

APPENDICES

**City of Bellingham
Residential Survey 2013**

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APPENDIX A: RESEARCH METHODS AND DATA QUALITY

RESEARCH METHODS

Sampling

The current survey employed random sample based on Bellingham addresses rather than landline phone numbers in order to increase the coverage of the target population (this is because each household has an address, but not every household has a landline telephone, and if they do, they might screen calls). In contrast, before 2010 surveys were conducted by landline telephone using a random digit dial sample of City of Bellingham residents. The 2010 and 2013 surveys urged residents to complete the survey online and also provided interviews by telephone. This multi-mode methodology is a distinctly different and more comprehensive approach from those in the past. The final sample consisted of 597 City residents.

Survey administration and margin of error

The survey was administered by sending a letter from Mayor Kelli Linville's office signed by the mayor and produced on City letterhead and envelopes to 3519 randomly sampled households with Bellingham zip codes (4000 were sent, but 481 were returned by the post office). The letter stated that the Bellingham City Council and the Mayor are seeking residents' input about City government services and issues facing our community. The letter briefly described the survey and indicated that the survey could be taken either on-line for which a web-link was provided, or by phone for which a toll-free number was provided. In the final sample 352 of residents took the survey on-line and 245 residents took it by phone.

The survey was administered both on-line and by telephone during the period from November 12th through December 3rd, 2013. The survey took about 15 ½ minutes to complete (median=15:28).

The survey consisted of 48 questions, 42 substantive and six demographic questions for statistical purposes. The final sample's demographics are provided in Appendix C. Surveys took a median of 15 ½ minutes to complete. The data were examined and all complete surveys from City of Bellingham residents were included in the final sample of 597 residents.

The margin of error for a sample size of 597 plus or minus 4% percentage points at the 95% confidence level. The margins of error will be higher for smaller subgroup analyses, such as in analyses of residents' characteristics that were associated with their ratings. Rounding of decimals (at 0.5) may sometimes produce percentages that exceed or fall below 100%.

Comparison of Current Findings with Previous Surveys

When data collection methods vary even slightly, results cannot be confidently attributed to changes in opinion. Understanding the desire to look back and compare with the previous results, this report provides comparisons to the 2010 findings for all metrics questions. Readers should be aware of the need to exercise caution in drawing conclusions based on 2013 and 2010 and 2008 comparisons.

DATA QUALITY

Coding of Open Ended Survey Questions

The survey contained four questions that invited residents to provide detailed open ended responses. For each question, two coders independently scored responses, coding them into the categories provided in the 2010 report but augmented with any missing City of Bellingham Legacy areas as well as topics that were present in the data. The two coders discussed their results at length. Any discrepancies were scrutinized and resolved by the lead coder.

Analysis of Residents' Characteristics

Characteristics of the residents that might be associated with their survey ratings were investigated for every survey question. Characteristics included sex, age, income level, home ownership, how many years they have lived in Bellingham, and whether or not they had minor children in the home.

Age/Sex/Income Home ownership Minor children	2013 %	2010 %	*Estimate of Adults in Bellingham %
18 to 24	3	3	22
25 to 34	10	14	15
35 to 44	13	16	11
45 to 54	16	22	11
55 to 64	24	22	11
Older than 65	34	21	13
Male	57	55	49
Female	43	41 **	51
< \$15,000 ***	8	10	16
\$15,000-\$24,999	10	9	12
\$25,000-\$34,999	9	9	13
\$35,000-\$49,999	12	12	15
\$50,000-\$74,999	22	17	20
\$75,000-\$99,999	17	12	11
\$100,000 +	22	14	13
Own	79	70	46
Rent	21	30	54
Children	23	25	23
No children	77	75	77

* From US Census Bureau 2010 Demographic Profile Data

** 4% preferred not to answer in 2010

*** Income level data for Bellingham from bestplaces.net (01-17-2014)

Readers should note that this survey likely under represents the views of people ages 18 to 34 and slightly over represents the views and experiences of people ages 55 and older. Additionally, this sample over represents residents with high incomes.

This sample is similar to the 2010 one in age, sex, and whether or not there were minor children in the home.

APPENDIX B: SURVEY SCRIPT

City of Bellingham Residential Survey 2013 **Programmed for residents to complete online**

Thank you for participating in this important survey.

