



City of Kenmore, Washington Finances Survey

December 2019

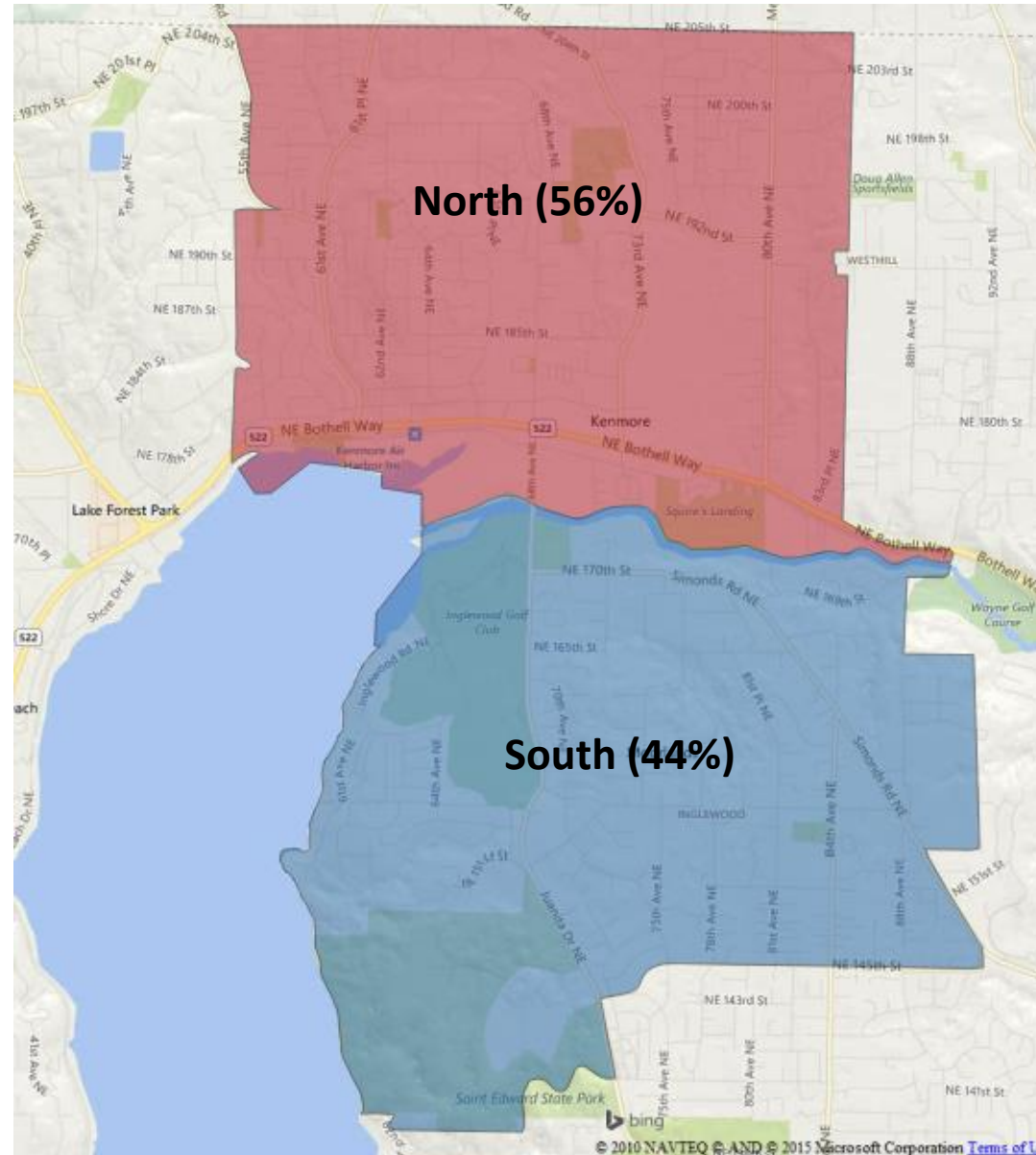
Methodology

- ▶ Live telephone and SMS-to-Web survey of registered voters in Kenmore, Washington
- ▶ Survey conducted December 4 – 12, 2019
- ▶ 300 interviews; overall margin of error ± 5.7 percentage points
- ▶ Interviews were conducted in English by trained, professional interviewers; landlines and mobile phones included
 - 250 interviews by live phone
 - 50 interviews from SMS-to-Web
- ▶ Where applicable, results compared with the following:

Methodology	Dates	Universe	Sample Size	Margin of Error	EMC #
Phone	April 24 – May 2, 2016	All Registered Voters	300	± 5.7 percentage points	16-5967
Phone	December 2 – 10, 2015	All Registered Voters	300	± 5.7 percentage points	15-5355

Please note that due to rounding, some percentages may not add up to exactly 100%.

Map of Kenmore



Key Findings

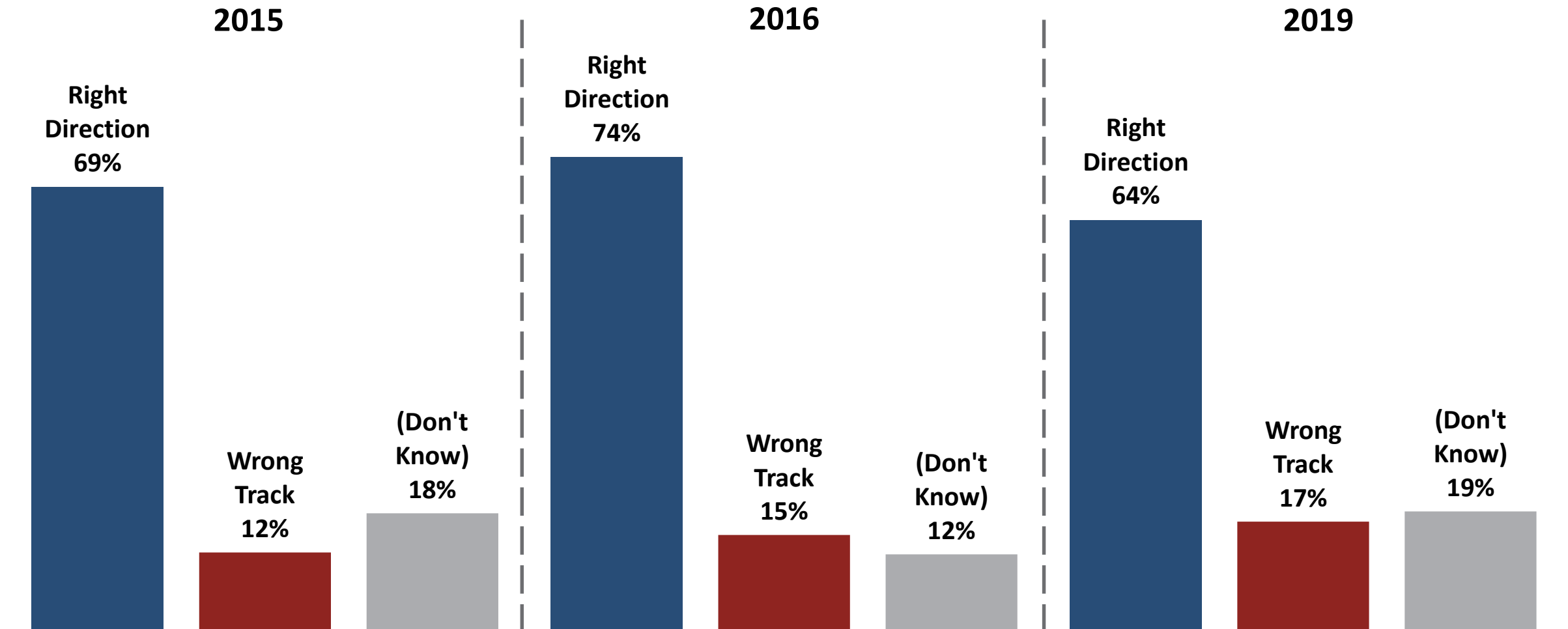
- ▶ Kenmore residents are optimistic about the direction of the city and feel the quality of life in Kenmore is good
- ▶ Most rate City government and the services it provides positively
- ▶ Ratings of the City's financial management are more mixed, and awareness of Kenmore's financial situation and where tax dollars are spent is low
- ▶ Public safety and street and road maintenance are top priorities for the City



