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City of Burien

Community Assessment Survey

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Objectives

- ❖ The primary objective of this study is to measure citizens' satisfaction with the City of Burien and the perceived quality of life in the City.

Specific objectives include:

- ❖ Evaluate perceptions of the City of Burien as a place to live.
- ❖ Determine residents' satisfaction with services provided by the City of Burien including:
 - Police
 - Fire
 - Parks and Recreation
 - Streets and Sidewalks
 - Public Information
- ❖ Gauge perceptions of safety in Burien.
- ❖ Understand residents' use of Burien public libraries.



Methodology

- ❖ Four hundred sixty-one (n=461) telephone surveys were conducted between July 16, 2010 and July 29, 2010.
 - Residents of the City of Burien were selected at random to be included in this study.
 - The final 50 respondents were screened to ensure they are residents of the newly annexed North Burien area.
 - All respondents were screened to be residents of the City of Burien.

- ❖ A sample of four hundred sixty-one (n=461) has a maximum sampling variability of $\pm 4.56\%$ at the 95% confidence level.
 - All differences reported as “significant” are found to be significantly different at the 95% confidence level (or greater) using a standard t-test.

- ❖ The data set was weighted by age and ethnicity to reflect census distribution within the City.
 - Quotas for ethnicity, gender and age were also utilized to approximate population proportions.

- ❖ The research was conducted by Market Decisions Corporation, an independent marketing research firm located in Portland, Oregon.



Key Findings

Quality of Life:

- ❖ Over three quarters of residents rate Burien and their neighborhood as a “good” or “excellent” place to live (each 78%). This is consistent with 2008 findings.
- ❖ Nearly three quarters (72%) believe the City of Burien is headed in the right direction, and 71% feel the City is adequately protecting the natural environment.
 - Although the results for both measures are statistically unchanged from 2008 there is a declining trend for “heading in the right direction” 78% in 2007 to 74% in 2008 and to 72% in 2010.
 - There is also a decline in agreement with “proactively encouraging economic growth” 76% in 2007, 73% in 2008 and 69% in 2010.
- ❖ “Lack of economic/commercial growth” (39%) and “reducing crime” (19%) are the most commonly mentioned challenges facing Burien.
 - The number of respondents mentioning “lack of economic/commercial growth” has increased significantly since 2008 (39% vs.14%).
 - Fewer residents mention “reducing crime” as a challenge in 2010 than in 2008, although not significantly fewer (19% vs. 25%).
- ❖ Transportation and safety-related issues continue to be most frequently suggested neighborhood improvements:
 - More police patrols/presence (20%)
 - Build/improve walkways and paths (19%); and
 - Reducing crime (12%)
- ❖ The top reasons for choosing to live in Burien are related to location and affordable/ comfortable lifestyle, including “proximity to work” (18%), “affordable living” (17%) and “nice area/close to water/parks” (16%).



Key Findings (continued)

Quality of Life:

- ❖ Two-thirds (70%) of residents are satisfied with the value they receive from taxes (68% 2008).
- ❖ Three-quarters (76%) are satisfied with the job the City is doing for the Burien community (73% 2008).
 - Four in five (79%) respondents are satisfied with the quality of City services offered in Burien.

Employee Contact:

- ❖ One quarter (29%) of residents have had contact with a City employee in the last 12 months regarding City services. This is consistent with 2008 findings (28%).
- ❖ The “Police Department,” (24%) “Public Works” (21%) and “Building and Code Enforcement” (20%) are the City departments that account for the majority of contacts.
 - Unaided (Police not specifically mentioned in the question) recall of contact with the Police Department is consistent with findings from 2008 (24% vs. 29%).
 - Three fourths of residents rate the City employee’s courtesy (79%) and 68% rate employees as “knowledge of situation” as “good” or “excellent.”
 - One-fifth (19%; 26% 2008) feel the employee they contacted did a “poor” job of addressing their issue. Among those who feel their issue was addressed poorly, the most common reasons are “no action was taken” (34%) and “unfriendly/rude representatives” (27%).