As one of only 1,000 City residents selected who we expect to participate, your feedback is important to help us make decisions about City programs and priorities. We'll also use the information we collect to help us understand your experiences with City services and to measure our performance in delivering results on community priorities.

Your responses are anonymous and will be kept confidential. We expect the survey to take about 10 minutes to complete.

Each question requires a response, but you may answer "Don't know" or "Prefer not to say" at any time in the survey.

Please enter the Personal PIN that you received in your letter to begin.

PIN:

SC1

Do you live in the city of Bellingham?

Yes

No

Don't know

Q1

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

Excellent

Good

Only fair

Poor

Don't know

Prefer not to say

Q2

What do you value most about Bellingham as a place to live?

OPEN END

Q3

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

OPEN END

Q4 through Q8 are randomized – the order will change each time

Response categories for Q4 through Q8:

Excellent

Good

Only fair

Poor

Don't know

Prefer not to say

How would you rate each of the following....

Q4

The job the city is doing protecting the livability of neighborhoods

Q5

The job the city is doing planning for growth

Q6

The job the city is doing protecting the environment

Q7

The job the city is doing using tax dollars responsibly

Q8

The job the city is doing providing public safety services, such as police, fire and emergency medical service

Q9 through Q20 are randomized – the order will change each time

Response categories for Q9 through Q20:

Excellent

Good

Only fair

Poor

Don't know

Prefer not to say

Please rate the job the City of Bellingham is doing in providing services that rely on tax-payer dollars. How would you rate the job the city of Bellingham is doing...

Q9

Maintaining parks and trails

Q10

Providing recreational programs for youth and adults

Q11

Providing fire protection services

Q12

Providing medic one emergency medical services

Q13

Preventing crime and protecting the community

Q14

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

Q15

Encouraging economic development and business growth in Bellingham

Q16

Providing library services for the community

Q17

Creating opportunities for education in culture and the arts, for example through the museum and the Mount Baker Theater

Q18

Involving the public in making decisions that affect the community

Q19

Communicating with citizens about city issues, decisions, and services

Q20

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

Q21

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? Examples of programs and facilities that anyone can use might be things like rented picnic shelters at city parks, meeting room rentals at the Bellingham library, city recreation programs, and the museum.

Pay extra

No additional charge

Don't know

Prefer not to say

Q22

During the recession, services were cut and staff positions were eliminated at the City. As our economy begins to recover, city leaders still must carefully choose budget priorities. If you had to choose only one, which of the following would you choose for the City...

Increase taxes and fees to maintain services at current levels

Keep taxes and fees the same and cut and services

Or something else (SPECIFY :)

Don't know

Prefer not to say

Q23

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

OPEN END

Q24

The city operates BTV10, providing government and education television and video services. BTV10 programs, including City Council meetings, can be watched on cable television or on the internet.

Which fits you best, do you watch BTV-ten...

Daily

Many times a week

Weekly

Once per month

Less than monthly, but several times a year

Once or twice a year or less

Never

Don't know

Prefer not to say

Q25

Asked if watch BTV10 ever

When you watch BTV10 programs, do you usually watch on television or online?

Television

Online

Both equally

Don't know

Prefer not to say

Q26

The city provides information and many services on the City website at www.cob.org.

How often do you visit www.cob.org? Would you say...

Daily

Many times a week

Weekly

Once per month

Less than monthly, but several times a year

Once or twice a year or less

Never

Don't know

Prefer not to say

Q27 through Q29 are randomized – the order will change each time

Response categories for Q27 through Q29:

Extremely important

Very important

Somewhat important

Not very important
Not at all important
Don't know
Prefer not to say

Below are several actions that the City of Bellingham is taking to protect the environment. Tell me how important each action is to you.

Q27

Reducing automobile trips by improving transit, bicycle and pedestrian choices

Q28

Promoting the use of renewable energy such as green and solar power

Q29

Preventing further development in the Lake Whatcom watershed to protect our drinking water

Response categories for Q30 through Q33:

Extremely safe
Very safe
Somewhat safe
Not very safe
Not at all safe
Don't know
Prefer not to say

Next are some questions about how safe you feel in and around Bellingham.

Q30

How safe would you feel walking alone during the day in your neighborhood?

Q31

How safe would you feel walking alone downtown during the day?

Q32

How safe would you feel walking alone at night in your neighborhood?

Q33

How safe would you feel walking alone in downtown at night?

Q34

Thinking about your household, would you say you are prepared to sustain yourself and your family for 72 hours after a major disaster?

Yes
Somewhat
No
Don't know
Prefer not to say

Q35 through Q38 are randomized – the order will change each time

Response categories for Q35 through Q38:

Excellent
Very good
Good
Fair
Poor
Don't know
Prefer not to say

Next are some questions about your neighborhood. How do you rate your neighborhood in the following categories...

Q35

Housing affordability

Q36

Social connections, such as neighbors looking out for neighbors

Q37

Walking distance to a bus stop

Q38

Access to shopping or other services

Q39 through Q42 are randomized – the order will change each time

Response categories for Q39 through Q42:

Excellent
Very good
Good
Fair
Poor
Don't know
Prefer not to say

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

Q39

Physical condition of streets

Q40

Safety of traffic speed

Q41

Safety of pedestrians

Q42

Safety of bicyclists

These last few questions are for statistical purposes only.

Q43

Do you own or rent your apartment or home?

Own
Rent
Don't know
Prefer not to say

Q44

How long have you lived in Bellingham?

Number of years: _____
Less than 1 year
Don't know
Prefer not to say

Q45

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

Yes
No
Prefer not to say

Q46

Which of the following includes your age?

18 to 24
25 to 29
30 to 34
35 to 39
40 to 44
45 to 49
50 to 54
55 to 59
60 to 64
65 or older
Prefer not to say

Q47

What is your annual household income before taxes?

Less than \$15,000
\$15,000-\$24,999
\$25,000-\$34,999
\$35,000-\$49,999
\$50,000-\$74,999
\$75,000-\$99,999
\$100,000 or more
Don't know
Prefer not to say

Q48

Which best describes you?

Male

Female

Other:

Prefer not to say

That is all the questions we have for you.

If you have questions about the survey after you've submitted it, please contact the City of Bellingham Mayor's Office at 778-8100.

Thank you for your participation. Click the "next" button to submit your completed survey.

APPENDIX C: FREQUENCY REPORT

q1 Overall, would you rate the quality of life in Bellingham as excellent, good, only fair, or poor?

		Frequency	Percent
Valid	1 Excellent	270	45.2
	2 Good	294	49.2
	3 Only fair	30	5.0
	4 Poor	3	.5
	Total	597	100.0

q4 The job the city is doing protecting the livability of neighborhoods

		Frequency	Percent
Valid	1 Excellent	57	9.5
	2 Good	333	55.8
	3 Only fair	132	22.1
	4 Poor	37	6.2
	Total	559	93.6
Missing	5 Don't know	37	6.2
	6 Prefer not to say	1	.2
	Total	38	6.4
Total	597	100.0	

q5 The job the city is doing planning for growth

		Frequency	Percent
Valid	1 Excellent	20	3.4
	2 Good	199	33.3
	3 Only fair	210	35.2
	4 Poor	102	17.1
	Total	531	88.9
Missing	5 Don't know	61	10.2
	6 Prefer not to say	5	.8
	Total	66	11.1
Total	597	100.0	

q6 The job the city is doing protecting the environment

		Frequency	Percent
Valid	1 Excellent	87	14.6
	2 Good	359	60.1
	3 Only fair	92	15.4
	4 Poor	18	3.0
	Total	556	93.1
Missing	5 Don't know	32	5.4
	6 Prefer not to say	9	1.5
	Total	41	6.9
Total	597	100.0	

q7 The job the city is doing using tax dollars responsibly

		Frequency	Percent
Valid	1 Excellent	28	4.7
	2 Good	260	43.6
	3 Only fair	162	27.1
	4 Poor	61	10.2
	Total	511	85.6
Missing	5 Don't know	81	13.6
	6 Prefer not to say	5	.8
	Total	86	14.4
Total	597	100.0	

q8 The job the city is doing providing public safety services, such as police, fire and emergency medical service

		Frequency	Percent
Valid	1 Excellent	166	27.8
	2 Good	343	57.5
	3 Only fair	56	9.4
	4 Poor	12	2.0
	Total	577	96.6
Missing	5 Don't know	19	3.2
	6 Prefer not to say	1	.2
	Total	20	3.4
Total	597	100.0	

q9 Maintaining parks and trails

		Frequency	Percent
Valid	1 Excellent	216	36.2
	2 Good	309	51.8
	3 Only fair	53	8.9
	4 Poor	10	1.7
	Total	588	98.5
Missing	5 Don't know	7	1.2
	6 Prefer not to say	2	.3
	Total	9	1.5
Total	597	100.0	

q10 Providing recreational programs for youth and adults

		Frequency	Percent
Valid	1 Excellent	115	19.3
	2 Good	280	46.9
	3 Only fair	92	15.4
	4 Poor	21	3.5
	Total	508	85.1
Missing	5 Don't know	85	14.2
	6 Prefer not to say	4	.7
	Total	89	14.9
Total	597	100.0	

q11 Providing fire protection services

		Frequency	Percent
Valid	1 Excellent	213	35.7
	2 Good	298	49.9
	3 Only fair	12	2.0
	4 Poor	1	.2
	Total	524	87.8
Missing	5 Don't know	71	11.9
	6 Prefer not to say	2	.3
	Total	73	12.2
Total	597	100.0	

q12 Providing medic one emergency medical services

		Frequency	Percent
Valid	1 Excellent	190	31.8
	2 Good	268	44.9
	3 Only fair	13	2.2
	4 Poor	7	1.2
	Total	478	80.1
Missing	5 Don't know	117	19.6
	6 Prefer not to say	2	.3
	Total	119	19.9
Total	597	100.0	

q13 Preventing crime and protecting the community

		Frequency	Percent
Valid	1 Excellent	77	12.9
	2 Good	351	58.8
	3 Only fair	125	20.9
	4 Poor	17	2.8
	Total	570	95.5
Missing	5 Don't know	26	4.4
	6 Prefer not to say	1	.2
	Total	27	4.5
Total	597	100.0	

q14 Improving streets, such as fixing potholes, signage, and traffic lights

		Frequency	Percent
Valid	1 Excellent	62	10.4
	2 Good	293	49.1
	3 Only fair	173	29.0
	4 Poor	56	9.4
	Total	584	97.8
Missing	5 Don't know	11	1.8
	6 Prefer not to say	2	.3
	Total	13	2.2
Total	597	100.0	

q15 Encouraging economic development and business growth in Bellingham

		Frequency	Percent
Valid	1 Excellent	31	5.2
	2 Good	210	35.2
	3 Only fair	169	28.3
	4 Poor	115	19.3
	Total	525	87.9
Missing	5 Don't know	68	11.4
	6 Prefer not to say	4	.7
Total		72	12.1
Total		597	100.0

q16 Providing library services for the community

		Frequency	Percent
Valid	1 Excellent	187	31.3
	2 Good	311	52.1
	3 Only fair	51	8.5
	4 Poor	21	3.5
	Total	570	95.5
Missing	5 Don't know	27	4.5
Total		597	100.0

q17 Creating opportunities for education in culture and the arts, for example through the museum and the Mount Baker Theater

		Frequency	Percent
Valid	1 Excellent	163	27.3
	2 Good	308	51.6
	3 Only fair	73	12.2
	4 Poor	13	2.2
	Total	557	93.3
Missing	5 Don't know	33	5.5
	6 Prefer not to say	7	1.2
Total		40	6.7
Total		597	100.0

q18 Involving the public in making decisions that affect the community

		Frequency	Percent
Valid	1 Excellent	49	8.2
	2 Good	266	44.6
	3 Only fair	182	30.5
	4 Poor	55	9.2
	Total	552	92.5
Missing	5 Don't know	45	7.5
Total		597	100.0

q19 Communicating with citizens about city issues, decisions, and services

		Frequency	Percent
Valid	1 Excellent	33	5.5
	2 Good	277	46.4
	3 Only fair	197	33.0
	4 Poor	57	9.5
	Total	564	94.5
Missing	5 Don't know	31	5.2
	6 Prefer not to say	2	.3
	Total	33	5.5
Total	597	100.0	

q20 Leading local and regional efforts to reduce human impact on the environment

		Frequency	Percent
Valid	1 Excellent	62	10.4
	2 Good	285	47.7
	3 Only fair	130	21.8
	4 Poor	33	5.5
	Total	510	85.4
Missing	5 Don't know	68	11.4
	6 Prefer not to say	19	3.2
	Total	87	14.6
Total	597	100.0	

q21 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?

