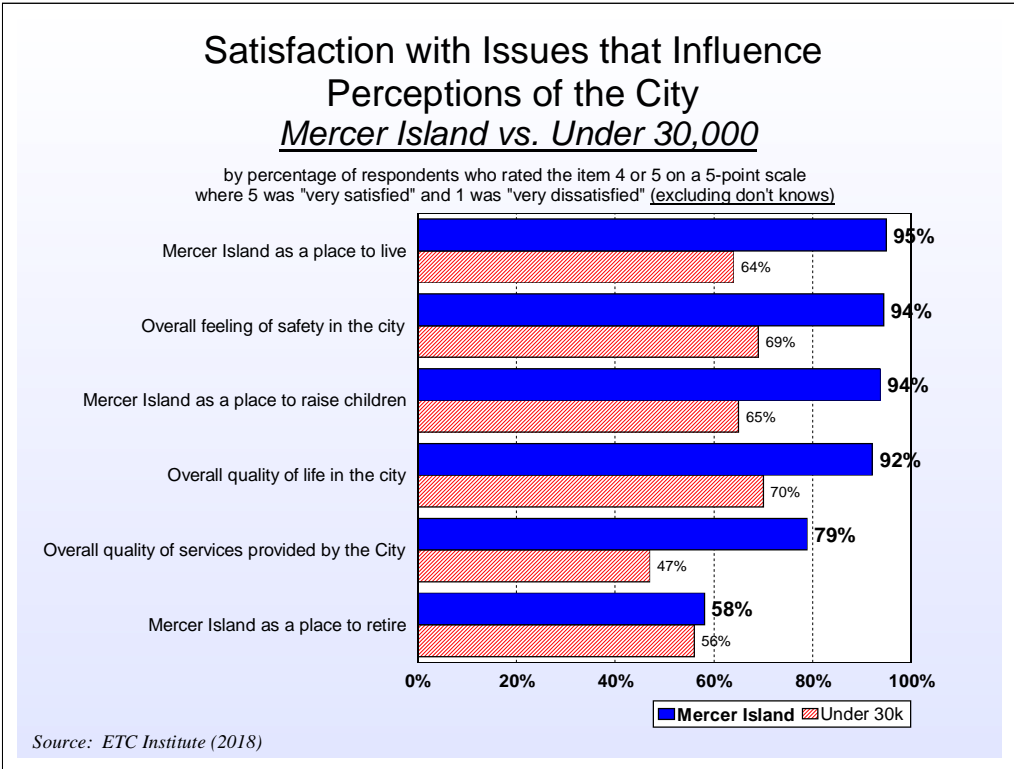
### Overall Satisfaction with Code Enforcement *Mercer Island vs. the Northwest*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



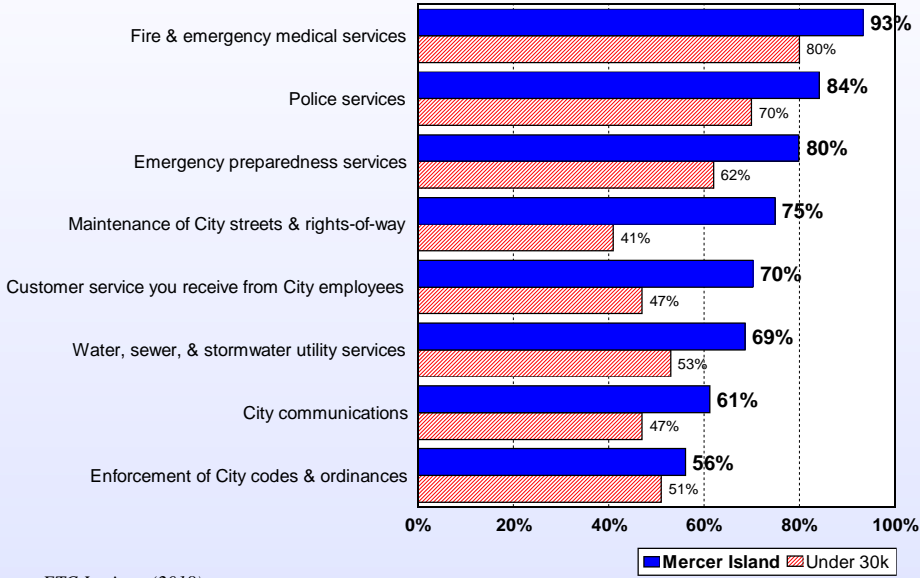
Source: ETC Institute (2018)

# Similarly Sized Communities



### Overall Satisfaction with Major Categories of City Services *Mercer Island vs. Under 30,000*

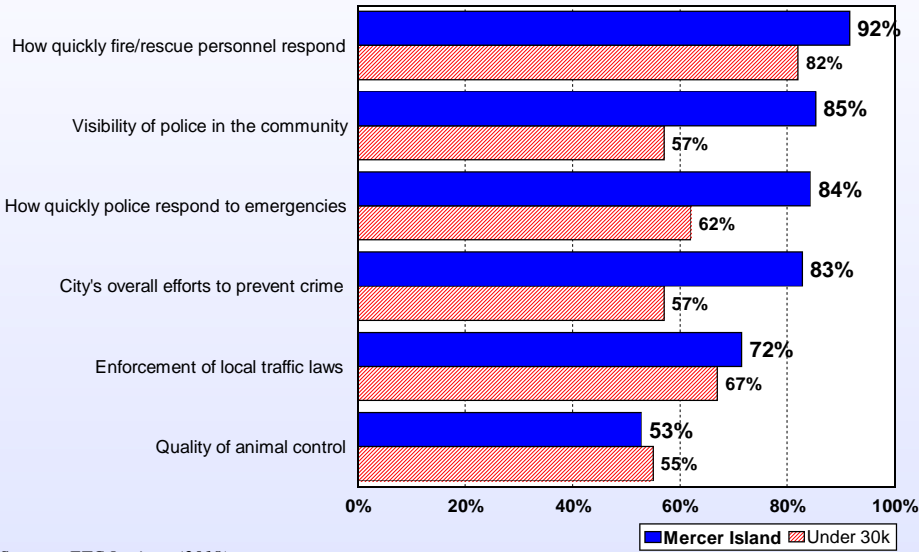
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Public Safety *Mercer Island vs. Under 30,000*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

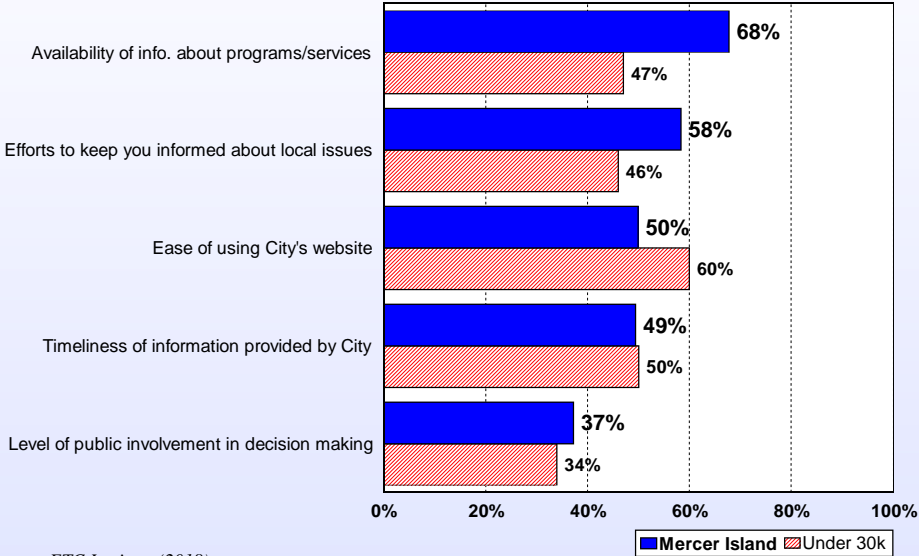


Source: ETC Institute (2018)



### Overall Satisfaction with City Communication *Mercer Island vs. Under 30,000*

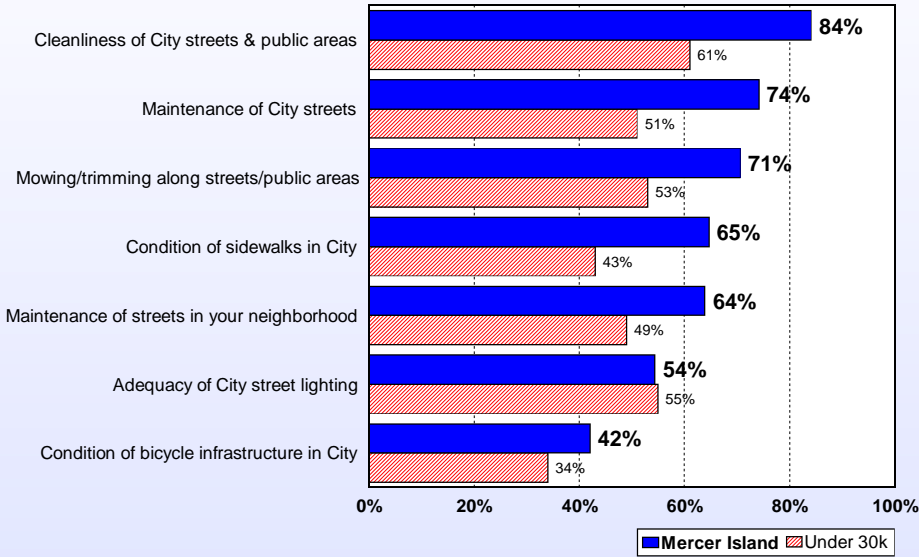
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Streets and Infrastructure *Mercer Island vs. Under 30,000*

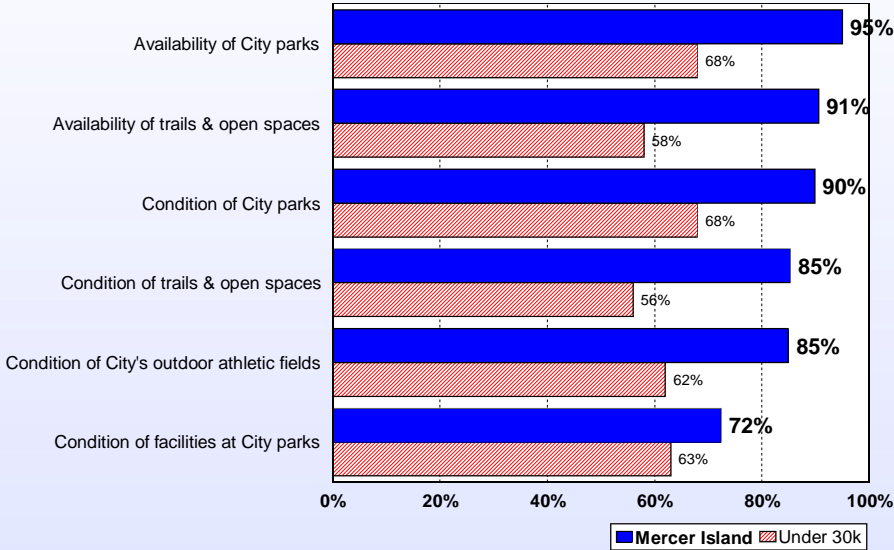
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Parks and Recreation *Mercer Island vs. Under 30,000*

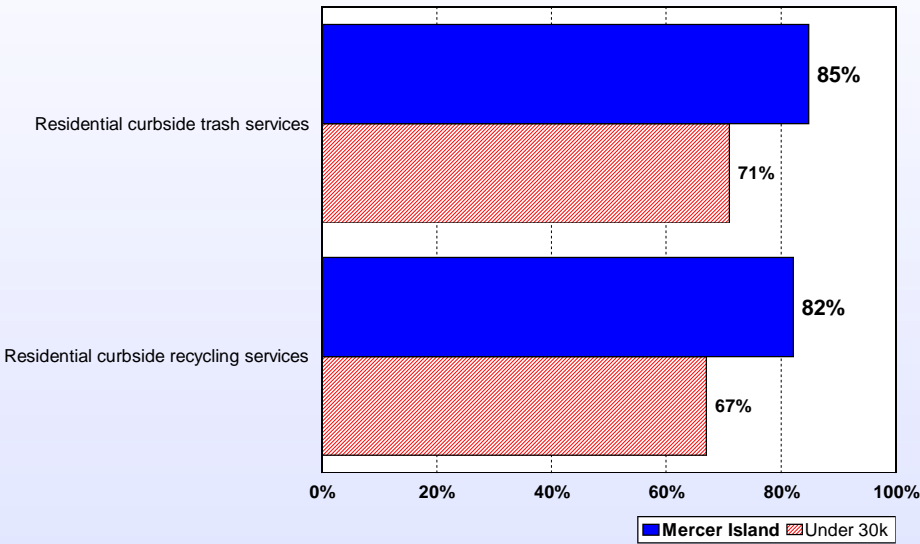
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Utility Services *Mercer Island vs. Under 30,000*

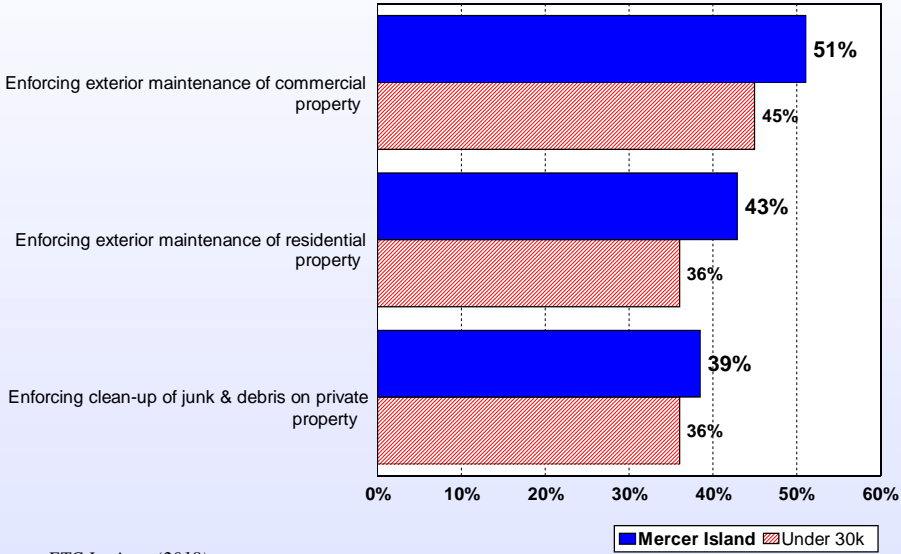
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

### Overall Satisfaction with Code Enforcement *Mercer Island vs. Under 30,000*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2018)

## **Section 3**

# **Importance-Satisfaction Analysis**

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# Importance-Satisfaction Analysis

## City of Mercer Island, Washington

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### Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third (or first and second) most important services for the City to emphasize. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation:** Respondents were asked to identify the major categories of City services they thought should receive the most emphasis over the next two years. Forty-six percent (46%) of respondents selected *efforts by the City to regulate development on the island* as one of the most important services for the City to emphasize.

With regard to satisfaction, 36% of respondents surveyed rated the City's overall performance in *efforts by the City to regulate development on the island* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *efforts by the City to regulate development on the island* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 46% was multiplied by 64% (1-0.36). This calculation yielded an I-S rating of 0.2930 which ranked first out of 14 major service categories.



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for the City of Mercer Island are provided on the following pages.

## 2018 Importance-Satisfaction Rating

### City of Mercer Island

### Major Categories of City Services

| Category of Service                                   | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>Very High Priority (IS &gt;.20)</b>                |                  |                     |                |                   |                                |                 |
| Efforts by City to regulate development on the Island | 46%              | 1                   | 36%            | 14                | 0.2930                         | 1               |
| <b>High Priority (IS .10-.20)</b>                     |                  |                     |                |                   |                                |                 |
| NONE  |                  |                     |                |                   |                                |                 |
| <b>Medium Priority (IS &lt;.10)</b>                   |                  |                     |                |                   |                                |                 |
| Maintenance of City streets & rights-of-way           | 29%              | 2                   | 75%            | 6                 | 0.0730                         | 2               |
| Efforts to sustain environmental quality              | 22%              | 4                   | 67%            | 10                | 0.0714                         | 3               |
| Permitting & inspection services                      | 12%              | 10                  | 41%            | 13                | 0.0684                         | 4               |
| Water, sewer, & stormwater utility services           | 18%              | 7                   | 69%            | 9                 | 0.0565                         | 5               |
| Enforcement of City codes & ordinances                | 10%              | 11                  | 56%            | 12                | 0.0452                         | 6               |
| Youth & family services                               | 16%              | 8                   | 72%            | 7                 | 0.0452                         | 7               |
| Emergency preparedness services                       | 19%              | 6                   | 80%            | 4                 | 0.0376                         | 8               |
| City communications                                   | 9%               | 13                  | 61%            | 11                | 0.0349                         | 9               |
| Police services                                       | 20%              | 5                   | 84%            | 3                 | 0.0310                         | 10              |
| City parks, trails, & open space                      | 26%              | 3                   | 89%            | 2                 | 0.0290                         | 11              |
| Recreation programs & special events                  | 10%              | 12                  | 76%            | 5                 | 0.0238                         | 12              |
| Customer service you receive from City employees      | 4%               | 14                  | 70%            | 8                 | 0.0110                         | 13              |
| Fire & emergency medical services                     | 12%              | 9                   | 93%            | 1                 | 0.0082                         | 14              |

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating City of Mercer Island Public Safety

| Category of Service  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>Medium Priority (IS &lt; .10)</b>                       |                  |                     |                |                   |                                |                 |
| City's overall efforts to prevent crime                    | 53%              | 1                   | 83%            | 4                 | 0.0917                         | 1               |
| Enforcement of local traffic laws                          | 18%              | 5                   | 72%            | 5                 | 0.0507                         | 2               |
| How quickly police respond to emergencies                  | 25%              | 2                   | 84%            | 3                 | 0.0396                         | 3               |
| Parking enforcement services                               | 10%              | 6                   | 63%            | 6                 | 0.0381                         | 4               |
| Quality of animal control                                  | 8%               | 7                   | 53%            | 7                 | 0.0359                         | 5               |
| Visibility of police in the community                      | 23%              | 4                   | 85%            | 2                 | 0.0340                         | 6               |
| How quickly fire & rescue personnel respond to emergencies | 25%              | 3                   | 92%            | 1                 | 0.0207                         | 7               |

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating

### City of Mercer Island

### Communication

| Category of Service  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>Very High Priority (IS &gt;.20)</b>                     |                  |                     |                |                   |                                |                 |
| Level of public involvement in local decision making       | 43%              | 2                   | 37%            | 6                 | 0.2713                         | 1               |
| <b>High Priority (IS .10-.20)</b>                          |                  |                     |                |                   |                                |                 |
| City efforts to keep you informed about local issues       | 45%              | 1                   | 58%            | 2                 | 0.1889                         | 2               |
| Timeliness of information provided by City                 | 26%              | 3                   | 49%            | 5                 | 0.1311                         | 3               |
| <b>Medium Priority (IS &lt;.10)</b>                        |                  |                     |                |                   |                                |                 |
| Ease of using City's website                               | 16%              | 5                   | 50%            | 4                 | 0.0777                         | 4               |
| Availability of information about City programs & services | 21%              | 4                   | 68%            | 1                 | 0.0689                         | 5               |
| Overall quality of content on City's website               | 11%              | 6                   | 57%            | 3                 | 0.0474                         | 6               |

