

The National
CITIZEN SURVEY™

2002

**Report of Results for
The City of Lynnwood, WA**



Submitted by:

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and The International City and County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically reweighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Lynnwood staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries we used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Lynnwood staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 3,000 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 174 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 989 residents, for a response rate of 33%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 989 residents is generally no greater than plus or minus 3 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Lynnwood. (For more information on the survey methodology, see Appendix II. A copy of the survey materials can be found in Appendix III.)

Survey Validity

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

- 1) Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
- 2) Selecting households at random within the jurisdiction.

- 3) Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- 4) Selecting the respondent within the household using an unbiased sampling procedure¹.
- 5) Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- 6) Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
- 7) Providing a self-addressed, postage-paid return envelope.
- 8) Offering the survey in Spanish when appropriate and requested by city officials.
- 9) Using the most recent available information about the characteristics of jurisdiction residents to reweight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g. reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that she can be honest without suffering any

¹ The birthday method requests that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.

negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (driving habits), reported intentions to behave with observed future behavior (e.g. voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g. feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen "objectively" in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

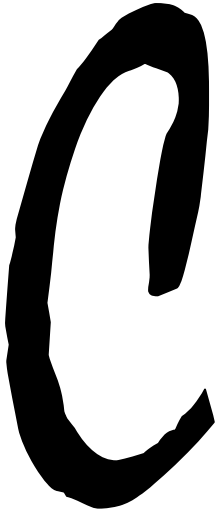
“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix I. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 5 points based on all respondents.



COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Lynnwood. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Lynnwood. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Lynnwood.

QUALITY OF LIFE

When asked to rate the overall quality of life in Lynnwood, 7% of respondents thought it was “excellent.” Only 3% rated overall quality of life as “poor.” Lynnwood as a place to live received an average rating of 63 on a 100-point scale. Other ratings can be seen in the charts on the following page.

Figure 1: Overall Quality of Life in Lynnwood

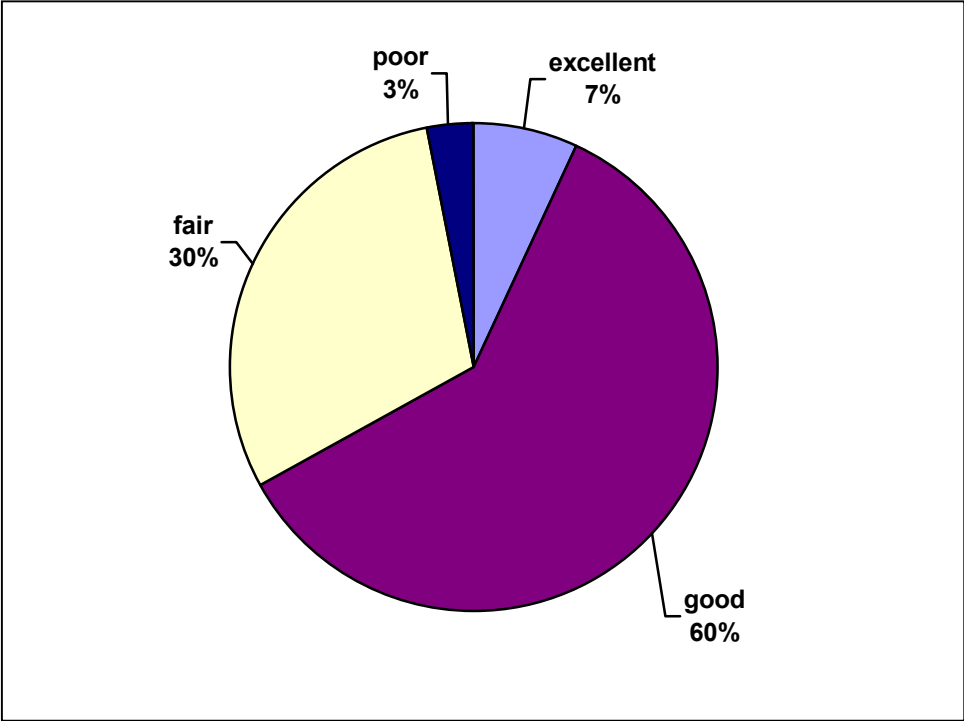


Figure 2: Quality of Life Ratings

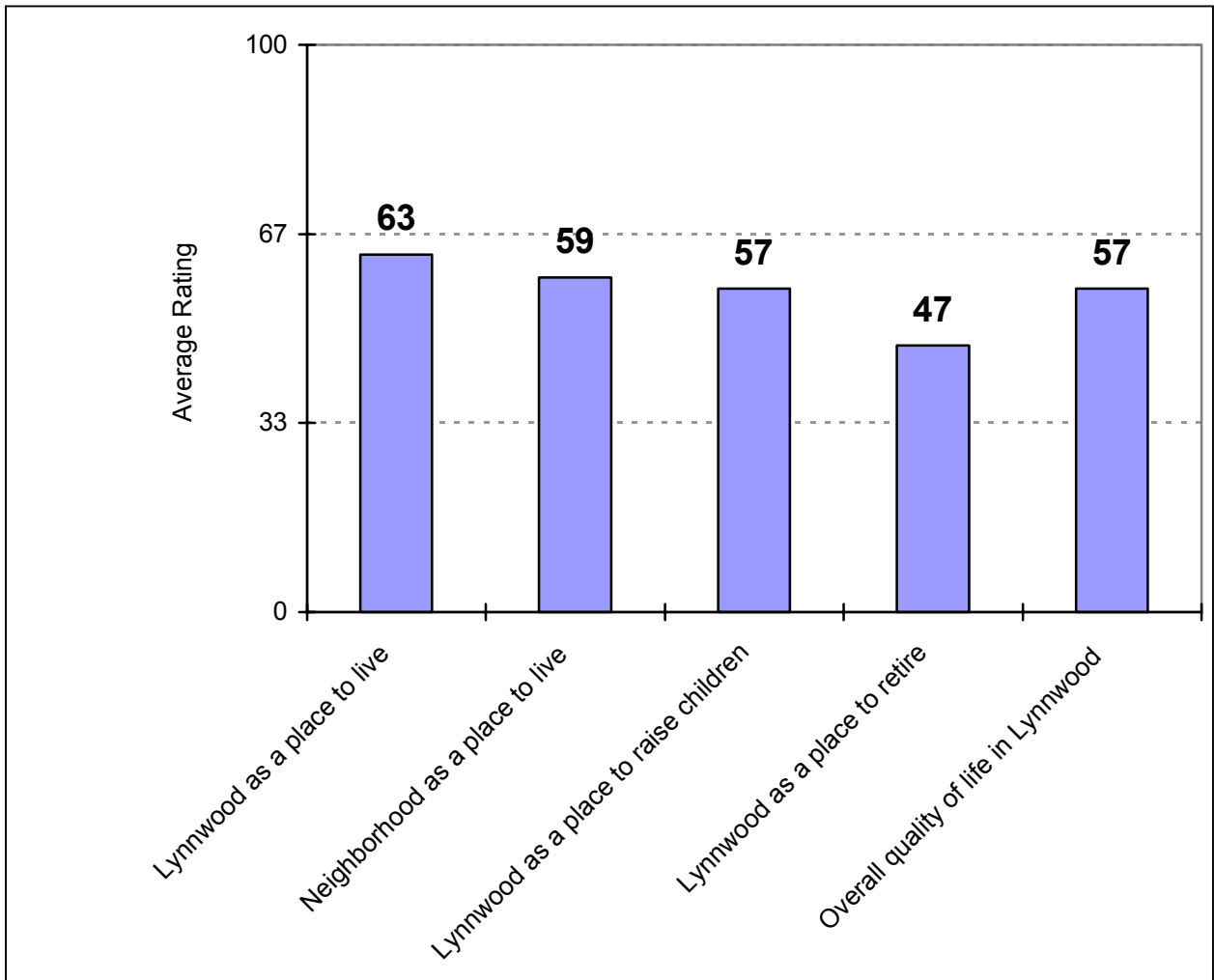


Figure 2b: Quality of Life Ratings

	excellent	good	fair	poor	Total
How do you rate Lynnwood as a place to live?	13%	64%	20%	2%	100%
How do you rate your neighborhood as a place to live?	15%	52%	28%	5%	100%
How do you rate Lynnwood as a place to raise children?	11%	54%	30%	5%	100%
How do you rate Lynnwood as a place to retire?	9%	42%	30%	19%	100%
How do you rate the overall quality of life in Lynnwood?	7%	60%	30%	3%	100%

Note: "Don't Know" responses are removed

RATINGS OF COMMUNITY CHARACTERISTICS IN LYNNWOOD

The highest rated characteristics of Lynnwood were recreational opportunities, openness and acceptance, and overall appearance. When asked about potential problems in Lynnwood, the four concerns rated by the highest proportion of respondents as a “major problem” were traffic congestion, too much growth, taxes and drugs. The rate of population growth in Lynnwood was viewed as “too fast” by 67% of respondents, while 3% thought it was “too slow.”

Figure 3: Characteristics of the Community: General and Opportunities

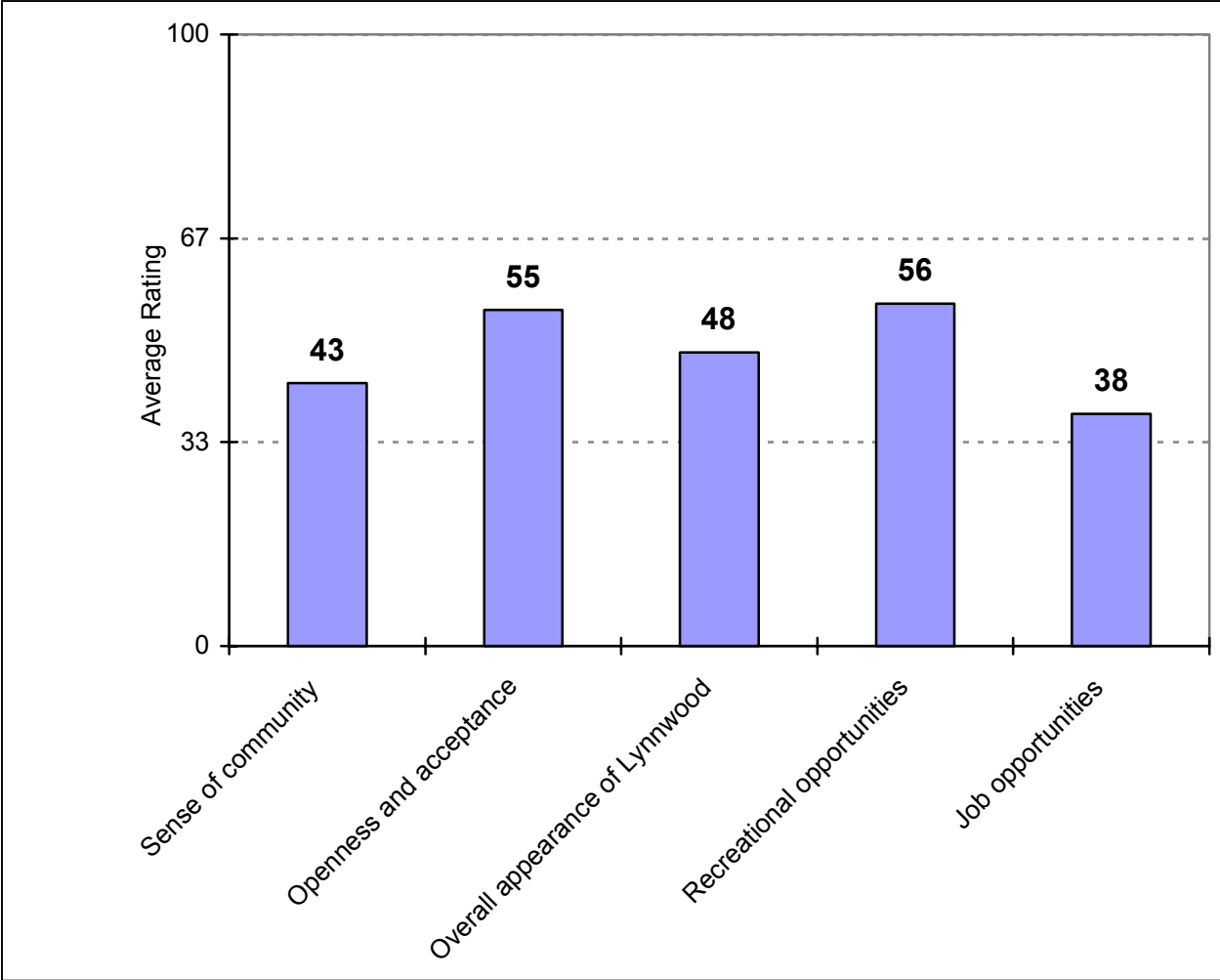


Figure 3b: Characteristics of the Community: General and Opportunities					
	excellent	good	fair	poor	Total
Sense of community	5%	36%	44%	16%	100%
Openness and acceptance of the community towards people of diverse backgrounds	10%	53%	32%	6%	100%
Overall appearance of Lynnwood	5%	47%	37%	11%	100%
Recreational opportunities	14%	48%	29%	8%	100%
Job opportunities	4%	27%	47%	21%	100%
Note: "Don't Know" responses are removed					