Key Findings (continued)

Personal Safety:

- ❖ The majority of residents continue to feel safe in the City of Burien. Results are in line with 2008 findings.
 - Almost all (91%) feel safe walking alone in their neighborhood during the day (95% 2008).
 - Five in six (85%) feel safe in downtown Burien (83% 2008).
 - Three in five (61%) feel safe walking alone in their neighborhood after dark (62% 2008).
- ❖ One quarter (28%) have had contact with Burien Police in the last 12 months; this is a significant decrease from 37% in 2008.
 - Two thirds (66%) of respondents are satisfied with the level of service provided by the Burien Police Department (67% 2008).
 - Nine in ten (88%) found the Burien Police to be courteous (88% 2008).

Activities in Burien:

- ❖ Nearly nine in ten (85%) residents go shopping in Burien at least once a week, half (50%) go out to eat at least once a week, and one quarter (22%) participate in sports or recreation at least once a week. These findings are consistent with 2008 results.
 - Among residents currently working, one fifth (21%) work within the City of limits of Burien.
- ❖ Half (50%) report household members have used a Burien Park, rented a facility, or participated in a City-sponsored recreation program in the last 12 months (55% 2008).
- ❖ Among those using parks and recreation services, 72% rate the overall service provided by the Parks and Recreation Department as “good” or “excellent” (72% 2008).
- ❖ Recreation programs for young children, adults and seniors have seen satisfaction increases of at least five percentage points since 2008, among those who use the programs.



Key Findings (continued)

Library Use:

- ❖ The majority (85%) of residents use a City of Burien library.
 - Nearly one in five (15%) do not use the library, of which 18% claim the library lacks the information they are looking for as the main reason for non-use.
- ❖ Three in five (60%) prefer to access library resources and services at the library, while one third (32%) prefer access via online sources.

Traffic & Infrastructure:

- ❖ Only 18% of residents feel that traffic is getting worse and 50% expect it to remain at the current state for the next 12 months.
- ❖ Four in five (85%) rate road conditions as “fair” or “good,” and only 8% rate road conditions as “poor,” down from 31% in 2008.
 - Two in five (18%) feel traffic was worse in the past 12 months compared to the previous year (63% 2008).
 - One third (30%) expect traffic to be worse in the next 12 months, while only 15% expect traffic to improve.
- ❖ Six in ten (60%) feel there is a need, of which seven in ten (71%) are willing to pay additional taxes, for more sidewalks and bike paths in their neighborhood. These findings are in line with 2008 findings.



Key Findings (continued)

Public Information:

- ❖ Seven in ten (70%) residents feel they get sufficient communication from the City about City services and local issues (68% 2008).
- ❖ The two primary sources of information regarding what the City is doing remain the Burien City Newsletter (44%; 50% 2008) and the local newspaper (29%; 47% 2008).
 - Use of the City of Burien website has increased significantly since 2008 (27% vs. 18%).
- ❖ Three in five (61%) residents use the City of Burien website, and one fifth (21%) access the City website at least once a month. Use of the City website has increased significantly since 2008 (61% vs. 53%).
 - Of those using the website, 66% rate the site as a “good” or “excellent” resource for City programs and services (67% 2008).

Ethnic Relations:

- ❖ Over half (53%) feel the relationships between people of different races and cultures in the City of Burien are “good” or “excellent.” One in ten (9%) feel the relationships are “excellent.”
 - Perceptions of relationships between people of different races and cultures within the City are consistent with 2008 findings (51% “good or excellent;” 9% “excellent”).



Recommendations

- ❖ A perceived lack of economic and commercial growth is the most commonly mentioned challenge facing the City of Burien.
 - Educate residents about the City's efforts to create economic and commercial growth within the City.
 - In order to attract new businesses and residents, promote the key benefits of living in Burien, including quality of life, proximity to work, parks and recreation and other city services.
- ❖ Perceptions of traffic and parking have improved in the past year. Showcase steps taken by the City to improve traffic and parking as a way to demonstrate successful actions taken by the City to improve the quality of life.
- ❖ Continue to promote and improve the City of Burien website.
 - Usage of website has increased significantly since 2008, while the use of other resources (local newspapers and the City newsletter) has declined.
 - Consider hosting the City newsletter on the website; improve access for those not reading a paper copy.
 - Use events and activities to drive residents to the website on a regular basis. Only one fifth of residents visit the website at least once a month, and infrequent visitors may not be aware of new features on the site or improvements that have been made.
 - Most residents feel the website is "good" but not "excellent." While residents are satisfied, there is room for improvement, and regular promotion of improvements serves the purpose of showing off the City's efforts, but also keeps residents engaged who may not go to the site on a regular basis.
- ❖ Focus on recreation programs for teens. Satisfaction with programs for all age groups except teens has increased, and satisfaction with programs designed for teens remains lower than other age groups.



