



**2022**

**City of Mercer Island, Washington**

**Community Survey**

**Findings Report**



**ETC**  
INSTITUTE



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# Executive Summary

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# 2022 City of Mercer Island Community Survey

## Executive Summary

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### Overview

ETC Institute administered a survey to residents of the City of Mercer Island during the spring of 2022. The purpose of the survey was to hear directly from residents about their satisfaction with city services, so the city can make the best decisions going forward. The survey will help the city assess how well they are meeting Islanders' needs and will influence financial choices and service adjustments.

### Methodology

ETC Institute mailed a survey packet to a random sample of households in the City of Mercer Island. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online at *MercerIslandSurvey.org*.

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

The goal was to complete a minimum of 400 completed surveys from city residents. The goal was exceeded with 463 completed surveys collected. The overall results for the sample of 463 households have a precision of at least +/-4.5 at the 95% level of confidence.

This report contains the following:

- Charts showing the overall results of the survey (Section 2)
- Benchmark charts comparing national survey results to Mercer Island (Section 3)
- Trend charts comparing 2022 and 2018 Mercer Island survey results (Section 4)
- Importance-Satisfaction Analysis that identifies priorities for facilities and programs (Section 5)
- Tabular data showing the overall results for all questions on the survey (Section 6)
- Responses to open-ended questions (Section 7)
- A copy of the survey instrument (Section 8)

The major findings of the survey are summarized on the following pages.

## Overall Perceptions of the City

Ninety-five percent (95%) of residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with Mercer Island as a place to live, which is 47% higher than the national average. This category rose three percent as compared to the same survey administered in the spring of 2018. Ninety-two percent of respondents said they were either “satisfied” or “very satisfied” with the feeling of safety in Mercer Island, a slight decrease (2%) from 2018 but still well above the national average (68%).

## Overall Satisfaction with City Services

Respondents were asked to rate their level of satisfaction regarding 13 major categories of city services. The highest number of respondents felt either satisfied or very satisfied with each of the items. Respondents were also asked to select which three categories should receive the most emphasis from city leaders over the next two years. These were the three items selected most often:

- City parks, trails, & open space (39%),
- Efforts to regulate development on the Island (35%), and
- Police Services (29%)

Eight of the items could be compared to respondents nationwide. Satisfaction with city services in Mercer Island met or exceeded both national average and similarly sized communities (under 30,000 residents) ratings. In comparison to 2018, almost all categories rose in satisfaction except for customer service from city employees (decreased by 2%) and recreation programs and special events (decreased 12%).

## Satisfaction with Specific City Services

- **Public Safety.** Most respondents felt either satisfied or very satisfied with each of the public safety services. Respondents were asked to select which two items should receive the most emphasis from city leaders over the next two years. These were the two items selected most often:
  - Overall efforts to prevent crime (59%),
  - Visibility of police in the community (29%)

Six of the items could be compared to respondents nationwide. Satisfaction with public safety on Mercer Island exceeded both national average and similarly sized communities (under 30,000 residents) ratings. In comparison to 2018, satisfaction with the overall efforts to prevent crime decreased by 10% and police visibility decreased by 7%.

- **City Communication.** Most respondents felt either satisfied or very satisfied with each of the items regarding city communications. Respondents were asked to select which two items should receive the most emphasis from city leaders. These items were selected most often:

  - City efforts to keep you informed about local issues (47%),
  - Availability of information about City programs & services (31%)

Satisfaction with communications exceeded both national average and in similarly sized communities' ratings. Communication satisfaction increased in each of the categories as compared to the 2018 survey.
- **Streets and Infrastructure.** Most respondents felt either satisfied or very satisfied with each of the items regarding streets and infrastructure. Respondents were asked to select which two items should receive the most emphasis from city leaders. These items were selected most often:

  - Maintenance of City Streets (32%),
  - Condition of bicycle infrastructure in City (26%)

Satisfaction with streets and infrastructure was at or exceeded both national average and in similarly sized communities' ratings in most categories except adequacy of street lighting at 56% (national average at 60%). In comparison to the 2018 survey, half of the categories increased in satisfaction and half decreased.
- **Parks and Recreation.** The highest percent of respondents felt either satisfied or very satisfied with each of the items regarding parks and recreation. Respondents were asked to select which two items should receive the most emphasis from city leaders. These items were selected most often:

  - Condition of City Parks (31%),
  - Condition of trails and open spaces (22%)

In comparison to the 2018 survey, each of the categories either stayed the same or decreased in satisfaction. Special events sponsored by the city fell the furthest, by 18%.
- **Utility Services.** The highest number of respondents felt either satisfied or very satisfied with utility services. Respondents were asked to select which two items should receive the most emphasis from city leaders. These items were selected most often:

  - Water services (31%),
  - Sewer services (24%)

Satisfaction with streets and infrastructure exceeded both national average and in similarly sized communities' ratings in each category. Satisfaction ratings stayed nearly the same between 2018 and 2022, with the largest difference being a 5% decrease in satisfaction for curbside recycling services--from 82% to 77%.

- Code Enforcement.** Of the four prompts regarding code enforcement, two received the highest number of either satisfied or very satisfied ratings and the others received mostly neutral ratings. Respondents were asked to select which two items should receive the most emphasis from city leaders. These items were selected most often:

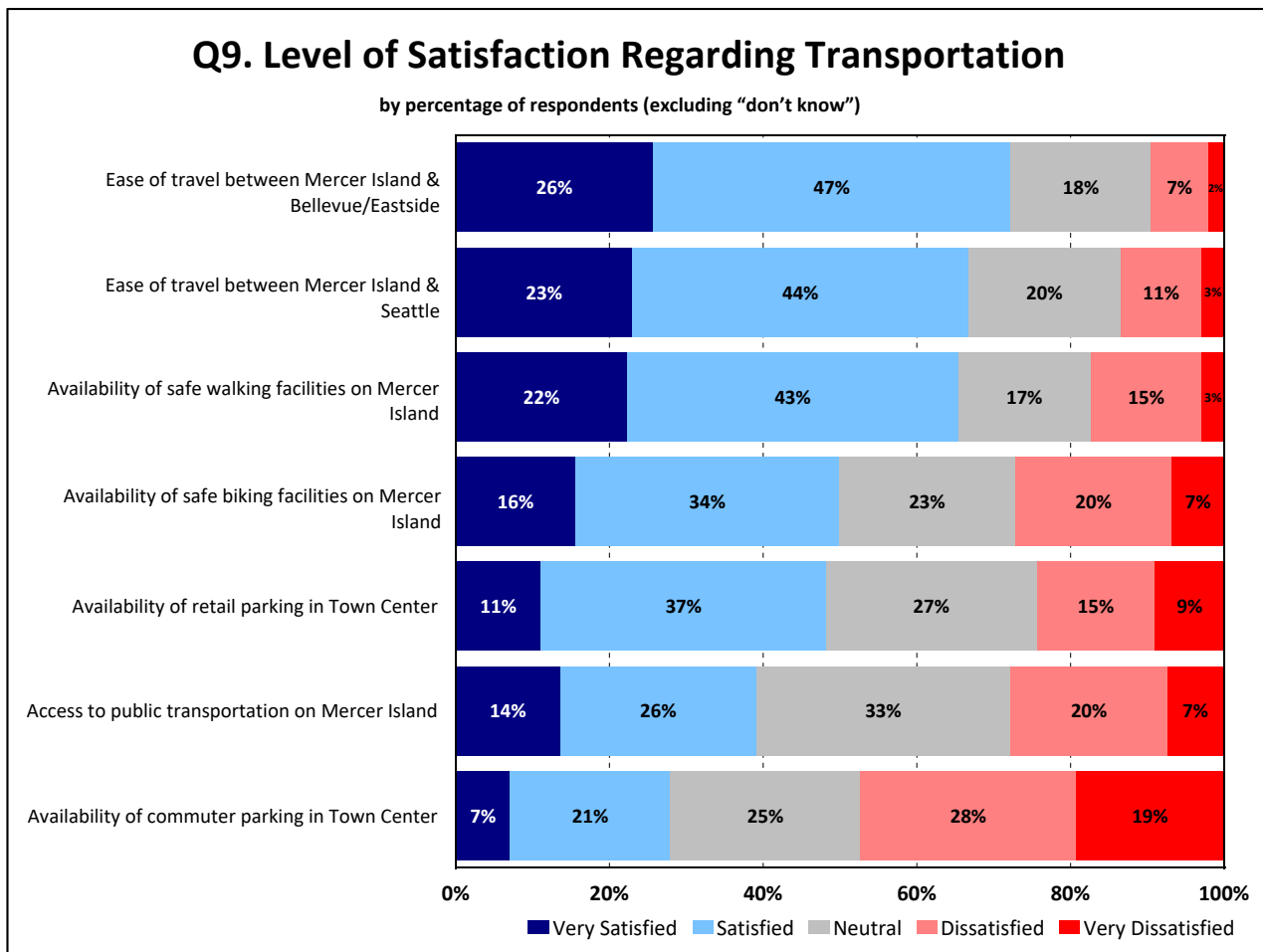
- Enforcing clean-up of junk & debris on private property (45%),
  - Enforcing construction codes & permit requirements (34%)

In comparison to national averages and similar-sized cities, satisfaction was higher in enforcement of exterior maintenance of commercial property and lower in both enforcement of exterior maintenance of residential property and clean-up of junk and debris from private property. In comparison to the 2018 survey, half of the categories increased in satisfaction and half decreased.

- Transportation.** Satisfaction ratings for transportation were mixed, see the graph below for the results on each item. Respondents were asked to select which two items should receive the most emphasis from city leaders. These items were selected most often:

- Availability of commuter parking in Town Center (37%),
  - Availability of retail parking in Town Center (29%).

In comparison to the 2018 survey, each of the categories increased in satisfaction rating from respondents.



## Additional Findings

- **Sources for News and Information.** Respondents were asked to select which sources they use for information about city programs, services, and events (multiple selections could be made). These items were selected most often:
  - Mercer Island Reporter (40%)
  - Mercer Island’s Nextdoor account (39%)
  - City website (36%)
- **Trajectory of Mercer Island.** Respondents were asked if they thought Mercer Island was moving in the right or wrong direction. Eighty-six percent (86%) of respondents felt Mercer Island was moving in the right direction.
- **Rating Mercer Island City Government Overall.** Most respondents (57%) said Mercer Island City Government is doing a good job. Sixteen percent (16%) rated it excellent, and 27% rated it either fair (24%) or poor (3%). Regarding the spending of tax dollars, the highest percent of respondents feel a good job is being done (45%) followed by fair (32%). Most respondents (82%) feel Mercer Island provides about the right number of services.



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

Satisfaction ratings for The City of Mercer Island rated **the same as or above the U.S. average in 39 of the 42 areas** that were assessed. The City of Mercer Island rated significantly higher than the U.S. average (difference of 5% or more) in 35 of these areas. Listed below are the comparisons between the City of Mercer Island and the U.S. average:

Service	Mercer Island	US	Difference	Category
Mercer Island as a place to live	97%	50%	47%	Perceptions
Emergency preparedness services	81%	43%	38%	Major Categories
Maintenance of City streets & rights-of-way	77%	41%	36%	Major Categories
Mercer Island as a place to raise children	96%	62%	34%	Perceptions
Police services	87%	55%	33%	Major Categories
City communications	70%	38%	32%	Major Categories
Overall quality of services provided by City of Mercer Island	82%	51%	31%	Perceptions
Customer service you receive from City employees	68%	41%	28%	Major Categories
Residential curbside yard/food waste services	82%	57%	25%	Utility Services
Fire & emergency medical services	93%	67%	25%	Major Categories
Cleanliness of City streets & public areas	79%	55%	25%	Streets and Infrastructure
Overall feeling of safety in City	92%	68%	24%	Perceptions
How quickly police respond to emergencies	82%	58%	24%	Public Safety
Water services	78%	54%	24%	Utility Services
Visibility of police in the community	78%	55%	23%	Public Safety
City's overall efforts to prevent crime	73%	50%	23%	Public Safety
Water, sewer, & stormwater utility services	76%	55%	22%	Major Categories
Stormwater (flood prevention) services	72%	51%	21%	Utility Services
Residential curbside recycling services	77%	57%	21%	Utility Services
Availability of information about City programs & services	68%	48%	21%	Communications
Enforcement of City codes & ordinances	60%	42%	18%	Major Categories
City efforts to keep you informed about local issues	62%	44%	18%	Communications
Enforcement of local traffic laws	68%	51%	17%	Public Safety
Overall quality of content on City's website	60%	43%	16%	Communications
Mercer Island as a place to retire	68%	52%	16%	Perceptions
How quickly fire & rescue personnel respond to emergencies	89%	73%	16%	Public Safety
Maintenance of streets in your neighborhood	66%	51%	15%	Streets and Infrastructure
Residential curbside trash services	83%	69%	15%	Utility Services
Recreation programs & special events	64%	51%	13%	Major Categories
Mowing & trimming along City streets & other public areas	68%	57%	11%	Streets and Infrastructure
Condition of sidewalks in City	59%	48%	11%	Streets and Infrastructure
Quality of City's social media presence	51%	40%	11%	Communications
Level of public involvement in local decision making	45%	34%	11%	Communications
Timeliness of information provided by City	54%	44%	10%	Communications
Mercer Island as an inclusive community	56%	47%	9%	Perceptions
Enforcing exterior maintenance of commercial property	52%	48%	4%	Code enforcement
Quality of animal control	53%	50%	2%	Public Safety
Condition of bicycle infrastructure in City	43%	43%	1%	Streets and Infrastructure
Efforts by City to regulate development on the Island	40%	40%	0%	Major Categories
Adequacy of City street lighting	56%	60%	-4%	Streets and Infrastructure
Enforcing exterior maintenance of residential property	37%	45%	-8%	Code enforcement
Enforcing clean-up of junk & debris on private property	36%	46%	-11%	Code enforcement

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

Satisfaction ratings for The City of Mercer Island **rated the same or above the Northwest regional average in 38 of the 42 areas** that were assessed. The City of Mercer Island **rated significantly higher than this average (difference of 5% or more) in 35 of these areas.** Listed below are the comparisons between the City of Mercer Island and the Northwest regional average:

Service	Mercer Island	Northwest	Difference	Category
Mercer Island as a place to live	97%	52%	45%	Perceptions
Mercer Island as a place to raise children	96%	54%	42%	Perceptions
Emergency preparedness services	81%	41%	41%	Major Categories
Overall quality of services provided by City of Mercer Island	82%	45%	37%	Perceptions
Police services	87%	60%	28%	Major Categories
City communications	70%	42%	28%	Major Categories
Customer service you receive from City employees	68%	41%	28%	Major Categories
Overall feeling of safety in City	92%	64%	28%	Perceptions
Cleanliness of City streets & public areas	79%	52%	28%	Streets and Infrastructure
Availability of information about City programs & services	68%	41%	27%	Communications
Maintenance of City streets & rights-of-way	77%	52%	25%	Major Categories
City efforts to keep you informed about local issues	62%	38%	24%	Communications
Enforcement of City codes & ordinances	60%	36%	24%	Major Categories
City's overall efforts to prevent crime	73%	50%	23%	Public Safety
Visibility of police in the community	78%	56%	23%	Public Safety
Fire & emergency medical services	93%	72%	21%	Major Categories
Stormwater (flood prevention) services	72%	51%	21%	Utility Services
Overall quality of content on City's website	60%	39%	21%	Communications
Timeliness of information provided by City	54%	35%	19%	Communications
Enforcement of local traffic laws	68%	49%	19%	Public Safety
Mercer Island as a place to retire	68%	50%	18%	Perceptions
Level of public involvement in local decision making	45%	28%	17%	Communications
Water, sewer, & stormwater utility services	76%	61%	15%	Major Categories
Maintenance of streets in your neighborhood	66%	51%	14%	Streets and Infrastructure
Recreation programs & special events	64%	50%	14%	Major Categories
How quickly police respond to emergencies	82%	69%	13%	Public Safety
Residential curbside recycling services	77%	65%	12%	Utility Services
Residential curbside yard/food waste services	82%	70%	12%	Utility Services
Water services	78%	66%	12%	Utility Services
Mowing & trimming along City streets & other public areas	68%	56%	11%	Streets and Infrastructure
Quality of City's social media presence	51%	40%	11%	Communications
Efforts by City to regulate development on the Island	40%	29%	11%	Major Categories
Residential curbside trash services	83%	74%	9%	Utility Services
Condition of sidewalks in City	59%	52%	7%	Streets and Infrastructure
Mercer Island as an inclusive community	56%	51%	5%	Perceptions
Quality of animal control	53%	49%	4%	Public Safety
How quickly fire & rescue personnel respond to emergencies	89%	86%	3%	Public Safety
Condition of bicycle infrastructure in City	43%	42%	2%	Streets and Infrastructure
Adequacy of City street lighting	56%	60%	-4%	Streets and Infrastructure
Enforcing exterior maintenance of commercial property	52%	56%	-4%	Code enforcement
Enforcing exterior maintenance of residential property	37%	42%	-5%	Code enforcement
Enforcing clean-up of junk & debris on private property	36%	44%	-9%	Code enforcement

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

Satisfaction ratings for The City of Mercer Island **rated the same or above the average for communities with 30,000 or fewer residents in 40 of the 42 areas** that were assessed. The City of Mercer Island **rated significantly higher than this average (difference of 5% or more) in 37 of these areas**. Listed below are the comparisons between the City of Mercer Island and average for communities with 30,000 or fewer residents:

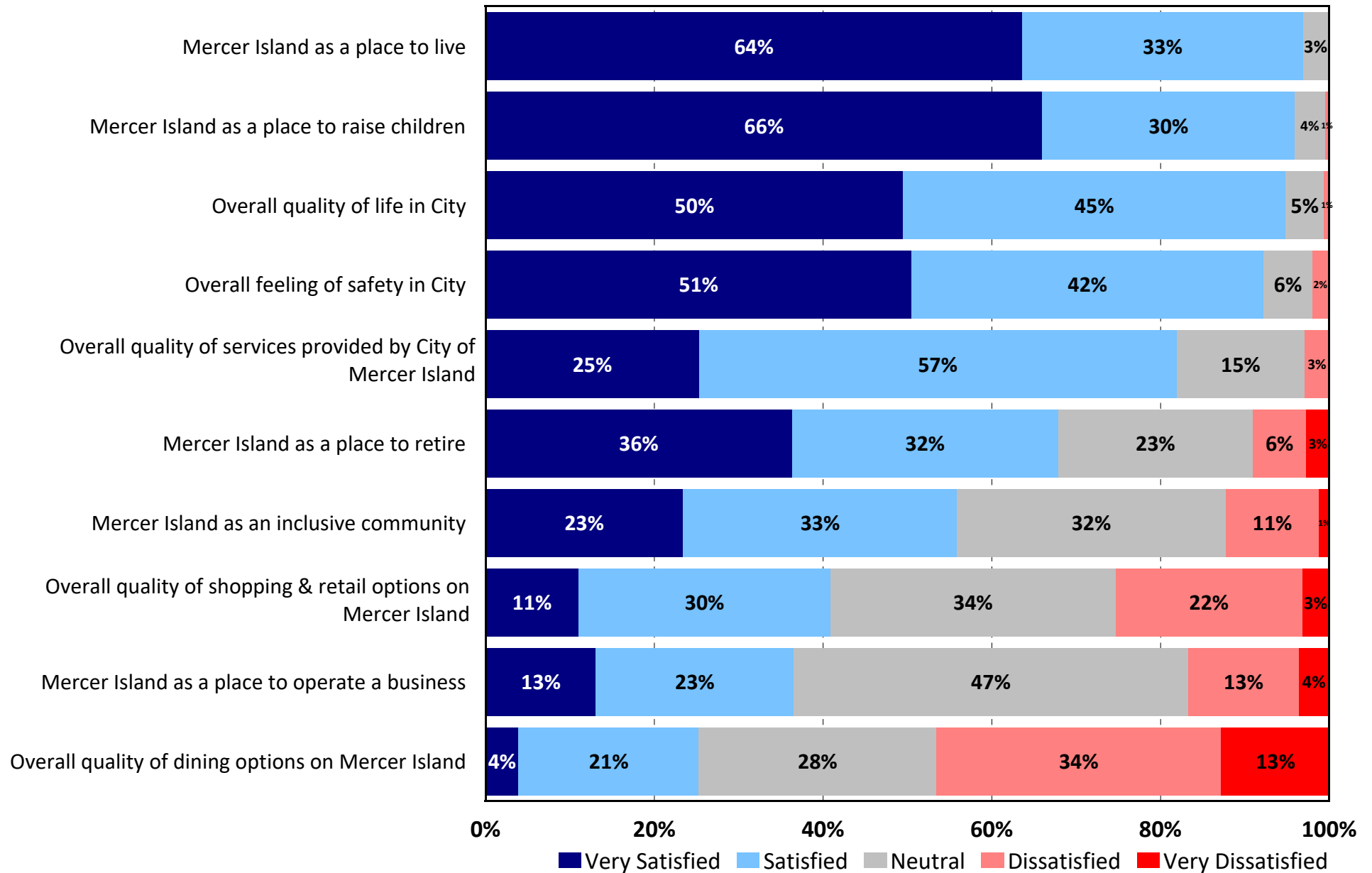
Service	Mercer Island	< 30K	Difference	Category
Mercer Island as a place to live	97%	38%	59%	Perceptions
Emergency preparedness services	81%	45%	36%	Major Categories
Mercer Island as a place to raise children	96%	61%	35%	Perceptions
City communications	70%	36%	34%	Major Categories
Maintenance of City streets & rights-of-way	77%	45%	32%	Major Categories
Overall quality of services provided by City of Mercer Island	82%	52%	30%	Perceptions
Customer service you receive from City employees	68%	39%	29%	Major Categories
Police services	87%	60%	28%	Major Categories
Fire & emergency medical services	93%	69%	24%	Major Categories
Residential curbside recycling services	77%	54%	23%	Utility Services
Residential curbside yard/food waste services	82%	60%	22%	Utility Services
Water services	78%	56%	22%	Utility Services
Availability of information about City programs & services	68%	47%	21%	Communications
How quickly police respond to emergencies	82%	61%	21%	Public Safety
Overall feeling of safety in City	92%	72%	21%	Perceptions
Water, sewer, & stormwater utility services	76%	56%	20%	Major Categories
Visibility of police in the community	78%	58%	20%	Public Safety
City efforts to keep you informed about local issues	62%	43%	19%	Communications
Cleanliness of City streets & public areas	79%	60%	19%	Streets and Infrastructure
City's overall efforts to prevent crime	73%	54%	19%	Public Safety
Stormwater (flood prevention) services	72%	54%	19%	Utility Services
Maintenance of streets in your neighborhood	66%	47%	18%	Streets and Infrastructure
How quickly fire & rescue personnel respond to emergencies	89%	72%	17%	Public Safety
Recreation programs & special events	64%	47%	16%	Major Categories
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Enforcement of City codes & ordinances	60%	45%	15%	Major Categories
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Condition of sidewalks in City	59%	44%	15%	Streets and Infrastructure
Level of public involvement in local decision making	45%	30%	14%	Communications
Quality of City's social media presence	51%	37%	13%	Communications
Mercer Island as a place to retire	68%	56%	12%	Perceptions
Enforcement of local traffic laws	68%	57%	11%	Public Safety
Timeliness of information provided by City	54%	43%	11%	Communications
Residential curbside trash services	83%	73%	10%	Utility Services
Mowing & trimming along City streets & other public areas	68%	59%	9%	Streets and Infrastructure
Condition of bicycle infrastructure in City	43%	35%	8%	Streets and Infrastructure
Enforcing exterior maintenance of commercial property	52%	44%	8%	Code enforcement
Quality of animal control	53%	48%	4%	Public Safety
Efforts by City to regulate development on the Island	40%	36%	4%	Major Categories
Adequacy of City street lighting	56%	53%	2%	Streets and Infrastructure
Enforcing exterior maintenance of residential property	37%	40%	-3%	Code enforcement
Enforcing clean-up of junk & debris on private property	36%	40%	-4%	Code enforcement

**2**

# Charts and Graphs

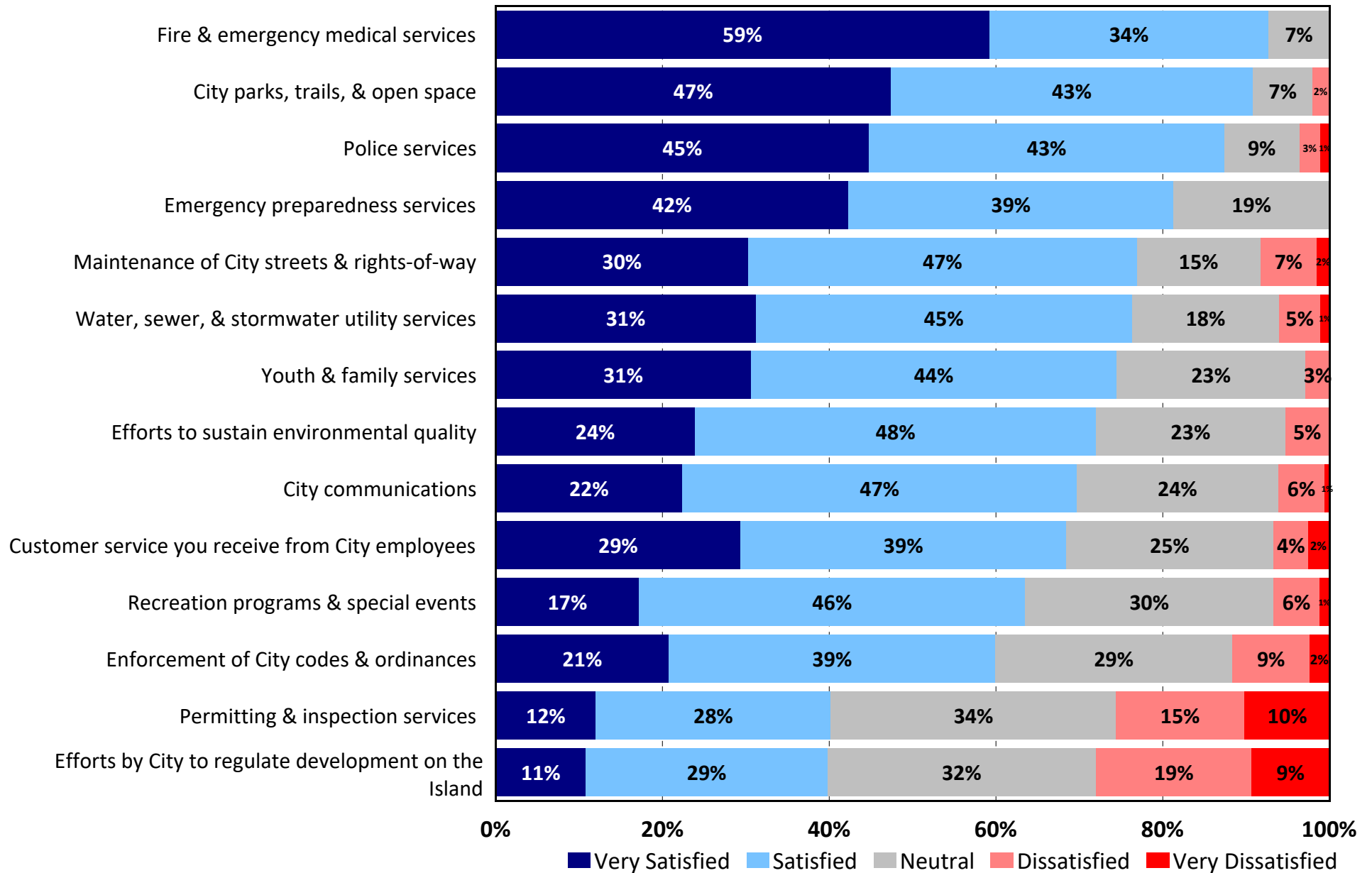
# Q1. Level of Satisfaction Regarding Perceptions of Mercer Island

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



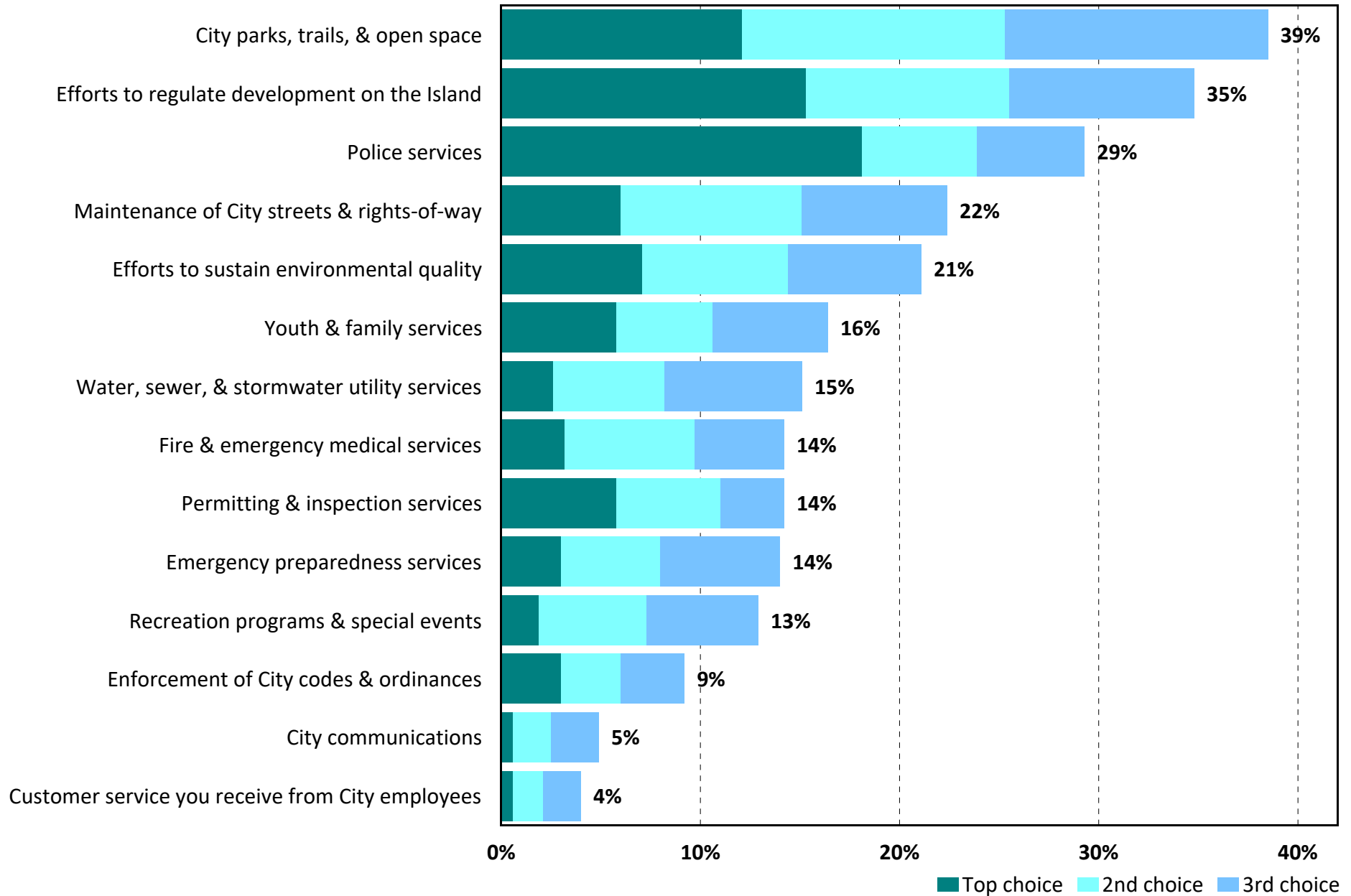
# Q1. Level of Satisfaction Regarding Major Categories of City Services