Figure 4: Characteristics of the Community: Access

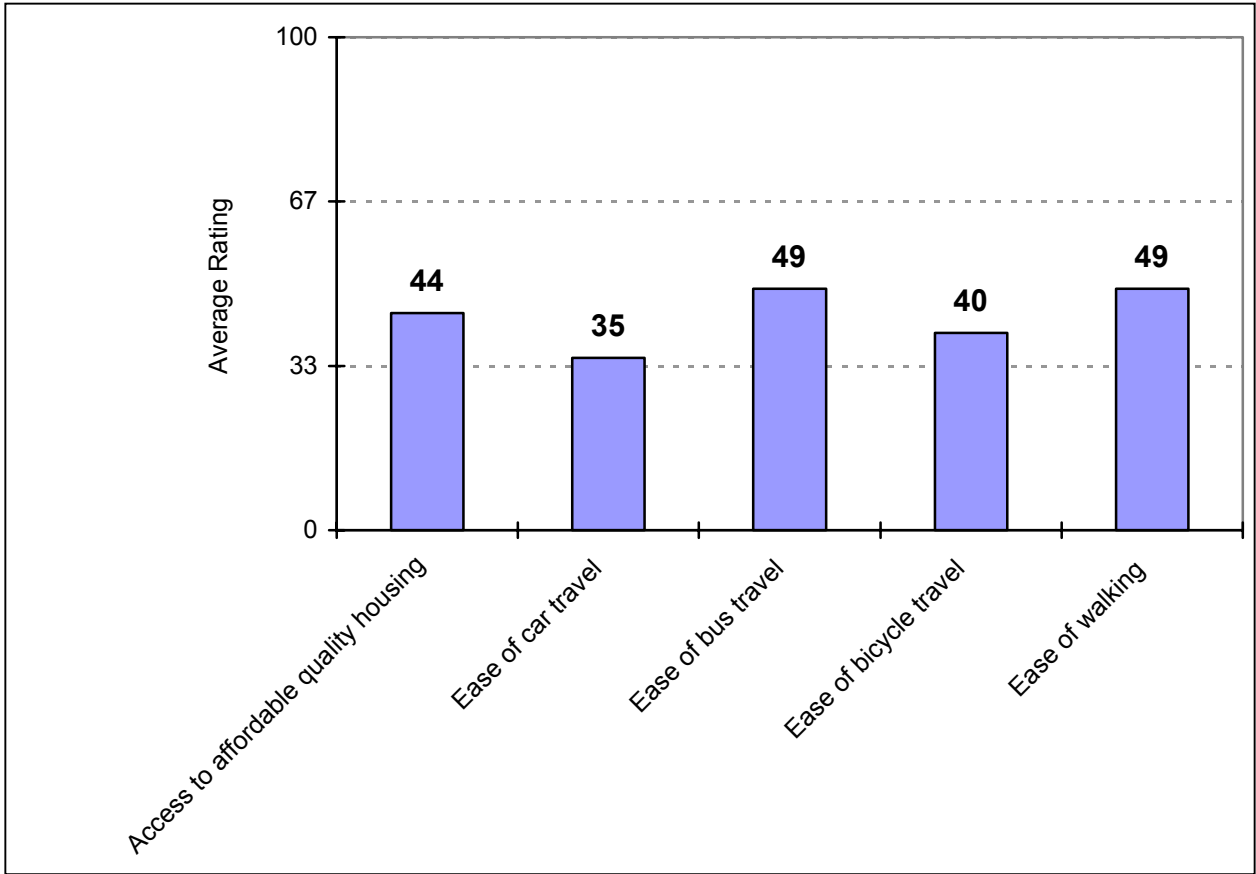


Figure 4b: Characteristics of the Community: Access and Mobility

	excellent	good	fair	poor	Total
Access to affordable quality housing	7%	35%	41%	17%	100%
Ease of car travel in Lynnwood	6%	27%	34%	34%	100%
Ease of bus travel in Lynnwood	11%	40%	34%	15%	100%
Ease of bicycle travel in Lynnwood	6%	31%	38%	24%	100%
Ease of walking in Lynnwood	10%	42%	34%	14%	100%

Note: "Don't Know" responses are removed

Figure 5: Ratings of Potential Problems in Lynnwood

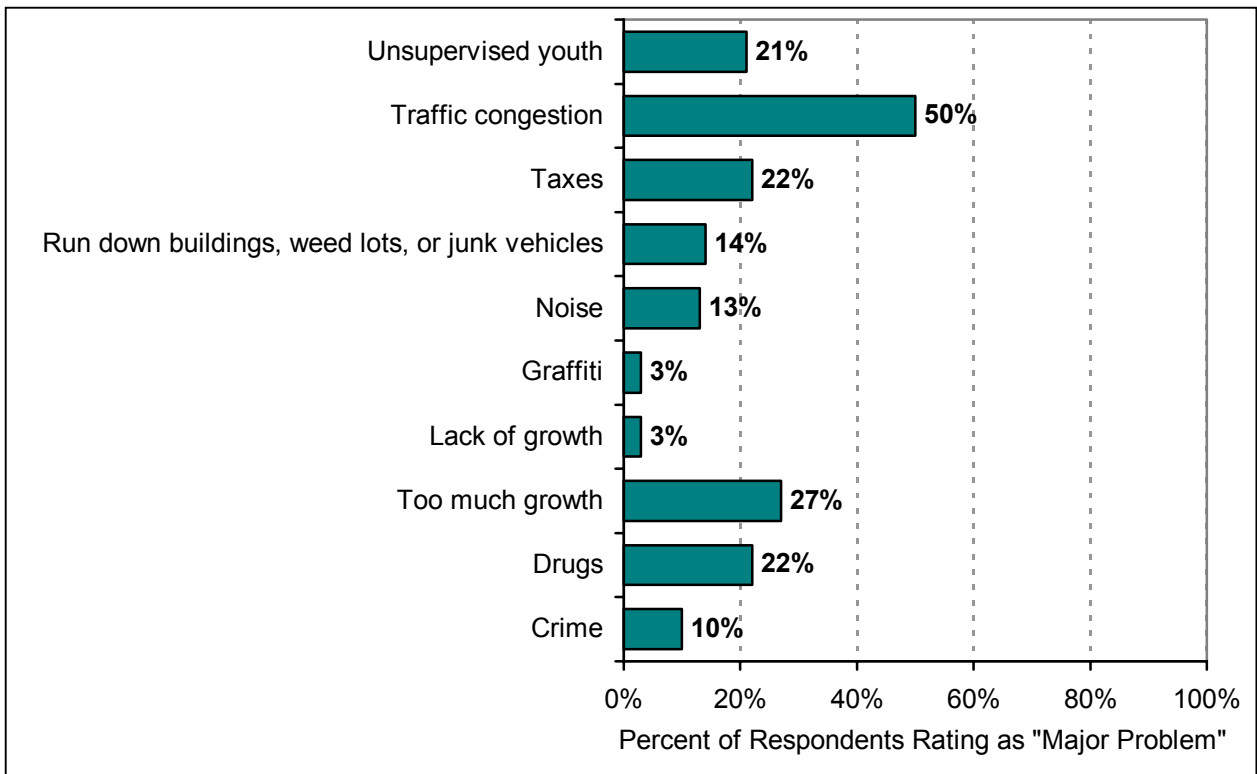
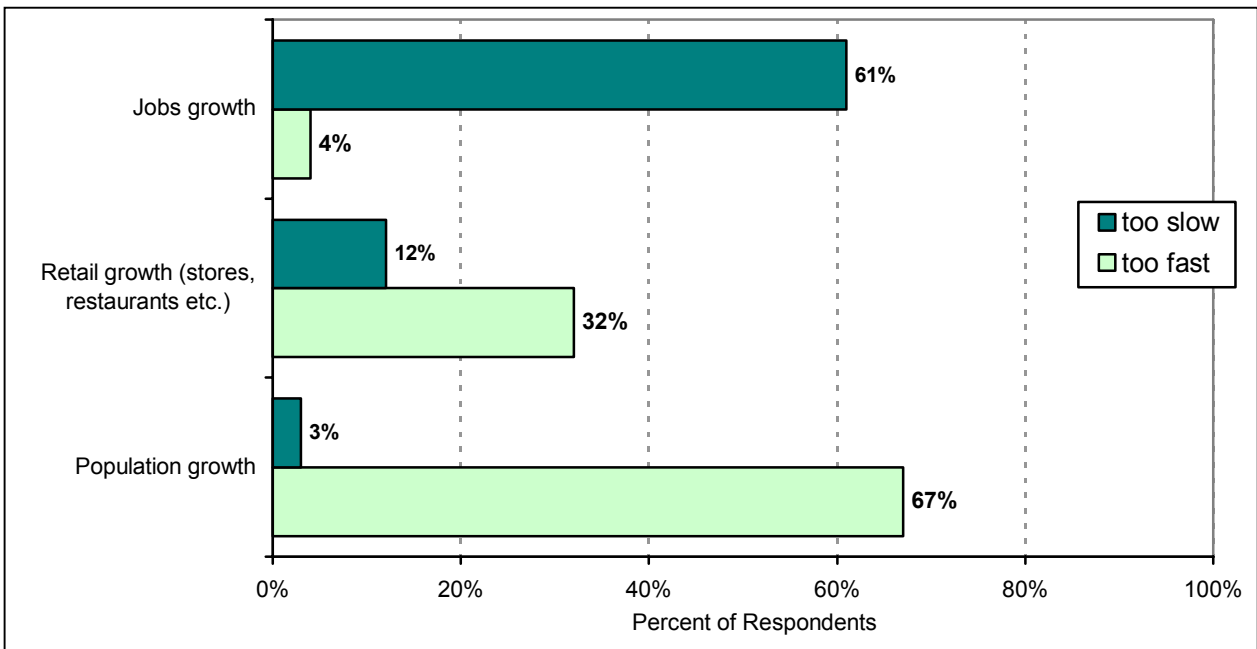
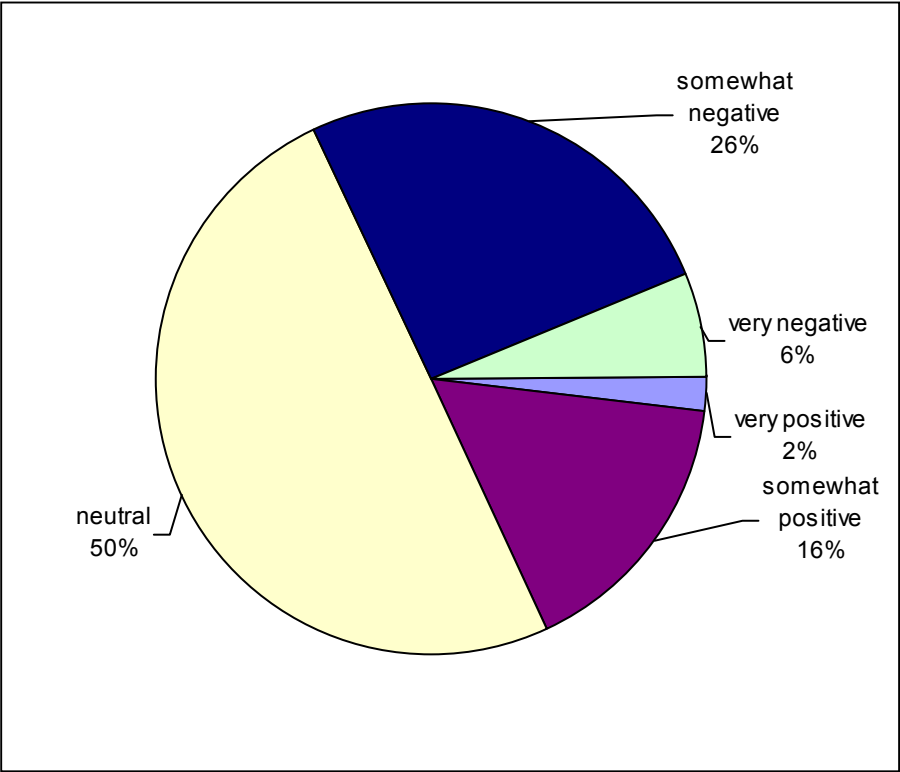


Figure 6: Ratings of Rates of Growth in Lynnwood



*Note: Ratings of "neither too slow nor too fast" were omitted.

Figure 7: Perceptions of Economy
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be



PERCEPTIONS OF SAFETY

When evaluating safety in the community, 61% of respondents felt “somewhat” or “very safe” from violent crimes in Lynnwood. In their neighborhood after dark, 63% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 17% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 73% had reported it to police.