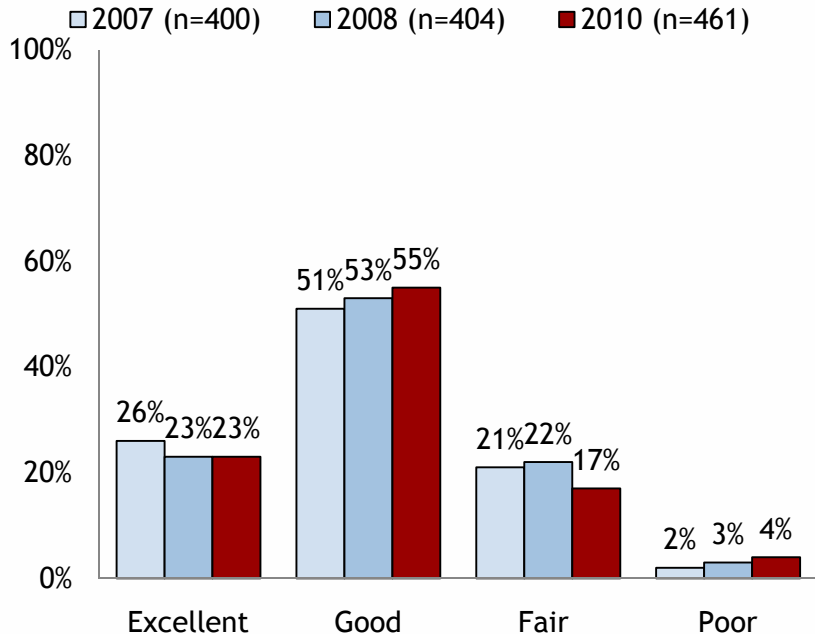
Quality of Life



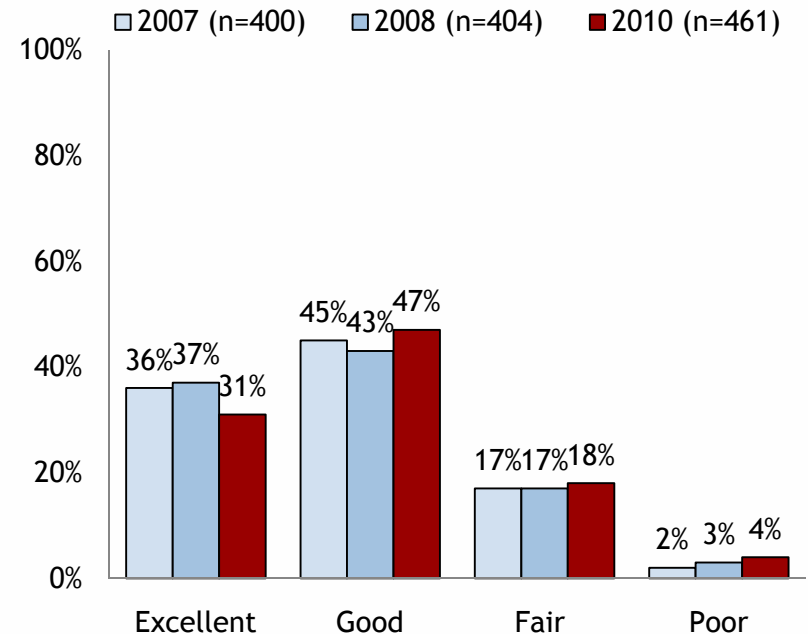
Burien as a Place to Live

- ❖ The percentage rating Burien and their neighborhood a “good” or “excellent” place to live is consistent with 2008 findings (78% & 78% vs. 78% & 80%, respectively).
 - Residents are significantly more likely to rate their neighborhood as an “excellent” place to live relative to Burien as a whole (31% vs. 23%).

City of Burien as a Place to Live



Your Neighborhood as a Place to Live



Q1. How would you rate Burien as a place to live? Would you say it is...

