



Resident Input

Objective:

Expand opportunities to seek input, listen, and respond to residents

How is our performance?

King County seeks to promote robust public engagement that informs, involves and empowers people and communities. We are measuring performance of this objective using data pulled from the King County Resident Survey, which assesses public satisfaction with the delivery of county services and benchmark the performance of the County with other large communities. The level of agreement expressed by County residents with statements relating to community engagement (opportunities to seek input, listen and respond to residents' concerns and opportunities to participate in County decision making) decreased slightly from 2009. It's important to note residents provided a generally unfavorable perception of the County's work in these areas both in 2009 and in 2012, and we rank slightly below the national average on this issue.

While an inventory of current King County Department-level public engagement practices found lots of great work and effort in this area, the review revealed a lack of standardized public engagement best practices across the County and a need for comprehensive best practices training.

Moving forward

A large number of resident survey respondents reported that they were not sure about the extent to which King County seeks input and listens to residents, and King County views this as an opportunity to partner with residents on increasing opportunities for the public to engage with policy makers and staff on important issues.

The Public Engagement Action plan includes the following activities:

- Implementation of the Public Engagement Guide
- Best practices protocols
- Strategies to address specific populations throughout the County
- A communications tool kit and subsequent training for County employees, which will improve and standardize public engagement, molding it into a robust program with positive results.

King County wants residents to have opportunities to engage and influence public policy and county decisions and looks forward to a more robust process to achieve this outcome. Each of the following efforts (among many others throughout County Government) will employ these public engagement tools in their work: The King County Community Service Areas designed to engage unincorporated area residents (see related link); King County Equity and Social Justice Initiative which shapes and changes policy, outreach, communications and planning in King County government, working toward

fairness and opportunity for all. Countywide Community Forms designed to enhance citizen participation, civic engagement, and citizenship education in government through a network of periodic public forums where people gather in small groups throughout the county to discuss current issues and provide important feedback to county government and other public officials.

Related Links

[King County Community Service Areas designed to engage unincorporated area residents](#)

[King County Equity and Social Justice Initiative](#)

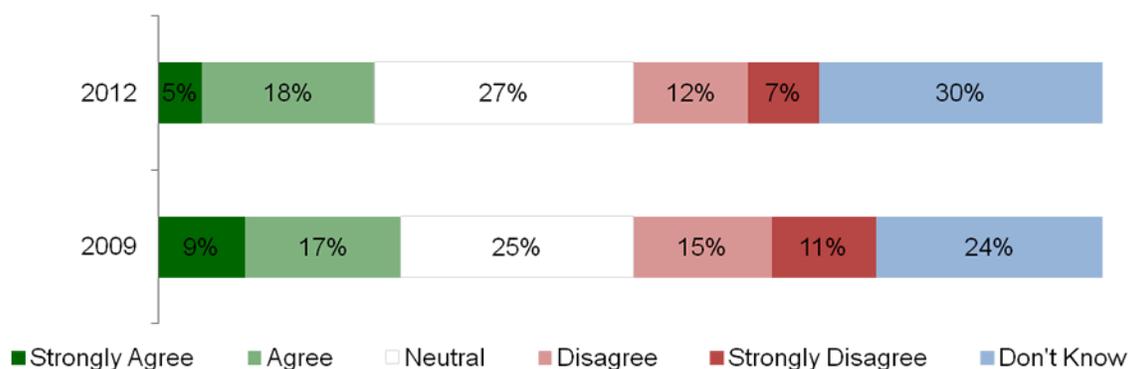
[Countywide Community Forums](#)

Technical Notes

The 2012 King County Resident Survey was conducted in April and May of 2012. Surveys were administered in English, Spanish, and Mandarin. 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 (King County's population is about 1.9 million people). There were at least 250 respondents from Seattle and 125 surveys from each of six other areas. 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 +/- 8.7% at the 95% level of confidence.

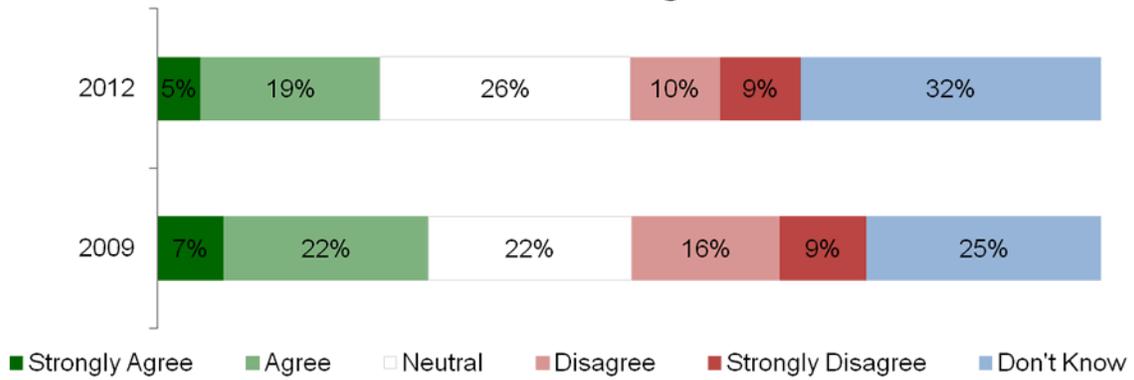
Charts and Maps

King County is willing to be influenced by residents.



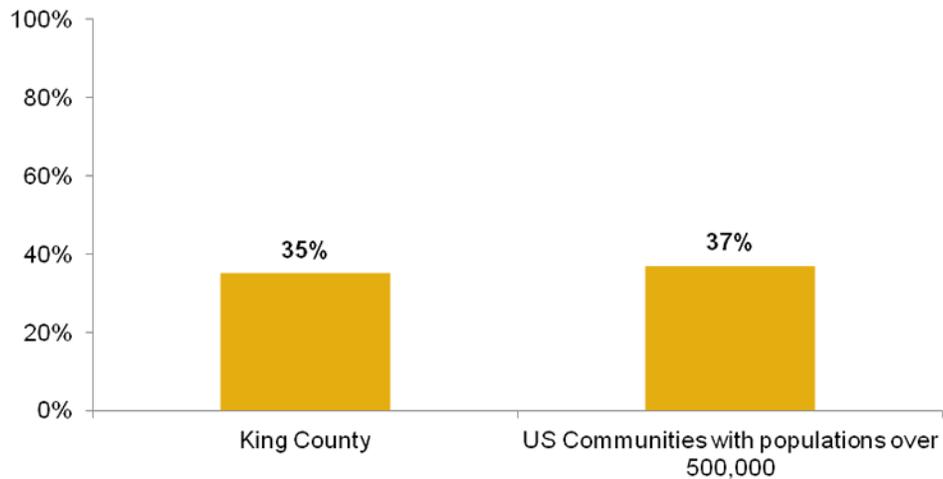
Data Source: 2012 & 2009 King County Resident Surveys

I Have Opportunities to Participate in King County Decision-Making.



Data Source: 2012 & 2009 King County Resident Surveys

Residents can participate in County decisions



Data Source: ETC Institute, 2012; by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied."