

REPORT

City of Bellingham Service Priorities and Customer Satisfaction Survey

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EXECUTIVE SUMMARY

The City of Bellingham conducted a survey of 600 randomly selected Bellingham residents. The purpose of the survey was to help identify people's satisfaction level and priorities for city services. The survey replicated some items from surveys of registered Bellingham voters in 2004 and 2006, as well as adapting items from Portland, Oregon's neighborhood survey.

QUALITY OF LIFE AND IMPORTANT PROBLEMS

People gave continued high ratings to the quality of life in Bellingham with 90% saying it was *excellent* or *good*. In addition, 60% of respondents said they think Bellingham is "generally going in the right direction."

When asked to name the most important problem facing Bellingham, the most frequent responses had to do with growth. This included comments about sprawl, overdevelopment and planning. Traffic issues were also mentioned (10%) as were watershed issues (6%).

CITY PERFORMANCE RATINGS

More than half of respondents gave the city *excellent* or *good* ratings on:

- Protecting the environment
- Protecting the livability of neighborhoods
- Meeting community needs

Planning for growth was the least well rated item, with 22% of respondents saying the city is doing a *poor* job. However, this is down from 30% giving the city a *poor* rating in 2006.

PRIORITY AND SUCCESS OF CITY EFFORTS

As in prior years, respondents placed fire protection, emergency medical services and crime prevention at the top of the priority list out of 13 topics presented. In addition, involving the public and guiding development were top tier priorities.

Respondents were also asked to rate the same 13 items in terms of how well the city was doing in providing the service. The highest priority items -- providing fire protection, preventing crime and providing emergency medical services -- were rated as *good* or

excellent by more than 70% of respondents. In addition, maintaining parks and trails, providing library services, opportunities for education in culture and the arts and recreational programs were given high marks. Lowest marks were given to communicating with citizens and involving the public in decision making.

Analysis showed that the high priority items that were rated poorly by respondents were:

- Involving the public in making decisions that affect the community
- Guiding development to protect the environment and promote healthy neighborhoods

BUDGET AND TAXES

Respondents were asked to consider whether people who live outside the city should pay extra for services that are supported by city taxes. Over half (59%) said they think people who live outside the city should continue to get the services without paying extra fees.

Fifty five percent (55%) of respondents favored increasing taxes to maintain services in the event of a budget shortfall. Among the 37% who said they favored cutting services to maintain taxes, the services they mentioned most often were related to culture and arts, parks and recreation and city administration or salaries.

ATTRIBUTES

When asked how much they agreed or disagreed with the statement "Bellingham is growing too fast and is losing its character," 34% *strongly agreed* and another 28% *somewhat agreed* (62% total). This is down substantially from 2006 where 71% of respondents agreed with the statement. Other responses were:

- A good place to do business (28% strongly agreed, 37% somewhat agreed).
- City makes sure people have access to information on issues the city is deciding (15% strongly agreed, 43% somewhat agreed).
- City listens to neighborhood concerns (14% strongly agreed, 47% somewhat agreed).
- City does a good job involving people in decisions that impact them (11% strongly agreed, 46% somewhat agreed).

BTV10 AND COB.ORG

Most respondents (70%) had heard of BTV10 (unchanged from 2006). Approximately half (49%) watch BTV10 once a month or more often, down from 57% in 2006. Among

those who ever watch BTV10, 40% did so in order to watch a city council meeting *always* or *sometimes* (42% in 2006).

Just over half of respondents (54%) had heard of the city's website (unchanged from 2006). Among those who had heard of it, 43% visited the website *once a month* or more often (down from 48% in 2006). One quarter of those who had heard of the website *never* visited.

ENVIRONMENT

Respondents were asked to rate the importance of four potential actions that the city could take that relate to the environment. All were given similarly high ratings, suggesting that environmental issues in general are considered important by a large majority of residents (69% or more). Below is the portion who said the issue was *very* or *extremely important*.

- Preventing further development in the Lake Whatcom watershed to protect our drinking water (80%)
- Promoting the use of renewable energy such as green and solar power (71%)
- Reducing automobile trips by improving transit, bicycle and pedestrian choices (71%)
- Creating a plan to reduce dependence on oil and respond to an oil supply crisis (69%).

SAFETY

Respondents were asked a series of questions about their sense of safety in different parts of their neighborhood or town and at different times of day. Time of day was the strongest indicator of feeling safe, with 91% of respondents feeling *extremely* or *very* safe in their neighborhoods during the day and 72% feeling as safe downtown.

People felt least safe downtown at night, with just 25% saying they felt *extremely* or *very* safe. Nighttime also affected residents' perceptions of safety in neighborhood parks.

Portland, Oregon had similar ratings for most items, though Bellingham residents gave higher marks to feeling safe downtown during the day and at night in their neighborhoods.

EMERGENCY PREPAREDNESS

Respondents were asked if they were prepared to sustain themselves and their family for 72 hours after a major disaster. Sixty five percent (65%) said they were, with another 19% saying they were *somewhat* prepared.

NEIGHBORHOOD RATINGS

Respondents rated their neighborhoods on a variety of characteristics. Highest ratings went to walking distance to a bus stop (59% said it was *very good* or *excellent*) followed by access to shopping or other services (49%) and the physical condition of the housing (48%). Lowest ratings went to the availability of on-street parking (29%) and housing affordability (21%).

Relative to the city of Portland, these ratings were quite similar, though Portland gave higher scores to walking distance to a bus stop and on-street parking.

NEIGHBORHOOD STREETS

Residents rated characteristics of their streets in terms of cleanliness (64% gave *excellent* or *very good* ratings), pedestrian safety (35%) and safety of traffic speed (35%). The lowest ratings went to the safety of bicyclists (28%).

These are similar to Portland's ratings on similar items, though Bellingham residents gave higher marks to the cleanliness of streets than did Portland's residents.

CONCLUSION

Bellingham residents are mostly pleased with the quality of life and conditions of their area. Concerns about growth, planning and traffic and infrastructure are predominant issues, along with the environment and the economy. There is some concern that the city has not supported planning for growth adequately, and not involved or informed residents in important decisions.

The city received high marks in key priority areas of fire, emergency medical services and crime prevention. It needs to focus energy and resources on guiding development and involving the public – areas that were rated as high priorities but for which the city received relatively low marks. Residents gave strong ratings to important amenities (arts and culture, library and parks) but did not give these very high priority.

Most residents showed some willingness to pay more to maintain services, though among the substantial minority who would not, cutting arts and culture as well as park funding was the focus.

Environmental issues are important to a large majority of residents, especially when it comes to protecting Lake Whatcom as a drinking water source. The city can take action on environmental issues and trust that they are representing citizen's interests.

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INTRODUCTION

The City of Bellingham contracted with Applied Research Northwest (ARN) to conduct a survey of Bellingham residents. This survey was conducted as a part of regular efforts aimed at gathering public feedback from the community. The purpose of the survey was to help identify people's satisfaction level and priorities for city services.

The survey consisted of 74 items, including 2 open ended questions. Some items were repeated from prior years' surveys, while others were added to meet current interests of the city. In addition, some items from Portland Oregon's neighborhoods survey were adapted for use in this survey.

The telephone survey resulted in 600 completed surveys which provides for an error margin of plus or minus 4%. Unlike prior surveys which included only registered voters, the 2008 survey was open for all residents of the city.

A complete description of the methods used in the research is included in a set of appendices under separate cover. It includes the frequency report, which includes the actual telephone script used and the distribution of respondent answers, can be found in Appendix B. The verbatim responses given to the open-ended questions can be found in Appendix C. Comparisons to prior years' survey findings are in Appendix D.

This report uses the convention of *italicizing* any verbatim response option from the survey in an effort to fully convey the voice of the residents' survey responses.

FINDINGS

This section of the report summarizes the responses for each survey item using text and graphics. Further analysis looked at particular segments within the population to see if there were any significant differences between subgroups. Segments were defined by the following attributes:

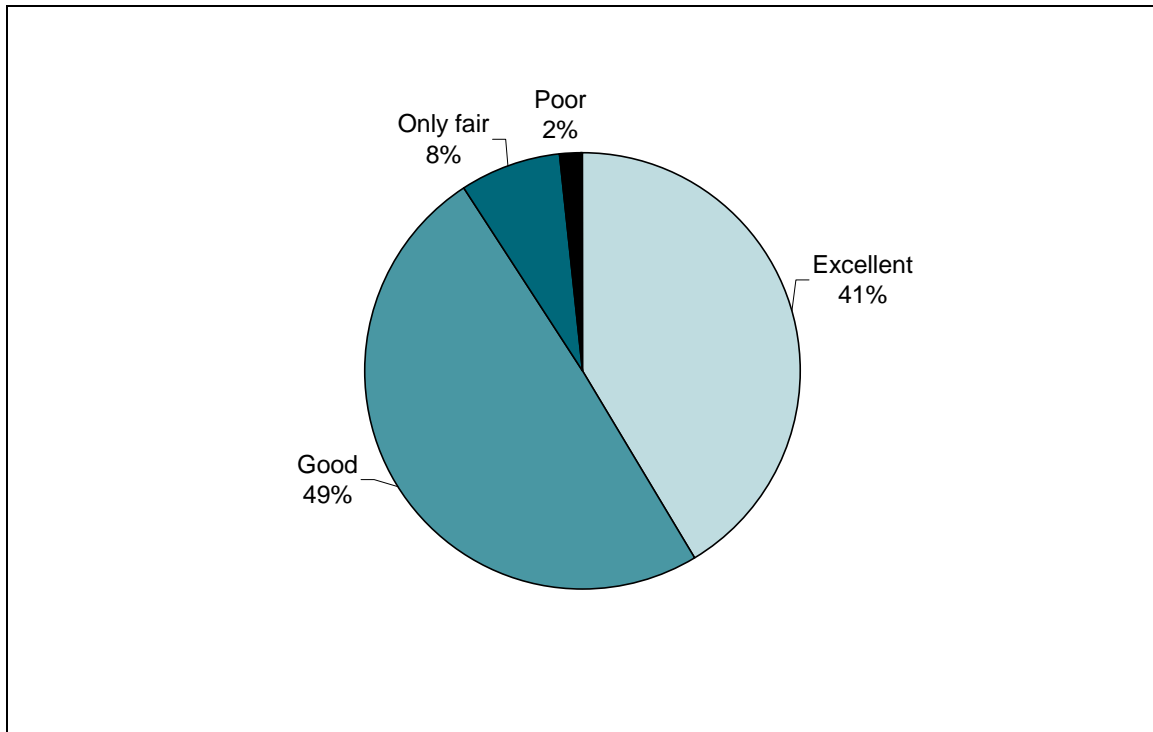
- Households with children under the age of 18 (for the ease of reporting these will be called “Parents”)
- Length of time living in Bellingham (for ease of reporting, those who have lived in Bellingham for 3 years or less will be called “Newcomers”)
- Age
- Renters vs Owners
- Income (Less than 75K per year vs 75K+)

Findings of the subgroup analysis are reported where relevant.

BELLINGHAM QUALITY OF LIFE

Respondents were first asked general questions about the quality of life in Bellingham. When asked to rate the overall quality of life in Bellingham, 90% said *good* or *excellent*. Only 2% described the quality of life as *poor*.

Figure 1. Overall, how would you rate the quality of life in Bellingham? (n=599)



These findings differ slightly from prior years, with more respondents choosing *good* than *excellent*. Readers should recall that the population surveyed for 2008 included all Bellingham residents, not just those who were registered to vote (as in the 2004 and 2006 surveys).

	2004	2006	2008
Excellent	49	48	41
Good	43	46	49
Only fair	7	5	8
Poor	1	1	2
(Don't know)	--	0	--
	(n=513)	(n=510)	(n=599)

Analysis found that some groups of respondents were especially likely to call the quality of life in Bellingham *excellent*:

- Homeowners (46%)
- Respondents aged 55 and over (45%)
- Respondents with an income of 75K+ per year (52%)

When asked “Do you feel Bellingham is generally going in the right direction, or do you feel things have gotten seriously off on the wrong track,” over half (60%) of respondents said that they think that Bellingham is generally going in the right direction while 32% said Bellingham is on the wrong track. The remainder (8%) said they didn’t know. This year’s findings are somewhat improved over prior years with more respondents offering a *right direction* assessment than in 2004 (57%) or 2006 (55%).

Analysis found two groups of respondents statistically more likely to think Bellingham is going in the right direction:

- Newcomers/Residents of 3 years or less (67%)
- Respondents aged 18 to 34 (66%)

When asked to name the most important problem facing Bellingham, the most frequent responses had to do with growth. This included comments about sprawl and too much development (14%), general comments about growth (8%) and also planning for growth (5%). Traffic was also a prevalent response (10%) as well as watershed issues (6%).

Table 2. What do you think is the most important problem facing Bellingham today that city leaders can do something about?		
	N	%
Improper Growth: Growing to large/Preventing Sprawl/Overpopulated/Too much development/improper in-fill	86	16
Traffic	60	11
Growth (General)	50	9
Police: Crime/Safety	39	7
Drinking Water/Watershed	38	7
Politics: Decision Making/Better City Officials	32	6
Creating/keeping/finding jobs	31	6
Other (see Appendix C for details)	30	5
Planning for growth/sprawl	27	5
Attract business/industry	25	5
Help Environment	25	5
Waterfront Development	24	4
Homelessness	22	4
Transportation	22	4
Improvement on Roads/Sidewalks	19	3
Affordable Housing	17	3
Energy Crises/Gas Prices	16	3
Zoning/Permits/Building Rights	16	3
Economy/Economic Development/Rising Prices	15	3
Taxes (General)	14	3
Education/ Youth Services	13	2
Housing	12	2
Poverty	10	2
Property Taxes	8	1
Parking	8	1
Involve Citizens	7	1
Healthcare/ Mental Healthcare	7	1
Planning (General)	6	1
Need More Development	3	1
Chuckanut Ridge	3	1
Need More Growth	2	0

n=585

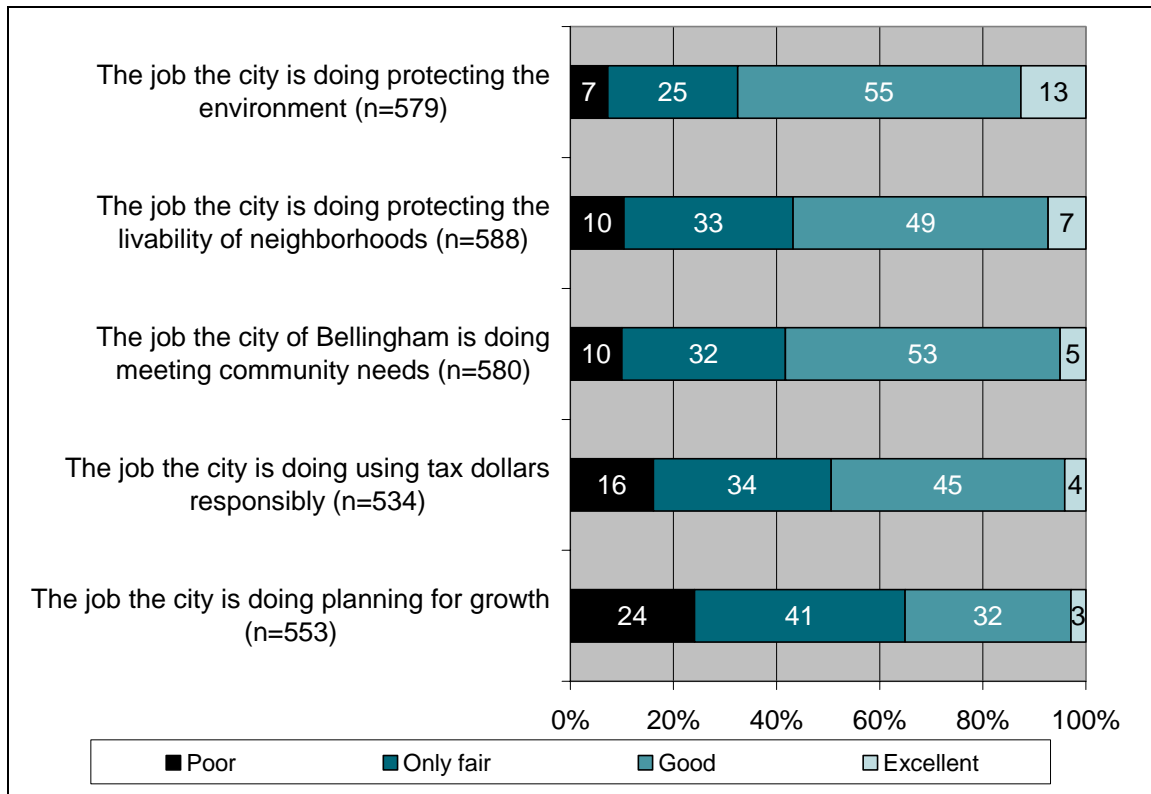
Some respondents mentioned more than one reason; numbers will total more than 100%

CITY PERFORMANCE RATINGS

Respondents were asked to rate the job the city is doing in several different areas. Figure 2 shows that the highest ratings went to what the city is doing to protect the environment, with 68% describing it as *good* or *excellent*.

Favorable ratings were given by over half of respondents for the job the city is doing protecting the livability of neighborhoods (56%) and meeting community needs (58%). Both of these were rated higher by newcomers to Bellingham (those who have lived in Bellingham for less than 4 years) and also by respondents with a household income of 75K or higher. Parents were more likely to give mediocre ratings for performance around protecting livability of neighborhoods (42% said *only fair* compared to 30% of non-parents).

Figure 2. Satisfaction with the City of Bellingham in five performance areas



Respondents showed some dissatisfaction with how the city is using tax dollars, with less than half (49%) giving *good* or *excellent* ratings. Newcomers to Bellingham were significantly more likely to give favorable ratings (66% vs 49% of those who have lived in Bellingham for more than 3 years). Similarly, respondents earning more than 75K per year were more satisfied, with 57% giving favorable ratings (compared to 46% of those earning less than 75K per year).

Respondents were least satisfied with the job the city is doing planning for growth with nearly one-quarter (24%) describing it as *poor*. This was a fairly universal sentiment, although males gave a particularly high proportion of *poor* ratings (29% vs 21% of females).

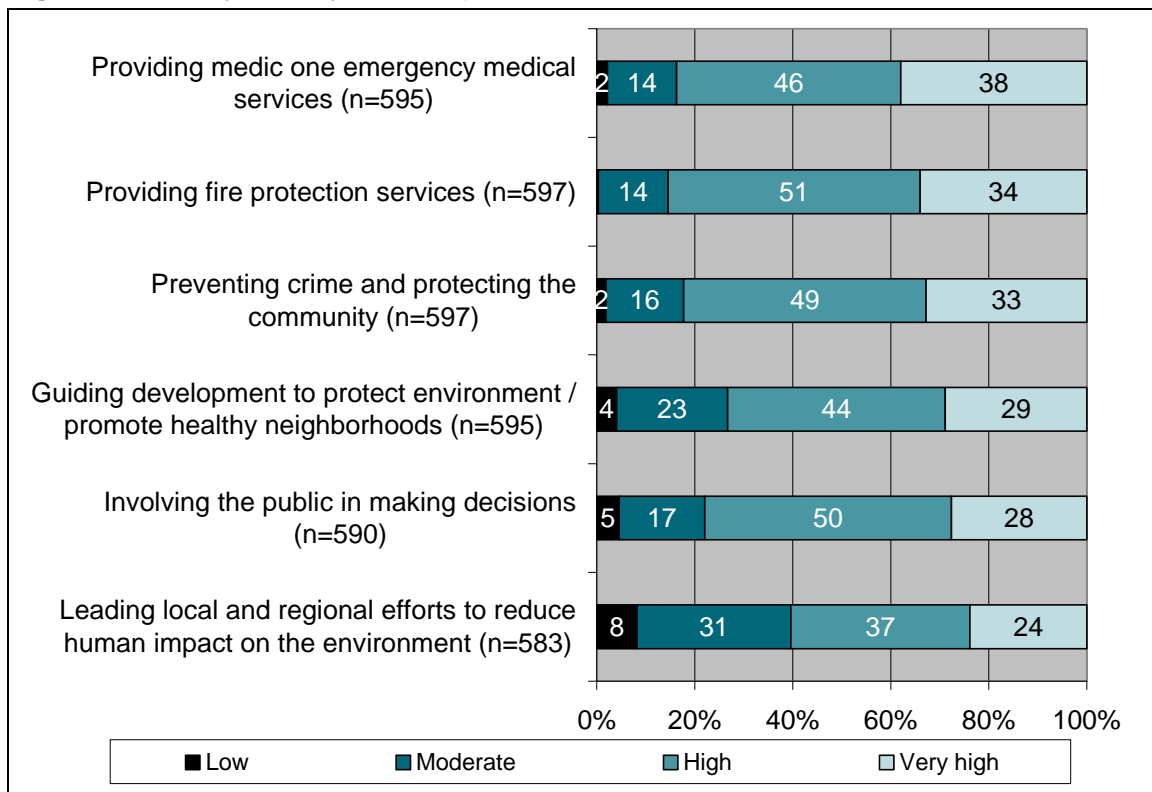
Three of these items were asked in prior years' surveys as well. The tables below show that people more often gave *excellent* ratings to "meeting community needs" in 2004 and 2006, though the overall distribution is not substantially changed. "Protecting the livability of neighborhoods" showed 7% higher *good* and *excellent* ratings in 2008. "Planning for growth" showed some improvement with 22% rating it as *poor* in 2008 compared to 30% in 2006. Readers should note that *don't know* responses are included in the tables while they are not in the graph above.

Table 3. Meeting community needs: 2004-2008.			
	2004	2006	2008
Excellent	13	7	5
Good	44	43	52
Only fair	30	34	31
Poor	9	10	10
(Don't know)	3	6	3
	(n=513)	(n=510)	(n=595)
Table 4. Protecting the livability of neighborhoods 2004-2008.			
	2004	2006	2008
Excellent	--	7	7
Good	--	42	49
Only fair	--	31	32
Poor	--	15	10
(Don't know)	--	5	2
	--	(n=510)	(n=599)
Table 5. Planning for growth: 2004-2008.			
	2004	2006	2008
Excellent	--	4	3
Good	--	26	30
Only fair	--	36	38
Poor	--	30	22
(Don't know)	--	4	7

PRIORITY AND SUCCESS OF CITY EFFORTS

Respondents were asked to consider 13 different efforts that the City of Bellingham could spend tax dollars on. Each effort was rated in terms of their priority level with a scale of *low*, *moderate*, *high*, or *very high*. The frequencies were sorted by *very high* priority and split into two sections. Figure 3 shows the six efforts with the highest proportion of *very high* priority ratings. The top three efforts were rated as *very high* priorities by more than one-third of the respondents: providing medic one services (38%), providing fire protection services (34%) and preventing crime and protecting the community (33%). When looking at the combined *high* and *very high* priorities, these three remain the top ranked, with one more effort rated with similar priority level: involving the public in making decisions (78% consider it a *high* or *very high* priority).

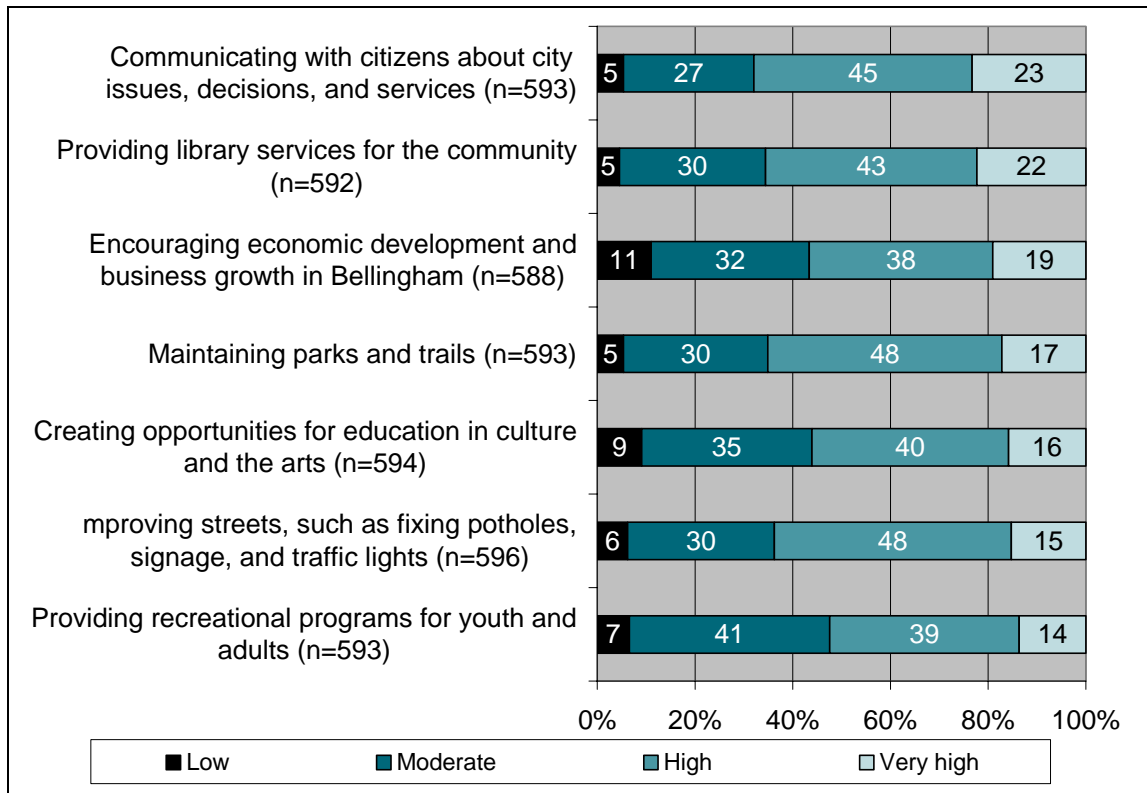
Figure 3. Priority for city efforts, part 1



Compared to prior years' surveys, all of these items were given a smaller proportion of *very high* ratings in 2008 and more *high* ratings on every item. "Leading local and regional efforts to reduce human impact on the environment" was a new item this year. For detailed tables, please see Appendix D.

The second half of the ranked priorities are shown in Figure 4. The efforts with the lowest level of *very high* priority ratings were improving streets (14%) and providing recreational programs (15%). Encouraging economic development had the highest proportion of *low* priority ratings (11%).

Figure 4. Priority for city efforts, part 2

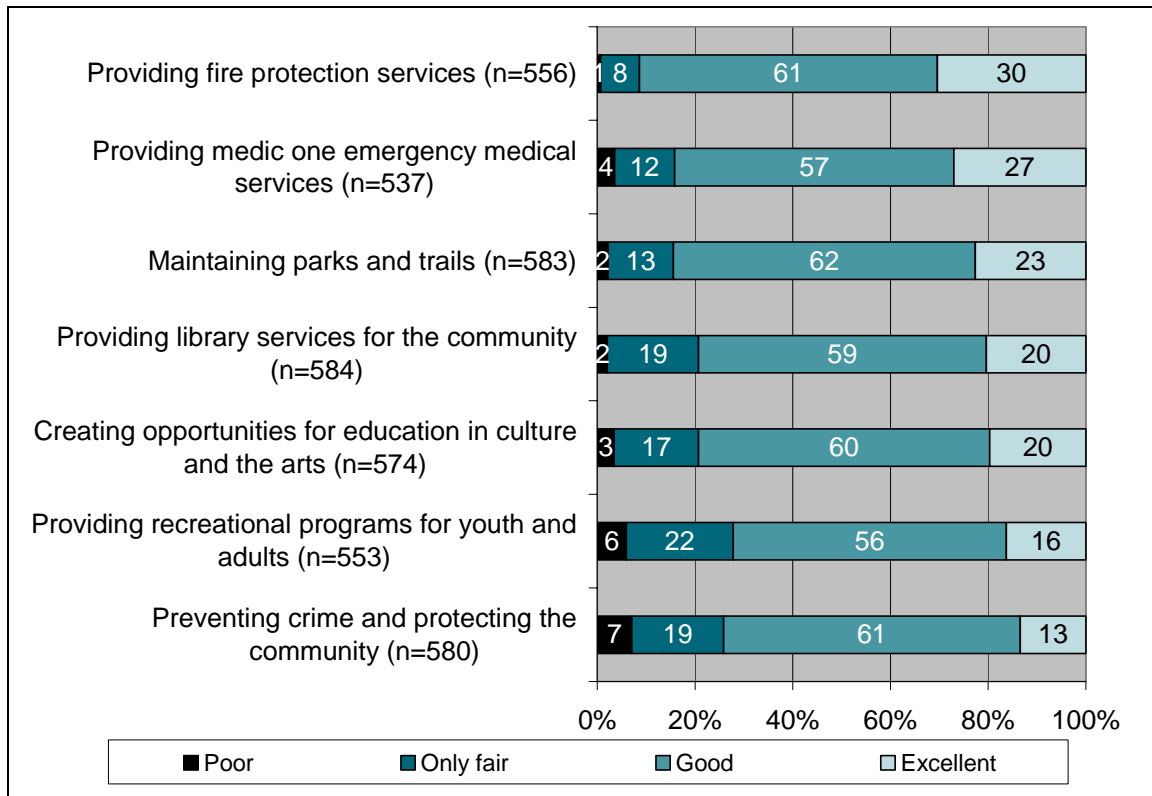


Analysis looked to see where particular subgroups differed in how they prioritized city efforts. Here are some of the key findings:

- Parents rated providing fire protection services slightly lower than non-parents (79% called it a high or very high priority compared to 88% of non-parents). Parents ranked preventing crime as a higher priority than fire protection.
- Women and men differed in their ratings on six of the items. In all cases women rated issues as a higher priority.
- Newcomers to Bellingham also stood out with ratings of higher priority on four of the items.

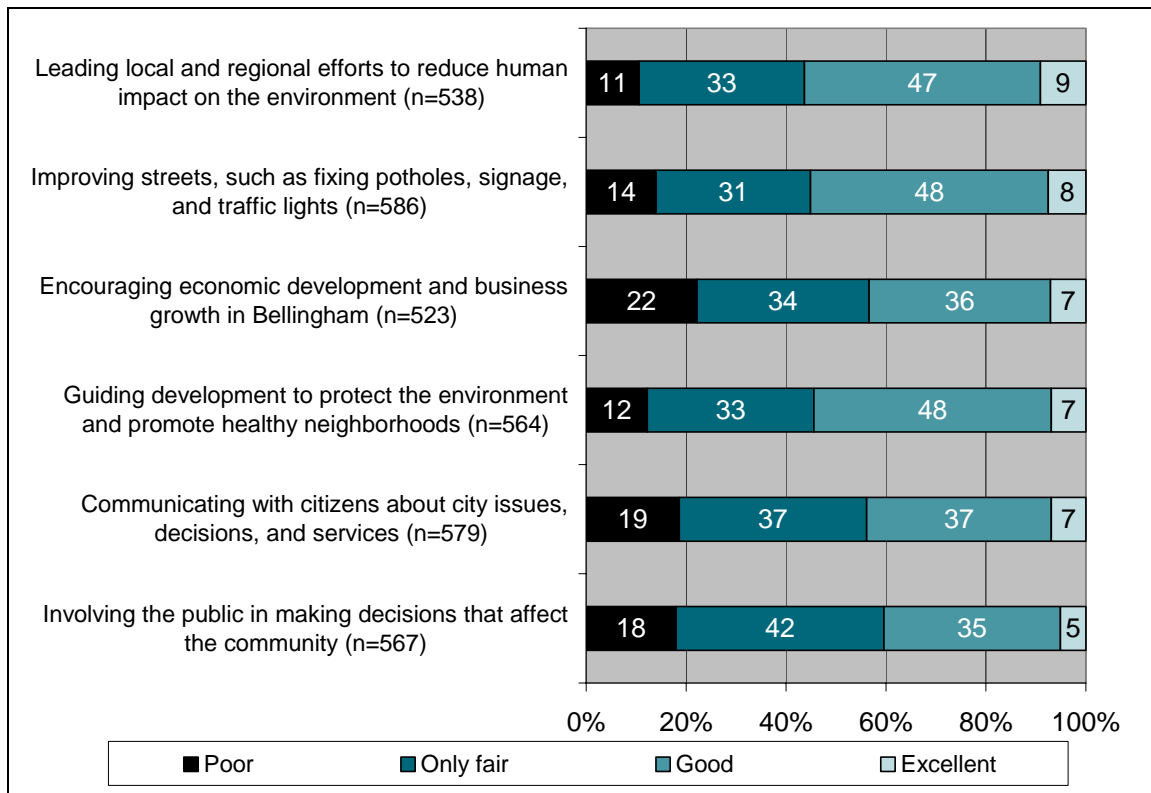
Respondents were then asked to rate the same 13 efforts in terms of how well the City of Bellingham is doing in providing services. Again, the efforts were ranked and split into two graphics. Figure 5 shows the first half, where the bulk of respondents (approximately 60%) said the job the city is doing is *good*. The top ranked service was fire protection services where 91% called it *good* or *excellent*. A slightly smaller proportion gave such high ratings to medic one services (84%) and maintaining parks and trails (85%). With few exceptions, the top ranked services had very few *poor* ratings.

Figure 5. Success in city efforts, part 1



The lower ranked services had more distributed ratings, with a larger proportion of *poor* ratings. The services receiving the lowest proportion of favorable ratings were communicating with citizens about city issues (44%) and involving the public (40%). The highest proportion of *poor* ratings was garnered by the job the city has done on encouraging economic development (22%).

Figure 6. Success in city efforts, part 2



Analysis looked to see where particular subgroups differed in how they rated the success of city efforts. Here are some of the key findings:

- Respondents over 65 were more likely than younger respondents to give *excellent* ratings regarding fire services (35%) and Medic One services (40%)
- Respondents under age 35 were more likely to give *excellent* ratings for the job the city is doing encouraging economic development (14%)
- This same group (18-34) was significantly less satisfied with opportunities for education in the arts with 31% giving *fair* or *poor* ratings
- Respondents with an income under 75K were more likely to give unfavorable ratings of *fair* or *poor* regarding maintaining parks and trails (20%) and also providing recreational programs (35%)
- Renters were more likely to give *poor* ratings for preventing crime and protecting the community (13%)

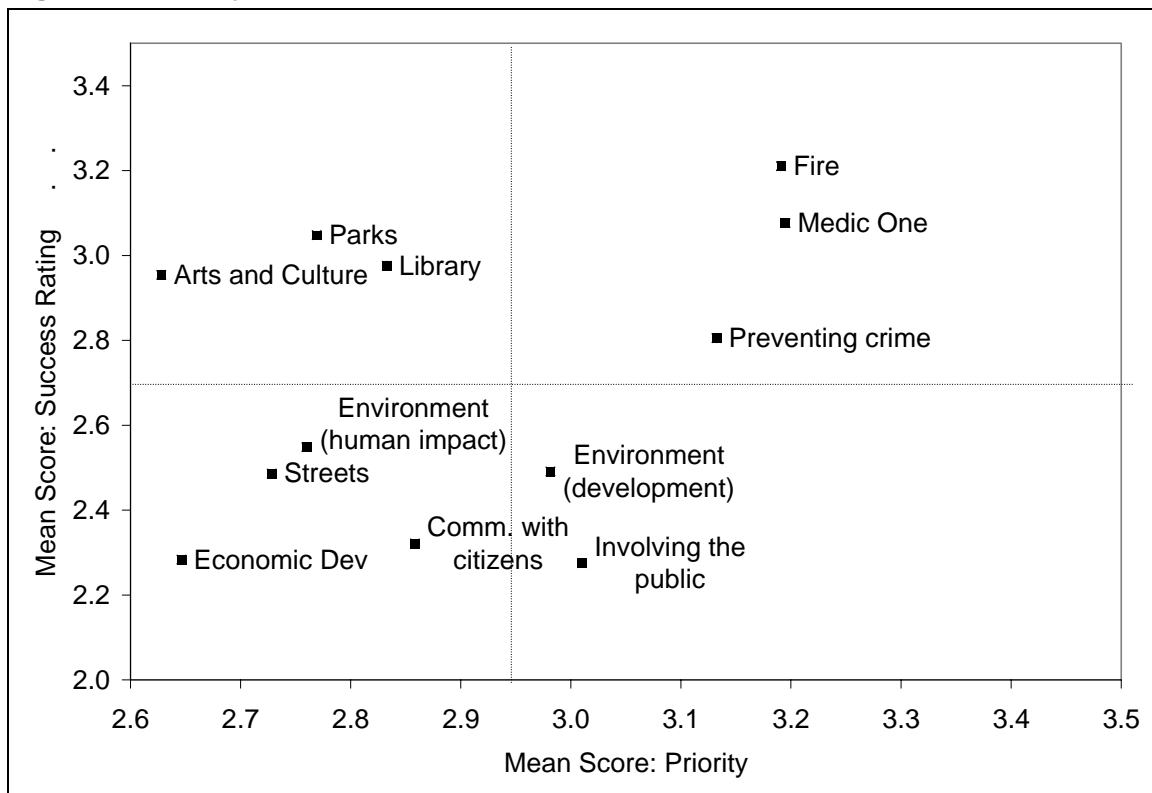
Further analysis looked to see how the priority ratings stacked up against the success ratings. In other words, “Do the residents think the city is doing well in the areas that they think are most important?” Figure 7 illustrates where each of the city efforts fall on a continuum of priority ratings, showing that the average city effort priority rating was a 2.9. The average success rating across these services was a 2.7. There were three efforts that received above average ratings in both priority and success:

- Providing fire protection services
- Providing medic one emergency medical services
- Preventing crime and protecting the community

There were two efforts that received above average priority ratings, but below average success ratings:

- Involving the public in making decisions that affect the community
- Guiding development to protect the environment and promote healthy neighborhoods

Figure 7. Priority and Success Quadrants

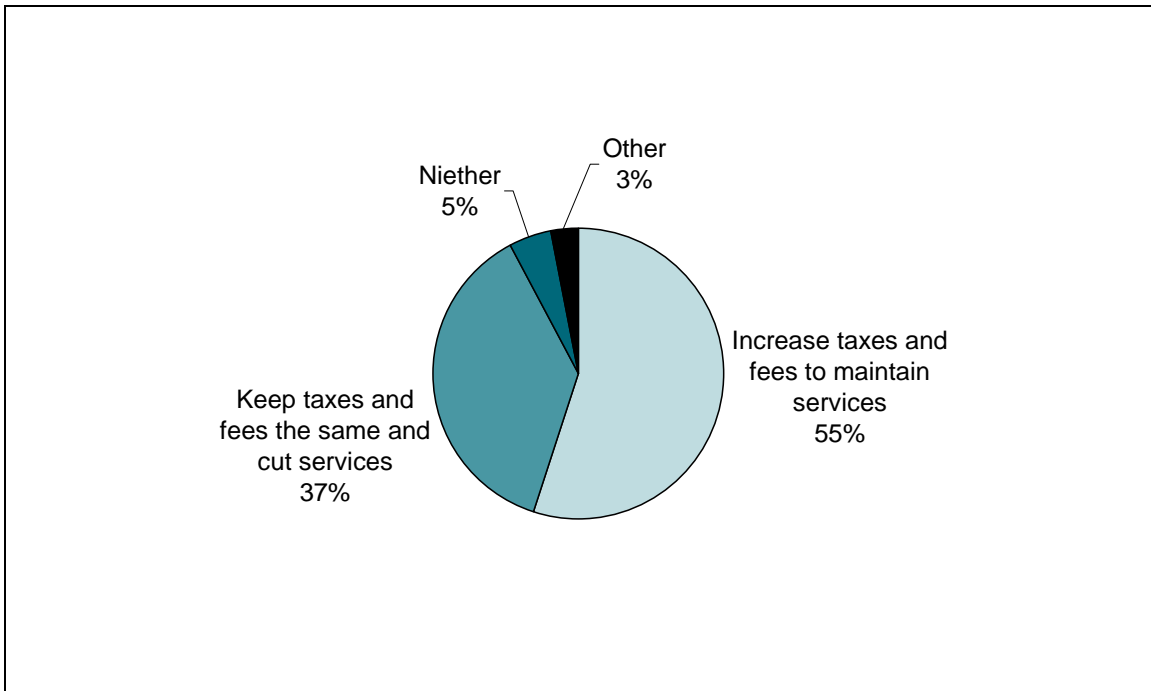


BUDGET AND TAXES

Respondents were asked to consider whether people who live outside the city should pay extra for services that are supported by city taxes. Over half (59%) said they think that the people who live outside the city should continue to get these services without paying extra fees.

When asked to choose between increasing taxes to maintain services or keeping taxes the same but cutting services, just over half (55%) chose increasing taxes. Just over one-third (37%) preferred cutting services to keep taxes the same. The remainder would not select between the available choices and said *neither* or something else.

Figure 8. Which would you choose for the City of Bellingham? (n=564)



Analysis found that renters were significantly more likely to prefer increasing taxes to maintain services (65% vs 51% of owners). Respondents under the age of 35 were also more likely to prefer the option of increasing taxes (62% compared to 54% of those 35+). Those over 35 were more likely to say *neither* or *other*. This is very similar to the 2004 findings, where 56% of respondents preferred maintaining services with tax increases. In 2006, fewer people were certain of a response to the question.

Table 6. Increase taxes or cut services: 2004-2008			
	2004	2006	2008
Increase taxes, maintain services	56	44	52
Keep taxes same, cut services	33	42	35
(Other)	4	5	3
(Neither)	3	4	5
(Don't Know)	3	4	3
(Refused)	1	1	2
	(n=513)	(n=510)	(n=598)

Respondents were asked to suggest which services the city should cut if they were to cut services. The most frequently mentioned suggestions were

- Cultural/Arts
- Parks and recreation
- Administration/city salaries

Other top mentions were the library, roads, and law enforcement.

One common theme was distinguishing between necessities and luxuries, typically referring to arts and parks/recreation.

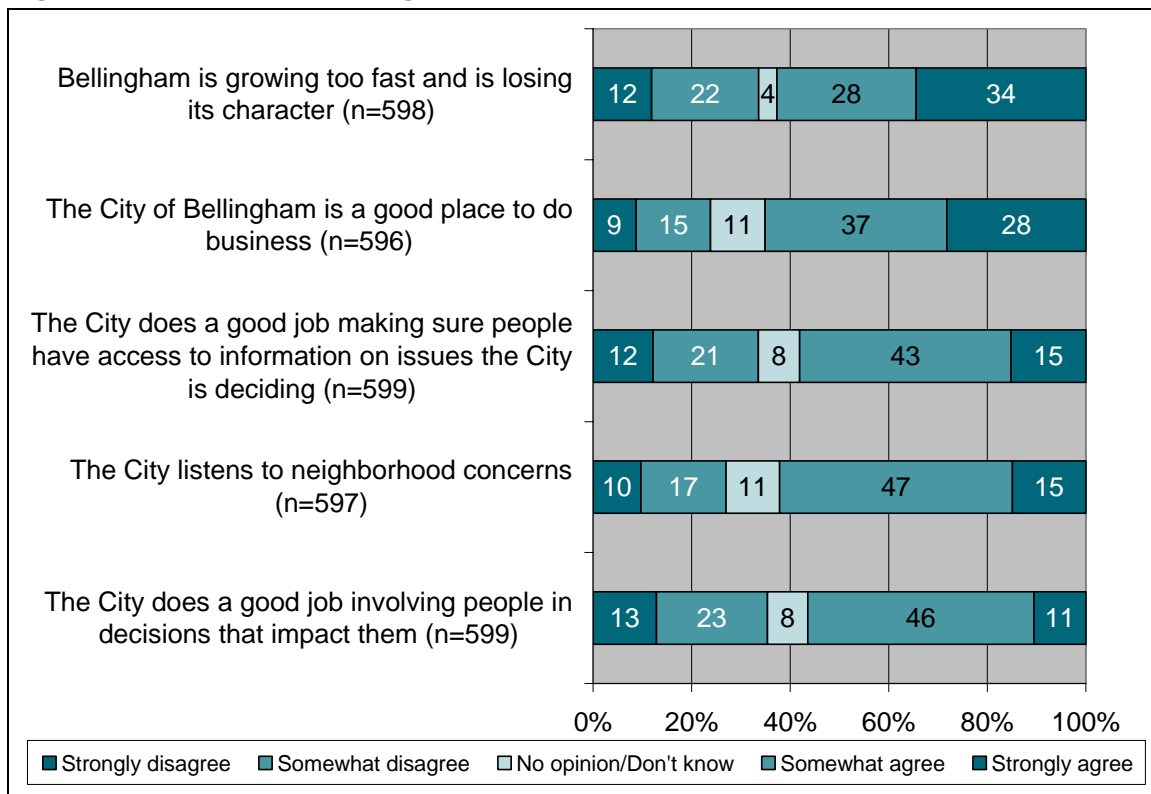
"The arts and the trails. As much as I enjoy them, they are "I wants" not "I needs." We should keep the needs, cut the wants."

ATTRIBUTES

Respondents were presented with a series of statements about Bellingham and asked to rate their agreement. The highest proportion of *strongly agree* ratings went to “Bellingham is growing too fast and is losing its character” (34%). Residents who have lived in Bellingham longer than 3 years were more likely to *strongly agree* with this statement (37% compared to 18% of newcomers). Two other groups were particularly likely to take this position: women (39%) and residents with income under 75K (40%). This is substantially changed from 2006 in which just 26% of respondents *disagreed* or *strongly disagreed* with the statement compared to 34% this year (see Appendix D for detailed tables).

When *somewhat* and *strongly agree* are combined, solid support was voiced for “The City of Bellingham is a good place to do business” (65%). Respondents under 35 were more likely to feel this way (80% compared to 63% of older respondents). Parents were also more likely to agree (73%). A portion of men *disagreed strongly* (13% vs 6% of women). This question was not asked in prior years.

Figure 9. Attributes of Bellingham



The two lowest ranked statements both concern community involvement. “Listening to neighborhood concerns” was largely unchanged from 2006. Ratings for “involving

people in decisions” cannot be compared to 2006 due to changes in the question wording.

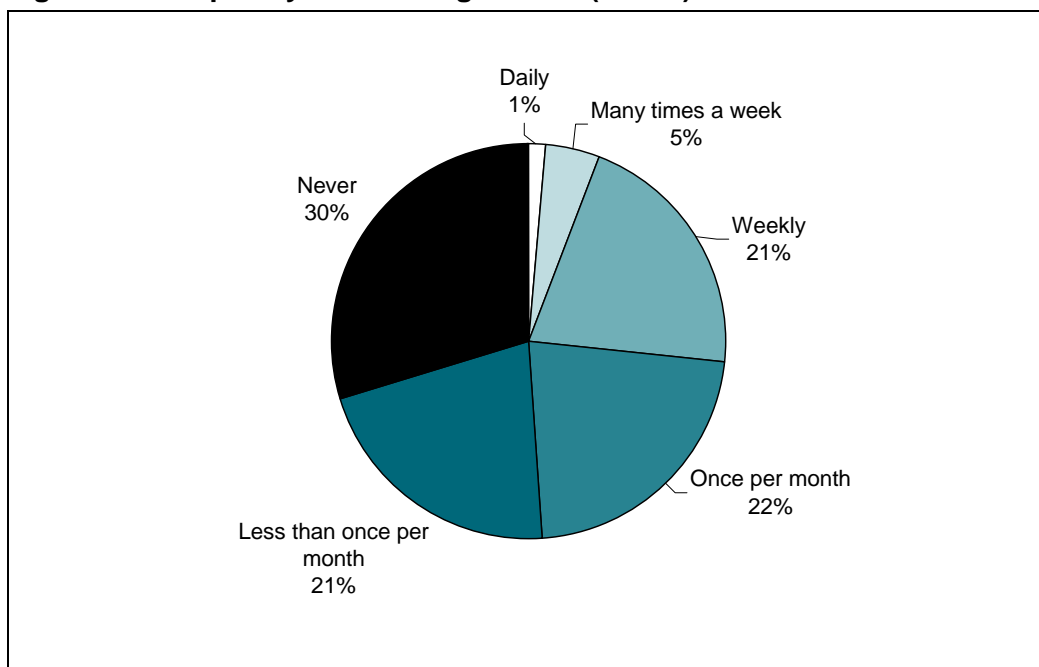
Older respondents (55 and older) were especially likely to *strongly disagree* that the city listens to neighborhood concerns (13% compared to 6% under 55). This same group was also less likely to *somewhat* or *strongly agree* that the City does a good job involving people in decisions that impact them (52% vs 62% of younger respondents). Similarly, parents were more likely than non-parents to *agree* with this item (65% compared to 53% of non-parents).

BTV10

Most respondents (70%) have heard of Bellingham’s city television channel known as BTV-10 (unchanged from 2006). Residents who have lived in Bellingham for more than 3 years, respondents with an income of 75K or more and respondents 35 and older were significantly more likely than their counterparts to have heard of it.

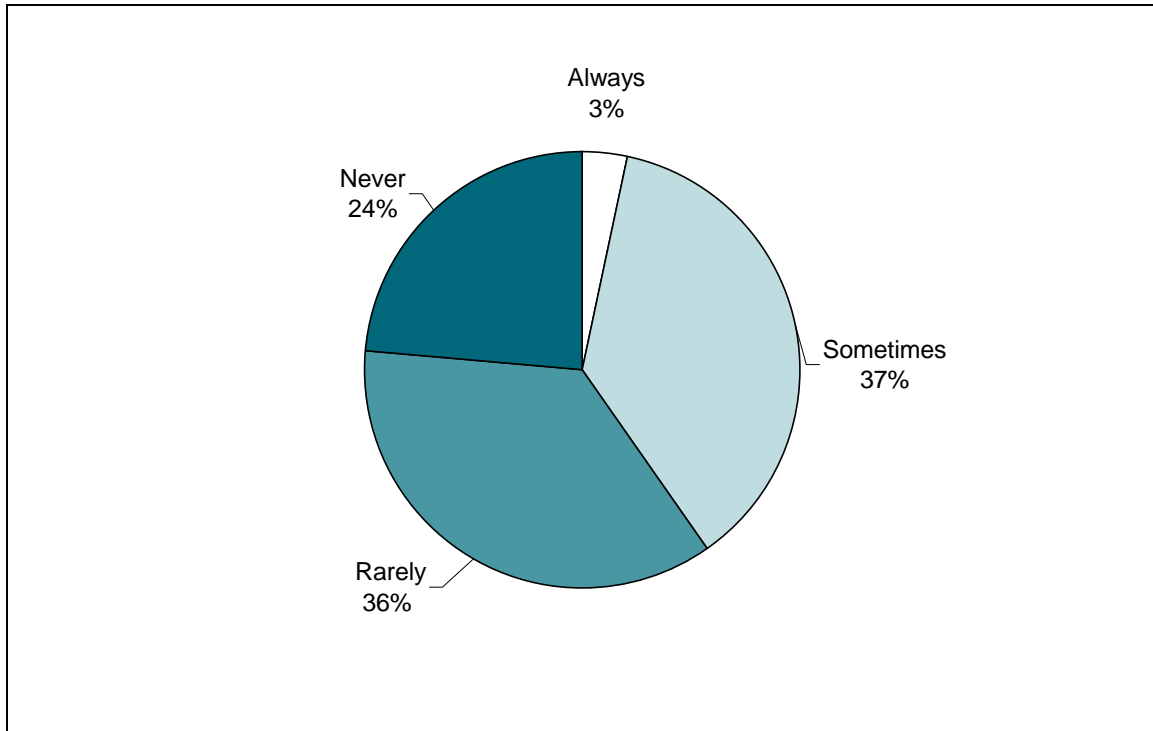
Among those who have heard of it, approximately half (49%) watch it once a month or more (see Figure 10), down from 57% in 2006. This is one instance where the switch from registered voter respondents to residents in general might have accounted for at least some of the change, though registered and unregistered respondents were equally aware of the station and had similar viewing patterns.

Figure 10. Frequency of watching BTV10. (n=419)



Among those who ever watch BTV-10, 40% were tuning in to watch a City Council meeting *sometimes* or *always* (42% in 2006). Women were especially likely to *sometimes* or *always* use the channel to watch a City Council meeting (47% vs 32% of men).

Figure 11. How often were you tuning in to watch a City Council meeting? (n=295)

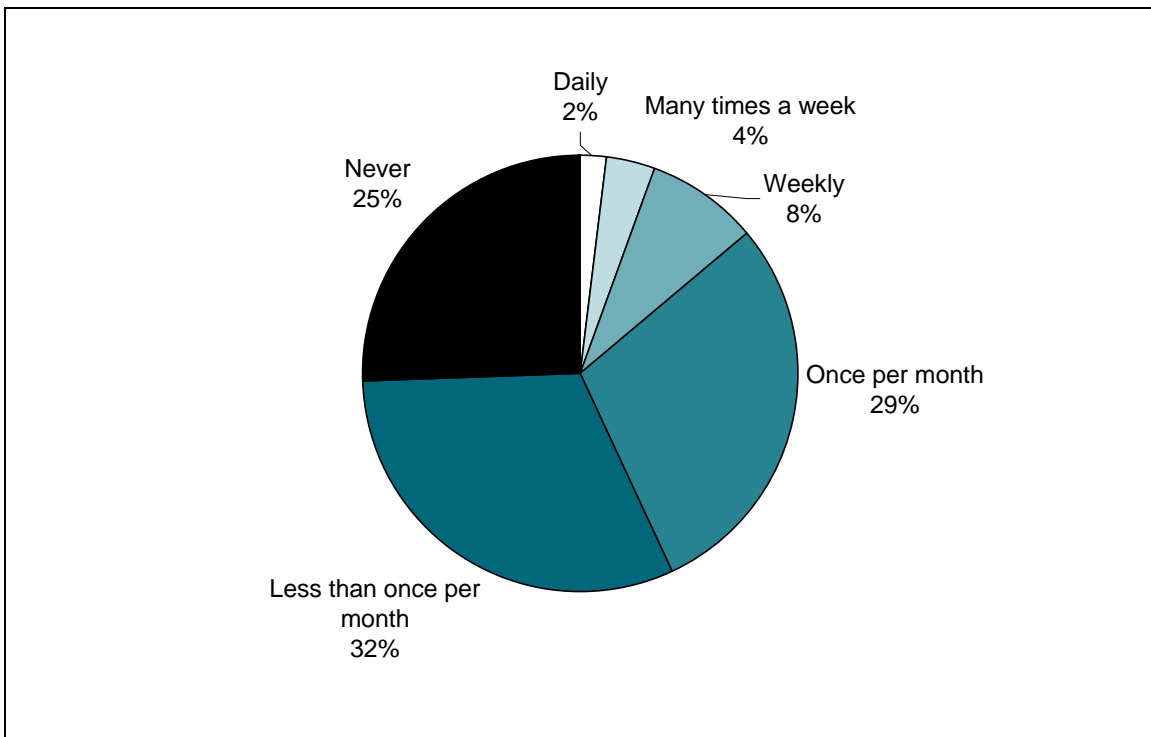


CITY WEBSITE

Just over half of respondents (54%) have heard of the City’s website cob.org (unchanged from 2006, though significantly better known among registered voters than unregistered respondents in 2008). Among those who have heard of it, 43% visit cob.org about *once a month* or more (down from 48% in the 2006 survey). One-quarter (25%) of those who have heard of the website have *never* visited.

Age was strongly associated with usage; respondents over 65 were the least likely age group to have ever visited the site (56% vs 79% of those under age 65).

Figure 12. Frequency of visiting cob.org. (n=326)

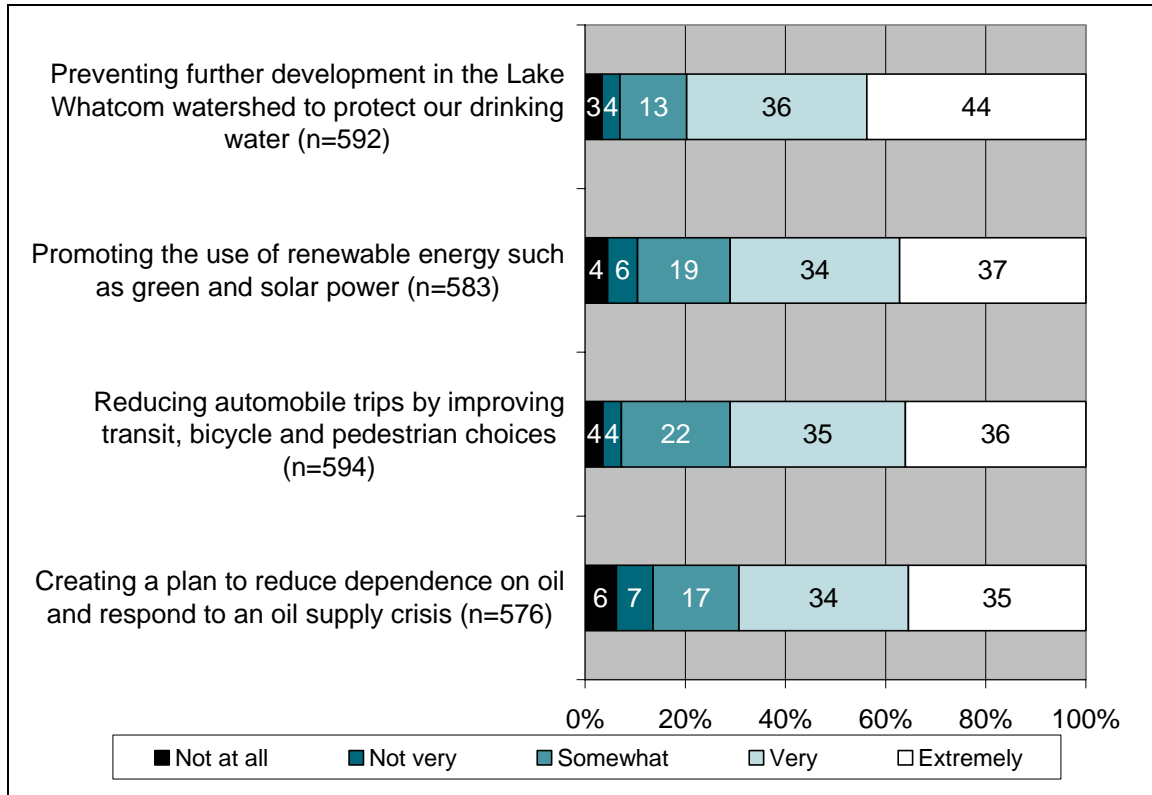


ENVIRONMENT

Respondents were presented with four actions that the City of Bellingham is taking to protect the environment. They were instructed to rate how important each action is to them. The four actions yielded very similar distributions (see Figure 13). The action receiving the highest proportion of favorable ratings was “preventing further development in Lake Whatcom watershed to protect our drinking water” with 80% calling this *very* or *extremely important*. Analysis found this distribution of ratings to be consistent among the various segments of residents.

The lowest ranked action was “creating a plan to reduce dependence on oil...” with 13% calling it *not at all* or *not very important*. Older respondents (age 55 and older) were more likely to call this *not at all important* (9% compared to 3% of younger respondents). Income also appeared to factor into the ratings on this item; those with smaller income (less than 75K) were more likely to say this is *extremely important* (38% vs 27% of the 75K+ segment).

Figure 13. Environmental actions



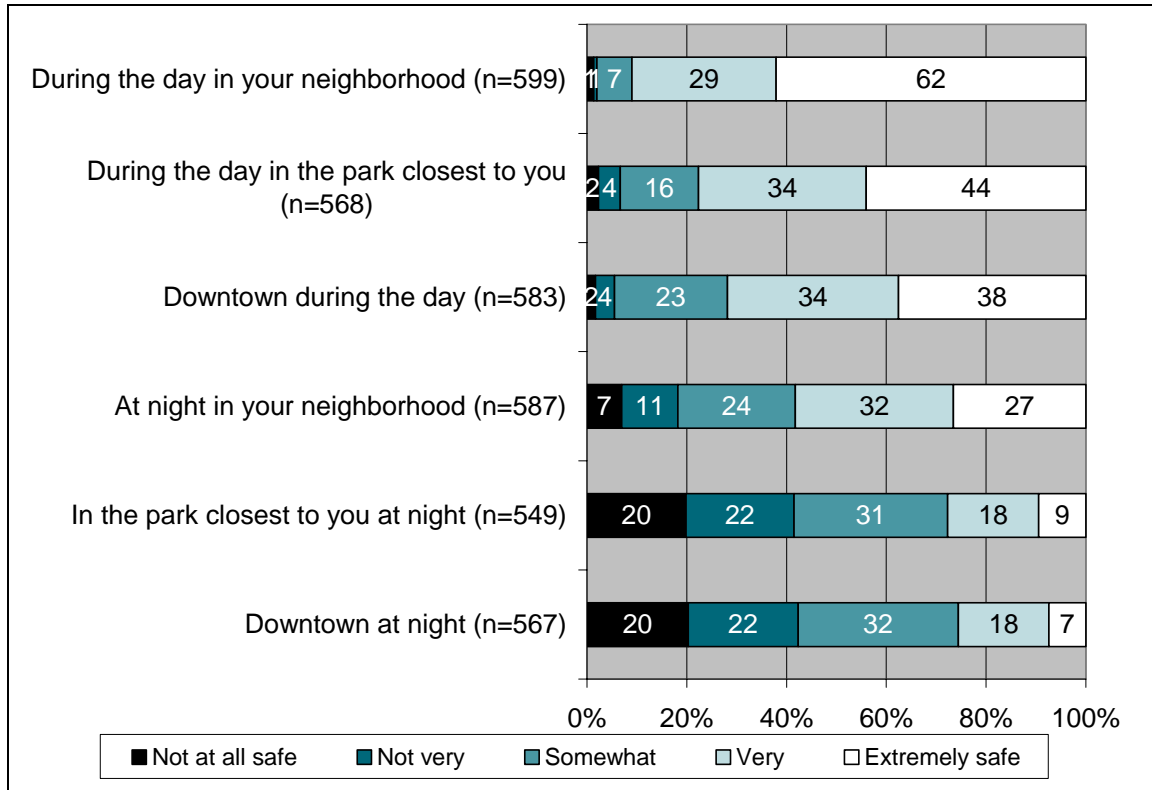
Other notable findings:

- Respondents with income over 75K were less likely to think that promoting the use of renewable energy is extremely important (41% compared to 27%).
- Reducing automobile trips was more important to younger respondents; those under 55 were more likely to call it extremely important (40% compared to 33% of 55+). Men were more likely to say this was not very or not at all important (10% compared to 5% of women)

SAFETY

Respondents were asked about how safe they feel in Bellingham, both in their own neighborhood, in parks nearby and downtown. The safest ratings went to daytime scenarios, with their own neighborhood rated highest (91% said *very* or *extremely safe*) followed by a nearby park (78%). Nighttime scenarios were rated less safe than corresponding daytime scenarios; 42% said they feel *not very* or *not at all safe* in the nearby park at night; an identical percentage felt this way about nighttime downtown.

Figure 14. Safety ratings



Further analysis found that there were clear patterns among two particular segments based on income and gender. Women felt significantly less safe than men in all scenarios except during the day in their own neighborhood (where ratings were similar). Respondents with an income of 75K or higher gave consistently higher ratings of safety in all scenarios.

Respondents aged 65 and over were less likely to say they felt *extremely safe* in their neighborhood during the day (58%) and at night (21%). They were also more likely to say they felt *not at all safe* in their neighborhood park at night (27%).

Parents did not differ from non-parent ratings except downtown during the day. In that scenario, 29% of parents said they feel *extremely safe*, compared to a larger proportion of 41% of non-parents.

Respondents who have lived in Bellingham for more than 3 years were more wary of downtown at night; they were significantly more likely to say they feel *not at all safe* (22% vs 10% of newcomers).

These items are partially comparable to items fielded by the city of Portland, Oregon.¹ Overall, Bellingham residents' responses are similar to or more positive than those given by Portland residents in terms of safety.

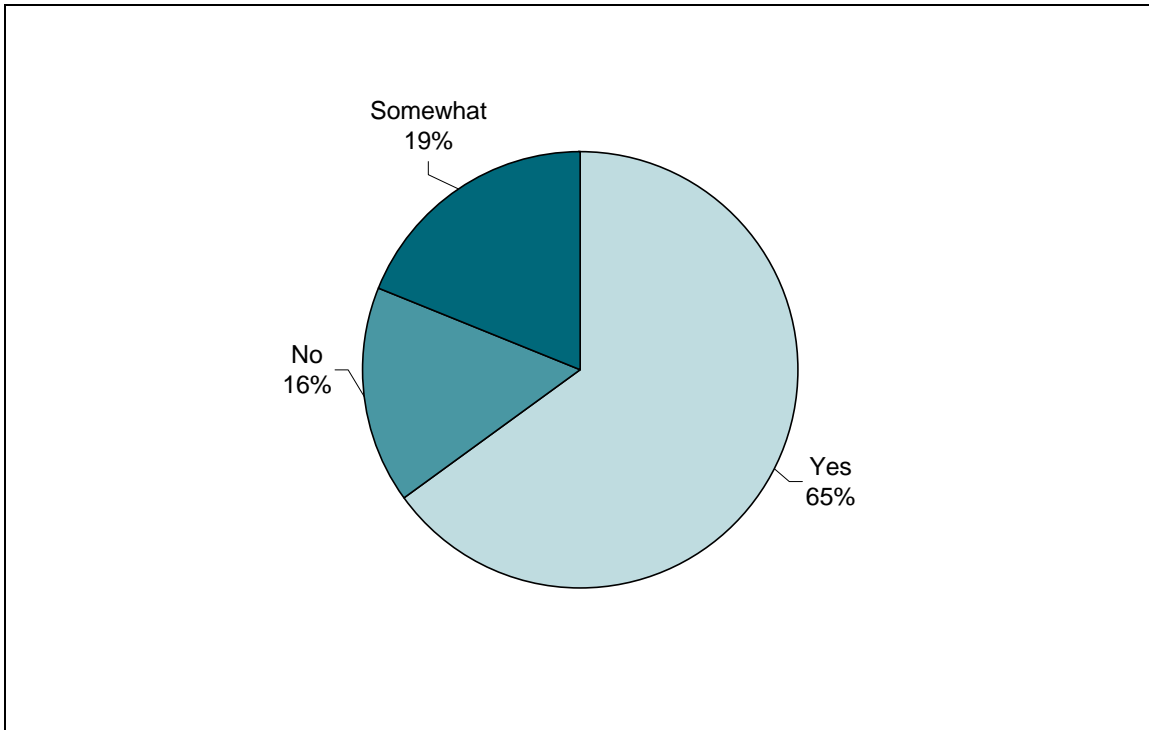
Table 7. How safe would you feel walking alone: Portland vs. Bellingham		
	Portland 2007	Bellingham 2008
	% Good or Very Good	% Extremely or Very Safe
During the day		
<i>In your neighborhood?</i>	89	91
<i>In the park closest to you?</i>	78	76
<i>Downtown?</i>	68	72
At night		
<i>In your neighborhood?</i>	51	58
<i>In the park closest to you?</i>	25	28
<i>Downtown?</i>	27	26

¹ Portland's survey relied on one response scale for all their items, which lead to some confusion in fielding the survey in Bellingham. Response scales were altered for the Bellingham survey to make them more appropriate for the questions.

EMERGENCY PREPAREDNESS

Respondents were asked if they were prepared to sustain themselves (and family) for 72 hours after a major disaster. Two-thirds (65%) said they thought they were with another 19% saying they were *somewhat* prepared.

Figure 15. Are you prepared to sustain yourself and your family for 72 hours after a major disaster? (n=591)



Several segments identified themselves as unprepared. These groups were significantly less likely than their counterparts to say they are prepared in the event of a major disaster:

- Respondents with children in the household (56%)
- Respondents under age 55 (58%)
- Respondents with an income under 75K per year (60%)
- Women (57%)

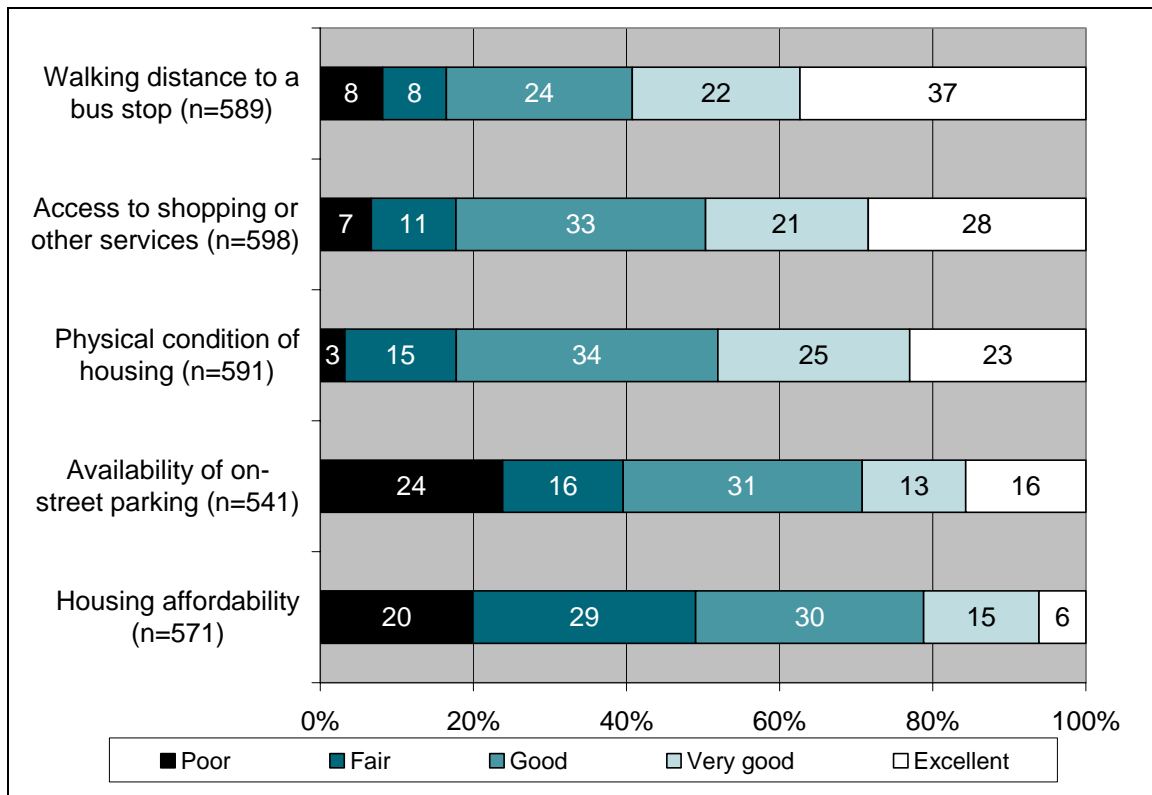
NEIGHBORHOOD RATINGS

Respondents were asked to rate their own neighborhood in a variety of categories. Respondents showed considerable satisfaction with the walking distance to the closest bus stop with 59% calling it *very good* or *excellent*.

Access to shopping or other services garnered nearly half (49%) *very good* or *excellent* ratings as did the physical condition of housing (48%). Both of these were areas where parents were less satisfied than non-parents. Just 15% of respondents with children in the house called the physical condition of housing *excellent* (compared to 26% of non-parents). This was also an area where income and age played a role. Respondents with household income of 75K or higher were more satisfied (32% *excellent* ratings) as were those aged 55 and over (28%).

The two areas with the least satisfaction involved parking and housing affordability. The highest proportion of *poor* ratings went to the availability of on-street parking (24%). This was fairly universal with no segments of residents presenting a statistically different range of opinions. Also ranked low was housing affordability with only 21% calling it *very good* or *excellent*. Two segments that were less likely to give *very good* or *excellent* ratings were parents (14%) and those aged 54 or under (15%).

Figure 16. Neighborhood ratings



With regard to neighborhood characteristics, “Walking distance to a bus stop” and “On-street parking” are the only items that appear to be more poorly rated by Bellingham residents compared to Portland residents.

Table 8. Neighborhood ratings: Portland vs. Bellingham		
	Portland 2007	Bellingham 2008
	% Good or Very Good	% Excellent, Very Good or Good/ % Excellent or Very Good
<i>Housing affordability</i>	40	51/21
<i>Physical condition of housing</i>	65	82/48
<i>Walking distance to bus stop</i>	87	84/59
<i>Access to shopping or other services</i>	76	82/50
<i>On-street parking</i>	62	55/29

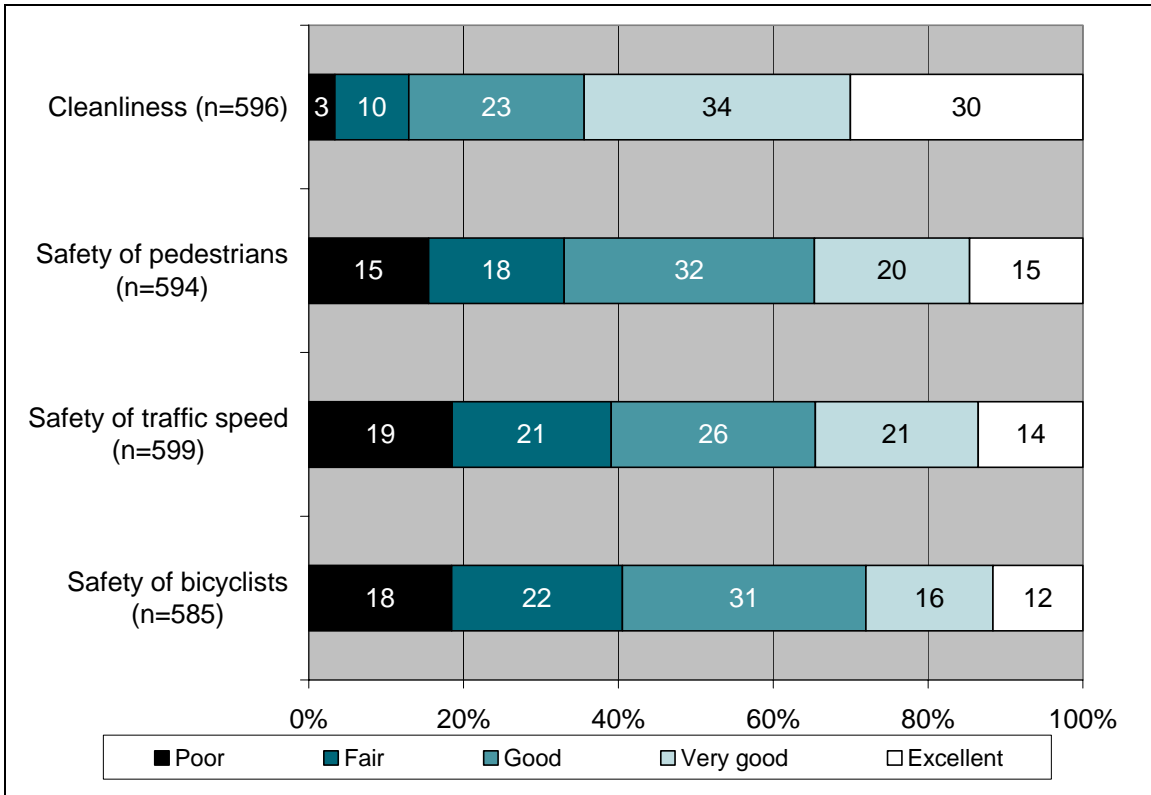
NEIGHBORHOOD STREETS

Respondents were also asked to rate the streets in their neighborhood on four different attributes shown in Figure 17. Cleanliness ranked highest with 30% of respondents rating this as *excellent*. Analysis found that two groups were particularly satisfied with cleanliness and were more likely than their counterparts to call it *very good* or *excellent*: respondents aged 55 and older (69%) and respondents with an income over 75K (66%).

Safety of pedestrians and traffic speed yielded very similar distributions of responses with 35% calling them *very good* or *excellent*. A slightly larger proportion of respondents expressed dissatisfaction with the safety of traffic speed (40% called it *fair* or *poor*, compared to 33% for the safety of pedestrians). The distributions for both of these items were statistically similar among the various subgroups tested, indicating fairly universal opinions.

The poorest ratings went to the safety of bicyclists with only 28% calling it *very good* or *excellent*. Younger respondents showed that they were particularly underwhelmed with the safety of bicyclists (23% gave favorable ratings compared to 32% of those 55 and older).

Figure 17. Ratings of neighborhood streets, sorted by ratings of excellent



With regard to neighborhood streets, Bellingham residents gave higher scores to “cleanliness” than Portland residents.

Table 9. Neighborhood streets: Portland vs. Bellingham.		
	Portland 2007	Bellingham 2008
	% Good or Very Good	% Excellent, Very Good or Good/ % Excellent or Very Good
Cleanliness	61	87/64
Traffic speed	45	61/35
Safety of pedestrians	53	67/35
Safety of bicyclists	47	59/28

CONCLUSION

Bellingham residents are mostly pleased with the quality of life and conditions of their area. Concerns about growth, planning and traffic and infrastructure are predominant issues, along with the environment and the economy. There is some concern that the city has not supported planning for growth adequately, and not involved or informed residents in important decisions.

The city received high marks in key priority areas of fire protection, emergency medical services and crime prevention. The city needs to focus energy and resources on guiding development and involving the public – areas that were rated as high priorities but for which the city received relatively low marks. Residents gave strong ratings to important amenities (arts and culture, library and parks) but did not give these very high priority.

Most residents showed some willingness to pay more to maintain services, though among the substantial minority who would not, cutting arts and culture as well as park funding was the focus.

Environmental issues are important to a large majority of residents, especially when it comes to protecting Lake Whatcom as a drinking water source. The city can take action on environmental issues and trust that they are representing citizen's interests.

REPORT APPENDICES

City of Bellingham Service Priorities and Customer Satisfaction Survey






September, 2008

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APPENDIX A: RESEARCH METHODS AND DATA QUALITY

The survey was administered by telephone during the period from June 11th, 2008 to September 3rd, 2008 to residents of Bellingham, Washington who reside within the city limits. Phone numbers were supplied by a reputable survey sampling organization, Survey Sampling International. Six hundred surveys (600) were completed with qualified respondents. Three attempts were made to contact eligible respondents within each household, including at least one attempt on a weekend day and at least one attempt during business hours. The margin of error for a 600-case survey is approximately 4%.

Call Disposition Tables

The following table details the final calling dispositions of the City of Bellingham Service Priorities and Custom Satisfaction Survey:

Table A1. Call result summary	
Result	N
Completed: Registered to vote	533
Completed: Not registered to vote	67
Partial Completes	12
Soft Refusal *	82
Refused	442
No Answer/Machine/Busy	262
Callback	15
Total Valid Contact	1413
Bad number	4485
Unable - Language	78
Unable - Physical/Mental	58
Not Qualified	450
Already Responded	8
Max Attempts	3773
Total Invalid Contacts	8852
Total	10265
Response Rate (completes/valid)	38%
Average Length of Survey	16:32
*When a respondent terminates a call prior to establishing eligibility, the call is coded "Soft Refusal." Qualified respondents informed of the intent of the survey who refuse to participate are coded "refused."	

Descriptive Characteristics Table

Below are the characteristics of survey respondents:

Table A2. Demographics	
Demographics	%
<i>Home owner</i>	72
<i>Average Years in Bellingham</i>	22
Household Type	
Children under 18	27
No children under 18	74
Age	
18 to 24	4
25 to 34	7
35 to 44	13
45 to 54	22
55 to 64	24
65 and over	29
Total	100
Sex	
Male	42
Female	58
Total	100
Household Income	
Less than \$15,000	11
\$15,000 to \$24,999	12
\$25,000 to \$34,999	13
\$35,000 to \$49,999	14
\$50,000 to \$74,999	19
\$75,000 to \$99,999	15
More than \$100,000	15
Total	100

APPENDIX B: SURVEY SCRIPT AND FREQUENCY REPORT

INTRO:

Hello, my name is \$I and I'm conducting a public opinion survey on how people in Bellingham feel about some of the issues facing them. This is not a sales or telemarketing call. Your answers are strictly confidential and will be used for research purposes only. Would you like to participate? Am I speaking to someone at least 18 years of age that lives in the household? [IF NO] May I please speak with an adult in the household? If this is not a convenient time when could I call you back? [If respondent asks how long it will take say, "I expect it will take about 10 to 15 minutes of your time.]

N =	600	100%
Able to continue	600	100%
Not able to continue.....	0	0%

SC1:

Do you live in the city of Bellingham? [NOTE: Must be within the city limits to continue]

N =	600	100%
Yes.....	600	100%
No.....	0	0%
Don't know (DON'T READ)	0	0%
Not applicable (DON'T READ)	0	0%
Refused (DON'T READ).....	0	0%

Q1:

Are you registered to vote at this address?

N =	600	100%
Yes.....	533	89%
No.....	65	11%
Don't know (DO NOT READ)	2	0%
Not applicable (DO NOT READ)	0	0%
Refused (DO NOT READ)	0	0%

Q2:

Overall, would you rate the quality of life in Bellingham as excellent, good, only fair, or poor?

N =	600	100%
Excellent.....	248	41%
Good.....	296	49%
Only fair	45	8%
Poor	10	2%
Don't know (DO NOT READ)	0	0%
Not applicable (DO NOT READ)	0	0%
Refused (DO NOT READ)	1	0%

Q3:

Do you feel Bellingham is generally going in the right direction, or do you feel things have gotten seriously off on the wrong track?

N =	600	100%
Right direction.....1	343	57%
Wrong track.....2	185	31%
Don't know (DO NOT READ).....7	43	7%
Not applicable (DO NOT READ).....8	4	1%
Refused (DO NOT READ).....9	25	4%

Q4:

What do you think is the most important problem facing Bellingham today that city leaders can do something about? (ACCEPT ONE RESPONSE) [PROMPT if R is having a hard time answering or says 'don't know' say, any information you can give us would be helpful.] [AND/OR... We can return to this question if you think of anything later on]

N =	600	100%
Press enter to record response.....1	600	100%

INFO:

Using a scale of excellent, good, only fair, or poor, how would you rate each of the following?

N =	600	100%
Press enter to continue.....Y	600	100%

Q5:

The job the city of Bellingham is doing meeting community needs.

N =	600	100%
Excellent.....4	29	5%
Good.....3	309	52%
Only fair.....2	184	31%
Poor.....1	58	10%
Don't know (DO NOT READ).....7	15	3%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	5	1%

Q6:

The job the city is doing protecting the livability of neighborhoods.

N =	600	100%
Excellent.....4	43	7%
Good.....3	291	49%
Only fair.....2	193	32%
Poor.....1	61	10%
Don't know (DO NOT READ).....7	11	2%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	1	0%

Q7:

The job the city is doing planning for growth.

N =	600	100%
Excellent.....4	16	3%
Good.....3	178	30%
Only fair.....2	226	38%
Poor.....1	133	22%
Don't know (DO NOT READ).....7	43	7%
Not applicable (DO NOT READ).....8	1	0%
Refused (DO NOT READ).....9	3	1%

Q8:

The job the city is doing protecting the environment.

N =	600	100%
Excellent.....4	73	12%
Good.....3	318	53%
Only fair.....2	146	24%
Poor.....1	42	7%
Don't know (DO NOT READ).....7	18	3%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	3	1%

Q9:

The job the city is doing using tax dollars responsibly.

N =	600	100%
Excellent.....4	22	4%
Good.....3	242	40%
Only fair.....2	184	31%
Poor.....1	86	14%
Don't know (DO NOT READ).....7	62	10%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	4	1%

INFO2:

I'm going to read you a list of items that the City of Bellingham COULD spend tax dollars on. For each item, please tell me how high a priority that item should be, using a scale of low, moderate, high or very high priority.

N =	600	100%
Press enter to continue.....Y	600	100%

Q10:

Maintaining parks and trails.

N =	600	100%
Low.....1	32	5%
Moderate.....2	175	29%
High.....3	284	47%
Very high.....4	102	17%
Don't know (DO NOT READ).....7	7	1%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	0	0%

Q11:

Providing recreational programs for youth and adults.

N =	600	100%
Low.....1	39	7%
Moderate.....2	243	41%
High.....3	230	38%
Very high.....4	81	14%
Don't know (DO NOT READ).....7	4	1%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	3	1%

Q12:

Providing fire protection services.

N =	600	100%
Low.....1	2	0%
Moderate.....2	85	14%
High.....3	307	51%
Very high.....4	203	34%
Don't know (DO NOT READ).....7	2	0%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	1	0%

Q13:

Providing medic one emergency medical services. [Definition: Medic One is emergency medical/emergency ambulance services]

N =	600	100%
Low.....1	13	2%
Moderate.....2	84	14%
High.....3	272	45%
Very high.....4	226	38%
Don't know (DO NOT READ).....7	4	1%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	1	0%

Q14:

Preventing crime and protecting the community.

N =	600	100%
Low.....1	11	2%
Moderate.....2	95	16%
High.....3	295	49%
Very high.....4	196	33%
Don't know (DO NOT READ).....7	2	0%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	1	0%

Q15:

Improving streets, such as fixing potholes, signage, and traffic lights.

N =	600	100%
Low.....1	37	6%
Moderate.....2	179	30%
High.....3	289	48%
Very high.....4	91	15%
Don't know (DO NOT READ).....7	2	0%
Not applicable (DO NOT READ).....8	1	0%
Refused (DO NOT READ).....9	1	0%

Q16:

Encouraging economic development and business growth in Bellingham.

N =	600	100%
Low.....1	65	11%
Moderate.....2	190	32%
High.....3	221	37%
Very high.....4	112	19%
Don't know (DO NOT READ).....7	7	1%
Not applicable (DO NOT READ).....8	2	0%
Refused (DO NOT READ).....9	3	1%

Q17:

Providing library services for the community.

N =	600	100%
Low.....1	27	5%
Moderate.....2	177	30%
High.....3	256	43%
Very high.....4	132	22%
Don't know (DO NOT READ).....7	5	1%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	3	1%

Q18:

Creating opportunities for education in culture and the arts. For example through the museum, Children's museum and Mount Baker Theater.

N =	600	100%
Low.....1	54	9%
Moderate.....2	207	35%
High.....3	239	40%
Very high.....4	94	16%
Don't know (DO NOT READ).....7	3	1%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	3	1%

Q19:

Involving the public in making decisions that affect the community.

N =	600	100%
Low.....1	27	5%
Moderate.....2	103	17%
High.....3	297	50%
Very high.....4	163	27%
Don't know (DO NOT READ).....7	8	1%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	2	0%

Q20:

Communicating with citizens about city issues, decisions, and services.

N =	600	100%
Low.....1	32	5%
Moderate.....2	158	26%
High.....3	265	44%
Very high.....4	138	23%
Don't know (DO NOT READ).....7	5	1%
Not applicable (DO NOT READ).....8	1	0%
Refused (DO NOT READ).....9	1	0%

Q21:

Guiding development to protect the environment and promote healthy neighborhoods.

N =	600	100%
Low.....1	24	4%
Moderate.....2	135	23%
High.....3	264	44%
Very high.....4	172	29%
Don't know (DO NOT READ).....7	5	1%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	0	0%

Q22:

Leading local and regional efforts to reduce human impact on the environment.

N =	600	100%
Low.....1	48	8%
Moderate.....2	183	31%
High.....3	213	36%
Very high.....4	139	23%
Don't know (DO NOT READ).....7	11	2%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	6	1%

INFO3:

Now I'm going to ask you to rate the job the City of Bellingham is doing in providing services that rely on tax-payer dollars. Again, using a scale of excellent, good, only fair, or poor, how would you rate the job the city of Bellingham is doing...

N =	600	100%
Press enter to continue.....Y	600	100%

Q23:

Maintaining parks and trails.

N =	600	100%
Excellent.....4	132	22%
Good.....3	360	60%
Only fair.....2	78	13%
Poor.....1	13	2%
Don't know (DO NOT READ).....7	14	2%
Not applicable (DO NOT READ).....8	2	0%
Refused (DO NOT READ).....9	1	0%

Q24:

Providing recreational programs for youth and adults.

N =	600	100%
Excellent.....4	90	15%
Good.....3	309	52%
Only fair.....2	121	20%
Poor.....1	33	6%
Don't know (DO NOT READ).....7	39	7%
Not applicable (DO NOT READ).....8	3	1%
Refused (DO NOT READ).....9	5	1%

Q25:

Providing fire protection services.

N =	600	100%
Excellent.....4	169	28%
Good.....3	339	57%
Only fair.....2	44	7%
Poor.....1	4	1%
Don't know (DO NOT READ).....7	42	7%
Not applicable (DO NOT READ).....8	1	0%
Refused (DO NOT READ).....9	1	0%

Q26:

Providing medic one emergency medical services. [Definition: Medic One is emergency medical/emergency ambulance services]

N =	600	100%
Excellent.....4	145	24%
Good.....3	307	51%
Only fair.....2	66	11%
Poor.....1	19	3%
Don't know (DO NOT READ).....7	62	10%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	1	0%

Q27:

Preventing crime and protecting the community.

N =	600	100%
Excellent.....4	78	13%
Good.....3	352	59%
Only fair.....2	109	18%
Poor.....1	41	7%
Don't know (DO NOT READ).....7	18	3%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	2	0%

Q28:

Improving streets, such as fixing potholes, signage, and traffic lights.

N =	600	100%
Excellent.....4	44	7%
Good.....3	279	47%
Only fair.....2	181	30%
Poor.....1	82	14%
Don't know (DO NOT READ).....7	13	2%
Not applicable (DO NOT READ).....8	1	0%
Refused (DO NOT READ).....9	0	0%

Q29:

Encouraging economic development and business growth in Bellingham.

N =	600	100%
Excellent.....4	37	6%
Good.....3	190	32%
Only fair.....2	180	30%
Poor.....1	116	19%
Don't know (DO NOT READ).....7	66	11%
Not applicable (DO NOT READ).....8	2	0%
Refused (DO NOT READ).....9	9	2%

Q30:

Providing library services for the community.

N =	600	100%
Excellent.....4	119	20%
Good.....3	344	57%
Only fair.....2	109	18%
Poor.....1	12	2%
Don't know (DO NOT READ).....7	14	2%
Not applicable (DO NOT READ).....8	1	0%
Refused (DO NOT READ).....9	1	0%

Q31:

Creating opportunities for education in culture and the arts. For example through the museum, Children's museum and Mount Baker Theater.

N =	600	100%
Excellent.....4	113	19%
Good.....3	342	57%
Only fair.....2	99	17%
Poor.....1	20	3%
Don't know (DO NOT READ).....7	19	3%
Not applicable (DO NOT READ).....8	3	1%
Refused (DO NOT READ).....9	4	1%

Q32:

Involving the public in making decisions that affect the community.

N =	600	100%
Excellent.....4	29	5%
Good.....3	200	33%
Only fair.....2	236	39%
Poor.....1	102	17%
Don't know (DO NOT READ).....7	29	5%
Not applicable (DO NOT READ).....8	1	0%
Refused (DO NOT READ).....9	3	1%

Q33:

Communicating with citizens about city issues, decisions, and services.

N =	600	100%
Excellent.....4	40	7%
Good.....3	214	36%
Only fair.....2	217	36%
Poor.....1	108	18%
Don't know (DO NOT READ).....7	19	3%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	2	0%

Q34:

Guiding development to protect the environment and promote healthy neighborhoods.

N =	600	100%
Excellent.....4	39	7%
Good.....3	268	45%
Only fair.....2	188	31%
Poor.....1	69	12%
Don't know (DO NOT READ).....7	31	5%
Not applicable (DO NOT READ).....8	1	0%
Refused (DO NOT READ).....9	4	1%

Q35:

Leading local and regional efforts to reduce human impact on the environment.

N =	600	100%
Excellent.....4	49	8%
Good.....3	254	42%
Only fair.....2	178	30%
Poor.....1	57	10%
Don't know (DO NOT READ).....7	49	8%
Not applicable (DO NOT READ).....8	4	1%
Refused (DO NOT READ).....9	9	2%

Q36:

Currently, your city taxes support recreation and cultural programs and facilities that are used by people who don't live in the city. Do you think people who live outside the city should pay extra for these services, or should they continue to get these services at no additional charge? [NOTE: If needed say, "Examples of programs and facilities that anyone can use might be things like rented picnic shelters at city parks, youth recreation programs, the aquatic center, and the museum."

N =	600	100%
Pay extra.....1	232	39%
No additional charge.....2	340	57%
Don't know (DO NOT READ).....7	18	3%
Not applicable (DO NOT READ).....8	2	0%
Refused (DO NOT READ).....9	8	1%

Q37:

If you had to choose only one, which of the following would you choose for the City of Bellingham? Would you choose to... 1. Increase taxes and fees to maintain city services at current levels to keep up with inflation and citizens' demand for services, OR 2. Keep taxes and fees the same and cut existing services [DO NOT READ ANSWER CHOICES]

N =	600	100%
INCREASE taxes and fees to maintain services	310	52%
KEEP taxes and fees the SAME and CUT services	210	35%
Other (DO NOT READ)	17	3%
Niether (DO NOT READ).....	27	5%
Don't know (DO NOT READ).....	20	3%
Not applicable (DO NOT READ)	2	0%
Refused (DO NOT READ)	14	2%

Q38:

If the City of Bellingham was to cut city services, what services do you think the City of Bellingham should cut when inflation and citizens' demand for services outpace revenues? [PROMPT if R is having a hard time answering or says 'don't know' say, any information you can give us would be helpful.] [AND/OR... We can return to this question if you think of anything later on]

N =	600	100%
Press enter to record response	405	68%
Don't know (DO NOT READ).....	152	25%
Not applicable (DO NOT READ).....	4	1%
Refused (DO NOT READ)	39	7%

INFO4:

I'm going to read you a couple of statements about the City of Bellingham. For each, you can say you strongly agree, somewhat agree, somewhat disagree, or strongly disagree, or that you have no opinion.

N =	600	100%
Press enter to continue.....	600	100%

Q39:

Bellingham is growing too fast and is losing its character. [Would you say...]

N =	600	100%
Strongly agree.....	206	34%
Somewhat agree	169	28%
Somewhat disagree.....	130	22%
Strongly disagree.....	71	12%
No opinion/Don't know	22	4%
Not applicable (DO NOT READ)	2	0%
Refused (DO NOT READ)	0	0%

Q40:

The City of Bellingham does a good job making sure people have access to information on issues the City is deciding. [Would you say...]

N =	600	100%
Strongly agree.....5	91	15%
Somewhat agree4	257	43%
Somewhat disagree.....3	128	21%
Strongly disagree.....2	73	12%
No opinion/Don't know1	50	8%
Not applicable (DO NOT READ)8	0	0%
Refused (DO NOT READ)9	1	0%

Q41:

The City of Bellingham does a good job involving people in decisions that impact them. [Would you say...]

N =	600	100%
Strongly agree.....5	63	11%
Somewhat agree4	275	46%
Somewhat disagree.....3	135	23%
Strongly disagree.....2	77	13%
No opinion/Don't know1	49	8%
Not applicable (DO NOT READ)8	0	0%
Refused (DO NOT READ)9	1	0%

Q42:

The City of Bellingham listens to neighborhood concerns. [Would you say...]

N =	600	100%
Strongly agree.....5	89	15%
Somewhat agree4	282	47%
Somewhat disagree.....3	103	17%
Strongly disagree.....2	58	10%
No opinion/Don't know1	65	11%
Not applicable (DO NOT READ)8	1	0%
Refused (DO NOT READ)9	2	0%

Q43:

The City of Bellingham is a good place to do business. [Would you say...]

N =	600	100%
Strongly agree.....5	168	28%
Somewhat agree4	220	37%
Somewhat disagree.....3	90	15%
Strongly disagree.....2	52	9%
No opinion/Don't know1	66	11%
Not applicable (DO NOT READ)8	1	0%
Refused (DO NOT READ)9	3	1%

QBTV1:

Have you heard of Bellingham's City television channel, known as BTV-ten?

N =	600	100%
Yes.....1	422	70%
No.....2	174	29%
Don't know (DO NOT READ).....7	2	0%
Not applicable (DO NOT READ).....8	2	0%
Refused (DO NOT READ).....9	0	0%

QBTV2:

Tell me which fits you best, do you watch BTV-ten...

N =	422	100%
Never.....1	124	29%
Less than once per month.....2	90	21%
Once per month.....3	93	22%
Weekly.....4	87	21%
Many times a week.....5	19	5%
Daily.....6	6	1%
Don't know (DO NOT READ).....7	1	0%
Not applicable (DO NOT READ).....8	2	0%
Refused (DO NOT READ).....9	0	0%

QBTV3:

How often were you tuning in to watch a City Council meeting? Would you say...

N =	295	100%
Always.....4	10	3%
Sometimes.....3	109	37%
Rarely.....2	106	36%
Never.....1	70	24%
Don't know (DO NOT READ).....7	0	0%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	0	0%

QBTV4:

Have you heard of Bellingham's City website at cob.org?

N =	600	100%
Yes.....1	325	54%
No.....2	272	45%
Don't know (DO NOT READ).....7	0	0%
Not applicable (DO NOT READ).....8	3	1%
Refused (DO NOT READ).....9	0	0%

QBTV5:

Tell me which fits you best, how often do you visit cob.org? Would you say...

N =	326	100%
Never	83	25%
Less than once per month	103	32%
Once per month	95	29%
Weekly	27	8%
Many times a week	12	4%
Daily	6	2%
Don't know (DO NOT READ)	0	0%
Not applicable (DO NOT READ)	0	0%
Refused (DO NOT READ)	0	0%

INFO5:

I am going to read you four actions that the City of Bellingham is taking to protect the environment. Tell me how important each action is to you. Please answer on a scale of extremely, very, somewhat, not very, or not at all.

N =	600	100%
Press enter to continue.....	600	100%

Q44:

Reducing automobile trips by improving transit, bicycle and pedestrian choices. [Would you say...]

N =	600	100%
Extremely	214	36%
Very	208	35%
Somewhat	129	22%
Not very	22	4%
Not at all	21	4%
Don't know (DO NOT READ)	3	1%
Not applicable (DO NOT READ)	2	0%
Refused (DO NOT READ)	1	0%

Q45:

Promoting the use of renewable energy such as green and solar power. [Would you say...]

N =	600	100%
Extremely	217	36%
Very	197	33%
Somewhat	108	18%
Not very	35	6%
Not at all	26	4%
Don't know (DO NOT READ)	14	2%
Not applicable (DO NOT READ)	0	0%
Refused (DO NOT READ)	3	1%

Q46:

Preventing further development in the Lake Whatcom watershed to protect our drinking water. [Would you say...]

N =	600	100%
Extremely	259	43%
Very	213	36%
Somewhat	79	13%
Not very	21	4%
Not at all	20	3%
Don't know (DO NOT READ)	7	1%
Not applicable (DO NOT READ)	1	0%
Refused (DO NOT READ)	0	0%

Q47:

Creating a plan to reduce dependence on oil and respond to an oil supply crisis. [Would you say...]

N =	600	100%
Extremely	204	34%
Very	195	33%
Somewhat	99	17%
Not very	42	7%
Not at all	36	6%
Don't know (DO NOT READ)	13	2%
Not applicable (DO NOT READ)	2	0%
Refused (DO NOT READ)	9	2%

INFO6:

Next I have some questions about your neighborhood.

N =	600	100%
Press enter to continue.....	600	100%

Q48:

How safe would you feel walking alone during the day in your neighborhood? Would you say you feel extremely, very, somewhat, not very or not at all safe?

N =	600	100%
Extremely	372	62%
Very	173	29%
Somewhat	42	7%
Not very	4	1%
Not at all safe.....	8	1%
Don't know (DO NOT READ)	0	0%
Not applicable (DO NOT READ)	1	0%
Refused (DO NOT READ)	0	0%

Q49:

What about walking alone during the day in the park closest to you? [Would you say...]

N =	600	100%
Extremely	250	42%
Very	191	32%
Somewhat	89	15%
Not very	25	4%
Not at all safe.....	13	2%
Don't know (DO NOT READ)	13	2%
Not applicable (DO NOT READ)	15	3%
Refused (DO NOT READ)	4	1%

Q50:

Downtown during the day? [Would you say...]

N =	600	100%
Extremely	219	37%
Very	200	33%
Somewhat	132	22%
Not very	22	4%
Not at all safe.....	10	2%
Don't know (DO NOT READ)	8	1%
Not applicable (DO NOT READ)	6	1%
Refused (DO NOT READ)	3	1%

Q51:

How safe would you feel walking alone at night In your neighborhood? Would you say you feel extremely, very, somewhat, not very, or not at all safe?

N =	600	100%
Extremely	156	26%
Very	186	31%
Somewhat	138	23%
Not very	66	11%
Not at all safe.....	41	7%
Don't know (DO NOT READ)	5	1%
Not applicable (DO NOT READ)	7	1%
Refused (DO NOT READ)	1	0%

Q52:

In the park closest to you at night? [Would you say...]

N =	600	100%
Extremely	52	9%
Very	100	17%
Somewhat	169	28%
Not very	119	20%
Not at all safe.....	109	18%
Don't know (DO NOT READ)	21	4%
Not applicable (DO NOT READ)	27	5%
Refused (DO NOT READ)	3	1%

Q53:

Downtown at night? [Would you say...]

N =	600	100%
Extremely	42	7%
Very	103	17%
Somewhat	182	30%
Not very	125	21%
Not at all safe.....	115	19%
Don't know (DO NOT READ)	16	3%
Not applicable (DO NOT READ)	14	2%
Refused (DO NOT READ)	3	1%

Q54:

Are you prepared to sustain yourself and your family for 72 hours after a major disaster?

N =	600	100%
Yes.....	384	64%
No	96	16%
Somewhat	111	19%
Don't know (DO NOT READ)	4	1%
Not applicable (DO NOT READ)	4	1%
Refused (DO NOT READ)	1	0%

INFO7:

How do you rate your neighborhood in the following categories?

N =	600	100%
Press enter to continue.....	600	100%

Q55:

Housing affordability. Would you say it's excellent, very good, good, fair, or poor?

N =	600	100%
Excellent.....	35	6%
Very good.....	86	14%
Good.....	170	28%
Fair	166	28%
Poor	114	19%
Don't know (DO NOT READ)	19	3%
Not applicable (DO NOT READ)	7	1%
Refused (DO NOT READ)	3	1%

Q56:

Physical condition of housing. [Would you say...]

N =	600	100%
Excellent.....5	136	23%
Very good.....4	148	25%
Good.....3	202	34%
Fair2	86	14%
Poor1	19	3%
Don't know (DO NOT READ).....7	7	1%
Not applicable (DO NOT READ)8	1	0%
Refused (DO NOT READ)9	1	0%

Q57:

Walking distance to a bus stop. [Would you say...]

N =	600	100%
Excellent.....5	220	37%
Very good.....4	129	22%
Good.....3	143	24%
Fair2	49	8%
Poor1	48	8%
Don't know (DO NOT READ).....7	9	2%
Not applicable (DO NOT READ)8	1	0%
Refused (DO NOT READ)9	1	0%

Q58:

Access to shopping or other services. [Would you say...]

N =	600	100%
Excellent.....5	170	28%
Very good.....4	127	21%
Good.....3	195	33%
Fair2	66	11%
Poor1	40	7%
Don't know (DO NOT READ).....7	0	0%
Not applicable (DO NOT READ)8	2	0%
Refused (DO NOT READ)9	0	0%

Q59:

Availability of on-street parking. [Would you say...]

N =	600	100%
Excellent.....5	85	14%
Very good.....4	73	12%
Good.....3	169	28%
Fair2	85	14%
Poor1	129	22%
Don't know (DO NOT READ).....7	10	2%
Not applicable (DO NOT READ)8	45	8%
Refused (DO NOT READ)9	4	1%

INFO8:

How do you rate the streets in your neighborhood in the following categories?

N =	600	100%
Press enter to continue.....Y	600	100%

Q60:

Cleanliness. Would you say it is excellent, very good, good, fair, or poor?

N =	600	100%
Excellent.....5	179	30%
Very good.....4	205	34%
Good.....3	135	23%
Fair.....2	57	10%
Poor.....1	20	3%
Don't know (DO NOT READ).....7	2	0%
Not applicable (DO NOT READ).....8	1	0%
Refused (DO NOT READ).....9	1	0%

Q61:

Safety of traffic speed. [Would you say...]

N =	600	100%
Excellent.....5	81	14%
Very good.....4	126	21%
Good.....3	158	26%
Fair.....2	123	21%
Poor.....1	111	19%
Don't know (DO NOT READ).....7	1	0%
Not applicable (DO NOT READ).....8	0	0%
Refused (DO NOT READ).....9	0	0%

Q62:

Safety of pedestrians. [Would you say...]