		Frequency	Percent
Valid	1 Pay extra	197	33.0
	2 No additional charge	359	60.1
	3 Don't know	38	6.4
	Total	594	99.5
Missing	4 Prefer not to say	3	.5
Total	597	100.0	

q22 If you had to choose only one, which of the following would you choose for the City...

		Frequency	Percent
Valid	1 Increase taxes and fees to maintain services at current level	237	39.7
	2 Keep taxes and fees the same and cut and services	152	25.5
	3 Or something else, specify:	137	22.9
	4 Don't know	65	10.9
	Total	591	99.0
Missing	5 Prefer not to say	6	1.0
Total	597	100.0	

q24 Which fits you best, do you watch BTV-ten...

		Frequency	Percent
Valid	1 Daily	6	1.0
	2 Many times a week	16	2.7
	3 Weekly	40	6.7
	4 Once per month	66	11.1
	5 Less than monthly, but several times a year	56	9.4
	6 Once or twice a year or less	101	16.9
	7 Never	303	50.8
	Total	588	98.5
Missing	8 Don't know	8	1.3
	9 Prefer not to say	1	.2
	Total	9	1.5
Total		597	100.0

q25 When you watch BTV10 programs, do you usually watch on television or online?

		Frequency	Percent
Valid	1 Television	238	39.9
	2 Online	37	6.2
	3 Both equally	5	.8
	Total	280	46.9
Missing	4 Don't know	2	.3
	5 Prefer not to say	3	.5
	System	312	52.3
	Total	317	53.1
Total		597	100.0

q26 How often do you visit www.cob.org? Would you say...

		Frequency	Percent
Valid	1 Daily	7	1.2
	2 Many times a week	10	1.7
	3 Weekly	27	4.5
	4 Once per month	86	14.4
	5 Less than monthly, but several times a year	138	23.1
	6 Once or twice a year or less	131	21.9
	7 Never	197	33.0
	Total	596	99.8
Missing	8 Don't know	1	.2
Total		597	100.0

q27 Reducing automobile trips by improving transit, bicycle and pedestrian choices

		Frequency	Percent
Valid	1 Extremely important	181	30.3
	2 Very important	175	29.3
	3 Somewhat important	133	22.3
	4 Not very important	63	10.6
	5 Not at all important	38	6.4
	Total	590	98.8
Missing	6 Don't know	6	1.0
	7 Prefer not to say	1	.2
	Total	7	1.2
Total	597	100.0	

q28 Promoting the use of renewable energy such as green and solar power

		Frequency	Percent
Valid	1 Extremely important	175	29.3
	2 Very important	191	32.0
	3 Somewhat important	124	20.8
	4 Not very important	52	8.7
	5 Not at all important	44	7.4
	Total	586	98.2
Missing	6 Don't know	10	1.7
	7 Prefer not to say	1	.2
	Total	11	1.8
Total	597	100.0	

q29 Preventing further development in the Lake Whatcom watershed to protect our drinking water

		Frequency	Percent
Valid	1 Extremely important	262	43.9
	2 Very important	184	30.8
	3 Somewhat important	88	14.7
	4 Not very important	35	5.9
	5 Not at all important	17	2.8
	Total	586	98.2
Missing	6 Don't know	9	1.5
	7 Prefer not to say	2	.3
	Total	11	1.8
Total	597	100.0	

q30 How safe would you feel walking alone during the day in your neighborhood?

		Frequency	Percent
Valid	1 Extremely safe	295	49.4
	2 Very safe	232	38.9
	3 Somewhat safe	59	9.9
	4 Not very safe	7	1.2
	5 Not at all safe	4	.7
Total		597	100.0

q31 How safe would you feel walking alone downtown during the day?

