



# Mercer Island Community Survey

Submitted to Mercer Island, by:

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**ETC**  
INSTITUTE

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# 2024 Mercer Island, WA Community Survey

## Executive Summary



### Purpose

ETC Institute administered a survey to the community of Mercer Island in the winter of 2024. The purpose of the survey was to help the community gather resident input and feedback on programs and services. The survey results will be used to improve community services and to help identify and address challenges facing the community.

### Methodology

The five-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the Mercer Island community. 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. Approximately ten days after the surveys were mailed, residents who received the survey were contacted by e-mail to encourage participation.

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 483 households completing the survey. The overall results for the sample of 483 households have a precision of at least +/-4.5% at the 95% level of confidence.

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 reflect 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 and graphs showing the overall results of the survey as well as, trends from past surveys from 2018 and 2022
- Benchmarks showing how the results for Mercer Island compare to residents regionally, nationally, and communities with a population that is under 30,000.
- Importance-Satisfaction analysis showing the top priority items for the City to address based on the survey results.
- Data tables showing the results for each question on the survey.
- A copy of the survey instrument.

# 2024 Mercer Island, WA Community Survey

## Executive Summary



### Overall Ratings of the City

Ninety-four percent (94%) of the residents surveyed, *who had an opinion*, rated the community of Mercer Island as an “excellent” or “good” place to live. Other areas that respondents were especially satisfied with include overall quality of life in the City (92%), Mercer Island as a place to raise children (92%), and overall feeling of safety in the City (91%).

### 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 (92%), City parks, trails, and open space (88%), overall quality of police services (87%), and the quality of emergency preparedness services (79%).

Based on the sum of their top three choices, the categories of City services that were most important for the City to focus on over the next year were: 1) City parks, trails, and open space, 2), police services, and 3) efforts by the City to regulate development on the Island.

### Public Safety

The public safety 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 how quickly fire and rescue personnel respond to emergencies (87%), how quickly police respond to emergencies (84%), the visibility of police in the community (79%), and the City’s overall efforts to prevent crime (71%).

Based on the sum of their top three choices, the public safety services that were most important for the City to focus on over the next year were: 1) the City’s overall efforts to prevent crime, 2) visibility of police in the community, and 3) how quickly police respond to emergencies.

### Communication

The communication 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 the availability of information about City programs and services (63%), the City’s efforts to keep you informed about local issues (61%), overall quality of the content on the City’s website (57%), and timeliness of information provided by the City (56%).

Based on the sum of their top three choices, the communication services that were most important for the City to focus on over the next year were: 1) the City’s efforts to keep you informed about local issues, 2) availability of information about City programs and services, and 3) level of public involvement in local decision making.



## Streets & Infrastructure

The streets and infrastructure 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 cleanliness of City streets and public areas (80%), maintenance of City streets (74%), and maintenance of trees in public areas along City streets (71%).

Based on the sum of their top three choices, the streets and infrastructure services that were most important for the City to focus on over the next year were: 1) maintenance of City streets, 2) adequacy of City street lighting, and 3) condition of bicycle infrastructure in the City.

## Parks & Recreation

The parks and recreation services that had the highest levels of satisfaction, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were the availability of City parks (94%), availability of trails and open spaces (91%), and the condition of the City’s outdoor athletic fields (87%).

Based on the sum of their top three choices, the parks and recreation services that were most important for the City to focus on over the next year were: 1) condition of City parks, 2) availability of trails and open spaces, and 3) condition of the City’s outdoor athletic fields.

## Utility Services

The utility 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 spring and fall recycling events (77%), sewer services (76%), water services (75%), and residential curbside yard/food waste services (73%).

Based on the sum of their top three choices, the utility services that were most important for the City to focus on over the next year were: 1) water services, 2) stormwater (flood prevention) services, and 3) spring and fall recycling events.

## Code Enforcement

The code enforcement 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 enforcing exterior maintenance of commercial property (48%), enforcing construction code and permit requirements (47%), enforcing exterior maintenance of residential property (43%), and enforcing clean-up of junk and debris on private property (38%).

Based on the sum of their top three choices, the code enforcement services that were most important for the City to focus on over the next year were: 1) enforcing clean-up of junk and debris on private property, 2) enforcing construction codes and permit requirements, and 3) enforcing exterior maintenance of commercial property.

# 2024 Mercer Island, WA Community Survey

## Executive Summary



### Transportation

The transportation 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 ease of travel between Mercer Island and Bellevue/Eastside (62%), availability of safe walking facilities on Mercer Island (58%), ease of travel between Mercer Island and Seattle (55%), and availability of safe biking facilities on Mercer Island (42%).

Based on the sum of their top three choices, the transportation services that were most important for the City to focus on over the next year were: 1) availability of retail parking in Town Center, 2) availability of safe walking facilities on Mercer Island, and 3) availability of commuter parking in Town Center.

### Additional Findings

- Mercer Island community members were asked to list each of the news and information outlets they were currently using to be kept up to date on City programs, services, and events. The majority of respondents listed the Mercer Island NextDoor account as their means of keeping up to date (38%). The MI Weekly email newsletter was the second most selected option (35%), and the third most selected option was the City Website (34%).
- Eighty-four percent (84%) of respondents claimed they felt that the community of Mercer Island was headed in the right direction.
- Fifty-two percent (52%) of respondents who were asked to rate the job of Mercer Island government on a scale of “Excellent,” “Good,” “Fair,” and “Poor,” rated that the City was doing a “Good” job.
- A total of fifty-five (55%) percent of the respondents, a split between “excellent” at fourteen percent (14%), and “Good” at forty-one percent (41%) approved of the current plan of allocation of tax dollars.
- When asked their opinion of the number of services provided by the community of Mercer Island, seventy-eight (78%) percent of respondents claimed that there was “about the right number of services,” sixteen percent (16%) claimed there were too few services provided, and five percent (5%) claimed there were too many services provided by Mercer Island.

# 2024 Mercer Island, WA Community Survey Executive Summary



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

Satisfaction ratings for Mercer Island **rated above the U.S. average in 42 of the 46 areas** that were assessed. Mercer Island rated significantly higher than the U.S. average (difference of 5% or more) in 39 of these areas. Listed below are the comparisons of Mercer Island’s results compared to the National average.

Service	Mercer Island	US	Difference	Categories
Mercer Island as a place to live	94.40%	48.5%	45.90%	Ratings of City Services
Availability of City parks	93.90%	49.2%	44.70%	Parks & Recreation
City parks, trails, & open space	88.30%	49.2%	39.10%	Major City Services
Maintenance of City streets	73.70%	40.5%	33.20%	Streets & Infrastructure
City communications	67.90%	36.9%	31.00%	Major City Services
Mercer Island as a place to raise children	91.70%	61.4%	30.30%	Ratings of City Services
Customer service you receive from City employees	68.40%	39.4%	29.00%	Major City Services
How quickly police respond to emergencies	83.60%	56.1%	27.50%	Public Safety
Fire & emergency medical services	91.70%	65.4%	26.30%	Major City Services
Cleanliness of City streets & public areas	79.60%	53.3%	26.30%	Streets & Infrastructure
Overall feeling of safety in the City	91.30%	66.0%	25.30%	Ratings of City Services
Visibility of police in the community	78.50%	54.1%	24.40%	Public Safety
Maintenance of City streets & rights-of-way	73.90%	50.1%	23.80%	Major City Services
Sewer services	76.20%	52.8%	23.40%	Utility Services
Water services	75.10%	51.9%	23.20%	Utility Services
Stormwater (flood prevention) services	72.50%	49.5%	23.00%	Utility Services
City's overall efforts to prevent crime	71.10%	48.6%	22.50%	Public Safety
Police services	86.70%	65.4%	21.30%	Major City Services
Water, sewer, & stormwater utility services	72.20%	51.9%	20.30%	Major City Services
City efforts to keep you informed about local issues	61.00%	43.3%	17.70%	Communication
How quickly fire & rescue personnel respond to	88.60%	71.7%	16.90%	Public Safety
Recreation programs & special events	65.70%	49.2%	16.50%	Major City Services
Availability of information about City programs & services	62.80%	46.4%	16.40%	Communication
Mercer Island as a place to retire	68.00%	51.6%	16.40%	Ratings of City Services
Enforcement of City codes & ordinances	56.30%	40.1%	16.20%	Major City Services
Maintenance of trees in public areas along City streets	71.30%	55.4%	15.90%	Streets & Infrastructure
Overall quality of the content on City's website	57.00%	42.4%	14.60%	Communication
Enforcement of local traffic laws	64.10%	49.6%	14.50%	Public Safety
Maintenance of streets in your neighborhood	63.20%	49.3%	13.90%	Streets & Infrastructure
Timeliness of information provided by City	56.20%	42.5%	13.70%	Communication
Ease of using City's website	54.90%	42.4%	12.50%	Communication
Level of public involvement in local decision making	44.80%	33.9%	10.90%	Communication
City recreation programs for youth, adults, & seniors	59.90%	49.2%	10.70%	Parks & Recreation
Overall quality of services provided by City of Mercer Island	75.50%	65.4%	10.10%	Ratings of City Services
Mowing & trimming along City streets & other public areas	64.20%	55.4%	8.80%	Streets & Infrastructure
Mercer Island as an inclusive community	54.50%	46.2%	8.30%	Ratings of City Services
Condition of sidewalks in City	53.80%	46.7%	7.10%	Streets & Infrastructure
Quality of animal control	54.60%	48.6%	6.00%	Public Safety
Residential curbside yard/food waste services	72.90%	67.5%	5.40%	Utility Services
Residential curbside trash services	71.80%	67.5%	4.30%	Utility Services
Residential curbside recycling services	71.20%	67.5%	3.70%	Utility Services
Enforcing exterior maintenance of commercial property	47.90%	46.3%	1.60%	Code Enforcement
Enforcing exterior maintenance of residential property	43.40%	44.1%	-0.70%	Code Enforcement
Condition of bicycle infrastructure in City	38.40%	41.9%	-3.50%	Streets & Infrastructure
Enforcing clean-up of junk & debris on private property	37.90%	45.1%	-7.20%	Code Enforcement
Adequacy of City street lighting	48.50%	58.5%	-10.00%	Streets & Infrastructure

# 2024 Mercer Island, WA Community Survey Executive Summary



## Investment Priorities

**Recommended Priorities for the Next Year.** In order to help the City identify investment priorities for the next year, 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 year. 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 service that is recommended as the top priority for investment over the next two years to raise the City’s overall satisfaction rating is listed below:

- Efforts by the City to regulate development on the Island (I-S Rating = 0.1768)

The table on the following page shows the Importance-Satisfaction rating for all 14 major categories of City services that were rated.

2024 Importance-Satisfaction Rating Mercer Island, WA Major City 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>						
Efforts by City to regulate development on the Island	29%	3	38%	14	0.1768	1
<b>Medium Priority (IS &lt;.10)</b>						
Permitting & inspection services	15%	9	39%	13	0.0909	2
Maintenance of City streets & rights-of-way	26%	4	74%	5	0.0686	3
Efforts to sustain environmental quality	16%	7	66%	10	0.0536	4
Youth & family services, which includes mental health	18%	6	71%	7	0.0505	5
Recreation programs & special events	14%	10	66%	11	0.0484	6
City parks, trails, & open space	41%	1	88%	2	0.0475	7
Water, sewer, & stormwater utility services	15%	8	72%	6	0.0420	8
Police services	32%	2	87%	3	0.0419	9
Enforcement of City codes & ordinances	9%	12	56%	12	0.0406	10
Emergency preparedness services	11%	11	79%	4	0.0229	11
City communications	6%	13	68%	9	0.0202	12
Fire & emergency medical services	18%	5	92%	1	0.0148	13
Customer service you receive from City employees	3%	14	68%	8	0.0098	14

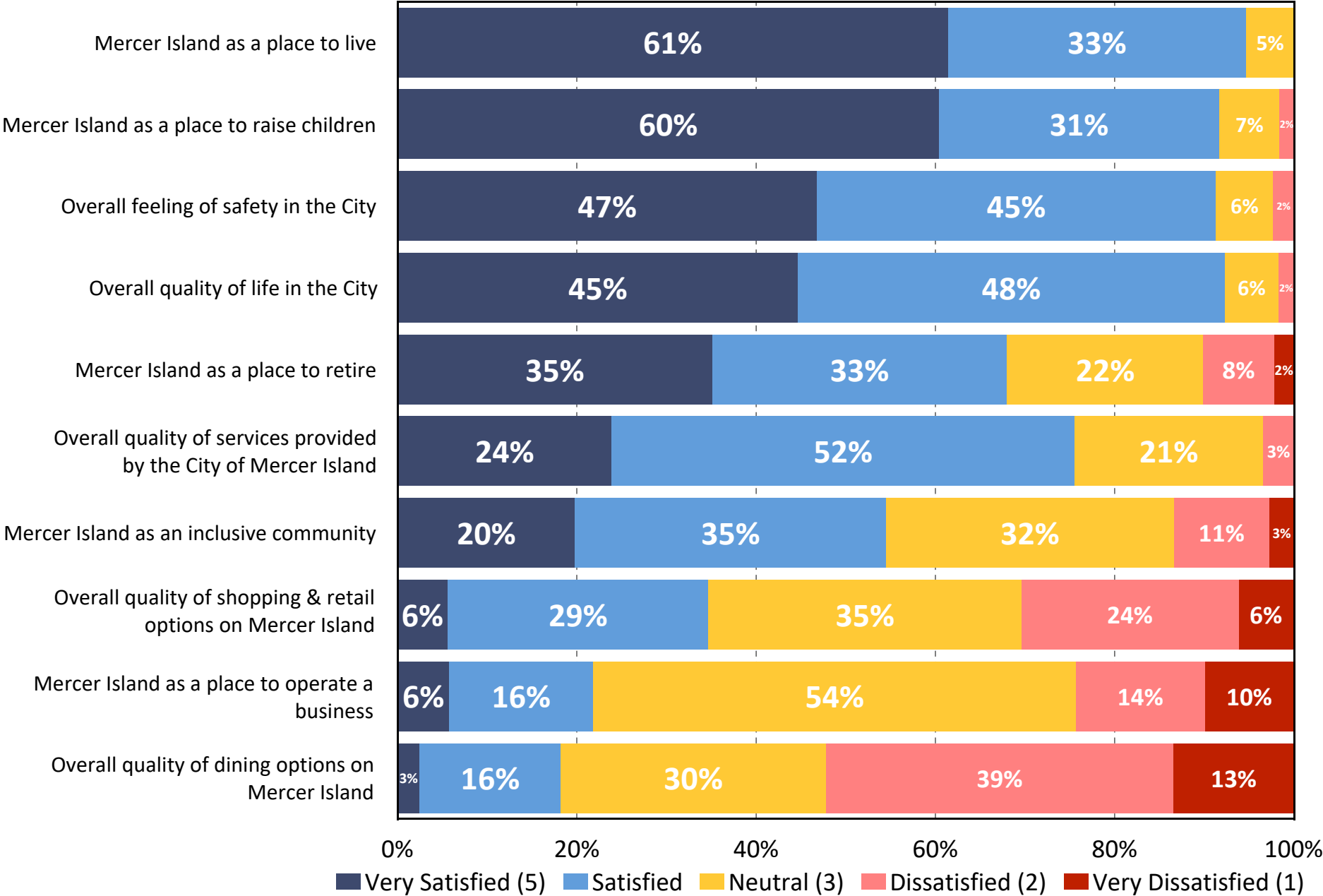




# 1 Charts & Graphs

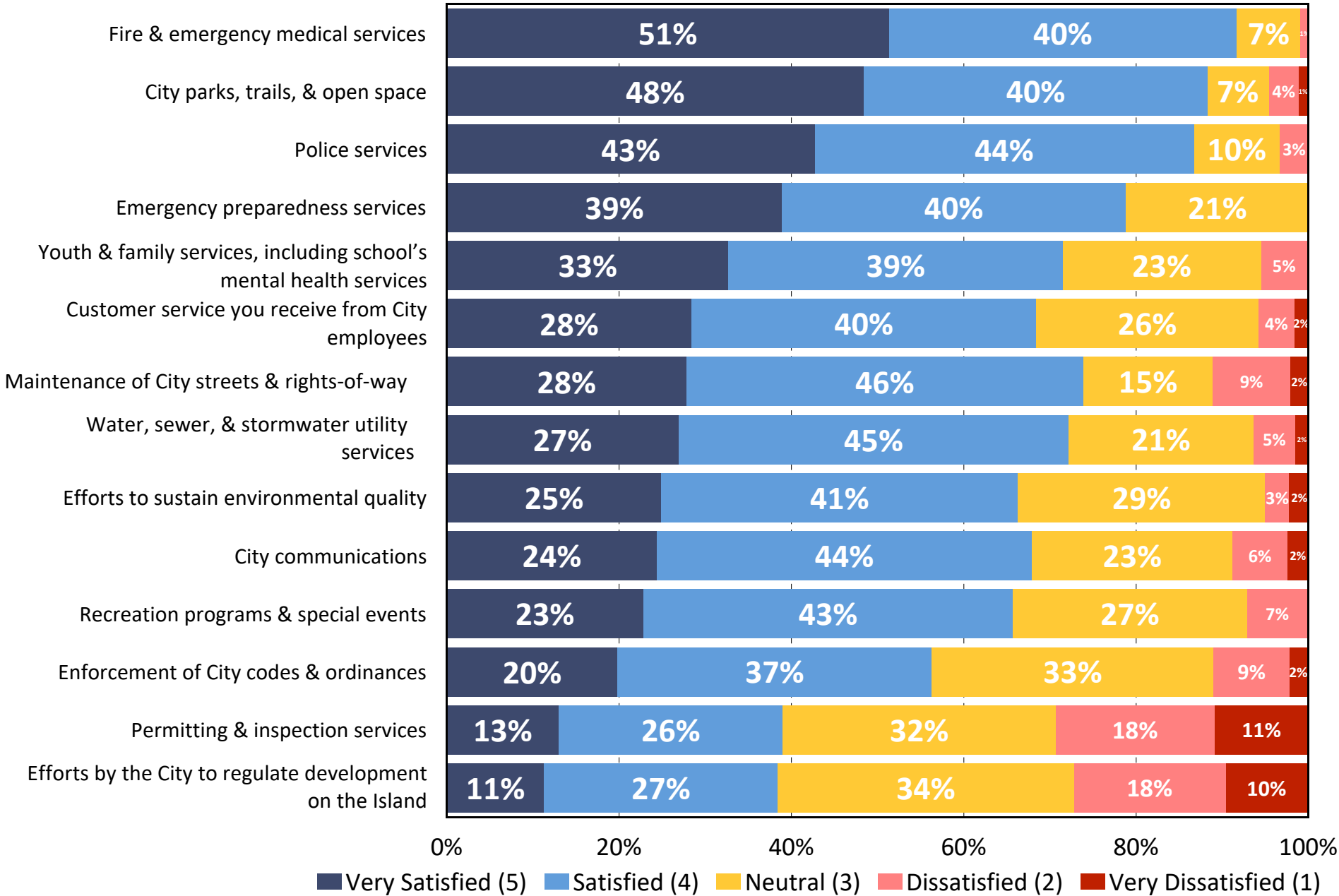
# Q1. Overall satisfaction with Mercer Island

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



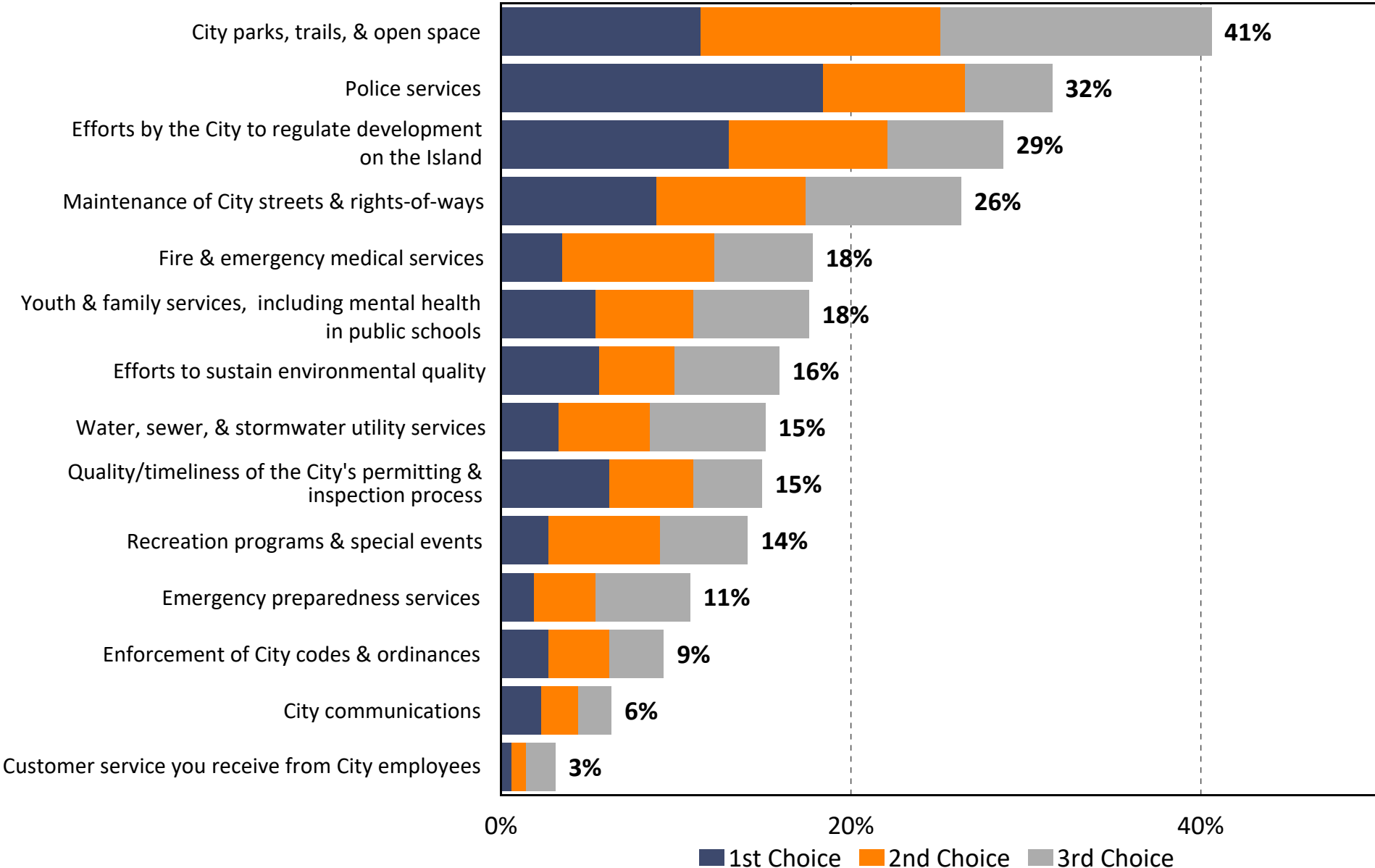
# Q2. Satisfaction with major categories of City services

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



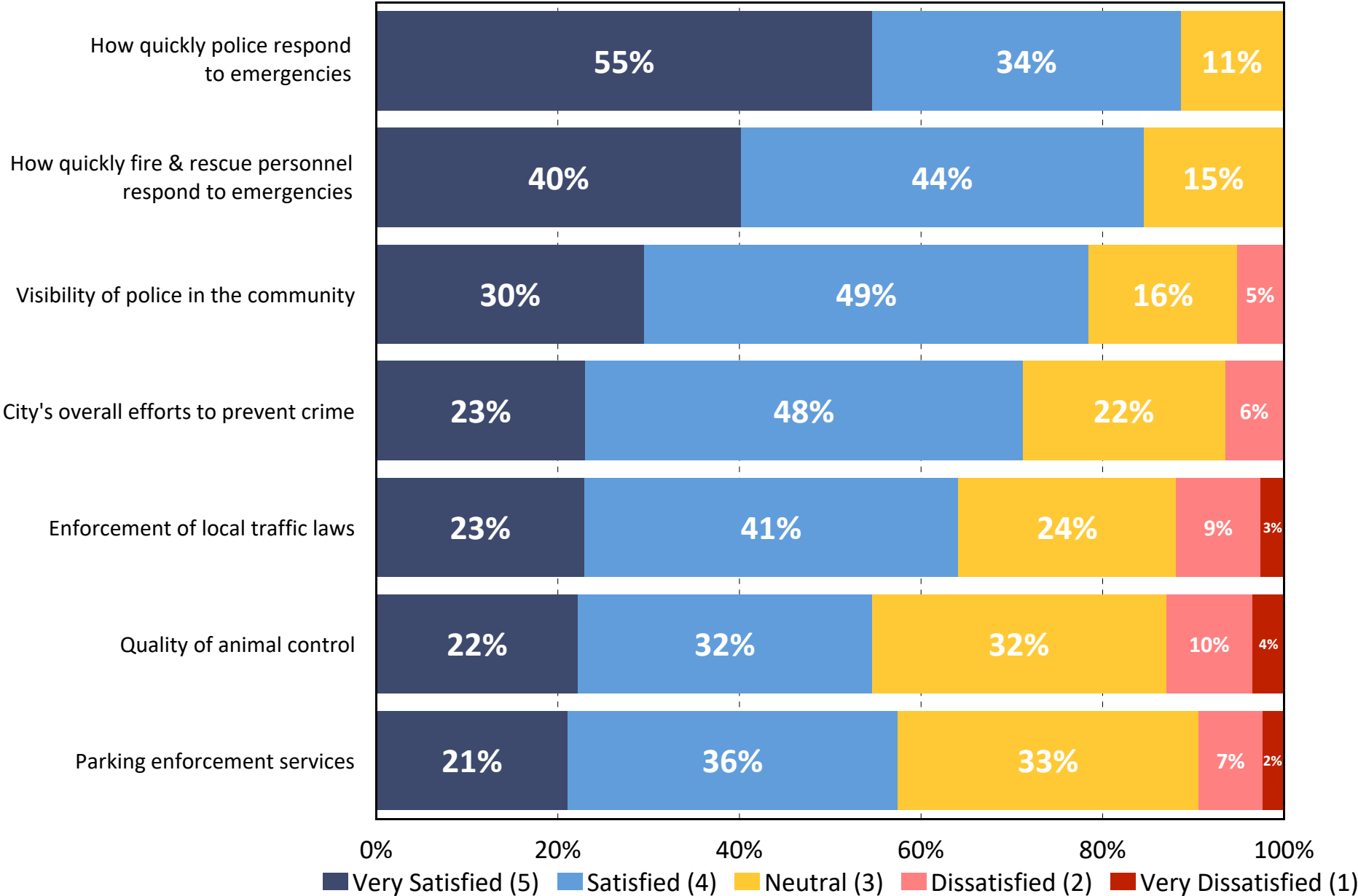
# Q2a. Services that are MOST IMPORTANT for the City to focus on over the next two years

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



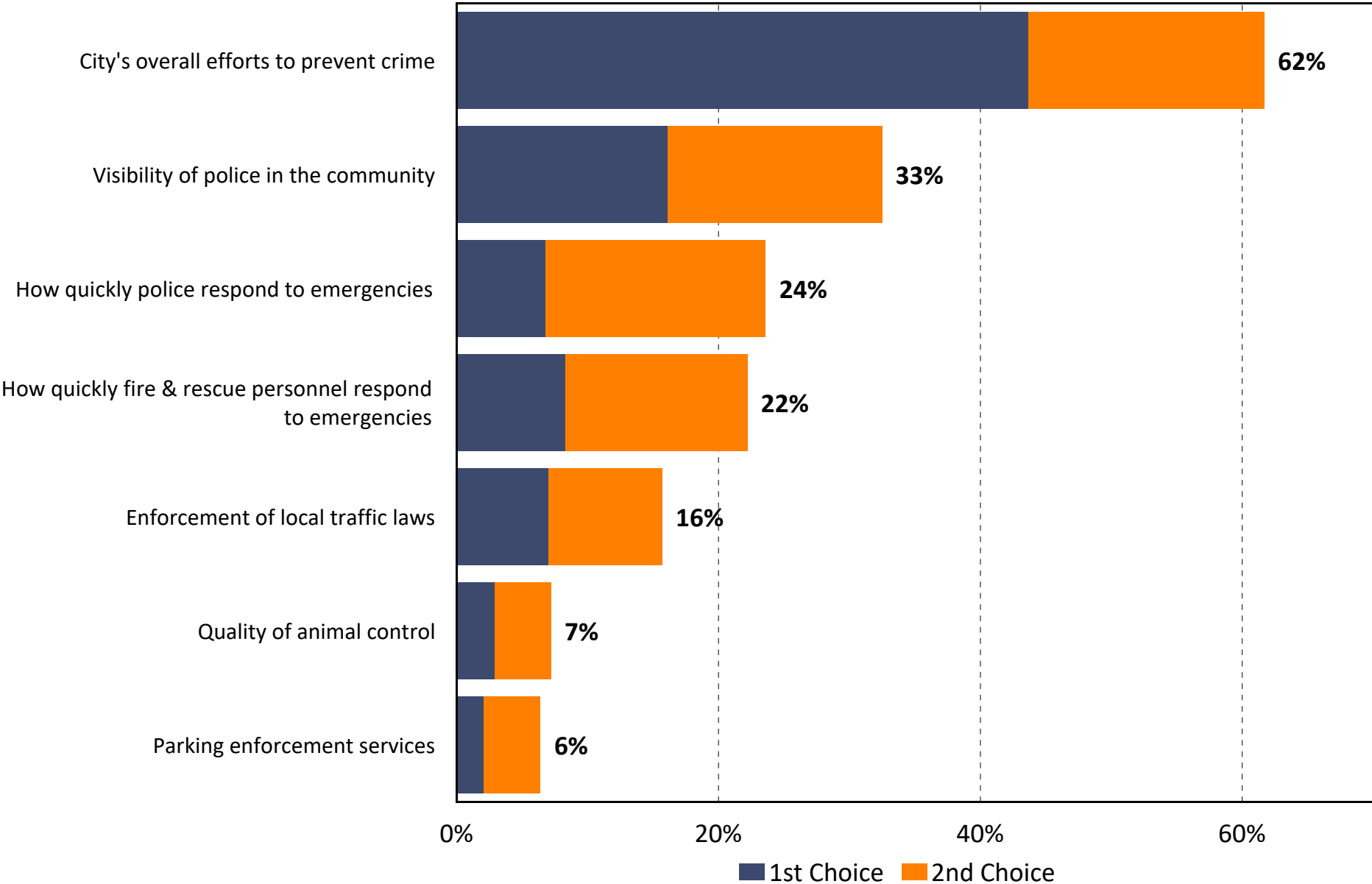
# Q3. Overall feeling of safety

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



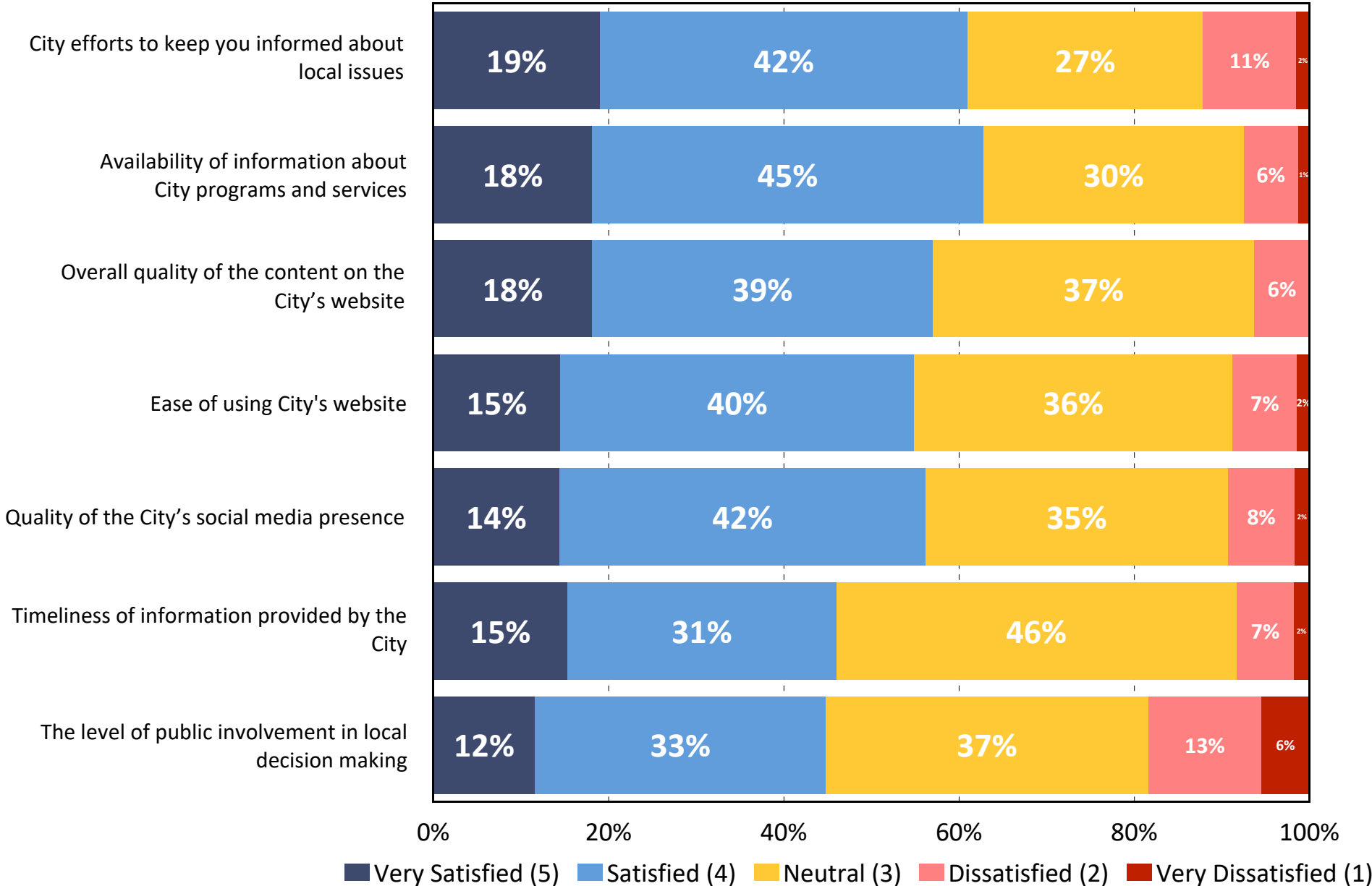
# Q3a. Services that are MOST IMPORTANT for the City to focus on over the next two years