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating

### City of Mercer Island

### Streets and Infrastructure

| Category of Service                                       | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS .10-.20)</b>                         |                  |                     |                |                   |                                |                 |
| Adequacy of City street lighting                          | 30%              | 2                   | 54%            | 7                 | 0.1350                         | 1               |
| Condition of bicycle infrastructure in City               | 21%              | 4                   | 42%            | 8                 | 0.1222                         | 2               |
| <b>Medium Priority (IS &lt;.10)</b>                       |                  |                     |                |                   |                                |                 |
| Maintenance of streets in your neighborhood               | 25%              | 3                   | 64%            | 6                 | 0.0888                         | 3               |
| Maintenance of City streets                               | 33%              | 1                   | 74%            | 3                 | 0.0849                         | 4               |
| Condition of sidewalks in City                            | 15%              | 6                   | 65%            | 5                 | 0.0544                         | 5               |
| Maintenance of trees in public areas along City streets   | 16%              | 5                   | 76%            | 2                 | 0.0383                         | 6               |
| Mowing & trimming along City streets & other public areas | 13%              | 8                   | 71%            | 4                 | 0.0376                         | 7               |
| Cleanliness of City streets & public areas                | 15%              | 7                   | 84%            | 1                 | 0.0235                         | 8               |

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating

### City of Mercer Island

### Parks and Recreation

| Category of Service  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>Medium Priority (IS &lt; 10)</b>                                |                  |                     |                |                   |                                |                 |
| Condition of picnic shelters, playgrounds, restrooms in City parks | 18%              | 3                   | 72%            | 8                 | 0.0489                         | 1               |
| City recreation programs for youth, adults, & seniors              | 17%              | 4                   | 72%            | 9                 | 0.0480                         | 2               |
| Condition of City docks  | 9%               | 9                   | 60%            | 11                | 0.0379                         | 3               |
| Special events sponsored by City                                   | 11%              | 8                   | 71%            | 10                | 0.0316                         | 4               |
| Condition of City parks  | 31%              | 1                   | 90%            | 3                 | 0.0315                         | 5               |
| Condition of trails & open spaces                                  | 20%              | 2                   | 85%            | 4                 | 0.0287                         | 6               |
| Condition of City beaches  | 11%              | 7                   | 76%            | 6                 | 0.0265                         | 7               |
| Community & Event Center hours of operation & programming          | 8%               | 10                  | 75%            | 7                 | 0.0196                         | 8               |
| Availability of trails & open spaces                               | 14%              | 5                   | 91%            | 2                 | 0.0131                         | 9               |
| Condition of City's outdoor athletic fields                        | 5%               | 11                  | 85%            | 5                 | 0.0068                         | 10              |
| Availability of City parks   | 14%              | 6                   | 95%            | 1                 | 0.0068                         | 11              |

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating City of Mercer Island Utility Services

| Category of Service                           | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS .10-.20)</b>             |                  |                     |                |                   |                                |                 |
| Water services                                | 43%              | 1                   | 75%            | 6                 | 0.1080                         | 1               |
| <b>Medium Priority (IS &lt;.10)</b>           |                  |                     |                |                   |                                |                 |
| Stormwater (flood prevention) services        | 24%              | 3                   | 71%            | 7                 | 0.0692                         | 2               |
| Sewer services                                | 29%              | 2                   | 80%            | 5                 | 0.0567                         | 3               |
| Spring & fall recycling events                | 18%              | 4                   | 80%            | 4                 | 0.0353                         | 4               |
| Residential curbside yard/food waste services | 9%               | 6                   | 81%            | 3                 | 0.0166                         | 5               |
| Residential curbside recycling services       | 9%               | 5                   | 82%            | 2                 | 0.0165                         | 6               |
| Residential curbside trash services           | 9%               | 7                   | 85%            | 1                 | 0.0134                         | 7               |

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating City of Mercer Island Code Enforcement

| Category of Service                                     | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>Very High Priority (IS &gt;.20)</b>                  |                  |                     |                |                   |                                |                 |
| Enforcing clean-up of junk & debris on private property | 41%              | 2                   | 39%            | 4                 | 0.2509                         | 1               |
| Enforcing construction codes & permit requirements      | 41%              | 1                   | 40%            | 3                 | 0.2484                         | 2               |
| <b>High Priority (IS .10-.20)</b>                       |                  |                     |                |                   |                                |                 |
| Enforcing exterior maintenance of residential property  | 19%              | 3                   | 43%            | 2                 | 0.1108                         | 3               |
| <b>Medium Priority (IS &lt;.10)</b>                     |                  |                     |                |                   |                                |                 |
| Enforcing exterior maintenance of commercial property   | 19%              | 4                   | 51%            | 1                 | 0.0929                         | 4               |

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2018 Importance-Satisfaction Rating City of Mercer Island Transportation

| Category of Service                                      | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>Very High Priority (IS &gt;.20)</b>                   |                  |                     |                |                   |                                |                 |
| Availability of commuter parking in Town Center          | 46%              | 1                   | 15%            | 7                 | 0.3875                         | 1               |
| <b>High Priority (IS .10-.20)</b>                        |                  |                     |                |                   |                                |                 |
| Ease of travel between Mercer Island & Seattle           | 32%              | 2                   | 44%            | 4                 | 0.1774                         | 2               |
| Access to public transportation on Mercer Island         | 28%              | 3                   | 38%            | 6                 | 0.1760                         | 3               |
| Availability of safe biking facilities on Mercer Island  | 19%              | 4                   | 39%            | 5                 | 0.1139                         | 4               |
| <b>Medium Priority (IS &lt;.10)</b>                      |                  |                     |                |                   |                                |                 |
| Availability of retail parking in Town Center            | 18%              | 5                   | 45%            | 3                 | 0.0970                         | 5               |
| Ease of travel between Mercer Island & Bellevue/Eastside | 16%              | 7                   | 56%            | 2                 | 0.0682                         | 6               |
| Availability of safe walking facilities on Mercer Island | 17%              | 6                   | 63%            | 1                 | 0.0613                         | 7               |

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# Section 4

## *Weighted Tabular Data*

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**Q1. Perceptions of Mercer Island. Several items that may influence your perception of the City of Mercer Island are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 | Don't know<br>9 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|-----------------|
| Q1-1. Overall quality of services provided by City of Mercer Island | 23.5%                  | 53.4%          | 15.6%        | 4.1%              | 0.8%                      | 2.5%            |
| Q1-2. Overall quality of life in City                               | 45.6%                  | 45.3%          | 6.0%         | 1.4%              | 0.4%                      | 1.3%            |
| Q1-3. Overall quality of shopping & retail options on Mercer Island | 6.6%                   | 28.8%          | 37.3%        | 18.8%             | 7.0%                      | 1.4%            |
| Q1-4. Overall quality of dining options on Mercer Island            | 4.2%                   | 15.5%          | 37.6%        | 29.3%             | 11.4%                     | 2.1%            |
| Q1-5. Overall feeling of safety in City                             | 55.0%                  | 38.5%          | 5.2%         | 0.3%              | 0.1%                      | 0.8%            |
| Q1-6. Mercer Island as a place to live                              | 62.3%                  | 31.9%          | 3.7%         | 1.4%              | 0.0%                      | 0.7%            |
| Q1-7. Mercer Island as a place to raise children                    | 61.5%                  | 26.3%          | 4.8%         | 0.8%              | 0.3%                      | 6.3%            |
| Q1-8. Mercer Island as a place to retire                            | 28.1%                  | 22.8%          | 22.9%        | 10.0%             | 3.8%                      | 12.4%           |
| Q1-9. Mercer Island as a place to operate a business                | 3.7%                   | 7.5%           | 30.7%        | 9.6%              | 3.8%                      | 44.9%           |
| Q1-10. Mercer Island as an inclusive community                      | 17.7%                  | 29.3%          | 33.5%        | 10.5%             | 1.7%                      | 7.3%            |



**WITHOUT "DON'T KNOW"**

**Q1. Perceptions of Mercer Island. Several items that may influence your perception of the City of Mercer Island are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|
| Q1-1. Overall quality of services provided by City of Mercer Island | 24.1%                  | 54.8%          | 16.0%        | 4.2%              | 0.9%                      |
| Q1-2. Overall quality of life in City                               | 46.2%                  | 45.9%          | 6.1%         | 1.4%              | 0.4%                      |
| Q1-3. Overall quality of shopping & retail options on Mercer Island | 6.7%                   | 29.2%          | 37.8%        | 19.1%             | 7.1%                      |
| Q1-4. Overall quality of dining options on Mercer Island            | 4.3%                   | 15.8%          | 38.4%        | 29.9%             | 11.6%                     |
| Q1-5. Overall feeling of safety in City                             | 55.5%                  | 38.9%          | 5.2%         | 0.3%              | 0.1%                      |
| Q1-6. Mercer Island as a place to live                              | 62.7%                  | 32.2%          | 3.7%         | 1.4%              | 0.0%                      |
| Q1-7. Mercer Island as a place to raise children                    | 65.6%                  | 28.1%          | 5.1%         | 0.9%              | 0.3%                      |
| Q1-8. Mercer Island as a place to retire                            | 32.1%                  | 26.0%          | 26.2%        | 11.4%             | 4.3%                      |
| Q1-9. Mercer Island as a place to operate a business                | 6.6%                   | 13.5%          | 55.6%        | 17.3%             | 6.9%                      |
| Q1-10. Mercer Island as an inclusive community                      | 19.1%                  | 31.6%          | 36.1%        | 11.4%             | 1.8%                      |

**Q2. Major Categories of City Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 | Don't know<br>9 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|-----------------|
| Q2-1. Police services   | 40.2%                  | 39.7%          | 10.0%        | 2.7%              | 2.3%                      | 5.2%            |
| Q2-2. Fire & emergency medical services   | 50.6%                  | 31.5%          | 5.1%         | 0.4%              | 0.3%                      | 12.1%           |
| Q2-3. Emergency preparedness services   | 29.0%                  | 34.2%          | 12.5%        | 2.3%              | 1.1%                      | 21.0%           |
| Q2-4. City parks, trails, & open-space  | 51.8%                  | 36.1%          | 8.6%         | 2.0%              | 0.6%                      | 1.0%            |
| Q2-5. Maintenance of City streets & rights-of-way   | 29.1%                  | 45.1%          | 14.9%        | 7.2%              | 2.8%                      | 0.8%            |
| Q2-6. Water, sewer, & stormwater utility services   | 23.2%                  | 42.9%          | 21.8%        | 6.8%              | 1.8%                      | 3.5%            |
| Q2-7. Enforcement of City codes & ordinances  | 16.7%                  | 28.4%          | 22.9%        | 9.6%              | 2.8%                      | 19.5%           |
| Q2-8. Youth & family services, which includes mental health services in public schools                      | 26.3%                  | 25.2%          | 18.3%        | 1.5%              | 0.6%                      | 28.1%           |
| Q2-9. Recreation programs & special events  | 26.4%                  | 42.3%          | 19.1%        | 2.3%              | 0.1%                      | 9.7%            |
| Q2-10. Customer service you receive from City employees   | 25.7%                  | 34.3%          | 19.1%        | 5.5%              | 0.7%                      | 14.6%           |
| Q2-11. Efforts to sustain environmental quality   | 22.1%                  | 39.0%          | 23.8%        | 4.6%              | 2.0%                      | 8.6%            |
| Q2-12. City communications  | 18.3%                  | 39.7%          | 24.5%        | 10.5%             | 1.7%                      | 5.3%            |
| Q2-13. Efforts by City to regulate development on the Island  | 9.0%                   | 22.9%          | 23.8%        | 19.4%             | 14.5%                     | 10.4%           |
| Q2-14. Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 9.4%                   | 19.0%          | 26.4%        | 8.3%              | 7.0%                      | 29.8%           |

**WITHOUT "DON'T KNOW"****Q2. Major Categories of City Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|
| Q2-1. Police services   | 42.4%                  | 41.8%          | 10.5%        | 2.8%              | 2.4%                      |
| Q2-2. Fire & emergency medical services   | 57.6%                  | 35.8%          | 5.8%         | 0.5%              | 0.3%                      |
| Q2-3. Emergency preparedness services   | 36.7%                  | 43.2%          | 15.8%        | 2.8%              | 1.4%                      |
| Q2-4. City parks, trails, & open-space  | 52.3%                  | 36.5%          | 8.7%         | 2.0%              | 0.6%                      |
| Q2-5. Maintenance of City streets & rights-of-way   | 29.4%                  | 45.5%          | 15.0%        | 7.2%              | 2.8%                      |
| Q2-6. Water, sewer, & stormwater utility services   | 24.1%                  | 44.5%          | 22.6%        | 7.0%              | 1.9%                      |
| Q2-7. Enforcement of City codes & ordinances  | 20.8%                  | 35.3%          | 28.5%        | 11.9%             | 3.5%                      |
| Q2-8. Youth & family services, which includes mental health services in public schools                      | 36.6%                  | 35.0%          | 25.4%        | 2.2%              | 0.8%                      |
| Q2-9. Recreation programs & special events  | 29.3%                  | 46.9%          | 21.2%        | 2.5%              | 0.2%                      |
| Q2-10. Customer service you receive from City employees   | 30.1%                  | 40.2%          | 22.4%        | 6.4%              | 0.8%                      |
| Q2-11. Efforts to sustain environmental quality   | 24.2%                  | 42.6%          | 26.0%        | 5.1%              | 2.2%                      |
| Q2-12. City communications  | 19.3%                  | 41.9%          | 25.9%        | 11.1%             | 1.8%                      |
| Q2-13. Efforts by City to regulate development on the Island  | 10.0%                  | 25.6%          | 26.5%        | 21.7%             | 16.2%                     |
| Q2-14. Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 13.4%                  | 27.1%          | 37.7%        | 11.8%             | 10.0%                     |

**Q2a. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q2a. Top choice   | Number | Percent |
|---|--------|---------|
| 1=Police services   | 65     | 9.1 %   |
| 2=Fire & emergency medical services   | 28     | 3.9 %   |
| 3=Emergency preparedness services   | 26     | 3.7 %   |
| 4=City parks, trails, & open space  | 55     | 7.7 %   |
| 5=Maintenance of City streets & rights-of-way   | 70     | 9.8 %   |
| 6=Water, sewer, & stormwater utility services   | 48     | 6.8 %   |
| 7=Enforcement of City codes & ordinances  | 19     | 2.7 %   |
| 8=Youth & family services, which includes mental health services in public schools                      | 51     | 7.2 %   |
| 9=Recreation programs & special events  | 2      | 0.3 %   |
| 10=Customer service you receive from City employees   | 7      | 1.0 %   |
| 11=Efforts to sustain environmental quality   | 36     | 5.1 %   |
| 12=City communications  | 20     | 2.8 %   |
| 13=Efforts by City to regulate development on the Island  | 161    | 22.6 %  |
| 14=Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 28     | 3.9 %   |
| 99=None chosen  | 95     | 13.4 %  |
| Total   | 711    | 100.0 % |

**Q2a. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q2a. 2nd choice   | Number | Percent |
|---|--------|---------|
| 1=Police services   | 33     | 4.6 %   |
| 2=Fire & emergency medical services   | 41     | 5.8 %   |
| 3=Emergency preparedness services   | 57     | 8.0 %   |
| 4=City parks, trails, & open space  | 63     | 8.9 %   |
| 5=Maintenance of City streets & rights-of-way   | 81     | 11.4 %  |
| 6=Water, sewer, & stormwater utility services   | 40     | 5.6 %   |
| 7=Enforcement of City codes & ordinances  | 17     | 2.4 %   |
| 8=Youth & family services, which includes mental health services in public schools                      | 34     | 4.8 %   |
| 9=Recreation programs & special events  | 39     | 5.5 %   |
| 10=Customer service you receive from City employees   | 12     | 1.7 %   |
| 11=Efforts to sustain environmental quality   | 40     | 5.6 %   |
| 12=City communications  | 16     | 2.3 %   |
| 13=Efforts by City to regulate development on the Island  | 96     | 13.5 %  |
| 14=Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 34     | 4.8 %   |
| 99=None chosen  | 108    | 15.2 %  |
| Total   | 711    | 100.0 % |

**Q2a. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q2a. 3rd choice   | Number | Percent |
|---|--------|---------|
| 1=Police services   | 42     | 5.9 %   |
| 2=Fire & emergency medical services   | 19     | 2.7 %   |
| 3=Emergency preparedness services   | 50     | 7.0 %   |
| 4=City parks, trails, & open space  | 66     | 9.3 %   |
| 5=Maintenance of City streets & rights-of-way   | 56     | 7.9 %   |
| 6=Water, sewer, & stormwater utility services   | 40     | 5.6 %   |
| 7=Enforcement of City codes & ordinances  | 37     | 5.2 %   |
| 8=Youth & family services, which includes mental health services in public schools                      | 28     | 3.9 %   |
| 9=Recreation programs & special events  | 30     | 4.2 %   |
| 10=Customer service you receive from City employees   | 7      | 1.0 %   |
| 11=Efforts to sustain environmental quality   | 77     | 10.8 %  |
| 12=City communications  | 28     | 3.9 %   |
| 13=Efforts by City to regulate development on the Island  | 67     | 9.4 %   |
| 14=Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 20     | 2.8 %   |
| 99=None chosen  | 144    | 20.3 %  |
| Total   | 711    | 100.0 % |

**Q2a. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

| Q2a. Sum of top 3 choices   | Number | Percent |
|---|--------|---------|
| 1=Police services   | 140    | 19.7 %  |
| 2=Fire & emergency medical services   | 88     | 12.4 %  |
| 3=Emergency preparedness services   | 133    | 18.7 %  |
| 4=City parks, trails, & open space  | 184    | 25.9 %  |
| 5=Maintenance of City streets & rights-of-way   | 207    | 29.1 %  |
| 6=Water, sewer, & stormwater utility services   | 128    | 18.0 %  |
| 7=Enforcement of City codes & ordinances  | 73     | 10.3 %  |
| 8=Youth & family services, which includes mental health services in public schools                      | 113    | 15.9 %  |
| 9=Recreation programs & special events  | 71     | 10.0 %  |
| 10=Customer service you receive from City employees   | 26     | 3.7 %   |
| 11=Efforts to sustain environmental quality   | 153    | 21.5 %  |
| 12=City communications  | 64     | 9.0 %   |
| 13=Efforts by City to regulate development on the Island  | 324    | 45.6 %  |
| 14=Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 82     | 11.5 %  |
| 99=None chosen  | 95     | 13.4 %  |
| Total   | 1881   |         |