Figure 8: Ratings Feelings of Safety

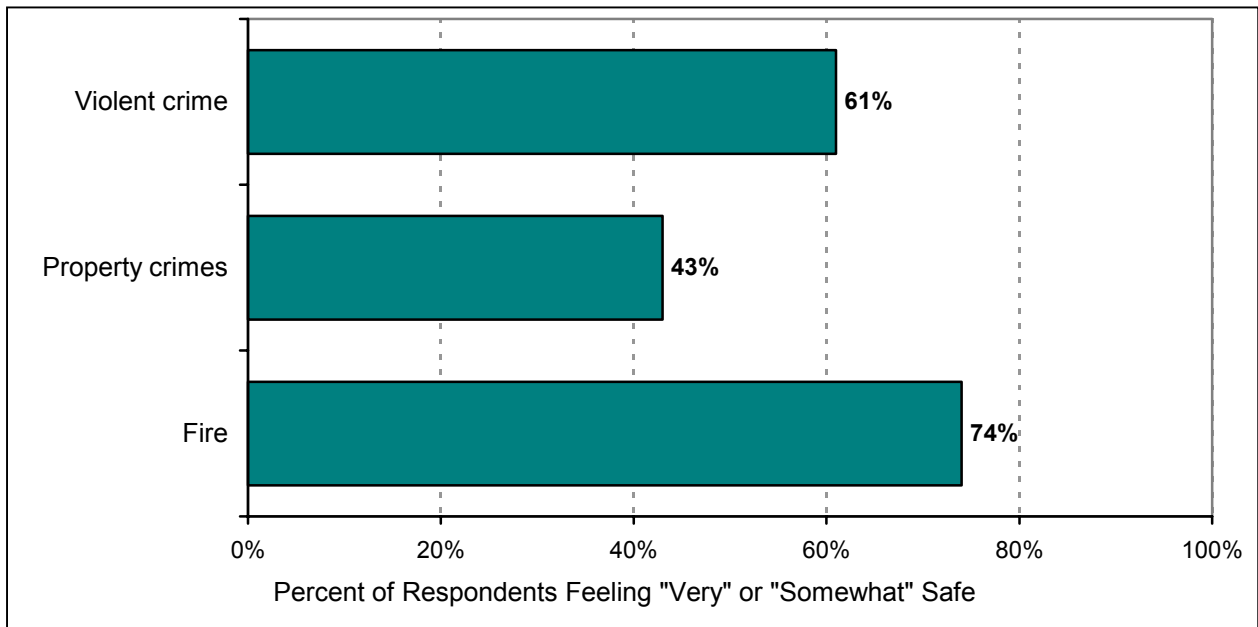


Figure 8b: Ratings of Safety in Various Areas in Lynnwood

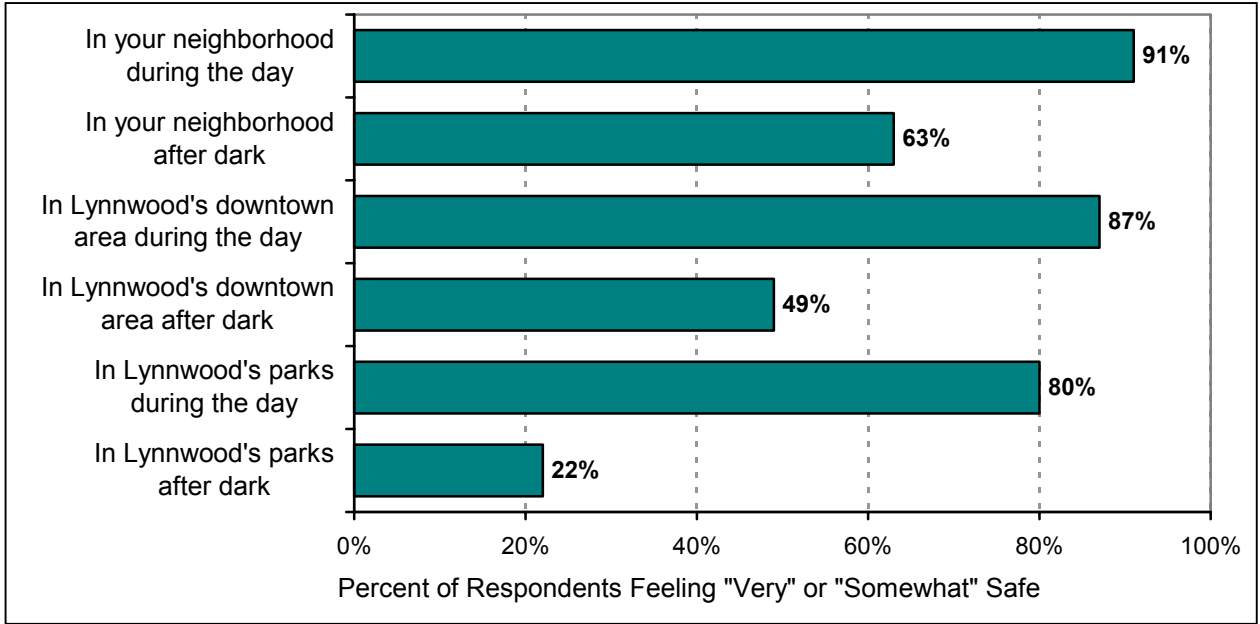


Figure 9: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months

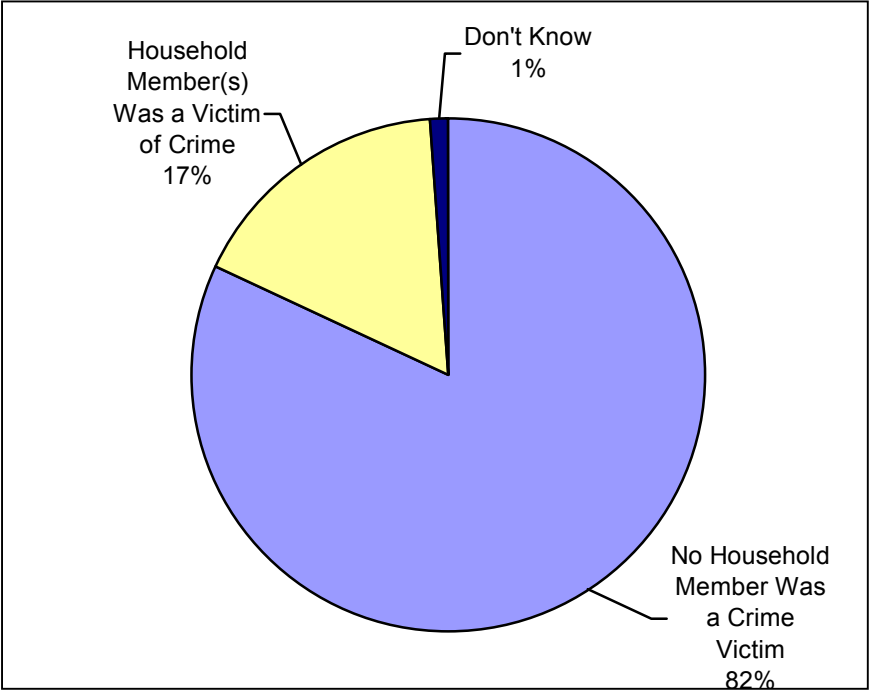
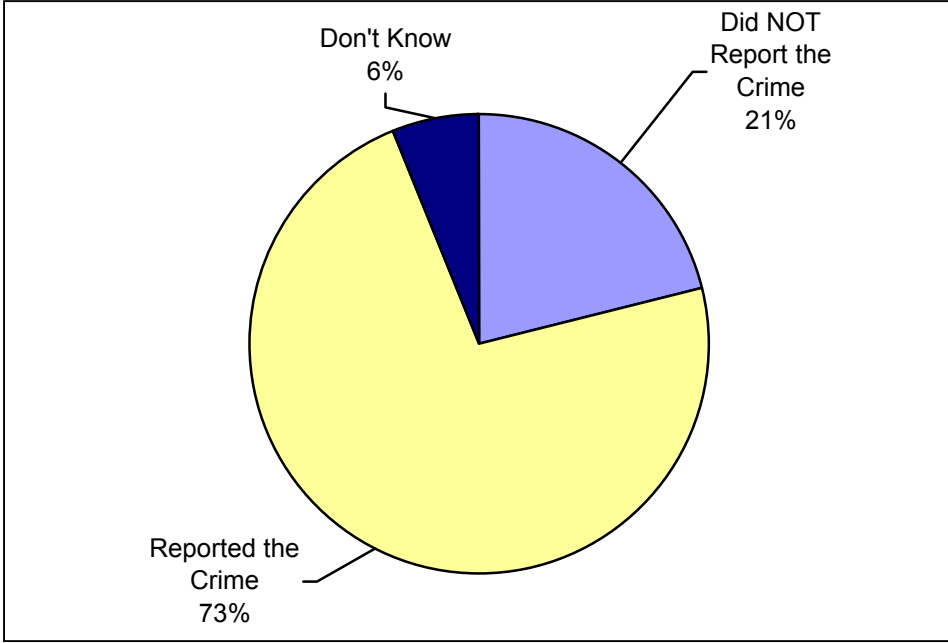


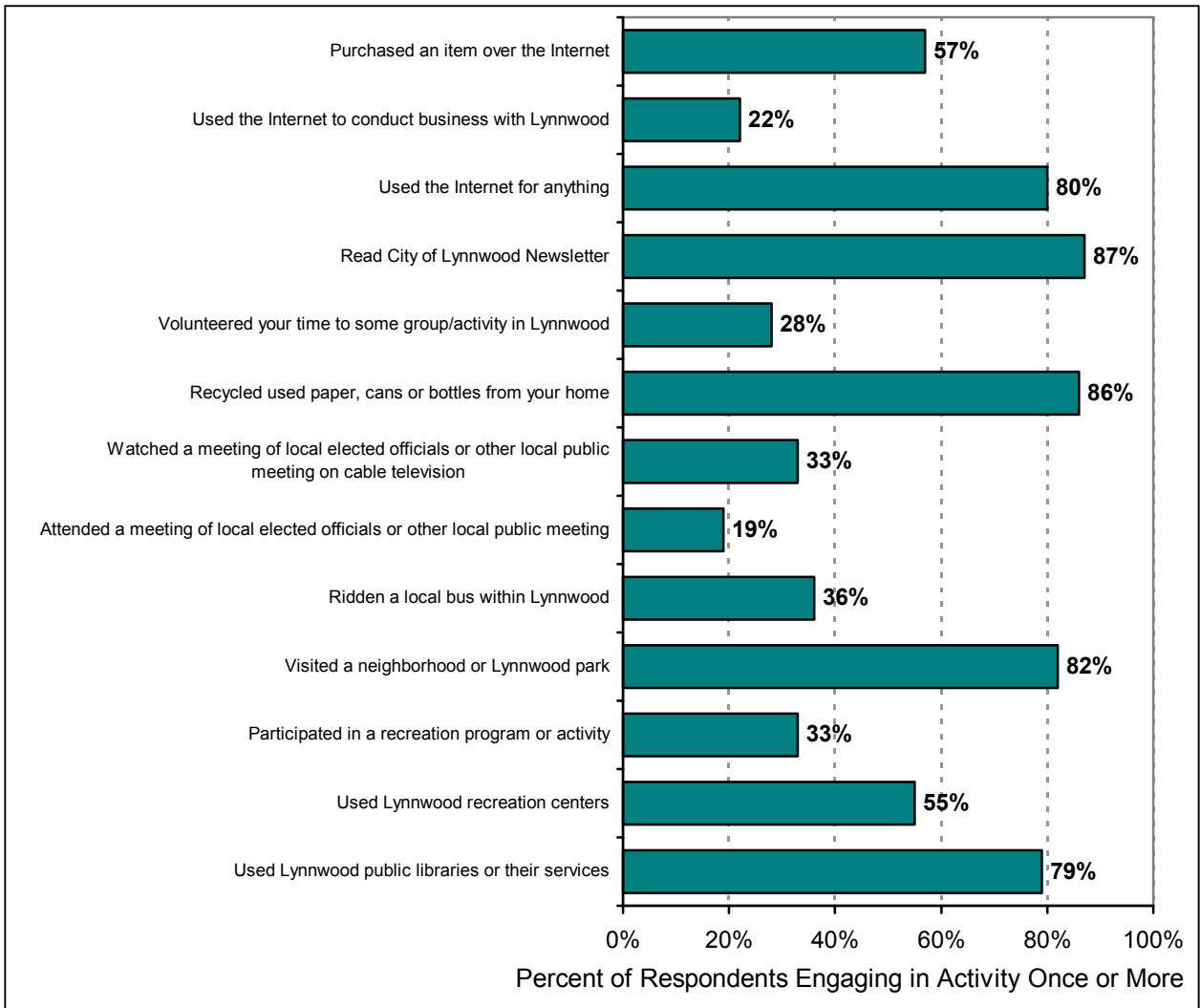
Figure 10: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime



COMMUNITY PARTICIPATION

Participation in the civic, social and economic life of Lynnwood during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Voter status was also estimated.² Among those completing the questionnaire, 87% reported reading the City of Lynnwood newsletter.

