2012 King County Resident Survey

Final Report

Conducted for

King County

May 2012

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2012 King County Resident Survey

Executive Summary

Purpose and Methodology

To assess satisfaction with both local and regional services, King County conducted its second resident satisfaction survey during April and May 2012. The results from the survey will be used as part of the County's on-going strategic planning process.

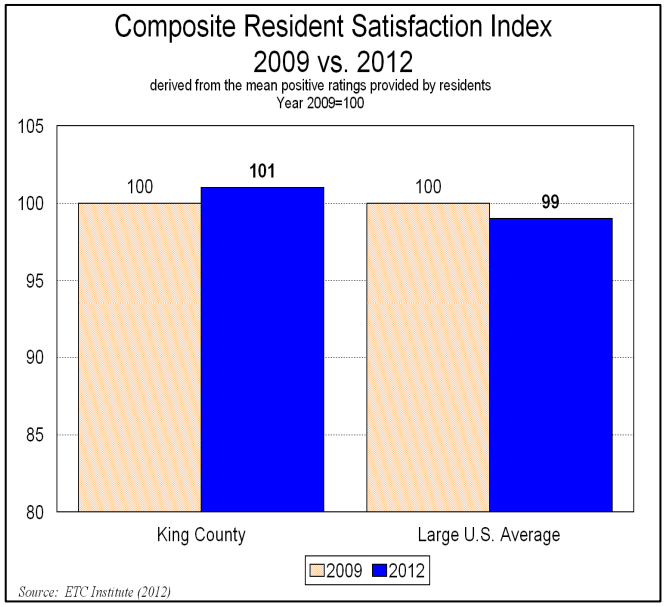
The survey was administered in English, Spanish, and Mandarin to a random sample of 1,025 households. There were at least 250 respondents from Seattle and 125 surveys from each of the other six geographic areas of the County. The overall results of the survey have a precision of at least +/-3.0% at the 95% level of confidence.

Major Findings

Trend Analysis

Overall Satisfaction**.** Satisfaction with the overall quality of County services improved 2% from 48% in 2009 to 50% in 2012. To further assess the change in satisfaction with County services from 2009, ETC Institute developed a Composite Resident Satisfaction Index for King County. The Composite Resident Satisfaction Index is derived from the mean rating given for all county services that were assessed in both 2009 and 2012. The index is calculated by dividing the mean rating from 2012 by the mean rating from 2009 and then multiplying the result by 100.

The chart to the right shows the Composite Resident Satisfaction Index from 2009 and 2012 for King County and large U.S. communities with populations above 500,000. While the Composite Resident Satisfaction Index for King County improved by 1 point from 2009, the Large U. S. average decreased by 1 point. King County leaders are to be commended for their efforts to sustain high levels of service during a period in which national attitudes toward local government have generally become more negative.



Satisfaction by Area. Of the 48 services rated in both 2009 and 2012, satisfaction ratings improved or stayed the same in 28 areas; there were decreases in satisfaction ratings in 20 areas. The items that showed significant changes (changes of more than 3%) from 2009 are listed below and on the following page.

Significant Increases
- Flood protection (+18%)
- King County International Airport (Boeing Field) (+10%)
- Agricultural preservation (+9%)
- Construction and maintenance of roads/bridges (+8%)
- King County as a place to live (+7%)
- King County Metro Transit (+7%)
- Overall value you receive for taxes/fees (+6%)
- Timeliness of court system (+6%)
- King County as a place to work (+5%)
- Human services for at-risk youth victims (+5%)
- Affordable housing/homeless housing programs (+5%)
- Condition of bike paths and trails you use (+5%)
- Traffic flow in your area (+5%)
- Building permits and inspections (+4%)
- Elections and voter registration (+4%)
- Sewage treatment (+4%)

Significant Decreases
- 911 and Medic One services (-16%)
- Civil and criminal justice court services (-12%)
- Confident law enforcement is fair and equitable (-10%)
- Condition of sidewalks you use (-8%)
- Affordability of transit fares (-7%)
- Condition of streets you use (-6%)
- Veterans' services (-6%)
- Hours transit services are available (-4%)
- Confident law enforcement solves problems effectively (-4%)
- Stormwater management (-4%)

Benchmarking Analysis. Satisfaction ratings for the overall quality of services provided by the County were 8% above the national average for large communities with more than 500,000 residents. The strengths and weaknesses of King County compared to other large communities are listed below:

- Comparative Strengths:
  - The County as a place to live (+9%)
  - The County as a place to raise children (+9%)
  - Overall quality of services provided by the County (+8%)
  - Overall value received for your tax dollars/fees (8%)

- Feeling of safety in my neighborhood at night (+8%)
- Metro Transit (+5%)
- Feeling of safety in my neighborhood during the day (+5%)

- Comparative Weaknesses:
  - The County as a place to retire (-18%)
  - How easy the County is to contact (-15%)
  - Animal shelter and control (-12%)
  - Building permits and inspections (-10%)
  - Law enforcement (-8%)
  - How well County is planning for region's growth (-8%)
  - Solid waste disposal (garbage disposal) (-5%)
  - Stormwater management (-5%)

Areas for Increased or Continued Emphasis. Based on the importance-satisfaction analysis that was conducted, the top priorities to improve overall satisfaction with county services are listed below:

LOCAL Services
- Construction and maintenance of roads/bridges
- Law enforcement
- Land use planning/protection regulations.

REGIONAL Services
- Affordable housing/homeless housing programs
- King County Metro Transit
- 911 and Medic One Services
- Public health clinical services
- Job training/job placement/education
- Mental health/substance abuse
- Disaster preparedness
- Public health protection/disease control
- Human services for at-risk youth victims

Full Summary Report

2012 King County Resident Survey

Summary Report

1. Overview and Methodology

1.1 Overview. King County government provides many different services to the community's 1.9 million residents. For people who live in one of the County's 39 cities, the County provides regional services such as disaster preparedness, public health, transit services, etc. For other residents, the approximately 350,000 residents who live in King County's unincorporated areas, both urban and rural, the County provides both regional services and local services such as road maintenance and land-use planning.

To assess satisfaction with both local and regional services, King County conducted its second resident satisfaction survey during April and May 2012; the first resident satisfaction survey was administered in the summer of 2009. The results from the survey will be used as part of the County's on-going strategic planning process.

1.2 Methodology. The survey was administered in English, Spanish, and Mandarin. The sample was stratified to obtain statistically valid results from each of seven geographic areas in the County:

- the City of Seattle
- all other incorporated cities in north/east King County excluding Seattle
- all other incorporated cities in south King County excluding Seattle
- urban unincorporated areas in north/east King County
- urban unincorporated areas in south King County
- rural unincorporated areas in north/east King County
- rural unincorporated areas in south King County

Of the 3,000 households that were selected to receive the survey, 266 completed the survey by mail and 759 completed the survey by phone for a total of 1,025 completed surveys. There were at least 250 respondents from Seattle and 125 surveys from each of the other six areas that are listed above. Figure 1.1 below shows the distribution of respondents by the location of their home.

The overall results of the survey were weighted to reflect the actual population of each of the seven geographic areas of the County. The overall results of the survey have a precision of at least +/-3.0% at the 95% level of confidence. The results for the City of Seattle have a precision of at least +/- 6.2% at the 95% level of confidence and the results for each of the other six areas have a precision of at least of at least +/- 8.7% at the 95% level of confidence.

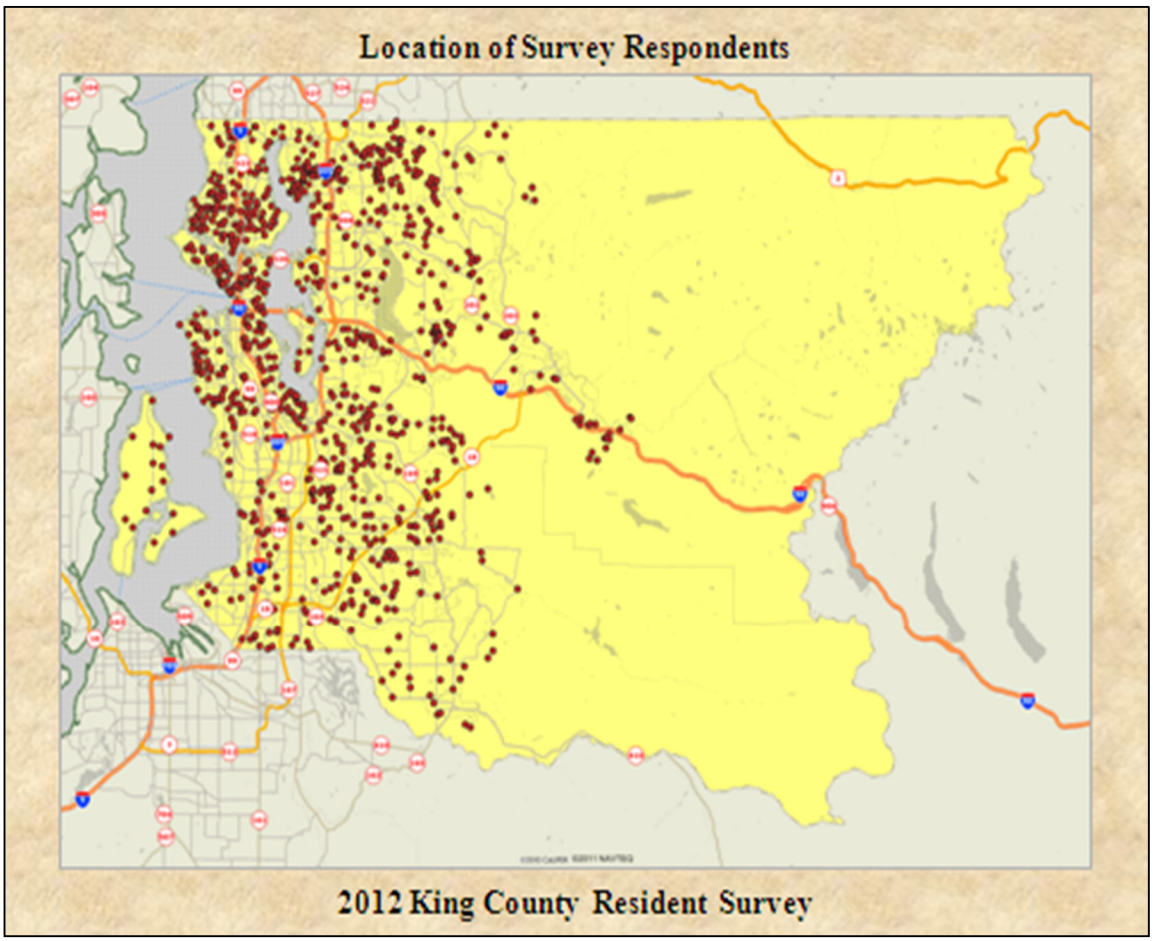


Figure 1.1 (Location of Survey Respondents)

The overall results of the survey were generally representative of the County's population with regard to race and Hispanic ancestry as shown in Figures 1.2 and 1.3 below.

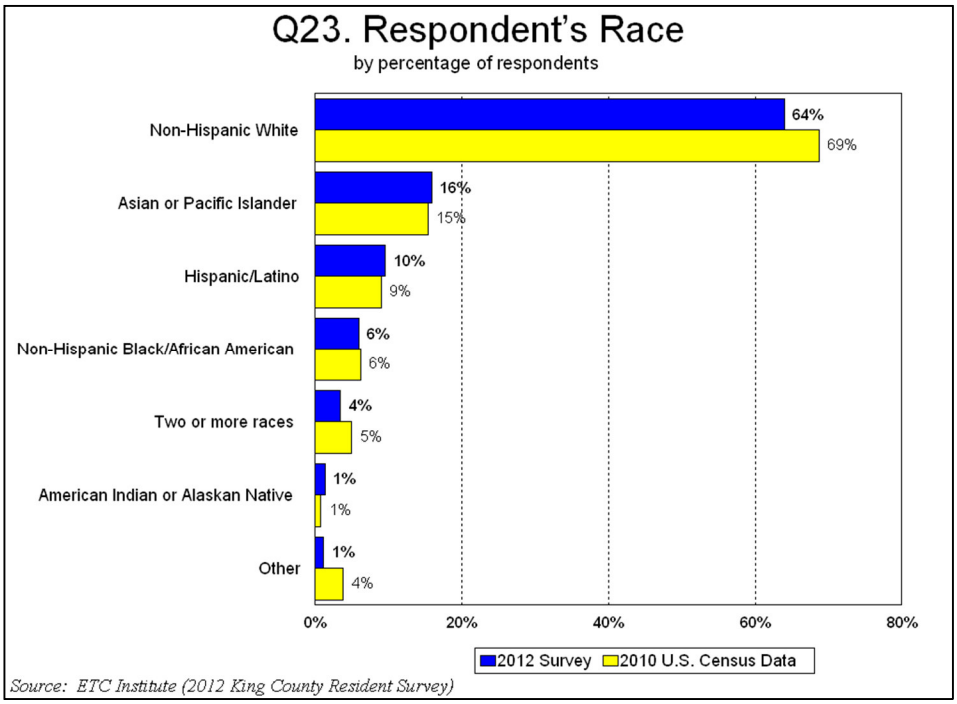


Figure 1.2 (Respondent's Race)

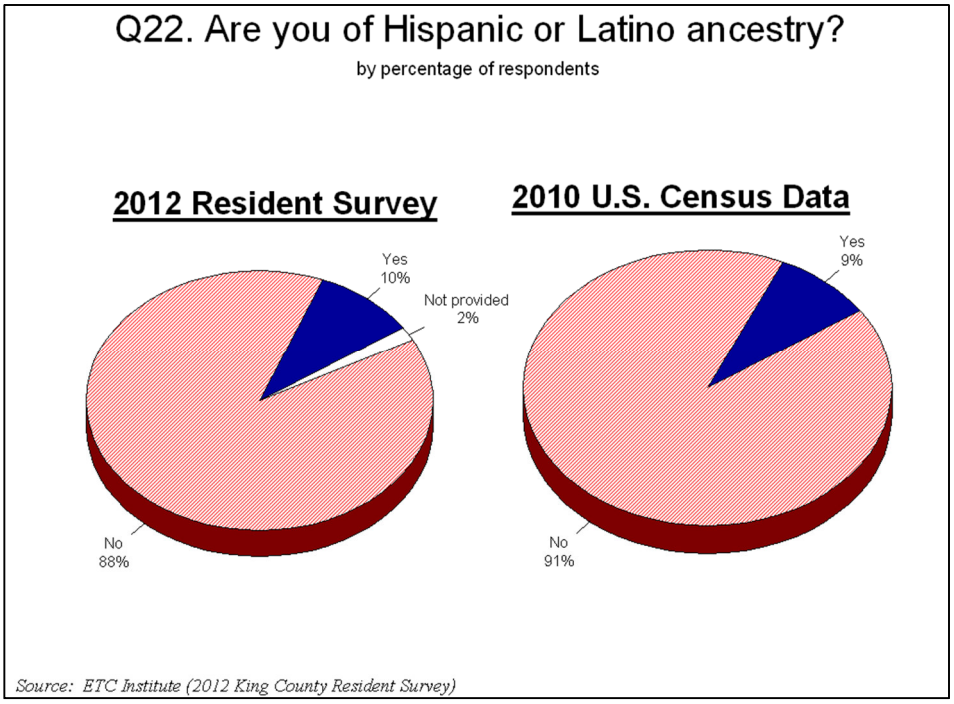


Figure 1.3 (Hispanic or Latino Ancestry)

The overall results of the survey were also representative of the County's population with regard to gender and all income groups as shown in Figures 1.4 and 1.5 below.

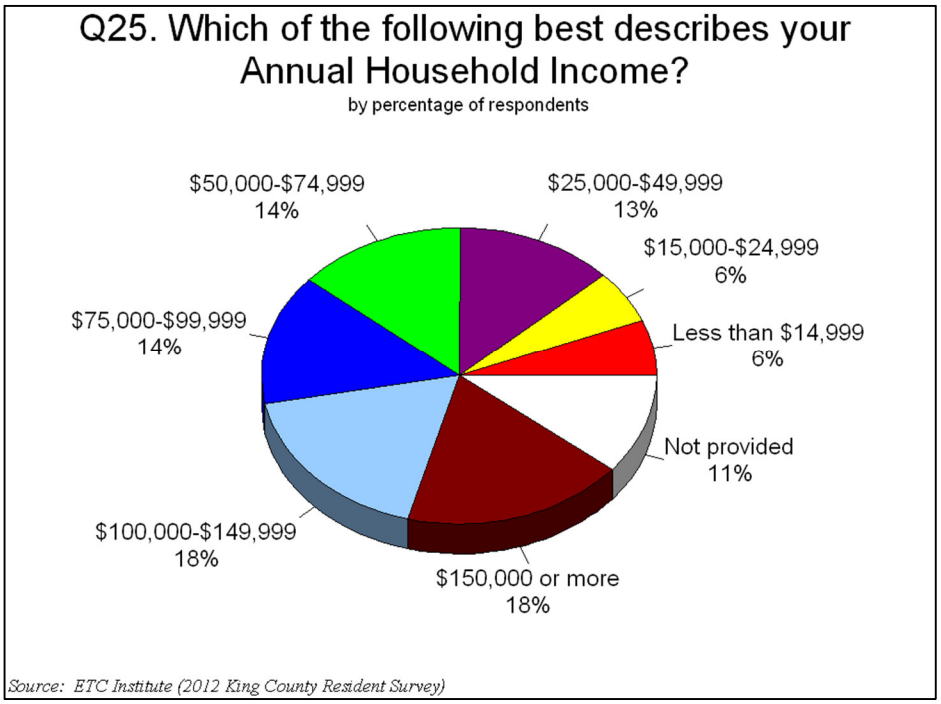


Figure 1.4 (Household Income)

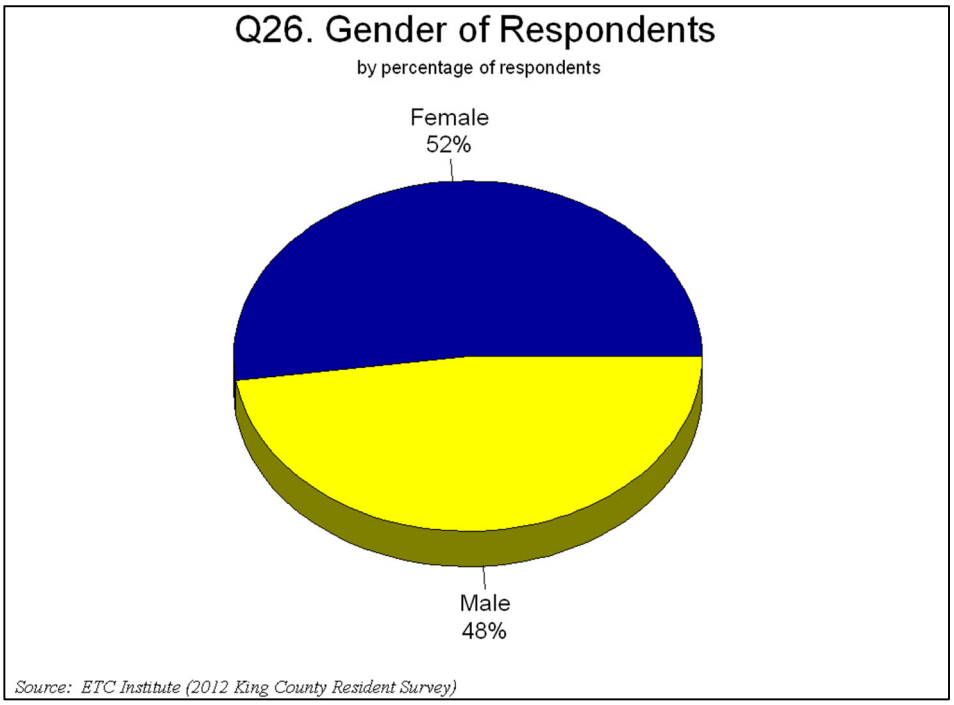


Figure 1.5 (Gender)

2. Analytical Methods

To help King County with the interpretation of the results, ETC Institute conducted several types of analysis.

- **Importance-Satisfaction Analysis** (quadrant analysis) was performed to help county leaders objectively assess which services would have the most impact on overall satisfaction with County services. The analysis incorporated two types of data from the survey: (1) the level of importance that residents thought should be placed on services and (2) the level of satisfaction with these services. Importance-Satisfaction analysis is based on the concept that the County will maximize overall satisfaction among residents by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relative high.

  The Importance-Satisfaction rating is calculated by summing the percentage of responses for items selected as the most important services for the County to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the County's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding “don't knows”).

  The top priority rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices for the County to provide and 0% indicate that they are positively satisfied with the delivery of the service. The lowest priority rating is 0.00 and could be achieved under either one of the following two situations: 1) if 100% of the respondents were positively satisfied with the delivery of the service or 2) if none (0%) of the respondents selected the service as one of the four most important services for the County to provide.

  Importance-Satisfaction ratings that are greater than or equal to 0.20 identify areas that should receive *significantly* more emphasis over the next two years; emphasizing investments in these areas will help improve overall satisfaction. Ratings from .10 to .20 identify service areas that *should* receive increased emphasis to improve overall satisfaction. Items with ratings less than .10 should continue to receive the current level of emphasis to maintain satisfaction levels.

- **Benchmarking Analysis.** Benchmarking analysis was completed to determine how satisfaction levels with local governmental services in King County compare to other large U.S. communities. The benchmarking analysis compared the results for King County to the results of a national survey that was administered by ETC Institute during March 2011 to a random sample of 2,000 residents in the continental United States living in communities with a population of 500,000 or more.

- **GIS Mapping.** ETC Institute prepared maps to show how people in different areas of King County responded to the survey. Each of the seven areas that were included in the survey was shaded to show how residents from each area responded to specific questions. Shades of blue were used to identify positive (or satisfied) ratings. Shades of off-white were used to identify neutral (or okay) ratings, and shades of red/orange were used to identify negative (or dissatisfied) ratings.

Interpretation of "Don't Know" Responses. The percentage of persons who gave "don't know" responses is important because it often reflects the level of utilization of County services. For graphing purposes, the percentage of "don't know" responses has been excluded to facilitate valid comparisons between county services and with other communities.

Major findings from the survey are described on the following pages.

3. PERCEPTIONS OF THE COMMUNITY

3.1 Overall Perceptions of King County. Residents were asked to rate their satisfaction with a wide range of issues that impact perceptions of the community. The results of the survey show that residents were generally satisfied with the quality of life in the County and most residents felt King County was a good place to live and work. Residents were least satisfied with how well the County is planning for growth.

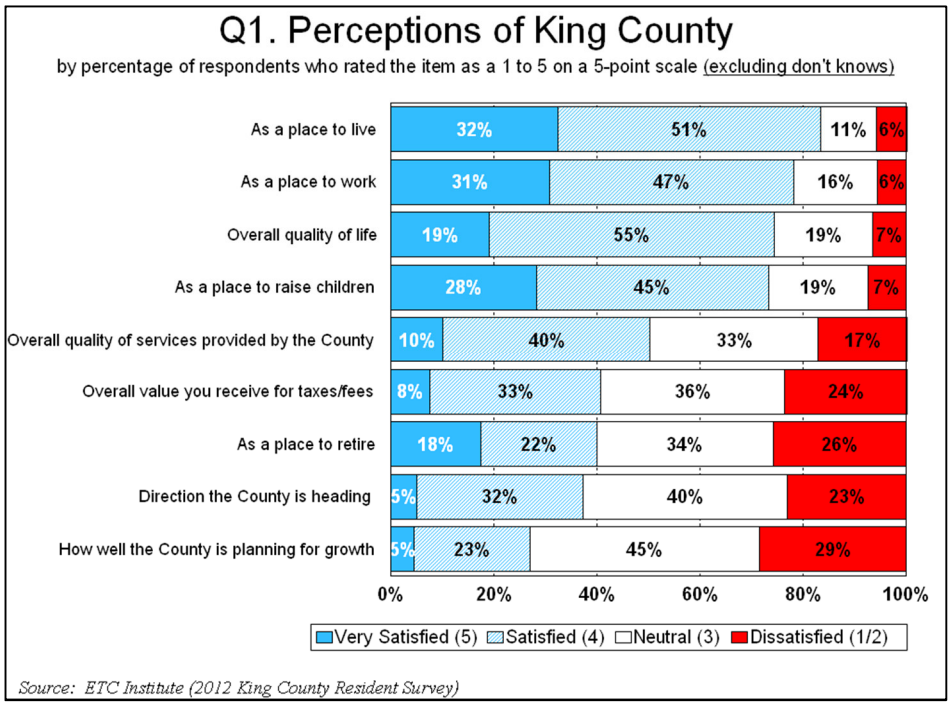


Figure 3.1 (Perceptions of King County)

3.2 How Perceptions of King County Have Changed. The chart below shows how overall perceptions of King County have changed from 2009. Of the 8 items rated in both 2009 and 2012, there were improvements in satisfaction ratings in 7 areas. The only item that showed a decrease in satisfaction ratings was perceptions of the County as a place to retire. The items that showed significant increases (increases of more than 3%) in satisfaction ratings from 2009 are listed below:

Significant Increases

- Perceptions of the County as a place to live (+7%)
- Overall value received for County taxes and fees (+6%)
- Perceptions of the County as a place to work (+5%)

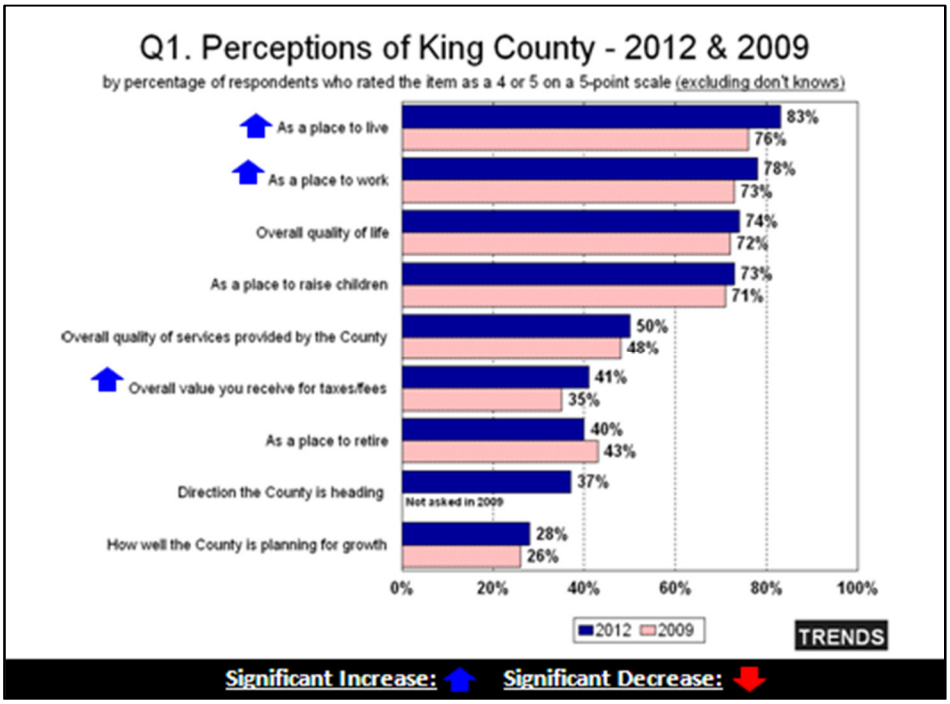


Figure 3.2 (Trends in Perceptions of King County - 2012 & 2009)

3.3 How Perceptions of King County Compare to Other Large Communities. The chart on the following page shows how satisfaction levels in King County compare to the national average for communities with more than 500,000 residents. Overall satisfaction with the quality of county services rated 8% above the national average. Areas that were identified as comparative strengths and weaknesses of King County because the results for King County were at least 5% above or below the national average are listed below:

Comparative STRENGTHS

- Perceptions of the County as a place to live (+9%)
- Perceptions of the County as a place to raise children (+9%)
- Overall quality of services provided by the County (+8*)
- Overall value received for County taxes and fees (+8%)

Comparative WEAKNESSES

- Perceptions of the County as a place to retire (-18%)
- Perceptions of how well the County is planning growth (-8%)

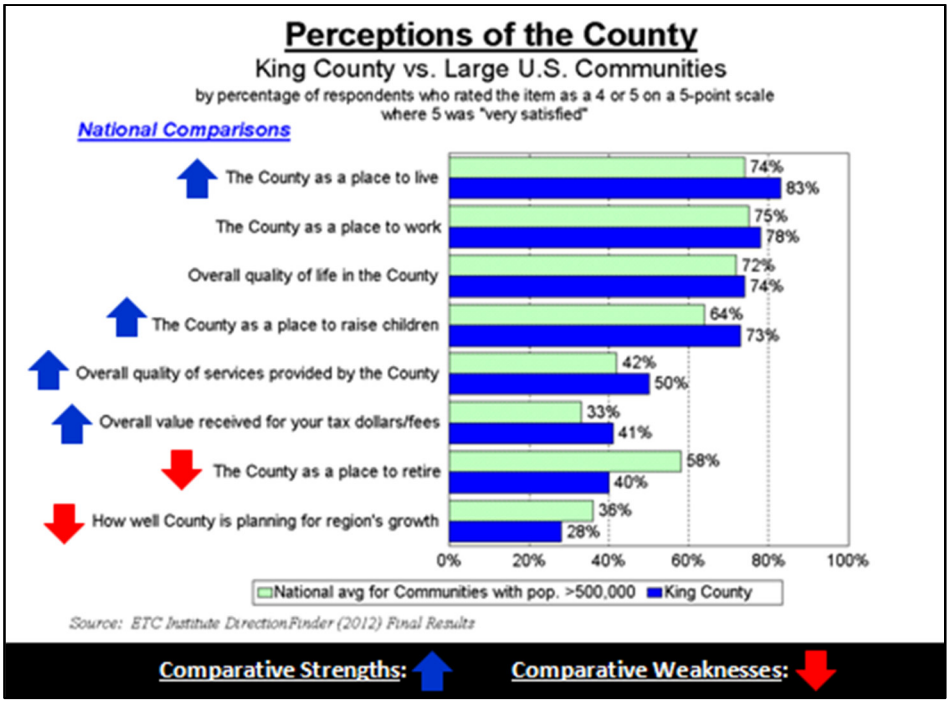


Figure 3.3 (Benchmarking Data for Perceptions of the County)

3.4 Guiding Values. Residents were asked to rate how well they felt King County's guiding principles described county government. As the chart to the right shows, the principals that residents felt described King County government best, based upon the combined percentage of "very well," "well" or "somewhat well" ratings were: 1) professional (83%), 2) service-oriented (80%) and 3) fair/just (79%).

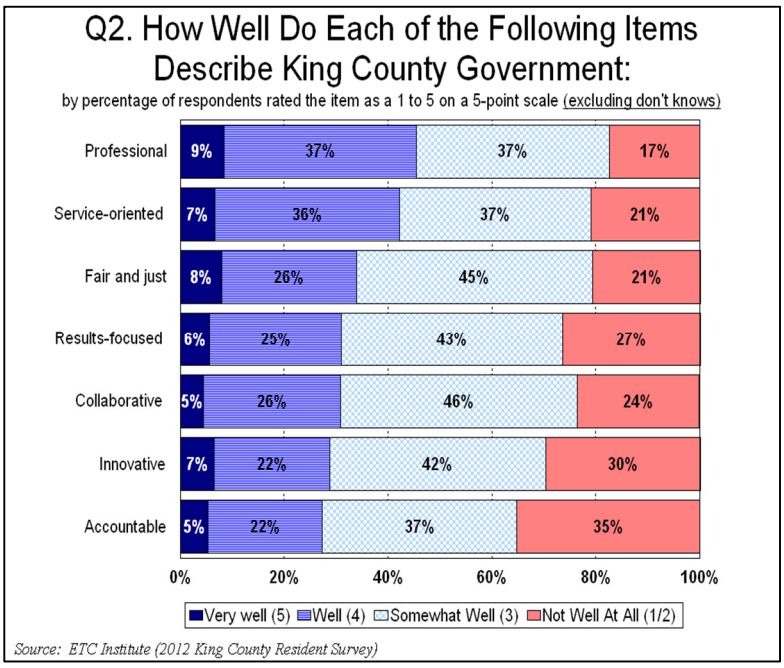


Figure 3.4 (Guiding Values)

3.5 Differences by Location. The results of the GIS mapping analysis showed that there were no significant differences by location for 4 of the 9 perception issues that were assessed on the survey; the significant differences by location are described below:

INCORPORATED AREAS

- **Residents in Seattle and other incorporated northeast cities** gave higher ratings for the overall quality of county services and for King County as a place to live.

- **Residents in incorporated northeast cities, excluding Seattle,** gave higher ratings for King County as a place to raise children.

UNINCORPORATED AREAS

- **Residents in the urban unincorporated northeast** gave higher ratings for the overall quality of county services.

- **Residents in all rural unincorporated areas** gave lower ratings for how well the County is preparing for growth.

- **Residents in the rural unincorporated south** gave lower ratings for the general direction King County as a region is headed.

4. LOCAL SERVICES

4.1 Satisfaction with LOCAL County Services. Residents living in unincorporated areas of King County were asked to rate the quality of seven local services that are provided by King County. The highest and lowest rated local services based on the percentage of respondents who gave positive ratings (ratings of 4 or 5 on a 5-point scale, where 5 means "very satisfied") and negative ratings (ratings of 1 or 2) are listed below:

HIGHEST Rated Local Services (highest % of positive ratings)

- Local parks (61%)
- Law enforcement (47%)
- Stormwater management (46%)

LOWEST Rated Local Services (highest % of negative ratings)

- Building permit and inspections (42%)
- Construction and maintenance of roads/bridges (40%)

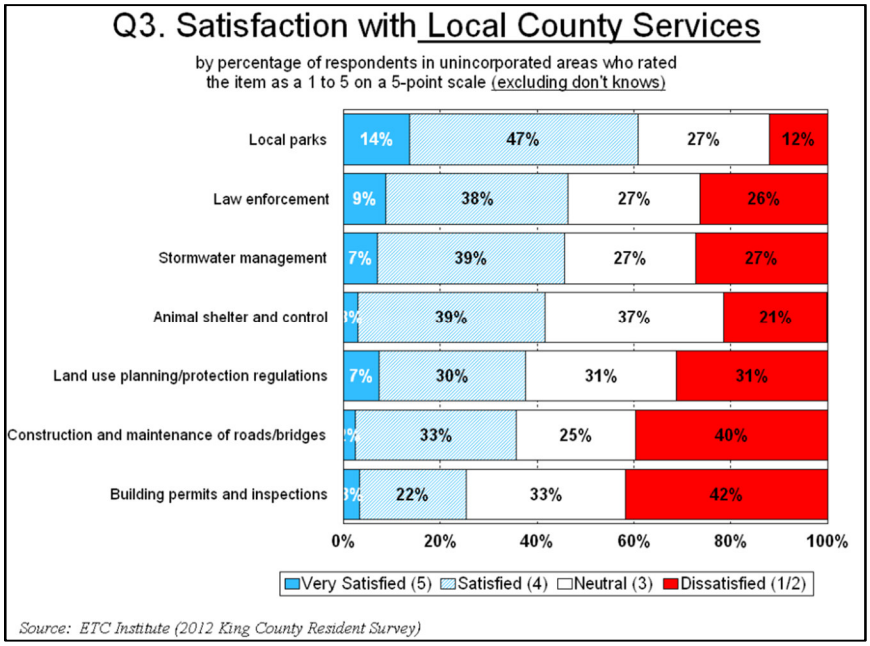


Figure 4.1 (Satisfaction with Local Services)

4.2 How Satisfaction Levels With LOCAL Services Have Changed. The chart below shows how satisfaction ratings for local services have changed from 2009. Satisfaction ratings for local services improved in 3 of the 4 services rated in both 2009 and 2012. The local services that showed significant increases (increases of more than 3%) from 2009 were: the construction and maintenance of roads/bridges (+8%) and building permits and inspections (+4%). The local service that showed a significant decrease (decrease of more than 3%) was stormwater management (-4%).

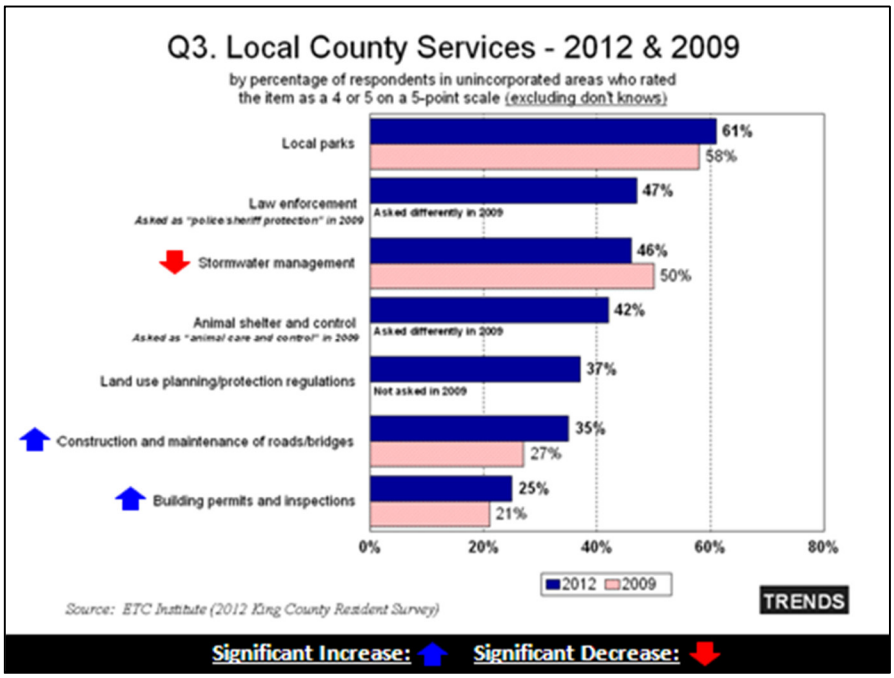


Figure 4.2 (Trends for Local Services- 2012 & 2009)

4.3 How Satisfaction with LOCAL Services Compares to Other Large Communities. Figure 4.3 below shows how satisfaction with local governmental services in King County compares to the national average for communities with more than 500,000 residents for six of the seven local services that were assessed on the survey.

King County rated 4% above than national large average for the construction and maintenance of roads and bridges and 2% above the national large average for local parks. As shown in the chart below, four of the six local services were identified as comparative weaknesses of King County because the results for King County were at least 5% below the national average.

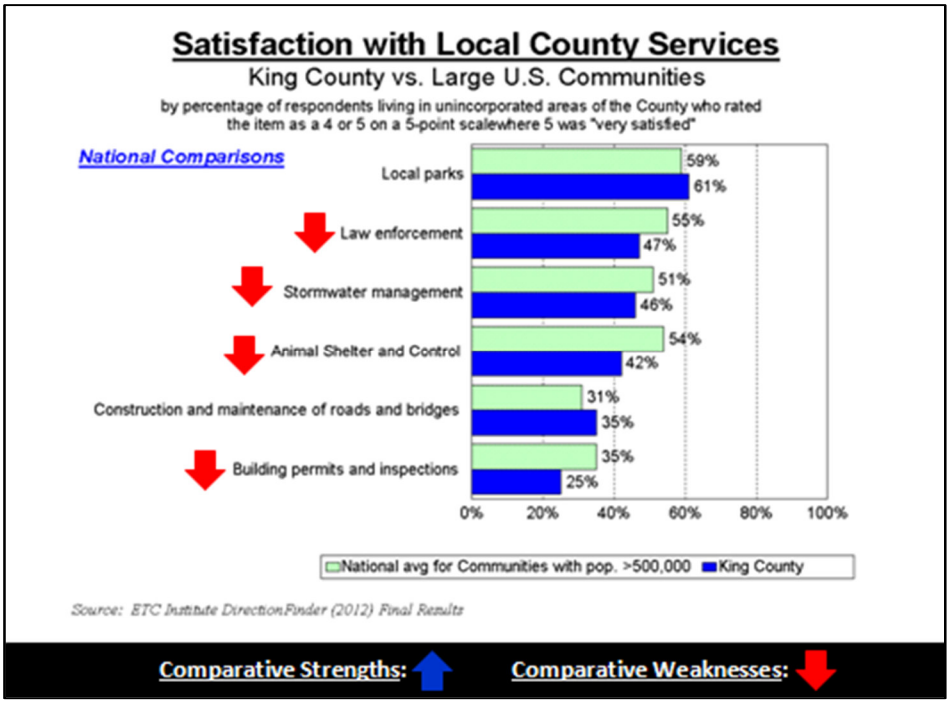


Figure 4.3 (Benchmarking Data for Local Services)

LOCAL Services that Are Most Important to Provide. The LOCAL services that residents thought were most important to provide based on the percentage of respondents who selected the service as one of their top three choices were:

- Law enforcement (83%)
- Construction and maintenance of roads/bridges (81%)

4.4 Priorities for Improvement. If King County wants to increase overall satisfaction among residents, the County should emphasize improvements in LOCAL services where the level of satisfaction is relatively low and the perceived importance of the service is relative high. Based on Importance-Satisfaction Analysis that was conducted by ETC Institute, the highest priorities for improvement in the area of LOCAL services are: (1) construction and maintenance of roads/bridges, (2) law enforcement and (3) land use planning/protection regulations. The priority ratings for each of the seven local services that were assessed on the survey are shown below.

Importance-Satisfaction Rating
2012 King County Resident Survey
Local County Services (Unincorporated Residents Only)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Construction and maintenance of roads/bridges	81%	2	35%	6	0.5265	1
Law enforcement	83%	1	47%	2	0.4399	2
Land use planning/protection regulations	37%	4	37%	5	0.2331	3
High Priority (IS .10-.20)						
Building permits and inspections	21%	5	25%	7	0.1575	4
Local Parks	40%	3	61%	1	0.1560	5
Stormwater management	20%	6	46%	3	0.1080	6
High Priority (IS < .10)						
Animal shelter and control	14%	7	42%	4	0.0812	7

Figure 4.4 (I-S Data for Local Services)

4.5 Differences by Location. The results of the GIS mapping analysis showed that there were no significant differences by location for 3 of the 7 local services that were assessed on the survey; the differences by location are described below.

INCORPORATED AREAS

- **Residents in Seattle and all other incorporated cities** gave higher ratings for law enforcement
- **Residents in Seattle** gave higher ratings for animal shelter/control.
- **Residents in incorporated cities, excluding Seattle,** gave higher ratings for stormwater management.

UNINCORPORATED AREAS

- **Residents in the urban unincorporated northeast** gave higher ratings for law enforcement, stormwater management and animal shelter/control.

- **Residents in the rural unincorporated areas** generally gave lower ratings for building permits and inspections.

5. REGIONAL SERVICES

5.1 Satisfaction with REGIONAL County Services. Residents from all areas of the County were asked to rate the quality of 29 regional services that are provided by King County. The highest and lowest rated regional services based on the percentage of respondents who gave positive ratings (ratings of 4 or 5 on a 5-point scale, where 5 means "very satisfied") and negative ratings (ratings of 1 or 2) are listed on the following page:

HIGHEST Rated Regional Services (highest % of positive ratings)

- Regional parks and trails (71%)
- 911 and Medic One services (71%)
- Solid waste disposal (66%)
- Elections and voter registration (66%)
- Sewage treatment (63%)

LOWEST Rated Regional Services (highest % of negative ratings)

- Mental health and substance abuse treatment (38%)
- Affordable housing/homeless housing programs (38%)
- Property Assessments (34%)

5.2 How Satisfaction Levels with REGIONAL County Services Have Changed. Satisfaction with regional services improved or stayed the same in 11 of the 19 services rated in both 2009 and 2012; there were decreases in satisfaction ratings in 8 regional services rated from 2009. The services that showed significant changes (changes of more than 3%) from the 2009 survey are listed below:

Significant Increases

- Flood protection (+18%)
- King County International Airport (+10%)
- Agricultural preservation (+9%)
- King County Metro Transit (+7%)
- Human services for at-risk youth victims (+5%)
- Affordable housing/homeless housing programs (+5%)
- Elections and voter registration (+4%)
- Sewage treatment (+4%)

Significant Decreases

- 911 and Medic One services (-16%)
- Civil and criminal justice court services (-12%)
- Veterans' services (-6%)

5.3 How Satisfaction with REGIONAL Services Compares to Other Large Communities. Figure 5.1 below shows how satisfaction with regional governmental services in King County compares to the national average for communities with more than 500,000 residents for four of the regional services that were assessed on the survey. Areas that were identified as comparative strengths and weaknesses of King County because the results for King County were at least 5% above or below the national average are listed below:

Comparative STRENGTHS

- Metro Transit (+5%)

Comparative WEAKNESSES

- Solid waste disposal (garbage disposal) (-5%)

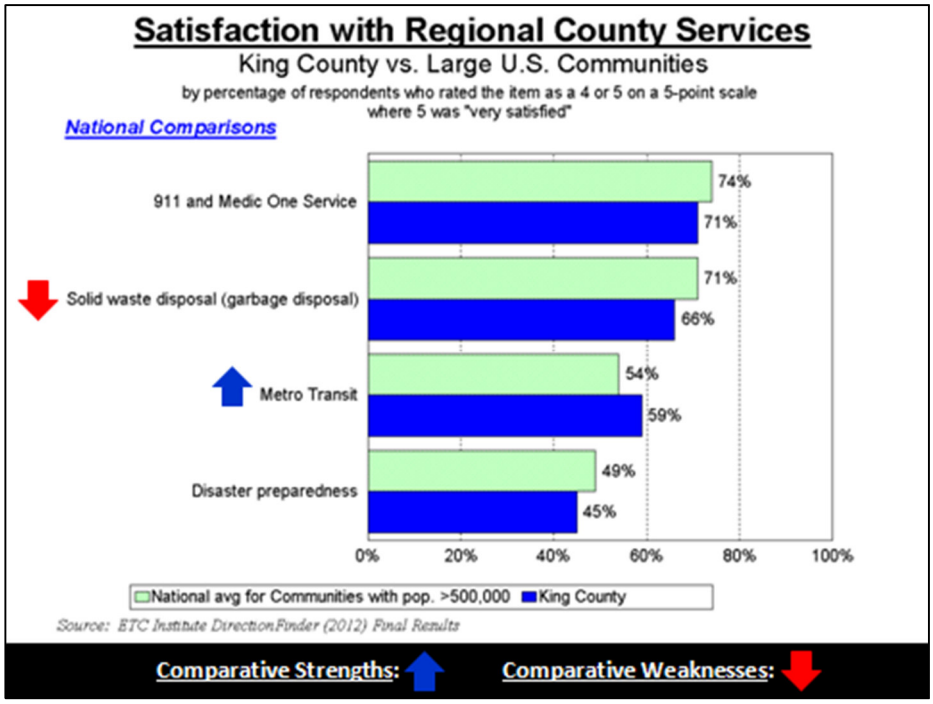


Figure 5.1 (Benchmarking Data for Regional Services)

5.4 REGIONAL Services that Are Most Important to Provide. Among the 29 regional services that were assessed on the survey, the 10 services that residents thought were most important for the County to provide are shown in the chart on the following page.

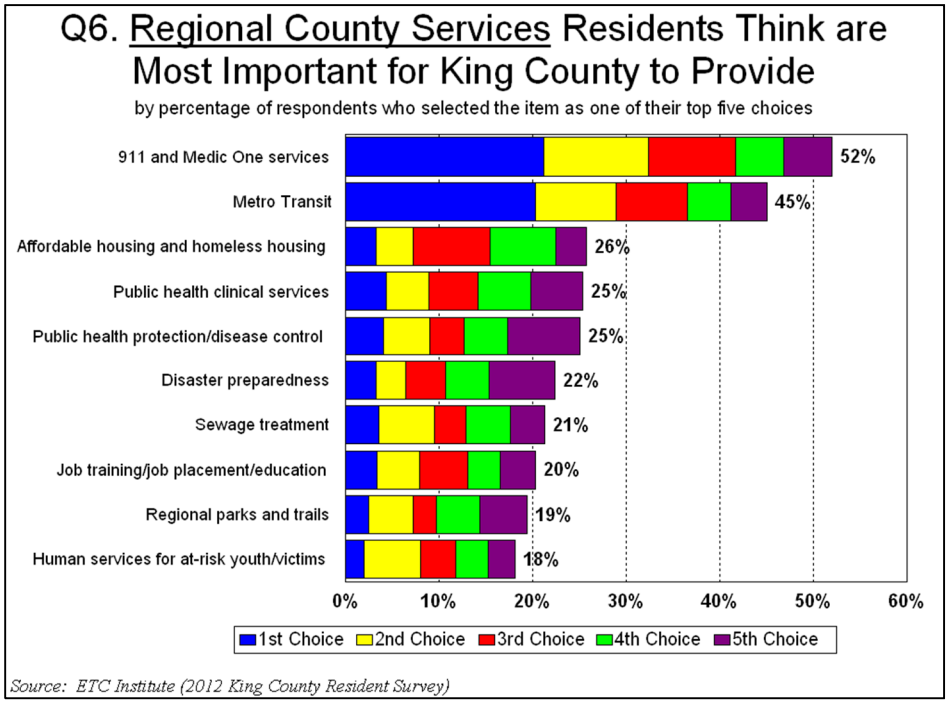


Figure 5.2 (Priorities for Regional Services)

5.5 Opportunities for Improvement. The results of the Importance-Satisfaction analysis for REGIONAL services identified nine regional services as high priorities for improvement. These nine areas identified as "high" priorities for improvement were:

- Affordable housing/homeless housing programs
- King County Metro Transit
- 911 and Medic One Services
- Public health clinical services
- Job training/job placement/education
- Mental health/substance abuse
- Disaster preparedness
- Public health protection/disease control
- Human services for at-risk youth victims

The priority ratings for each of the 29 regional services that were assessed on the survey are shown on the table on the following page.

Importance-Satisfaction Rating
2012 King County Resident Survey
Regional County Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Affordable housing and homeless programs	26%	3	25%	28	0.1950	1
Metro Transit	45%	2	59%	7	0.1845	2
911 and Medic One services	52%	1	71%	2	0.1508	3
Public health clinical services	25%	4	45%	13	0.1375	4
Job training/job placement/education	20%	8	34%	24	0.1320	5
Mental health/substance abuse treatment	16%	11	24%	29	0.1216	6
Disaster preparedness	22%	6	45%	14	0.1210	7
Public health protection/disease control	25%	5	52%	8	0.1200	8
Human services for at-risk youth/victims	18%	10	40%	18	0.1080	9
Medium Priority (IS < .10)						
Civil and criminal justice court services	14%	12	40%	19	0.0840	10
Veterans services	11%	16	27%	27	0.0803	11
Sewage treatment	21%	7	63%	5	0.0777	12
Economic and business development	12%	13	41%	17	0.0708	13
Prosecution of felony/criminal cases	11%	15	40%	20	0.0660	14
Property Assessments	9%	19	33%	25	0.0603	15
Adult jail services	9%	18	34%	23	0.0594	16
Regional parks and trails	19%	9	71%	1	0.0551	17
Comprehensive planning/Urban growth	9%	20	39%	21	0.0549	18
Forestry preservation	8%	22	44%	15	0.0448	19
Property tax billing and collection	8%	21	47%	11	0.0424	20
Agricultural preservation	7%	24	43%	16	0.0399	21
Public defense services	6%	26	36%	22	0.0384	22
Solid waste disposal	11%	14	66%	3	0.0374	23
Flood protection	7%	25	48%	10	0.0364	24
Elections and voter registration	10%	17	64%	4	0.0360	25
Juvenile detention services	4%	28	30%	26	0.0280	26
King County International Airport	7%	23	62%	6	0.0266	27
Property records management	5%	27	50%	9	0.0250	28
King County Water Taxi	2%	29	45%	12	0.0110	29

Figure 5.3 (I-S Data for Regional Services)

5.6 Differences by Location. The results of the GIS mapping analysis showed that there were no significant differences by location for 18 of the 29 regional services that were assessed on the survey. The significant differences based on location are listed below:

INCORPORATED AREAS

- **Residents in Seattle and northeast incorporated cities** gave higher ratings for the following services:
  - Metro Transit
  - Property records management
  - Public health protection, disease control and health prevention programs

- **Residents in Seattle** gave higher ratings for the following services:
  - King County Water Taxi

- Property tax billing and collection
- Public health clinical services

- **Residents in incorporated cities, excluding Seattle,** gave higher ratings for flood protection.

- **Residents in incorporated southern cities, excluding Seattle,** gave lower ratings for elections and voter registration.

UNINCORPORATED AREAS

- **Residents in the urban unincorporated areas and the rural unincorporated south** gave higher ratings for the King County Water Taxi.

- **Residents in the urban unincorporated areas** gave higher ratings for property records management and flood protection.

- **Residents in the urban unincorporated northeast** gave higher ratings for the following services:
  - Metro Transit
  - Property tax billing and collection
  - Adult jail services
  - Public health protection, disease control and health prevention programs

- **Residents in the rural unincorporated northeast** gave lower ratings for mental health and substance abuse treatment.

- **Residents in the rural unincorporated south** gave lower ratings for property assessments.

6. FEELING OF SAFETY

6.1 Safety Ratings. Residents were asked to indicate how safe they felt in different situations in King County. Ninety (90%) of those surveyed indicated that they felt safe in their neighborhood during the day, 81% felt safe walking in their neighborhood and 80% indicated that they felt safe walking in their local business district. The results of all the safety issues that were rated are shown in the chart on the following page.

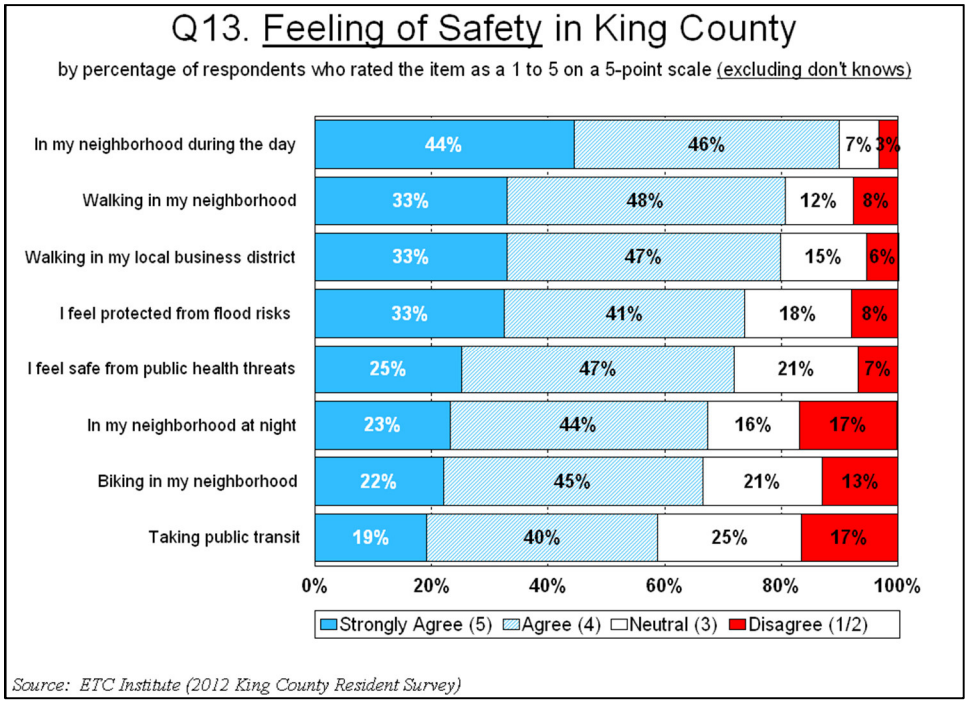


Figure 6.1 (Feeling of Safety Ratings)

6.2 How Perceptions of Safety in King County Have Changed. Despite the overall high ratings of safety in the County, none of the safety ratings showed significant increases (increases of more than 3%) from 2009. The areas that showed significant decreases (decreases of more than 3%) from 2009 are listed below:

Significant Increases
NONE

Significant Decreases

- Feeling of Safety in neighborhoods at night (-10%)
- Biking in my neighborhood (-8%)
- Taking public transit (-6%)
- Walking in my neighborhood at night (-4%)

6.3 How Perceptions of Safety in King County Compare to Other Large Communities. Figure 6.3 on the following page shows that residents of King County generally felt safer than residents in other large U.S. communities. The percentage of residents who indicated that they felt safe in their neighborhood at night rated 8% above the national average for communities with more than 500,000 residents. The percentage of residents who indicated that they felt safe in their neighborhood during the day rated 5% above the national average

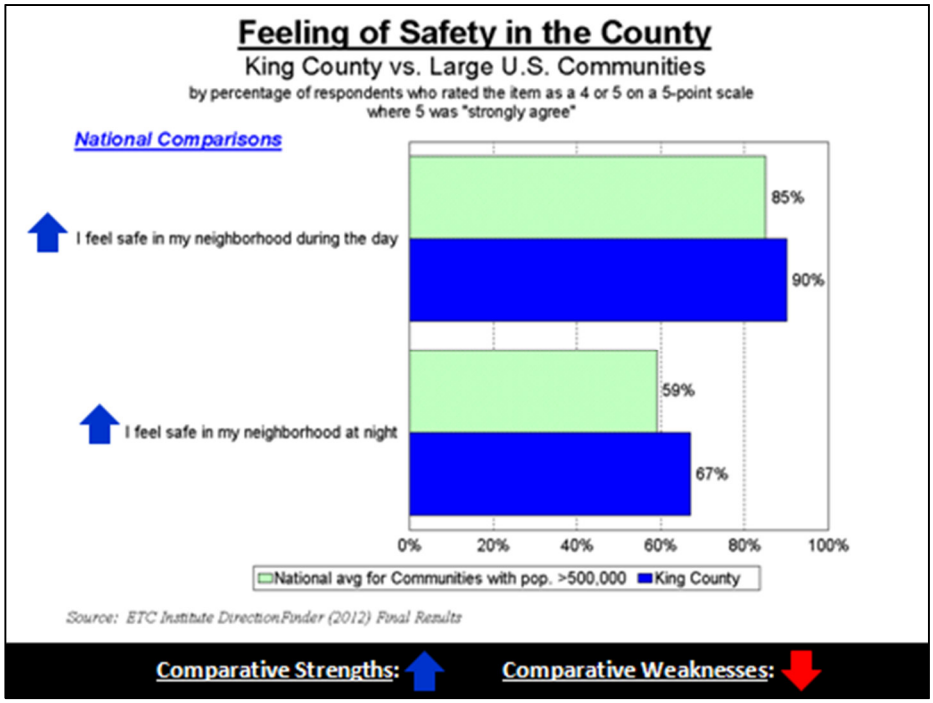


Figure 6.3 (Benchmarking Data for Safety Ratings)

6.4 Differences by Location. The results of the GIS mapping analysis showed that there were no significant differences by location for 3 of the 8 perception of safety issues that were assessed on the survey. The significant differences based upon location are described below:

INCORPORATED AREAS

- **Residents in the incorporated northeastern cities, excluding Seattle,** gave slightly higher ratings for the feeling of safety walking in local business districts.

UNINCORPORATED AREAS

- **Residents in the urban unincorporated northeast** gave higher ratings for the feeling of safety walking in neighborhoods and walking in local business districts.

- **Residents in the urban unincorporated south and rural unincorporated south** gave lower ratings for the feeling of safety in neighborhoods during the day and feeling of safety taking public transit.

- **Residents in the urban unincorporated south** gave lower ratings for the feeling of safety in neighborhoods at night.

7. LAW AND JUSTICE SERVICE DELIVERY

7.1 Law and Justice Service Delivery Ratings. Residents were asked to rate their satisfaction with law and justice service delivery provided by King County. The highest and lowest rated law and justice service delivery attributes, based on the percentage of respondents who gave positive ratings (ratings of 4 or 5 on a 5-point scale, where 5 means "very satisfied") and negative ratings (ratings of 1 or 2), are listed below:

HIGHEST Rated Law and Justice Service Delivery Attributes (highest % of positive ratings)

- Timeliness of law enforcement (65%)
- Enforcement of local traffic laws (55%)

LOWEST Rated Law and Justice Service Delivery Attributes (highest % of negative ratings)

- Extent that police are proactively solving problems (25%)

The results for each of the seven law and justice service delivery attributes that were rated on the survey are shown in the chart below.

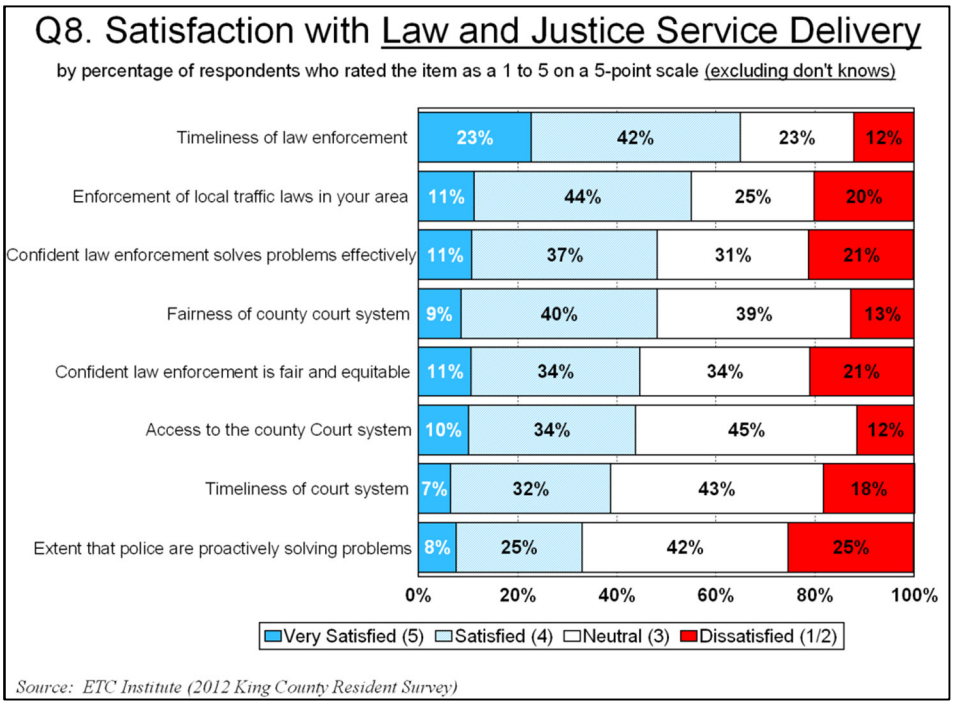


Figure 7.1 (Satisfaction with Law and Justice Service Delivery)

7.2 How Satisfaction with Law and Justice Service Delivery in King County Has Changed. As the chart on the following page shows, satisfaction with law and justice service delivery increased or stayed the same in 3 of the 6 areas rated from 2009; there were significant decreases in 2 areas.