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



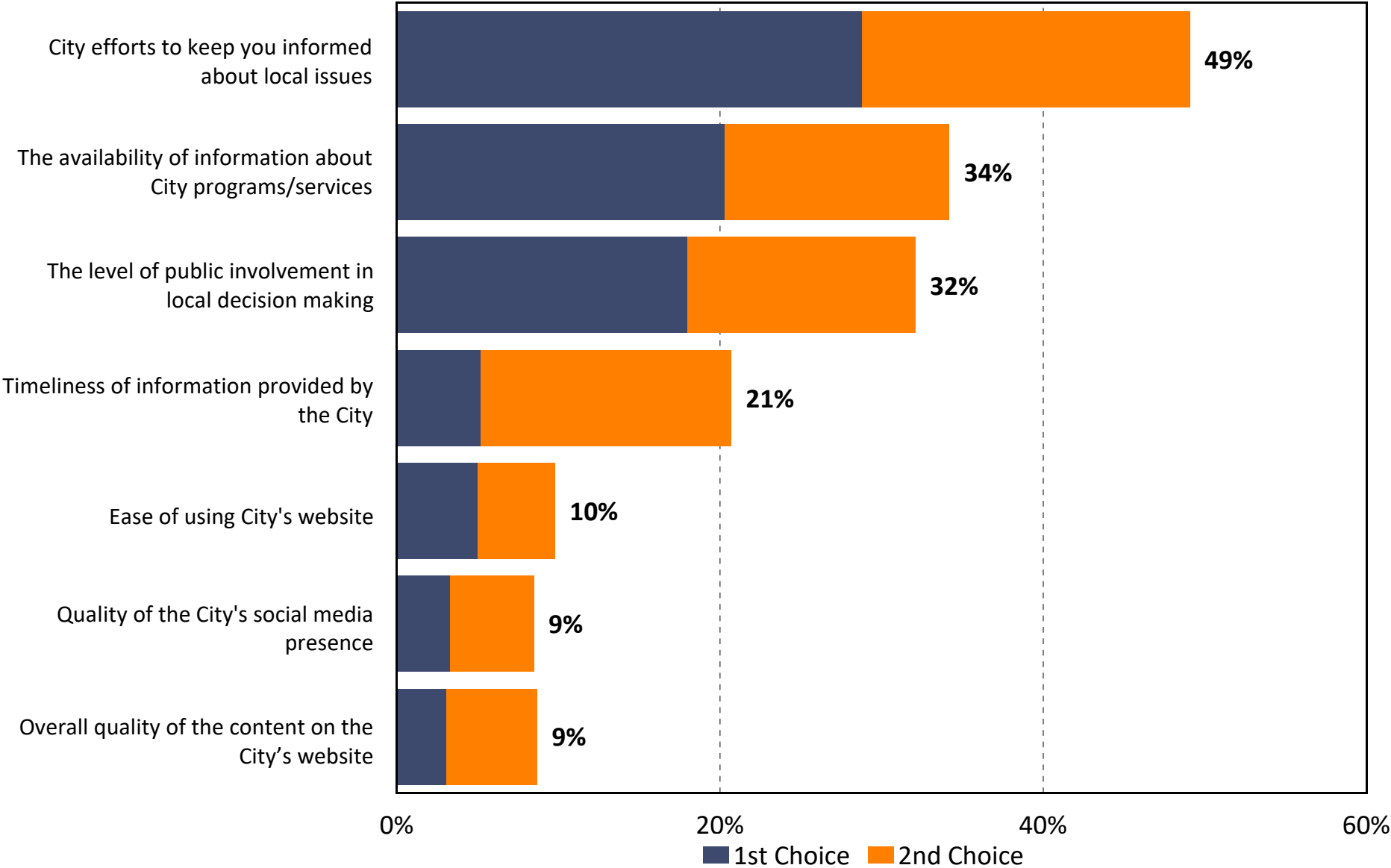
# Q4. Satisfaction with communication services

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



# Q4a. Items that are MOST IMPORTANT for the City leaders to focus on over the next two years

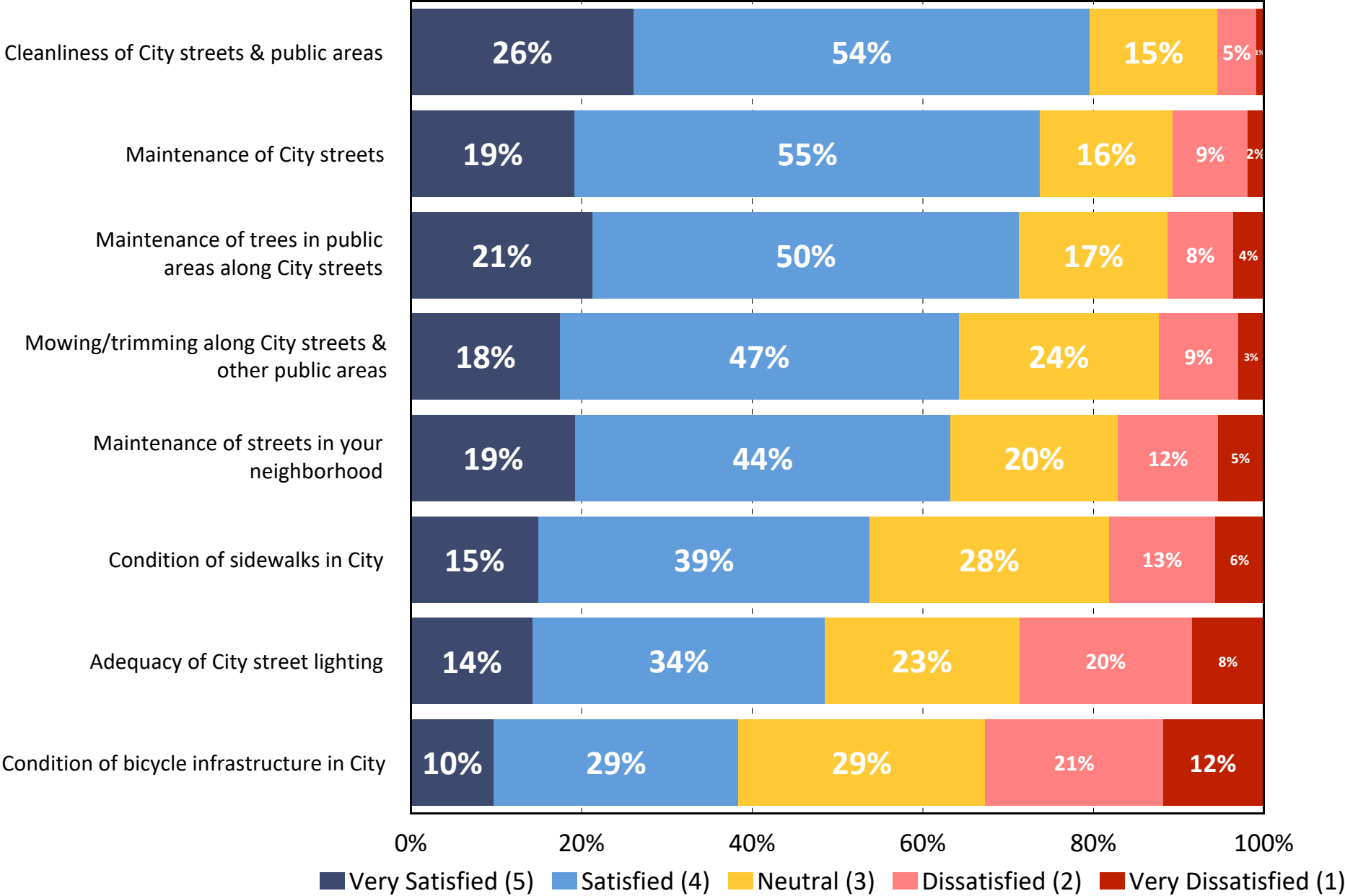
by percentage of respondents who selected the item as one of their top two choices





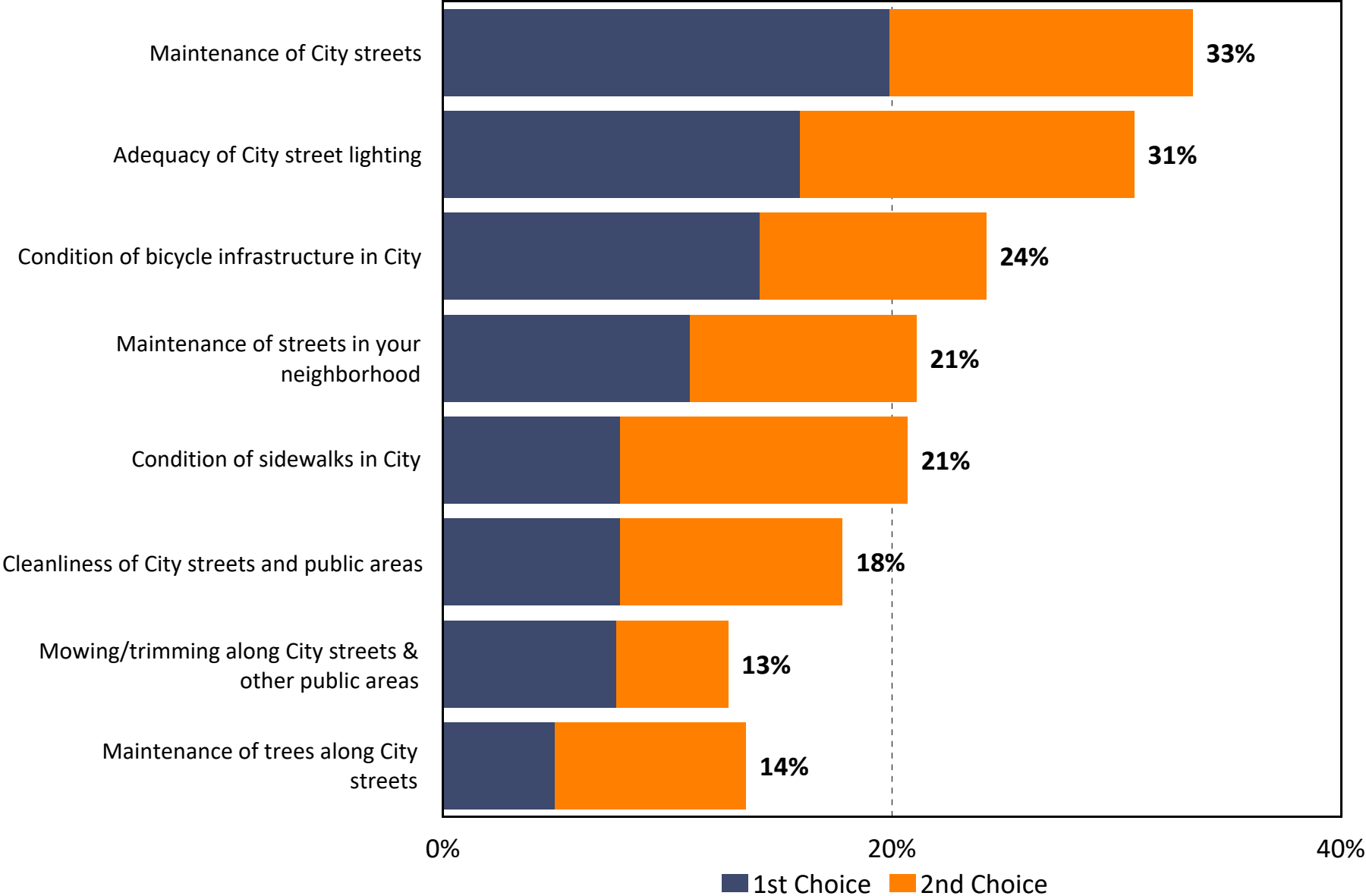
# Q5. Overall satisfaction with the streets and infrastructure

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



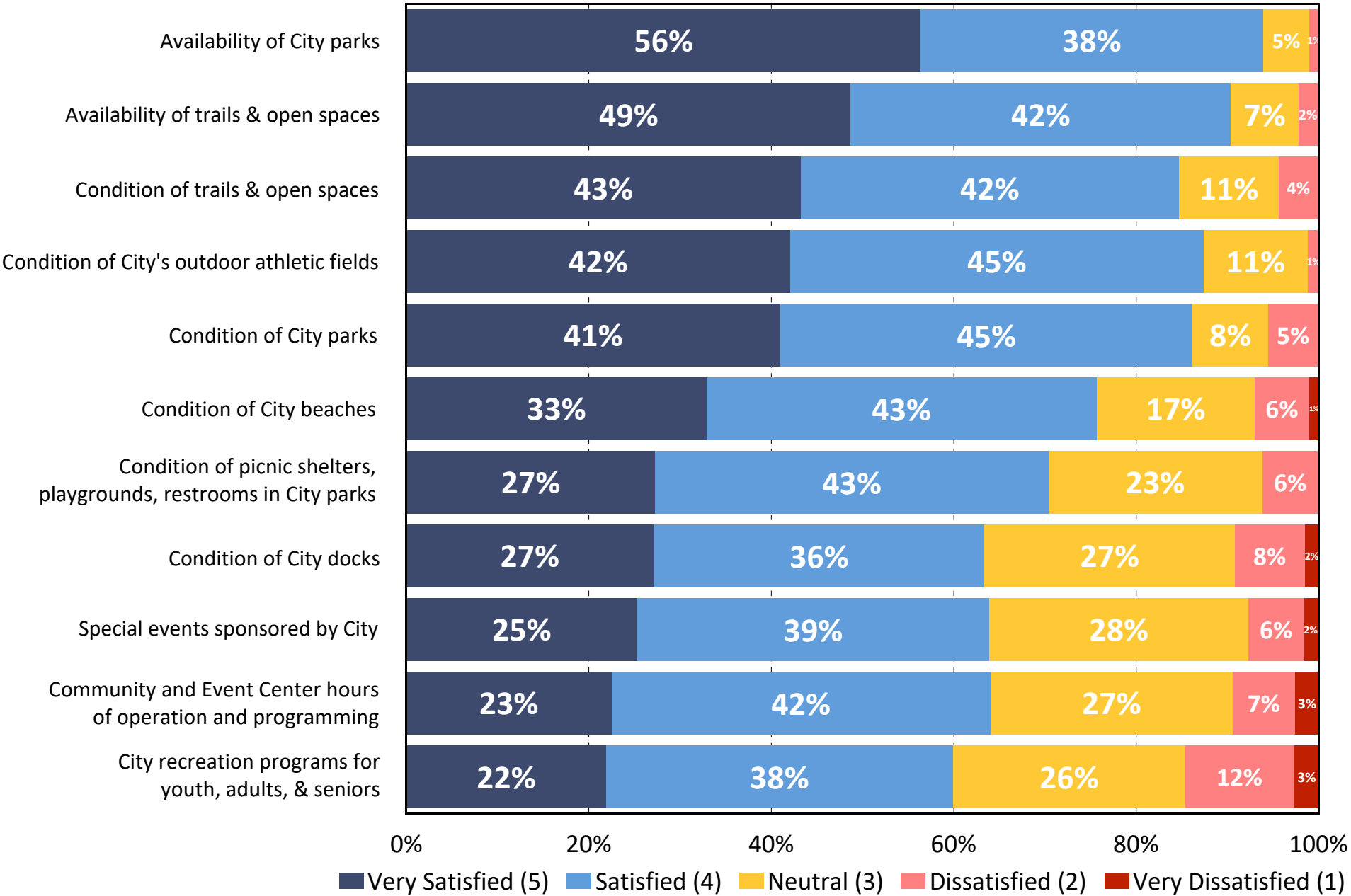
# Q5a. Which two services should City leaders focus on in the next two years

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



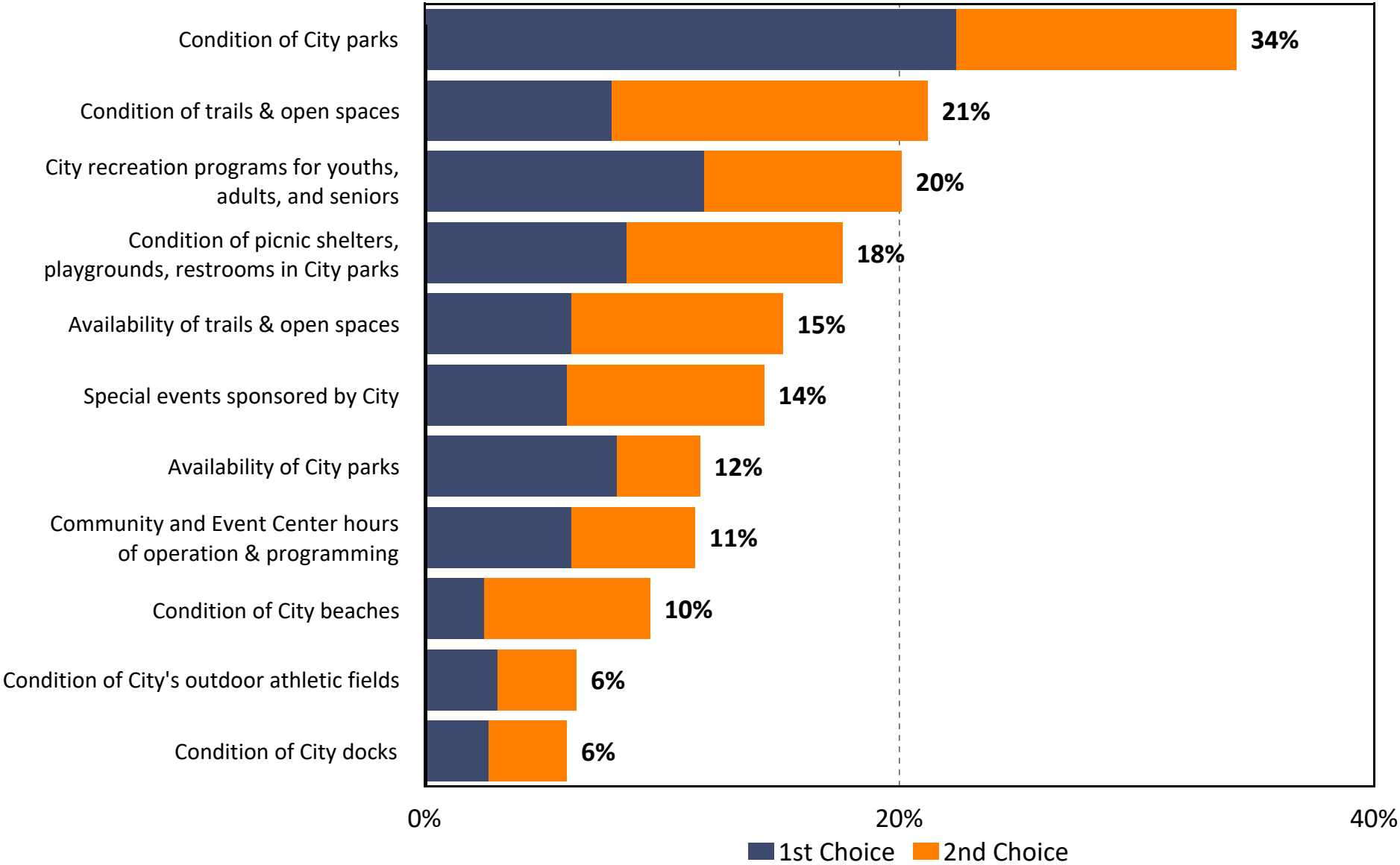
# Q6. Overall satisfaction with parks and recreation

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



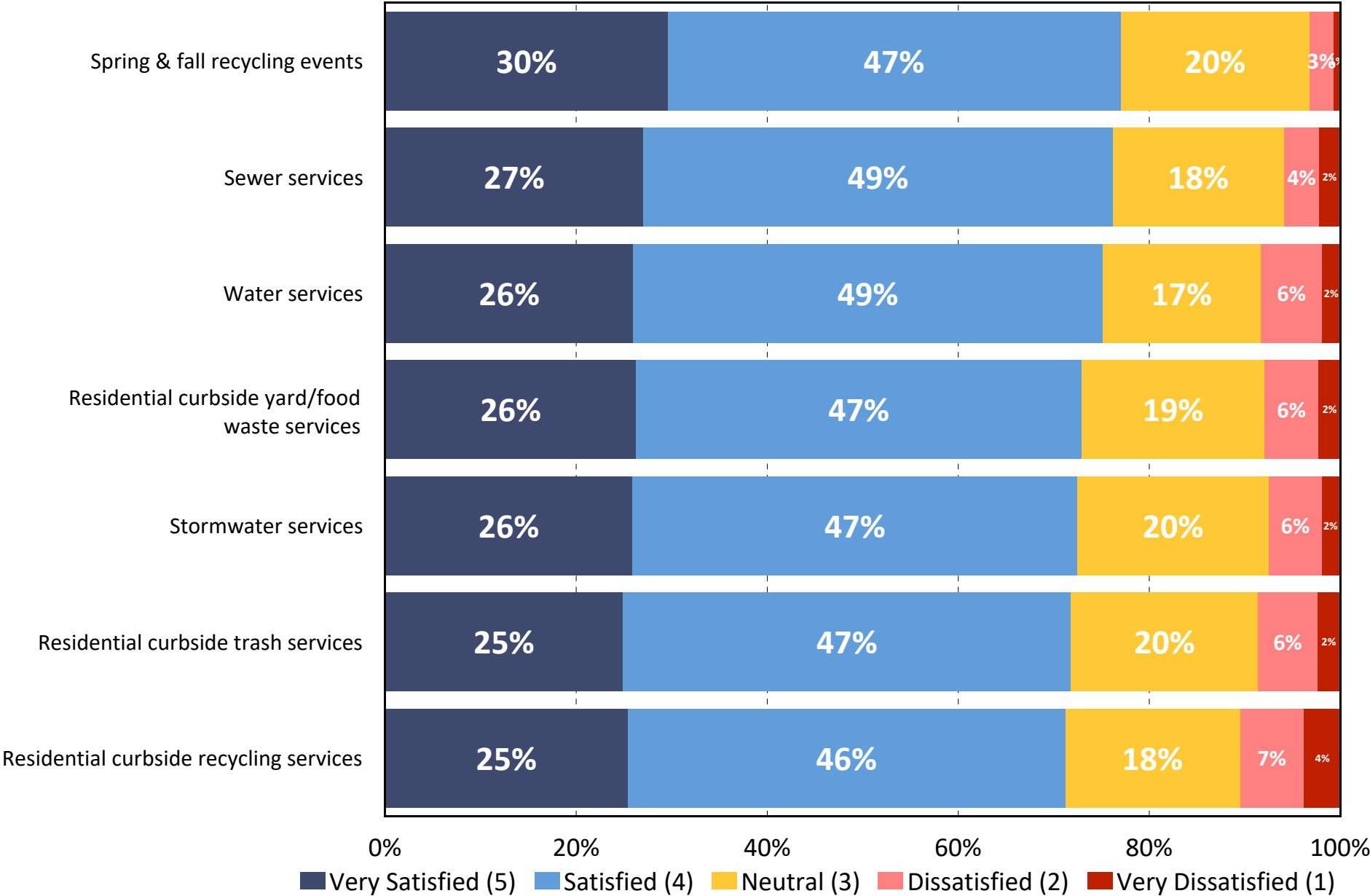
# Q6a. Which services are MOST IMPORTANT for the City to focus on in the next two years

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



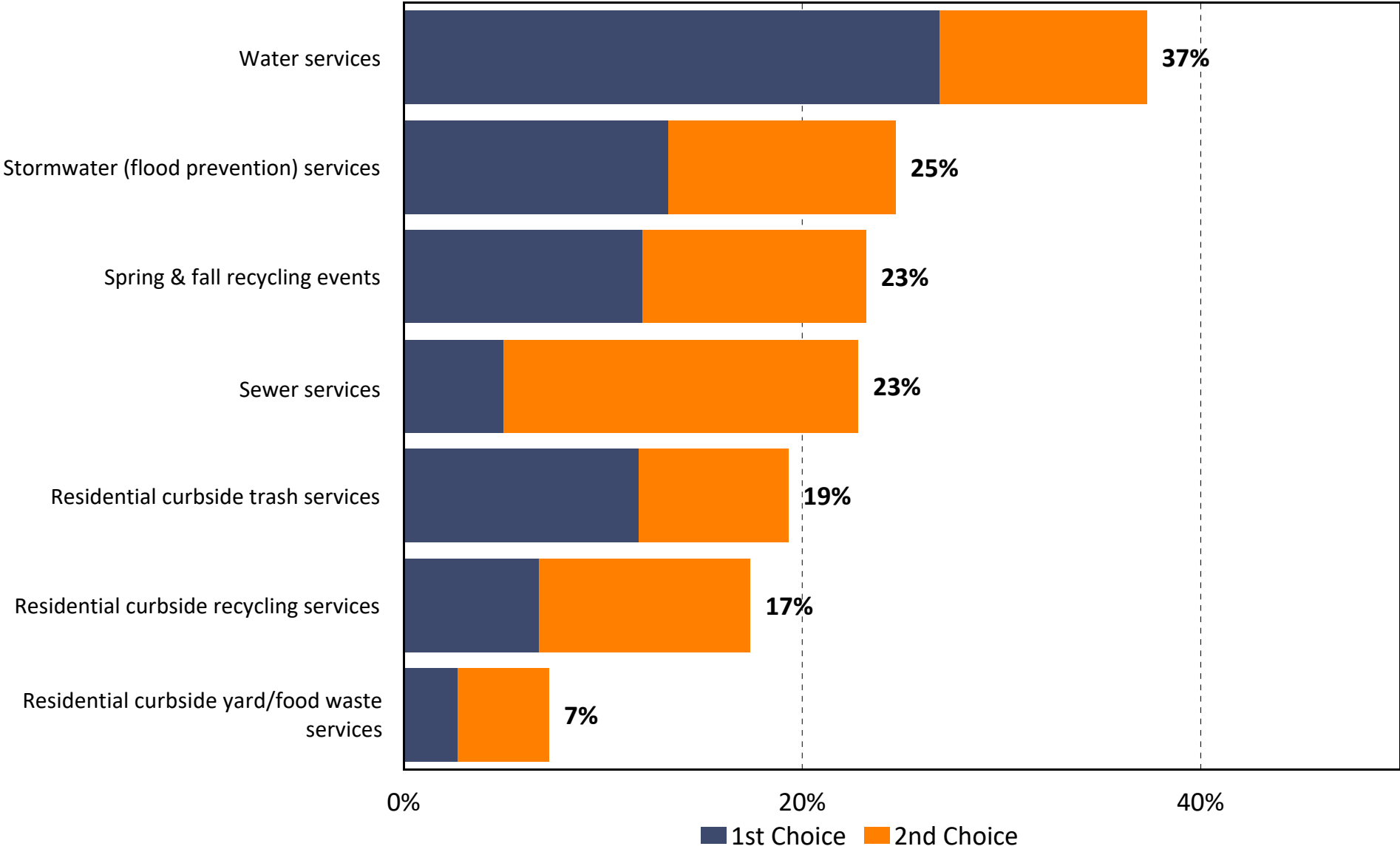
# Q7. Satisfaction with utility services

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



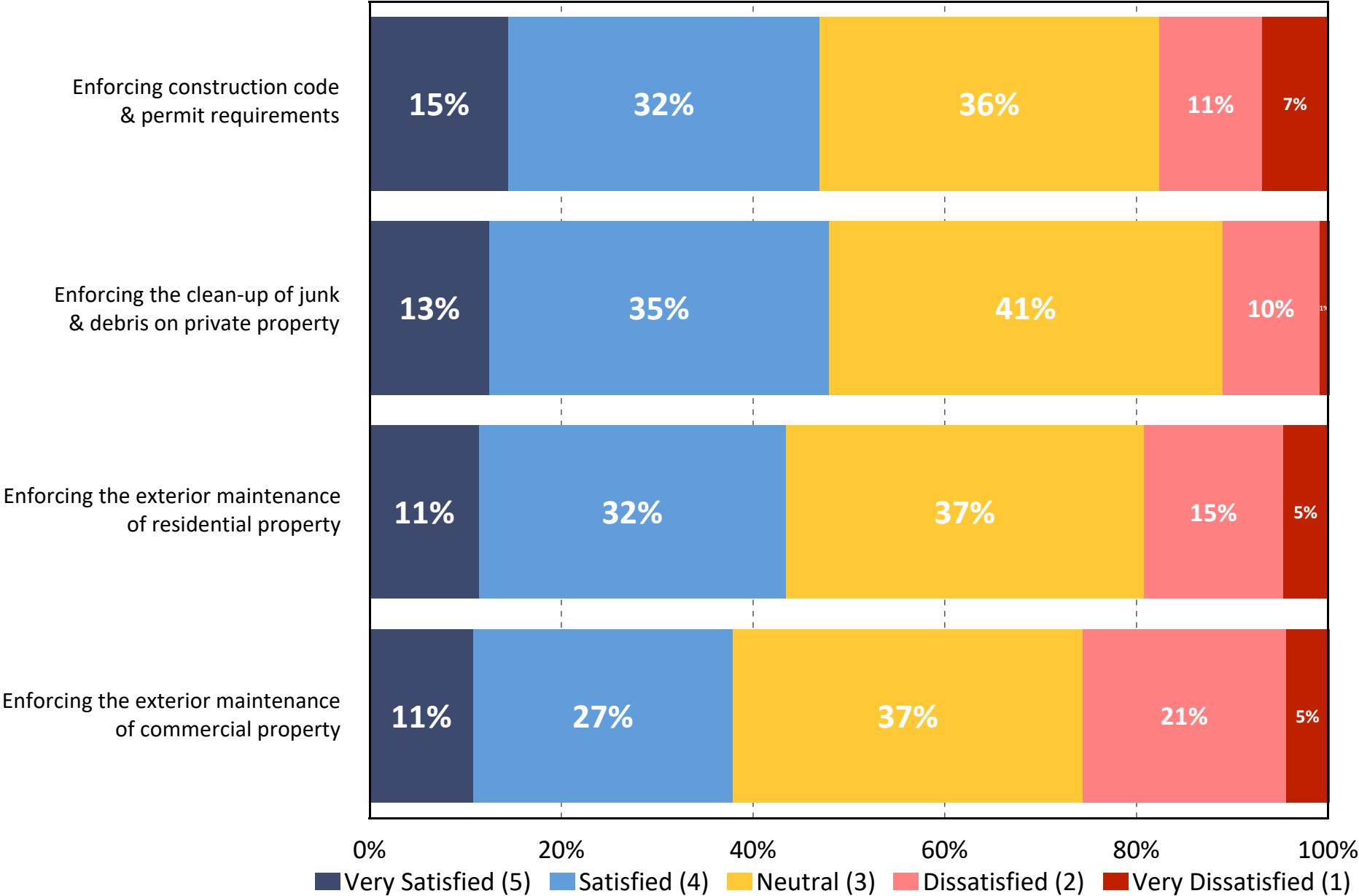
# Q7a. Which two services deserve the MOST EMPHASIS from City leaders over the next two years

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



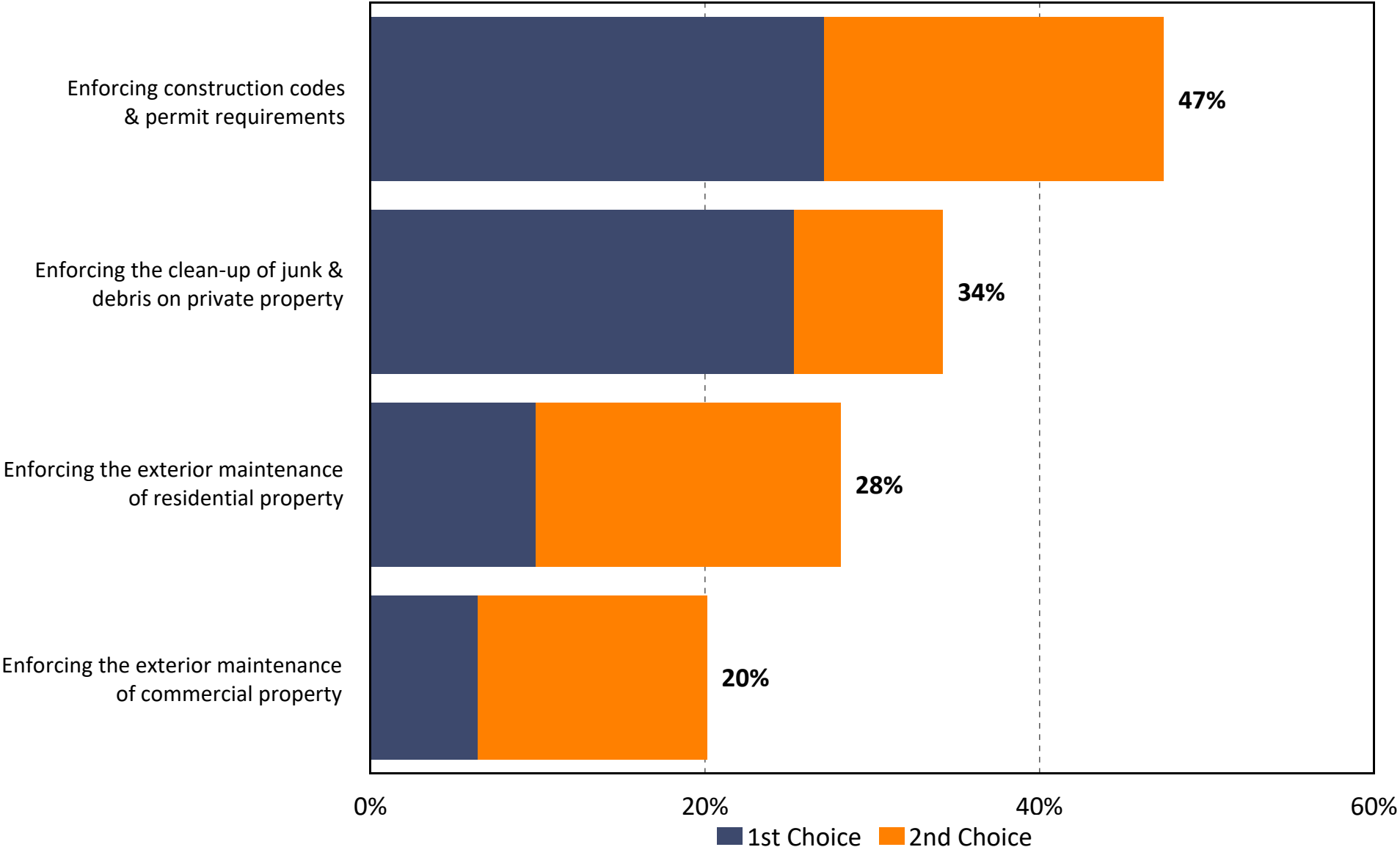
# Q8. Satisfaction with code enforcement services

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



# Q8a. Which two services deserve the MOST EMPHASIS from City leaders over the next two years

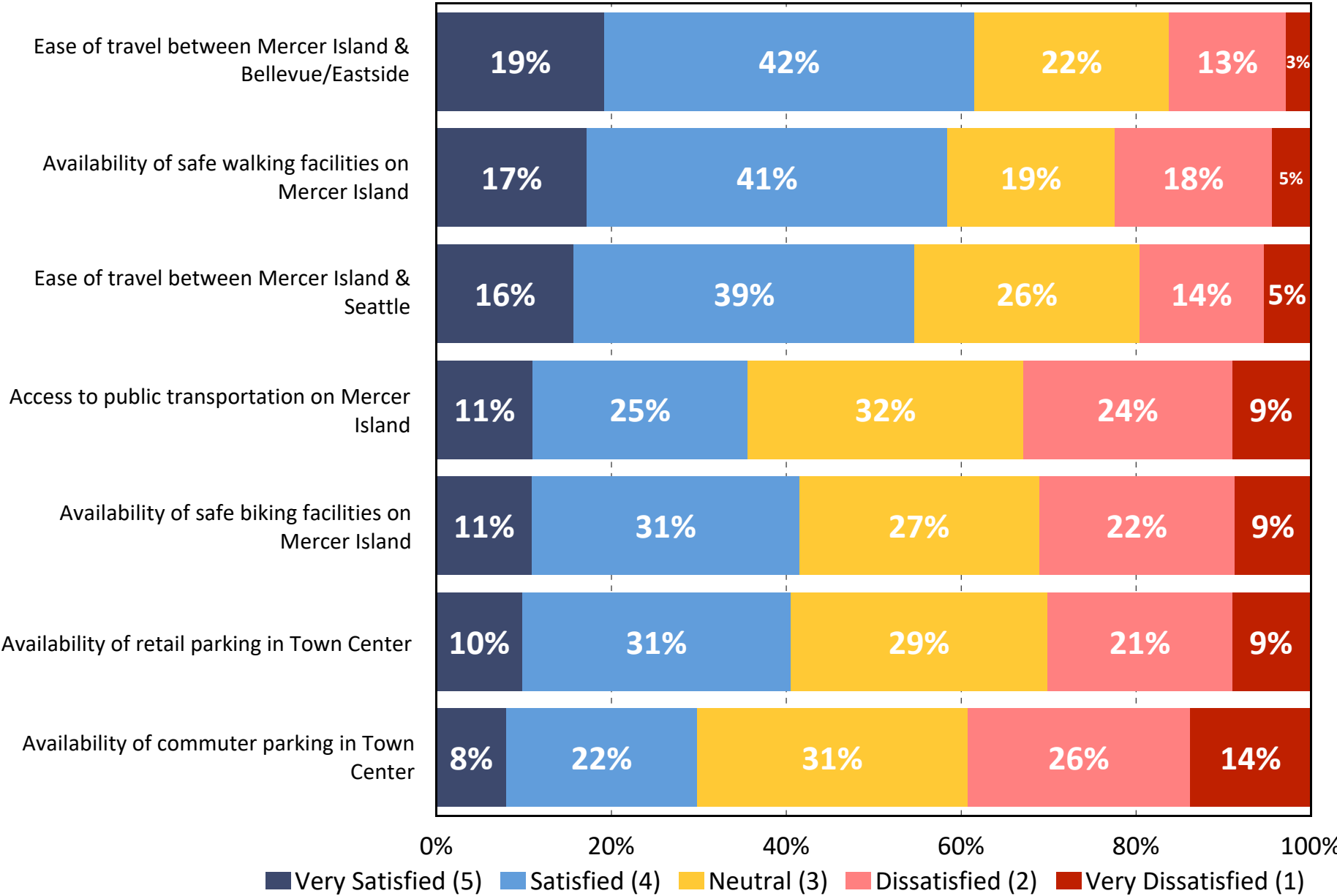
by percentage of respondents who selected the item as one of their top two choices





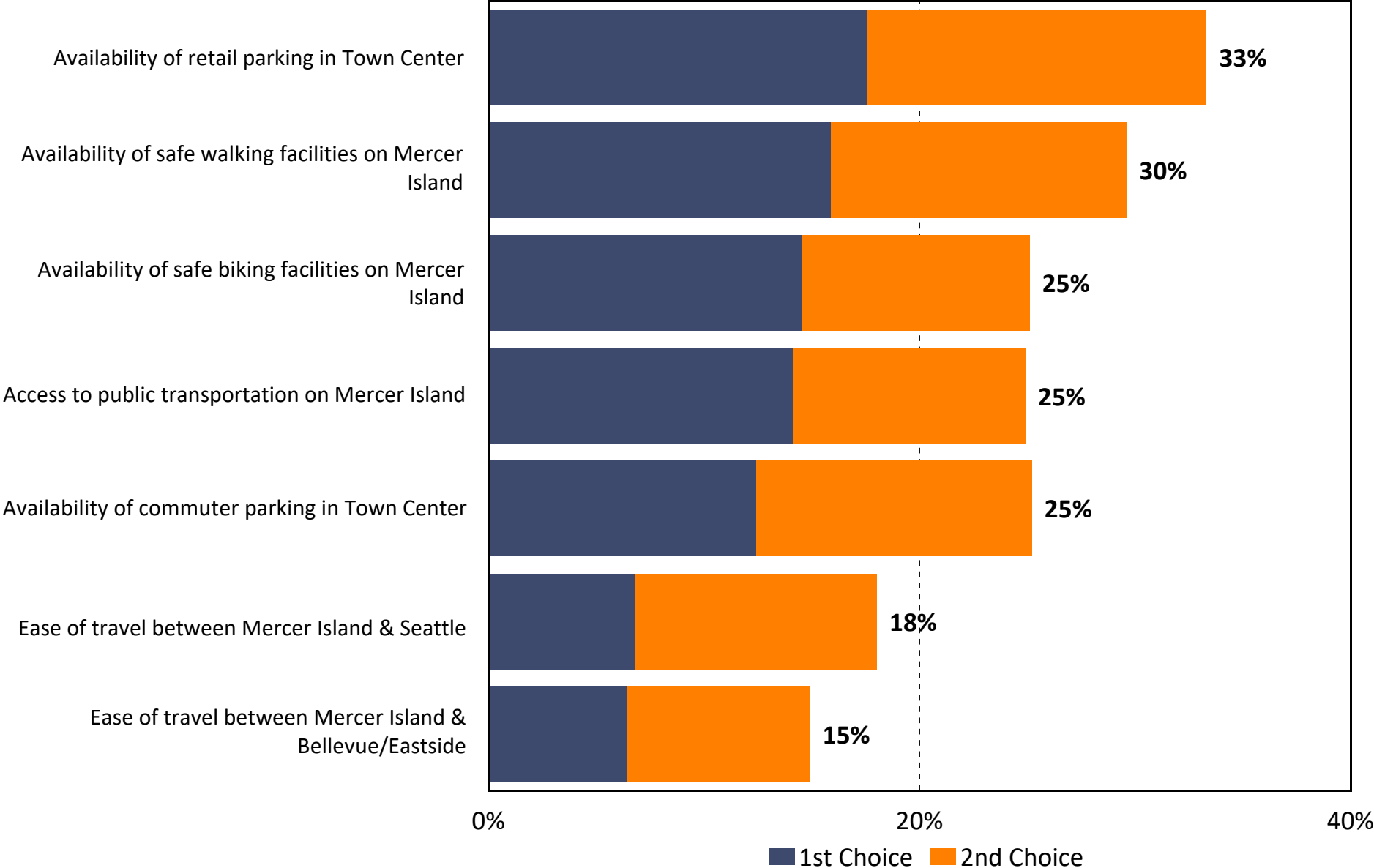
# Q9. Satisfaction with transportation services

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



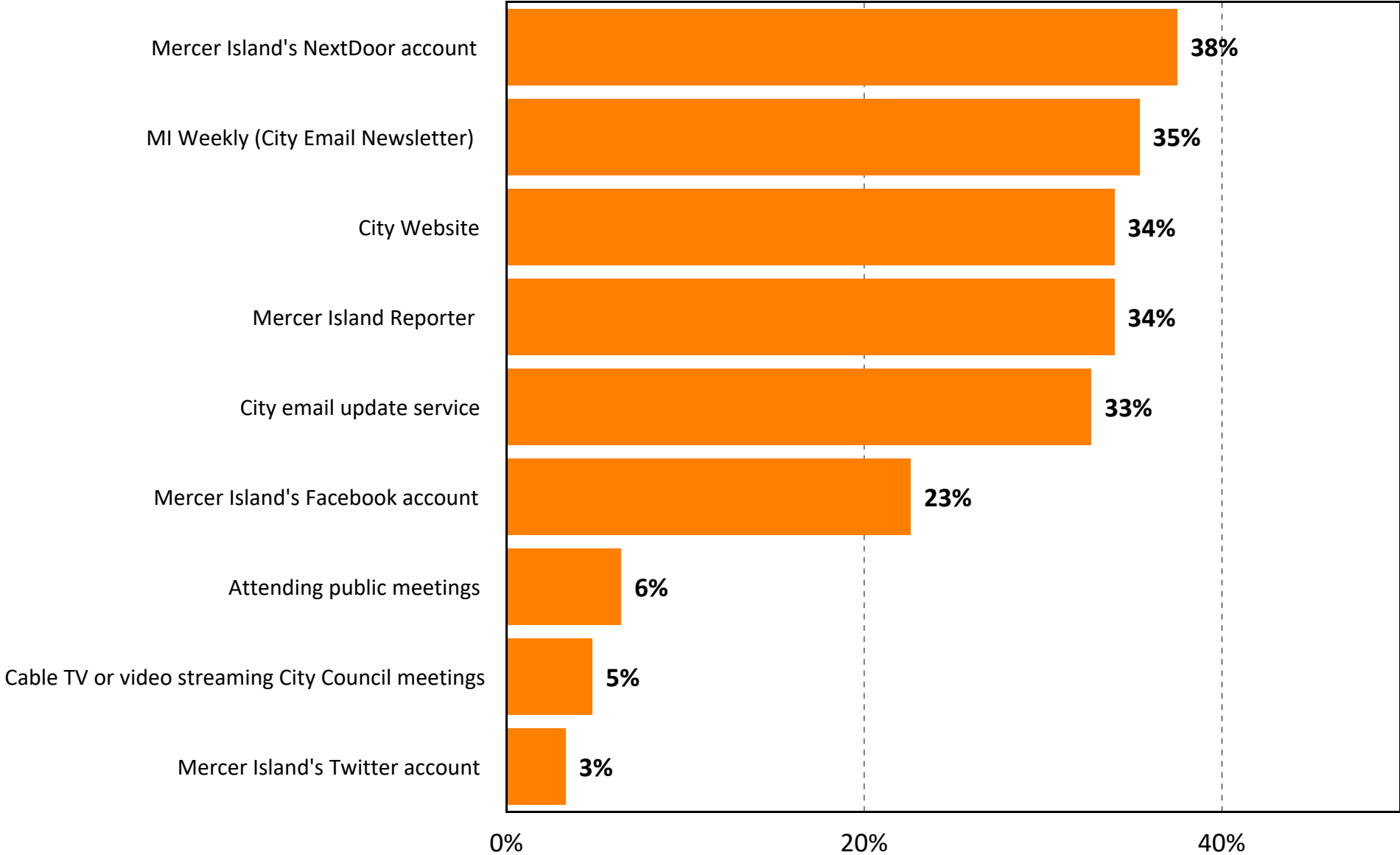
# Q9a. Services that are MOST IMPORTANT for the City to focus on over the next two years

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



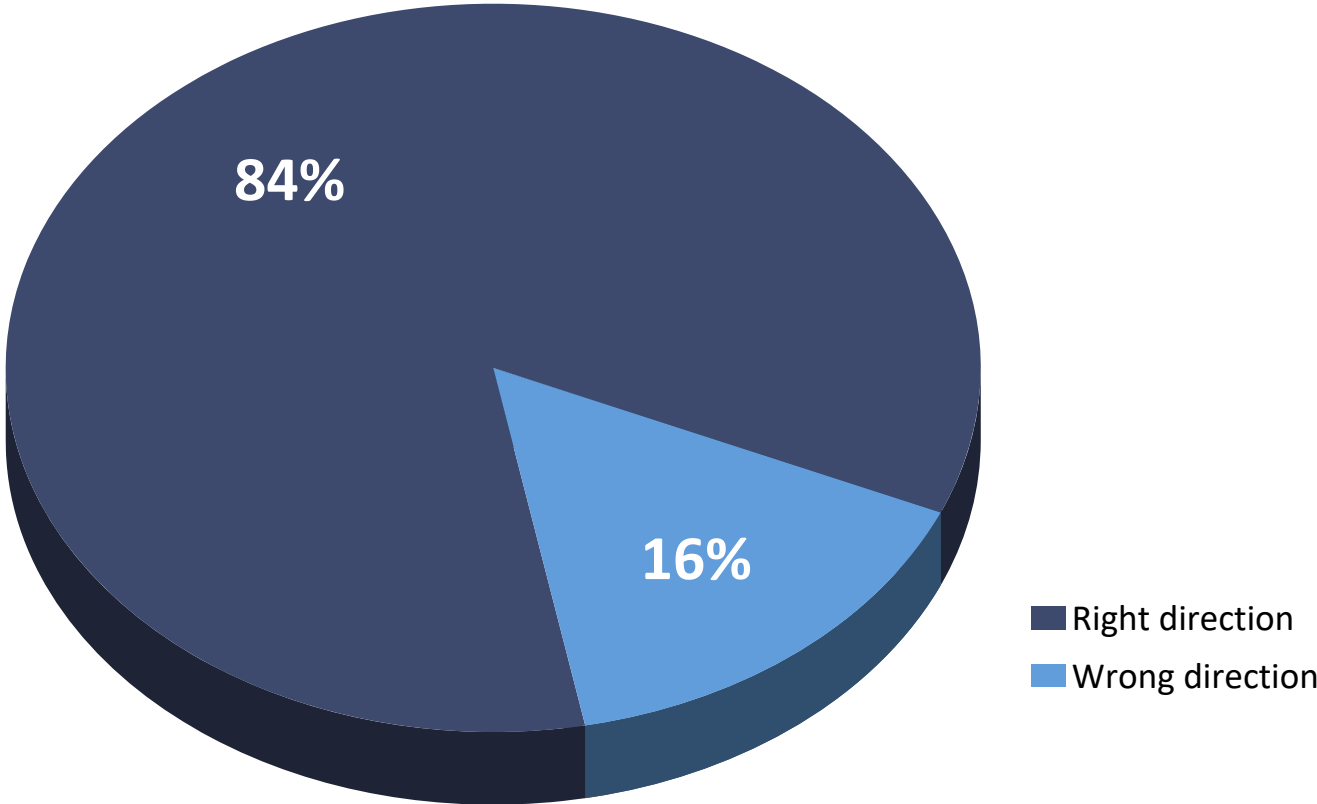
# Q10. Where do you get news and information about City programs, services, & events?

by percentage of respondents



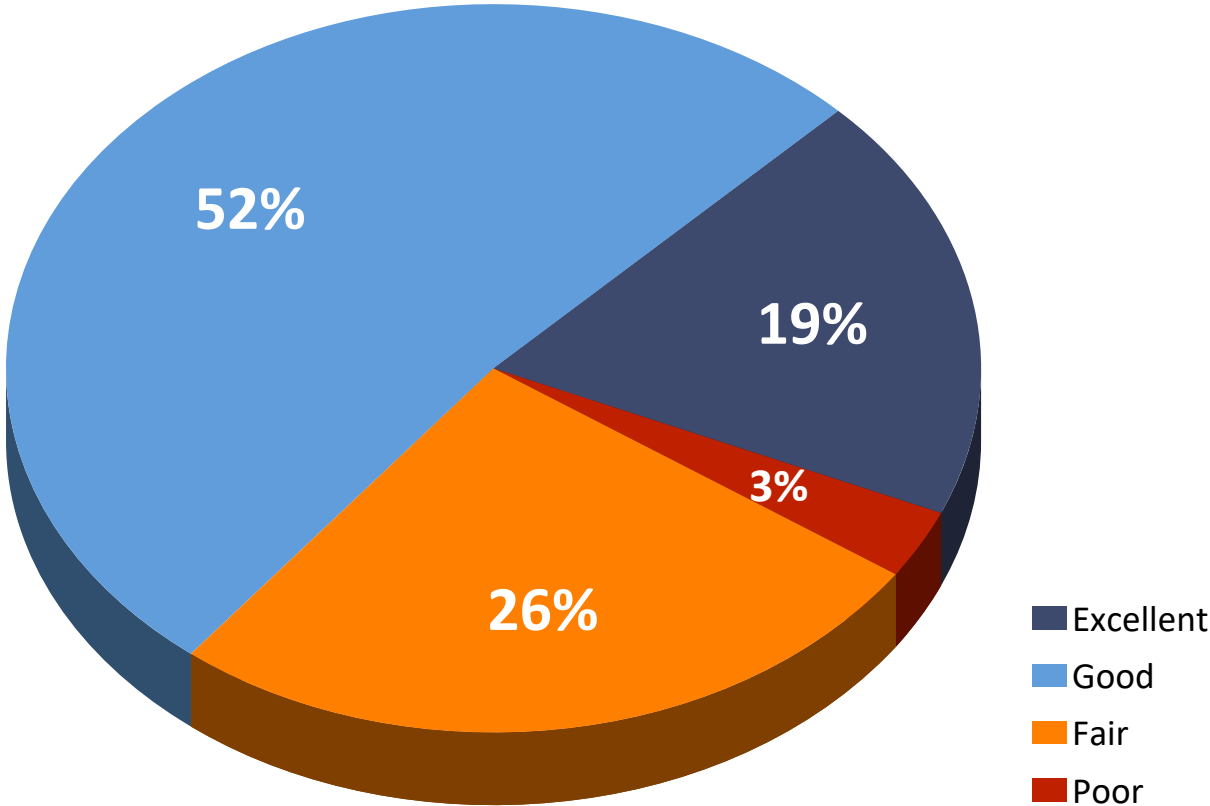
# Q11. Is Mercer Island generally headed in the right direction, or generally in the wrong direction?

by percentage of respondents (excluding don't know)



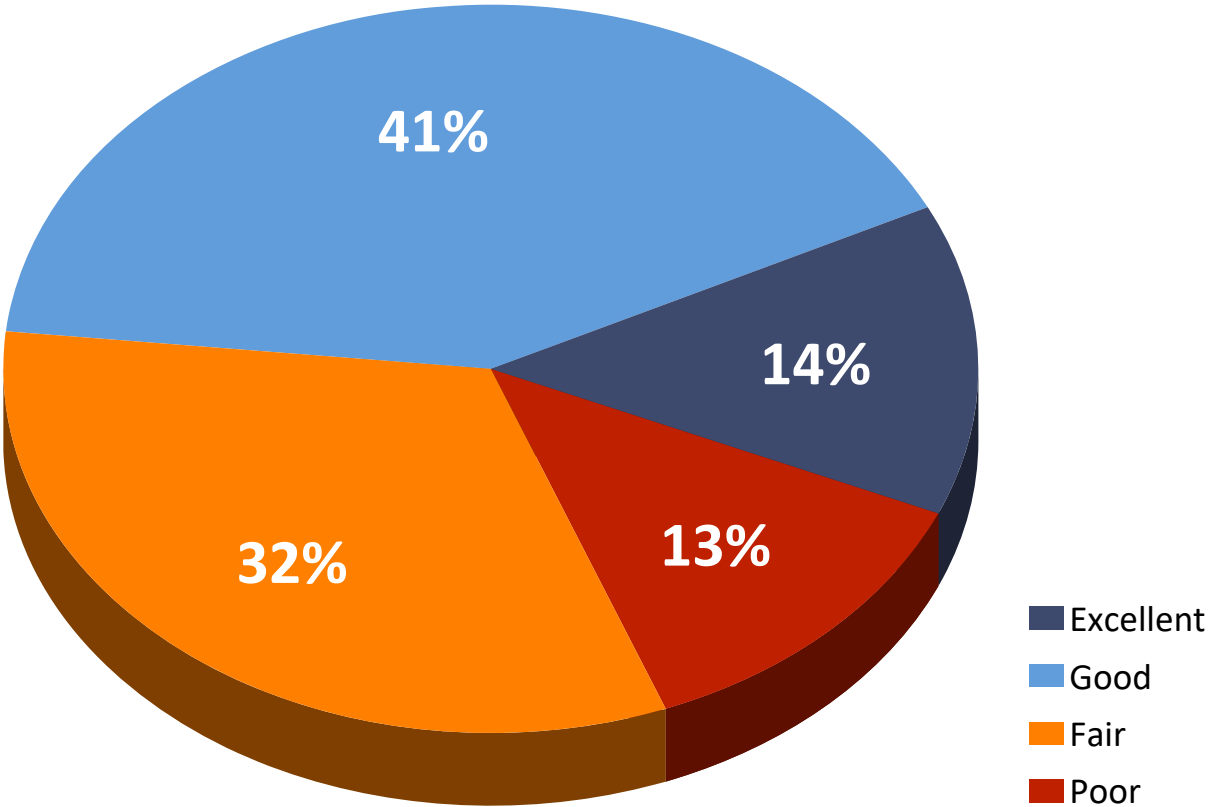
# Q12. How would you rate the job Mercer Island city government does overall?

by percentage of respondents (excluding "Don't know")



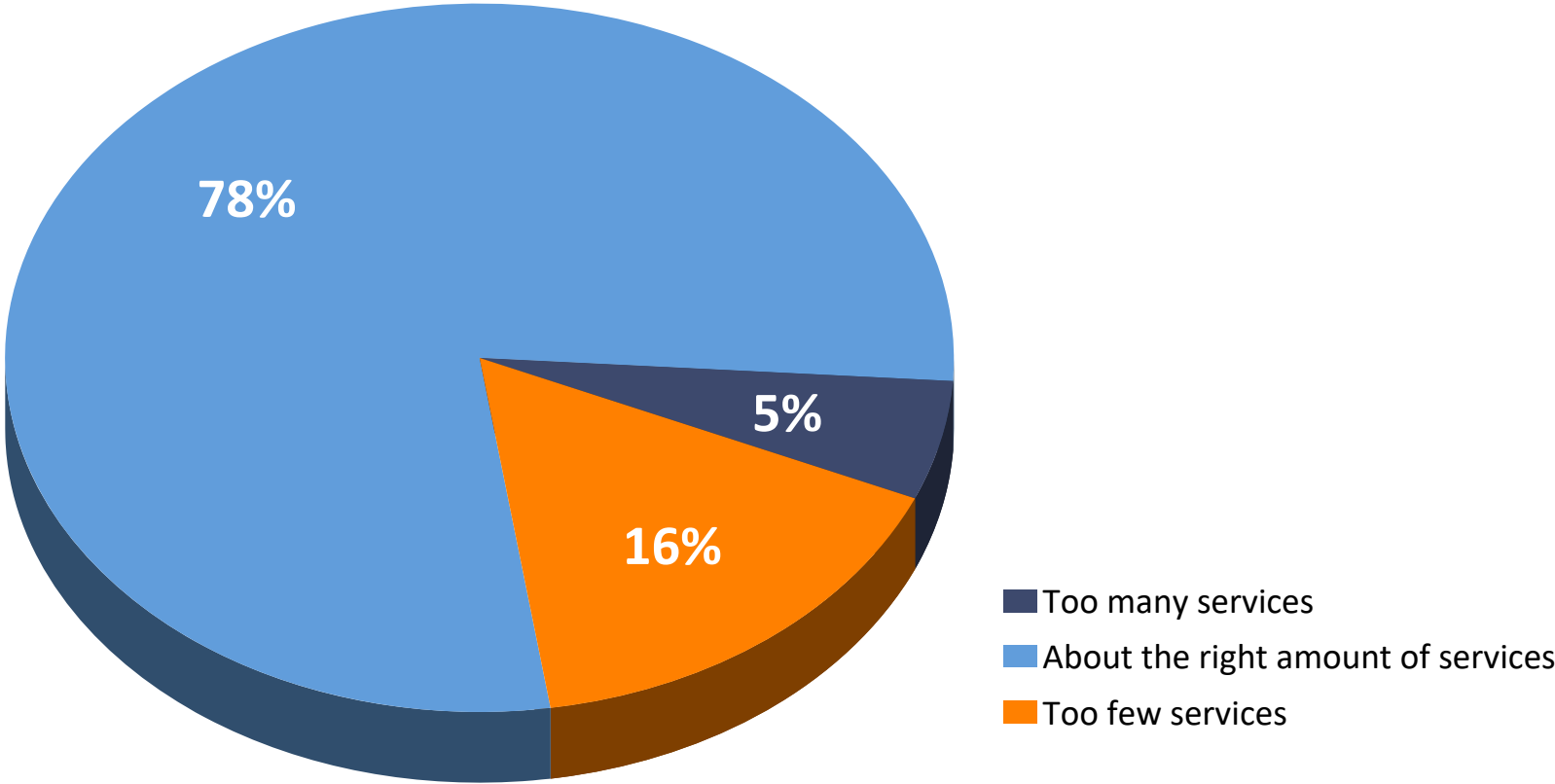
# Q13. How responsible is the City of Mercer Island at using tax dollars?