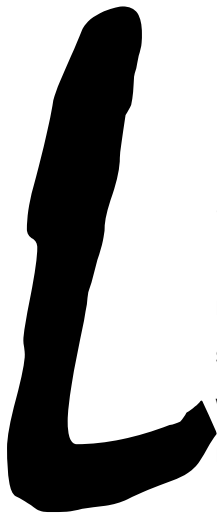
Figure 11: Percent of Respondents Engaging in Various Activities in Lynnwood in the Past Year



² In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

Figure 12: Voter Status

	no	yes	Total
Did you vote in the last election?	33%	67%	100%
Are you likely to vote in the next election?	12%	88%	100%



LOCAL GOVERNMENT

Several aspects of the government of the City of Lynnwood were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Lynnwood. Those who had any contact with a City of Lynnwood employee in the past year gave their impressions of the most recent encounter.

PUBLIC TRUST

When asked to evaluate whether they were pleased with the overall direction taken by the City of Lynnwood, residents gave an average rating of 61 on a 100-point scale.

Figure 13: Ratings of Public Trust

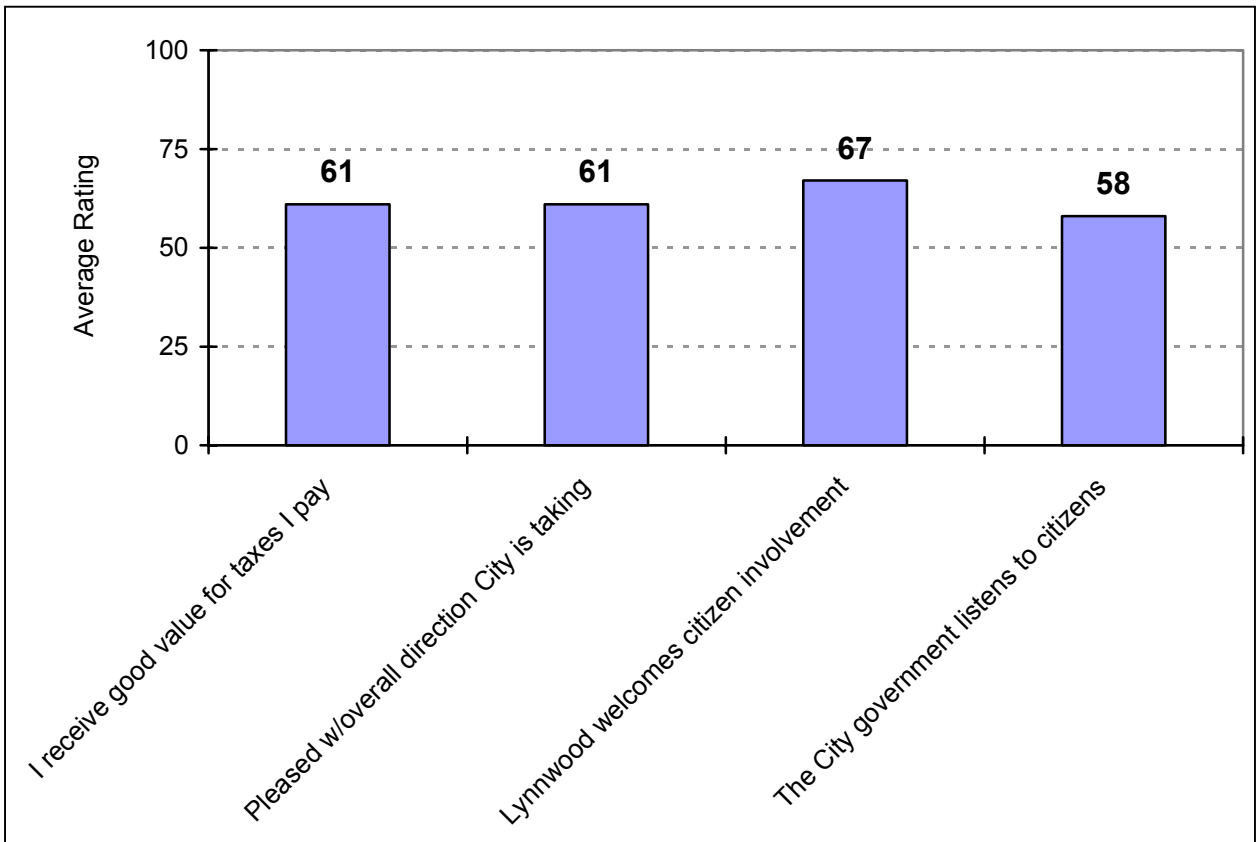


Figure 13b: **Public** Trust Ratings

	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree	Total
I receive good value for the City of Lynnwood taxes I pay	11%	44%	27%	13%	5%	100%
I am pleased with the overall direction that the City of Lynnwood is taking	12%	42%	28%	14%	5%	100%
The City of Lynnwood government welcomes citizen involvement	18%	44%	28%	8%	2%	100%
The City of Lynnwood government listens to citizens	11%	35%	36%	13%	6%	100%
Note: "Don't Know" responses are removed						

SERVICES PROVIDED BY LYNNWOOD

The overall quality of services provided by the City of Lynnwood was rated as 58 on a 100-point scale. Ratings given to specific services are shown on the following pages.

Figure 14: Overall Quality of Services Provided by the City of Lynnwood

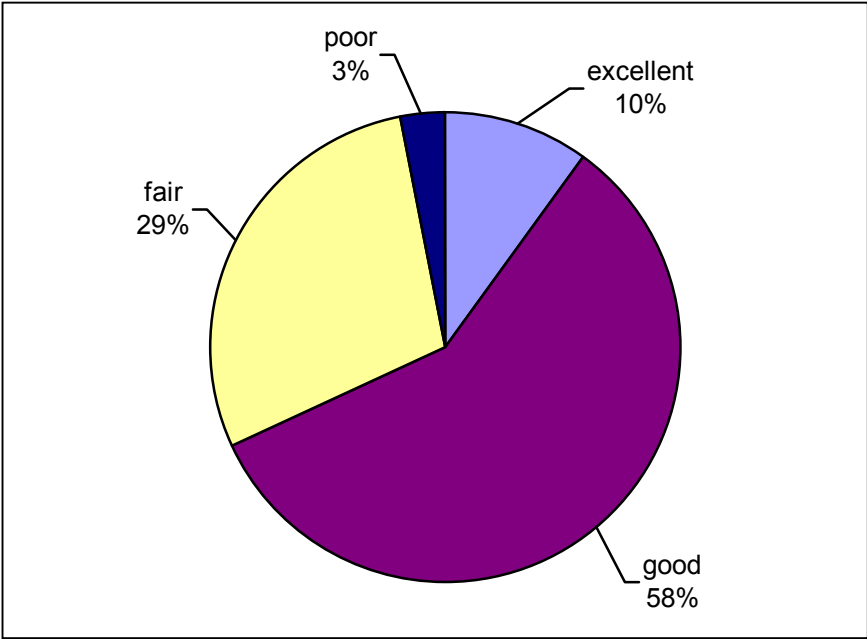


Figure 15: Rating of Overall Quality of Services Provided by Various Levels of Government

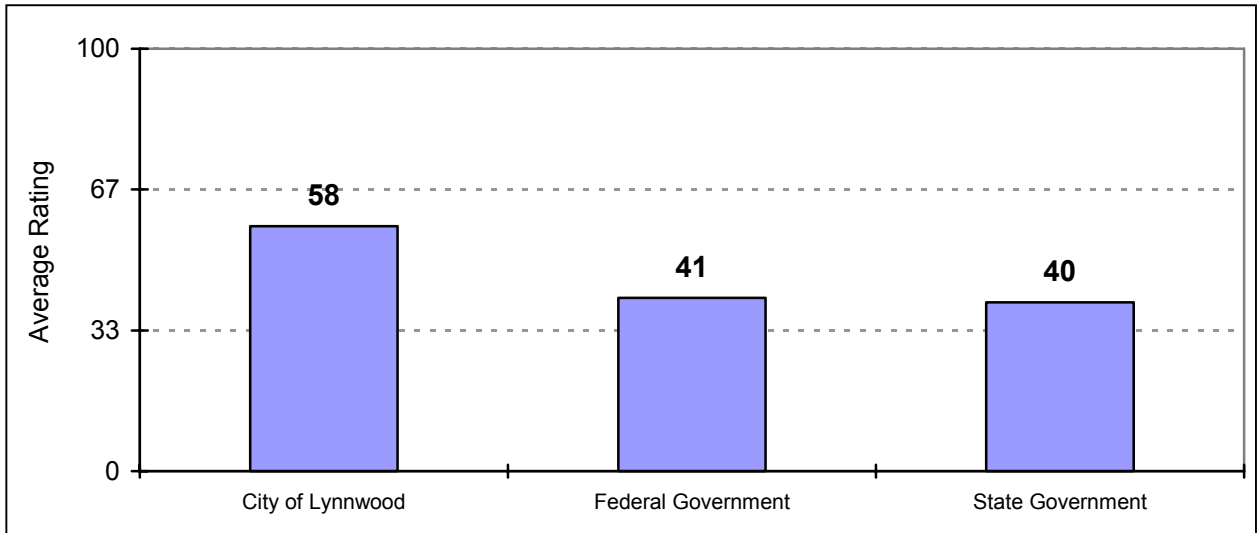


Figure 15b: Overall Quality of Services: City of Lynnwood, Federal Government and State Government

	excellent	good	fair	poor	Total
Overall, how would you rate the quality of the services provided by the City of Lynnwood?	10%	58%	29%	3%	100%
Overall, how would you rate the quality of the services provided by the Federal Government?	4%	33%	47%	16%	100%
Overall, how would you rate the quality of the services provided by the State Government?	3%	33%	46%	18%	100%
Note: "Don't Know" responses are removed					

Figure 16: Quality of Public Safety Services

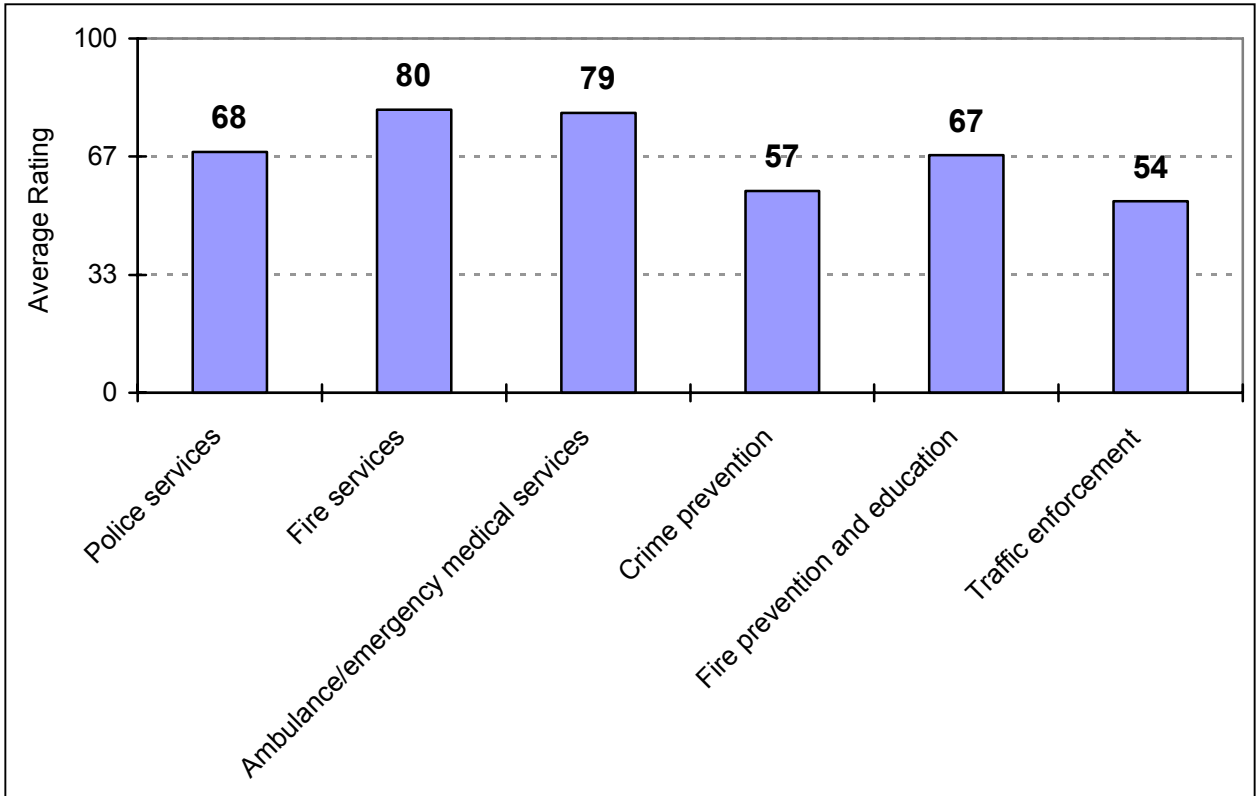


Figure 16b: Quality of Public Safety Services

	excellent	good	fair	poor	Total
Police services	29%	51%	15%	5%	100%
Fire services	46%	49%	5%	0%	100%
Ambulance/emergency medical services	46%	45%	8%	1%	100%
Crime prevention	14%	52%	26%	8%	100%
Fire prevention and education	24%	55%	18%	3%	100%
Traffic enforcement	16%	42%	30%	12%	100%