The results are provided below:

Significant Increases

- Timeliness of the County court system (+6%)

Significant Decreases

- Confident law enforcement is fair and equitable (-10%)
- Confident law enforcement solves problems effectively (-4%)

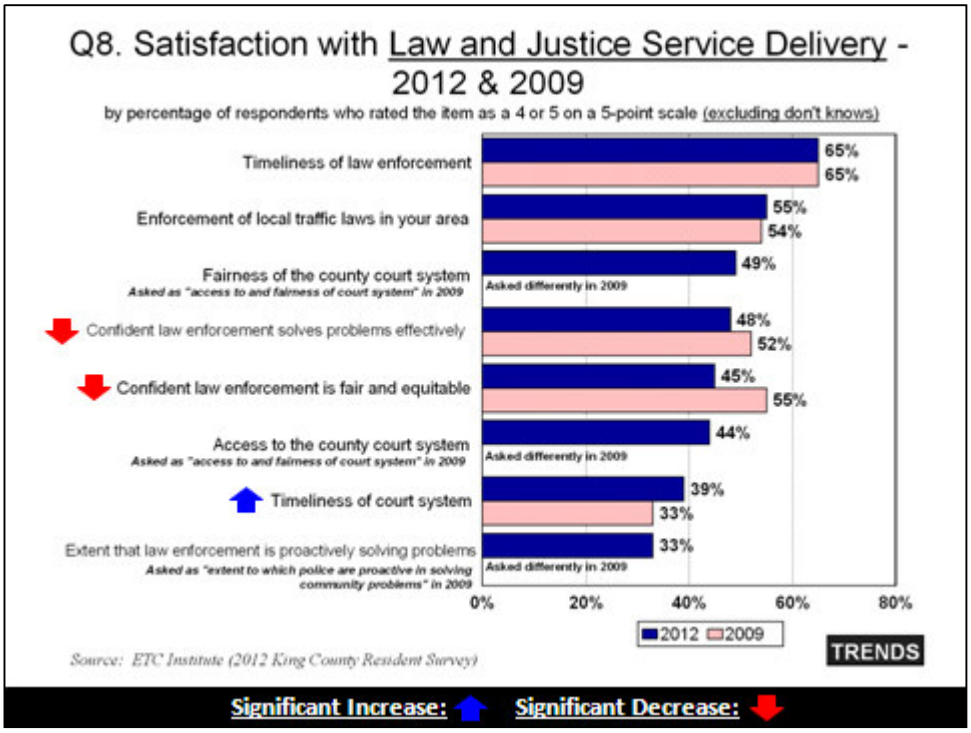


Figure 7.2 (Trends in Satisfaction with Law and Justice Service Delivery- 2012 & 2009)

7.3 How Satisfaction with Law and Justice Service Delivery in King County Compare to Other Large Communities. As the chart on the following page shows, both of the law and justice service delivery attributes rated about the same as the averages for communities with a population of more than 500,000. Satisfaction with the enforcement of local traffic laws rated 3% above the national average and the timeliness of law enforcement to emergencies rated 2% above the national average.

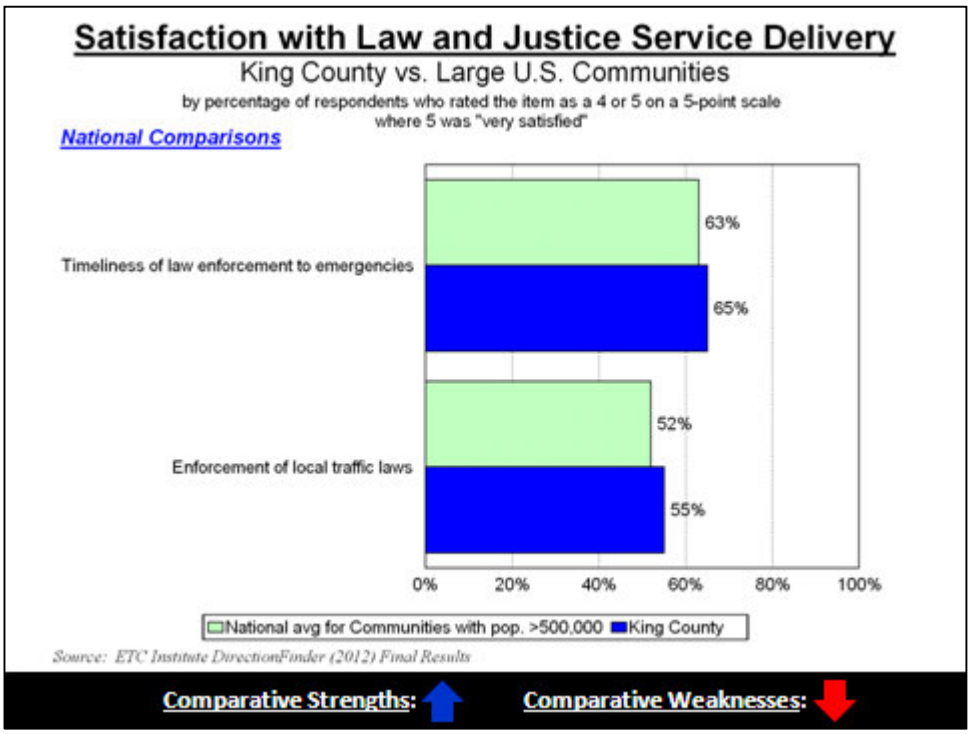


Figure 7.3 (Benchmarking Data for Law and Justice Service Delivery)

7.4 Priorities for Improvement. The results of the Importance-Satisfaction analysis for law and justice service delivery identified three services as high priorities for improvement. These three areas identified as "high" priorities for improvement were:

- Confident law enforcement solves problems effectively
- Confident law enforcement is fair and equitable
- Timeliness of law enforcement

Importance-Satisfaction Rating
2012 King County Resident Survey
Law and Justice Service Delivery

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Confident law enforcement solves problems effectively	49%	2	48%	3	0.2548	1
Confident law enforcement is fair and equitable	45%	3	45%	5	0.2475	2
Timeliness of law enforcement	68%	1	65%	1	0.2380	3
High Priority (IS .10-.20)						
Extent that police are proactively solving problems	25%	5	33%	8	0.1675	4
Enforcement of local traffic laws in your area	27%	4	55%	2	0.1215	5
Fairness of the county court system	22%	6	49%	4	0.1122	6
Medium Priority (IS <.10)						
Timeliness of the county court system	9%	7	39%	7	0.0549	7
Access to the county court system	7%	8	44%	6	0.0392	8

Figure 7.4 (I-S Data for Law and Justice Service Delivery)

7.5 Differences by Location. The results of the GIS mapping analysis showed that there were no significant differences by location for 2 of the 8 law and justice service delivery attributes that were assessed on the survey. The significant differences based on location are described below:

INCORPORATED AREAS

- **Residents in Seattle and other incorporated cities** gave higher ratings for the timeliness of law enforcement and fairness of the county court system.

- **Residents in incorporated cities, excluding Seattle,** gave higher ratings for the enforcement of local traffic laws in the area and confidence in law enforcement to solve problems effectively.

- **Residents in incorporated southern cities, excluding Seattle,** gave higher ratings for the confidence in law enforcement to deal with situations in a fair/equitable manner and access to the county court system.

UNINCORPORATED AREAS

- **Resident in the urban unincorporated areas** gave higher ratings for the timeliness of law enforcement and access to the county court system.

- **Residents in the urban unincorporated northeast** gave higher ratings for the enforcement of local traffic laws in the area and the fairness of the county court system.

8. CUSTOMER SERVICE AND COMMUNITY ENGAGEMENT

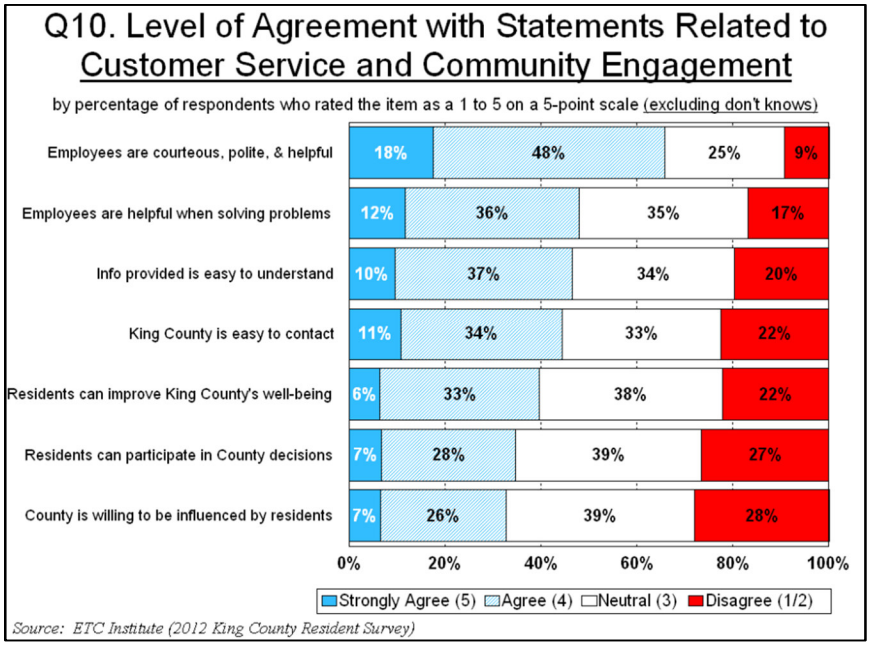
8.1 Customer Service and Community Engagement Ratings. Residents were asked to rate their satisfaction with customer service and community engagement services provided by King County. The highest and lowest rated customer service and community engagement services based on the percentage of respondents who gave positive ratings (ratings of 4 or 5 on a 5-point scale, where 5 means "very satisfied") and negative ratings (ratings of 1 or 2) are listed below:

HIGHEST Rated Community Services (highest % of positive ratings)

- Employees are courteous, polite and helpful (66%)
- Employees are helpful when solving problems (48%)

LOWEST Rated Community Services (highest % of negative ratings)

- County is willing to be influenced by residents (28%)



- Residents can participate in County decisions (27%)

Figure 8.1 (Customer Service and Community Engagement Ratings)

8.2 How Satisfaction with Customer Service and Community Engagement Services Has Changed. As the chart below shows there were no significant changes (changes of more than 3%) in satisfaction ratings in any of the customer service and community engagement services rated from 2009. There was an increase of 3% in the percent of residents who were satisfied with how easy the County is to contact and a decrease of 3% in the percent of residents who were satisfied with opportunities to participate in King County government decision making.

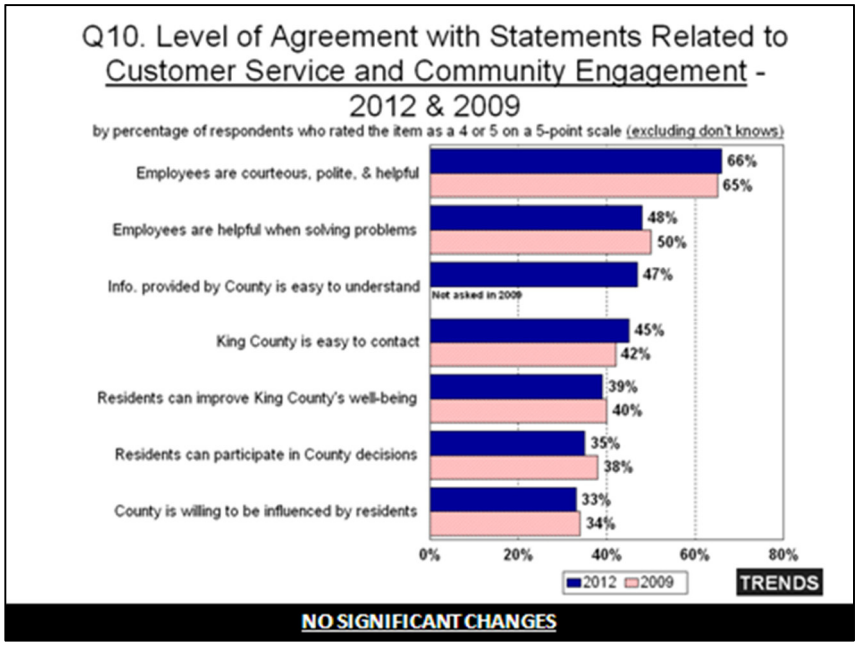


Figure 8.2 (Trends in Customer Service Ratings- 2012 & 2009)

8.3 How Satisfaction with Customer Service and Community Engagement Services Compares to Other Large Communities. Two of the three community service and community engagement services rated below the national average for communities with a population of more than 500,000. The chart below displays these results.

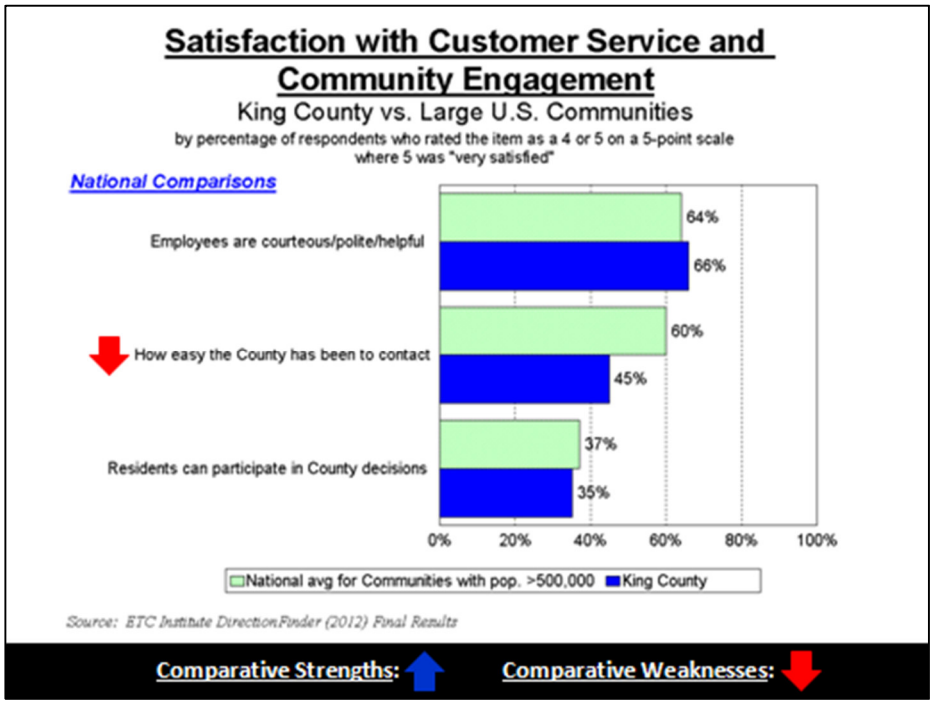


Figure 8.3 (Benchmarking Data for Customer Service Ratings)

8.4 Priorities for Improvement. Although residents were not asked to prioritize improvements in customer service and community engagement, the services that residents were least satisfied with were how willing the County is to be influenced by residents and how able residents are to participate in County decisions. These ratings suggest that improving communication and opportunities for residential involvement in County decision making processes should be a priority for improvement.

9. TRANSPORTATION RELATED SERVICE DELIVERY

9.1 Transportation Related Service Delivery Ratings. Residents were asked to rate their satisfaction with transportation related service delivery provided by King County. The highest and lowest rated transportation related service delivery attributes, based on the percentage of respondents who gave positive ratings (ratings of 4 or 5 on a 5-point scale, where 5 means "very satisfied") and negative ratings (ratings of 1 or 2), are listed below:

HIGHEST Rated Transportation Related Service Delivery Attributes (highest % of positive ratings)

- Condition of bike paths and trails (70%)
- Reliability of transit (60%)

LOWEST Rated Transportation Related Service Delivery Attributes (highest % of negative ratings)

- Traffic flow (36%)
- Condition of streets (35%)

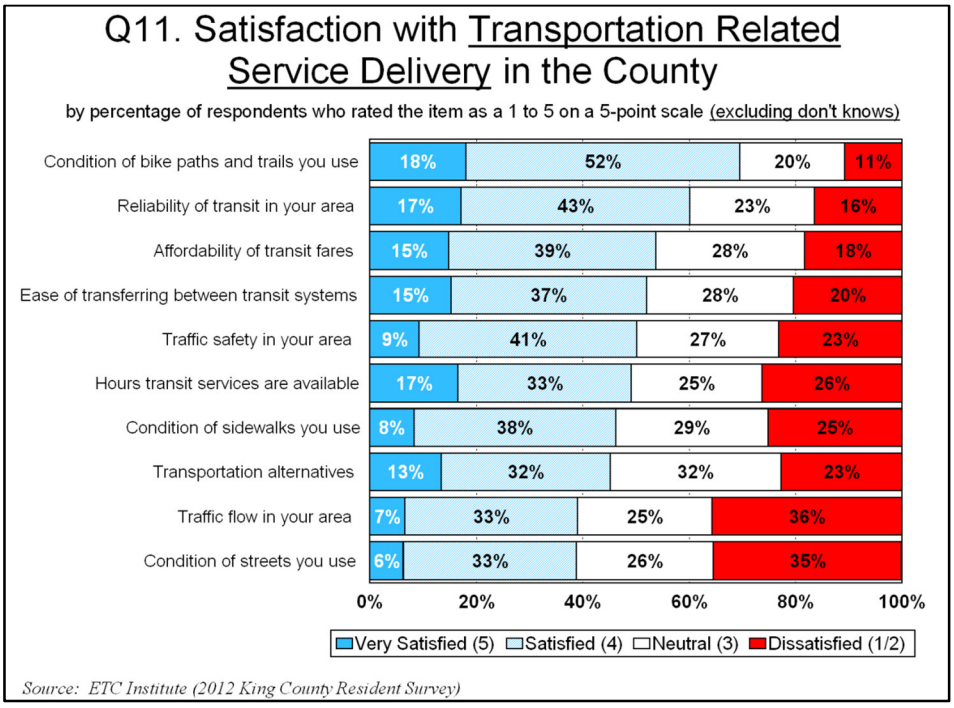


Figure 9.1 (Satisfaction with Transportation Related Service Delivery)

9.2 How Satisfaction with Transportation Related Service Delivery Has Changed. The significant changes in satisfaction levels for transportation related service delivery attributes are highlighted below:

Significant Increases

- Condition of bike paths and trails (+5%)
- Traffic flow in your area (+5%)

Significant Decreases

- Condition of sidewalks (-8%)
- Affordability of transit fares (-7%)
- Condition of streets you use (-6%)
- Hours transit services are available (-4%)

9.3 How Satisfaction with Transportation Related Service Delivery in King County Compares to Other Large Communities. As the chart below shows, satisfaction with traffic flow in King County rated 3% above the national average and satisfaction with the condition of sidewalks rated 1% above the national average for communities with more than 500,000. Satisfaction with the condition of county streets rated 3% below the national average for communities with more than 500,000 residents.

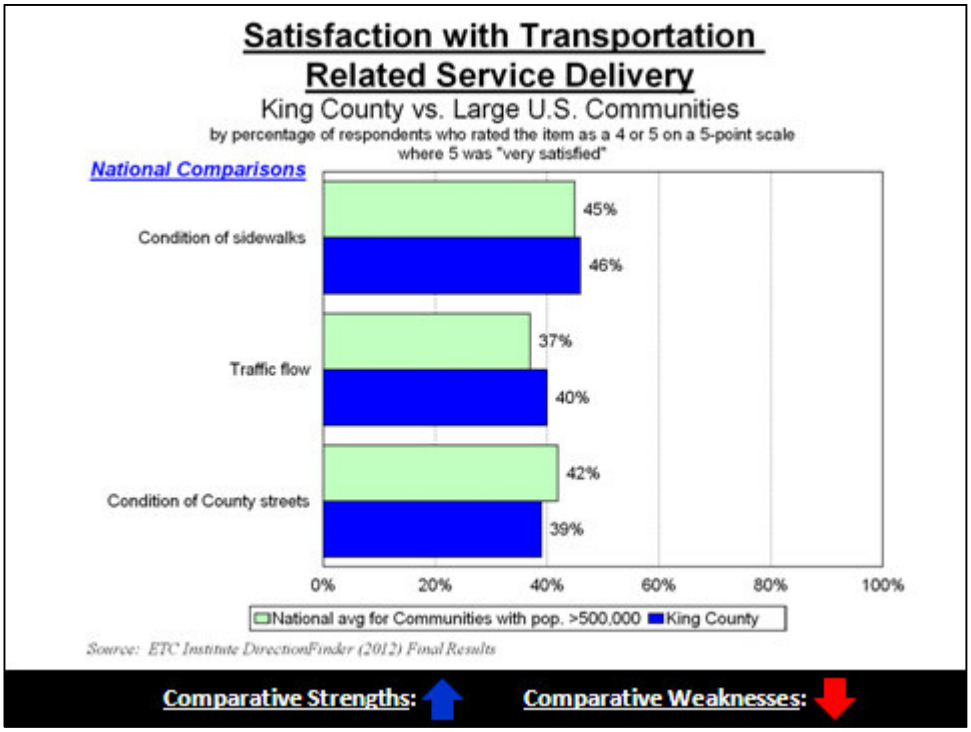


Figure 9.2 (Benchmarking Data for Transportation Related Service Delivery)

9.4 Priorities for Improvement. Based on the results of the importance-satisfaction analysis, the three highest priorities for improvement in the area of transportation related service delivery were:

- Condition of streets
- Traffic flow

The condition of bike paths and trails was the least important transportation related issues to residents. The importance-satisfaction results for all ten of the transportation related service delivery attributes are shown in the figure below.

Importance-Satisfaction Rating
2012 King County Resident Survey
Transportation Related Service Delivery

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of streets you use	59%	1	39%	10	0.3599	1
Traffic flow in your area	48%	2	40%	9	0.2880	2
High Priority (IS .10-.20)						
Traffic safety in your area	37%	3	50%	5	0.1850	3
Hours transit services are available	28%	4	50%	6	0.1400	4
Condition of sidewalks you use	22%	5	46%	7	0.1188	5
Medium Priority (IS < .10)						
Affordability to transit fares	16%	7	54%	3	0.0736	6
Reliability of transit in your area	18%	6	60%	2	0.0720	7
Tranportation alternatives	10%	10	45%	8	0.0550	8
Ease of transferring between transit systems	10%	9	52%	4	0.0480	9
Condition of bike paths and trails you use	12%	8	70%	1	0.0360	10

Figure 9.3 (I-S Data for Transportation Related Service Delivery)

9.5 Differences by Location. The results of the GIS mapping analysis showed that there were no significant differences by location for 3 of the 10 transportation related service delivery attributes that were assessed on the survey. The significant differences based on location are listed below:

INCORPORATED AREAS

- **Residents in Seattle and other incorporated cities** gave higher ratings for the affordability of transit fares and the reliability of transit in your area

- **Residents in Seattle** gave higher ratings for the following services:
  - availability of transit service at the hours you need,
  - ease of transferring between transit systems
  - transportation alternatives to car or bus

UNINCORPORATED AREAS

- **Residents in the urban unincorporated northeast** gave higher ratings for the following transportation services:
  - condition of sidewalks you use
  - traffic safety in your area
  - availability of transit service at the hours you need
  - affordability of transit fares
  - reliability of transit in your area
  - ease of transferring between transit systems

10. ONLINE SERVICES

10.1 Preferences for Using Online Services. Nearly three-fourths (73%) of the residents surveyed agreed that they would rather conduct business on the County website rather than visiting a County office or mailing documents if they had a choice; 13% were neutral about this issue and 15% would rather go into an office or mail documents than use the County's website. Two-thirds (66%) of the residents surveyed indicated they would access the King County website for news updates during an emergency; 16% were neutral about the issue and 19% indicated they would not use the County's website for updates during an emergency.

10.2 Usage of the County Website. More than half (58%) of residents indicated they had used the County's website and 42% had not. Only 12% of the residents surveyed indicated they had accessed the County's website on a smart phone, tablet or other mobile device.

10.3 Satisfaction with the County Website. As figure 10.1 to the right shows, three-fourths (75%) of the residents who had used the County's website felt the information provided on the website was "very helpful" or "helpful;" 11% were neutral about the issue, only 6% did not feel the information was helpful and 8% did not kno

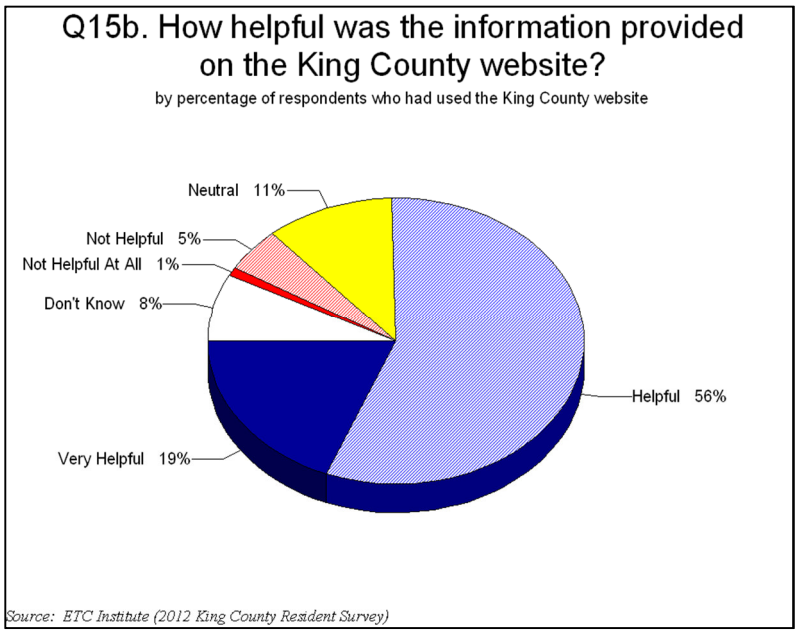


Figure 10.1 (Ratings of the Helpfulness of Information on the County Website)

As figure 10.2 below shows, more than half (57%) of residents who had used the County's website felt it was "very easy" or "easy to use;" 25% gave neutral ratings, 13% did not feel it was easy to use and 5% did not know.

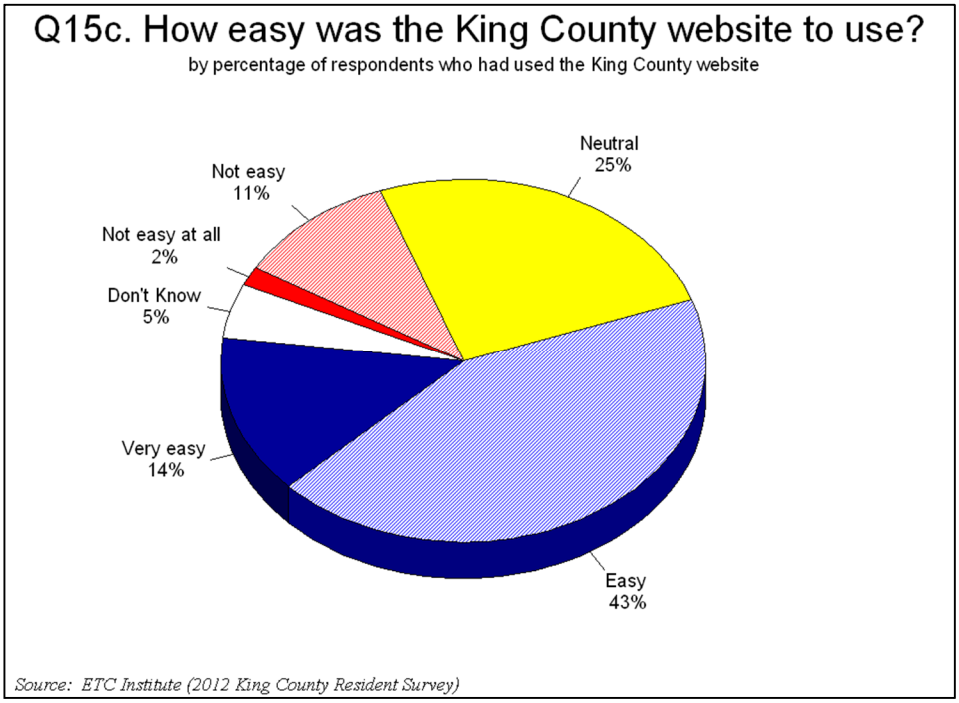


Figure 10.2 (Ratings of How Easy the King County Website is To Use)

11. FUNDING ISSUES

11.1 Funding for Social, Health and Public Services. More than half (55%) of the residents surveyed either "strongly agreed" or "agreed" that in order to address potential service reductions to social, health and public services, King County should seek out additional revenue sources; 14% of residents were neutral about this issue, 24% disagreed and 7% did not know.

11.2 Preferred Sources of Revenue. Residents were asked to indicate which sources they felt were best for the County to consider for additional revenue to maintain and/or add services. The top revenue sources selected by respondents, based upon the items selected as their top three choices, were: 1) increased penalties and fines and higher user and service fees. Forty percent (40%) of the residents surveyed did not feel that the County should seek any new revenue.

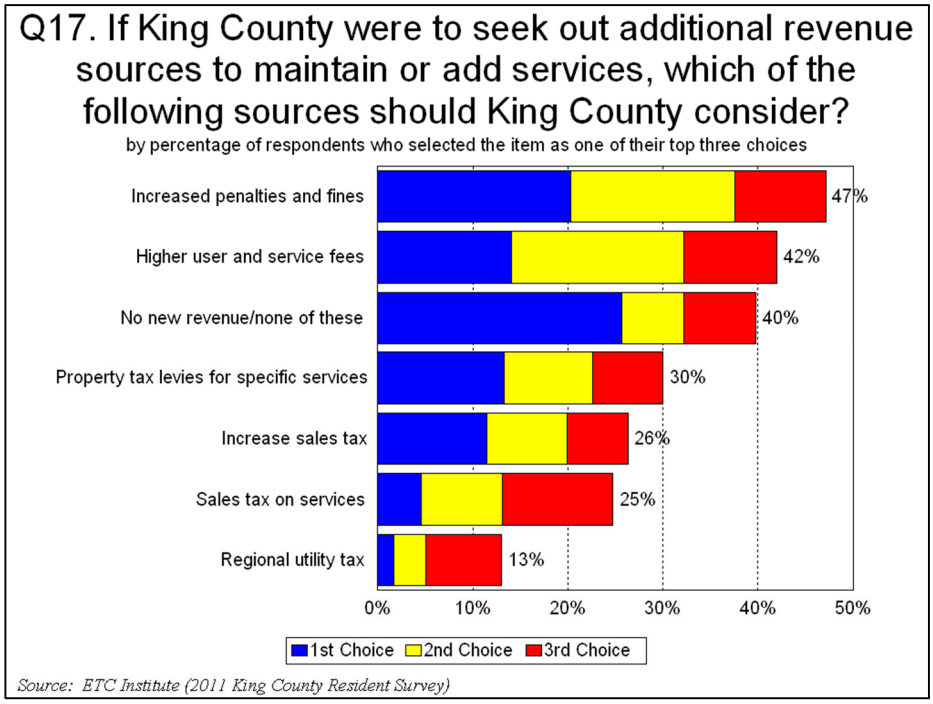


Figure 11.1 (Preferred Sources of Revenue)

12. SUMMARY

Trend Analysis

Overall Satisfaction**.** Satisfaction with the overall quality of County services improved 2% from 48% in 2009 to 50% in 2012. To further assess the change in satisfaction with city services from 2009, ETC Institute developed a Composite Resident Satisfaction Index for the County. The Composite Resident Satisfaction Index is derived from the mean rating given for all county services that were assessed in both 2009 and 2012. The index is calculated by dividing the mean rating from 2012 by the mean rating from 2009 and then multiplying the result by 100.

The chart on the following page shows the Composite Resident Satisfaction Index from 2009 and 2012 for King County and large U.S. communities with populations above 500,000. While the Composite Resident Satisfaction Index for King County improved by 1 point from 2009, the Large U.S. average decreased by 1 point. King County leaders are to be commended for their efforts to sustain high levels of service during a period in which national attitudes toward local government have generally become more negative.

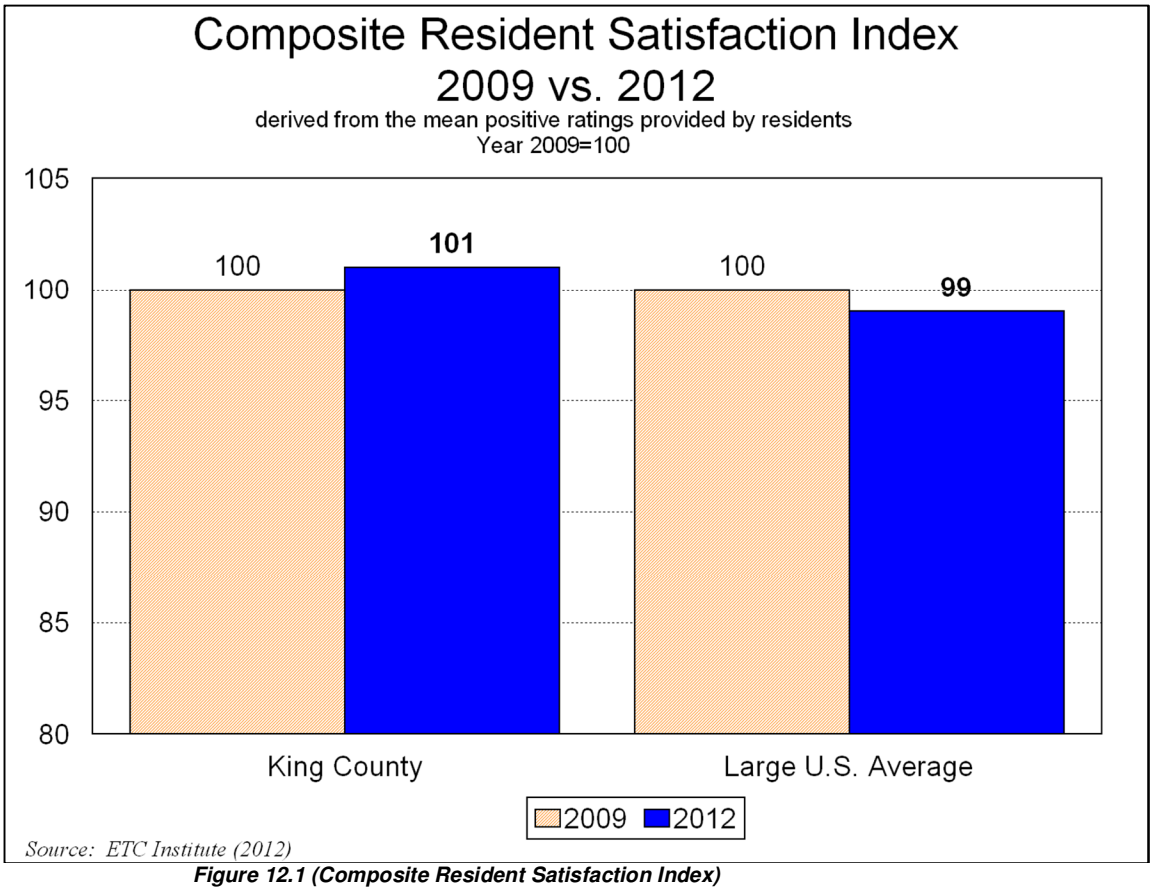


Figure 12.1 (Composite Resident Satisfaction Index)

Satisfaction by Area. Of the 48 services rated in both 2009 and 2012, satisfaction ratings improved or stayed the same in 28 areas; there were decreases in satisfaction ratings in 20 areas. The items that showed significant changes (changes of more than 3%) from 2009 are listed below and on the following page.

Significant Increases

- Flood protection (+18%)
- King County International Airport (Boeing Field) (+10%)
- Agricultural preservation (+9%)
- Construction and maintenance of roads/bridges (+8%)
- King County as a place to live (+7%)
- King County Metro Transit (+7%)
- Overall value you receive for taxes/fees (+6%)
- Timeliness of court system (+6%)
- King County as a place to work (+5%)
- Human services for at-risk youth victims (+5%)
- Affordable housing/homeless housing programs (+5%)
- Condition of bike paths and trails you use (+5%)
- Traffic flow in your area (+5%)
- Building permits and inspections (+4%)

- Elections and voter registration (+4%)
- Sewage treatment (+4%)

Significant Decreases
- 911 and Medic One services (-16%)
- Civil and criminal justice court services (-12%)
- Confident law enforcement is fair and equitable (-10%)
- Condition of sidewalks you use (-8%)
- Affordability of transit fares (-7%)
- Condition of streets you use (-6%)
- Veterans' services (-6%)
- Hours transit services are available (-4%)
- Confident law enforcement solves problems effectively (-4%)
- Stormwater management (-4%)

Benchmarking Analysis. Satisfaction ratings for the overall quality of services provided by the County were 8% above the national average for large communities with more than 500,000 residents. The strengths and weaknesses of King County compared to other large communities are listed below:

- Comparative Strengths:
  - The County as a place to live (+9%)
  - The County as a place to raise children (+9%)
  - Overall quality of services provided by the County (+8%)
  - Overall value received for your tax dollars/fees (8%)
  - Feeling of safety in my neighborhood at night (+8%)
  - Metro Transit (+5%)
  - Feeling of safety in my neighborhood during the day (+5%)

- Comparative Weaknesses:
  - The County as a place to retire (-18%)
  - How easy the County is to contact (-15%)
  - Animal shelter and control (-12%)
  - Building permits and inspections (-10%)
  - Law enforcement (-8%)
  - How well County is planning for region's growth (-8%)
  - Solid waste disposal (garbage disposal) (-5%)
  - Stormwater management (-5%)

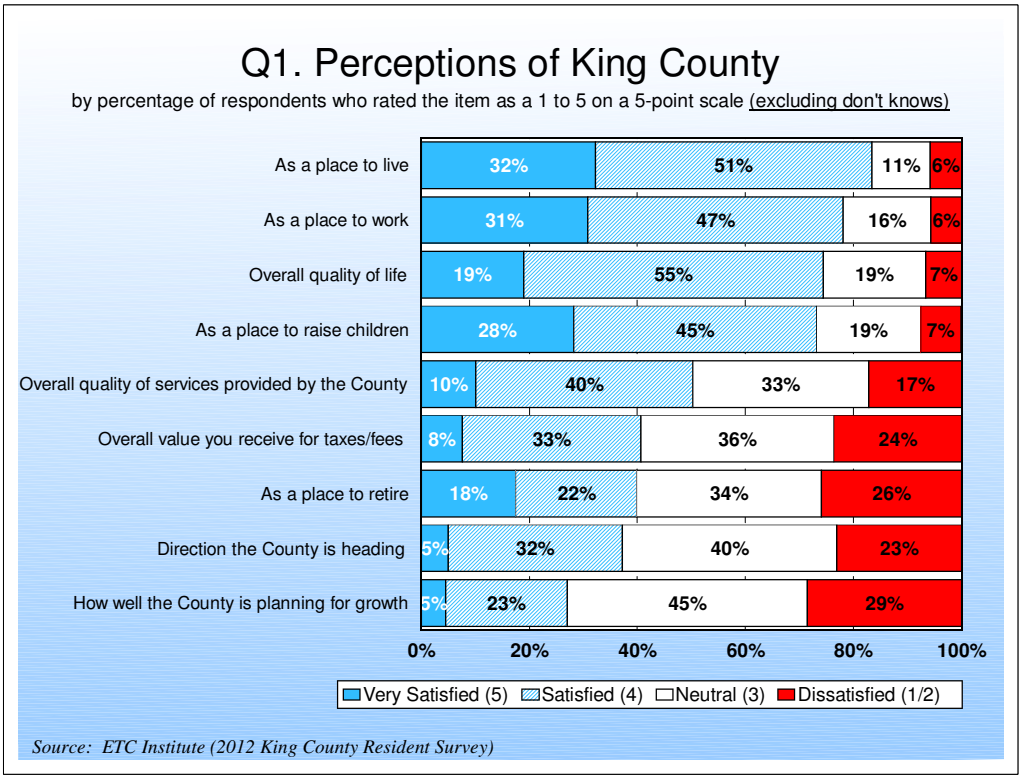
Areas for Increased or Continued Emphasis. Based on the importance-satisfaction analysis that was conducted, the top priorities to improve overall satisfaction with county services are listed below:

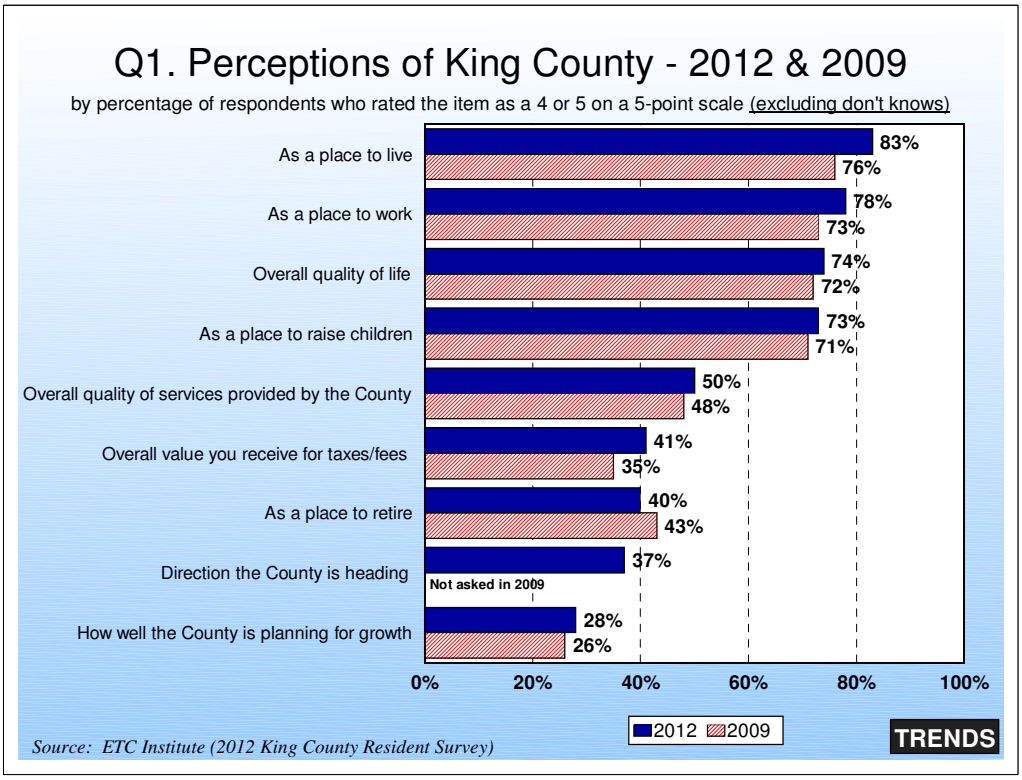
LOCAL Services
- Construction and maintenance of roads/bridges
- Law enforcement
- Land use planning/protection regulations.

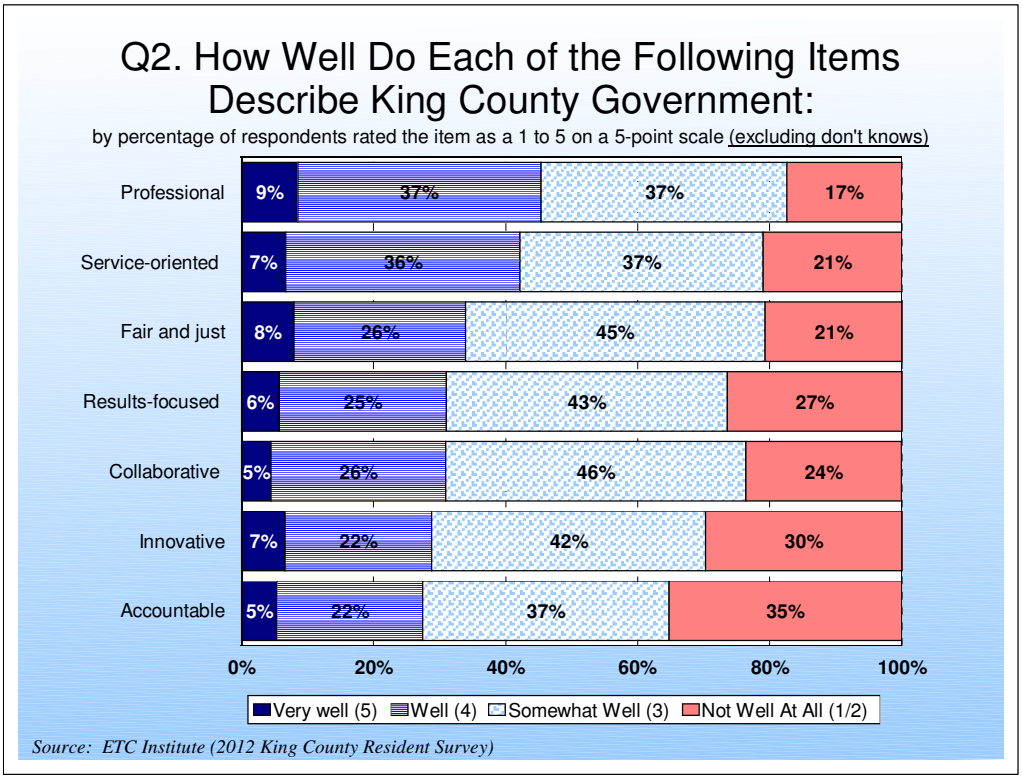
REGIONAL Services

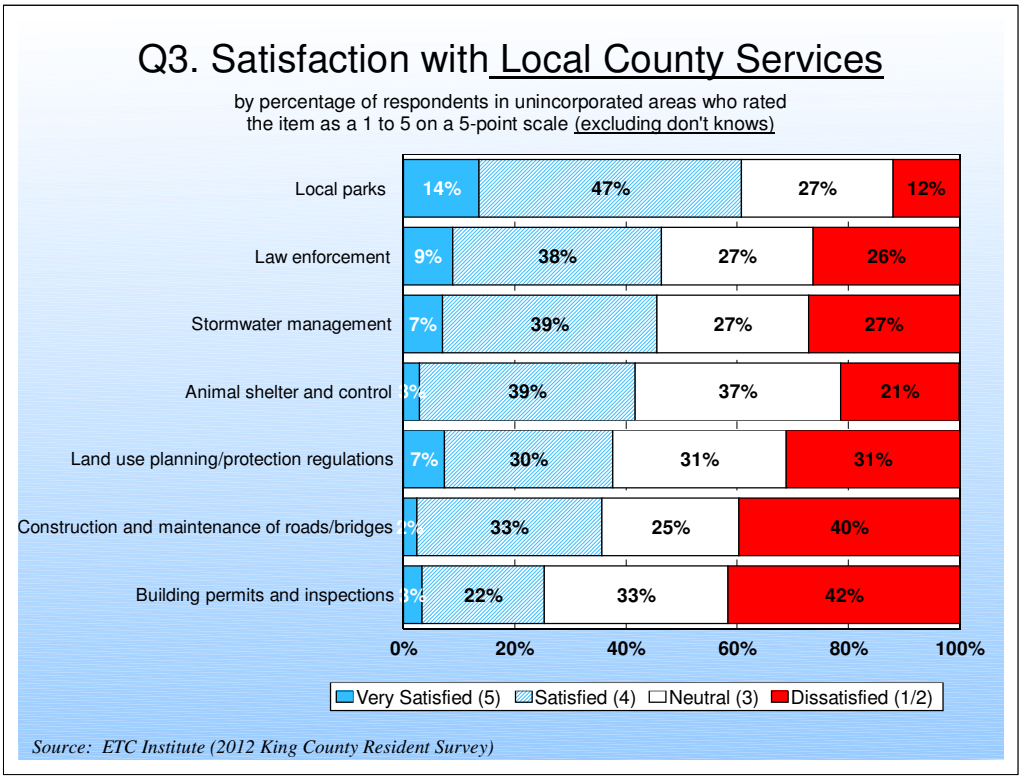
- Affordable housing/homeless housing programs
- King County Metro Transit
- 911 and Medic One Services
- Public health clinical services
- Job training/job placement/education
- Mental health/substance abuse
- Disaster preparedness
- Public health protection/disease control
- Human services for at-risk youth victims

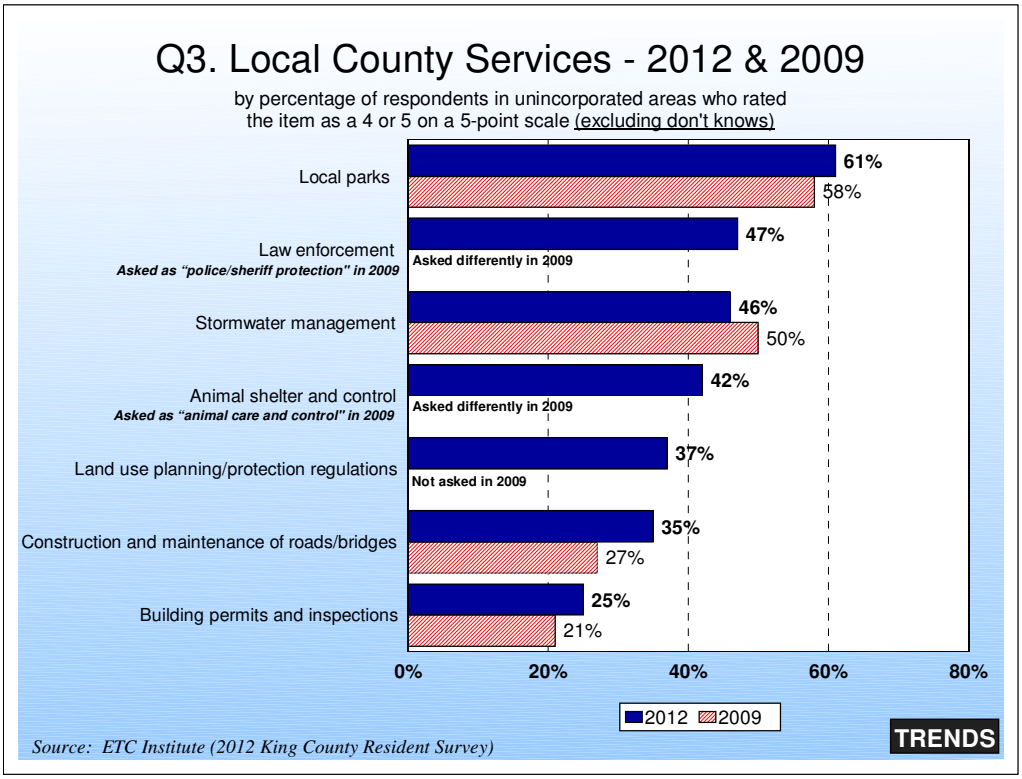
Appendix A:
Charts and Graphs

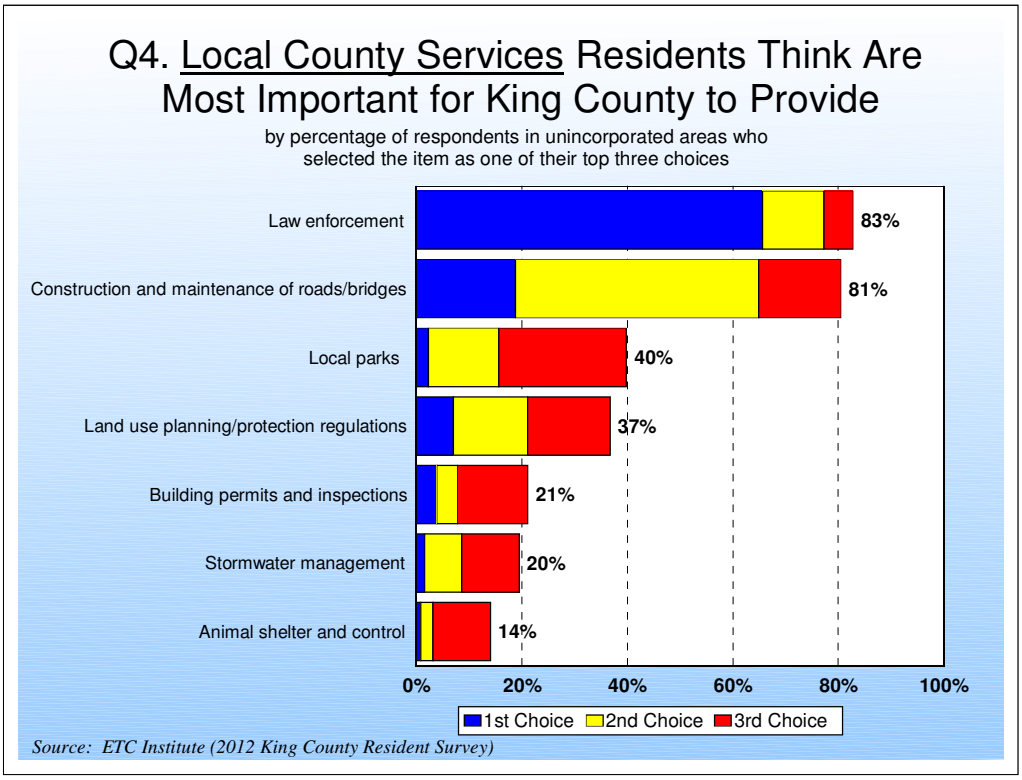

Q1. Perceptions of King County
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
As a place to live
32%
51%
11%
6%
As a place to work
31%
47%
16%
6%
Overall quality of life
19%
55%
19%
7%
As a place to raise children
28%
45%
19%
7%
Overall quality of services provided by the County
10%
40%
33%
17%
Overall value you receive for taxes/fees
8%
33%
36%
24%
As a place to retire
18%
22%
34%
26%
Direction the County is heading
5%
32%
40%
23%
How well the County is planning for growth
5%
23%
45%
29%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2012 King County Resident Survey)

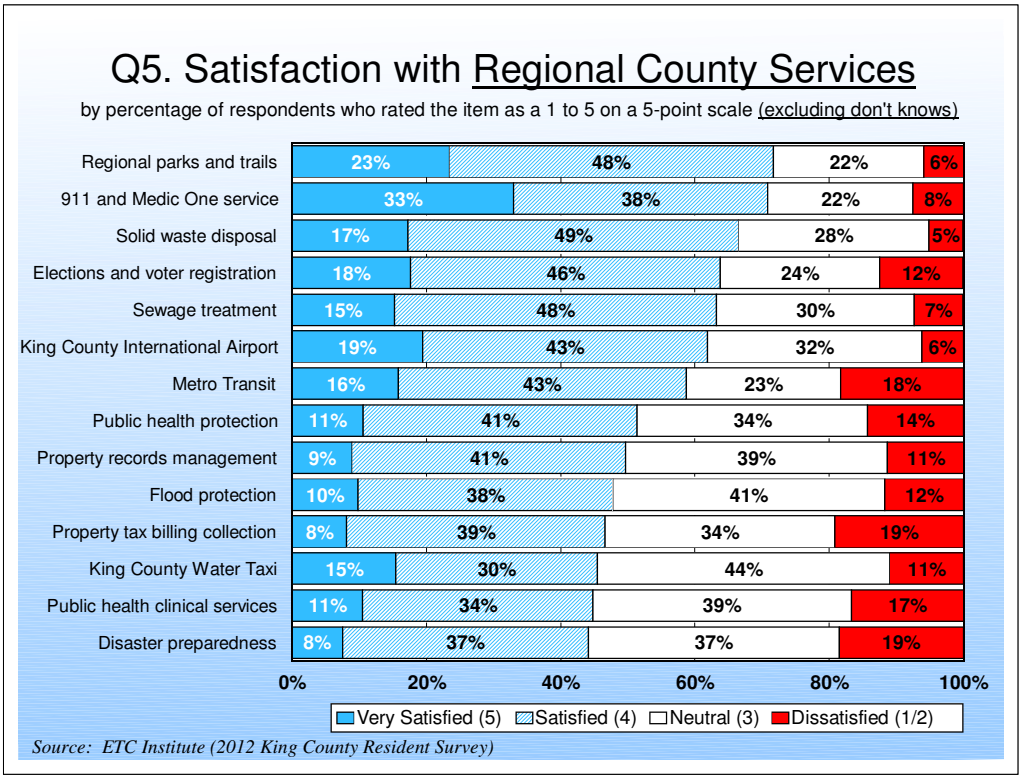

Q1. Perceptions of King County - 2012 & 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
As a place to live
83%
76%
As a place to work
78%
73%
Overall quality of life
74%
72%
As a place to raise children
73%
71%
Overall quality of services provided by the County
50%
48%
Overall value you receive for taxes/fees
41%
35%
As a place to retire
40%
43%
Direction the County is heading
37%
Not asked in 2009
How well the County is planning for growth
28%
26%
0%
20%
40%
60%
80%
100%
2012
2009
TRENDS
Source: ETC Institute (2012 King County Resident Survey)

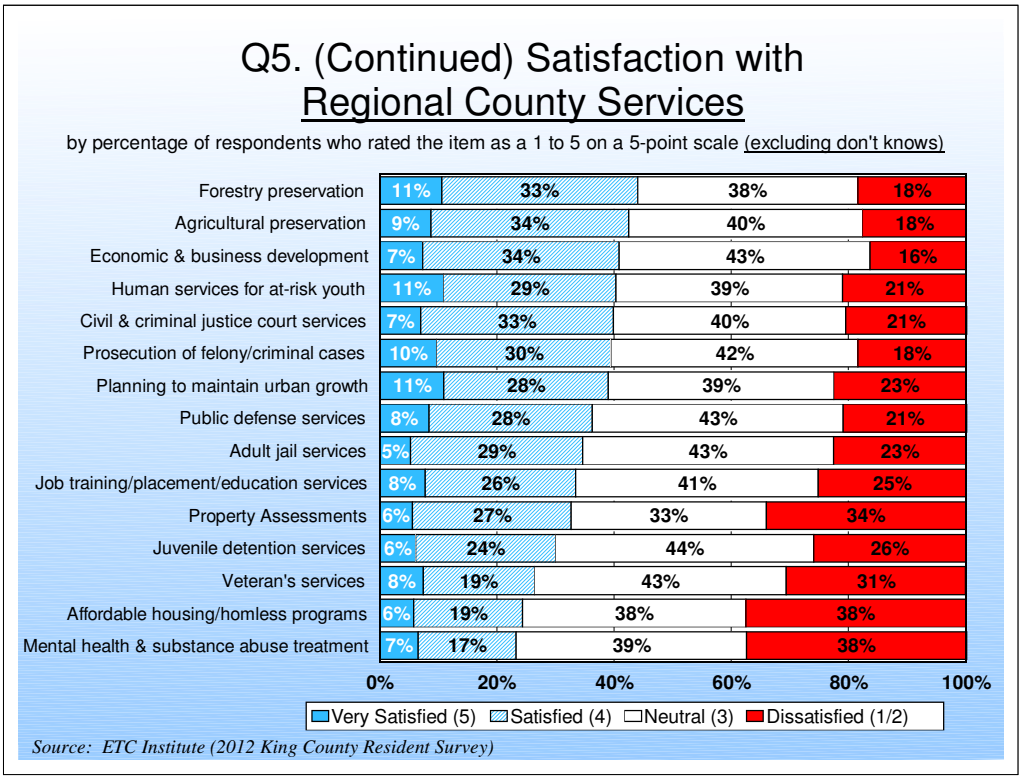

Q2. How Well Do Each of the Following Items Describe King County Government:
by percentage of respondents rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Professional 9% 37% 37% 17%
Service-oriented 7% 36% 37% 21%
Fair and just 8% 26% 45% 21%
Results-focused 6% 25% 43% 27%
Collaborative 5% 26% 46% 24%
Innovative 7% 22% 42% 30%
Accountable 5% 22% 37% 35%
0% 20% 40% 60% 80% 100%
Very well (5) Well (4) Somewhat Well (3) Not Well At All (1/2)
Source: ETC Institute (2012 King County Resident Survey)

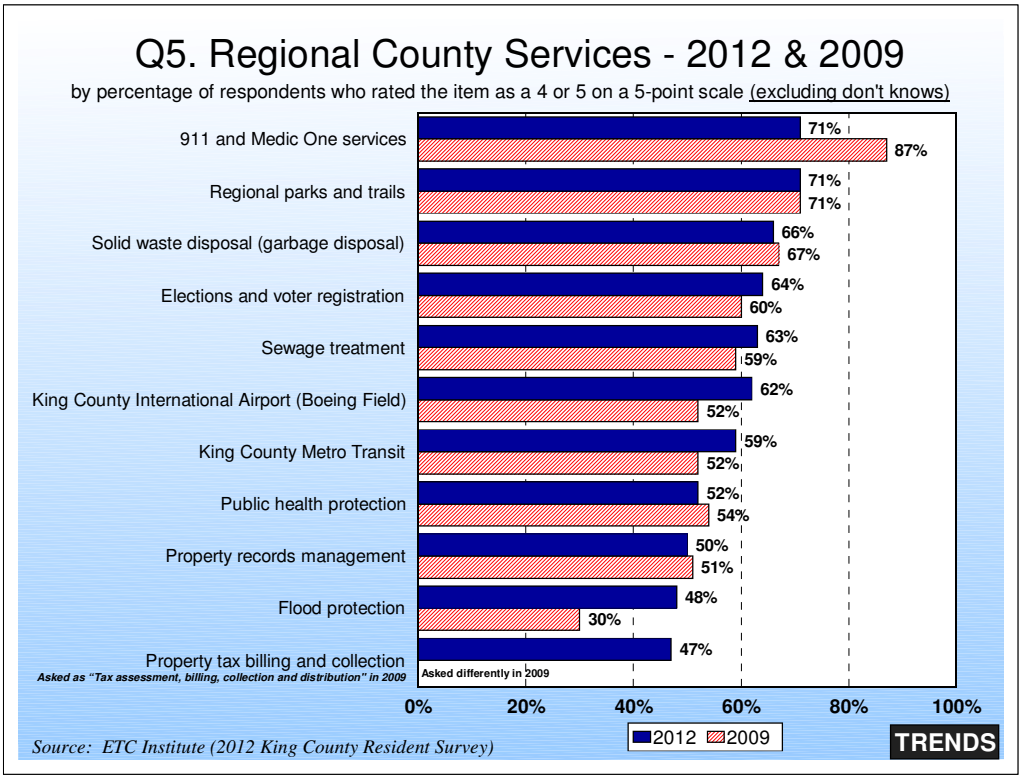

Q3. Satisfaction with Local County Services
by percentage of respondents in unincorporated areas who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Local parks 14% 47% 27% 12%
Law enforcement 9% 38% 27% 26%
Stormwater management 7% 39% 27% 27%
Animal shelter and control 39% 37% 21%
Land use planning/protection regulations 7% 30% 31% 31%
Construction and maintenance of roads/bridges 33% 25% 40%
Building permits and inspections 22% 33% 42%
0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)
Source: ETC Institute (2012 King County Resident Survey)

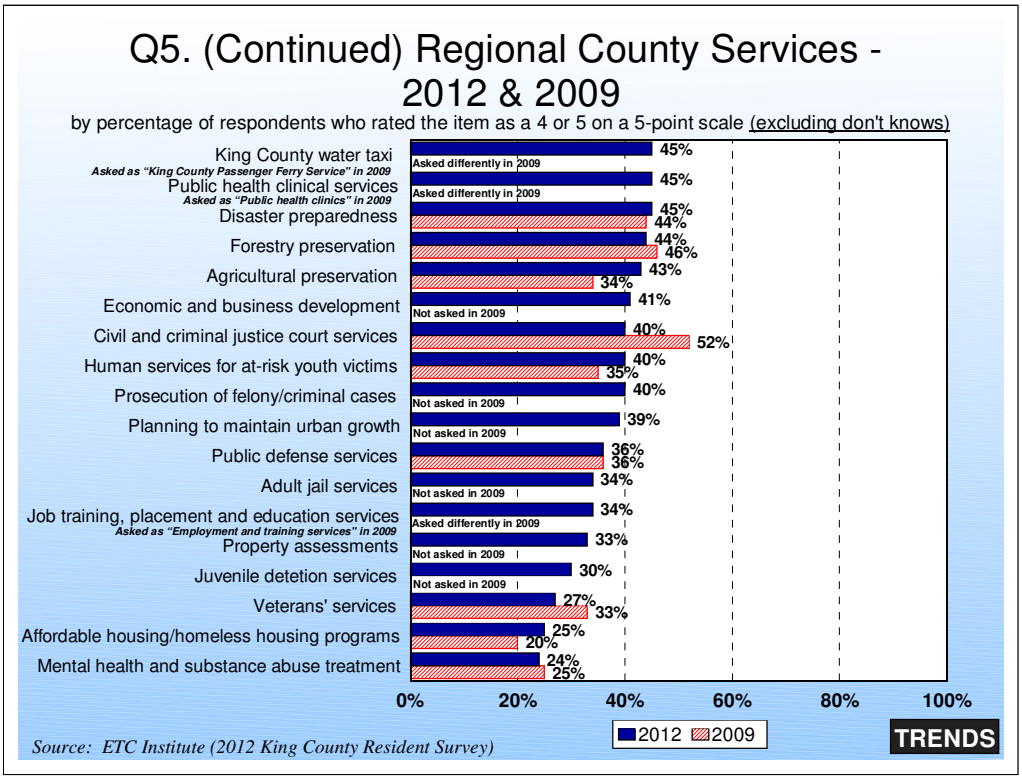

Q3. Local County Services - 2012 & 2009
by percentage of respondents in unincorporated areas who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Local parks
61%
58%
Law enforcement
Asked as "police/sheriff protection" in 2009
47%
Asked differently in 2009
Stormwater management
46%
50%
Animal shelter and control
Asked as "animal care and control" in 2009
42%
Asked differently in 2009
Land use planning/protection regulations
37%
Not asked in 2009
Construction and maintenance of roads/bridges
35%
27%
Building permits and inspections
25%
21%
0%
20%
40%
60%
80%
2012
2009
TRENDS
Source: ETC Institute (2012 King County Resident Survey)

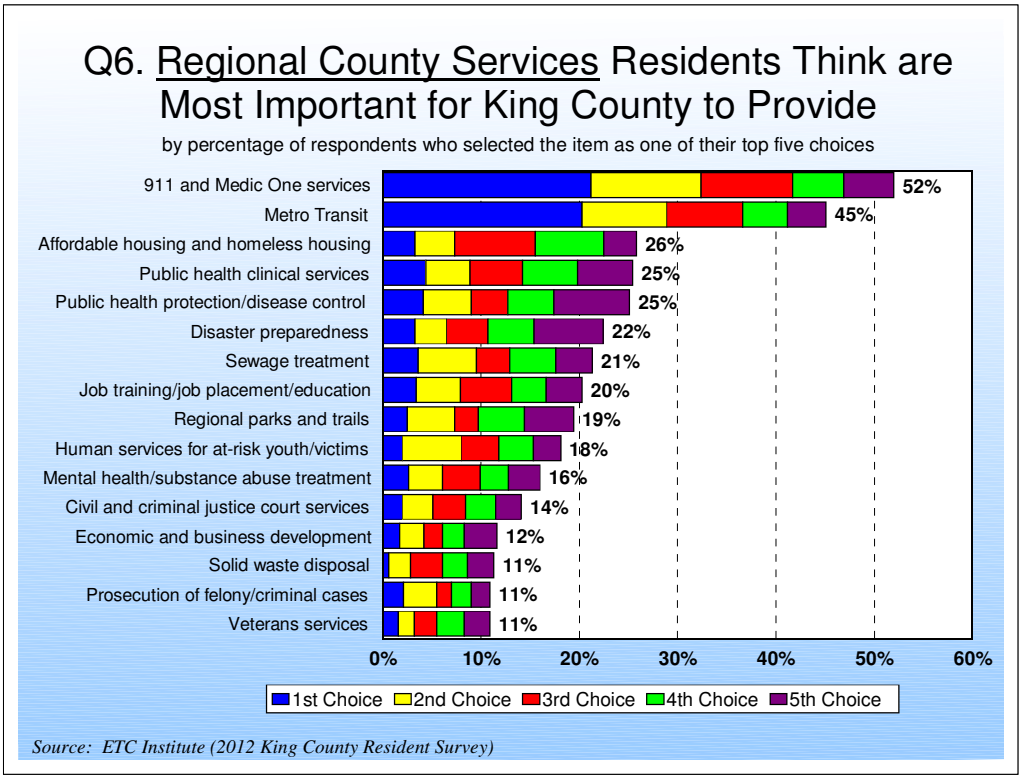

Q4. Local County Services Residents Think Are Most Important for King County to Provide
by percentage of respondents in unincorporated areas who selected the item as one of their top three choices
Law enforcement
83%
Construction and maintenance of roads/bridges
81%
Local parks
40%
Land use planning/protection regulations
37%
Building permits and inspections
21%
Stormwater management
20%
Animal shelter and control
14%
0%
20%
40%
60%
80%
100%
1st Choice
2nd Choice
3rd Choice
Source: ETC Institute (2012 King County Resident Survey)

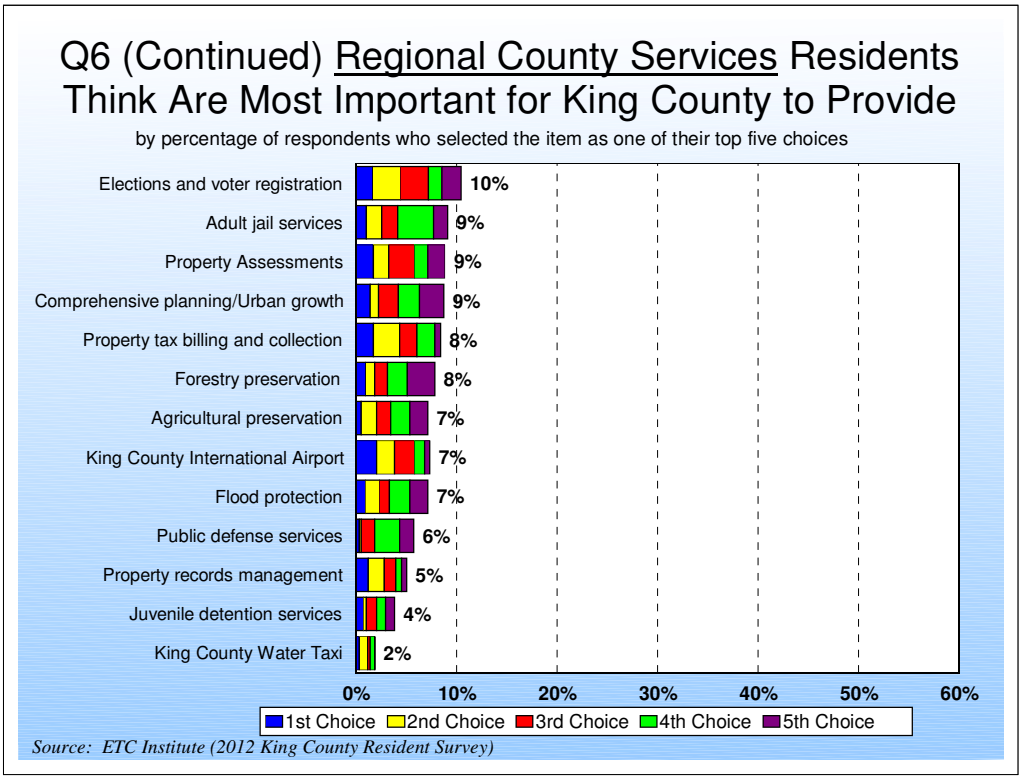

Q5. Satisfaction with Regional County Services
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Regional parks and trails 23% 48% 22% 6%
911 and Medic One service 33% 38% 22% 8%
Solid waste disposal 17% 49% 28% 5%
Elections and voter registration 18% 46% 24% 12%
Sewage treatment 15% 48% 30% 7%
King County International Airport 19% 43% 32% 6%
Metro Transit 16% 43% 23% 18%
Public health protection 11% 41% 34% 14%
Property records management 9% 41% 39% 11%
Flood protection 10% 38% 41% 12%
Property tax billing collection 8% 39% 34% 19%
King County Water Taxi 15% 30% 44% 11%
Public health clinical services 11% 34% 39% 17%
Disaster preparedness 8% 37% 37% 19%
0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)
Source: ETC Institute (2012 King County Resident Survey)

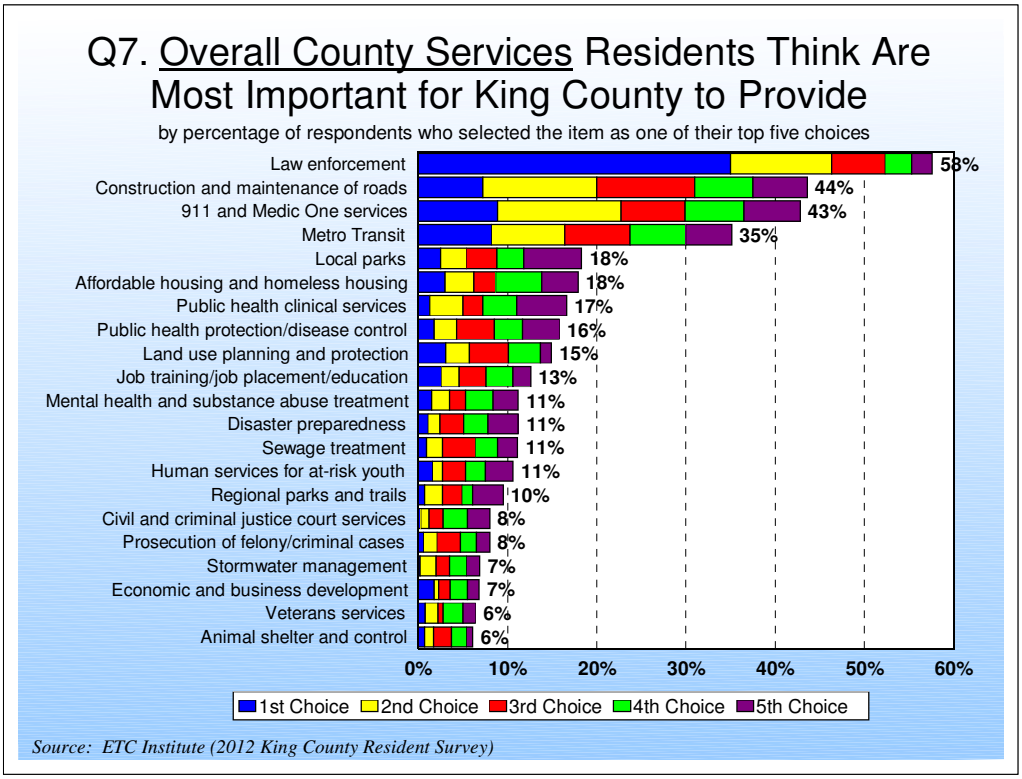

Q5. (Continued) Satisfaction with Regional County Services
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Forestry preservation 11% 33% 38% 18%
Agricultural preservation 9% 34% 40% 18%
Economic & business development 7% 34% 43% 16%
Human services for at-risk youth 11% 29% 39% 21%
Civil & criminal justice court services 7% 33% 40% 21%
Prosecution of felony/criminal cases 10% 30% 42% 18%
Planning to maintain urban growth 11% 28% 39% 23%
Public defense services 8% 28% 43% 21%
Adult jail services 5% 29% 43% 23%
Job training/placement/education services 8% 26% 41% 25%
Property Assessments 6% 27% 33% 34%
Juvenile detention services 6% 24% 44% 26%
Veteran's services 8% 19% 43% 31%
Affordable housing/homless programs 6% 19% 38% 38%
Mental health & substance abuse treatment 7% 17% 39% 38%
0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)
Source: ETC Institute (2012 King County Resident Survey)

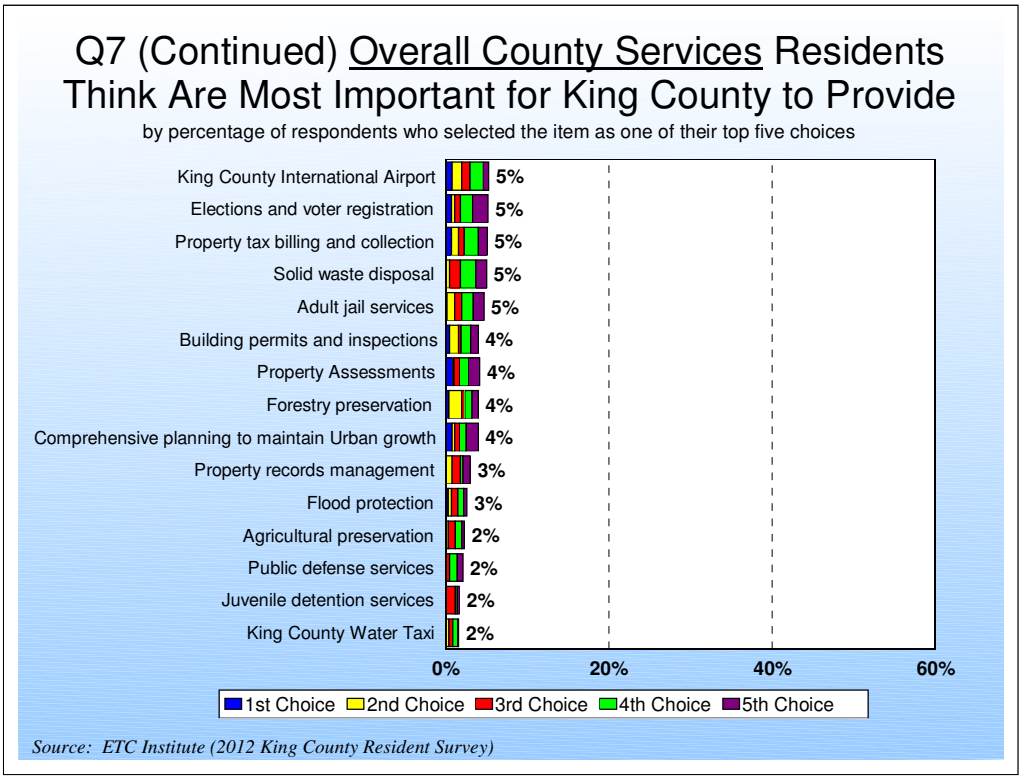

Q5. Regional County Services - 2012 & 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
911 and Medic One services
71%
87%
Regional parks and trails
71%
71%
Solid waste disposal (garbage disposal)
66%
67%
Elections and voter registration
64%
60%
Sewage treatment
63%
59%
King County International Airport (Boeing Field)
62%
52%
King County Metro Transit
59%
52%
Public health protection
52%
54%
Property records management
50%
51%
Flood protection
48%
30%
Property tax billing and collection
Asked as "Tax assessment, billing, collection and distribution" in 2009
47%
Asked differently in 2009
0%
20%
40%
60%
80%
100%
2012
2009
TRENDS
Source: ETC Institute (2012 King County Resident Survey)

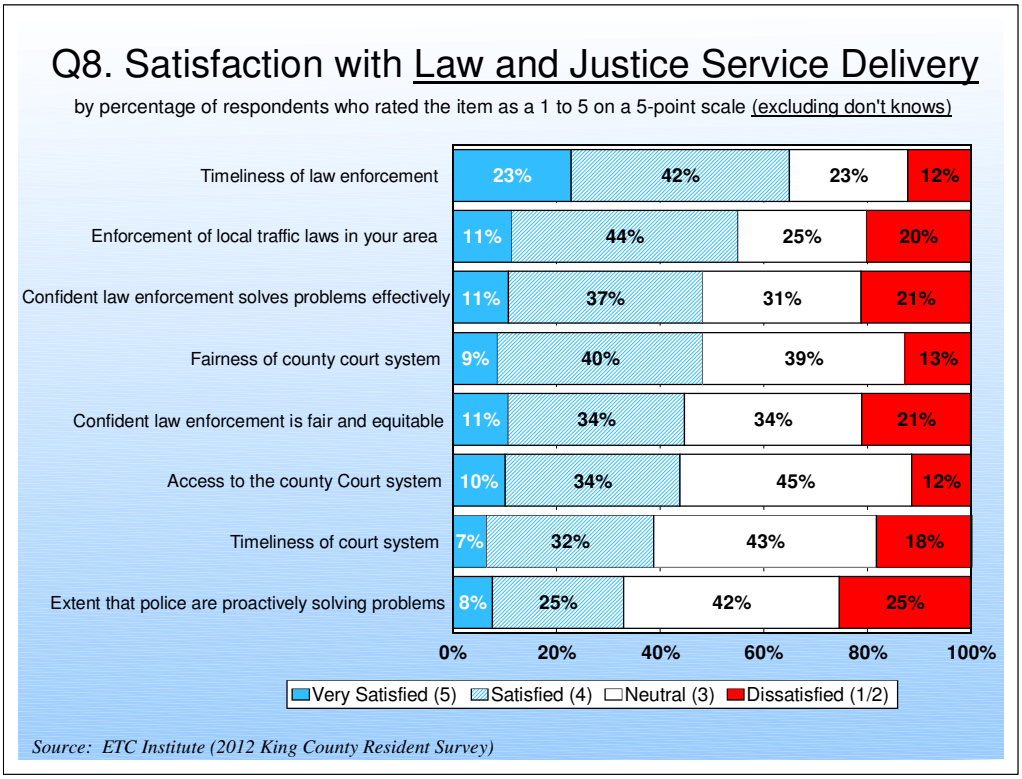

Q5. (Continued) Regional County Services - 2012 & 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
King County water taxi
Asked as "King County Passenger Ferry Service" in 2009
45%
Asked differently in 2009
Public health clinical services
Asked as "Public health clinics" in 2009
45%
Asked differently in 2009
Disaster preparedness
45%
44%
Forestry preservation
44%
46%
Agricultural preservation
43%
34%
Economic and business development
41%
Not asked in 2009
Civil and criminal justice court services
40%
52%
Human services for at-risk youth victims
40%
35%
Prosecution of felony/criminal cases
40%
Not asked in 2009
Planning to maintain urban growth
39%
Not asked in 2009
Public defense services
36%
36%
Adult jail services
34%
Not asked in 2009
Job training, placement and education services
Asked as "Employment and training services" in 2009
34%
Asked differently in 2009
Property assessments
33%
Not asked in 2009
Juvenile detetion services
30%
Not asked in 2009
Veterans' services
27%
33%
Affordable housing/homeless housing programs
25%
20%
Mental health and substance abuse treatment
24%
25%
0%
20%
40%
60%
80%
100%
2012
2009
TRENDS
Source: ETC Institute (2012 King County Resident Survey)

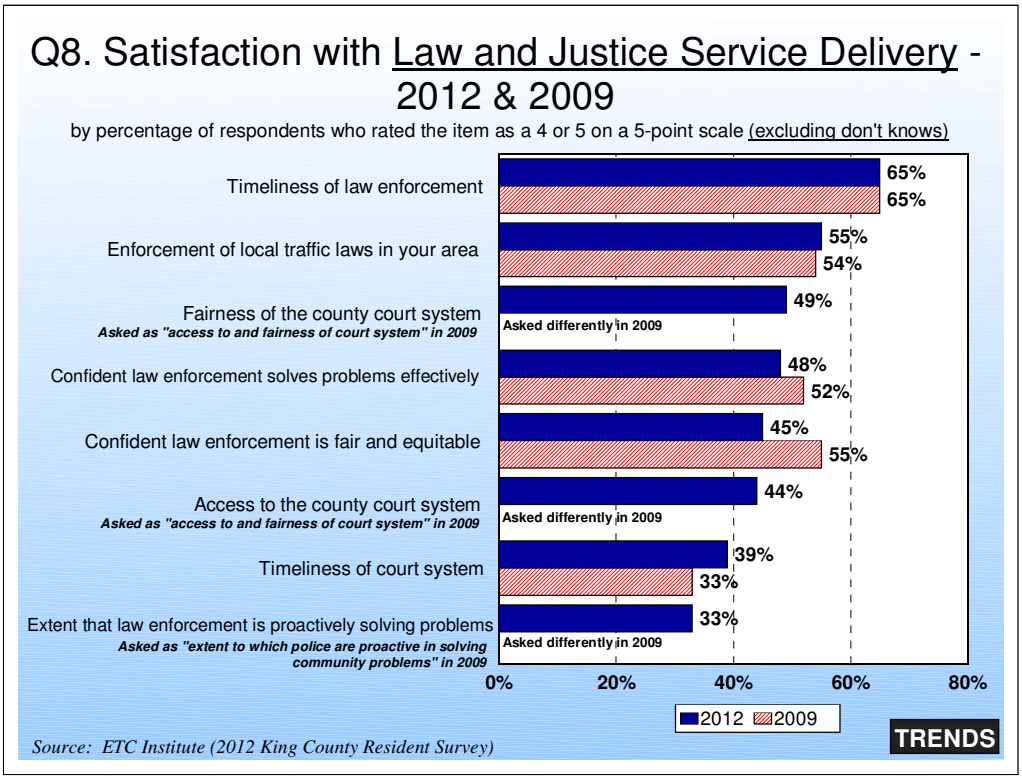

Q6. Regional County Services Residents Think are Most Important for King County to Provide
by percentage of respondents who selected the item as one of their top five choices
911 and Medic One services 52%
Metro Transit 45%
Affordable housing and homeless housing 26%
Public health clinical services 25%
Public health protection/disease control 25%
Disaster preparedness 22%
Sewage treatment 21%
Job training/job placement/education 20%
Regional parks and trails 19%
Human services for at-risk youth/victims 18%
Mental health/substance abuse treatment 16%
Civil and criminal justice court services 14%
Economic and business development 12%
Solid waste disposal 11%
Prosecution of felony/criminal cases 11%
Veterans services 11%
0% 10% 20% 30% 40% 50% 60%
1st Choice 2nd Choice 3rd Choice 4th Choice 5th Choice
Source: ETC Institute (2012 King County Resident Survey)

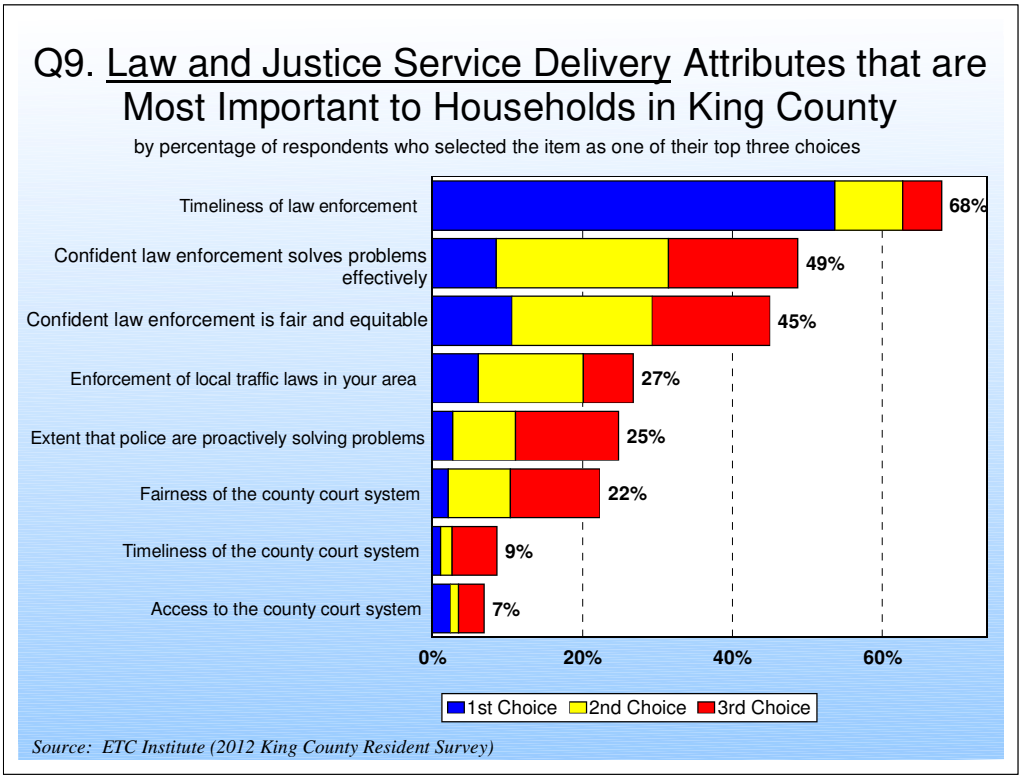

Q6 (Continued) Regional County Services Residents Think Are Most Important for King County to Provide
by percentage of respondents who selected the item as one of their top five choices
Elections and voter registration 10%
Adult jail services 9%
Property Assessments 9%
Comprehensive planning/Urban growth 9%
Property tax billing and collection 8%
Forestry preservation 8%
Agricultural preservation 7%
King County International Airport 7%
Flood protection 7%
Public defense services 6%
Property records management 5%
Juvenile detention services 4%
King County Water Taxi 2%
0% 10% 20% 30% 40% 50% 60%
1st Choice 2nd Choice 3rd Choice 4th Choice 5th Choice
Source: ETC Institute (2012 King County Resident Survey)

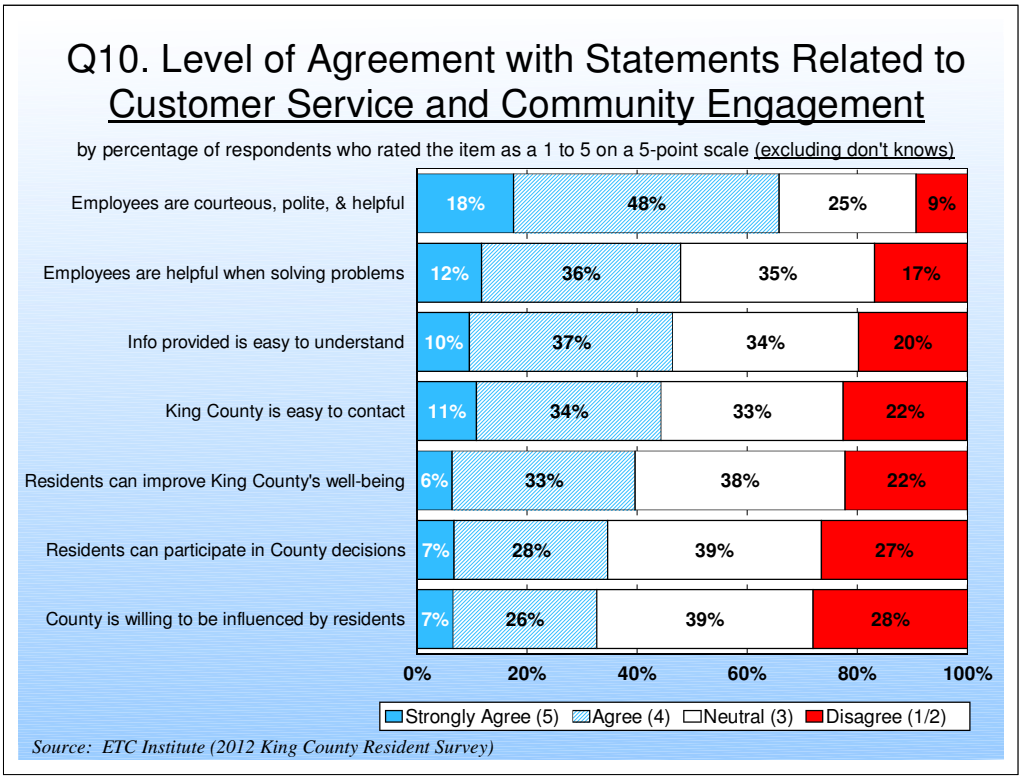

Q7. Overall County Services Residents Think Are Most Important for King County to Provide
by percentage of respondents who selected the item as one of their top five choices
Law enforcement 58%
Construction and maintenance of roads 44%
911 and Medic One services 43%
Metro Transit 35%
Local parks 18%
Affordable housing and homeless housing 18%
Public health clinical services 17%
Public health protection/disease control 16%
Land use planning and protection 15%
Job training/job placement/education 13%
Mental health and substance abuse treatment 11%
Disaster preparedness 11%
Sewage treatment 11%
Human services for at-risk youth 11%
Regional parks and trails 10%
Civil and criminal justice court services 8%
Prosecution of felony/criminal cases 8%
Stormwater management 7%
Economic and business development 7%
Veterans services 6%
Animal shelter and control 6%
0% 10% 20% 30% 40% 50% 60%
1st Choice 2nd Choice 3rd Choice 4th Choice 5th Choice
Source: ETC Institute (2012 King County Resident Survey)

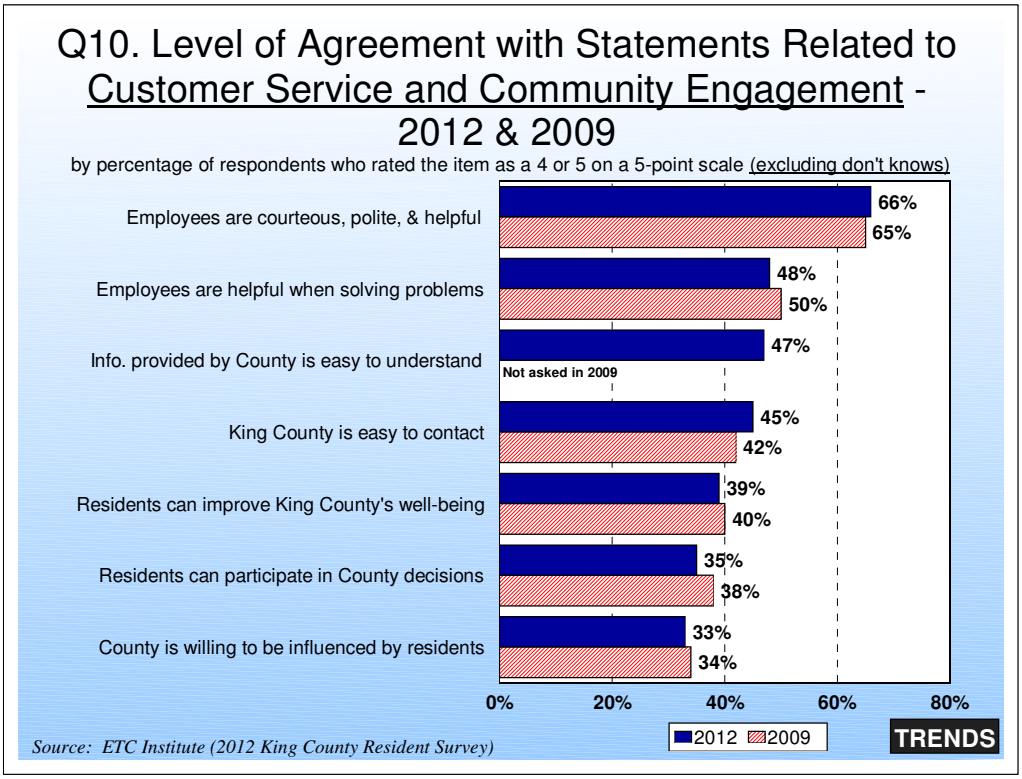

Q7 (Continued) Overall County Services Residents Think Are Most Important for King County to Provide
by percentage of respondents who selected the item as one of their top five choices
King County International Airport 5%
Elections and voter registration 5%
Property tax billing and collection 5%
Solid waste disposal 5%
Adult jail services 5%
Building permits and inspections 4%
Property Assessments 4%
Forestry preservation 4%
Comprehensive planning to maintain Urban growth 4%
Property records management 3%
Flood protection 3%
Agricultural preservation 2%
Public defense services 2%
Juvenile detention services 2%
King County Water Taxi 2%
0% 20% 40% 60%
1st Choice 2nd Choice 3rd Choice 4th Choice 5th Choice
Source: ETC Institute (2012 King County Resident Survey)

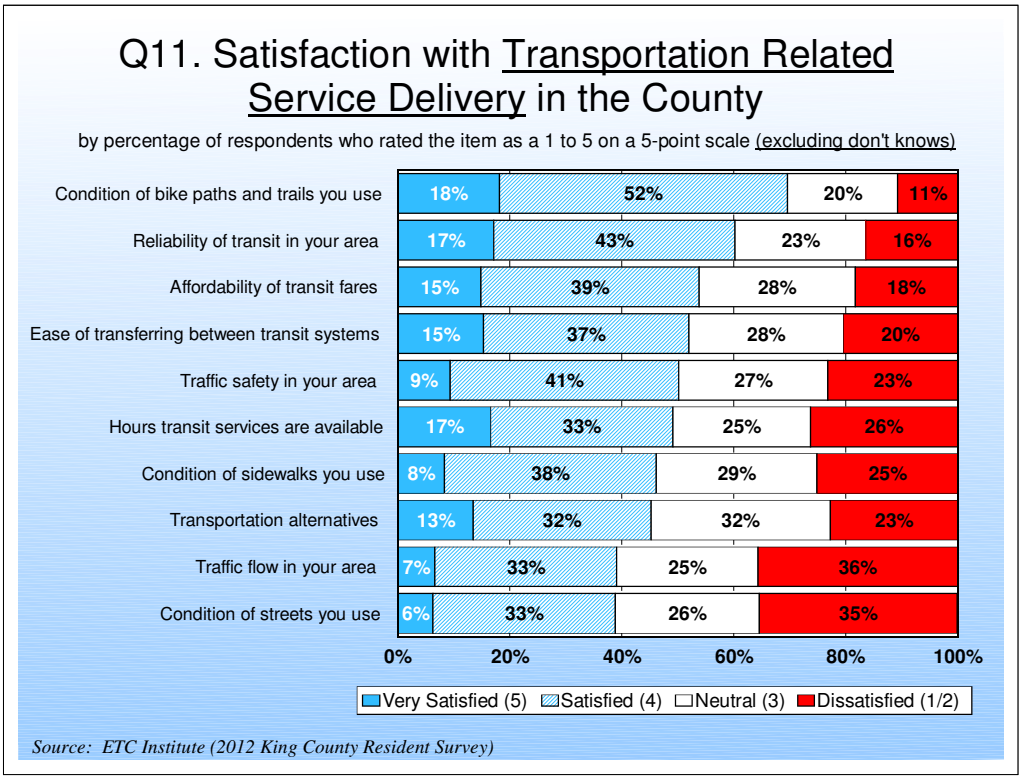

Q8. Satisfaction with Law and Justice Service Delivery
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Timeliness of law enforcement
23%
42%
23%
12%
Enforcement of local traffic laws in your area
11%
44%
25%
20%
Confident law enforcement solves problems effectively
11%
37%
31%
21%
Fairness of county court system
9%
40%
39%
13%
Confident law enforcement is fair and equitable
11%
34%
34%
21%
Access to the county Court system
10%
34%
45%
12%
Timeliness of court system
7%
32%
43%
18%
Extent that police are proactively solving problems
8%
25%
42%
25%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2012 King County Resident Survey)

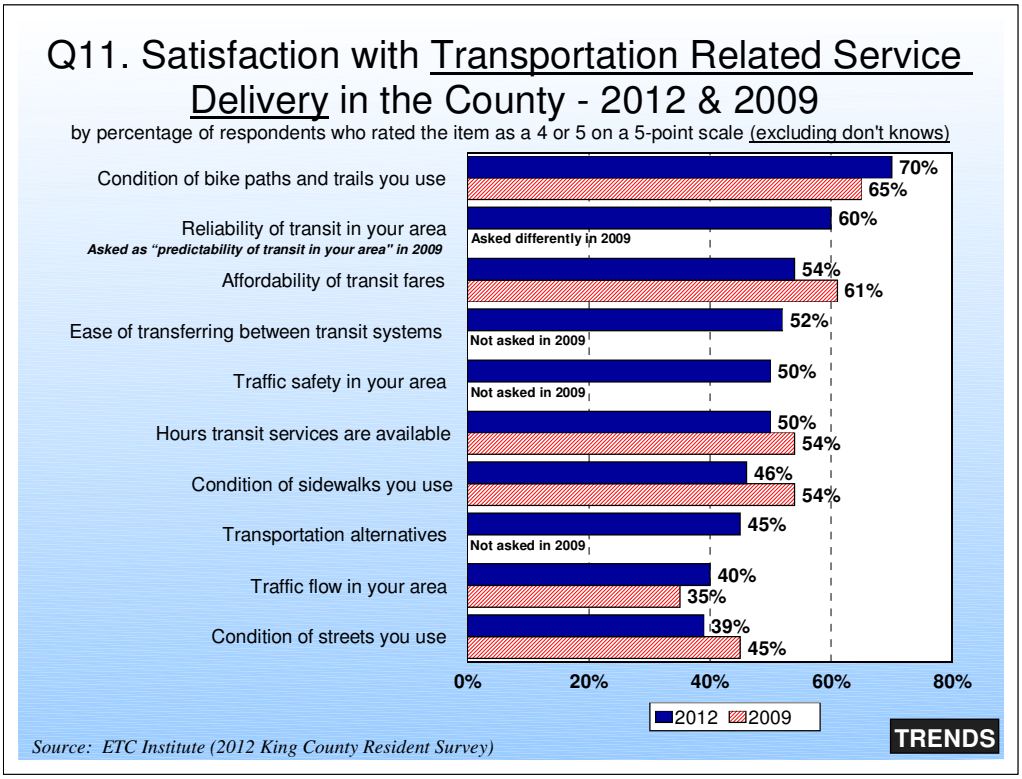

Q8. Satisfaction with Law and Justice Service Delivery - 2012 & 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Timeliness of law enforcement
65%
65%
Enforcement of local traffic laws in your area
55%
54%
Fairness of the county court system
Asked as "access to and fairness of court system" in 2009
49%
Asked differently in 2009
Confident law enforcement solves problems effectively
48%
52%
Confident law enforcement is fair and equitable
45%
55%
Access to the county court system
Asked as "access to and fairness of court system" in 2009
44%
Asked differently in 2009
Timeliness of court system
39%
33%
Extent that law enforcement is proactively solving problems
Asked as "extent to which police are proactive in solving community problems" in 2009
33%
Asked differently in 2009
0%
20%
40%
60%
80%
2012
2009
TRENDS
Source: ETC Institute (2012 King County Resident Survey)

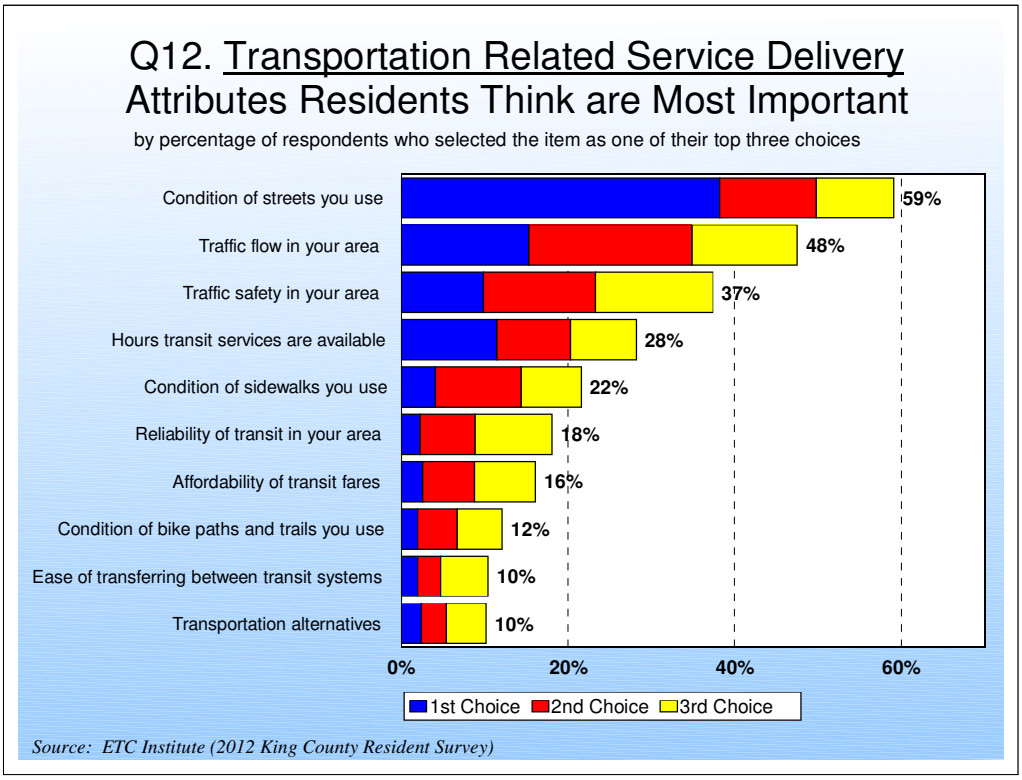

Q9. Law and Justice Service Delivery Attributes that are Most Important to Households in King County
by percentage of respondents who selected the item as one of their top three choices
Timeliness of law enforcement
68%
Confident law enforcement solves problems effectively
49%
Confident law enforcement is fair and equitable
45%
Enforcement of local traffic laws in your area
27%
Extent that police are proactively solving problems
25%
Fairness of the county court system
22%
Timeliness of the county court system
9%
Access to the county court system
7%
0%
20%
40%
60%
1st Choice
2nd Choice
3rd Choice
Source: ETC Institute (2012 King County Resident Survey)

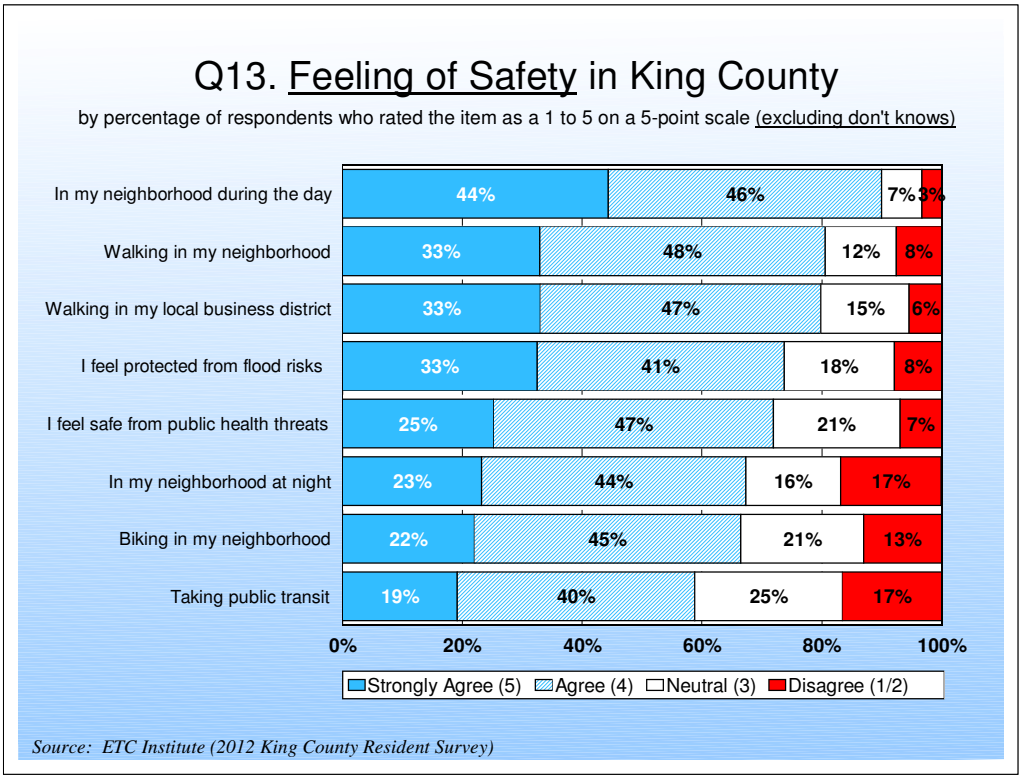

Q10. Level of Agreement with Statements Related to Customer Service and Community Engagement
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Employees are courteous, polite, & helpful
18%
48%
25%
9%
Employees are helpful when solving problems
12%
36%
35%
17%
Info provided is easy to understand
10%
37%
34%
20%
King County is easy to contact
11%
34%
33%
22%
Residents can improve King County's well-being
6%
33%
38%
22%
Residents can participate in County decisions
7%
28%
39%
27%
County is willing to be influenced by residents
7%
26%
39%
28%
0%
20%
40%
60%
80%
100%
Strongly Agree (5)
Agree (4)
Neutral (3)
Disagree (1/2)
Source: ETC Institute (2012 King County Resident Survey)

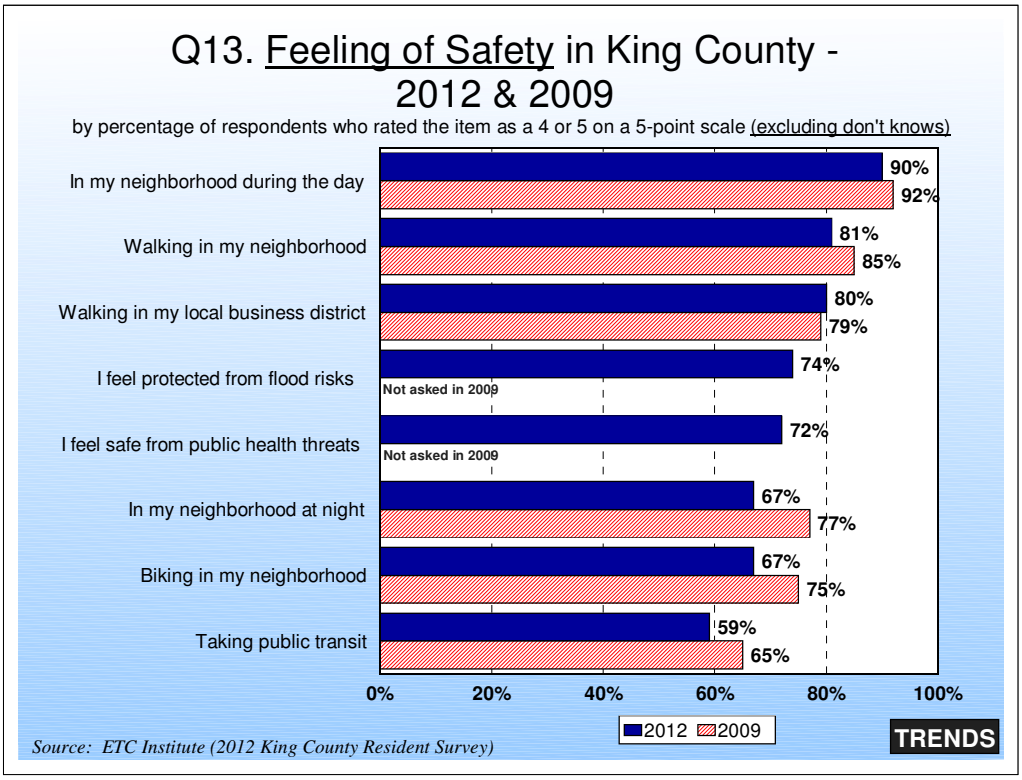

Q10. Level of Agreement with Statements Related to Customer Service and Community Engagement - 2012 & 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Employees are courteous, polite, & helpful
66%
65%
Employees are helpful when solving problems
48%
50%
Info. provided by County is easy to understand
47%
Not asked in 2009
King County is easy to contact
45%
42%
Residents can improve King County's well-being
39%
40%
Residents can participate in County decisions
35%
38%
County is willing to be influenced by residents
33%
34%
0%
20%
40%
60%
80%
2012
2009
TRENDS
Source: ETC Institute (2012 King County Resident Survey)

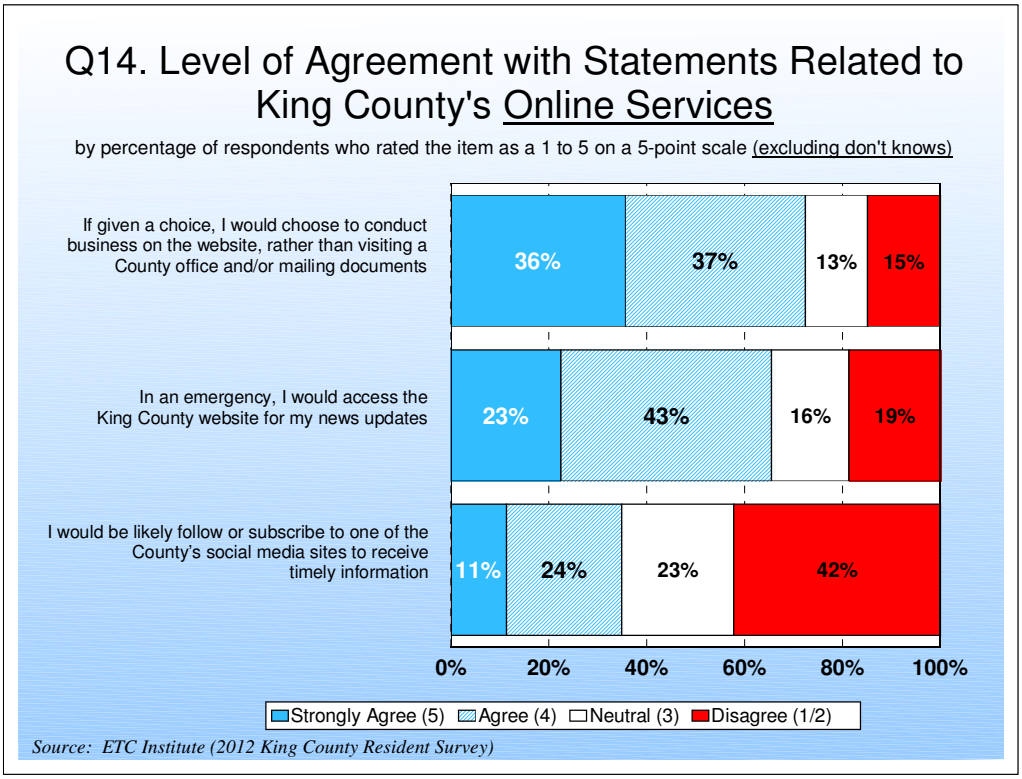

Q11. Satisfaction with Transportation Related Service Delivery in the County
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Condition of bike paths and trails you use
18%
52%
20%
11%
Reliability of transit in your area
17%
43%
23%
16%
Affordability of transit fares
15%
39%
28%
18%
Ease of transferring between transit systems
15%
37%
28%
20%
Traffic safety in your area
9%
41%
27%
23%
Hours transit services are available
17%
33%
25%
26%
Condition of sidewalks you use
8%
38%
29%
25%
Transportation alternatives
13%
32%
32%
23%
Traffic flow in your area
7%
33%
25%
36%
Condition of streets you use
6%
33%
26%
35%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2012 King County Resident Survey)

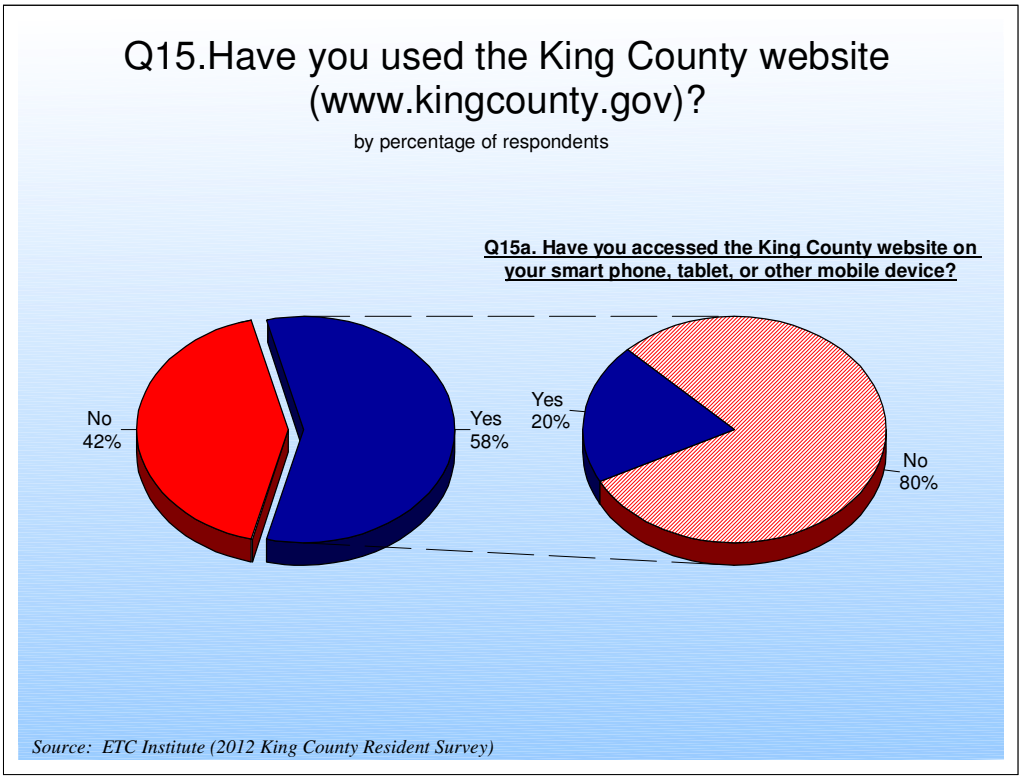

Q11. Satisfaction with Transportation Related Service Delivery in the County - 2012 & 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Condition of bike paths and trails you use
70%
65%
Reliability of transit in your area
Asked as "predictability of transit in your area" in 2009
60%
Asked differently in 2009
Affordability of transit fares
54%
61%
Ease of transferring between transit systems
52%
Not asked in 2009
Traffic safety in your area
50%
Not asked in 2009
Hours transit services are available
50%
54%
Condition of sidewalks you use
46%
54%
Transportation alternatives
45%
Not asked in 2009
Traffic flow in your area
40%
35%
Condition of streets you use
39%
45%
0%
20%
40%
60%
80%
2012
2009
TRENDS
Source: ETC Institute (2012 King County Resident Survey)

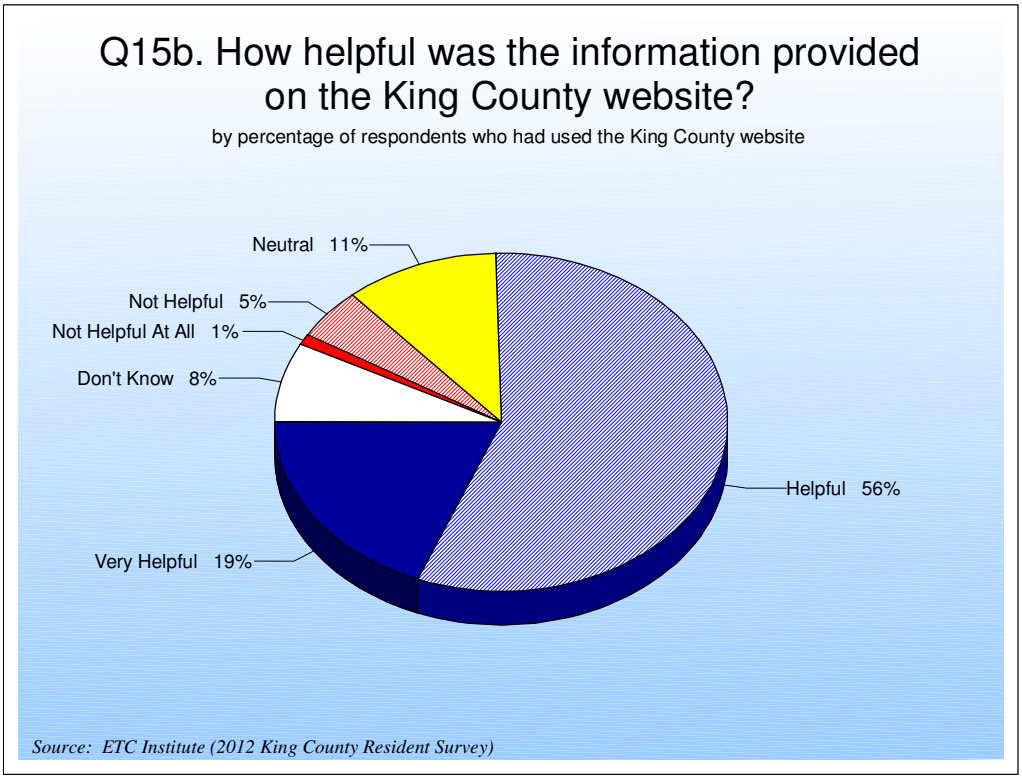

Q12. Transportation Related Service Delivery Attributes Residents Think are Most Important
by percentage of respondents who selected the item as one of their top three choices
Condition of streets you use
59%
Traffic flow in your area
48%
Traffic safety in your area
37%
Hours transit services are available
28%
Condition of sidewalks you use
22%
Reliability of transit in your area
18%
Affordability of transit fares
16%
Condition of bike paths and trails you use
12%
Ease of transferring between transit systems
10%
Transportation alternatives
10%
0%
20%
40%
60%
1st Choice
2nd Choice
3rd Choice
Source: ETC Institute (2012 King County Resident Survey)

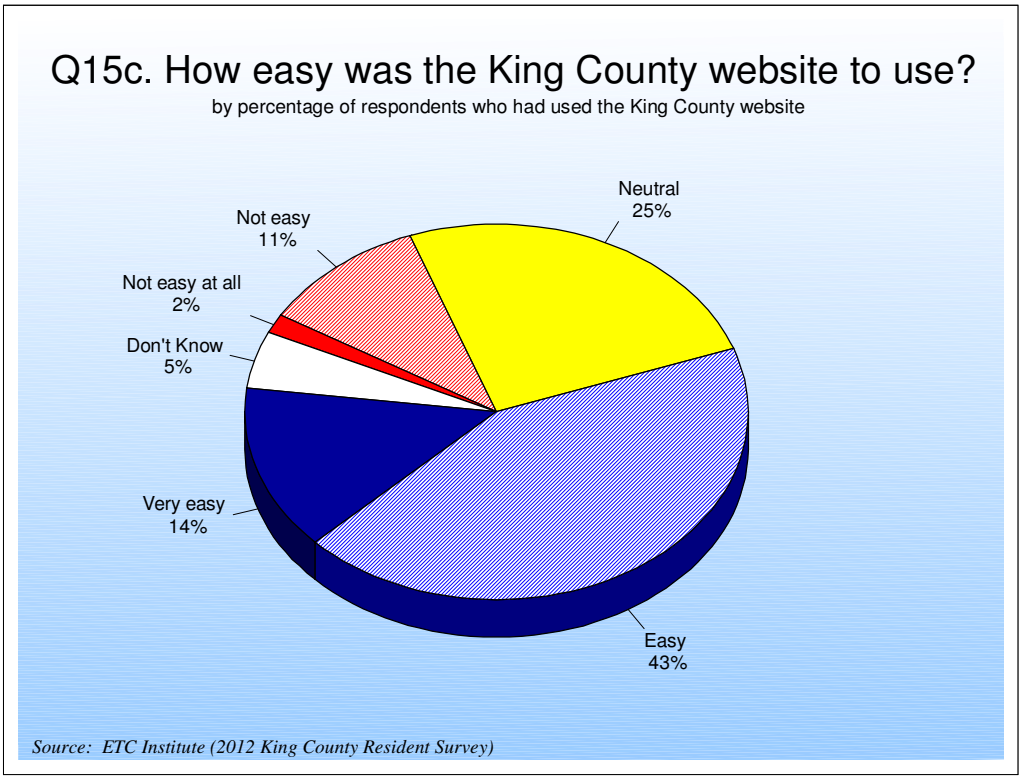

Q13. Feeling of Safety in King County
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
In my neighborhood during the day
44%
46%
7%
3%
Walking in my neighborhood
33%
48%
12%
8%
Walking in my local business district
33%
47%
15%
6%
I feel protected from flood risks
33%
41%
18%
8%
I feel safe from public health threats
25%
47%
21%
7%
In my neighborhood at night
23%
44%
16%
17%
Biking in my neighborhood
22%
45%
21%
13%
Taking public transit
19%
40%
25%
17%
0%
20%
40%
60%
80%
100%
Strongly Agree (5)
Agree (4)
Neutral (3)
Disagree (1/2)
Source: ETC Institute (2012 King County Resident Survey)


Q13. Feeling of Safety in King County - 2012 & 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
In my neighborhood during the day
90%
92%
Walking in my neighborhood
81%
85%
Walking in my local business district
80%
79%
I feel protected from flood risks
74%
Not asked in 2009
I feel safe from public health threats
72%
Not asked in 2009
In my neighborhood at night
67%
77%
Biking in my neighborhood
67%
75%
Taking public transit
59%
65%
0%
20%
40%
60%
80%
100%
2012
2009
TRENDS
Source: ETC Institute (2012 King County Resident Survey)


Q14. Level of Agreement with Statements Related to King County's Online Services
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
If given a choice, I would choose to conduct business on the website, rather than visiting a County office and/or mailing documents
36%
37%
13%
15%
In an emergency, I would access the King County website for my news updates
23%
43%
16%
19%
I would be likely follow or subscribe to one of the County's social media sites to receive timely information
11%
24%
23%
42%
0%
20%
40%
60%
80%
100%
Strongly Agree (5)
Agree (4)
Neutral (3)
Disagree (1/2)
Source: ETC Institute (2012 King County Resident Survey)

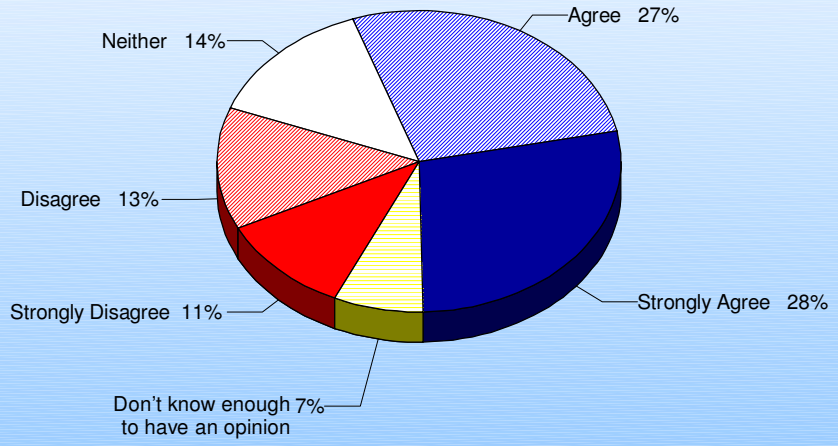

Q15.Have you used the King County website (www.kingcounty.gov)?
by percentage of respondents
Q15a. Have you accessed the King County website on your smart phone, tablet, or other mobile device?
No
42%
Yes
58%
Yes
20%
No
80%
Source: ETC Institute (2012 King County Resident Survey)


Q15b. How helpful was the information provided on the King County website?
by percentage of respondents who had used the King County website
Neutral 11%
Not Helpful 5%
Not Helpful At All 1%
Don't Know 8%
Helpful 56%
Very Helpful 19%
Source: ETC Institute (2012 King County Resident Survey)


Q15c. How easy was the King County website to use?
by percentage of respondents who had used the King County website
Neutral 25%
Not easy 11%
Not easy at all 2%
Don't Know 5%
Very easy 14%
Easy 43%
Source: ETC Institute (2012 King County Resident Survey)

Q16. Level of Agreement That: "In Order to Address Potential Service Reductions to Social, Health and Public Services, King County Should Seek Out Additional Revenue Sources to Continue Providing These Services to Residents"

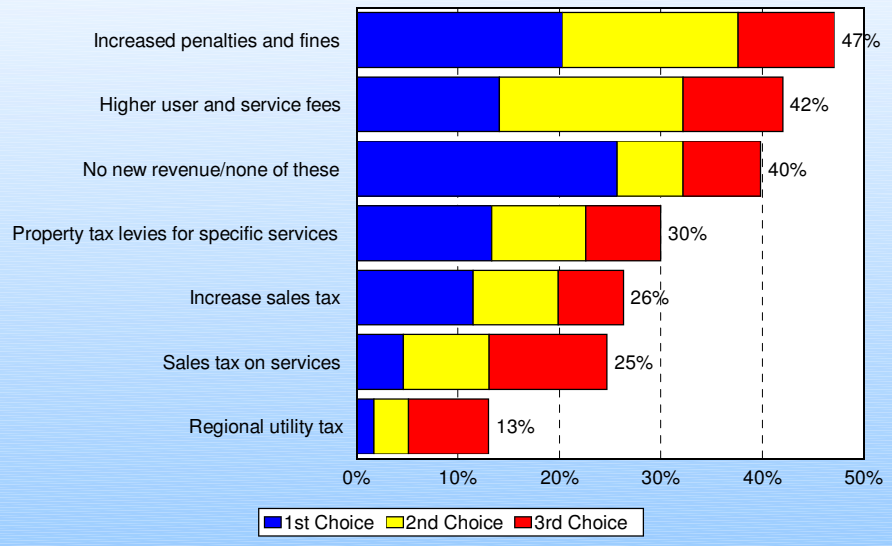
by percentage of respondents



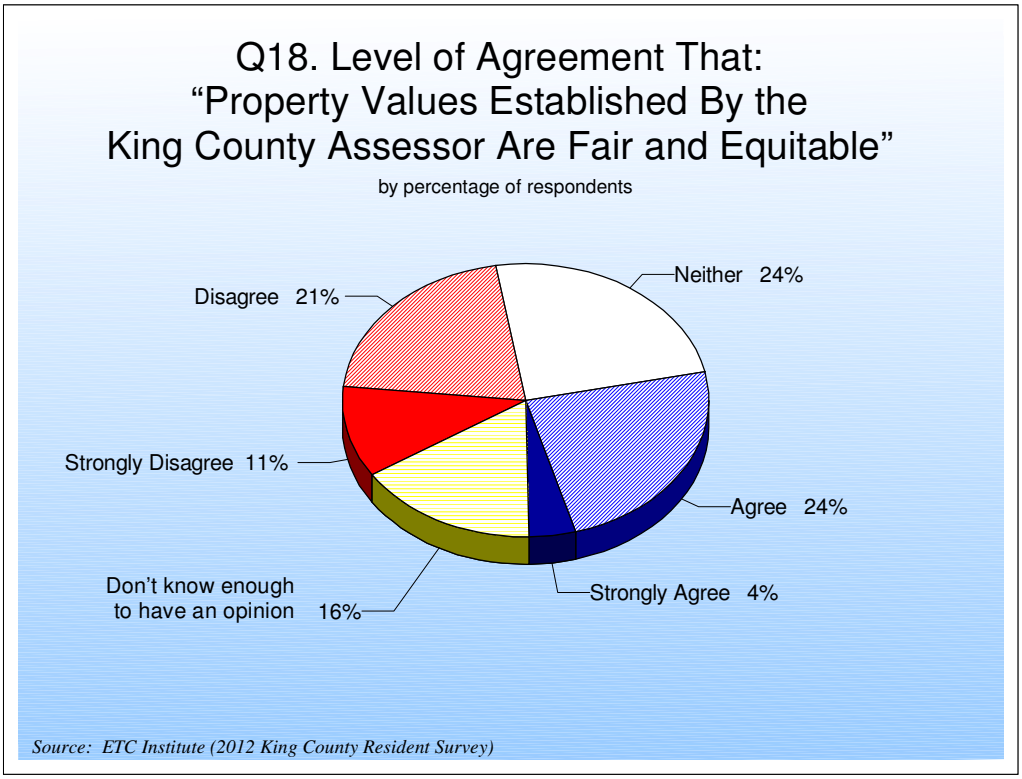
Source: ETC Institute (2012 King County Resident Survey)

Q17. If King County were to seek out additional revenue sources to maintain or add services, which of the following sources should King County consider?