Kenmore Issue Environment

Direction of Kenmore

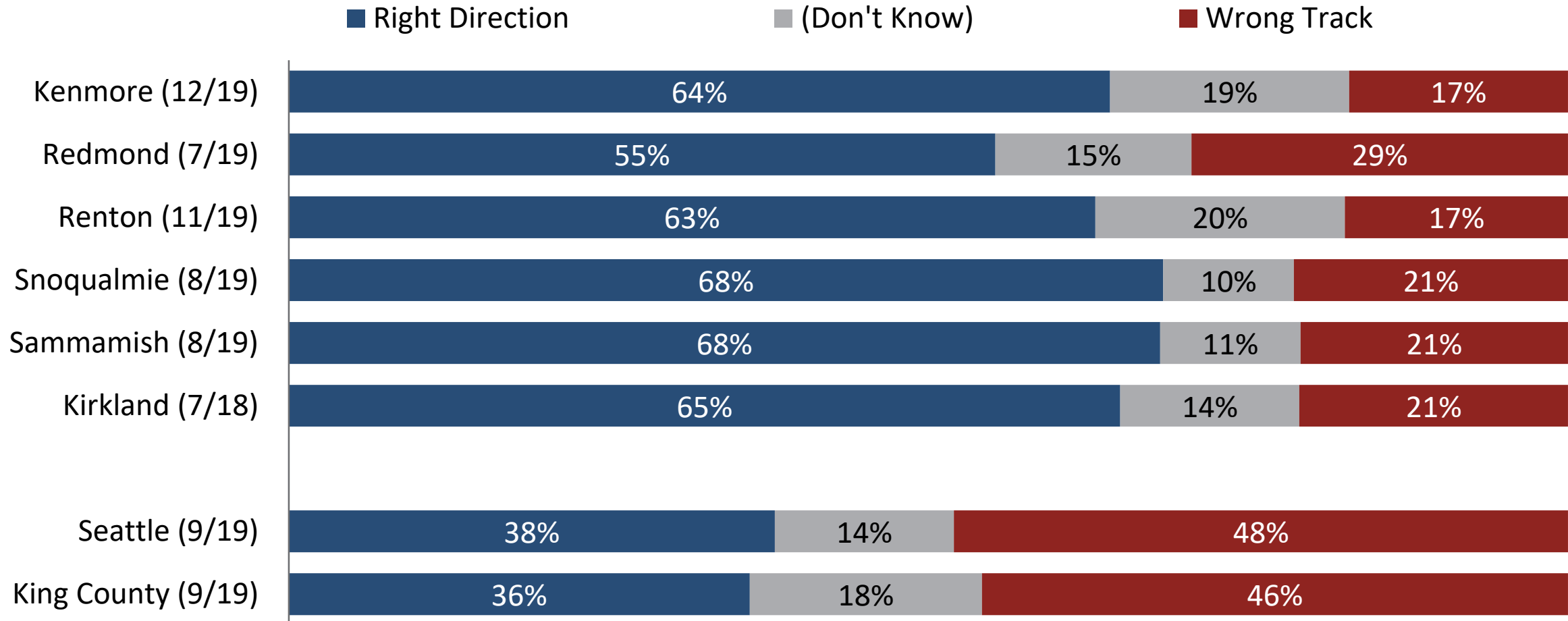
Residents continue to be optimistic about the direction of Kenmore.



Q3. Do you feel things in Kenmore are generally going in the right direction, or do you feel things have gotten pretty seriously off on the wrong track?

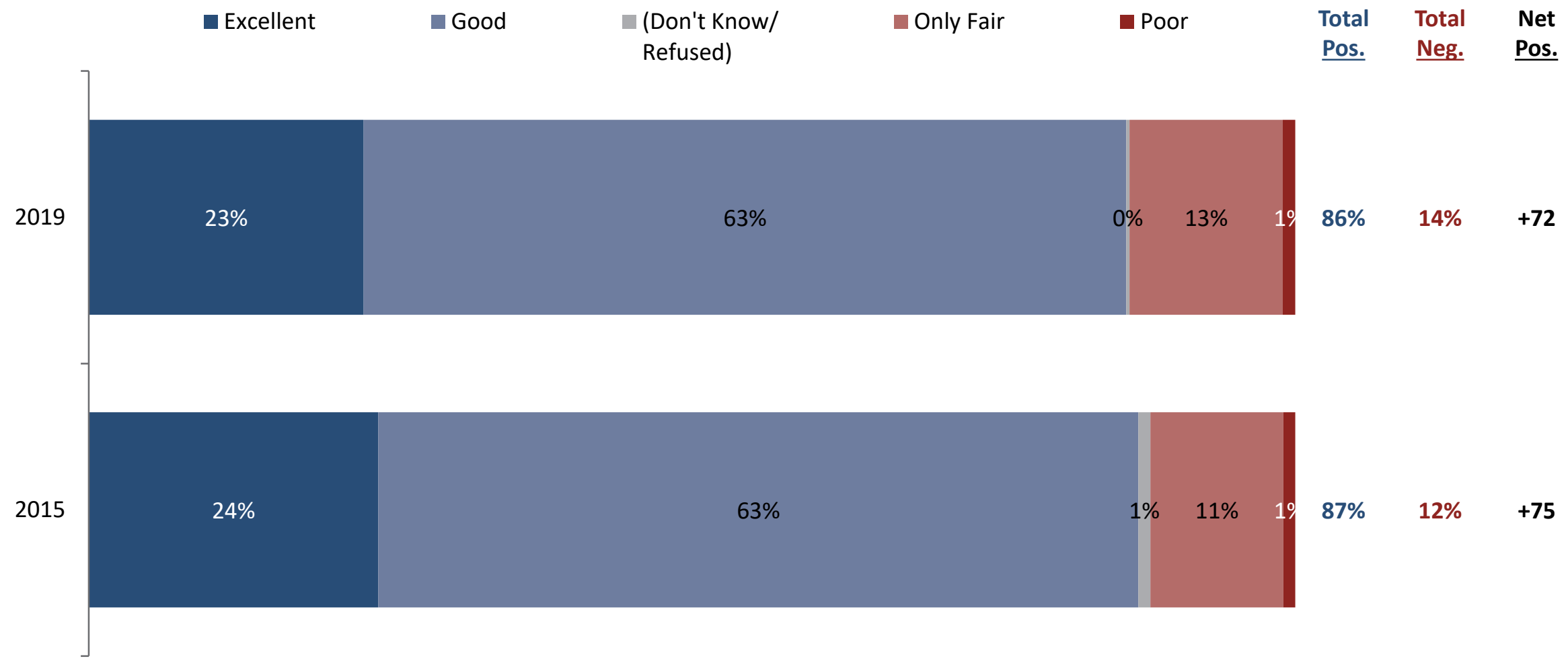
Right Direction/Wrong Track in the Region

Levels of optimism in Kenmore are comparable to many Eastside cities.



Quality of Life in Kenmore

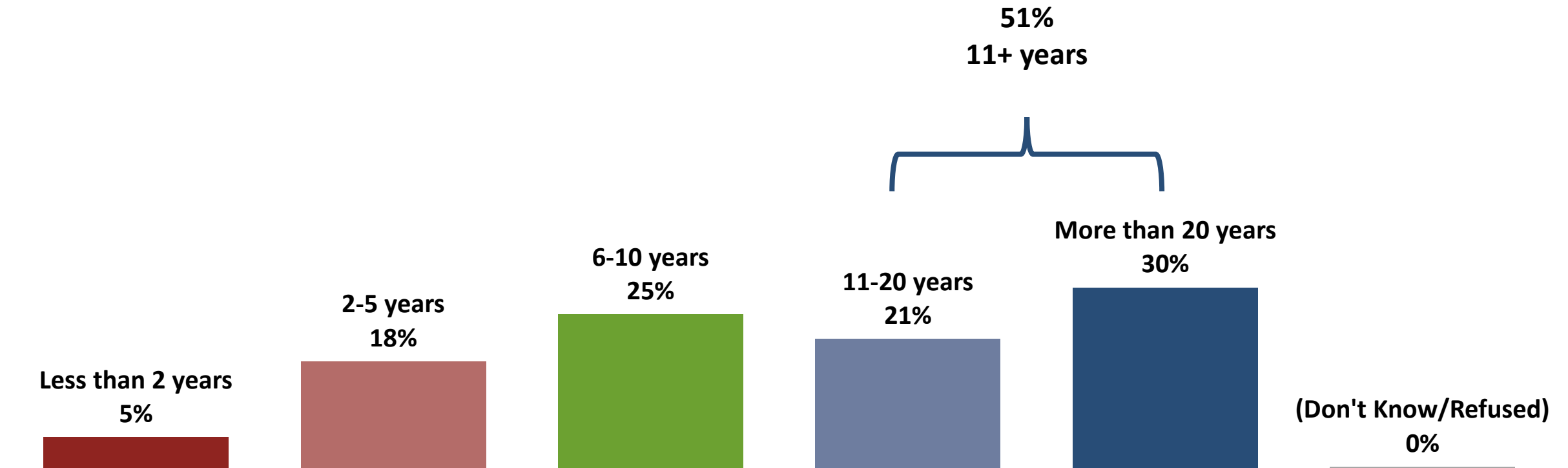
Nearly all residents continue to feel the quality of life in Kenmore is positive.



Q5. Using a scale of excellent, good, only fair, or poor, please rate each of the following.

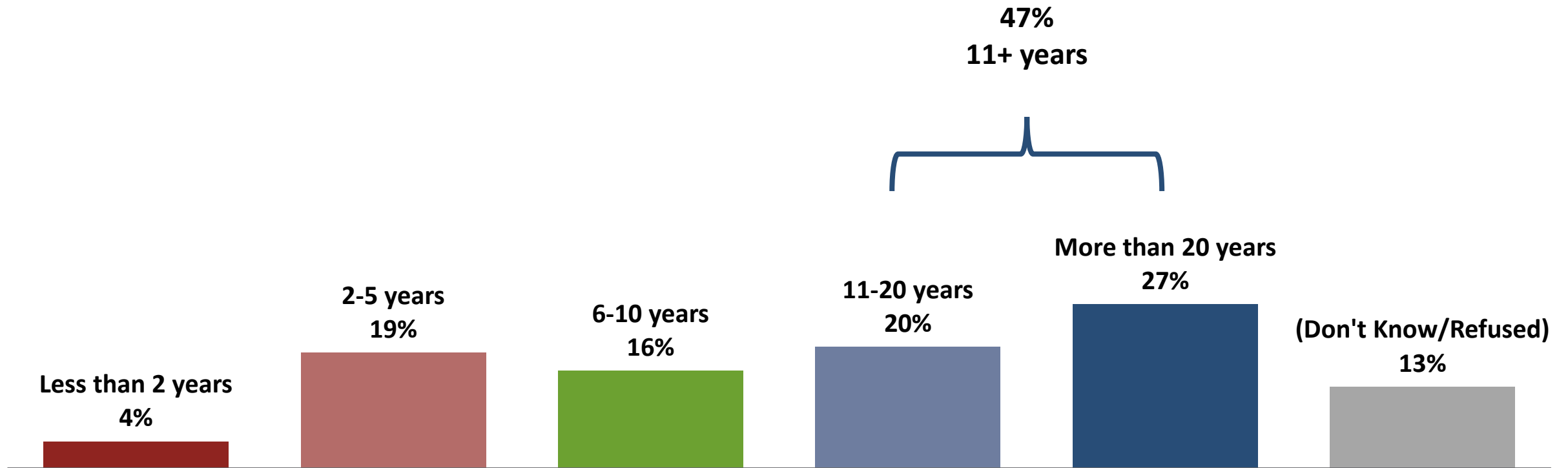
Length of Residency in Kenmore

Just over half of residents have lived in Kenmore for a decade or more. Nearly a quarter are new to Kenmore, having lived in the city for five years or less



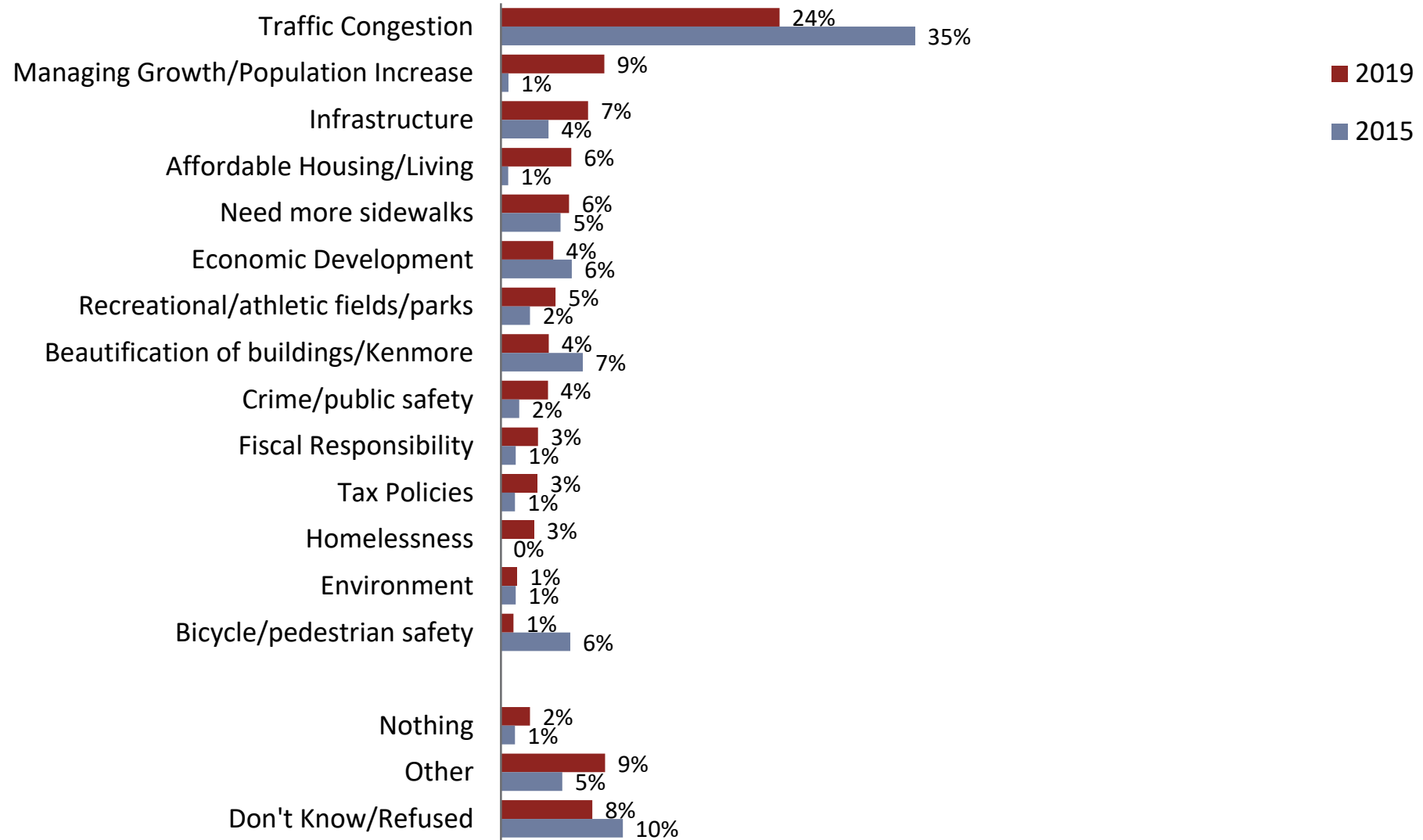
Plans to Stay in Kenmore

Few residents have immediate plans to leave Kenmore, with nearly half intending to stay for more than a decade.



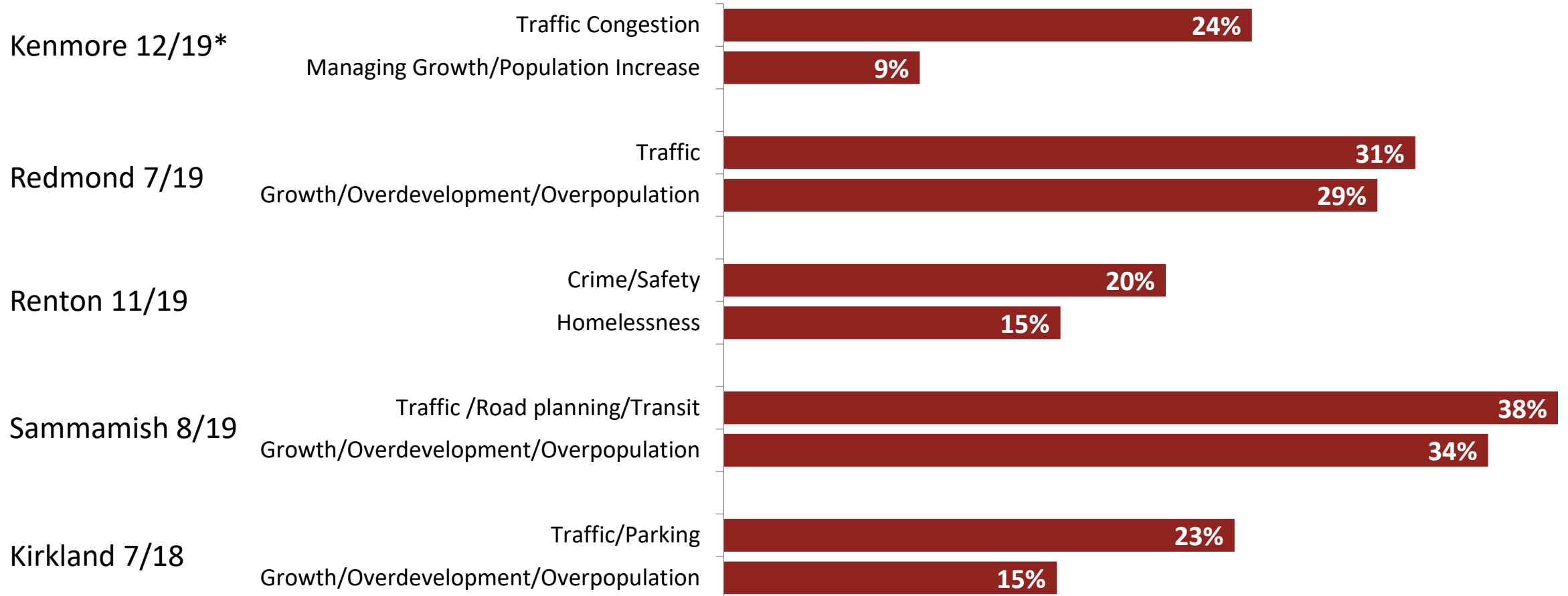
Most Important Problem in Kenmore

As in 2015, traffic congestion is by far the top volunteered issue residents would like to see addressed over the next two years.



Most Important Problem in the Region

Traffic and growth concerns are common in communities throughout the region.



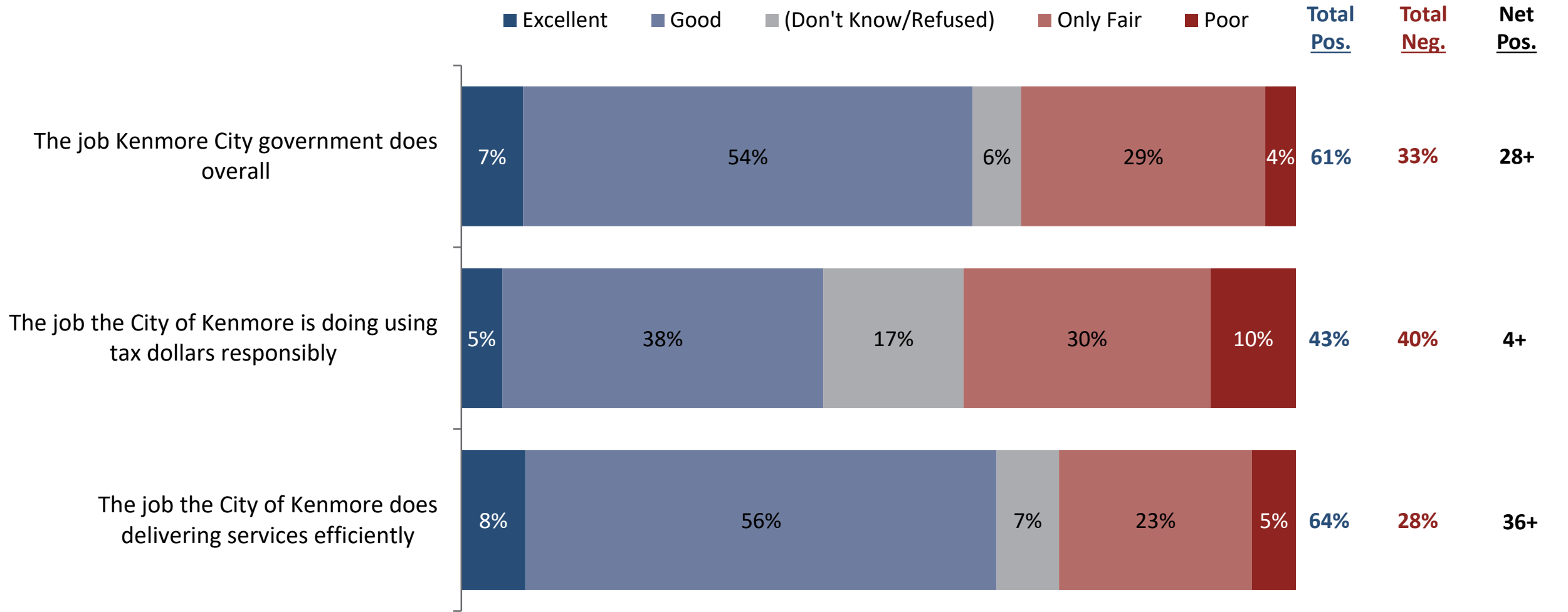
*Kenmore wording was "What is the most important issue the Kenmore City council needs to address over the next two years?" as compared to "What do you think is the most important problem facing the City of X today?"



Perceptions of Local Government & City Services

Kenmore Job Ratings

Majorities of residents feel City government does a good job overall and in delivering services. Residents are more divided when it comes to use of tax dollars, with greater uncertainty. Intensity is low on all ratings.



Job Ratings in the Region

Ratings of other municipal governments in the region overall, as well as specifically on fiscal management and delivery of services, tend to be similar.

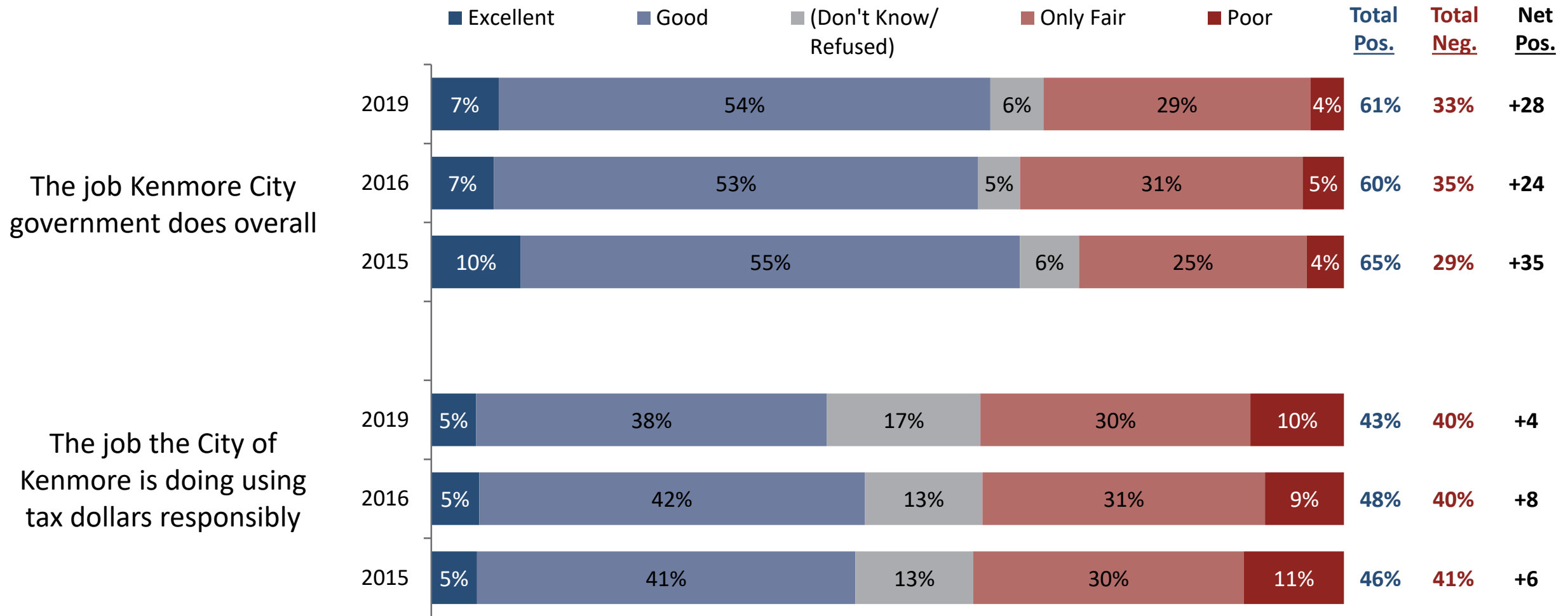
% Excellent/Good

	Kenmore (12/19)	Redmond (7/19)	Renton (11/19)	Kirkland (7/18)
Overall	61%	62%	58%	70%
Using tax dollars responsibly	43%	39%	44%	37%*
Delivering services efficiently	64%	64%	NA	69%

*Wording was “the job the City is doing managing the public’s money” rather than “using tax dollars responsibly”

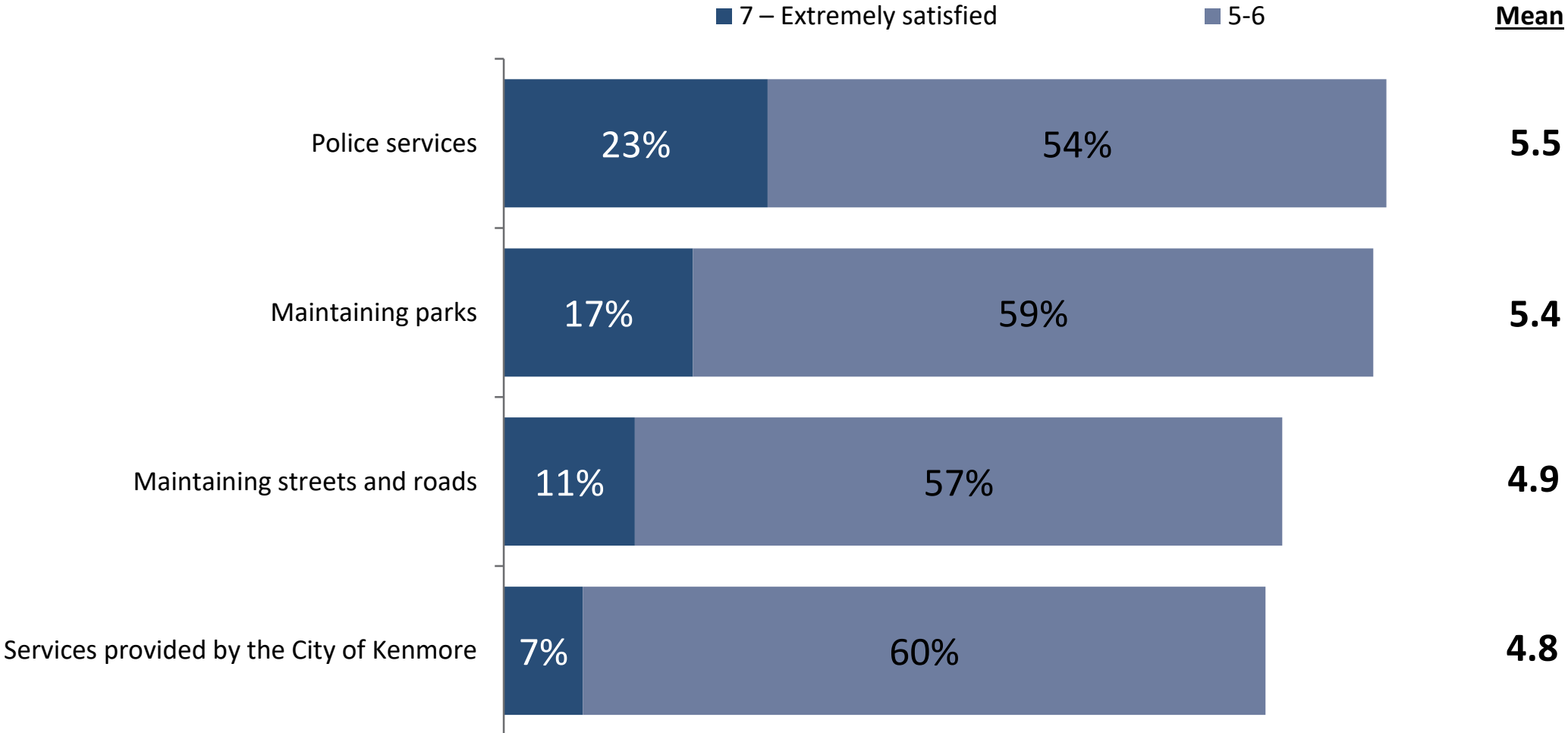
Kenmore Job Ratings Over Time

Ratings of City government have remained stable over time.



Satisfaction with Services in Kenmore

Strong majorities are satisfied with the services provided by the City of Kenmore overall, as well as when it comes to police, parks, and road maintenance specifically. Intensity of satisfaction is highest for police services.

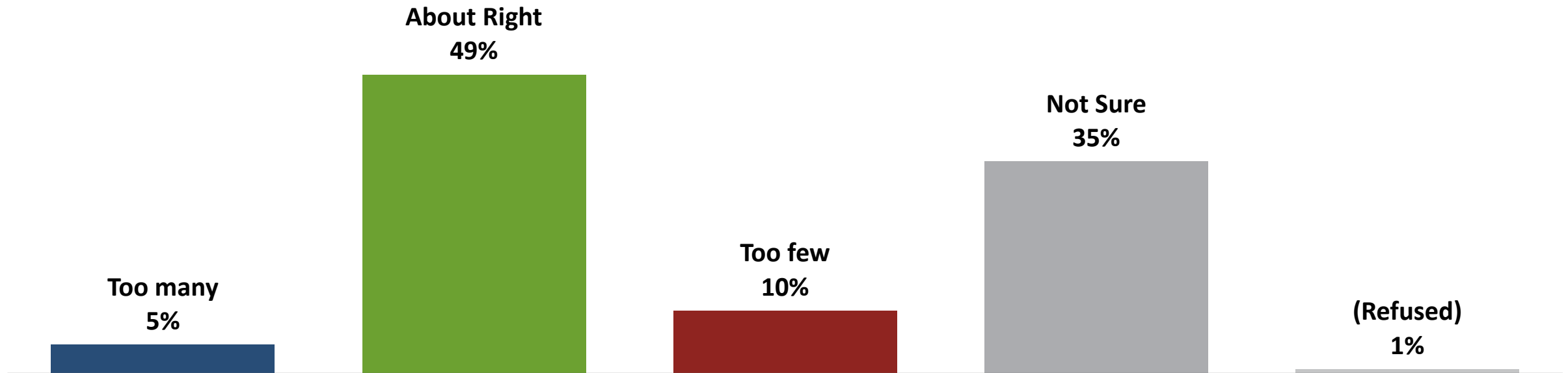


Q10, Q29-31. Using a scale from 1 to 7, where 1 means you are not at all satisfied and 7 means you are extremely satisfied, how would you rate your level of satisfaction?

Level of Services

A plurality of residents feel the City currently provides the right level of services, but over a third are uncertain.

In terms of public services provided by the City of Kenmore, do you think that overall the city provides too many services, too few services, about the right amount of services, or are you not sure?

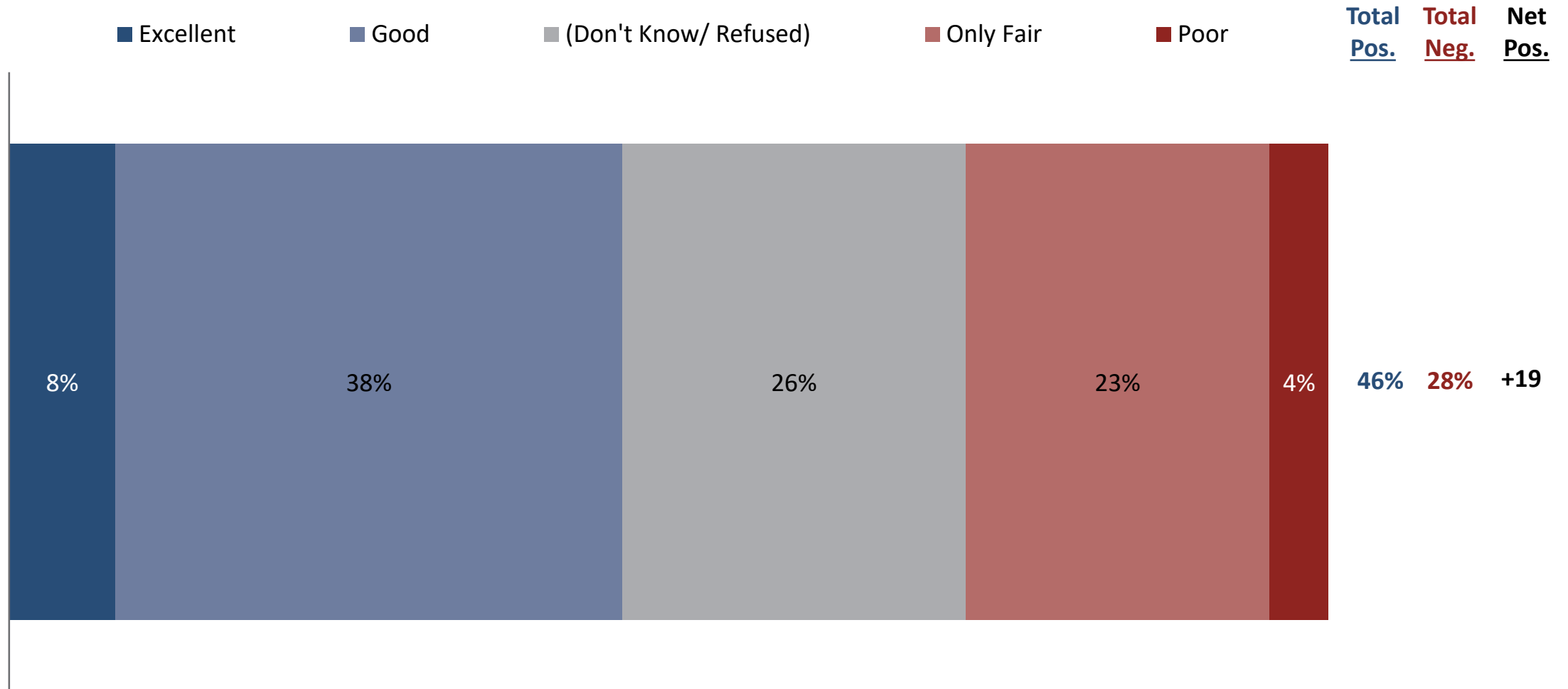




Fiscal Issues

Overall Financial Health of Kenmore

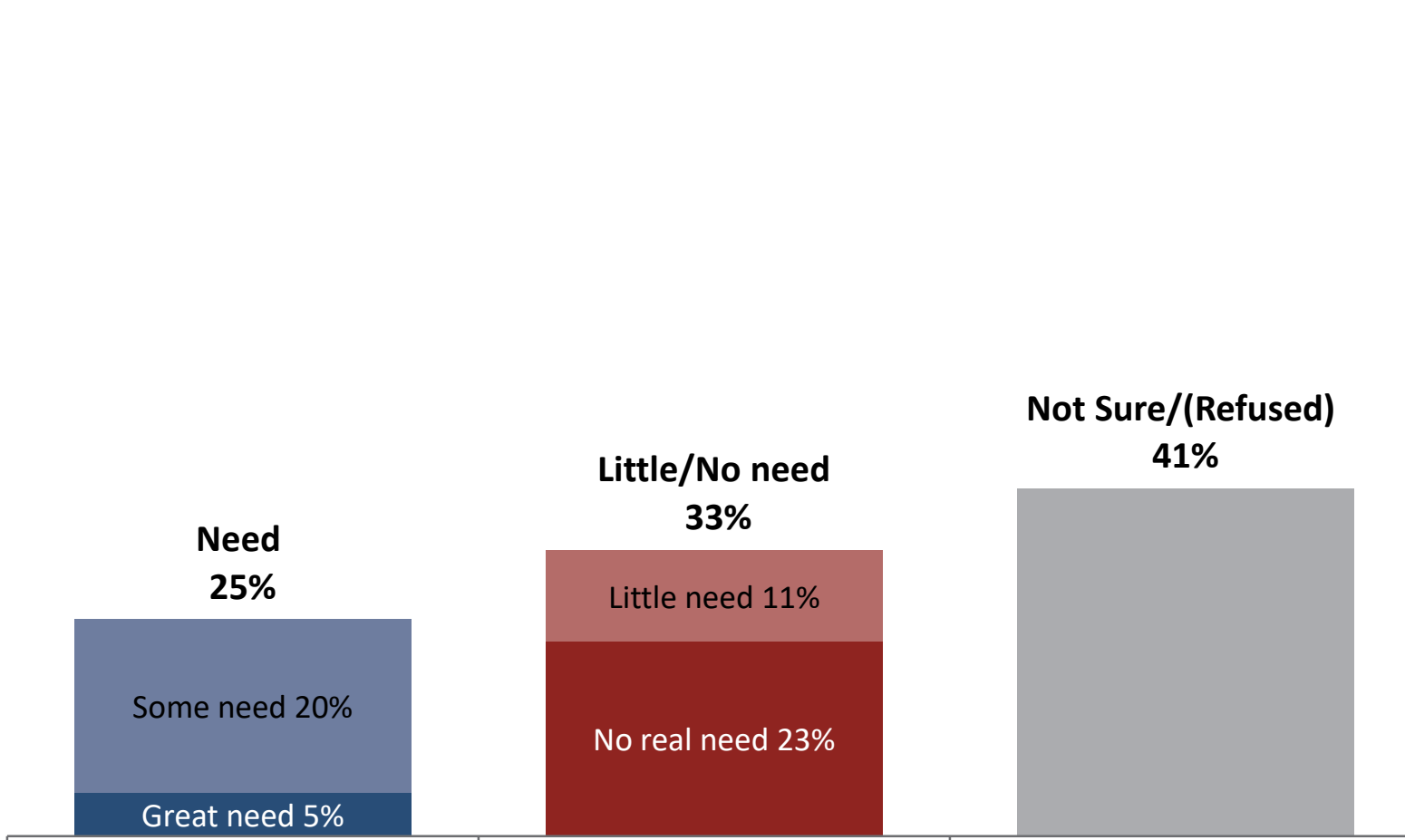
A plurality of residents believe the City's overall financial health is positive. Just over a quarter rate it negatively, and another quarter are unsure.



Q9. Using a scale of excellent, good, only fair, or poor, please rate each of the following: The overall financial health of the City

Perceived Need for Funding

Knowledge of the City's need for funding is low. A plurality aren't sure of the City's financial situation, and only a quarter are aware there is a need for additional funding.

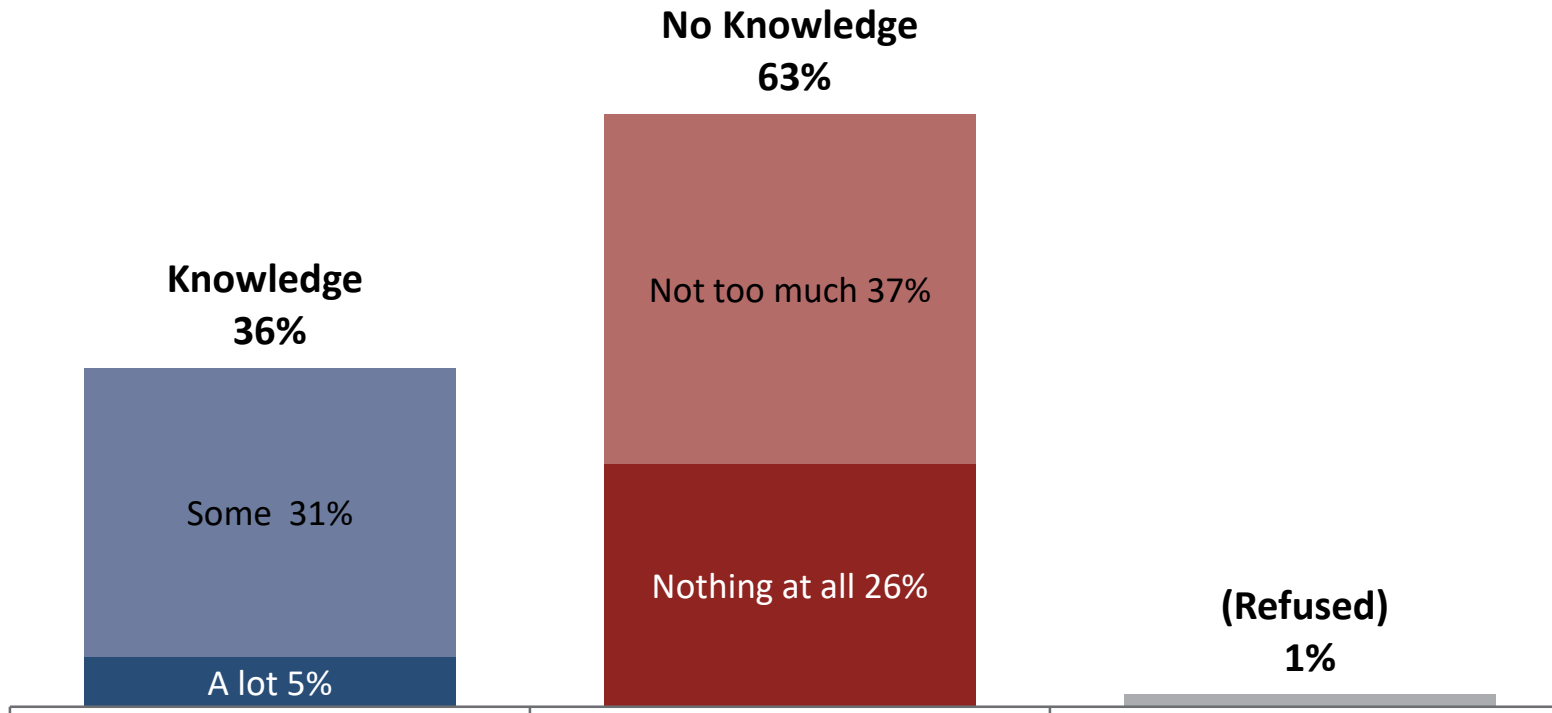


	Need	No Need
Overall	25%	33%
Male (49%)	24%	38%
Female (51%)	26%	29%
<50 (48%)	26%	34%
50+ (52%)	24%	33%
North (56%)	27%	32%
South (44%)	24%	35%
Children in HH (27%)	35%	20%
No Children in HH/(DK/Ref) (73%)	22%	38%
Homeowner (76%)	25%	32%
Renter (21%)	26%	33%

Q40. Would you say that to maintain essential services, the City of Kenmore has a great need for additional funding, some need, a little need, no real need for additional funding, or are you not sure?

Knowledge About Spending

Nearly two-thirds of residents say they have little or no knowledge about what the City spends tax dollars on.

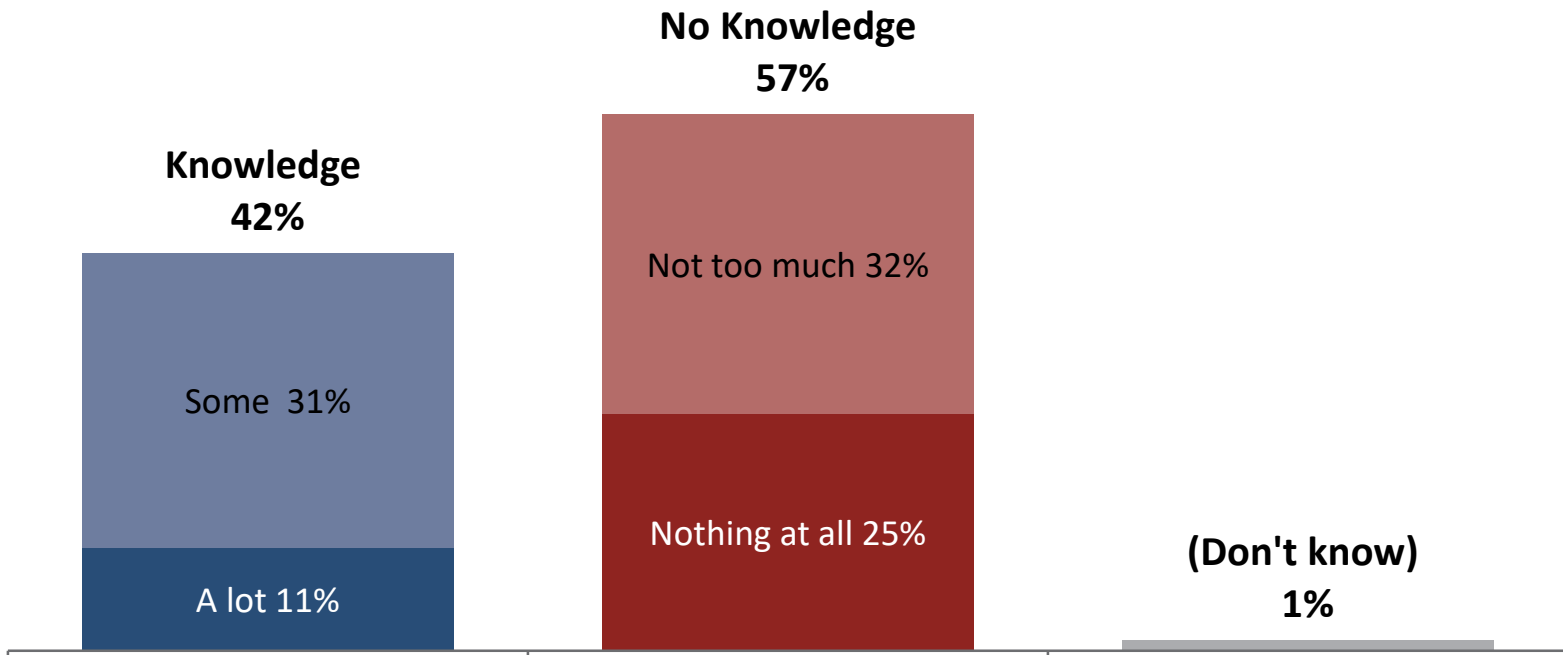


	Knowledge	No Knowledge
Overall	36%	63%
Male (49%)	37%	61%
Female (51%)	35%	64%
<50 (48%)	28%	70%
50+ (52%)	43%	56%
North (56%)	40%	58%
South (44%)	30%	69%
Children in HH (27%)	34%	65%
No Children in HH/(DK/Ref) (73%)	37%	62%
Homeowner (76%)	39%	59%
Renter (21%)	27%	73%

Q11. When you think about the budget of the City of Kenmore, would you say you know a lot, some, not too much, or nothing at all about what the City of Kenmore spends tax dollars on?