by percentage of respondents (excluding "Don't know")



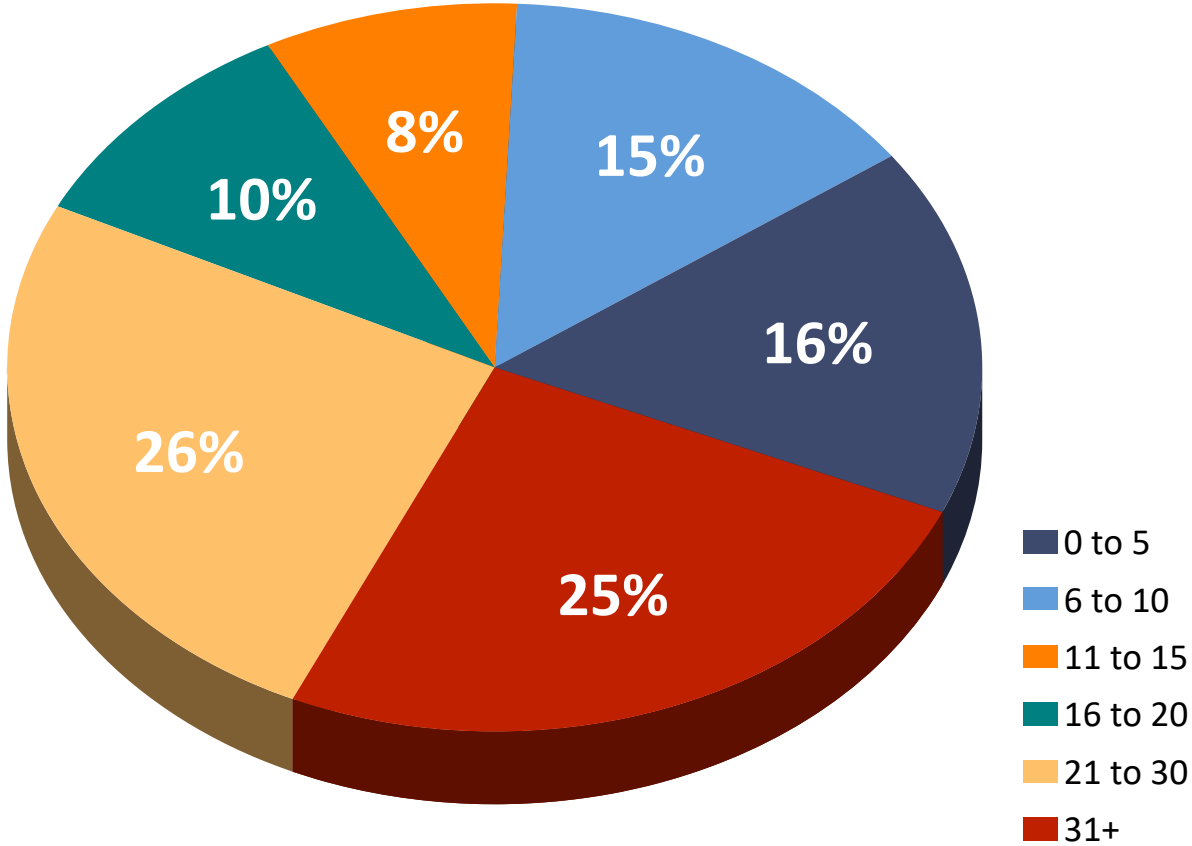
# Q14. Do you think the City of Mercer Island provides too many services, too few services, or about the right amount of services?

by percentage of respondents (excluding "don't know")



# Q15. How long have you lived on Mercer Island?

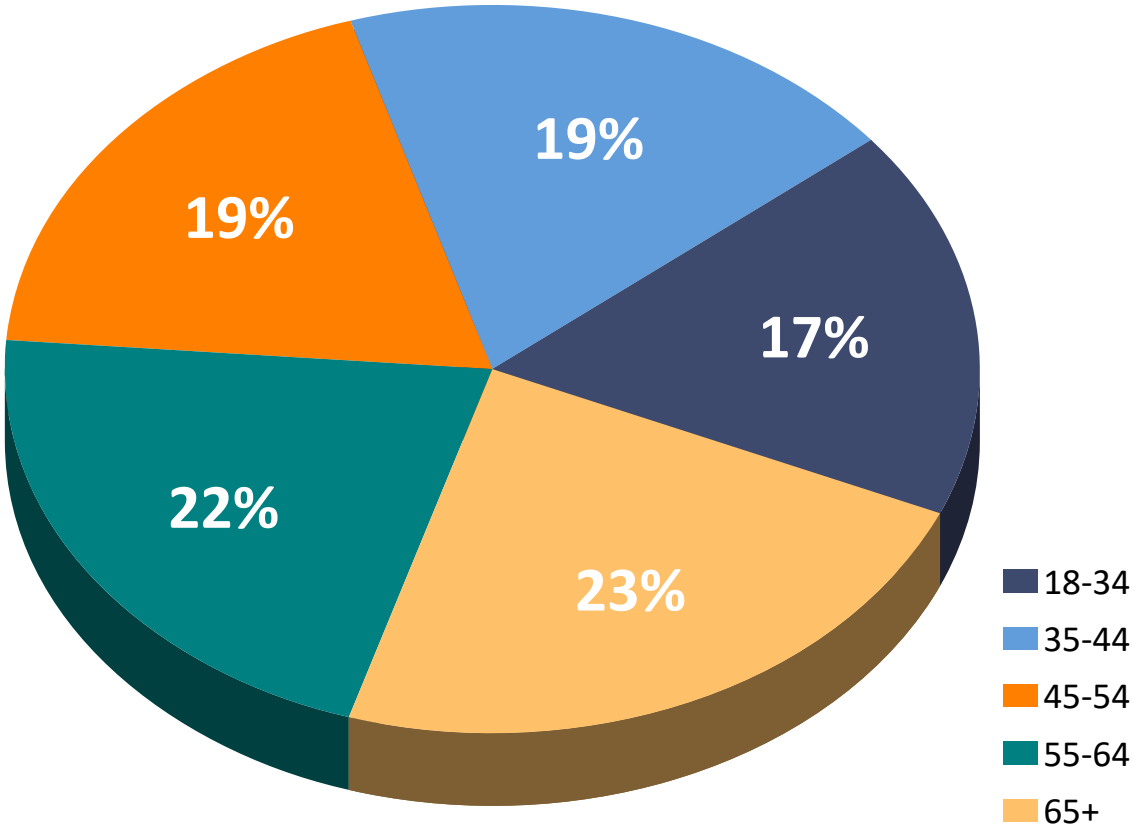
by percentage of respondents





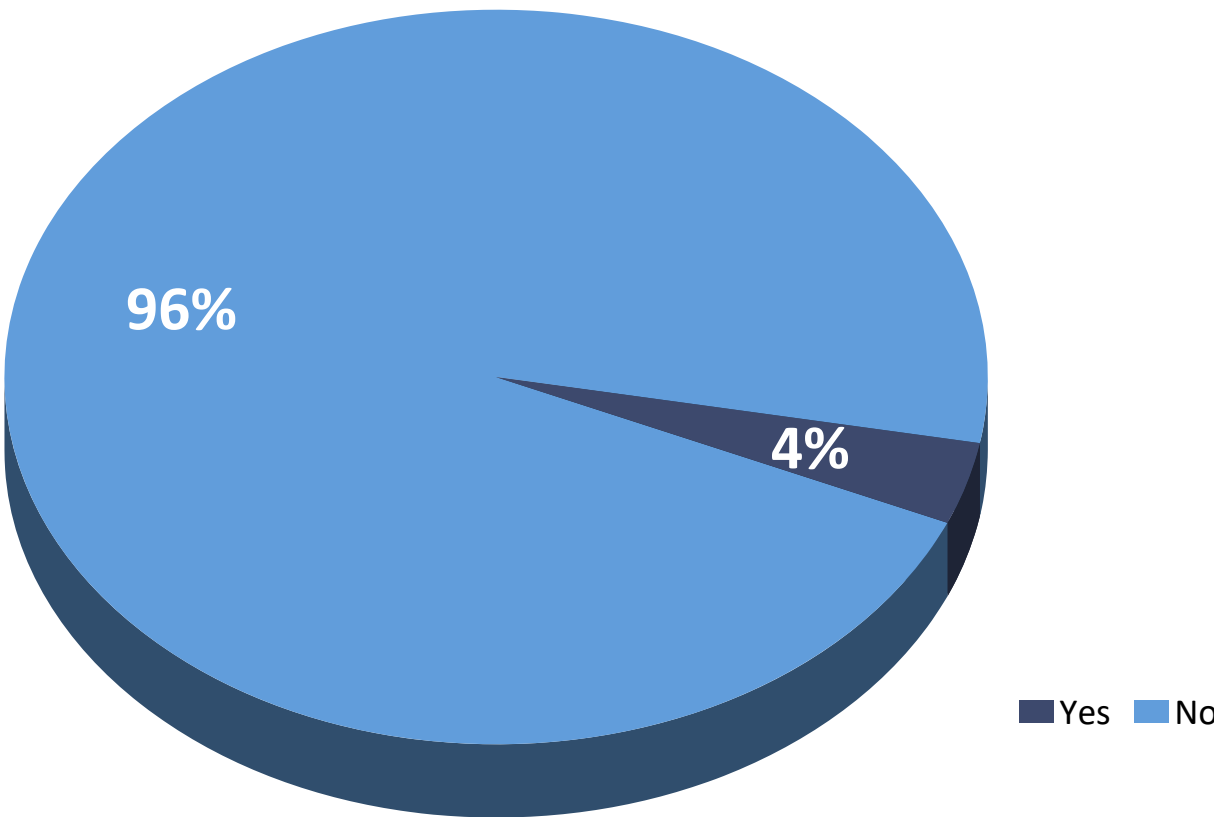
# Q16. What is your age?

by percentage of respondents

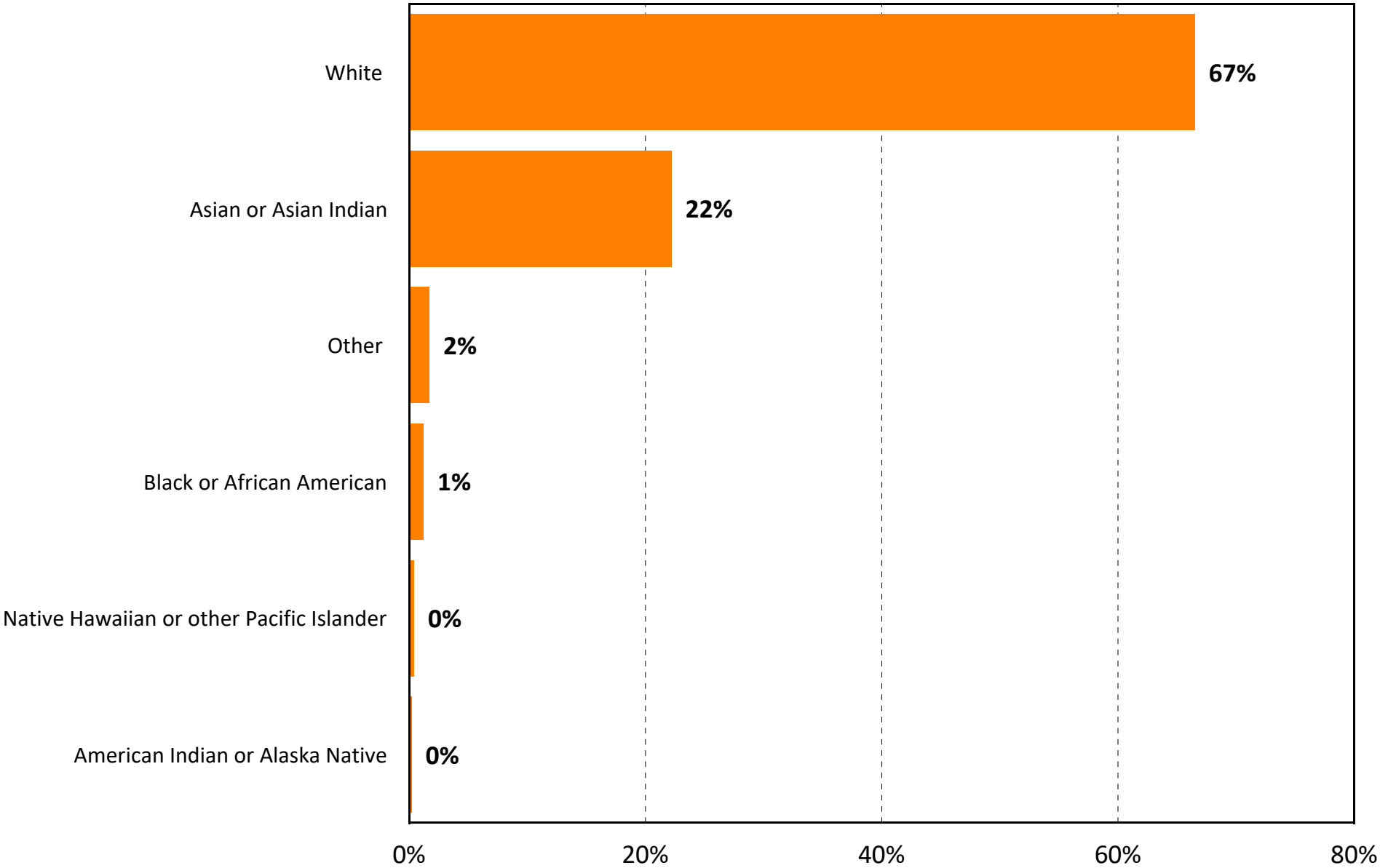


# Q17. Are you Hispanic, Latino, or Spanish Origin?

by percentage of respondents (excluding "don't know")

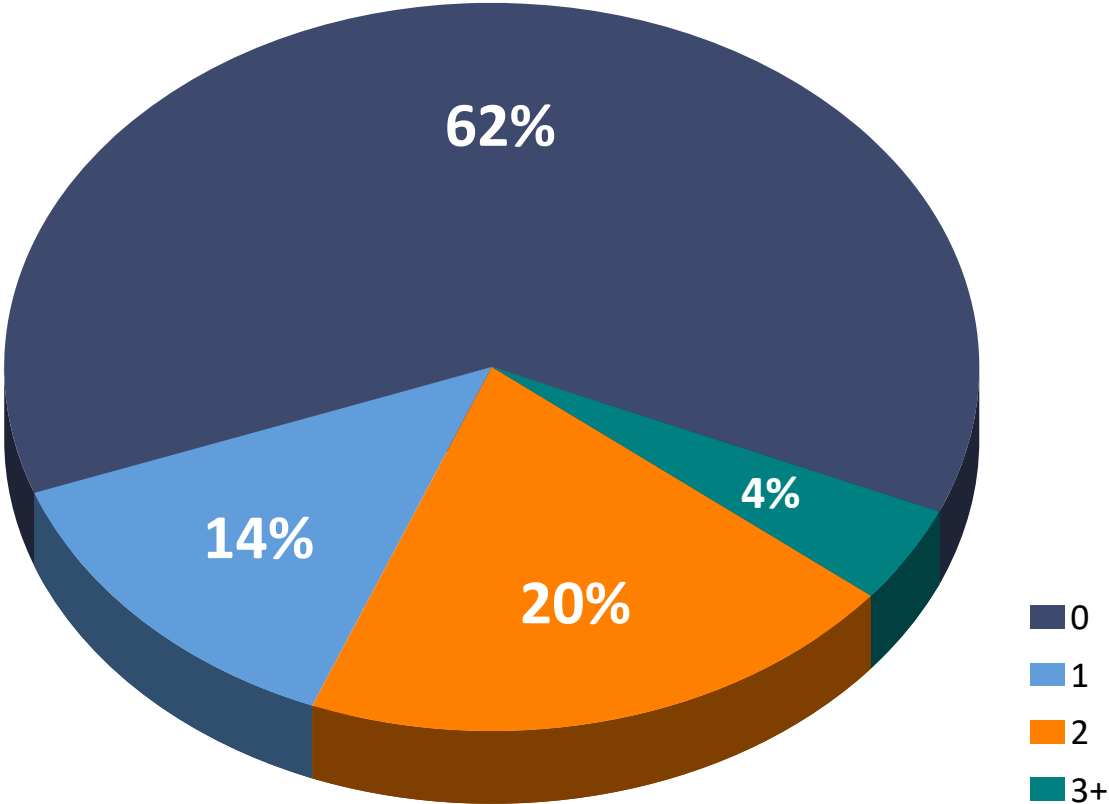


# Q18. Which of the following best describe your race?



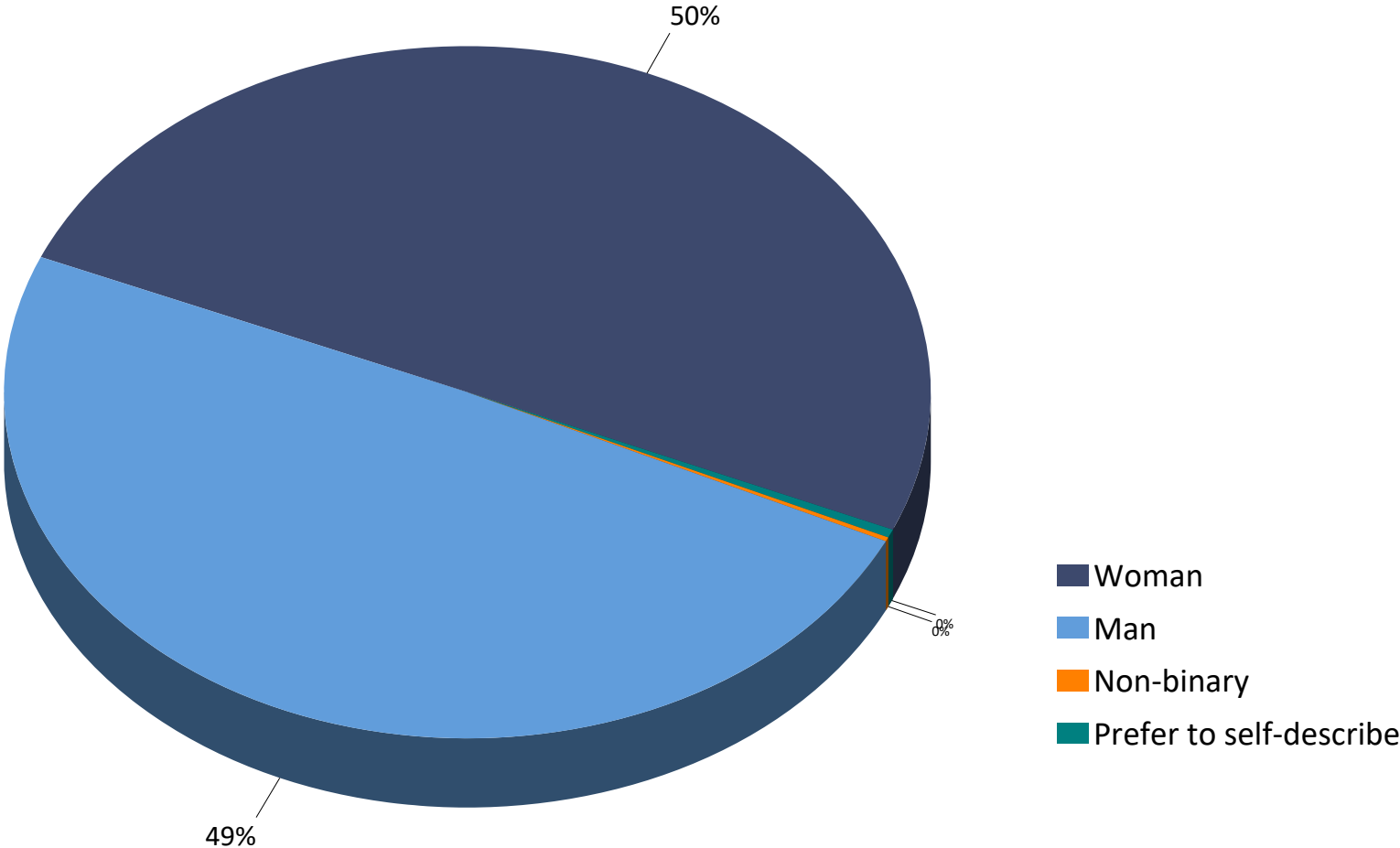
# Q19. How many children under 18 live in your household?

by percentage of respondents



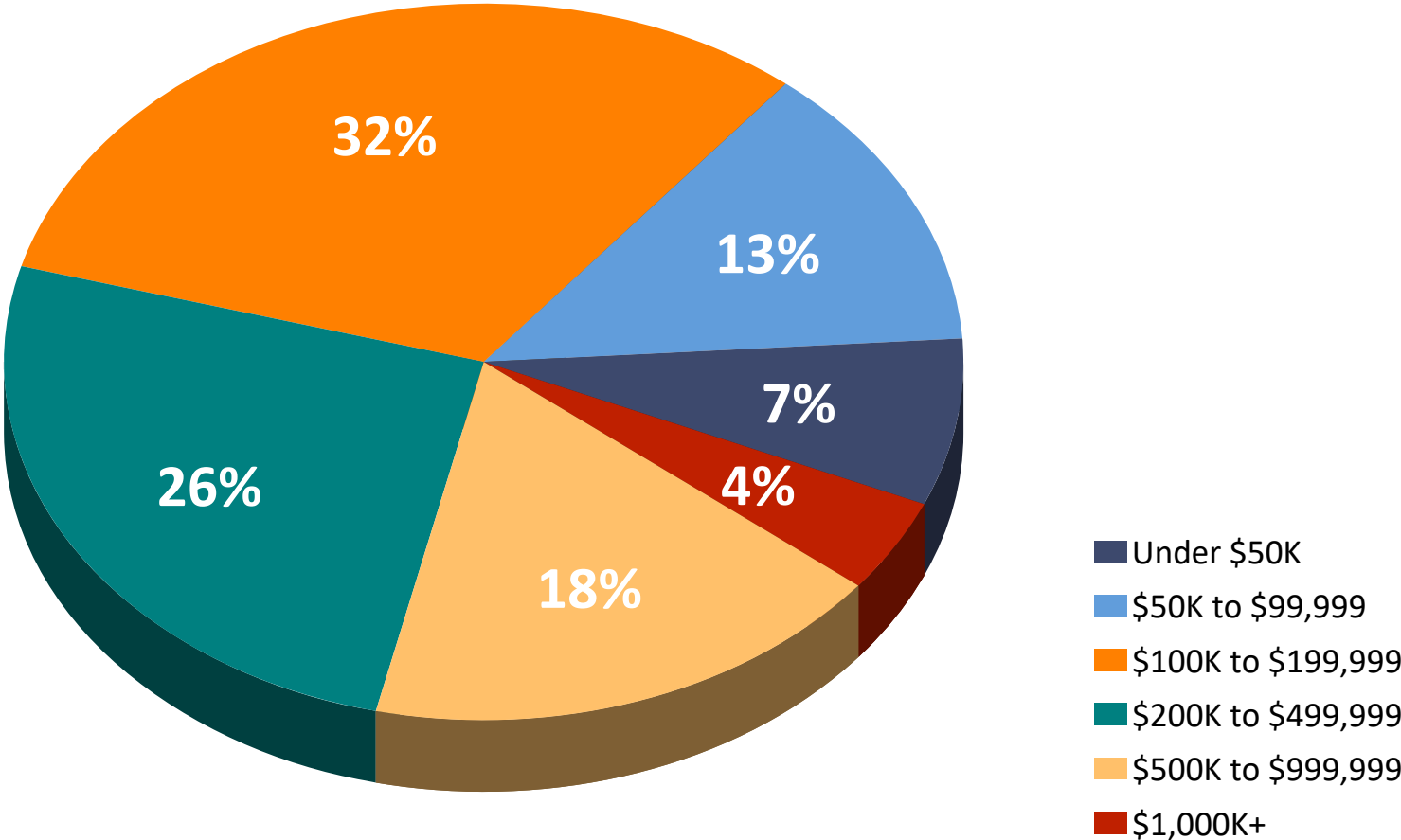
# Q20. What is your gender?

by percentage of respondents (excluding prefer not to say)



# Q21. Total annual income

by percentage of respondents





# 2

# Benchmark Analysis

# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*<sup>®</sup> program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Northwest region, as well as, (3) a 2023 national survey of communities with a population under 30,000 during the summer of 2023.

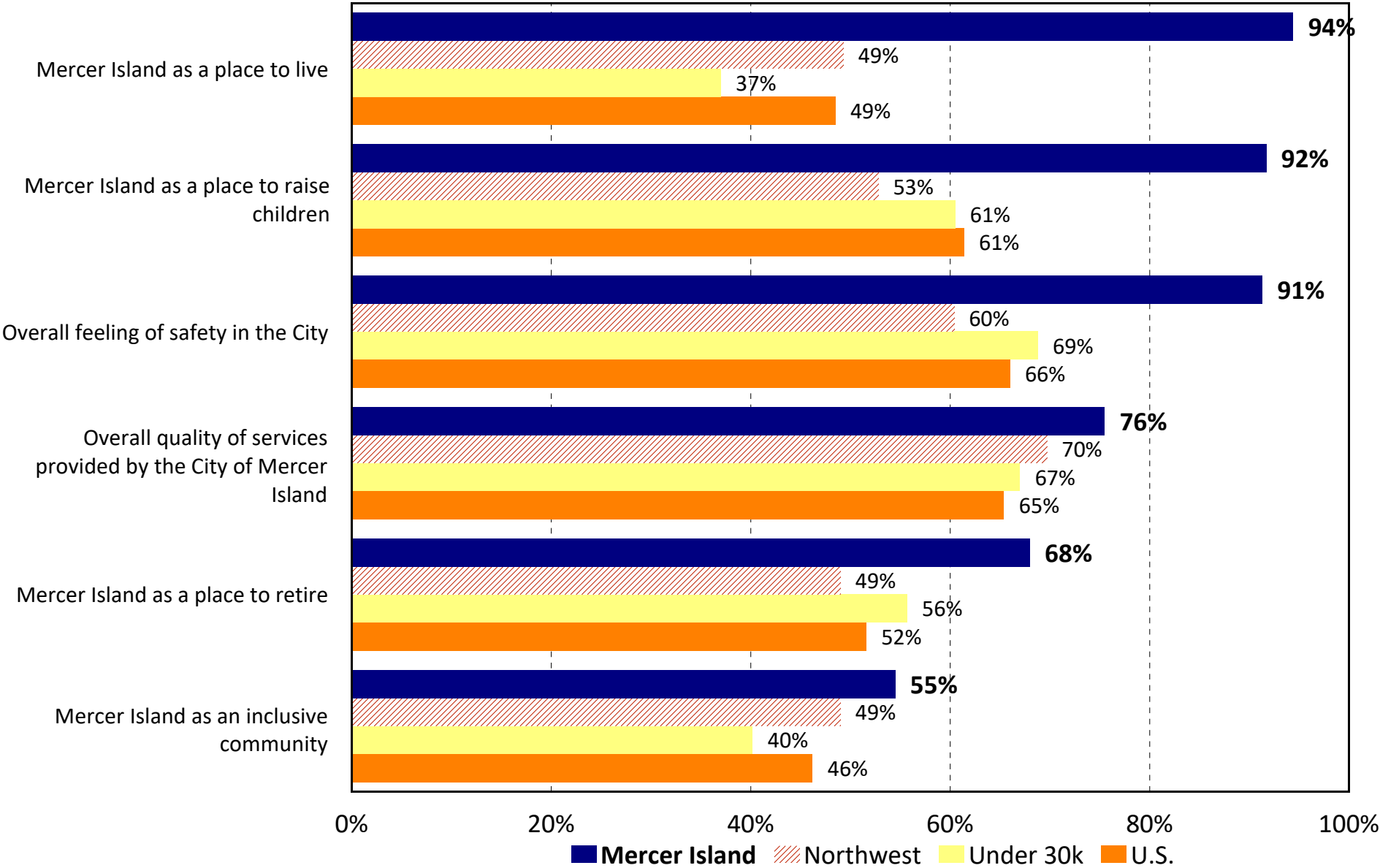
The charts on the following pages show how the results for Mercer Island compare to the national average and the Northwest regional average. The blue bar shows the results for Mercer Island. The red bar shows the Northwest regional average from communities that administered the *DirectionFinder*<sup>®</sup> survey during the summer of 2023. The yellow bar shows the results of a national survey that was administered by ETC Institute to communities with a population under 30,000 during summer of 2023. The orange bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during summer of 2023.