N =	600	100%
Excellent.....5	87	15%
Very good.....4	119	20%
Good.....3	192	32%
Fair.....2	104	17%
Poor.....1	92	15%
Don't know (DO NOT READ).....7	3	1%
Not applicable (DO NOT READ).....8	2	0%
Refused (DO NOT READ).....9	1	0%

Q63:

Safety of bicyclists. [Would you say...]

N =	600	100%
Excellent.....5	68	11%
Very good.....4	96	16%
Good.....3	184	31%
Fair2	129	22%
Poor1	108	18%
Don't know (DO NOT READ).....7	10	2%
Not applicable (DO NOT READ)8	2	0%
Refused (DO NOT READ)9	3	1%

INFO9:

Finally, I'd like to ask you a few questions for statistical purposes only

N =	600	100%
Press enter to continue.....Y	600	100%

Q69:

Do you own or rent your apartment or home?

N =	600	100%
Own/buying.....1	429	72%
Rent2	164	27%
Don't know (DO NOT READ).....7	1	0%
Not applicable (DO NOT READ)8	3	1%
Refused (DO NOT READ)9	3	1%

Q70:

How long have you lived in Bellingham? [Enter number of years. Whole numbers ONLY. Enter 0 for less than 1 year]

Moyenne =	24.2	
Écart-type =	47.7	
N =	600	100%
Don't know (DO NOT READ).....777	2	0%
Not applicable (DO NOT READ)888	0	0%
Refused (DO NOT READ)999	0	0%

Q71:

Do any children under the age of 18 live in your household?

N =	600	100%
Yes.....1	159	27%
No.....2	441	74%
Don't know (DO NOT READ).....7	0	0%
Not applicable (DO NOT READ)8	0	0%
Refused (DO NOT READ)9	0	0%

Q72:

What is your age?

N =	600	100%
18 to 24.....01	26	4%
25 to 29.....02	22	4%
30 to 34.....03	22	4%
35 to 39.....04	38	6%
40 to 44.....05	38	6%
45 to 49.....06	59	10%
50 to 54.....07	68	11%
55 to 59.....08	64	11%
60 to 64.....09	78	13%
65 and over.....10	173	29%
Don't know (DO NOT READ).....77	1	0%
Not applicable (DO NOT READ).....88	2	0%
Refused (DO NOT READ).....99	9	2%

Q73:

Please stop me when I read the category that includes your annual household income before taxes. Would you say... less than \$15,000, at least 15,000 but less than 25,000, at least 25,000 but less than 35,000, at least 35,000 but less than 50,000, at least 50,000 but less than 75,000, at least 75,000 but less than 100,000, or more than 100,000?

N =	600	100%
Less than 15,000.....01	58	10%
\$15,000-24,999.....02	63	11%
\$25,000-34,999.....03	65	11%
\$35,000-49,999.....04	70	12%
\$50,000-74,999.....05	99	17%
\$75,000-99,999.....06	77	13%
More than \$100,000.....07	78	13%
Don't know (DO NOT READ).....77	12	2%
Not applicable (DO NOT READ).....88	6	1%
Refused (DO NOT READ).....99	72	12%

Q74:

DO NOT READ-- Enter gender.

N =	600	100%
Male.....1	251	42%
Female.....2	349	58%

INT98:

I'm sorry, but you are not qualified to do this survey. Thank you for your time and have a good day/night.

N =	1	100%
Not Qualified.....15	1	100%

INT99:

Thank you very much for participating in this important survey. Your feedback is important to helping City of Bellingham officials identify priorities, and

opportunities for service improvements. They appreciate your time and opinions.
 Thank you again and have a good evening.

N =	600	100%
Complete08	600	100%

F8:

Who are you? Where are you calling from? Applied Research Northwest is a privately owned research firm located in Bellingham. The company was retained by the City of Bellingham to conduct a survey to help city officials identify priorities and opportunities for service improvements. How did you get my number? We got a random list of potential phone numbers of people in your area from a national company called Survey Sampling International. What is the survey about? The study is funded by the City of Bellingham to help the Mayor and City Council identify city priorities. It is part of our overall public involvement efforts, to make sure that Bellingham citizens are steering the decisions elected officials make about where tax dollars are spent, and to make sure citizens are receiving the services they want and need. How long will the survey take? The survey will take about 10 to 15 minutes, depending on how you answer the questions. Who can I contact for more information? Janice Keller Communications Manager Mayor's Office City of Bellingham Office: 360-778-8100

N =	14	100%
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APPENDIX C: VERBATIM OPEN-ENDED COMMENTS

Q4: What do you think is the most important problem facing Bellingham today that city leaders can do something about?

This was an open-ended question; all responses were recorded.

Post-coded Response: Growth (General)

- Building.
- Building/zoning. Mostly building apartments.
- Development.
- Development.
- Development.
- Growing too fast.
- Growth and development, and development not paying its fair share.
- Growth and growth regulations.
- Growth and maybe working wage.
- Growth and traffic
- Growth in the city.
- Growth management and related issues, such as traffic.
- Growth, clean water both salt and fresh.
- Growth, growth management.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- I guess, the right mix of business and public growth.
- I think growth is a problem. I'm not sure if anything can be done about it, except do the right kind of planning.
- I think it's the environment and building growth. While I think the city does a very good job in most areas. I am not directly involved in the permitting process for building, but the criticism I've heard of that process is widespread and bitter. The value of much of the red tape and sometimes difficult personalities seems very low. The interviewer did a great job and could provide useful feedback on making the survey tool clearer and more efficient.*
- I think that they're limiting their growth. More specifically, I would put in a moratorium on big box retailers, because that is limiting revenue.
- I think the greenways have gotten too powerful... and, I don't know that they can do anything about the transit necessarily, but: I think the transit authority is spending a lot of money and then needs to raise fares, where I think they could have been a lot more frugal.*

- I think they need to watch the growth, because the traffic is horrible - they're not ready to handle the traffic with the growth they've got projected.
- Improper infill.
- I've known since junior high school that city problems revolve around growth. Costco is built on a wetland and the city doesn't care at all.
- Our growth.
- Probably growth.
- Sprawl and growth.
- The growth issue.
- The growth.
- The rate of growth.
- The road conditions and city growth.
- They are always arguing about growth.
- Urban expansion.

Post-coded Response: Improper Growth: Growing to large/Preventing Sprawl/Overpopulated/Too much development/improper in-fill

- A lot of houses - too many houses and not enough people filling them. Or, not building houses behind other houses - where we live we have a big lot and we're concerned that our neighbor might put a house behind their house and take away the quality of our neighborhood. Also, there's quite a few apartments, and maybe they are getting filled, but there's more and more of them.*
- All of the new construction, they could stop it. Quit taking our pristine forests away.
- Building within the city limits and not spreading out.
- Dealing with the increasing population in terms of traffic and housing, and keeping it from becoming a big sprawl, doing more infill.
- Development of waterfront projects and the whole port of Bellingham area. Overdevelopment of condos on the waterfront.
- Do they use all of the apartment buildings and condos that they have put up in downtown?
- Encroachment on open lands by development. It's undercutting the open spaces, forest, wetlands, etc.
- Get rid of the developers.
- Getting incredibly big, traffic and building, cutting down trees.
- Growing much too large.
- Growth and development, and development not paying its fair share.
- Growth of development.
- Housing for increased population.
- I just think it is getting overpopulated at a fast rate.
- I think the Georgia Pacific area is very important, and I think that they should not build condos, ruining the whole waterfront down there. I think if they start putting in too many high buildings down there, it's not going to be nice. I think the waterfront is a very important issue, and they don't need any more parks in this town. There's enough parks in this town to choke a horse, and only about ten percent of the population uses them. I would also add that I think that we do need more marina space; because it's a waterfront town, they do need the new marina down there.*
- I worry about the enormous population growth.
- I would like them to put a halt on the growth. They are just putting more growth for more tax revenues and old places/historic are not being attended to.
- I would say downtown. I'm concerned about the building up and becoming high rises and skyscrapers, and blocking the view.
- I'm, of course, not in favor of high-density growth. That is the one thing that seems to be the big problem with development. They seem to want the most people possible in the smallest area.
- Infrastructure, because of the increase in population. The population growth has changed a lot of things and I'm not sure we're really keeping up with it.
- It is the failure to adequately deal with population growth.
- It seems to me it is the development of the old downtown.

- It's just getting too big. I know that it's not going to stop getting big, but I just don't like it.
- Limit high density residential areas.
- Maybe overcrowding and housing, making sure we keep some of our land. Overdevelopment.
- My personal belief on it is they need to stop paying attention to growth. The growth thing is just having to do with real estate. They build things we don't even need that we don't even use. All the apartment complexes. If you look around town the majority of apartment complexes are for low-income families and that's drawing a lot of attention to drug problems.*
- One thing is total overpopulation, and there is too much control in areas by organizations that should not be involved.
- Out-of-control growth.
- Overdevelopment and pollution.
- Overdevelopment.
- Overdevelopment.
- Overdevelopment.
- Overdevelopment.
- Overdevelopment.
- Population and urban sprawl.
- Population density.
- Population growth, it's growing too fast.
- Population growth.
- Population growth.
- Population is growing faster than jobs are.
- Public transportation, and population growth.
- Rampant growth.
- Smart growth. We need to prioritize urban infill, and take serious steps to protect the Lake Whatcom drinking watershed, and reduce urban sprawl into the county.
- Some of the traffic issues are becoming a problem, and I think development/urban sprawl kinds of issues are getting more and more difficult.
- Sprawl and growth.
- Sprawl.
- Sprawl.
- Sprawl.
- Sprawl.
- Sprawls.
- Stop encouraging people to move here.
- Stopping people from coming in from anywhere.
- Stopping the development of everything.
- The biggest issue for me is the development of neighborhoods in the downtown area. Specifically, Sunny Lane in neighborhoods.
- The development in the city is going in the wrong way, and I think the city council does whatever the developers want.
- The growth is uncontrolled at the moment.
- The in-fill problem.
- The number of new houses going up, the number of areas that were designed as green spaces going away, which I thought never would. It seems that the type of individuals that join gangs are moving into the area, the police need to get a handle on these individuals before it gets out of hand.*
- The number of rental properties that are bringing down home values and property values.
- The overbuilding and massive retail coming into the town, and the lack of sufficient roads to keep up with the number of drivers on the road.
- The overdevelopment of land that should be left the way it is.
- The projected plans for infilling, I think are wrong-headed. And I think, for instance, the thing of taking downtown and close-to-downtown parking off the streets to buy an extra lane of traffic, where there's no extra lane leading into it and no extra lane regressing from it is seriously misdirected.*
- The size, too many new buildings. Especially in Fairhaven, there are too many condos being built.

- The sprawl, the building everywhere. the town is growing to fast.
- They need to stop building apartments and condos, and concentrate on building more homes.
- They're trying to make it too much of a tourist town.
- This town is growing too fast.
- To control what happens with this crawl, this spread crawl we've got going on up here on the North side. I'm talking about the way the city is spreading north. It doesn't seem like it's being managed, it's just growing. And it's awfully fast. It seems like it's going too fast for there to be any control in it.*
- Too fast growth.
- Too many people moving in here.
- Too much growth.
- Too much growth.
- Too much growth.
- Trying to keep the size of the town down.
- Uncontrolled growth.
- Uncontrolled growth.
- Unfettered growth.
- Urban sprawl and development.
- Urban sprawl.
- Urban sprawl.
- Urban sprawl.
- Urban sprawl.
- Water is a huge issue, and accommodating increased population. Handling growth.
- Well, I was born and raised in Fairhaven and I don't like, you know, they've made all those shops and places that they've put in down there and they haven't put in any extra parking. The traffic's terrible everywhere in Bellingham, and especially Guide Meridian because of apartments being built in this area.*
- Zoning and population growth.

Post-coded Response: Need more Growth

- More open to growth.
- Not growing enough.

Post-coded Response: Need more development

- Availability to build within the watershed and property rights are to restrictive.
- Downtown development.
- Planning and development.

Post-coded Response: Waterfront Development

- Cleaning up the waterfront area.
- Deal with the port.
- Developing the waterfront, the old Grand Pacific location.
- Development of the BP area.
- Development of the waterfront, or lack of it.
- Development of water front
- Development of waterfront projects and the whole port of Bellingham area. Overdevelopment of condos on the waterfront.
- Employment issues due to non-expansion of the port. Does not allow proper employment. We don't use our rail, airport, or waterways systems as much as we should for employment. Haven't been able to keep industry-based employment for Bellingham people.
- I think equally is: Lake Whatcom water quality - I think that absolutely development needs to be stopped around the lake and that improved, and I think that development should pay for itself and not have borne on the back of the people who are in already - the schools. I think there should be

some responsiveness also to our neighborhoods - it seems to me it's just kind of lip-service, and then something gets decided and then we have a little meeting with neighbors... it's just going through the process without really involving the citizens (as an example: the Port of Bellingham; they're running roughshod over the plans for the old GP property); it's like we're really not being listened to much. And I also think we need view corridors - so when we have these huge monolithic concrete condos - the only people who get those views are the condos; we need to have those view corridors.*

- I think the Georgia Pacific area is very important, and I think that they should not build condos, ruining the whole waterfront down there. I think if they start putting in too many high buildings down there, it's not going to be nice. I think the waterfront is a very important issue, and they don't need any more parks in this town. There's enough parks in this town to choke a horse, and only about ten percent of the population uses them. I would also add that I think that we do need more marina space; because it's a waterfront town, they do need the new marina down there.*
- I would say, development along the water.
- I would say, the water quality - Lake Whatcom - and keeping the redevelopment of the GP property in perspective. And, I guess, further clarification of that would mean that the Port of Bellingham just doesn't take it all over - that Western doesn't take it all over - it's a great opportunity, and it just needs to be shared.*
- I'd like to see larger density. Housing density within the city. For example, more apartment buildings.
- Our waterfront and taxes.
- Resolve whatever is going down at the waterfront. The drug problem.
- That the new development of the Georgia Pacific site, or the site on the water, that some of it is left for people to actually do something there, and it doesn't turn into condo-city - or offices hang out, out over the bay.
- The Port of Bellingham.
- The waterfront re-development.
- The waterfront.
- There is a great opportunity for the waterfront to make an industrial space that made into a public friendly space. They can work with the port to not have trucks idle below my house.
- There was some talk about moving the university to the waterfront, and I think it is a bad idea. Also, they want to send the library down there and I think that it is a bad idea.
- Too involved in this waterfront thing at Georgia Pacific.
- Water: to drink, to be sure of. Being cautious and careful about the development of the Waterfront. At the south end they've done a perfect job, and at the north end they need more work.
- What to do about that land from Georgia Pacific, they've had planning sessions, reviews, and nothing is solidified.

Post-coded Response: Planning (General)

- I think planning is a issue.
- Keeping track on planning, (For example the height of buildings)
- Planning and development.
- Planning.
- Their planning department. The code needs to be revamped to have more green development.
- Water quality and planning and codes, how they zone different areas.

Post-coded Response: Planning for growth/sprawl

- Controlling growth while preserving quality of life, includes water supply. Coordinated services for low income and homeless and people in poverty.
- Could be better planning for growth and the growth issues.
- Growth management, it's one-sided. There are a certain type of people, like in the Fairhaven area, that think they control everything. That's where all the money is anyway.
- Growth management.
- Growth management.
- Growth management.

- Growth, growth management.
- I guess managing growth.
- I think growth is a problem. I'm not sure if anything can be done about it, except do the right kind of planning.
- I think land use planning is critical.
- I think that it is going to be like any other urban center in the country. Right now, it is how to manage urban sprawl. Maintain the quality of life, which I think is very high in Bellingham.
- I would say, growth planning.
- Manage growth or sprawl.
- Managing development so that we don't develop too much sprawl, and we maintain high quality of life, with jobs, and natural areas.
- Managing growth.
- Managing growth.
- Managing growth.
- Smart growth. We need to prioritize urban infill, and take serious steps to protect the Lake Whatcom drinking watershed, and reduce urban sprawl into the county.
- Their planning department. The code needs to be revamped to have more green development.
- They need to be careful about growth. Handle it well.
- To control what happens with this crawl, this spread crawl we've got going on up here on the North side. I'm talking about the way the city is spreading north. It doesn't seem like it's being managed, it's just growing. And it's awfully fast. It seems like it's going too fast for there to be any control in it.*
- Urban planning. No development without sidewalks.
- Water is a huge issue, and accommodating increased population. Handling growth.
- Work, job opportunities, growth management, and downtown Railroad (problems with the kids).
- You can't do much about the growth; it's going to happen. But if you handle it can be an asset, instead of a drawback.

Post-coded Response: Housing

- Housing development.
- Housing for increased population.
- Housing problem for the homeless.
- Housing.
- Housing.
- I think that the city can something about the lake by cooperating with the county, but I think Dan is much more cooperative than Pete Kremen is, so I blame the county more than the city. But I think a lot could get done if they cooperated. We have a lot of laws and codes, but we don't have enough people to enforce them. Look at all the problems we have with housing with the university, like all the damage the kids do because they don't have any respect for their neighborhoods. I think the city could do something about it, but they don't have the personnel to enforce the codes.*
- I think, in residential. Trying to get in housing, apartments, and that sort of way.
- Lack of affordable housing.
- Maybe overcrowding and housing, making sure we keep some of our land. Overdevelopment.
- Probably the transportation problem, and the housing problem - just being overcrowded.
- The number one problem is housing
- They need to stop building apartments and condos, and concentrate on building more homes.

Post-coded Response: Affordable Housing

- Basically, I guess, property taxes. They kind of overlap the price of housing. Also, fees.
- Affordable housing.
- Affordable housing.
- Affordable housing.

- Affordable housing.
- Cost of housing.
- I don't think there's any really serious ones; I suppose the availability of affordable housing.
- I think housing cost is the biggest problem here.
- I would say, affordable housing.
- I'm concerned about property taxes and the price of real estate.
- Lower valuation of homes, which have gotten out of hand, which would lower taxes. A neighbor has requested a permit for a home business, in a residential area, and the planning dept. has never refused a permit for a home business, and it seems ludicrous why they notify neighbors within 100', why bother if they're just going to allow it. Twelve people have signed on objecting to the home business. We want it to remain residential; there are lots of children in the area. On a cul-de-sac, parking is impossible already.*
- Not enough affordable housing, there are too many condos being built.
- Price of housing.
- Probably the most important thing is adequate housing for low-income people.
- Probably, just ... the properties are going up.
- Rent - have a lot of people who have been laid off, and so rent needs to be lowered.
- We need to deal with the skyrocketing housing prices, and how we also have a large group of people who live on fixed means, and the needs of some of those people who are poorer than those coming in are not being met. We need some low-income housing for families.*

Post-coded Response: Homelessness

- Dealing with the homeless and druggies.
- Do something about the homeless.
- Getting funding for homeless and people in need, people with mental issues.
- Homeless people and the people downtown that sit around, that ruins our little city.
- Homelessness.
- Homelessness.
- Housing problem for the homeless.
- I think lack of good jobs, and homelessness.
- I think that the homelessness rates are high in Bellingham. I think that would be the area of focus to look at. I think they could provide government incentive for businesses to help them out.
- I'd say, homeless. Because I've run into a young man - a very specific case - who has no place to sleep, and so he has to sleep outdoors. He has a dog with him, and he has an illness he has to live with, and federal housing here in Bellingham has him on a waiting list which he won't get a place to live for as long as nine months. So he'll have to sleep outdoors through another winter - and something's really wrong there. In that case, it seems like it's an all-around failure of all the government.*
- Indigent, homeless, and hungry children.
- Just trying to help rebuild the economy downtown and providing service programs to help the homeless downtown.
- Poverty and homelessness; having better food in food banks. And, also, I know that the education for younger children here is good, but they could provide better schooling for homeless children.
- The homeless and the poor.
- The homeless is very important, help people who need help.
- The homeless male population, not any services for homeless males without children.
- The homeless people downtown. No one needs to be homeless. Especially not in this area.
- The homeless.
- The homeless.
- The influx of people that are in desperate need. The homeless.
- Transients, there's a tent city by Fred Meyer that's quite problematic for me.
- Well, the homeless are one thing. Where I live, they are camped out in the bushes where I live [sic]. I am not against them; I just hope they find a place to put these people.

Post-coded Response: Attract business/industry

- Allowing big business to expand, so they can have revenue from them.
- Attracting business, getting people jobs, keeping prices down.
- Being more business-friendly.
- Bring some industry in to pay the bills to restore the environment. In particular our fish and drinking water. We can't just hibernate things will just get worse.
- Business development.
- City leaders are not aware of the normal people who like to shop at Fred Meyer, more in favor of the little shop owners. People don't frequent those places, they like to go to the ones that are do-it-all-shop, because gas is too high, and then they want to raise taxes.*
- Employment issues due to non-expansion of the port. Does not allow proper employment. We don't use our rail, airport, or waterways systems as much as we should for employment. Haven't been able to keep industry-based employment for Bellingham people.
- Get more industry back. I was born and raised here, and it's a different city now than it was then.
- Getting businesses to the areas that pay livable wage jobs.
- I don't like the idea of the industries being moved to Ferndale, instead of Bellingham.
- I guess, the right mix of business and public growth.
- I think they need to do more for small businesses.
- I would think that they have to be a little bit more business-friendly for people outside the government. They need a better business environment, and instead of saying, "You cannot do that," they need to have a better balance, and get away from having so many service and government jobs.*
- I'd like to see Wal-Mart get the big box store. The city is losing a lot of revenue.
- Jobs. BO taxes are chasing businesses from the city of Bellingham; Bellingham isn't doing enough to attract businesses to Bellingham; and I have to commute all the way to Oregon and Seattle for wages to sustain my monthly mortgage.
- making it easy for new businesses
- More responsive to business.
- Not enough businesses around.
- Small business growth, they're not being supported well enough, particularly the construction businesses and their range of pay.
- Support of industry.
- The city leaders themselves. I happen to disagree with spending my money in order to keep lucrative businesses out of the area.
- They should bring more industry in. More living wages.
- Too much control over government, we can't get anything done and businesses have trouble here.
- Traffic congestion, and letting larger stores come in.
- Try to get companies to come in here, so people can have decent jobs.

Post-coded Response: Creating/keeping/finding jobs

- Attracting business, getting people jobs, keeping prices down.
- Be more receptive to creating jobs.
- Create more employment.
- Employment issues due to non-expansion of the port. Does not allow proper employment. We don't use our rail, airport, or waterways systems as much as we should for employment. Haven't been able to keep industry-based employment for Bellingham people.
- Employment.
- Employment.
- Employment.
- Family wage - living jobs and not just retail jobs.
- Finding more decent paying jobs.
- For some reason the salaries are not up to par with other places in the country, and it is expensive to live here.
- Getting businesses to the areas that pay livable wage jobs.
- Getting more jobs, better paying jobs.

- Growth and maybe working wage.
- Growth, transportation, the economy, employment.
- I think lack of good jobs, and homelessness.
- I think there has to be a better employment opportunity. Not just service jobs, middle income.
- I think they need to create more jobs around here, so that people have work.
- I'd say... jobs, and taxes - especially business taxes.
- Job opportunities.
- Jobs, I guess.
- Jobs. BO taxes are chasing businesses from the city of Bellingham; Bellingham isn't doing enough to attract businesses to Bellingham; and I have to commute all the way to Oregon and Seattle for wages to sustain my monthly mortgage.
- Living-wage jobs.
- Managing development so that we don't develop too much sprawl, and we maintain high quality of life, with jobs, and natural areas.
- Not enough jobs.
- People losing jobs
- Population is growing faster than jobs are.
- Probably poverty and jobs.
- They need to create more jobs, we have lost a lot of good paying jobs in the past few years, also we are too reliant on constructions and real estate.
- They should take Bellingham out of being number one for retirement. We are losing all the jobs in Bellingham, because all of the retirees are coming here and using all the services.
- Try to get companies to come in here, so people can have decent jobs.
- Work, job opportunities, growth management, and downtown Railroad (problems with the kids).

Post-coded Response: Taxes (General)

- City leaders are not aware of the normal people who like to shop at Fred Meyer, more in favor of the little shop owners. People don't frequent those places, they like to go to the ones that are do-it-all-shop, because gas is too high, and then they want to raise taxes.*
- Handling the necessary functions of government without unduly taxing the population.
- High taxes.
- I guess, you could reduce my taxes since I'm retired, and on an annual income rather than making money. So, if you could reduce my taxes and utility bills paid to the city, that would really help out.
- I think taxes are going up too fast, and I think city leaders can do some things about that.
- I'd say... jobs, and taxes - especially business taxes.
- Jobs. BO taxes are chasing businesses from the city of Bellingham; Bellingham isn't doing enough to attract businesses to Bellingham; and I have to commute all the way to Oregon and Seattle for wages to sustain my monthly mortgage.
- Our waterfront and taxes.
- Taxes.
- Taxes.
- Taxes.
- The spending, being accountable for their spending, one issue being the sales tax increase for the mentally ill not being put to a public vote.
- The thing about tax for mental health, the city leaders should make a voice in that its just another tax and if the issue was so important, then they should get some in the governors budget to fix the problem. The city commissioner council made a statement, that bothered me that was relative to the war.*
- Too many taxes, too many Liberals on the council.

Post-coded Response: Property Taxes

- Basically, I guess, property taxes. They kind of overlap the price of housing. Also, fees.
- Escalating property taxes.