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



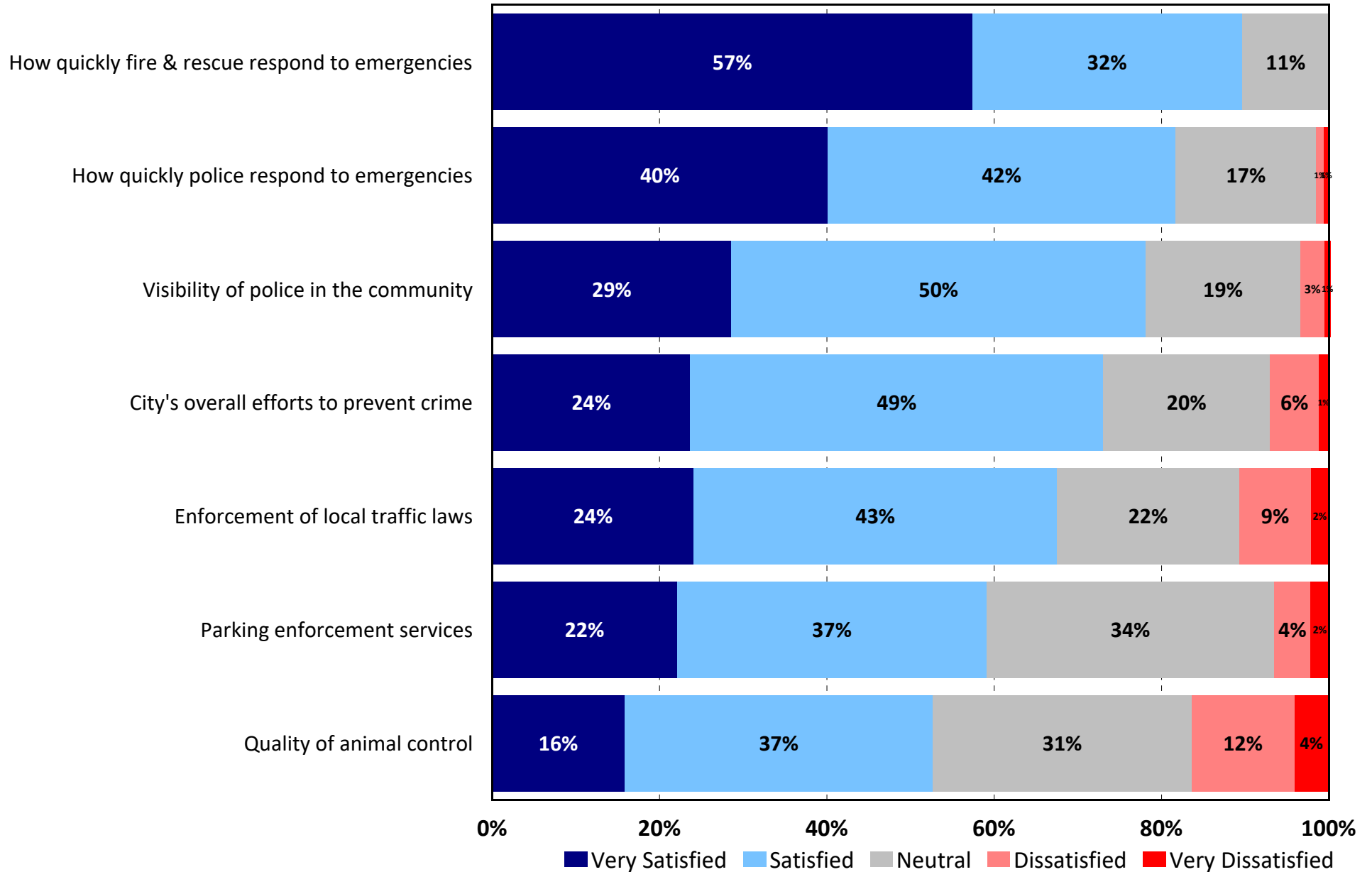
# Q2. Ranking Importance of Major Categories of City Services

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



# Q3. Level of Satisfaction Regarding Public Safety

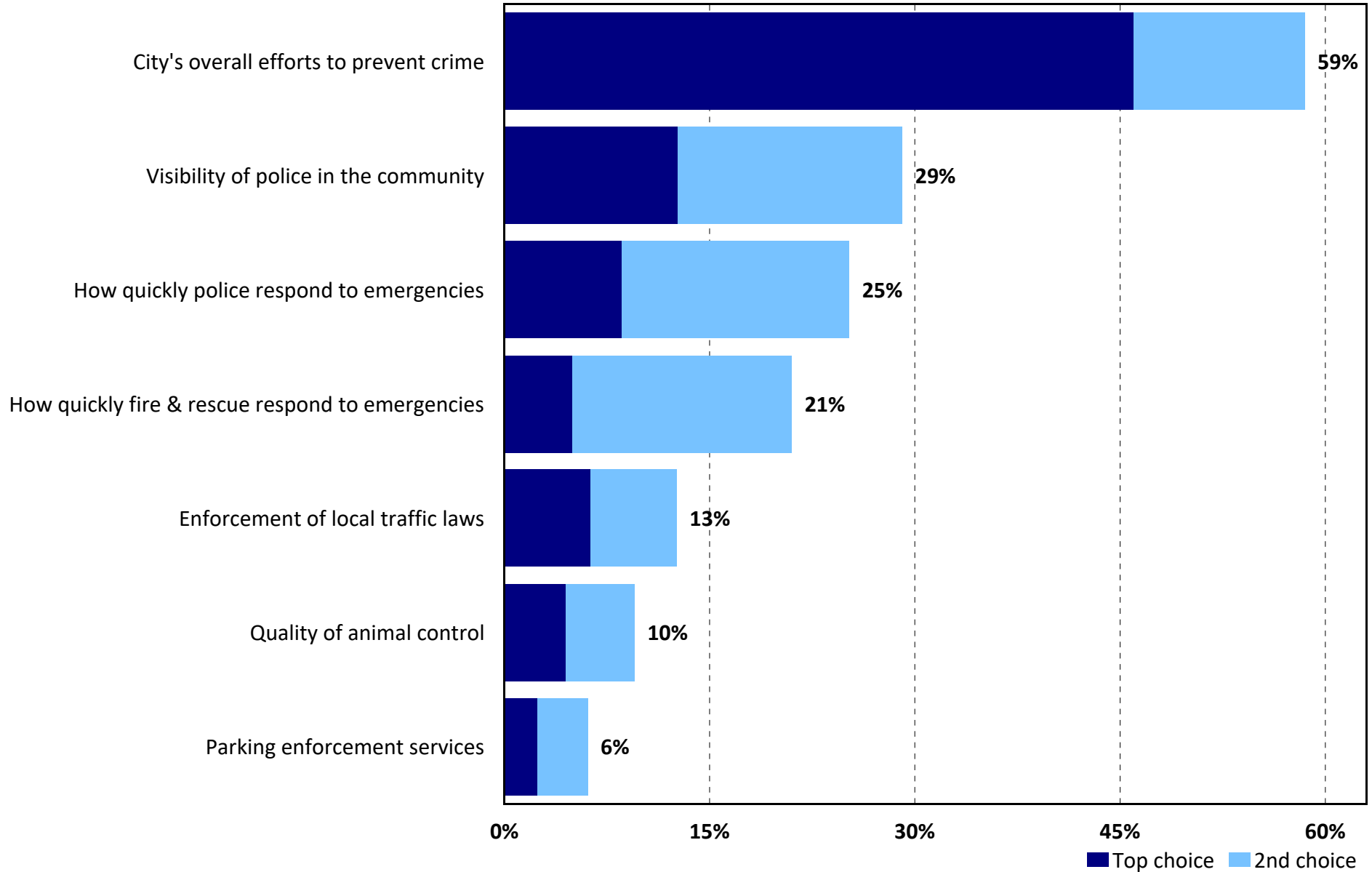
by percentage of respondents (excluding "don't know")





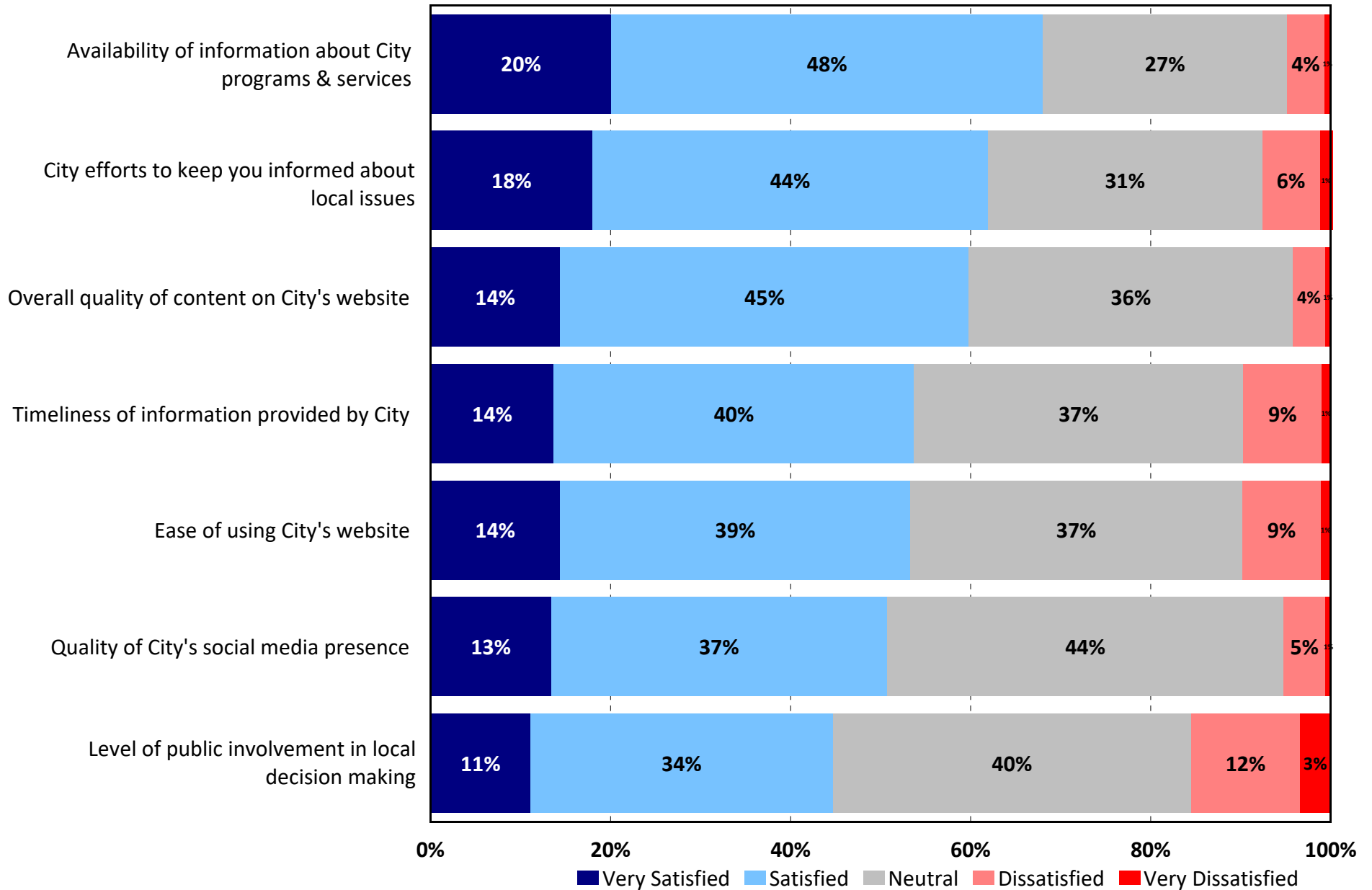
# Q3a. Which TWO of the items from the list in Question 3 should receive the MOST EMPHASIS over the next 2 years?

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



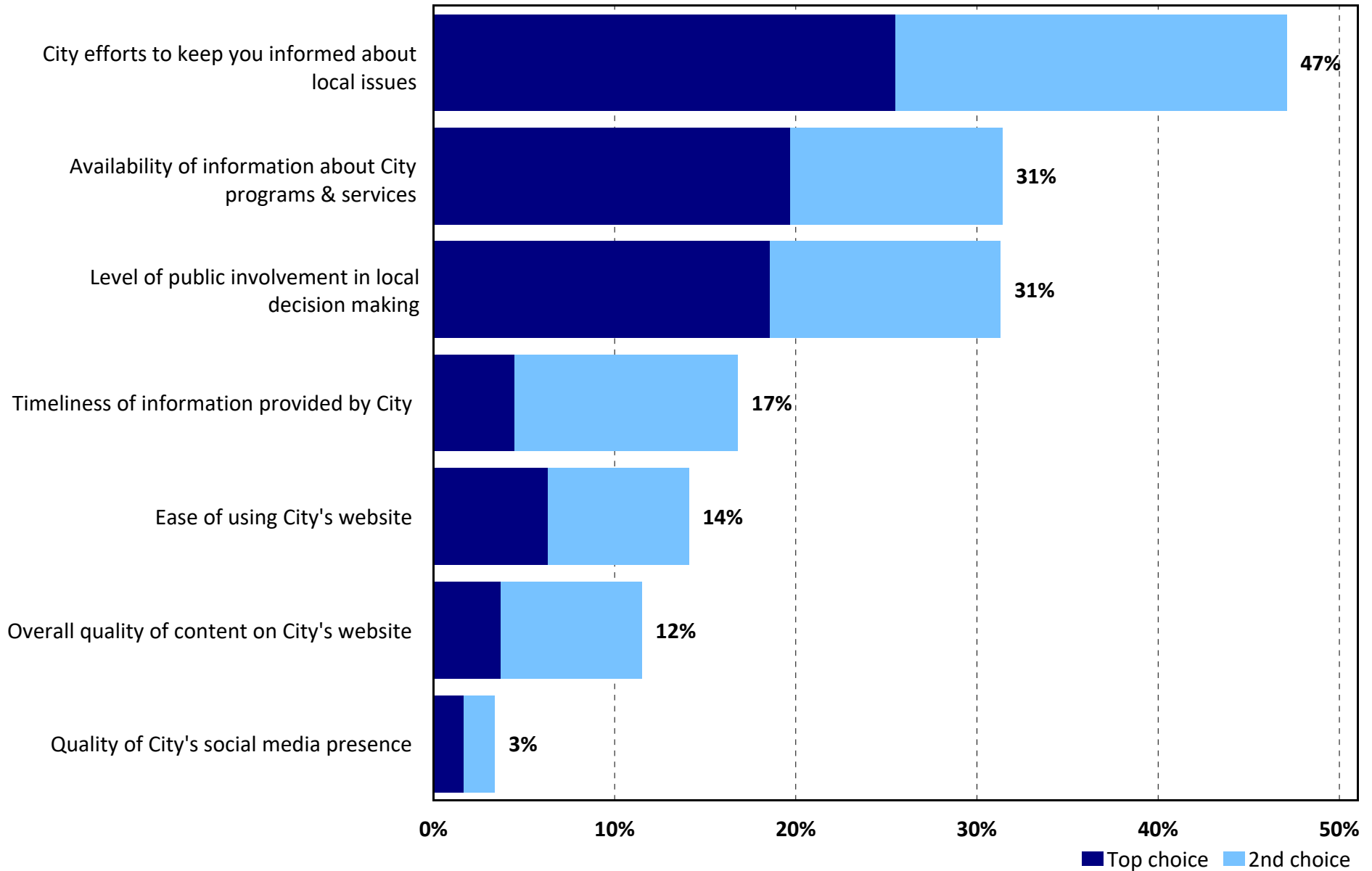
# Q4. Level of Satisfaction Regarding Communication

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



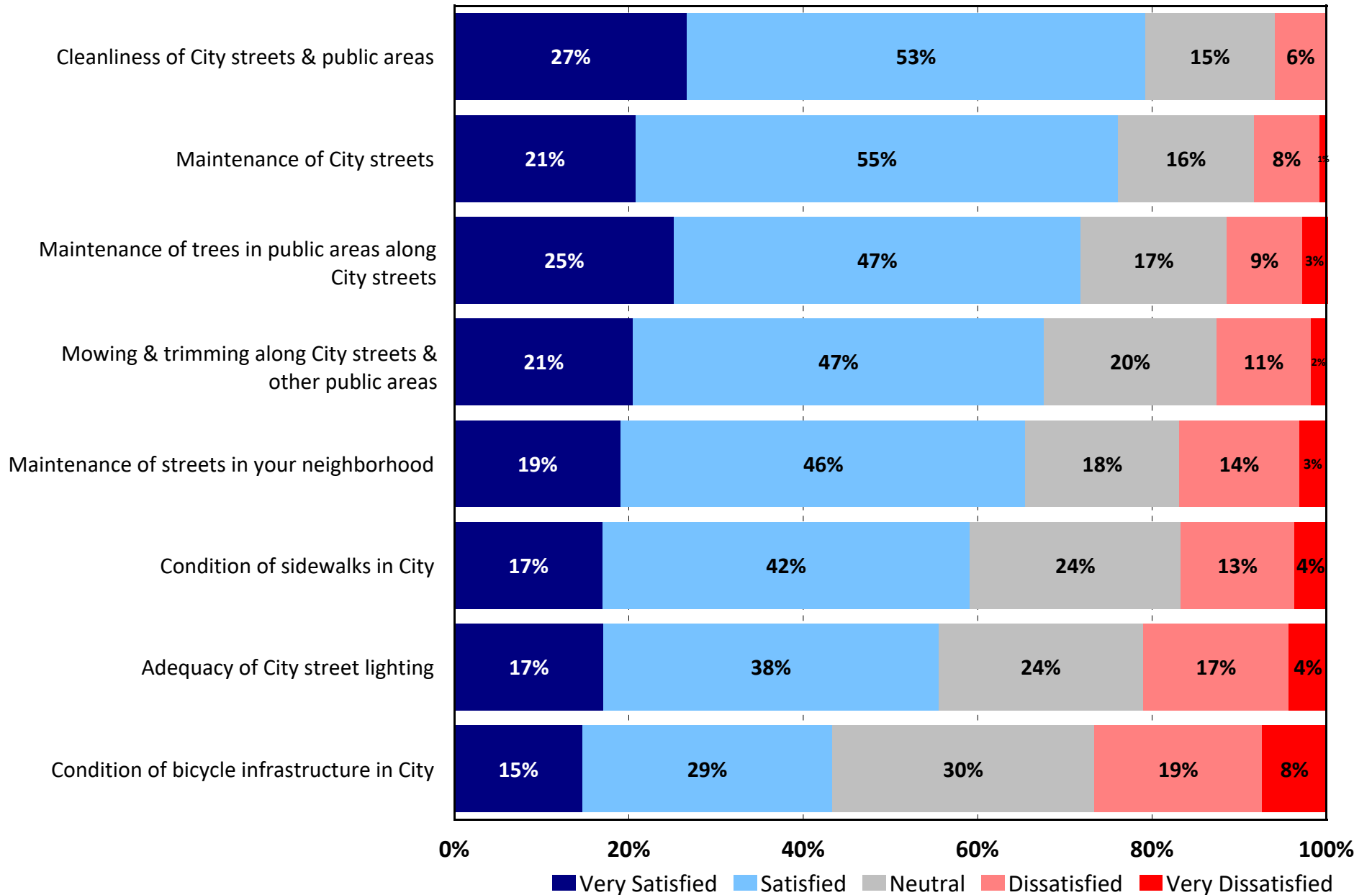
# Q4a. Which TWO of the items from the list in Question 4 should receive the MOST EMPHASIS over the next 2 years?

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



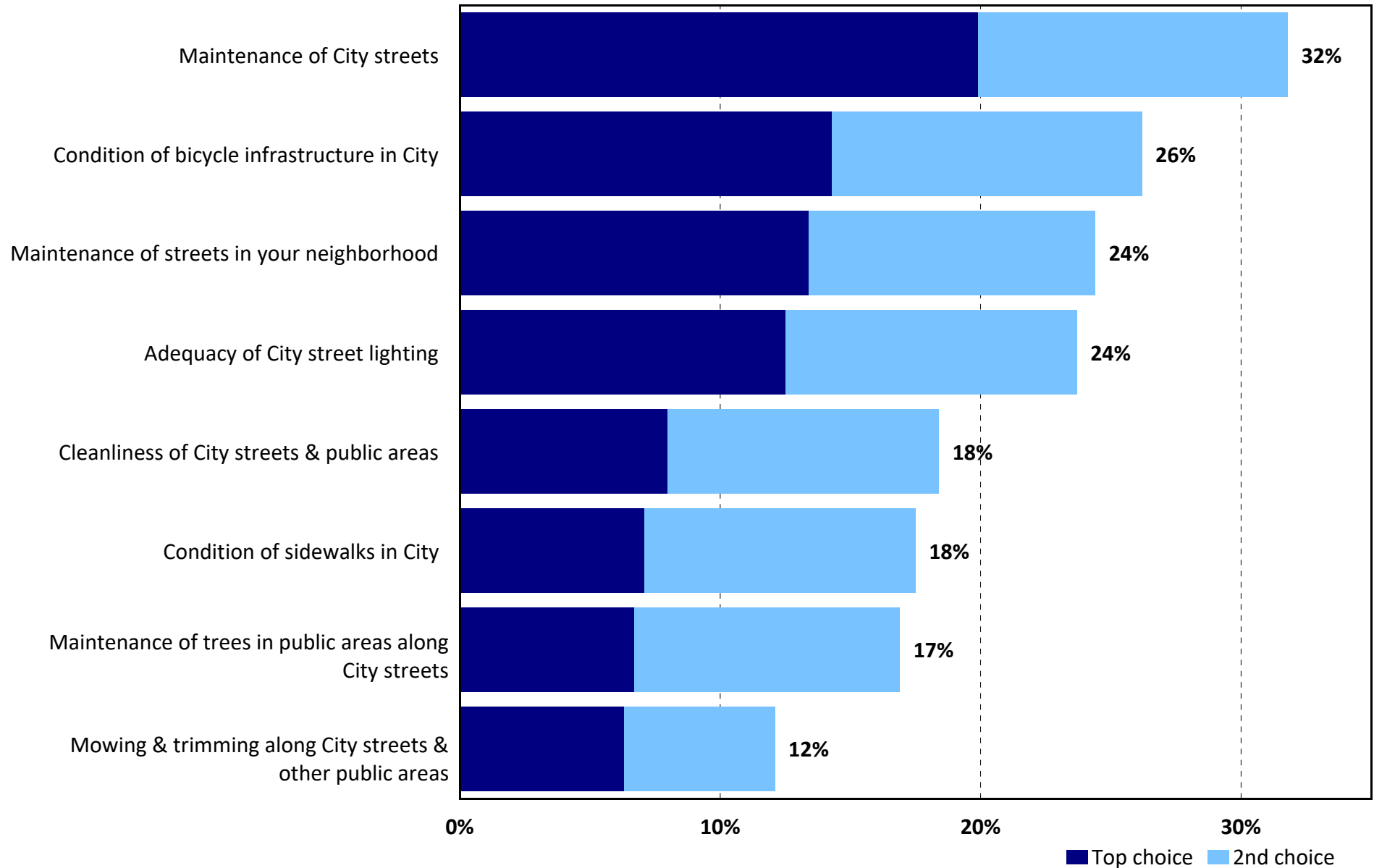
# Q5. Level of Satisfaction Regarding Streets and Infrastructure

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



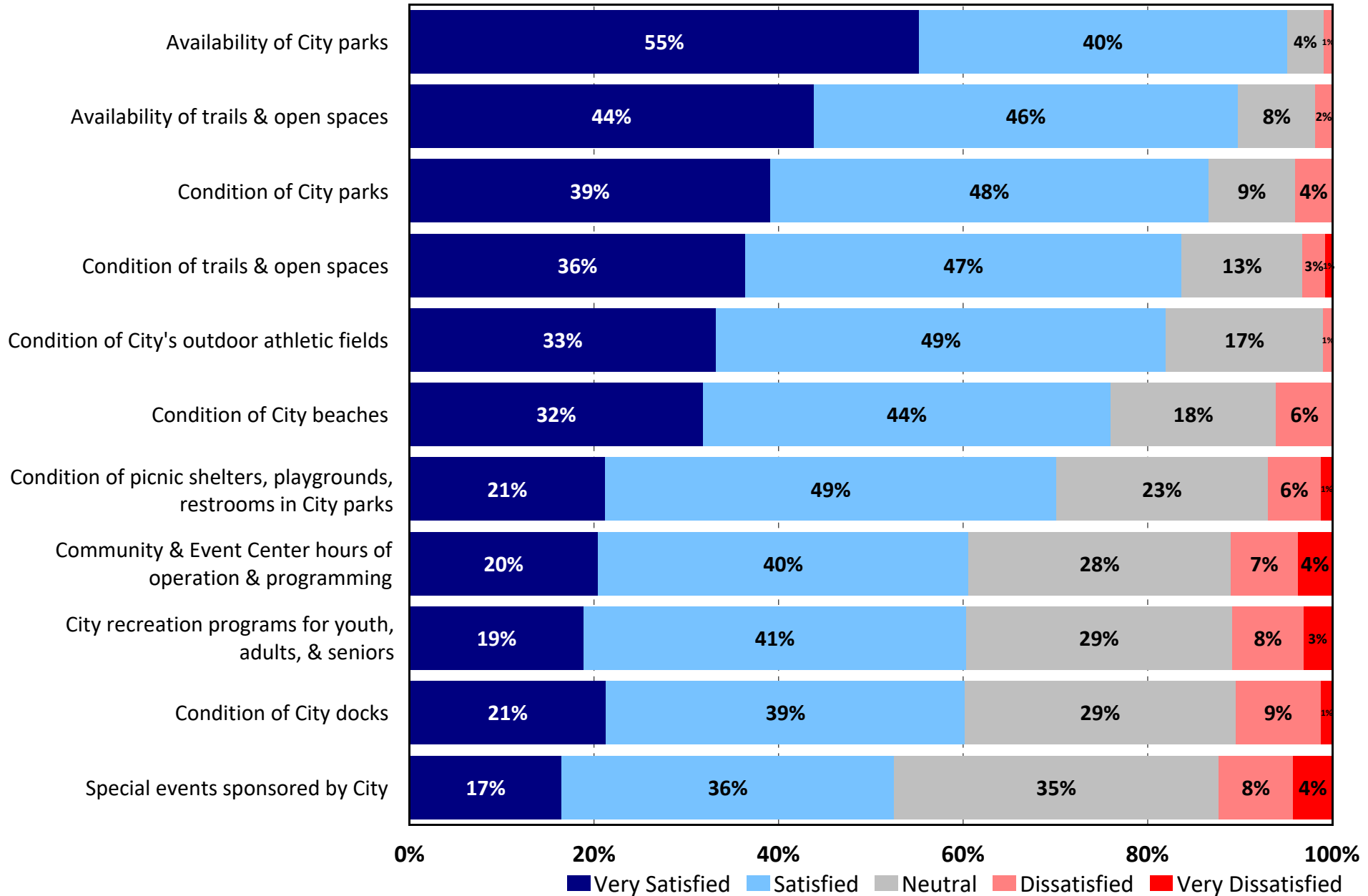
# Q5a. Which TWO of the items from the list in Question 5 should receive the MOST EMPHASIS over the next 2 years?

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



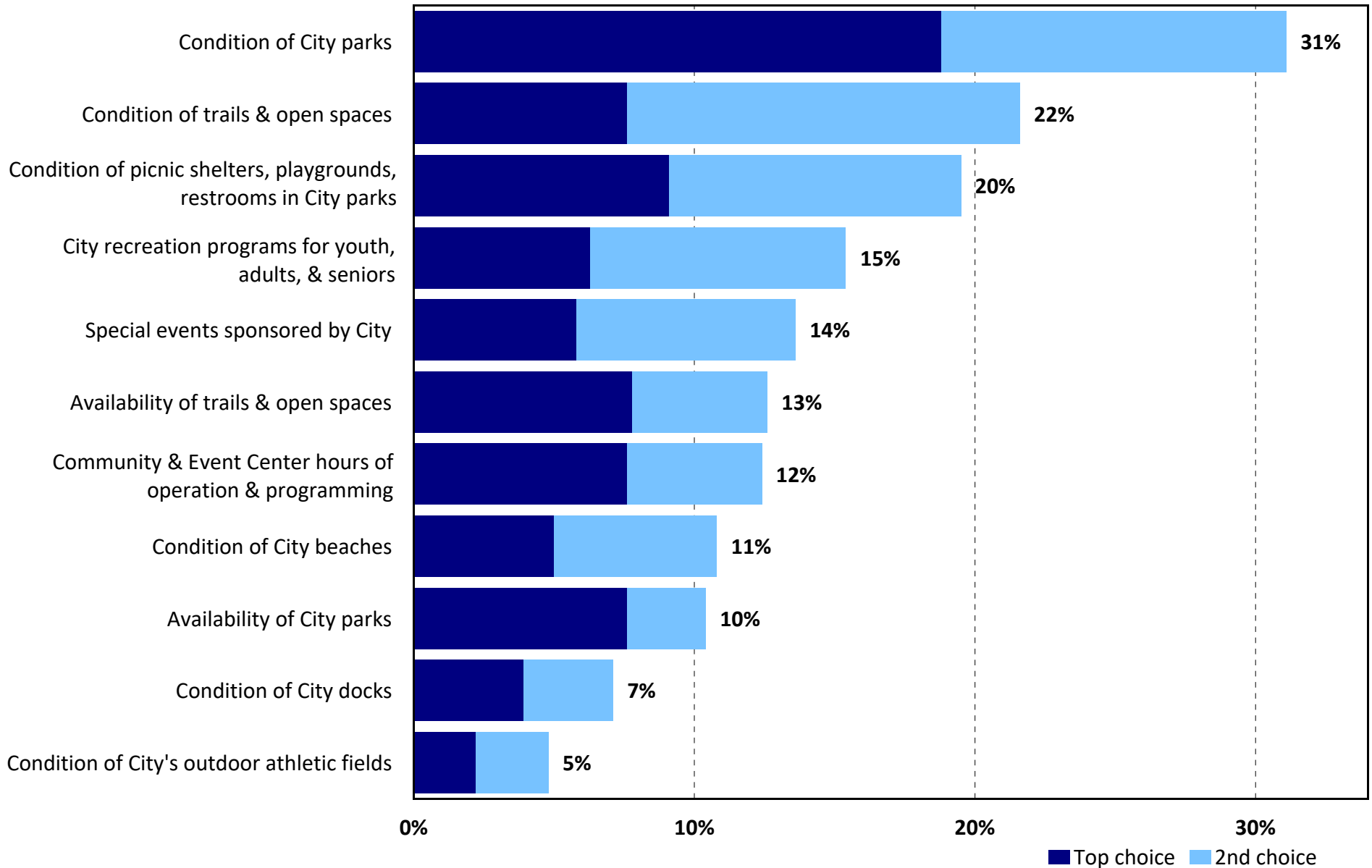
# Q6. Level of Satisfaction Regarding Parks and Recreation

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



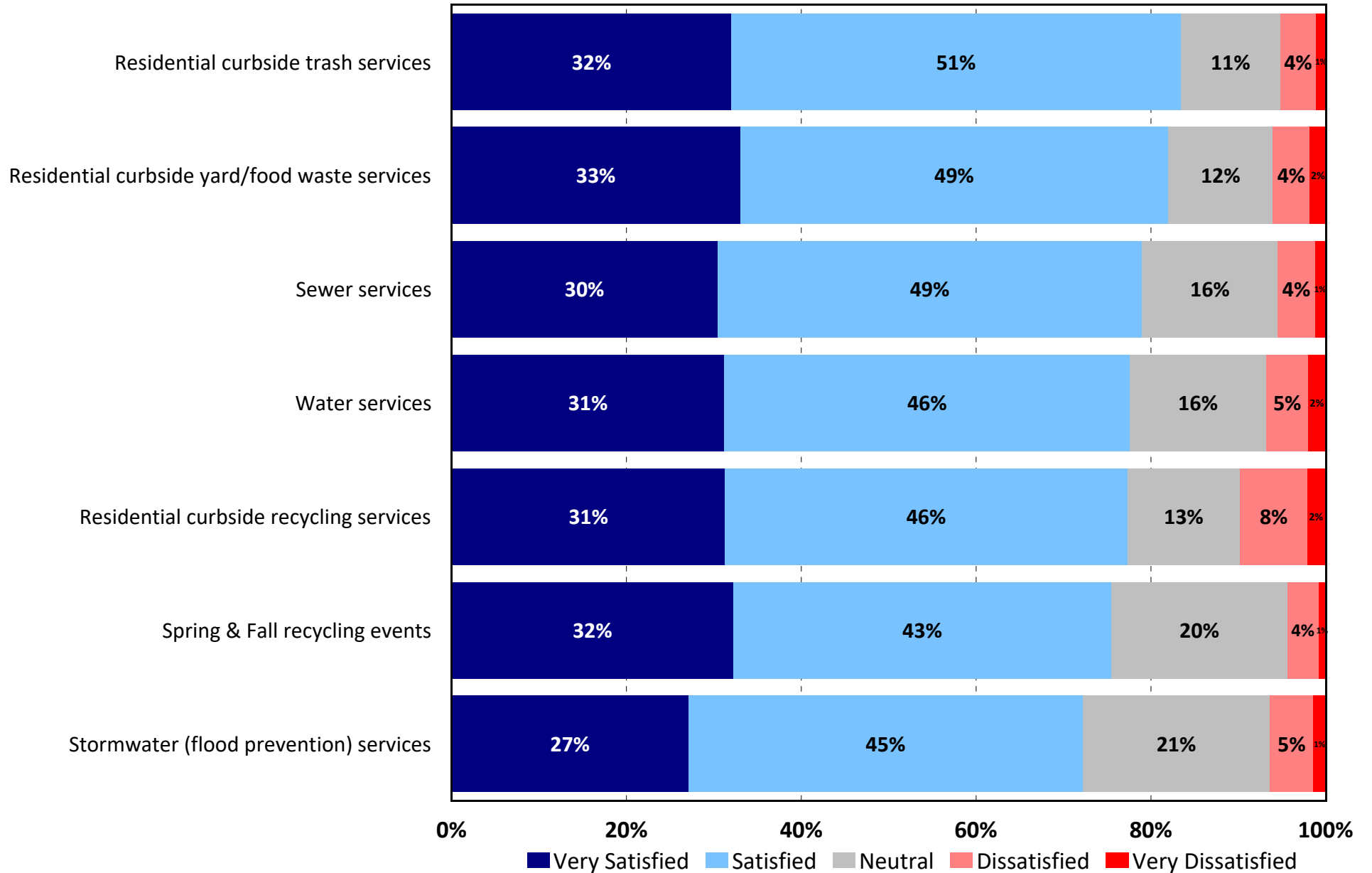
# Q6a. Which TWO of the items from the list in Question 6 should receive the MOST EMPHASIS over the next 2 years?