# Benchmarks: Overall Ratings/Perceptions of the City

## *Mercer Island vs. Northwest vs. Under 30k vs U.S.*

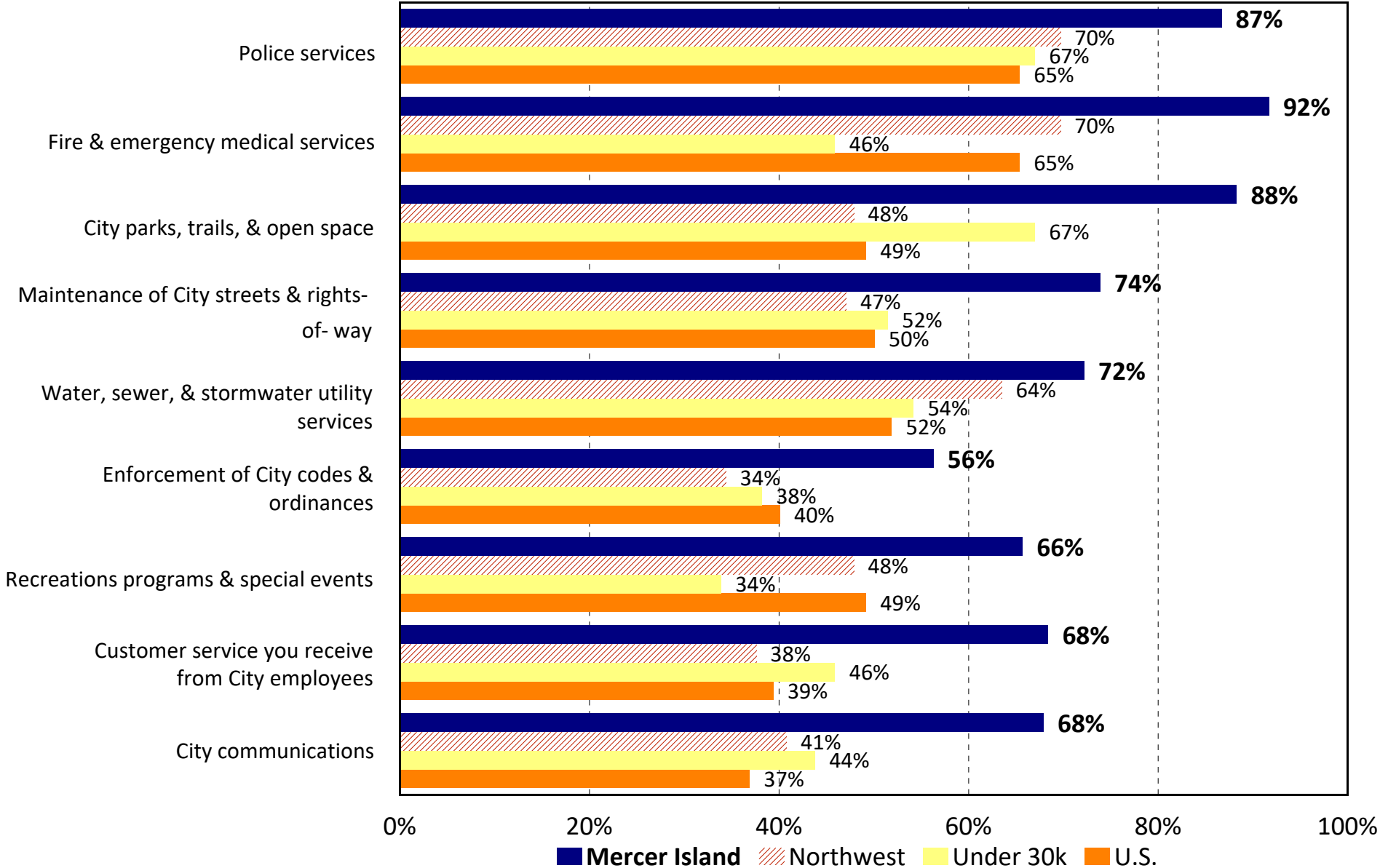
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Benchmarks: Rating of Major City Services

## Mercer Island vs. Northwest vs. Under 30k vs U.S.

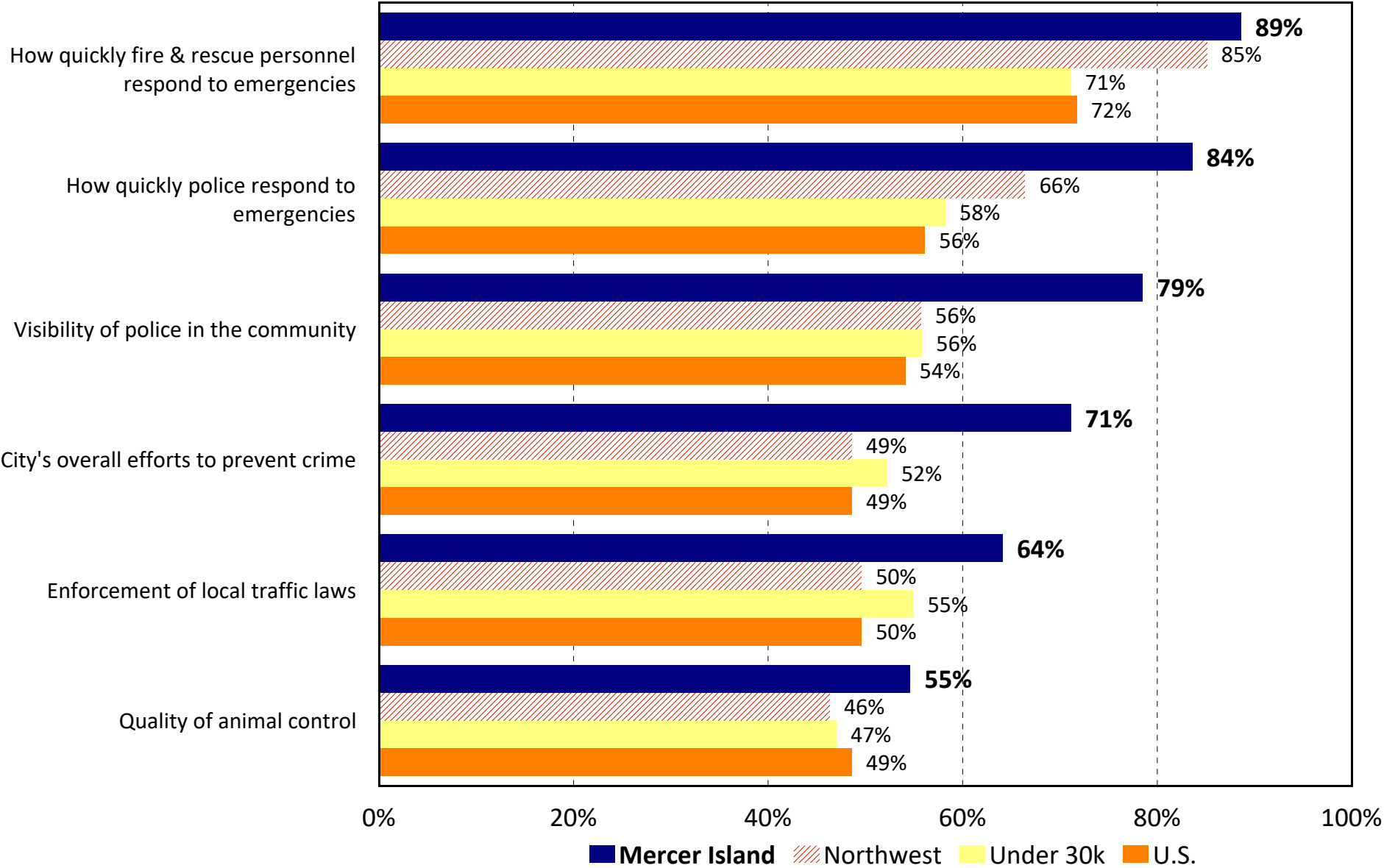
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Benchmarks: Overall Ratings of Public Safety

## Mercer Island vs. Northwest vs. Under 30k vs U.S.

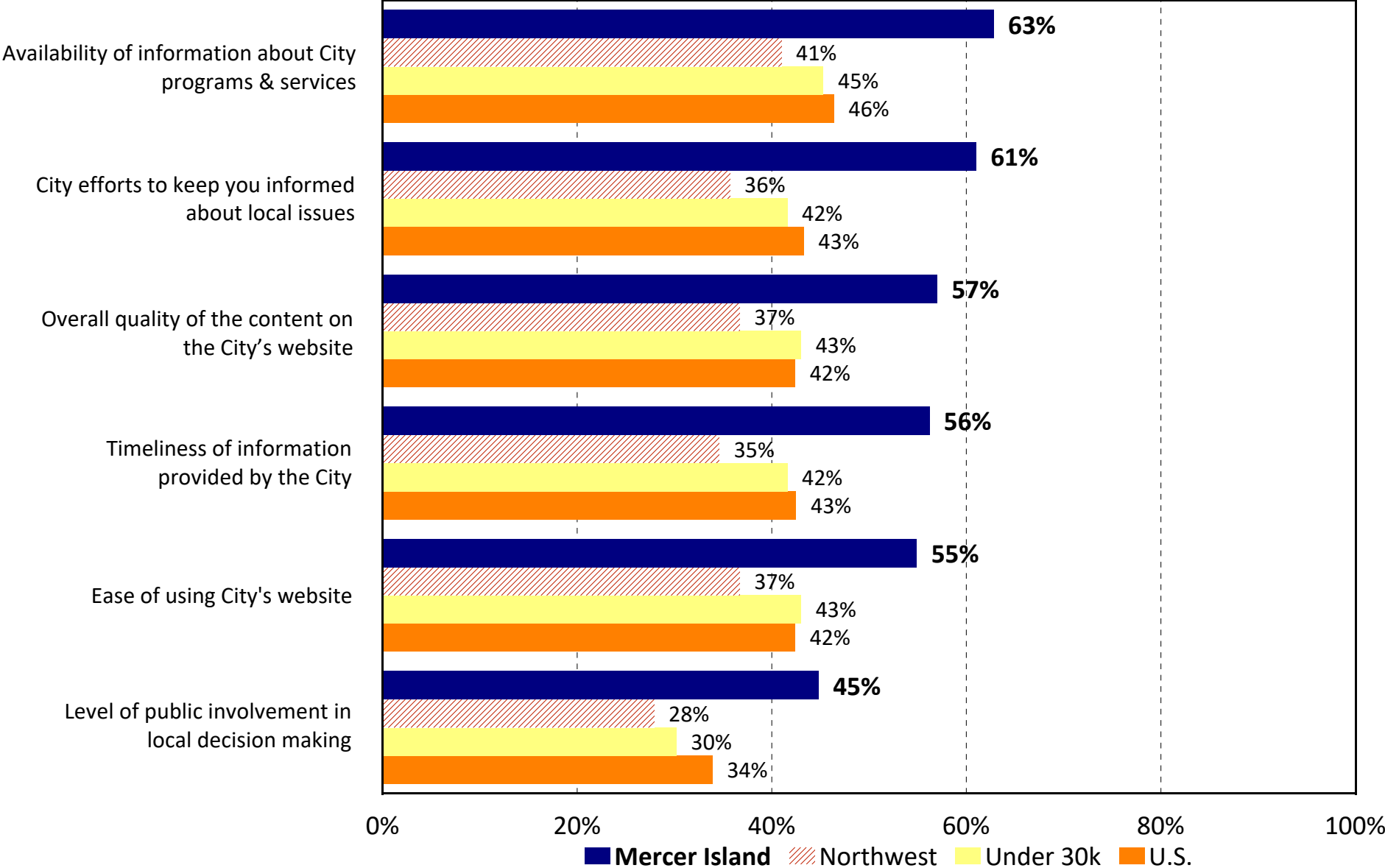
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Benchmarks: Overall Ratings of Communication

## *Mercer Island vs. Northwest vs. Under 30k vs U.S.*

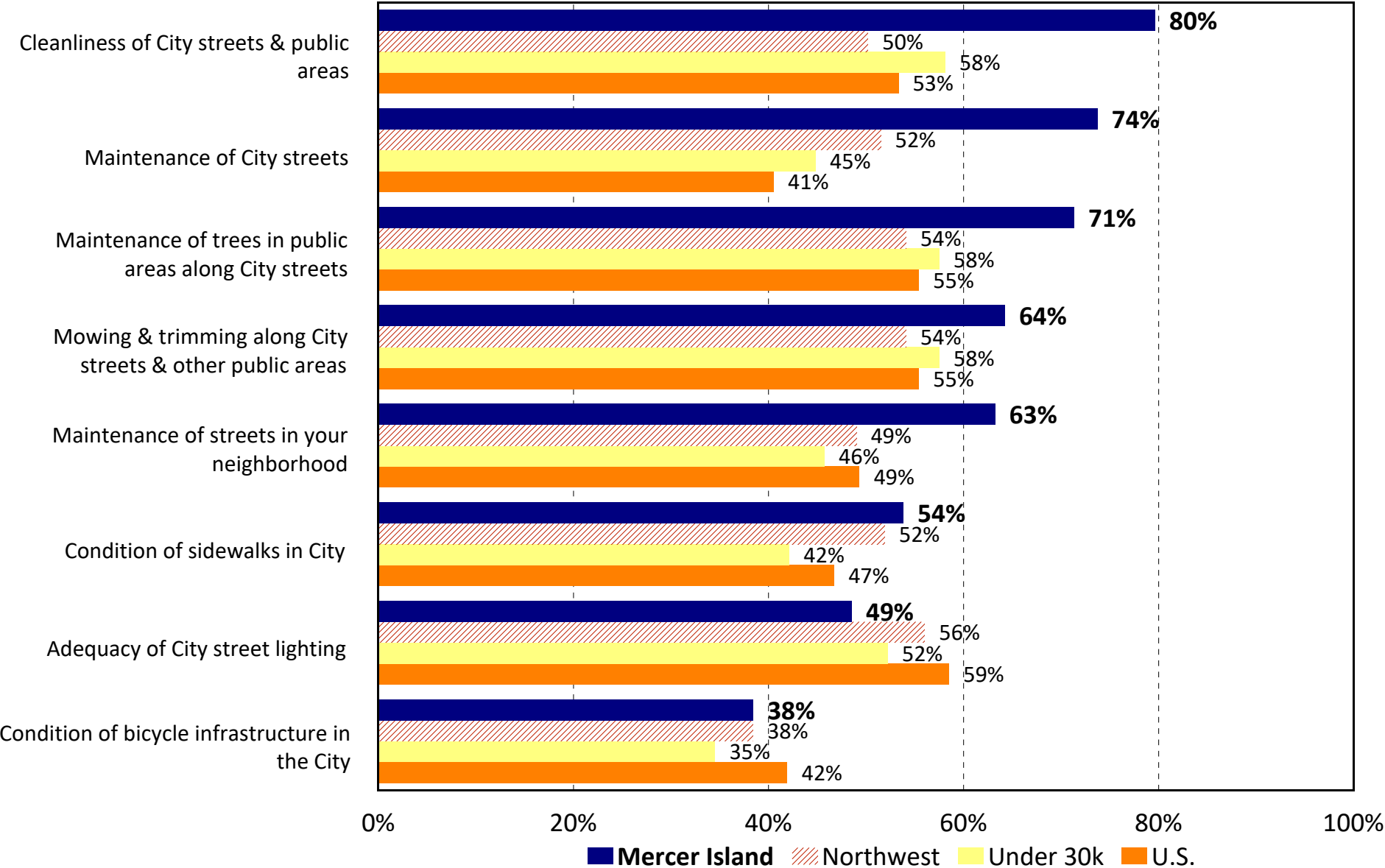
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Benchmarks: Overall Ratings of Streets & Infrastructure

## *Mercer Island vs. Northwest vs. Under 30k vs U.S.*

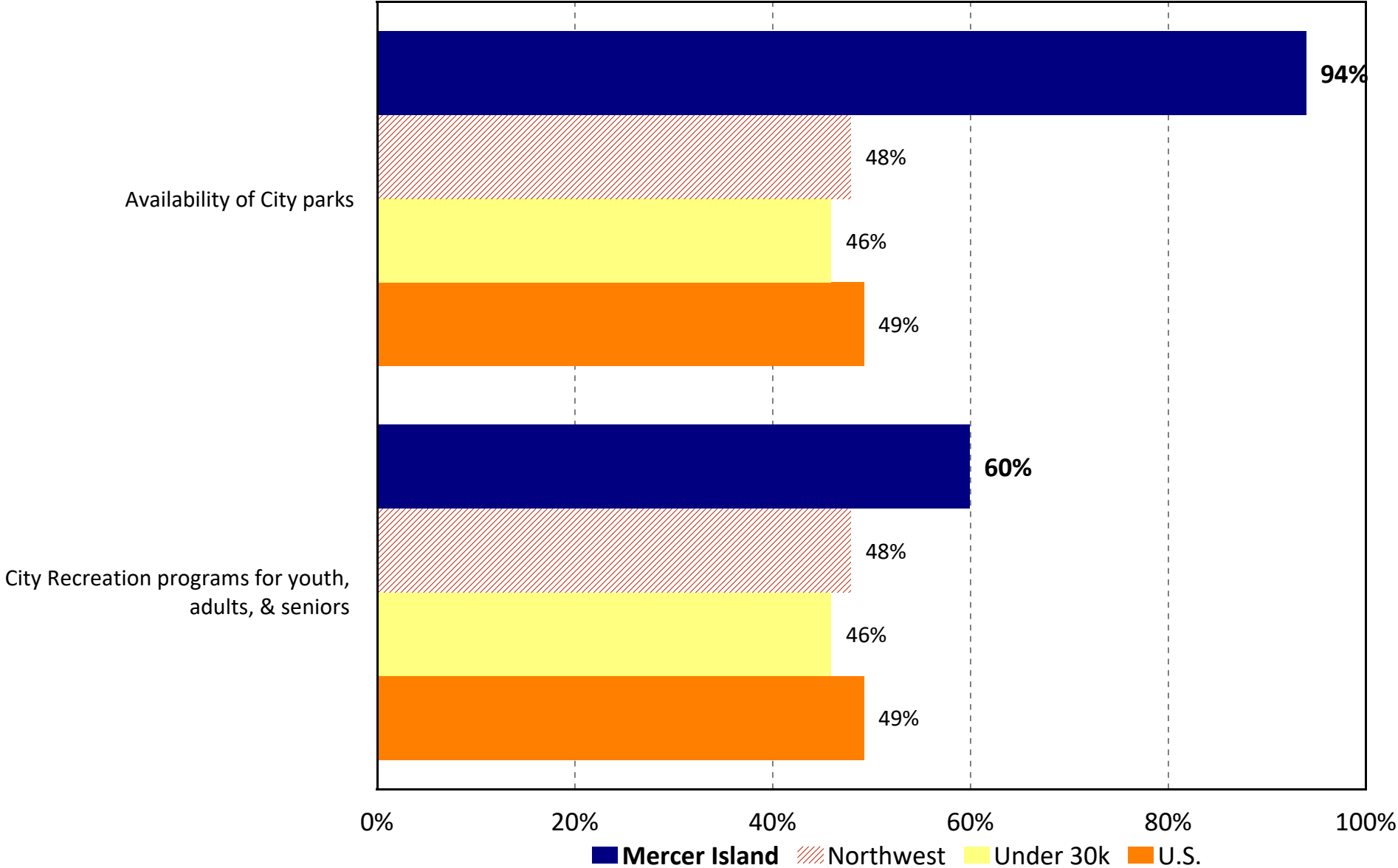
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Benchmarks: Overall Ratings of Parks & Recreation in the City

## *Mercer Island vs. Northwest vs. Under 30k vs U.S.*

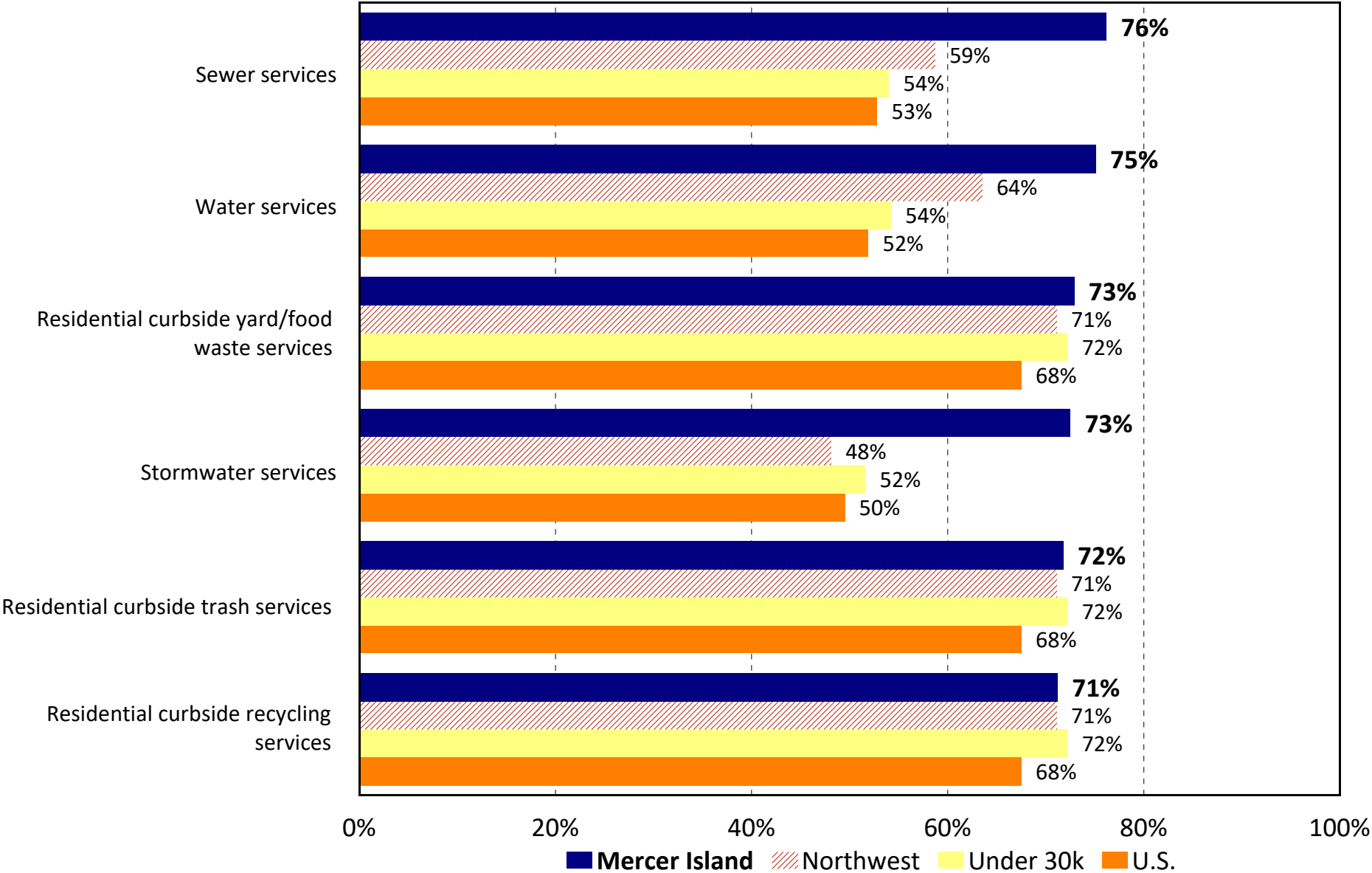
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Benchmarks: Overall Ratings of Utility Services from the City

## *Mercer Island vs. Northwest vs. Under 30k vs U.S.*

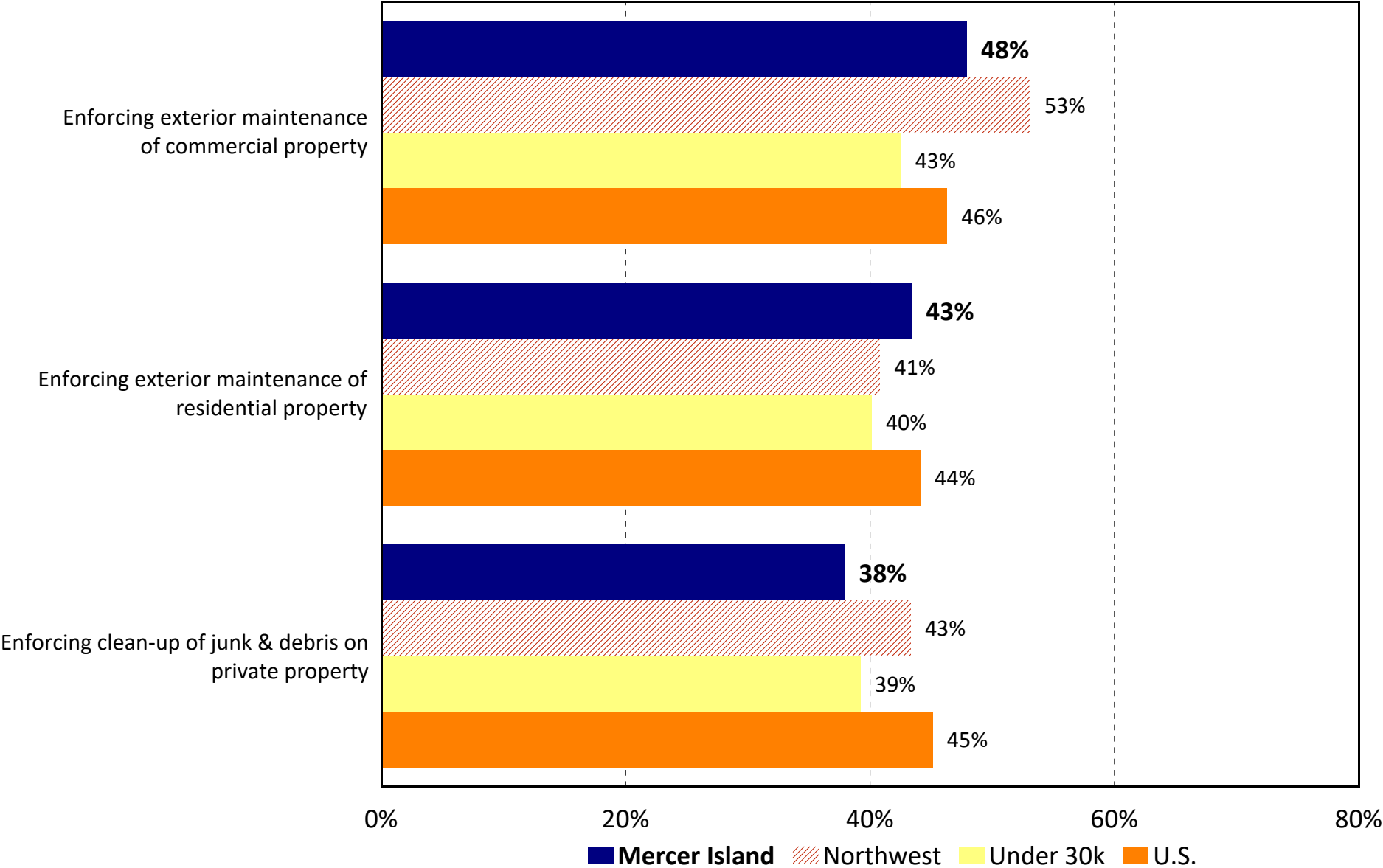
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Benchmarks: Overall Ratings of Code Enforcement

## *Mercer Island vs. Northwest vs. Under 30k vs U.S.*

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



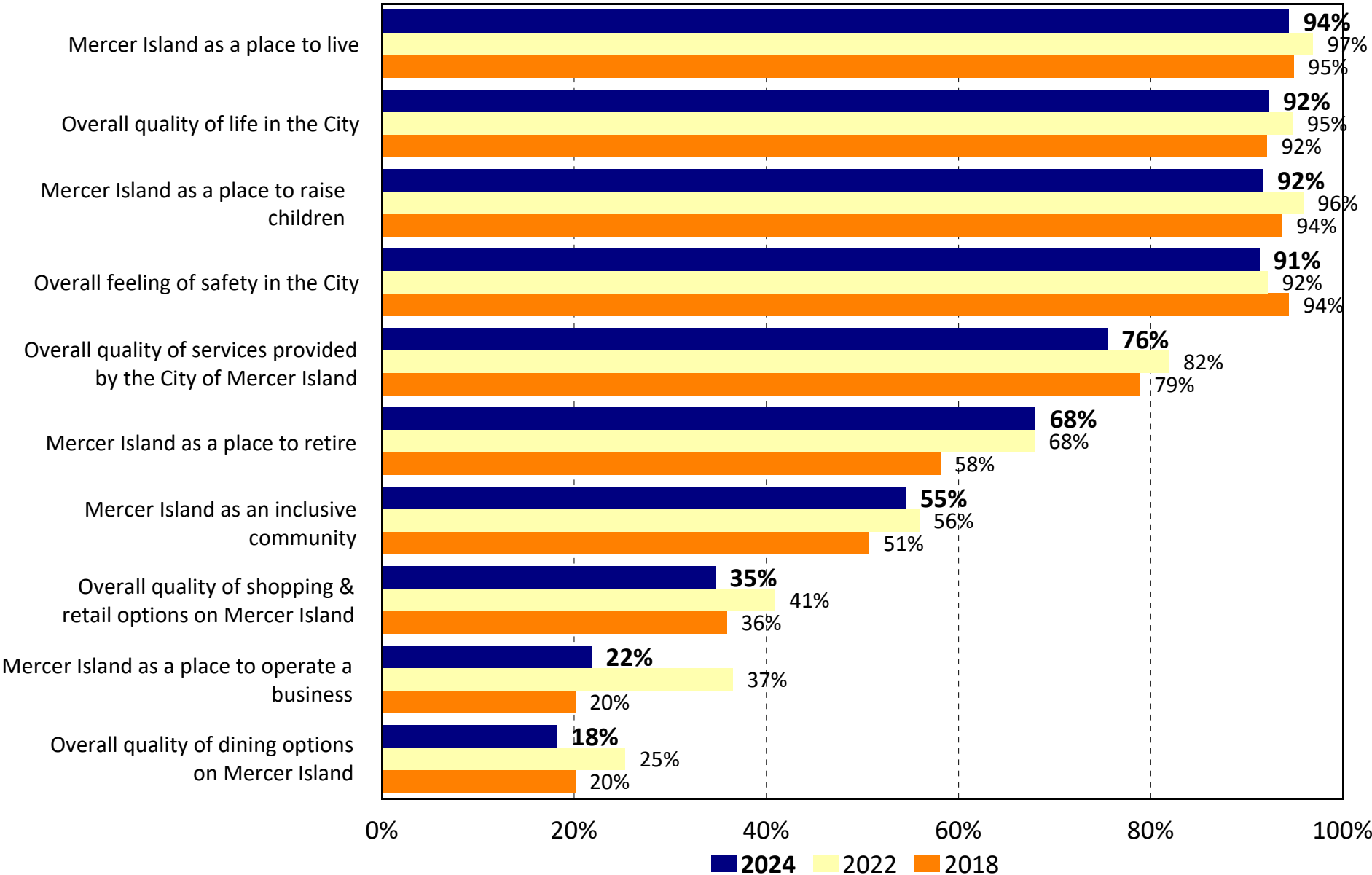




# Trends 2024 - 2022 - 2018

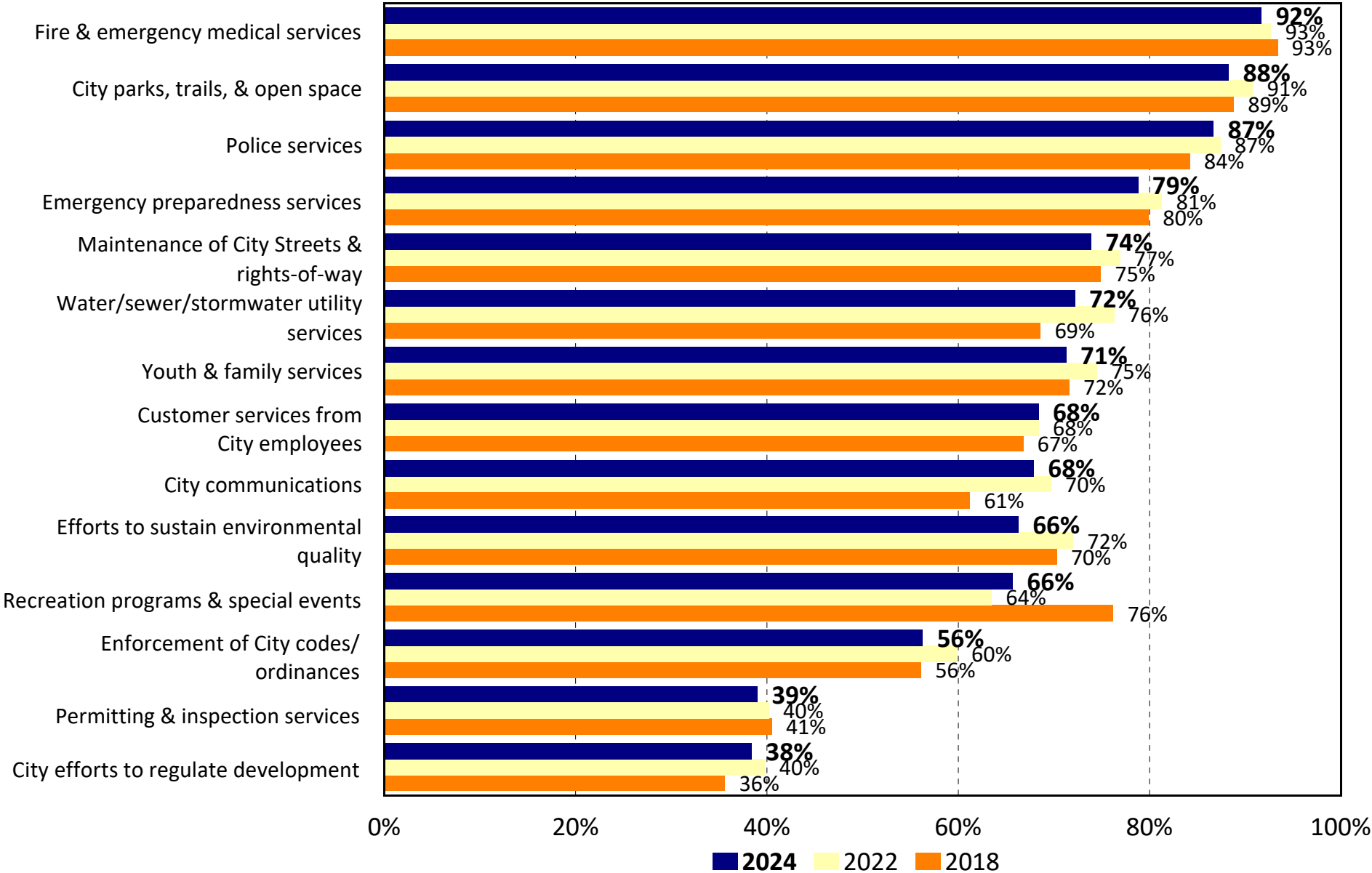
# Trends: Perceptions of Mercer Island 2024 vs 2022 vs 2018