		Frequency	Percent
Valid	1 Extremely safe	159	26.6
	2 Very safe	258	43.2
	3 Somewhat safe	149	25.0
	4 Not very safe	21	3.5
	5 Not at all safe	6	1.0
Total		593	99.3
Missing	6 Don't know	4	.7
Total		597	100.0

q32 How safe would you feel walking alone at night in your neighborhood?

		Frequency	Percent
Valid	1 Extremely safe	130	21.8
	2 Very safe	228	38.2
	3 Somewhat safe	163	27.3
	4 Not very safe	54	9.0
	5 Not at all safe	19	3.2
Total		594	99.5
Missing	6 Don't know	3	.5
Total		597	100.0

q33 How safe would you feel walking alone in downtown at night?

		Frequency	Percent
Valid	1 Extremely safe	22	3.7
	2 Very safe	89	14.9
	3 Somewhat safe	236	39.5
	4 Not very safe	152	25.5
	5 Not at all safe	90	15.1
Total		589	98.7
Missing	6 Don't know	7	1.2
	7 Prefer not to say	1	.2
Total		8	1.3
Total		597	100.0

q34 Thinking about your household, would you say you are prepared to sustain yourself and your family for 72 hours after a major disaster?

		Frequency	Percent
Valid	1 Yes	339	56.8
	2 Somewhat	171	28.6
	3 No	75	12.6
	4 Don't know	11	1.8
	Total	596	99.8
Missing	5 Prefer not to say	1	.2
Total		597	100.0

q35 Housing affordability

		Frequency	Percent
Valid	1 Excellent	49	8.2
	2 Very good	108	18.1
	3 Good	206	34.5
	4 Fair	143	24.0
	5 Poor	67	11.2
	Total	573	96.0
Missing	6 Don't know	21	3.5
	7 Prefer not to say	3	.5
Total	Total	24	4.0
Total		597	100.0

q36 Social connections, such as neighbors looking out for neighbors

		Frequency	Percent
Valid	1 Excellent	158	26.5
	2 Very good	169	28.3
	3 Good	146	24.5
	4 Fair	78	13.1
	5 Poor	36	6.0
	Total	587	98.3
Missing	6 Don't know	10	1.7
Total		597	100.0

q37 Walking distance to a bus stop

		Frequency	Percent
Valid	1 Excellent	269	45.1
	2 Very good	127	21.3
	3 Good	90	15.1
	4 Fair	42	7.0
	5 Poor	52	8.7
	Total	580	97.2
Missing	6 Don't know	16	2.7
	7 Prefer not to say	1	.2
Total	Total	17	2.8
Total		597	100.0

q38 Access to shopping or other services

		Frequency	Percent
Valid	1 Excellent	213	35.7
	2 Very good	179	30.0
	3 Good	140	23.5
	4 Fair	41	6.9
	5 Poor	19	3.2
	Total	592	99.2
Missing	6 Don't know	3	.5
	7 Prefer not to say	2	.3
	Total	5	.8
Total	597	100.0	

q39 Physical condition of streets

		Frequency	Percent
Valid	1 Excellent	84	14.1
	2 Very good	170	28.5
	3 Good	216	36.2
	4 Fair	90	15.1
	5 Poor	34	5.7
	Total	594	99.5
Missing	6 Don't know	3	.5
Total	597	100.0	

q40 Safety of traffic speed

		Frequency	Percent
Valid	1 Excellent	73	12.2
	2 Very good	143	24.0
	3 Good	199	33.3
	4 Fair	115	19.3
	5 Poor	64	10.7
	Total	594	99.5
Missing	6 Don't know	2	.3
	7 Prefer not to say	1	.2
	Total	3	.5
Total	597	100.0	

q41 Safety of pedestrians

		Frequency	Percent
Valid	1 Excellent	101	16.9
	2 Very good	166	27.8
	3 Good	172	28.8
	4 Fair	85	14.2
	5 Poor	73	12.2
	Total	597	100.0

q42 Safety of bicyclists

		Frequency	Percent
Valid	1 Excellent	64	10.7
	2 Very good	118	19.8
	3 Good	180	30.2
	4 Fair	134	22.4
	5 Poor	75	12.6
	Total	571	95.6
Missing	6 Don't know	20	3.4
	7 Prefer not to say	6	1.0
	Total	26	4.4
Total		597	100.0

OwnRent Do you own or rent your apartment or home?