**Q3. Public Safety. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|  | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 | Don't know<br>9 |
|--|------------------------|----------------|--------------|-------------------|---------------------------|-----------------|
| Q3-1. Visibility of police in the community                      | 38.3%                  | 45.4%          | 11.1%        | 1.5%              | 1.8%                      | 1.8%            |
| Q3-2. City's overall efforts to prevent crime                    | 32.1%                  | 43.7%          | 12.8%        | 2.4%              | 0.6%                      | 8.4%            |
| Q3-3. Enforcement of local traffic laws                          | 24.1%                  | 43.0%          | 17.9%        | 7.3%              | 1.5%                      | 6.2%            |
| Q3-4. Parking enforcement services                               | 16.5%                  | 29.5%          | 23.1%        | 3.1%              | 1.4%                      | 26.4%           |
| Q3-5. How quickly police respond to emergencies                  | 31.5%                  | 29.1%          | 9.7%         | 1.4%              | 0.1%                      | 28.1%           |
| Q3-6. How quickly fire & rescue personnel respond to emergencies | 41.4%                  | 26.4%          | 5.5%         | 0.4%              | 0.3%                      | 26.0%           |
| Q3-7. Quality of animal control                                  | 11.8%                  | 19.7%          | 21.4%        | 4.2%              | 2.5%                      | 40.4%           |

**WITHOUT "DON'T KNOW"**

**Q3. Public Safety. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|  | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 |
|--|------------------------|----------------|--------------|-------------------|---------------------------|
| Q3-1. Visibility of police in the community                      | 39.0%                  | 46.3%          | 11.3%        | 1.6%              | 1.9%                      |
| Q3-2. City's overall efforts to prevent crime                    | 35.0%                  | 47.8%          | 14.0%        | 2.6%              | 0.6%                      |
| Q3-3. Enforcement of local traffic laws                          | 25.6%                  | 45.9%          | 19.0%        | 7.8%              | 1.6%                      |
| Q3-4. Parking enforcement services                               | 22.4%                  | 40.2%          | 31.4%        | 4.2%              | 1.9%                      |
| Q3-5. How quickly police respond to emergencies                  | 43.8%                  | 40.5%          | 13.5%        | 2.0%              | 0.2%                      |
| Q3-6. How quickly fire & rescue personnel respond to emergencies | 55.9%                  | 35.7%          | 7.4%         | 0.6%              | 0.4%                      |
| Q3-7. Quality of animal control                                  | 19.8%                  | 33.0%          | 35.8%        | 7.1%              | 4.2%                      |

**Q3a. Which TWO of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q3a. Top choice  | Number | Percent |
|--|--------|---------|
| 1=Visibility of police in the community                      | 76     | 10.7 %  |
| 2=City's overall efforts to prevent crime                    | 283    | 39.8 %  |
| 3=Enforcement of local traffic laws                          | 58     | 8.2 %   |
| 4=Parking enforcement services                               | 36     | 5.1 %   |
| 5=How quickly police respond to emergencies                  | 80     | 11.3 %  |
| 6=How quickly fire & rescue personnel respond to emergencies | 43     | 6.0 %   |
| 7=Quality of animal control                                  | 24     | 3.4 %   |
| 9=None chosen  | 111    | 15.6 %  |
| Total  | 711    | 100.0 % |

**Q3a. Which TWO of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q3a. 2nd choice  | Number | Percent |
|--|--------|---------|
| 1=Visibility of police in the community                      | 88     | 12.4 %  |
| 2=City's overall efforts to prevent crime                    | 96     | 13.5 %  |
| 3=Enforcement of local traffic laws                          | 68     | 9.6 %   |
| 4=Parking enforcement services                               | 36     | 5.1 %   |
| 5=How quickly police respond to emergencies                  | 99     | 13.9 %  |
| 6=How quickly fire & rescue personnel respond to emergencies | 133    | 18.7 %  |
| 7=Quality of animal control                                  | 30     | 4.2 %   |
| 9=None chosen  | 161    | 22.6 %  |
| Total  | 711    | 100.0 % |

**Q3a. Which TWO of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q3a. Sum of top 2 choices                                    | Number | Percent |
|--|--------|---------|
| 1=Visibility of police in the community                      | 164    | 23.1 %  |
| 2=City's overall efforts to prevent crime                    | 379    | 53.3 %  |
| 3=Enforcement of local traffic laws                          | 126    | 17.7 %  |
| 4=Parking enforcement services                               | 72     | 10.1 %  |
| 5=How quickly police respond to emergencies                  | 179    | 25.2 %  |
| 6=How quickly fire & rescue personnel respond to emergencies | 176    | 24.8 %  |
| 7=Quality of animal control                                  | 54     | 7.6 %   |
| 9=None chosen  | 111    | 15.6 %  |
| Total  | 1261   |         |

**Q4. Communication. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|  | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 | Don't know<br>9 |
|--|------------------------|----------------|--------------|-------------------|---------------------------|-----------------|
| Q4-1. Availability of information about City programs & services | 20.1%                  | 43.3%          | 21.9%        | 7.3%              | 0.8%                      | 6.5%            |
| Q4-2. City efforts to keep you informed about local issues       | 17.0%                  | 39.0%          | 27.1%        | 10.0%             | 2.8%                      | 4.1%            |
| Q4-3. Overall quality of content on City's website               | 11.4%                  | 33.2%          | 26.9%        | 5.8%              | 1.1%                      | 21.7%           |
| Q4-4. Ease of using City's website                               | 9.6%                   | 30.0%          | 25.6%        | 11.8%             | 2.3%                      | 20.8%           |
| Q4-5. Level of public involvement in local decision making       | 10.1%                  | 20.8%          | 29.5%        | 13.5%             | 9.3%                      | 16.7%           |
| Q4-6. Timeliness of information provided by City                 | 11.7%                  | 30.8%          | 31.5%        | 8.3%              | 3.7%                      | 14.1%           |

**WITHOUT "DON'T KNOW"**

**Q4. Communication. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|  | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 |
|--|------------------------|----------------|--------------|-------------------|---------------------------|
| Q4-1. Availability of information about City programs & services | 21.5%                  | 46.3%          | 23.5%        | 7.8%              | 0.9%                      |
| Q4-2. City efforts to keep you informed about local issues       | 17.7%                  | 40.6%          | 28.3%        | 10.4%             | 2.9%                      |
| Q4-3. Overall quality of content on City's website               | 14.5%                  | 42.4%          | 34.3%        | 7.4%              | 1.4%                      |
| Q4-4. Ease of using City's website                               | 12.1%                  | 37.8%          | 32.3%        | 14.9%             | 2.8%                      |
| Q4-5. Level of public involvement in local decision making       | 12.2%                  | 25.0%          | 35.5%        | 16.2%             | 11.1%                     |
| Q4-6. Timeliness of information provided by City                 | 13.6%                  | 35.8%          | 36.7%        | 9.7%              | 4.3%                      |



**Q4a. Which TWO of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q4a. Top choice  | Number | Percent |
|--|--------|---------|
| 1=Availability of information about City programs & services | 86     | 12.1 %  |
| 2=City efforts to keep you informed about local issues       | 157    | 22.1 %  |
| 3=Overall quality of content on City's website               | 32     | 4.5 %   |
| 4=Ease of using City's website                               | 59     | 8.3 %   |
| 5=Level of public involvement in local decision making       | 195    | 27.4 %  |
| 6=Timeliness of information provided by City                 | 66     | 9.3 %   |
| 9=None chosen  | 116    | 16.3 %  |
| Total  | 711    | 100.0 % |

**Q4a. Which TWO of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q4a. 2nd choice  | Number | Percent |
|--|--------|---------|
| 1=Availability of information about City programs & services | 66     | 9.3 %   |
| 2=City efforts to keep you informed about local issues       | 165    | 23.2 %  |
| 3=Overall quality of content on City's website               | 46     | 6.5 %   |
| 4=Ease of using City's website                               | 51     | 7.2 %   |
| 5=Level of public involvement in local decision making       | 112    | 15.8 %  |
| 6=Timeliness of information provided by City                 | 118    | 16.6 %  |
| 9=None chosen  | 153    | 21.5 %  |
| Total  | 711    | 100.0 % |

**Q4a. Which TWO of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q4a. Sum of top 2 choices                                    | Number | Percent |
|--|--------|---------|
| 1=Availability of information about City programs & services | 152    | 21.4 %  |
| 2=City efforts to keep you informed about local issues       | 322    | 45.3 %  |
| 3=Overall quality of content on City's website               | 78     | 11.0 %  |
| 4=Ease of using City's website                               | 110    | 15.5 %  |
| 5=Level of public involvement in local decision making       | 307    | 43.2 %  |
| 6=Timeliness of information provided by City                 | 184    | 25.9 %  |
| 9=None chosen  | 116    | 16.3 %  |
| Total  | 1269   |         |

**Q5. Streets and Infrastructure. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 | Don't know<br>9 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|-----------------|
| Q5-1. Maintenance of City streets                               | 20.7%                  | 52.7%          | 17.4%        | 5.6%              | 2.4%                      | 1.1%            |
| Q5-2. Maintenance of streets in your neighborhood               | 19.4%                  | 43.3%          | 20.1%        | 10.7%             | 4.6%                      | 1.8%            |
| Q5-3. Mowing & trimming along City streets & other public areas | 21.9%                  | 47.0%          | 19.3%        | 7.0%              | 2.4%                      | 2.4%            |
| Q5-4. Adequacy of City street lighting                          | 15.6%                  | 38.1%          | 19.4%        | 19.3%             | 6.3%                      | 1.3%            |
| Q5-5. Condition of sidewalks in City                            | 15.8%                  | 45.7%          | 21.0%        | 8.3%              | 4.4%                      | 4.9%            |
| Q5-6. Condition of bicycle infrastructure in City               | 9.3%                   | 25.3%          | 25.7%        | 16.9%             | 4.9%                      | 17.9%           |
| Q5-7. Cleanliness of City streets & public areas                | 31.8%                  | 51.8%          | 10.3%        | 5.3%              | 0.1%                      | 0.7%            |
| Q5-8. Maintenance of trees in public areas along City streets   | 24.6%                  | 50.4%          | 16.2%        | 5.5%              | 2.5%                      | 0.8%            |

**WITHOUT "DON'T KNOW"****Q5. Streets and Infrastructure. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|
| Q5-1. Maintenance of City streets                               | 20.9%                  | 53.3%          | 17.6%        | 5.7%              | 2.4%                      |
| Q5-2. Maintenance of streets in your neighborhood               | 19.8%                  | 44.1%          | 20.5%        | 10.9%             | 4.7%                      |
| Q5-3. Mowing & trimming along City streets & other public areas | 22.5%                  | 48.1%          | 19.7%        | 7.2%              | 2.4%                      |
| Q5-4. Adequacy of City street lighting                          | 15.8%                  | 38.6%          | 19.7%        | 19.5%             | 6.4%                      |
| Q5-5. Condition of sidewalks in City                            | 16.6%                  | 48.1%          | 22.0%        | 8.7%              | 4.6%                      |
| Q5-6. Condition of bicycle infrastructure in City               | 11.3%                  | 30.8%          | 31.3%        | 20.5%             | 6.0%                      |
| Q5-7. Cleanliness of City streets & public areas                | 32.0%                  | 52.1%          | 10.3%        | 5.4%              | 0.1%                      |
| Q5-8. Maintenance of trees in public areas along City streets   | 24.8%                  | 50.8%          | 16.3%        | 5.5%              | 2.6%                      |

**Q5a. Which TWO of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q5a. Top choice   | Number | Percent |
|---|--------|---------|
| 1=Maintenance of City streets                               | 151    | 21.2 %  |
| 2=Maintenance of streets in your neighborhood               | 97     | 13.6 %  |
| 3=Mowing & trimming along City streets & other public areas | 31     | 4.4 %   |
| 4=Adequacy of City street lighting                          | 117    | 16.5 %  |
| 5=Condition of sidewalks in City                            | 41     | 5.8 %   |
| 6=Condition of bicycle infrastructure in City               | 97     | 13.6 %  |
| 7=Cleanliness of City streets & public areas                | 36     | 5.1 %   |
| 8=Maintenance of trees in public areas along City streets   | 45     | 6.3 %   |
| 9=None chosen   | 96     | 13.5 %  |
| Total   | 711    | 100.0 % |

**Q5a. Which TWO of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q5a. 2nd choice   | Number | Percent |
|---|--------|---------|
| 1=Maintenance of City streets                               | 83     | 11.7 %  |
| 2=Maintenance of streets in your neighborhood               | 78     | 11.0 %  |
| 3=Mowing & trimming along City streets & other public areas | 60     | 8.4 %   |
| 4=Adequacy of City street lighting                          | 93     | 13.1 %  |
| 5=Condition of sidewalks in City                            | 68     | 9.6 %   |
| 6=Condition of bicycle infrastructure in City               | 53     | 7.5 %   |
| 7=Cleanliness of City streets & public areas                | 69     | 9.7 %   |
| 8=Maintenance of trees in public areas along City streets   | 67     | 9.4 %   |
| 9=None chosen   | 140    | 19.7 %  |
| Total   | 711    | 100.0 % |

**Q5a. Which TWO of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q5a. Sum of top 2 choices                                   | Number | Percent |
|---|--------|---------|
| 1=Maintenance of City streets                               | 234    | 32.9 %  |
| 2=Maintenance of streets in your neighborhood               | 175    | 24.6 %  |
| 3=Mowing & trimming along City streets & other public areas | 91     | 12.8 %  |
| 4=Adequacy of City street lighting                          | 210    | 29.5 %  |
| 5=Condition of sidewalks in City                            | 109    | 15.3 %  |
| 6=Condition of bicycle infrastructure in City               | 150    | 21.1 %  |
| 7=Cleanliness of City streets & public areas                | 105    | 14.8 %  |
| 8=Maintenance of trees in public areas along City streets   | 112    | 15.8 %  |
| 9=None chosen   | 96     | 13.5 %  |
| Total   | 1282   |         |

**Q6. Parks and Recreation. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|  | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 | Don't know<br>9 |
|--|------------------------|----------------|--------------|-------------------|---------------------------|-----------------|
| Q6-1. Availability of City parks   | 55.7%                  | 37.0%          | 4.6%         | 0.3%              | 0.0%                      | 2.4%            |
| Q6-2. Condition of City parks  | 40.4%                  | 47.1%          | 8.9%         | 1.0%              | 0.0%                      | 2.7%            |
| Q6-3. Condition of City beaches  | 24.9%                  | 39.2%          | 17.3%        | 2.8%              | 0.3%                      | 15.5%           |
| Q6-4. Condition of City docks  | 16.2%                  | 27.3%          | 21.2%        | 7.6%              | 0.4%                      | 27.3%           |
| Q6-5. Availability of trails & open spaces                                   | 42.9%                  | 42.9%          | 7.3%         | 1.1%              | 0.4%                      | 5.3%            |
| Q6-6. Condition of trails & open spaces                                      | 35.3%                  | 45.0%          | 11.0%        | 2.5%              | 0.4%                      | 5.8%            |
| Q6-7. Condition of picnic shelters, playgrounds,<br>restrooms in City parks  | 25.3%                  | 38.1%          | 19.8%        | 4.1%              | 0.3%                      | 12.4%           |
| Q6-8. Condition of City's outdoor athletic fields<br>(e.g. baseball, soccer) | 32.5%                  | 37.6%          | 11.0%        | 1.4%              | 0.1%                      | 17.4%           |
| Q6-9. Community & Event Center hours of<br>operation & programming           | 25.2%                  | 34.3%          | 16.6%        | 3.0%              | 0.4%                      | 20.5%           |
| Q6-10. City recreation programs for youth,<br>adults, & seniors              | 22.4%                  | 34.2%          | 18.8%        | 3.4%              | 0.1%                      | 21.1%           |
| Q6-11. Special events sponsored by City                                      | 24.5%                  | 35.7%          | 22.5%        | 1.3%              | 0.4%                      | 15.6%           |

**WITHOUT "DON'T KNOW"****Q6. Parks and Recreation. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|  | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 |
|--|------------------------|----------------|--------------|-------------------|---------------------------|
| Q6-1. Availability of City parks   | 57.1%                  | 37.9%          | 4.8%         | 0.3%              | 0.0%                      |
| Q6-2. Condition of City parks  | 41.5%                  | 48.4%          | 9.1%         | 1.0%              | 0.0%                      |
| Q6-3. Condition of City beaches  | 29.5%                  | 46.4%          | 20.5%        | 3.3%              | 0.3%                      |
| Q6-4. Condition of City docks  | 22.2%                  | 37.5%          | 29.2%        | 10.4%             | 0.6%                      |
| Q6-5. Availability of trails & open spaces                                   | 45.3%                  | 45.3%          | 7.7%         | 1.2%              | 0.4%                      |
| Q6-6. Condition of trails & open spaces                                      | 37.5%                  | 47.8%          | 11.6%        | 2.7%              | 0.4%                      |
| Q6-7. Condition of picnic shelters, playgrounds,<br>restrooms in City parks  | 28.9%                  | 43.5%          | 22.6%        | 4.7%              | 0.3%                      |
| Q6-8. Condition of City's outdoor athletic fields<br>(e.g. baseball, soccer) | 39.4%                  | 45.5%          | 13.3%        | 1.7%              | 0.2%                      |
| Q6-9. Community & Event Center hours of<br>operation & programming           | 31.7%                  | 43.2%          | 20.9%        | 3.7%              | 0.5%                      |
| Q6-10. City recreation programs for youth,<br>adults, & seniors              | 28.3%                  | 43.3%          | 23.9%        | 4.3%              | 0.2%                      |
| Q6-11. Special events sponsored by City                                      | 29.0%                  | 42.3%          | 26.7%        | 1.5%              | 0.5%                      |

**Q6a. Which TWO of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q6a. Top choice   | Number | Percent |
|---|--------|---------|
| 1=Availability of City parks  | 68     | 9.6 %   |
| 2=Condition of City parks   | 128    | 18.0 %  |
| 3=Condition of City beaches   | 36     | 5.1 %   |
| 4=Condition of City docks   | 44     | 6.2 %   |
| 5=Availability of trails & open spaces                                | 60     | 8.4 %   |
| 6=Condition of trails & open spaces                                   | 58     | 8.2 %   |
| 7=Condition of picnic shelters, playgrounds, restrooms in City parks  | 61     | 8.6 %   |
| 8=Condition of City's outdoor athletic fields (e.g. baseball, soccer) | 13     | 1.8 %   |
| 9=Community & Event Center hours of operation & programming           | 21     | 3.0 %   |
| 10=City recreation programs for youth, adults, & seniors              | 57     | 8.0 %   |
| 11=Special events sponsored by City                                   | 26     | 3.7 %   |
| 99=None chosen  | 139    | 19.5 %  |
| Total   | 711    | 100.0 % |