- I think when they increase the property taxes, that is a problem. When salaries aren't going up, yet property values and taxes are going up, it makes it hard for everyday normal people to survive.
- I'm concerned about property taxes and the price of real estate.
- My property taxes almost tripled a couple of years ago. One thing that we shouldn't do is allow people that don't own property to vote on issues involving property taxes.
- Property taxes, not increasing them.
- The city too much relies on the high real estate tax, right now with the economy you gotta lot of problems. And Lake Whatcom to save the water. The Silver Beach area is all built up before the regulations. The development should be allowed but at a higher standard.*

Post-coded Response: Help Environment

- All of the new construction, they could stop it. Quit taking our pristine forests away.
- Bring some industry in to pay the bills to restore the environment. In particular our fish and drinking water. We can't just hibernate things will just get worse.
- Encroachment on open lands by development. It's undercutting the open spaces, forest, wetlands, etc.
- Environmental issues.
- Environmental protection.
- Environmental.
- Getting incredibly big, traffic and building, cutting down trees.
- I do not think they can do anything for the poor, but they can do a lot for the environment - like green construction, and keeping up older places.
- I think it's the environment and building growth. While I think the city does a very good job in most areas. I am not directly involved in the permitting process for building, but the criticism I've heard of that process is widespread and bitter. The value of much of the red tape and sometimes difficult personalities seems very low. The interviewer did a great job and could provide useful feedback on making the survey tool clearer and more efficient.*
- I think that we need to plant trees.
- I would say, the environment.
- Land use.
- Loss of farm land or undeveloped wild land.
- Maintaining environmental quality.
- Managing development so that we don't develop too much sprawl, and we maintain high quality of life, with jobs, and natural areas.
- Overdevelopment and pollution.
- Pollution.
- Population and urban sprawl.
- Recycling in the newer subdivisions on the north side and in the commercial areas, in terms of trying to get a handle on that. Allot of the areas don't have recycling or don't want to pay for it and that should be fixed.
- Saving the environment.
- The environment.
- The environmental issues, sustainability, education, economic development.
- The mayor and city council's number one concern should be for the safety and protection of people and of the environment. That should be their number one care. That means number two, that means they need to increase the number of police and firemen. I want the police to be able to file suits against people to protect people. And they aren't capable of doing that because they are understaffed. The other thing, the animal pet population has increase and the majority of Americans are letting their dogs shit on other people's property. It's disgusting. I've talked to the Humane Society and they are understaffed. Every day I see people contaminating Fairhaven Middle School and the police are too understaffed to do anything about it. Our town is too permissive, they need to be stricter. And they need more staff members, mainly police. And they need to increase the Humane Society.*
- The number of new houses going up, the number of areas that were designed as green spaces going away, which I thought never would. It seems that the type of individuals that join gangs are

moving into the area, the police need to get a handle on these individuals before it gets out of hand.*

- Their planning department. The code needs to be revamped to have more green development.

Post-coded Response: Chuckanut Ridge

- I think everybody should focus on not tearing up Chuckanut drive. Making sure the waters safe.
- Preserving Chuckanut Ridge.
- The only thing that I have is the Chuckanut Ridge. There should not be any development up there. But I do not know what they have decided. I do not know what they are doing up there.

Post-coded Response: Drinking Water/Watershed

- Bring some industry in to pay the bills to restore the environment. In particular our fish and drinking water. We can't just hibernate things will just get worse.
- Controlling growth while preserving quality of life, includes water supply. Coordinated services for low income and homeless and people in poverty.
- Drinking water supply.
- Fresh water. Drinking water. Lake Whatcom. I'd like them to give them priorities that clean water deserves at whatever cost to whoever is responsible.
- Growth, clean water both salt and fresh.
- I suppose water quality is the big one.
- I think equally is: Lake Whatcom water quality - I think that absolutely development needs to be stopped around the lake and that improved, and I think that development should pay for itself and not have borne on the back of the people who are in already - the schools. I think there should be some responsiveness also to our neighborhoods - it seems to me it's just kind of lip-service, and then something gets decided and then we have a little meeting with neighbors... it's just going through the process without really involving the citizens (as an example: the Port of Bellingham; they're running roughshod over the plans for the old GP property); it's like we're really not being listened to much. And I also think we need view corridors - so when we have these huge monolithic concrete condos - the only people who get those views are the condos; we need to have those view corridors.*
- I think everybody should focus on not tearing up Chuckanut drive. Making sure the waters safe.
- I think I would have to say water.
- I think it's important to protect Lake Whatcom. The water supply.
- I think it's kind of a tie between drinking water and zoning.
- I think that the city can something about the lake by cooperating with the county, but I think Dan is much more cooperative than Pete Kremen is, so I blame the county more than the city. But I think a lot could get done if they cooperated. We have a lot of laws and codes, but we don't have enough people to enforce them. Look at all the problems we have with housing with the university, like all the damage the kids do because they don't have any respect for their neighborhoods. I think the city could do something about it, but they don't have the personnel to enforce the codes.*
- I would say, the water quality - Lake Whatcom - and keeping the redevelopment of the GP property in perspective. And, I guess, further clarification of that would mean that the Port of Bellingham just doesn't take it all over - that Western doesn't take it all over - it's a great opportunity, and it just needs to be shared.*
- I'd probably take care of the watershed out here at Lake Whatcom.
- Improve the water supply.
- Lake Whatcom.
- Making sure the drinking water is okay, in the lake.
- Making sure to protect Lake Whatcom.
- Our water issue; the Lake Whatcom water.
- Protect the water supply.
- Protecting our drinking water.
- Protection of our drinking water source, Lake Whatcom.

- Smart growth. We need to prioritize urban infill, and take serious steps to protect the Lake Whatcom drinking watershed, and reduce urban sprawl into the county.
- The city too much relies on the high real estate tax, right now with the economy you gotta lot of problems. And Lake Whatcom to save the water. The Silver Beach area is all built up before the regulations. The development should be allowed but at a higher standard.*
- The drinking water from Lake Whatcom.
- The lake. Dogs swim in it, children pee in it, we drink it. I don't even give it to a cat!
- The thing about the lake water, because we depend on the lake water for our drinking water.
- The water.
- Water is a huge issue, and accommodating increased population. Handling growth.
- Water issues.
- Water quality and care for the poor.
- Water quality and growth issues, as far as planning.
- Water quality and planning and codes, how they zone different areas.
- Water quality.
- Water quality.
- Water supply.
- Water. They basically need to clean up the storm water runoff, and they could clean up the lake a lot that way.
- Water: to drink, to be sure of. Being cautious and careful about the development of the Waterfront. At the south end they've done a perfect job, and at the north end they need more work.

Post-coded Response: Transportation

- Bus system.
- Expand transit system to the outer reaches of Whatcom County.
- I take the bus; I don't drive, so the problem with traffic is not my problem. I don't know, get the price of gas down. I'd like to see more funding for the busses, because that's a big thing right now. Especially with the price of gas.
- I think the greenways have gotten too powerful... and, I don't know that they can do anything about the transit necessarily, but: I think the transit authority is spending a lot of money and then needs to raise fares, where I think they could have been a lot more frugal.*
- I think the greenways have gotten too powerful... and, I don't know that they can do anything about the transit necessarily, but: I think the transit authority is spending a lot of money and then needs to raise fares, where I think they could have been a lot more frugal.*
- Improve transportation.
- Improve transportation.
- Improving transportation.
- Lack of public transportation.
- Mass transit.
- Probably the transportation problem, and the housing problem - just being overcrowded.
- Public transportation, and population growth.
- Public transportation.
- Public transportation.
- Public transportation; and then the gasoline price, because we're the highest in the state of Washington, and we have two refineries within ten miles.
- Transportation, particularly non-motorizing. Access to traffic lanes, bike accessibility.
- Transportation.
- Transportation.
- Transportation.
- Watching which areas they annex in, more than what they have been. In some areas that are traffic flow. The buses, all the money for painting them, their color lines, their flags are a little ridiculous, uncalled for.
- We need more railroad.
- We need transit/transportation; I was hoping Bellingham would be like a Seattle city. Or a metro bus that's what we need here in Bellingham.

Post-coded Response: Traffic

- Congested traffic in the roads.
- Congestion with cars
- Dealing with the increasing population in terms of traffic and housing, and keeping it from becoming a big sprawl, doing more infill.
- From my point of view, I would guess that it's going to be the higher traffic problem.
- Getting incredibly big, traffic and building, cutting down trees.
- Growth and traffic
- I can't understand why they put so many trees up on Broadway and don't spend that money to fix the roads over there. The road is all cracked, and the sidewalks are all cracked, and it's all bumpy. I think that the road should take priority over planting trees.*
- I hope they can do something about the traffic. Meridian, especially. The pile-up on Meridian, I don't know, there should be something to take off the heavy traffic. I think the bus system is good.
- I think they need to watch the growth, because the traffic is horrible - they're not ready to handle the traffic with the growth they've got projected.
- I think they really need to look at traffic and they need to have enough parks for people.
- I think traffic issues have been a big issue here, because I think our streets ... sometimes where I live becomes really slow around rush hour. I think that drivers that pull out in front of you and is a nuisance, as well as cell phone drivers.
- I would like traffic to be more friendly to bicycles and pedestrians. Also, the Parks Department to be more cooperative with dog guardians.
- In the engineering of not only traffic, but the way we look to exude our American independence in the sense of the automobile; everyone wants their own car. More specifically, traffic is the problem, and part of the root in Bellingham is our horrible roads. Bottom-line: people want stuff done for no money, so we wait until the roads are horrible and then all it gets is a quick Band-Aid fix. A great example is what happened on North shore Drive, we wait until we get three deaths a year before we figure out there is a problem.*
- It might be traffic.
- Probably the most important thing is to do something about traffic all over town. There had to be some main East-West corridors that were designed in the past that haven't been developed yet.
- Probably traffic problems, traffic congestion.
- Some of the traffic issues are becoming a problem, and I think development/urban sprawl kinds of issues are getting more and more difficult.
- Take care of some of the traffic. They could do better for the walking people.
- The traffic growth around Meridian, shopping
- The traffic situation annoys me sometimes.
- The traffic.
- To get some real leaders, and not some money grabbers.
- Traffic and control of general areas like parks and public areas.
- Traffic congestion and my inability to use my bicycle safely.
- Traffic congestion, and letting larger stores come in.
- Traffic congestion.
- Traffic congestion.
- Traffic growth probably.
- Traffic inside city limits, and the cleaning up of the infrastructure in city roads.
- Traffic is one thing.
- Traffic problems.
- Traffic, changing traffic flow so it goes a little smoother.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
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- Traffic.

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- Traffic.
- Traffic.
- Traffic.
- Traffic. Roads.
- Watching which areas they annex in, more than what they have been. In some areas that are traffic flow. The buses, all the money for painting them, their color lines, their flags are a little ridiculous, uncalled for.
- Well, I was born and raised in Fairhaven and I don't like, you know, they've made all those shops and places that they've put in down there and they haven't put in any extra parking. The traffic's terrible everywhere in Bellingham, and especially Guide Meridian because of apartments being built in this area.*
- Well, I'm a transplant here from Seattle and I've been here for 2 years in October. I think that one of the things that bothers me is that they allow so little parking area that the traffic pattern is very nerve-racking and I really can't see why they can't offer a little bit more parking areas. For the individual parking spaces to be little bigger.*
- Well, just returning home, I think traffic is one of the big things.
- Well, the traffic in Bellingham is getting bad. This city wasn't planned for as much traffic as we're getting now.

Post-coded Response: Parking

- I don't believe in letting people live in everybody's garages and basements; one family homes should be one family, parking strips shouldn't be filled up with cars.
- I don't like the downtown-parking situation. I think it should be for free.
- I live right downtown and I know that a huge problem is parking, for the businesses. I hear people complaining about it on a regular basis.
- I think parking downtown is really a bad thing, and they should ticket the Southside. They need more parking in the downtown area.
- Lower valuation of homes, which have gotten out of hand, which would lower taxes. A neighbor has requested a permit for a home business, in a residential area, and the planning dept. has never refused a permit for a home business, and it seems ludicrous why they notify neighbors within 100', why bother if they're just going to allow it. Twelve people have signed on objecting to the home business. We want it to remain residential; there are lots of children in the area. On a cul-de-sac, parking is impossible already.*
- They could rearrange the budget quite a bit. The budget seems to focus on making things look beautiful instead of making things easier to deal with, such as parking. Such as traffic flow.
- Well, I was born and raised in Fairhaven and I don't like, you know, they've made all those shops and places that they've put in down there and they haven't put in any extra parking. The traffic's terrible everywhere in Bellingham, and especially Guide Meridian because of apartments being built in this area.*
- Well, I'm a transplant here from Seattle and I've been here for 2 years in October. I think that one of the things that bothers me is that they allow so little parking area that the traffic pattern is very nerve-racking and I really can't see why they can't offer a little bit more parking areas. For the individual parking spaces to be little bigger.*

Post-coded Response: Improvement on Roads/Sidewalks

- I can't understand why they put so many trees up on Broadway and don't spend that money to fix the roads over there. The road is all cracked, and the sidewalks are all cracked, and it's all bumpy. I think that the road should take priority over planting trees.*
- In the engineering of not only traffic, but the way we look to exude our American independence in the sense of the automobile; everyone wants their own car. More specifically, traffic is the problem, and part of the root in Bellingham is our horrible roads. Bottom-line: people want stuff done for no money, so we wait until the roads are horrible and then all it gets is a quick Band-Aid fix. A great example is what happened on North shore Drive, we wait until we get three deaths a year before we figure out there is a problem.*
- More public space, and more sidewalks.
- More sidewalks and bike paths on streets.
- The downtown sidewalks are filthy and it is a small thing to a politician, but a big thing if you want to go downtown. Also, there are some businesses downtown that are inappropriate types. There are bars and restaurants with long sidewalks where people can panhandle. Some of the buildings have no windows, it is just a wall and that is where the panhandling is going on.*
- The overbuilding and massive retail coming into the town, and the lack of sufficient roads to keep up with the number of drivers on the road.
- The road conditions and city growth.
- The roads.
- The roads.
- The roads.
- They do not care to make the place safe for bicyclists. Don't spend the money on fancy crosswalks, just have normal crosswalk. Make it safer for bicycles, especially on corners.
- They need to address more road issues, and they need to quit trying to make the park system bigger, and they are spending far too much money on the arts.
- They need to work on roads so they're pedestrian-safe and bicycle-safe.
- Traffic inside city limits, and the cleaning up of the infrastructure in city roads.
- Traffic lights. They don't go with the flow - they're not synchronized. They need to synchronize the traffic lights.
- Traffic. Roads.
- Transportation, particularly non-motorizing. Access to traffic lanes, bike accessibility.
- Urban planning. No development without sidewalks.
- Well, I guess the roads and infrastructure can use some work.

Post-coded Response: Gas Prices

- Bellingham is the major city in Whatcom County. It has the second highest gas prices in the state. Do they really need to be that high?
- City leaders are not aware of the normal people who like to shop at Fred Meyer, more in favor of the little shop owners. People don't frequent those places, they like to go to the ones that are do-it-all-shop, because gas is too high, and then they want to raise taxes.*
- City leaders are not aware of the normal people who like to shop at Fred Meyer, more in favor of the little shop owners. People don't frequent those places, they like to go to the ones that are do-it-all-shop, because gas is too high, and then they want to raise taxes.*
- Gas prices.
- Gas prices.
- Gas prices.
- Gas.
- Gas.
- I take the bus; I don't drive, so the problem with traffic is not my problem. I don't know, get the price of gas down. I'd like to see more funding for the busses, because that's a big thing right now. Especially with the price of gas.
- I think gasoline prices are excessively high in the city of Bellingham, compared to the rest of the country.

- I think probably gas prices. Economy.
- I think that the whole issue of coping with the changing oil situation is something that needs leadership.
- My biggest issue is people driving and talking on the phone, they run stop signs and stoplights. Also, burglary is a big issue, and gas prices should be capped.
- Price of gas.
- They need a library up in the north end. Gas prices. Equitable school system.
- We have an energy crisis that is going to give everyone a big crunch.

Post-coded Response: Crime/Drugs/Gangs/Safety

- Crime in the downtown area.
- Crime rate
- Crime.
- Crime.
- Crime.
- Crime.
- Crime.
- Crime.
- Dealing with drugs in the downtown area while the problem is still small.
- Dealing with the homeless and druggies.
- Dealing with the homeless and druggies.
- Drug traffic.
- Gangs.
- I think security like police, fire, and ambulances.
- I think the crime rate. A lot of neighborhood crime, and we are having a lot of crime.
- I would definitely say the crime, because it seems to be on the rise.
- It is not the same downtown, because the kids are forming gangs and it is from people moving to Bellingham and it is their teenagers.
- It seems like there's so much crime; I guess, more police patrolling. It just seems like, in general, the neighborhood has kind of gone down a bit. It seems that everywhere you go, it's not necessarily a great neighborhood.
- It's grown too much and it's just too many drugs, too much violence.
- Lower the crime rate.
- Making it livable for the decent residents, so we don't have to live with noise pollution, gangs, and drug dealers.
- My biggest issue is people driving and talking on the phone, they run stop signs and stoplights. Also, burglary is a big issue, and gas prices should be capped.
- My pet peeve is the police officers. I think they're a little aggressive.
- One problem I see that's starting to really get out of hand is graffiti - and not just graffiti in general, but gang graffiti, because I'm seeing it in more and more places around the city - I live in the northern end of the city and it's getting really bad around here. They just need to knock it down as soon as it happens. And then the other thing they need to do is get ordinances on the books so that they can start prosecuting the parents of some of these taggers - so that they'll be able to stop it and get the damage paid for.*
- Resolve whatever is going down at the waterfront. The drug problem.
- Safety in the bad neighborhoods.
- Safety, with kids. They're trying to clean up downtown but I don't think it's really cleaned up. They remodeled it but that's about it. They've wasted their money trying to make it look better. They still have a lot of crime down there.
- The crime.
- The crime.
- The downtown sidewalks are filthy and it is a small thing to a politician, but a big thing if you want to go downtown. Also, there are some businesses downtown that are inappropriate types. There are bars and restaurants with long sidewalks where people can panhandle. Some of the buildings have no windows, it is just a wall and that is where the panhandling is going on.*

- The gang kids that are moving up from California.
- The mayor and city council's number one concern should be for the safety and protection of people and of the environment. That should be their number one care. That means number two, that means they need to increase the number of police and firemen. I want the police to be able to file suits against people to protect people. And they aren't capable of doing that because they are understaffed. The other thing, the animal pet population has increase and the majority of Americans are letting their dogs shit on other people's property. It's disgusting. I've talked to the Humane Society and they are understaffed. Every day I see people contaminating Fairhaven Middle School and the police are too understaffed to do anything about it. Our town is too permissive, they need to be stricter. And they need more staff members, mainly police. And they need to increase the Humane Society.*
- The number of new houses going up, the number of areas that were designed as green spaces going away, which I thought never would. It seems that the type of individuals that join gangs are moving into the area, the police need to get a handle on these individuals before it gets out of hand.*
- The people downtown. The people that hang out at the bus stop, they scare other people away from venturing into downtown because they make people feel uncomfortable.
- The rate of crime going up.
- The street crime.
- They need to build a jail. They've promised it for 12 years.
- Traffic and control of general areas like parks and public areas.
- Work, job opportunities, growth management, and downtown Railroad (problems with the kids).

Post-coded Response: Education

- Education.
- Funding education.
- Funding in schools.
- More help for children.
- More teachers in schools.
- Outdoor recreation, especially for youth.
- Poverty and homelessness; having better food in food banks. And, also, I know that the education for younger children here is good, but they could provide better schooling for homeless children.
- Schooling.
- Schools, see the class size limited to 18.
- Schools. They're pretty good but they can always use some help. I know a lot of that is federally and state dictated so I don't know if there's much the city can do.
- The Bellingham School District.
- The environmental issues, sustainability, education, economic development.
- They need a library up in the north end. Gas prices. Equitable school system.

Post-coded Response: Decision Making/Better City Officials

- A good lock in decision-making.
- Attitude and behavior of city employees.
- Become more fiscally prudent.
- Budget.
- City government.
- Handling the necessary functions of government without unduly taxing the population.
- I think taxes are going up too fast, and I think city leaders can do some things about that.
- I think the city council is not addressing what the people want.
- I would think that they have to be a little bit more business-friendly for people outside the government. They need a better business environment, and instead of saying, "You cannot do that," they need to have a better balance, and get away from having so many service and government jobs.*

- It's the same problem that Bellingham has had for years - is that they drag their feet. They didn't want Bellis Fair to go in when it went in, and they don't want Wal-Mart to have the Big Box and the big stores - I don't know what their problem is - it's just that they're so afraid, it seems like.*
- I've known since junior high school that city problems revolve around growth. Costco is built on a wetland and the city doesn't care at all.
- Maybe better budget/spending. It seems like a lot of the construction that has been going on could be better thought out, or the work could be placed in a better way. It seems like they're tearing up the road everywhere. I don't know if the city can do anything about this, but it seems like the jobs are taking a lot longer than they should.*
- Our movement towards the left politically.
- Putting funds more towards basic issues/needs rather than ad issues and green power.
- Spend less money.
- Spending.
- The ability to address anything that comes up in front of them.
- The city leaders need to get involved in the politics; the real estate is involved too much with the city council. Too much pollution with much special interest with friends.
- The city leaders themselves. I happen to disagree with spending my money in order to keep lucrative businesses out of the area.
- The legislation.
- The spending, being accountable for their spending, one issue being the sales tax increase for the mentally ill not being put to a public vote.
- The thing about tax for mental health, the city leaders should make a voice in that its just another tax and if the issue was so important, then they should get some in the governors budget to fix the problem. The city commissioner council made a statement, that bothered me that was relative to the war.*
- They could rearrange the budget quite a bit. The budget seems to focus on making things look beautiful instead of making things easier to deal with, such as parking. Such as traffic flow.
- They need to address more road issues, and they need to quit trying to make the park system bigger, and they are spending far too much money on the arts.
- They're doing some awful winky-dink things with spending our money, when they should be spending it on things that we need - not glorified items.
- They're not really following the wish of the people; they have kind of their own agenda they're working on, and that includes the mayor and every person there.
- Time they quit spending money on useless things, like that GP area.
- To get some real leaders, and not some money grabbers.
- Too many liberals.
- Too many taxes, too many Liberals on the council.
- Too much control over government, we can't get anything done and businesses have trouble here.
- Too socialistic, and too far left.

Post-coded Response: Involve Citizens

- Access for people.
- Community involvement.
- I think the city council is not addressing what the people want.
- It just seems like the people in charge have their own little group and if you are not in their group, there is miles of red tape. It's their own little men's club.
- Listening to other people's opinion.
- They can let people like have a say. It's good to let people have their word in and actually have something done about it.
- They're not really following the wish of the people; they have kind of their own agenda they're working on, and that includes the mayor and every person there.

Post-coded Response: Zoning/Permits/Building Rights

- Availability to build within the water shed and property rights are to restrictive.
- Basically, I guess, property taxes. They kind of overlap the price of housing. Also, fees.

- Building permit process.
- Building/zoning. Mostly building apartments.
- Growth and growth regulations.
- I don't believe in letting people live in everybody's garages and basements; one family homes should be one family, parking strips shouldn't be filled up with cars.
- I think it's kind of a tie between drinking water and zoning.
- I think it's the environment and building growth. While I think the city does a very good job in most areas. I am not directly involved in the permitting process for building, but the criticism I've heard of that process is widespread and bitter. The value of much of the red tape and sometimes-difficult personalities seems very low. The interviewer did a great job and could provide useful feedback on making the survey tool clearer and more efficient.*
- Lower valuation of homes, which have gotten out of hand, which would lower taxes. A neighbor has requested a permit for a home business, in a residential area, and the planning dept. has never refused a permit for a home business, and it seems ludicrous why they notify neighbors within 100', why bother if they're just going to allow it. Twelve people have signed on objecting to the home business. We want it to remain residential; there are lots of children in the area. On a cul-de-sac, parking is impossible already.*
- Permits for construction.
- The illegal rooming in houses and infill.
- To begin with, they're not upholding the laws that are already on the books, as far as zoning is concerned. For instance, we live in an area that is supposed to be single-family homes, and they have allowed more than one family living in some of these homes. It appears that someone has purchased one of the houses and that they are renting it out to college students, and sometimes there are as many as nine cars on that property in the evening, and so you know that they're not all part of one family. There seems to be a second house on this same block that appears to have more than one family living in it.*
- Water quality and planning and codes, how they zone different areas.
- Zoning and population growth.
- Zoning.
- Zoning; property zoning.

Post-coded Response: Healthcare/ Mental Healthcare

- Children's healthcare.
- Getting funding for homeless and people in need, people with mental issues.
- Give the disabled and handicapped people more money than what they are currently getting.
- Medical.
- Mental health advocacy, and making sure everybody has a safe place to be.
- Overall medical for people, the cost is too much.
- Taking care of seniors better.

Post-coded Response: Poverty

- Controlling growth while preserving quality of life includes water supply. Coordinated services for low income and homeless and people in poverty.
- Indigent, homeless, and hungry children.
- Low incomes.
- Poverty and homelessness; having better food in food banks. And, also, I know that the education for younger children here is good, but they could provide better schooling for homeless children.
- Probably poverty and jobs.
- The homeless and the poor.
- The influx of people that are in desperate need. The homeless.
- There needs to be more help for people that are working poor, like legal assistance, and there are not any resources for that bracket. You either have to be on assistance to be helped [sic].
- Water quality and care for the poor.