Knowledge About Taxes and Fees

A majority also say they have little to no knowledge about how much of the taxes and fees they pay go to the City.

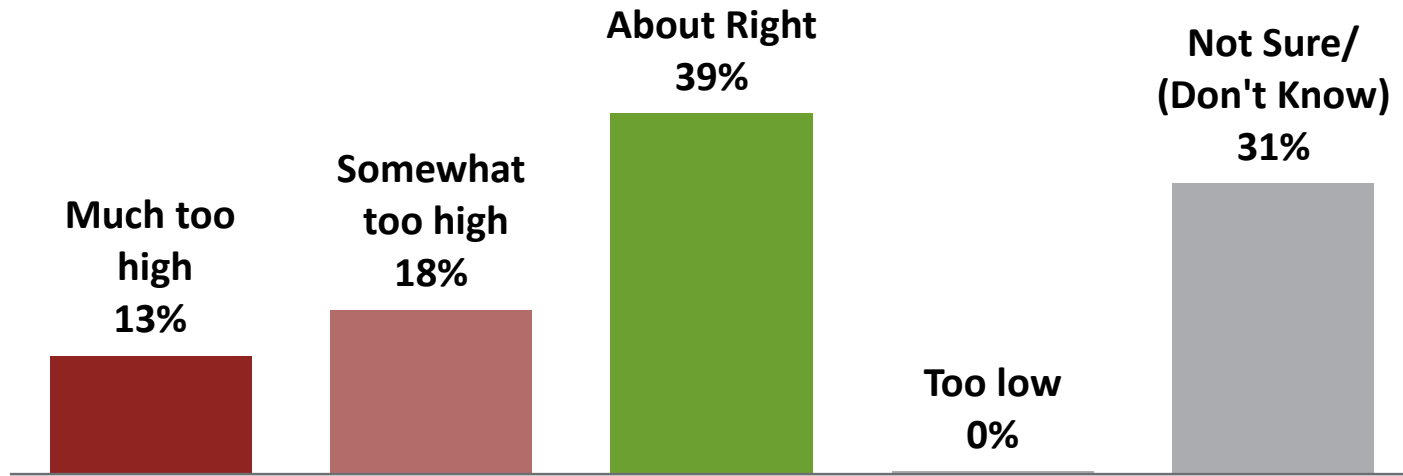


	Knowledge	No Knowledge
Overall	42%	57%
Male (49%)	43%	56%
Female (51%)	41%	58%
<50 (48%)	38%	61%
50+ (52%)	45%	53%
North (56%)	40%	59%
South (44%)	45%	54%
Children in HH (27%)	47%	53%
No Children in HH/(DK/Ref) (73%)	40%	58%
Homeowner (76%)	46%	53%
Renter (21%)	31%	69%

Q12. Would you say you know a lot, some, not too much, or nothing at all about how much of the taxes and fees you pay go to the City of Kenmore?

Amount of Taxes and Fees

A plurality of residents say the amount of taxes and fees they pay to Kenmore is about right compared to other cities, but nearly a third are unable to say.



	Too high	About Right
Overall	30%	39%
Male (49%)	32%	39%
Female (51%)	28%	38%
<50 (48%)	29%	45%
50+ (52%)	31%	32%
North (56%)	31%	35%
South (44%)	29%	44%
Children in HH (27%)	30%	51%
No Children in HH/(DK/Ref) (73%)	30%	34%
Homeowner (76%)	32%	39%
Renter (21%)	25%	36%

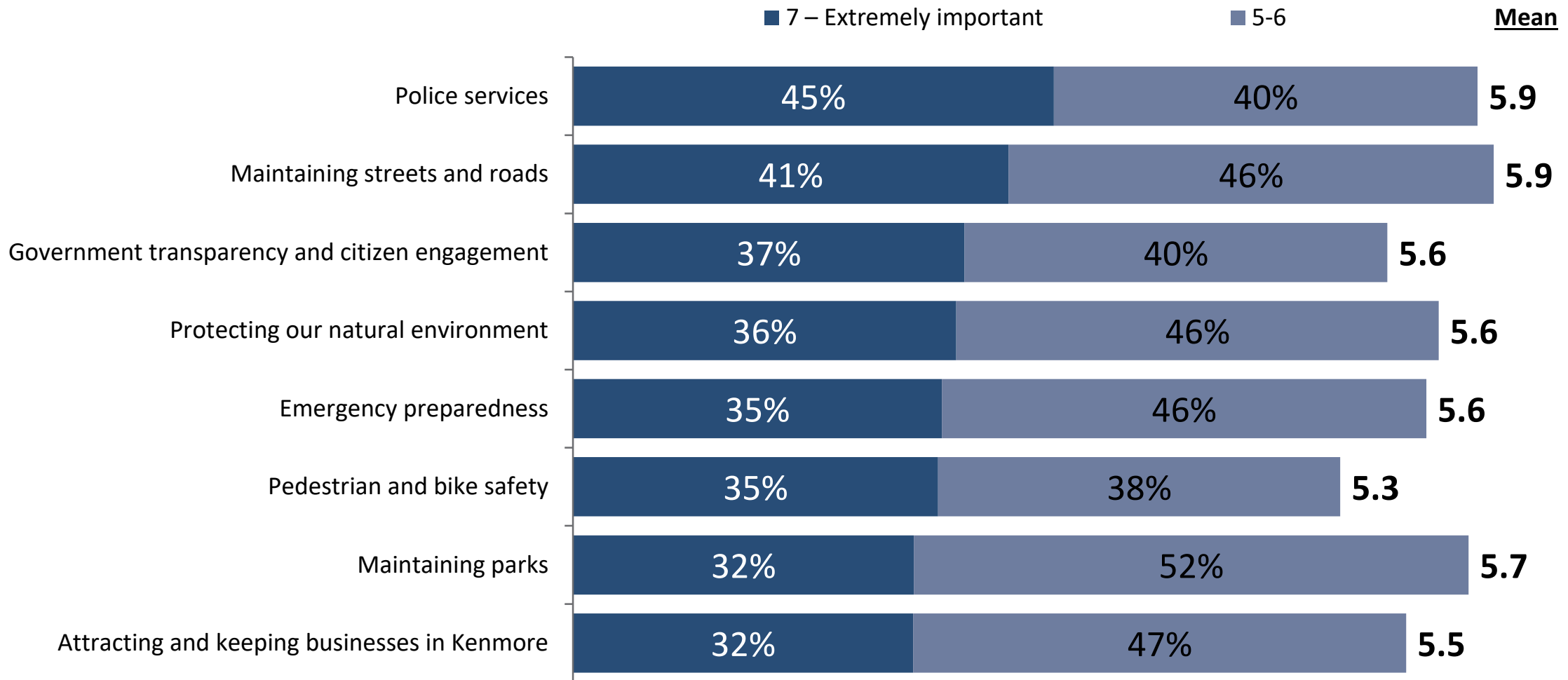
Q13. Compared to other cities, do you think the taxes and fees you pay to the City of Kenmore are: too high, too low, about right, or are you not sure how much you pay in taxes and fees to the City of Kenmore?



Priorities

Importance of Functions

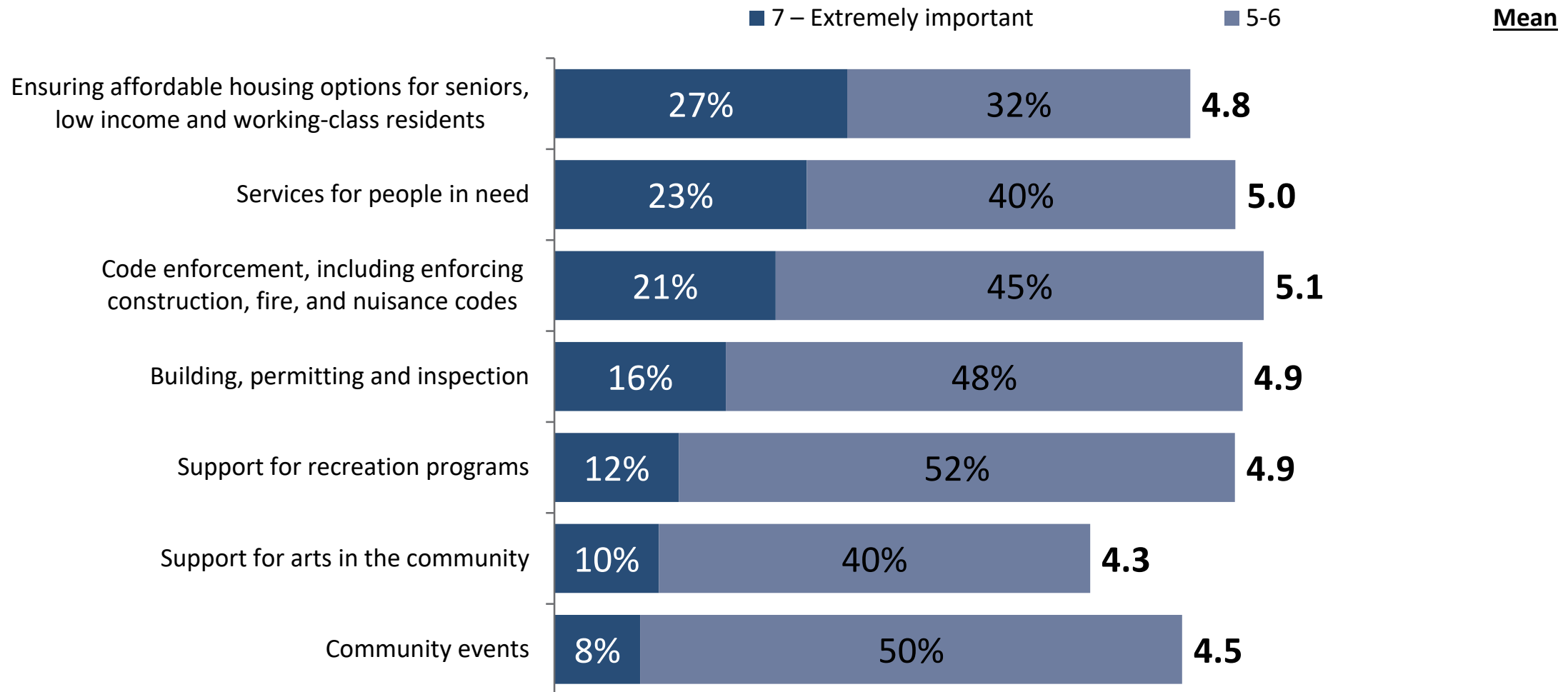
Police services and maintaining streets and roads rise to the top as the highest priority functions provided by the City.