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



# Q7. Level of Satisfaction Regarding Utility Services

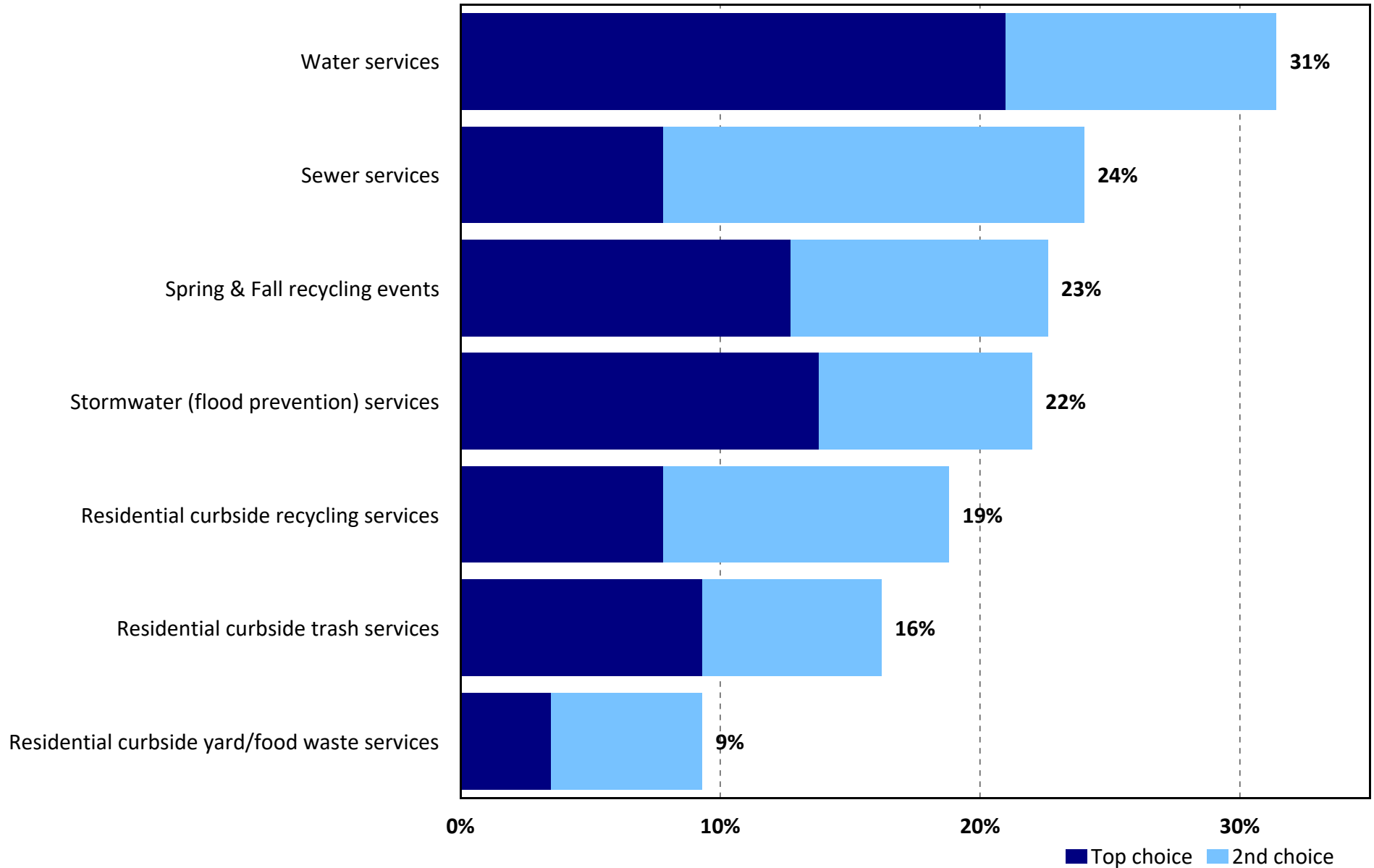
by percentage of respondents (excluding "don't know")





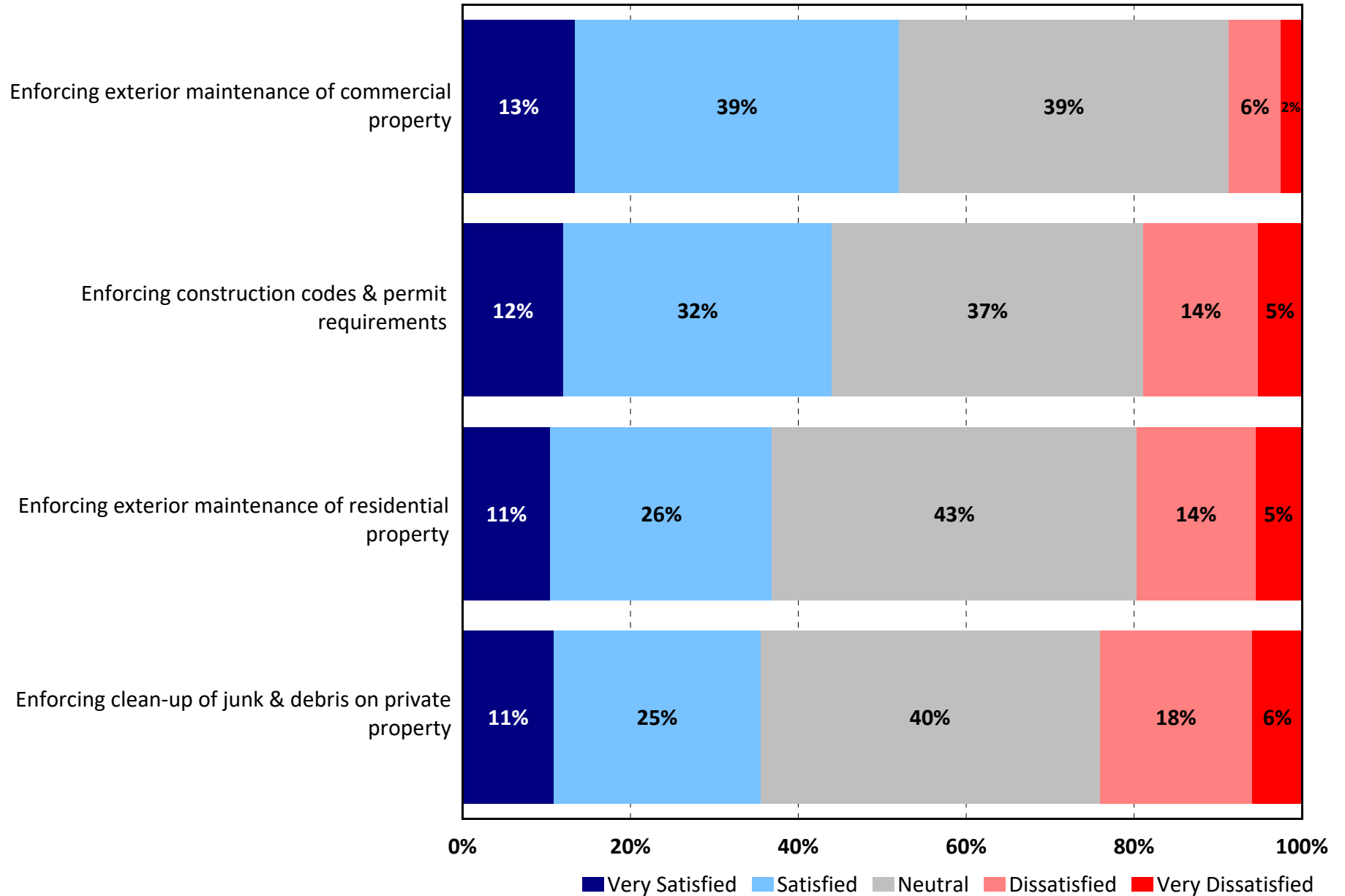
# Q7a. Which TWO of the items from the list in Question 7 should receive the MOST EMPHASIS over the next 2 years?

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



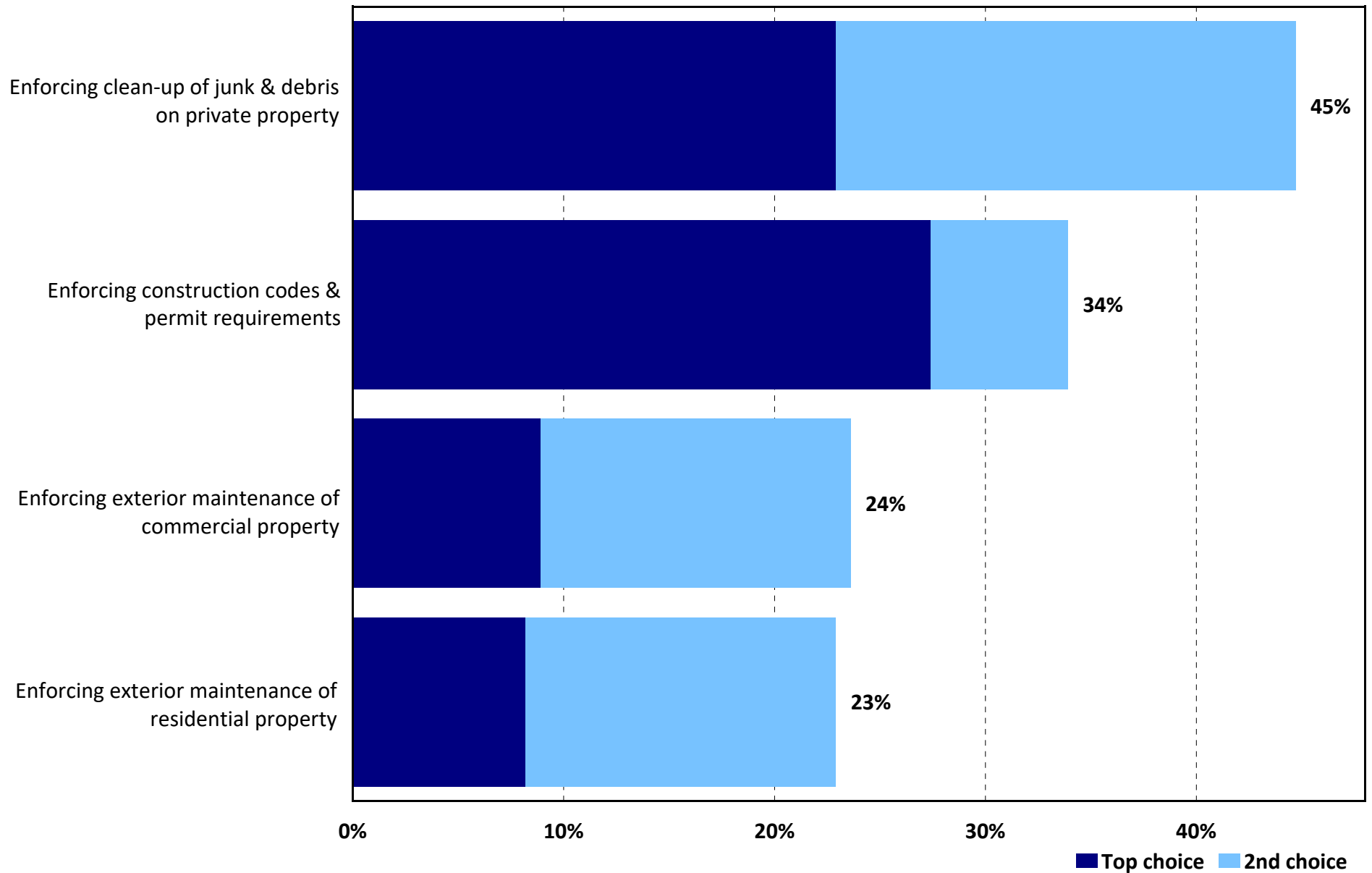
# Q8. Level of Satisfaction Regarding Code Enforcement

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



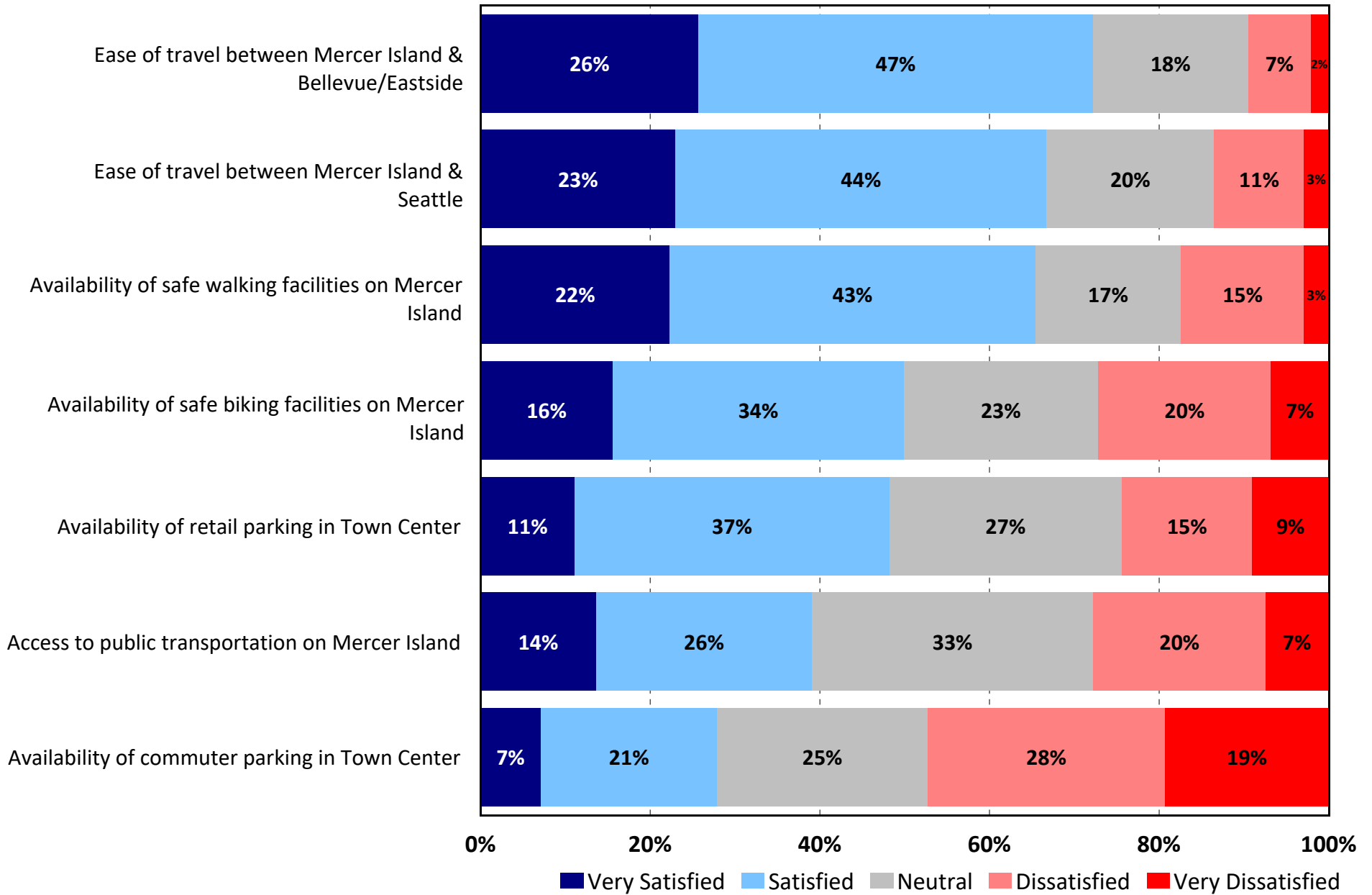
# Q8a. Which TWO of the items from the list in Question 8 should receive the MOST EMPHASIS over the next 2 years?

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



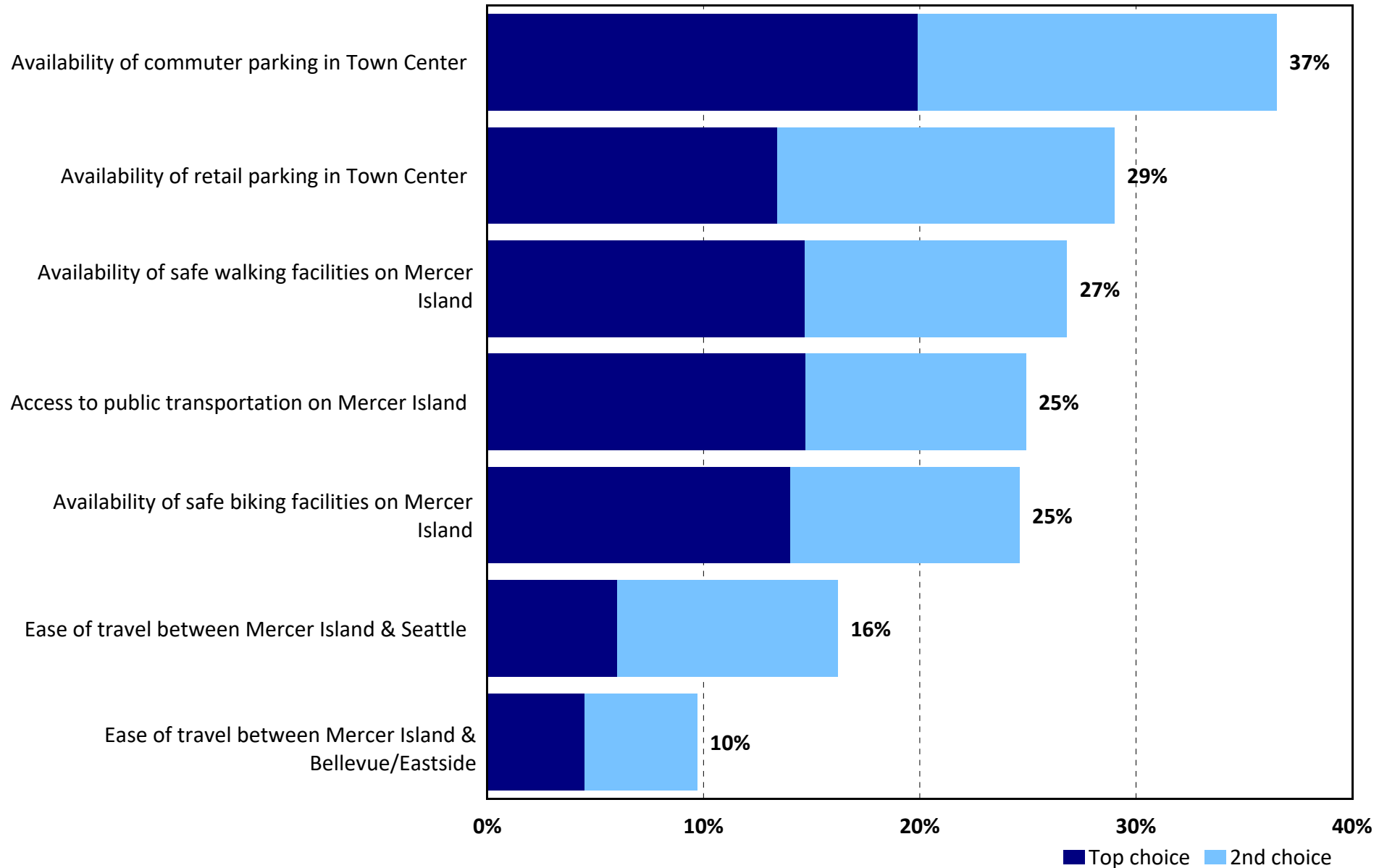
# Q9. Level of Satisfaction Regarding Transportation

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



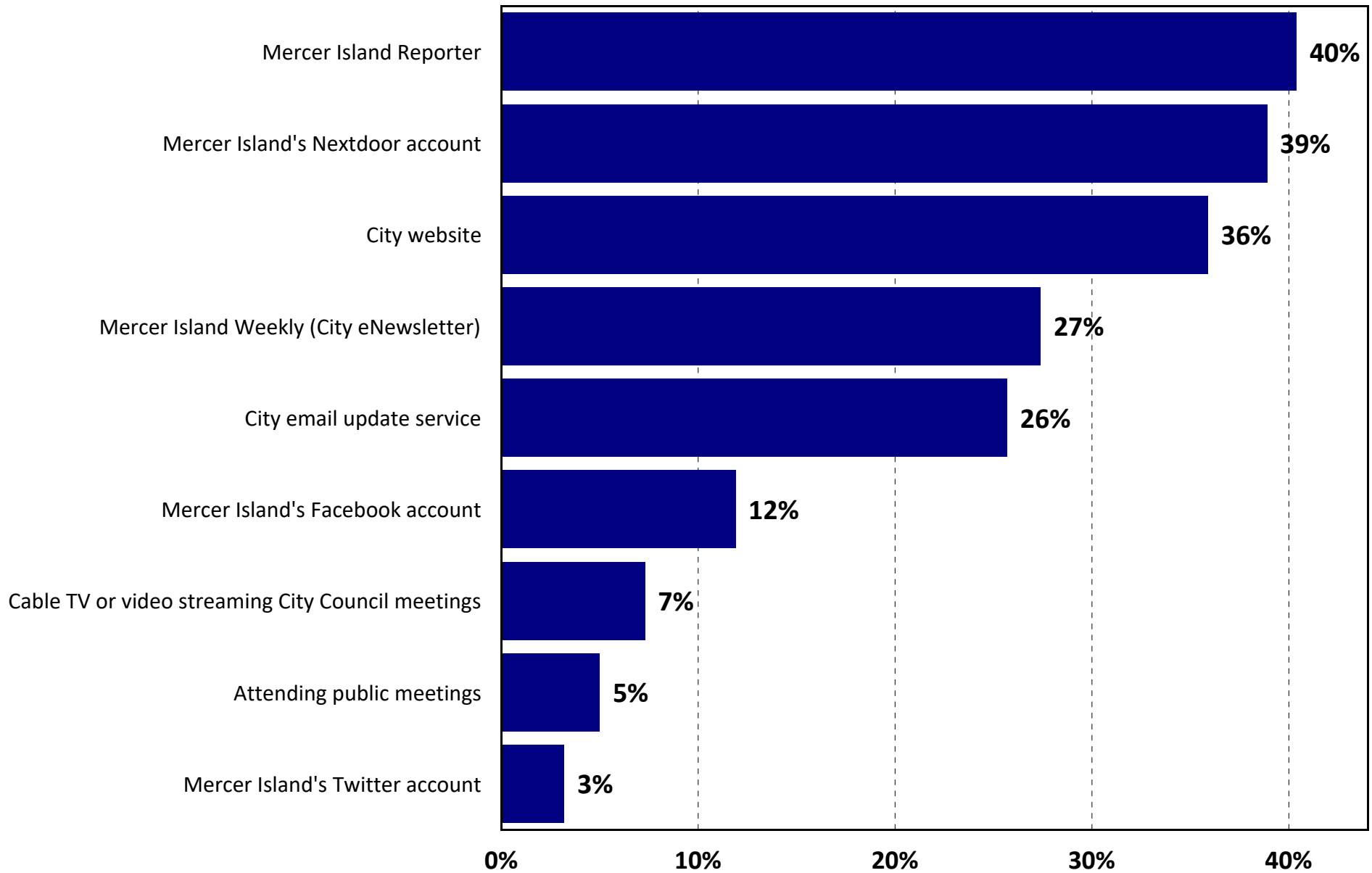
# Q9a. Which TWO of the items from the list in Question 9 should receive the MOST EMPHASIS over the next 2 years?

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



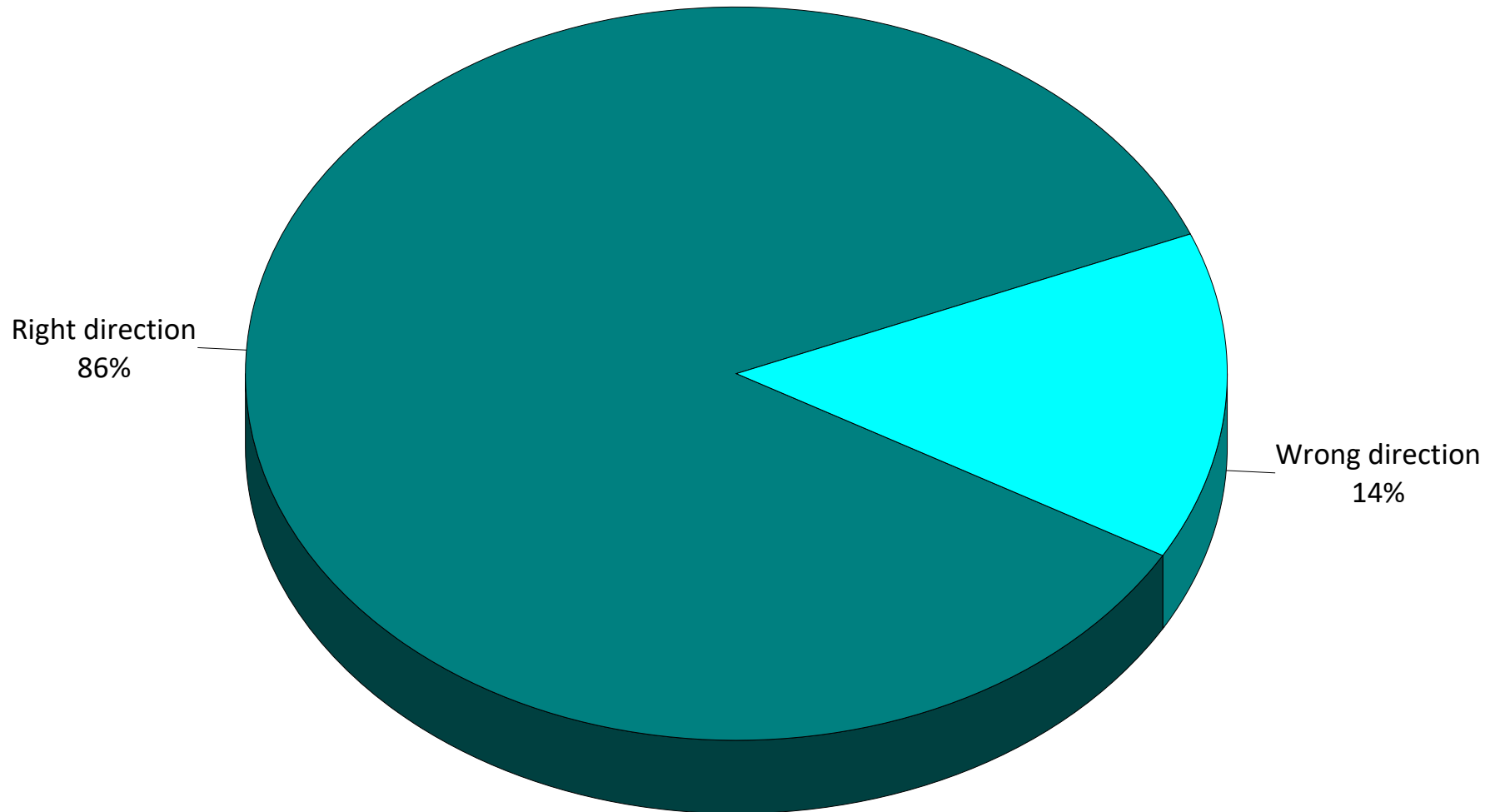
# Q10. Sources for News and Information About City Programs, Services, and Events

by percentage of respondents (multiple selections could be made)



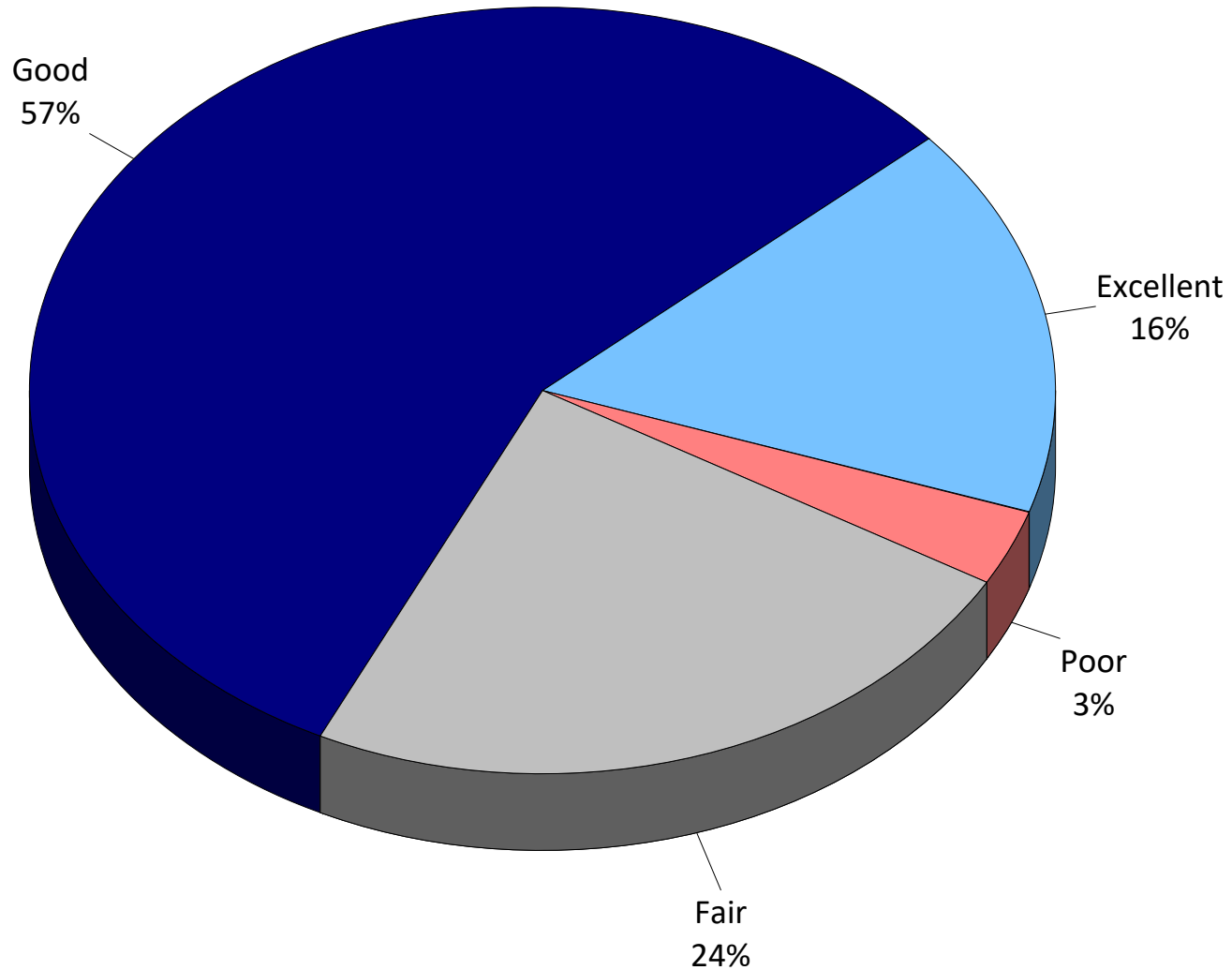
# Q11. Do You Think Mercer Island Is Generally Going In The Right or Wrong Direction?