**Q6a. Which TWO of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q6a. 2nd choice   | Number | Percent |
|---|--------|---------|
| 1=Availability of City parks  | 28     | 3.9 %   |
| 2=Condition of City parks   | 94     | 13.2 %  |
| 3=Condition of City beaches   | 42     | 5.9 %   |
| 4=Condition of City docks   | 23     | 3.2 %   |
| 5=Availability of trails & open spaces                                | 39     | 5.5 %   |
| 6=Condition of trails & open spaces                                   | 80     | 11.3 %  |
| 7=Condition of picnic shelters, playgrounds, restrooms in City parks  | 65     | 9.1 %   |
| 8=Condition of City's outdoor athletic fields (e.g. baseball, soccer) | 19     | 2.7 %   |
| 9=Community & Event Center hours of operation & programming           | 34     | 4.8 %   |
| 10=City recreation programs for youth, adults, & seniors              | 63     | 8.9 %   |
| 11=Special events sponsored by City                                   | 52     | 7.3 %   |
| 99=None chosen  | 172    | 24.2 %  |
| Total   | 711    | 100.0 % |

**Q6a. Which TWO of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q6a. Sum of top 2 choices   | Number | Percent |
|---|--------|---------|
| 1=Availability of City parks  | 96     | 13.5 %  |
| 2=Condition of City parks   | 222    | 31.2 %  |
| 3=Condition of City beaches   | 78     | 11.0 %  |
| 4=Condition of City docks   | 67     | 9.4 %   |
| 5=Availability of trails & open spaces                                | 99     | 13.9 %  |
| 6=Condition of trails & open spaces                                   | 138    | 19.4 %  |
| 7=Condition of picnic shelters, playgrounds, restrooms in City parks  | 126    | 17.7 %  |
| 8=Condition of City's outdoor athletic fields (e.g. baseball, soccer) | 32     | 4.5 %   |
| 9=Community & Event Center hours of operation & programming           | 55     | 7.7 %   |
| 10=City recreation programs for youth, adults, & seniors              | 120    | 16.9 %  |
| 11=Special events sponsored by City                                   | 78     | 11.0 %  |
| 99=None chosen  | 139    | 19.5 %  |
| Total   | 1250   |         |



**Q7. Utility Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 | Don't know<br>9 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|-----------------|
| Q7-1. Water services                                | 28.6%                  | 42.5%          | 13.2%        | 8.2%              | 2.7%                      | 4.9%            |
| Q7-2. Sewer services                                | 29.3%                  | 46.4%          | 13.5%        | 3.8%              | 1.5%                      | 5.5%            |
| Q7-3. Stormwater (flood prevention) services        | 23.9%                  | 37.1%          | 16.7%        | 6.3%              | 1.4%                      | 14.5%           |
| Q7-4. Residential curbside trash services           | 34.3%                  | 46.3%          | 11.8%        | 2.1%              | 0.4%                      | 5.1%            |
| Q7-5. Residential curbside yard/food waste services | 34.0%                  | 42.5%          | 12.8%        | 2.5%              | 2.3%                      | 5.9%            |
| Q7-6. Residential curbside recycling services       | 33.8%                  | 43.6%          | 13.1%        | 3.0%              | 0.8%                      | 5.8%            |
| Q7-7. Spring & fall recycling events                | 29.4%                  | 38.5%          | 13.2%        | 3.1%              | 0.3%                      | 15.5%           |

**WITHOUT "DON'T KNOW"**

**Q7. Utility Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|
| Q7-1. Water services                                | 30.0%                  | 44.7%          | 13.9%        | 8.6%              | 2.8%                      |
| Q7-2. Sewer services                                | 31.0%                  | 49.1%          | 14.3%        | 4.0%              | 1.6%                      |
| Q7-3. Stormwater (flood prevention) services        | 28.0%                  | 43.4%          | 19.6%        | 7.4%              | 1.6%                      |
| Q7-4. Residential curbside trash services           | 36.1%                  | 48.7%          | 12.4%        | 2.2%              | 0.4%                      |
| Q7-5. Residential curbside yard/food waste services | 36.2%                  | 45.1%          | 13.6%        | 2.7%              | 2.4%                      |
| Q7-6. Residential curbside recycling services       | 35.8%                  | 46.3%          | 13.9%        | 3.1%              | 0.9%                      |
| Q7-7. Spring & fall recycling events                | 34.8%                  | 45.6%          | 15.6%        | 3.7%              | 0.3%                      |

**Q7a. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q7a. Top choice                                 | Number | Percent |
|---|--------|---------|
| 1=Water services                                | 222    | 31.2 %  |
| 2=Sewer services                                | 38     | 5.3 %   |
| 3=Stormwater (flood prevention) services        | 94     | 13.2 %  |
| 4=Residential curbside trash services           | 41     | 5.8 %   |
| 5=Residential curbside yard/food waste services | 31     | 4.4 %   |
| 6=Residential curbside recycling services       | 21     | 3.0 %   |
| 7=Spring & fall recycling events                | 81     | 11.4 %  |
| 9=None chosen                                   | 183    | 25.7 %  |
| Total   | 711    | 100.0 % |

**Q7a. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q7a. 2nd choice                                 | Number | Percent |
|---|--------|---------|
| 1=Water services                                | 82     | 11.5 %  |
| 2=Sewer services                                | 165    | 23.2 %  |
| 3=Stormwater (flood prevention) services        | 78     | 11.0 %  |
| 4=Residential curbside trash services           | 21     | 3.0 %   |
| 5=Residential curbside yard/food waste services | 32     | 4.5 %   |
| 6=Residential curbside recycling services       | 44     | 6.2 %   |
| 7=Spring & fall recycling events                | 47     | 6.6 %   |
| 9=None chosen                                   | 242    | 34.0 %  |
| Total   | 711    | 100.0 % |

**Q7a. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q7a. Sum of top 2 choices                       | Number | Percent |
|---|--------|---------|
| 1=Water services                                | 304    | 42.8 %  |
| 2=Sewer services                                | 203    | 28.6 %  |
| 3=Stormwater (flood prevention) services        | 172    | 24.2 %  |
| 4=Residential curbside trash services           | 62     | 8.7 %   |
| 5=Residential curbside yard/food waste services | 63     | 8.9 %   |
| 6=Residential curbside recycling services       | 65     | 9.1 %   |
| 7=Spring & fall recycling events                | 128    | 18.0 %  |
| 9=None chosen                                   | 183    | 25.7 %  |
| Total   | 1180   |         |

**Q8. Code Enforcement. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 | Don't know<br>9 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|-----------------|
| Q8-1. Enforcing construction codes & permit requirements      | 8.6%                   | 17.2%          | 22.6%        | 9.4%              | 6.5%                      | 35.7%           |
| Q8-2. Enforcing clean-up of junk & debris on private property | 6.3%                   | 19.1%          | 25.7%        | 10.7%             | 4.2%                      | 33.9%           |
| Q8-3. Enforcing exterior maintenance of residential property  | 5.2%                   | 22.1%          | 26.3%        | 7.6%              | 2.4%                      | 36.4%           |
| Q8-4. Enforcing exterior maintenance of commercial property   | 6.5%                   | 26.0%          | 27.4%        | 3.0%              | 0.7%                      | 36.4%           |

**WITHOUT "DON'T KNOW"**

**Q8. Code Enforcement. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|
| Q8-1. Enforcing construction codes & permit requirements      | 13.3%                  | 26.7%          | 35.2%        | 14.7%             | 10.1%                     |
| Q8-2. Enforcing clean-up of junk & debris on private property | 9.6%                   | 28.9%          | 38.9%        | 16.2%             | 6.4%                      |
| Q8-3. Enforcing exterior maintenance of residential property  | 8.2%                   | 34.7%          | 41.4%        | 11.9%             | 3.8%                      |
| Q8-4. Enforcing exterior maintenance of commercial property   | 10.2%                  | 40.9%          | 43.1%        | 4.6%              | 1.1%                      |

**Q8a. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q8a. Top choice   | Number | Percent |
|---|--------|---------|
| 1=Enforcing construction codes & permit requirements      | 238    | 33.5 %  |
| 2=Enforcing clean-up of junk & debris on private property | 133    | 18.7 %  |
| 3=Enforcing exterior maintenance of residential property  | 52     | 7.3 %   |
| 4=Enforcing exterior maintenance of commercial property   | 40     | 5.6 %   |
| 9=None chosen   | 248    | 34.9 %  |
| Total   | 711    | 100.0 % |

**Q8a. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q8a. 2nd choice   | Number | Percent |
|---|--------|---------|
| 1=Enforcing construction codes & permit requirements      | 56     | 7.9 %   |
| 2=Enforcing clean-up of junk & debris on private property | 157    | 22.1 %  |
| 3=Enforcing exterior maintenance of residential property  | 86     | 12.1 %  |
| 4=Enforcing exterior maintenance of commercial property   | 95     | 13.4 %  |
| 9=None chosen   | 317    | 44.6 %  |
| Total   | 711    | 100.0 % |

**Q8a. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q8a. Sum of top 2 choices                                 | Number | Percent |
|---|--------|---------|
| 1=Enforcing construction codes & permit requirements      | 294    | 41.4 %  |
| 2=Enforcing clean-up of junk & debris on private property | 290    | 40.8 %  |
| 3=Enforcing exterior maintenance of residential property  | 138    | 19.4 %  |
| 4=Enforcing exterior maintenance of commercial property   | 135    | 19.0 %  |
| 9=None chosen   | 248    | 34.9 %  |
| Total   | 1105   |         |

**Q9. Other Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|  | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 | Don't know<br>9 |
|--|------------------------|----------------|--------------|-------------------|---------------------------|-----------------|
| Q9-1. King County Library services   | 52.7%                  | 27.6%          | 8.2%         | 1.8%              | 0.3%                      | 9.4%            |
| Q9-2. Timeliness of City's permit review & inspections                           | 6.8%                   | 15.0%          | 21.0%        | 8.7%              | 5.1%                      | 43.5%           |
| Q9-3. Shopping at City's Thrift Store (proceeds benefit Youth & Family Services) | 34.5%                  | 33.5%          | 13.4%        | 2.3%              | 0.3%                      | 16.2%           |
| Q9-4. Process for dropping off donations at City's Thrift Store                  | 31.4%                  | 31.8%          | 15.2%        | 6.3%              | 1.5%                      | 13.8%           |

**WITHOUT "DON'T KNOW"**

**Q9. Other Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|  | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 |
|--|------------------------|----------------|--------------|-------------------|---------------------------|
| Q9-1. King County Library services   | 58.2%                  | 30.4%          | 9.0%         | 2.0%              | 0.3%                      |
| Q9-2. Timeliness of City's permit review & inspections                           | 11.9%                  | 26.6%          | 37.1%        | 15.4%             | 9.0%                      |
| Q9-3. Shopping at City's Thrift Store (proceeds benefit Youth & Family Services) | 41.1%                  | 39.9%          | 15.9%        | 2.7%              | 0.3%                      |
| Q9-4. Process for dropping off donations at City's Thrift Store                  | 36.4%                  | 36.9%          | 17.6%        | 7.3%              | 1.8%                      |

**Q10. Transportation. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with following aspects of transportation in the City of Mercer Island.**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 | Don't know<br>9 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|-----------------|
| Q10-1. Availability of safe biking facilities on Mercer Island  | 9.6%                   | 21.7%          | 26.9%        | 18.3%             | 3.7%                      | 20.0%           |
| Q10-2. Availability of safe walking facilities on Mercer Island | 17.2%                  | 43.7%          | 19.4%        | 11.7%             | 4.5%                      | 3.5%            |
| Q10-3. Access to public transportation on Mercer Island         | 9.8%                   | 24.9%          | 25.0%        | 22.4%             | 9.6%                      | 8.3%            |
| Q10-4. Ease of travel between Mercer Island & Bellevue/Eastside | 13.8%                  | 40.2%          | 21.2%        | 14.6%             | 6.0%                      | 4.1%            |
| Q10-5. Ease of travel between Mercer Island & Seattle           | 12.0%                  | 30.9%          | 22.2%        | 21.5%             | 10.0%                     | 3.4%            |
| Q10-6. Availability of commuter parking in Town Center          | 3.9%                   | 9.3%           | 14.5%        | 28.4%             | 30.0%                     | 13.9%           |
| Q10-7. Availability of retail parking in Town Center            | 9.6%                   | 33.6%          | 28.6%        | 15.2%             | 8.6%                      | 4.5%            |

**WITHOUT "DON'T KNOW"**

**Q10. Transportation. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with following aspects of transportation in the City of Mercer Island. (without "don't know")**

(N=711)

|   | Very<br>satisfied<br>5 | Satisfied<br>4 | Neutral<br>3 | Dissatisfied<br>2 | Very<br>dissatisfied<br>1 |
|---|------------------------|----------------|--------------|-------------------|---------------------------|
| Q10-1. Availability of safe biking facilities on Mercer Island  | 12.0%                  | 27.1%          | 33.6%        | 22.8%             | 4.6%                      |
| Q10-2. Availability of safe walking facilities on Mercer Island | 17.8%                  | 45.3%          | 20.1%        | 12.1%             | 4.7%                      |
| Q10-3. Access to public transportation on Mercer Island         | 10.7%                  | 27.1%          | 27.3%        | 24.4%             | 10.4%                     |
| Q10-4. Ease of travel between Mercer Island & Bellevue/Eastside | 14.4%                  | 41.9%          | 22.1%        | 15.2%             | 6.3%                      |
| Q10-5. Ease of travel between Mercer Island & Seattle           | 12.4%                  | 32.0%          | 23.0%        | 22.3%             | 10.3%                     |
| Q10-6. Availability of commuter parking in Town Center          | 4.6%                   | 10.8%          | 16.8%        | 33.0%             | 34.8%                     |
| Q10-7. Availability of retail parking in Town Center            | 10.0%                  | 35.2%          | 29.9%        | 15.9%             | 9.0%                      |

**Q10a. Which TWO of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q10a. Top choice   | Number | Percent |
|--|--------|---------|
| 1=Availability of safe biking facilities on Mercer Island  | 62     | 8.7 %   |
| 2=Availability of safe walking facilities on Mercer Island | 56     | 7.9 %   |
| 3=Access to public transportation on Mercer Island         | 111    | 15.6 %  |
| 4=Ease of travel between Mercer Island & Bellevue/Eastside | 39     | 5.5 %   |
| 5=Ease of travel between Mercer Island & Seattle           | 121    | 17.0 %  |
| 6=Availability of commuter parking in Town Center          | 205    | 28.8 %  |
| 7=Availability of retail parking in Town Center            | 44     | 6.2 %   |
| 9=None chosen  | 73     | 10.3 %  |
| Total  | 711    | 100.0 % |

**Q10a. Which TWO of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q10a. 2nd choice   | Number | Percent |
|--|--------|---------|
| 1=Availability of safe biking facilities on Mercer Island  | 71     | 10.0 %  |
| 2=Availability of safe walking facilities on Mercer Island | 62     | 8.7 %   |
| 3=Access to public transportation on Mercer Island         | 90     | 12.7 %  |
| 4=Ease of travel between Mercer Island & Bellevue/Eastside | 72     | 10.1 %  |
| 5=Ease of travel between Mercer Island & Seattle           | 106    | 14.9 %  |
| 6=Availability of commuter parking in Town Center          | 121    | 17.0 %  |
| 7=Availability of retail parking in Town Center            | 82     | 11.5 %  |
| 9=None chosen  | 107    | 15.0 %  |
| Total  | 711    | 100.0 % |

**Q10a. Which TWO of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q10a. Sum of top 2 choices                                 | Number | Percent |
|--|--------|---------|
| 1=Availability of safe biking facilities on Mercer Island  | 133    | 18.7 %  |
| 2=Availability of safe walking facilities on Mercer Island | 118    | 16.6 %  |
| 3=Access to public transportation on Mercer Island         | 201    | 28.3 %  |
| 4=Ease of travel between Mercer Island & Bellevue/Eastside | 111    | 15.6 %  |
| 5=Ease of travel between Mercer Island & Seattle           | 227    | 31.9 %  |
| 6=Availability of commuter parking in Town Center          | 326    | 45.9 %  |
| 7=Availability of retail parking in Town Center            | 126    | 17.7 %  |
| 9=None chosen  | 73     | 10.3 %  |
| Total  | 1315   |         |



**Q11. Where do you currently get news and information about City programs, services, and events?**

| Q11. Where do you currently get news & information about City programs, services, & events | Number | Percent |
|--|--------|---------|
| 1=Mercer Island Weekly (City e-newsletter)   | 267    | 37.6 %  |
| 2=City e-mail update service   | 196    | 27.6 %  |
| 3=City website   | 249    | 35.0 %  |
| 4=Attending public meetings  | 77     | 10.8 %  |
| 5=Cable TV or video streaming City Council meetings  | 76     | 10.7 %  |
| 6=Mercer Island Reporter   | 338    | 47.5 %  |
| 7=Social media (e.g. Facebook, Twitter, NextDoor)  | 325    | 45.7 %  |
| 8=Other  | 75     | 10.5 %  |
| Total  | 1603   |         |

**Q11. Other**

| Q11. Other                                      | Number | Percent |
|---|--------|---------|
| Mailings=                                       | 12     | 16.7 %  |
| Word of mouth=                                  | 11     | 15.3 %  |
| Friends=  | 7      | 9.7 %   |
| Instagram for younger population=               | 7      | 9.7 %   |
| Seattle Times=                                  | 4      | 5.6 %   |
| Informational email=                            | 4      | 5.6 %   |
| City mailings=                                  | 3      | 4.2 %   |
| Nextdoor=                                       | 3      | 4.2 %   |
| Friends & neighbors=                            | 2      | 2.8 %   |
| Hate Nextdoor=                                  | 2      | 2.8 %   |
| Neighbors=                                      | 2      | 2.8 %   |
| Notice of events on streets=                    | 2      | 2.8 %   |
| Library=  | 1      | 1.4 %   |
| Elected officials=                              | 1      | 1.4 %   |
| Nextdoor terrace emails=                        | 1      | 1.4 %   |
| Starbucks Center & OFC=                         | 1      | 1.4 %   |
| Emails from city council member=                | 1      | 1.4 %   |
| MI Cycling Group=                               | 1      | 1.4 %   |
| Flyers=   | 1      | 1.4 %   |
| Postings in MICEC Lobby=                        | 1      | 1.4 %   |
| MI Patach=                                      | 1      | 1.4 %   |
| Newspapers=                                     | 1      | 1.4 %   |
| Mailings & word of mouth=                       | 1      | 1.4 %   |
| Community Center=                               | 1      | 1.4 %   |
| City mails of events happening around the city= | 1      | 1.4 %   |
| Total   | 72     | 100.0 % |

**Q12. Do you think Mercer Island is generally going in the right direction, or do you think it is generally going in the wrong direction?**

Q12. What direction do you think Mercer Island is generally going in

|                   | Number | Percent |
|-------------------|--------|---------|
| 1=Right direction | 429    | 60.3 %  |
| 2=Wrong direction | 139    | 19.5 %  |
| 9=Don't know      | 143    | 20.1 %  |
| Total             | 711    | 100.0 % |