Note: "Don't Know" responses are removed

Figure 17: Quality of Transportation Services

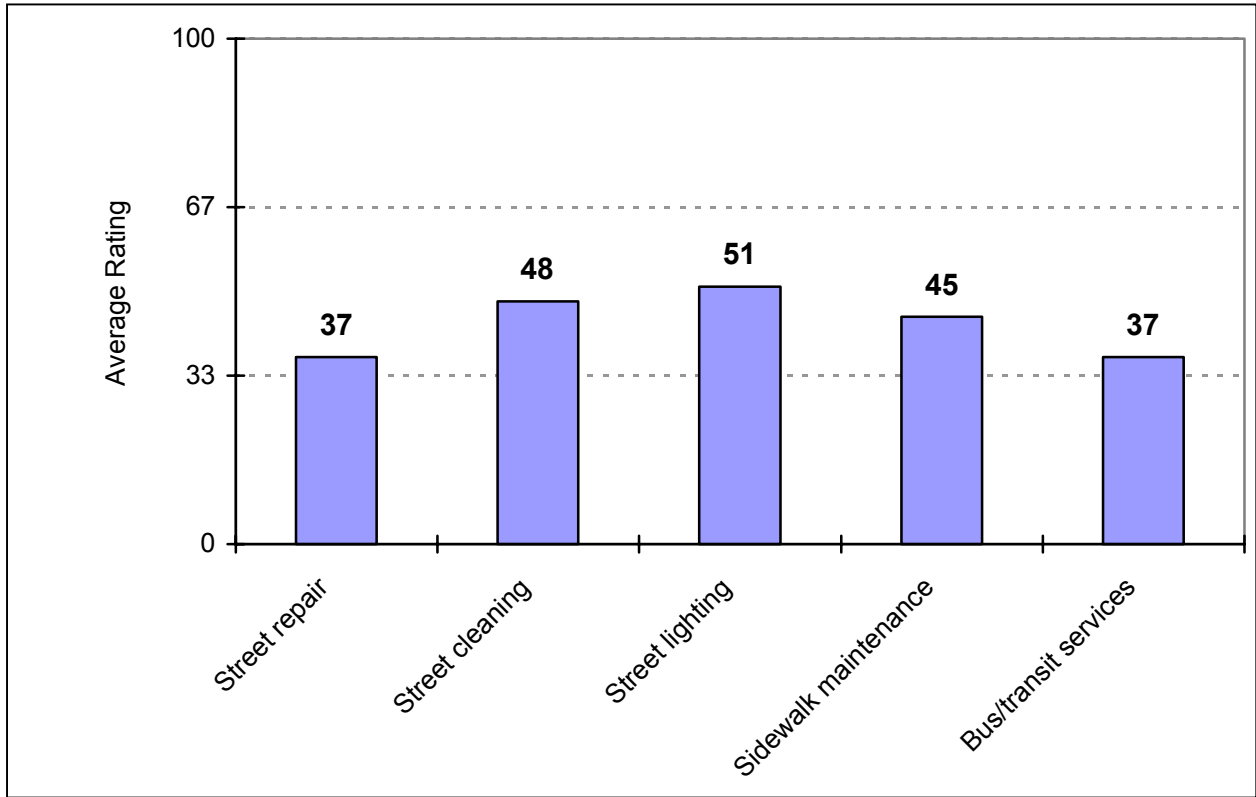


Figure 17b: Quality of Transportation Services

	excellent	good	fair	poor	Total
Street repair	4%	29%	40%	27%	100%
Street cleaning	8%	40%	41%	12%	100%
Street lighting	9%	47%	34%	10%	100%
Sidewalk maintenance	6%	40%	36%	18%	100%
Traffic signal timing	5%	32%	32%	31%	100%
Bus/transit services	17%	47%	29%	7%	100%

Note: "Don't Know" responses are removed

Figure 18: Quality of Leisure Services

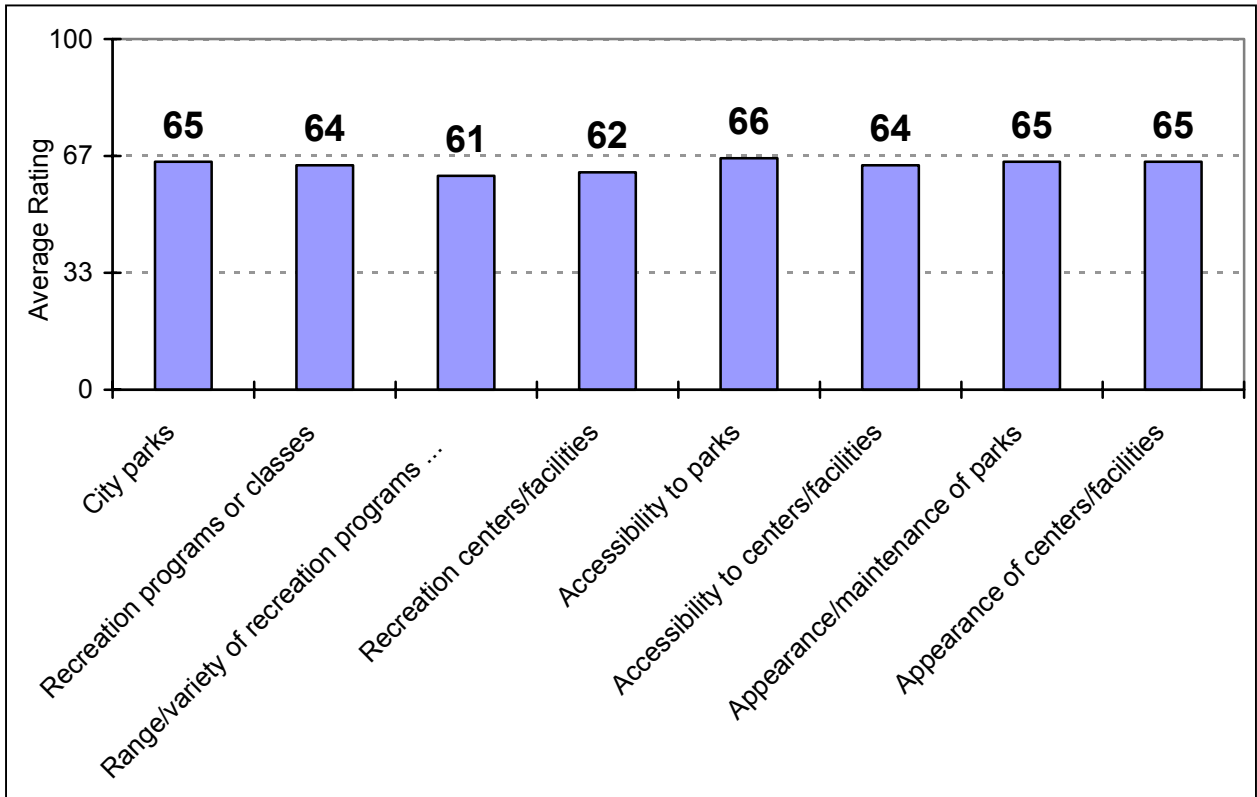


Figure 18b: Quality of Leisure Services

	excellent	good	fair	poor	Total
City parks	21%	56%	19%	4%	100%
Recreation programs or classes	21%	53%	22%	3%	100%
Range/variety of recreation programs and classes	17%	52%	26%	5%	100%
Recreation centers/facilities	17%	55%	23%	5%	100%
Accessibility of parks	21%	57%	18%	3%	100%
Accessibility of recreation centers/facilities	19%	58%	21%	3%	100%
Appearance/maintenance of parks	21%	56%	21%	3%	100%
Appearance of recreation centers/facilities	19%	59%	20%	2%	100%

Note: "Don't Know" responses are removed

Figure 19: Quality of Utility Services

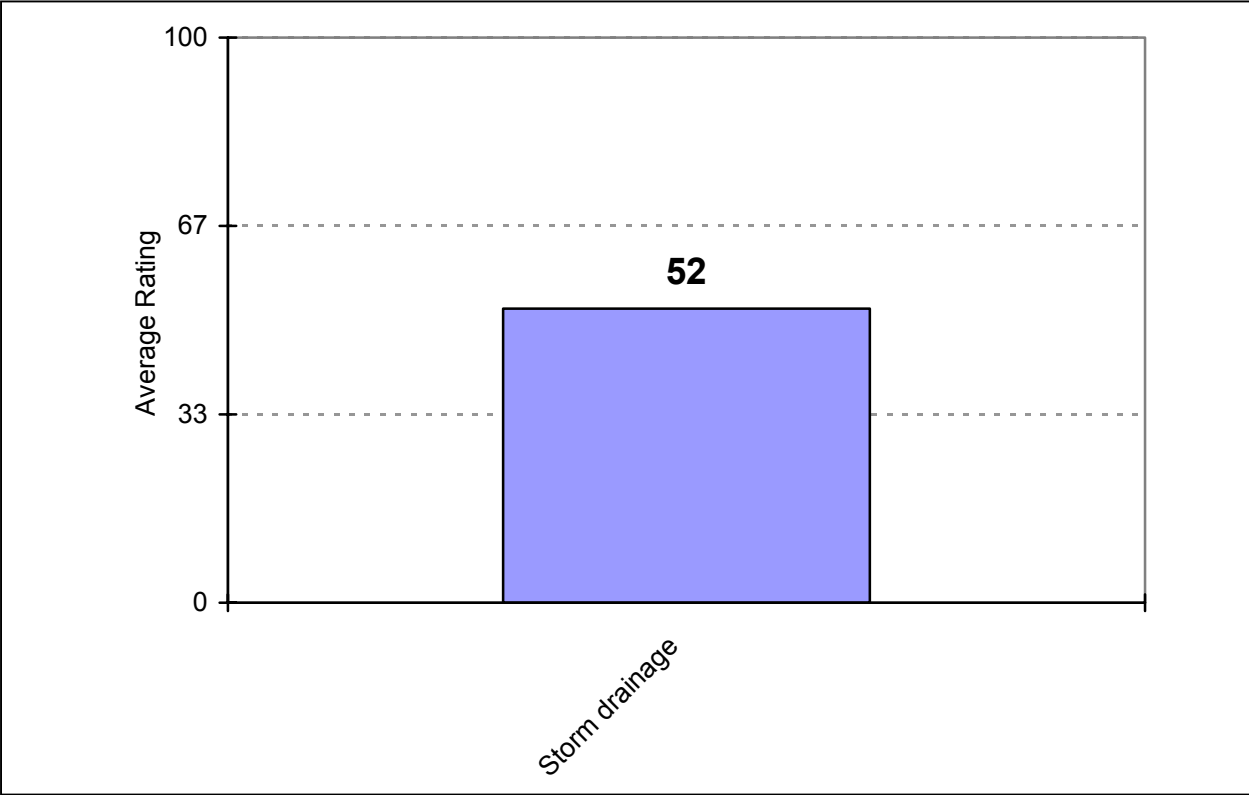


Figure 19b: Quality of Utility Services					
	excellent	good	fair	poor	Total
Storm drainage	7%	50%	35%	8%	100%