- We need to deal with the skyrocketing housing prices, and how we also have a large group of people who live on fixed means, and the needs of some of those people who are poorer than those coming in are not being met. We need some low-income housing for families.*

Post-coded Response: Economy/Economic Development/Rising Prices

- All the rising prices.
- Economic development.
- Economy.
- I am not too sure, really. I am concerned with the economy in the nation.
- I think it is the high prices.
- I think probably gas prices. Economy.
- Just trying to help rebuild the economy downtown and providing service programs to help the homeless downtown.
- Lack of economic development.
- Sustainability.
- Sustainable economic development.
- The cost of things.
- The economy, the down economy, causes us to delay a lot of necessary actions, such as building a new library, but the politicians need to be up front and remind the public that it's what they are asking for that the city is responding to. The people keep asking for their own little branch library, without realizing the financial impact on the city budget.*
- The environmental issues, sustainability, education, economic development.
- The prices of stuff, the economy. They're not thinking about their people.
- Well, it's that balance between quality of life and economic stability. And it's very, very difficult to strike that balance consistently. I came from Eugene, Oregon - from 40 years there - where they emphasized quality of life over the corporate/financial stability, and the city suffered a great deal because of that. So it's a matter of keeping the balance and not going to extremes on one side or the other.*

Post-coded Response: Other

- Bellingham needs more of the arts, theatre, and culture.
- Downtown.
- Equality.
- Expand library services.
- Expression of art.
- Getting rid of the environmental agenda.
- Getting too many parks and walkways in, maintenance.
- Have downtown shops open on Sundays. Most Americans shop on Sundays, it makes sense.
- I think the Georgia Pacific area is very important, and I think that they should not build condos, ruining the whole waterfront down there. I think if they start putting in too many high buildings down there, it's not going to be nice. I think the waterfront is a very important issue, and they don't need any more parks in this town. There's enough parks in this town to choke a horse, and only about ten percent of the population uses them. I would also add that I think that we do need more marina space; because it's a waterfront town, they do need the new marina down there.*
- I think the greenways have gotten too powerful... and, I don't know that they can do anything about the transit necessarily, but: I think the transit authority is spending a lot of money and then needs to raise fares, where I think they could have been a lot more frugal.*
- I think they should work on beautifying downtown Bellingham. Especially with the Olympics coming through, it's not a very presentable downtown.
- I would like traffic to be more friendly to bicycles and pedestrians. Also, the Parks Department to be more cooperative with dog guardians.
- Illegals from Mexico.
- I'm a fisherman and a hunter, but these judges are going against the Game Department. They're not allowed to override the Fish and Game Department with the laws that they make. The seals

are protected, but if the Fish and Game Department want to stop the seals, the judges are not Fish and Wildlife people and shouldn't override them.*

- Immigration.
- Improve the quality of life.
- Inferior construction, new construction has inadequate standards.
- Infrastructure.
- Looking at if there's a domestic violence situation, to look at the female's involvement in causing the situation.
- No skate park for children.
- People's attitudes. Public education on opening people's minds about other cultures, races, etc.
- Show some love and understanding.
- The fact that we're at war and that we're bombing another country. And I think that's just as important for our city as it is for our country. I think that's a big problem.
- The mayor and city council's number one concern should be for the safety and protection of people and of the environment. That should be their number one care. That means number two, that means they need to increase the number of police and firemen. I want the police to be able to file suits against people to protect people. And they aren't capable of doing that because they are understaffed. The other thing, the animal pet population has increase and the majority of Americans are letting their dogs shit on other people's property. It's disgusting. I've talked to the Humane Society and they are understaffed. Every day I see people contaminating Fairhaven Middle School and the police are too understaffed to do anything about it. Our town is too permissive, they need to be stricter. And they need more staff members, mainly police. And they need to increase the Humane Society.*
- They can require Hispanic students in the schools to learn English.
- They need a library up in the north end. Gas prices. Equitable school system.
- They need to address more road issues, and they need to quit trying to make the park system bigger, and they are spending far too much money on the arts.
- Utility rates.
- We need more entertainment, seems that Seattle gets all the goodies and we get nothing up here.
- Well, they could have done a little bit better background check on Mr. Imhof. He ordered a gentleman that I know, that was working for him ... you know the claws on the back of the backhoe? The claws scarred a gasoline pipe that filled Whatcom Creek full of gasoline.*

Q38: If the City of Bellingham was to cut city services, what services do you think the City of Bellingham should cut when inflation and citizens' demand for services outpace revenues?

This was an open-ended question; all responses were recorded.

Post-coded Response: Parks and recreation

- A little less into the arts. Park trails and stuff like that, we have got more park and trail in this community. It is wonderful, but get the community more involved on the upkeep for the community. Everybody should get involved.
- Adult recreation.
- Anything outdoors - park recreation.
- Building new trails and parks.
- Business development first, and recreation second.
- Certain taxes and park programs, art and culture. cut some law enforcement.
- Cut back on libraries and a little on parks and recreation.
- Cut back on some of the trail services, parks and things like that.
- Cut some of the money from parks services and recreational.
- Cut stuff for park and environmental things, and focus more on medical, fire, and police services for protection.
- Education and parks, recreation.

- Educational and cultural opportunities. Entertainment, parks, I think the medic one and fire should stay, library should be cut a little. I don't think the city should pay for a new library and museum when everyone else is cutting back on their extras.
- Extras involving the trails. Keep the essential service.
- Greenway program, the parks program.
- I guess, recreation.
- I hate to say it, but the kinds of things that use a lot of city resources are recreational services, like the pool, which is a wonderful thing, but when money is tight you cut recreation.
- I think Bellingham should cut funding for parks. I think they have sufficient parks, and I don't think they should spend so much money on getting more. I think, let Costco and Wal-Mart expand their stores. But the city isn't letting them expand, and I think they should. I think it would bring in more tax money if they did.
- I think libraries can be lesser of importance. Parks and Rec is good, but not important to spend as much money on.
- I think things that could be cut back are: They do a great job pruning all the grass, and cutting all the lawns, and keeping all the lawns beautiful, but that could be cut certainly. Too many cops; too much surveillance. Don't pave the roads quite so frequently.
- I would back off on the parks, you know. The parks are wonderful by comparison to other cities, we could stand to lose a little there. I don't know how many officers are patrolling at any given time anymore, but law enforcement in a lot of situations is so ineffectual and blows so much money, especially though the district attorney's office. Through the judicial arm.
- I would have to say development of city parks; like the amount of money they are going to spend on the waterfront. Unifying types of things.
- I would say recreation would be the first thing to go, that's the first thing on everyone's budget to go. Regulating air pollution, so we don't have businesses coming in like Georgia Pacific.
- Library services and park services, environmental impact.
- Maintaining parks.
- Parks and education.
- Parks and Rec would take a backseat to education and emergency services.
- Parks and Rec, smaller community services, not sure exactly what.
- Parks and Recreation, and arts.
- Parks and recreation, and the library.
- Parks and Recreation, etc. Or safety and fire services.
- Parks and Recreation, museum, and the arts.
- Parks and Recreation.
- Parks and recreation.
- Parks and Recreation.
- Parks and Recreation.
- Parks and Recreation. All the other services are for life saving.
- Parks and Recreation; some of the programs offered with the museums. Basically the bloat of government that provides social services and no real infrastructure to improving the city.
- Parks and Services.
- Parks and trail maintenance. The number of people working in the city permit office.
- Parks and trails recreation.
- Parks and trails, and additions to the parks, to rely on more volunteer efforts for that.
- Parks and trails, and museums.
- Parks and trails. The museum is not a real high priority to build a new museum [sic].
- Parks, and I think they should let the streets decay more, encourage people to take alternative transportation. They should also put more responsibility on individual homeowners to keep their homes safe from fire.
- Parks, cultural things.
- Parks.
- Parks.
- Parks.
- Probably, it would have to cut parks.
- Providing recreation.

- Providing recreational and entertainment programs.
- Recreation and culture.
- Recreation could be trimmed.
- Recreation programs. People can make their own recreation.
- Recreation.
- Recreation.
- Recreation.
- Recreational and cultural type services.
- Recreational opportunities for people outside the community.
- Recreational services.
- Recreational services.
- Recreational things first.
- Recreational.
- Signage, roads, and trails.
- Some of the bus services, some of the park services.
- Some of the recreational budget.
- Start with Parks and Recreation, then libraries or whatever.
- The acquisition of land for additional parks should be curtailed.
- The arts and the trails. As much as I enjoy them, they are "I wants" not "I needs." We should keep the needs, cut the wants.
- The bike lanes, and the walking trails, and that kind of crap.
- The cultural stuff first, and recreational things within the city.
- The entertainment side of things always goes first, the recreation and all that, it's just practical.
- The entertainment type of recreation.
- The mowing of lawns and such because it's a big waste of money.
- The park system. Do not spend 70 million dollars on a bridge to the GP site, near Laurel Street.
- The parks and trails.
- The parks and trails. That should be done by the people/neighborhoods.
- The parks, maintaining the parks.
- The parks.
- The parks.
- The recreation stuff.
- The recreation stuff.
- The recreational services.
- The roads. Maintaining parks and trails. All the things that are not that important and are just nice to have. There should be more volunteer groups within neighborhoods to do that. The parks, I mean.
- The trail and bike trail system is overemphasized. I think they could cut some there.
- They should probably cut back on their trail maintenance. Parks and trail maintenance. And maybe they should fire a few people in the city. Especially people who are not so friendly to business. Because business is what's going to bring in revenue. To start looking at the Depot Market as a white elephant that needs to be rented more often at a lower rate. I would prefer that the city encourage true businesses, not nonprofit businesses, to spearhead the energy and other business endeavors in this town. The city needs to get off of its idea that nonprofits are the only worthy groups that should be in existence in this town. Especially since some nonprofits aren't really "non"-profits.
- They would have to cut things in art and recreation, as much as I would hate to do it.
- Things like parks and administration would be on the bottom.
- Too much spending on Parks and Recreation. Look at Lake Whatcom as the way it is, not the drinking source for the people in Bellingham.
- Trails, parks, recreational kind of stuff. If the parks go back to wild, that's not necessarily a bad thing.
- We can't cut the police or fire departments, so we should start with cutting Parks and Recreation.
- Well, I would say probably recreational.
- Well, maintaining parks is not that high - maintaining trails and parks facilities. But I think emergency medical and fire should be maintained.

- Well, maybe Parks dollars, since we have quite a few parks already.
- We're putting an awful lot of our taxes into bike paths and trails, I know it's nice environmentally, but our taxes could go someplace else.

Post-coded Response: Cut government salaries/Jobs/Benefits

- Administration positions and high-paid government officials.
- Administration.
- Administration.
- Administration.
- Bellingham employees' payroll. The mayor, cut the politicians'. Let's cut down the money for the politicians.
- Bureaucracy and services that are duplicated.
- Bureaucracy.
- Bureaucracy.
- City employee pay raises.
- City hall salaries, the executive end of city halls salaries.
- City people's salary.
- Cut back on the city council. The mayor needs to make the decisions and the council needs to be cut out. It is very inefficient the way it is. We hire the mayor to study the issues, rationalize the solutions on paper, and present them to his constituency.
- First of all, they should look at their own employees and city workers, and it seems like some of them are doing work and some of them are standing around. Like the Public Works department.
- Get rid of a couple on the city council, the woman one.
- Government employees.
- Government salaries.
- Government.
- I guess, numbers of city employees.
- I think, middle-management administrative positions.
- I would cut the waterfront issue. I'm tired of hearing it. I can't agree with the way the mayor hires people - pertaining to his assistant campaign manager.
- I would like if they could trim waste, and try to reduce the number of advisory committees that are funded, and those kind of things. There's a tendency to grab more money, than to spend it wisely.
- I would probably look at some of the administrative positions.
- It would be the extra expenses of city officials. Also, anybody who is working in the city capacity. The frivolous stuff.
- Let's get rid of the jobs at city hall. Jobs that might take less people on. Do what all the homeowners do; we have to cut corners they have to cut corners. We, the homeowners, are having to go without, maybe they should do the same. Get one person to do more than one job, not just what is in their contract.
- Mayor.
- Parks and trail maintenance. The number of people working in the city permit office.
- Pay of the city officials.
- Pay raises for city employees, and just... budget and spending wisely.
- Planning department.
- Probably administration to start, and see where you have to go from there.
- Reduce the size of management in city government. They are always adding more layers to management.
- Salaries. I think they need to curtail spending as much as possible on anything until the economy gets better, or at least until the gas prices get to where they should be.
- Some of the roadwork I think they can do without. Their salaries, maybe.
- Some of the salaries who are in the administrative that keep going up.
- Staff. The mayor.
- Stop paying the city government, stop paying the administrators.
- The big wigs should take a pay cut.
- The city planners.

- The extra commissions not required by law.
- The mayor and his assistant.
- The only thing these people know how to do is raise taxes; they don't know how to cut down on personnel who sit around doing not much.
- The pay scale of those who appoint fiscal management.
- The people who are in the government offices get a pay cut.
- The Public Works Department.
- The salaries of the mayor and other large salaried decision makers should be reduced.
- There has been no effort in the city of Bellingham to reduce speeding. 5% cut from of every department and an audit to be more efficient.
- There is too much government, need to be more efficient with the money that they have.
- They should cut down on administration costs; they need to cut the city's budget: not the programs, not the benefits. They need to think their projects through, then proceed. It's a small town with a small town mentality that's trying to be a big town that has no concept of what a city is about.
- They should cut out the unnecessary jobs in the government and the number one problem is low income housing.
- They should look at the non-productive jobs and reduce the size of administrative offices - legal, and consultant, and public relations.
- They should probably cut back on their trail maintenance. Parks and trail maintenance. And maybe they should fire a few people in the city. Especially people who are not so friendly to business. Because business is what's going to bring in revenue. To start looking at the Depot Market as a white elephant that needs to be rented more often at a lower rate. I would prefer that the city encourage true businesses, not nonprofit businesses, to spearhead the energy and other business endeavors in this town. The city needs to get off of its idea that nonprofits are the only worthy groups that should be in existence in this town. Especially since some nonprofits aren't really "non"-profits.
- Things like parks and administration would be on the bottom.
- Top-heavy positions, the assistant mayors and aides to assistant mayors, cut the fluff.
- What about cut a lot of the city employees' wages. City employees should be like the average person.

Post-coded Response: Museums (general)

- Cut down on the museum and art.
- Cut down the museum to four days a week and restrict the Whatcom Transit to regular basic hours. They don't need to run at night. We don't need to spend money on a variety of things. The new mayor better get it figured out.
- I think ... you said Mount Baker Theatre, and the museum, and things like that. I think we should, we should cut from those. I think people should pay more for, or donations should be able to pay for it.
- I think that the first should be the museum and the arts.
- Museums like the Children's Museum.
- Parks and Recreation, museum, and the arts.
- Parks and Recreation; some of the programs offered with the museums. Basically the bloat of government that provides social services and no real infrastructure to improving the city.
- Parks and trails, and museums.
- Parks and trails. The museum is not a real high priority to build a new museum [sic].
- Support of the museum.
- The arts and the museum.
- The arts, such as museums and libraries.
- The arts, the museum.
- The library, the museum, and arts, and that kind of stuff.
- The museum and stuff like that. Not the important things like police and fire.
- The museum, kids reading. Most of the kids are skateboarding. Libraries, a lot of the luxury.
- The museums, and those kinds of things.

- The top priority should be police and fire dept. This is to make sure that people are protected and safe. Also, traffic: people need to be arrested for disobeying the laws. And also the environment. The park dept. Those are the top things. And being able to arrest people disobeying the laws. It's sad to say, but money with entertainment and museums, they aren't the top priorities. There's been a lot of illegal building here, and the building codes are not correct, they need to be changed.

Post-coded Response: Economic development/Money to business

- Business and economic development.
- Business development first, and recreation second.
- Cut the funds that go into encouraging development, both business and real estate development.
- Economic development services. Expansion of infrastructure. For example: sewer, water, and streets.
- Encouraging commercial development - spending less on business development.
- I guess, it would be the attracting economic development and services. That would be a low priority.
- One would be to cut any services that deal in promoting business. Business can pay for itself. Number two, I would cut waste, and I would cut about 30-40% of the police budget.
- Probably in areas of business development.
- The businesses.
- The Economic Development Council.
- Their efforts to encourage growth: population and business growth.

Post-coded Response: Mt. Baker Theatre

- I think ... you said Mount Baker Theatre, and the museum, and things like that. I think we should, we should cut from those. I think people should pay more for, or donations should be able to pay for it.
- Library and money going into Mount Baker Theater. The theater does not benefit all. The library does, but the Internet has changed that.
- Mount Baker theatre, art exhibits, and cultural things like that. All this money is going towards the arts, while people are in need of food. Survival is more important than culture. Social needs are more important than cultural needs.
- Probably cultural services and Mount Baker Theatre and the Children's Museum.
- Work on the Mount Baker Theater; things that have to do with the arts.

Post-coded Response: Children's museum/Items for children

- I do not think the Children's Museum, because I think kids could have other things to do, and I do not think they need to build a new library. Maybe they could have more places to use computers, so they could call it the computer base, so maybe they would not have as much overhead.
- Museums like the Children's Museum.
- Probably cultural services and Mount Baker Theatre and the Children's Museum.
- Things like cultural stuff and the YMCA, that's kind of collective child-rearing. So I would cut those things and expect parents to do them.

Post-coded Response: Road Maintenance

- All the fancy things in the street in downtown Bellingham, including crosswalks.
- Anything to do with cars, and freeway-building, and road-building.
- Cut back hours, pay increased parking fees, the city should do in moderation, some roads they can do later, space out the projects.
- Cut out the projects that don't do good things, or tell us what the projects actually are for. Road projects that they are doing, use the money more wisely.
- Fixing potholes and roads.
- Fixing the streets.

- I think that, probably, streets. I think we should discourage car travel; I don't necessarily think that the expensive cultural options need to be the focus. I think we need to encourage the arts in ways that are less expensive. There's lots of artists and music, but there's not adequate support structure for a class of creative people.
- I think things that could be cut back are: They do a great job pruning all the grass, and cutting all the lawns, and keeping all the lawns beautiful, but that could be cut certainly. Too many cops; too much surveillance. Don't pave the roads quite so frequently.
- I'm not so concerned with potholes, because we should be driving less anyway. We can let the streets go to crap. Just make sure we're safe and we're educated. We love all the creative services the city offers.
- Less specialized police - for instance, riot control - I don't think we need any of that. And I would forego fixing streets.
- Of the things that you mentioned, the least important to me is maintaining roads.
- Parks, and I think they should let the streets decay more, encourage people to take alternative transportation. They should also put more responsibility on individual homeowners to keep their homes safe from fire.
- Probably street repair.
- Signage, roads, and trails.
- Some of the roadwork I think they can do without. Their salaries, maybe.
- Street maintenance.
- Street maintenance.
- Street maintenance.
- The road system, and then the arts.
- The road, the street sweeper, they always have two people. There is street sweeper [sic]. I wish they looked at efficiency of the work they do. It seems like private sector companies do the same job with less people. If they took some of the jobs and said they were pricey, and sent them out and had a bid. I wish they looked into their systems to see what they were doing.
- The roads. Maintaining parks and trails. All the things that are not that important and are just nice to have. There should be more volunteer groups within neighborhoods to do that. The parks, I mean.
- The streets.
- Various road construction and maintenance.
- We can do without too many potholes being fixed, definitely keep the parks

Post-coded Response: Arts/Culture/Entertainment

- A little less into the arts. Park trails and stuff like that, we have got more park and trail in this community. It is wonderful, but get the community more involved on the upkeep for the community. Everybody should get involved.
- Art.
- Arts.
- Arts; environment.
- Being as I'm not a big user of the library, and I never have, but we have e-mail now and we can get all sorts of information. I think all the arts are very important, but if we are in hard times I think that we have to cut back on things, as an overall.
- Certain taxes and park programs, art and culture. cut some law enforcement.
- Cultural and entertainment.
- Cultural arts.
- Cultural programs.
- Cultural stuff.
- Cultural stuff.
- Cultural things.
- Cultural.
- Cultural.
- Culture and arts.
- Cut down on the museum and art.

- Educational and cultural opportunities. Entertainment, parks, I think the medic one and fire should stay, library should be cut a little. I don't think the city should pay for a new library and museum when everyone else is cutting back on their extras.
- Entertainment.
- I guess you'd have to cut the arts.
- I hate saying this but probably cut some of the educational/entertainment services. We cannot cut emergency services.
- I support the city supporting local arts, but maybe not so much outside of the community.
- I think that the first should be the museum and the arts.
- I think that they could cut some of the educational art opportunities to get involved in arts, and other community services.
- I think that, probably, streets. I think we should discourage car travel; I don't necessarily think that the expensive cultural options need to be the focus. I think we need to encourage the arts in ways that are less expensive. There's lots of artists and music, but there's not adequate support structure for a class of creative people.
- I think the cultural would be fine, because you can make it up with fees.
- I think they should reduce the hours of some of the library and cultural services. I think they should re-negotiate or limit some of the increases provided to uniformed people. And I guess they probably don't need to spend as much money on all of the fancy TV and internet communications systems that they've set up. And they probably ought to limit the duplication that exists in services in public safety, with so many other jurisdictions in the area - such as emergency management. And instead of having two dispatch centers, go back to having one dispatch center.
- I would say cultural programs.
- Mount Baker theatre, art exhibits, and cultural things like that. All this money is going towards the arts, while people are in need of food. Survival is more important than culture. Social needs are more important than cultural needs.
- No health-related services, probably arts.
- Parks and Recreation, and arts.
- Parks and Recreation, museum, and the arts.
- Parks, cultural things.
- Probably cultural and arts.
- Probably cultural services and Mount Baker Theatre and the Children's Museum.
- Probably the cultural activities and libraries.
- Probably, arts and culture.
- Providing recreational and entertainment programs.
- Recreation and culture.
- Recreational and cultural type services.
- Reduce the arts, because people could pick that up.
- Support for arts and culture.
- Support for the arts. I think private people can pay more for it. I would look at the fire department, and they are doing some sidewalk reconstruction in my area, so I would look carefully at the Public Works budget. Bellingham has an amazing Parks and Rec program, but I don't use the Rec program. I think the Rec programs could be examined.
- Supporting the arts.
- The arts a bit more.
- The arts and stuff that they're talking about. People could donate money; they don't have to take it out of the taxes.
- The arts and the museum.
- The arts and the trails. As much as I enjoy them, they are "I wants" not "I needs." We should keep the needs, cut the wants.
- The arts, 'cause the medical, streets are high priority.
- The arts, such as museums and libraries.
- The arts, the museum.
- The arts, unfortunately.
- The arts.
- The arts.
- The arts.

- The arts.
- The arts.
- The arts.
- The arts.
- The arts.
- The arts.
- The arts.
- The cultural programs.
- The cultural stuff first, and recreational things within the city.
- The cultural/arts, and new libraries.
- The emphasis on the arts.
- The entertainment side of things always goes first, the recreation and all that, it's just practical.
- The entertainment type of recreation.
- The library, the museum, and arts, and that kind of stuff.
- The road system, and then the arts.
- The top priority should be police and fire dept. This is to make sure that people are protected and safe. Also, traffic: people need to be arrested for disobeying the laws. And also the environment. The park dept. Those are the top things. And being able to arrest people disobeying the laws. It's sad to say, but money with entertainment and museums, they aren't the top priorities. There's been a lot of illegal building here, and the building codes are not correct, they need to be changed.
- They could probably decrease cultural and adult and youth programs. And the fireworks.
- They would have to cut things in art and recreation, as much as I would hate to do it.
- Things like cultural stuff and the YMCA, that's kind of collective child-rearing. So I would cut those things and expect parents to do them.
- Unfortunately, the arts, walkway bridges, and plantings between lanes (luxury stuff).
- Well, they could cut all of those cultural and arts programs at this point. And other programs that we pay for and the other people outside get for free.
- Well, we have a lot of law enforcement and mental health issues that we need to maintain or increase services for. Cutting - maybe a little bit in the arts area.
- Work on the Mount Baker Theater; things that have to do with the arts.

Post-coded Response: Growth/Building/Development

- Areas of extraordinary efforts for monitoring growth.
- Building so much things around here.
- Cut back on the incentives they give to builders.
- Cut the funds that go into encouraging development, both business and real estate development.
- Less money spent on making Bellingham more of a metropolitan area.
- Police officers' quotas. Cut the building.
- The growth.
- Their efforts to encourage growth: population and business growth.
- They have so many buildings that are vacant, so maybe stop expanding the city. Try to fill up the vacant buildings before they tear down some trees and build new ones.
- They should cut development. Don't expand out, expand up.
- What they should cut is this growth that we've been having. Because one of the reasons that I moved here is because it had a small-town feel to it and it no longer has that.

Post-coded Response: Keep necessary/Public safety services

- Cut stuff for park and environmental things, and focus more on medical, fire, and police services for protection.
- Essential services should not be cut, period. The services should not be cut; they should be paid for by the people who benefit. I don't mean to say a fee. The citizens of Bellingham live here because the city provides a high standard of living. Citizens should be encouraged to pay for services whether they use them or not. Everybody wants an ambulance available when they need it and in order to provide that service you have to pay all the time.
- Everything, but fire and police.

- Extras involving the trails. Keep the essential service.
- Frivolous programs, stick with vital services.
- I hate saying this but probably cut some of the educational/entertainment services. We cannot cut emergency services.
- I think that anything with education and health should not be cut, as well as safety.
- I think that the city should choose from any service that does not directly impact safety welfare specifically police, medic one, and fire. The next tier to prioritize would be streets. After that is fair game to cut anything and everything.
- I think we need to maintain essential city services. Make sure that everything is fine on a basic level. We need to be interested more in the environment.
- I wouldn't want to see recreation go, we need that, keep the kids off the streets if we can. Fire protection, we definitely need that. Police protection we need to keep the drugs down.
- I'd say, adult programs versus any other. I don't want to take and cut anything having to do with the safety and well-being of citizens as a whole, but adults are more capable of taking care of their own needs, versus the juvenile population who are pretty much at the discretion of public voting.
- I'm not so concerned with potholes, because we should be driving less anyway. We can let the streets go to crap. Just make sure we're safe and we're educated. We love all the creative services the city offers.
- No health-related services, probably arts.
- Not fire or police.
- Parks and Rec would take a backseat to education and emergency services.
- Probably non-essential things, as opposed to fire or medic.
- The city services are important, the fire and police are important. You don't want to cut those. It's better to raise taxes.
- The museum and stuff like that. Not the important things like police and fire.
- The top priority should be police and fire dept. This is to make sure that people are protected and safe. Also, traffic: people need to be arrested for disobeying the laws. And also the environment. The park dept. Those are the top things. And being able to arrest people disobeying the laws. It's sad to say, but money with entertainment and museums, they aren't the top priorities. There's been a lot of illegal building here, and the building codes are not correct, they need to be changed.
- They can pretty much cut everything except for police, fire, medics, and they can cut the library hours. But the infrastructure should be kept, you have to maintain the roads and communications.
- We can't cut the police or fire departments, so we should start with cutting Parks and Recreation.
- Well, maintaining parks is not that high - maintaining trails and parks facilities. But I think emergency medical and fire should be maintained.
- Well, we have a lot of law enforcement and mental health issues that we need to maintain or increase services for. Cutting - maybe a little bit in the arts area.

Post-coded Response: Fire Departments

- Fire and medic service to the county.
- Maybe some people from the fire department, since maybe there aren't that many fires going on in Bellingham.
- Parks and Recreation, etc. Or safety and fire services.
- Parks, and I think they should let the streets decay more, encourage people to take alternative transportation. They should also put more responsibility on individual homeowners to keep their homes safe from fire.
- Support for the arts. I think private people can pay more for it. I would look at the fire department, and they are doing some sidewalk reconstruction in my area, so I would look carefully at the Public Works budget. Bellingham has an amazing Parks and Rec program, but I don't use the Rec program. I think the Rec programs could be examined.
- The firemen are overpaid.