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



Source: ETC Institute (2012 King County Resident Survey)


Q18. Level of Agreement That:
"Property Values Established By the
King County Assessor Are Fair and Equitable"
by percentage of respondents
Neither 24%
Disagree 21%
Strongly Disagree 11%
Agree 24%
Don't know enough
to have an opinion 16%
Strongly Agree 4%
Source: ETC Institute (2012 King County Resident Survey)

Appendix B:
Benchmarking Analysis

National Benchmarks

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

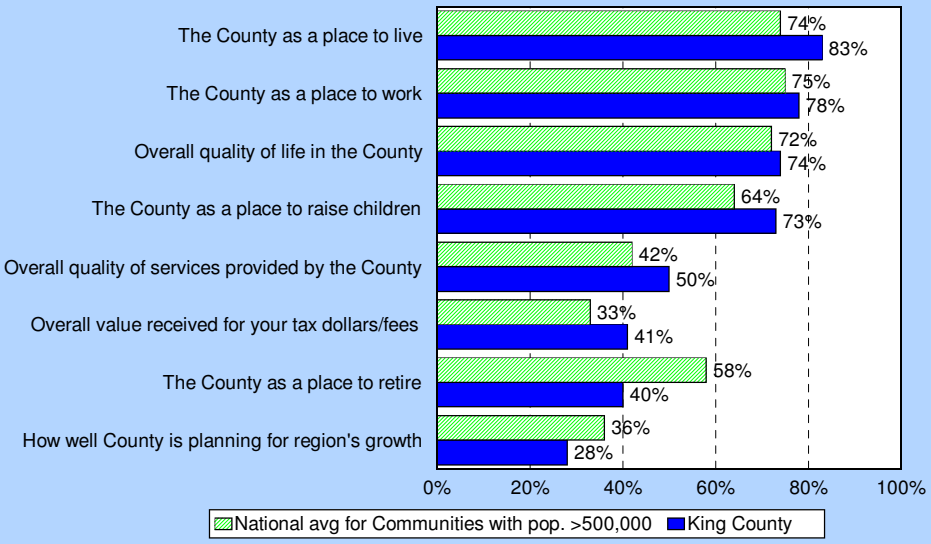
The national averages shown in these charts are based on the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in large comunities during the Spring of 2011.

Perceptions of the County

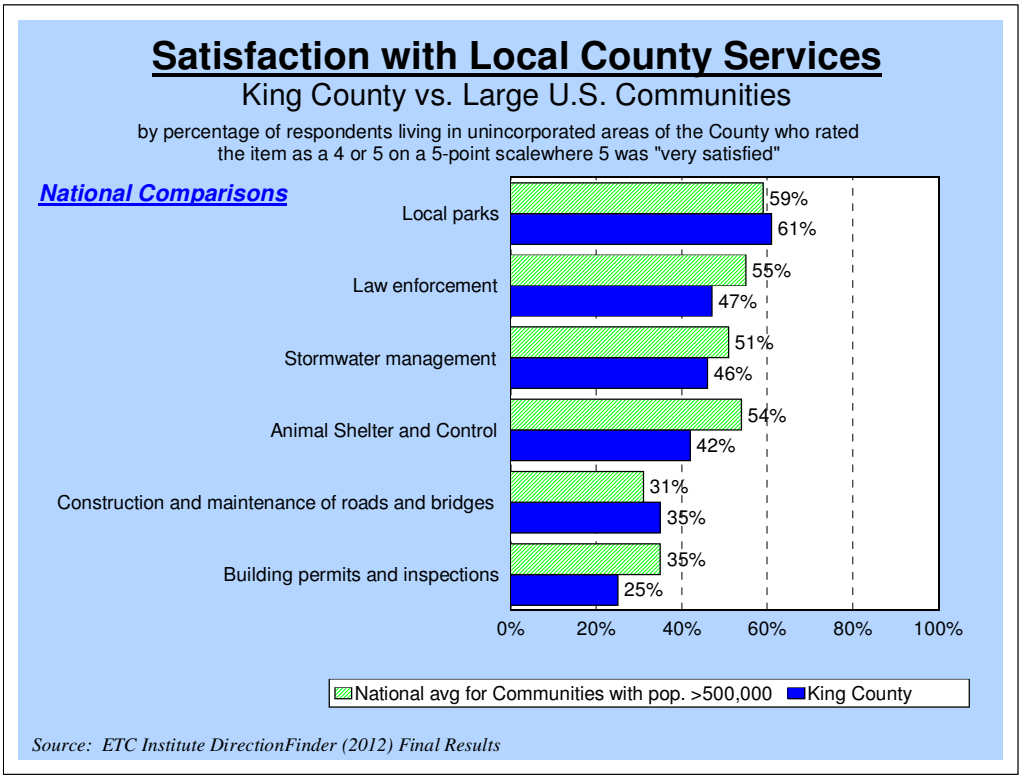
King County vs. Large U.S. Communities

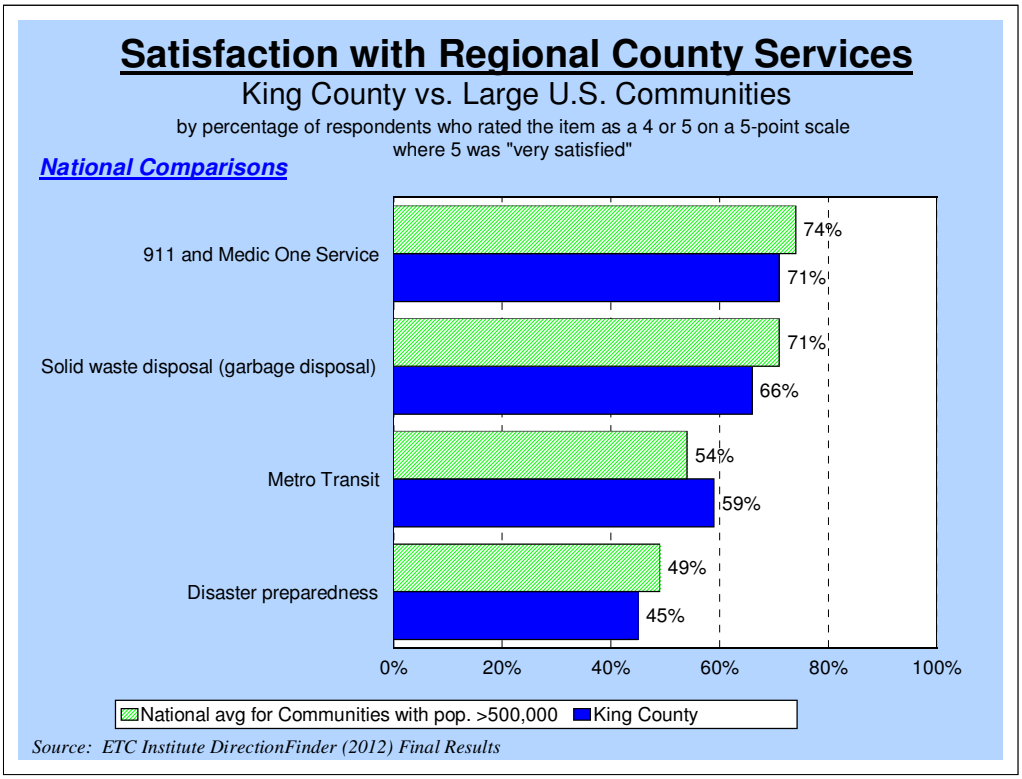
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

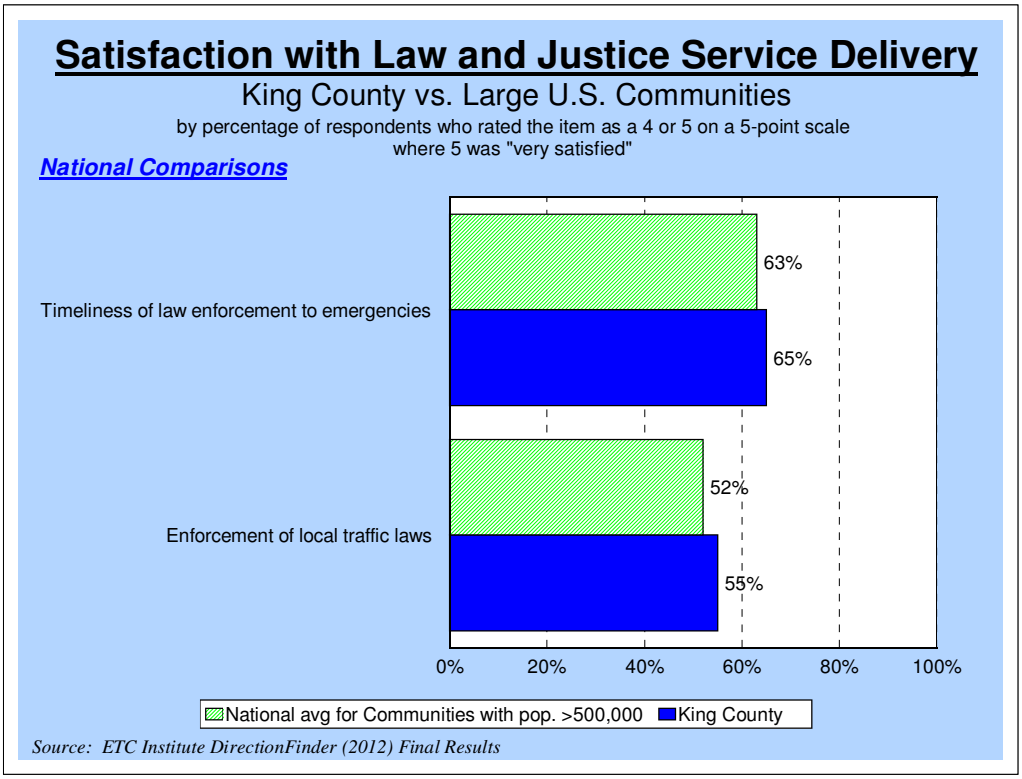
National Comparisons

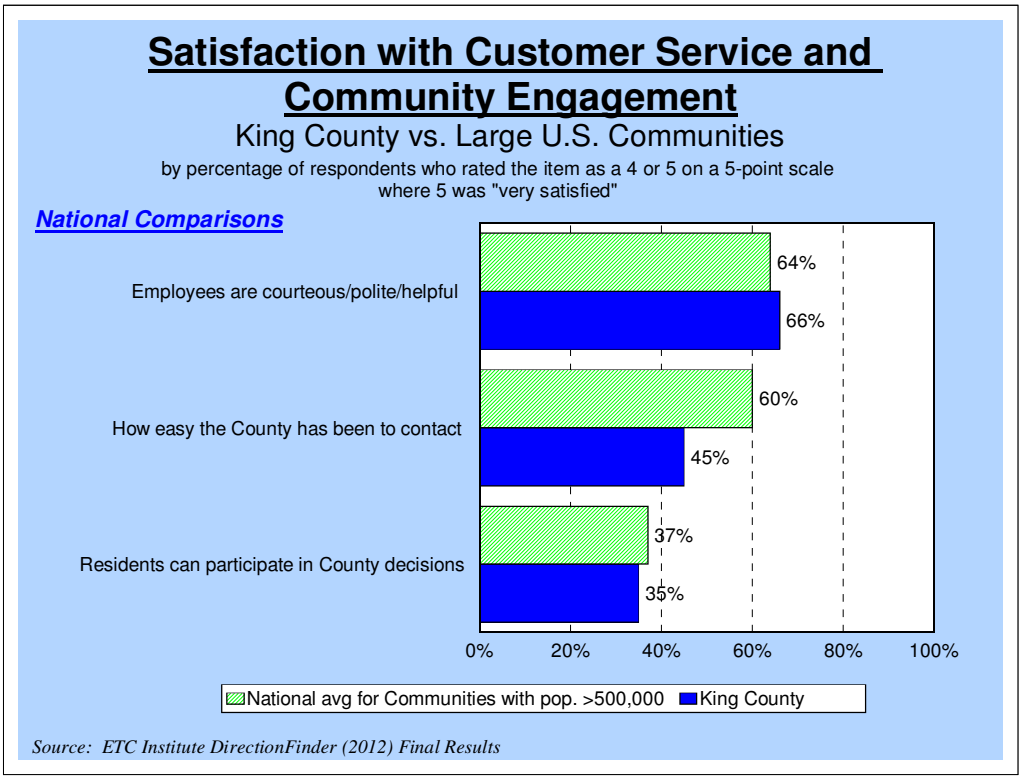


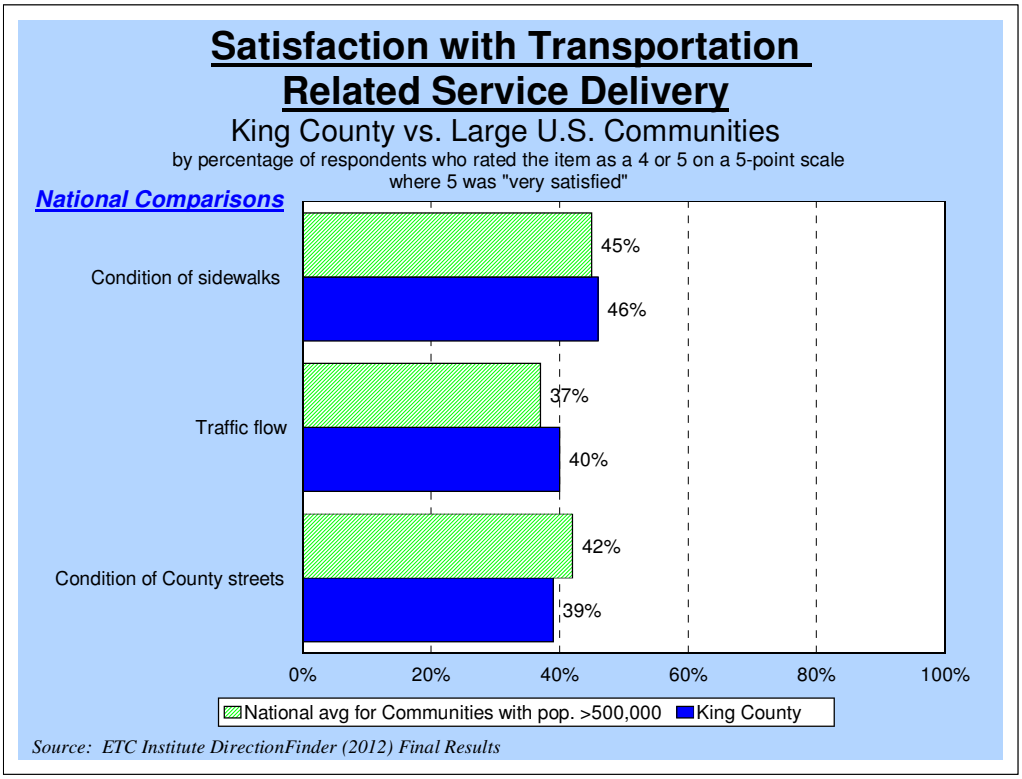
Source: ETC Institute DirectionFinder (2012) Final Results

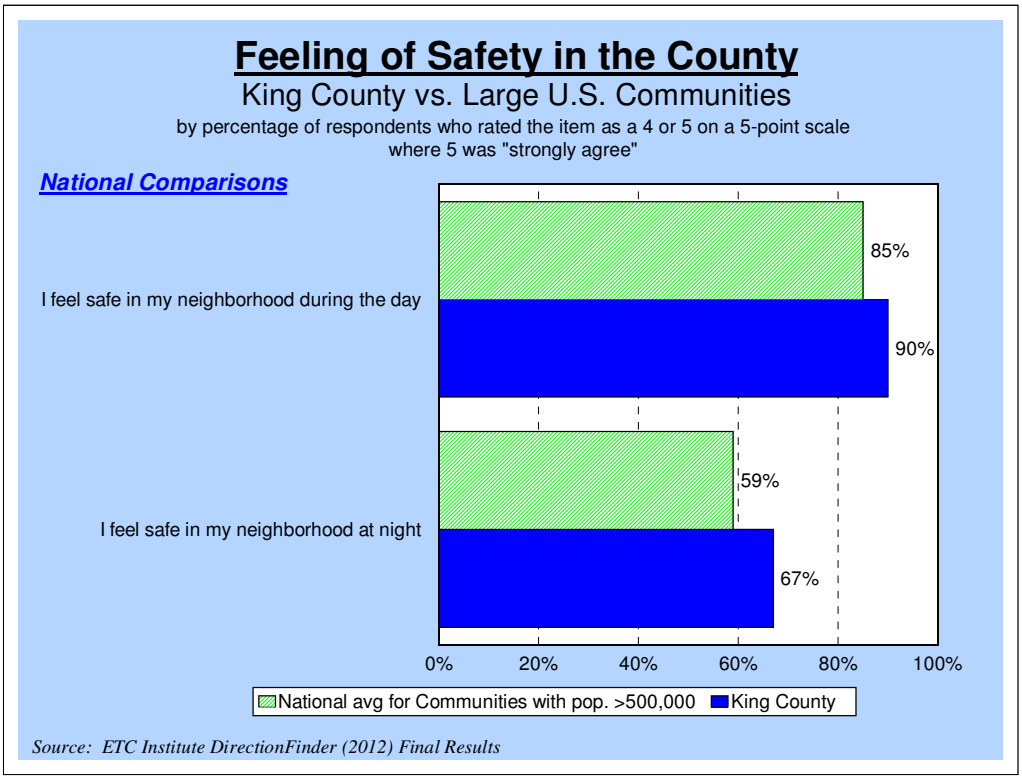

Satisfaction with Local County Services
King County vs. Large U.S. Communities
by percentage of respondents living in unincorporated areas of the County who rated the item as a 4 or 5 on a 5-point scalewhere 5 was "very satisfied"
National Comparisons
Local parks
59%
61%
Law enforcement
55%
47%
Stormwater management
51%
46%
Animal Shelter and Control
54%
42%
Construction and maintenance of roads and bridges
31%
35%
Building permits and inspections
35%
25%
0%
20%
40%
60%
80%
100%
National avg for Communities with pop. >500,000
King County
Source: ETC Institute DirectionFinder (2012) Final Results


Satisfaction with Regional County Services
King County vs. Large U.S. Communities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"
National Comparisons
911 and Medic One Service
74%
71%
Solid waste disposal (garbage disposal)
71%
66%
Metro Transit
54%
59%
Disaster preparedness
49%
45%
0%
20%
40%
60%
80%
100%
National avg for Communities with pop. >500,000
King County
Source: ETC Institute DirectionFinder (2012) Final Results


Satisfaction with Law and Justice Service Delivery
King County vs. Large U.S. Communities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"
National Comparisons
Timeliness of law enforcement to emergencies
63%
65%
Enforcement of local traffic laws
52%
55%
0%
20%
40%
60%
80%
100%
National avg for Communities with pop. >500,000
King County
Source: ETC Institute DirectionFinder (2012) Final Results


Satisfaction with Customer Service and Community Engagement
King County vs. Large U.S. Communities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"
National Comparisons
Employees are courteous/polite/helpful
64%
66%
How easy the County has been to contact
60%
45%
Residents can participate in County decisions
37%
35%
0%
20%
40%
60%
80%
100%
National avg for Communities with pop. >500,000
King County
Source: ETC Institute DirectionFinder (2012) Final Results

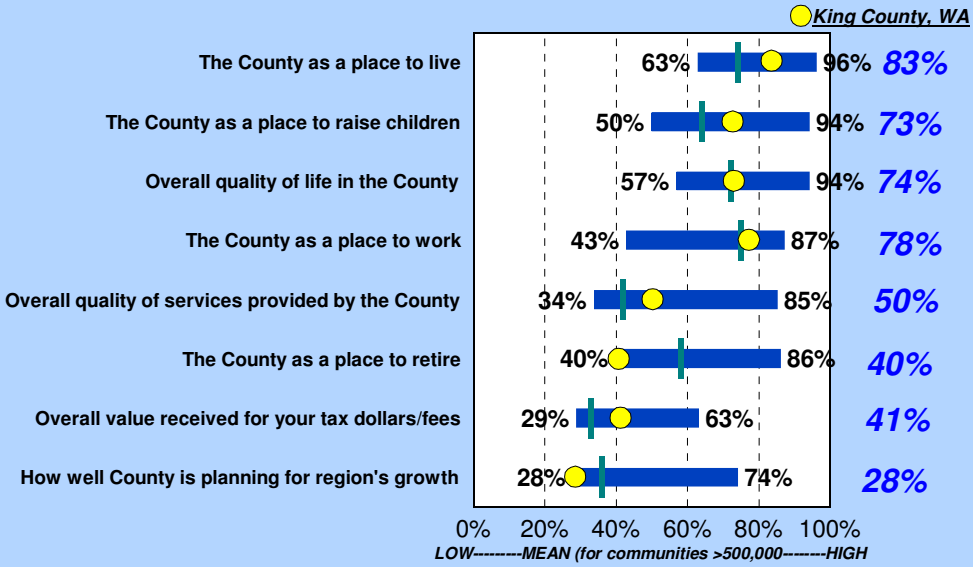

Satisfaction with Transportation Related Service Delivery
King County vs. Large U.S. Communities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"
National Comparisons
Condition of sidewalks
45%
46%
Traffic flow
37%
40%
Condition of County streets
42%
39%
0%
20%
40%
60%
80%
100%
National avg for Communities with pop. >500,000
King County
Source: ETC Institute DirectionFinder (2012) Final Results


Feeling of Safety in the County
King County vs. Large U.S. Communities
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "strongly agree"
National Comparisons
I feel safe in my neighborhood during the day
85%
90%
I feel safe in my neighborhood at night
59%
67%
0%
20%
40%
60%
80%
100%
National avg for Communities with pop. >500,000
King County
Source: ETC Institute DirectionFinder (2012) Final Results

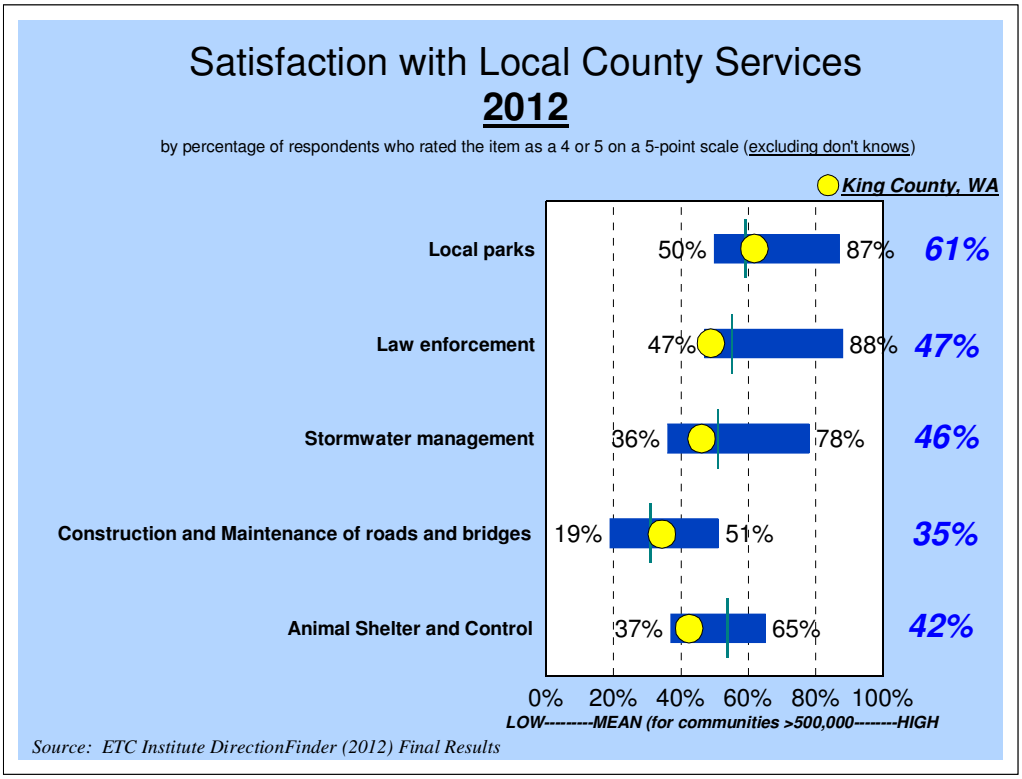
Comparison to a Range of Performance

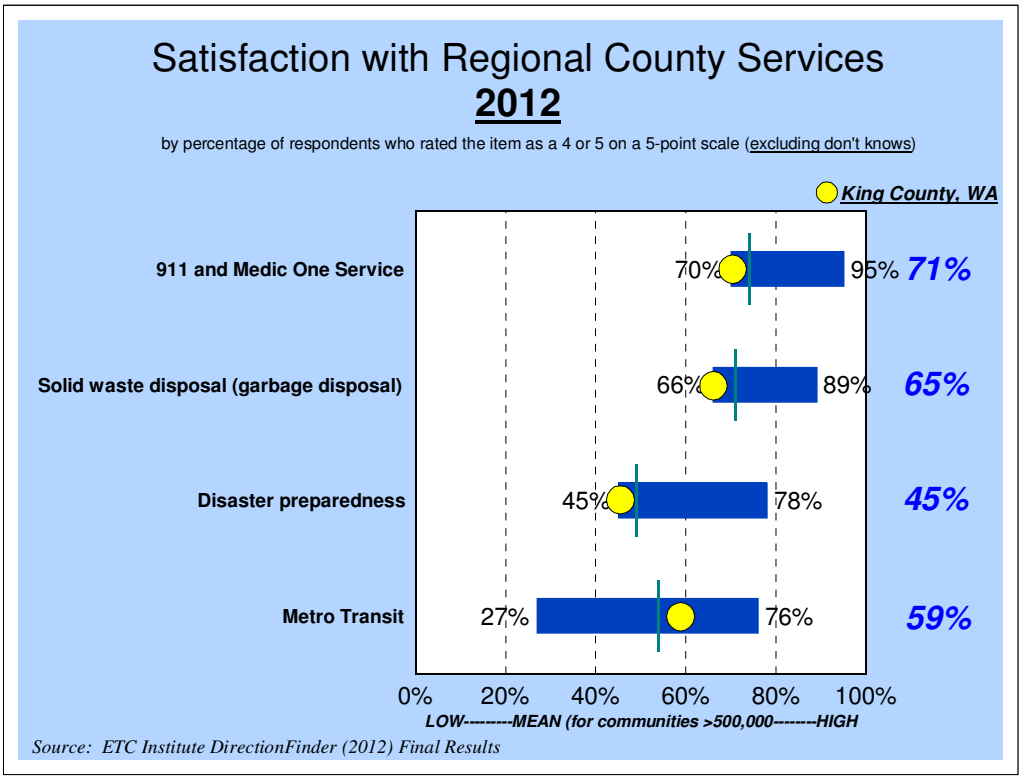
Perceptions Residents Have of the County in Which They Live - 2012

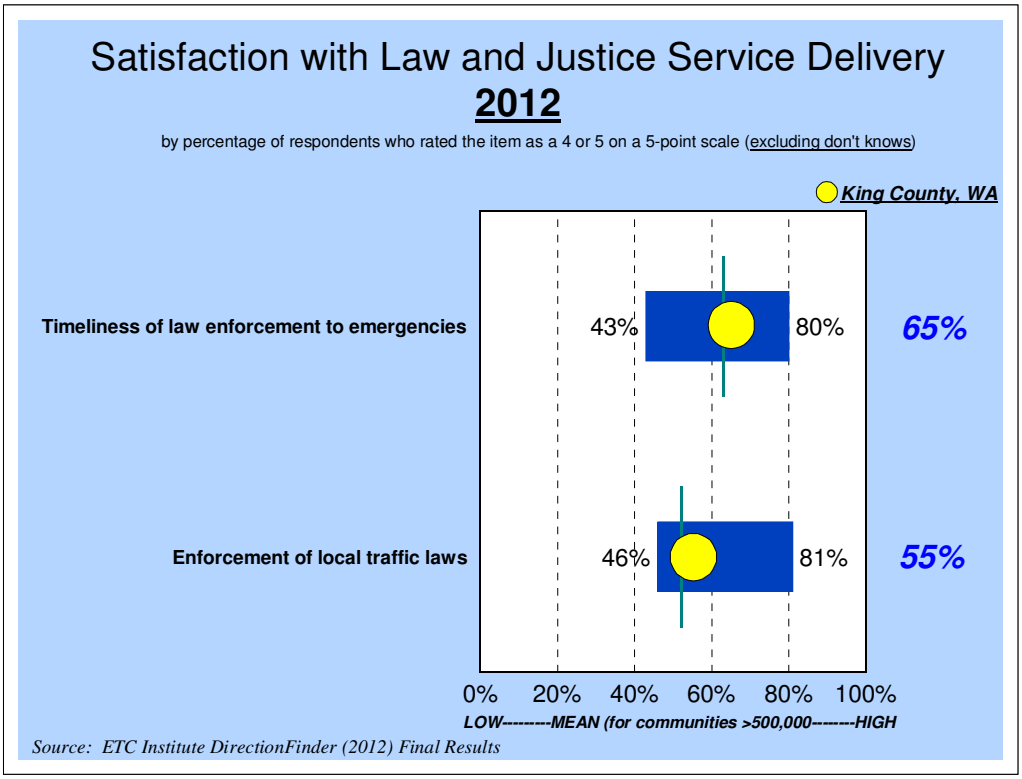
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

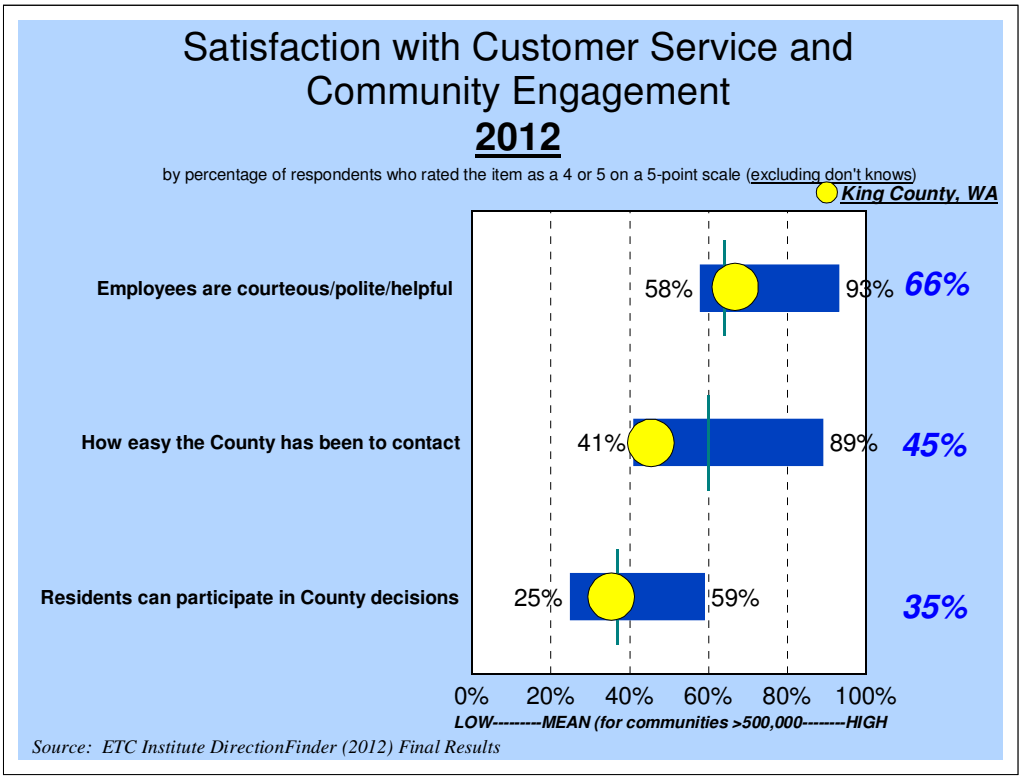


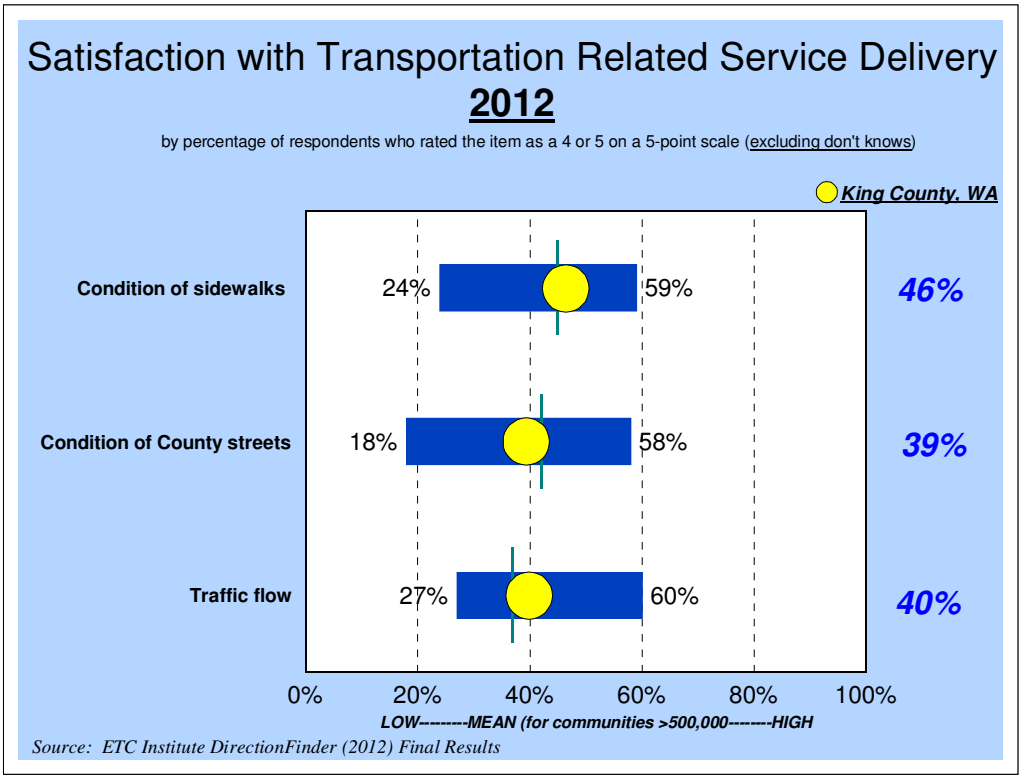
Source: ETC Institute DirectionFinder (2012) Final Results

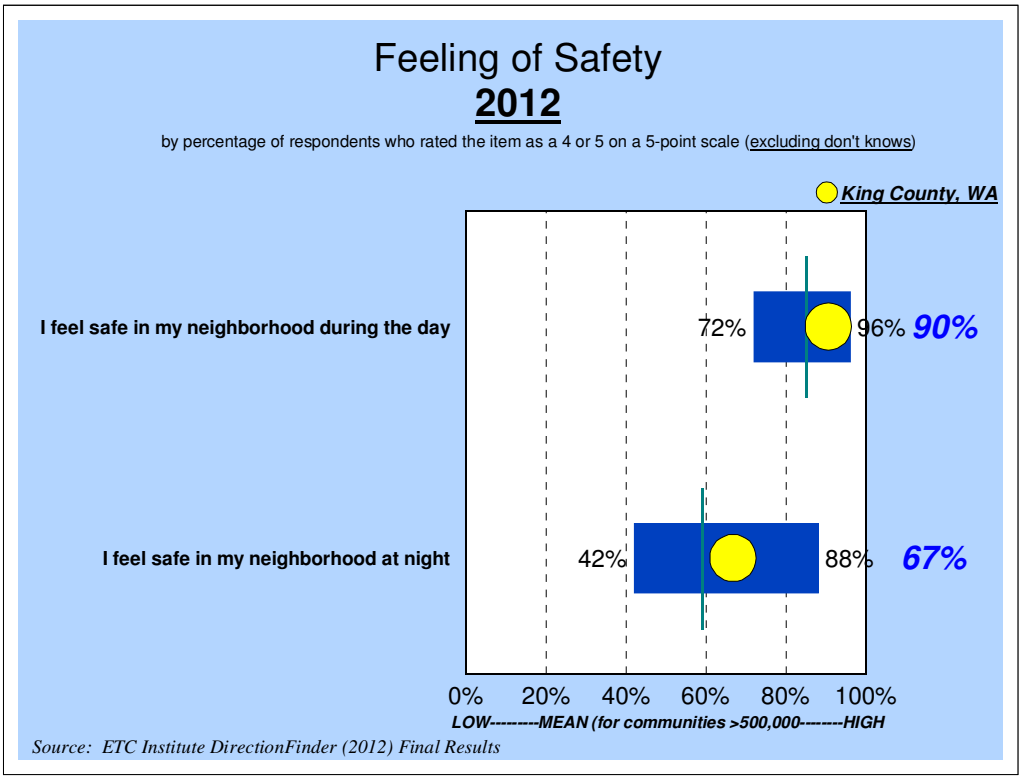

Satisfaction with Local County Services
2012
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
King County, WA
Local parks
50%
87%
61%
Law enforcement
47%
88%
47%
Stormwater management
36%
78%
46%
Construction and Maintenance of roads and bridges
19%
51%
35%
Animal Shelter and Control
37%
65%
42%
0% 20% 40% 60% 80% 100%
LOW---------MEAN (for communities >500,000--------HIGH
Source: ETC Institute DirectionFinder (2012) Final Results


Satisfaction with Regional County Services
2012
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
King County, WA
911 and Medic One Service
70%
95%
71%
Solid waste disposal (garbage disposal)
66%
89%
65%
Disaster preparedness
45%
78%
45%
Metro Transit
27%
76%
59%
0% 20% 40% 60% 80% 100%
LOW---------MEAN (for communities >500,000--------HIGH
Source: ETC Institute DirectionFinder (2012) Final Results


Satisfaction with Law and Justice Service Delivery
2012
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
King County, WA
Timeliness of law enforcement to emergencies
43%
80%
65%
Enforcement of local traffic laws
46%
81%
55%
0%
20%
40%
60%
80%
100%
LOW---------MEAN (for communities >500,000--------HIGH
Source: ETC Institute DirectionFinder (2012) Final Results


Satisfaction with Customer Service and Community Engagement
2012
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
King County, WA
Employees are courteous/polite/helpful
58%
93%
66%
How easy the County has been to contact
41%
89%
45%
Residents can participate in County decisions
25%
59%
35%
0%
20%
40%
60%
80%
100%
LOW---------MEAN (for communities >500,000--------HIGH
Source: ETC Institute DirectionFinder (2012) Final Results


Satisfaction with Transportation Related Service Delivery
2012
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
King County, WA
Condition of sidewalks
24%
59%
46%
Condition of County streets
18%
58%
39%
Traffic flow
27%
60%
40%
0%
20%
40%
60%
80%
100%
LOW--------MEAN (for communities >500,000-------HIGH
Source: ETC Institute DirectionFinder (2012) Final Results


Feeling of Safety
2012
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
King County, WA
I feel safe in my neighborhood during the day
72%
96%
90%
I feel safe in my neighborhood at night
42%
88%
67%
0%
20%
40%
60%
80%
100%
LOW---------MEAN (for communities >500,000-------HIGH
Source: ETC Institute DirectionFinder (2012) Final Results

Appendix C:
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis
King County, Washington

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their county residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents 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 counties will maximize overall resident satisfaction by emphasizing improvements in those service categories 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 the most important services for the County to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the County's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the regional county services they thought were most important for the County to provide. Twenty-six percent (26%) of respondents ranked *affordable housing and homeless housing programs* as the most important regional service for the County to provide.

With regard to satisfaction, *affordable housing and homeless housing programs* was ranked 28th with twenty-five percent (25%) rating *affordable housing and homeless housing programs* as a "4" or a "5" on a 5-point scale excluding "Don't know" responses. The I-S rating for *affordable housing and homeless housing programs* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 26% was multiplied by 75% (1-0.25). This calculation yielded an I-S rating of **0.1950**, which was ranked first out of the 29 regional county services.

The top priority rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices for the County to provide and 0% indicate that they are positively satisfied with the delivery of the service.

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

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the four most important services for the County to provide.

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 .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (IS>=0.20)*
- *Increase Current Emphasis (0.10<=IS<0.20)*
- *Maintain Current Emphasis (IS<0.10)*

The results for King County are provided on the following pages.

Importance-Satisfaction Rating
2012 King County Resident Survey
Overall County Services (Local and Regional)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Construction and maintenance of roads/bridges	44%	2	31%	32	0.3036	1
Law enforcement	58%	1	56%	9	0.2552	2
High Priority (IS .10-.20)						
Metro Transit	35%	4	59%	8	0.1435	3
Affordable housing and homeless housing	18%	6	25%	35	0.1350	4
911 and Medic One services	43%	3	71%	2	0.1247	5
Medium Priority (IS <.10)						
Public health clinical services	17%	7	45%	16	0.0935	6
Land use planning and protection	15%	9	41%	21	0.0885	7
Job training/job placement/education	13%	10	34%	28	0.0858	8
Mental health and substance abuse treatm	11%	11	24%	36	0.0836	9
Public health protection/disease control	16%	8	52%	10	0.0768	10
Human services for at-risk youth	11%	14	40%	23	0.0660	11
Local parks	18%	5	66%	3	0.0612	12
Disaster preparedness	11%	12	45%	18	0.0605	13
Civil and criminal justice court services	8%	16	40%	24	0.0480	14
Prosecution of felony/criminal cases	8%	17	40%	25	0.0480	15
Veterans services	6%	20	27%	34	0.0438	16
Economic and business development	7%	19	41%	22	0.0413	17
Sewage treatment	11%	13	63%	6	0.0407	18
Stormwater management	7%	18	52%	11	0.0336	19
Adult jail services	5%	26	34%	29	0.0330	20
Animal shelter and control	6%	21	46%	15	0.0324	21
Regional parks and trails	10%	15	71%	1	0.0290	22
Building permits and inspections	4%	27	33%	30	0.0268	23
Property Assessments	4%	28	33%	31	0.0268	24
Property tax billing and collection	5%	24	47%	14	0.0265	25
Comprehensive planning to maintain Urban growth	4%	30	39%	26	0.0244	26
Forestry preservation	4%	29	44%	19	0.0224	27
Public defense services	3%	32	36%	27	0.0192	28
King County International Airport	5%	22	62%	7	0.0190	29
Elections and voter registration	5%	23	64%	5	0.0180	30
Solid waste disposal	5%	25	66%	4	0.0170	31
Flood protection	3%	33	48%	13	0.0156	32
Property records management	3%	31	50%	12	0.0150	33
Juvenile detention services	2%	35	30%	33	0.0140	34
Agricultural preservation	2%	34	43%	20	0.0114	35
King County Water Taxi	2%	36	45%	17	0.0110	36

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, third, fourth and fifth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

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

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Importance-Satisfaction Rating
2012 King County Resident Survey
Local County Services (Unincorporated Residents Only)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Construction and maintenance of roads/bridges	**81%**	**2**	**35%**	**6**	0.5265	**1**
Law enforcement	**83%**	**1**	**47%**	**2**	0.4399	**2**
Land use planning/protection regulations	**37%**	**4**	**37%**	**5**	0.2331	**3**
High Priority (IS .10-.20)						
Building permits and inspections	**21%**	**5**	**25%**	**7**	0.1575	**4**
Local Parks	**40%**	**3**	**61%**	**1**	0.1560	**5**
Stormwater management	**20%**	**6**	**46%**	**3**	0.1080	**6**
High Priority (IS < .10)						
Animal shelter and control	**14%**	**7**	**42%**	**4**	0.0812	**7**

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

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

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Importance-Satisfaction Rating

2012 King County Resident Survey

Regional County Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Affordable housing and homeless programs	26%	3	25%	28	0.1950	1
Metro Transit	45%	2	59%	7	0.1845	2
911 and Medic One services	52%	1	71%	2	0.1508	3
Public health clinical services	25%	4	45%	13	0.1375	4
Job training/job placement/education	20%	8	34%	24	0.1320	5
Mental health/substance abuse treatment	16%	11	24%	29	0.1216	6
Disaster preparedness	22%	6	45%	14	0.1210	7
Public health protection/disease control	25%	5	52%	8	0.1200	8
Human services for at-risk youth/victims	18%	10	40%	18	0.1080	9
Medium Priority (IS < .10)						
Civil and criminal justice court services	14%	12	40%	19	0.0840	10
Veterans services	11%	16	27%	27	0.0803	11
Sewage treatment	21%	7	63%	5	0.0777	12
Economic and business development	12%	13	41%	17	0.0708	13
Prosecution of felony/criminal cases	11%	15	40%	20	0.0660	14
Property Assessments	9%	19	33%	25	0.0603	15
Adult jail services	9%	18	34%	23	0.0594	16
Regional parks and trails	19%	9	71%	1	0.0551	17
Comprehensive planning/Urban growth	9%	20	39%	21	0.0549	18
Forestry preservation	8%	22	44%	15	0.0448	19
Property tax billing and collection	8%	21	47%	11	0.0424	20
Agricultural preservation	7%	24	43%	16	0.0399	21
Public defense services	6%	26	36%	22	0.0384	22
Solid waste disposal	11%	14	66%	3	0.0374	23
Flood protection	7%	25	48%	10	0.0364	24
Elections and voter registration	10%	17	64%	4	0.0360	25
Juvenile detention services	4%	28	30%	26	0.0280	26
King County International Airport	7%	23	62%	6	0.0266	27
Property records management	5%	27	50%	9	0.0250	28
King County Water Taxi	2%	29	45%	12	0.0110	29

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, third, fourth and fifth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

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

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Importance-Satisfaction Rating
2012 King County Resident Survey
Law and Justice Service Delivery

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Confident law enforcement solves problems effectively	**49%**	**2**	**48%**	**3**	0.2548	**1**
Confident law enforcement is fair and equitable	**45%**	**3**	**45%**	**5**	0.2475	**2**
Timeliness of law enforcement	**68%**	**1**	**65%**	**1**	0.2380	**3**
High Priority (IS .10-.20)						
Extent that police are proactively solving problems	**25%**	**5**	**33%**	**8**	0.1675	**4**
Enforcement of local traffic laws in your area	**27%**	**4**	**55%**	**2**	0.1215	**5**
Fairness of the county court system	**22%**	**6**	**49%**	**4**	0.1122	**6**
Medium Priority (IS <.10)						
Timeliness of the county court system	**9%**	**7**	**39%**	**7**	0.0549	**7**
Access to the county court system	**7%**	**8**	**44%**	**6**	0.0392	**8**

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

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

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Importance-Satisfaction Rating
2012 King County Resident Survey
Transportation Related Service Delivery

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of streets you use	59%	1	39%	10	0.3599	1
Traffic flow in your area	48%	2	40%	9	0.2880	2
High Priority (IS .10-.20)						
Traffic safety in your area	37%	3	50%	5	0.1850	3
Hours transit services are available	28%	4	50%	6	0.1400	4
Condition of sidewalks you use	22%	5	46%	7	0.1188	5
Medium Priority (IS < .10)						
Affordability to transit fares	16%	7	54%	3	0.0736	6
Reliability of transit in your area	18%	6	60%	2	0.0720	7
Tranportation alternatives	10%	10	45%	8	0.0550	8
Ease of transferring between transit systems	10%	9	52%	4	0.0480	9
Condition of bike paths and trails you use	12%	8	70%	1	0.0360	10

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 over the next two years.

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

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***Importance-Satisfaction Matrix Analysis*.**

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall resident 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. ETC Institute developed Importance-Satisfaction Matrices to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the County is meeting resident expectations. Items in this area have a significant impact on the resident's overall level of satisfaction. The County should maintain (or slightly increase) emphasis on items in this area.

- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the County is performing significantly better than residents expect the County to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with County services. The County should maintain (or slightly decrease) emphasis on items in this area.

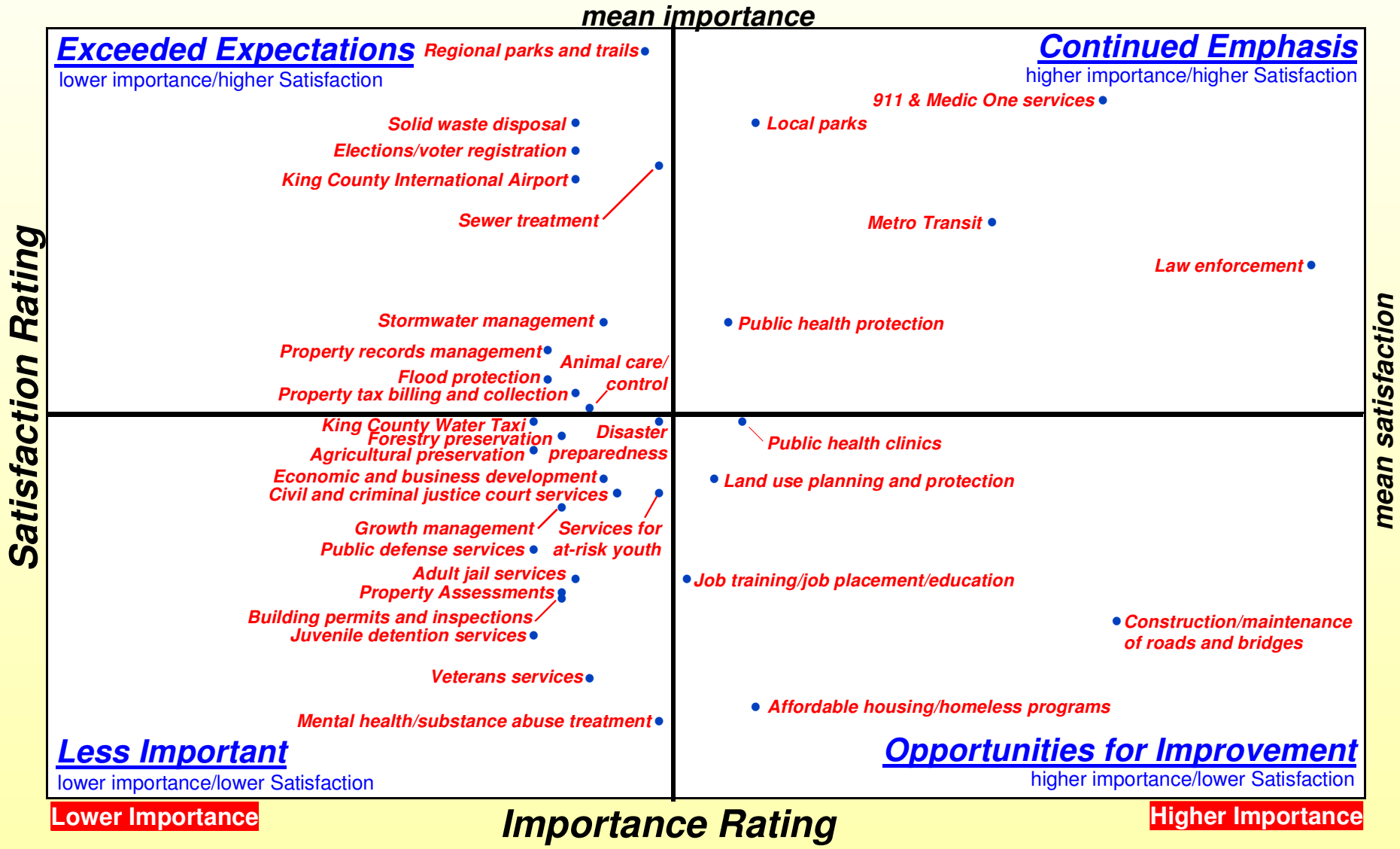
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the County is not performing as well as residents expect the County to perform. This area has a significant impact on resident satisfaction, and the County should DEFINITELY increase emphasis on items in this area.

- *Less Important (below average importance and below average satisfaction).* This area shows where the County is not performing well relative to the County's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with County services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

The matrices showing the results for King County are provided on the following pages.