Note: "Don't Know" responses are removed

Figure 20: Quality of Planning and Code Enforcement Services

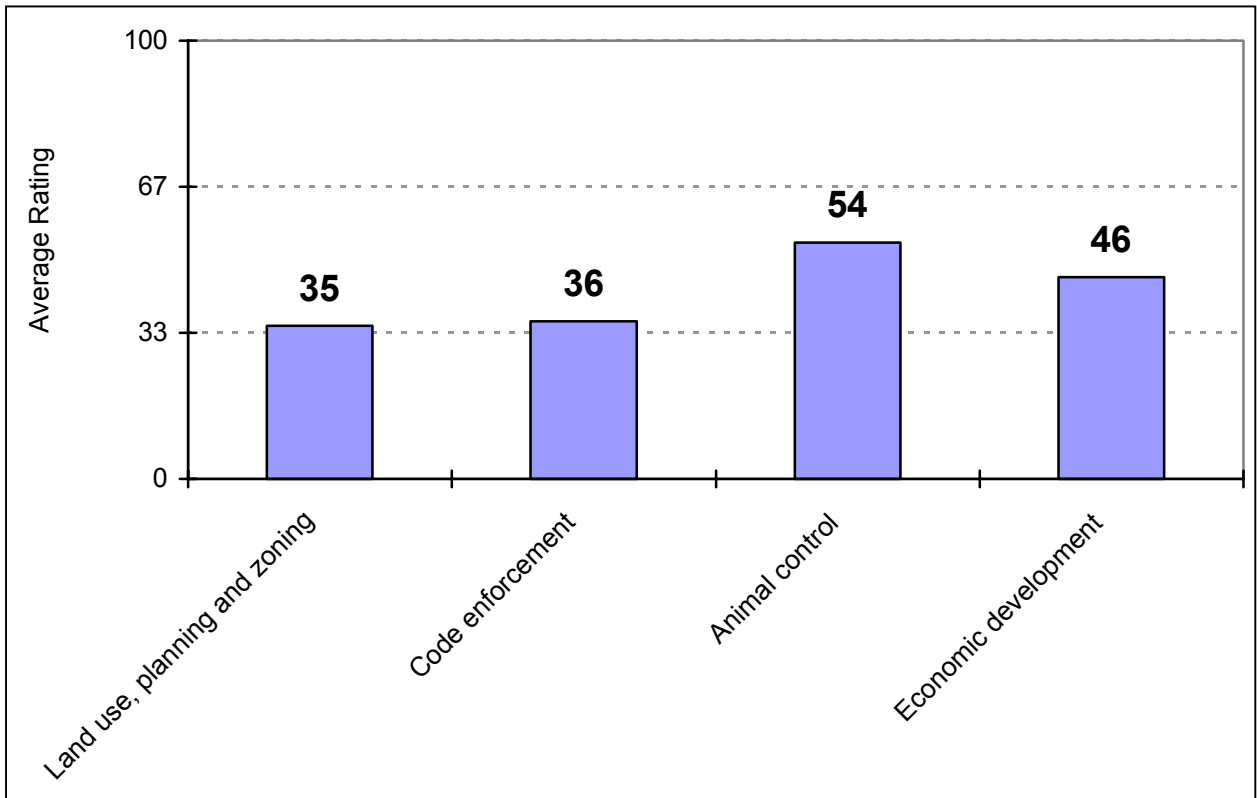


Figure 20b: Quality of Planning and Code Enforcement Services

	excellent	good	fair	poor	Total
Land use, planning and zoning	3%	29%	40%	28%	100%
Code enforcement (weeds, abandoned buildings, etc)	4%	27%	43%	27%	100%
Animal control	11%	52%	26%	11%	100%
Economic development	5%	40%	41%	13%	100%

Note: "Don't Know" responses are removed

Figure 21: Quality of Services to Special Populations and Other Services

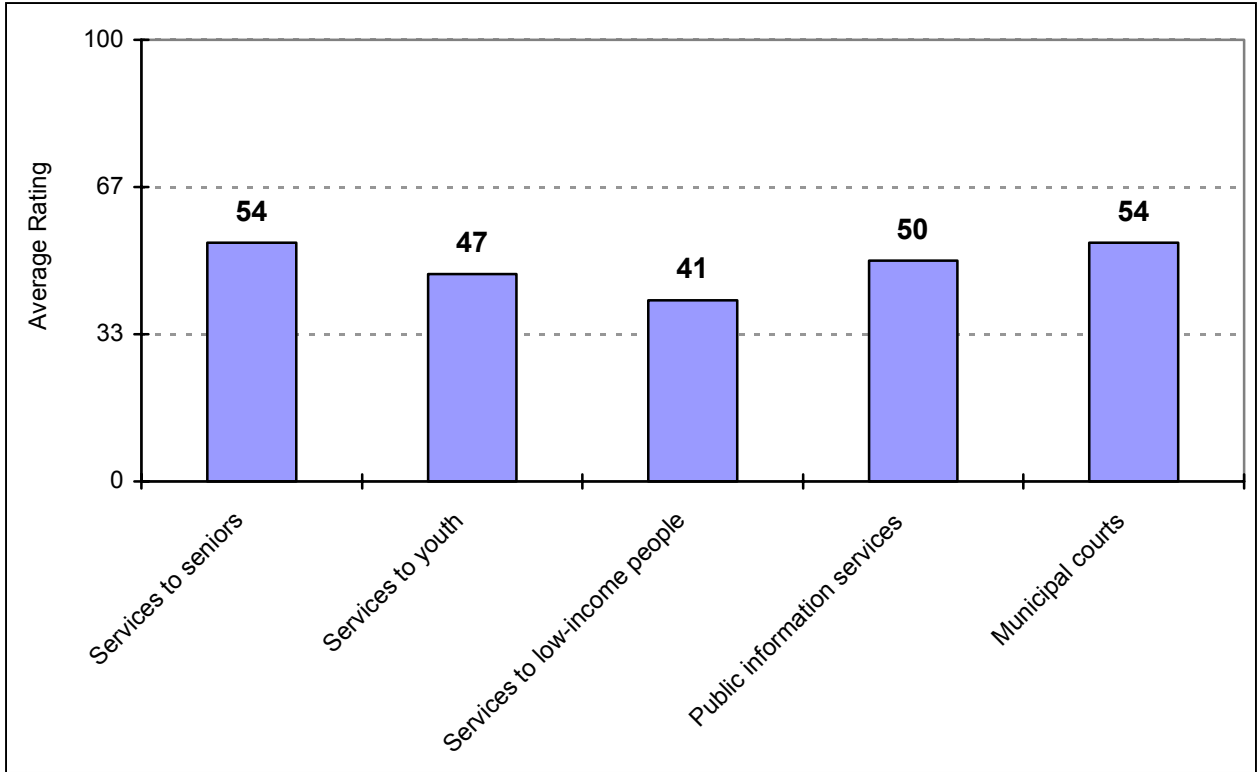


Figure 21b: Quality of Services to Special Populations and Other Services

	excellent	good	fair	poor	Total
Services to seniors	11%	49%	30%	10%	100%
Services to youth	6%	41%	40%	13%	100%
Services to low-income people	7%	35%	33%	25%	100%
Public information services	7%	47%	36%	11%	100%
Municipal courts	12%	46%	34%	8%	100%

Note: "Don't Know" responses are removed

THE CITY OF LYNNWOOD EMPLOYEES

Impressions of the City of Lynnwood employees were assessed on the questionnaire. Those who had been in contact with a City of Lynnwood employee in the past year (47%) rated their overall impression as 58 on a 100-point scale.

Figure 22: Percent of Respondents Who Had Contact with a City of Lynnwood Employee

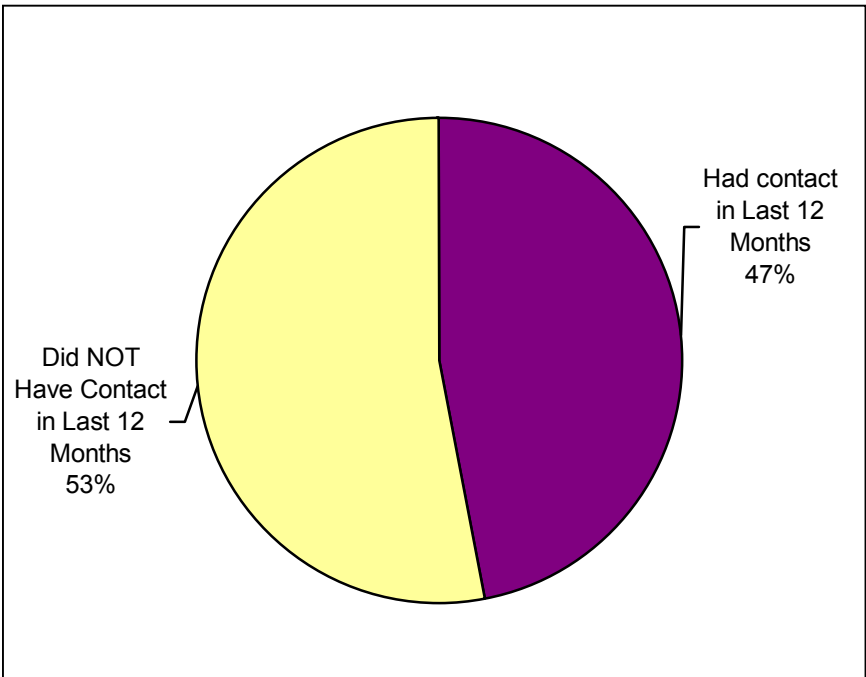


Figure 23: Ratings of Contact with the City of Lynnwood Employees

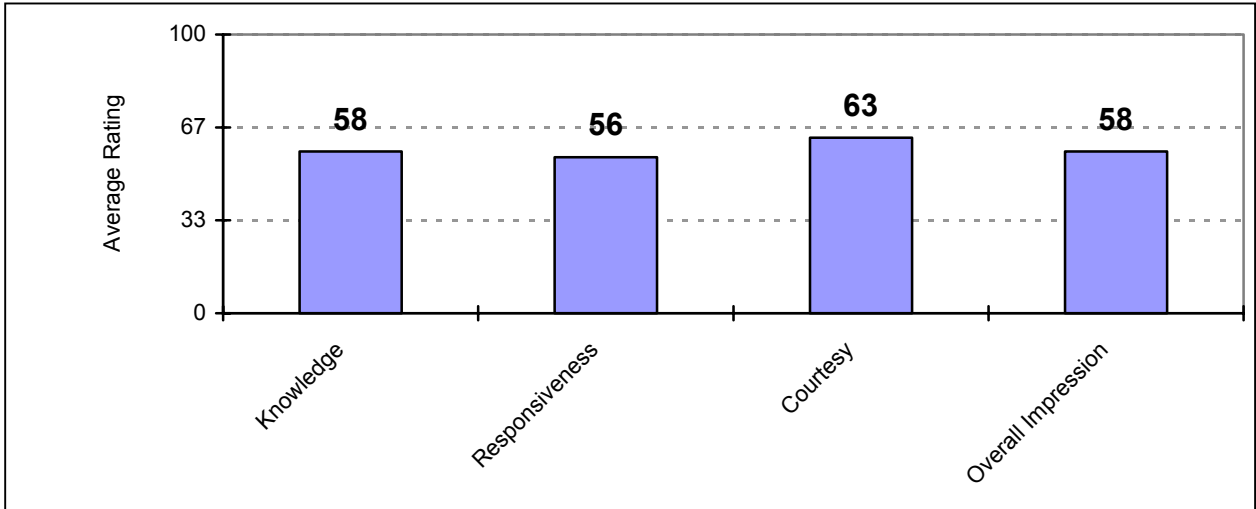
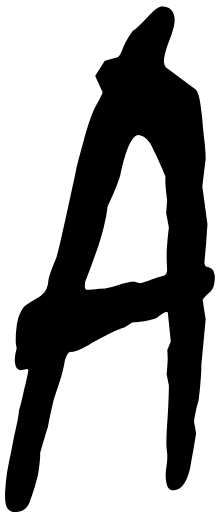


Figure 23b: Impression of Contact with Employees

	excellent	good	fair	poor	Total
Knowledge	31%	48%	16%	4%	100%
Responsiveness	33%	40%	16%	11%	100%
Courtesy	39%	40%	14%	7%	100%
Overall Impression	33%	42%	17%	9%	100%

Note: "Don't Know" responses are removed



ADDITIONAL QUESTIONS

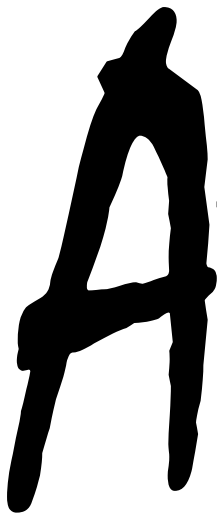
Four additional questions were asked by the City of Lynnwood. The results for three questions are displayed below. The open-ended results are under separate cover.