**WITHOUT "DON'T KNOW"****Q12. Do you think Mercer Island is generally going in the right direction, or do you think it is generally going in the wrong direction? (without "don't know")**

Q12. What direction do you think Mercer Island is generally going in

|                   | Number | Percent |
|-------------------|--------|---------|
| 1=Right direction | 429    | 75.5 %  |
| 2=Wrong direction | 139    | 24.5 %  |
| Total             | 568    | 100.0 % |

**Q13. How would you rate the job Mercer Island City government does overall?**

Q13. How would you rate the job Mercer Island City government does overall

|              | Number | Percent |
|--------------|--------|---------|
| 1=Excellent  | 123    | 17.3 %  |
| 2=Good       | 289    | 40.6 %  |
| 3=Fair       | 162    | 22.8 %  |
| 4=Poor       | 79     | 11.1 %  |
| 9=Don't know | 58     | 8.2 %   |
| Total        | 711    | 100.0 % |

**WITHOUT "DON'T KNOW"****Q13. How would you rate the job Mercer Island City government does overall? (without "don't know")**

Q13. How would you rate the job Mercer Island City government does overall

|             | Number | Percent |
|-------------|--------|---------|
| 1=Excellent | 123    | 18.8 %  |
| 2=Good      | 289    | 44.3 %  |
| 3=Fair      | 162    | 24.8 %  |
| 4=Poor      | 79     | 12.1 %  |
| Total       | 653    | 100.0 % |

**Q14. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly?**

Q14. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly

|              | Number | Percent |
|--------------|--------|---------|
| 1=Excellent  | 89     | 12.5 %  |
| 2=Good       | 206    | 29.0 %  |
| 3=Fair       | 171    | 24.1 %  |
| 4=Poor       | 139    | 19.5 %  |
| 9=Don't know | 106    | 14.9 %  |
| Total        | 711    | 100.0 % |

**WITHOUT "DON'T KNOW"****Q14. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly? (without "don't know")**

Q14. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly

|             | Number | Percent |
|-------------|--------|---------|
| 1=Excellent | 89     | 14.7 %  |
| 2=Good      | 206    | 34.0 %  |
| 3=Fair      | 171    | 28.3 %  |
| 4=Poor      | 139    | 23.0 %  |
| Total       | 605    | 100.0 % |

**Q15. Do you think the City of Mercer Island provides too many services, too few services, or about the right amount of services?**

Q15. Do you think City of Mercer Island provides too many services, too few services, or about the right amount of services

|                                      | Number | Percent |
|--------------------------------------|--------|---------|
| 1=Too many services                  | 73     | 10.3 %  |
| 2=About the right amount of services | 462    | 65.0 %  |
| 3=Too few services                   | 45     | 6.3 %   |
| 9=Don't know                         | 131    | 18.4 %  |
| Total                                | 711    | 100.0 % |

**WITHOUT "DON'T KNOW"****Q15. Do you think the City of Mercer Island provides too many services, too few services, or about the right amount of services? (without "don't know")**

Q15. Do you think City of Mercer Island provides too many services, too few services, or about the right amount of services

|                                      | Number | Percent |
|--------------------------------------|--------|---------|
| 1=Too many services                  | 73     | 12.6 %  |
| 2=About the right amount of services | 462    | 79.7 %  |
| 3=Too few services                   | 45     | 7.8 %   |
| Total                                | 580    | 100.0 % |

**Q16. The City of Mercer Island currently forecasts a projected 6-year budget deficit because the cost of providing services is increasing at a rate faster than the growth in property tax revenue. If the city asked voters to approve a 6-year levy lid lift that would raise property taxes enough to avoid reductions in service levels, what is the maximum increase in property taxes that you would be willing to pay (based on a \$1.2 million median assessed value home)?**

| Q16. Maximum increase in property taxes that you would be willing to pay | Number | Percent |
|--|--------|---------|
| 1=Approximately \$28 per month (or \$331 annually)                       | 152    | 21.4 %  |
| 2=Approximately \$21 per month (or \$254 annually)                       | 171    | 24.1 %  |
| 3=Do not increase taxes  | 307    | 43.2 %  |
| 9=Don't know   | 81     | 11.4 %  |
| Total  | 711    | 100.0 % |

**WITHOUT "DON'T KNOW"**

**Q16. The City of Mercer Island currently forecasts a projected 6-year budget deficit because the cost of providing services is increasing at a rate faster than the growth in property tax revenue. If the city asked voters to approve a 6-year levy lid lift that would raise property taxes enough to avoid reductions in service levels, what is the maximum increase in property taxes that you would be willing to pay (based on a \$1.2 million median assessed value home)? (without "don't know")**

| Q16. Maximum increase in property taxes that you would be willing to pay | Number | Percent |
|--|--------|---------|
| 1=Approximately \$28 per month (or \$331 annually)                       | 152    | 24.1 %  |
| 2=Approximately \$21 per month (or \$254 annually)                       | 171    | 27.1 %  |
| 3=Do not increase taxes  | 307    | 48.7 %  |
| Total  | 630    | 100.0 % |

**Q16a. Would you be supportive of adding \$36 more per year to the levy if it were used to remodel and expand the City's Thrift Store? Improvements to the Thrift Store would generate enough revenue to fund Youth and Family Services, which will eliminate the need to fund these services from the City's general fund budget in the future.**

| Q16a. Would you be supportive of adding \$36 more per year to the levy | Number | Percent |
|--|--------|---------|
| 1=Yes  | 209    | 64.7 %  |
| 2=No   | 61     | 18.9 %  |
| 9=Don't know   | 53     | 16.4 %  |
| Total  | 323    | 100.0 % |

**WITHOUT "DON'T KNOW"**

**Q16a. Would you be supportive of adding \$36 more per year to the levy if it were used to remodel and expand the City's Thrift Store? Improvements to the Thrift Store would generate enough revenue to fund Youth and Family Services, which will eliminate the need to fund these services from the City's general fund budget in the future. (without "don't know")**

| Q16a. Would you be supportive of adding \$36 more per year to the levy | Number | Percent |
|--|--------|---------|
| 1=Yes  | 209    | 77.4 %  |
| 2=No   | 61     | 22.6 %  |
| Total  | 270    | 100.0 % |

**Q17. Approximately how many years have you lived on Mercer Island?**

| Q17. How many years have you lived on Mercer Island | Number | Percent |
|---|--------|---------|
| 0-5   | 159    | 22.4 %  |
| 6-10  | 88     | 12.4 %  |
| 11-15   | 70     | 9.8 %   |
| 16-20   | 87     | 12.2 %  |
| 21-30   | 106    | 14.9 %  |
| 31+   | 183    | 25.7 %  |
| Not provided  | 18     | 2.5 %   |
| Total   | 711    | 100.0 % |

**Q18. What is your age?**

| Q18. Your age  | Number | Percent |
|----------------|--------|---------|
| 1=Under 35     | 97     | 13.6 %  |
| 2=35-44        | 104    | 14.6 %  |
| 3=45-54        | 140    | 19.7 %  |
| 4=55-64        | 142    | 20.0 %  |
| 5=65-74        | 105    | 14.8 %  |
| 6=75+          | 88     | 12.4 %  |
| 9=Not provided | 35     | 4.9 %   |
| Total          | 711    | 100.0 % |

**Q19. Are you Hispanic or Latino?**

| Q19. Are you Hispanic or Latino | Number | Percent |
|---------------------------------|--------|---------|
| 1=Yes                           | 26     | 3.7 %   |
| 2=No                            | 643    | 90.4 %  |
| 9=Not provided                  | 42     | 5.9 %   |
| Total                           | 711    | 100.0 % |

**Q20. Which of the following best describe your race/ethnicity?**

| <u>Q20. Your race/ethnicity</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------|---------------|----------------|
| 1=African American              | 18            | 2.5 %          |
| 2=Asian/Pacific Islander        | 126           | 17.7 %         |
| 3=Native American               | 2             | 0.3 %          |
| 4=White                         | 494           | 69.5 %         |
| 5=Other                         | 13            | 1.8 %          |
| 9=Not provided                  | 58            | 8.2 %          |
| Total                           | 711           | 100.0 %        |

**Q20. Other**

| <u>Q20. Other</u> | <u>Number</u> | <u>Percent</u> |
|-------------------|---------------|----------------|
| Hispanic/Mexican= | 3             | 37.5 %         |
| South Asian=      | 2             | 25.0 %         |
| Latino=           | 1             | 12.5 %         |
| African=          | 1             | 12.5 %         |
| East European=    | 1             | 12.5 %         |
| Total             | 8             | 100.0 %        |

**Q21. How many children under age 18 live in your household?**

| <u>Q21. How many children under 18 live in your household</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| 0=0   | 405           | 57.0 %         |
| 1=1   | 101           | 14.2 %         |
| 2=2   | 140           | 19.7 %         |
| 3=3   | 26            | 3.7 %          |
| 4=4   | 7             | 1.0 %          |
| 5=5+  | 4             | 0.6 %          |
| 9=Not provided  | 28            | 3.9 %          |
| Total   | 711           | 100.0 %        |

**Q22. What is your gender?**

| <u>Q22. Your gender</u>                            | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| 1=Male   | 341           | 48.0 %         |
| 2=Female   | 343           | 48.2 %         |
| 3=Transgender                                      | 3             | 0.4 %          |
| 4=I don't identify as male, female, or transgender | 3             | 0.4 %          |
| 9=Not provided                                     | 21            | 3.0 %          |
| Total  | 711           | 100.0 %        |

**Q23. Would you say your total annual household income is...**

| <u>Q23. Your total annual household income</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| 1=Under \$50K                                  | 45            | 6.3 %          |
| 2=\$50K to \$99,999                            | 114           | 16.0 %         |
| 3=\$100K to \$199,999                          | 156           | 21.9 %         |
| 4=\$200K to \$499,999                          | 194           | 27.3 %         |
| 5=\$500K to \$999,999                          | 82            | 11.5 %         |
| 6=\$1,000K+                                    | 17            | 2.4 %          |
| 9=Not provided                                 | 103           | 14.5 %         |
| Total  | 711           | 100.0 %        |



# Section 5

## *Unweighted Tabular Data*

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**Q1. Perceptions of Mercer Island. Several items that may influence your perception of the City of Mercer Island are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q1-1. Overall quality of services provided by City of Mercer Island | 24.6%          | 49.8%     | 16.6%   | 4.1%         | 1.1%              | 3.8%       |
| Q1-2. Overall quality of life in City                               | 42.8%          | 46.4%     | 7.2%    | 1.7%         | 0.6%              | 1.4%       |
| Q1-3. Overall quality of shopping & retail options on Mercer Island | 7.5%           | 29.7%     | 34.7%   | 19.8%        | 7.0%              | 1.3%       |
| Q1-4. Overall quality of dining options on Mercer Island            | 4.8%           | 18.1%     | 35.9%   | 28.1%        | 10.8%             | 2.3%       |
| Q1-5. Overall feeling of safety in City                             | 54.3%          | 39.2%     | 5.1%    | 0.3%         | 0.1%              | 1.0%       |
| Q1-6. Mercer Island as a place to live                              | 59.8%          | 34.7%     | 3.4%    | 1.4%         | 0.0%              | 0.7%       |
| Q1-7. Mercer Island as a place to raise children                    | 58.4%          | 28.3%     | 5.5%    | 1.0%         | 0.3%              | 6.6%       |
| Q1-8. Mercer Island as a place to retire                            | 28.7%          | 24.5%     | 22.5%   | 10.7%        | 4.1%              | 9.6%       |
| Q1-9. Mercer Island as a place to operate a business                | 4.4%           | 8.6%      | 29.8%   | 8.9%         | 3.5%              | 44.9%      |
| Q1-10. Mercer Island as an inclusive community                      | 14.6%          | 30.2%     | 34.5%   | 11.4%        | 2.1%              | 7.2%       |

**Q1. Perceptions of Mercer Island. Several items that may influence your perception of the City of Mercer Island are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q1-1. Overall quality of services provided by City of Mercer Island | 25.6%          | 51.8%     | 17.3%   | 4.2%         | 1.2%              |
| Q1-2. Overall quality of life in City                               | 43.4%          | 47.1%     | 7.3%    | 1.7%         | 0.6%              |
| Q1-3. Overall quality of shopping & retail options on Mercer Island | 7.5%           | 30.1%     | 35.2%   | 20.1%        | 7.1%              |
| Q1-4. Overall quality of dining options on Mercer Island            | 4.9%           | 18.6%     | 36.7%   | 28.8%        | 11.1%             |
| Q1-5. Overall feeling of safety in City                             | 54.8%          | 39.6%     | 5.1%    | 0.3%         | 0.1%              |
| Q1-6. Mercer Island as a place to live                              | 60.2%          | 35.0%     | 3.4%    | 1.4%         | 0.0%              |
| Q1-7. Mercer Island as a place to raise children                    | 62.5%          | 30.3%     | 5.9%    | 1.1%         | 0.3%              |
| Q1-8. Mercer Island as a place to retire                            | 31.7%          | 27.1%     | 24.9%   | 11.8%        | 4.5%              |
| Q1-9. Mercer Island as a place to operate a business                | 7.9%           | 15.6%     | 54.1%   | 16.1%        | 6.4%              |
| Q1-10. Mercer Island as an inclusive community                      | 15.8%          | 32.6%     | 37.1%   | 12.3%        | 2.3%              |

**Q2. Major Categories of City Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q2-1. Police services   | 42.3%          | 41.4%     | 9.1%    | 2.4%         | 1.3%              | 3.5%       |
| Q2-2. Fire & emergency medical services   | 53.4%          | 32.5%     | 4.4%    | 0.6%         | 0.1%              | 9.0%       |
| Q2-3. Emergency preparedness services   | 30.4%          | 33.5%     | 13.4%   | 2.3%         | 0.6%              | 20.0%      |
| Q2-4. City parks, trails, & open-space  | 49.8%          | 37.6%     | 8.6%    | 2.0%         | 0.6%              | 1.5%       |
| Q2-5. Maintenance of City streets & rights-of-way   | 28.4%          | 45.0%     | 15.2%   | 8.2%         | 2.4%              | 0.8%       |
| Q2-6. Water, sewer, & stormwater utility services   | 23.1%          | 41.9%     | 21.8%   | 7.6%         | 1.8%              | 3.8%       |
| Q2-7. Enforcement of City codes & ordinances  | 14.6%          | 28.4%     | 24.1%   | 9.1%         | 3.8%              | 20.0%      |
| Q2-8. Youth & family services, which includes mental health services in public schools                      | 25.7%          | 25.2%     | 19.5%   | 1.3%         | 0.4%              | 27.8%      |
| Q2-9. Recreation programs & special events  | 26.3%          | 41.6%     | 20.7%   | 2.1%         | 0.3%              | 9.0%       |
| Q2-10. Customer service you receive from City employees   | 26.0%          | 34.0%     | 19.7%   | 5.6%         | 0.8%              | 13.8%      |
| Q2-11. Efforts to sustain environmental quality   | 23.1%          | 36.7%     | 23.1%   | 5.6%         | 2.1%              | 9.4%       |
| Q2-12. City communications  | 19.8%          | 37.8%     | 25.2%   | 10.0%        | 2.0%              | 5.2%       |
| Q2-13. Efforts by City to regulate development on the Island  | 8.7%           | 19.8%     | 26.2%   | 21.8%        | 14.9%             | 8.6%       |
| Q2-14. Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 7.2%           | 19.3%     | 26.4%   | 9.4%         | 7.7%              | 30.0%      |

**Q2. Major Categories of City Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q2-1. Police services   | 43.9%          | 42.9%     | 9.5%    | 2.5%         | 1.3%              |
| Q2-2. Fire & emergency medical services   | 58.7%          | 35.7%     | 4.8%    | 0.6%         | 0.2%              |
| Q2-3. Emergency preparedness services   | 38.0%          | 41.8%     | 16.7%   | 2.8%         | 0.7%              |
| Q2-4. City parks, trails, & open-space  | 50.6%          | 38.1%     | 8.7%    | 2.0%         | 0.6%              |
| Q2-5. Maintenance of City streets & rights-of-way   | 28.7%          | 45.4%     | 15.3%   | 8.2%         | 2.4%              |
| Q2-6. Water, sewer, & stormwater utility services   | 24.0%          | 43.6%     | 22.7%   | 7.9%         | 1.9%              |
| Q2-7. Enforcement of City codes & ordinances  | 18.3%          | 35.5%     | 30.1%   | 11.4%        | 4.7%              |
| Q2-8. Youth & family services, which includes mental health services in public schools                      | 35.7%          | 34.9%     | 27.1%   | 1.8%         | 0.6%              |
| Q2-9. Recreation programs & special events  | 28.9%          | 45.7%     | 22.7%   | 2.3%         | 0.3%              |
| Q2-10. Customer service you receive from City employees   | 30.2%          | 39.5%     | 22.8%   | 6.5%         | 1.0%              |
| Q2-11. Efforts to sustain environmental quality   | 25.5%          | 40.5%     | 25.5%   | 6.2%         | 2.3%              |
| Q2-12. City communications  | 20.9%          | 39.9%     | 26.6%   | 10.5%        | 2.1%              |
| Q2-13. Efforts by City to regulate development on the Island  | 9.5%           | 21.7%     | 28.6%   | 23.8%        | 16.3%             |
| Q2-14. Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 10.2%          | 27.5%     | 37.8%   | 13.5%        | 11.0%             |

**Q2a. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q2a. Top choice  | Number | Percent |
|--|--------|---------|
| Police services  | 64     | 9.0 %   |
| Fire & emergency medical services  | 33     | 4.6 %   |
| Emergency preparedness services  | 27     | 3.8 %   |
| City parks, trails, & open space   | 51     | 7.2 %   |
| Maintenance of City streets & rights-of-way  | 60     | 8.4 %   |
| Water, sewer, & stormwater utility services  | 46     | 6.5 %   |
| Enforcement of City codes & ordinances   | 22     | 3.1 %   |
| Youth & family services, which includes mental health services in public schools                     | 38     | 5.3 %   |
| Recreation programs & special events   | 3      | 0.4 %   |
| Customer service you receive from City employees   | 9      | 1.3 %   |
| Efforts to sustain environmental quality   | 34     | 4.8 %   |
| City communications  | 13     | 1.8 %   |
| Efforts by City to regulate development on the Island  | 179    | 25.2 %  |
| Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 29     | 4.1 %   |
| None chosen  | 103    | 14.5 %  |
| Total  | 711    | 100.0 % |

**Q2a. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q2a. 2nd choice  | Number | Percent |
|--|--------|---------|
| Police services  | 32     | 4.5 %   |
| Fire & emergency medical services  | 45     | 6.3 %   |
| Emergency preparedness services  | 36     | 5.1 %   |
| City parks, trails, & open space   | 63     | 8.9 %   |
| Maintenance of City streets & rights-of-way  | 69     | 9.7 %   |
| Water, sewer, & stormwater utility services  | 53     | 7.5 %   |
| Enforcement of City codes & ordinances   | 22     | 3.1 %   |
| Youth & family services, which includes mental health services in public schools                     | 41     | 5.8 %   |
| Recreation programs & special events   | 21     | 3.0 %   |
| Customer service you receive from City employees   | 12     | 1.7 %   |
| Efforts to sustain environmental quality   | 49     | 6.9 %   |
| City communications  | 21     | 3.0 %   |
| Efforts by City to regulate development on the Island  | 95     | 13.4 %  |
| Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 37     | 5.2 %   |
| None chosen  | 115    | 16.2 %  |
| Total  | 711    | 100.0 % |