Q14-Q28. Next I'm going to read you a list of services and functions provided by the City of Kenmore. After each one, please rate how important that city function is to you, using a scale of 1 to 7, where 1 means not at all important, and 7 means extremely important.

Importance of Functions, Continued

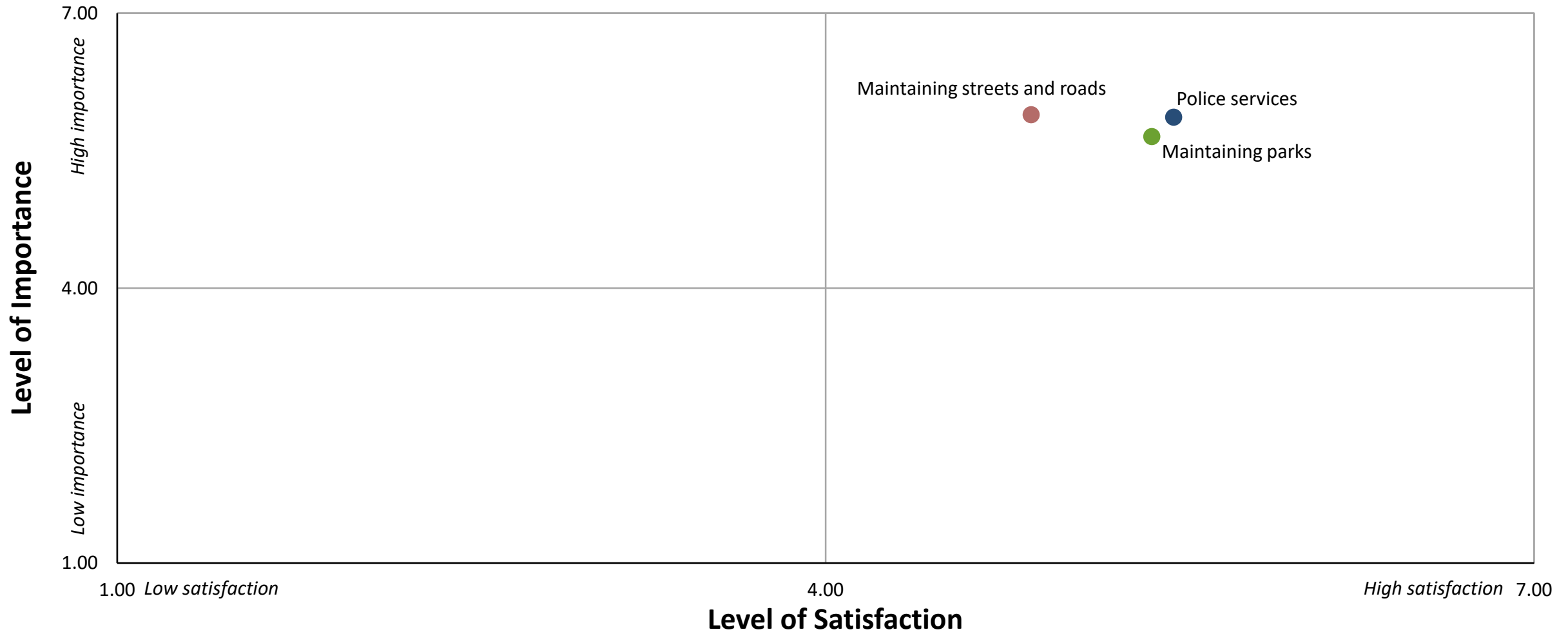
While majorities still see them as important, community events and support for arts garner the lowest intensity.



Q14-Q28. Next I'm going to read you a list of services and functions provided by the City of Kenmore. After each one, please rate how important that city function is to you, using a scale of 1 to 7, where 1 means not at all important, and 7 means extremely important.

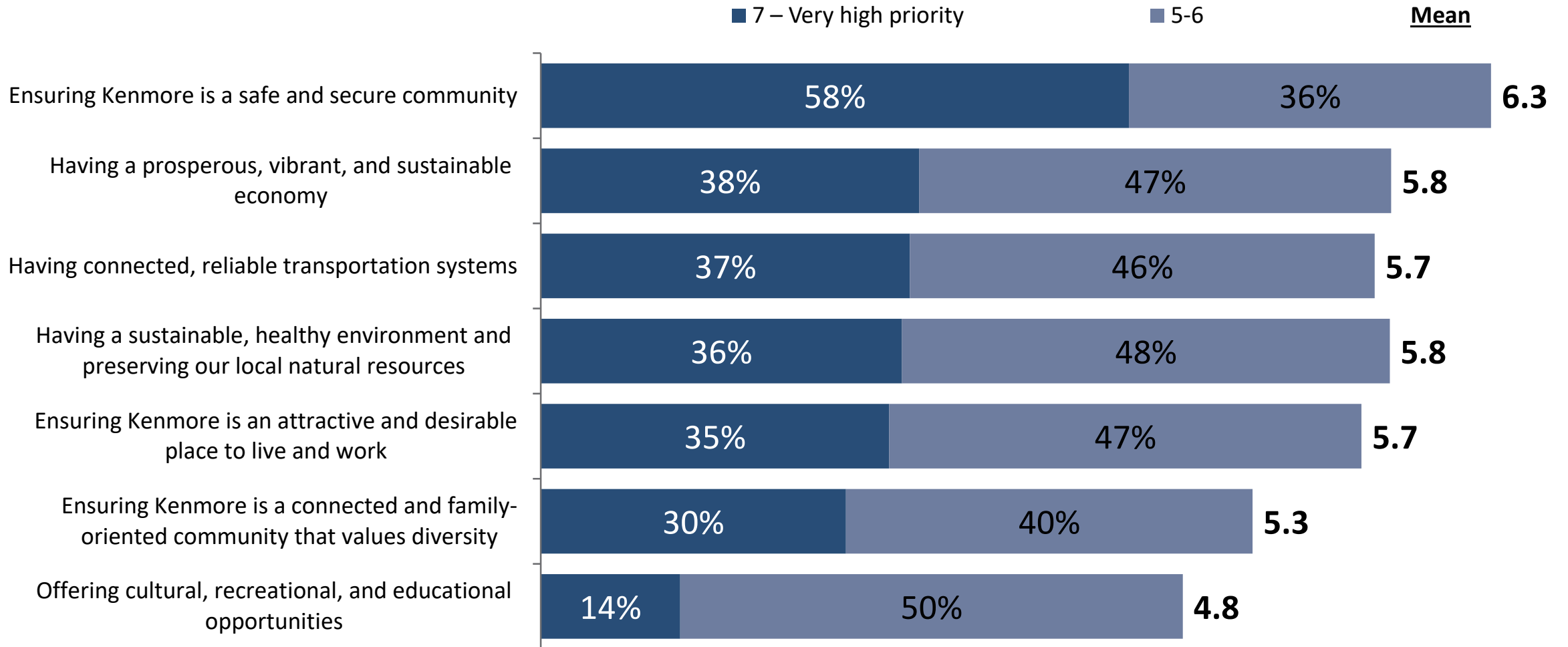
Importance/Satisfaction Comparison

Police services, street and road maintenance, and park maintenance are all seen as of high importance for the City, and most residents are also satisfied with current levels of these services.



Priority Area Ratings

Safety rises to the top among priority areas for the City. While a majority still sees them as a priority, cultural, recreational, and educational opportunities draw the least intensity.



Q32-Q38. Now I'd like to read you a list of outcomes the City of Kenmore could focus on. Please rate each one using a scale of 1 to 7, where 1 means you feel that item should be a very low priority for Kenmore and 7 means that you feel that item should be a very high priority for Kenmore.



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