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



# Q12. How Would You Rate The Job Mercer Island City Government Does Overall?

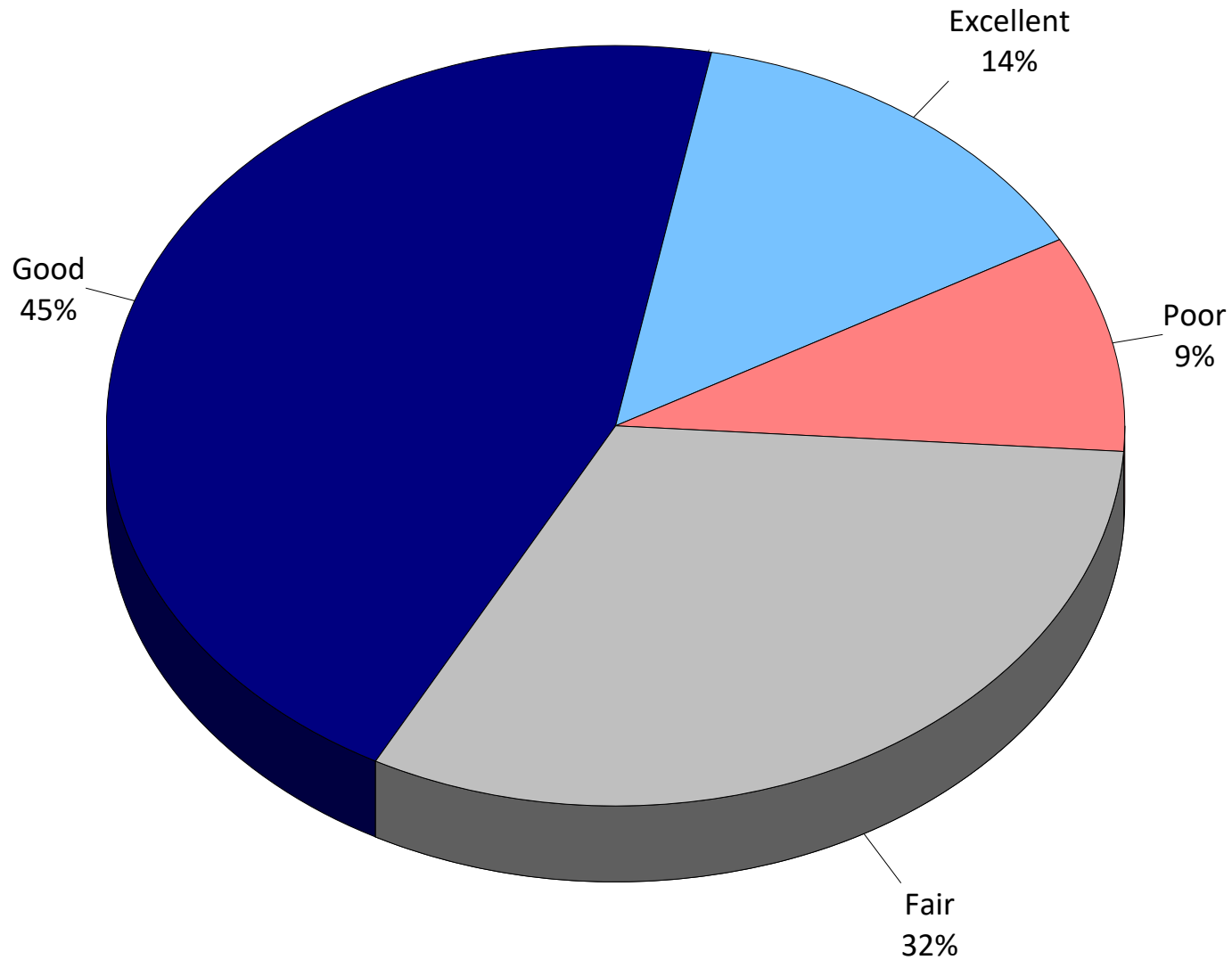
by percentage of respondents (excluding "don't know")





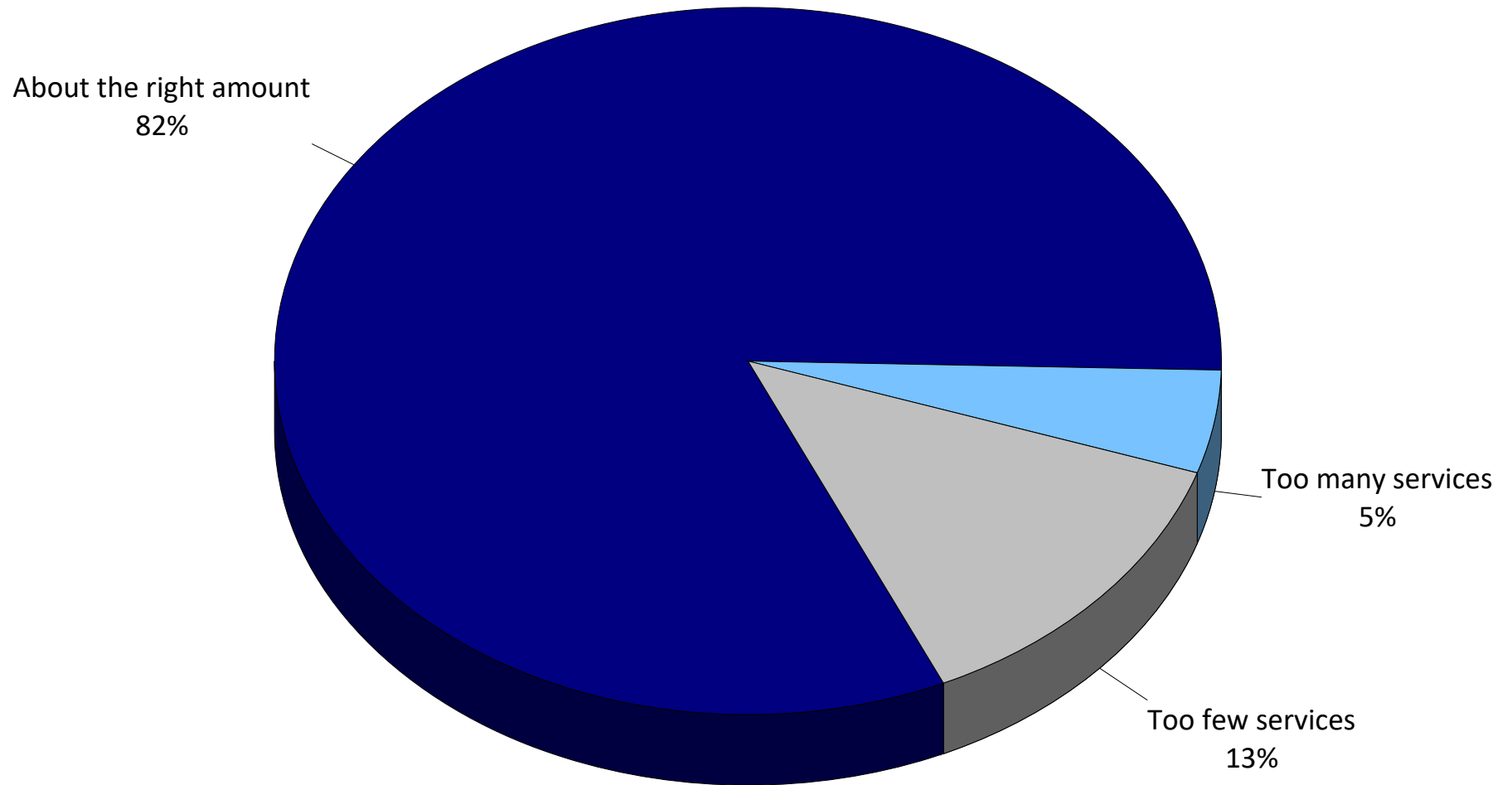
# Q13. How Would You Rate The Job The City Of Mercer Island Is Doing Using Tax Dollars Responsibly?

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



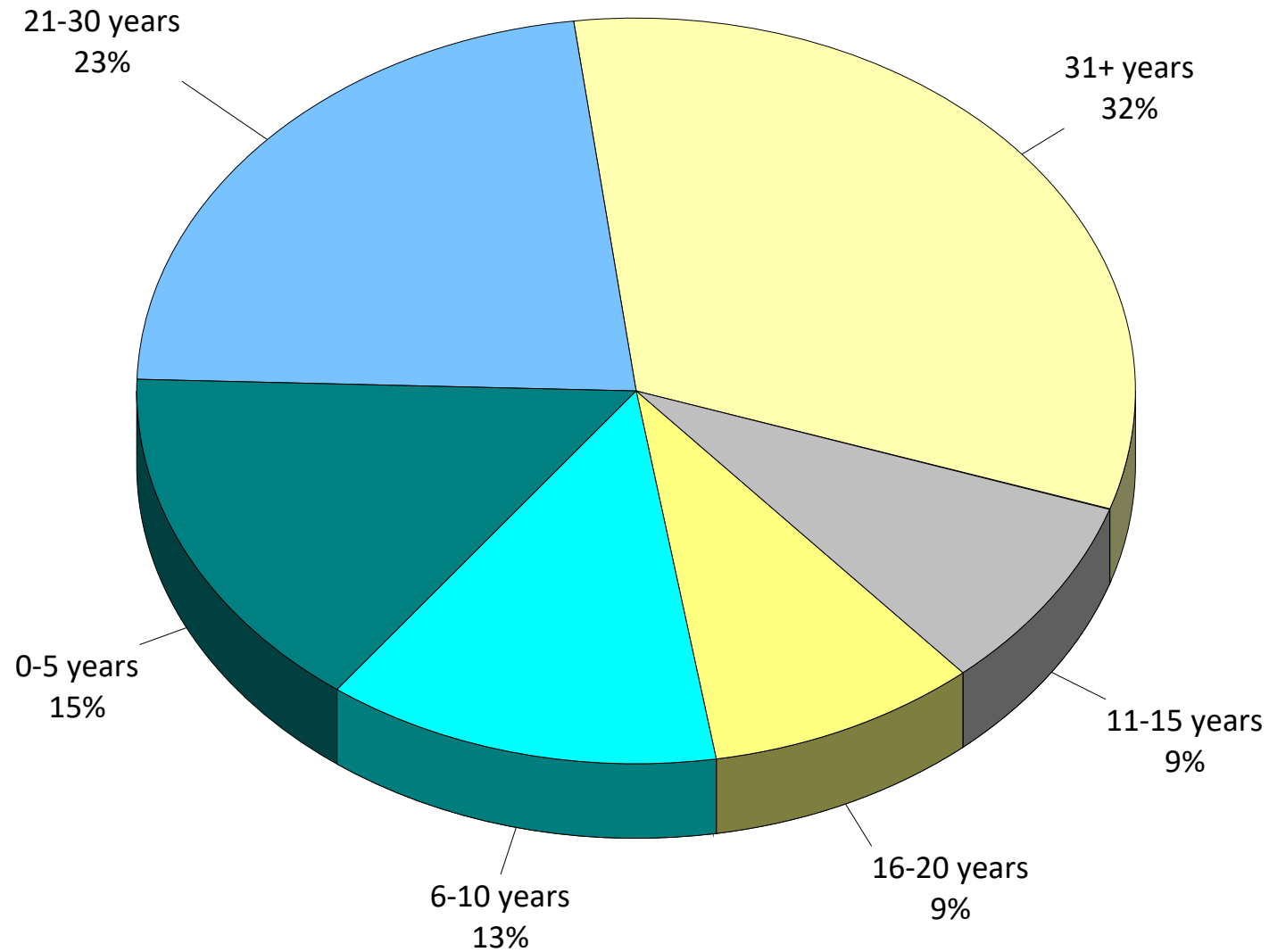
# Q14. Do You Think The City Of Mercer Island Provides Too Many Services, Too Few Services, Or About The Right Amount Of Services?

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



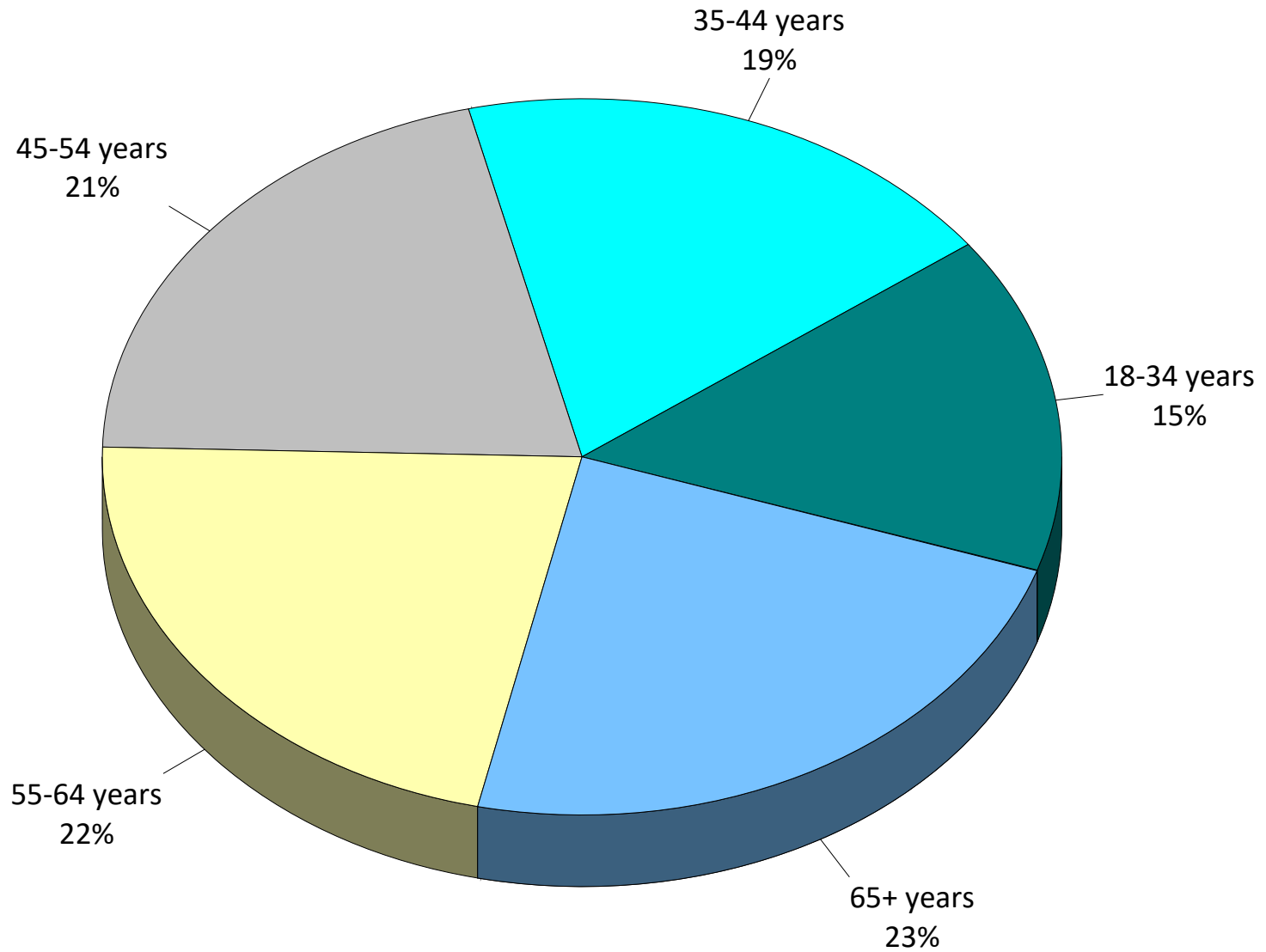
# Q15. How long have you lived on Mercer Island?

by percentage of respondents (excluding "not provided")



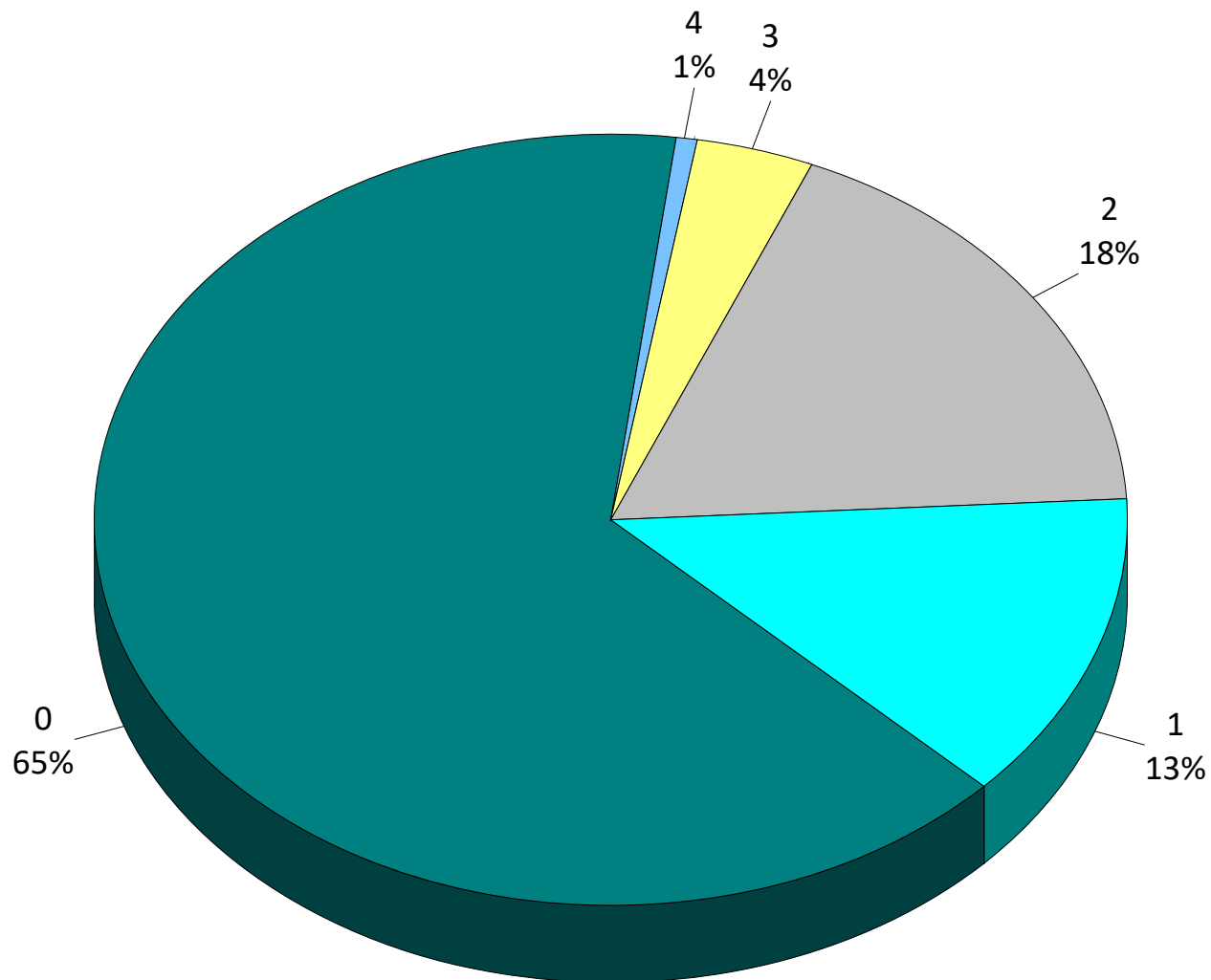
# Q22. Respondent Age

by percentage of respondents (excluding "not provided")



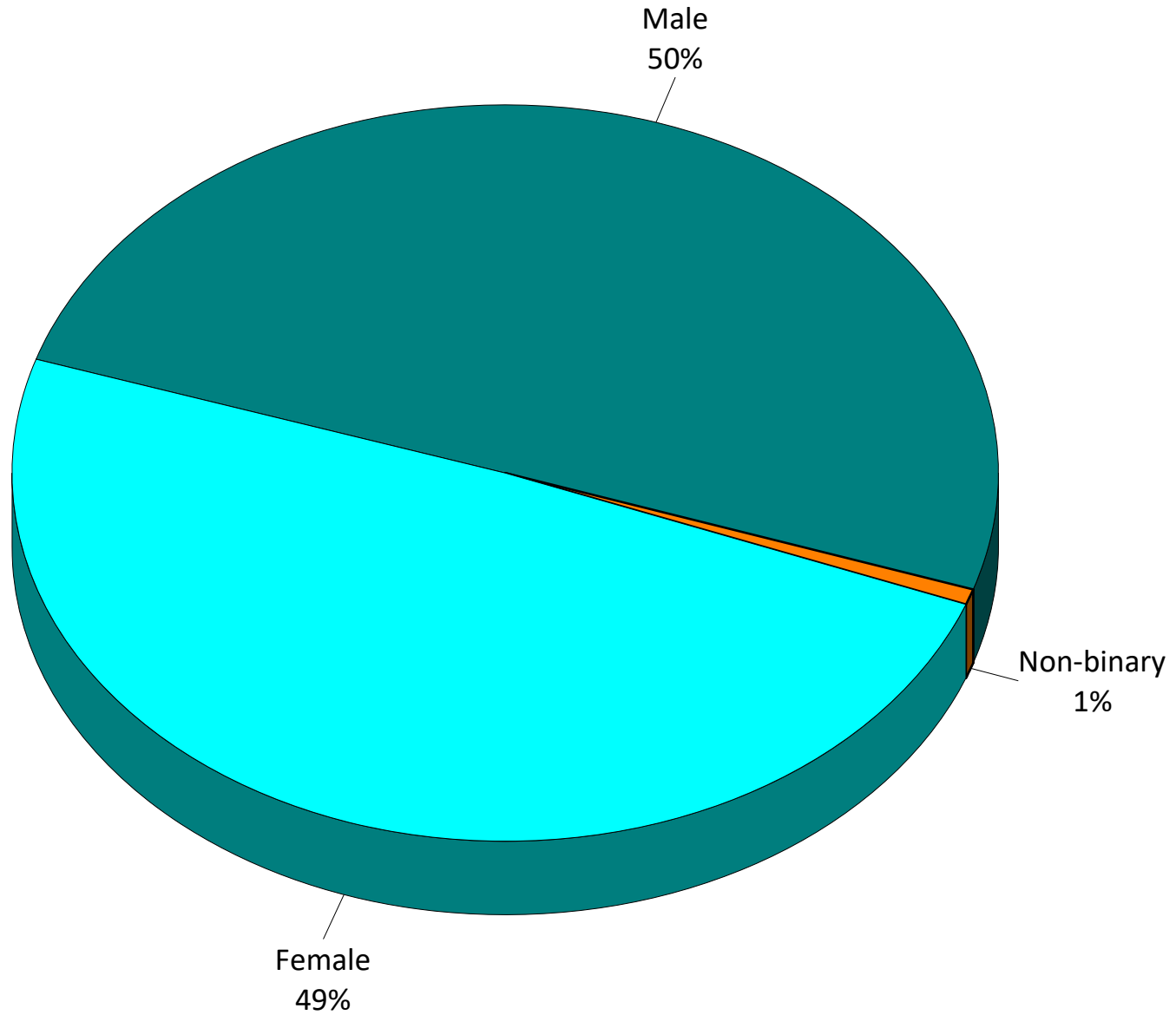
# Q19. How Many Children Under Age 18 Live In Your Household?

by percentage of respondents



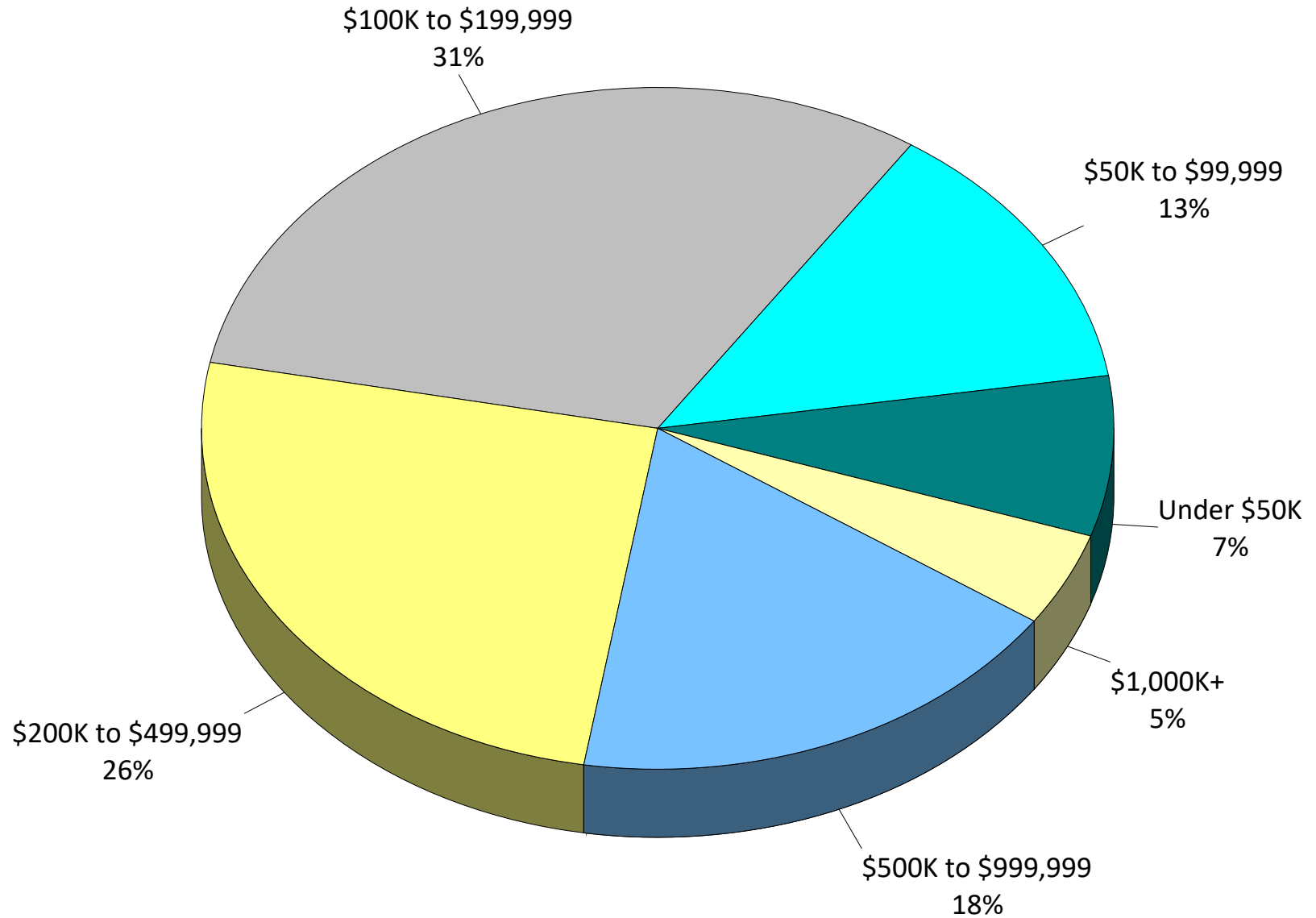
## Q20. Your gender:

by percentage of respondents (excluding "prefer not to say")



# Q25. Respondent Annual Household Income

by percentage of respondents (excluding "prefer not to respond")



**3**

**Benchmarks**



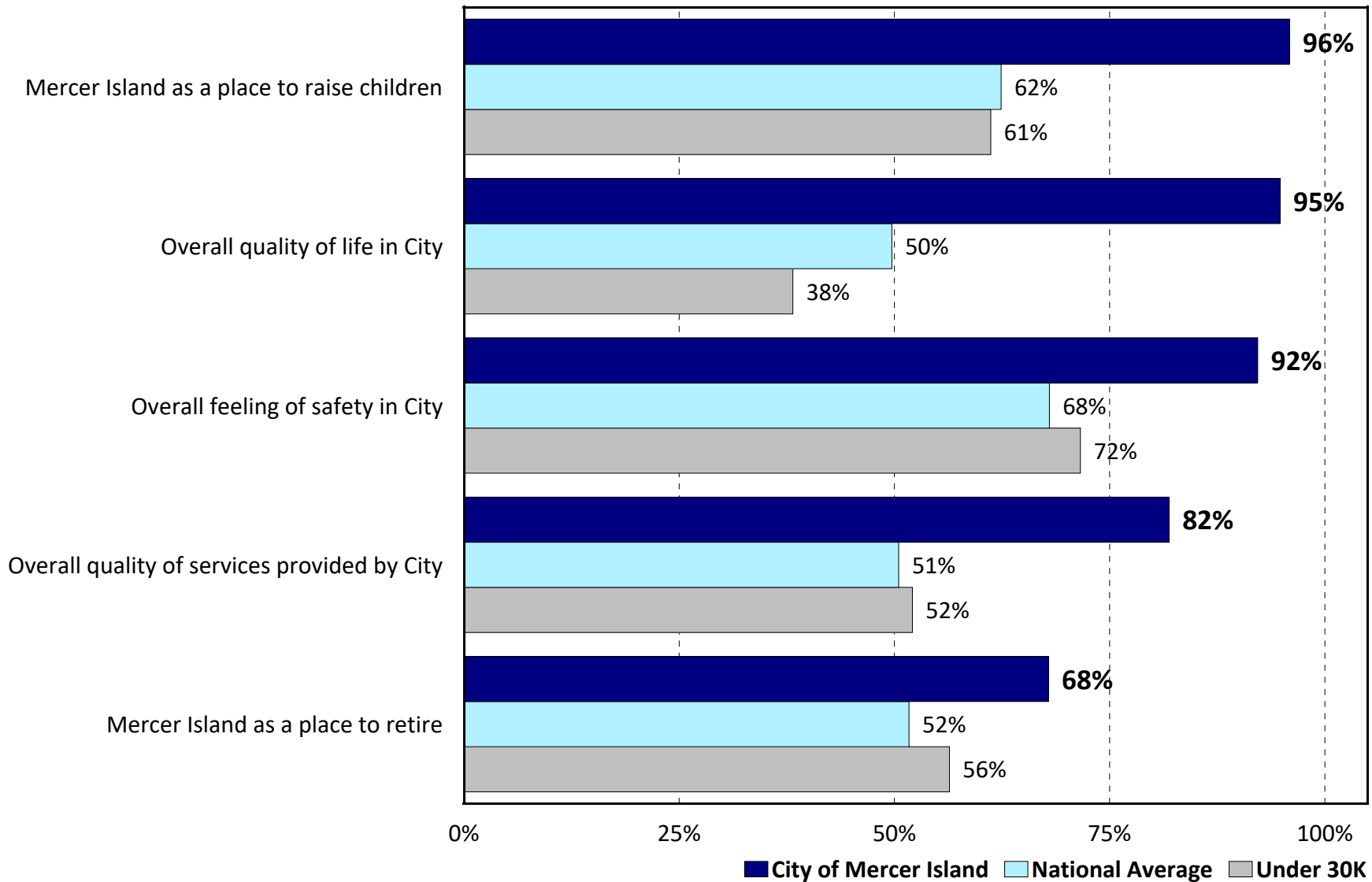
# National Benchmarks

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# Satisfaction with Issues that Influence Perceptions of the City