**Q2a. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q2a. 3rd choice  | Number | Percent |
|--|--------|---------|
| Police services  | 31     | 4.4 %   |
| Fire & emergency medical services  | 23     | 3.2 %   |
| Emergency preparedness services  | 47     | 6.6 %   |
| City parks, trails, & open space   | 52     | 7.3 %   |
| Maintenance of City streets & rights-of-way  | 62     | 8.7 %   |
| Water, sewer, & stormwater utility services  | 35     | 4.9 %   |
| Enforcement of City codes & ordinances   | 43     | 6.0 %   |
| Youth & family services, which includes mental health services in public schools                     | 35     | 4.9 %   |
| Recreation programs & special events   | 36     | 5.1 %   |
| Customer service you receive from City employees   | 8      | 1.1 %   |
| Efforts to sustain environmental quality   | 65     | 9.1 %   |
| City communications  | 30     | 4.2 %   |
| Efforts by City to regulate development on the Island  | 64     | 9.0 %   |
| Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 28     | 3.9 %   |
| None chosen  | 152    | 21.4 %  |
| Total  | 711    | 100.0 % |

**Q2a. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

| Q2a. Top choice  | Number | Percent |
|--|--------|---------|
| Police services  | 127    | 17.9 %  |
| Fire & emergency medical services  | 101    | 14.2 %  |
| Emergency preparedness services  | 110    | 15.5 %  |
| City parks, trails, & open space   | 166    | 23.3 %  |
| Maintenance of City streets & rights-of-way  | 191    | 26.9 %  |
| Water, sewer, & stormwater utility services  | 134    | 18.8 %  |
| Enforcement of City codes & ordinances   | 87     | 12.2 %  |
| Youth & family services, which includes mental health services in public schools                     | 114    | 16.0 %  |
| Recreation programs & special events   | 60     | 8.4 %   |
| Customer service you receive from City employees   | 29     | 4.1 %   |
| Efforts to sustain environmental quality   | 148    | 20.8 %  |
| City communications  | 64     | 9.0 %   |
| Efforts by City to regulate development on the Island  | 338    | 47.5 %  |
| Permitting & inspection services (e.g. issuing building, electrical, plumbing, & mechanical permits) | 94     | 13.2 %  |
| None chosen  | 103    | 14.5 %  |
| Total  | 1866   |         |

**Q3. Public Safety. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q3-1. Visibility of police in the community                      | 38.0%          | 47.4%     | 10.3%   | 1.5%         | 0.8%              | 2.0%       |
| Q3-2. City's overall efforts to prevent crime                    | 31.5%          | 44.3%     | 12.5%   | 2.5%         | 0.7%              | 8.4%       |
| Q3-3. Enforcement of local traffic laws                          | 24.9%          | 42.6%     | 18.7%   | 6.2%         | 1.8%              | 5.8%       |
| Q3-4. Parking enforcement services                               | 16.7%          | 28.8%     | 24.6%   | 3.2%         | 1.7%              | 24.9%      |
| Q3-5. How quickly police respond to emergencies                  | 33.2%          | 31.8%     | 8.4%    | 1.4%         | 0.1%              | 25.0%      |
| Q3-6. How quickly fire & rescue personnel respond to emergencies | 45.4%          | 25.5%     | 5.5%    | 0.4%         | 0.1%              | 23.1%      |
| Q3-7. Quality of animal control                                  | 13.1%          | 20.5%     | 21.2%   | 5.2%         | 2.7%              | 37.3%      |

**Q3. Public Safety. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q3-1. Visibility of police in the community                      | 38.7%          | 48.4%     | 10.5%   | 1.6%         | 0.9%              |
| Q3-2. City's overall efforts to prevent crime                    | 34.4%          | 48.4%     | 13.7%   | 2.8%         | 0.8%              |
| Q3-3. Enforcement of local traffic laws                          | 26.4%          | 45.2%     | 19.9%   | 6.6%         | 1.9%              |
| Q3-4. Parking enforcement services                               | 22.3%          | 38.4%     | 32.8%   | 4.3%         | 2.2%              |
| Q3-5. How quickly police respond to emergencies                  | 44.3%          | 42.4%     | 11.3%   | 1.9%         | 0.2%              |
| Q3-6. How quickly fire & rescue personnel respond to emergencies | 59.0%          | 33.1%     | 7.1%    | 0.5%         | 0.2%              |
| Q3-7. Quality of animal control                                  | 20.9%          | 32.7%     | 33.9%   | 8.3%         | 4.3%              |



**Q3a. Which TWO of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q3a. Top choice  | Number | Percent |
|--|--------|---------|
| Visibility of police in the community                      | 75     | 10.5 %  |
| City's overall efforts to prevent crime                    | 273    | 38.4 %  |
| Enforcement of local traffic laws                          | 54     | 7.6 %   |
| Parking enforcement services                               | 34     | 4.8 %   |
| How quickly police respond to emergencies                  | 81     | 11.4 %  |
| How quickly fire & rescue personnel respond to emergencies | 40     | 5.6 %   |
| Quality of animal control                                  | 31     | 4.4 %   |
| None chosen  | 123    | 17.3 %  |
| Total  | 711    | 100.0 % |

**Q3a. Which TWO of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q3a. 2nd choice  | Number | Percent |
|--|--------|---------|
| Visibility of police in the community                      | 65     | 9.1 %   |
| City's overall efforts to prevent crime                    | 102    | 14.3 %  |
| Enforcement of local traffic laws                          | 61     | 8.6 %   |
| Parking enforcement services                               | 35     | 4.9 %   |
| How quickly police respond to emergencies                  | 106    | 14.9 %  |
| How quickly fire & rescue personnel respond to emergencies | 134    | 18.8 %  |
| Quality of animal control                                  | 36     | 5.1 %   |
| None chosen  | 172    | 24.2 %  |
| Total  | 711    | 100.0 % |

**Q3a. Which TWO of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q3a. Top choice  | Number | Percent |
|--|--------|---------|
| Visibility of police in the community                      | 140    | 19.7 %  |
| City's overall efforts to prevent crime                    | 375    | 52.7 %  |
| Enforcement of local traffic laws                          | 115    | 16.2 %  |
| Parking enforcement services                               | 69     | 9.7 %   |
| How quickly police respond to emergencies                  | 187    | 26.3 %  |
| How quickly fire & rescue personnel respond to emergencies | 174    | 24.5 %  |
| Quality of animal control                                  | 67     | 9.4 %   |
| None chosen  | 123    | 17.3 %  |
| Total  | 1250   |         |

**Q4. Communication. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q4-1. Availability of information about City programs & services | 18.8%          | 45.6%     | 22.5%   | 6.2%         | 0.7%              | 6.2%       |
| Q4-2. City efforts to keep you informed about local issues       | 18.0%          | 42.6%     | 24.2%   | 8.7%         | 2.5%              | 3.9%       |
| Q4-3. Overall quality of content on City's website               | 12.0%          | 32.1%     | 28.0%   | 4.9%         | 1.1%              | 21.9%      |
| Q4-4. Ease of using City's website                               | 9.7%           | 28.8%     | 27.3%   | 9.8%         | 1.7%              | 22.6%      |
| Q4-5. Level of public involvement in local decision making       | 7.7%           | 22.1%     | 28.3%   | 16.0%        | 9.6%              | 16.3%      |
| Q4-6. Timeliness of information provided by City                 | 11.3%          | 30.2%     | 32.6%   | 8.7%         | 3.9%              | 13.2%      |

**Q4. Communication. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q4-1. Availability of information about City programs & services | 20.1%          | 48.6%     | 24.0%   | 6.6%         | 0.7%              |
| Q4-2. City efforts to keep you informed about local issues       | 18.7%          | 44.4%     | 25.2%   | 9.1%         | 2.6%              |
| Q4-3. Overall quality of content on City's website               | 15.3%          | 41.1%     | 35.9%   | 6.3%         | 1.4%              |
| Q4-4. Ease of using City's website                               | 12.5%          | 37.3%     | 35.3%   | 12.7%        | 2.2%              |
| Q4-5. Level of public involvement in local decision making       | 9.2%           | 26.4%     | 33.8%   | 19.2%        | 11.4%             |
| Q4-6. Timeliness of information provided by City                 | 13.0%          | 34.8%     | 37.6%   | 10.0%        | 4.5%              |

**Q4a. Which TWO of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q4a. Top choice  | Number | Percent |
|--|--------|---------|
| Availability of information about City programs & services | 88     | 12.4 %  |
| City efforts to keep you informed about local issues       | 151    | 21.2 %  |
| Overall quality of content on City's website               | 24     | 3.4 %   |
| Ease of using City's website                               | 46     | 6.5 %   |
| Level of public involvement in local decision making       | 225    | 31.6 %  |
| Timeliness of information provided by City                 | 53     | 7.5 %   |
| None chosen  | 124    | 17.4 %  |
| Total  | 711    | 100.0 % |

**Q4a. Which TWO of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q4a. 2nd choice  | Number | Percent |
|--|--------|---------|
| Availability of information about City programs & services | 67     | 9.4 %   |
| City efforts to keep you informed about local issues       | 157    | 22.1 %  |
| Overall quality of content on City's website               | 38     | 5.3 %   |
| Ease of using City's website                               | 52     | 7.3 %   |
| Level of public involvement in local decision making       | 103    | 14.5 %  |
| Timeliness of information provided by City                 | 127    | 17.9 %  |
| None chosen  | 167    | 23.5 %  |
| Total  | 711    | 100.0 % |

**Q4a. Which TWO of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q4a. Top choice  | Number | Percent |
|--|--------|---------|
| Availability of information about City programs & services | 155    | 21.8 %  |
| City efforts to keep you informed about local issues       | 308    | 43.3 %  |
| Overall quality of content on City's website               | 62     | 8.7 %   |
| Ease of using City's website                               | 98     | 13.8 %  |
| Level of public involvement in local decision making       | 328    | 46.1 %  |
| Timeliness of information provided by City                 | 180    | 25.3 %  |
| None chosen  | 124    | 17.4 %  |
| Total  | 1255   |         |

**Q5. Streets and Infrastructure. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q5-1. Maintenance of City streets                               | 19.4%          | 52.9%     | 17.6%   | 6.2%         | 2.1%              | 1.8%       |
| Q5-2. Maintenance of streets in your neighborhood               | 18.1%          | 45.9%     | 18.8%   | 10.1%        | 4.5%              | 2.5%       |
| Q5-3. Mowing & trimming along City streets & other public areas | 19.8%          | 50.5%     | 18.7%   | 6.8%         | 2.0%              | 2.3%       |
| Q5-4. Adequacy of City street lighting                          | 15.3%          | 38.7%     | 19.4%   | 18.8%        | 5.9%              | 1.8%       |
| Q5-5. Condition of sidewalks in City                            | 15.3%          | 42.9%     | 23.1%   | 9.7%         | 4.1%              | 4.9%       |
| Q5-6. Condition of bicycle infrastructure in City               | 9.6%           | 24.9%     | 27.6%   | 15.5%        | 4.9%              | 17.6%      |
| Q5-7. Cleanliness of City streets & public areas                | 28.8%          | 53.6%     | 12.1%   | 4.2%         | 0.3%              | 1.0%       |
| Q5-8. Maintenance of trees in public areas along City streets   | 22.8%          | 50.2%     | 16.9%   | 6.2%         | 2.5%              | 1.4%       |

**Q5. Streets and Infrastructure. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q5-1. Maintenance of City streets                               | 19.8%          | 53.9%     | 17.9%   | 6.3%         | 2.1%              |
| Q5-2. Maintenance of streets in your neighborhood               | 18.6%          | 47.0%     | 19.3%   | 10.4%        | 4.6%              |
| Q5-3. Mowing & trimming along City streets & other public areas | 20.3%          | 51.7%     | 19.1%   | 6.9%         | 2.0%              |
| Q5-4. Adequacy of City street lighting                          | 15.6%          | 39.4%     | 19.8%   | 19.2%        | 6.0%              |
| Q5-5. Condition of sidewalks in City                            | 16.1%          | 45.1%     | 24.3%   | 10.2%        | 4.3%              |
| Q5-6. Condition of bicycle infrastructure in City               | 11.6%          | 30.2%     | 33.4%   | 18.8%        | 6.0%              |
| Q5-7. Cleanliness of City streets & public areas                | 29.1%          | 54.1%     | 12.2%   | 4.3%         | 0.3%              |
| Q5-8. Maintenance of trees in public areas along City streets   | 23.1%          | 50.9%     | 17.1%   | 6.3%         | 2.6%              |

**Q5a. Which TWO of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q5a. Top choice   | Number | Percent |
|---|--------|---------|
| Maintenance of City streets                               | 149    | 21.0 %  |
| Maintenance of streets in your neighborhood               | 92     | 12.9 %  |
| Mowing & trimming along City streets & other public areas | 35     | 4.9 %   |
| Adequacy of City street lighting                          | 112    | 15.8 %  |
| Condition of sidewalks in City                            | 51     | 7.2 %   |
| Condition of bicycle infrastructure in City               | 87     | 12.2 %  |
| Cleanliness of City streets & public areas                | 36     | 5.1 %   |
| Maintenance of trees in public areas along City streets   | 44     | 6.2 %   |
| None chosen   | 105    | 14.8 %  |
| Total   | 711    | 100.0 % |

**Q5a. Which TWO of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q5a. 2nd choice   | Number | Percent |
|---|--------|---------|
| Maintenance of City streets                               | 85     | 12.0 %  |
| Maintenance of streets in your neighborhood               | 75     | 10.5 %  |
| Mowing & trimming along City streets & other public areas | 49     | 6.9 %   |
| Adequacy of City street lighting                          | 90     | 12.7 %  |
| Condition of sidewalks in City                            | 68     | 9.6 %   |
| Condition of bicycle infrastructure in City               | 57     | 8.0 %   |
| Cleanliness of City streets & public areas                | 66     | 9.3 %   |
| Maintenance of trees in public areas along City streets   | 73     | 10.3 %  |
| None chosen   | 148    | 20.8 %  |
| Total   | 711    | 100.0 % |

**Q5a. Which TWO of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q5a. Top choice   | Number | Percent |
|---|--------|---------|
| Maintenance of City streets                               | 234    | 32.9 %  |
| Maintenance of streets in your neighborhood               | 167    | 23.5 %  |
| Mowing & trimming along City streets & other public areas | 84     | 11.8 %  |
| Adequacy of City street lighting                          | 202    | 28.4 %  |
| Condition of sidewalks in City                            | 119    | 16.7 %  |
| Condition of bicycle infrastructure in City               | 144    | 20.3 %  |
| Cleanliness of City streets & public areas                | 102    | 14.3 %  |
| Maintenance of trees in public areas along City streets   | 117    | 16.5 %  |
| None chosen   | 105    | 14.8 %  |
| Total   | 1274   |         |

**Q6. Parks and Recreation. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q6-1. Availability of City parks  | 53.3%          | 38.4%     | 4.1%    | 0.6%         | 0.1%              | 3.5%       |
| Q6-2. Condition of City parks   | 39.9%          | 47.0%     | 8.0%    | 1.3%         | 0.1%              | 3.7%       |
| Q6-3. Condition of City beaches   | 23.3%          | 38.4%     | 16.9%   | 3.4%         | 0.6%              | 17.4%      |
| Q6-4. Condition of City docks   | 16.0%          | 25.5%     | 21.5%   | 6.5%         | 0.8%              | 29.7%      |
| Q6-5. Availability of trails & open spaces                                | 42.2%          | 42.2%     | 8.0%    | 1.4%         | 0.3%              | 5.9%       |
| Q6-6. Condition of trails & open spaces                                   | 34.3%          | 44.4%     | 11.8%   | 2.0%         | 0.3%              | 7.2%       |
| Q6-7. Condition of picnic shelters, playgrounds, restrooms in City parks  | 24.3%          | 41.1%     | 17.2%   | 2.8%         | 0.1%              | 14.5%      |
| Q6-8. Condition of City's outdoor athletic fields (e.g. baseball, soccer) | 29.4%          | 37.7%     | 11.4%   | 1.1%         | 0.1%              | 20.3%      |
| Q6-9. Community & Event Center hours of operation & programming           | 24.1%          | 35.4%     | 17.0%   | 2.8%         | 0.4%              | 20.3%      |
| Q6-10. City recreation programs for youth, adults, & seniors              | 23.3%          | 35.0%     | 17.3%   | 3.1%         | 0.3%              | 21.0%      |
| Q6-11. Special events sponsored by City                                   | 23.8%          | 38.0%     | 20.8%   | 1.7%         | 0.4%              | 15.3%      |

**Q6. Parks and Recreation. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q6-1. Availability of City parks  | 55.2%          | 39.8%     | 4.2%    | 0.6%         | 0.1%              |
| Q6-2. Condition of City parks   | 41.5%          | 48.8%     | 8.3%    | 1.3%         | 0.1%              |
| Q6-3. Condition of City beaches   | 28.3%          | 46.5%     | 20.4%   | 4.1%         | 0.7%              |
| Q6-4. Condition of City docks   | 22.8%          | 36.2%     | 30.6%   | 9.2%         | 1.2%              |
| Q6-5. Availability of trails & open spaces                                | 44.8%          | 44.8%     | 8.5%    | 1.5%         | 0.3%              |
| Q6-6. Condition of trails & open spaces                                   | 37.0%          | 47.9%     | 12.7%   | 2.1%         | 0.3%              |
| Q6-7. Condition of picnic shelters, playgrounds, restrooms in City parks  | 28.5%          | 48.0%     | 20.1%   | 3.3%         | 0.2%              |
| Q6-8. Condition of City's outdoor athletic fields (e.g. baseball, soccer) | 36.9%          | 47.3%     | 14.3%   | 1.4%         | 0.2%              |
| Q6-9. Community & Event Center hours of operation & programming           | 30.2%          | 44.4%     | 21.3%   | 3.5%         | 0.5%              |
| Q6-10. City recreation programs for youth, adults, & seniors              | 29.5%          | 44.3%     | 21.9%   | 3.9%         | 0.4%              |
| Q6-11. Special events sponsored by City                                   | 28.1%          | 44.9%     | 24.6%   | 2.0%         | 0.5%              |