Figure 24: To what extent do you support action to increase revenues to maintain existing levels of service?	
	Percent of Respondents
strongly support	6%
somewhat support	25%
neither support nor oppose	16%
somewhat oppose	21%
strongly oppose	23%
don't know	9%
Total	100%

Figure 25: Changes in City Services		
		Percent of Respondents*
If the City were to have to reduce services, in which City services are you willing to make changes?	Reduce the level of street and roadway maintenance	24%
	Increase time for the City to answer citizen's complaints on code enforcement	58%
	Eliminate fire safety education programs	20%
	Eliminate police school resource, DARE and crime prevention	27%
	Reduce recreation programs or park maintenance	36%
*Percents may add to more than 100% as respondents could give more than one answer		

Figure 26: New Capital Improvements

		Percent of Respondents*
For which of the following new capital improvements would you vote in favor of General Obligation bonds as a method of financing the improvement?	Justice Center	20%
	Community Center (seniors/teens)	45%
	Acquire/purchase additional park property, trails, open space	35%
	Develop existing parks	37%
	Improve streets and sidewalks	56%
*Percents may add to more than 100% as respondents could give more than one answer		



APPENDIX I: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

Question #1: Quality of Life Ratings						
	excellent	good	fair	poor	don't know	Total
How do you rate Lynnwood as a place to live?	13%	64%	20%	2%	1%	100%
How do you rate your neighborhood as a place to live?	15%	51%	28%	5%	1%	100%
How do you rate Lynnwood as a place to raise children?	9%	45%	25%	4%	17%	100%
How do you rate Lynnwood as a place to retire?	8%	35%	25%	15%	18%	100%
How do you rate the overall quality of life in Lynnwood?	7%	59%	30%	3%	2%	100%

Question #2: Please rate each of the following characteristics as they relate to Lynnwood as a whole						
	excellent	good	fair	poor	don't know	Total
Sense of community	5%	33%	40%	14%	8%	100%
Openness and acceptance of the community towards people of diverse backgrounds	8%	46%	28%	5%	13%	100%
Overall appearance of Lynnwood	5%	46%	36%	11%	1%	100%
Recreational opportunities	13%	44%	27%	8%	8%	100%
Job opportunities	3%	19%	33%	15%	30%	100%
Access to affordable quality housing	6%	30%	35%	15%	15%	100%
Ease of car travel in Lynnwood	6%	26%	33%	33%	3%	100%
Ease of bus travel in Lynnwood	7%	26%	22%	9%	35%	100%
Ease of bicycle travel in Lynnwood	4%	20%	24%	15%	37%	100%
Ease of walking in Lynnwood	9%	40%	32%	13%	5%	100%

Question #3: Please rate the speed of growth in the following categories in Lynnwood over the past two years							
	much too slow	somewhat too slow	right amount	somewhat too fast	much too fast	don't know	Total
Population growth	0%	2%	24%	34%	20%	21%	100%
Retail growth (stores, restaurants etc.)	1%	9%	48%	18%	10%	13%	100%
Jobs growth	8%	26%	19%	2%	0%	45%	100%

Question #4: To what degree are the following problems in Lynnwood						
	not a problem	minor problem	moderate problem	major problem	don't know	Total
Crime	5%	23%	48%	8%	16%	100%
Drugs	4%	18%	30%	15%	32%	100%
Too much growth	12%	20%	30%	23%	15%	100%
Lack of growth	50%	19%	9%	2%	21%	100%
Graffiti	25%	42%	14%	3%	16%	100%
Noise	16%	36%	32%	12%	4%	100%
Run down buildings, weed lots, or junk vehicles	15%	32%	34%	13%	6%	100%
Taxes	13%	23%	30%	19%	16%	100%
Traffic congestion	4%	14%	31%	49%	2%	100%
Unsupervised youth	9%	24%	29%	17%	20%	100%

Question #5: Please rate how safe you feel from the following occurring to you in Lynnwood							
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
Violent crime (e.g., rape, assault, robbery)	16%	42%	20%	15%	2%	5%	100%
Property crimes (e.g., burglary, theft)	9%	33%	21%	26%	8%	4%	100%
Fire	29%	40%	19%	4%	1%	6%	100%

Question #6: Please rate how safe you feel:							
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
In your neighborhood during the day	53%	36%	6%	3%	0%	1%	100%
In your neighborhood after dark	18%	44%	14%	19%	3%	2%	100%
In Lynnwood's downtown area during the day	45%	36%	8%	3%	1%	7%	100%
In Lynnwood's downtown area after dark	8%	35%	22%	18%	4%	13%	100%
In Lynnwood's parks during the day	32%	41%	11%	6%	1%	10%	100%
In Lynnwood's parks after dark	3%	14%	15%	27%	18%	23%	100%

Question #7: During the past twelve months, were you or anyone in your household the victim of any crime?		
		Percent of Respondents
	no	82%
	yes	17%
	don't know	1%
Total		100%

Question #8: If yes, was this crime (these crimes) reported to the police?		
		Percent of Respondents
	no	21%
	yes	72%
	don't know	6%
Total		100%

Question #9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Lynnwood?						
	never	once or twice	3 to 12 times	13 to 26 times	more than 26 times	Total
Used Lynnwood public libraries or their services	21%	26%	30%	12%	11%	100%
Used Lynnwood recreation centers	45%	22%	20%	6%	6%	100%
Participated in a recreation program or activity	67%	17%	10%	2%	4%	100%
Visited a neighborhood or Lynnwood park	18%	24%	32%	14%	13%	100%
Ridden a local bus within Lynnwood	64%	12%	7%	5%	11%	100%
Attended a meeting of local elected officials or other local public meeting	81%	15%	3%	1%	0%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	67%	21%	9%	2%	2%	100%
Recycled used paper, cans or bottles from your home	14%	6%	11%	11%	58%	100%
Volunteered your time to some group/activity in Lynnwood	72%	13%	6%	3%	6%	100%
Read City of Lynnwood Newsletter	13%	24%	42%	10%	10%	100%
Used the Internet for anything	20%	4%	7%	6%	64%	100%
Used the Internet to conduct business with Lynnwood	78%	12%	5%	2%	3%	100%
Purchased an item over the Internet	43%	16%	27%	6%	8%	100%

Question #10: How do you rate the quality of each of the following services in Lynnwood?						
	excellent	good	fair	poor	don't know	Total
Police services	27%	48%	14%	5%	6%	100%
Fire services	39%	42%	4%	0%	14%	100%
Ambulance/emergency medical services	35%	35%	6%	1%	23%	100%
Crime prevention	10%	39%	20%	6%	24%	100%
Fire prevention and education	16%	37%	12%	2%	34%	100%
Traffic enforcement	15%	38%	27%	11%	9%	100%
Street repair	4%	28%	38%	26%	4%	100%
Street cleaning	8%	38%	39%	11%	5%	100%
Street lighting	8%	46%	33%	10%	3%	100%
Sidewalk maintenance	6%	37%	33%	16%	7%	100%
Bus/transit services	10%	28%	17%	4%	40%	100%
Storm drainage	6%	39%	28%	6%	22%	100%
City parks	18%	50%	17%	3%	12%	100%
Recreation programs or classes	13%	32%	13%	2%	40%	100%
Range/variety of recreation programs and classes	11%	32%	16%	3%	38%	100%
Recreation centers/facilities	12%	39%	16%	3%	30%	100%
Accessibility of parks	19%	52%	17%	3%	9%	100%
Accessibility of recreation centers/facilities	15%	45%	16%	2%	22%	100%
Appearance/maintenance of parks	19%	51%	19%	2%	9%	100%
Appearance of recreation centers/facilities	15%	45%	16%	1%	24%	100%
Land use, planning and zoning	2%	20%	27%	19%	32%	100%
Code enforcement (weeds, abandoned buildings, etc)	3%	19%	31%	19%	28%	100%
Animal control	8%	39%	19%	8%	25%	100%
Economic development	3%	26%	27%	9%	35%	100%
Services to seniors	5%	23%	14%	5%	53%	100%
Services to youth	3%	20%	20%	7%	50%	100%
Services to low-income people	3%	15%	14%	11%	58%	100%
Public information services	4%	31%	24%	7%	34%	100%
Municipal courts	6%	21%	16%	4%	54%	100%

Question #11: Overall, how would you rate the quality of the services provided by . . .						
	excellent	good	fair	poor	don't know	Total
Overall, how would you rate the quality of the services provided by the City of Lynnwood?	9%	54%	27%	3%	6%	100%
Overall, how would you rate the quality of the services provided by the Federal Government?	3%	29%	40%	14%	14%	100%
Overall, how would you rate the quality of the services provided by the State Government?	3%	28%	40%	15%	14%	100%

Question #12: Have you had any in-person or phone contact with an employee of the City of Lynnwood within the last 12 months?		
		Percent of Respondents
	no	47%
	yes	53%
Total		100%

Question #13: What was your impression of the employees of the City of Lynnwood in your most recent contact?						
	excellent	good	fair	poor	don't know	Total
Knowledge	30%	47%	16%	4%	3%	100%
Responsiveness	33%	39%	16%	11%	2%	100%
Courtesy	38%	40%	14%	7%	2%	100%
Overall Impression	32%	41%	16%	9%	2%	100%

Question #14: Please rate your agreement or disagreement with the following statements.							
	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree	don't know	Total
I receive good value for the City of Lynnwood taxes I pay	9%	37%	24%	11%	4%	14%	100%
I am pleased with the overall direction that the City of Lynnwood is taking	10%	37%	25%	12%	4%	12%	100%
The City of Lynnwood government welcomes citizen involvement	13%	32%	20%	6%	1%	27%	100%
The City of Lynnwood government listens to citizens	7%	24%	24%	9%	4%	31%	100%

Question #15: What impact, if any, do you think the economy will have on your family income in the next 6 months?		
		Percent of Respondents
	very positive	2%
	somewhat positive	16%
	neutral	50%
	somewhat negative	26%
	very negative	6%
Total		100%

Question #16a: To what extent do you support action to increase revenues (i.e. taxes; fees; etc.) to maintain existing levels of service?		
		Percent of Respondents
	strongly support	6%
	somewhat support	25%
	neither support nor oppose	16%
	somewhat oppose	21%
	strongly oppose	23%
	don't know	9%
Total		100%

Question #16b: Changes in City Services		
		Percent of Respondents*
	Reduce the level of street and roadway maintenance	24%
	Increase time for the City to answer citizen's complaints on code enforcement	58%
	Eliminate fire safety education programs	20%
	Eliminate police school resource, DARE and crime prevention	27%
	Reduce recreation programs or park maintenance	36%
*Percents may add to more than 100% as respondents could give more than one answer		

Question #16c: New Capital Improvements		
		Percent of Respondents*
For which of the following new capital improvements would you vote in favor of General Obligation bonds as a method of financing the improvement?	Justice Center	20%
	Community Center (seniors/teens)	45%
	Acquire/purchase additional park property, trails, open space	35%
	Develop existing parks	37%
	Improve streets and sidewalks	56%
*Percents may add to more than 100% as respondents could give more than one answer		

Question #17: Do you live within the City limits of the City of Lynnwood?		
		Percent of Respondents
	no	6%
	yes	94%
Total		100%

Question #18: Employment Status		
		Percent of Respondents
Are you currently employed?	no	28%
	yes	72%
Total		100%

Question #18a: Usual Mode of Transportation to Work		
		Percent of Employed Respondents
What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?	Motorized vehicle	82%
	Bus, Rail, Subway, or other public transportation	12%
	Walk	2%
	Work at home	3%
	Other	1%
Total		100%

Question #18b: Drive Alone or Carpool		
		Percent of Employed Respondents
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	no	79%
	yes	21%
Total		100%

Usual Mode of Transportation to Work, Including Carpooling		
		Percent of Employed Respondents
	Motorized vehicle, no others (SOV)	66%
	Motorized vehicle, with others (MOV)	17%
	Bus, rail, subway, or other public transportation	12%
	walk	2%
	work at home	3%
	other	1%
Total		100%

Question #19: Length of Residency		
		Percent of Respondents
How many years have you lived in Lynnwood?	less than 2 years	17%
	2-5 years	24%
	6-10 years	20%
	11-20 years	19%
	more than 20 years	20%
Total		100%

Question #20: Type of Housing Unit		
		Percent of Respondents
Which best describes the building you live in?	one family house detached from any other houses	45%
	one family house attached to one or more houses	6%
	building with two or more apartments or condominiums	43%
	mobile home	3%
	other	2%
Total		100%

Question #21: Tenure Status		
		Percent of Respondents
Is this house, apartment, or mobile home...	rented for cash or occupied without cash payment?	42%
	owned by you or someone in this house	58%
Total		100%

Question #22: Presence of Children in Household		
		Percent of Respondents
Do any children age 12 or under live in your household?	no	75%
	yes	25%
Total		100%

Question #23: Presence of Teenagers in Household		
		Percent of Respondents
Do any teenagers ages 13 through 17 live in your household?	no	86%
	yes	14%
Total		100%

Question #24: Presence of Senior Adults in Household		
		Percent of Respondents
Are you or any other members of your household aged 65 or older?	no	79%
	yes	21%
Total		100%

Question #25: Presence of Persons with Disabilities in Household		
		Percent of Respondents
Does any member of your household have a physical handicap or is anyone disabled?	no	84%
	yes	16%
Total		100%

Question #26: Education		
		Percent of Respondents
What is the highest degree or level of school you have completed?	12th Grade or less, no diploma	5%
	high school diploma	18%
	some college, no degree	31%
	associate's degree (e.g. AA, AS)	11%
	bachelor's degree (e.g. BA, AB, BS)	24%
	graduate degree or professional degree	11%
Total		100%