## Mercer Island vs. National Average vs. Similarly-Sized Cities (<30K)

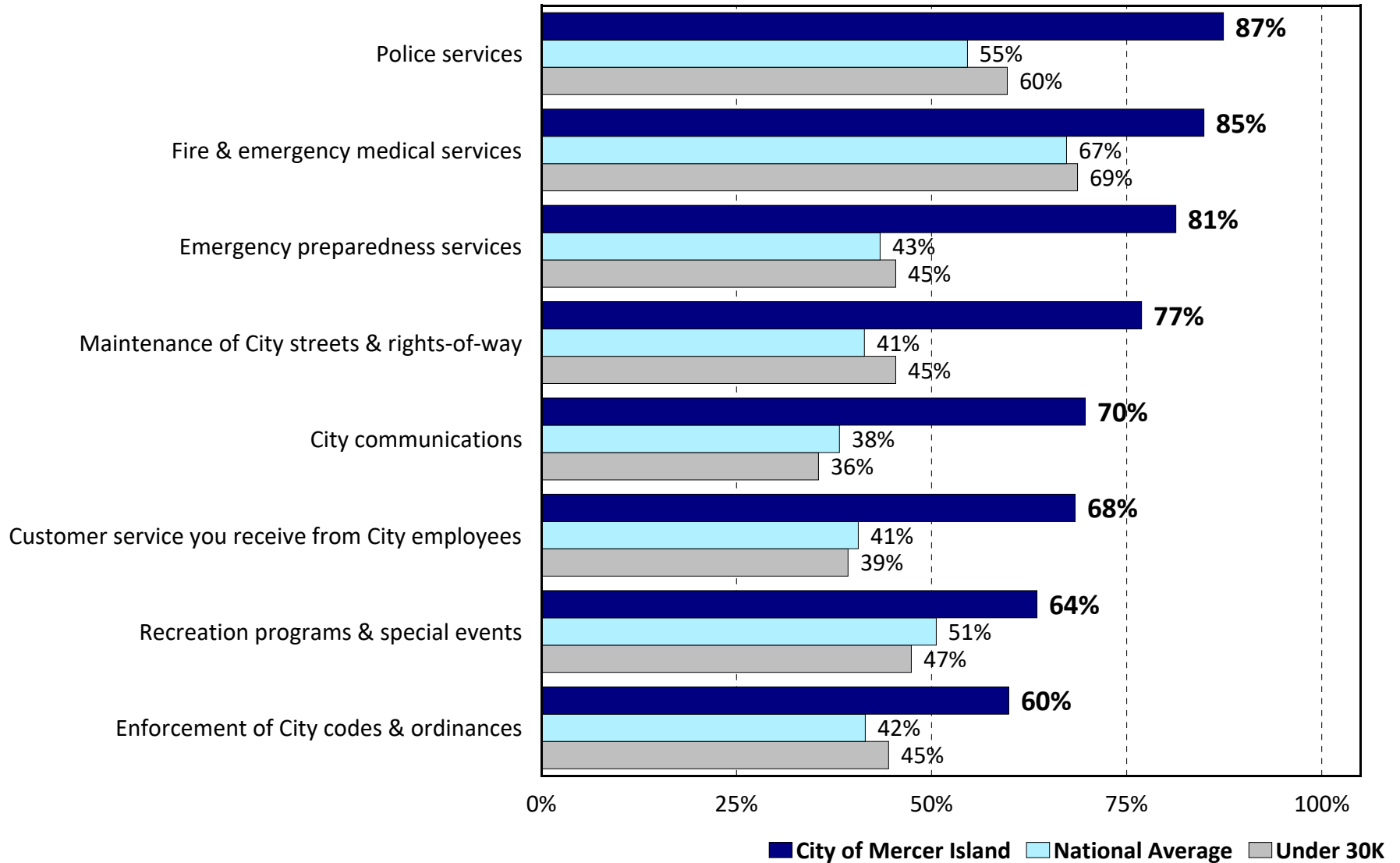
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't know)



# Overall Satisfaction with City Services by Major Category

## Mercer Island vs. National Average vs. Similarly-Sized Cities (<30K)

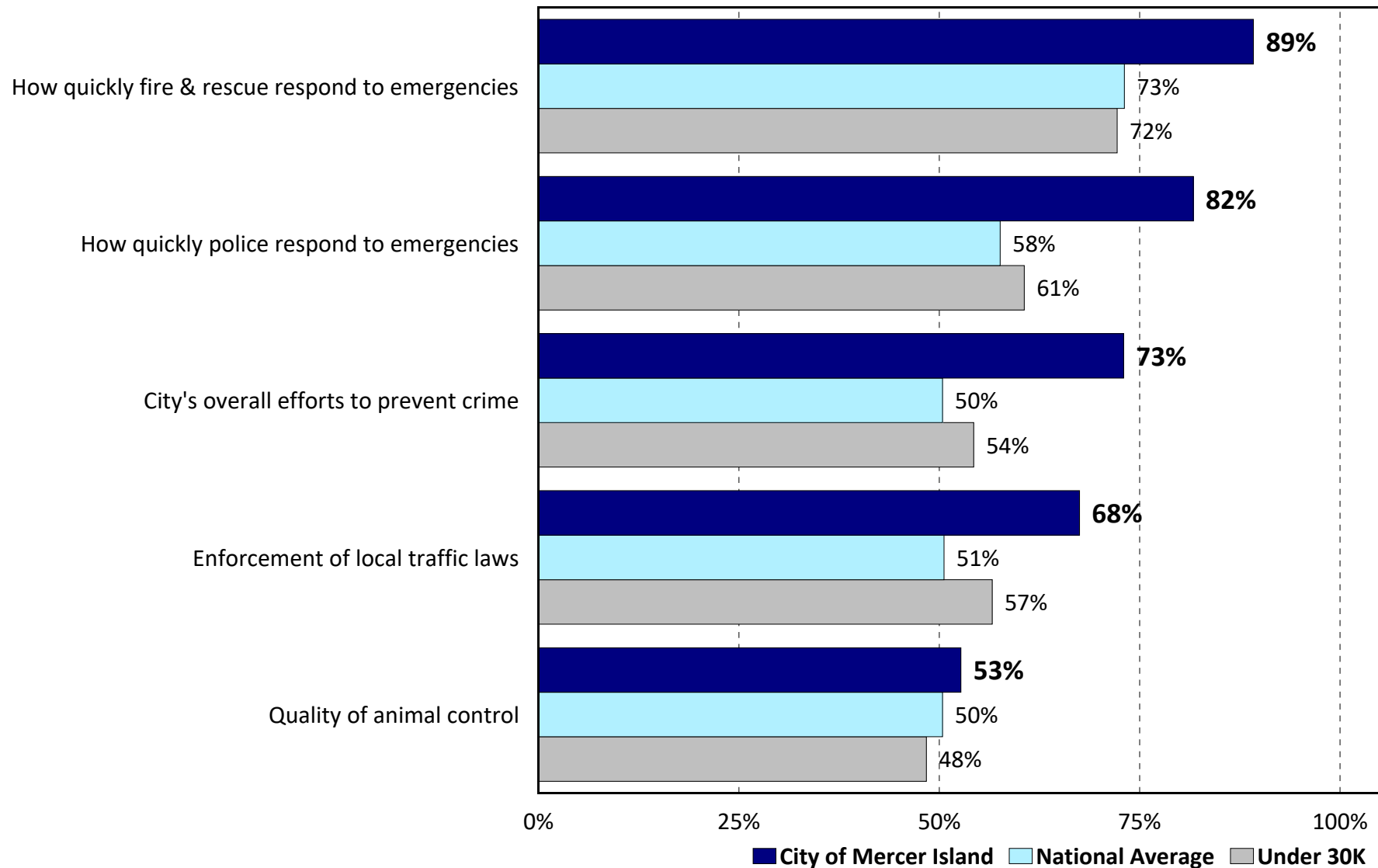
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't know)



# Overall Satisfaction with Public Safety

## Mercer Island vs. National Average vs. Similarly-Sized Cities (<30K)

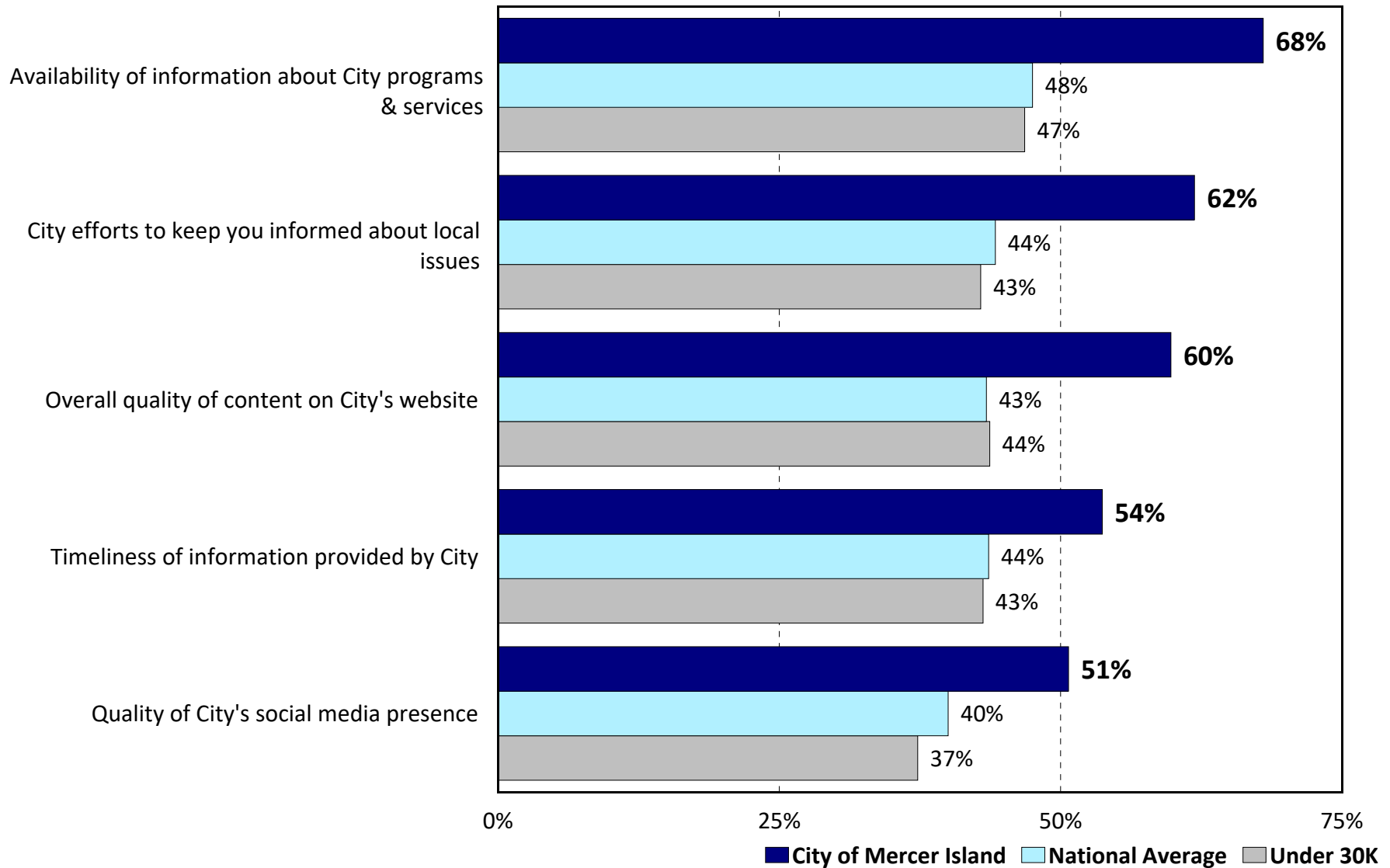
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't know)



# Overall Satisfaction with City Communication

## Mercer Island vs. National Average vs. Similarly-Sized Cities (<30K)

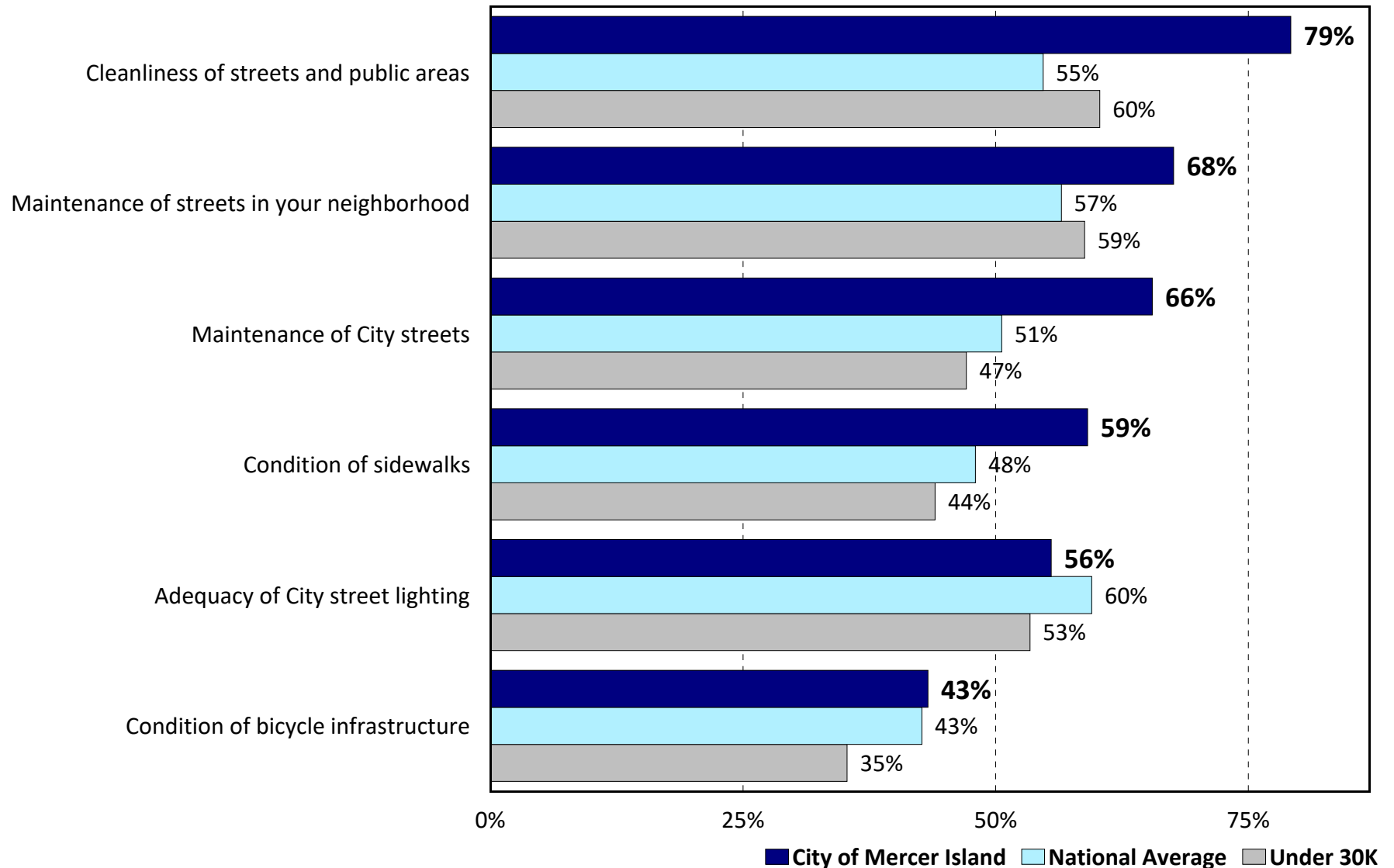
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't know)



# Overall Satisfaction with Streets and Infrastructure

## Mercer Island vs. National Average vs. Similarly-Sized Cities (<30K)

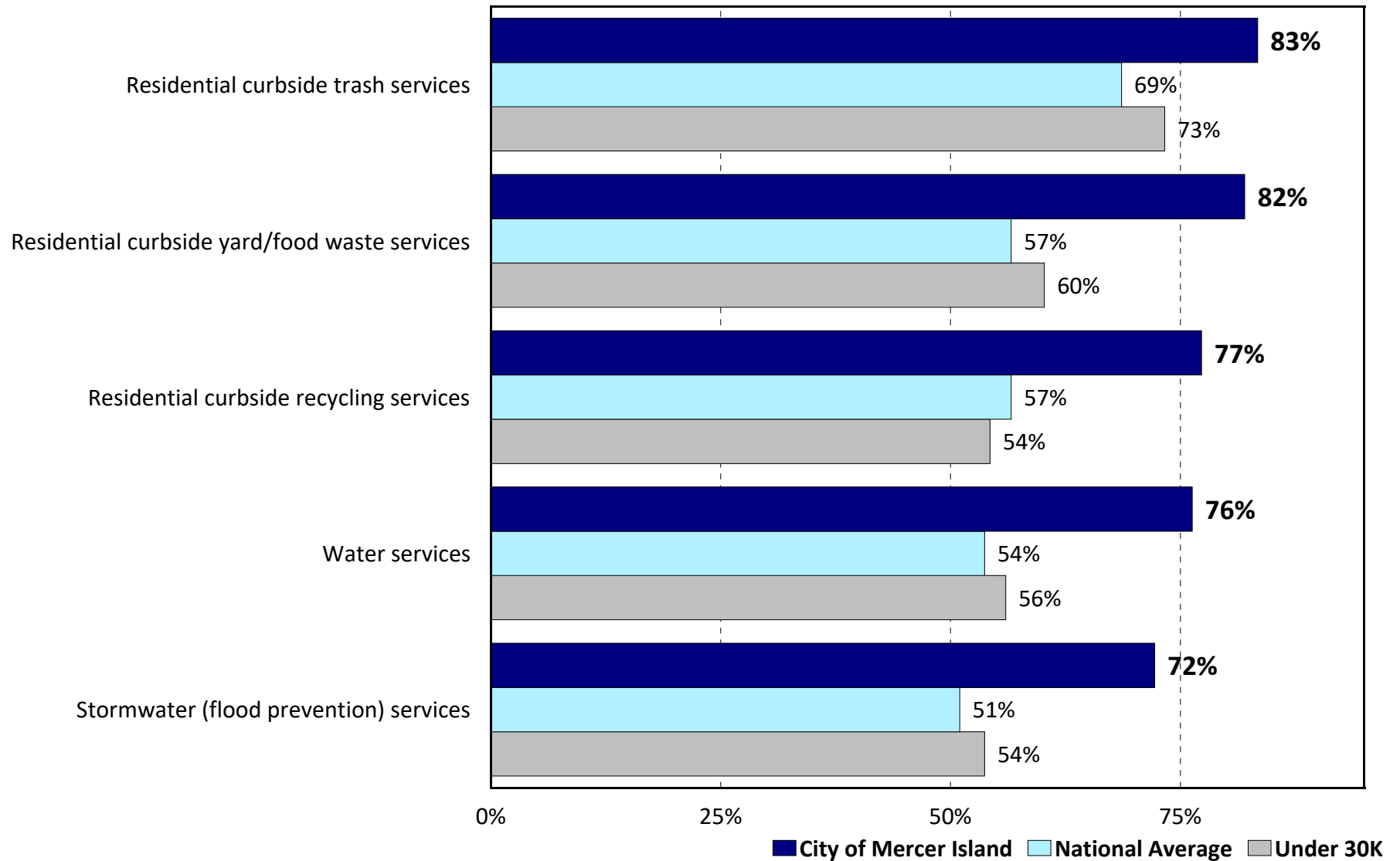
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't know)



# Overall Satisfaction with Utility Services

## Mercer Island vs. National Average vs. Similarly-Sized Cities (<30K)

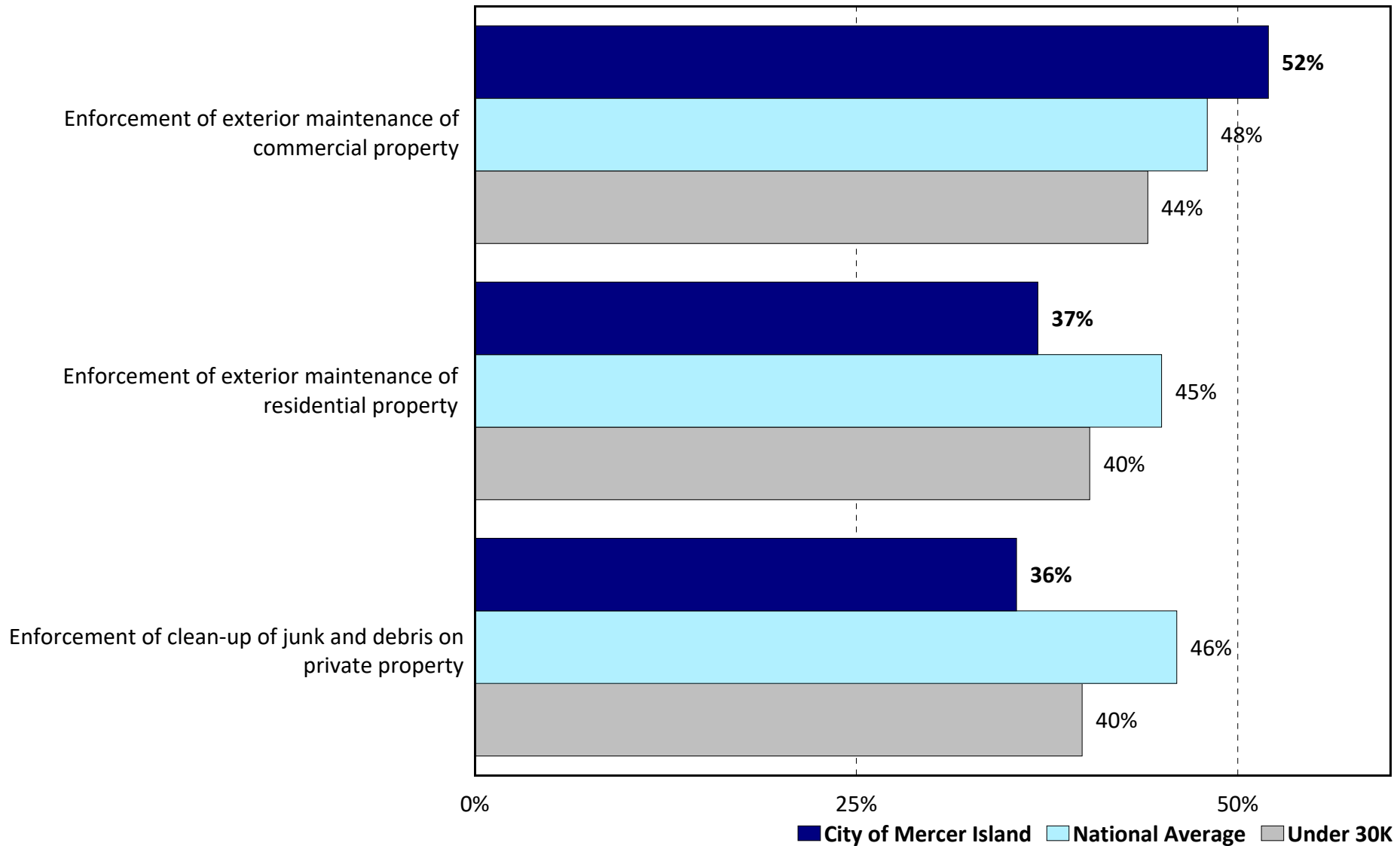
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't know)



# Overall Satisfaction with Code Enforcement

## Mercer Island vs. National Average vs. Similarly-Sized Cities (<30K)

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





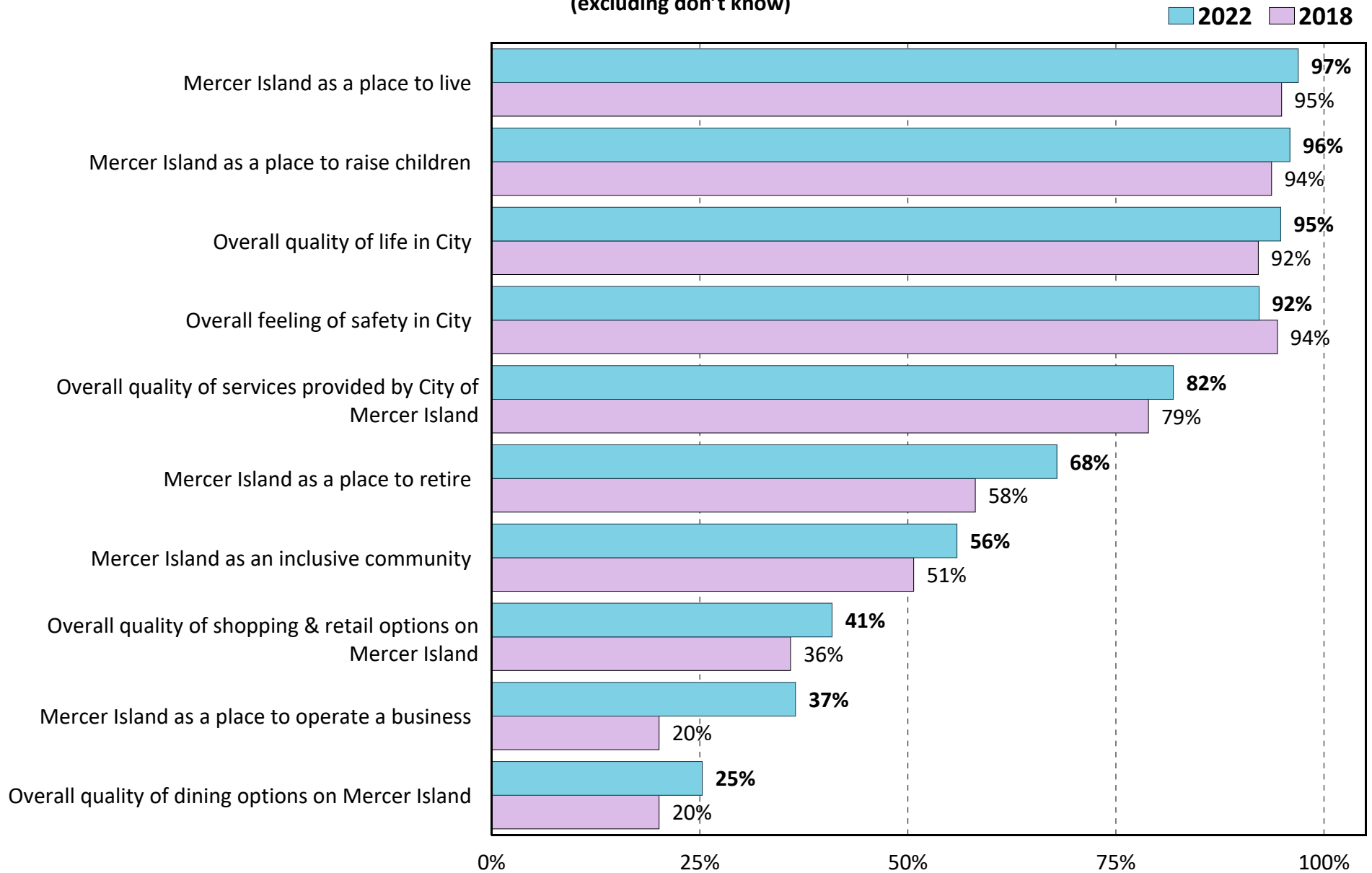
**4**

**Trends**

# Trends: Satisfaction with Issues that Influence *Perceptions* of the City

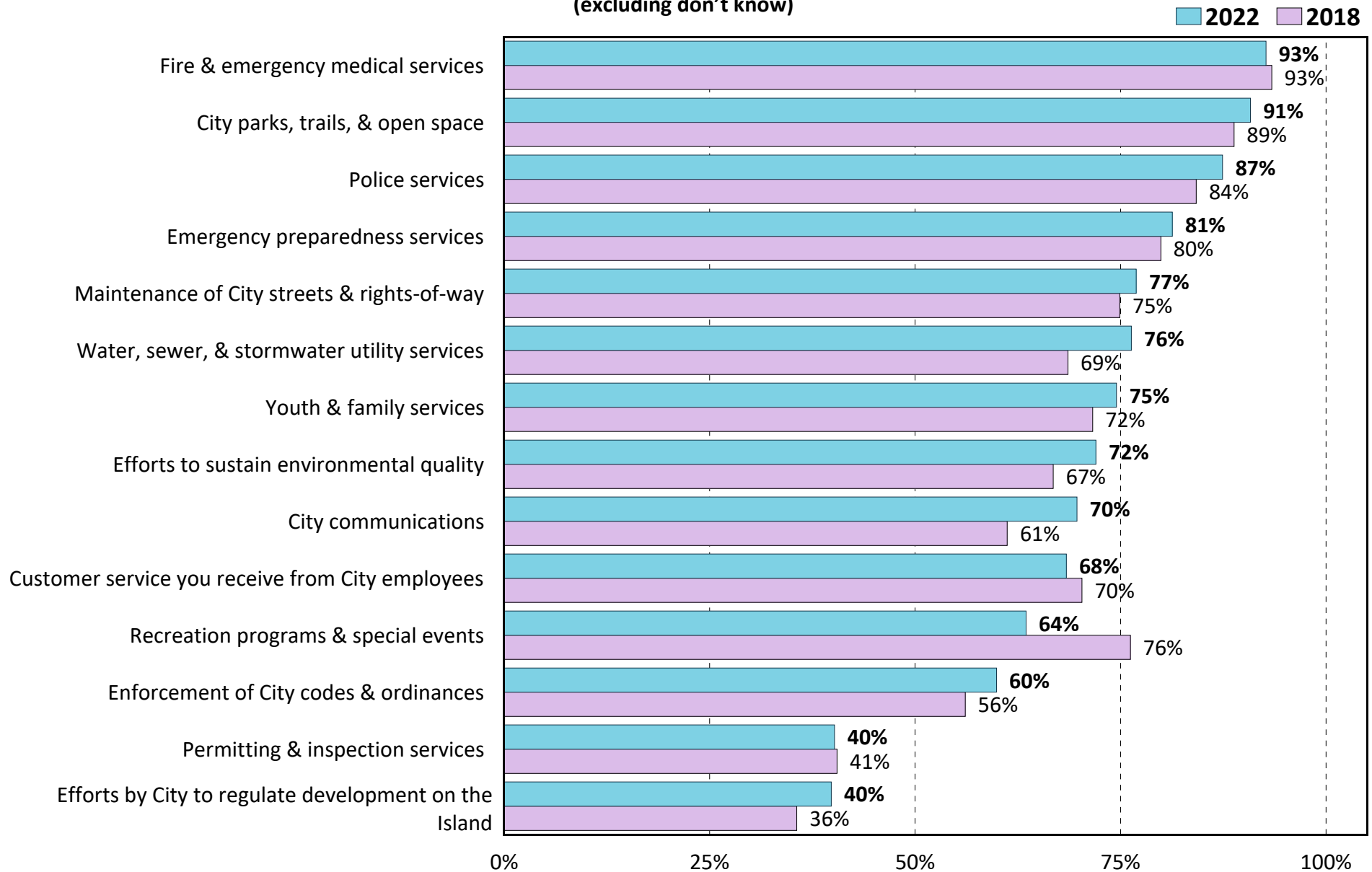
## 2018 vs. 2022 Survey Findings

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



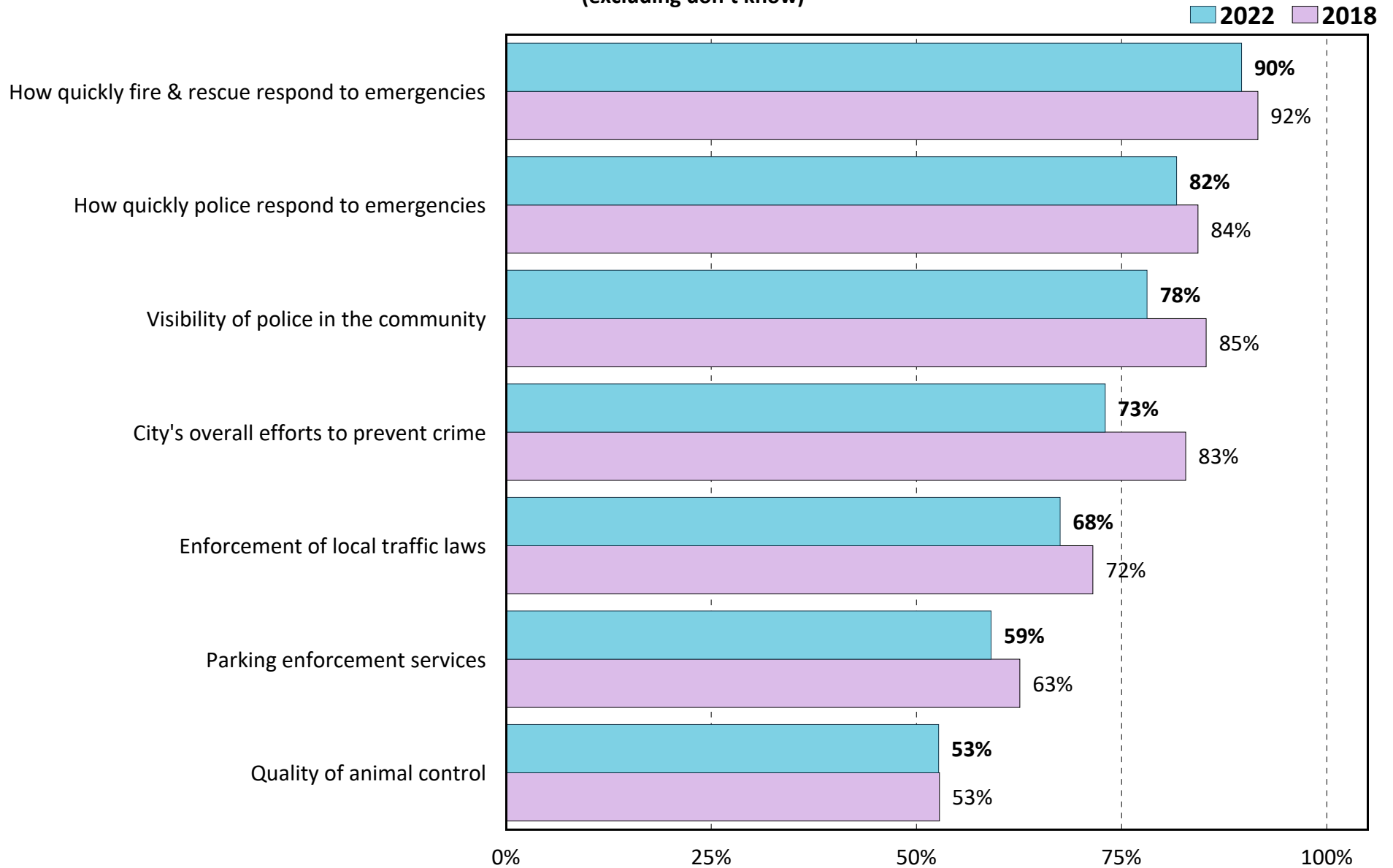
# Trends: Satisfaction Regarding *Major Categories* of City Services 2018 vs. 2022 Survey Findings