2012 King County Resident Survey
Importance-Satisfaction Assessment Matrix
-Overall County Services-

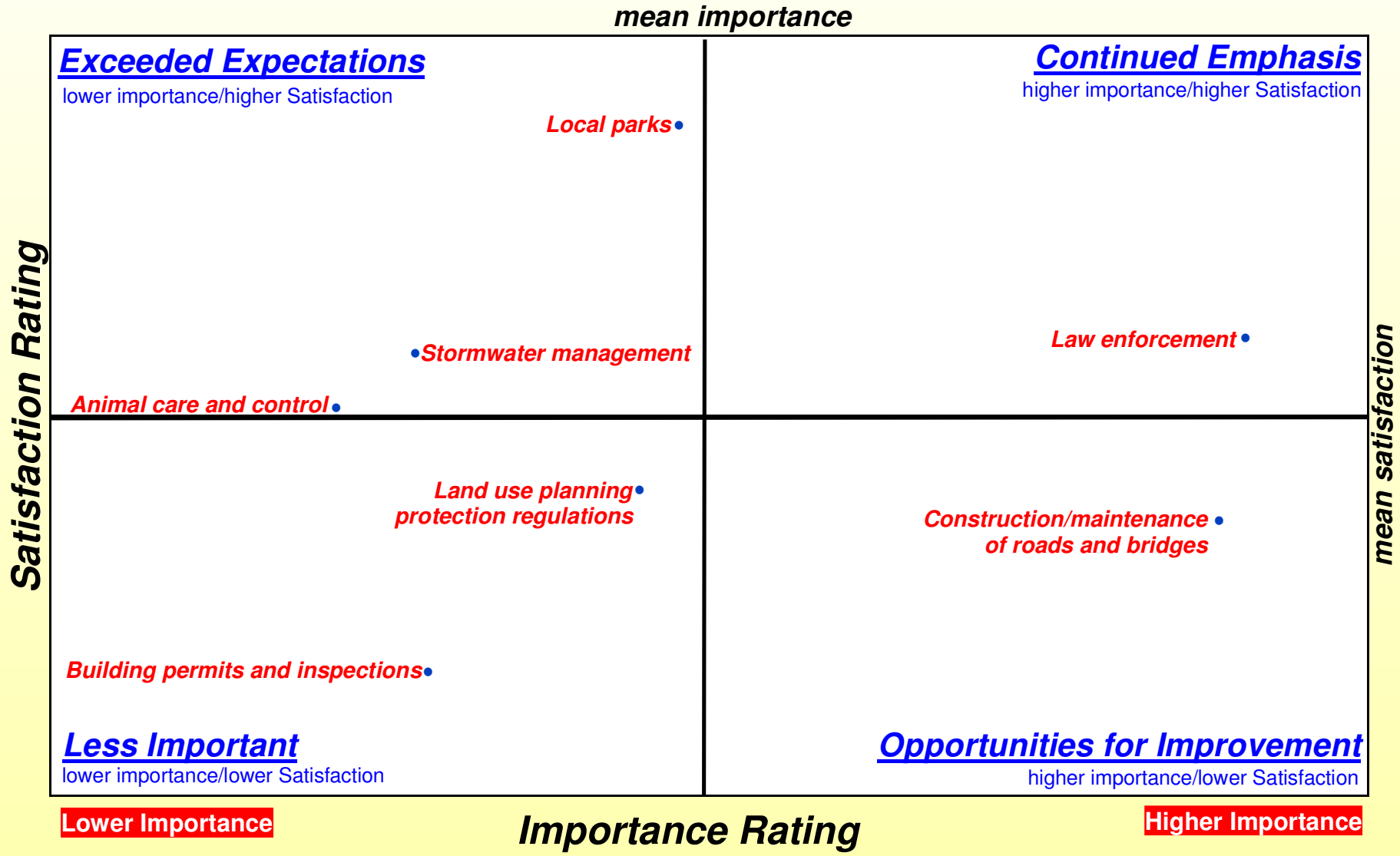
(points on the graph show deviations from the inferred importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2012)

2012 King County Resident Survey
Importance-Satisfaction Assessment Matrix
-Local County Services: Unincorporated Residents Only-

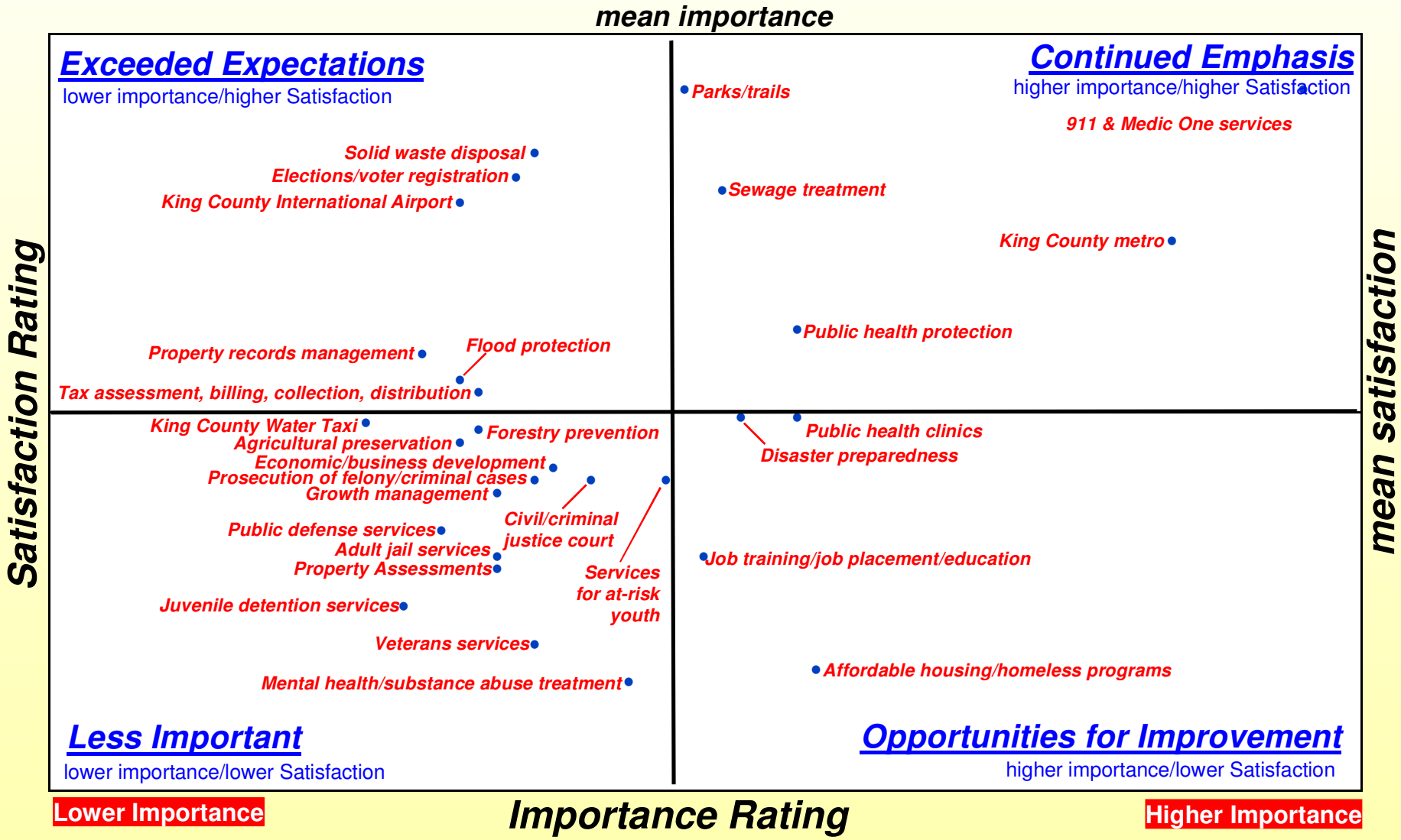
(points on the graph show deviations from the inferred importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2012)

2012 King County Resident Survey
Importance-Satisfaction Assessment Matrix
-Regional County Services-

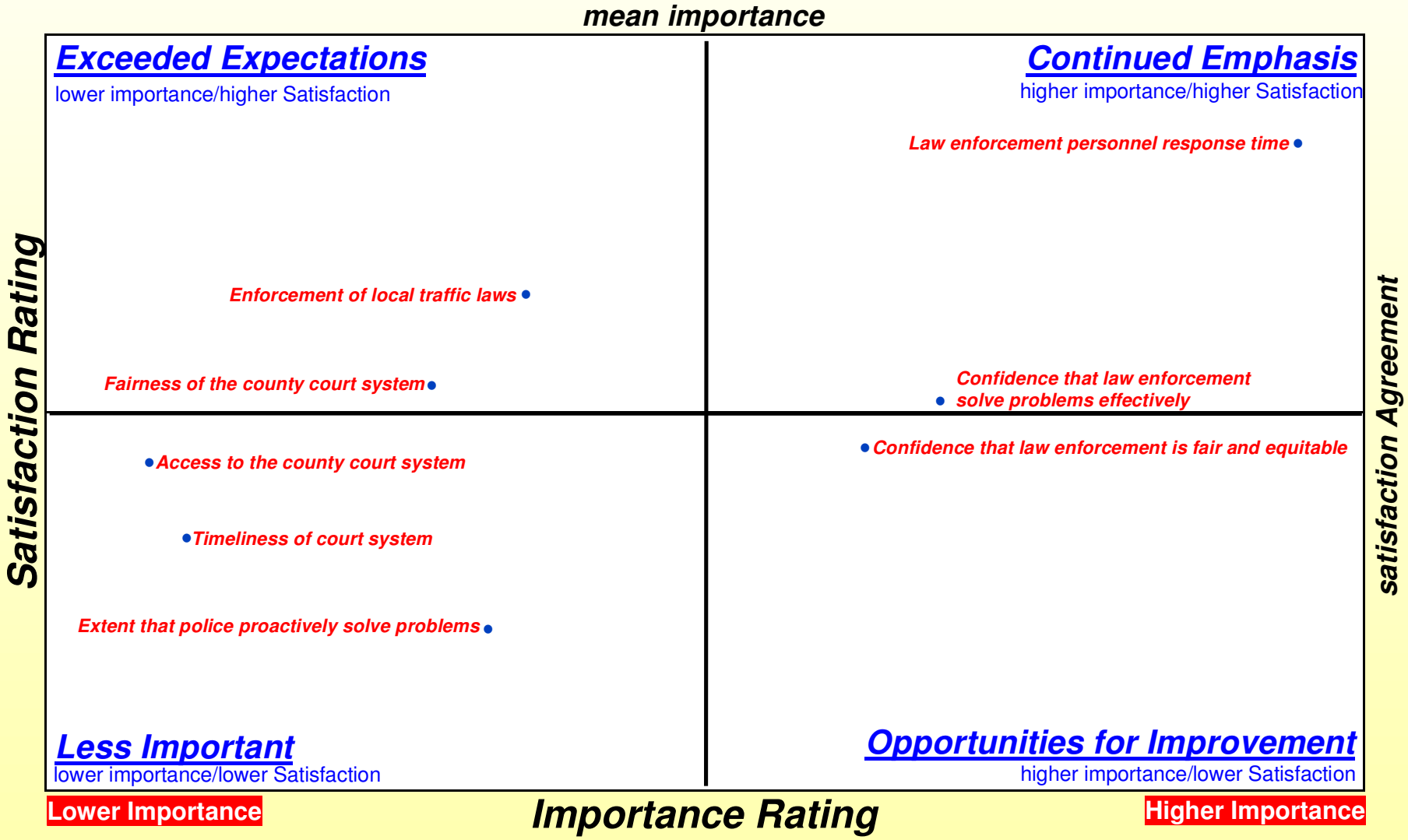
(points on the graph show deviations from the inferred importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2012)

2012 King County Resident Survey
Importance-Satisfaction Assessment Matrix
-Law and Justice Service Delivery-

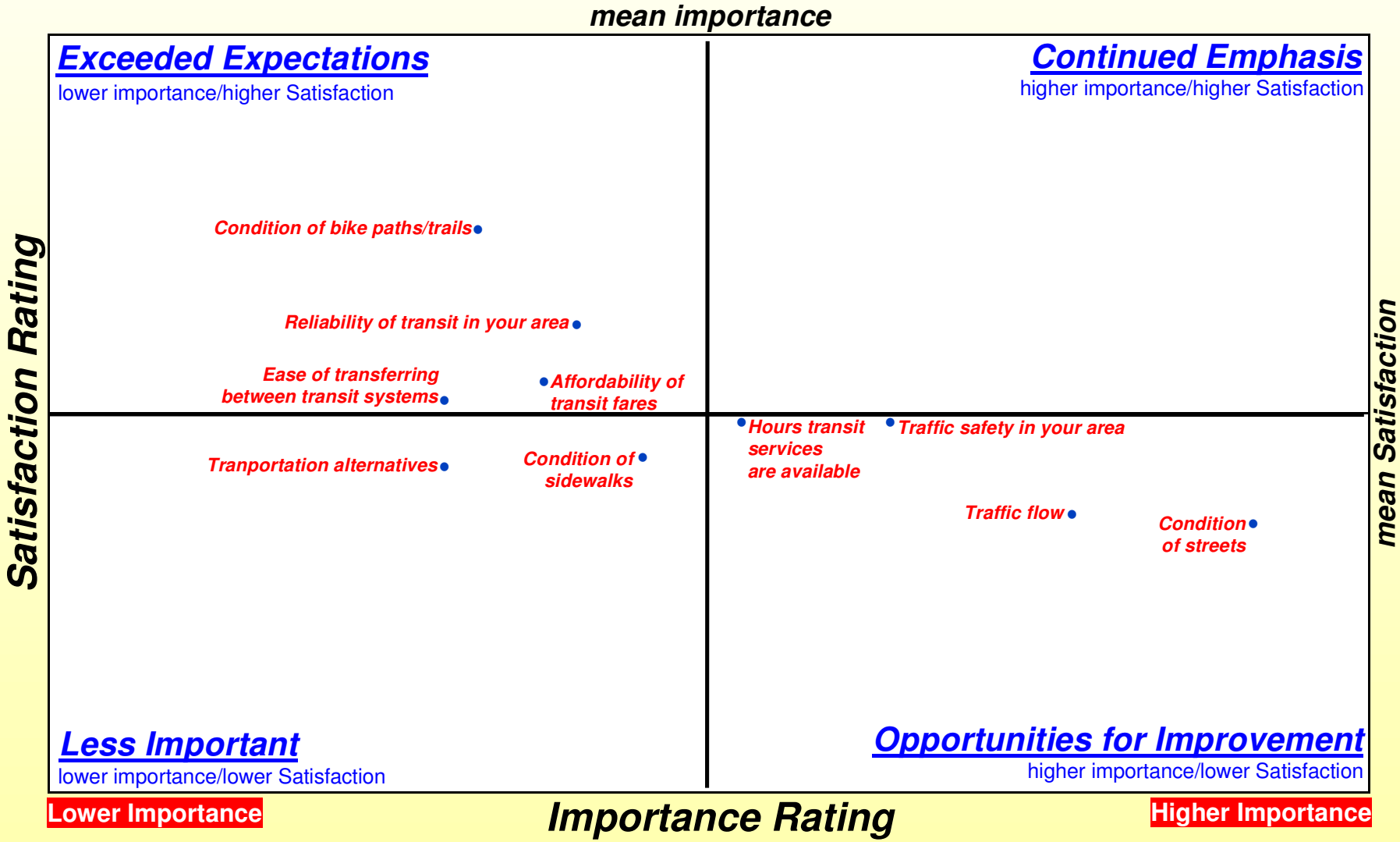
(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2012)

2012 King County Resident Survey
Importance-Satisfaction Assessment Matrix
-Transportation Related Service Delivery-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2012)

Appendix D:
GIS Mapping

Interpreting the Maps

The maps on the following pages show the mean ratings for several survey questions by the seven geographic areas in the County:

- the City of Seattle
- all other incorporated cities in north/east King County excluding Seattle
- all other incorporated cities in south King County excluding Seattle
- urban unincorporated areas in north/east King County
- urban unincorporated areas in south King County
- rural unincorporated areas in north/east King County
- rural unincorporated areas in south King County.

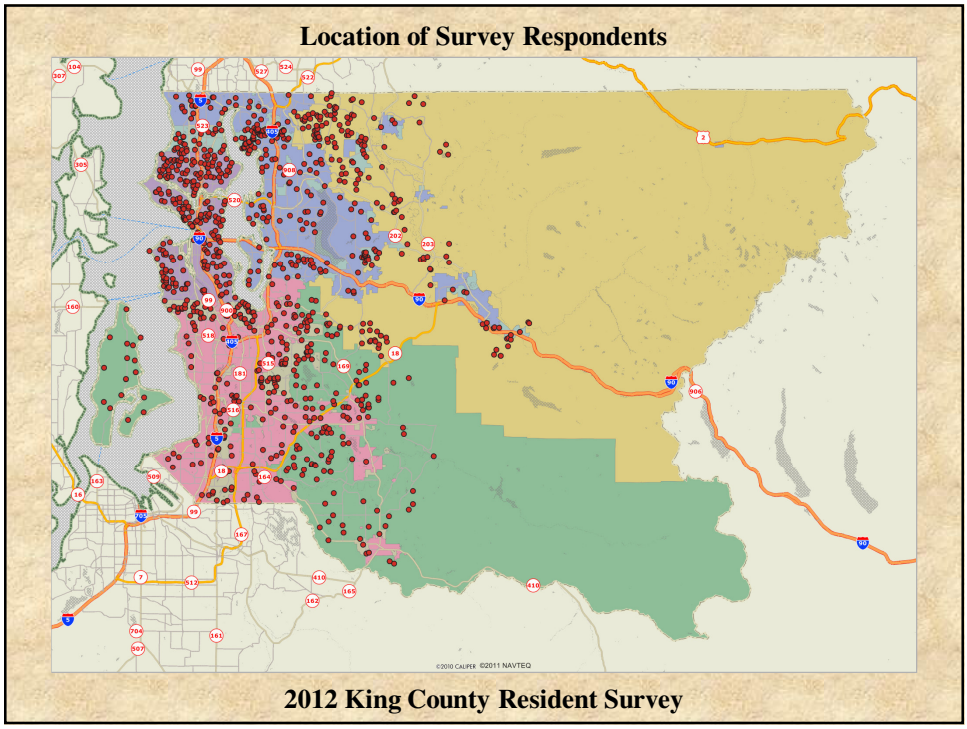
If a map is one color, then most residents in the area generally feel the same about an issue regardless of where they live in region.

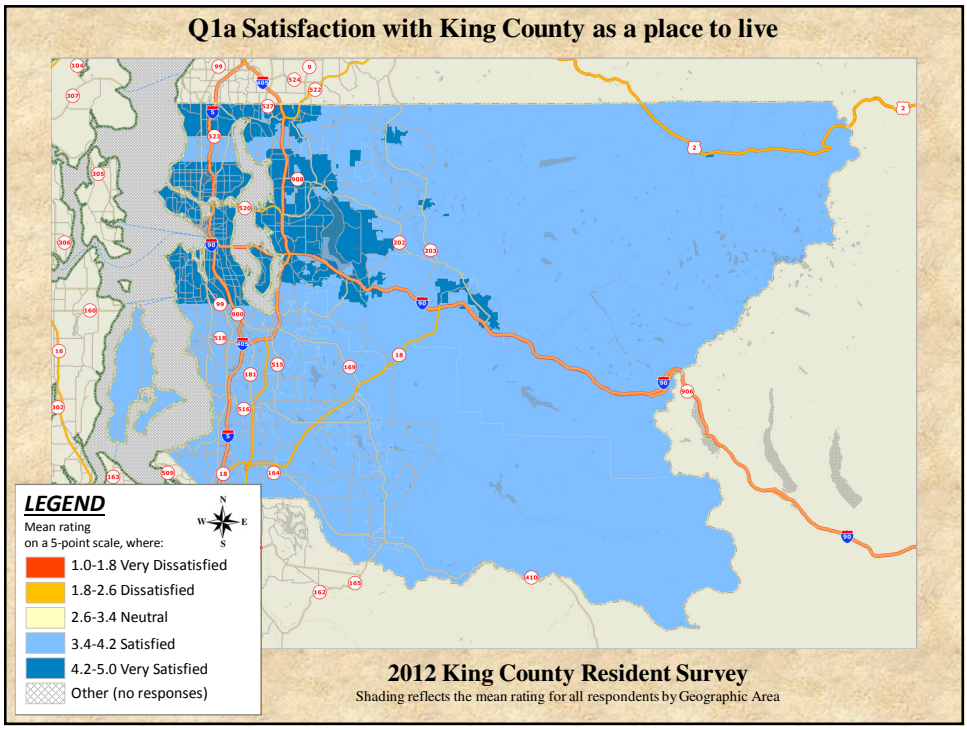
When reading the charts, please use the following color scheme as a guide:

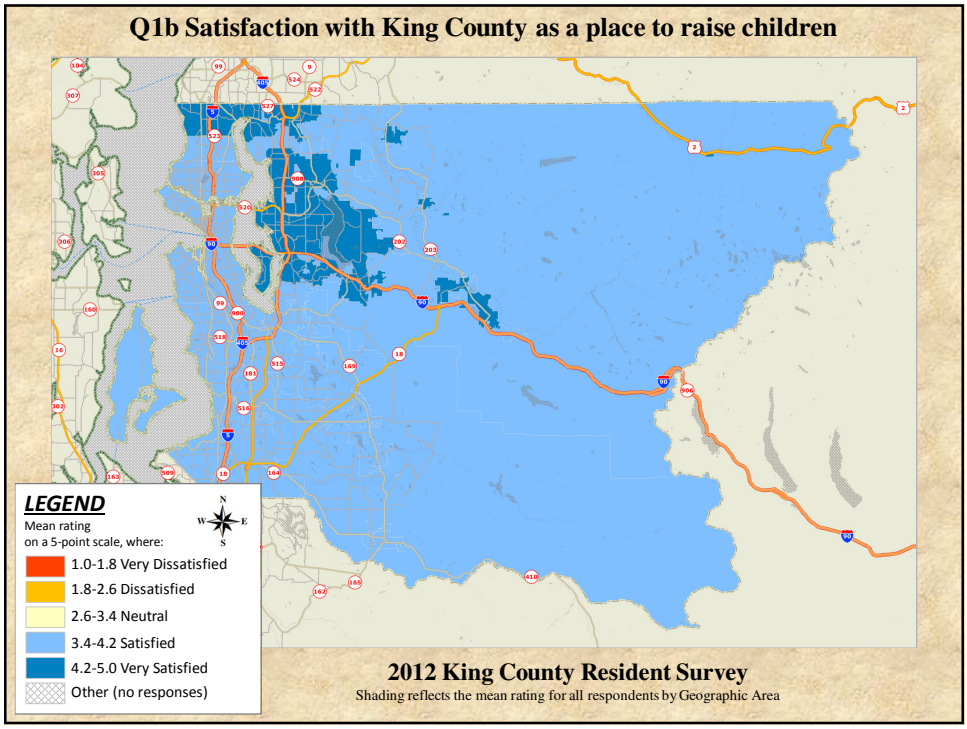
- BLUE shades indicate POSITIVE ratings. Shades of blue indicate that residents were satisfied with the service or generally agreed with the issue being assessed.

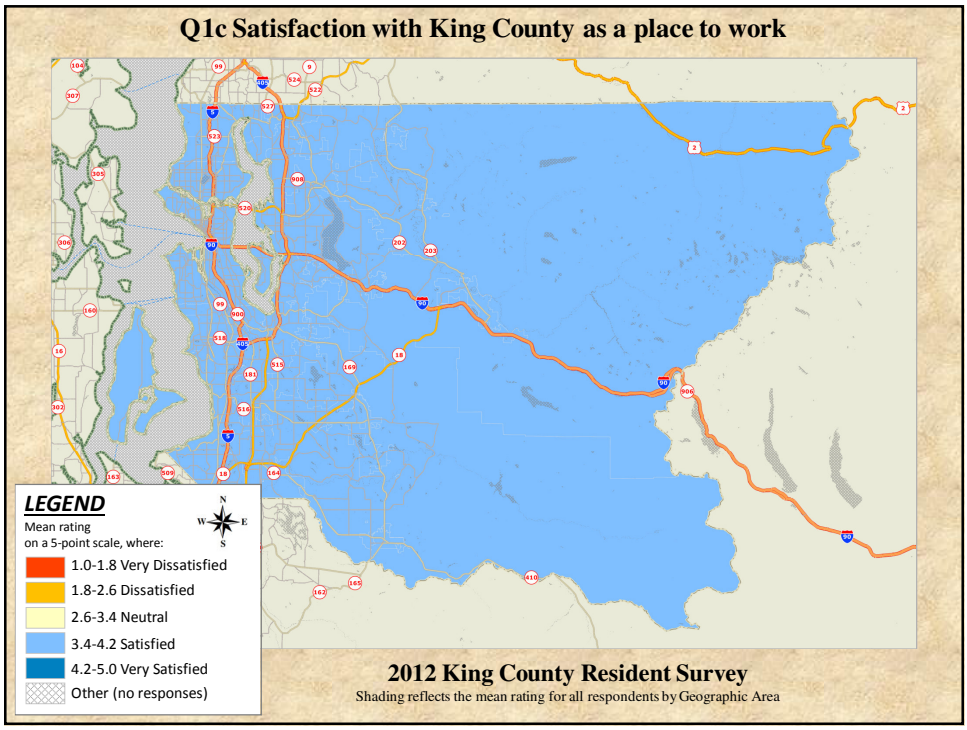
- YELLOW shades indicate a NEUTRAL rating. Shades of yellow generally indicate that residents who live in that zip code do not have a strong opinion about the issue and/or service being assessed.

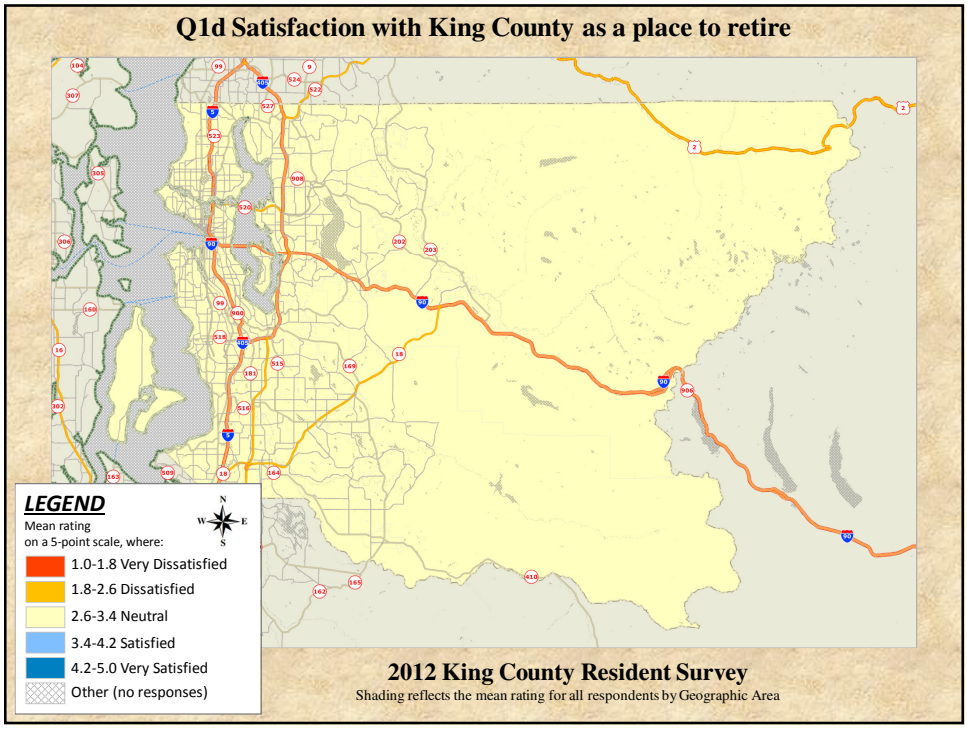
- RED/ORANGE shades indicate NEGATIVE ratings. Shades of red or orange indicate that residents who live in that zip code were generally dissatisfied or disagreed with the issue being assessed.

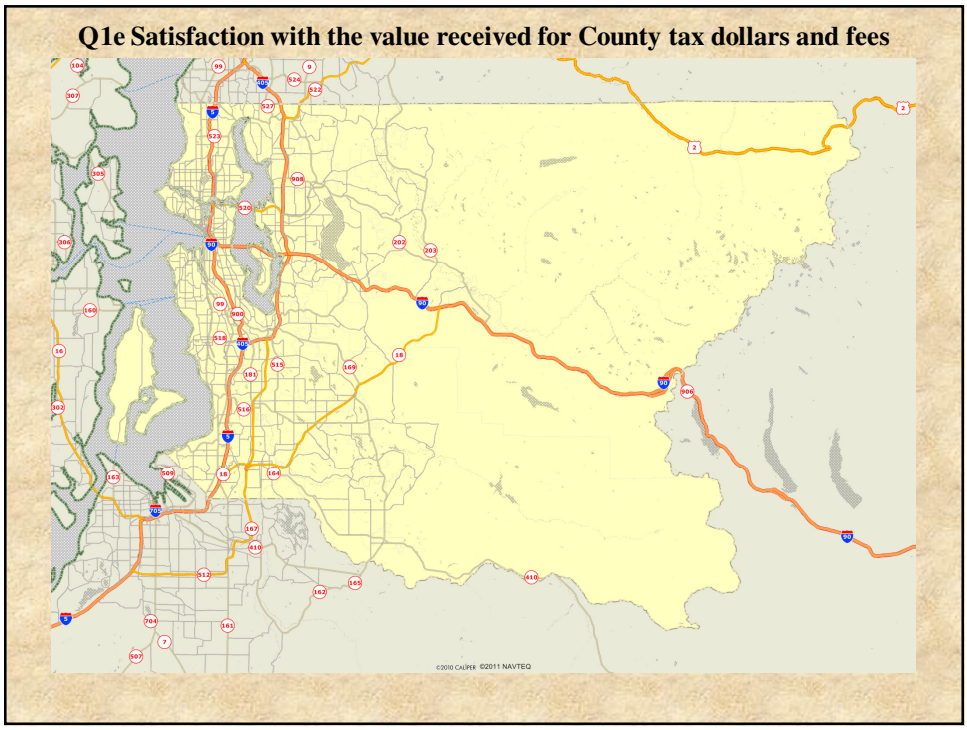

Location of Survey Respondents
2012 King County Resident Survey

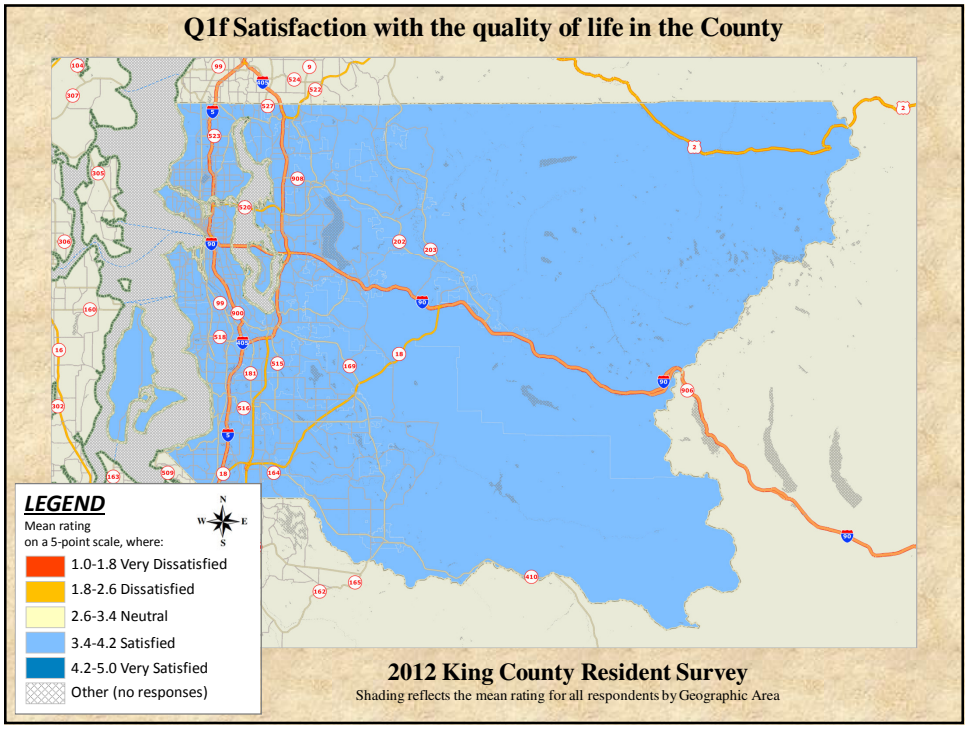

Q1a Satisfaction with King County as a place to live
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

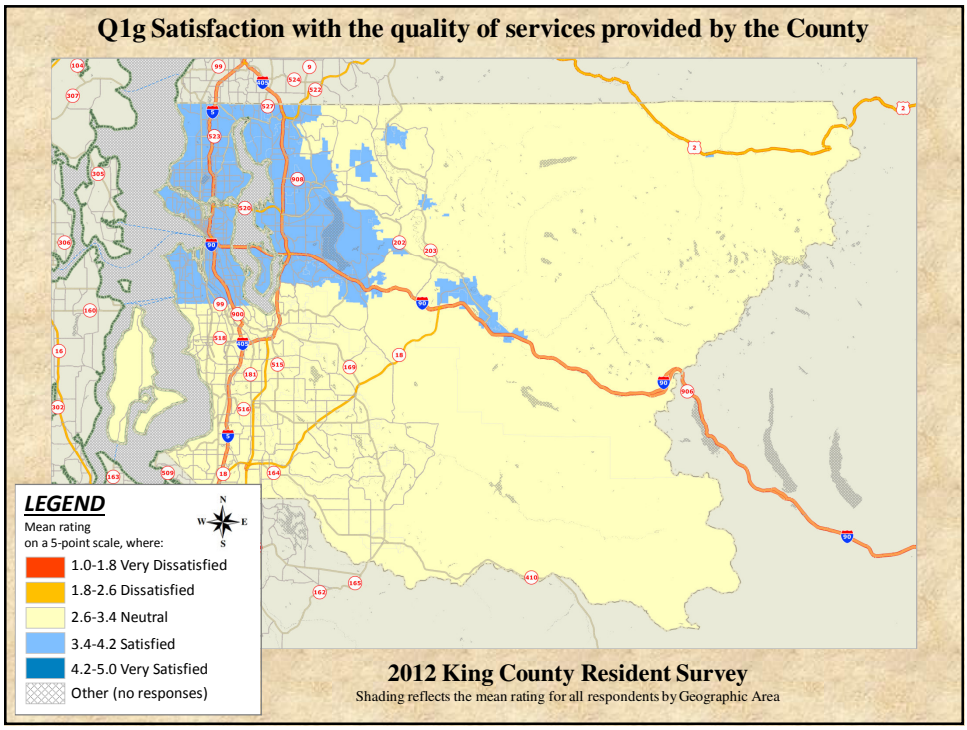

Q1b Satisfaction with King County as a place to raise children
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

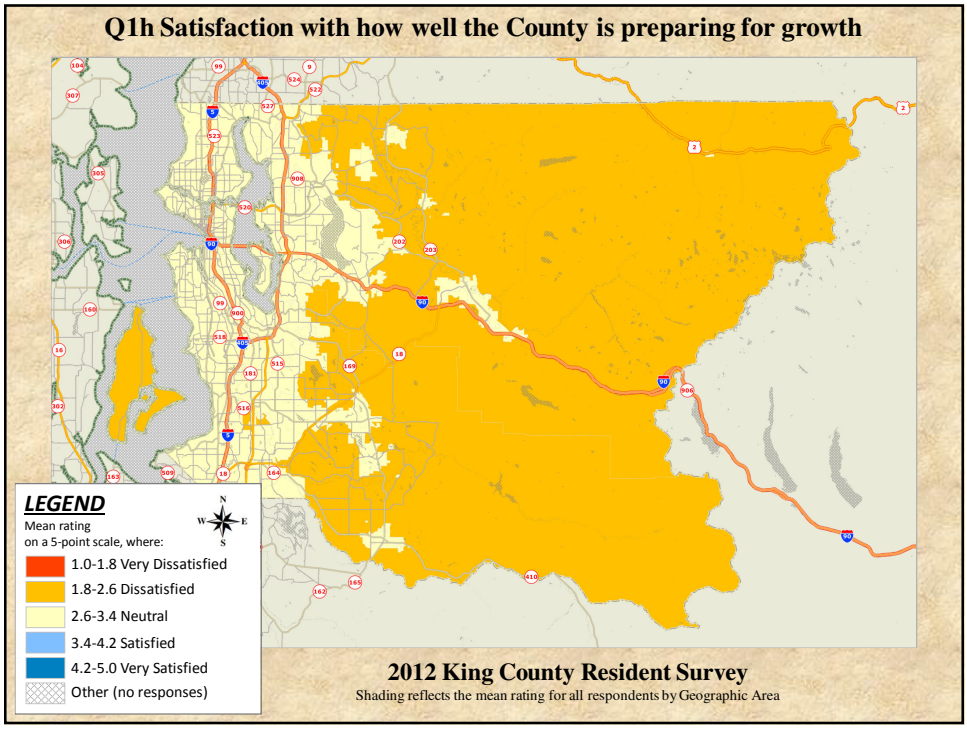

Q1c Satisfaction with King County as a place to work
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

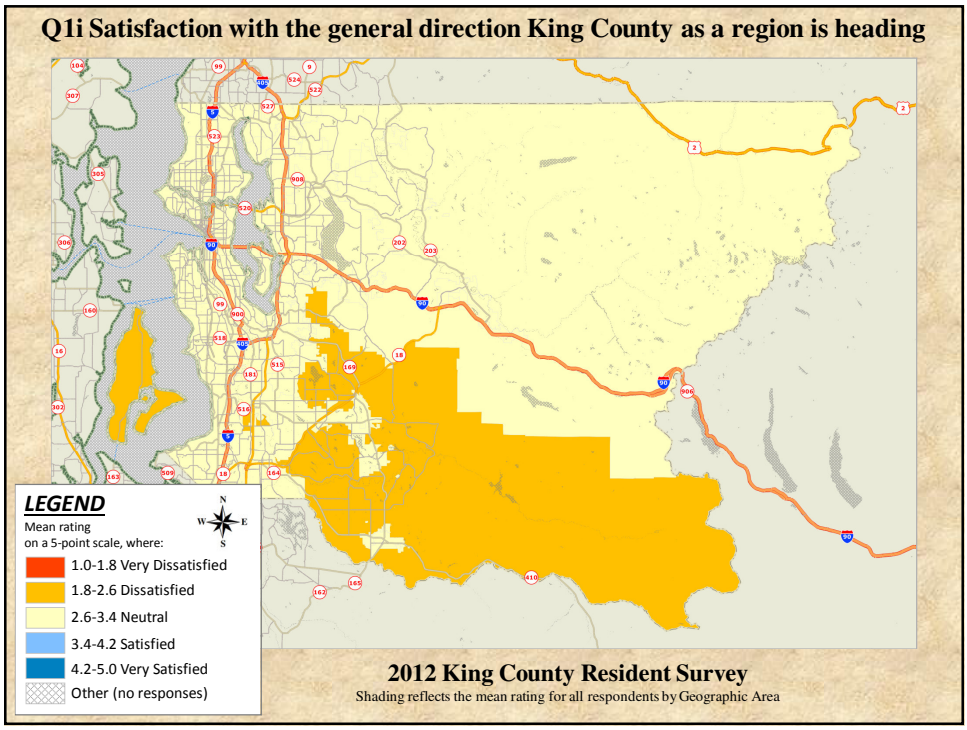

Q1d Satisfaction with King County as a place to retire
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

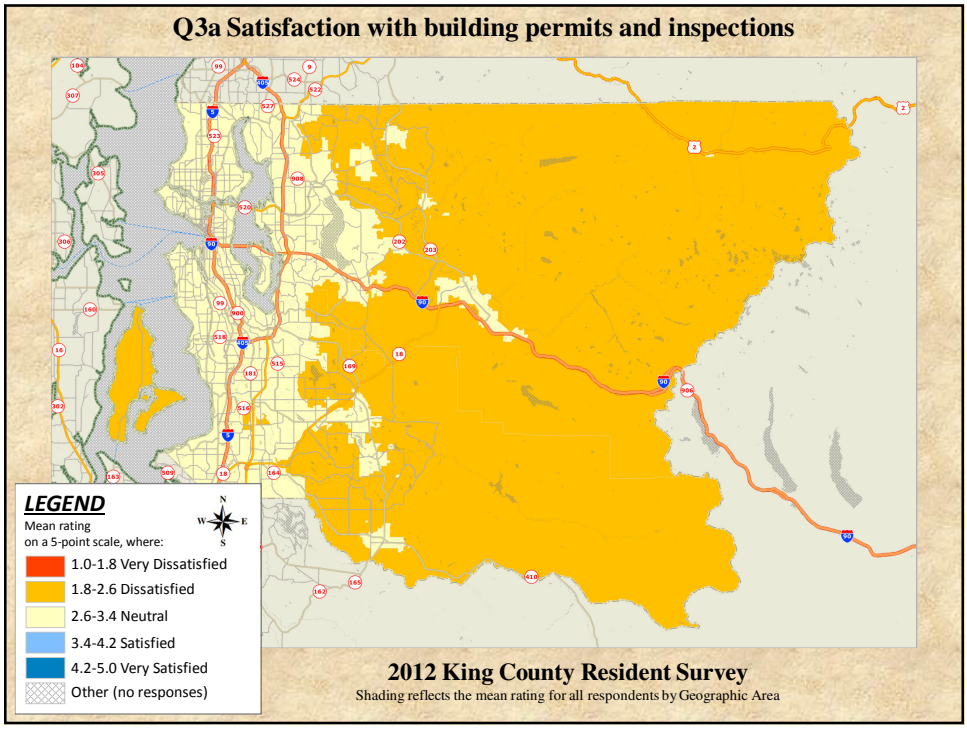

Q1e Satisfaction with the value received for County tax dollars and fees

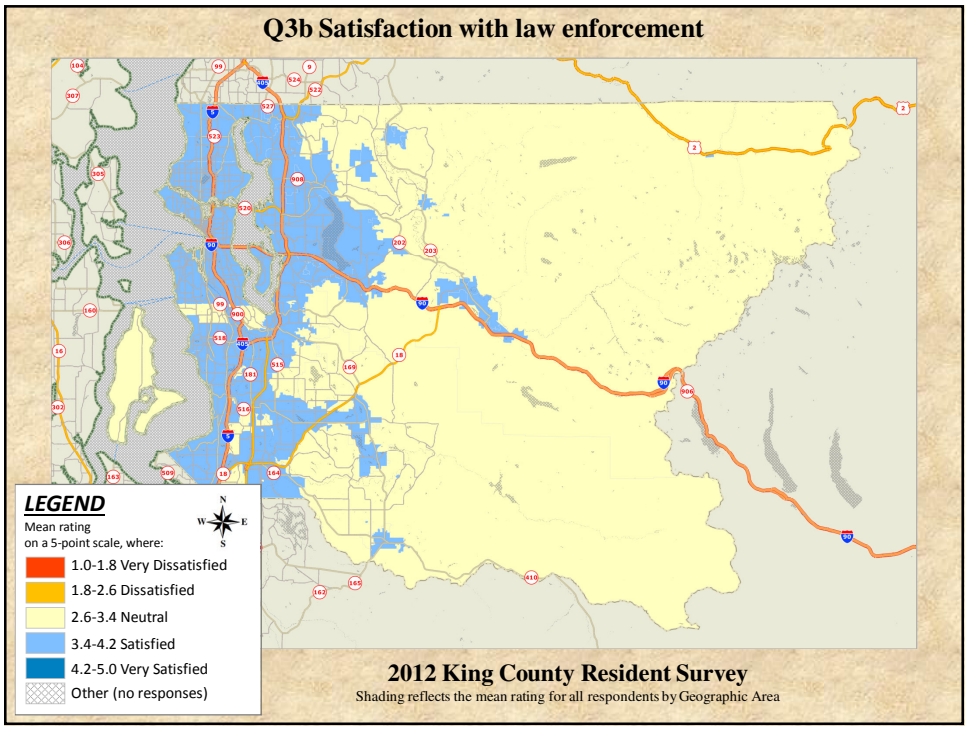

Q1f Satisfaction with the quality of life in the County
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

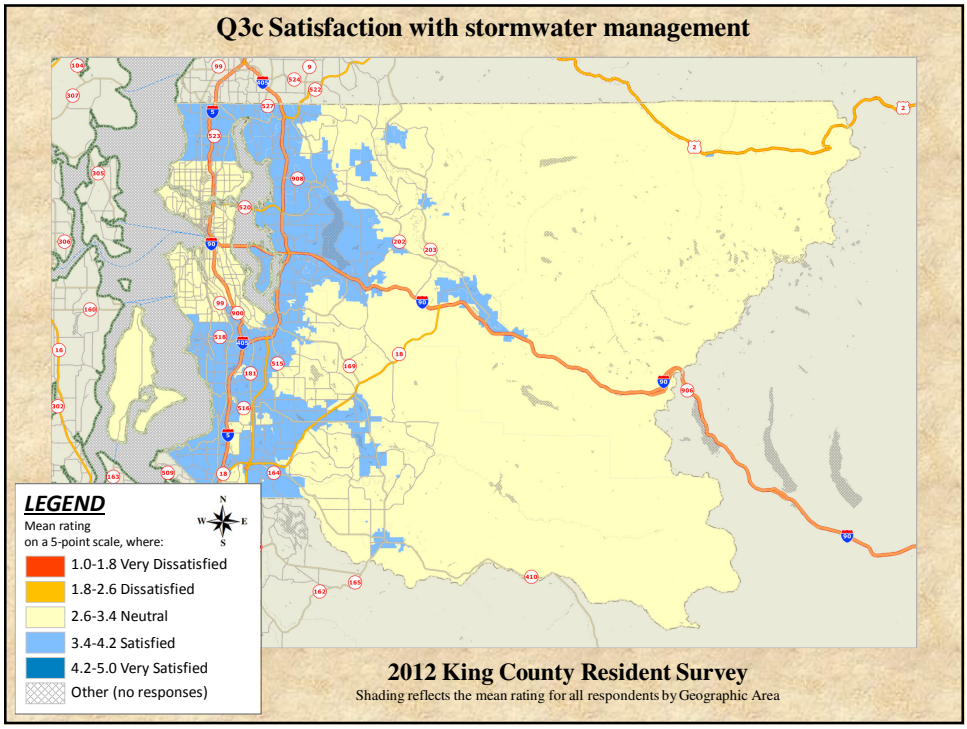

Q1g Satisfaction with the quality of services provided by the County
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

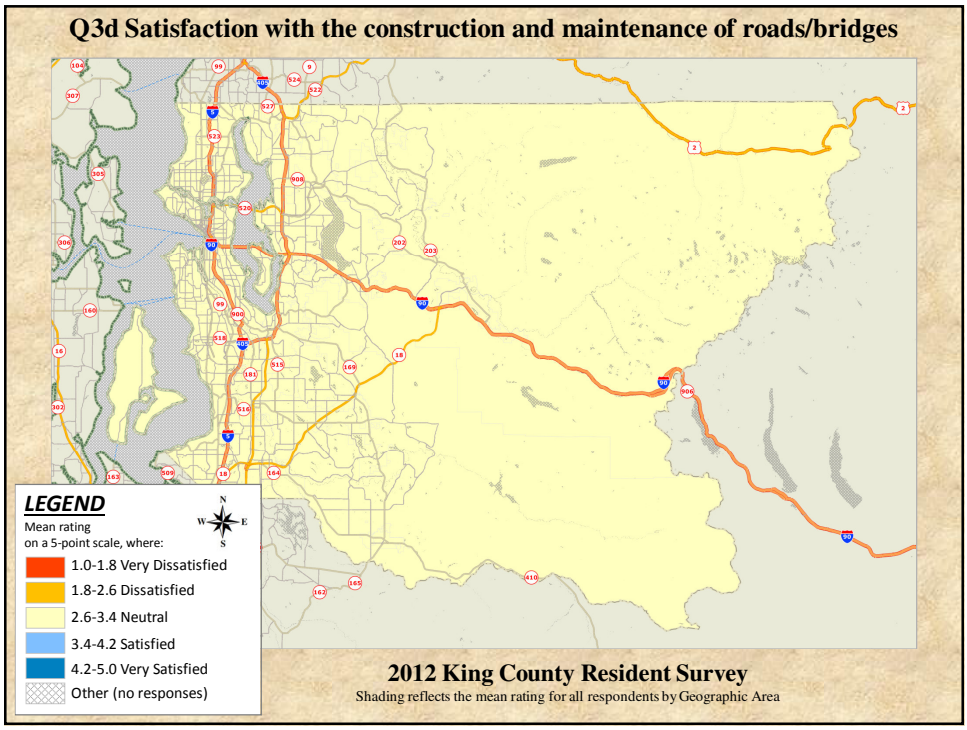

Q1h Satisfaction with how well the County is preparing for growth
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

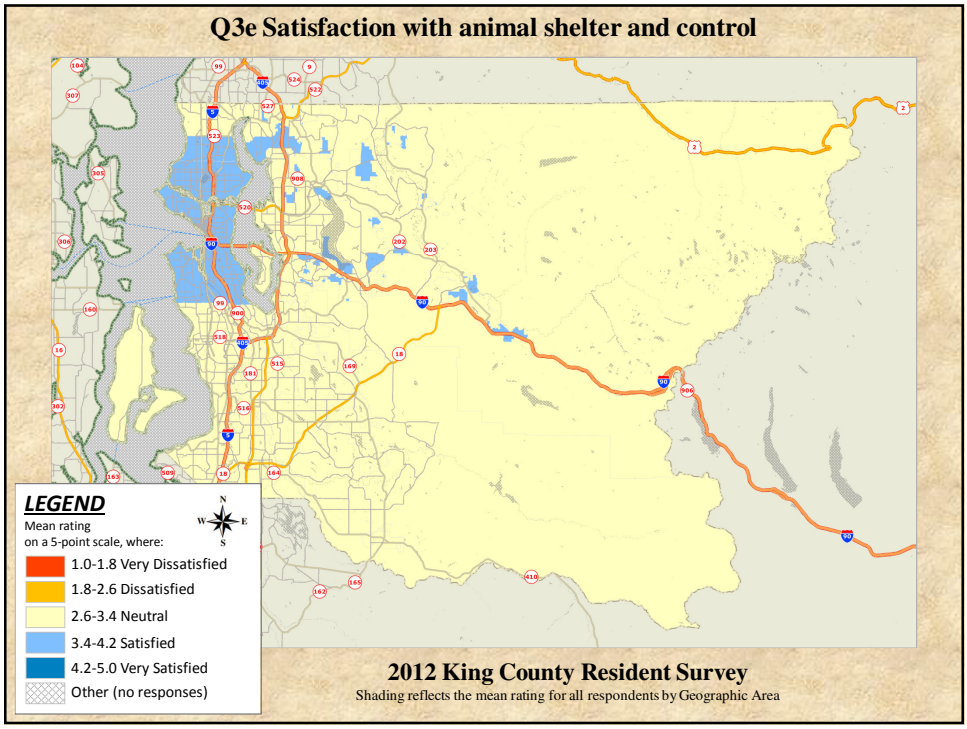

Q1i Satisfaction with the general direction King County as a region is heading
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

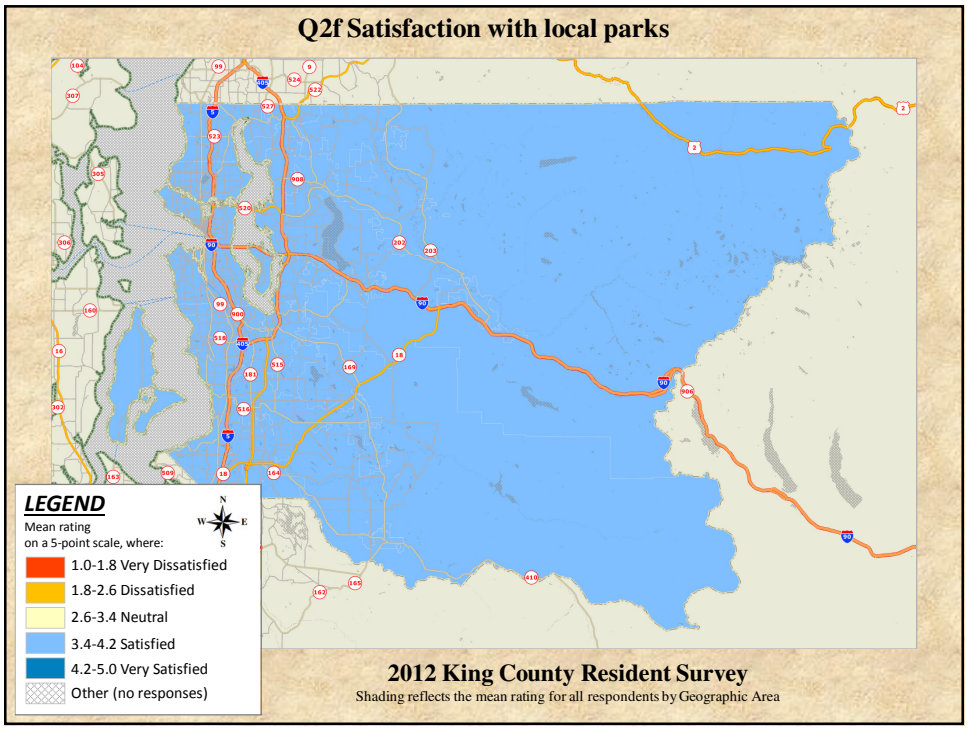

Q3a Satisfaction with building permits and inspections
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

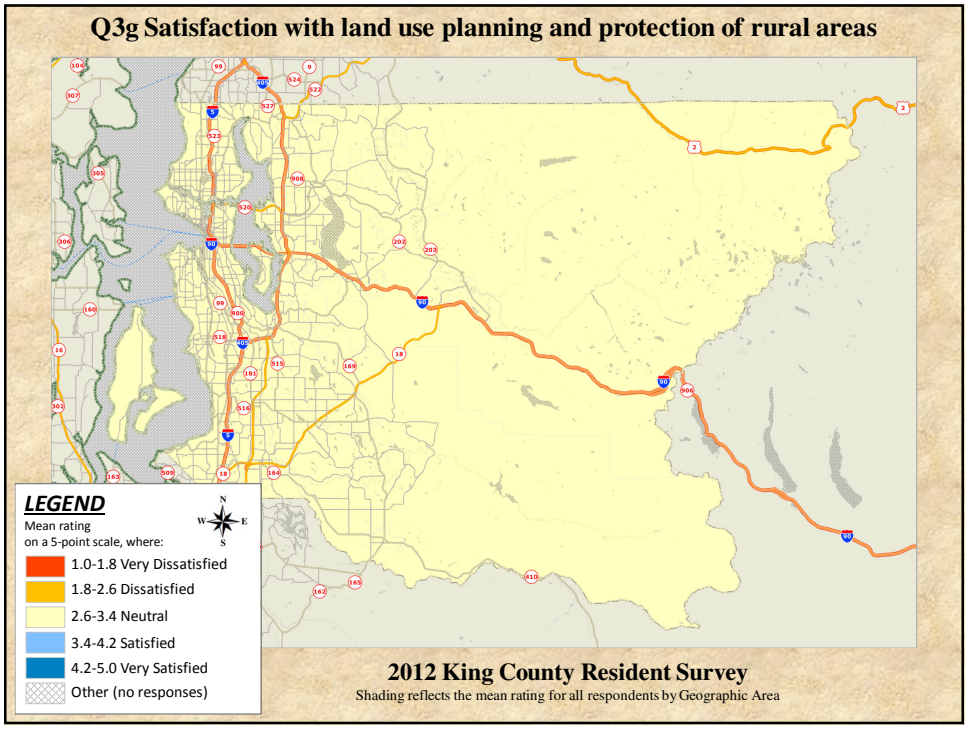

Q3b Satisfaction with law enforcement
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

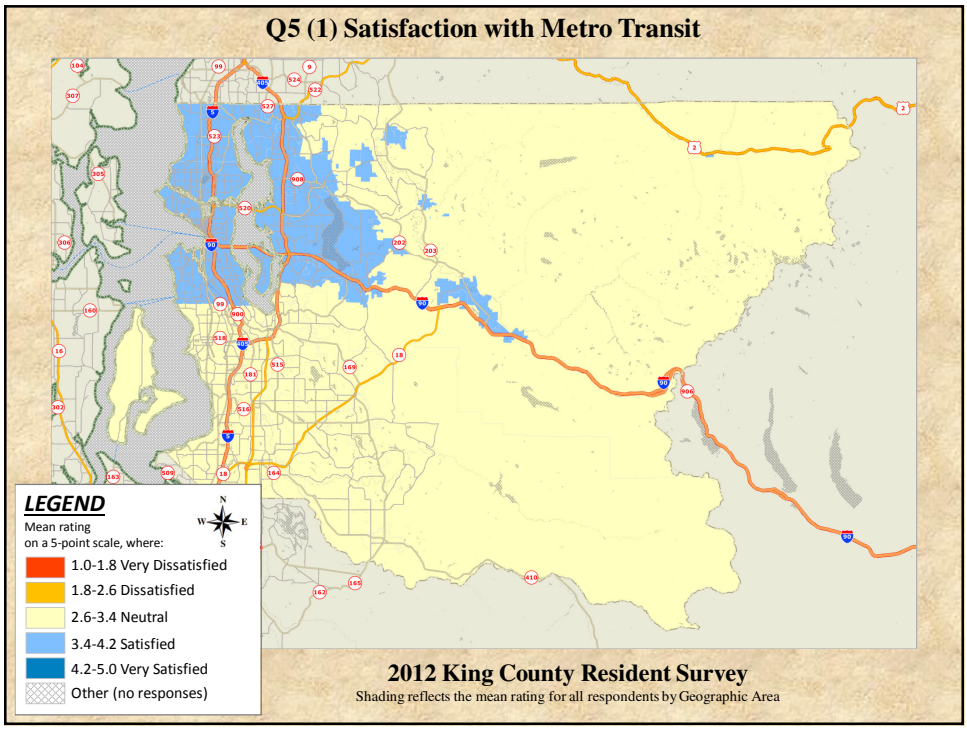

Q3c Satisfaction with stormwater management
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

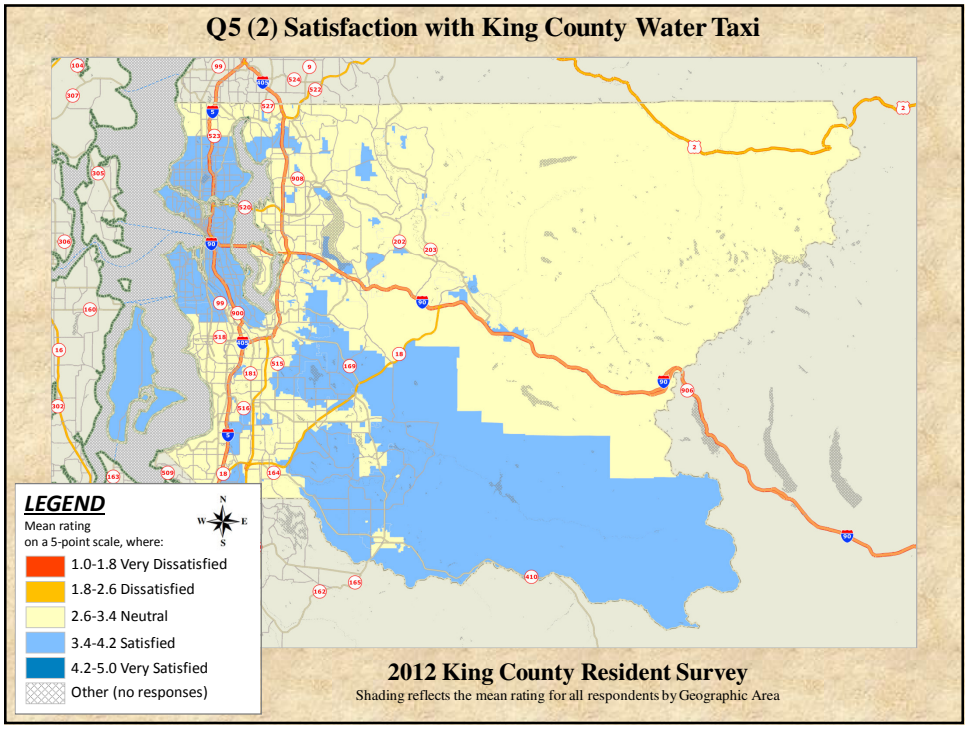

Q3d Satisfaction with the construction and maintenance of roads/bridges
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

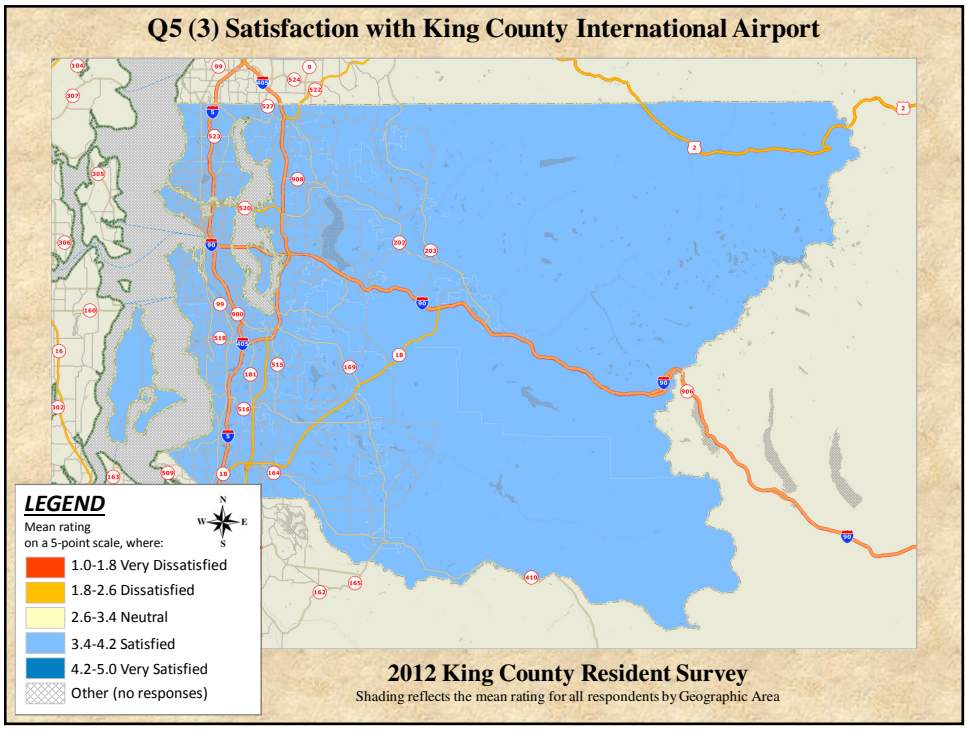

Q3e Satisfaction with animal shelter and control
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

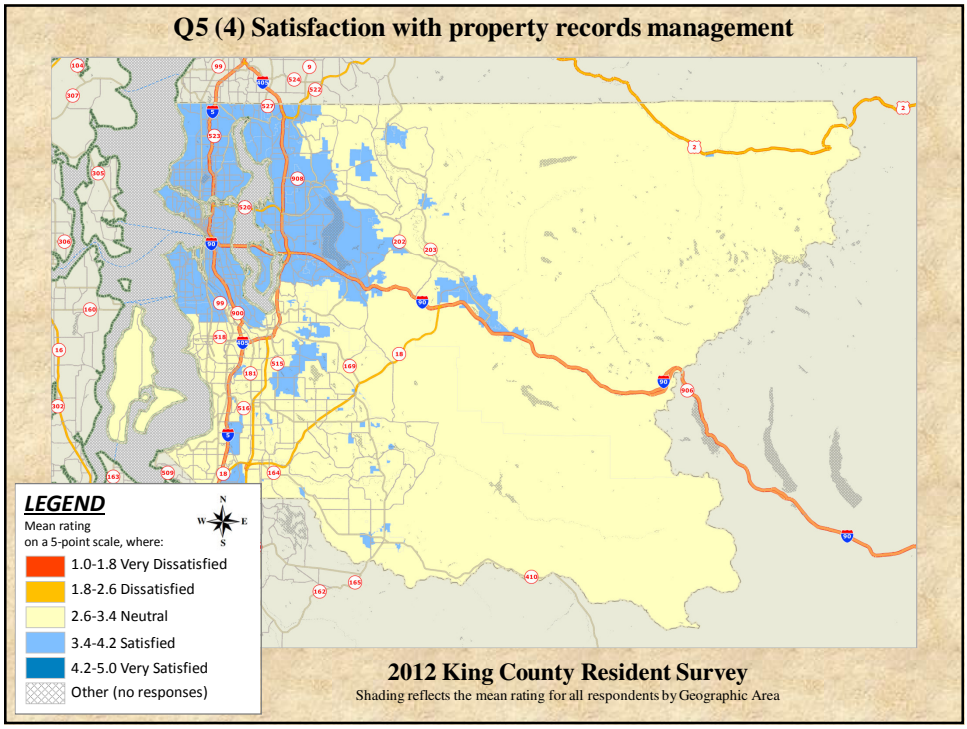

Q2f Satisfaction with local parks
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

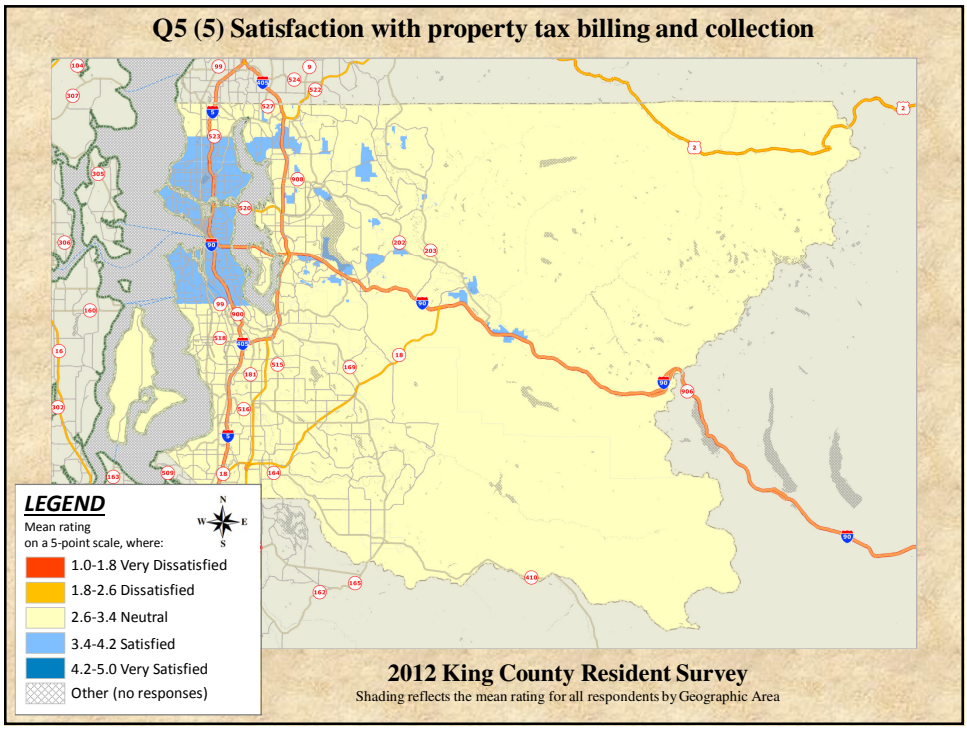

Q3g Satisfaction with land use planning and protection of rural areas
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