Post-coded Response: Better spending/money management

- Cut out the projects that don't do good things, or tell us what the projects actually are for. Road projects that they are doing, use the money more wisely.

- Cut their budget.
- Government spending.
- I think that they don't know how to curb things that they've created as entitlements, so I couldn't say anything specifically. I just wouldn't be in favor of raising taxes just to continue the frivolous things. If we elected them, they should be able to tell what is frivolous and what isn't. Just keep an eye on the cost of the operations of the city and not sponsor any of the fluff.
- Look for good fiscal responsibility within the various departments, so they are not using money unwisely.
- The answer is in not cutting services, but in utilizing the funds that are currently available.
- The road, the street sweeper, they always have two people. There is street sweeper [sic]. I wish they looked at efficiency of the work they do. It seems like private sector companies do the same job with less people. If they took some of the jobs and said they were pricey, and sent them out and had a bid. I wish they looked into their systems to see what they were doing.
- They do so many surveys and things like that, instead of going out and doing something. They need to stop wasting our money.
- They have to handle their money better. Sounds like they want to raise taxes. I've had people in the park have to move, because they can't afford it anymore. The need to budget like homeowners have to.
- Well, first of all, I would want them to cut the waste, such as having a conference in LaConner that costs thousands of dollars that could have been done in Bellingham. And all the boondoggle trips that the city employees go on.

Post-coded Response: Medic One

- Emergency medical services.
- Fire and medic service to the county.

Post-coded Response: Library

- Being as I'm not a big user of the library, and I never have, but we have e-mail now and we can get all sorts of information. I think all the arts are very important, but if we are in hard times I think that we have to cut back on things, as an overall.
- Cut back on libraries and a little on parks and recreation.
- I do not think the Children's Museum, because I think kids could have other things to do, and I do not think they need to build a new library. Maybe they could have more places to use computers, so they could call it the computer base, so maybe they would not have as much overhead.
- I think libraries can be lesser of importance. Parks and Rec is good, but not important to spend as much money on.
- I think they should reduce the hours of some of the library and cultural services. I think they should re-negotiate or limit some of the increases provided to uniformed people. And I guess they probably don't need to spend as much money on all of the fancy TV and internet communications systems that they've set up. And they probably ought to limit the duplication that exists in services in public safety, with so many other jurisdictions in the area - such as emergency management. And instead of having two dispatch centers, go back to having one dispatch center.
- I think, number one, we can survive without increasing the libraries.
- Library and money going into Mount Baker Theater. The theater does not benefit all. The library does, but the Internet has changed that.
- Library services and park services, environmental impact.
- Library.
- Library.
- Library. We've all got computers.
- My wife doesn't think the city of Bellingham needs a new library.
- Parks and recreation, and the library.
- Probably library services, it's a non-essential.
- Probably the cultural activities and libraries.
- Probably, I hate to say this, some of the extras like the libraries.
- Probably, the museum. No, wait, the library. Yeah, the library.

- Start with Parks and Recreation, then libraries or whatever.
- The arts, such as museums and libraries.
- The cultural/arts, and new libraries.
- The libraries.
- The library, the museum, and arts, and that kind of stuff.
- The library.
- The library.
- The museum, kids reading. Most of the kids are skateboarding. Libraries, a lot of the luxury.
- They can pretty much cut everything except for police, fire, medics, and they can cut the library hours. But the infrastructure should be kept, you have to maintain the roads and communications.

Post-coded Response: Other: Services/Projects/Programs

- Frivolous programs, stick with vital services.
- Green power projects, extra projects such as city logo, and if they could get their developers to get more into infrastructure towards the city.
- I think that they could cut some of the educational art opportunities to get involved in arts, and other community services.
- I'd say, adult programs versus any other. I don't want to take and cut anything having to do with the safety and well being of citizens as a whole, but adults are more capable of taking care of their own needs, versus the juvenile population who are pretty much at the discretion of public voting.
- Non-essential services.
- Parks and Rec, smaller community services, not sure exactly what.
- Parks and Services.
- Programs for activities for adults and kids.
- Social services.
- Social services.
- The park system. Do not spend 70 million dollars on a bridge to the GP site, near Laurel Street.
- The services.

Post-coded Response: Parking/Parking Meters

- Cut back hours, pay increased parking fees, the city should do in moderation, some roads they can do later, space out the projects.
- Get rid of the meter paid-parking system. I think that will be a positive thing.
- Parking enforcement.
- Parking meters.
- The parking meter job downtown, and getting rid of parking meters.
- The parking ticket/parking meter people - cut their hours back.

Post-coded Response: City Bus/Transportation Services

- Bus lines.
- Bus service.
- Cut down the museum to four days a week and restrict the Whatcom Transit to regular basic hours. They don't need to run at night. We don't need to spend money on a variety of things. The new mayor better get it figured out.
- I know WTA is doing a good job, and of course they run dozens of buses in every direction, but I wonder if they have need for every route that they do. This is one thing that might be taken into consideration. Also, I wouldn't like to see any new programs come along, unless they are going to help all of the people, so to speak.
- Some of the bus services, some of the park services.

Post-coded Response: A little from everything

- A little bit from everything. I think that is the way it has to be for a while.

- Across the board. Hopefully there will be enough influx of business and whatever constitutes the base, so that you don't have to tax people out of their houses. You don't want to take people's start-up cash and throw it in the furnace of taxation. I don't have any experience in city government or finance, so that's a tough one. The only thing I could go with would be volunteerism.
- Everything, but fire and police.
- I don't think it's a single thing, no single service is unimportant enough to cut, however, in the economic environment we're in now, we need to make concessions.
- I hate to see specific services cut out, so I hope they could just reduce a little in many different areas.
- I think that the city should choose from any service that does not directly impact safety welfare specifically police, medic one, and fire. The next tier to prioritize would be streets. After that is fair game to cut anything and everything.
- There has been no effort in the city of Bellingham to reduce speeding. 5% cut from of every department and an audit to be more efficient.
- They can pretty much cut everything except for police, fire, medics, and they can cut the library hours. But the infrastructure should be kept; you have to maintain the roads and communications.

Post-coded Response: Police/Law enforcement/Homeland security

- Bicycle cops.
- Biker cops.
- Certain taxes and park programs, art and culture. cut some law enforcement.
- Cut back on law enforcement, as in money spent on law enforcement.
- I think the police force is a little excessive here and we could taper it down just a little bit.
- I think things that could be cut back are: They do a great job pruning all the grass, and cutting all the lawns, and keeping all the lawns beautiful, but that could be cut certainly. Too many cops; too much surveillance. Don't pave the roads quite so frequently.
- I would back off on the parks, you know. The parks are wonderful by comparison to other cities, we could stand to lose a little there. I don't know how many officers are patrolling at any given time anymore, but law enforcement in a lot of situations is so ineffectual and blows so much money, especially though the district attorney's office. Through the judicial arm.
- Law enforcement.
- Less specialized police - for instance, riot control - I don't think we need any of that. And I would forego fixing streets.
- One would be to cut any services that deal in promoting business. Business can pay for itself. Number two, I would cut waste, and I would cut about 30-40% of the police budget.
- Police department. I come home at 11:30 at night, and all I pass is police and taxis. I know you need them at night, but they're just riding around.
- Police officers' quotas. Cut the building.
- Police radar guns. They can replace those, and use police to fight crime, instead of collecting revenue from citizens.
- Police.
- Probably the police department. The officers in the school, they do not do anything. They are just there. We have a real high drug problem. I work at the school and their police, they are just there for just public image, so the kids can just get to know cops.
- The police force.
- We could possibly reduce law enforcement, and increase education for the community.
- Well, maybe the police support, because I think they have too many of those people out there.

Environmental Services

- Greenway program, the parks program.
- Green power projects, extra projects such as city logo, and if they could get their developers to get more into infrastructure towards the city.
- Too much hung up on the environment. The city has an environmental coordinator. I think that's a bunch of nonsense.

- With the exception of Bellingham Bay, I would say the environmental stuff.
- Cut stuff for park and environmental things, and focus more on medical, fire, and police services for protection.
- Arts; environment.

Educational Services

- Education and parks, recreation.
- Education.
- Education.
- Educational and cultural opportunities. Entertainment, parks, I think the medic one and fire should stay, library should be cut a little. I don't think the city should pay for a new library and museum when everyone else is cutting back on their extras.
- Housing development.
- I hate saying this but probably cut some of the educational/entertainment services. We cannot cut emergency services.
- I think that they could cut some of the educational art opportunities to get involved in arts, and other community services.
- I think the education expansions outpace need, and I think there could savings there.

Public should pay for unnecessary items

- I think ... you said Mount Baker Theatre, and the museum, and things like that. I think we should, we should cut from those. I think people should pay more for, or donations should be able to pay for it.
- Support for the arts. I think private people can pay more for it. I would look at the fire department, and they are doing some sidewalk reconstruction in my area, so I would look carefully at the Public Works budget. Bellingham has an amazing Parks and Rec program, but I don't use the Rec program. I think the Rec programs could be examined.
- What if, instead of cutting services, what if they started charging for things like the aquatic center or the things that people get for free. Like having a usage fee for them.

Post-coded Response: Nothing

- All the things that I could think of are all the things that make Bellingham an enjoyable place to live. I'd hate to see them cut anything.
- Everything the city has is necessary.
- I can't think of anything that the city could cut. I want it all, raise my taxes, I'm okay with that.
- I don't know what to tell you, they're all important.
- I don't think services should be cut.
- I don't think they should cut any.
- I don't think they should cut anything, they should add.
- I don't think they should cut services.
- I don't think they should cut services.
- I just don't feel they should cut services.
- I think they should maintain them at least at the present level; I don't think they should cut any place that they could keep from cutting.
- I would not cut anything.
- I'd hate to see them cut any services that they provide.
- None.
- None.
- None.
- Nothing should be cut.
- Pretty much, we need all the services the city has, so I'm not sure what I think they should cut. But I know I don't want them to cut any arts, any activities, or family events - anything that has to do

with the museums, or the libraries, or education - because that seems to be the first thing that they cut.

- There isn't anything I wish them to cut.
- Well, I don't think they should cut any services.
- Well, I think it's more important to keep the services that they have now. I just don't know where you would cut them, and I'm perfectly willing to pay extra taxes, and I think I'm thinking for my son too when I say that, because I think he would be interested also.

Post-coded Response: Other

- Any giveaways, cut them out; anything they give away, whether it be monetary or otherwise.
- Anything but the library.
- Can't think of any. Should do something about the waterfront, just sitting doing nothing.
- Economic development services. Expansion of infrastructure. For example: sewer, water, and streets.
- Encouraging commercial development - spending less on business development.
- Essential services should not be cut, period. The services should not be cut; they should be paid for by the people who benefit. I don't mean to say a fee. The citizens of Bellingham live here because the city provides a high standard of living. Citizens should be encouraged to pay for services whether they use them or not. Everybody wants an ambulance available when they need it and in order to provide that service you have to pay all the time.
- Gas. They should make it a lot easier for people with medical problems.
- I know WTA is doing a good job, and of course they run dozens of buses in every direction, but I wonder if they have need for every route that they do. This is one thing that might be taken into consideration. Also, I wouldn't like to see any new programs come along, unless they are going to help all of the people, so to speak.
- I think a lot of it has to do with the moratoriums they've put, they could have brought in a lot more revenue if they'd let Costco expand or Target expand or let Wal-Mart open a superstore. It would have helped fund a lot of these projects.
- I think Bellingham should cut funding for parks. I think they have sufficient parks, and I don't think they should spend so much money on getting more. I think, let Costco and Wal-Mart expand their stores. But the city isn't letting them expand, and I think they should. I think it would bring in more tax money if they did.
- I think city spends too much money on maintenance.
- I think that they could cut out some of the things that are nice but not necessary.
- I think they should reduce the hours of some of the library and cultural services. I think they should re-negotiate or limit some of the increases provided to uniformed people. And I guess they probably don't need to spend as much money on all of the fancy TV and internet communications systems that they've set up. And they probably ought to limit the duplication that exists in services in public safety, with so many other jurisdictions in the area - such as emergency management. And instead of having two dispatch centers, go back to having one dispatch center.
- I think we have too many illegal immigrants that are sucking up taxpayer dollars.
- I think we should decrease the lighting throughout the city, and have the lighting come on at a later time, in regard to the timers.
- I want to see the parks and the trails - all the greenways - definitely kept. I don't know what else to tell you but that.
- I would cut the waterfront issue. I'm tired of hearing it. I can't agree with the way the mayor hires people - pertaining to his assistant campaign manager.
- I would have to lean toward city beautification. Places where they're spending money to make the city look nice is not essential. [In regards to the Lake Whatcom watershed question:] It seems like the Lake Whatcom watershed has gotten into the situation it is in is by poor planning 35 years ago. Right now it seems to go on a positive path, but now the ghosts of the past are haunting it. I'm not opposed to development, but certainly they need to be more skilled on their drainage.
- I would have to say development of city parks; like the amount of money they are going to spend on the waterfront. Unifying types of things.
- I would say recreation would be the first thing to go, that's the first thing on everyone's budget to go. Regulating air pollution, so we don't have businesses coming in like Georgia Pacific.

- I wouldn't want to see recreation go, we need that, keep the kids off the streets if we can. Fire protection, we definitely need that. Police protection we need to keep the drugs down.
- If the Food Bank involves the city, they should investigate a little more to give food to those who really need it.
- I'm sure there's classes that teach silly things like how to recycle, or things like that, when they could just do a piece of literature - as opposed to paying someone big bucks to teach something.
- Knowing that a lot of projects are budgeted and planned way before a shortfall, you can't very well cut those and save anything. I am thinking most specifically of the intersection at Bay and Holly where they're restructuring. And the only reason they're doing that is make it more beautiful. So that stuff could be cutout. But since that stuff is budgeted years in advance, I don't think cutting that does any good.
- Maintenance stuff that we could defer.
- Maintenance.
- None of our needs.
- Other, they could up the employment rate by utilizing parks and recreation. By employing people to maintain and upgrade Parks and Recreation. More people into city employment.
- Outreach/new citizens. Like when they try to get new citizens or new people to move here.
- Parking thing on Cornwall, and also by Roeder Home - they put the median in, wasted money on stuff like that. Streetlights were too bright, had to rip them out. Plus they got rid of parking there.
- Seems like the city could just hold the line, or maintain, rather than continue raising the services, because it seems to be quite adequate right now to me. For example, the Taylor Dock extension that they're talking about: I thought that was quite unnecessary because there's a good trail that goes along the bay already.
- Should charge people who don't live within the city.
- Stop spending the green money.
- Streamline the information. Put it on the net, so you don't have to mail it. Put it in the newspaper. Use citizen volunteers, rather than hiring someone. There are a lot of older people around to help out.
- Tactics.
- Tax the rich. Poor people are the ones getting rich.
- The governor has come up with what I think is a reasonable plan, which is to look at putting services on a 10 hour, 4 days a week work week. It maintains services and saves money by closing down the offices.
- The Hispanic housing they have going on. The Sterling Meadows, if the mother and father are not married, and the mom works seasonally out in the berry farms, they get all of their housing for super cheap. Meanwhile, as long as they aren't married, the father can work at BP and their income goes unchecked. They are lacking monitoring about who lives there and what their earnings are.
- The public is so well fed, they're overfed.
- They could probably decrease cultural and adult and youth programs. And the fireworks.
- They need to ask questions the right way: How can we generate more revenue? There are other creative ways. I think the city is asking these questions in the wrong way.
- They should cut tax.
- They should probably cut back on their trail maintenance. Parks and trail maintenance. And maybe they should fire a few people in the city. Especially people who are not so friendly to business. Because business is what's going to bring in revenue. To start looking at the Depot Market as a white elephant that needs to be rented more often at a lower rate. I would prefer that the city encourage true businesses, not nonprofit businesses, to spearhead the energy and other business endeavors in this town. The city needs to get off of its idea that nonprofits are the only worthy groups that should be in existence in this town. Especially since some nonprofits aren't really "non"-profits.
- They should spend less money developing the waterfront.
- Time spent on national issues.
- Unfortunately, the arts, walkway bridges, and plantings between lanes (luxury stuff).
- Unknown.

APPENDIX D: COMPARISON TABLES 2004-2008

Q2. Overall, would you rate the quality of life in Bellingham as excellent, good, only fair, or poor?			
	2004	2006	2008
Excellent	49	48	41
Good	43	46	49
Only fair	7	5	8
Poor	1	1	2
(Don't know)	--	0	--
	(n=513)	(n=510)	(n=599)

Q3. Do you feel Bellingham is generally going in the right direction, or do you feel things have gotten seriously off on the wrong track?			
	2004	2006	2008
Right direction	57	55	60
Wrong track	29	31	32
(Don't know)	14	13	8
	(n=513)	(n=510)	(n=571)

Q5. The job the city of Bellingham is doing meeting community needs.			
	2004	2006	2008
Excellent	13	7	5
Good	44	43	52
Only fair	30	34	31
Poor	9	10	10
(Don't know)	3	6	3
	(n=513)	(n=510)	(n=595)

Q6. The job the city is doing protecting the livability of neighborhoods.			
	2004	2006	2008
Excellent	--	7	7
Good	--	42	49
Only fair	--	31	32
Poor	--	15	10
(Don't know)	--	5	2
	--	(n=510)	(n=599)

Q7. The job the city is doing planning for growth.			
	2004	2006	2008
Excellent	--	4	3
Good	--	26	30
Only fair	--	36	38
Poor	--	30	22
(Don't know)	--	4	7
	--	(n=510)	(n=596)

Q10. Maintaining parks and trails.			
	2004	2006	2008
Very high priority	26	33	17
High	28	25	47
Moderate	29	24	29
Low priority	16	17	5
(Don't know)	--	1	1
	(n=513)	(n=510)	(n=600)

Q11. Providing recreational programs for youth and adults.			
	2004	2006	2008
Very high priority	22	21	14
High	27	21	39
Moderate	30	32	41
Low priority	20	23	7
(Don't know)	2	3	1
	(n=513)	(n=510)	(n=597)

Q12. Providing fire protection services.			
	2004	2006	2008
Very high priority	61	59	34
High	25	21	51
Moderate	9	13	14
Low priority	4	5	0
(Don't know)	1	1	0
	(n=513)	(n=510)	(n=599)

Q13. Providing medic one emergency medical services.			
	2004	2006	2008
Very high priority	55	50	38
High	25	24	45
Moderate	11	14	14
Low priority	7	10	2
(Don't know)	2	3	1
	(n=513)	(n=510)	(n=599)

Q14. Preventing crime and protecting the community.			
	2004	2006	2008
Very high priority	55	51	33
High	22	22	49
Moderate	16	15	16
Low priority	7	9	2
(Don't know)	0	2	0
	(n=513)	(n=510)	(n=599)

Q15. Improving streets, such as fixing potholes, signage, and traffic lights.			
	2004	2006	2008
Very high priority	25	25	15
High	25	26	48
Moderate	27	27	30
Low priority	23	21	6
(Don't know)	0	1	0
	(n=513)	(n=510)	(n=598)

Q16. Encouraging economic development and business growth in Bellingham.			
	2004	2006	2008
Very high priority	30	25	19
High	20	18	37
Moderate	24	27	32
Low priority	25	27	11
(Don't know)	1	3	1
	(n=513)	(n=510)	(n=595)

Q17. Providing* library services for the community.			
	2004	2006	2008
Very high priority	39	38	22
High	24	25	43
Moderate	24	23	30
Low priority	12	11	5
(Don't know)	1	2	1
	(n=513)	(n=510)	(n=597)

*2004 and 2006: Maintaining library services for the community

Q19. Involving the public in making decisions that affect the community.			
	2004	2006	2008
Very high priority	--	39	27
High	--	21	50
Moderate	--	19	17
Low priority	--	18	5
(Don't know)	--	2	1
	--	(n=510)	(n=598)

Q20. Communicating with citizens about city issues, decisions, and services.			
	2004	2006	2008
Very high priority	--	29	23
High	--	20	44
Moderate	--	26	26
Low priority	--	23	5
(Don't know)	--	1	1
	--	(n=510)	(n=598)
Q21. Guiding development to protect the environment and promote healthy neighborhoods.			
	2004	2006	2008
Very high priority	--	39	29
High	--	22	44
Moderate	--	10	23
Low priority	--	19	4
(Don't know)	--	2	1
	--	(n=510)	(n=598)
Q23. Maintaining parks and trails.			
	2004	2006	2008
Excellent	31	26	22
Good	55	55	60
Only fair	12	13	13
Poor	--	3	2
(Don't know)	2	3	2
	(n=513)	(n=510)	(n=597)
Q24. Providing recreational programs for youth and adults.			
	2004	2006	2008
Excellent	26	19	15
Good	48	53	52
Only fair	18	18	20
Poor	2	3	6
(Don't know)	5	8	7
	(n=513)	(n=510)	(n=592)

Q25. Providing fire protection services.			
	2004	2006	2008
Excellent	41	36	28
Good	51	54	57
Only fair	4	6	7
Poor	--	1	1
(Don't know)	3	4	7
	(n=513)	(n=510)	(n=598)
Q26. Providing medic one emergency medical services.			
	2004	2006	2008
Excellent	34	30	24
Good	44	50	51
Only fair	12	9	11
Poor	2	1	3
(Don't know)	8	10	10
	(n=513)	(n=510)	(n=599)
Q27. Preventing crime and protecting the community.			
	2004	2006	2008
Excellent	21	18	13
Good	53	58	59
Only fair	22	19	18
Poor	4	2	7
(Don't know)	1	3	3
	(n=513)	(n=510)	(n=598)
Q28. Improving streets, such as fixing potholes, signage, and traffic lights.			
	2004	2006	2008
Excellent	9	8	7
Good	47	44	47
Only fair	33	36	30
Poor	11	11	14
(Don't know)	--	2	2
	(n=513)	(n=510)	(n=599)

Q29. Encouraging economic development and business growth in Bellingham.			
	2004	2006	2008
Excellent	9	5	6
Good	41	39	32
Only fair	28	31	31
Poor	15	15	20
(Don't know)	7	9	11
	(n=513)	(n=510)	(n=589)
Q30. Providing* library services for the community.			
	2004	2006	2008
Excellent	19	21	20
Good	60	61	58
Only fair	13	13	18
Poor	5	1	2
(Don't know)	2	4	2
	(n=513)	(n=510)	(n=598)
*2004 and 2006: Maintaining library services for the community			
Q32. Involving the public in making decisions that affect the community.			
	2004	2006	2008
Excellent	--	6	5
Good	--	32	34
Only fair	--	39	40
Poor	--	18	17
(Don't know)	--	4	5
	--	(n=510)	(n=596)
Q33. Communicating with citizens about city issues, decisions, and services.			
	2004	2006	2008
Excellent	--	6	7
Good	--	36	36
Only fair	--	39	36
Poor	--	16	18
(Don't know)	--	3	3
	--	(n=510)	(n=598)

Q34. Guiding development to protect the environment and promote healthy neighborhoods.			
	2004	2006	2008
Excellent	--	6	7
Good	--	41	45
Only fair	--	36	32
Poor	--	11	12
(Don't know)	--	5	5
	--	(n=510)	(n=595)
Q37. If you had to choose only one, which of the following would you choose for the City of Bellingham?			
	2004	2006	2008
Increase taxes, maintain services	56	44	52
Keep taxes same, cut services	33	42	35
(Other)	4	5	3
(Neither)	3	4	5
(Don't Know)	3	4	3
(Refused)	1	1	2
	(n=513)	(n=510)	(n=598)
Q39. Bellingham is growing too fast and is losing its character.			
	2004	2006	2008
Strongly Agree	--	40	34
Somewhat Agree	--	31	28
Somewhat Disagree	--	18	22
Strongly Disagree	--	8	22
(No Opinion/ DK)	--	2	4
	--	(n=510)	(n=598)
Q40. The City of Bellingham does a good job making sure people have access to information on issues the City is deciding.			
	2004	2006	2008
Strongly Agree	--	15	15
Somewhat Agree	--	52	43
Somewhat Disagree	--	20	21
Strongly Disagree	--	10	12
(No Opinion/ DK)	--	3	8
	--	(n=510)	(n=599)

Q41. The City of Bellingham does a good job involving people in decisions that impact them.*			
	2004	2006	2008
Strongly Agree	--	24	11
Somewhat Agree	--	45	46
Somewhat Disagree	--	14	23
Strongly Disagree	--	10	13
(No Opinion/ DK)	--	6	8
	--	(n=510)	(n=599)
*2006: I am able to get involved when the City of Bellingham is making a decision that impacts me. This item was changed enough that it is not comparable to 2006.			
Q42. The City of Bellingham listens to neighborhood concerns.			
	2004	2006	2008
Strongly Agree	--	18	15
Somewhat Agree	--	50	47
Somewhat Disagree	--	15	17
Strongly Disagree	--	10	10
(No Opinion/ DK)	--	6	11
	--	(n=510)	(n=597)
QBTV1. Have you heard of Bellingham's City television channel, known as BTV-ten?			
	2004	2006	2008
Yes	--	72	71
No	--	27	29
(Don't Know)	--	1	0
	--	(n=510)	(n=598)
QBTV2. Tell me which fits you best, do you watch BTV-ten...			
	2004	2006	2008
Never	--	27	30
Less than once per month	--	16	21
Once per month	--	21	22
Weekly	--	25	21
Many times a week	--	7	5
Daily	--	3	1
(Don't Know)	--	1	0
	--	(n=510)	(n=420)

QBTV3. How often were you tuning in to watch a City Council meeting?			
	2004	2006	2008
Always	--	3	3
Sometimes	--	39	37
Rarely	--	31	36
Never	--	26	24
(Don't Know)	--	1	--
	--	(n=510)	(n=295)
QBTV4. Have you heard of Bellingham's City website at cob.org?			
	2004	2006	2008
Yes	--	53	54
No	--	46	46
(Don't Know)	--	1	--
	--	(n=510)	(n=597)
QBTV5 Tell me which fits you best, how often do you visit cob.org?			
	2004	2006	2008
Never	--	21	25
Less than once per month	--	31	32
Once per month	--	29	29
Weekly	--	11	8
Many times a week	--	5	4
Daily	--	2	2
	--	(n=510)	(n=326)