Question #27: Annual Household Income		
		Percent of Respondents
How much do you anticipate your household's total income before taxes will be for the current year?	less than \$24,999	23%
	\$25,000 to \$49,999	39%
	\$50,000 to \$99,999	31%
	\$100,000 or more	7%
Total		100%

Question #28: Ethnicity		
		Percent of Respondents
Are you Spanish/Hispanic/Latino?	no	96%
	yes	4%
Total		100%

Question #29: Race		
		Percent of Respondents
What is your race?	American Indian or Alaskan Native	0%
	Asian or Pacific Islander	13%
	Black, African American	2%
	White/Caucasian	78%
	Other	3%
	Multi-Racial	4%
Total		100%

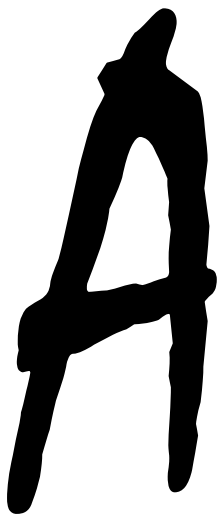
Question #30: Age		
		Percent of Respondents
In which category is your age?	18-24 years	10%
	25-34 years	24%
	35-44 years	19%
	45-54 years	20%
	55-64 years	10%
	65-74 years	9%
	75 years or older	8%
Total		100%

Question #31: Gender		
		Percent of Respondents
What is your gender?	Female	53%
	Male	47%
Total		100%

Question #32: Voter Registration Status		
		Percent of Respondents
Are you registered to vote in your jurisdiction?	no	19%
	yes	76%
	don't know	5%
Total		100%

Question #33: Vote in Last Election?		
		Percent of Respondents
Did you vote in the last election?	no	33%
	yes	66%
	don't know	1%
Total		100%

Question #34: Likely to Vote in Next Election?		
		Percent of Respondents
Are you likely to vote in the next election?	no	10%
	yes	79%
	don't know	10%
Total		100%



APPENDIX II: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SAMPLING

Approximately 3,000 households were selected to participate in the survey using a stratified systematic sampling method.³ An individual within each household was selected using the birthday method.⁴

SURVEY ADMINISTRATION

Households received three mailings between the 10th and the 24th of June 2002. The first was a postcard notifying them they had been selected to participate in the City of Lynnwood 2002 Citizen Survey. The postcard was signed by the mayor. About a week later a survey was mailed with a cover letter also signed by the mayor. Approximately one week after the first survey was mailed, a second survey was mailed, with a cover letter asking those who had not yet

³ Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

⁴ The birthday method is a process to remove bias in the selection of a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys but leaving selection of respondent to household members will lead to bias.

participated to do so, while informing those who had already completed the survey not to do so again.

RESPONSE RATE AND CONFIDENCE INTERVALS

Of the 3,000 eligible households, 989 completed the survey providing a response rate of 33%. Approximately 174 addresses sampled were “vacant” or “not found.”⁵ In general, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus 3 percentage points around any given percent reported.⁶ The confidence intervals are larger around estimates for subgroups.

WEIGHTING AND ANALYZING THE DATA

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Lynnwood as reflected in the information sent by staff to National Research Center, Inc. When necessary survey results were statistically adjusted to reflect the known population profile.

Generally, only two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Generally, characteristics chosen as weighting variables are selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. The two socioeconomic characteristics that were used to weight the survey results were gender/age and housing unit type. Other discrepancies

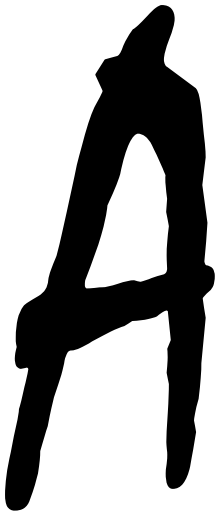
⁵ “Eligible” households refer to addresses that belong to residences that are not vacant within the City of Lynnwood.

⁶ The margin of error was calculated using the following formula: $1.96 * \text{square root}(0.25/400)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the next page.

Weighting Scheme for the City of Lynnwood Citizen Survey			
Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure			
Own Home	53%	70%	58%
Rent Home	47%	30%	42%
Type of Housing Unit			
Single-Family Detached	48%	62%	48%
Attached	52%	38%	52%
Ethnicity			
Non-Hispanic	93%	97%	96%
Hispanic	7 %	3%	4%
Race			
White/Caucasian	71%	82%	78%
Non-White	29%	18%	22%
Sex			
Female	51%	59%	53%
Male	49%	41%	47%
Age			
18-34	34%	17%	34%
35-54	40%	42%	39%
55+	26%	41%	27%

*Source: Census 2000.



APPENDIX III: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Lynnwood. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.

Presorted
First Class
US Postage Paid
Boulder, CO
Permit NO. 94



PO Box 5008 Lynnwood, WA 98046-5008

Presorted
First Class
US Postage Paid
Boulder, CO
Permit NO. 94



PO Box 5008 Lynnwood, WA 98046-5008

Presorted
First Class
US Postage Paid
Boulder, CO
Permit NO. 94



PO Box 5008 Lynnwood, WA 98046-5008

Presorted
First Class
US Postage Paid
Boulder, CO
Permit NO. 94



PO Box 5008 Lynnwood, WA 98046-5008

Dear City of Lynnwood Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Lynnwood. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Mike McKinnon
Mayor of Lynnwood

Dear City of Lynnwood Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Lynnwood. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

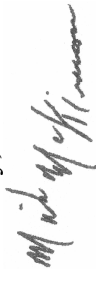


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Your household has been selected at random to participate in an anonymous citizen survey about the City of Lynnwood. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Mike McKinnon
Mayor of Lynnwood



June, 2002

Dear Lynnwood Resident:

The City of Lynnwood wants to know what you think about our community and municipal government. You have been randomly selected to participate in Lynnwood's 2002 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Lynnwood residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey, please call, (425) 775-1971.

Please help us shape the future of Lynnwood. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike McKinnon". The signature is written in a cursive, flowing style.

Mike McKinnon
Mayor of Lynnwood



June, 2002

Dear Lynnwood Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Lynnwood wants to know what you think about our community and municipal government. You have been randomly selected to participate in The City of Lynnwood Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Lynnwood residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend the few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

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Please help us shape the future of Lynnwood. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike McKinnon".

Mike McKinnon
Mayor of Lynnwood

The City of Lynnwood 2002 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
How do you rate Lynnwood as a place to live?	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Lynnwood as a place to raise children?.....	1	2	3	4	5
How do you rate Lynnwood as a place to retire?	1	2	3	4	5
How do you rate the overall quality of life in Lynnwood?	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Lynnwood as a whole:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds ...	1	2	3	4	5
Overall appearance of Lynnwood.....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Job opportunities.....	1	2	3	4	5
Access to affordable quality housing.....	1	2	3	4	5
Ease of car travel in Lynnwood	1	2	3	4	5
Ease of bus travel in Lynnwood.....	1	2	3	4	5
Ease of bicycle travel in Lynnwood.....	1	2	3	4	5
Ease of walking in Lynnwood	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Lynnwood over the past 2 years:

	<u>much too slow</u>	<u>somewhat too slow</u>	<u>right amount</u>	<u>somewhat too fast</u>	<u>much too fast</u>	<u>don't know</u>
Population growth.....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Lynnwood:

	<u>not a problem</u>	<u>minor problem</u>	<u>moderate problem</u>	<u>major problem</u>	<u>don't know</u>
Crime	1	2	3	4	5
Drugs.....	1	2	3	4	5
Too much growth.....	1	2	3	4	5
Lack of growth.....	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise.....	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles.....	1	2	3	4	5
Taxes.....	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Lynnwood:

	very <u>safe</u>	somewhat <u>safe</u>	neither safe <u>nor unsafe</u>	somewhat <u>unsafe</u>	very <u>unsafe</u>	don't <u>know</u>
Violent crime (e.g., rape, assault, robbery).....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6
Fire.....	1	2	3	4	5	6

6. Please rate how safe you feel:

	very <u>safe</u>	somewhat <u>safe</u>	neither safe <u>nor unsafe</u>	somewhat <u>unsafe</u>	very <u>unsafe</u>	don't <u>know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Lynnwood's downtown area during the day	1	2	3	4	5	6
In Lynnwood's downtown area after dark.....	1	2	3	4	5	6
In Lynnwood's parks during the day.....	1	2	3	4	5	6
In Lynnwood's parks after dark.....	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- no [go to question #9] yes [go to question #8] don't know

8. If yes, was this crime (these crimes) reported to the police?

- no yes don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Lynnwood?

	never	once or <u>twice</u>	3 to 12 <u>times</u>	13 to 26 <u>times</u>	more than <u>26 times</u>
Used Lynnwood public libraries or their services.....	1	2	3	4	5
Used Lynnwood recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood or Lynnwood park	1	2	3	4	5
Ridden a local bus within Lynnwood	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group/activity in Lynnwood	1	2	3	4	5
Read City of Lynnwood Newsletter.....	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Used the Internet to conduct business with Lynnwood.....	1	2	3	4	5
Purchased an item over the Internet.....	1	2	3	4	5

10. How do you rate the quality of each of the following services in Lynnwood?

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/emergency medical services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus/transit services.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Recreation centers/facilities.....	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Accessibility of recreation centers/facilities.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Appearance of recreation centers/facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Municipal courts.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by...

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
The City of Lynnwood?.....	1	2	3	4	5
The Federal Government?.....	1	2	3	4	5
The State Government?.....	1	2	3	4	5

12. Have you had any in-person or phone contact with an employee of the City of Lynnwood within the last 12 months (including police, receptionists, planners or any others)?

- no [go to question #14] yes [go to question #13]

13. What was your impression of employees of the City of Lynnwood in your most recent contact? (Rate each characteristic below.)

	excellent	good	fair	poor	don't know
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree	don't know
I receive good value for the City of Lynnwood taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that the City of Lynnwood is taking	1	2	3	4	5	6
The City of Lynnwood government welcomes citizen involvement	1	2	3	4	5	6
The City of Lynnwood government listens to citizens	1	2	3	4	5	6

15. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- very positive somewhat positive neutral somewhat negative very negative

16. Please check the response that comes closest to your opinion for each of the following questions:

a. Based on the current downturn in the economy, the City will need to increase revenues or reduce services. To what extent do you support action to increase revenues (i.e. taxes; fees; etc.) to maintain existing levels of service?

- Strongly support Somewhat oppose
 Somewhat support Strongly oppose
 Neither support nor oppose Don't know

b. If the City were to have to reduce services, in which City services are you willing to make changes? (Check all that apply.)

- Reduce the level of street and roadway maintenance
 Increase time for the City to answer citizen's complaints on code enforcement
 Eliminate fire safety education programs
 Eliminate police school resource, DARE and crime prevention programs
 Reduce recreation programs or park maintenance

c. For which of the following new capital improvements would you vote in favor of General Obligation bonds as a method of financing the improvement? (Check all that apply.)

- Justice Center
 Community Center (seniors/teens)
 Acquire/purchase additional park property, trails, open space
 Develop existing parks
 Improve streets and sidewalks

d. What do you think are the top 3 issues facing Lynnwood over the next several years?

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

17. Do you live within the City limits of the City of Lynnwood?

- no yes

18. Are you currently employed?

- no [go to question #19] yes [go to question #18a]

18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
 Bus, Rail, Subway, or other public transportation
 Walk
 Work at home
 Other

18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?

- no yes

19. How many years have you lived in Lynnwood?

- less than 2 years 11-20 years
 2-5 years more than 20 years
 6-10 years

20. Which best describes the building you live in?

- one family house detached from any other houses
 house attached to one or more houses (e.g. a duplex or townhome)
 building with two or more apartments or condominiums
 mobile home
 other

21. Is this house, apartment, or mobile home...

- rented for cash or occupied without cash payment?
 owned by you or someone in this house with a mortgage or free and clear?

22. Do any children 12 or under live in your household?

- no yes

23. Do any teenagers aged between 13 and 17 live in your household?

- no yes

24. Are you or any other members of your household aged 65 or older?

- no yes

25. Does any member of your household have a physical handicap or is anyone disabled?

- no yes

26. What is the highest degree or level of school you have completed? (mark one box)

- 12th Grade or less, no diploma
 high school diploma
 some college, no degree
 associate's degree (e.g. AA, AS)
 bachelor's degree (e.g. BA, AB, BS)
 graduate degree or professional degree

27. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- less than \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 or more

28. Are you Spanish/Hispanic/Latino?

- no yes

29. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan native
 Asian or Pacific Islander
 Black, African American
 White/Caucasian
 Other

30. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

31. What is your gender?

- female male

32. Are you registered to vote in your jurisdiction?

- no yes don't know

33. Did you vote in the last election?

- no yes don't know

34. Are you likely to vote in the next election?

- no yes don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 1503 Spruce St., Boulder, CO 80302



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