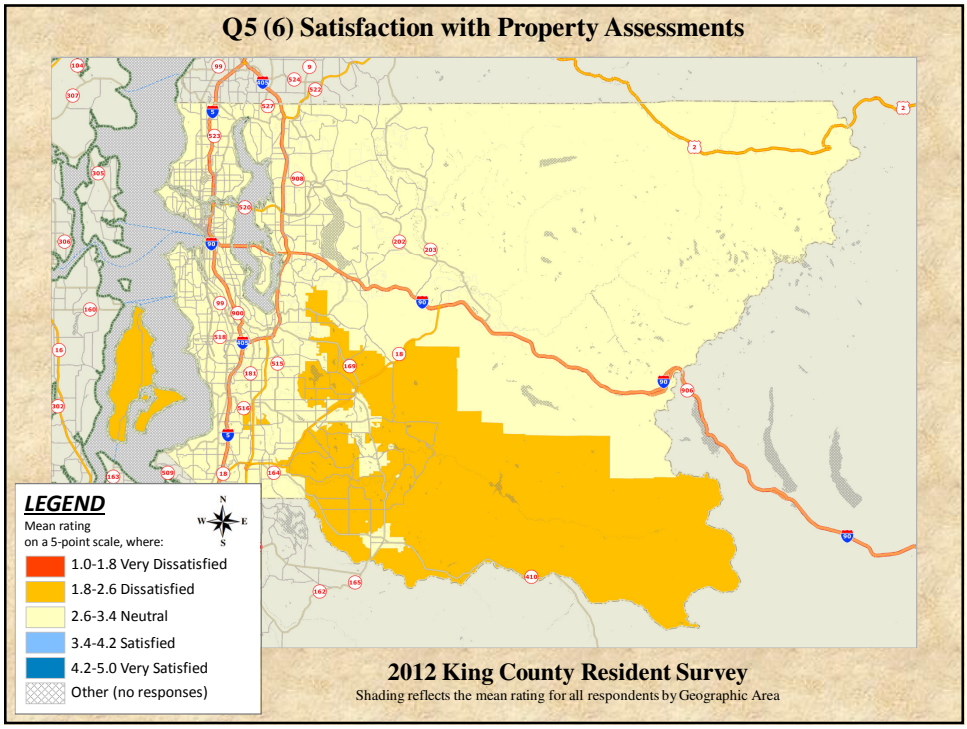

Q5 (1) Satisfaction with Metro Transit
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (2) Satisfaction with King County Water Taxi
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (3) Satisfaction with King County International Airport
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (4) Satisfaction with property records management
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (5) Satisfaction with property tax billing and collection
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (6) Satisfaction with Property Assessments
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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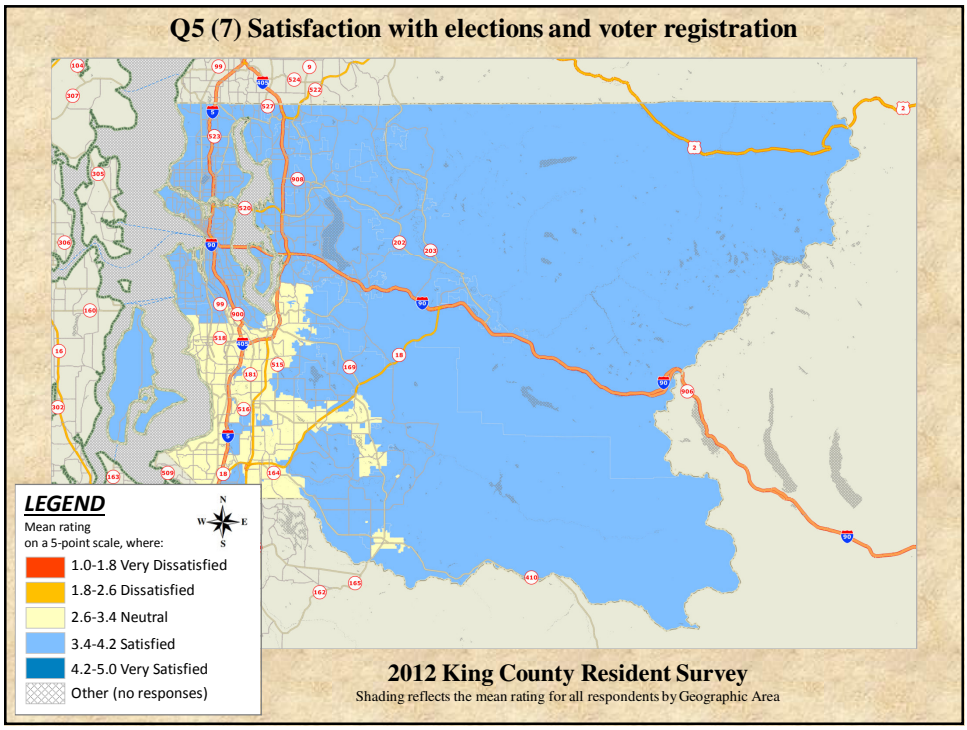
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (7) Satisfaction with elections and voter registration
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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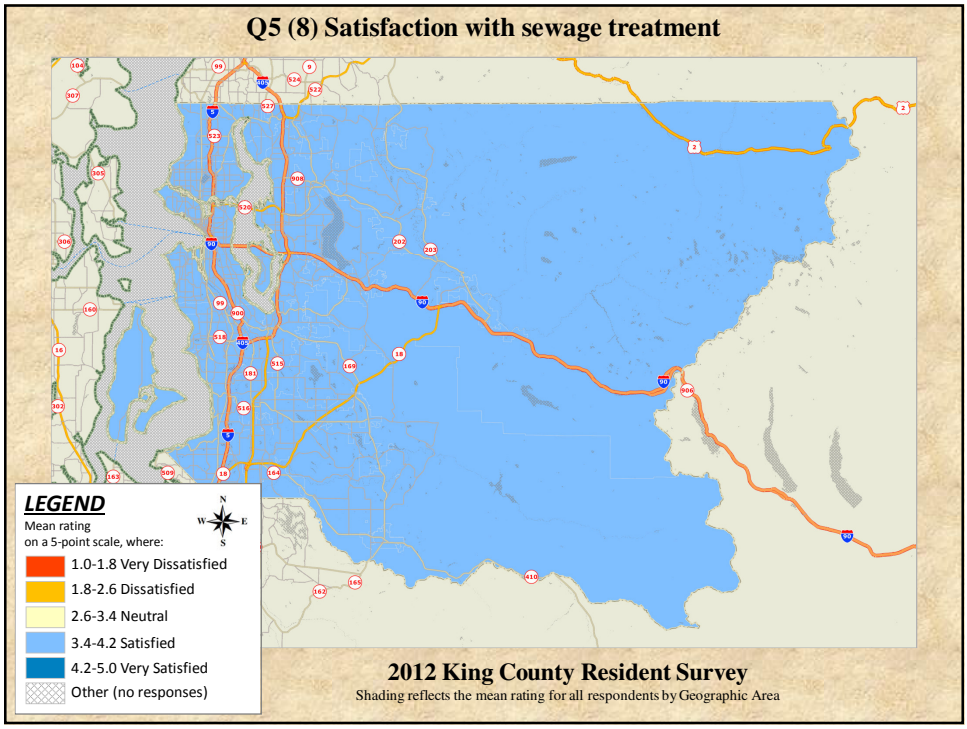
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (8) Satisfaction with sewage treatment
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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2012 King County Resident Survey
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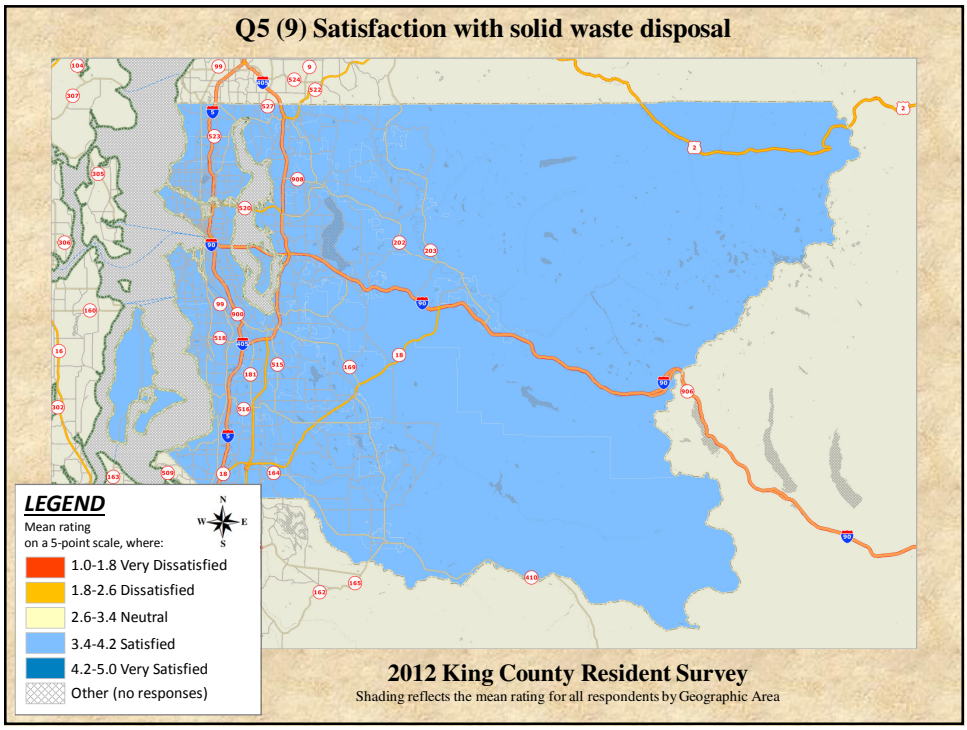
Q5 (9) Satisfaction with solid waste disposal
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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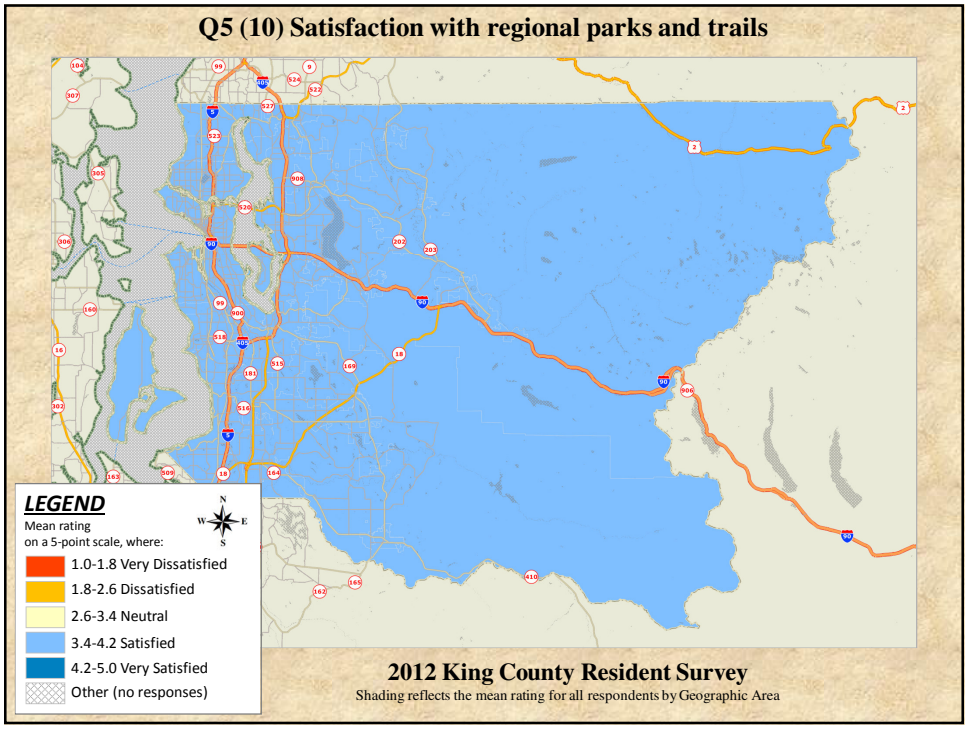
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (10) Satisfaction with regional parks and trails
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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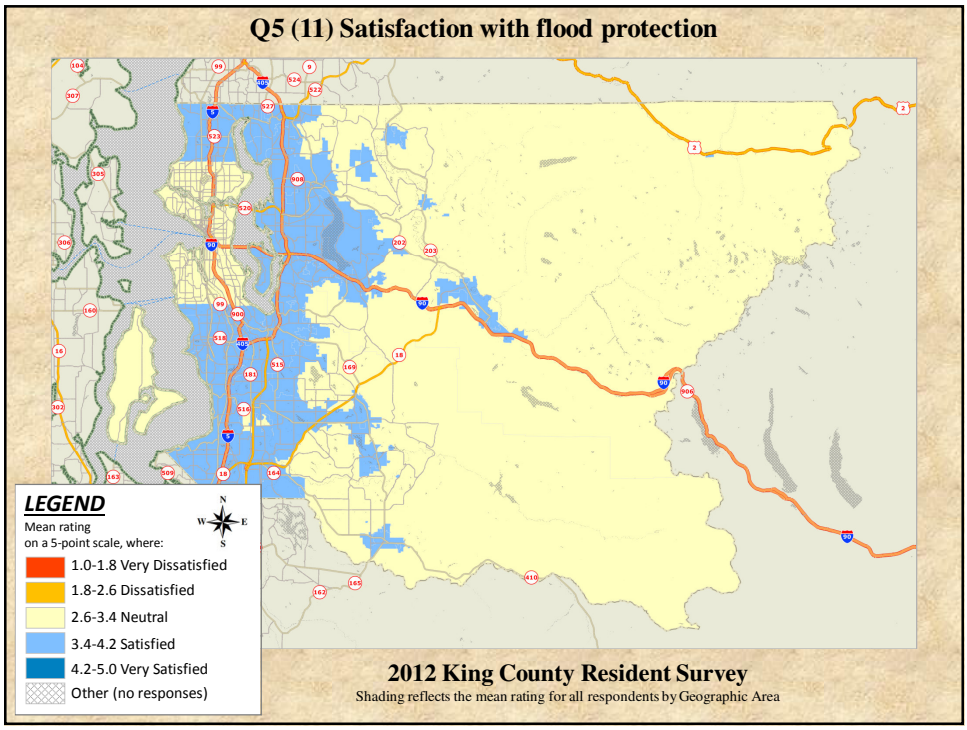
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (11) Satisfaction with flood protection
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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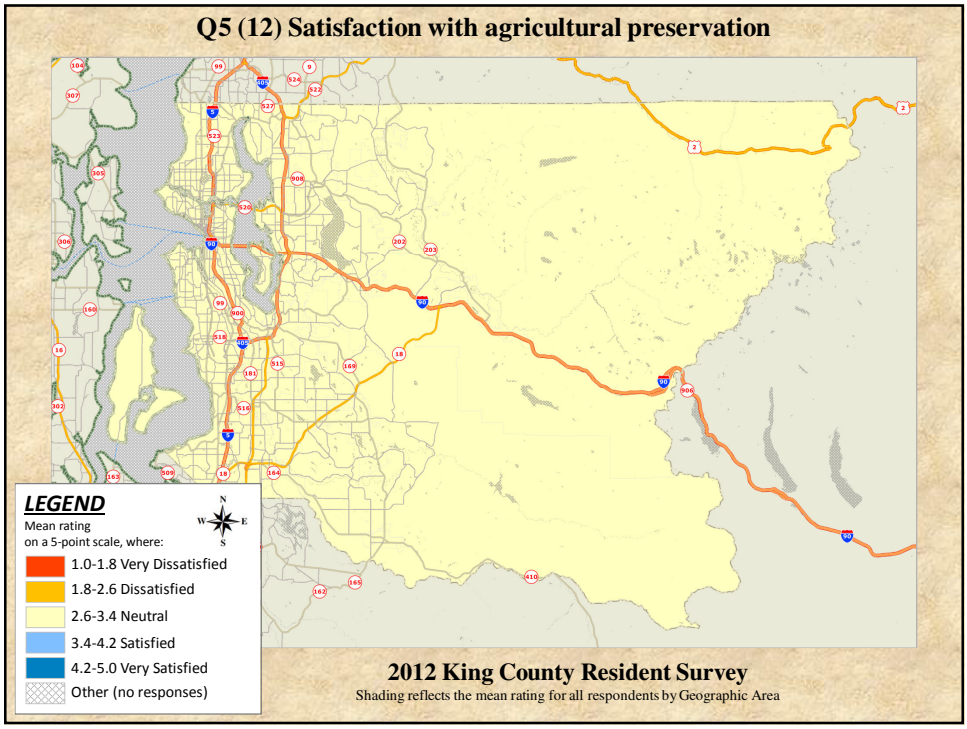
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (12) Satisfaction with agricultural preservation
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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2012 King County Resident Survey
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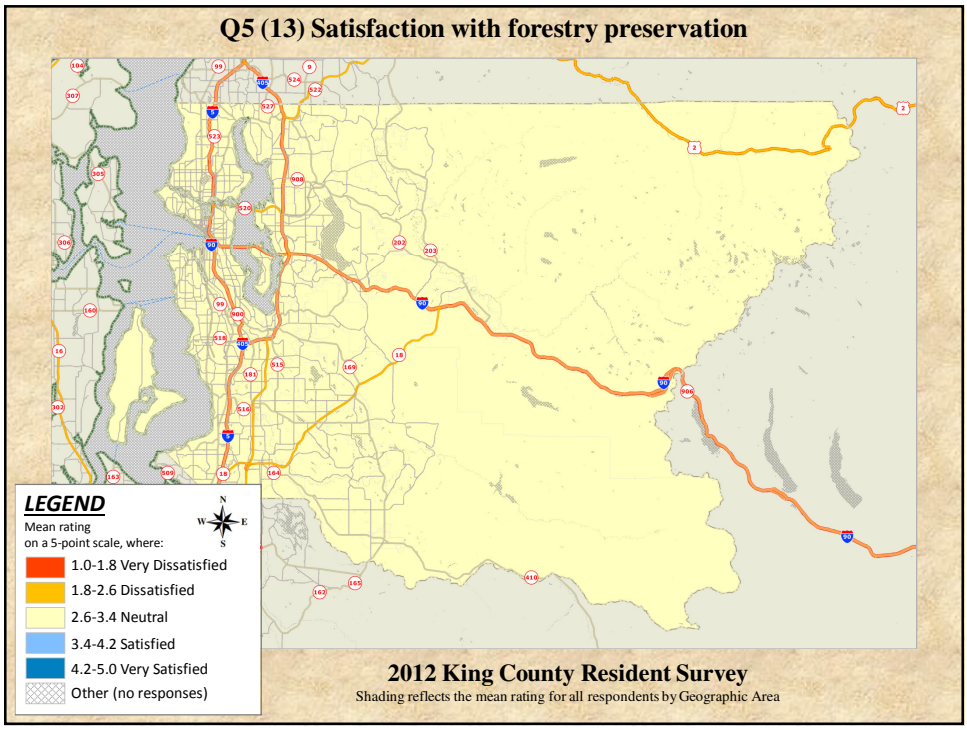
Q5 (13) Satisfaction with forestry preservation
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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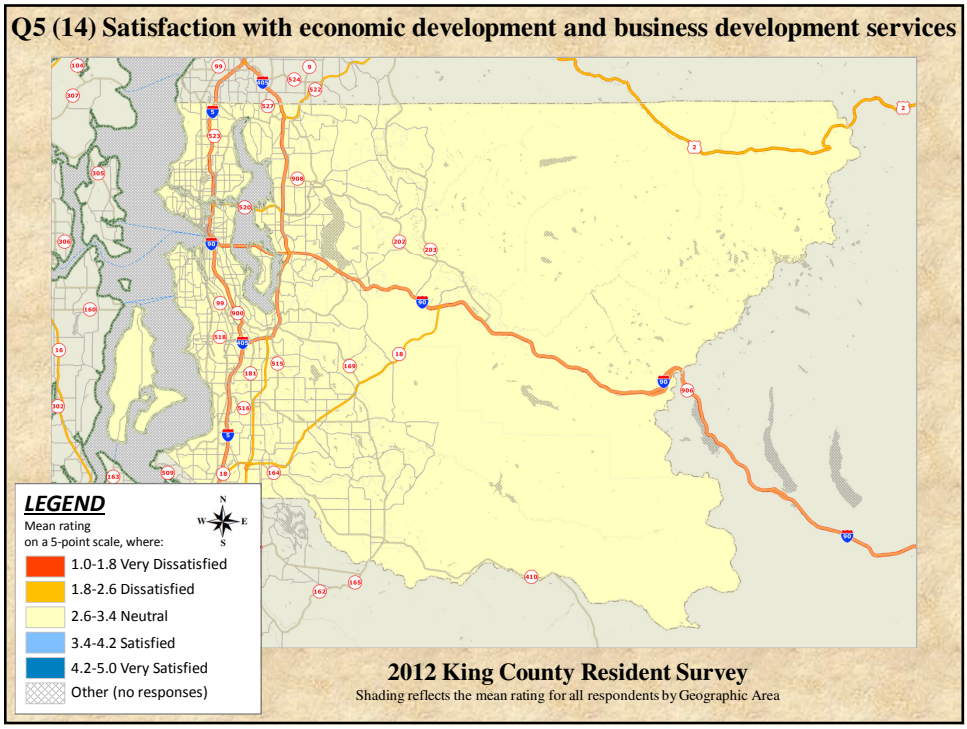
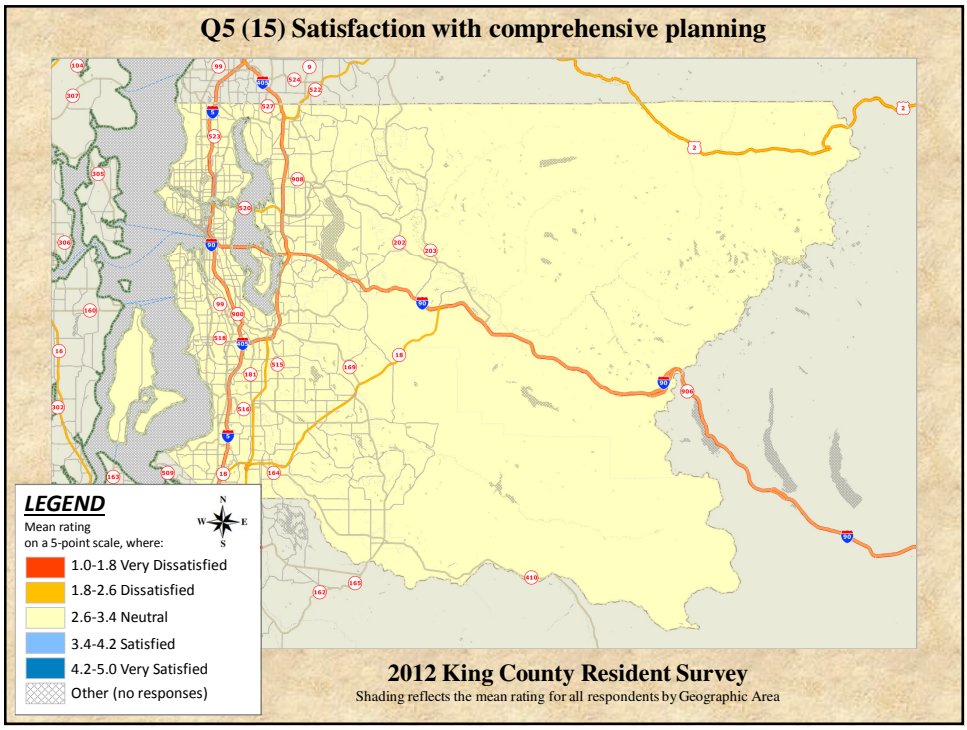
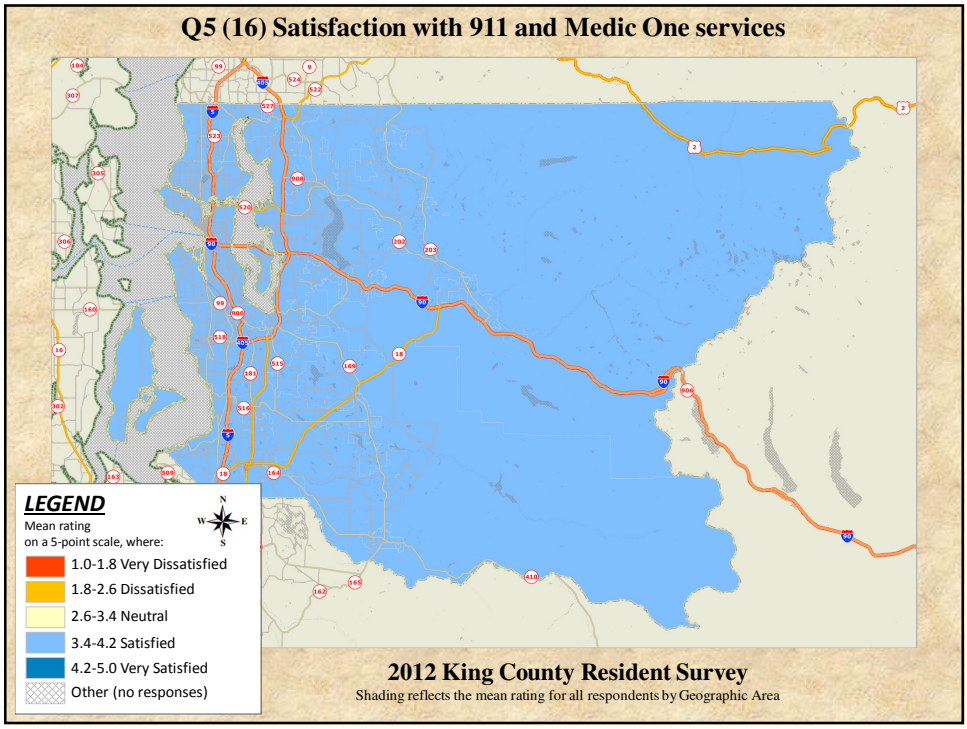
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (14) Satisfaction with economic development and business development services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (15) Satisfaction with comprehensive planning
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (16) Satisfaction with 911 and Medic One services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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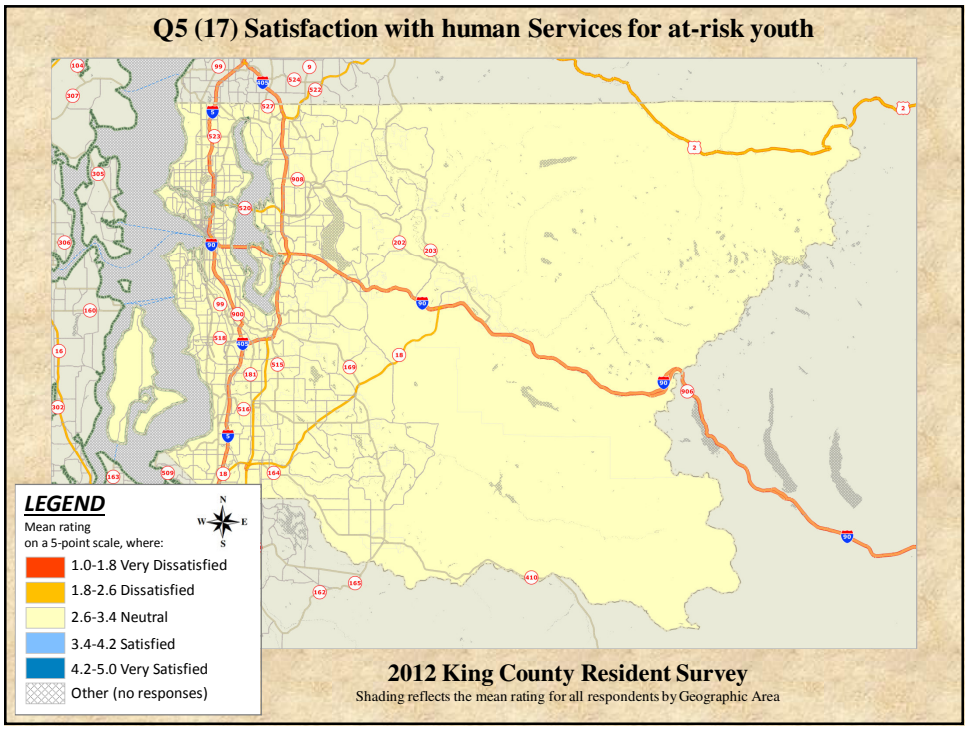
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (17) Satisfaction with human Services for at-risk youth
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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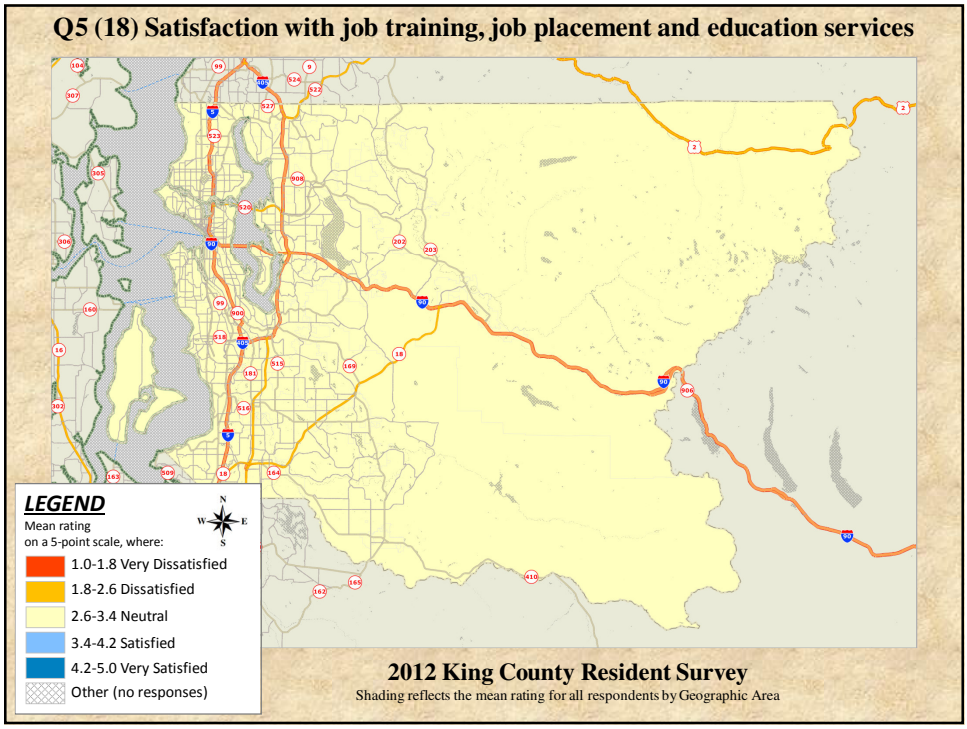
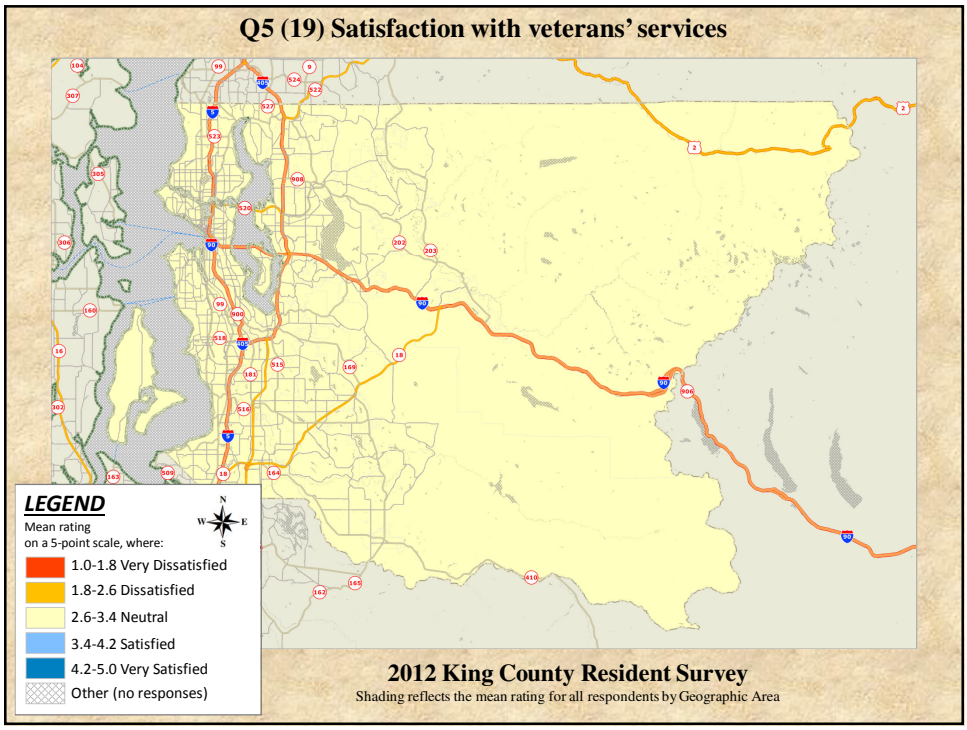
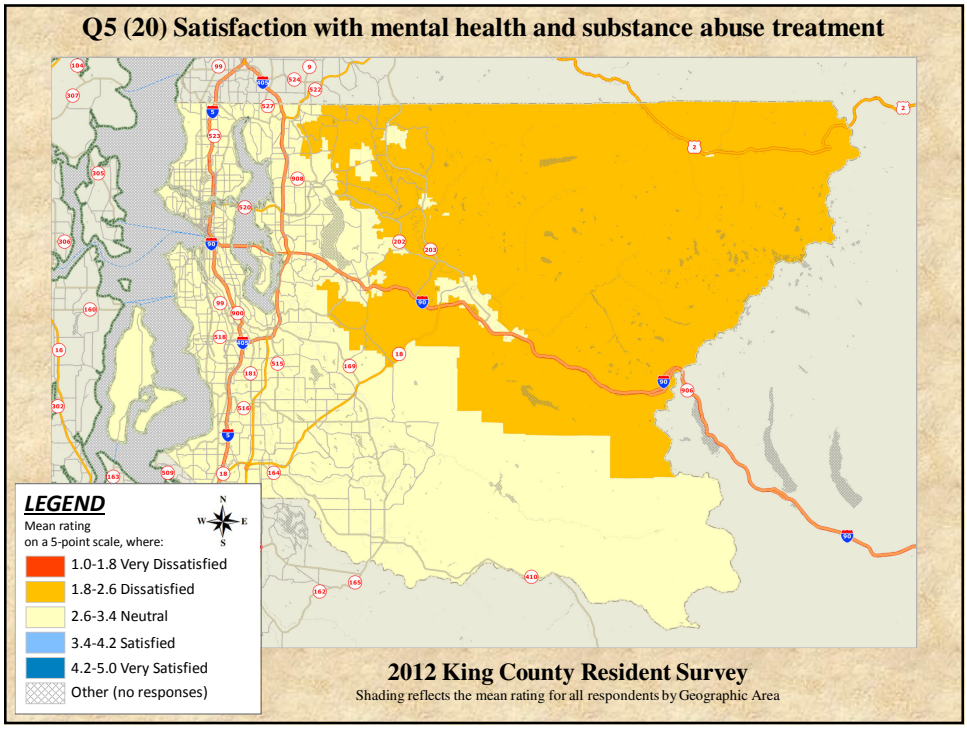
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (18) Satisfaction with job training, job placement and education services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (19) Satisfaction with veterans' services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (20) Satisfaction with mental health and substance abuse treatment
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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2012 King County Resident Survey
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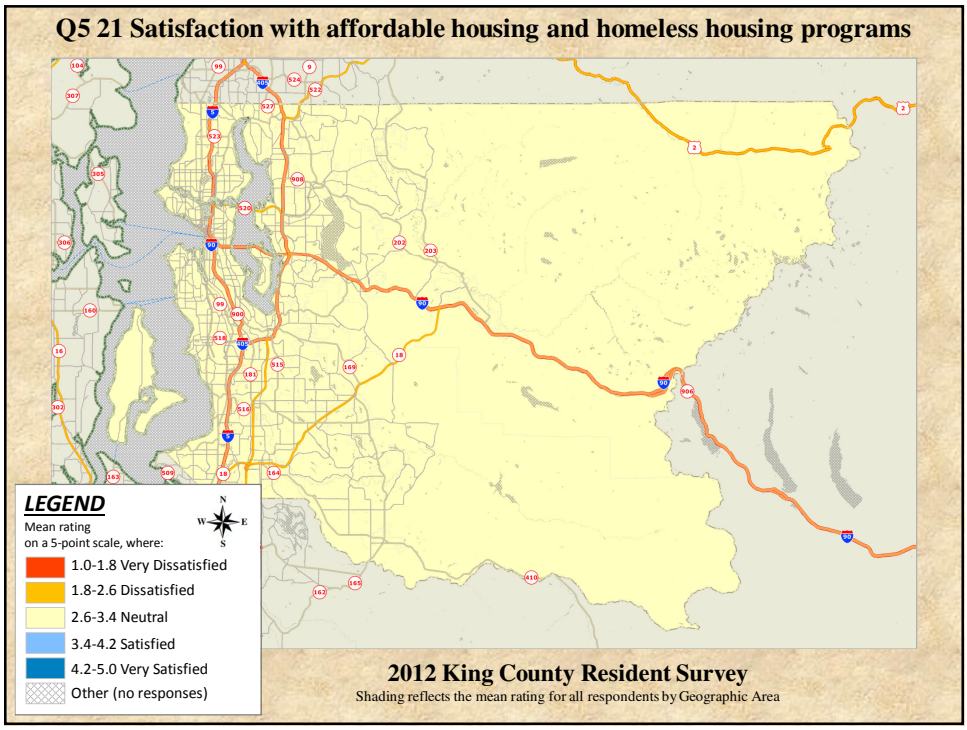
Q5 21 Satisfaction with affordable housing and homeless housing programs
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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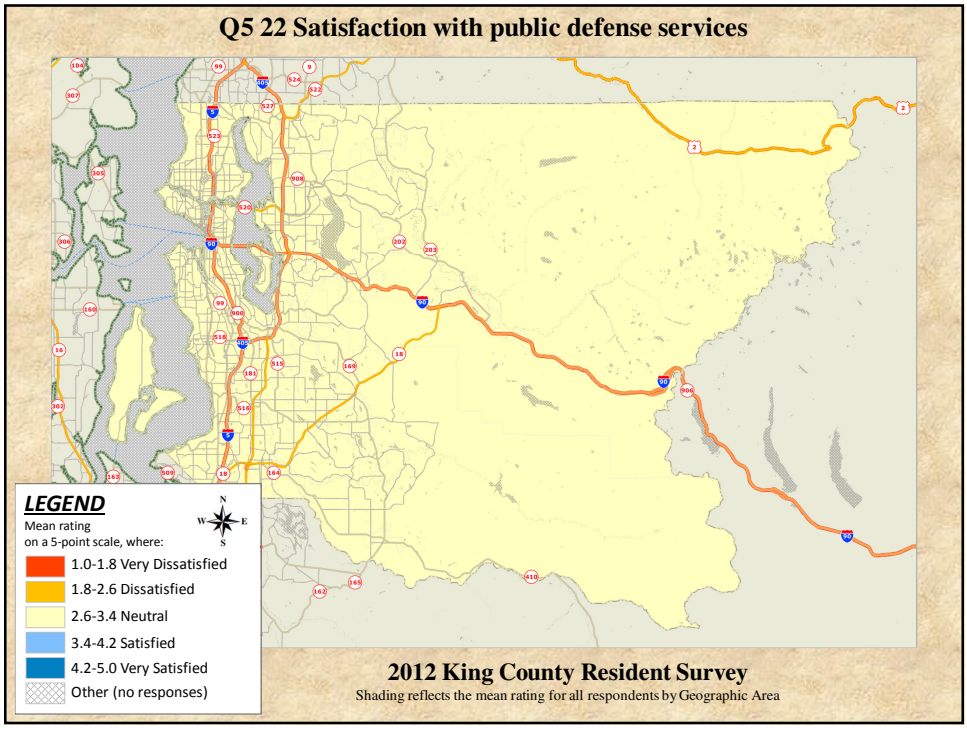
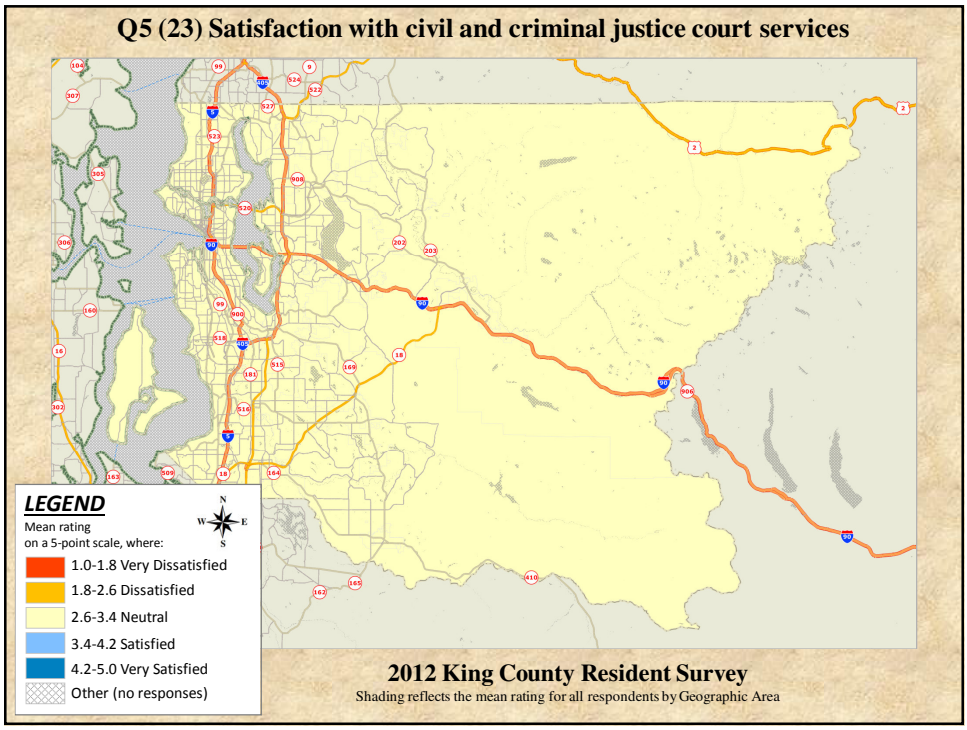
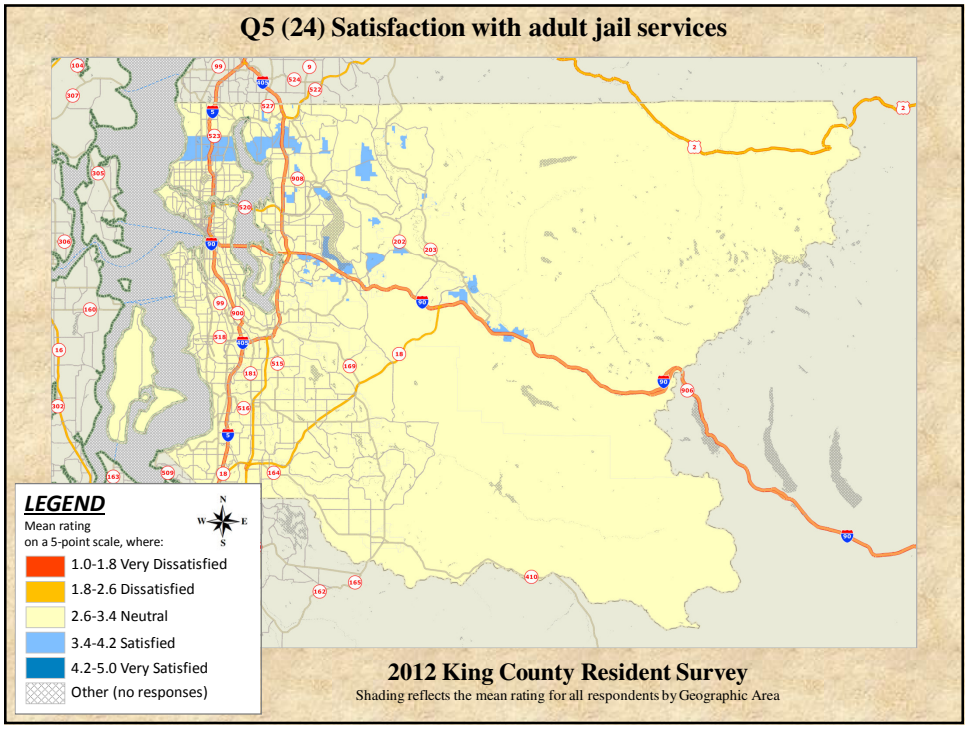

Q5 22 Satisfaction with public defense services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (23) Satisfaction with civil and criminal justice court services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (24) Satisfaction with adult jail services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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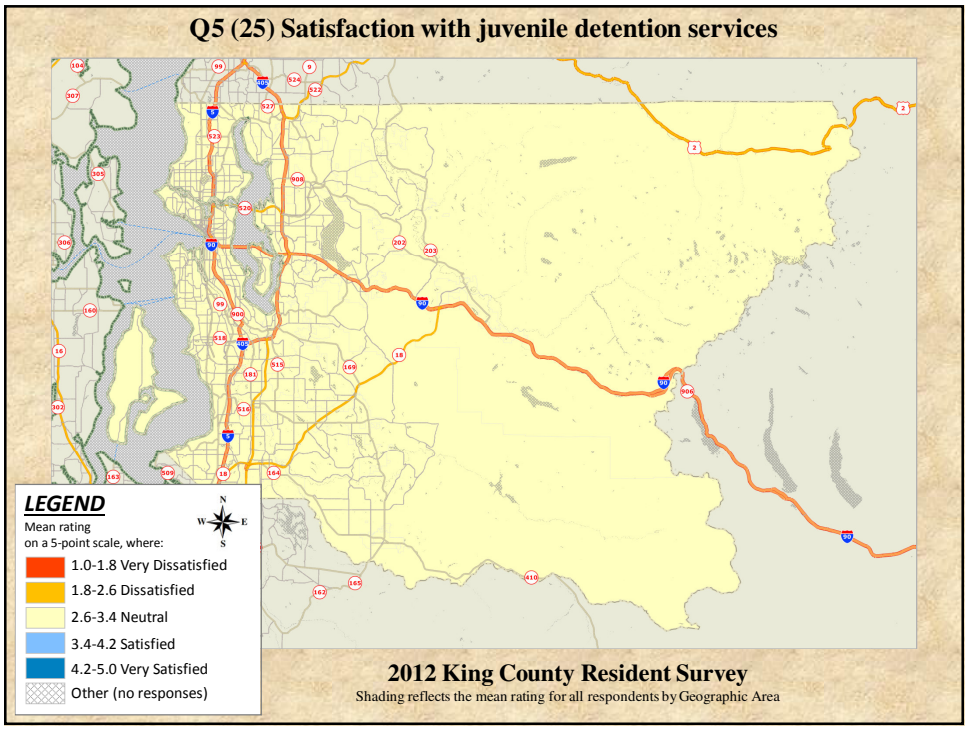
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q5 (25) Satisfaction with juvenile detention services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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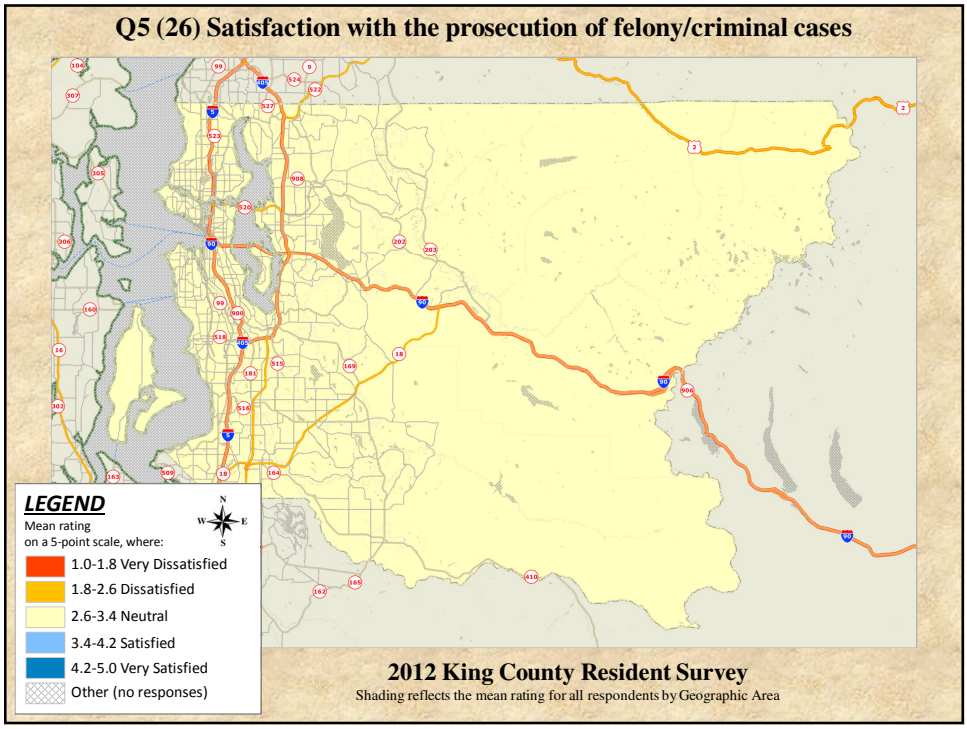
Q5 (26) Satisfaction with the prosecution of felony/criminal cases
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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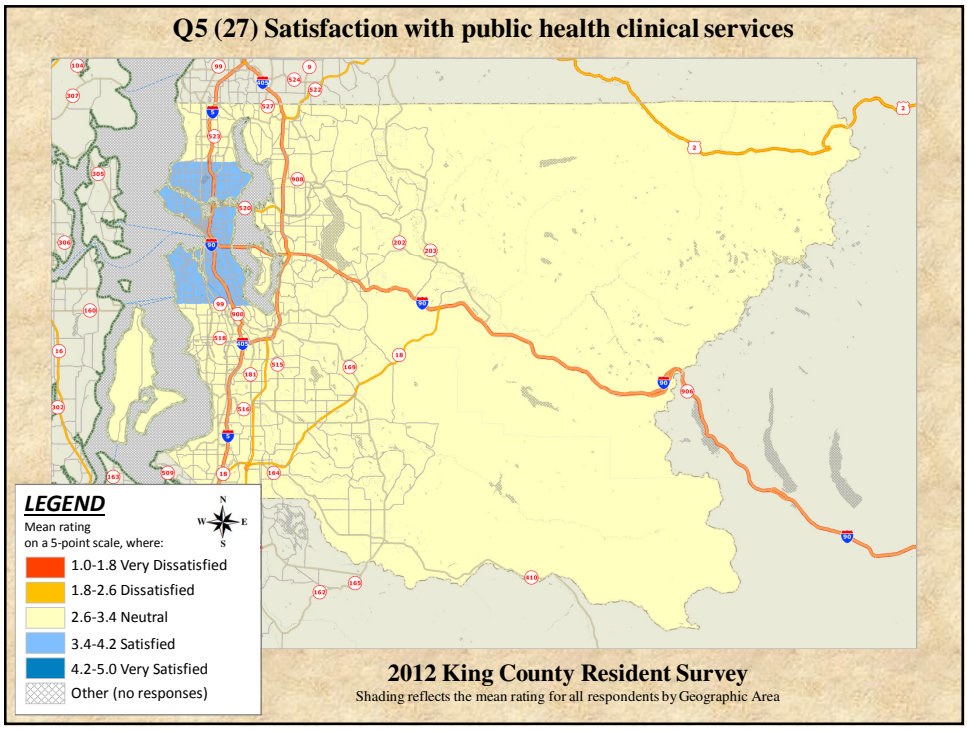
Q5 (27) Satisfaction with public health clinical services
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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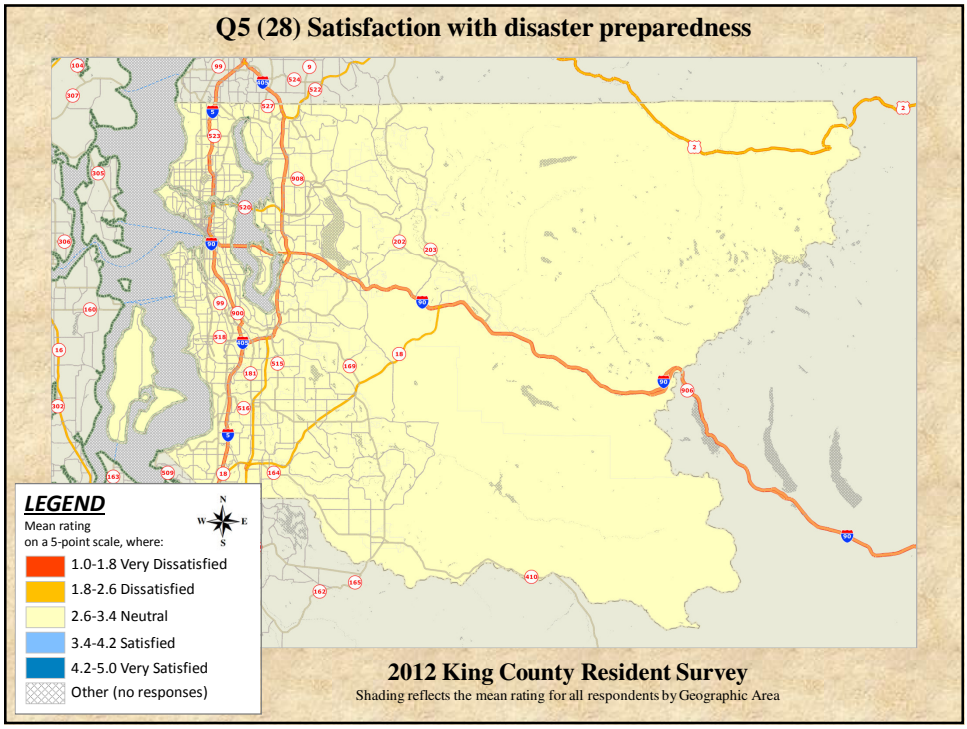
Q5 (28) Satisfaction with disaster preparedness
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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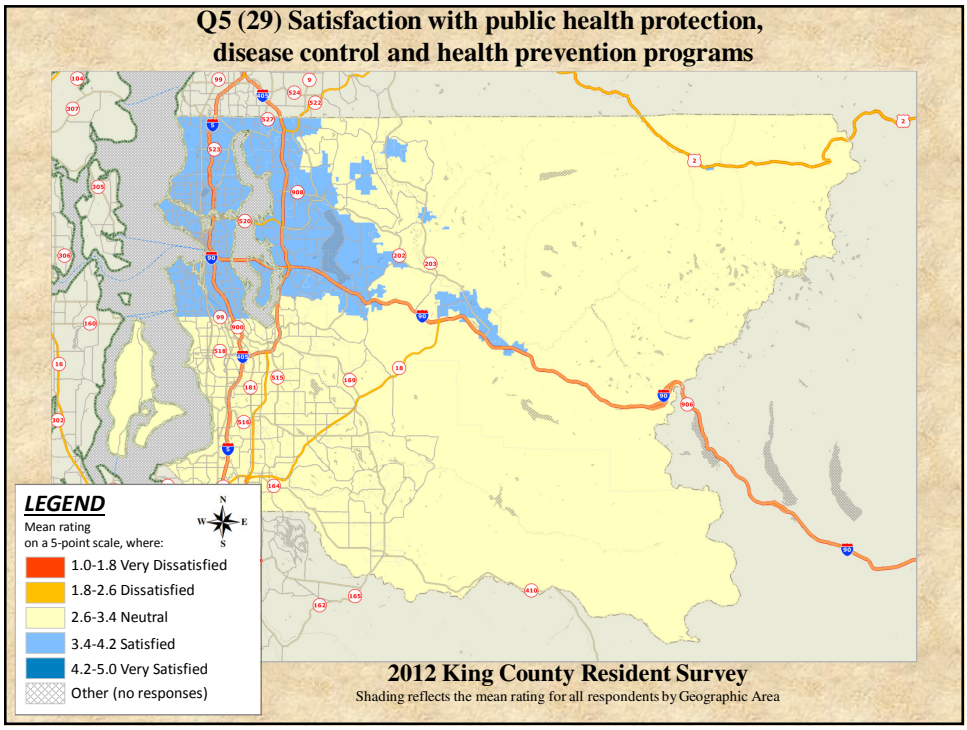
Q5 (29) Satisfaction with public health protection,
disease control and health prevention programs
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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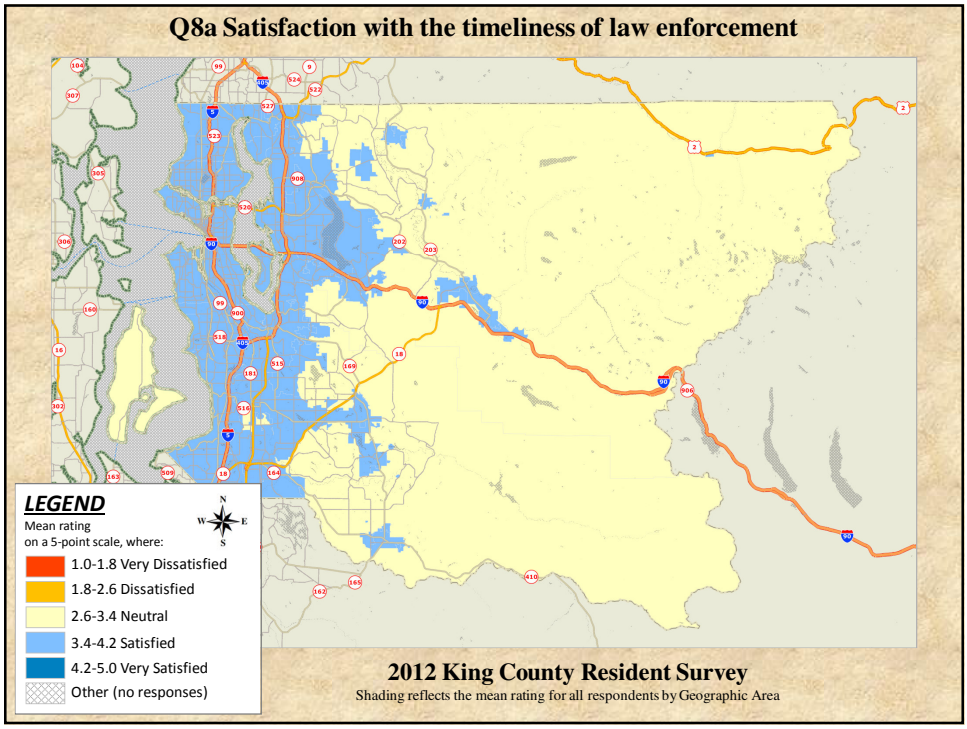
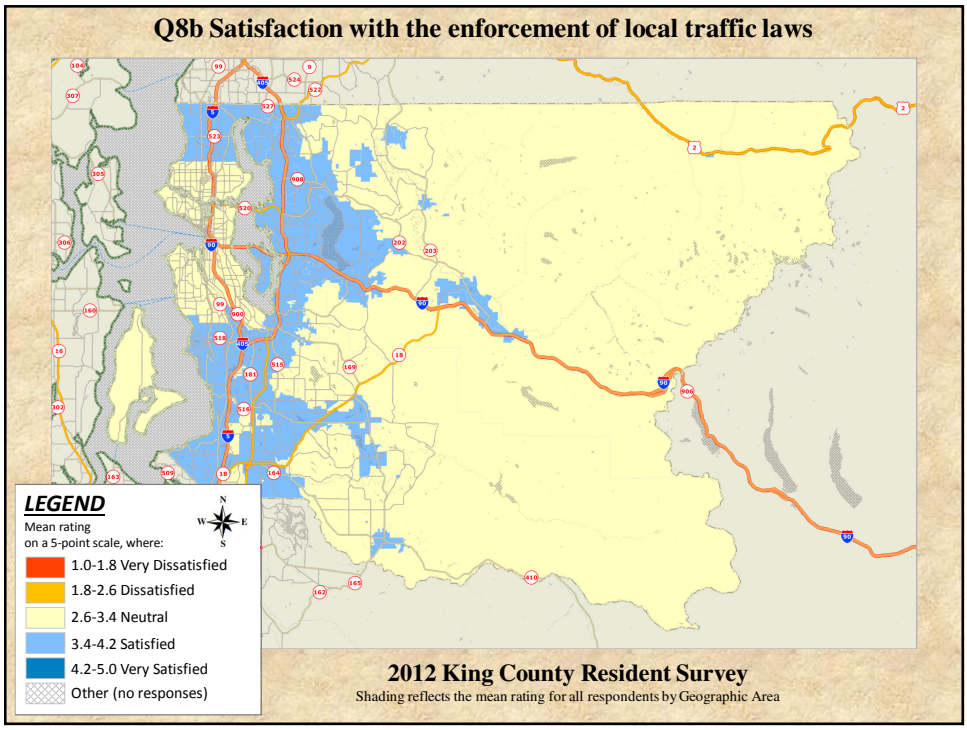