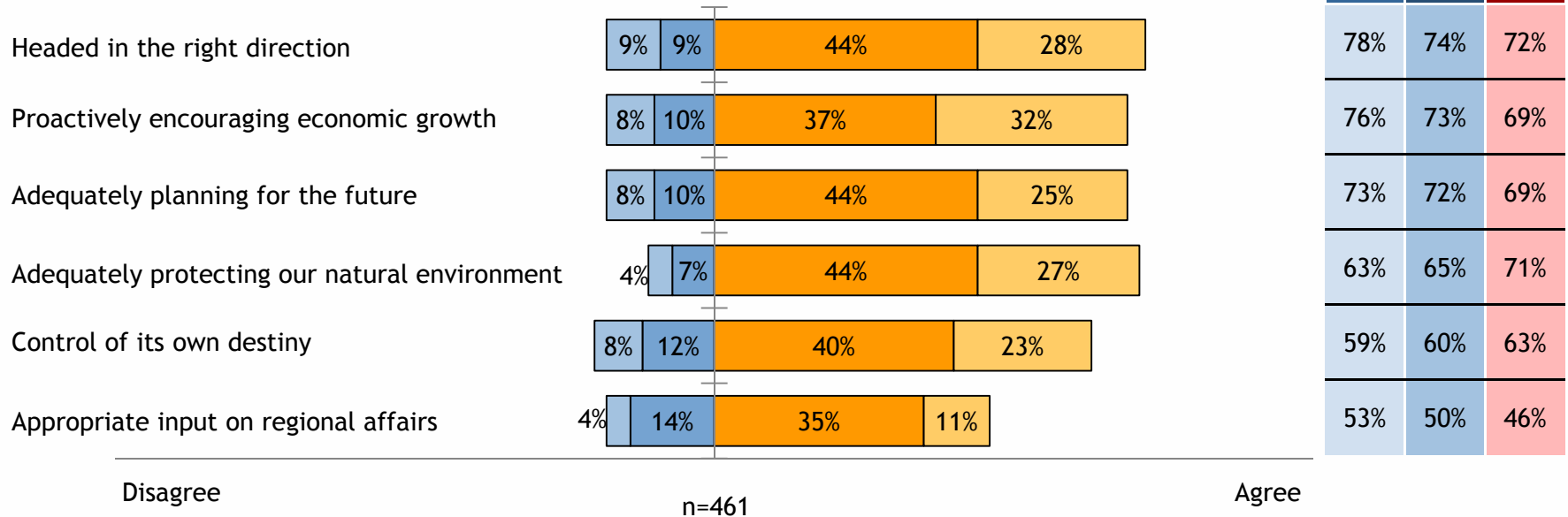
Q4. How would you rate your neighborhood as a place to live? Would you say it is...



Perceptions of Burien

- ❖ Respondents feel most strongly that Burien is “headed in the right direction” (72%) and “adequately protecting our natural environment” (71%).
 - Hispanic respondents tend to agree more with each statement about Burien relative to Caucasian and other ethnicities.
 - Less than half (46%) of respondents feel Burien has “appropriate input on regional affairs.”

Disagree completely
 Somewhat disagree
 Somewhat agree
 Agree completely



Q2. How strongly do you agree or disagree with the following statements about the City of Burien?



Challenges Facing Burien

- ❖ “Lack of economic/commercial growth” and “reducing crime” remain the most frequently mentioned challenges facing the City of Burien.
 - Mentions of “lack of economic/commercial growth” have increased significantly since 2008 (39% vs. 14%).

Most Mentioned Challenges	2007 (n=400)	2008 (n=404)	2010 (n=461)
Lack of economic/commercial growth	19%	14%	39%
Reducing crime	19%	25%	19%
Too much development/building	4%	5%	11%
Lack of police presence/enforcement	8%	9%	10%
Improving education/schools	9%	11%	9%
Poor performance of city council/lead.	2%	2%	6%
More parks/activities for children	2%	6%	6%
Maintaining roads	8%	10%	6%
City funding/financial concerns	2%	3%	6%
Proximity to airport	4%	5%	6%
More parks/activities for children	2%	6%	6%
Taxes	6%	6%	6%

- “Lack of economical/commercial growth” is mentioned significantly more frequently by those who voted in the last election (45% voted vs. 24% didn’t vote).
- “Too much development/building” is mentioned significantly more frequently by those between the ages of 46-65 than other age groups (19% ages 46-65 vs. 6% other ages).
- “Maintaining roads” is mentioned significantly less than in 2008 (6% vs. 10%).

Q3. In your opinion, what are the three most important issues (challenges) facing the City of Burien?