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



# Trends: Satisfaction with *Public Safety* 2018 vs. 2022 Survey Findings

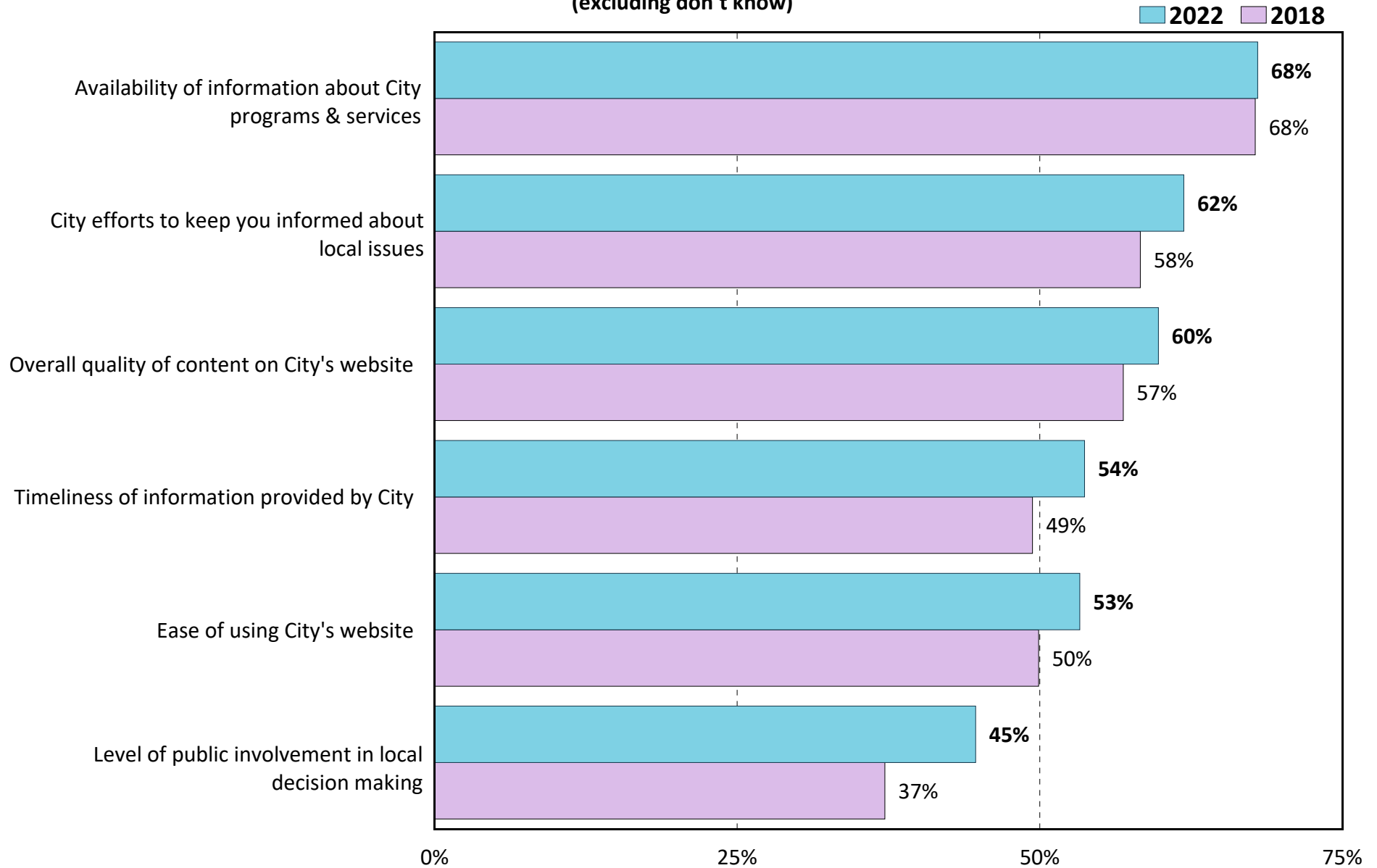
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"  
(excluding don't know)



# Trends: Satisfaction with *Communication*

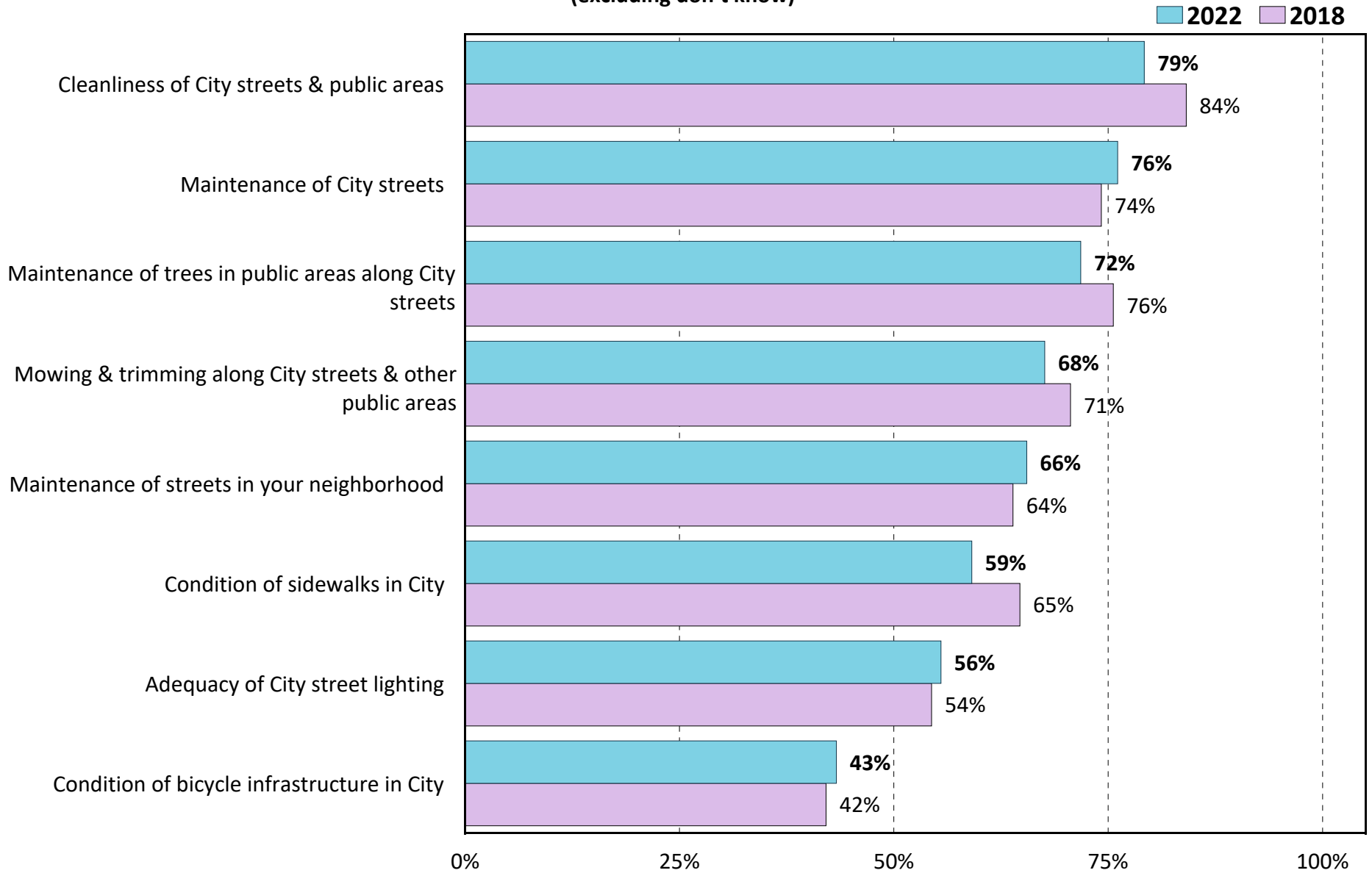
## 2018 vs. 2022 Survey Findings

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



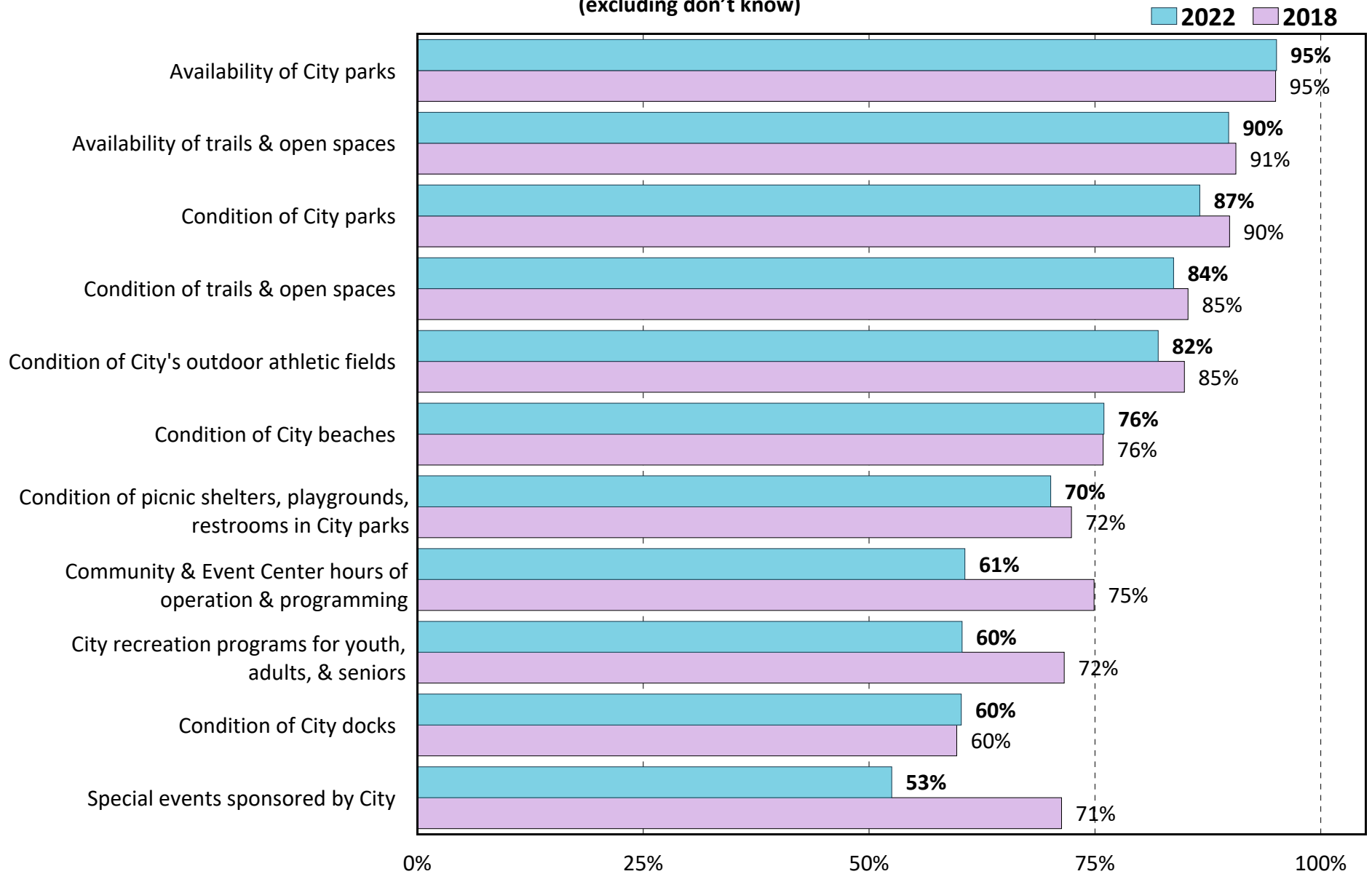
# Trends: Satisfaction with *Streets and Infrastructure* **2018 vs. 2022 Survey Findings**

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



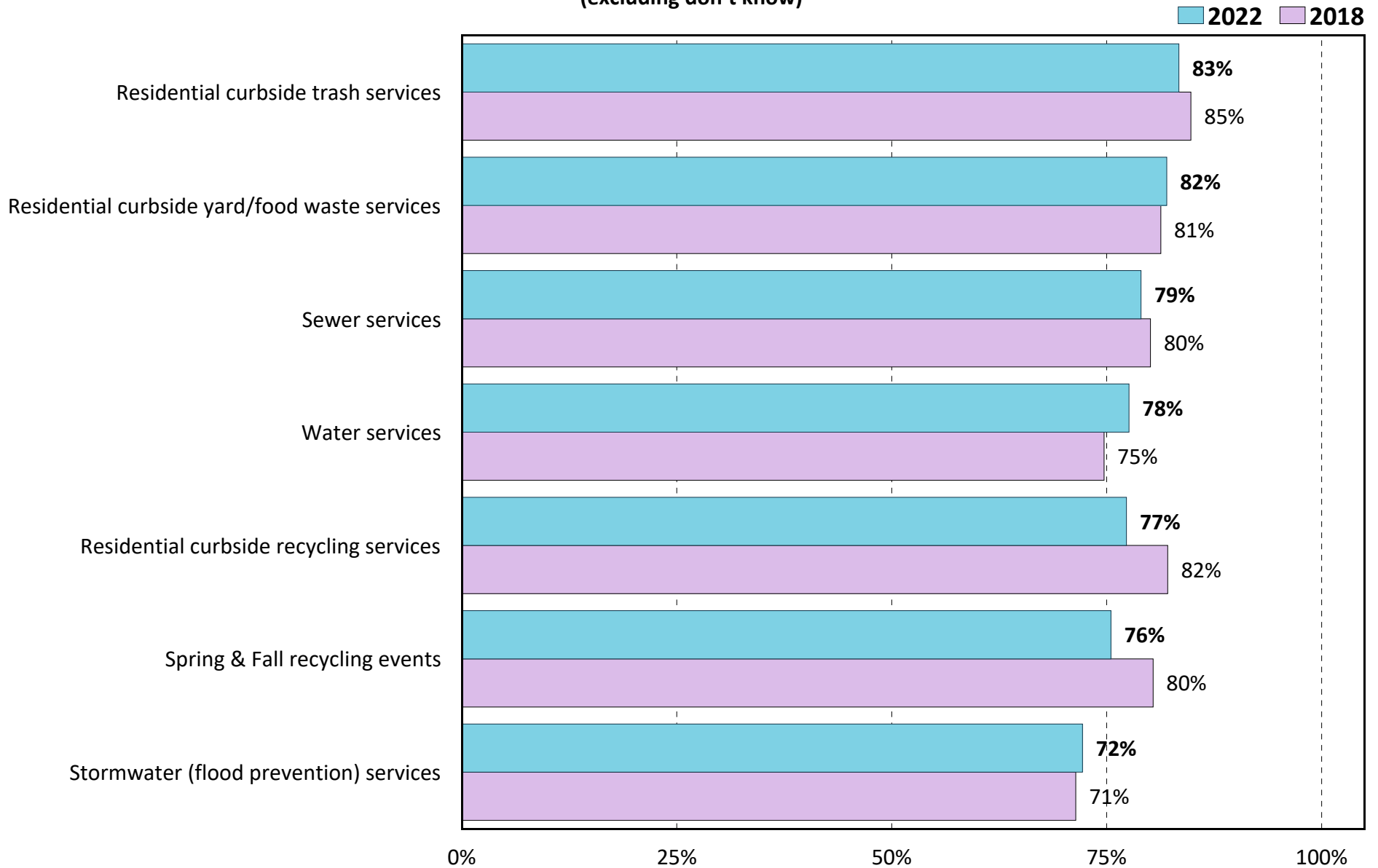
# Trends: Satisfaction with *Parks and Recreation* 2018 vs. 2022 Survey Findings

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



# Trends: Satisfaction with *Utility Services* 2018 vs. 2022 Survey Findings

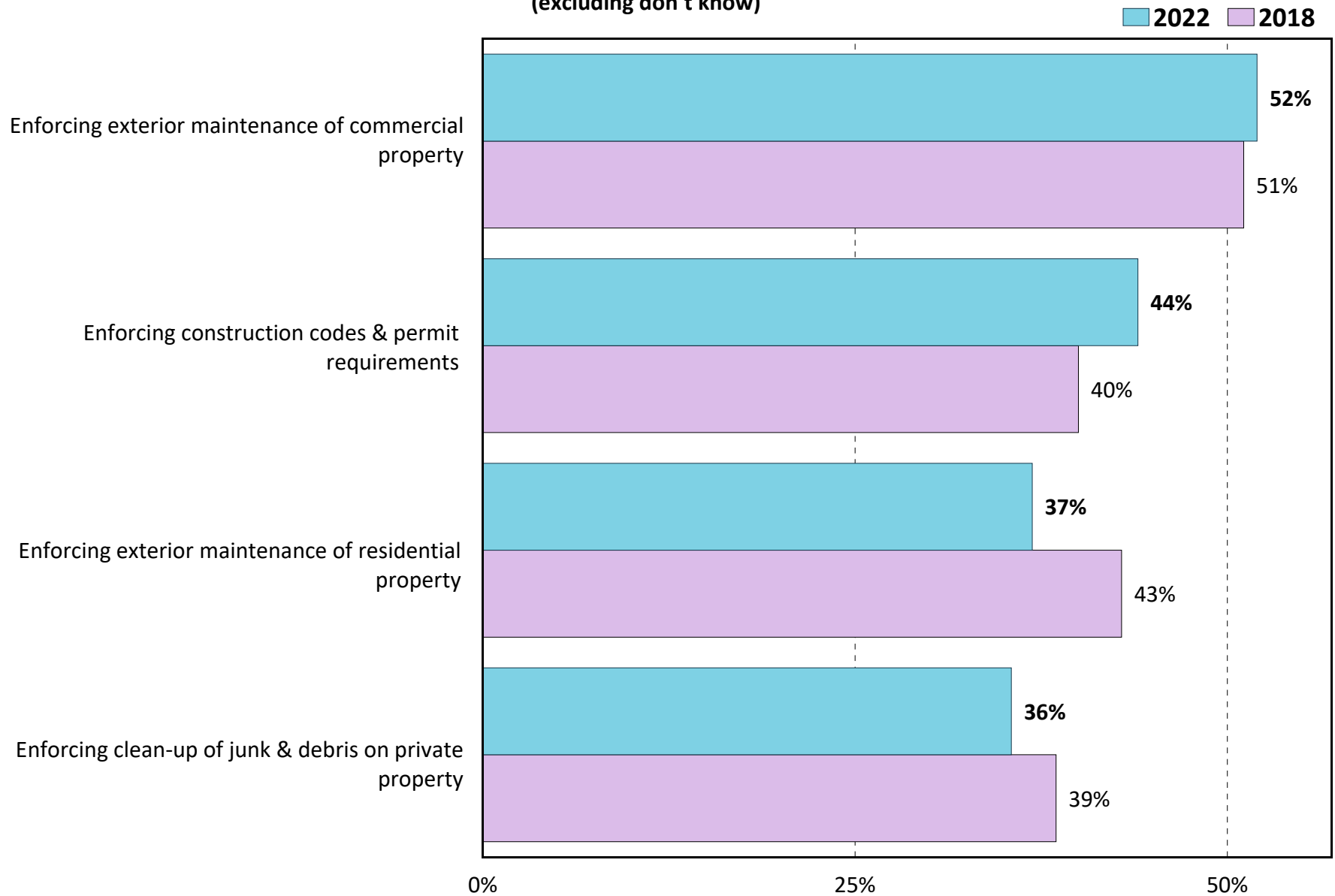
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"  
 (excluding don't know)





# Trends: Satisfaction with *Code Enforcement* 2018 vs. 2022 Survey Findings

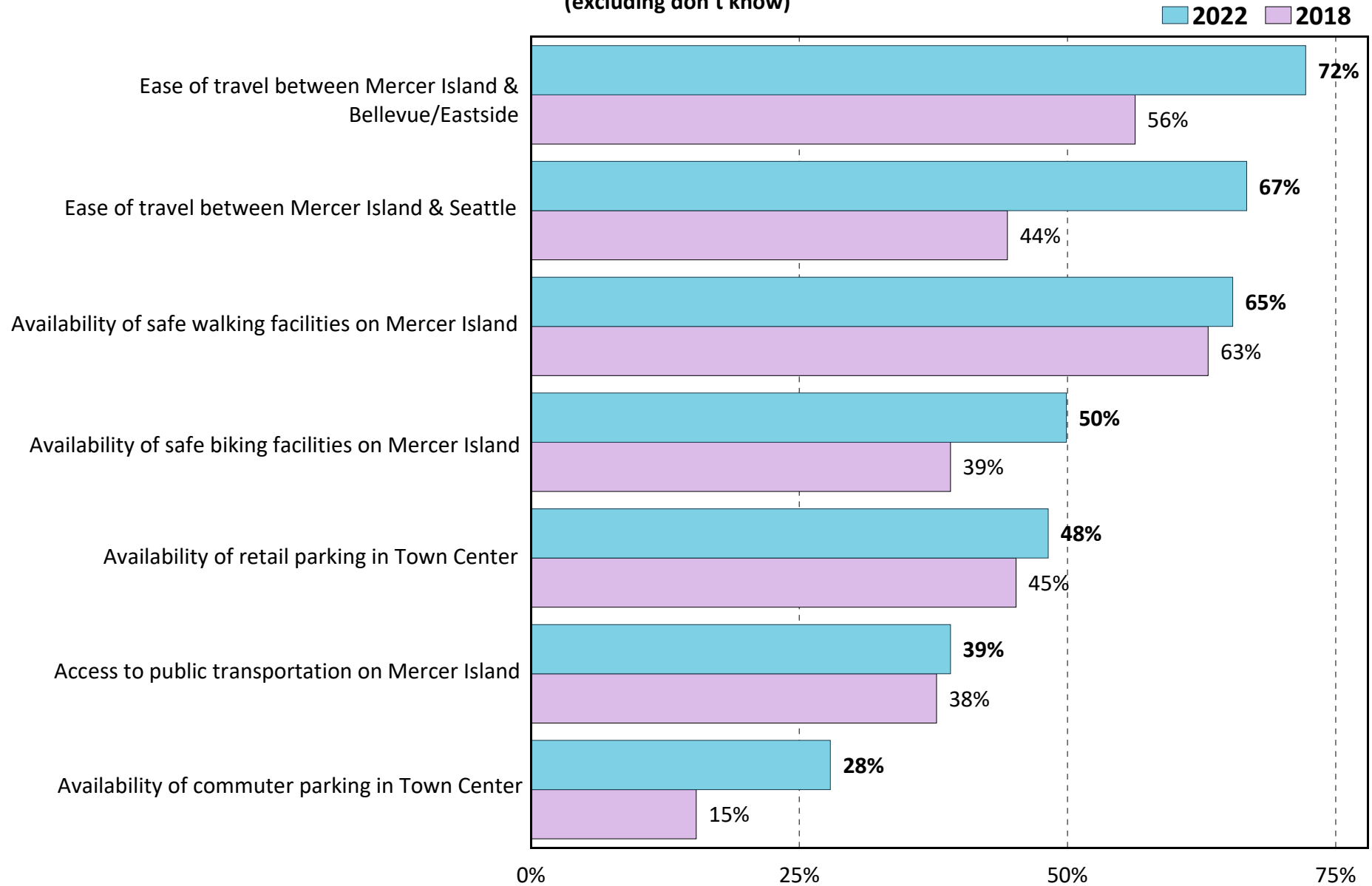
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"  
(excluding don't know)



# Trends: Satisfaction with *Transportation*

## 2018 vs. 2022 Survey Findings

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



**5**

# Importance-Satisfaction Analysis

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# Importance-Satisfaction Analysis

## Mercer Island, Washington

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### Overview

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

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

### Methodology

The rating is calculated by summing the percentage of responses for items selected as one of the most important items for the city to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the city's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the services they think are most important for the city to provide. Fourteen percent (14%) of respondents selected *special events sponsored by city* as one of the most important services for the city to provide.

Regarding satisfaction, 53% of respondents surveyed rated the city's overall performance in the *special events sponsored by city*, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *special events sponsored by city* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 14% was multiplied by 47% (1-0.36). This calculation yielded an I-S rating of 0.0646 which ranked first out of 11 major service categories.

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

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

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

## Interpreting the Ratings

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

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

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

## 2022 Importance-Satisfaction Rating

### City of Mercer Island

### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Efforts by City to regulate development on the Island	35%	2	40%	14	0.2095	1
<b>High Priority (IS .10-.20)</b>						
NONE						
<b>Medium Priority (IS &lt;.10)</b>						
Permitting & inspection services	14%	9	40%	13	0.0849	2
Efforts to sustain environmental quality	21%	5	72%	8	0.0591	3
Maintenance of City streets & rights-of-way	22%	4	77%	5	0.0517	4
Recreation programs & special events	13%	11	64%	11	0.0471	5
Youth & family services	16%	6	75%	7	0.0418	6
Police services	29%	3	87%	3	0.0369	7
Enforcement of City codes & ordinances	9%	12	60%	12	0.0369	8
Water, sewer, & stormwater utility services	15%	7	76%	6	0.0358	9
City parks, trails, & open space	39%	1	91%	2	0.0354	10
Emergency preparedness services	14%	10	81%	4	0.0262	11
City communications	5%	13	70%	9	0.0148	12
Customer service you receive from City employees	4%	14	68%	10	0.0117	13
Fire & emergency medical services	14%	8	93%	1	0.0104	14

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

#### Most Important %:

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

#### Satisfaction %:

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

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## 2022 Importance-Satisfaction Rating

### City of Mercer Island

### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
City's overall efforts to prevent crime	59%	1	73%	4	0.1580	1
<b>Medium Priority (IS &lt;.10)</b>						
Visibility of police in the community	29%	2	78%	3	0.0637	2
How quickly police respond to emergencies	25%	3	82%	2	0.0461	3
Quality of animal control	10%	6	53%	7	0.0449	4
Enforcement of local traffic laws	13%	5	68%	5	0.0410	5
Parking enforcement services	6%	7	59%	6	0.0249	6
How quickly fire & rescue personnel respond to emergencies	21%	4	89%	1	0.0227	7

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2022 Importance-Satisfaction Rating

### City of Mercer Island

### Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
City efforts to keep you informed about local issues	47%	1	62%	2	0.1795	1
Level of public involvement in local decision making	31%	3	45%	7	0.1731	2
Availability of information about City programs & services	31%	2	68%	1	0.1005	3
<b>Medium Priority (IS &lt;.10)</b>						
Timeliness of information provided by City	17%	4	54%	4	0.0778	4
Ease of using City's website	14%	5	53%	5	0.0658	5
Overall quality of content on City's website	12%	6	60%	3	0.0462	6
Quality of City's social media presence	3%	7	51%	6	0.0168	7

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2022 Importance-Satisfaction Rating

### City of Mercer Island

### Streets and Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Condition of bicycle infrastructure in City	26%	2	43%	8	0.1486	1
Adequacy of City street lighting	24%	4	56%	7	0.1055	2
<b>Medium Priority (IS &lt;.10)</b>						
Maintenance of streets in your neighborhood	24%	3	66%	5	0.0842	3
Maintenance of City streets	32%	1	76%	2	0.0760	4
Condition of sidewalks in City	18%	6	59%	6	0.0716	5
Maintenance of trees in public areas along City streets	17%	7	72%	3	0.0477	6
Mowing & trimming along City streets & other public areas	12%	8	68%	4	0.0392	7
Cleanliness of City streets & public areas	18%	5	79%	1	0.0383	8

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2022 Importance-Satisfaction Rating

### City of Mercer Island

### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Special events sponsored by City	14%	5	53%	11	0.0646	1
City recreation programs for youth, adults, & seniors	15%	4	60%	9	0.0611	2
Condition of picnic shelters, playgrounds, restrooms in City parks	20%	3	70%	7	0.0583	3
Community & Event Center hours of operation & programming	12%	7	61%	8	0.0489	4
Condition of City parks	31%	1	87%	3	0.0417	5
Condition of trails & open spaces	22%	2	84%	4	0.0352	6
Condition of City docks	7%	10	60%	10	0.0283	7
Condition of City beaches	11%	8	76%	6	0.0259	8
Availability of trails & open spaces	13%	6	90%	2	0.0129	9
Condition of City's outdoor athletic fields (e.g., baseball, soccer)	5%	11	82%	5	0.0086	10
Availability of City parks	10%	9	95%	1	0.0051	11

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2022 Importance-Satisfaction Rating

### City of Mercer Island

### Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Water services	31%	1	78%	4	0.0703	1
Stormwater (flood prevention) services	22%	4	72%	7	0.0612	2
Spring & Fall recycling events	23%	3	76%	6	0.0554	3
Sewer services	24%	2	79%	3	0.0504	4
Residential curbside recycling services	19%	5	77%	5	0.0427	5
Residential curbside trash services	16%	6	83%	1	0.0269	6
Residential curbside yard/food waste services	9%	7	82%	2	0.0167	7

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2022 Importance-Satisfaction Rating