**Q6a. Which TWO of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q6a. Top choice   | Number | Percent |
|---|--------|---------|
| Availability of City parks  | 66     | 9.3 %   |
| Condition of City parks   | 124    | 17.4 %  |
| Condition of City beaches   | 39     | 5.5 %   |
| Condition of City docks   | 29     | 4.1 %   |
| Availability of trails & open spaces                                | 55     | 7.7 %   |
| Condition of trails & open spaces                                   | 65     | 9.1 %   |
| Condition of picnic shelters, playgrounds, restrooms in City parks  | 54     | 7.6 %   |
| Condition of City's outdoor athletic fields (e.g. baseball, soccer) | 17     | 2.4 %   |
| Community & Event Center hours of operation & programming           | 26     | 3.7 %   |
| City recreation programs for youth, adults, & seniors               | 58     | 8.2 %   |
| Special events sponsored by City                                    | 24     | 3.4 %   |
| None chosen   | 154    | 21.7 %  |
| Total   | 711    | 100.0 % |

**Q6a. Which TWO of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q6a. 2nd choice   | Number | Percent |
|---|--------|---------|
| Availability of City parks  | 28     | 3.9 %   |
| Condition of City parks   | 80     | 11.3 %  |
| Condition of City beaches   | 44     | 6.2 %   |
| Condition of City docks   | 25     | 3.5 %   |
| Availability of trails & open spaces                                | 46     | 6.5 %   |
| Condition of trails & open spaces                                   | 77     | 10.8 %  |
| Condition of picnic shelters, playgrounds, restrooms in City parks  | 71     | 10.0 %  |
| Condition of City's outdoor athletic fields (e.g. baseball, soccer) | 17     | 2.4 %   |
| Community & Event Center hours of operation & programming           | 29     | 4.1 %   |
| City recreation programs for youth, adults, & seniors               | 60     | 8.4 %   |
| Special events sponsored by City                                    | 45     | 6.3 %   |
| None chosen   | 189    | 26.6 %  |
| Total   | 711    | 100.0 % |

**Q6a. Which TWO of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q6a. Top choice   | Number | Percent |
|---|--------|---------|
| Availability of City parks  | 94     | 13.2 %  |
| Condition of City parks   | 204    | 28.7 %  |
| Condition of City beaches   | 83     | 11.7 %  |
| Condition of City docks   | 54     | 7.6 %   |
| Availability of trails & open spaces                                | 101    | 14.2 %  |
| Condition of trails & open spaces                                   | 142    | 20.0 %  |
| Condition of picnic shelters, playgrounds, restrooms in City parks  | 125    | 17.6 %  |
| Condition of City's outdoor athletic fields (e.g. baseball, soccer) | 34     | 4.8 %   |
| Community & Event Center hours of operation & programming           | 55     | 7.7 %   |
| City recreation programs for youth, adults, & seniors               | 118    | 16.6 %  |
| Special events sponsored by City                                    | 69     | 9.7 %   |
| None chosen   | 154    | 21.7 %  |
| Total   | 1233   |         |

**Q7. Utility Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q7-1. Water services                                | 26.2%          | 43.2%     | 13.8%   | 7.7%         | 3.4%              | 5.8%       |
| Q7-2. Sewer services                                | 27.3%          | 46.1%     | 15.6%   | 3.1%         | 1.4%              | 6.5%       |
| Q7-3. Stormwater (flood prevention) services        | 22.8%          | 37.1%     | 19.0%   | 5.5%         | 1.7%              | 13.9%      |
| Q7-4. Residential curbside trash services           | 34.0%          | 45.6%     | 11.8%   | 2.1%         | 0.4%              | 6.0%       |
| Q7-5. Residential curbside yard/food waste services | 33.8%          | 43.2%     | 12.1%   | 2.7%         | 1.3%              | 7.0%       |
| Q7-6. Residential curbside recycling services       | 33.6%          | 43.3%     | 12.0%   | 3.2%         | 0.8%              | 7.0%       |
| Q7-7. Spring & fall recycling events                | 31.9%          | 37.7%     | 13.1%   | 2.8%         | 0.3%              | 14.2%      |

**Q7. Utility Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q7-1. Water services                                | 27.8%          | 45.8%     | 14.6%   | 8.2%         | 3.6%              |
| Q7-2. Sewer services                                | 29.2%          | 49.3%     | 16.7%   | 3.3%         | 1.5%              |
| Q7-3. Stormwater (flood prevention) services        | 26.5%          | 43.1%     | 22.1%   | 6.4%         | 2.0%              |
| Q7-4. Residential curbside trash services           | 36.2%          | 48.5%     | 12.6%   | 2.2%         | 0.4%              |
| Q7-5. Residential curbside yard/food waste services | 36.3%          | 46.4%     | 13.0%   | 2.9%         | 1.4%              |
| Q7-6. Residential curbside recycling services       | 36.2%          | 46.6%     | 12.9%   | 3.5%         | 0.9%              |
| Q7-7. Spring & fall recycling events                | 37.2%          | 43.9%     | 15.2%   | 3.3%         | 0.3%              |



**Q7a. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q7a. Top choice                               | Number | Percent |
|---|--------|---------|
| Water services                                | 224    | 31.5 %  |
| Sewer services                                | 34     | 4.8 %   |
| Stormwater (flood prevention) services        | 105    | 14.8 %  |
| Residential curbside trash services           | 36     | 5.1 %   |
| Residential curbside yard/food waste services | 22     | 3.1 %   |
| Residential curbside recycling services       | 20     | 2.8 %   |
| Spring & fall recycling events                | 80     | 11.3 %  |
| None chosen                                   | 190    | 26.7 %  |
| Total   | 711    | 100.0 % |

**Q7a. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q7a. 2nd choice                               | Number | Percent |
|---|--------|---------|
| Water services                                | 77     | 10.8 %  |
| Sewer services                                | 157    | 22.1 %  |
| Stormwater (flood prevention) services        | 69     | 9.7 %   |
| Residential curbside trash services           | 28     | 3.9 %   |
| Residential curbside yard/food waste services | 35     | 4.9 %   |
| Residential curbside recycling services       | 37     | 5.2 %   |
| Spring & fall recycling events                | 52     | 7.3 %   |
| None chosen                                   | 256    | 36.0 %  |
| Total   | 711    | 100.0 % |

**Q7a. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q7a. Top choice                               | Number | Percent |
|---|--------|---------|
| Water services                                | 301    | 42.3 %  |
| Sewer services                                | 191    | 26.9 %  |
| Stormwater (flood prevention) services        | 174    | 24.5 %  |
| Residential curbside trash services           | 64     | 9.0 %   |
| Residential curbside yard/food waste services | 57     | 8.0 %   |
| Residential curbside recycling services       | 57     | 8.0 %   |
| Spring & fall recycling events                | 132    | 18.6 %  |
| None chosen                                   | 190    | 26.7 %  |
| Total   | 1166   |         |

**Q8. Code Enforcement. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q8-1. Enforcing construction codes & permit requirements      | 7.6%           | 16.2%     | 22.9%   | 10.3%        | 6.5%              | 36.6%      |
| Q8-2. Enforcing clean-up of junk & debris on private property | 5.6%           | 16.3%     | 27.8%   | 10.8%        | 3.8%              | 35.6%      |
| Q8-3. Enforcing exterior maintenance of residential property  | 6.5%           | 18.1%     | 29.1%   | 8.2%         | 2.3%              | 35.9%      |
| Q8-4. Enforcing exterior maintenance of commercial property   | 7.9%           | 22.1%     | 28.8%   | 3.5%         | 0.8%              | 36.8%      |

**Q8. Code Enforcement. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q8-1. Enforcing construction codes & permit requirements      | 12.0%          | 25.5%     | 36.1%   | 16.2%        | 10.2%             |
| Q8-2. Enforcing clean-up of junk & debris on private property | 8.7%           | 25.3%     | 43.2%   | 16.8%        | 5.9%              |
| Q8-3. Enforcing exterior maintenance of residential property  | 10.1%          | 28.3%     | 45.4%   | 12.7%        | 3.5%              |
| Q8-4. Enforcing exterior maintenance of commercial property   | 12.5%          | 35.0%     | 45.7%   | 5.6%         | 1.3%              |

**Q8a. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| <u>Q8a. Top choice</u>                                  | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Enforcing construction codes & permit requirements      | 235           | 33.1 %         |
| Enforcing clean-up of junk & debris on private property | 141           | 19.8 %         |
| Enforcing exterior maintenance of residential property  | 47            | 6.6 %          |
| Enforcing exterior maintenance of commercial property   | 40            | 5.6 %          |
| None chosen   | 248           | 34.9 %         |
| Total   | 711           | 100.0 %        |

**Q8a. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| <u>Q8a. 2nd choice</u>                                  | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Enforcing construction codes & permit requirements      | 46            | 6.5 %          |
| Enforcing clean-up of junk & debris on private property | 152           | 21.4 %         |
| Enforcing exterior maintenance of residential property  | 86            | 12.1 %         |
| Enforcing exterior maintenance of commercial property   | 112           | 15.8 %         |
| None chosen   | 315           | 44.3 %         |
| Total   | 711           | 100.0 %        |

**Q8a. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| <u>Q8a. Top choice</u>                                  | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Enforcing construction codes & permit requirements      | 281           | 39.5 %         |
| Enforcing clean-up of junk & debris on private property | 293           | 41.2 %         |
| Enforcing exterior maintenance of residential property  | 133           | 18.7 %         |
| Enforcing exterior maintenance of commercial property   | 152           | 21.4 %         |
| None chosen   | 248           | 34.9 %         |
| Total   | 1107          |                |

**Q9. Other Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=711)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q9-1. King County Library services   | 53.9%          | 26.4%     | 8.3%    | 2.0%         | 0.1%              | 9.3%       |
| Q9-2. Timeliness of City's permit review & inspections                           | 7.5%           | 14.1%     | 20.8%   | 9.0%         | 5.3%              | 43.3%      |
| Q9-3. Shopping at City's Thrift Store (proceeds benefit Youth & Family Services) | 35.4%          | 34.0%     | 13.1%   | 2.3%         | 0.3%              | 14.9%      |
| Q9-4. Process for dropping off donations at City's Thrift Store                  | 31.6%          | 35.0%     | 14.9%   | 6.0%         | 1.1%              | 11.3%      |

**Q9. Other Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=711)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q9-1. King County Library services   | 59.4%          | 29.1%     | 9.1%    | 2.2%         | 0.2%              |
| Q9-2. Timeliness of City's permit review & inspections                           | 13.2%          | 24.8%     | 36.7%   | 15.9%        | 9.4%              |
| Q9-3. Shopping at City's Thrift Store (proceeds benefit Youth & Family Services) | 41.7%          | 40.0%     | 15.4%   | 2.6%         | 0.3%              |
| Q9-4. Process for dropping off donations at City's Thrift Store                  | 35.7%          | 39.5%     | 16.8%   | 6.8%         | 1.3%              |

**Q10. Transportation. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with following aspects of transportation in the City of Mercer Island.**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q10-1. Availability of safe biking facilities on Mercer Island  | 10.1%          | 21.7%     | 25.5%   | 18.0%        | 4.1%              | 20.7%      |
| Q10-2. Availability of safe walking facilities on Mercer Island | 17.2%          | 41.4%     | 19.4%   | 13.8%        | 3.7%              | 4.6%       |
| Q10-3. Access to public transportation on Mercer Island         | 9.4%           | 22.2%     | 25.0%   | 22.8%        | 11.3%             | 9.3%       |
| Q10-4. Ease of travel between Mercer Island & Bellevue/Eastside | 11.7%          | 38.5%     | 24.6%   | 14.9%        | 5.3%              | 4.9%       |
| Q10-5. Ease of travel between Mercer Island & Seattle           | 10.7%          | 29.0%     | 21.7%   | 23.8%        | 11.0%             | 3.9%       |
| Q10-6. Availability of commuter parking in Town Center          | 3.1%           | 8.2%      | 15.2%   | 26.7%        | 33.2%             | 13.6%      |
| Q10-7. Availability of retail parking in Town Center            | 8.3%           | 34.5%     | 26.2%   | 17.3%        | 9.1%              | 4.6%       |

**Q10. Transportation. On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with following aspects of transportation in the City of Mercer Island. (without "don't know")**

(N=711)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q10-1. Availability of safe biking facilities on Mercer Island  | 12.8%          | 27.3%     | 32.1%   | 22.7%        | 5.1%              |
| Q10-2. Availability of safe walking facilities on Mercer Island | 18.0%          | 43.4%     | 20.4%   | 14.5%        | 3.8%              |
| Q10-3. Access to public transportation on Mercer Island         | 10.4%          | 24.5%     | 27.6%   | 25.1%        | 12.4%             |
| Q10-4. Ease of travel between Mercer Island & Bellevue/Eastside | 12.3%          | 40.5%     | 25.9%   | 15.7%        | 5.6%              |
| Q10-5. Ease of travel between Mercer Island & Seattle           | 11.1%          | 30.2%     | 22.5%   | 24.7%        | 11.4%             |
| Q10-6. Availability of commuter parking in Town Center          | 3.6%           | 9.4%      | 17.6%   | 30.9%        | 38.4%             |
| Q10-7. Availability of retail parking in Town Center            | 8.7%           | 36.1%     | 27.4%   | 18.1%        | 9.6%              |

**Q10a. Which TWO of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q10a. Top choice   | Number | Percent |
|--|--------|---------|
| Availability of safe biking facilities on Mercer Island  | 59     | 8.3 %   |
| Availability of safe walking facilities on Mercer Island | 61     | 8.6 %   |
| Access to public transportation on Mercer Island         | 108    | 15.2 %  |
| Ease of travel between Mercer Island & Bellevue/Eastside | 39     | 5.5 %   |
| Ease of travel between Mercer Island & Seattle           | 108    | 15.2 %  |
| Availability of commuter parking in Town Center          | 218    | 30.7 %  |
| Availability of retail parking in Town Center            | 42     | 5.9 %   |
| None chosen  | 76     | 10.7 %  |
| Total  | 711    | 100.0 % |

**Q10a. Which TWO of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q10a. 2nd choice   | Number | Percent |
|--|--------|---------|
| Availability of safe biking facilities on Mercer Island  | 68     | 9.6 %   |
| Availability of safe walking facilities on Mercer Island | 61     | 8.6 %   |
| Access to public transportation on Mercer Island         | 89     | 12.5 %  |
| Ease of travel between Mercer Island & Bellevue/Eastside | 63     | 8.9 %   |
| Ease of travel between Mercer Island & Seattle           | 101    | 14.2 %  |
| Availability of commuter parking in Town Center          | 126    | 17.7 %  |
| Availability of retail parking in Town Center            | 93     | 13.1 %  |
| None chosen  | 110    | 15.5 %  |
| Total  | 711    | 100.0 % |

**Q10a. Which TWO of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q10a. Top choice   | Number | Percent |
|--|--------|---------|
| Availability of safe biking facilities on Mercer Island  | 127    | 17.9 %  |
| Availability of safe walking facilities on Mercer Island | 122    | 17.2 %  |
| Access to public transportation on Mercer Island         | 197    | 27.7 %  |
| Ease of travel between Mercer Island & Bellevue/Eastside | 102    | 14.3 %  |
| Ease of travel between Mercer Island & Seattle           | 209    | 29.4 %  |
| Availability of commuter parking in Town Center          | 344    | 48.4 %  |
| Availability of retail parking in Town Center            | 135    | 19.0 %  |
| None chosen  | 76     | 10.7 %  |
| Total  | 1312   |         |

**Q11. Where do you currently get news and information about City programs, services, and events?**

| Q11. Where do you currently get news & information about City programs, services, & events | Number | Percent |
|--|--------|---------|
| Mercer Island Weekly (City e-newsletter)   | 284    | 39.9 %  |
| City e-mail update service   | 208    | 29.3 %  |
| City website   | 237    | 33.3 %  |
| Attending public meetings  | 85     | 12.0 %  |
| Cable TV or video streaming City Council meetings  | 81     | 11.4 %  |
| Mercer Island Reporter   | 390    | 54.9 %  |
| Social media (e.g. Facebook, Twitter, NextDoor)  | 305    | 42.9 %  |
| Other  | 76     | 10.7 %  |
| Total  | 1666   |         |

**Q11. Other**

| Q11. Other  | Number | Percent |
|---|--------|---------|
| Word of mouth   | 15     | 20.3 %  |
| Mailings  | 14     | 18.9 %  |
| Friends   | 5      | 6.8 %   |
| Neighbors   | 4      | 5.4 %   |
| Friends & neighbors   | 3      | 4.1 %   |
| Seattle Times   | 3      | 4.1 %   |
| Nextdoor  | 3      | 4.1 %   |
| Community Center  | 2      | 2.7 %   |
| Flyers  | 2      | 2.7 %   |
| City mailings   | 2      | 2.7 %   |
| Chamber of Commerce   | 1      | 1.4 %   |
| Newspapers  | 1      | 1.4 %   |
| Library   | 1      | 1.4 %   |
| MI Patach   | 1      | 1.4 %   |
| Elected officials   | 1      | 1.4 %   |
| Hate Nextdoor   | 1      | 1.4 %   |
| Postings in MICEC Lobby   | 1      | 1.4 %   |
| Starbucks Center & OFC  | 1      | 1.4 %   |
| Emails from city council member                                   | 1      | 1.4 %   |
| Instagram for younger population                                  | 1      | 1.4 %   |
| MI Cycling Group  | 1      | 1.4 %   |
| Informational email   | 1      | 1.4 %   |
| Friends, word of mouth  | 1      | 1.4 %   |
| Nextdoor terrace emails   | 1      | 1.4 %   |
| Mailings & word of mouth  | 1      | 1.4 %   |
| Notice of events on streets                                       | 1      | 1.4 %   |
| Organizational newsletter, historical society, City parks and rec | 1      | 1.4 %   |
| Friends & church  | 1      | 1.4 %   |
| Council eblasts   | 1      | 1.4 %   |
| MIYFS   | 1      | 1.4 %   |
| City mails of events happening around the city                    | 1      | 1.4 %   |
| Total   | 74     | 100.0 % |

**Q12. Do you think Mercer Island is generally going in the right direction, or do you think it is generally going in the wrong direction?**

| Q12. What direction do you think Mercer Island is generally going in | Number | Percent |
|--|--------|---------|
| Right direction  | 394    | 55.4 %  |
| Wrong direction  | 163    | 22.9 %  |
| Don't know   | 154    | 21.7 %  |
| Total  | 711    | 100.0 % |

**Q12. Do you think Mercer Island is generally going in the right direction, or do you think it is generally going in the wrong direction? (without "don't know")**

| Q12. What direction do you think Mercer Island is generally going in | Number | Percent |
|--|--------|---------|
| Right direction  | 394    | 70.7 %  |
| Wrong direction  | 163    | 29.3 %  |
| Total  | 557    | 100.0 % |

**Q13. How would you rate the job Mercer Island City government does overall?**

| Q13. How would you rate the job Mercer Island City government does overall | Number | Percent |
|--|--------|---------|
| Excellent  | 107    | 15.0 %  |
| Good   | 298    | 41.9 %  |
| Fair   | 175    | 24.6 %  |
| Poor   | 76     | 10.7 %  |
| Don't know   | 55     | 7.7 %   |
| Total  | 711    | 100.0 % |