Q8a Satisfaction with the timeliness of law enforcement
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q8b Satisfaction with the enforcement of local traffic laws
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
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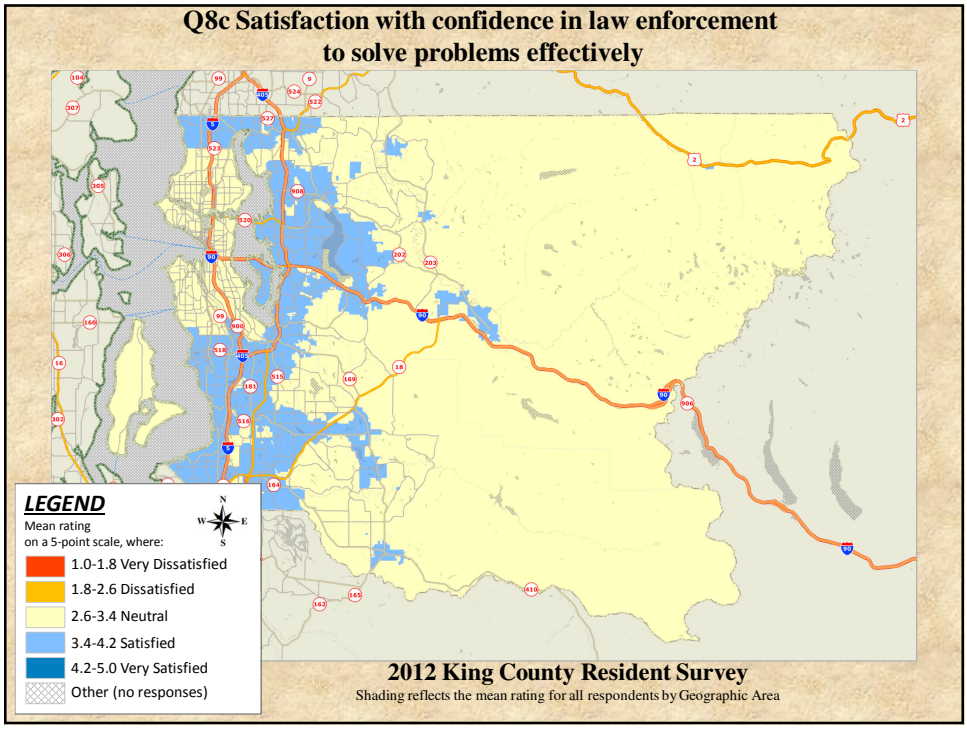
Q8c Satisfaction with confidence in law enforcement
to solve problems effectively
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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2012 King County Resident Survey
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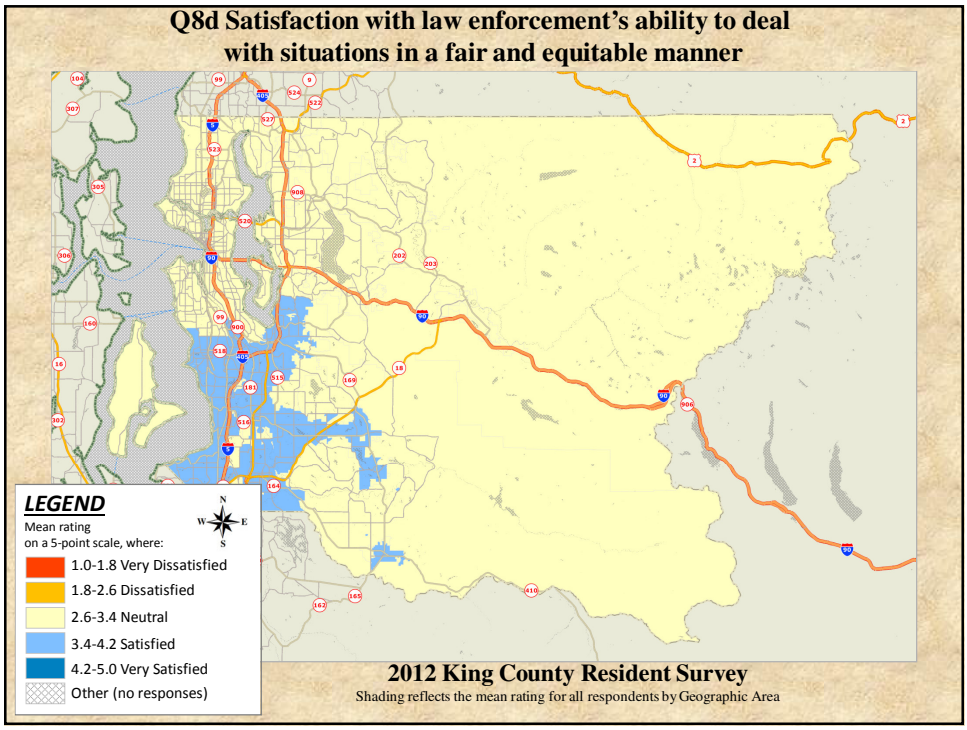
Q8d Satisfaction with law enforcement's ability to deal
with situations in a fair and equitable manner
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
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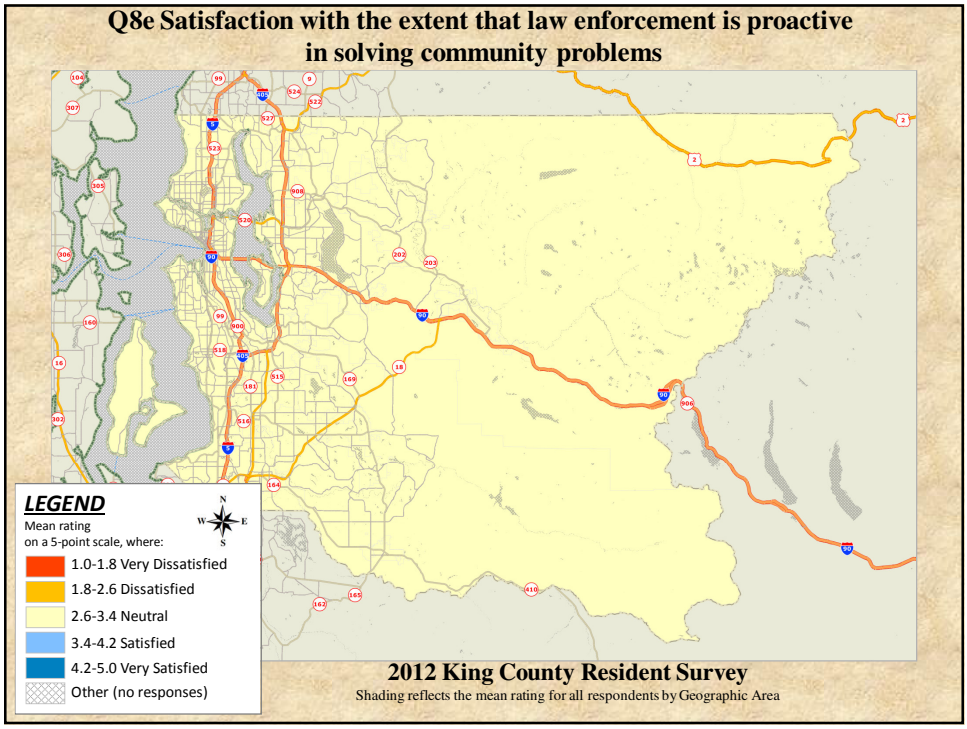
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q8e Satisfaction with the extent that law enforcement is proactive in solving community problems
LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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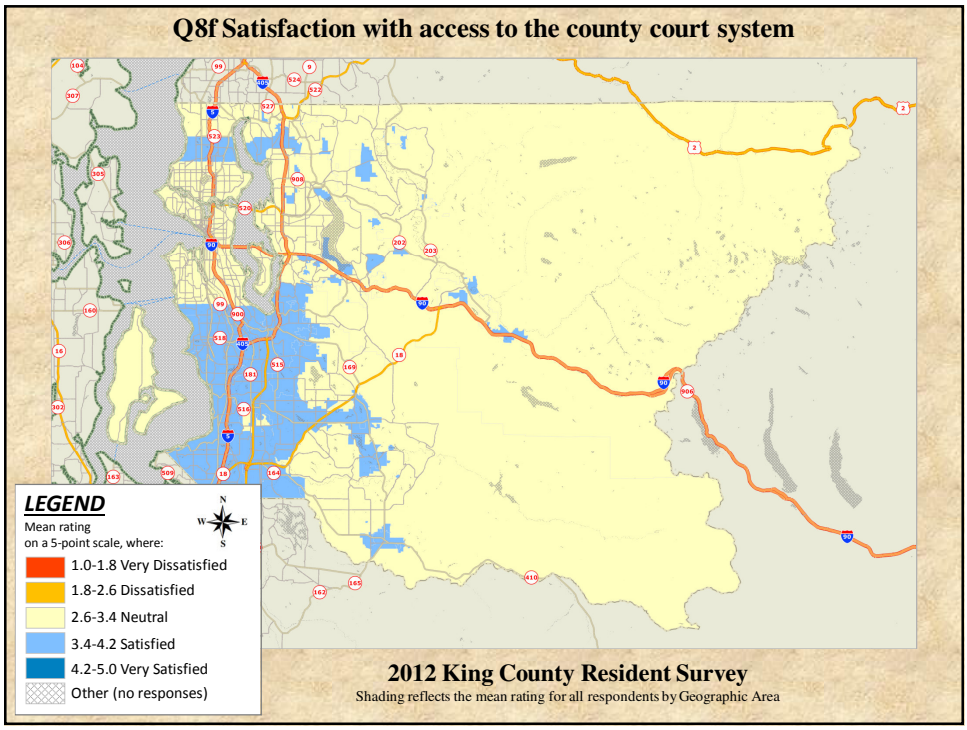
Q8f Satisfaction with access to the county court system
LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
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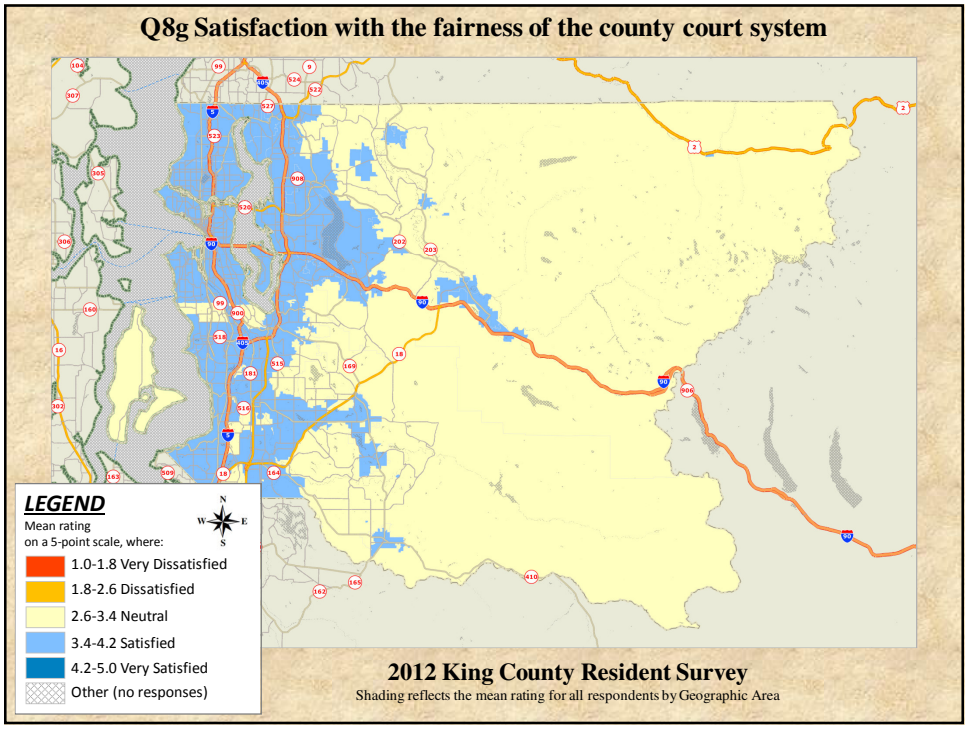
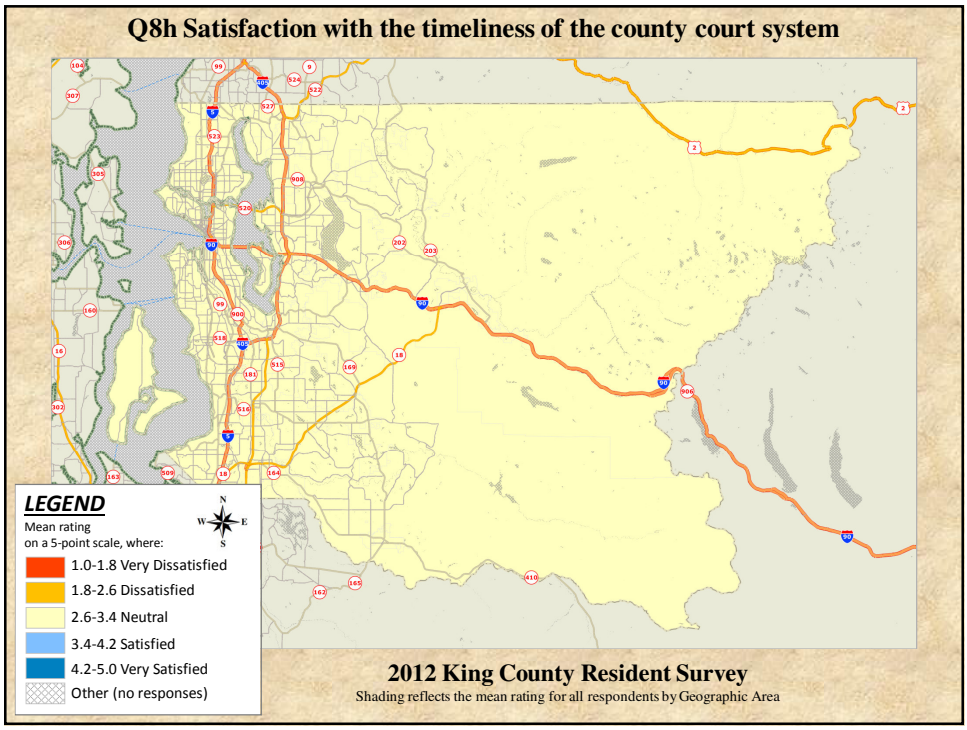
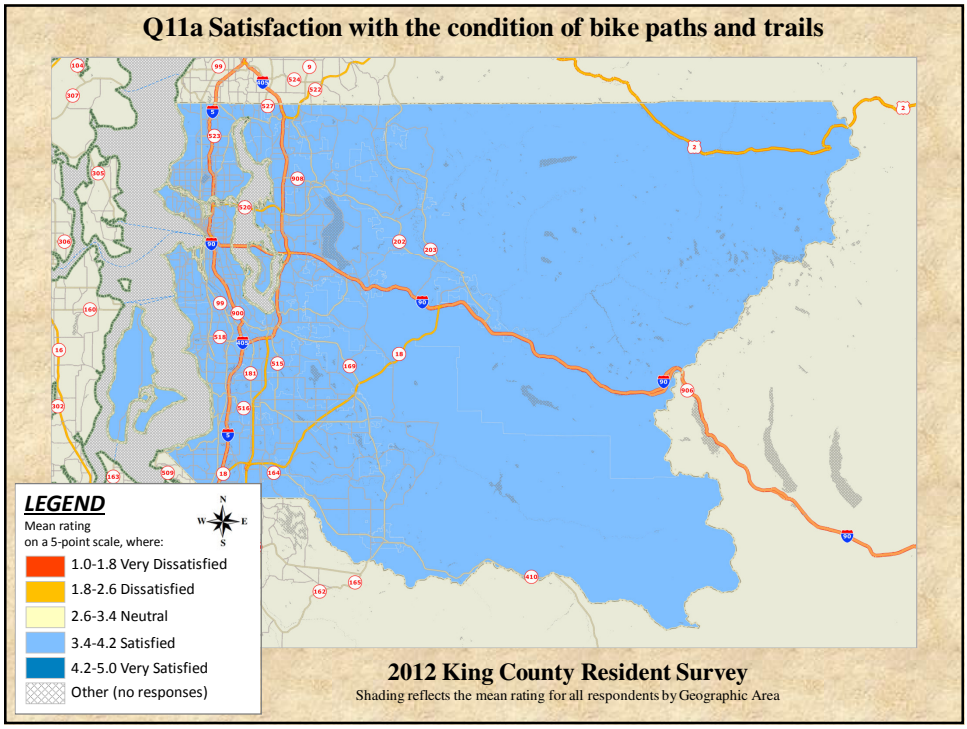

Q8g Satisfaction with the fairness of the county court system
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q8h Satisfaction with the timeliness of the county court system
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q11a Satisfaction with the condition of bike paths and trails
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
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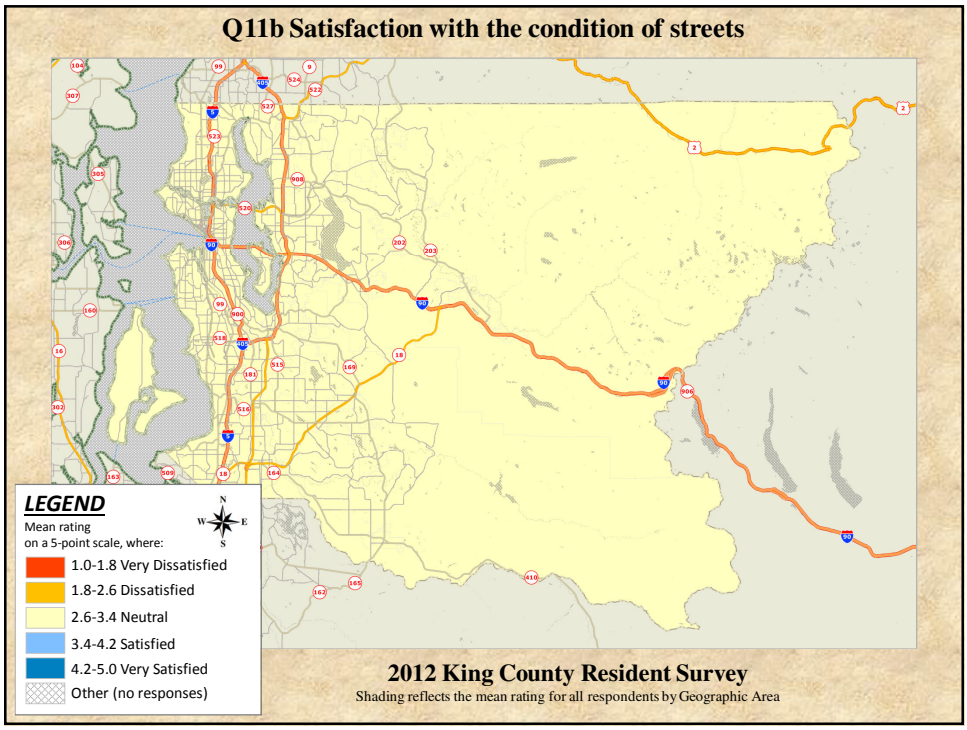
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q11b Satisfaction with the condition of streets
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
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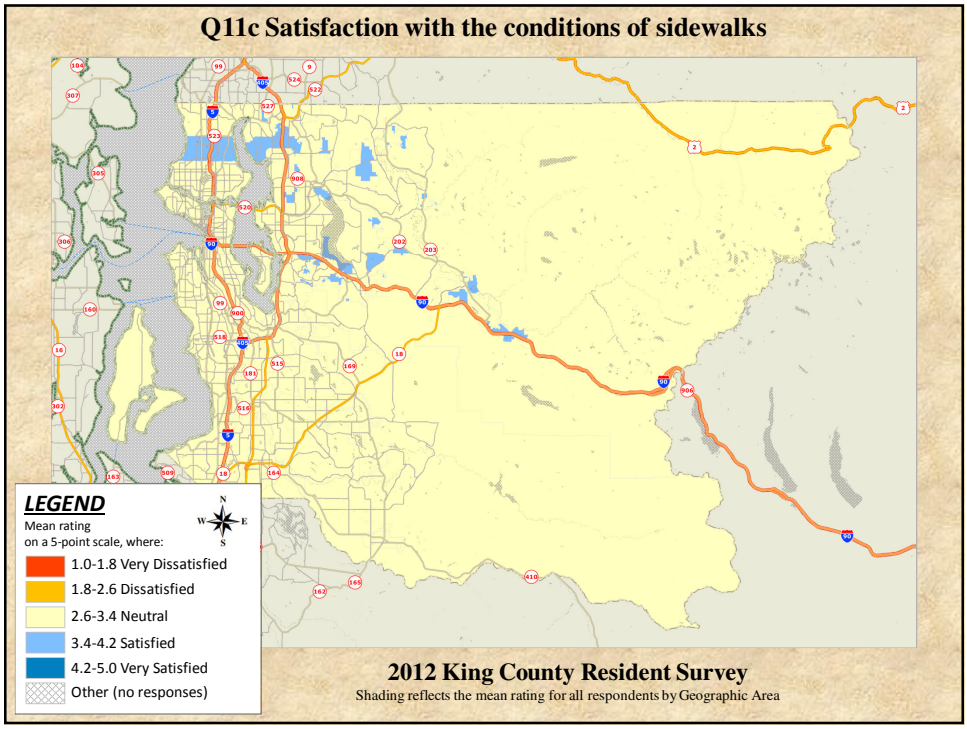
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q11c Satisfaction with the conditions of sidewalks
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
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S
2012 King County Resident Survey
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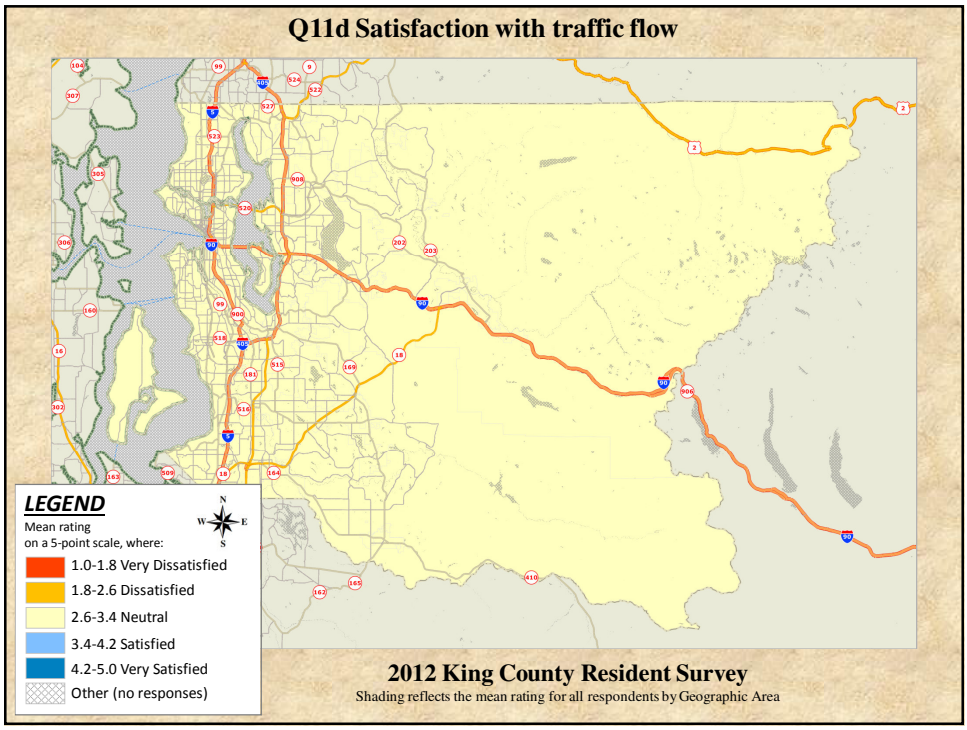
Q11d Satisfaction with traffic flow
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
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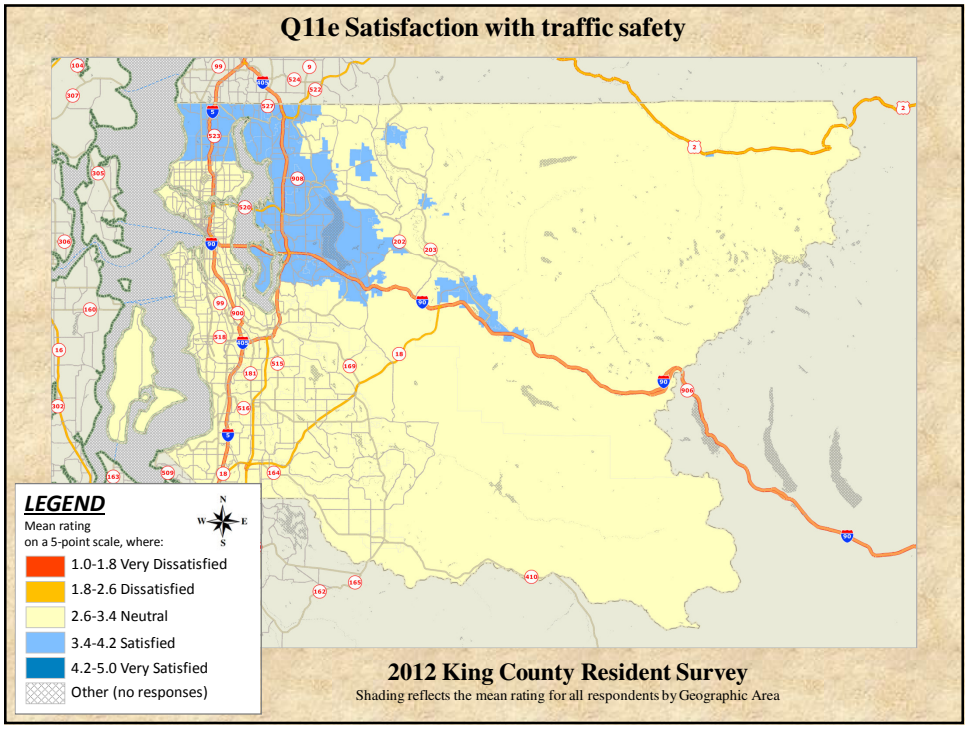
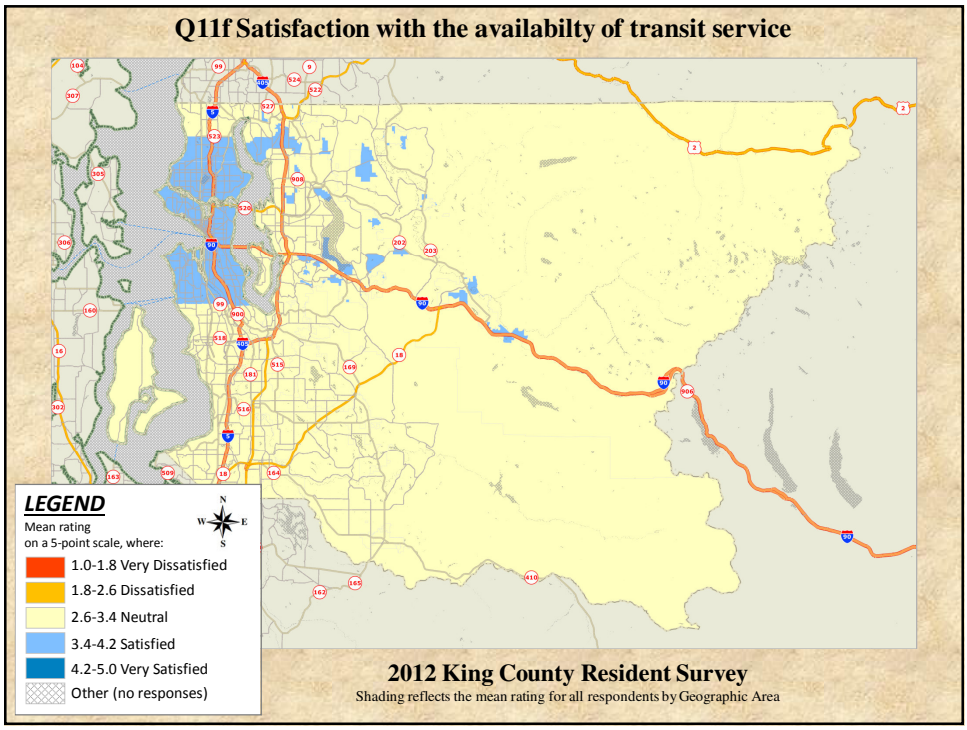
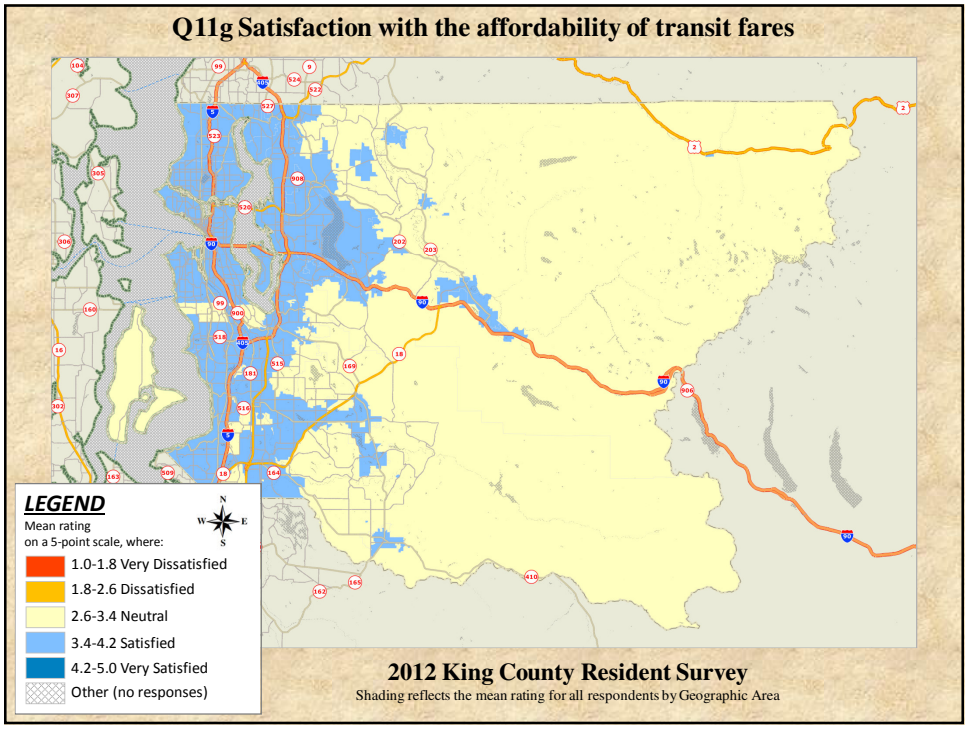
Shading reflects the mean rating for all respondents by Geographic Area


Q11e Satisfaction with traffic safety
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q11f Satisfaction with the availabilty of transit service
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q11g Satisfaction with the affordability of transit fares
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
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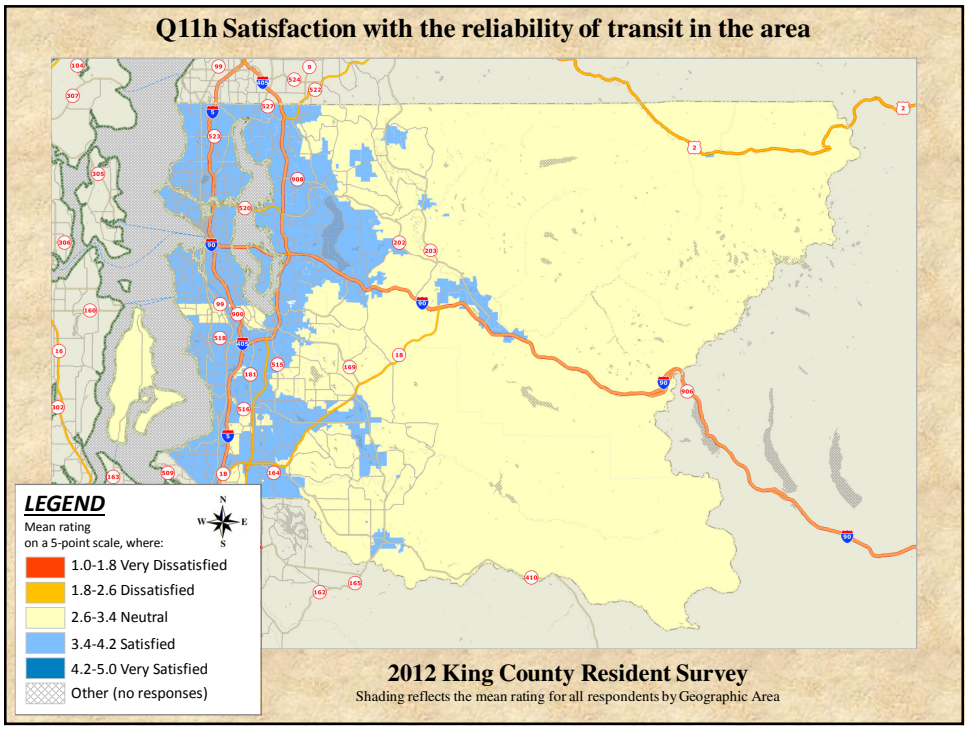
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q11h Satisfaction with the reliability of transit in the area
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
N
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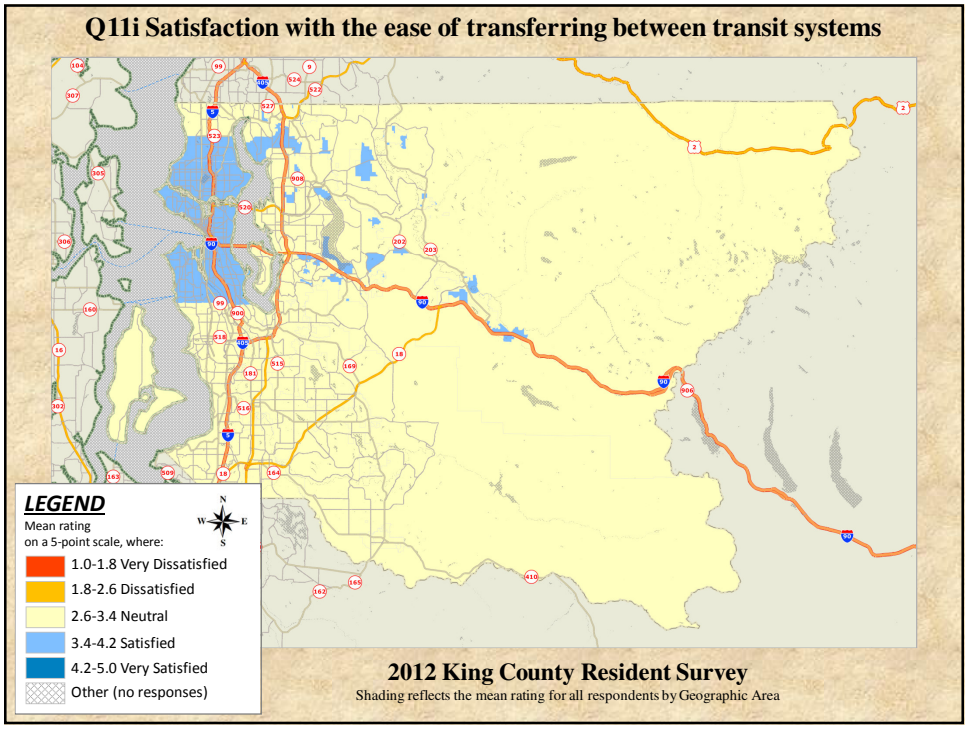
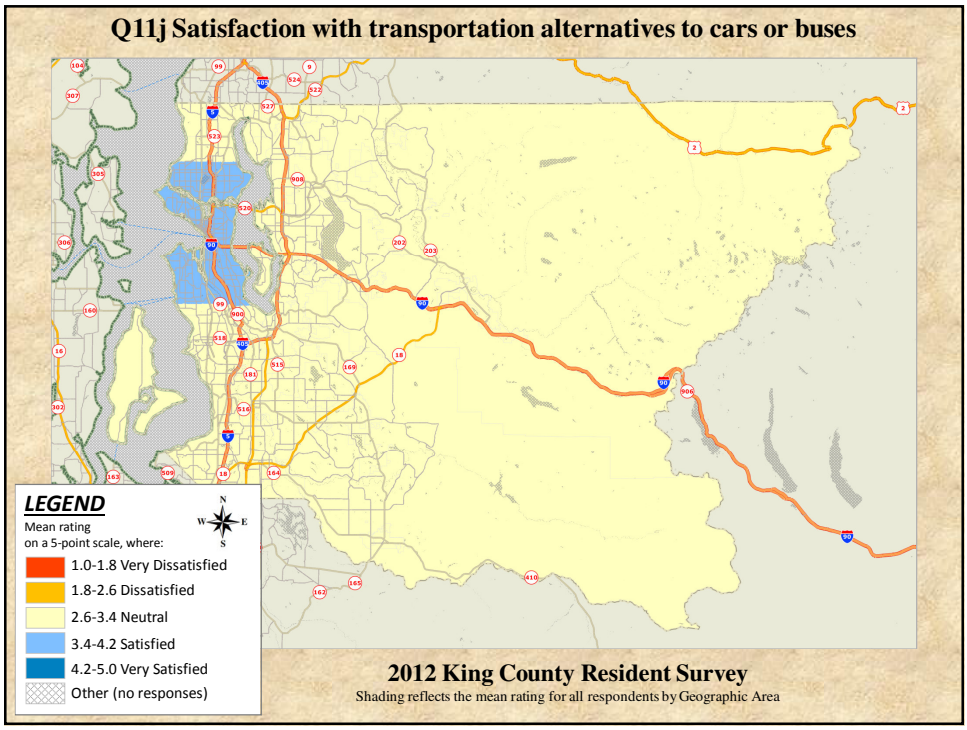
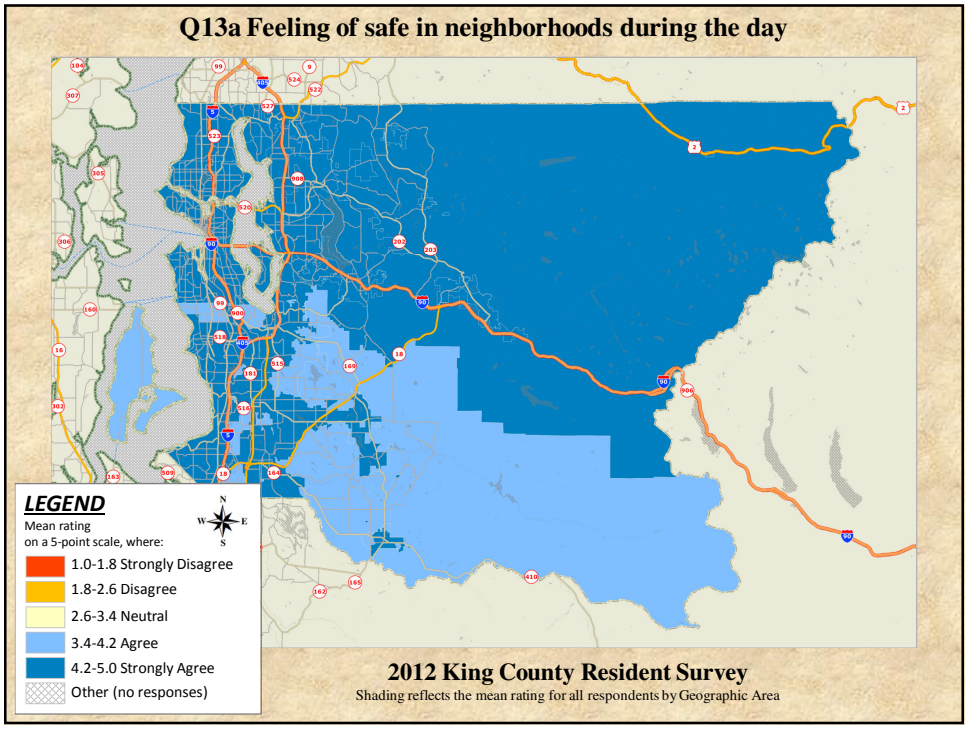
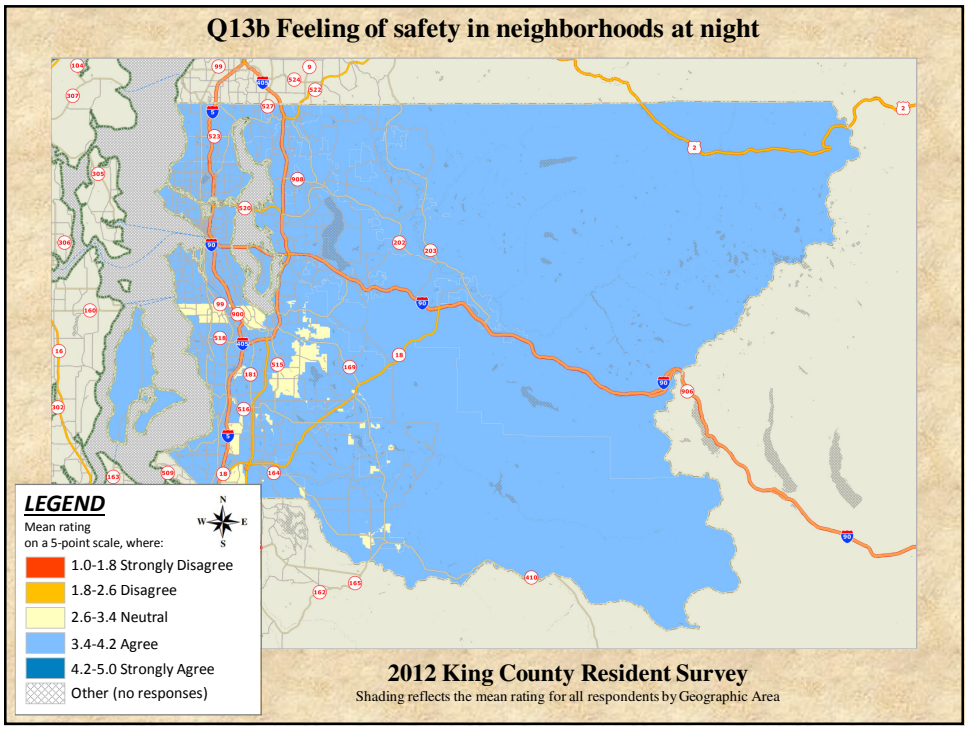
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q11i Satisfaction with the ease of transferring between transit systems
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q11j Satisfaction with transportation alternatives to cars or buses
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q13a Feeling of safe in neighborhoods during the day
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q13b Feeling of safety in neighborhoods at night
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
N
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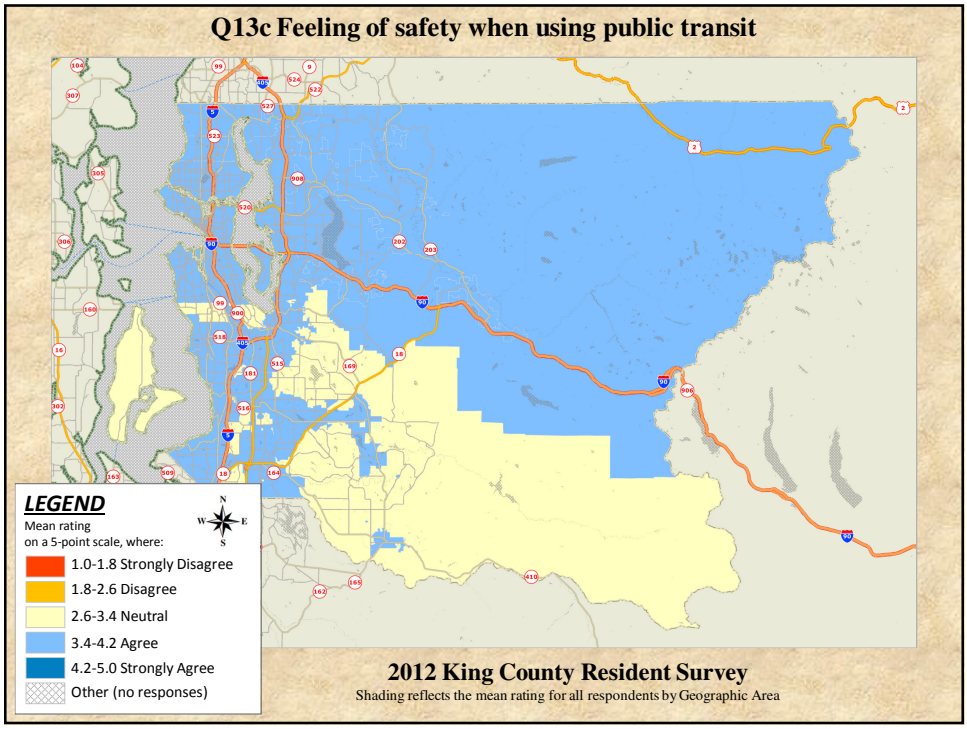
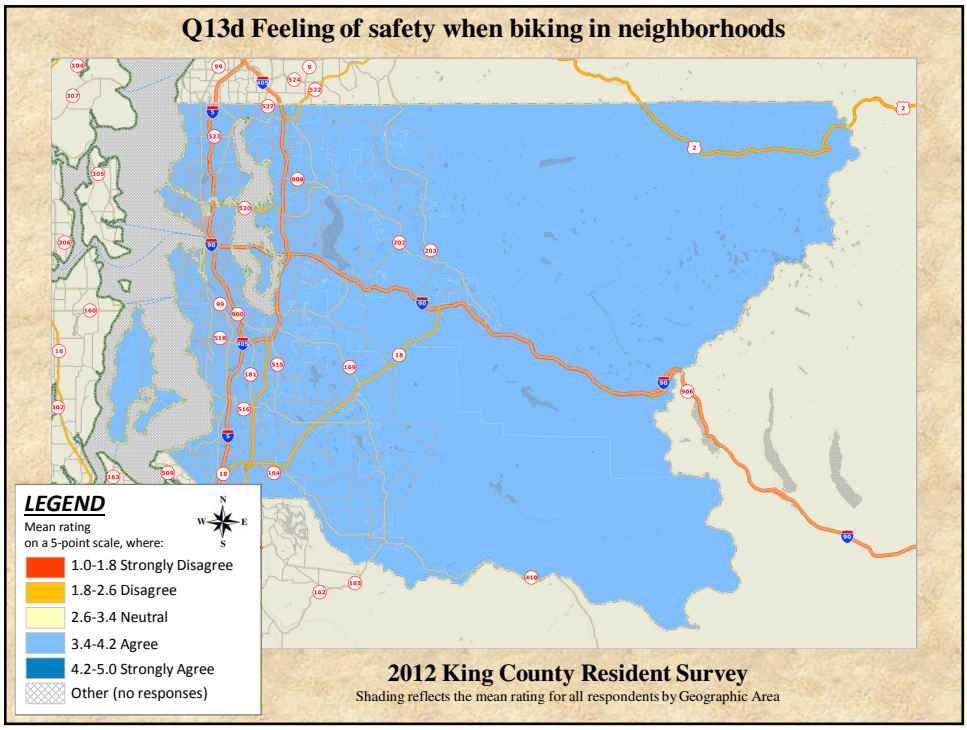
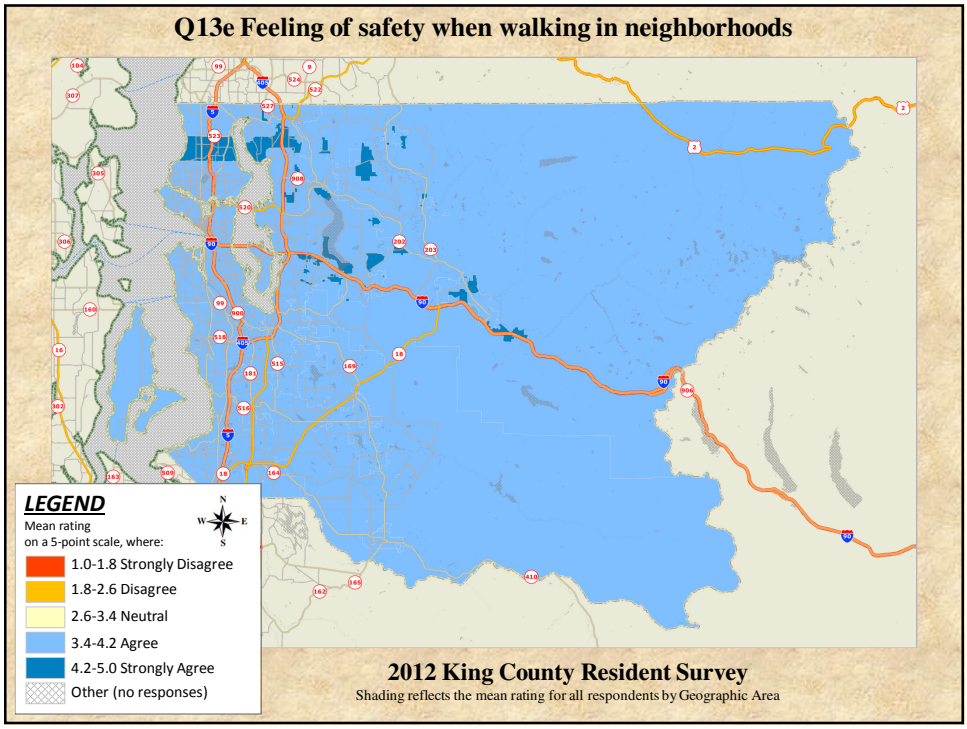
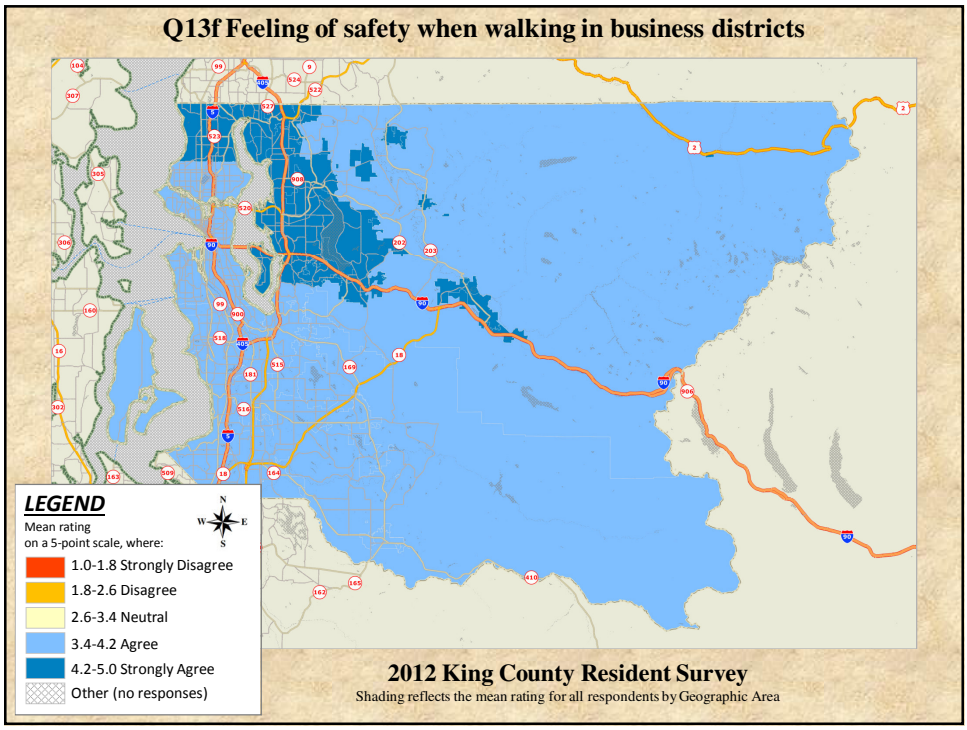
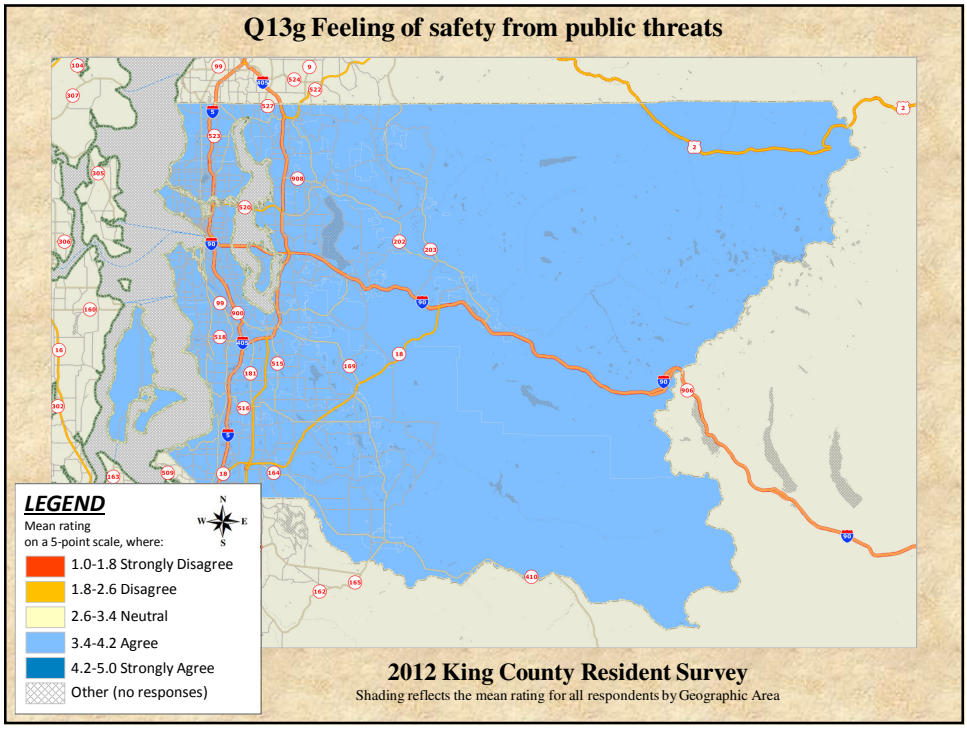
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q13c Feeling of safety when using public transit
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q13d Feeling of safety when biking in neighborhoods
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q13e Feeling of safety when walking in neighborhoods
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q13f Feeling of safety when walking in business districts
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area


Q13g Feeling of safety from public threats
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
N
W
E
S
2012 King County Resident Survey
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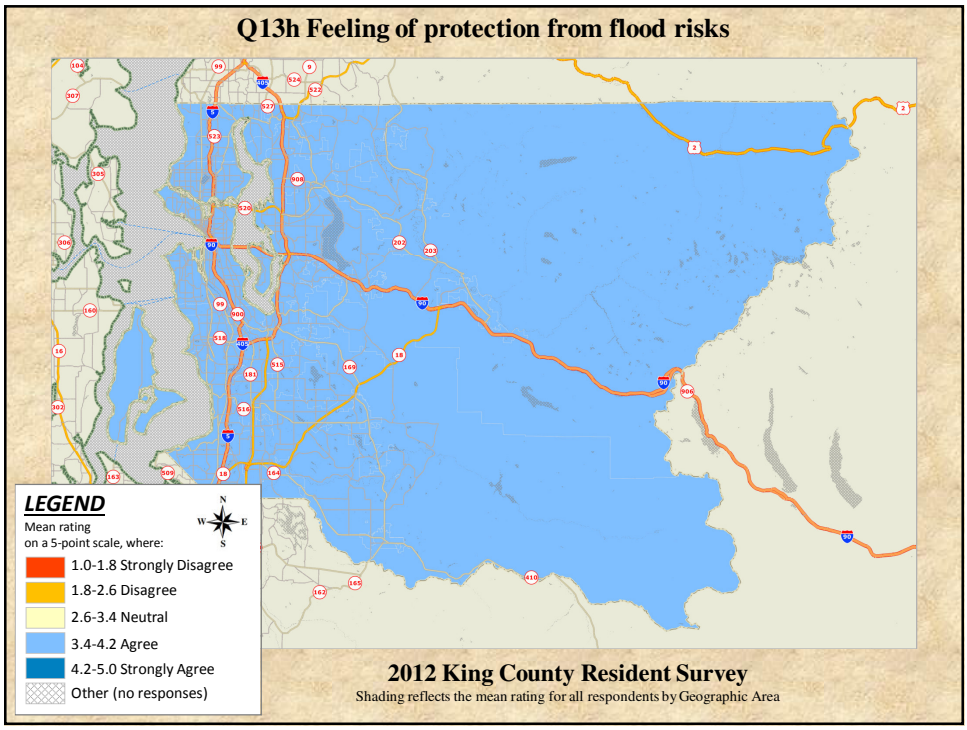
Q13h Feeling of protection from flood risks
LEGEND
Mean rating
on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)
N
W
E
S
2012 King County Resident Survey
Shading reflects the mean rating for all respondents by Geographic Area

Appendix E:

Weighted Tabular Data

Q1 Perceptions of the Community

(N=1025)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a King County as a place to live	32.1%	50.8%	10.7%	4.4%	1.5%	0.5%
Q1b King County as a place to raise children	25.5%	40.7%	17.5%	5.4%	1.4%	9.7%
Q1c King County as a place to work	29.6%	45.5%	15.7%	4.3%	1.1%	3.9%
Q1d King County as a place to retire	15.2%	19.5%	29.8%	15.0%	7.5%	13.0%
Q1e Overall value that you receive for your tax dollars and fees	7.2%	31.6%	34.1%	14.8%	7.8%	4.4%
Q1f Overall quality of life in the county	18.8%	54.8%	18.8%	5.6%	1.0%	1.0%
Q1g Overall quality of services provided by King County government	9.7%	38.5%	31.2%	12.5%	4.0%	4.1%
Q1h How well King County is preparing for the county's growth	3.8%	19.2%	38.0%	16.4%	7.9%	14.7%
Q1i The general direction King County as a region is heading	4.5%	28.9%	35.5%	14.2%	6.4%	10.4%

WITHOUT DON'T KNOW

Q1 Perceptions of the Community (Without Don't Know)

(N=1025)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a King County as a place to live	32.3%	51.1%	10.8%	4.4%	1.5%
Q1b King County as a place to raise children	28.2%	45.0%	19.3%	5.9%	1.5%
Q1c King County as a place to work	30.8%	47.3%	16.3%	4.5%	1.1%
Q1d King County as a place to retire	17.5%	22.4%	34.2%	17.3%	8.6%
Q1e Overall value that you receive for your tax dollars and fees	7.6%	33.1%	35.7%	15.5%	8.2%
Q1f Overall quality of life in the county	19.0%	55.4%	19.0%	5.6%	1.0%
Q1g Overall quality of services provided by King County government	10.1%	40.2%	32.6%	13.0%	4.2%
Q1h How well King County is preparing for the county's growth	4.5%	22.5%	44.5%	19.2%	9.3%
Q1i The general direction King County as a region is heading	5.0%	32.2%	39.7%	15.9%	7.2%

Q2 Guiding Principles

(N=1025)

	Very Well	Well	Somewhat Well	Not Well	Not well at all	Don't Know
Q2a Collaborative	3.5%	20.4%	35.2%	14.7%	3.5%	22.6%
Q2b Service-oriented	5.6%	29.6%	30.6%	13.1%	4.4%	16.8%
Q2c Results-focused	4.4%	19.6%	33.1%	15.1%	5.5%	22.3%
Q2d Accountable	4.4%	18.0%	30.6%	18.5%	10.3%	18.0%
Q2e Innovative	5.3%	17.9%	33.4%	17.2%	6.7%	19.6%
Q2f Professional	7.1%	31.0%	31.3%	10.4%	4.2%	15.9%
Q2g Fair and just	6.5%	21.2%	37.2%	11.1%	5.9%	18.1%

WITHOUT DON'T KNOW
Q2 Guiding Principles (Without Don't Know)

(N=1025)

	Very Well	Well	Somewhat Well	Not Well	Not well at all
Q2a Collaborative	4.5%	26.4%	45.5%	19.0%	4.5%
Q2b Service-oriented	6.7%	35.5%	36.8%	15.7%	5.3%
Q2c Results-focused	5.7%	25.3%	42.6%	19.5%	7.0%
Q2d Accountable	5.4%	22.0%	37.4%	22.6%	12.6%
Q2e Innovative	6.6%	22.2%	41.5%	21.4%	8.4%
Q2f Professional	8.5%	36.9%	37.2%	12.4%	5.0%
Q2g Fair and just	8.0%	25.9%	45.4%	13.6%	7.2%

Q3 Local County Services

(N=128)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a Building permits and inspections	2.3%	15.6%	23.4%	10.2%	19.5%	28.9%
Q3b Law enforcement	8.6%	36.7%	26.6%	18.0%	7.8%	2.3%
Q3c Stormwater management	6.3%	34.4%	24.2%	13.3%	10.9%	10.9%
Q3d Construction and maintenance of roads and bridges	2.3%	32.8%	24.2%	23.4%	15.6%	1.6%
Q3e Animal shelter and control	2.3%	31.3%	29.7%	12.5%	4.7%	19.5%
Q3f Local parks	13.3%	46.1%	26.6%	8.6%	3.1%	2.3%
Q3g Land use planning and protection of rural areas through adoption and enforcement of development regulations	6.3%	25.8%	26.6%	13.3%	13.3%	14.8%

WITHOUT DON'T KNOW

Q3 Local County Services (Without Don't Know)

(N=128)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a Building permits and inspections	3.3%	22.0%	33.0%	14.3%	27.5%
Q3b Law enforcement	8.8%	37.6%	27.2%	18.4%	8.0%
Q3c Stormwater management	7.0%	38.6%	27.2%	14.9%	12.3%
Q3d Construction and maintenance of roads and bridges	2.4%	33.3%	24.6%	23.8%	15.9%
Q3e Animal shelter and control	2.9%	38.8%	36.9%	15.5%	5.8%
Q3f Local parks	13.6%	47.2%	27.2%	8.8%	3.2%
Q3g Land use planning and protection of rural areas through adoption and enforcement of development regulations	7.3%	30.3%	31.2%	15.6%	15.6%

Q4 Which THREE of the local county services in Question #3 do you think are most important for the county to provide?

Q4 First Priority Choice	Number	Percent
A=Building permits and inspections	5	3.9 %
B=Law enforcement	84	65.6 %
C=Stormwater management	2	1.6 %
D=Construction and maintenance of roads and bridges	24	18.8 %
E=Animal shelter and control	1	0.8 %
F=Local parks	3	2.3 %
G=Land use planning and protection of rural areas	9	7.0 %
Total	128	100.0 %

Q4 Which THREE of the local county services in Question #3 do you think are most important for the county to provide?

Q4 Second Priority Choice	Number	Percent
A=Building permits and inspections	5	3.9 %
B=Law enforcement	15	11.7 %
C=Stormwater management	9	7.0 %
D=Construction and maintenance of roads and bridges	59	46.1 %
E=Animal shelter and control	3	2.3 %
F=Local parks	17	13.3 %
G=Land use planning and protection of rural areas	18	14.1 %
Z=None chosen	2	1.6 %
Total	128	100.0 %

Q4 Which THREE of the local county services in Question #3 do you think are most important for the county to provide?