### City of Mercer Island

### Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Enforcing clean-up of junk & debris on private property	45%	1	36%	4	0.2883	1
<b>High Priority (IS .10-.20)</b>						
Enforcing construction codes & permit requirements	34%	2	44%	2	0.1898	2
Enforcing exterior maintenance of residential property	23%	4	37%	3	0.1445	3
Enforcing exterior maintenance of commercial property	24%	3	52%	1	0.1133	4

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

**Most Important %:**

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

**Satisfaction %:**

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

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## 2022 Importance-Satisfaction Rating

### City of Mercer Island

### Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Availability of commuter parking in Town Center	37%	1	28%	7	0.2632	1
<b>High Priority (IS .10-.20)</b>						
Access to public transportation on Mercer Island	25%	4	39%	6	0.1516	2
Availability of retail parking in Town Center	29%	2	48%	5	0.1502	3
Availability of safe biking facilities on Mercer Island	25%	5	50%	4	0.1232	4
<b>Medium Priority (IS &lt;.10)</b>						
Availability of safe walking facilities on Mercer Island	27%	3	65%	3	0.0927	5
Ease of travel between Mercer Island & Seattle	16%	6	67%	2	0.0539	6
Ease of travel between Mercer Island & Bellevue/Eastside	10%	7	72%	1	0.0270	7

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

**Most Important %:**

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

**Satisfaction %:**

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

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# 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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of services provided by City of Mercer Island	24.4%	54.6%	14.7%	2.6%	0.2%	3.5%
Q1-2. Overall quality of life in City	49.2%	45.1%	4.5%	0.6%	0.0%	0.4%
Q1-3. Overall quality of shopping & retail options on Mercer Island	11.0%	29.8%	33.7%	22.0%	3.2%	0.2%
Q1-4. Overall quality of dining options on Mercer Island	3.9%	21.2%	27.9%	33.5%	12.7%	0.9%
Q1-5. Overall feeling of safety in City	50.5%	41.7%	5.8%	1.7%	0.2%	0.0%
Q1-6. Mercer Island as a place to live	63.5%	33.0%	2.8%	0.4%	0.0%	0.2%
Q1-7. Mercer Island as a place to raise children	62.0%	28.1%	3.2%	0.4%	0.2%	6.0%
Q1-8. Mercer Island as a place to retire	31.7%	27.6%	20.1%	5.6%	2.4%	12.5%
Q1-9. Mercer Island as a place to operate a business	7.1%	12.7%	25.5%	7.1%	1.9%	45.6%
Q1-10. Mercer Island as an inclusive community	21.8%	30.2%	29.6%	10.4%	1.1%	6.9%

**(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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of services provided by City of Mercer Island	25.3%	56.6%	15.2%	2.7%	0.2%
Q1-2. Overall quality of life in City	49.5%	45.3%	4.6%	0.7%	0.0%
Q1-3. Overall quality of shopping & retail options on Mercer Island	11.0%	29.9%	33.8%	22.1%	3.2%
Q1-4. Overall quality of dining options on Mercer Island	3.9%	21.4%	28.1%	33.8%	12.9%
Q1-5. Overall feeling of safety in City	50.5%	41.7%	5.8%	1.7%	0.2%
Q1-6. Mercer Island as a place to live	63.6%	33.1%	2.8%	0.4%	0.0%
Q1-7. Mercer Island as a place to raise children	66.0%	29.9%	3.4%	0.5%	0.2%
Q1-8. Mercer Island as a place to retire	36.3%	31.6%	23.0%	6.4%	2.7%
Q1-9. Mercer Island as a place to operate a business	13.1%	23.4%	46.8%	13.1%	3.6%
Q1-10. Mercer Island as an inclusive community	23.4%	32.5%	31.8%	11.1%	1.2%



**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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Police services	43.2%	41.0%	8.6%	2.4%	1.1%	3.7%
Q2-2. Fire & emergency medical services	54.2%	30.7%	6.7%	0.0%	0.0%	8.4%
Q2-3. Emergency preparedness services	33.3%	30.7%	14.5%	0.2%	0.0%	21.4%
Q2-4. City parks, trails, & open space	46.9%	43.0%	6.9%	1.7%	0.4%	1.1%
Q2-5. Maintenance of City streets & rights-of-way	30.0%	46.2%	14.7%	6.7%	1.5%	0.9%
Q2-6. Water, sewer, & stormwater utility services	30.0%	43.4%	17.1%	4.8%	1.1%	3.7%
Q2-7. Enforcement of City codes & ordinances	17.1%	32.0%	23.3%	7.6%	1.9%	18.1%
Q2-8. Youth & family services, which includes mental health services in public schools	22.2%	32.0%	16.4%	1.9%	0.2%	27.2%
Q2-9. Recreation programs & special events	15.6%	41.9%	27.0%	5.0%	1.1%	9.5%
Q2-10. Customer service you receive from City employees	24.0%	31.7%	20.3%	3.5%	1.9%	18.6%
Q2-11. Efforts to sustain environmental quality	20.5%	41.3%	19.4%	4.3%	0.2%	14.3%
Q2-12. City communications	21.2%	44.7%	22.9%	5.2%	0.6%	5.4%
Q2-13. Efforts by City to regulate development on the Island	9.5%	25.5%	28.3%	16.4%	8.2%	12.1%
Q2-14. Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	9.1%	21.4%	25.9%	11.7%	7.8%	24.2%

**(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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Police services	44.8%	42.6%	9.0%	2.5%	1.1%
Q2-2. Fire & emergency medical services	59.2%	33.5%	7.3%	0.0%	0.0%
Q2-3. Emergency preparedness services	42.3%	39.0%	18.4%	0.3%	0.0%
Q2-4. City parks, trails, & open space	47.4%	43.4%	7.0%	1.7%	0.4%
Q2-5. Maintenance of City streets & rights-of-way	30.3%	46.6%	14.8%	6.8%	1.5%
Q2-6. Water, sewer, & stormwater utility services	31.2%	45.1%	17.7%	4.9%	1.1%
Q2-7. Enforcement of City codes & ordinances	20.8%	39.1%	28.5%	9.2%	2.4%
Q2-8. Youth & family services, which includes mental health services in public schools	30.6%	43.9%	22.6%	2.7%	0.3%
Q2-9. Recreation programs & special events	17.2%	46.3%	29.8%	5.5%	1.2%
Q2-10. Customer service you receive from City employees	29.4%	39.0%	24.9%	4.2%	2.4%
Q2-11. Efforts to sustain environmental quality	23.9%	48.1%	22.7%	5.0%	0.3%
Q2-12. City communications	22.4%	47.3%	24.2%	5.5%	0.7%
Q2-13. Efforts by City to regulate development on the Island	10.8%	29.0%	32.2%	18.7%	9.3%
Q2-14. Permitting & inspection services (e. g., issuing building, electrical, plumbing, & mechanical permits)	12.0%	28.2%	34.2%	15.4%	10.3%

**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	84	18.1 %
Fire & emergency medical services	15	3.2 %
Emergency preparedness services	14	3.0 %
City parks, trails, & open space	56	12.1 %
Maintenance of City streets & rights-of-way	28	6.0 %
Water, sewer, & stormwater utility services	12	2.6 %
Enforcement of City codes & ordinances	14	3.0 %
Youth & family services, which includes mental health services in public schools	27	5.8 %
Recreation programs & special events	9	1.9 %
Customer service you receive from City employees	3	0.6 %
Efforts to sustain environmental quality	33	7.1 %
City communications	3	0.6 %
Efforts by City to regulate development on the Island	71	15.3 %
Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	27	5.8 %
None chosen	67	14.5 %
Total	463	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	27	5.8 %
Fire & emergency medical services	30	6.5 %
Emergency preparedness services	23	5.0 %
City parks, trails, & open space	61	13.2 %
Maintenance of City streets & rights-of-way	42	9.1 %
Water, sewer, & stormwater utility services	26	5.6 %
Enforcement of City codes & ordinances	14	3.0 %
Youth & family services, which includes mental health services in public schools	22	4.8 %
Recreation programs & special events	25	5.4 %
Customer service you receive from City employees	7	1.5 %
Efforts to sustain environmental quality	34	7.3 %
City communications	9	1.9 %
Efforts by City to regulate development on the Island	47	10.2 %
Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	24	5.2 %
None chosen	72	15.6 %
Total	463	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	25	5.4 %
Fire & emergency medical services	21	4.5 %
Emergency preparedness services	28	6.0 %
City parks, trails, & open space	61	13.2 %
Maintenance of City streets & rights-of-way	34	7.3 %
Water, sewer, & stormwater utility services	32	6.9 %
Enforcement of City codes & ordinances	15	3.2 %
Youth & family services, which includes mental health services in public schools	27	5.8 %
Recreation programs & special events	26	5.6 %
Customer service you receive from City employees	9	1.9 %
Efforts to sustain environmental quality	31	6.7 %
City communications	11	2.4 %
Efforts by City to regulate development on the Island	43	9.3 %
Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	15	3.2 %
None chosen	85	18.4 %
Total	463	100.0 %

**SUM OF TOP 3**

**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	136	29.4 %
Fire & emergency medical services	66	14.3 %
Emergency preparedness services	65	14.0 %
City parks, trails, & open space	178	38.4 %
Maintenance of City streets & rights-of-way	104	22.5 %
Water, sewer, & stormwater utility services	70	15.1 %
Enforcement of City codes & ordinances	43	9.3 %
Youth & family services, which includes mental health services in public schools	76	16.4 %
Recreation programs & special events	60	13.0 %
Customer service you receive from City employees	19	4.1 %
Efforts to sustain environmental quality	98	21.2 %
City communications	23	5.0 %
Efforts by City to regulate development on the Island	161	34.8 %
Permitting & inspection services (e.g., issuing building, electrical, plumbing, & mechanical permits)	66	14.3 %
None chosen	67	14.5 %
Total	1232	

**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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Visibility of police in the community	28.1%	48.6%	18.1%	2.8%	0.6%	1.7%
Q3-2. City's overall efforts to prevent crime	22.2%	46.2%	18.8%	5.4%	1.1%	6.3%
Q3-3. Enforcement of local traffic laws	22.5%	40.4%	20.3%	8.0%	1.9%	6.9%
Q3-4. Parking enforcement services	16.6%	27.9%	25.9%	3.2%	1.7%	24.6%
Q3-5. How quickly police respond to emergencies	28.3%	29.4%	11.9%	0.6%	0.4%	29.4%
Q3-6. How quickly fire & rescue personnel respond to emergencies	42.1%	23.5%	7.6%	0.2%	0.2%	26.3%
Q3-7. Quality of animal control	10.8%	25.3%	21.2%	8.4%	2.8%	31.5%

**(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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Visibility of police in the community	28.6%	49.5%	18.5%	2.9%	0.7%
Q3-2. City's overall efforts to prevent crime	23.7%	49.3%	20.0%	5.8%	1.2%
Q3-3. Enforcement of local traffic laws	24.1%	43.4%	21.8%	8.6%	2.1%
Q3-4. Parking enforcement services	22.1%	37.0%	34.4%	4.3%	2.3%
Q3-5. How quickly police respond to emergencies	40.1%	41.6%	16.8%	0.9%	0.6%
Q3-6. How quickly fire & rescue personnel respond to emergencies	57.2%	32.0%	10.3%	0.3%	0.3%
Q3-7. Quality of animal control	15.8%	36.9%	30.9%	12.3%	4.1%

**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	59	12.7 %
City's overall efforts to prevent crime	213	46.0 %
Enforcement of local traffic laws	29	6.3 %
Parking enforcement services	11	2.4 %
How quickly police respond to emergencies	40	8.6 %
How quickly fire & rescue personnel respond to emergencies	23	5.0 %
Quality of animal control	21	4.5 %
None chosen	67	14.5 %
Total	463	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	76	16.4 %
City's overall efforts to prevent crime	58	12.5 %
Enforcement of local traffic laws	29	6.3 %
Parking enforcement services	17	3.7 %
How quickly police respond to emergencies	77	16.6 %
How quickly fire & rescue personnel respond to emergencies	74	16.0 %
Quality of animal control	23	5.0 %
None chosen	109	23.5 %
Total	463	100.0 %

**SUM OF TOP TWO**

**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	135	29.2 %
City's overall efforts to prevent crime	271	58.5 %
Enforcement of local traffic laws	58	12.5 %
Parking enforcement services	28	6.0 %
How quickly police respond to emergencies	117	25.3 %
How quickly fire & rescue personnel respond to emergencies	97	21.0 %
Quality of animal control	44	9.5 %
None chosen	67	14.5 %
Total	817	

**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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Availability of information about City programs & services	19.0%	45.4%	25.7%	3.9%	0.6%	5.4%
Q4-2. City efforts to keep you informed about local issues	17.1%	41.7%	28.9%	6.0%	1.3%	5.0%
Q4-3. Overall quality of content on City's website	11.2%	35.4%	28.1%	2.8%	0.4%	22.0%
Q4-4. Ease of using City's website	11.0%	29.8%	28.3%	6.7%	0.9%	23.3%
Q4-5. Level of public involvement in local decision making	9.3%	28.1%	33.3%	10.2%	2.8%	16.4%
Q4-6. Timeliness of information provided by City	11.9%	34.8%	31.7%	7.6%	0.9%	13.2%
Q4-7. Quality of City's social media presence	8.9%	24.6%	29.2%	3.0%	0.4%	33.9%

**(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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Availability of information about City programs & services	20.1%	47.9%	27.2%	4.1%	0.7%
Q4-2. City efforts to keep you informed about local issues	18.0%	43.9%	30.5%	6.4%	1.4%
Q4-3. Overall quality of content on City's website	14.4%	45.4%	36.0%	3.6%	0.6%
Q4-4. Ease of using City's website	14.4%	38.9%	36.9%	8.7%	1.1%
Q4-5. Level of public involvement in local decision making	11.1%	33.6%	39.8%	12.1%	3.4%
Q4-6. Timeliness of information provided by City	13.7%	40.0%	36.6%	8.7%	1.0%
Q4-7. Quality of City's social media presence	13.4%	37.3%	44.1%	4.6%	0.7%



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

Q4a. Top choice	Number	Percent
Availability of information about City programs & services	91	19.7 %
City efforts to keep you informed about local issues	118	25.5 %
Overall quality of content on City's website	17	3.7 %
Ease of using City's website	29	6.3 %
Level of public involvement in local decision making	86	18.6 %
Timeliness of information provided by City	21	4.5 %
Quality of City's social media presence	8	1.7 %
None chosen	93	20.1 %
Total	463	100.0 %

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

Q4a. 2nd choice	Number	Percent
Availability of information about City programs & services	54	11.7 %
City efforts to keep you informed about local issues	100	21.6 %
Overall quality of content on City's website	36	7.8 %
Ease of using City's website	36	7.8 %
Level of public involvement in local decision making	59	12.7 %
Timeliness of information provided by City	57	12.3 %
Quality of City's social media presence	8	1.7 %
None chosen	113	24.4 %
Total	463	100.0 %

**SUM OF TOP TWO**

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

Q4a. Top choice	Number	Percent
Availability of information about City programs & services	145	31.3 %
City efforts to keep you informed about local issues	218	47.1 %
Overall quality of content on City's website	53	11.4 %
Ease of using City's website	65	14.0 %
Level of public involvement in local decision making	145	31.3 %
Timeliness of information provided by City	78	16.8 %
Quality of City's social media presence	16	3.5 %
None chosen	93	20.1 %
Total	813	

**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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Maintenance of City streets	20.5%	54.4%	15.3%	7.3%	0.9%	1.5%
Q5-2. Maintenance of streets in your neighborhood	18.8%	45.6%	17.3%	13.6%	3.0%	1.7%
Q5-3. Mowing & trimming along City streets & other public areas	20.1%	46.2%	19.4%	10.6%	1.7%	1.9%
Q5-4. Adequacy of City street lighting	16.8%	37.8%	23.1%	16.4%	4.3%	1.5%
Q5-5. Condition of sidewalks in City	16.4%	40.6%	23.3%	12.5%	3.7%	3.5%
Q5-6. Condition of bicycle infrastructure in City	12.7%	24.8%	26.1%	16.6%	6.5%	13.2%
Q5-7. Cleanliness of City streets & public areas	26.3%	51.8%	14.5%	5.8%	0.2%	1.3%
Q5-8. Maintenance of trees in public areas along City streets	24.6%	45.6%	16.4%	8.4%	2.8%	2.2%

**(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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Maintenance of City streets	20.8%	55.3%	15.6%	7.5%	0.9%
Q5-2. Maintenance of streets in your neighborhood	19.1%	46.4%	17.6%	13.8%	3.1%
Q5-3. Mowing & trimming along City streets & other public areas	20.5%	47.1%	19.8%	10.8%	1.8%
Q5-4. Adequacy of City street lighting	17.1%	38.4%	23.5%	16.7%	4.4%
Q5-5. Condition of sidewalks in City	17.0%	42.1%	24.2%	13.0%	3.8%
Q5-6. Condition of bicycle infrastructure in City	14.7%	28.6%	30.1%	19.2%	7.5%
Q5-7. Cleanliness of City streets & public areas	26.7%	52.5%	14.7%	5.9%	0.2%
Q5-8. Maintenance of trees in public areas along City streets	25.2%	46.6%	16.8%	8.6%	2.9%

**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	92	19.9 %
Maintenance of streets in your neighborhood	62	13.4 %
Mowing & trimming along City streets & other public areas	29	6.3 %
Adequacy of City street lighting	58	12.5 %
Condition of sidewalks in City	33	7.1 %
Condition of bicycle infrastructure in City	66	14.3 %
Cleanliness of City streets & public areas	37	8.0 %
Maintenance of trees in public areas along City streets	31	6.7 %
None chosen	55	11.9 %
Total	463	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	55	11.9 %
Maintenance of streets in your neighborhood	51	11.0 %
Mowing & trimming along City streets & other public areas	27	5.8 %
Adequacy of City street lighting	52	11.2 %
Condition of sidewalks in City	48	10.4 %
Condition of bicycle infrastructure in City	55	11.9 %
Cleanliness of City streets & public areas	48	10.4 %
Maintenance of trees in public areas along City streets	47	10.2 %
None chosen	80	17.3 %
Total	463	100.0 %

**SUM OF TOP TWO**

**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	147	31.7 %
Maintenance of streets in your neighborhood	113	24.4 %
Mowing & trimming along City streets & other public areas	56	12.1 %
Adequacy of City street lighting	110	23.8 %
Condition of sidewalks in City	81	17.5 %
Condition of bicycle infrastructure in City	121	26.1 %
Cleanliness of City streets & public areas	85	18.4 %
Maintenance of trees in public areas along City streets	78	16.8 %
None chosen	55	11.9 %
Total	846	

**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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Availability of City parks	53.6%	38.7%	3.9%	0.9%	0.0%	3.0%
Q6-2. Condition of City parks	37.8%	46.0%	8.9%	3.7%	0.4%	3.2%
Q6-3. Condition of City beaches	26.6%	36.9%	14.7%	5.2%	0.2%	16.4%
Q6-4. Condition of City docks	14.9%	27.2%	20.5%	6.5%	0.9%	30.0%
Q6-5. Availability of trails & open spaces	41.9%	44.1%	8.0%	1.7%	0.0%	4.3%
Q6-6. Condition of trails & open spaces	34.8%	45.1%	12.5%	2.4%	0.6%	4.5%
Q6-7. Condition of picnic shelters, playgrounds, restrooms in City parks	18.8%	43.4%	20.3%	5.2%	1.1%	11.2%
Q6-8. Condition of City's outdoor athletic fields (e.g., baseball, soccer)	27.0%	39.7%	13.6%	0.9%	0.2%	18.6%
Q6-9. Community & Event Center hours of operation & programming	14.5%	28.5%	20.1%	5.2%	2.6%	29.2%
Q6-10. City recreation programs for youth, adults, & seniors	14.3%	31.3%	21.8%	5.8%	2.4%	24.4%
Q6-11. Special events sponsored by City	12.7%	27.9%	27.2%	6.3%	3.2%	22.7%

**(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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Availability of City parks	55.2%	39.9%	4.0%	0.9%	0.0%
Q6-2. Condition of City parks	39.1%	47.5%	9.2%	3.8%	0.4%
Q6-3. Condition of City beaches	31.8%	44.2%	17.6%	6.2%	0.3%
Q6-4. Condition of City docks	21.3%	38.9%	29.3%	9.3%	1.2%
Q6-5. Availability of trails & open spaces	43.8%	46.0%	8.4%	1.8%	0.0%
Q6-6. Condition of trails & open spaces	36.4%	47.3%	13.1%	2.5%	0.7%
Q6-7. Condition of picnic shelters, playgrounds, restrooms in City parks	21.2%	48.9%	22.9%	5.8%	1.2%
Q6-8. Condition of City's outdoor athletic fields (e.g., baseball, soccer)	33.2%	48.8%	16.7%	1.1%	0.3%
Q6-9. Community & Event Center hours of operation & programming	20.4%	40.2%	28.4%	7.3%	3.7%
Q6-10. City recreation programs for youth, adults, & seniors	18.9%	41.4%	28.9%	7.7%	3.1%
Q6-11. Special events sponsored by City	16.5%	36.0%	35.2%	8.1%	4.2%

**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?**

<u>Q6a. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of City parks	35	7.6 %
Condition of City parks	87	18.8 %
Condition of City beaches	23	5.0 %
Condition of City docks	18	3.9 %
Availability of trails & open spaces	36	7.8 %
Condition of trails & open spaces	35	7.6 %
Condition of picnic shelters, playgrounds, restrooms in City parks	42	9.1 %
Condition of City's outdoor athletic fields (e.g., baseball, soccer)	10	2.2 %
Community & Event Center hours of operation & programming	35	7.6 %
City recreation programs for youth, adults, & seniors	29	6.3 %
Special events sponsored by City	27	5.8 %
<u>None chosen</u>	<u>86</u>	<u>18.6 %</u>
Total	463	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?**

<u>Q6a. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of City parks	13	2.8 %
Condition of City parks	57	12.3 %
Condition of City beaches	27	5.8 %
Condition of City docks	15	3.2 %
Availability of trails & open spaces	22	4.8 %
Condition of trails & open spaces	65	14.0 %
Condition of picnic shelters, playgrounds, restrooms in City parks	48	10.4 %
Condition of City's outdoor athletic fields (e.g., baseball, soccer)	12	2.6 %
Community & Event Center hours of operation & programming	22	4.8 %
City recreation programs for youth, adults, & seniors	42	9.1 %
Special events sponsored by City	36	7.8 %
<u>None chosen</u>	<u>104</u>	<u>22.5 %</u>
Total	463	100.0 %

**SUM OF TOP TWO****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)**

<u>Q6a. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of City parks	48	10.4 %
Condition of City parks	144	31.1 %
Condition of City beaches	50	10.8 %
Condition of City docks	33	7.1 %
Availability of trails & open spaces	58	12.5 %
Condition of trails & open spaces	100	21.6 %
Condition of picnic shelters, playgrounds, restrooms in City parks	90	19.4 %
Condition of City's outdoor athletic fields (e.g., baseball, soccer)	22	4.8 %
Community & Event Center hours of operation & programming	57	12.3 %
City recreation programs for youth, adults, & seniors	71	15.3 %
Special events sponsored by City	63	13.6 %
<u>None chosen</u>	<u>86</u>	<u>18.6 %</u>
Total	822	



**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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Water services	29.8%	44.3%	14.9%	4.5%	1.9%	4.5%
Q7-2. Sewer services	28.7%	46.0%	14.7%	4.1%	1.1%	5.4%
Q7-3. Stormwater (flood prevention) services	24.6%	41.0%	19.4%	4.5%	1.3%	9.1%
Q7-4. Residential curbside trash services	30.2%	48.6%	10.8%	3.9%	1.1%	5.4%
Q7-5. Residential curbside yard/food waste services	31.1%	46.2%	11.2%	4.1%	1.7%	5.6%
Q7-6. Residential curbside recycling services	29.8%	43.8%	12.3%	7.3%	1.9%	4.8%
Q7-7. Spring & Fall recycling events	27.0%	36.3%	16.8%	3.0%	0.6%	16.2%

**(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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Water services	31.2%	46.4%	15.6%	4.8%	2.0%
Q7-2. Sewer services	30.4%	48.6%	15.5%	4.3%	1.1%
Q7-3. Stormwater (flood prevention) services	27.1%	45.1%	21.4%	5.0%	1.4%
Q7-4. Residential curbside trash services	32.0%	51.4%	11.4%	4.1%	1.1%
Q7-5. Residential curbside yard/food waste services	33.0%	49.0%	11.9%	4.3%	1.8%
Q7-6. Residential curbside recycling services	31.3%	46.0%	12.9%	7.7%	2.0%
Q7-7. Spring & Fall recycling events	32.2%	43.3%	20.1%	3.6%	0.8%

**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	97	21.0 %
Sewer services	36	7.8 %
Stormwater (flood prevention) services	64	13.8 %
Residential curbside trash services	43	9.3 %
Residential curbside yard/food waste services	16	3.5 %
Residential curbside recycling services	36	7.8 %
Spring & Fall recycling events	59	12.7 %
None chosen	112	24.2 %
Total	463	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	48	10.4 %
Sewer services	75	16.2 %
Stormwater (flood prevention) services	38	8.2 %
Residential curbside trash services	32	6.9 %
Residential curbside yard/food waste services	27	5.8 %
Residential curbside recycling services	51	11.0 %
Spring & Fall recycling events	46	9.9 %
None chosen	146	31.5 %
Total	463	100.0 %

**SUM OF TOP TWO**

**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	145	31.3 %
Sewer services	111	24.0 %
Stormwater (flood prevention) services	102	22.0 %
Residential curbside trash services	75	16.2 %
Residential curbside yard/food waste services	43	9.3 %
Residential curbside recycling services	87	18.8 %
Spring & Fall recycling events	105	22.7 %
None chosen	112	24.2 %
Total	780	

**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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Enforcing construction codes & permit requirements	7.6%	20.1%	23.3%	8.6%	3.2%	37.1%
Q8-2. Enforcing clean-up of junk & debris on private property	6.7%	15.1%	24.8%	11.2%	3.7%	38.4%
Q8-3. Enforcing exterior maintenance of residential property	6.7%	16.8%	27.6%	9.1%	3.5%	36.3%
Q8-4. Enforcing exterior maintenance of commercial property	8.4%	24.2%	24.6%	3.9%	1.5%	37.4%

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

(N=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Enforcing construction codes & permit requirements	12.0%	32.0%	37.1%	13.7%	5.2%
Q8-2. Enforcing clean-up of junk & debris on private property	10.9%	24.6%	40.4%	18.2%	6.0%
Q8-3. Enforcing exterior maintenance of residential property	10.5%	26.4%	43.4%	14.2%	5.4%
Q8-4. Enforcing exterior maintenance of commercial property	13.4%	38.6%	39.3%	6.2%	2.4%

**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	127	27.4 %
Enforcing clean-up of junk & debris on private property	106	22.9 %
Enforcing exterior maintenance of residential property	38	8.2 %
Enforcing exterior maintenance of commercial property	41	8.9 %
None chosen	151	32.6 %
Total	463	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	30	6.5 %
Enforcing clean-up of junk & debris on private property	101	21.8 %
Enforcing exterior maintenance of residential property	68	14.7 %
Enforcing exterior maintenance of commercial property	68	14.7 %
None chosen	196	42.3 %
Total	463	100.0 %

**SUM OF TOP TWO**

**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	157	33.9 %
Enforcing clean-up of junk & debris on private property	207	44.7 %
Enforcing exterior maintenance of residential property	106	22.9 %
Enforcing exterior maintenance of commercial property	109	23.5 %
None chosen	151	32.6 %
Total	730	

**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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Availability of safe biking facilities on Mercer Island	13.4%	29.4%	19.7%	17.5%	5.8%	14.3%
Q9-2. Availability of safe walking facilities on Mercer Island	21.6%	41.7%	16.6%	14.0%	2.8%	3.2%
Q9-3. Access to public transportation on Mercer Island	12.1%	22.7%	29.4%	18.1%	6.5%	11.2%
Q9-4. Ease of travel between Mercer Island & Bellevue/ Eastside	24.6%	44.5%	17.5%	7.1%	1.9%	4.3%
Q9-5. Ease of travel between Mercer Island & Seattle	22.0%	41.9%	19.0%	10.2%	2.8%	4.1%
Q9-6. Availability of commuter parking in Town Center	5.8%	17.1%	20.3%	22.9%	15.8%	18.1%
Q9-7. Availability of retail parking in Town Center	10.6%	35.4%	26.1%	14.7%	8.6%	4.5%

**(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=463)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Availability of safe biking facilities on Mercer Island	15.6%	34.3%	22.9%	20.4%	6.8%
Q9-2. Availability of safe walking facilities on Mercer Island	22.3%	43.1%	17.2%	14.5%	2.9%
Q9-3. Access to public transportation on Mercer Island	13.6%	25.5%	33.1%	20.4%	7.3%
Q9-4. Ease of travel between Mercer Island & Bellevue/Eastside	25.7%	46.5%	18.3%	7.4%	2.0%
Q9-5. Ease of travel between Mercer Island & Seattle	23.0%	43.7%	19.8%	10.6%	2.9%
Q9-6. Availability of commuter parking in Town Center	7.1%	20.8%	24.8%	28.0%	19.3%
Q9-7. Availability of retail parking in Town Center	11.1%	37.1%	27.4%	15.4%	9.0%

**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. Top choice	Number	Percent
Availability of safe biking facilities on Mercer Island	65	14.0 %
Availability of safe walking facilities on Mercer Island	68	14.7 %
Access to public transportation on Mercer Island	68	14.7 %
Ease of travel between Mercer Island & Bellevue/Eastside	21	4.5 %
Ease of travel between Mercer Island & Seattle	28	6.0 %
Availability of commuter parking in Town Center	92	19.9 %
Availability of retail parking in Town Center	62	13.4 %
None chosen	59	12.7 %
Total	463	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	49	10.6 %
Availability of safe walking facilities on Mercer Island	56	12.1 %
Access to public transportation on Mercer Island	47	10.2 %
Ease of travel between Mercer Island & Bellevue/Eastside	24	5.2 %
Ease of travel between Mercer Island & Seattle	47	10.2 %
Availability of commuter parking in Town Center	77	16.6 %
Availability of retail parking in Town Center	72	15.6 %
None chosen	91	19.7 %
Total	463	100.0 %

**SUM OF TOP TWO**

**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	114	24.6 %
Availability of safe walking facilities on Mercer Island	124	26.8 %
Access to public transportation on Mercer Island	115	24.8 %
Ease of travel between Mercer Island & Bellevue/Eastside	45	9.7 %
Ease of travel between Mercer Island & Seattle	75	16.2 %
Availability of commuter parking in Town Center	169	36.5 %
Availability of retail parking in Town Center	134	28.9 %
None chosen	59	12.7 %
Total	835	

**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)	127	27.4 %
City email update service	119	25.7 %
City website	166	35.9 %
Attending public meetings	23	5.0 %
Cable TV or video streaming City Council meetings	34	7.3 %
Mercer Island Reporter	187	40.4 %
Mercer Island's Facebook account	55	11.9 %
Mercer Island's Twitter account	15	3.2 %
Mercer Island's Nextdoor account	180	38.9 %
Other	33	7.1 %
Total	939	

**Q10-10. Other**

Q10-10. Other	Number	Percent
Word of mouth	10	30.3 %
Neighbors	4	12.1 %
Mailings	3	9.1 %
Friends	3	9.1 %
Mail from City	2	6.1 %
Instagram	2	6.1 %
Mercer Island Neighbors Group	1	3.0 %
TV and newspaper	1	3.0 %
NPR	1	3.0 %
TV & radio	1	3.0 %
Neighbors and friends	1	3.0 %
Facebook, Parents of MI page	1	3.0 %
Seattle Times	1	3.0 %
MISD	1	3.0 %
Google news	1	3.0 %
Total	33	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 direction do you think Mercer Island is generally going	Number	Percent
Right direction	300	64.8 %
Wrong direction	50	10.8 %
Don't know	113	24.4 %
Total	463	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 direction do you think Mercer Island is generally going	Number	Percent
Right direction	300	85.7 %
Wrong direction	50	14.3 %
Total	350	100.0 %