Improving Neighborhoods

- ❖ The most frequently suggested improvements continue to be safety and transportation-related, including: “more police patrols/presence,” “build/improve walkways and paths/bike lanes,” “reduce crime” and “improve streets.”

Most Suggested Improvements	2007 (n=400)	2008 (n=404)	2010 (n=461)
More police patrols/presence	20%	21%	20%
Build/improve walkways and paths/bike lanes	18%	20%	19%
Reduce crime	13%	10%	12%
Improve streets	8%	11%	9%
Better city sanitation/maintenance	6%	4%	8%
Improve traffic congestion/flow	6%	6%	4%
More community services/events	3%	6%	4%
Reduce development/construction	4%	4%	4%
More/improve parks	4%	6%	3%
Storm water drainage/sewer systems	6%	4%	3%
More downtown development	1%	1%	3%
Improve education/higher quality schools	NA	NA	3%

- “More police patrols/presence” is mentioned significantly more often by those who are dissatisfied with the value they receive from their taxes than those who are satisfied (36% dissatisfied vs. 17% satisfied).
- “Build/improve sidewalks/walkways and bike lines” is mentioned significantly more by those with an annual household income more than \$75K (28% \$75K+ vs. 15% <\$75K) and those who use Burien libraries (20% use vs. 9% don’t use).

Q5. What would you like the city to do to improve your neighborhood?



Choosing Burien

❖ The reasons mentioned most frequently for choosing to live in Burien are related to location and affordable/comfortable lifestyle.

Most Mentioned Reasons for Choosing Burien	2007 (n=400)	2008 (n=404)	2010 (n=461)
Proximity to work	21%	23%	18%
Affordable living	19%	17%	17%
Nice area/close to water/parks	NA	5%	16%
Lived here whole life/since childhood	15%	15%	12%
Proximity to family/friends	16%	15%	10%
Convenient/central location	15%	7%	9%
Quiet/nice place to live/raise children	12%	15%	8%
Marriage/inherited house/property	NA	4%	8%
Proximity to Seattle	11%	15%	7%
Nice property/house/view	11%	9%	7%
Housing availability	NA	3%	7%
Annexed/had no choice	NA	NA	7%

- “Nice area/close to water/parks” mentions have increased significantly since 2008 (16% vs. 5%).
- “Quiet/nice place to live/raise children” has decreased significantly since 2008 (8% vs. 15%).
- “Proximity to Seattle” is mentioned significantly more by those with an annual household income of \$75K or more (14% \$75K+ vs. 3% <\$75K).

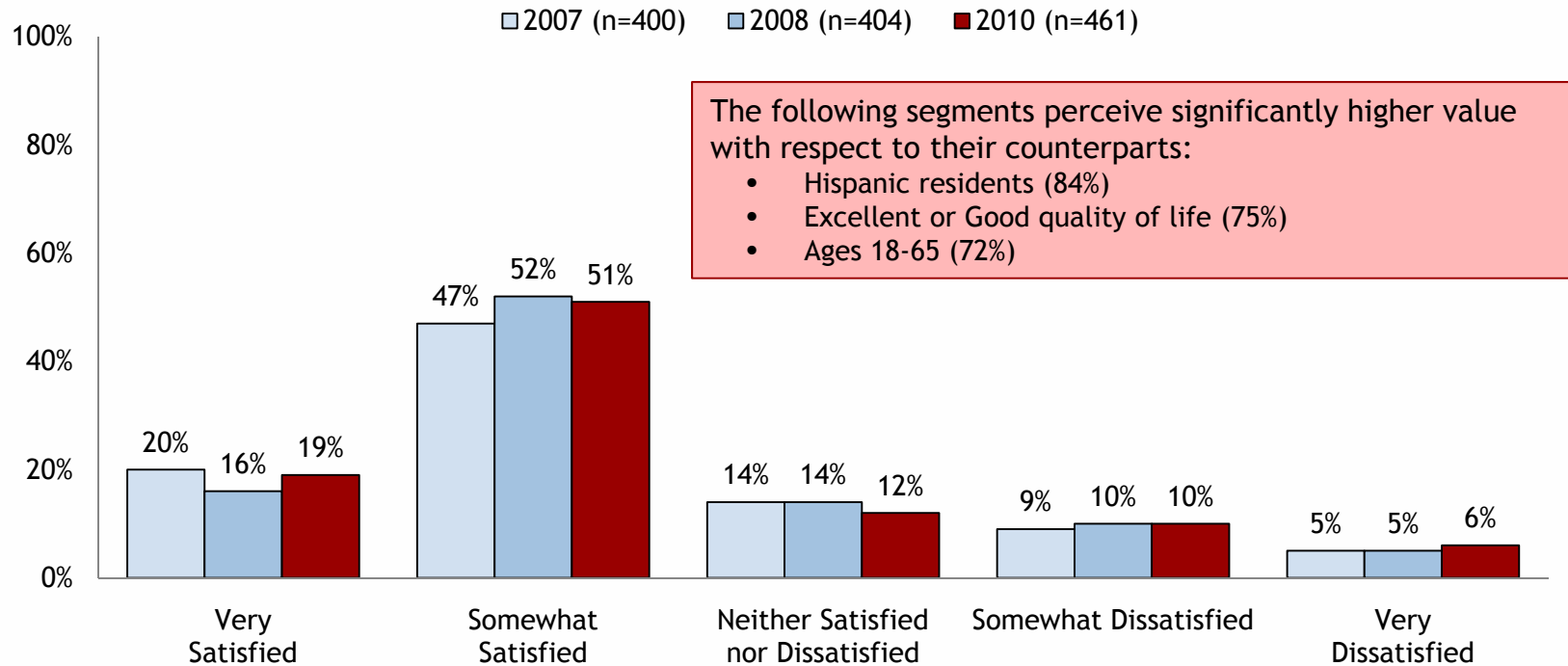
Q6. Why did you decide to live within the City of Burien?