**Q13. How would you rate the job Mercer Island City government does overall? (without "don't know")**

| Q13. How would you rate the job Mercer Island City government does overall | Number | Percent |
|--|--------|---------|
| Excellent  | 107    | 16.3 %  |
| Good   | 298    | 45.4 %  |
| Fair   | 175    | 26.7 %  |
| Poor   | 76     | 11.6 %  |
| Total  | 656    | 100.0 % |



**Q14. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly?**

| Q14. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly | Number | Percent |
|--|--------|---------|
| Excellent  | 72     | 10.1 %  |
| Good   | 201    | 28.3 %  |
| Fair   | 181    | 25.5 %  |
| Poor   | 140    | 19.7 %  |
| Don't know   | 117    | 16.5 %  |
| Total  | 711    | 100.0 % |

**Q14. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly? (without "don't know")**

| Q14. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly | Number | Percent |
|--|--------|---------|
| Excellent  | 72     | 12.1 %  |
| Good   | 201    | 33.8 %  |
| Fair   | 181    | 30.5 %  |
| Poor   | 140    | 23.6 %  |
| Total  | 594    | 100.0 % |

**Q15. Do you think the City of Mercer Island provides too many services, too few services, or about the right amount of services?**

| Q15. Do you think City of Mercer Island provides too many services, too few services, or about the right amount of services | Number | Percent |
|---|--------|---------|
| Too many services   | 74     | 10.4 %  |
| About the right amount of services  | 460    | 64.7 %  |
| Too few services  | 43     | 6.0 %   |
| Don't know  | 134    | 18.8 %  |
| Total   | 711    | 100.0 % |

**Q15. Do you think the City of Mercer Island provides too many services, too few services, or about the right amount of services? (without "don't know")**

| Q15. Do you think City of Mercer Island provides too many services, too few services, or about the right amount of services | Number | Percent |
|---|--------|---------|
| Too many services   | 74     | 12.8 %  |
| About the right amount of services  | 460    | 79.7 %  |
| Too few services  | 43     | 7.5 %   |
| Total   | 577    | 100.0 % |

**Q16. The City of Mercer Island currently forecasts a projected 6-year budget deficit because the cost of providing services is increasing at a rate faster than the growth in property tax revenue. If the city asked voters to approve a 6-year levy lid lift that would raise property taxes enough to avoid reductions in service levels, what is the maximum increase in property taxes that you would be willing to pay (based on a \$1.2 million median assessed value home)?**

| Q16. Maximum increase in property taxes that you would be willing to pay | Number | Percent |
|--|--------|---------|
| Approximately \$28 per month (or \$331 annually)                         | 125    | 17.6 %  |
| Approximately \$21 per month (or \$254 annually)                         | 170    | 23.9 %  |
| Do not increase taxes  | 311    | 43.7 %  |
| Don't know   | 105    | 14.8 %  |
| Total  | 711    | 100.0 % |

**Q16. The City of Mercer Island currently forecasts a projected 6-year budget deficit because the cost of providing services is increasing at a rate faster than the growth in property tax revenue. If the city asked voters to approve a 6-year levy lid lift that would raise property taxes enough to avoid reductions in service levels, what is the maximum increase in property taxes that you would be willing to pay (based on a \$1.2 million median assessed value home)? (without "don't know")**

| Q16. Maximum increase in property taxes that you would be willing to pay | Number | Percent |
|--|--------|---------|
| Approximately \$28 per month (or \$331 annually)                         | 125    | 20.6 %  |
| Approximately \$21 per month (or \$254 annually)                         | 170    | 28.1 %  |
| Do not increase taxes  | 311    | 51.3 %  |
| Total  | 606    | 100.0 % |

**Q16a. Would you be supportive of adding \$36 more per year to the levy if it were used to remodel and expand the City's Thrift Store? Improvements to the Thrift Store would generate enough revenue to fund Youth and Family Services, which will eliminate the need to fund these services from the City's general fund budget in the future.**

| Q16a. Would you be supportive of adding \$36 more per year to the levy | Number | Percent |
|--|--------|---------|
| Yes  | 184    | 62.4 %  |
| No   | 63     | 21.4 %  |
| Don't know   | 48     | 16.3 %  |
| Total  | 295    | 100.0 % |

**Q16a. Would you be supportive of adding \$36 more per year to the levy if it were used to remodel and expand the City's Thrift Store? Improvements to the Thrift Store would generate enough revenue to fund Youth and Family Services, which will eliminate the need to fund these services from the City's general fund budget in the future. (without "don't know")**

| Q16a. Would you be supportive of adding \$36 more per year to the levy | Number | Percent |
|--|--------|---------|
| Yes  | 184    | 74.5 %  |
| No   | 63     | 25.5 %  |
| Total  | 247    | 100.0 % |

**Q17. Approximately how many years have you lived on Mercer Island?**

| Q17. How many years have you lived on Mercer Island | Number | Percent |
|---|--------|---------|
| 0-5   | 113    | 15.9 %  |
| 6-10  | 80     | 11.3 %  |
| 11-15   | 71     | 10.0 %  |
| 16-20   | 79     | 11.1 %  |
| 21-30   | 123    | 17.3 %  |
| 31+   | 229    | 32.2 %  |
| Not provided  | 16     | 2.3 %   |
| Total   | 711    | 100.0 % |

**Q18. What is your age?**

| Q18. Your age | Number | Percent |
|---------------|--------|---------|
| Under 35      | 27     | 3.8 %   |
| 35-44         | 75     | 10.5 %  |
| 45-54         | 130    | 18.3 %  |
| 55-64         | 161    | 22.6 %  |
| 65-74         | 138    | 19.4 %  |
| 75+           | 137    | 19.3 %  |
| Not provided  | 43     | 6.0 %   |
| Total         | 711    | 100.0 % |

**Q19. Are you Hispanic or Latino?**

| Q19. Are you Hispanic or Latino | Number | Percent |
|---------------------------------|--------|---------|
| Yes                             | 24     | 3.4 %   |
| No                              | 642    | 90.3 %  |
| Not provided                    | 45     | 6.3 %   |
| Total                           | 711    | 100.0 % |

**Q20. Which of the following best describe your race/ethnicity?**

| Q20. Your race/ethnicity | Number | Percent |
|--------------------------|--------|---------|
| African American         | 7      | 1.0 %   |
| Asian/Pacific Islander   | 86     | 12.9 %  |
| Native American          | 10     | 1.5 %   |
| White                    | 548    | 82.2 %  |
| Other                    | 16     | 2.4 %   |
| Total                    | 667    | 100.0 % |

Number of Cases = 711

Number of Responses = 667

Average Number Of Responses Per Case = 0.9

Number Of Cases With At Least One Response = 646

Response Percent = 90.9 %

**Q20. Other**

| Q20. Other       | Number | Percent |
|------------------|--------|---------|
| Hispanic         | 1      | 11.1 %  |
| Latino           | 1      | 11.1 %  |
| Hispanic/Mexican | 1      | 11.1 %  |
| South Asian      | 1      | 11.1 %  |
| Middle Eastern   | 1      | 11.1 %  |
| African          | 1      | 11.1 %  |
| East European    | 1      | 11.1 %  |
| Norwegian        | 1      | 11.1 %  |
| European         | 1      | 11.1 %  |
| Total            | 9      | 100.0 % |

**Q21. How many children under age 18 live in your household?**

| Q21. How many children under 18 live in your household | Number | Percent |
|--|--------|---------|
| 0  | 476    | 66.9 %  |
| 1  | 68     | 9.6 %   |
| 2  | 108    | 15.2 %  |
| 3  | 26     | 3.7 %   |
| 4  | 4      | 0.6 %   |
| 5+   | 2      | 0.3 %   |
| Not provided   | 27     | 3.8 %   |
| Total  | 711    | 100.0 % |

**Q22. What is your gender?**

| <u>Q22. Your gender</u>                          | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Male   | 307           | 43.2 %         |
| Female   | 376           | 52.9 %         |
| Transgender                                      | 2             | 0.3 %          |
| I don't identify as male, female, or transgender | 3             | 0.4 %          |
| Not provided                                     | 23            | 3.2 %          |
| Total  | 711           | 100.0 %        |

**Q23. Would you say your total annual household income is...**

| <u>Q23. Your total annual household income</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Under \$50K                                    | 51            | 7.2 %          |
| \$50K to \$99,999                              | 114           | 16.0 %         |
| \$100K to \$199,999                            | 157           | 22.1 %         |
| \$200K to \$499,999                            | 184           | 25.9 %         |
| \$500K to \$999,999                            | 67            | 9.4 %          |
| \$1,000K+                                      | 22            | 3.1 %          |
| Not provided                                   | 116           | 16.3 %         |
| Total  | 711           | 100.0 %        |

# Section 6

## *Survey Instrument*

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**CITY MANAGER'S OFFICE  
CITY OF MERCER ISLAND, WASHINGTON**

9611 SE 36th Street | Mercer Island, WA 98040-3732  
(206) 275-7600 | [www.mercergov.org](http://www.mercergov.org)

April 17, 2018

Dear Mercer Island Resident,

**Your participation in the enclosed survey is extremely important. We hope you'll take a few minutes to complete it.** We believe it is crucial for the City of Mercer Island to hear directly from residents about their satisfaction with the services we provide, so that we can make the best decisions going forward.

Your household was one of a limited number on Mercer Island selected at random to receive this survey. ETC Institute, the survey company we have contracted with, will aggregate the results and will not disclose individual responses.

**We greatly appreciate your time.** We recognize that this survey takes some time to complete, but every page and question is essential. The time you invest in this survey will help us assess how well we are meeting Islanders' needs and influence decisions on many fronts, including our financial choices and service adjustments.

**If there is more than one adult in your household, we encourage you to have a younger adult fill out the survey.** This will help us hear from younger residents in our community, who are typically under-represented. Absent that, please have any adult in your household complete the survey.

**Please return your survey or complete it online sometime during the next week. We have selected ETC Institute to administer this survey.** ETC will present the results to the City in May. Please return your survey in the enclosed post-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061, or go to [mercergovsurvey.org](http://mercergovsurvey.org) to complete the survey online.

If you have questions, please contact Ross Freeman, Communications Manager for the City of Mercer Island, at [ross.freeman@mercergov.org](mailto:ross.freeman@mercergov.org) or (206) 275-7662. Thanks again for taking the time to participate in this survey.

Sincerely,

Julie Thuy Underwood  
City Manager  
City of Mercer Island





# 2018 City of Mercer Island Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's on-going effort to provide quality services that the residents of Mercer Island need and value. If you have questions, please call Ross Freeman, Communications Manager, at 206-275-7662.

**1. Perceptions of Mercer Island. Several items that may influence your perception of the City of Mercer Island are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with...  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Overall quality of services provided by the City of Mercer Island | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Overall quality of life in the city                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Overall quality of shopping and retail options on Mercer Island   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Overall quality of dining options on Mercer Island                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. Overall feeling of safety in the city                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Mercer Island as a place to live                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Mercer Island as a place to raise children                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 8. Mercer Island as a place to retire                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 9. Mercer Island as a place to operate a business                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Mercer Island as an inclusive community                          | 5              | 4         | 3       | 2            | 1                 | 9          |

**2. Major Categories of City Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with the overall quality of...   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Police services   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Fire and emergency medical services   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Emergency preparedness services   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. City parks, trails, and open-space  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. Maintenance of city streets and rights-of-way   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Water, sewer, and stormwater utility services   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Enforcement of city codes and ordinances  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 8. Youth and family services, which includes mental health services in public schools                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 9. Recreation programs and special events  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Customer service you receive from city employees   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Efforts to sustain environmental quality   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. City communications  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. Efforts by the city to regulate development on the Island  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 14. Permitting and inspection services (e.g. issuing building, electrical, plumbing, and mechanical permits) | 5              | 4         | 3       | 2            | 1                 | 9          |

**2a. Which THREE of the major categories of city services listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 2.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**3. Public Safety.** Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...                                   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. The visibility of police in the community                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. The city's overall efforts to prevent crime                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Enforcement of local traffic laws                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Parking enforcement services                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. How quickly police respond to emergencies                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. How quickly fire and rescue personnel respond to emergencies | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Quality of animal control                                    | 5              | 4         | 3       | 2            | 1                 | 9          |

**3a. Which TWO of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 3.]

1st: \_\_\_\_ 2nd: \_\_\_\_

**4. Communication.** Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...                                       | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. The availability of information about city programs and services | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. City efforts to keep you informed about local issues             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Overall quality of the content on the city's website             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Ease of using the city's website                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. The level of public involvement in local decision making         | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Timeliness of information provided by the city                   | 5              | 4         | 3       | 2            | 1                 | 9          |

**4a. Which TWO of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 4.]

1st: \_\_\_\_ 2nd: \_\_\_\_

**5. Streets and Infrastructure.** Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...                                    | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Maintenance of city streets                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Maintenance of streets in your neighborhood                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Mowing and trimming along city streets and other public areas | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Adequacy of city street lighting                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. Condition of sidewalks in the city                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Condition of bicycle infrastructure in the city               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Cleanliness of city streets and public areas                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 8. Maintenance of trees in public areas along city streets       | 5              | 4         | 3       | 2            | 1                 | 9          |

**5a. Which TWO of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 5.]

1st: \_\_\_\_ 2nd: \_\_\_\_

**6. Parks and Recreation. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with...  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Availability of city parks  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Condition of city parks   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Condition of city beaches   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Condition city docks  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. Availability of trails and open spaces                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Condition of trails and open spaces                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Condition of picnic shelters, playgrounds, restrooms in city parks      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 8. Condition of the city's outdoor athletic fields (e.g. baseball, soccer) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 9. Community and Event Center hours of operation and programming           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. City recreation programs for youth, adults, and seniors                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Special events sponsored by the city                                   | 5              | 4         | 3       | 2            | 1                 | 9          |

**6a. Which TWO of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 6.]**

1st: \_\_\_\_ 2nd: \_\_\_\_

**7. Utility Services. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with...                    | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Water services                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Sewer services                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Stormwater (flood prevention) services        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Residential curbside trash services           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. Residential curbside yard/food waste services | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Residential curbside recycling services       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Spring and fall recycling events              | 5              | 4         | 3       | 2            | 1                 | 9          |

**7a. Which TWO of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 7.]**

1st: \_\_\_\_ 2nd: \_\_\_\_

**8. Code Enforcement. Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with...                                    | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Enforcing construction codes and permit requirements          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Enforcing the clean-up of junk and debris on private property | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Enforcing the exterior maintenance of residential property    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Enforcing the exterior maintenance of commercial property     | 5              | 4         | 3       | 2            | 1                 | 9          |

**8a. Which TWO of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 8.]**

1st: \_\_\_\_ 2nd: \_\_\_\_

**9. Other Services.** Please rate each of the following on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. King County Library services   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Timeliness of the city's permit review and inspections                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Shopping at the city's Thrift Store (proceeds benefit Youth and Family Services) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. The process for dropping off donations at the city's Thrift Store                | 5              | 4         | 3       | 2            | 1                 | 9          |

**10. Transportation.** On a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with following aspects of transportation in the City of Mercer Island.

| How satisfied are you with...                                 | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Availability of safe biking facilities on Mercer Island    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Availability of safe walking facilities on Mercer Island   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Access to public transportation on Mercer Island           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Ease of travel between Mercer Island and Bellevue/Eastside | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. Ease of travel between Mercer Island and Seattle           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Availability of commuter parking in Town Center            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Availability of retail parking in Town Center              | 5              | 4         | 3       | 2            | 1                 | 9          |

**10a. Which TWO of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**11. Where do you currently get news and information about city programs, services, and events? [Check all that apply.]**

- \_\_\_(1) Mercer Island Weekly (city e-newsletter)
- \_\_\_(2) City e-mail update service
- \_\_\_(3) City website
- \_\_\_(4) Attending public meetings
- \_\_\_(5) Cable TV or video streaming City Council meetings
- \_\_\_(6) Mercer Island Reporter
- \_\_\_(7) Social Media (e.g. Facebook, Twitter, NextDoor)
- \_\_\_(8) Other: \_\_\_\_\_

**12. Do you think Mercer Island is generally going in the right direction, or do you think it is generally going in the wrong direction?**

- \_\_\_(1) Right direction
- \_\_\_(2) Wrong direction
- \_\_\_(9) Don't know

**13. How would you rate the job Mercer Island city government does overall?**

- \_\_\_(1) Excellent
- \_\_\_(2) Good
- \_\_\_(3) Fair
- \_\_\_(4) Poor
- \_\_\_(9) Don't know

**14. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly?**

- \_\_\_(1) Excellent
- \_\_\_(2) Good
- \_\_\_(3) Fair
- \_\_\_(4) Poor
- \_\_\_(9) Don't know

**15. Do you think the City of Mercer Island provides too many services, too few services, or about the right amount of services?**

- \_\_\_(1) Too many services
- \_\_\_(2) About the right amount of services
- \_\_\_(3) Too few services
- \_\_\_(9) Don't know

16. The City of Mercer Island currently forecasts a projected 6-year budget deficit because the cost of providing services is increasing at a rate faster than the growth in property tax revenue. If the city asked voters to approve a 6-year levy lid lift that would raise property taxes enough to avoid reductions in service levels, what is the maximum increase in property taxes that you would be willing to pay (based on a \$1.2 million median assessed value home)? [Check only ONE.]

- (1) Approximately \$28 per month (or \$331 annually)
- (2) Approximately \$21 per month (or \$254 annually)
- (3) Do not increase taxes [Skip to Q17.]
- (9) Don't know

16a. Would you be supportive of adding \$36 more per year to the levy if it were used to remodel and expand the city's Thrift Store? Improvements to the Thrift Store would generate enough revenue to fund Youth and Family Services, which will eliminate the need to fund these services from the city's general fund budget in the future.

- (1) Yes
- (2) No
- (9) Don't know

17. Approximately how many years have you lived on Mercer Island? \_\_\_\_\_ years

18. What is your age? \_\_\_\_\_ years

19. Are you Hispanic or Latino?  (1) Yes  (2) No

20. Which of the following best describe your race/ethnicity? [Check all that apply.]

- (1) African American
- (2) Asian/Pacific Islander
- (3) Native American
- (4) White
- (5) Other: \_\_\_\_\_

21. How many children under age 18 live in your household? [Enter "0" if none.] \_\_\_\_\_ children

22. What is your gender?

- (1) Male
- (2) Female
- (3) Transgender
- (4) I don't identify as male, female, or transgender

23. Would you say your total annual household income is...

- (1) Under \$50,000
- (2) \$50,000 to \$99,999
- (3) \$100,000 to \$199,999
- (4) \$200,000 to \$499,999
- (5) \$500,000 to \$999,999
- (6) \$1,000,000 or more

24. If you have any other comments you would like to share, please provide them below.

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**This concludes the survey – Thank you for your time!**  
 Please return your completed survey in the enclosed postage-paid envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

The information printed to the right will only be used to identify needs and priorities for residents in different areas of the city. If your address is incorrect, please provide the correct information. Thank you.