Q4 Third Priority Choice	Number	Percent
A=Building permits and inspections	17	13.3 %
B=Law enforcement	7	5.5 %
C=Stormwater management	14	10.9 %
D=Construction and maintenance of roads and bridges	20	15.6 %
E=Animal shelter and control	14	10.9 %
F=Local parks	31	24.2 %
G=Land use planning and protection of rural areas	20	15.6 %
Z=None chosen	5	3.9 %
Total	128	100.0 %

Q4 Which THREE of the local county services in Question #3 do you think are most important for the county to provide? (Top Three)

Q4 Sum of Top Three Priority Choices	Number	Percent
A = Building permits and inspections	27	21.1 %
B = Law enforcement	106	82.8 %
C = Stormwater management	25	19.5 %
D = Construction and maintenance of roads and bridges	103	80.5 %
E = Animal shelter and control	18	14.1 %
F = Local parks	51	39.8 %
G = Land use planning and protection of rural areas	47	36.7 %
Total	377	

Q5 Regional County Services

(N=1025)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5(1) Metro Transit	13.1%	35.7%	19.1%	9.6%	5.6%	16.9%
Q5(2) King County Water Taxi	5.4%	10.5%	15.2%	2.2%	1.7%	65.1%
Q5(3) King County International Airport	11.7%	25.6%	19.2%	2.8%	0.9%	39.8%
Q5(4) Property records management	5.7%	26.1%	24.9%	4.5%	2.7%	36.1%
Q5(5) Property tax billing and collection	6.5%	30.6%	27.2%	9.0%	6.3%	20.5%
Q5(6) Property Assessment	4.5%	21.8%	26.7%	18.6%	8.6%	19.8%
Q5(7) Elections and voter registration	16.0%	41.9%	21.5%	7.2%	4.1%	9.4%
Q5(8) Sewage treatment	12.1%	38.0%	23.4%	3.5%	2.3%	20.7%
Q5(9) Solid waste disposal	14.0%	40.1%	23.1%	3.0%	1.1%	18.6%
Q5(10) Regional parks and trails	21.0%	43.3%	20.1%	4.7%	0.7%	10.2%
Q5(11) Flood protection	7.2%	27.7%	29.6%	5.5%	3.0%	27.0%
Q5(12) Agricultural preservation	6.0%	22.9%	27.2%	7.8%	4.1%	32.0%
Q5(13) Forestry preservation	7.7%	24.4%	27.5%	8.9%	4.5%	27.0%
Q5(14) Economic development and business development services	5.0%	22.5%	28.8%	6.4%	4.6%	32.6%
Q5(15) Comprehensive planning to maintain the urban growth boundary	8.2%	21.0%	28.8%	10.5%	6.4%	25.1%
Q5(16) 911 and Medic One services	28.0%	32.1%	18.4%	4.3%	2.1%	15.1%

Q5 (Continued) Regional County Services

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5(17) Human services for at-risk youth, victims of domestic violence and sexual assault	7.6%	20.7%	27.3%	10.5%	4.3%	29.6%
Q5(18) Job training, job placement, and education services	5.0%	16.5%	26.7%	10.8%	5.5%	35.6%
Q5(19) Veterans' services	3.9%	9.8%	22.4%	10.0%	5.9%	48.0%
Q5(20) Mental health and substance abuse treatment	4.0%	10.2%	24.0%	15.4%	7.5%	38.8%
Q5(21) Affordable housing and homeless housing programs	3.8%	12.3%	25.1%	18.2%	6.5%	34.1%
Q5(22) Public defense services for those who cannot afford an attorney	4.9%	16.3%	25.0%	7.6%	4.6%	41.6%
Q5(23) Civil and criminal justice court services	4.1%	19.5%	23.4%	8.6%	3.5%	40.8%
Q5(24) Adult jail services	2.5%	14.0%	20.5%	7.5%	3.3%	52.2%
Q5(25) Juvenile detention services	2.9%	11.4%	21.1%	8.6%	3.7%	52.3%
Q5(26) Prosecution of felony/ criminal cases	5.9%	18.1%	25.6%	6.6%	4.6%	39.2%
Q5(27) Public health clinical services	7.5%	24.4%	27.5%	9.0%	2.9%	28.7%
Q5(28) Disaster preparedness, including natural disasters and pandemics	5.5%	27.0%	27.5%	10.9%	2.7%	26.4%
Q5(29) Public health protection, disease control and health prevention programs, such as restaurant inspection, tobacco control & tuberculosis control	7.9%	30.7%	25.8%	7.8%	2.9%	24.8%

WITHOUT DON'T KNOW

Q5 Regional County Services (Without Don't Know)

(N=1025)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5(1) Metro Transit	15.8%	42.9%	23.0%	11.6%	6.7%
Q5(2) King County Water Taxi	15.4%	30.1%	43.5%	6.2%	4.8%
Q5(3) King County International Airport	19.4%	42.5%	31.9%	4.7%	1.5%
Q5(4) Property records management	8.9%	40.8%	39.0%	7.1%	4.3%
Q5(5) Property tax billing and collection	8.1%	38.5%	34.2%	11.3%	7.9%
Q5(6) Property Assessment	5.6%	27.1%	33.3%	23.2%	10.8%
Q5(7) Elections and voter registration	17.6%	46.2%	23.7%	7.9%	4.5%
Q5(8) Sewage treatment	15.2%	48.0%	29.5%	4.4%	2.8%
Q5(9) Solid waste disposal	17.2%	49.3%	28.4%	3.7%	1.3%
Q5(10) Regional parks and trails	23.4%	48.3%	22.4%	5.2%	0.8%
Q5(11) Flood protection	9.8%	38.0%	40.5%	7.5%	4.2%
Q5(12) Agricultural preservation	8.8%	33.7%	39.9%	11.5%	6.1%
Q5(13) Forestry preservation	10.6%	33.4%	37.6%	12.2%	6.2%
Q5(14) Economic development and business development services	7.4%	33.5%	42.8%	9.5%	6.8%
Q5(15) Comprehensive planning to maintain the urban growth boundary	11.0%	28.0%	38.5%	14.0%	8.5%
Q5(16) 911 and Medic One services	33.0%	37.8%	21.7%	5.1%	2.4%

WITHOUT DON'T KNOW

Q5 (Continued) Regional County Services (Without Don't Know)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5(17) Human services for at-risk youth, victims of domestic violence and sexual assault	10.9%	29.4%	38.7%	14.9%	6.1%
Q5(18) Job training, job placement, and education services	7.8%	25.6%	41.4%	16.7%	8.5%
Q5(19) Veterans' services	7.5%	18.9%	43.0%	19.2%	11.3%
Q5(20) Mental health and substance abuse treatment	6.6%	16.7%	39.3%	25.2%	12.3%
Q5(21) Affordable housing and homeless housing programs	5.8%	18.6%	38.1%	27.7%	9.8%
Q5(22) Public defense services for those who cannot afford an attorney	8.4%	27.9%	42.8%	13.1%	7.9%
Q5(23) Civil and criminal justice court services	7.0%	32.9%	39.6%	14.6%	6.0%
Q5(24) Adult jail services	5.3%	29.3%	42.8%	15.6%	7.0%
Q5(25) Juvenile detention services	6.2%	23.8%	44.1%	18.1%	7.8%
Q5(26) Prosecution of felony/criminal cases	9.7%	29.8%	42.1%	10.8%	7.6%
Q5(27) Public health clinical services	10.5%	34.3%	38.5%	12.7%	4.1%
Q5(28) Disaster preparedness, including natural disasters and pandemics	7.5%	36.6%	37.4%	14.8%	3.7%
Q5(29) Public health protection, disease control and health prevention programs, such as restaurant inspection, tobacco control & tuberculosis control	10.6%	40.8%	34.3%	10.4%	3.9%

Q6 Which FIVE of the regional county services in Question #5 do you think are most important for the county to provide?

Q6 First Priority Choice	Number	Percent
01=Metro Transit	208	20.3 %
02=King County Water Taxi	3	0.3 %
03=King County International Airport	20	2.0 %
04=Property records management	12	1.2 %
05=Property tax billing and collection	17	1.7 %
06=Property Assessments	17	1.7 %
07=Elections and voter registration	16	1.6 %
08=Sewage treatment	37	3.6 %
09=Solid waste disposal	6	0.6 %
10=Regional parks and trails	26	2.5 %
11=Flood protection	9	0.9 %
12=Agricultural preservation	5	0.5 %
13=Forestry preservation	9	0.9 %
14=Economic development and business development services	17	1.7 %
15=Comprehensive planning to maintain the urban growth	14	1.4 %
16=911 and Medic One services	217	21.2 %
17=Human services for at-risk youth, victims of domestic violence	21	2.0 %
18=Job training, job placement, and education services	35	3.4 %
19=Veterans services	16	1.6 %
20=Mental health and substance abuse treatment	27	2.6 %
21=Affordable housing and homeless housing programs	34	3.3 %
22=Public defense services for those who cannot afford it	3	0.3 %
23=Civil and criminal justice court services	20	2.0 %
24=Adult jail services	10	1.0 %
25=Juvenile detention services	7	0.7 %
26=Prosecution of felony/criminal cases	22	2.1 %
27=Public health clinical services	45	4.4 %
28=Disaster preparedness, including natural disasters and pandemics	34	3.3 %
29=Public health protection, disease control and health prevention	42	4.1 %
00=None Chosen	76	7.4 %
Total	1025	100.0 %

Q6 Which FIVE of the regional county services in Question #5 do you think are most important for the county to provide?

Q6 Second Priority Choice	Number	Percent
01=Metro Transit	88	8.6 %
02=King County Water Taxi	8	0.8 %
03=King County International Airport	18	1.8 %
04=Property records management	16	1.6 %
05=Property tax billing and collection	27	2.6 %
06=Property Assessments	15	1.5 %
07=Elections and voter registration	29	2.8 %
08=Sewage treatment	60	5.9 %
09=Solid waste disposal	23	2.2 %
10=Regional parks and trails	49	4.8 %
11=Flood protection	14	1.4 %
12=Agricultural preservation	19	1.9 %
13=Forestry preservation	9	0.9 %
14=Economic development and business development services	26	2.5 %
15=Comprehensive planning to maintain the urban growth	8	0.8 %
16=911 and Medic One services	115	11.2 %
17=Human services for at-risk youth, victims of domestic violence	62	6.0 %
18=Job training, job placement, and education services	46	4.5 %
19=Veterans services	16	1.6 %
20=Mental health and substance abuse treatment	36	3.5 %
21=Affordable housing and homeless housing programs	41	4.0 %
22=Public defense services for those who cannot afford it	2	0.2 %
23=Civil and criminal justice court services	32	3.1 %
24=Adult jail services	15	1.5 %
25=Juvenile detention services	3	0.3 %
26=Prosecution of felony/criminal cases	35	3.4 %
27=Public health clinical services	46	4.5 %
28=Disaster preparedness, including natural disasters and pandemics	33	3.2 %
29=Public health protection, disease control and health prevention	50	4.9 %
00=None Chosen	84	8.2 %
Total	1025	100.0 %

Q6 Which FIVE of the regional county services in Question #5 do you think are most important for the county to provide?

Q6 Third Priority Choice	Number	Percent
01=Metro Transit	79	7.7 %
02=King County Water Taxi	3	0.3 %
03=King County International Airport	20	2.0 %
04=Property records management	11	1.1 %
05=Property tax billing and collection	17	1.7 %
06=Property Assessments	27	2.6 %
07=Elections and voter registration	29	2.8 %
08=Sewage treatment	35	3.4 %
09=Solid waste disposal	34	3.3 %
10=Regional parks and trails	25	2.4 %
11=Flood protection	10	1.0 %
12=Agricultural preservation	14	1.4 %
13=Forestry preservation	13	1.3 %
14=Economic development and business development services	19	1.9 %
15=Comprehensive planning to maintain the urban growth	20	2.0 %
16=911 and Medic One services	95	9.3 %
17=Human services for at-risk youth, victims of domestic violence	39	3.8 %
18=Job training, job placement, and education services	53	5.2 %
19=Veterans services	24	2.3 %
20=Mental health and substance abuse treatment	39	3.8 %
21=Affordable housing and homeless housing programs	84	8.2 %
22=Public defense services for those who cannot afford it	13	1.3 %
23=Civil and criminal justice court services	34	3.3 %
24=Adult jail services	16	1.6 %
25=Juvenile detention services	10	1.0 %
26=Prosecution of felony/criminal cases	15	1.5 %
27=Public health clinical services	54	5.3 %
28=Disaster preparedness, including natural disasters and pandemics	43	4.2 %
29=Public health protection, disease control and health prevention	38	3.7 %
00=None Chosen	112	10.9 %
Total	1025	100.0 %

Q6 Which FIVE of the regional county services in Question #5 do you think are most important for the county to provide?

Q6 Fourth Priority Choice	Number	Percent
01=Metro Transit	47	4.6 %
02=King County Water Taxi	4	0.4 %
03=King County International Airport	13	1.3 %
04=Property records management	6	0.6 %
05=Property tax billing and collection	18	1.8 %
06=Property Assessments	13	1.3 %
07=Elections and voter registration	13	1.3 %
08=Sewage treatment	48	4.7 %
09=Solid waste disposal	26	2.5 %
10=Regional parks and trails	48	4.7 %
11=Flood protection	20	2.0 %
12=Agricultural preservation	19	1.9 %
13=Forestry preservation	20	2.0 %
14=Economic development and business development services	23	2.2 %
15=Comprehensive planning to maintain the urban growth	22	2.1 %
16=911 and Medic One services	53	5.2 %
17=Human services for at-risk youth, victims of domestic violence	36	3.5 %
18=Job training, job placement, and education services	36	3.5 %
19=Veterans services	29	2.8 %
20=Mental health and substance abuse treatment	30	2.9 %
21=Affordable housing and homeless housing programs	72	7.0 %
22=Public defense services for those who cannot afford it	26	2.5 %
23=Civil and criminal justice court services	32	3.1 %
24=Adult jail services	37	3.6 %
25=Juvenile detention services	9	0.9 %
26=Prosecution of felony/criminal cases	20	2.0 %
27=Public health clinical services	57	5.6 %
28=Disaster preparedness, including natural disasters and pandemics	48	4.7 %
29=Public health protection, disease control and health prevention	48	4.7 %
00=None Chosen	152	14.8 %
Total	1025	100.0 %

Q6 Which FIVE of the regional county services in Question #5 do you think are most important for the county to provide?

Q6 Fifth Priority Choice	Number	Percent
01=Metro Transit	40	3.9 %
03=King County International Airport	5	0.5 %
04=Property records management	5	0.5 %
05=Property tax billing and collection	6	0.6 %
06=Property Assessments	17	1.7 %
07=Elections and voter registration	19	1.9 %
08=Sewage treatment	38	3.7 %
09=Solid waste disposal	28	2.7 %
10=Regional parks and trails	51	5.0 %
11=Flood protection	18	1.8 %
12=Agricultural preservation	18	1.8 %
13=Forestry preservation	28	2.7 %
14=Economic development and business development services	34	3.3 %
15=Comprehensive planning to maintain the urban growth	25	2.4 %
16=911 and Medic One services	52	5.1 %
17=Human services for at-risk youth, victims of domestic violence	29	2.8 %
18=Job training, job placement, and education services	38	3.7 %
19=Veterans services	27	2.6 %
20=Mental health and substance abuse treatment	33	3.2 %
21=Affordable housing and homeless housing programs	34	3.3 %
22=Public defense services for those who cannot afford it	14	1.4 %
23=Civil and criminal justice court services	27	2.6 %
24=Adult jail services	14	1.4 %
25=Juvenile detention services	9	0.9 %
26=Prosecution of felony/criminal cases	19	1.9 %
27=Public health clinical services	57	5.6 %
28=Disaster preparedness, including natural disasters and pandemics	72	7.0 %
29=Public health protection, disease control and health prevention	79	7.7 %
00=None Chosen	189	18.4 %
Total	1025	100.0 %

Q6 Which FIVE of the regional county services in Question #5 do you think are most important for the county to provide? (Top Five)

Q6 Sum of Top Five Priority Choices	Number	Percent
01 = Metro Transit	462	45.1 %
02 = King County Water Taxi	18	1.8 %
03 = King County International Airport	76	7.4 %
04 = Property records management	50	4.9 %
05 = Property tax billing and collection	85	8.3 %
06 = Property Assessments	89	8.7 %
07 = Elections and voter registration	106	10.3 %
08 = Sewage treatment	218	21.3 %
09 = Solid waste disposal	117	11.4 %
10 = Regional parks and trails	199	19.4 %
11 = Flood protection	71	6.9 %
12 = Agricultural preservation	75	7.3 %
13 = Forestry preservation	79	7.7 %
14 = Economic development and business development services	119	11.6 %
15 = Comprehensive planning to maintain the urban growth	89	8.7 %
16 = 911 and Medic One services	532	51.9 %
17 = Human services for at-risk youth, victims of domestic violence	187	18.2 %
18 = Job training, job placement, and education services	208	20.3 %
19 = Veterans services	112	10.9 %
20 = Mental health and substance abuse treatment	165	16.1 %
21 = Affordable housing and homeless housing programs	265	25.9 %
22 = Public defense services for those who cannot afford it	58	5.7 %
23 = Civil and criminal justice court services	145	14.1 %
24 = Adult jail services	92	9.0 %
25 = Juvenile detention services	38	3.7 %
26 = Prosecution of felony/criminal cases	111	10.8 %
27 = Public health clinical services	259	25.3 %
28 = Disaster preparedness, including natural disasters & pandemics	230	22.4 %
29 = Public health protection, disease control and health prevention	257	25.1 %
00 = None Chosen	76	7.4 %
Total	4588	

Q7 Overall Priorities: Among the top priorities for LOCAL SERVICES you listed in Question 4 (on the previous page) and top priorities for REGIONAL SERVICES you listed in Question 6 (above), which 5 services are the most important services for the county to provide?

Q7 First Priority Choice	Number	Percent
01=Metro Transit	84	8.2 %
03=King County International Airport	8	0.8 %
05=Property tax billing and collection	7	0.7 %
06=Property Assessments	9	0.9 %
07=Elections and voter registration	7	0.7 %
08=Sewage treatment	9	0.9 %
10=Regional parks and trails	7	0.7 %
11=Flood protection	3	0.3 %
13=Forestry preservation	4	0.4 %
14=Economic development and business development services	18	1.8 %
15=Comprehensive planning to maintain the urban growth	8	0.8 %
16=911 and Medic One services	91	8.9 %
17=Human services for at-risk youth, victims of domestic violence	16	1.6 %
18=Job training, job placement, and education services	27	2.6 %
19=Veterans services	8	0.8 %
20=Mental health and substance abuse treatment	15	1.5 %
21=Affordable housing and homeless housing programs	26	2.5 %
23=Civil and criminal justice court services	3	0.3 %
24=Adult jail services	2	0.2 %
26=Prosecution of felony/criminal cases	6	0.6 %
27=Public health clinical services	13	1.3 %
28=Disaster preparedness, including natural disasters and pandemics	11	1.1 %
29=Public health protection, disease control and health prevention	18	1.8 %
A1=Building permits and inspections	10	1.0 %
B1=Law enforcement	357	34.8 %
C1=Stormwater management	2	0.2 %
D1=Construction and maintenance of roads and bridges	74	7.2 %
E1=Animal shelter and control	7	0.7 %
F1=Local parks	26	2.5 %
G1=Land use planning and protection of rural areas	32	3.1 %
Z1=None chosen	117	11.4 %
Total	1025	100.0 %

Q7 Overall Priorities: Among the top priorities for LOCAL SERVICES you listed in Question 4 (on the previous page) and top priorities for REGIONAL SERVICES you listed in Question 6 (above), which 5 services are the most important services for the county to provide?

Q7 Second Priority Choice	Number	Percent
01=Metro Transit	84	8.2 %
02=King County Water Taxi	4	0.4 %
03=King County International Airport	12	1.2 %
04=Property records management	8	0.8 %
05=Property tax billing and collection	9	0.9 %
06=Property Assessments	1	0.1 %
07=Elections and voter registration	4	0.4 %
08=Sewage treatment	18	1.8 %
09=Solid waste disposal	5	0.5 %
10=Regional parks and trails	20	2.0 %
11=Flood protection	4	0.4 %
12=Agricultural preservation	3	0.3 %
13=Forestry preservation	16	1.6 %
14=Economic development and business development services	5	0.5 %
15=Comprehensive planning to maintain the urban growth	3	0.3 %
16=911 and Medic One services	141	13.8 %
17=Human services for at-risk youth, victims of domestic violence	11	1.1 %
18=Job training, job placement, and education services	21	2.0 %
19=Veterans services	14	1.4 %
20=Mental health and substance abuse treatment	21	2.0 %
21=Affordable housing and homeless housing programs	33	3.2 %
22=Public defense services for those who cannot afford it	1	0.1 %
23=Civil and criminal justice court services	9	0.9 %
24=Adult jail services	9	0.9 %
25=Juvenile detention services	1	0.1 %
26=Prosecution of felony/criminal cases	15	1.5 %
27=Public health clinical services	38	3.7 %
28=Disaster preparedness, including natural disasters and pandemics	13	1.3 %
29=Public health protection, disease control and health prevention	26	2.5 %
A1=Building permits and inspections	11	1.1 %
B1=Law enforcement	116	11.3 %
C1=Stormwater management	18	1.8 %
D1=Construction and maintenance of roads and bridges	131	12.8 %
E1=Animal shelter and control	10	1.0 %
F1=Local parks	30	2.9 %
G1=Land use planning and protection of rural areas	27	2.6 %
Z1=None Chosen	133	13.0 %
Total	1025	100.0 %

Q7 Overall Priorities: Among the top priorities for LOCAL SERVICES you listed in Question 4 (on the previous page) and top priorities for REGIONAL SERVICES you listed in Question 6 (above), which 5 services are the most important services for the county to provide?

Q7 Third Priority Choice	Number	Percent
01=Metro Transit	75	7.3 %
02=King County Water Taxi	5	0.5 %
03=King County International Airport	10	1.0 %
04=Property records management	11	1.1 %
05=Property tax billing and collection	7	0.7 %
06=Property Assessments	7	0.7 %
07=Elections and voter registration	7	0.7 %
08=Sewage treatment	38	3.7 %
09=Solid waste disposal	13	1.3 %
10=Regional parks and trails	23	2.2 %
11=Flood protection	8	0.8 %
12=Agricultural preservation	11	1.1 %
13=Forestry preservation	4	0.4 %
14=Economic development and business development services	13	1.3 %
15=Comprehensive planning to maintain the urban growth	6	0.6 %
16=911 and Medic One services	74	7.2 %
17=Human services for at-risk youth, victims of domestic violence	27	2.6 %
18=Job training, job placement, and education services	31	3.0 %
19=Veterans services	6	0.6 %
20=Mental health and substance abuse treatment	18	1.8 %
21=Affordable housing and homeless housing programs	26	2.5 %
22=Public defense services for those who cannot afford it	4	0.4 %
23=Civil and criminal justice court services	16	1.6 %
24=Adult jail services	9	0.9 %
25=Juvenile detention services	11	1.1 %
26=Prosecution of felony/criminal cases	27	2.6 %
27=Public health clinical services	23	2.2 %
28=Disaster preparedness, including natural disasters and pandemics	28	2.7 %
29=Public health protection, disease control and health prevention	43	4.2 %
A1=Building permits and inspections	3	0.3 %
B1=Law enforcement	62	6.0 %
C1=Stormwater management	15	1.5 %
D1=Construction and maintenance of roads and bridges	113	11.0 %
E1=Animal shelter and control	21	2.0 %
F1=Local parks	35	3.4 %
G1=Land use planning and protection of rural areas	45	4.4 %
Z1=None chosen	150	14.6 %
Total	1025	100.0 %

Q7 Overall Priorities: Among the top priorities for LOCAL SERVICES you listed in Question 4 (on the previous page) and top priorities for REGIONAL SERVICES you listed in Question 6 (above), which 5 services are the most important services for the county to provide?

Q7 Fourth Priority Choice	Number	Percent
01=Metro Transit	65	6.3 %
02=King County Water Taxi	6	0.6 %
03=King County International Airport	16	1.6 %
04=Property records management	3	0.3 %
05=Property tax billing and collection	17	1.7 %
06=Property Assessments	11	1.1 %
07=Elections and voter registration	15	1.5 %
08=Sewage treatment	26	2.5 %
09=Solid waste disposal	19	1.9 %
10=Regional parks and trails	12	1.2 %
11=Flood protection	7	0.7 %
12=Agricultural preservation	8	0.8 %
13=Forestry preservation	8	0.8 %
14=Economic development and business development services	19	1.9 %
15=Comprehensive planning to maintain the urban growth	8	0.8 %
16=911 and Medic One services	68	6.6 %
17=Human services for at-risk youth, victims of domestic violence	23	2.2 %
18=Job training, job placement, and education services	31	3.0 %
19=Veterans services	23	2.2 %
20=Mental health and substance abuse treatment	32	3.1 %
21=Affordable housing and homeless housing programs	52	5.1 %
22=Public defense services for those who cannot afford it	13	1.3 %
23=Civil and criminal justice court services	28	2.7 %
24=Adult jail services	14	1.4 %
25=Juvenile detention services	2	0.2 %
26=Prosecution of felony/criminal cases	18	1.8 %
27=Public health clinical services	39	3.8 %
28=Disaster preparedness, including natural disasters and pandemics	28	2.7 %
29=Public health protection, disease control and health prevention	33	3.2 %
A1=Building permits and inspections	12	1.2 %
B1=Law enforcement	31	3.0 %
C1=Stormwater management	19	1.9 %
D1=Construction and maintenance of roads and bridges	67	6.5 %
E1=Animal shelter and control	17	1.7 %
F1=Local parks	31	3.0 %
G1=Land use planning and protection of rural areas	37	3.6 %
Z1=None Chosen	167	16.3 %
Total	1025	100.0 %

Q7 Overall Priorities: Among the top priorities for LOCAL SERVICES you listed in Question 4 (on the previous page) and top priorities for REGIONAL SERVICES you listed in Question 6 (above), which 5 services are the most important services for the county to provide?

Q7 Fifth Priority Choice	Number	Percent
01=Metro Transit	52	5.1 %
02=King County Water Taxi	1	0.1 %
03=King County International Airport	7	0.7 %
04=Property records management	13	1.3 %
05=Property tax billing and collection	11	1.1 %
06=Property Assessments	14	1.4 %
07=Elections and voter registration	19	1.9 %
08=Sewage treatment	23	2.2 %
09=Solid waste disposal	13	1.3 %
10=Regional parks and trails	35	3.4 %
11=Flood protection	4	0.4 %
12=Agricultural preservation	3	0.3 %
13=Forestry preservation	8	0.8 %
14=Economic development and business development services	13	1.3 %
15=Comprehensive planning to maintain the urban growth	15	1.5 %
16=911 and Medic One services	65	6.3 %
17=Human services for at-risk youth, victims of domestic violence	32	3.1 %
18=Job training, job placement, and education services	21	2.0 %
19=Veterans services	14	1.4 %
20=Mental health and substance abuse treatment	29	2.8 %
21=Affordable housing and homeless housing programs	42	4.1 %
22=Public defense services for those who cannot afford it	7	0.7 %
23=Civil and criminal justice court services	26	2.5 %
24=Adult jail services	13	1.3 %
25=Juvenile detention services	3	0.3 %
26=Prosecution of felony/criminal cases	15	1.5 %
27=Public health clinical services	57	5.6 %
28=Disaster preparedness, including natural disasters and pandemics	35	3.4 %
29=Public health protection, disease control and health prevention	42	4.1 %
A1=Building permits and inspections	9	0.9 %
B1=Law enforcement	24	2.3 %
C1=Stormwater management	15	1.5 %
D1=Construction and maintenance of roads and bridges	63	6.1 %
E1=Animal shelter and control	7	0.7 %
F1=Local parks	67	6.5 %
G1=Land use planning and protection of rural areas	12	1.2 %
Z1=None Chosen	196	19.1 %
Total	1025	100.0 %

Q7 Overall Priorities: Among the top priorities for LOCAL SERVICES you listed in Question 4 (on the previous page) and top priorities for REGIONAL SERVICES you listed in Question 6 (above), which 5 services are the most important services for the county to provide?(top five)

Q7 Sum of Top Five Priority Choices	Number	Percent
01 = Metro Transit	360	35.1 %
02 = King County Water Taxi	16	1.6 %
03 = King County International Airport	53	5.2 %
04 = Property records management	35	3.4 %
05 = Property tax billing and collection	51	5.0 %
06 = Property Assessments	42	4.1 %
07 = Elections and voter registration	52	5.1 %
08 = Sewage treatment	114	11.1 %
09 = Solid waste disposal	50	4.9 %
10 = Regional parks and trails	97	9.5 %
11 = Flood protection	26	2.5 %
12 = Agricultural preservation	25	2.4 %
13 = Forestry preservation	40	3.9 %
14 = Economic development and business development services	68	6.6 %
15 = Comprehensive planning to maintain the urban growth	40	3.9 %
16 = 911 and Medic One services	439	42.8 %
17 = Human services for at-risk youth, victims of domestic violence	109	10.6 %
18 = Job training, job placement, and education services	131	12.8 %
19 = Veterans services	65	6.3 %
20 = Mental health and substance abuse treatment	115	11.2 %
21 = Affordable housing and homeless housing programs	179	17.5 %
22 = Public defense services for those who cannot afford it	25	2.4 %
23 = Civil and criminal justice court services	82	8.0 %
24 = Adult jail services	47	4.6 %
25 = Juvenile detention services	17	1.7 %
26 = Prosecution of felony/criminal cases	81	7.9 %
27 = Public health clinical services	170	16.6 %
28 = Disaster preparedness, including natural disasters & pandemics	115	11.2 %
29 = Public health protection, disease control and health prevention	162	15.8 %
A1 = Building permits and inspections	45	4.4 %
B1 = Law enforcement	590	57.6 %
C1 = Stormwater management	69	6.7 %
D1 = Construction and maintenance of roads and bridges	448	43.7 %
E1 = Animal shelter and control	62	6.0 %
F1 = Local parks	189	18.4 %
G1 = Land use planning and protection of rural areas	153	14.9 %
Z1 = None chosen	117	11.4 %
Total	4479	

Q8 Law and Justice Services

(N=1025)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a Timeliness of law enforcement	19.0%	35.1%	19.1%	7.5%	2.7%	16.6%
Q8b Enforcement of local traffic laws in your area	10.6%	40.9%	23.2%	12.9%	5.9%	6.5%
Q8c Confidence in law enforcement to solve problems effectively	10.0%	34.6%	28.2%	14.1%	5.5%	7.5%
Q8d Confidence in law enforcement to deal with situations in a fair and equitable manner	9.8%	31.1%	31.3%	13.2%	6.0%	8.6%
Q8e Extent to which law enforcement is proactive in solving community problems	6.4%	20.9%	34.3%	15.6%	5.3%	17.5%
Q8f Access to the county court system	6.6%	21.9%	29.0%	5.4%	2.1%	35.1%
Q8g Fairness of the county court system	5.6%	25.9%	25.5%	5.7%	2.6%	34.7%
Q8h Timeliness of the county court system	4.1%	20.6%	27.4%	8.4%	3.3%	36.2%

EXCLUDING DON'T KNOW

Q8 Law and Justice Services (Without Don't Know)

(N=1025)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a Timeliness of law enforcement	22.8%	42.1%	22.9%	8.9%	3.3%
Q8b Enforcement of local traffic laws in your area	11.3%	43.7%	24.8%	13.8%	6.3%
Q8c Confidence in law enforcement to solve problems effectively	10.8%	37.4%	30.5%	15.3%	5.9%
Q8d Confidence in law enforcement to deal with situations in a fair and equitable manner	10.7%	34.0%	34.2%	14.5%	6.5%
Q8e Extent to which law enforcement is proactive in solving community problems	7.7%	25.3%	41.6%	18.9%	6.4%
Q8f Access to the county court system	10.1%	33.7%	44.7%	8.3%	3.2%
Q8g Fairness of the county court system	8.6%	39.6%	39.0%	8.7%	4.1%
Q8h Timeliness of the county court system	6.5%	32.3%	42.9%	13.2%	5.2%

Q9 Which THREE of the service aspects listed above in Question #8 are most important to your household?

Q9 Top Priority Choice	Number	Percent
A=Timeliness of law enforcement	550	53.7 %
B=Enforcement of local traffic laws in your area	63	6.1 %
C=Confidence in law enforcement to solve problems effectively	87	8.5 %
D=Confidence in law enforcement to deal with situations in a fair and equitable manner	109	10.6 %
E=Extent to which law enforcement is proactive in solving community problems	28	2.7 %
F=Access to the county court system	25	2.4 %
G=Fairness of the county court system	22	2.1 %
H=Timeliness of the county court system	11	1.1 %
Z=None Chosen	130	12.7 %
Total	1025	100.0 %

Q9 Which THREE of the service aspects listed above in Question #8 are most important to your household?

Q9 Second Priority Choice	Number	Percent
A=Timeliness of law enforcement	92	9.0 %
B=Enforcement of local traffic laws in your area	143	14.0 %
C=Confidence in law enforcement to solve problems effectively	236	23.0 %
D=Confidence in law enforcement to deal with situations in a fair and equitable manner	192	18.7 %
E=Extent to which law enforcement is proactive in solving community problems	86	8.4 %
F=Access to the county court system	11	1.1 %
G=Fairness of the county court system	85	8.3 %
H=Timeliness of the county court system	15	1.5 %
Z=None Chosen	165	16.1 %
Total	1025	100.0 %

Q9 Which THREE of the service aspects listed above in Question #8 are most important to your household?

Q9 Third Priority Choice	Number	Percent
A=Timeliness of law enforcement	53	5.2 %
B=Enforcement of local traffic laws in your area	69	6.7 %
C=Confidence in law enforcement to solve problems effectively	176	17.2 %
D=Confidence in law enforcement to deal with situations in a fair and equitable manner	161	15.7 %
E=Extent to which law enforcement is proactive in solving community problems	140	13.7 %
F=Access to the county court system	35	3.4 %
G=Fairness of the county court system	122	11.9 %
H=Timeliness of the county court system	61	6.0 %
Z=None Chosen	208	20.3 %
Total	1025	100.0 %

Q9 Which THREE of the service aspects listed above in Question #8 are most important to your household?(top three)

Q9 Sum of Top Three Priority Choices	Number	Percent
A = Timeliness of law enforcement	695	67.8 %
B = Enforcement of local traffic laws in your area	275	26.8 %
C = Confidence in law enforcement to solve problems effectively	499	48.7 %
D = Confidence in law enforcement to deal with situations in a fair and equitable manner	462	45.1 %
E = Extent to which law enforcement is proactive in solving community problems	254	24.8 %
F = Access to the county court system	71	6.9 %
G = Fairness of the county court system	229	22.3 %
H = Timeliness of the county court system	87	8.5 %
Z = None Chosen	130	12.7 %
Total	2702	

Q10 Customer Service and Community Engagement

(N=1025)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q10a The King County employees I've encountered have been courteous, polite, and helpful	15.6%	42.6%	21.9%	5.9%	2.4%	11.7%
Q10b When needed, I have been able to easily find the right person at King County to help me	8.8%	27.5%	27.1%	13.3%	5.0%	18.3%
Q10c If I've contacted King County with a problem, King County employees were helpful in solving it	8.7%	26.8%	26.2%	8.6%	3.8%	25.9%
Q10d I have opportunities to participate in King County government decision-making	4.6%	19.0%	26.5%	9.5%	8.5%	31.9%
Q10e King County government is willing to listen and be influenced when residents participate	4.6%	18.2%	27.5%	12.2%	7.5%	30.1%
Q10f I have opportunities to improve my community's well-being in collaboration with King County government	4.4%	22.9%	26.3%	9.3%	6.0%	31.1%
Q10g Information provided by King County is easy to understand	8.2%	31.7%	29.0%	11.3%	5.7%	14.1%

EXCLUDING DON'T KNOW

Q10 Customer Service and Community Engagement (Without Don't Know)

(N=1025)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q10a The King County employees I've encountered have been courteous, polite, and helpful	17.6%	48.3%	24.8%	6.7%	2.7%
Q10b When needed, I have been able to easily find the right person at King County to help me	10.8%	33.6%	33.1%	16.3%	6.1%
Q10c If I've contacted King County with a problem, King County employees were helpful in solving it	11.8%	36.1%	35.3%	11.6%	5.2%
Q10d I have opportunities to participate in King County government decision-making	6.8%	27.9%	38.8%	14.0%	12.5%
Q10e King County government is willing to listen and be influenced when residents participate	6.6%	26.1%	39.3%	17.4%	10.7%
Q10f I have opportunities to improve my community's well-being in collaboration with King County government	6.4%	33.3%	38.1%	13.5%	8.7%
Q10g Information provided by King County is easy to understand	9.6%	36.9%	33.8%	13.1%	6.6%

Q11 Getting to places around the county

(N=1025)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a Condition of bike paths and trails you use	14.5%	41.2%	15.8%	6.4%	2.2%	20.0%
Q11b Condition of streets you use	6.2%	31.8%	25.2%	24.9%	9.6%	2.4%
Q11c Conditions of sidewalks you use	7.9%	36.3%	27.5%	17.3%	6.7%	4.4%
Q11d Traffic flow in your area	6.5%	32.0%	24.8%	24.0%	11.1%	1.7%
Q11e Traffic safety in your area	9.0%	39.7%	25.9%	15.1%	7.5%	2.8%
Q11f Availability of transit service at the hours you need it	13.7%	26.9%	20.3%	12.8%	8.9%	17.4%
Q11g Affordability of transit fares	12.3%	32.4%	23.1%	10.9%	4.3%	17.1%
Q11h Reliability of transit in your area	14.0%	35.4%	19.2%	8.2%	5.3%	17.8%
Q11i Ease of transferring between transit systems	11.0%	26.3%	19.8%	7.7%	6.9%	28.3%
Q11j Transportation alternatives to car or bus such, as bike lanes and pedestrian access	11.2%	26.5%	26.7%	12.5%	6.4%	16.9%

EXCLUDING DON'T KNOW

Q11 Getting to places around the county (Without Don't Know)

(N=1025)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a Condition of bike paths and trails you use	18.1%	51.5%	19.7%	8.0%	2.7%
Q11b Condition of streets you use	6.3%	32.5%	25.8%	25.5%	9.8%
Q11c Conditions of sidewalks you use	8.3%	37.9%	28.7%	18.1%	7.0%
Q11d Traffic flow in your area	6.6%	32.5%	25.2%	24.4%	11.3%
Q11e Traffic safety in your area	9.3%	40.9%	26.6%	15.5%	7.7%
Q11f Availability of transit service at the hours you need it	16.6%	32.5%	24.6%	15.5%	10.8%
Q11g Affordability of transit fares	14.8%	39.0%	27.9%	13.1%	5.2%
Q11h Reliability of transit in your area	17.1%	43.1%	23.4%	10.0%	6.4%
Q11i Ease of transferring between transit systems	15.3%	36.7%	27.6%	10.8%	9.6%
Q11j Transportation alternatives to car or bus such, as bike lanes and pedestrian access	13.4%	31.8%	32.1%	15.0%	7.7%

Q12 Which THREE of the items listed above in Question #11 do you think are most important?

Q12 First Priority Choice	Number	Percent
A=Condition of bike paths and trails you use	21	2.0 %
B=Condition of streets you use	392	38.2 %
C=Condition of sidewalks you use	42	4.1 %
D=Traffic flow in your area	157	15.3 %
E=Traffic safety in your area	101	9.9 %
F=Availability of transit service at the hours you need it	118	11.5 %
G=Affordability of transit fares	27	2.6 %
H=Reliability of transit in your area	24	2.3 %
I=Ease of transferring between transit systems	20	2.0 %
J=Transportation alternatives to car or bus such, as bike lanes	25	2.4 %
Z=None Chosen	98	9.6 %
Total	1025	100.0 %

Q12 Which THREE of the items listed above in Question #11 do you think are most important?

Q12 Second Priority Choice	Number	Percent
A=Condition of bike paths and trails you use	48	4.7 %
B=Condition of streets you use	119	11.6 %
C=Condition of sidewalks you use	106	10.3 %
D=Traffic flow in your area	201	19.6 %
E=Traffic safety in your area	137	13.4 %
F=Availability of transit service at the hours you need it	90	8.8 %
G=Affordability of transit fares	64	6.2 %
H=Reliability of transit in your area	68	6.6 %
I=Ease of transferring between transit systems	28	2.7 %
J=Transportation alternatives to car or bus such, as bike lanes	31	3.0 %
Z=None Chosen	133	13.0 %
Total	1025	100.0 %

Q12 Which THREE of the items listed above in Question #11 do you think are most important?

Q12 Third Priority Choice	Number	Percent
A=Condition of bike paths and trails you use	55	5.4 %
B=Condition of streets you use	95	9.3 %
C=Condition of sidewalks you use	74	7.2 %
D=Traffic flow in your area	129	12.6 %
E=Traffic safety in your area	145	14.1 %
F=Availability of transit service at the hours you need it	81	7.9 %
G=Affordability of transit fares	75	7.3 %
H=Reliability of transit in your area	94	9.2 %
I=Ease of transferring between transit systems	58	5.7 %
J=Transportation alternatives to car or bus such, as bike lanes	49	4.8 %
Z=None Chosen	170	16.6 %
Total	1025	100.0 %

Q12 Which THREE of the items listed above in Question #11 do you think are most important? (top three)

Q12 Sum of Top Three Priority Choices	Number	Percent
A = Condition of bike paths and trails you use	124	12.1 %
B = Condition of streets you use	606	59.1 %
C = Condition of sidewalks you use	222	21.7 %
D = Traffic flow in your area	487	47.5 %
E = Traffic safety in your area	383	37.4 %
F = Availability of transit service at the hours you need it	289	28.2 %
G = Affordability of transit fares	166	16.2 %
H = Reliability of transit in your area	186	18.1 %
I = Ease of transferring between transit systems	106	10.3 %
J = Transportation alternatives to car or bus such, as bike lanes ...	105	10.2 %
Z = None Chosen	98	9.6 %
Total	2772	

Q13 Feeling of Safety

(N=1025)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q13a I feel safe in my neighborhood during	44.2%	45.5%	6.6%	2.9%	0.4%	0.4%
Q13b I feel safe in my neighborhood at night	23.0%	43.7%	15.7%	12.6%	4.1%	0.9%
Q13c I feel safe taking public transit	17.0%	35.1%	21.8%	10.9%	3.8%	11.4%
Q13d I feel safe biking in my neighborhood	18.3%	37.1%	17.1%	8.5%	2.3%	16.7%
Q13e I feel safe walking in my neighborhood	32.6%	47.2%	11.7%	6.3%	1.2%	1.0%
Q13f I feel safe walking in my local business district	32.3%	45.8%	14.4%	4.6%	0.8%	2.1%
Q13g I feel safe from public health threats, such as communicable diseases	24.4%	45.3%	20.6%	5.5%	1.3%	3.0%
Q13h I feel protected from flood risks	30.0%	38.0%	17.0%	5.3%	2.0%	7.7%

EXCLUDING DON'T KNOW

Q13 Feeling of Safety (Without Don't Know)

(N=1025)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q13a I feel safe in my neighborhood during	44.4%	45.6%	6.7%	2.9%	0.4%
Q13b I feel safe in my neighborhood at night	23.2%	44.1%	15.8%	12.7%	4.1%
Q13c I feel safe taking public transit	19.2%	39.6%	24.6%	12.3%	4.3%
Q13d I feel safe biking in my neighborhood	22.0%	44.5%	20.5%	10.2%	2.8%
Q13e I feel safe walking in my neighborhood	32.9%	47.7%	11.8%	6.4%	1.2%
Q13f I feel safe walking in my local business district	33.0%	46.8%	14.8%	4.7%	0.8%
Q13g I feel safe from public health threats, such as communicable diseases	25.2%	46.7%	21.2%	5.6%	1.3%
Q13h I feel protected from flood risks	32.5%	41.2%	18.4%	5.7%	2.2%

Q14 Online Services

(N=1025)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q14a I would be likely to "follow" or "subscribe to" one of King County's social media sites to receive timely information	10.0%	21.0%	20.3%	18.7%	18.7%	11.2%
Q14b In an emergency, I would access the King County website for my news updates, transportation, and other news	20.7%	39.6%	14.5%	9.1%	8.2%	7.9%
Q14c If given a choice, I would choose to conduct business on the King County website, rather than visiting a county office and/or mailing documents	33.2%	34.3%	11.8%	6.5%	7.4%	6.7%

EXCLUDING DON'T KNOW
Q14 Online Services (Without Don't Know)

(N=1025)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q14a I would be likely to "follow" or "subscribe to" one of King County's social media sites to receive timely information	11.3%	23.6%	22.9%	21.1%	21.1%
Q14b In an emergency, I would access the King County website for my news updates, transportation, and other news	22.5%	43.0%	15.8%	9.9%	8.9%
Q14c If given a choice, I would choose to conduct business on the King County website, rather than visiting a county office and/or mailing documents	35.6%	36.8%	12.7%	7.0%	7.9%

Q15 Have you used the King County website?

Q15 Have you used the King County website?	Number	Percent
Yes	590	57.6 %
No	435	42.4 %
Total	1025	100.0 %

Q15a Have you accessed the King County website on your smart phone, tablet, or other mobile device?

Q15a Have you accessed the King County website on your smart phone, tablet, or other mobile device?	Number	Percent
Yes	119	20.2 %
No	471	79.8 %
Total	590	100.0 %

Q15b How helpful was the information provided on the King County website?

Q15b How helpful was the information provided on the King County website?	Number	Percent
Very Helpful	109	18.5 %
Helpful	333	56.4 %
Neutral	64	10.8 %
Not Helpful	30	5.1 %
Not Helpful at all	4	0.7 %
Don't Know	50	8.5 %
Total	590	100.0 %

Q15c How easy was the King County website to use?

Q15c How easy was the King County website to use?	Number	Percent
Very Easy	83	14.1 %
Easy	255	43.2 %
Neutral	148	25.1 %
Not Easy	65	11.0 %
Not Easy at All	10	1.7 %
Don't Know	29	4.9 %
Total	590	100.0 %

Q16 As a result of anticipated budget cuts, the State of Washington may reduce services throughout the state, including in King County. Potential service reductions may impact social services, health services, and public health. Knowing this, please rate your level of agreement to the following statement: "In order to address potential service reductions to social, health and public health services, King County should seek out additional revenue sources to continue providing these services for King County residents.

Q16 Please rate your level of agreement to the following statement: "In order to address potential service reductions to social, health and public health services, King County should seek out additional revenue sources to continue providing these services for King County residents.	Number	Percent
Strongly Agree	283	27.6 %
Agree	275	26.8 %
Neither agree or disagree	144	14.0 %
Disagree	131	12.8 %
Strongly Disagree	112	10.9 %
Don't know enough to have an opinion	80	7.8 %
Total	1025	100.0 %

Q17 King County is primarily funded through taxes and service charges. If King County were to seek out additional revenue sources to maintain service levels or add services, which of the following sources should King County consider?

Q17 First Priority	Number	Percent
A=Property tax levies for specific services	136	13.3 %
B=Increase sales tax	118	11.5 %
C=Higher user and service fees	145	14.1 %
D=Increased penalties and fines	208	20.3 %
E=Sales tax on services	47	4.6 %
F=Regional utility tax	17	1.7 %
G=No new revenue/None of these	263	25.7 %
H=Other	54	5.3 %
Z=None chosen	37	3.6 %
Total	1025	100.0 %

Q17 King County is primarily funded through taxes and service charges. If King County were to seek out additional revenue sources to maintain service levels or add services, which of the following sources should King County consider?

Q17 Second Priority	Number	Percent
A=Property tax levies for specific services	95	9.3 %
B=Increase sales tax	86	8.4 %
C=Higher user and service fees	186	18.1 %
D=Increased penalties and fines	177	17.3 %
E=Sales tax on services	87	8.5 %
F=Regional utility tax	35	3.4 %
G=No new revenue/None of these	67	6.5 %
H=Other	56	5.5 %
Z=None Chosen	236	23.0 %
Total	1025	100.0 %

Q17 King County is primarily funded through taxes and service charges. If King County were to seek out additional revenue sources to maintain service levels or add services, which of the following sources should King County consider?

Q17 Third Priority	Number	Percent
A=Property tax levies for specific services	76	7.4 %
B=Increase sales tax	66	6.4 %
C=Higher user and service fees	100	9.8 %
D=Increased penalties and fines	97	9.5 %
E=Sales tax on services	119	11.6 %
F=Regional utility tax	81	7.9 %
G=No new revenue/None of these	78	7.6 %
H=Other	27	2.6 %
Z=None Chosen	381	37.2 %
Total	1025	100.0 %

Q17 King County is primarily funded through taxes and service charges. If King County were to seek out additional revenue sources to maintain service levels or add services, which of the following sources should King County consider? (Top Three)

Q17 Sum of Top Three Priority Choices	Number	Percent
A = Property tax levies for specific services	307	30.0 %
B = Increase sales tax	270	26.3 %
C = Higher user and service fees	431	42.0 %
D = Increased penalties and fines	482	47.0 %
E = Sales tax on services	253	24.7 %
F = Regional utility tax	133	13.0 %
G = No new revenue/None of these	408	39.8 %
H = Other	137	13.4 %
Z = None chosen	37	3.6 %
Total	2458	

Q18 Please rate your level of agreement to the following statement: "Property values established by the King County Assessor are fair and equitable."

Q18 Please rate your level of agreement to the following statement: "Property values established by the King County Assessor are fair and equitable."	Number	Percent
Strongly Agree	41	4.0 %
Agree	243	23.7 %
Neither agree or disagree	247	24.1 %
Disagree	212	20.7 %
Strongly Disagree	109	10.6 %
Don't know enough to have an opinion	173	16.9 %
Total	1025	100.0 %

Q19 Approximately how many years have you lived in King County?

Q19 Approximately how many years have you lived in King County?	Number	Percent
3 or fewer years	70	6.8 %
4-5 years	52	5.1 %
6-10 years	142	13.9 %
11-15 years	94	9.2 %
16-20 years	86	8.4 %
21-30 years	191	18.6 %
31+ years	390	38.0 %
Total	1025	100.0 %

Q20 Which of the following best describes your AGE?

Q20 Which of the following best describes your AGE?	Number	Percent
18-34 years	178	17.4 %
35-44 years	203	19.8 %
45-54 years	250	24.4 %
55-64 years	212	20.7 %
65+ years	170	16.6 %
Not provided	12	1.2 %
Total	1025	100.0 %

Q21 How many people, including yourself, live in your household?

Q21 How many people, including yourself, live in your household?	Number	Percent
1	166	16.2 %
2	335	32.7 %
3	211	20.6 %
4	203	19.8 %
5+	110	10.7 %
Total	1025	100.0 %

Q22 Are you of Hispanic or Latino ancestry?

Q22 Are you of Hispanic or Latino ancestry?	Number	Percent
Yes	99	9.7 %
No	908	88.6 %
Not provided	18	1.8 %
Total	1025	100.0 %

Q23 Do you consider yourself to be:

Q23 Do you consider yourself to be:	Number	Percent
Hispanic/Latino	98	9.6 %
Non-Hispanic White	656	64.0 %
Non-Hispanic Black/African-American	61	6.0 %
Asian or Pacific Islander	163	15.9 %
American Indian or Alaska Native	14	1.4 %
Two or more races	36	3.5 %
Other	12	1.2 %
Total	1040	

Q24 Were you born in the United States?

Q24 Were you born in the United States?	Number	Percent
Yes	841	82.0 %
No	170	16.6 %
Not provided	14	1.4 %
Total	1025	100.0 %

Q25 Which of the following best describes your ANNUAL HOUSEHOLD INCOME?

Q25 Which of the following best describes your ANNUAL HOUSEHOLD INCOME?	Number	Percent
Less than $14,999	61	6.0 %
$15,000-$24,999	62	6.0 %
$25,000-$49,999	127	12.4 %
$50,000-$74,999	143	14.0 %
$75,000-$99,999	146	14.2 %
$100,000-$149,999	186	18.1 %
$150,000 or more	188	18.3 %
Not provided	112	10.9 %
Total	1025	100.0 %

Q26 What is your gender?

Q26 What is your gender?	Number	Percent
Male	491	47.9 %
Female	534	52.1 %
Total	1025	100.0 %

Q27 Do you own or rent your home?

Q27 Do you own or rent your home?	Number	Percent
Own	722	70.4 %
Rent	291	28.4 %
Not provided	12	1.2 %
Total	1025	100.0 %

Q28 Are you willing to participate in a focus group sponsored by King County to discuss some of the issues addressed in this survey?

Q28 Are you willing to participate in a focus group sponsored by King County to discuss some of the issues addressed in this survey?	Number	Percent
Yes	344	33.6 %
No	673	65.7 %
Don't Know	8	0.8 %
Total	1025	100.0 %

Appendix F:
Survey Instrument

King County

Dear King County Resident:

Your household has been randomly selected to participate in this very important survey. This letter has been sent to a limited number of residents. We very much appreciate your participation, as your answers will help us to improve our service delivery.

Your responses will be anonymous.

King County government provides many different services to you and our community's 1.9 million residents. If you live within one of the county's 39 cities, we provide you with regional services including public health, transit, wastewater treatment, and court services. For the approximately 250,000 residents who live in King County's unincorporated areas, we provide both the regional services listed above, and basic government services, including road maintenance and law enforcement.

Given these difficult financial times, we want you to help us evaluate our priorities and ensure that we are using our limited resources appropriately and efficiently. We appreciate you taking the time to complete this survey, and for letting us know how we can better serve you.

If you have any questions about the survey or would like more information, please contact us at (206) 263-9622.

Sincerely,

Dow Constantine

Dow Constantine
King County Executive

2012 King County Resident Survey

Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. YOUR RESPONSES ARE ANONYMOUS. When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

1. Perceptions of the Community Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	King County as a place **to live**	5	4	3	2	1	9
B.	King County as a place **to raise children**	5	4	3	2	1	9
C.	King County as a place **to work**	5	4	3	2	1	9
D.	King County as a place **to retire**	5	4	3	2	1	9
E.	Overall value that you receive for your tax dollars and fees	5	4	3	2	1	9
F.	Overall quality of life in the county	5	4	3	2	1	9
G.	Overall quality of services provided by King County government	5	4	3	2	1	9
H.	How well King County is preparing for the county's growth	5	4	3	2	1	9
I.	The general direction King County as a region is heading	5	4	3	2	1	9

2. Guiding Principles How well do each of the following terms describe King County government:		Very Well	Well	Somewhat well	Not well	Not well at all	Don't Know
A.	Collaborative	5	4	3	2	1	9
B.	Service-oriented	5	4	3	2	1	9
C.	Results-focused	5	4	3	2	1	9
D.	Accountable	5	4	3	2	1	9
E.	Innovative	5	4	3	2	1	9
F.	Professional	5	4	3	2	1	9
G.	Fair and just	5	4	3	2	1	9

3. Local County Services Please rate your satisfaction with the following services in the community where you live. If King County is not your provider for the service, please answer for whoever your local provider is.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Building permits and inspections	5	4	3	2	1	9
B.	Law enforcement	5	4	3	2	1	9
C.	Stormwater management (drainage investigations and managing stormwater facilities)	5	4	3	2	1	9
D.	Construction and maintenance of roads and bridges	5	4	3	2	1	9
E.	Animal shelter and control	5	4	3	2	1	9
F.	Local parks	5	4	3	2	1	9
G.	Land use planning and protection of rural areas through adoption and enforcement of development regulations	5	4	3	2	1	9

4. **Which THREE of the local county services in Question #3 do you think are most important for the county to provide?** [Write in the letters for your top choices below using the letters from the list in Question 3].

1st:____ 2nd:____ 3rd: ____

5. Regional County Services Please rate your satisfaction with the following services.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Metro Transit	5	4	3	2	1	9
2.	King County Water Taxi (passenger only service)	5	4	3	2	1	9
3.	King County International Airport (Boeing Field)	5	4	3	2	1	9
4.	Property records management	5	4	3	2	1	9
5.	Property tax billing and collection	5	4	3	2	1	9
6.	Property Assessments	5	4	3	2	1	9
7.	Elections and voter registration	5	4	3	2	1	9
8.	Sewage treatment	5	4	3	2	1	9
9.	Solid waste disposal (Cedar Hills Landfill and transfer stations)	5	4	3	2	1	9
10.	Regional parks and trails (ex. Marymoor Park and the Burke-Gilman Trail)	5	4	3	2	1	9
11.	Flood protection	5	4	3	2	1	9
12.	Agricultural preservation	5	4	3	2	1	9
13.	Forestry preservation	5	4	3	2	1	9
14.	Economic development and business development services (such as leadership of King County Aerospace Alliance)	5	4	3	2	1	9
15.	Comprehensive planning to maintain the urban growth boundary	5	4	3	2	1	9
16.	911 and Medic One services	5	4	3	2	1	9
17.	Human services for at-risk youth, victims of domestic violence and sexual assault	5	4	3	2	1	9
18.	Job training, job placement, and education services	5	4	3	2	1	9
19.	Veterans' services	5	4	3	2	1	9
20.	Mental health and substance abuse treatment	5	4	3	2	1	9
21.	Affordable housing and homeless housing programs	5	4	3	2	1	9
22.	Public defense services for those who cannot afford an attorney	5	4	3	2	1	9
23.	Civil and criminal justice court services	5	4	3	2	1	9
24.	Adult jail services	5	4	3	2	1	9
25.	Juvenile detention services	5	4	3	2	1	9
26.	Prosecution of felony/criminal cases (Prosecuting Attorney)	5	4	3	2	1	9
27.	Public health clinical services	5	4	3	2	1	9
28.	Disaster preparedness, including natural disasters and pandemics	5	4	3	2	1	9
29.	Public health protection, disease control and health prevention programs, such as restaurant inspection, tobacco control & tuberculosis control	5	4	3	2	1	9

6. **Which FIVE of the regional county services in Question #5 do you think are most important for the county to provide?** [Write in the NUMBERS below using the corresponding numbers from the list in Question 5].

1st:____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

7. **<u>OVERALL PRIORITIES</u>: Among the top priorities for LOCAL SERVICES you listed in Question 4 (on the previous page) and top priorities for REGIONAL SERVICES you listed in Question 6 (above), <u>which 5 services are the most important services for the county to provide</u>?** [Write in the corresponding letters/numbers from questions 4 and 6 above to indicate your top 5 overall priorities].

1st:____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

8. Law and Justice Services Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Timeliness of law enforcement (response to emergencies)	5	4	3	2	1	9
B.	Enforcement of local traffic laws in your area	5	4	3	2	1	9
C.	Confidence in law enforcement to solve problems effectively	5	4	3	2	1	9
D.	Confidence in law enforcement to deal with situations in a fair and equitable manner	5	4	3	2	1	9
E.	Extent to which law enforcement is proactive in solving community problems	5	4	3	2	1	9
F.	Access to the county court system (District and Superior)	5	4	3	2	1	9
G.	Fairness of the county court system (District and Superior)	5	4	3	2	1	9
H.	Timeliness of the county court system (District and Superior)	5	4	3	2	1	9

9. Which THREE of the service aspects listed above in Question #8 are most important to your household? [Write in the letters below using the letters from the list in Question 8 above].

1st:____ 2nd:____ 3rd:____

10. Customer Service and Community Engagement Please rate your level of agreement with the following statements about the quality of customer service and community engagement you have experienced with King County.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	The King County employees I've encountered have been courteous, polite, and helpful	5	4	3	2	1	9
B.	When needed, I have been able to easily find the right person at King County to help me	5	4	3	2	1	9
C.	If I've contacted King County with a problem, King County employees were helpful in solving it	5	4	3	2	1	9
D.	I have opportunities to participate in King County government decision-making	5	4	3	2	1	9
E.	King County government is willing to listen and be influenced when residents participate	5	4	3	2	1	9
F.	I have opportunities to improve my community's well-being in collaboration with King County government	5	4	3	2	1	9
G.	Information provided by King County is easy to understand	5	4	3	2	1	9

11. Getting to places around the county Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Condition of bike paths and trails you use	5	4	3	2	1	9
B.	Condition of streets you use	5	4	3	2	1	9
C.	Condition of sidewalks you use	5	4	3	2	1	9
D.	Traffic flow in your area	5	4	3	2	1	9
E.	Traffic safety in your area	5	4	3	2	1	9
F.	Availability of transit service at the hours you need it	5	4	3	2	1	9
G.	Affordability of transit fares	5	4	3	2	1	9
H.	Reliability of transit in your area	5	4	3	2	1	9
I.	Ease of transferring between transit systems (bus, light rail, water taxi, ferry)	5	4	3	2	1	9
J.	Transportation alternatives to car or bus such, as bike lanes and pedestrian access	5	4	3	2	1	9

12. Which THREE of the items listed above in Question #11 do you think are most important? [Write in the letters below using the letters from the list in Question 11 above].

1st:____ 2nd:____ 3rd: ____

13. Feeling of Safety Please rate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	I feel safe in my neighborhood during the day	5	4	3	2	1	9
B.	I feel safe in my neighborhood at night	5	4	3	2	1	9
C.	I feel safe taking public transit	5	4	3	2	1	9
D.	I feel safe biking in my neighborhood	5	4	3	2	1	9
E.	I feel safe walking in my neighborhood	5	4	3	2	1	9
F.	I feel safe walking in my local business district	5	4	3	2	1	9
G.	I feel safe from public health threats, such as communicable diseases	5	4	3	2	1	9
H.	I feel protected from flood risks	5	4	3	2	1	9

14. Online Services King County currently has a website (www.kingcounty.gov) where news, information, and resources are posted regularly. King County also posts news and information on its social media sites, currently Facebook and Twitter. Knowing this, please rate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	I would be likely to "follow" or "subscribe to" one of King County's social media sites to receive timely information	5	4	3	2	1	9
B.	In an emergency, I would access the King County website for my news updates, transportation, and other news	5	4	3	2	1	9
C.	If given a choice, I would choose to conduct business on the King County website, rather than visiting a county office and/or mailing documents	5	4	3	2	1	9

15. Have you used the King County website (www.kingcounty.gov)?
___(1) Yes – answer 15a-c ___(2) No

15a. [If Yes to 15] Have you accessed the King County website on your smart phone, tablet, or other mobile device?
___(1) Yes ___(2) No

15b. [If Yes to 15] How helpful was the information provided on the King County website?
___(1) Very Helpful ___(2) Helpful ___(3) Neutral ___(4) Not Helpful ___(5) Not Helpful at all ___(9) Don't know

15c. [If Yes to 15] How easy was the King County website to use?
___(1) Very Easy ___(2) Easy ___(3) Neutral ___(4) Not Easy ___(5) Not Easy at all ___(9) Don't know

Financial Policy

16. As a result of anticipated budget cuts, the State of Washington may reduce services throughout the state, including in King County. Potential service reductions may impact social services, health services, and public health. Knowing this, please rate your level of agreement to the following statement: "In order to address potential service reductions to social, health and public health services, King County should seek out additional revenue sources to continue providing these services for King County residents."

___(5) Strongly Agree
___(4) Agree
___(3) Neither agree or disagree
___(2) Disagree
___(1) Strongly Disagree
___(9) Don't Know enough to have an opinion

17. King County is primarily funded through taxes and service charges. If King County were to seek out additional revenue sources to maintain service levels or add services, which of the following sources should King County consider? (write letters that correspond to your top choices in the space provided to the right; pick up to three)

(A) Property tax levies for specific services
(B) Increased sales tax
(C) Higher user and service fees
(D) Increased penalties and fines
(E) Sales tax on services
(F) Regional utility tax (i.e. water, telephone, and natural gas)
(G) No new revenue/None of these
(H) Other: _____

TOP THREE CHOICES

1st:_____ 2nd:_____ 3rd:_____

18. Please rate your level of agreement to the following statement: "Property values established by the King County Assessor are fair and equitable."

___(5) Strongly Agree
___(4) Agree
___(3) Neither agree or disagree
___(2) Disagree
___(1) Strongly Disagree
___(9) Don't Know enough to have an opinion

Demographics

Our last questions are about you and your household. Your individual responses will be kept anonymous.

19. Approximately how many years have you lived in King County? _____ years

20. Which of the following best describes your AGE?

___(1) 18-24 years
___(2) 25-34 years
___(3) 35-44 years
___(4) 45-54 years
___(5) 55-64 years
___(6) 65+ years

21. How many people, including yourself, live in your household? _____ people

22. Are you of Hispanic or Latino ancestry? ___(1) Yes ___(2) No

23. Do you consider yourself to be:

___(1) Hispanic/Latino
___(2) Non-Hispanic White
___(3) Non-Hispanic Black/African-American
___(4) Asian or Pacific Islander
___(5) American Indian or Alaska Native
___(6) Two or more races
___(7) Other

24. Were you born in the United States? ___(1) Yes ___(2) No: If no, where were you born? _____

25. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?

___(1) less than $14,999
___(2) $15,000 - $24,999
___(3) $25,000 - $49,999
___(4) $50,000 - $74,999
___(5) $75,000 - $99,999
___(6) $100,000 - $149,999
___(7) $150,000 or more

26. What is your gender? ___(1) Male ___(2) Female

27. Do you own or rent your home? ___(1) Own ___(2) Rent

28. Are you willing to participate in a focus group sponsored by King County to discuss some of the issues addressed in this survey? (Your contact information will be provided to King County for follow-up.) ___(1) Yes ___(2) No

This concludes the survey. Thank you for your time!

Please return your survey in the postage-paid envelope addressed to ETC Institute

Your responses will remain completely anonymous. The information printed on the sticker to the right will ONLY be used to assess the quality of County services in different areas of the County. If your address is not correct, please provide the correct information. Thanks.