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



# Trends: Mercer Island Major City Services 2024 vs 2022 vs 2018

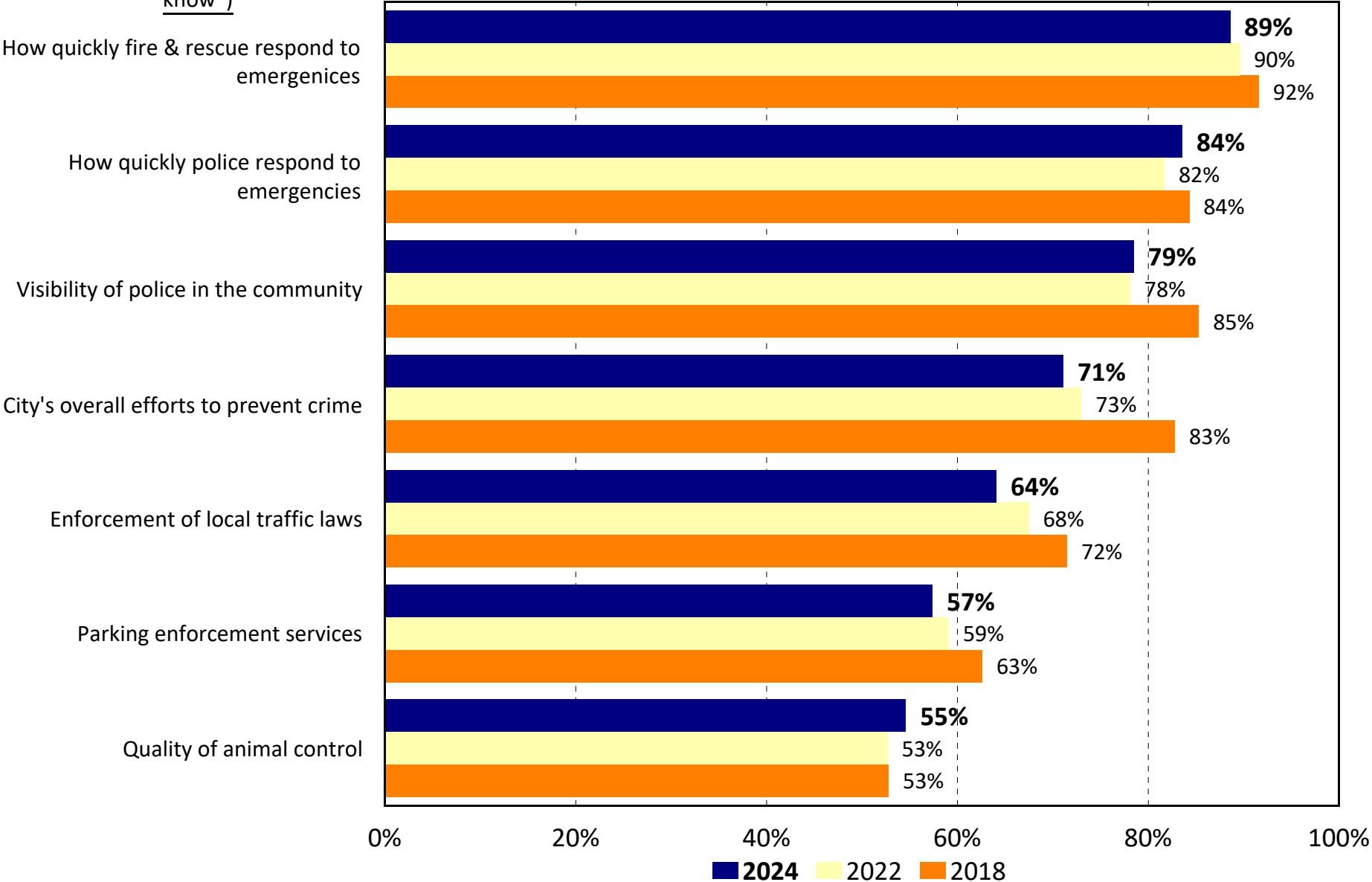
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Trends: Mercer Island Public Safety

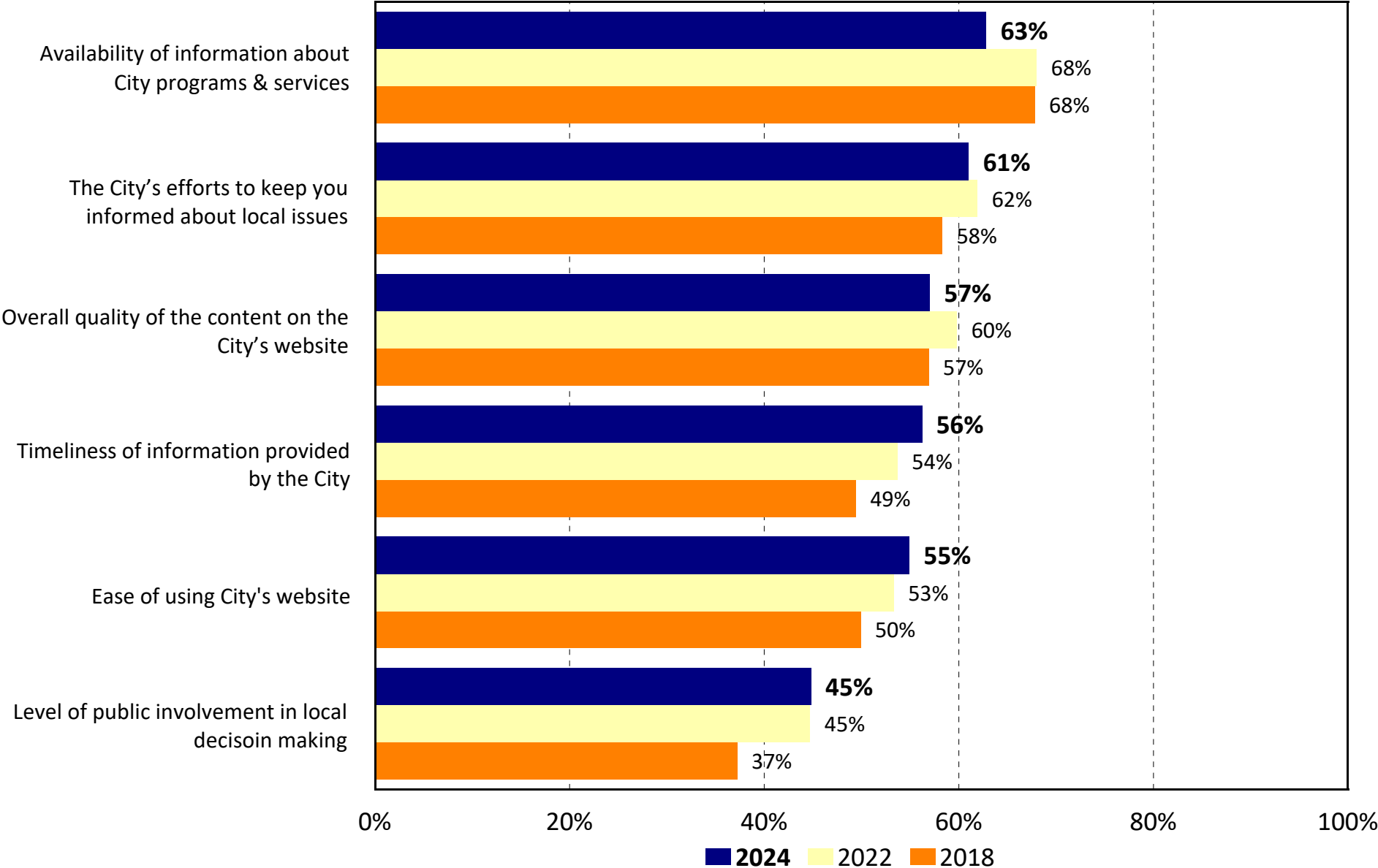
## 2024 vs 2022 vs 2018

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



# Trends: Mercer Island Communication 2024 vs 2022 vs 2018

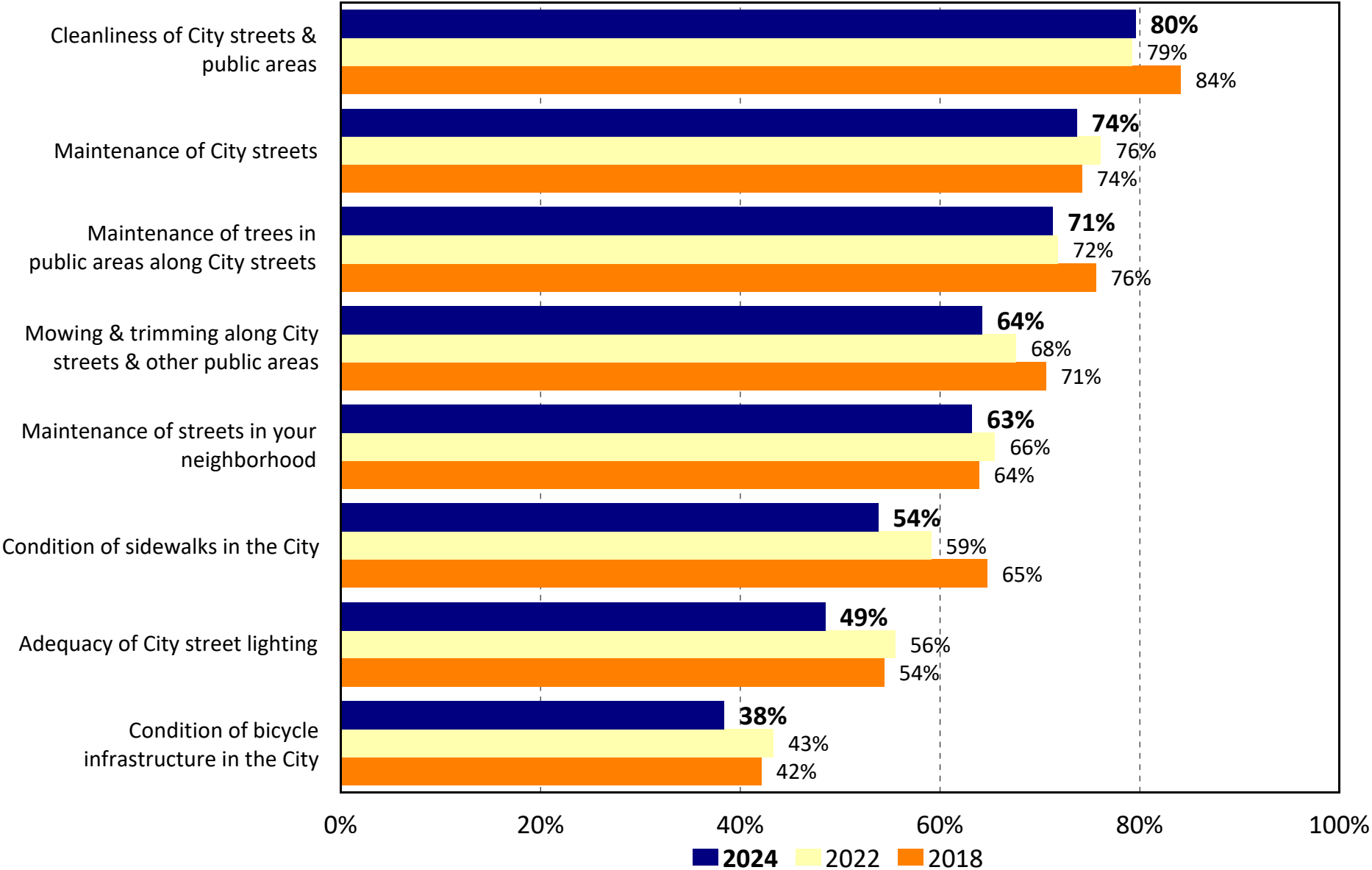
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



# Trends: Mercer Island Streets & Infrastructure

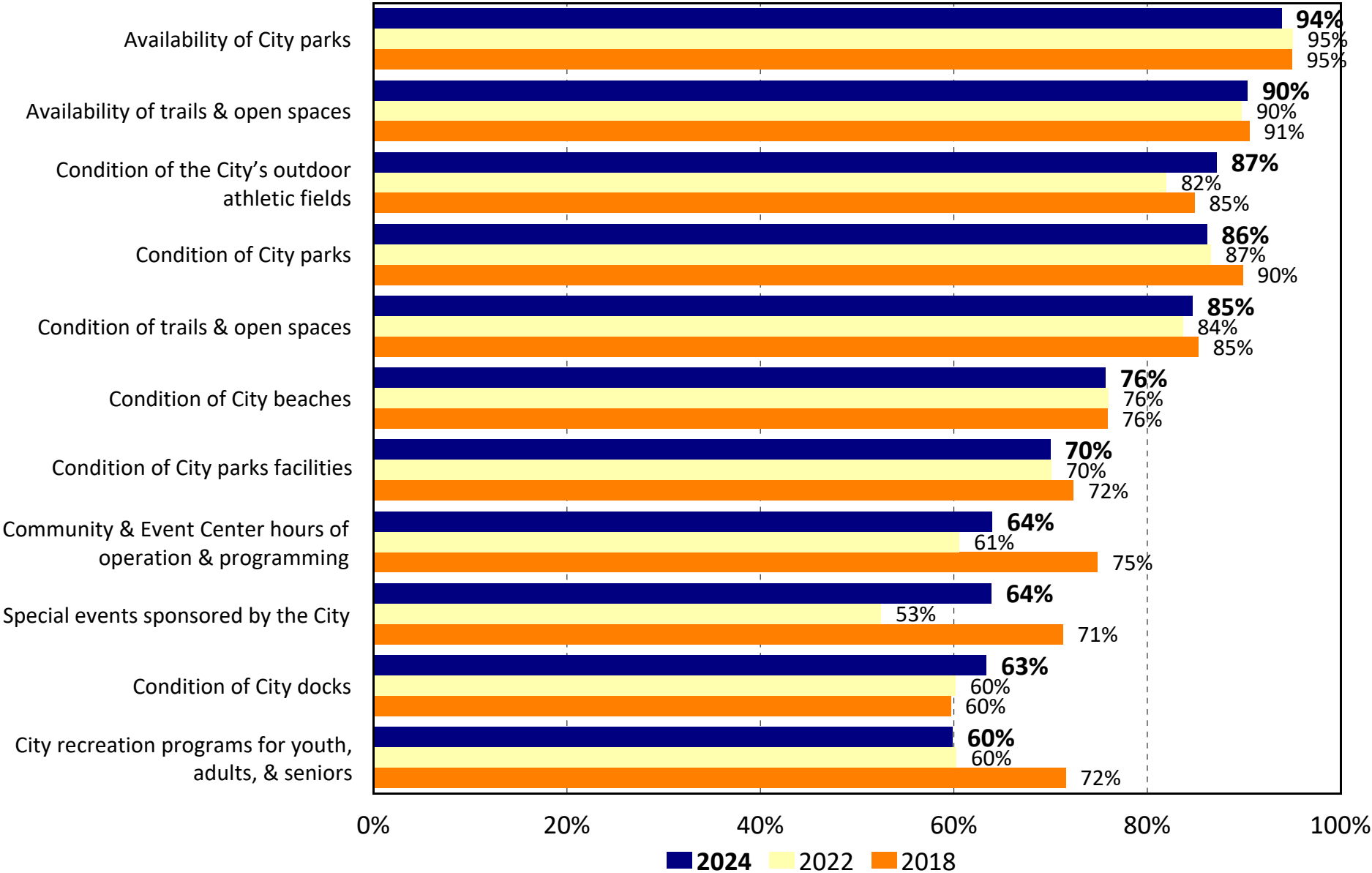
## 2024 vs 2022 vs 2018

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



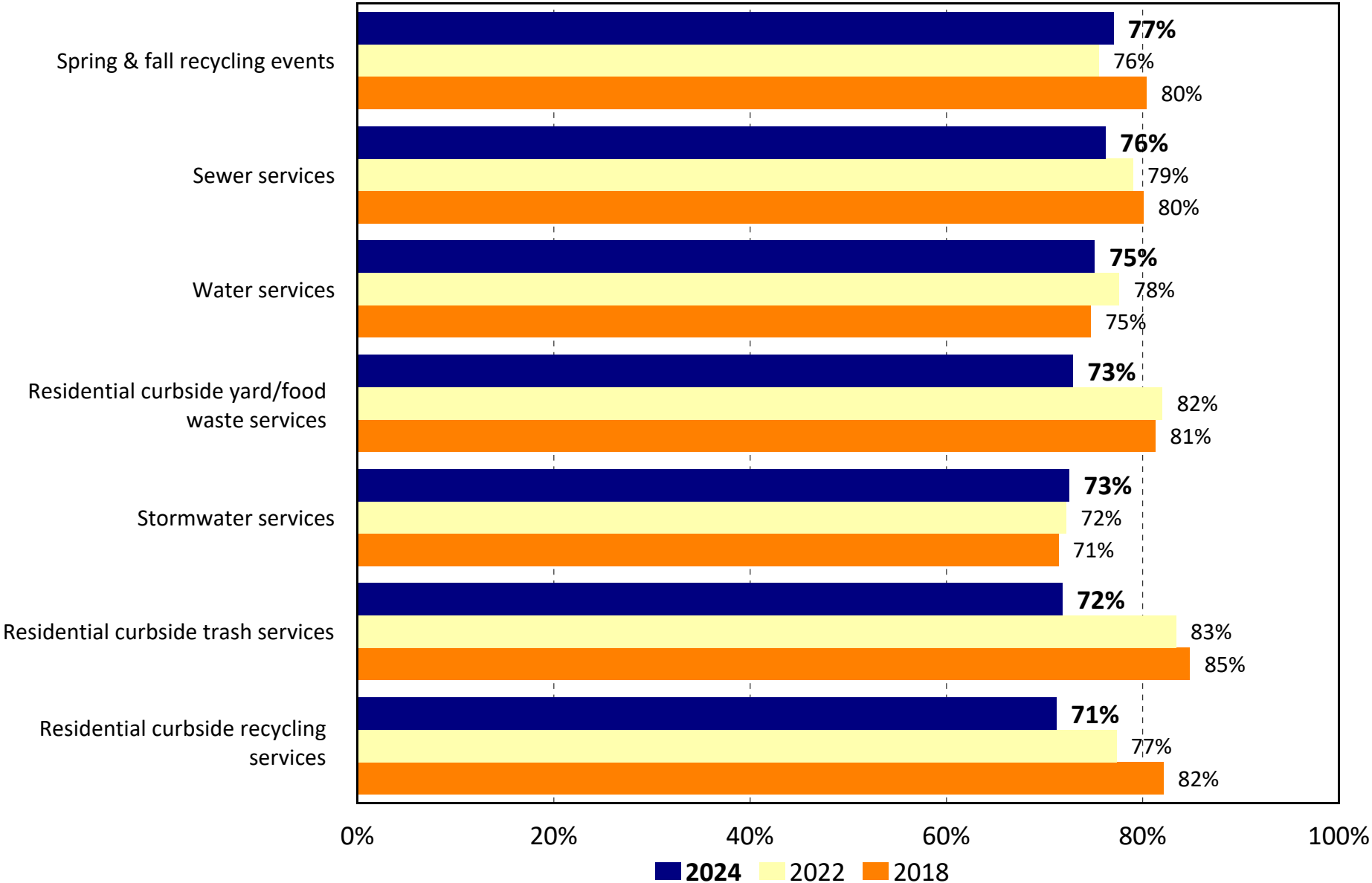
# Trends: Mercer Island Parks & Recreation 2024 vs 2022 vs 2018

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



# Trends: Mercer Island Utility Services 2024 vs 2022 vs 2018

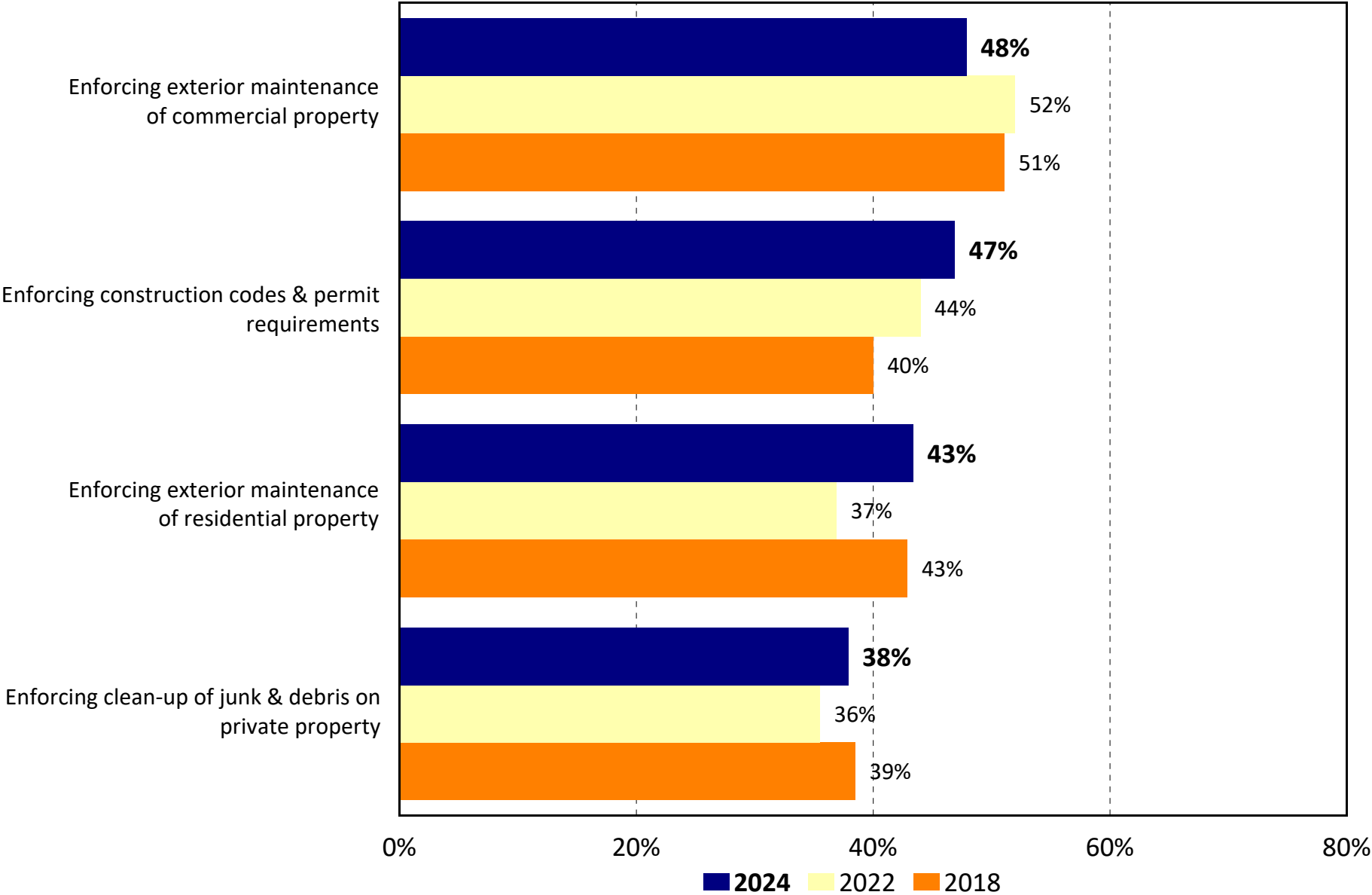
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")





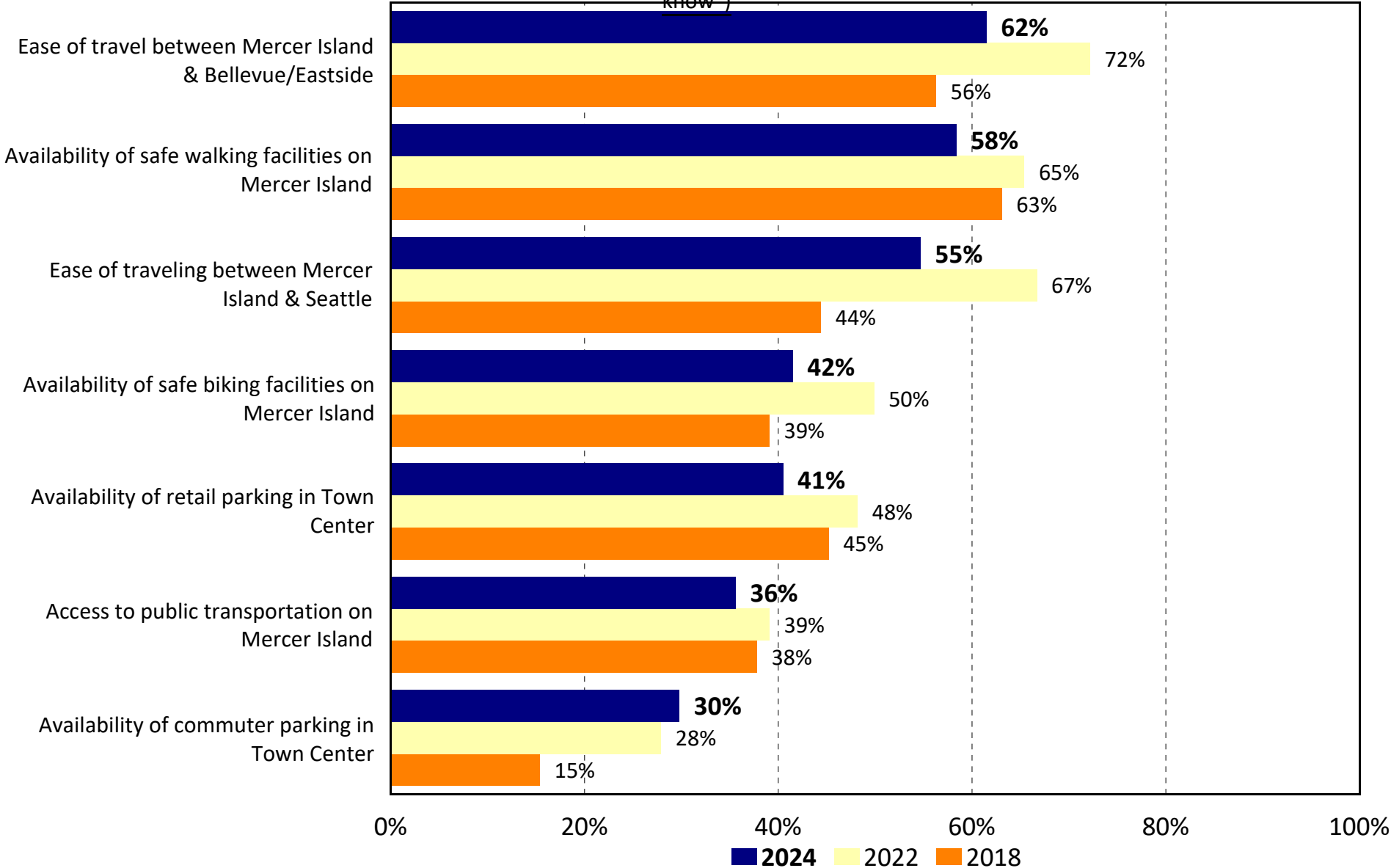
# Trends: Mercer Island Code Enforcement 2024 vs 2022 vs 2018

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



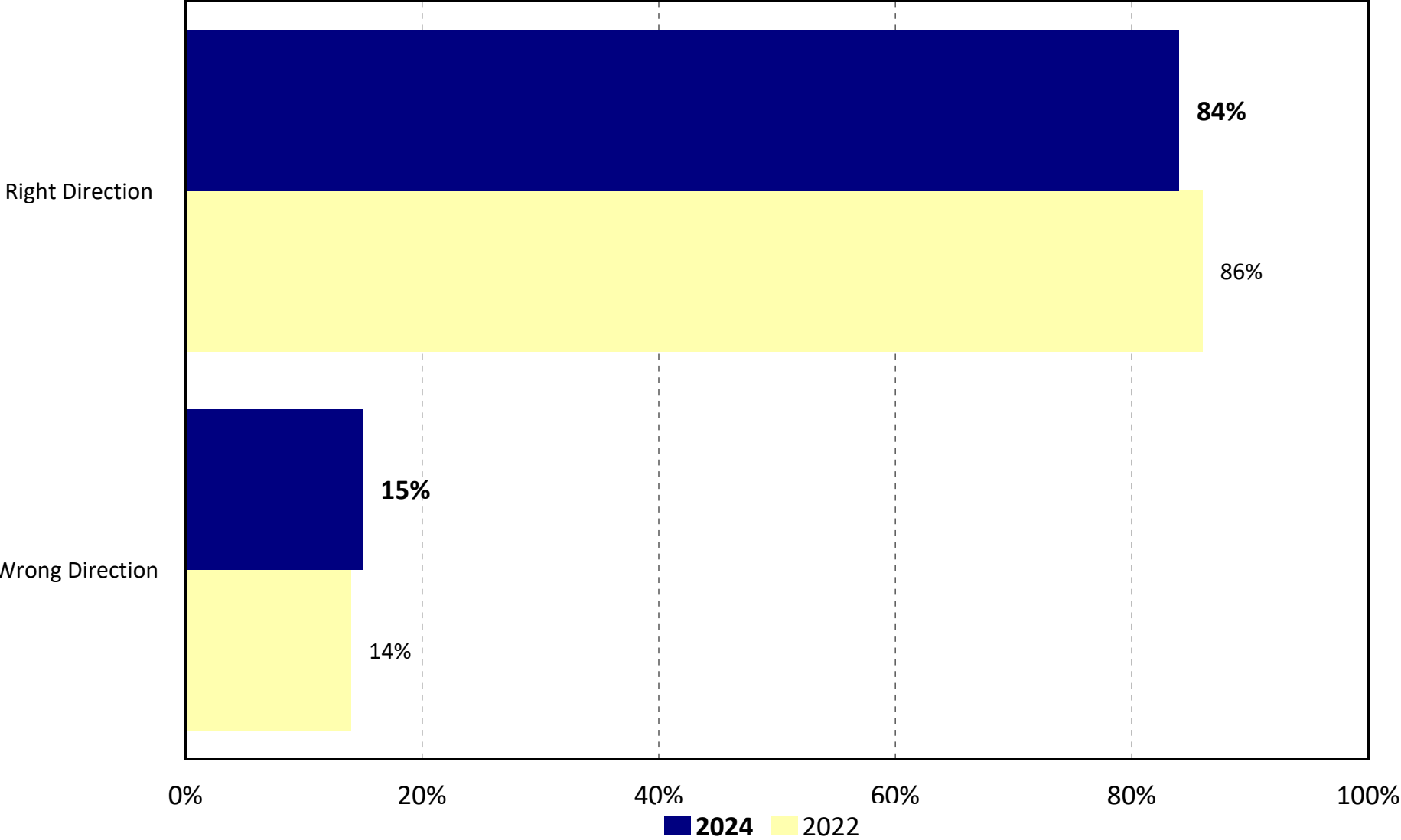
# Trends: Mercer Island Transportation 2024 vs 2022 vs 2018