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

Q12. How would you rate overall job Mercer Island City government does	Number	Percent
Excellent	71	15.3 %
Good	245	52.9 %
Fair	103	22.2 %
Poor	14	3.0 %
Don't know	30	6.5 %
Total	463	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 overall job Mercer Island City government does	Number	Percent
Excellent	71	16.4 %
Good	245	56.6 %
Fair	103	23.8 %
Poor	14	3.2 %
Total	433	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	54	11.7 %
Good	174	37.6 %
Fair	122	26.3 %
Poor	35	7.6 %
Don't know	78	16.8 %
Total	463	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	54	14.0 %
Good	174	45.2 %
Fair	122	31.7 %
Poor	35	9.1 %
Total	385	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 the amount of services City provides	Number	Percent
Too many services	18	3.9 %
About the right amount of services	320	69.1 %
Too few services	52	11.2 %
Don't know	73	15.8 %
Total	463	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 the amount of services City provides	Number	Percent
Too many services	18	4.6 %
About the right amount of services	320	82.1 %
Too few services	52	13.3 %
Total	390	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	69	14.9 %
6-10	57	12.3 %
11-15	39	8.4 %
16-20	40	8.6 %
21-30	102	22.0 %
31+	144	31.1 %
Not provided	12	2.6 %
Total	463	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	69	15.3 %
6-10	57	12.6 %
11-15	39	8.6 %
16-20	40	8.9 %
21-30	102	22.6 %
31+	144	31.9 %
Total	451	100.0 %

**Q16. What is your age?**

Q16. Your age

	Number	Percent
18-34	67	14.5 %
35-44	83	17.9 %
45-54	93	20.1 %
55-64	98	21.2 %
65+	104	22.5 %
Not provided	18	3.9 %
Total	463	100.0 %

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

Q16. Your age

	Number	Percent
18-34	67	15.1 %
35-44	83	18.7 %
45-54	93	20.9 %
55-64	98	22.0 %
65+	104	23.4 %
Total	445	100.0 %

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

Q17. Are you of Hispanic, Latino or Spanish origin	Number	Percent
Yes	16	3.5 %
No	442	95.5 %
Not provided	5	1.1 %
Total	463	100.0 %

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

Q17. Are you of Hispanic, Latino or Spanish origin	Number	Percent
Yes	16	3.5 %
No	442	96.5 %
Total	458	100.0 %

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

Q18. Which following best describes your race	Number	Percent
Asian or Asian Indian	91	19.7 %
Black or African American	8	1.7 %
American Indian or Alaska Native	1	0.2 %
White	335	72.4 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	8	1.7 %
Total	444	

**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	300	64.8 %
1	60	13.0 %
2	83	17.9 %
3	17	3.7 %
4	3	0.6 %
Total	463	100.0 %

**Q20. Your gender:**

Q20. Your gender	Number	Percent
Woman	216	46.7 %
Man	220	47.5 %
Non-binary	3	0.6 %
Prefer to self-describe	1	0.2 %
Prefer not to say	23	5.0 %
Total	463	

**(WITHOUT "PREFER NOT TO SAY")****Q20. Your gender: (without "prefer not to say")**

Q20. Your gender	Number	Percent
Woman	216	49.1 %
Man	220	50.0 %
Non-binary	3	0.7 %
Prefer to self-describe	1	0.2 %
Total	440	

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

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

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

Q21. What is your total annual household income	Number	Percent
Under \$50K	28	6.0 %
\$50K to \$99,999	50	10.8 %
\$100K to \$199,999	118	25.5 %
\$200K to \$499,999	96	20.7 %
\$500K to \$999,999	68	14.7 %
\$1,000K+	17	3.7 %
Not provided	86	18.6 %
Total	463	100.0 %

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

Q21. What is your total annual household income	Number	Percent
Under \$50K	28	7.4 %
\$50K to \$99,999	50	13.3 %
\$100K to \$199,999	118	31.3 %
\$200K to \$499,999	96	25.5 %
\$500K to \$999,999	68	18.0 %
\$1,000K+	17	4.5 %
Total	377	100.0 %

**7**

# Open-Ended Questions



**Q22—“If you have any other comments you would like to share, please provide them below”**

- 1. Appreciate the City leadership on preventing encampments, etc. 2. Would like to see more affordable housing for workforce. It can be done in an inclusive way offering dignity.
- 1. Do not eliminate single family zoning to allow homeless camps in our parks and open spaces. 2. do not give in to sound trust or WDOT demands. 3. groups of bicycles can be a problem on East Mercer Way.
- Main water line under SE 46th needs replacement. new foundation and repairs, I pay sewer but city will not clean my storm drain. 2. Island Crest, 1 lane north and south needs camera where patrons and police can see.
- major concerns are unlit streets with no sidewalks. 2. increased number of robberies. 3. Not enough parking at north end park and ride, loss of bus routes to get there by bus. 4. Buy the condemned house/lots on 44th and 88th, create another park. no one is going to build a house next to the power station.
- Permit process needs to include architectural review like some other cities have, too many houses are going up that will look cheap and ugly in a few years. 2. The fire sprinkler requirement for residences seems out of control, wasteful and not providing value for the money it costs. 3. My understanding is that the City is facing large future costs for water main replacement but that the City has failed to face up to this, so the problem is growing annually. 4. An example of ineffective and inefficient spending is the sidewalk on 72nd Ave SE between 24th St and 32nd St. The "rolled edge" asphalt design seems too hard for drivers to see, so is ineffective and feels unsafe for walking in darkness or bad weather. A simple concrete curb, even with asphalt for the sidewalk itself seems like it would have been far more effective and last forever, instead of needing periodic painting like now.
- sidewalks-need more. 2. cyclist-need more vigilant enforcement of bike traffic violations. 3. Recology-has terrible customer service Bring back Republic services.
- spend more money on parks. 2. water services is generally excellent but recently we were impacted when they did a repair which let air into our water lines without notifying us.
- Too many home and car break-ins. Need more police. 2. Stop overdevelopment of MI. 3. Stop unzoning single family residence neighborhoods. 4. Preserve the large lots and open spaces.
- Turn on ISC Crest not enforced. 2. Need more street lighting. 3. No increase in crime when subway opens, (homeless, graffiti, etc.)
- 1/2 asphalt 1/2 concrete driveway rule is beyond ugly and dumb.
- Add city updates in "City of MI" bills mailed. prefer mailed communication, not email.
- Add more trash and recycling receptacles. More citations for those speeding. Improve the crime rate.
- Allow ADU to enhance retirement possibilities.
- Allowing people to have junk cars on their property or in the streets is a safety/environmental risk.
- Beautiful place to live. It is not inclusive( lack of diversity). There should be safer ways for people to bike and walk. More affordable housing and more diverse business. More affordable grocers.
- Better lighting on Island Crest, especially by the cross walks.
- Bikes on West Mercer are a problem. There are houses that appear abandoned. I miss the senior classes at MI Community center, the parks are wonderful



- Building code enforcement is a source of frustration. MI has developed a reputation for excessively long permit requirements.
- Came in 1st Boeing crunch. 1st wife was teacher at Mid School. Came for schools . No regrets
- Caulkins landing has not been maintained and trimmed. EMT should be expanded.
- Change permitting process. Make it user friendly, get rid of excessive fees.
- City does a poor job of working with residents when there is a major construction activity in their area. (Sound Transit as an example)
- City employees rarely respond to questions/complaints either via email or phone
- City is littered with trash/yard waste/recycling totes by the roadside. zero enforcement of cleanliness by property owners
- City management of changes to I90 offramps and onramps was terrible. It is difficult to walk/bike or use public transport safely in MI
- City needs to be more active in governing environmental change. Encourage and support solar panel installs, eliminate gas heating and appliances. Bann all two cycle engines, electrify city fleet.
- City needs to focus on the basics, safety and infrastructure, water, roads, public land.
- City needs to stop the densification of MI. Too many building permits are issued.
- City should take over the care of private roads. Everyone pays the same taxes.
- City/school programs are a little biased about minority. Need more diverse population, inclusive.
- Communication from city manager. Police chief does not response.
- Community center is treated as a rental. I miss the days when art groups met there and the Funmobile provided activities at the local park. Spend more money to bring the parks up to par.
- Community events that bring people together. Summer celebration.
- Completion of bike lane at south end of Mercer Way is a high priority. It is very unsafe with many near misses due to sharp curve. Enforce the maintenance of vegetation near streets please.
- Concerned about all the new development in the town center,. Too many big buildings, streets and parking will be worse. Also not happy with city not enforcing cleanup of junk on properties. It has been over 10 months and still no progress on my next door neighbor and junk.
- Concerned about the direction of schools. seem to be going in the wrong direction- away from quality and standards and toward destructive political agendas.
- Concerned about the need to work on aging sewer and water pipes. Not in favor of spending on the bike skills area. Concerned about the destruction of plants and trees. Very pro preserving our parks. Curb density construction.
- Concerned about uncontrolled trees along West Mercer.
- Condition of landscape in parks has declined immensely. Sad to see!
- Crime is the issue. Police need to stop hiding to give tickets and solve crime.
- Crosswalks on Island crest way , would like to see a blinking one at 58th/ICW intersection. NW quadrant0 so dangerous by the yield. More recreation activities. Kids camps/classes year round, summer camps and events. Maintain parks . More info on how to contact the city. Splash park at Mercerdale, safe bike lanes on E/W Mercer.

- Dealing with the city permit department is extremely painful., very slow. The anti-development stance that has been influenced by a vocal minority on the island is holding back our community.
- Disappointed that barrier (sound) plants on Island Crest were poisoned by the city , leaving large swath of Island Crest visible from homes on 88th Ave SE.
- Disappointed with city's handling of Upper Luther Burbank Bike skills area. Please rebuild and reopen ASAP.
- Do not agree with commercial development or high density housing. Deer population is a real problem.
- Do not build parking next to light rail. Restrict development between city and I 90. Police do not appear to be addressing crime. This needs to be remedied. worried about safety when light rail opens up. What is the plan?
- Downtown core is a mess. Needs a total redo. need great retail/restaurants, skating,
- Enforce code about cleanup after your pet, especially at Pioneer Park.
- Enforce parking codes of boat parking. So many are parked on the streets,
- Excessive speed/disregard of pedestrians is out of control. Look for opportunities to add trails. Do a loss study of South end fire palace. City salaries seem high. Want carbon neutrality.
- Expedite completion of light rail. 7 years is too long to wait on a project.
- Expensive for retired people
- Expensive for retiring. No pleasant outside dining. Focus of police on speeding ticket quota is tiresome. Quality of sustainability efforts is poor.
- Focus should be on maintaining neighborhood feel with single family houses, open space. not with more condos
- For a “high income” community, poor road conditions (potholes, cracked/patched paving) and lack of sidewalks is a concern. Visible drug needles in public parks (i.e.: Clarke Beach) is a huge concern. High City staff turnover is a concern
- Generally things are good. More police protection would be nice. Disaster preparedness for natural disasters.
- Get St to clean up constant garbage on off ramp from 90. Empty garbage cans at Clark beach and Groveland every day in summer. Add more cans. Have police come to these beaches as there is much illegal activity in the summer.
- Government is too big and ineffective.
- Having light rail serve MI is going to be positive. However, it is unlikely that there will be parking available for those who are not in walking distance of the light rail station. We will need much better public transportation to the light rail station from various places on the Island.
- Homelessness will arrive with Sound transit. Please focus on getting them into shelters.
- I am extremely concerned with:
  - the increasing/worsening crime situation on the Island, with all the break in, car (esp. catalytic converters) thefts and stealing from the porch;
  - the expensive water bill the City charges;
  - potential rezoning and building of multi unit homes on the Island;
  - the potential impact once the light rail begins to operate, esp. with commuters parking and potential crime/graffiti.

- I am very concerned about the over development of town center and the ridiculous situation with retail parking .. where I have to move my car when I go to an other store.
- I do not think that an off road bike rec area is a good idea for Upper Luther Burbank Park. It would be noisy, ugly and destructive, not necessary or wanted by those who live here. It will attract the wrong crowd to this quiet area.
- I do not understand what question 2(13) is?
- I don't want Mercer Island to lose its parks & green spaces. I am against increased density. Please let us have spaces here denied within Seattle. We do not need to increase population here.
- I grew up on Mercer Island in the 70s, left and then returned in the late 90s so I have a long history here. What I feel needs the most attention is the lack of accessibility of police. The officers drive in dark SUVs that are poorly marked. If you wanted to flag someone down, you would be hard pressed to identify the vehicles. The police are never simply walking in Town Center, speaking to residents, listening to issues. Mercer Island should set the gold standard for community policing. So many lost opportunities to connect, be friendly, and understand concerns.
- I hate leaf blowers.
- I have been stopped by the police 5 times in 31 years. Each time was bogus. Police were unfriendly and resented me. I was once targeted when driving a nice, older Porsche. When my neighbor's home alarm went off, the 2 officers were heavily armed and hostile toward me. I do not feel protected and/or served.
- I have heard nothing about the added utility tax spending because of Sound Transit conflicts. Success? How long? Misunderstanding? Progress?
- I have many comments but the space provided is too short. You can contact me if you would like my thoughts.
- I have observed that the quality of the city water has deteriorated over the past several years. I have installed a water filter to take out the additional levels of chlorine that have been added to control the e. coli, and I can measure the turbidity of the water by how often I need to change the water filter. Our tap water is certainly safe, but it is not particularly healthy.
- I hope that the City of Mercer Island can become more vibrant with restaurants and shops and offer affordable rent to these establishments with parking availability.
- I hope you publish the outcome of the survey
- I love the parks and often walk in them.
- I miss the recycling station . I also miss the fireworks and summer celebration.
- I remain concerned that voters on MI vote down the taxes that would keep, on my opinion, the city budget healthy. I'd like to pay more in taxes to support the city in its great work and solidify the towns reputation for strong public schools
- I request that the city eliminate the deer population on Mercer Island. There have been many severe biking and car accidents caused by deer on Mercer Island in the last few years and there will undoubtedly be more. They are a threat to Mercer Islanders because of the potential they pose for serious accidents.
- I think focus on town development is important, creating more character and bring in more business/restaurant. Bring in more off island dollars.
- I think our police department is excellent.

- I wish city council elections could be more civil. The current environment turns so many people off from being interested in the real issues. Why do candidates run for a specific seat against a specific candidate? Why can't our community vote for the top candidates that we feel could do the best job and elect those with the highest votes? The current system feels rigged and divisive.
- I wish neighborhood streets would be plowed during bad snow times. We could not drive up Boulevard to West Mercer for 8 days .
- I would like to retire without having to relocate. High taxes and desirability result in McMansions.
- I would love to see new city codes and policies that encourage small independent businesses in the downtown core. Would like to see the city focus on TOD and traditional neighborhood development.
- I would prefer more shopping and eating options on the island. More events. unhappy with a cell tower in my yard.
- If density is going to continue the city needs to increase the average of open spaces.
- Improve the frass fields at The Lid or replace with turf.
- Improve the turn lanes on SE 40th St onto Island Crest Way. Put flashing stop signs at 86th Ave SE
- Increase lighting along parks and trails for early morning and evening recreation and active transportation commuting.
- Expand indoor recreational opportunities at the MICEC outside of "traditional" working hours. "
- Inform residents who have just moved here that it is crucial in having their participation in city efforts and school success.
- Intersection at SE 40th St and 88th Ave SE, cars run the stop sign when westbound. A tree branch obscures the stop sign. Can city trim the tree or put in speed bumps.
- Intersection of 88th Ave and 40th street is very dangerous. There should be a blinking stop sign there.
- Island crest Way walking through the Pioneer Park area has always been poorly lit and feels unsafe in the dark. Darkness falls quite early much of the year and yet this route is well used by all ages. It would be great to see improvement there.
- It is important to trim trees away from power lines.
- It is lovely for the residents (including me) of Mercer Island that it is zoned to prevent development but I think it is bad for the region as a whole. The lack of affordable housing in the region is a product of barriers to the development of market-rate housing where the demand is. This leads to homelessness in the city of Seattle and sprawl in the outer suburbs and limits economic development for the region as a whole. For the good of the larger community, I would prefer that Mercer Island not stand in the way of development with restrictive zoning codes.
- It is poorly maintained, too many dead plants and trees.
- It seems a small group of vocal people are dictating too much and creating a toxic atmosphere, discouraging others from wanting to get more deeply involved.
- Light rail station is the biggest change in years. The city should create an income stream to support needs.

- Like the renovations to come at L. Burbank docks. Parks are the best on MI. Need some fun dining and stores downtown
- Looking forward to light rail, hope there are buses available to get me to the station from around the island. Also, better Bicycle parking.
- Loss of the island crest onramp to 90 W means going thru 7 traffic lights or getting stuck behind bikes. It is not good that we cannot use that onramp without a carpool.
- Love living here, don't change much.
- Love living on the island. Biggest concerns are level of privilege and how that effects our children and everyone's mental health. Also want to support ongoing services and support of decreasing negative environmental impacts.
- Loved the way the property on ICW and 40th was deconstructed with many materials look like they can be reused. A fine example of the city practicing good recycling and role modeling.
- Main safety issue is old Maples on East Mercer Way with ivy climbing that hang over the street, it lacks visibility on E Mercer way.
- Maintain the common area of the island. The plants are not maintained on the way thru Island Crest , school lawns are not maintained either.
- Make bikers ride clockwise around the island, you built a nice shoulder for that. Check the sprinklers for leaks.
- Make effort to reduce deer population. We had to fence off our entire yard.
- Mercer Way is extremely dangerous for pedestrians and bicyclists due to the lack of curbside lanes for walking and bicycling. Some recreational bicyclists are extremely arrogant and will not make way for cars backing up behind them. Curbside lanes should be constructed or bicycles should be banned from Mercer Way and pedestrians/runners should be banned from the traffic lanes.
- MI has done a good job of keeping what is happening in Seattle. Especially with the light rail station going in, I hope this can continue to be a safe and healthy place for families.
- More dollars into transportation capital budget. Out street should be repaired based on its condition.
- More residential street lighting. Park bathrooms are really dirty and unkempt
- More retail street parking is needed. Small business cannot do well if the customers have to park inside a mid-rise to access stores.
- More sidewalks. especially where kids walk /bike to school. "Snake Hill"
- Most concerned about the impact of light rail, are we going to be able to park to use it?
- Move the deer to a more suitable area. They are costing homeowners big money to protect their property.
- Moved here because it is more community and family oriented than Seattle. The nts events and services undermines and destroys this. I hope we do not become like Seattle
- Moved here from somewhere else last year and we continue to be astonished by how lovely it is on Mercer Island. We appreciate the outstanding service provided by our city's government.
- My number 1 request is that Island Crest Way traffic be slowed to the speed limit, it is very dangerous. Thank you.
- My number one concern is preserving and expanding natural habitat areas on Mercer Island.

- Natural parks are the best. Wish transportation would come to South Island so that we could easily use bus/rail. Ability to use parking for both short and long term would be nice.
- Need improvement of retail and restaurant options in the town center
- Need to provide bike trail or at least marked trail where its 'missing' around the Island
- Need to enforce speed limits on East Mercer Way more rigorously
- Need reliable public transportation from the North to the South.
- No sidewalks on many streets. Children need those to walk safely.
- no speedbumps, as few new traffic lights as possible, no multi family housing on the south-end; additional multi-family inevitable in the north-end town center-do your best to facilitate high-end/quality development in the town center. ok to raise taxes to maintain quality of life/services on the island. continue to maintain parks. look to expand parks/trails. support public schools as best you can.
- Obtain another internet provider, also cable provider. They can compete with Comcast.
- Open Oioneer park to more equestrian trails.
- Open and restart all park and event activities.
- Open city hall. Planning dept. has a terrible reputation. very frustrating, no confidence in them, terrible communication
- Open community center to more activities.
- Our sidewalks , medians and right of way areas look very shabby, over run with weeds, unkempt. Bathrooms and drinking fountain at parks are in bad condition or not working. Please spend money to do upkeep.
- Over the 30 years living on Mercer Island, I do believe I hear more and more about petty crime, cars broken into, and mail stolen--none of which has touched me personally. I disagree with the city giving into park vandalism to support mountain biking enthusiasts. I believe that park trails need better maintenance, and love seeing plantings going into our open spaces. I believe that parks should be zoned as such. I love living on Mercer Island and am glad to see the government reaching out for public opinion.
- Overall we are very pleased with Mercer Island as a place to live and raise a family. Once the light rail station opens, better options (more timely) for getting from the train station to other locations needs to be implemented. I use to park at the north end and ride the bus to downtown. I could easily have gotten on the bus near my house in the morning, but in the afternoon, the bus schedule was too spaced out.
- Overall, great city management. However, the public trans system works...the problem is getting to it. I suggest far more parking spaces within walking distance of the P&R. To that point, much greater amount of and frequency of Metro busses to/from the P&R (to mitigate the need for parking at the P&R).
- Lastly (I'm just whining here), I'd like to see far more restaurant options. Remember ""Field of Dreams"" , if you build it, he will come."
- Owners should be able to offer B2B on apartments on their properties without the city taking fees. Already pay property taxes.
- Permit dept is a huge problem.
- Pioneer Park needs to be cleaned up a bit. Dead branches, trees are hazards.
- please add pickleball lines to all public tennis courts.

- Please bring back the trash cans on the I-90 trail.
- Please consider constructing safer bike routes heading South to Islander Middle School from Mid-Island. Shout out to Andy Prince and Lizzy Stone for their incredible work in our open spaces. Please consider constructing additional bike racks across the City. Please consider re-initiating the lifeguard program at Luther Burbank swim beach. Thank you!
- Please consider improvements on trails and open spaces, particularly stairs in the north side of the island are dangerous, slippery. Thank you.
- Please do not put artificial pellets on playfields. Toxic, bad for wildlife. Please allow for more townhomes, ADU's, etc.
- Please do not turn MI into Seattle.
- Please do not waste limited public resources on transforming L. Burbank Park open space into a mountain bike park. Poor use of limited resources. not appropriate for the area.
- Please do public education about pedestrian traffic on roads. Too many people walk without awareness of which side is safest. Also safety about cars using turn signals and fully stopping. Please enforce dogs on leash rule.
- Please do something about the developers who shun current standards and pay a pittance for exceeded home sizes, heights, etc.
- Please enforce the leash law. Once a week , a city official or policeman should be at the South Mercer Play field to educate and ticket those dog owners who let their dogs off leash.
- Please improve commercial (new business options). Find additional parking near light rail so I can park on MI and use transit more efficiently.
- Please keep up the good work and make the Mercer Island much safer to live in. Thank you.
- Please replace the dying plants in our parks.
- Please stop allowing boats, boat trailers, rv's , cars parked on the side of roads for longer periods that codes allow. Please enforce garbage can removal from curbs after pickup. Should be placed out of view of street.
- power lines should be underground. No need for power outage on windy days.
- Public transportation continues to be nonexistent for those who don't live within walking range of downtown. You have to figure this out. Most likely, the ready availability of parking spaces downtown. MI has to keep control of its building regulations, and not overbuild. For many reasons, including keeping school population in balance, as we don't have land to build another middle school. New houses are still too large for the lots. Too many trees are being cut down to allow for large houses. Regulations on biking in Upper Luther Burbank finally may exist, but it never should have gotten out of hand. The trees near the high voltage lines on ICW are totally disfigured. A big change from 40 years ago. It is past time to put the lines underground, even with the expense. The gem of the parks is Pioneer Park and that should be preserved with minimal "improvements".
- Requested help with dead trees, no response. Very dangerous.
- Retail is being squeezed out by lack of parking. Need to allow ease of parking and walking from one building to another . Other towns do this. Petty crime is out of control.
- Safety is number one on my list. I would suggest city look harder to get security camera installed on all exit ramps to improve the overall safety and prevent possible crime. Such system can run license plate check in real time and report to police if needed.
- Safety is our top priority. Concerned over increase in crime

- Schools are too homogenous and too competitive.
- Sign ordinance is not enforced. Signs downtown are terrible.
- Since residents had to pay to paint the gym floor, we should not have to pay to use MI community center, it should be open 7 days a week.
- Stop cars and motorcycles from treating Mercer Island as a speedway. I lived on East Mercer Way and the speeds that vehicles drive is ridiculous. East and West Mercer Way is dangerous to pedestrians and bike riders. This must stop. Cancel the car rally. That was a very stupid idea - it only introduces Mercer Island as a cruising destination. Stop cars and motorcycles from speeding. Do it before someone is killed by a motor vehicle. Do it now.
- Street light poles at intersection of 28th and ICW need painting. Notification to city and state go unanswered
- Streets in my neighborhood are terrible , need repair. We need to encourage local business. We need to regulate the look of the building in town center. Some are ugly. We need parking to access light rail.
- Strong preference for Mercer Island Park and Ride space available for residents only.
- Strong supporter of MIYFS and all they do in support of citizens; very disheartened to see severe budget cuts during COVID.
- Terrible bus service on island. The 550 runs every 10 minutes but no easy connections. The 204 never showed up. I had to call a friend for a ride.
- Thank you for effort to improve life. You were chosen to lead the city because you could deal with it much better than us.
- The bass from the D.J. at the Island Crest play field needs to be monitored.
- The city has cut down all of the big trees.
- The city management of public spaces during Covid was a mess. Policies were founded on fear instead of common sense. Please reopen the bike park ASAP.
- The city needs to put a high priority on ensuring development provides affordable retail space for local businesses. We cannot lose treasured community businesses like Island Books. City also needs to be thoughtful and ensure that ALL approved development has sufficient below ground parking for all tenants and retail users, not relying on street parking. Glad to see Summer Celebration is returning this year - the city never should have eliminated it.
- The city needs to support our police. Defunding should not be an option.
- The City should get back to providing more community-enhancing programs and services, such as YFS (more senior social services, school counselors) and community-centered programs such as Senior Social, music and movies in the park and Summer Celebration, and stop listening to the people who want smaller, cheaper government. MI is special because of the way the community comes together in support of each other. Cutting these programs saves a little money but limits residents' interactions and ends up isolating us from each other. I resent those people whose only idea for city government is to cut programs or services to limit spending and save them money.
- The cost of housing is a huge concern. This is restricting Mercer Island as a place to live for the very wealthy, only. However, because it is such a desirable place to live, this increases demand and therefore house prices continue to increase and are out-of-reach for even those on a moderate income. However, I don't think there is any easy way to solve this problem. Providing



more "affordable" housing means providing more "less desirable" housing and therefore doesn't really solve the problem.

- More public walking trails linking dead end streets would make the City far more walkable.
- Access to Seattle and Bellevue/Eastside from the Island on public transportation is great, but accessing the Mercer Island Park and Ride from anywhere other than the downtown part of Mercer Island is very poor. Bus services on the island are too infrequent and therefore are useless in all but very limited situations.
- The homeless is also an emerging problem that needs to be addressed. We can not let it spread here.
- the intersections at 80th and SE 27th AND 80th and SE 28th need better lights and direction. 80th/SE 27th is REALLY REALLY dark at nights and early mornings and I have almost hit a pedestrian there because I could not see them in the dark. could REALLY use a streetlights AND stoplight there. both of the intersections noted could use stoplights as sometimes unclear "whose turn it is" to go and gets all weird there
- also, water on MI is weirdly expensive. we also have a small home in eastern Washington, and the water is so much less expensive there. SO big water bills after watering yards in the summers on MI. ugh."
- The planning commission is dysfunctional. The new people in the building dept. are weak.
- The quality of life here is excellent, but I am concerned that some of the changes will diminish that quality of life. I am concerned that there is a focus on the "county" benefits vs. Mercer Island, and Mercer Island needs/wants are subservient to "county" needs/wants. Our city government should do what is best for Mercer Island FIRST. Thank you.
- The race essentialist DEI training is a waste of money, divisive.
- The tax burden is overwhelming. The cost of the water bill and the add-ons is insane. Stop with the condos downtown.
- There has been a spike in crime lately due in part to the homeless crisis in Seattle metro. Our home was burglarized when we were gone on holiday.
- There is no bus service along W Mercer Way. If you cannot drive, how do you get to Town center or light rail?
- There needs to be a plan in place to deal with crime and homeless that will come with east link project.
- Ticket and tow cars parked in the right of way. also unregistered/expired tags of boats/cars. Employees should be running the city, not a group of residents who complain. Trim all the leaning tree limbs hanging over public streets and parks.
- Too few sidewalks. City keeps adding more rules. Getting a permit to recapture our view has taken years without result. Very biased city.
- Too many street dips, depressions. Keep homeless off Island.
- Two big issues related to autos on the island: 1) Mercer Way speedway -- cars and motorcycles racing or simply speeding in excess along East and West Mercer at all hours. This is a big safety and noise issue. 2) Cars turning right/west from southbound ICW at Pioneer Park/SE 68th. They do not look for pedestrians and tend to turn without slowing, and their view is obstructed.. Both of these issues will lead to injury or death at some point.

- Very sensitive to off island commuters who dominate our parking lots, should be permitted unless we determine we are not filling the lots. Many tennis facilities are no used. Convert some for Pickleball.
- Waste pickup often leave debris on our street.
- Water is too expensive. Improve road reflectors and striping. More street lighting, trim limbs over ICW . Speeding on Island Crest Way. Need to get life guards back on the beaches. Revive the Summer celebration. unsafe to walk on N Mercer. Parking near public transportation needs to improve. Sad that my kids cannot afford to buy a home here. Real estate has gone crazy.
- Water tastes terrible due to high chlorine. Reduce the chlorine. Waterline replacement is way too slow. Utilities cost way too much compared to other cities.
- We are blessed to live in such a beautiful place.
- We hope that the bike skills area is rebuilt.
- We live just off East Mercer Way , we need better police enforcement of speeding on E Mercer Way and a sidewalk on E Mercer Way for pedestrians.
- We live near the Lakeridge Elementary school, we have no cell service and it is very frustrating.
- We love it here.
- We love the pickleball sessions at the Community Center. It would be nice to have some community festival. When bicycling around the island, there are no easy bathroom stops on the south side.
- We miss the hanging baskets.
- We moved here for the schools and higher quality services.
- We need to resist state efforts to density the city and regional efforts to bring Seattle's problems to our island.
- We need underground electrical wires. Each winter we lose power.
- We need workforce diversity in Government personnel working for Mercer Island
- We should be more open to cooperation with Sound Transit.
- We were stuck for 1 week during the snow storm this past winter.
- Weekly recycling would be really great, yard waste could be monthly. Upgrade docks, allow overnight Moorage, accommodate large yachts, add 50 and 100 amp power, make it revenue neutral with user fees. Increase summer camp options for kids, especially with longer hours for working parents. Decrease public transportation, nobody uses it, total waste of tax dollars in the city. Make the park and ride for residents only, people would use it if spaces were available. Like Moorage charge a user fee for a reserved space. Encourage more restaurants. casual family restaurants, upscale dining and bars/wine tasting are all lacking. As always er have too many banks and dry cleaners, not enough places people actually would enjoy spending time at.
- Why do you care about race? We need i90 car pool lane access restored. We don't need or want intrusive mass transit turn around. I don't see public restrooms at public sound transit...where are people supposed to go? Private business?
- Wider distribution of newsletter.
- Wish the levy has passed. for the parks.
- Worried about Sound Transport, lack of parking, potential for increase in crime. slow response of city to calls.

- With the price of housing increasing dramatically on MI, I'm very worried about increases in property taxes - we have rented here for 2 years and love MI, but at this rate, we may not be able to purchase a home here - because of the price of the house coupled with how much property taxes for that house will be cost prohibitive for us - which is devastating for so many reasons.
- Would be nice to have a restaurant or food trucks at Luther Burbank Park, and docks that can accommodate boats. Current docks are too high. Road improvements for safer cycling.
- Would love more volunteer/service projects for the community that the youth can participate in. Also there needs to be more enforcement of off leash dogs. It would be nice to have more designated areas for enclosed dog runs as many dogs are off leash and not always under voice control.
- You never plow the snow on side streets.



# Survey Instrument



**April 2022**

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,

A handwritten signature in blue ink that reads "Jessi Bon".

Jessi Bon  
City Manager  
City of Mercer Island



## 2022 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 Mason Luvera, Communications Manager, at 206-275-7662. You may also visit [MercerIslandSurvey.org](https://www.mercerisland.gov/mercerislandsurvey) 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.