		Frequency	Percent
Valid	1 Own	469	78.6
	2 Rent	123	20.6
	Total	592	99.2
Missing	4 Prefer not to say	5	.8
Total		597	100.0

q44 How long have you lived in Bellingham?

		Frequency	Percent
Valid	1 Number of years:	582	97.5
	2 Less than 1 year	13	2.2
	Total	595	99.7
Missing	4 Prefer not to say	2	.3
Total		597	100.0

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

		Frequency	Percent
Valid	1 Yes	138	23.1
	2 No	457	76.5
	Total	595	99.7
Missing	3 Prefer not to say	2	.3
Total		597	100.0

Age Years Which of the following includes your age?

		Frequency	Percent
Valid	1 18 to 24	20	3.4
	2 25 to 29	22	3.7
	3 30 to 34	33	5.5
	4 35 to 39	31	5.2
	5 40 to 44	45	7.5
	6 45 to 49	44	7.4
	7 50 to 54	52	8.7
	8 55 to 59	55	9.2
	9 60 to 64	83	13.9
	10 65 or older	202	33.8
	Total	587	98.3
Missing	11 Prefer not to say	10	1.7
Total		597	100.0

Income What is your annual household income before taxes?

		Frequency	Percent
Valid	1 Less than \$15,000	40	6.7
	2 \$15,000-\$24,999	50	8.4
	3 \$25,000-\$34,999	46	7.7
	4 \$35,000-\$49,999	61	10.2
	5 \$50,000-\$74,999	114	19.1
	6 \$75,000-\$99,999	87	14.6
	7 \$100,000 or more	110	18.4
	Total	508	85.1
Missing	8 Don't know	6	1.0
	9 Prefer not to say	83	13.9
	Total	89	14.9
Total		597	100.0

Sex Which best describes you?

		Frequency	Percent
Valid	1 Male	337	56.4
	2 Female	248	41.5
	Total	585	98.0
Missing	3 Other:	4	.7
	4 Prefer not to say	8	1.3
	Total	12	2.0
Total		597	100.0

APPENDIX D: MAYOR'S LETTER TO RESIDENTS



MAYOR'S OFFICE
Kelli Linville, Mayor
City Hall, 210 Lottie Street
Bellingham, WA 98225
Telephone (360) 778-8100
Fax (360) 778-8101

Personal PIN:

November 8, 2013

The Bellingham City Council and I are seeking your input about City government services and issues facing our community. We are conducting a survey of Bellingham residents, and you were selected at random to participate.

As one of only 1,000 City residents we expect to participate, your feedback is important to help us make decisions about City programs and priorities. We'll also use the information we collect to help us understand your experiences with City services, and to measure our performance in delivering results on community priorities.

Your participation is greatly appreciated, and be assured your responses are anonymous and will be kept confidential. We expect the survey to take about 10 minutes to complete.

We have contracted with Pacific Market Research, an independent market research company, to conduct the survey. In order to make taking the survey as simple as possible, you may complete it online or over the telephone:

Online: To complete the survey online, please visit <http://survey.arnorthwest.com/cob2013> and enter the personal identification number (PIN) listed on the upper right of this letter.

Telephone: If you prefer to provide your answers over the telephone, please call **1-877-691-2586** and have your PIN ready. If an interviewer is not available when you call, please leave your phone number and the best time to reach you.

To be scientifically accurate and closely reflect the opinions of the whole community, we want to collect the most responses possible from the residents chosen to participate. A Pacific Market Research interviewer may give you a reminder call in the next two weeks if they have not heard from you before then.

Thank you in advance for participating in our survey. We appreciate your time and your willingness to share feedback with us.

Sincerely,

Kelli Linville, Mayor
City of Bellingham

APPENDIX E: VERBATIM OPEN-ENDED COMMENTS:

Please contact the Mayor's Office to review the open-ended comments.

Phone 778-8100

MayorsOffice@cob.org

APPENDIX F: LEGACIES & COMMITMENTS

“We are working today so future generations will benefit from ...”



Legacies and Strategic Commitments

Adopted by Bellingham City Council
July 13, 2009