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



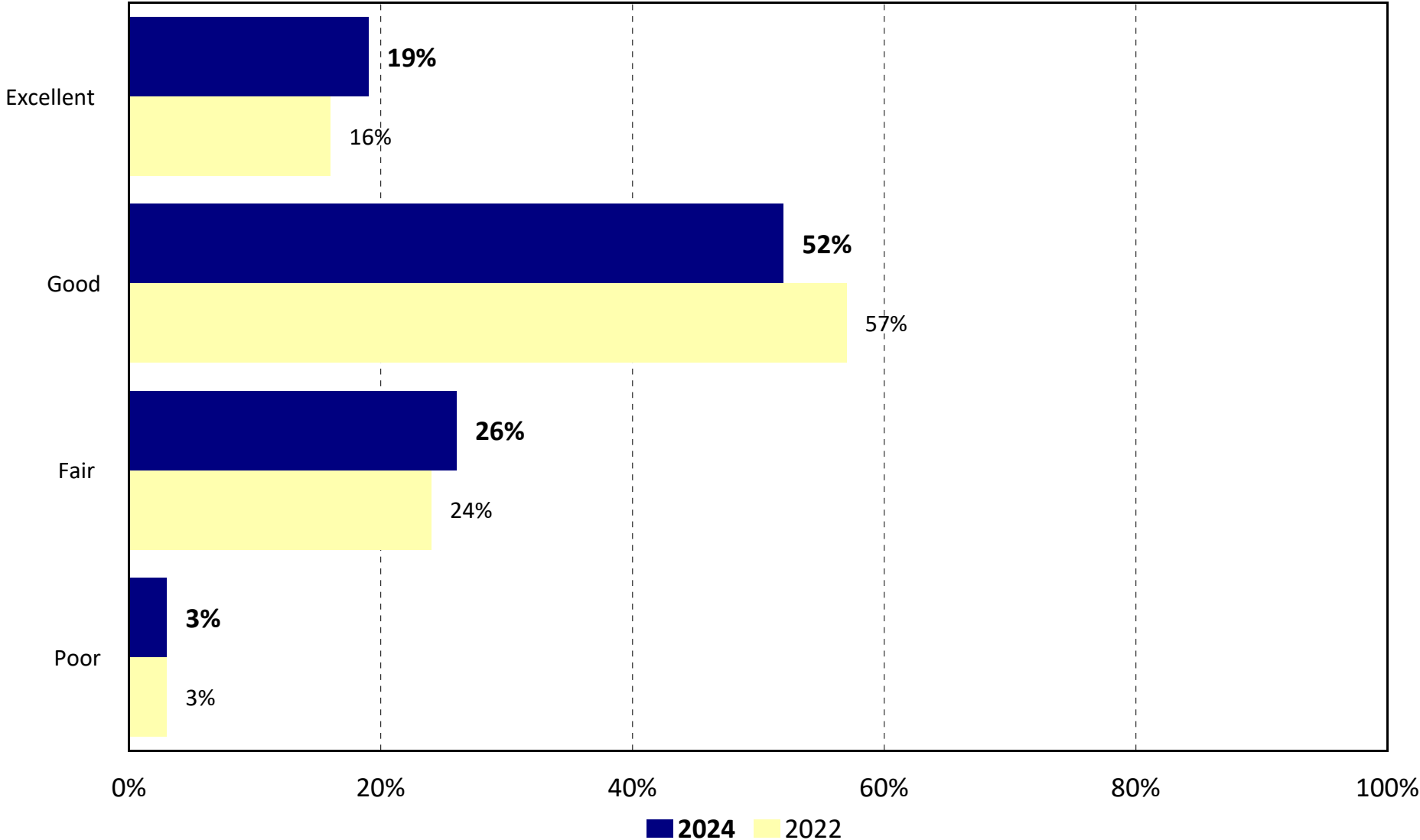
# Trends: Is Mercer Island generally headed in the right direction, or generally in the wrong direction? 2024 vs. 2022

By percentage of respondent (excluding "don't know")



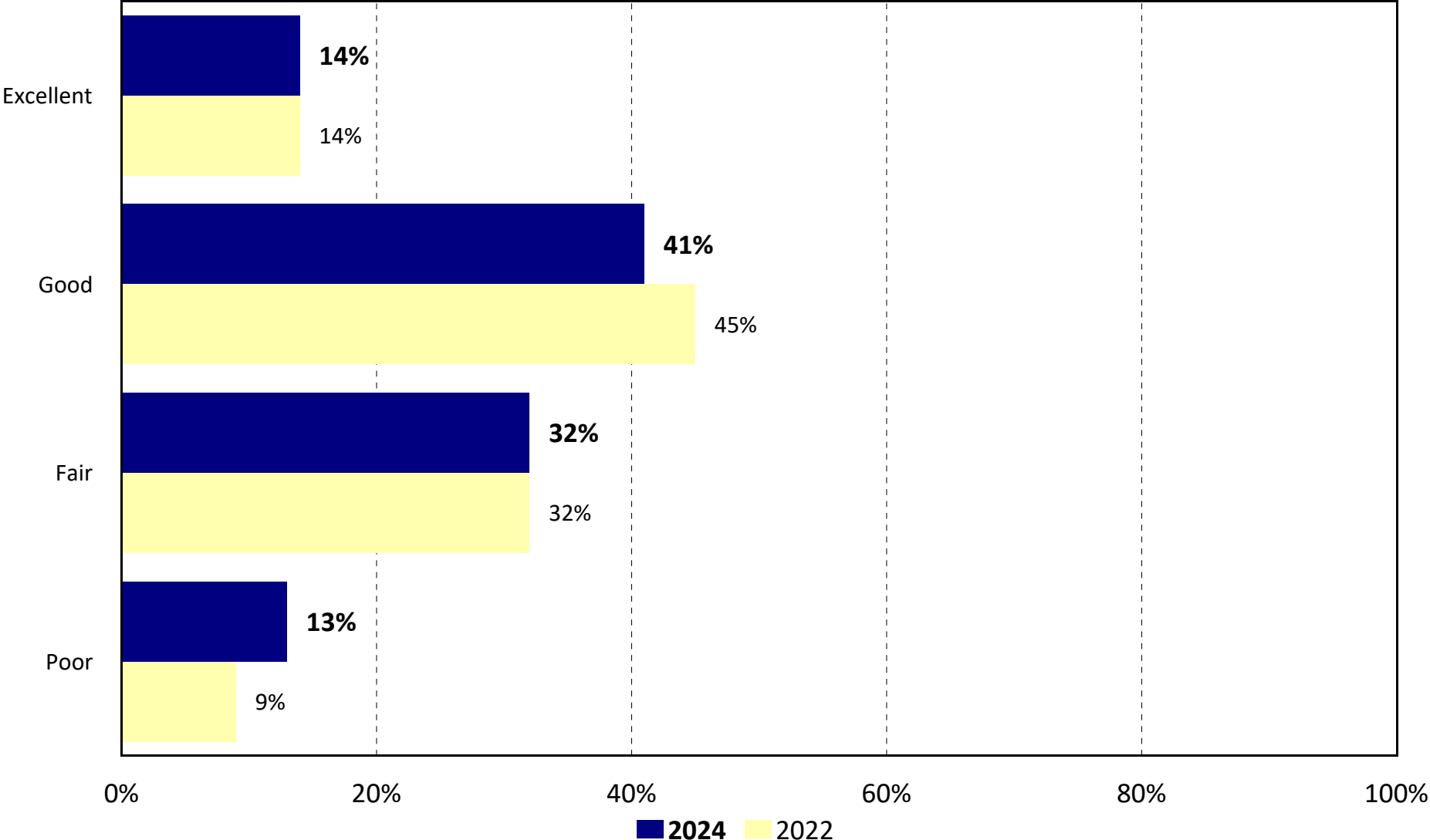
# Trends: How would you rate the job Mercer Island city government does overall? 2024 vs 2022

By percentage of respondents (excluding “don’t know”)



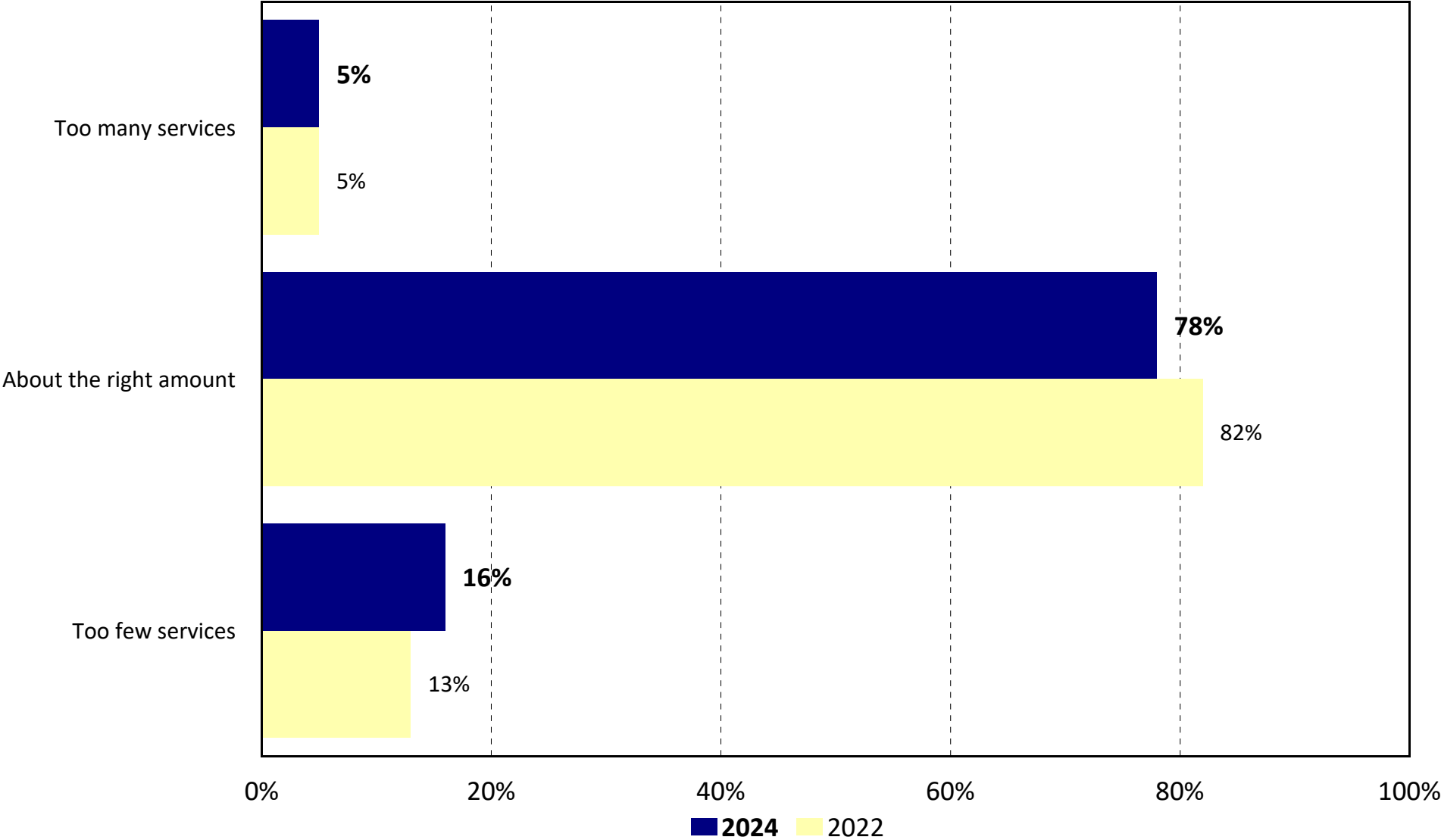
# Trends: How would you rate the job the City of Mercer Island is doing using tax dollars responsibly? 2024 vs 2022

by percentage of respondents (excluding "don't know")



# Trends: Do you think the City of Mercer Island provides too many, too few, or about the right amount of services? 2024 vs 2022

by percentage of respondents (excluding "don't know")



A graphic consisting of a white circle with a dark blue outline containing the number '4'. To the right of the circle is a dark blue horizontal bar with the text 'Importance- Satisfaction Analysis' in white, bold, sans-serif font.

# 4 Importance- Satisfaction Analysis

# Importance-Satisfaction Analysis



## Overview

Today, community leaders 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 (I-S) 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 (I-S) 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.

The rating is calculated by summing the percentage of responses for the items selected as the first, second, and third most important services for the City to emphasize over the next two years. 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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

## Example of the Calculation

Respondents were asked to identify the major City services that should receive the most focus over the next year. Twenty-nine percent (29%) of households selected "efforts by the city to regulate development on the Island" as one of the most important services for the City to focus on in the next year.

With regard to satisfaction, thirty-eight (38%) of respondents surveyed rated "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 was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 73.1% was multiplied by 61.6% (1-0.384). This calculation yielded an I-S rating of 0.1768, which ranked first out of fourteen categories of major City services analyzed.



# Importance-Satisfaction Analysis



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 of importance 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 of the three most important areas.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next year. 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 (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for Mercer Island are provided on the following pages.

## 2024 Importance-Satisfaction Rating

### Mercer Island, WA

### Major City 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>						
Efforts by City to regulate development on the Island	29%	3	38%	14	0.1768	1
<b>Medium Priority (IS &lt;.10)</b>						
Permitting & inspection services	15%	9	39%	13	0.0909	2
Maintenance of City streets & rights-of-way	26%	4	74%	5	0.0686	3
Efforts to sustain environmental quality	16%	7	66%	10	0.0536	4
Youth & family services, which includes mental health	18%	6	71%	7	0.0505	5
Recreation programs & special events	14%	10	66%	11	0.0484	6
City parks, trails, & open space	41%	1	88%	2	0.0475	7
Water, sewer, & stormwater utility services	15%	8	72%	6	0.0420	8
Police services	32%	2	87%	3	0.0419	9
Enforcement of City codes & ordinances	9%	12	56%	12	0.0406	10
Emergency preparedness services	11%	11	79%	4	0.0229	11
City communications	6%	13	68%	9	0.0202	12
Fire & emergency medical services	18%	5	92%	1	0.0148	13
Customer service you receive from City employees	3%	14	68%	8	0.0098	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, & third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**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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# 2024 Importance-Satisfaction Rating

## Mercer Island, WA

### Public Safety

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>						
City's overall efforts to prevent crime	62%	1	71%	4	0.1783	1
<b>Medium Priority (IS &lt;.10)</b>						
Visibility of police in the community	33%	2	79%	3	0.0699	2
Enforcement of local traffic laws	16%	5	64%	5	0.0564	3
How quickly police respond to emergencies	24%	3	84%	2	0.0387	4
Quality of animal control	7%	6	55%	7	0.0327	5
Parking enforcement services	6%	7	57%	6	0.0273	6
How quickly fire & rescue personnel respond	22%	4	89%	1	0.0253	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 & second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**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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# 2024 Importance-Satisfaction Rating

## Mercer Island, WA

### 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>						
Overall level of public involvement in local decision making	35%	2	39%	9	0.2170	1
<b>High Priority (IS .10-.20)</b>						
How easy it is to find information when visiting the City's website	43%	1	61%	6	0.1674	2
Availability of information on City services & programs	33%	3	63%	5	0.1211	3
<b>Medium Priority (IS &lt;.10)</b>						
Timeliness of information provided by the City	26%	4	63%	4	0.0937	4
Access to information about the City's finances & budget	15%	6	46%	7	0.0805	5
How easy it is to receive information when calling the City	18%	5	66%	3	0.0609	6
Overall quality of the City's social media	14%	7	74%	1	0.0368	7
Overall quality of the City's newsletter	10%	8	72%	2	0.0275	8
City's open records request process	4%	9	42%	8	0.0239	9

**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 most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

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# 2024 Importance-Satisfaction Rating

## Mercer Island, WA

### Streets & 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	31%	2	49%	7	0.1586	1
Condition of bicycle infrastructure in City	24%	3	38%	8	0.1491	2
<b>Medium Priority (IS &lt;.10)</b>						
Condition of sidewalks in the City	21%	5	54%	6	0.0956	3
Maintenance of City streets	33%	1	74%	2	0.0878	4
Maintenance of streets in your neighborhood	21%	4	63%	5	0.0776	5
Mowing & trimming along City streets & other public areas	13%	8	64%	4	0.0455	6
Maintenance of trees in public areas along City streets	14%	7	71%	3	0.0387	7
Cleanliness of City streets & public areas	18%	6	80%	1	0.0363	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 & second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**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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# 2024 Importance-Satisfaction Rating

## Mercer Island, WA

### Parks & 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>						
City recreation programs for youth, adults, & seniors	20%	3	60%	11	0.0806	1
Condition of picnic shelters, playgrounds, restrooms in city parks	18%	4	70%	7	0.0528	2
Special events sponsored by City	14%	6	64%	9	0.0516	3
Condition of City parks	34%	1	86%	4	0.0472	4
Community & Event Center hours of operation & programming	11%	8	64%	8	0.0410	5
Condition of trails & open spaces	21%	2	85%	5	0.0324	6
Condition of City beaches	10%	9	76%	6	0.0231	7
Condition of City docks	6%	11	63%	10	0.0220	8
Availability of trails & open spaces	15%	5	90%	2	0.0145	9
Condition of City's outdoor athletic fields	6%	10	87%	3	0.0082	10
Availability of City parks	12%	7	94%	1	0.0071	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 & second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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# 2024 Importance-Satisfaction Rating

## Mercer Island, WA

### Utility Services

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>						
Water services	37%	1	75%	3	0.0929	1
Stormwater (flood prevention) services	25%	2	73%	5	0.0679	2
Residential curbside trash services	19%	5	72%	6	0.0544	3
Sewer services	23%	4	76%	2	0.0543	4
Spring & fall recycling events	23%	3	77%	1	0.0534	5
Residential curbside recycling services	17%	6	71%	7	0.0501	6
Residential curbside yard/food waste services	7%	7	73%	4	0.0198	7

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

**Most Important %:**

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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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## 2024 Importance-Satisfaction Rating Mercer Island, WA 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	47%	1	38%	4	0.2944	1
<b>High Priority (IS .10-.20)</b>						
Enforcing construction codes & permit requirements	34%	2	47%	2	0.1816	2
Enforcing exterior maintenance of commercial property	28%	3	48%	1	0.1464	3
Enforcing exterior maintenance of residential property	20%	4	43%	3	0.1138	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 & second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**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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# 2024 Importance-Satisfaction Rating

## Mercer Island, WA

### City Transportation

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>						
Availability of retail parking in Town Center	33%	1	41%	5	0.1981	1
Availability of commuter parking in Town Center	25%	3	30%	7	0.1769	2
Access to public transportation on Mercer Island	25%	5	36%	6	0.1604	3
Availability of safe biking facilities on Mercer Island	25%	4	42%	4	0.1468	4
Availability of safe walking facilities on Mercer Island	30%	2	58%	2	0.1231	5
<b>Medium Priority (IS &lt;.10)</b>						
Ease of travel between Mercer Island & Seattle	18%	6	55%	3	0.0815	6
Ease of travel between Mercer Island & Bellevue/Eastside	15%	7	62%	1	0.0574	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 & second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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**5**

**Tabular Data**

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of services provided by City of Mercer Island	23.2%	50.1%	20.3%	3.3%	0.2%	2.9%
Q1-2. Overall quality of life in City	44.5%	47.4%	6.0%	1.4%	0.2%	0.4%
Q1-3. Overall quality of shopping & retail options on Mercer Island	5.6%	29.0%	34.8%	24.2%	6.0%	0.4%
Q1-4. Overall quality of dining options on Mercer Island	2.5%	15.5%	29.4%	38.5%	13.3%	0.8%
Q1-5. Overall feeling of safety in City	46.6%	44.3%	6.4%	2.3%	0.0%	0.4%
Q1-6. Mercer Island as a place to live	61.1%	33.3%	5.0%	0.6%	0.0%	0.0%
Q1-7. Mercer Island as a place to raise children	56.3%	29.2%	6.2%	1.4%	0.0%	6.8%
Q1-8. Mercer Island as a place to retire	30.2%	28.4%	18.8%	6.8%	1.9%	13.9%
Q1-9. Mercer Island as a place to operate a business	2.9%	8.1%	27.1%	7.2%	5.0%	49.7%
Q1-10. Mercer Island as an inclusive community	18.4%	32.3%	29.8%	9.9%	2.5%	7.0%

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of services provided by City of Mercer Island	23.9%	51.6%	20.9%	3.4%	0.2%
Q1-2. Overall quality of life in City	44.7%	47.6%	6.0%	1.5%	0.2%
Q1-3. Overall quality of shopping & retail options on Mercer Island	5.6%	29.1%	34.9%	24.3%	6.0%
Q1-4. Overall quality of dining options on Mercer Island	2.5%	15.7%	29.6%	38.8%	13.4%
Q1-5. Overall feeling of safety in City	46.8%	44.5%	6.4%	2.3%	0.0%
Q1-6. Mercer Island as a place to live	61.1%	33.3%	5.0%	0.6%	0.0%
Q1-7. Mercer Island as a place to raise children	60.4%	31.3%	6.7%	1.6%	0.0%
Q1-8. Mercer Island as a place to retire	35.1%	32.9%	21.9%	7.9%	2.2%
Q1-9. Mercer Island as a place to operate a business	5.8%	16.0%	53.9%	14.4%	9.9%
Q1-10. Mercer Island as an inclusive community	19.8%	34.7%	32.1%	10.7%	2.7%

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Police services	40.6%	41.8%	9.3%	3.1%	0.2%	5.0%
Q2-2. Fire & emergency medical services	45.8%	36.0%	6.6%	0.8%	0.0%	10.8%
Q2-3. Emergency preparedness services	31.1%	31.9%	16.8%	0.2%	0.0%	20.1%
Q2-4. City parks, trails, & open space	48.2%	39.8%	7.0%	3.5%	1.0%	0.4%
Q2-5. Maintenance of City streets & rights-of-way	27.5%	45.8%	14.9%	8.9%	2.1%	0.8%
Q2-6. Water, sewer, & stormwater utility services	26.1%	43.9%	20.7%	4.8%	1.4%	3.1%
Q2-7. Enforcement of City codes & ordinances	15.3%	28.2%	25.3%	6.8%	1.7%	22.8%
Q2-8. Youth & family services, which includes mental health services in public schools	23.0%	27.1%	15.9%	3.5%	0.6%	29.8%
Q2-9. Recreation programs & special events	20.7%	38.9%	24.6%	6.2%	0.2%	9.3%
Q2-10. Customer service you receive from City employees	22.4%	31.5%	20.3%	3.3%	1.2%	21.3%
Q2-11. Efforts to sustain environmental quality	20.3%	33.7%	23.4%	2.3%	1.9%	18.4%
Q2-12. City communications	22.8%	40.6%	21.7%	6.0%	2.3%	6.6%
Q2-13. Efforts by City to regulate development on the Island	9.3%	22.4%	28.4%	14.5%	7.9%	17.6%

**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."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-14. Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	8.9%	17.8%	21.7%	12.6%	7.5%	31.5%

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Police services	42.7%	44.0%	9.8%	3.3%	0.2%
Q2-2. Fire & emergency medical services	51.3%	40.4%	7.4%	0.9%	0.0%
Q2-3. Emergency preparedness services	38.9%	39.9%	21.0%	0.3%	0.0%
Q2-4. City parks, trails, & open space	48.4%	39.9%	7.1%	3.5%	1.0%
Q2-5. Maintenance of City streets & rights-of-way	27.8%	46.1%	15.0%	9.0%	2.1%
Q2-6. Water, sewer, & stormwater utility services	26.9%	45.3%	21.4%	4.9%	1.5%
Q2-7. Enforcement of City codes & ordinances	19.8%	36.5%	32.7%	8.8%	2.1%
Q2-8. Youth & family services, which includes mental health services in public schools	32.7%	38.6%	22.7%	5.0%	0.9%
Q2-9. Recreation programs & special events	22.8%	42.9%	27.2%	6.8%	0.2%
Q2-10. Customer service you receive from City employees	28.4%	40.0%	25.8%	4.2%	1.6%
Q2-11. Efforts to sustain environmental quality	24.9%	41.4%	28.7%	2.8%	2.3%
Q2-12. City communications	24.4%	43.5%	23.3%	6.4%	2.4%
Q2-13. Efforts by City to regulate development on the Island	11.3%	27.1%	34.4%	17.6%	9.5%

**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")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-14. Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	13.0%	26.0%	31.7%	18.4%	10.9%



**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	89	18.4 %
Fire & emergency medical services	17	3.5 %
Emergency preparedness services	9	1.9 %
City parks, trails, & open space	55	11.4 %
Maintenance of City streets & rights-of-way	43	8.9 %
Water, sewer, & stormwater utility services	16	3.3 %
Enforcement of City codes & ordinances	13	2.7 %
Youth & family services, which includes mental health services in public schools	26	5.4 %
Recreation programs & special events	13	2.7 %
Customer service you receive from City employees	3	0.6 %
Efforts to sustain environmental quality	27	5.6 %
City communications	11	2.3 %
Efforts by City to regulate development on the Island	63	13.0 %
Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	30	6.2 %
None chosen	68	14.1 %
Total	483	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	39	8.1 %
Fire & emergency medical services	42	8.7 %
Emergency preparedness services	17	3.5 %
City parks, trails, & open space	66	13.7 %
Maintenance of City streets & rights-of-way	41	8.5 %
Water, sewer, & stormwater utility services	25	5.2 %
Enforcement of City codes & ordinances	17	3.5 %
Youth & family services, which includes mental health services in public schools	27	5.6 %
Recreation programs & special events	31	6.4 %
Customer service you receive from City employees	4	0.8 %
Efforts to sustain environmental quality	21	4.3 %
City communications	10	2.1 %
Efforts by City to regulate development on the Island	44	9.1 %
Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	23	4.8 %
None chosen	76	15.7 %
Total	483	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	24	5.0 %
Fire & emergency medical services	27	5.6 %
Emergency preparedness services	26	5.4 %
City parks, trails, & open space	75	15.5 %
Maintenance of City streets & rights-of-way	43	8.9 %
Water, sewer, & stormwater utility services	32	6.6 %
Enforcement of City codes & ordinances	15	3.1 %
Youth & family services, which includes mental health services in public schools	32	6.6 %
Recreation programs & special events	24	5.0 %
Customer service you receive from City employees	8	1.7 %
Efforts to sustain environmental quality	29	6.0 %
City communications	9	1.9 %
Efforts by City to regulate development on the Island	32	6.6 %
Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	19	3.9 %
None chosen	88	18.2 %
Total	483	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	152	31.5 %
Fire & emergency medical services	86	17.8 %
Emergency preparedness services	52	10.8 %
City parks, trails, & open space	196	40.6 %
Maintenance of City streets & rights-of-way	127	26.3 %
Water, sewer, & stormwater utility services	73	15.1 %
Enforcement of City codes & ordinances	45	9.3 %
Youth & family services, which includes mental health services in public schools	85	17.6 %
Recreation programs & special events	68	14.1 %
Customer service you receive from City employees	15	3.1 %
Efforts to sustain environmental quality	77	15.9 %
City communications	30	6.2 %
Efforts by City to regulate development on the Island	139	28.8 %
Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	72	14.9 %
None chosen	68	14.1 %
Total	1285	

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Visibility of police in the community	28.8%	47.8%	15.5%	5.0%	0.4%	2.5%
Q3-2. City's overall efforts to prevent crime	20.9%	43.7%	20.3%	5.2%	0.8%	9.1%
Q3-3. Enforcement of local traffic laws	20.9%	37.7%	21.9%	8.5%	2.5%	8.5%
Q3-4. Parking enforcement services	15.5%	26.7%	24.4%	5.2%	1.7%	26.5%
Q3-5. How quickly police respond to emergencies	26.3%	28.8%	10.1%	0.4%	0.2%	34.2%
Q3-6. How quickly fire & rescue personnel respond to emergencies	37.9%	23.6%	7.5%	0.4%	0.0%	30.6%
Q3-7. Quality of animal control	12.6%	18.4%	18.4%	5.4%	2.1%	43.1%

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Visibility of police in the community	29.5%	49.0%	15.9%	5.1%	0.4%
Q3-2. City's overall efforts to prevent crime	23.0%	48.1%	22.3%	5.7%	0.9%
Q3-3. Enforcement of local traffic laws	22.9%	41.2%	24.0%	9.3%	2.7%
Q3-4. Parking enforcement services	21.1%	36.3%	33.2%	7.0%	2.3%
Q3-5. How quickly police respond to emergencies	39.9%	43.7%	15.4%	0.6%	0.3%
Q3-6. How quickly fire & rescue personnel respond to emergencies	54.6%	34.0%	10.7%	0.6%	0.0%
Q3-7. Quality of animal control	22.2%	32.4%	32.4%	9.5%	3.6%

**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	78	16.1 %
City's overall efforts to prevent crime	211	43.7 %
Enforcement of local traffic laws	34	7.0 %
Parking enforcement services	10	2.1 %
How quickly police respond to emergencies	33	6.8 %
How quickly fire & rescue personnel respond to emergencies	40	8.3 %
Quality of animal control	14	2.9 %
None chosen	63	13.0 %
Total	483	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	79	16.4 %
City's overall efforts to prevent crime	87	18.0 %
Enforcement of local traffic laws	42	8.7 %
Parking enforcement services	21	4.3 %
How quickly police respond to emergencies	81	16.8 %
How quickly fire & rescue personnel respond to emergencies	67	13.9 %
Quality of animal control	21	4.3 %
None chosen	85	17.6 %
Total	483	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	157	32.5 %
City's overall efforts to prevent crime	298	61.7 %
Enforcement of local traffic laws	76	15.7 %
Parking enforcement services	31	6.4 %
How quickly police respond to emergencies	114	23.6 %
How quickly fire & rescue personnel respond to emergencies	107	22.2 %
Quality of animal control	35	7.2 %
None chosen	63	13.0 %
Total	881	

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Availability of information about City programs & services	17.0%	42.0%	28.0%	5.8%	1.2%	6.0%
Q4-2. City efforts to keep you informed about local issues	18.0%	40.0%	25.5%	10.1%	1.4%	5.0%
Q4-3. Overall quality of the content on City's website	14.9%	32.1%	30.2%	5.0%	0.2%	17.6%
Q4-4. Ease of using City's website	11.8%	32.9%	29.6%	6.0%	1.2%	18.4%
Q4-5. Level of public involvement in local decision making	9.1%	26.1%	29.0%	10.1%	4.3%	21.3%
Q4-6. Timeliness of information provided by City	12.6%	36.6%	30.2%	6.6%	1.4%	12.4%
Q4-7. Quality of City's social media presence	10.8%	21.5%	32.1%	4.6%	1.2%	29.8%

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Availability of information about City programs & services	18.1%	44.7%	29.7%	6.2%	1.3%
Q4-2. City efforts to keep you informed about local issues	19.0%	42.0%	26.8%	10.7%	1.5%
Q4-3. Overall quality of the content on City's website	18.1%	38.9%	36.7%	6.0%	0.3%
Q4-4. Ease of using City's website	14.5%	40.4%	36.3%	7.4%	1.5%
Q4-5. Level of public involvement in local decision making	11.6%	33.2%	36.8%	12.9%	5.5%
Q4-6. Timeliness of information provided by City	14.4%	41.8%	34.5%	7.6%	1.7%
Q4-7. Quality of City's social media presence	15.3%	30.7%	45.7%	6.5%	1.8%

**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?**

<u>Q4a. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	98	20.3 %
City efforts to keep you informed about local issues	139	28.8 %
Overall quality of the content on City's website	15	3.1 %
Ease of using City's website	24	5.0 %
Level of public involvement in local decision making	87	18.0 %
Timeliness of information provided by City	25	5.2 %
Quality of City's social media presence	16	3.3 %
None chosen	79	16.4 %
Total	483	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?**

<u>Q4a. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	67	13.9 %
City efforts to keep you informed about local issues	98	20.3 %
Overall quality of the content on City's website	27	5.6 %
Ease of using City's website	23	4.8 %
Level of public involvement in local decision making	68	14.1 %
Timeliness of information provided by City	75	15.5 %
Quality of City's social media presence	25	5.2 %
None chosen	100	20.7 %
Total	483	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)**

<u>Q4a. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	165	34.2 %
City efforts to keep you informed about local issues	237	49.1 %
Overall quality of the content on City's website	42	8.7 %
Ease of using City's website	47	9.7 %
Level of public involvement in local decision making	155	32.1 %
Timeliness of information provided by City	100	20.7 %
Quality of City's social media presence	41	8.5 %
None chosen	79	16.4 %
Total	866	



**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Maintenance of City streets	18.8%	53.6%	15.3%	8.7%	1.9%	1.7%
Q5-2. Maintenance of streets in your neighborhood	18.8%	42.9%	19.3%	11.4%	5.2%	2.5%
Q5-3. Mowing & trimming along City streets & other public areas	17.2%	45.8%	23.0%	9.1%	2.9%	2.1%
Q5-4. Adequacy of City street lighting	14.1%	33.5%	22.4%	19.9%	8.3%	1.9%
Q5-5. Condition of sidewalks in City	14.5%	37.9%	27.3%	12.2%	5.6%	2.5%
Q5-6. Condition of bicycle infrastructure in City	8.1%	23.8%	24.0%	17.4%	9.7%	17.0%
Q5-7. Cleanliness of City streets & public areas	25.7%	52.6%	14.7%	4.6%	0.8%	1.7%
Q5-8. Maintenance of trees in public areas along City streets	20.7%	48.7%	17.0%	7.5%	3.5%	2.7%

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Maintenance of City streets	19.2%	54.5%	15.6%	8.8%	1.9%
Q5-2. Maintenance of streets in your neighborhood	19.3%	43.9%	19.7%	11.7%	5.3%
Q5-3. Mowing & trimming along City streets & other public areas	17.5%	46.7%	23.5%	9.3%	3.0%
Q5-4. Adequacy of City street lighting	14.3%	34.2%	22.8%	20.3%	8.4%
Q5-5. Condition of sidewalks in City	14.9%	38.9%	28.0%	12.5%	5.7%
Q5-6. Condition of bicycle infrastructure in City	9.7%	28.7%	28.9%	20.9%	11.7%
Q5-7. Cleanliness of City streets & public areas	26.1%	53.5%	14.9%	4.6%	0.8%
Q5-8. Maintenance of trees in public areas along City streets	21.3%	50.0%	17.4%	7.7%	3.6%

**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	96	19.9 %
Maintenance of streets in your neighborhood	53	11.0 %
Mowing & trimming along City streets & other public areas	37	7.7 %
Adequacy of City street lighting	77	15.9 %
Condition of sidewalks in City	38	7.9 %
Condition of bicycle infrastructure in City	68	14.1 %
Cleanliness of City streets & public areas	38	7.9 %
Maintenance of trees in public areas along City streets	24	5.0 %
None chosen	52	10.8 %
Total	483	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	65	13.5 %
Maintenance of streets in your neighborhood	49	10.1 %
Mowing & trimming along City streets & other public areas	24	5.0 %
Adequacy of City street lighting	72	14.9 %
Condition of sidewalks in City	62	12.8 %
Condition of bicycle infrastructure in City	49	10.1 %
Cleanliness of City streets & public areas	48	9.9 %
Maintenance of trees in public areas along City streets	41	8.5 %
None chosen	73	15.1 %
Total	483	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	161	33.3 %
Maintenance of streets in your neighborhood	102	21.1 %
Mowing & trimming along City streets & other public areas	61	12.6 %
Adequacy of City street lighting	149	30.8 %
Condition of sidewalks in City	100	20.7 %
Condition of bicycle infrastructure in City	117	24.2 %
Cleanliness of City streets & public areas	86	17.8 %
Maintenance of trees in public areas along City streets	65	13.5 %
None chosen	52	10.8 %
Total	893	

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Availability of City parks	55.5%	36.9%	5.0%	0.8%	0.2%	1.7%
Q6-2. Condition of City parks	40.2%	44.3%	7.9%	4.8%	0.8%	2.1%
Q6-3. Condition of City beaches	28.4%	36.9%	14.9%	5.2%	0.8%	13.9%
Q6-4. Condition of City docks	19.0%	25.5%	19.3%	5.4%	1.0%	29.8%
Q6-5. Availability of trails & open spaces	47.6%	40.8%	7.2%	1.9%	0.2%	2.3%
Q6-6. Condition of trails & open spaces	41.0%	39.3%	10.1%	3.7%	0.6%	5.2%
Q6-7. Condition of picnic shelters, playgrounds, restrooms in City parks	24.6%	38.5%	20.7%	5.6%	0.8%	9.7%
Q6-8. Condition of City's outdoor athletic fields (e.g., baseball, soccer)	34.0%	36.4%	8.7%	1.0%	0.6%	19.3%
Q6-9. Community & Event Center hours of operation & programming	17.2%	31.7%	20.3%	5.2%	2.1%	23.6%
Q6-10. City recreation programs for youth, adults, & seniors	16.4%	28.4%	19.0%	8.9%	2.1%	25.3%
Q6-11. Special events sponsored by City	20.5%	31.3%	23.0%	5.0%	1.2%	19.0%

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Availability of City parks	56.4%	37.5%	5.1%	0.8%	0.2%
Q6-2. Condition of City parks	41.0%	45.2%	8.0%	4.9%	0.8%
Q6-3. Condition of City beaches	32.9%	42.8%	17.3%	6.0%	1.0%
Q6-4. Condition of City docks	27.1%	36.3%	27.4%	7.7%	1.5%
Q6-5. Availability of trails & open spaces	48.7%	41.7%	7.4%	1.9%	0.2%
Q6-6. Condition of trails & open spaces	43.2%	41.5%	10.7%	3.9%	0.7%
Q6-7. Condition of picnic shelters, playgrounds, restrooms in City parks	27.3%	42.7%	22.9%	6.2%	0.9%
Q6-8. Condition of City's outdoor athletic fields (e.g., baseball, soccer)	42.1%	45.1%	10.8%	1.3%	0.8%
Q6-9. Community & Event Center hours of operation & programming	22.5%	41.5%	26.6%	6.8%	2.7%
Q6-10. City recreation programs for youth, adults, & seniors	21.9%	38.0%	25.5%	11.9%	2.8%
Q6-11. Special events sponsored by City	25.3%	38.6%	28.4%	6.1%	1.5%

**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	39	8.1 %
Condition of City parks	108	22.4 %
Condition of City beaches	12	2.5 %
Condition of City docks	13	2.7 %
Availability of trails & open spaces	30	6.2 %
Condition of trails & open spaces	38	7.9 %
Condition of picnic shelters, playgrounds, restrooms in City parks	41	8.5 %
Condition of City's outdoor athletic fields (e.g., baseball, soccer)	15	3.1 %
Community & Event Center hours of operation & programming	30	6.2 %
City recreation programs for youth, adults, & seniors	57	11.8 %
Special events sponsored by City	29	6.0 %
None chosen	71	14.7 %
Total	483	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	17	3.5 %
Condition of City parks	57	11.8 %
Condition of City beaches	34	7.0 %
Condition of City docks	16	3.3 %
Availability of trails & open spaces	43	8.9 %
Condition of trails & open spaces	64	13.3 %
Condition of picnic shelters, playgrounds, restrooms in City parks	44	9.1 %
Condition of City's outdoor athletic fields (e.g., baseball, soccer)	16	3.3 %
Community & Event Center hours of operation & programming	25	5.2 %
City recreation programs for youth, adults, & seniors	40	8.3 %
Special events sponsored by City	40	8.3 %
None chosen	87	18.0 %
Total	483	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	56	11.6 %
Condition of City parks	165	34.2 %
Condition of City beaches	46	9.5 %
Condition of City docks	29	6.0 %
Availability of trails & open spaces	73	15.1 %
Condition of trails & open spaces	102	21.1 %
Condition of picnic shelters, playgrounds, restrooms in City parks	85	17.6 %
Condition of City's outdoor athletic fields (e.g., baseball, soccer)	31	6.4 %
Community & Event Center hours of operation & programming	55	11.4 %
City recreation programs for youth, adults, & seniors	97	20.1 %
Special events sponsored by City	69	14.3 %
<u>None chosen</u>	<u>71</u>	<u>14.7 %</u>
Total	879	

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Water services	25.3%	47.8%	16.1%	6.2%	1.9%	2.7%
Q7-2. Sewer services	25.9%	47.2%	17.2%	3.5%	2.1%	4.1%
Q7-3. Stormwater (flood prevention) services	23.8%	42.9%	18.4%	5.2%	1.7%	8.1%
Q7-4. Residential curbside trash services	24.0%	45.1%	18.8%	6.0%	2.3%	3.7%
Q7-5. Residential curbside yard/food waste services	25.3%	44.7%	18.4%	5.4%	2.3%	3.9%
Q7-6. Residential curbside recycling services	24.4%	44.1%	17.6%	6.4%	3.7%	3.7%
Q7-7. Spring & fall recycling events	24.8%	39.8%	16.6%	2.1%	0.6%	16.1%

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Water services	26.0%	49.1%	16.6%	6.4%	1.9%
Q7-2. Sewer services	27.0%	49.2%	17.9%	3.7%	2.2%
Q7-3. Stormwater (flood prevention) services	25.9%	46.6%	20.0%	5.6%	1.8%
Q7-4. Residential curbside trash services	24.9%	46.9%	19.6%	6.2%	2.4%
Q7-5. Residential curbside yard/food waste services	26.3%	46.6%	19.2%	5.6%	2.4%
Q7-6. Residential curbside recycling services	25.4%	45.8%	18.3%	6.7%	3.9%
Q7-7. Spring & fall recycling events	29.6%	47.4%	19.8%	2.5%	0.7%



**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	130	26.9 %
Sewer services	24	5.0 %
Stormwater (flood prevention) services	64	13.3 %
Residential curbside trash services	57	11.8 %
Residential curbside yard/food waste services	13	2.7 %
Residential curbside recycling services	33	6.8 %
Spring & fall recycling events	58	12.0 %
None chosen	104	21.5 %
Total	483	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	50	10.4 %
Sewer services	86	17.8 %
Stormwater (flood prevention) services	55	11.4 %
Residential curbside trash services	36	7.5 %
Residential curbside yard/food waste services	22	4.6 %
Residential curbside recycling services	51	10.6 %
Spring & fall recycling events	54	11.2 %
None chosen	129	26.7 %
Total	483	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	180	37.3 %
Sewer services	110	22.8 %
Stormwater (flood prevention) services	119	24.6 %
Residential curbside trash services	93	19.3 %
Residential curbside yard/food waste services	35	7.2 %
Residential curbside recycling services	84	17.4 %
Spring & fall recycling events	112	23.2 %
None chosen	104	21.5 %
Total	837	

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Enforcing construction codes & permit requirements	8.7%	19.5%	21.3%	6.4%	4.1%	40.0%
Q8-2. Enforcing clean-up of junk & debris on private property	6.4%	16.1%	21.7%	12.6%	2.7%	40.4%
Q8-3. Enforcing exterior maintenance of residential property	7.0%	19.7%	23.0%	8.9%	2.9%	38.5%
Q8-4. Enforcing exterior maintenance of commercial property	7.7%	21.7%	25.3%	6.2%	0.6%	38.5%

**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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Enforcing construction codes & permit requirements	14.5%	32.4%	35.5%	10.7%	6.9%
Q8-2. Enforcing clean-up of junk & debris on private property	10.8%	27.1%	36.5%	21.2%	4.5%
Q8-3. Enforcing exterior maintenance of residential property	11.4%	32.0%	37.4%	14.5%	4.7%
Q8-4. Enforcing exterior maintenance of commercial property	12.5%	35.4%	41.1%	10.1%	1.0%

**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. Top choice	Number	Percent
Enforcing construction codes & permit requirements	122	25.3 %
Enforcing clean-up of junk & debris on private property	131	27.1 %
Enforcing exterior maintenance of residential property	31	6.4 %
Enforcing exterior maintenance of commercial property	48	9.9 %
None chosen	151	31.3 %
Total	483	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
Enforcing construction codes & permit requirements	43	8.9 %
Enforcing clean-up of junk & debris on private property	98	20.3 %
Enforcing exterior maintenance of residential property	66	13.7 %
Enforcing exterior maintenance of commercial property	88	18.2 %
None chosen	188	38.9 %
Total	483	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. Top choice	Number	Percent
Enforcing construction codes & permit requirements	165	34.2 %
Enforcing clean-up of junk & debris on private property	229	47.4 %
Enforcing exterior maintenance of residential property	97	20.1 %
Enforcing exterior maintenance of commercial property	136	28.2 %
None chosen	151	31.3 %
Total	778	

**Q9. 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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Availability of safe biking facilities on Mercer Island	9.1%	25.5%	22.8%	18.6%	7.2%	16.8%
Q9-2. Availability of safe walking facilities on Mercer Island	16.6%	39.5%	18.4%	17.2%	4.3%	3.9%
Q9-3. Access to public transportation on Mercer Island	9.7%	21.7%	27.7%	21.1%	7.9%	11.8%
Q9-4. Ease of travel between Mercer Island & Bellevue/ Eastside	18.0%	39.5%	20.9%	12.4%	2.7%	6.4%
Q9-5. Ease of travel between Mercer Island & Seattle	14.9%	37.1%	24.4%	13.5%	5.2%	5.0%
Q9-6. Availability of commuter parking in Town Center	6.2%	17.0%	24.0%	19.9%	10.8%	22.2%
Q9-7. Availability of retail parking in Town Center	9.3%	29.2%	28.0%	20.1%	8.5%	5.0%

**without "don't know"****Q9. 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=483)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Availability of safe biking facilities on Mercer Island	10.9%	30.6%	27.4%	22.4%	8.7%
Q9-2. Availability of safe walking facilities on Mercer Island	17.2%	41.2%	19.2%	17.9%	4.5%
Q9-3. Access to public transportation on Mercer Island	11.0%	24.6%	31.5%	23.9%	8.9%
Q9-4. Ease of travel between Mercer Island & Bellevue/Eastside	19.2%	42.3%	22.3%	13.3%	2.9%
Q9-5. Ease of travel between Mercer Island & Seattle	15.7%	39.0%	25.7%	14.2%	5.4%
Q9-6. Availability of commuter parking in Town Center	8.0%	21.8%	30.9%	25.5%	13.8%
Q9-7. Availability of retail parking in Town Center	9.8%	30.7%	29.4%	21.1%	8.9%

**Q9a. Which TWO of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q9a. Top choice	Number	Percent
Availability of safe biking facilities on Mercer Island	70	14.5 %
Availability of safe walking facilities on Mercer Island	77	15.9 %
Access to public transportation on Mercer Island	68	14.1 %
Ease of travel between Mercer Island & Bellevue/Eastside	31	6.4 %
Ease of travel between Mercer Island & Seattle	33	6.8 %
Availability of commuter parking in Town Center	60	12.4 %
Availability of retail parking in Town Center	85	17.6 %
None chosen	59	12.2 %
Total	483	100.0 %

**Q9a. Which TWO of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q9a. 2nd choice	Number	Percent
Availability of safe biking facilities on Mercer Island	51	10.6 %
Availability of safe walking facilities on Mercer Island	66	13.7 %
Access to public transportation on Mercer Island	52	10.8 %
Ease of travel between Mercer Island & Bellevue/Eastside	41	8.5 %
Ease of travel between Mercer Island & Seattle	54	11.2 %
Availability of commuter parking in Town Center	62	12.8 %
Availability of retail parking in Town Center	76	15.7 %
None chosen	81	16.8 %
Total	483	100.0 %

**Q9a. Which TWO of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q9a. Top choice	Number	Percent
Availability of safe biking facilities on Mercer Island	121	25.1 %
Availability of safe walking facilities on Mercer Island	143	29.6 %
Access to public transportation on Mercer Island	120	24.8 %
Ease of travel between Mercer Island & Bellevue/Eastside	72	14.9 %
Ease of travel between Mercer Island & Seattle	87	18.0 %
Availability of commuter parking in Town Center	122	25.3 %
Availability of retail parking in Town Center	161	33.3 %
None chosen	59	12.2 %
Total	885	

**Q10. Where do you currently get news and information about City programs, services, and events?**

Q10. Where do you currently get news & information about City programs, services, & events	Number	Percent
Mercer Island Weekly (City eNewsletter)	171	35.4 %
City email update service	158	32.7 %
City website	164	34.0 %
Attending public meetings	31	6.4 %
Cable TV or video streaming City Council meetings	23	4.8 %
Mercer Island Reporter	164	34.0 %
Mercer Island's Facebook account	109	22.6 %
Mercer Island's Twitter account	16	3.3 %
Mercer Island's Nextdoor account	181	37.5 %
Other	49	10.1 %
Total	1066	

**Q10-10. Other:**

Q10-10. Other	Number	Percent
Instagram	10	20.4 %
Word of mouth	6	12.2 %
Neighbors	5	10.2 %
Mailings	3	6.1 %
NextDoor Mercer Island	1	2.0 %
Facebook report	1	2.0 %
Family and friends	1	2.0 %
Facebook group	1	2.0 %
Chat groups	1	2.0 %
Seattle Times	1	2.0 %
Seattle Times, friends	1	2.0 %
Chamber Emails	1	2.0 %
Neighbors and friends	1	2.0 %
Signage	1	2.0 %
Facebook	1	2.0 %
Mailings & friends	1	2.0 %
Personal contact, newspaper	1	2.0 %
Speak with City officials	1	2.0 %
TV news	1	2.0 %
Council member Craig Reynold's emails	1	2.0 %
Search spring recycling event	1	2.0 %
Local residents, news reports	1	2.0 %
News magazines	1	2.0 %
Community Center	1	2.0 %
Mercer Island's Instagram account	1	2.0 %
Police social media account	1	2.0 %
Family	1	2.0 %
Community Center	1	2.0 %
MIVAL emails and publications	1	2.0 %
Total	49	100.0 %

**Q11. Do you think Mercer Island is generally going in the right direction, or do you think it is generally going in the wrong direction?**

Q11. What do you think of the direction Mercer

Island is generally going	Number	Percent
Right direction	312	64.6 %
Wrong direction	58	12.0 %
Don't know	113	23.4 %
Total	483	100.0 %

**without "don't know"****Q11. 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")**

Q11. What do you think of the direction Mercer

Island is generally going	Number	Percent
Right direction	312	84.3 %
Wrong direction	58	15.7 %
Total	370	100.0 %

**Q12. How would you rate the job Mercer Island City government does overall?**

Q12. How would you rate the job Mercer Island

City government does overall	Number	Percent
Excellent	85	17.6 %
Good	233	48.2 %
Fair	117	24.2 %
Poor	14	2.9 %
Don't know	34	7.0 %
Total	483	100.0 %



**without "don't know"****Q12. How would you rate the job Mercer Island City government does overall? (without "don't know")**

Q12. How would you rate the job Mercer Island City government does overall	Number	Percent
Excellent	85	18.9 %
Good	233	51.9 %
Fair	117	26.1 %
Poor	14	3.1 %
Total	449	100.0 %

**Q13. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly?**

Q13. How would you rate the job City is doing using tax dollars responsibly	Number	Percent
Excellent	55	11.4 %
Good	166	34.4 %
Fair	130	26.9 %
Poor	52	10.8 %
Don't know	80	16.6 %
Total	483	100.0 %

**without "don't know"****Q13. How would you rate the job the City of Mercer Island is doing using tax dollars responsibly? (without "don't know")**

Q13. How would you rate the job City is doing using tax dollars responsibly	Number	Percent
Excellent	55	13.6 %
Good	166	41.2 %
Fair	130	32.3 %
Poor	52	12.9 %
Total	403	100.0 %

**Q14. Do you think the City of Mercer Island provides too many services, too few services, or about the right amount of services?**

Q14. What do you think of the services City provides	Number	Percent
Too many services	22	4.6 %
About right amount of services	318	65.8 %
Too few services	66	13.7 %
Don't know	77	15.9 %
Total	483	100.0 %

**without "don't know"****Q14. 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")**

Q14. What do you think of the services City provides	Number	Percent
Too many services	22	5.4 %
About right amount of services	318	78.3 %
Too few services	66	16.3 %
Total	406	100.0 %

**Q15. Approximately how many years have you lived on Mercer Island?**

Q15. How many years have you lived on Mercer Island	Number	Percent
0-5	76	15.7 %
6-10	68	14.1 %
11-15	39	8.1 %
16-20	48	9.9 %
21-30	120	24.8 %
31+	119	24.6 %
Not provided	13	2.7 %
Total	483	100.0 %

**without "not provided"****Q15. Approximately how many years have you lived on Mercer Island? (without "not provided")**

Q15. How many years have you lived on Mercer Island	Number	Percent
0-5	76	16.2 %
6-10	68	14.5 %
11-15	39	8.3 %
16-20	48	10.2 %
21-30	120	25.5 %
31+	119	25.3 %
Total	470	100.0 %

**Q16. What is your age?**

Q16. Your age	Number	Percent
18-34	80	16.6 %
35-44	87	18.0 %
45-54	89	18.4 %
55-64	100	20.7 %
65+	108	22.4 %
Not provided	19	3.9 %
Total	483	100.0 %

**without "not provided"**

**Q16. What is your age? (without "not provided")**

Q16. Your age	Number	Percent
18-34	80	17.2 %
35-44	87	18.8 %
45-54	89	19.2 %
55-64	100	21.6 %
65+	108	23.3 %
Total	464	100.0 %

**Q17. Are you of Hispanic, Latino or Spanish origin?**

Q17. Are you Hispanic, Latino or Spanish origin	Number	Percent
Yes	17	3.5 %
No	460	95.2 %
Not provided	6	1.2 %
Total	483	100.0 %

**without "not provided"**

**Q17. Are you of Hispanic, Latino or Spanish origin? (without "not provided")**

Q17. Are you Hispanic, Latino or Spanish origin	Number	Percent
Yes	17	3.6 %
No	460	96.4 %
Total	477	100.0 %

**Q18. Which of the following best describe your race?**

Q18. Your race	Number	Percent
Asian or Asian Indian	107	22.2 %
Black or African American	6	1.2 %
American Indian or Alaska Native	1	0.2 %
White	321	66.5 %
Native Hawaiian or other Pacific Islander	2	0.4 %
Other	8	1.7 %
Total	445	

**Q18-1. Which Asian or Asian Indian race?**

Q18-1. Which Asian or Asian Indian race	Number	Percent
Chinese	29	40.3 %
Japanese	10	13.9 %
Indian	9	12.5 %
Korean	6	8.3 %
Asian	5	6.9 %
Vietnamese	3	4.2 %
Filipino	2	2.8 %
Asian Indian	2	2.8 %
East Asian	1	1.4 %
Asian/White	1	1.4 %
Chinese & vietnamese	1	1.4 %
Korean & Filipino	1	1.4 %
Punjabi	1	1.4 %
East Indian	1	1.4 %
Total	72	100.0 %

**Q18-5. Which Pacific Island race?**

Q18-5. Which Pacific Island race	Number	Percent
Hawaiian	1	50.0 %
Guam	1	50.0 %
Total	2	100.0 %

**Q18-6. Other:**

Q18-6. Self-describe your race	Number	Percent
European	1	12.5 %
More than one	1	12.5 %
Norwegian	1	12.5 %
Multi-racial	1	12.5 %
Mixed	1	12.5 %
Greek	1	12.5 %
Caucasian	1	12.5 %
Middle Eastern	1	12.5 %
Total	8	100.0 %

**Q19. How many children under age 18 live in your household?**

Q19. How many children under age 18 live in your household	Number	Percent
0	283	58.6 %
1	62	12.8 %
2	92	19.0 %
3+	20	4.1 %
Not provided	26	5.4 %
Total	483	100.0 %

**without "not provided"****Q19. How many children under age 18 live in your household? (without "not provided")**

Q19. How many children under age 18 live in your household	Number	Percent
0	283	61.9 %
1	62	13.6 %
2	92	20.1 %
3+	20	4.4 %
Total	457	100.0 %

**Q20. What is your gender?**

Q20. Your gender	Number	Percent
Woman	234	48.4 %
Man	230	47.6 %
Non-binary	1	0.2 %
Prefer to self-describe	2	0.4 %
Prefer not to say	16	3.3 %
Total	483	

**without "not provided"****Q20. What is your gender? (without "prefer not to say")**

Q20. Your gender	Number	Percent
Woman	234	50.1 %
Man	230	49.3 %
Non-binary	1	0.2 %
Prefer to self-describe	2	0.4 %
Total	467	

**Q20-4. Self-describe your gender:**

Q20-4. Self-describe your gender	Number	Percent
Asexual	1	50.0 %
Fluid	1	50.0 %
Total	2	100.0 %

**Q21. Would you say your total annual household income is...**

Q21. Your total annual household income	Number	Percent
Under \$50K	29	6.0 %
\$50K to \$99,999	52	10.8 %
\$100K to \$199,999	124	25.7 %
\$200K to \$499,999	101	20.9 %
\$500K to \$999,999	70	14.5 %
\$1,000K+	17	3.5 %
Not provided	90	18.6 %
Total	483	100.0 %

**without "not provided"****Q21. Would you say your total annual household income is... (without "not provided")**

Q21. Your total annual household income	Number	Percent
Under \$50K	29	7.4 %
\$50K to \$99,999	52	13.2 %
\$100K to \$199,999	124	31.6 %
\$200K to \$499,999	101	25.7 %
\$500K to \$999,999	70	17.8 %
\$1,000K+	17	4.3 %
Total	393	100.0 %

A graphic consisting of a dark blue horizontal bar. On the left side of the bar is a white circle with a dark blue outline, containing the number '6' in a dark blue, sans-serif font. To the right of the circle, the text 'Survey Instrument' is written in a white, bold, sans-serif font.

# 6 Survey Instrument



**March 2024**

Dear Mercer Island Resident,

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. **That's why your participation in the enclosed survey is extremely important, and we hope you'll take a few minutes to complete it.**

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

**We greatly appreciate your response.** We recognize that this survey takes 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, please consider having a younger adult fill out the survey. This will ensure we hear from younger residents in our community, who are typically under-represented. Absent that, please have any adult (age 18+) in your household complete the survey.

**Please return your survey by mail or complete it online sometime during the next week.** Return your survey in the enclosed postage-paid envelope addressed to ETC Institute or go to [MercerIslandSurvey.org](https://MercerIslandSurvey.org) to complete the survey online.

If you have questions, please contact Mason Luvera, Communications Manager for the City of Mercer Island, at [mason.luvera@mercerisland.gov](mailto:mason.luvera@mercerisland.gov) or 206-275-7662. Thanks again for taking the time to participate in this survey – your responses directly impact our work.

Sincerely,

Jessi Bon  
City Manager  
City of Mercer Island



206-275-7600



9611 SE 36th Street  
Mercer Island, WA 98040



[mercerisland.gov](https://mercerisland.gov)





# 2024 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 ongoing effort to provide quality services that the residents of Mercer Island need and value. If you have questions, please call the City's Customer Service Team at 206-275-7600. You may also visit [MercerIslandSurvey.org](http://MercerIslandSurvey.org) to complete this survey online.

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
01. Overall quality of services provided by the City of Mercer Island	5	4	3	2	1	9
02. Overall quality of life in the city	5	4	3	2	1	9
03. Overall quality of shopping and retail options on Mercer Island	5	4	3	2	1	9
04. Overall quality of dining options on Mercer Island	5	4	3	2	1	9
05. Overall feeling of safety in the city	5	4	3	2	1	9
06. Mercer Island as a place to live	5	4	3	2	1	9
07. Mercer Island as a place to raise children	5	4	3	2	1	9
08. Mercer Island as a place to retire	5	4	3	2	1	9
09. 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
01. Police services	5	4	3	2	1	9
02. Fire and emergency medical services	5	4	3	2	1	9
03. Emergency preparedness services	5	4	3	2	1	9
04. City parks, trails, and open space	5	4	3	2	1	9
05. Maintenance of city streets and rights-of-way	5	4	3	2	1	9
06. Water, sewer, and stormwater utility services	5	4	3	2	1	9
07. Enforcement of city codes and ordinances	5	4	3	2	1	9
08. Youth and family services, which includes mental health services in public schools	5	4	3	2	1	9
09. 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
7.	Quality of the City's social media presence	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
01. Availability of city parks	5	4	3	2	1	9
02. Condition of city parks	5	4	3	2	1	9
03. Condition of city beaches	5	4	3	2	1	9
04. Condition of city docks	5	4	3	2	1	9
05. Availability of trails and open spaces	5	4	3	2	1	9
06. Condition of trails and open spaces	5	4	3	2	1	9
07. Condition of picnic shelters, playgrounds, restrooms in city parks	5	4	3	2	1	9
08. Condition of the city's outdoor athletic fields (e.g., baseball, soccer)	5	4	3	2	1	9
09. 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. **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

9a. 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 9.]

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

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

- \_\_\_\_(01) Mercer Island Weekly (city e-newsletter)
- \_\_\_\_(02) City e-mail update service
- \_\_\_\_(03) City website
- \_\_\_\_(04) Attending public meetings
- \_\_\_\_(05) Cable TV or video streaming City Council meetings
- \_\_\_\_(06) Mercer Island Reporter
- \_\_\_\_(07) Mercer Island's Facebook account
- \_\_\_\_(08) Mercer Island's Twitter account
- \_\_\_\_(09) Mercer Island's Nextdoor account
- \_\_\_\_(10) Other: \_\_\_\_\_

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

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

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

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

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

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

14. 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      \_\_\_\_ (3) Too few services  
 \_\_\_\_ (2) About the right amount of services      \_\_\_\_ (9) Don't know

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

16. **What is your age?** \_\_\_\_\_ years

17. **Are you Hispanic, Latino or Spanish origin?** \_\_\_\_ (1) Yes \_\_\_\_ (2) No

18. **Which of the following best describe your race? [Check all that apply.]**

- \_\_\_\_ (01) Asian or Asian Indian, please specify: \_\_\_\_\_
- \_\_\_\_ (02) Black or African American
- \_\_\_\_ (03) American Indian or Alaska Native
- \_\_\_\_ (04) White
- \_\_\_\_ (05) Native Hawaiian or other Pacific Islander, please specify: \_\_\_\_\_
- \_\_\_\_ (99) Other: \_\_\_\_\_

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

20. **Gender: [Check all that apply.]**

- \_\_\_\_ (1) Woman
- \_\_\_\_ (2) Man
- \_\_\_\_ (3) Non-binary
- \_\_\_\_ (4) Prefer to self-describe: \_\_\_\_\_
- \_\_\_\_ (5) Prefer not to say

21. **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

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

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23. **Would you be willing to participate in future surveys sponsored by the City of Mercer Island?**

- \_\_\_\_ (1) Yes
- \_\_\_\_ (2) No

23a. **Please provide your contact information.**

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**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.