Value for Taxes Paid

- ◆ More than two in three (70%) respondents are satisfied with the value received for taxes paid.
 - These results are consistent with findings from both 2007 and 2008.

Satisfaction with Value for Taxes Paid



Q7. *The City of Burien funds basic city services such as police protection, road maintenance and parks and recreation programs through property and sales taxes. How satisfied are you with the value received for your taxes paid? Would you say you are...with the value you receive for your taxes?*

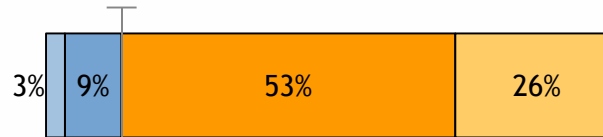


City Services

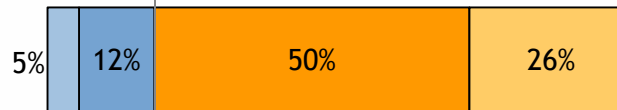
- ❖ Three quarters (76%) are satisfied with the job the City is doing for the Burien community and agree that the City is delivering effective and efficient services (72%).
- ❖ The following respondents are significantly more satisfied with City services:
 - Hispanic respondents relative to Caucasian respondents.
 - Respondents who are satisfied with the value received from taxes relative to those who are dissatisfied.
 - Respondents who feel the quality of life in Burien is excellent or good relative to others.

Disagree completely
 Somewhat disagree
 Somewhat agree
 Agree completely

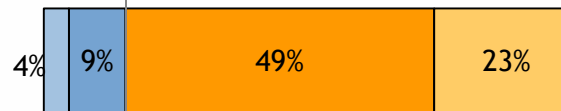
Overall, I am satisfied with the quality of city services



Overall, I am satisfied with the job the city is doing for the Burien community



The City of Burien delivers effective and efficient services



Disagree

n=461

Agree

% Somewhat & Completely Agree		
'07	'08	'10
77%	78%	79%
74%	73%	76%
74%	71%	72%

Q8. How much do you agree or disagree with the following statements?



Employee Contact



Contact with City

- ❖ Within the last 12 months, one quarter (29%) of respondents have contacted a City employee regarding City services (28% in 2008).
- ❖ The most frequent contact was with the City “Police Department” and “Public Works.”
 - There are no significant differences from 2008 to 2010.

Department Contacted	2007 (n=121)	2008 (n=113)	2010 (n=133)
Police Department	18%	29%	24%
Public Works	29%	19%	21%
Building and Code Enforcement	25%	23%	20%
Parks, Recreation, and Cultural Services	6%	9%	10%
City Council members	7%	5%	6%
City Manager’s Office	1%	5%	5%
Other	12%	9%	9%

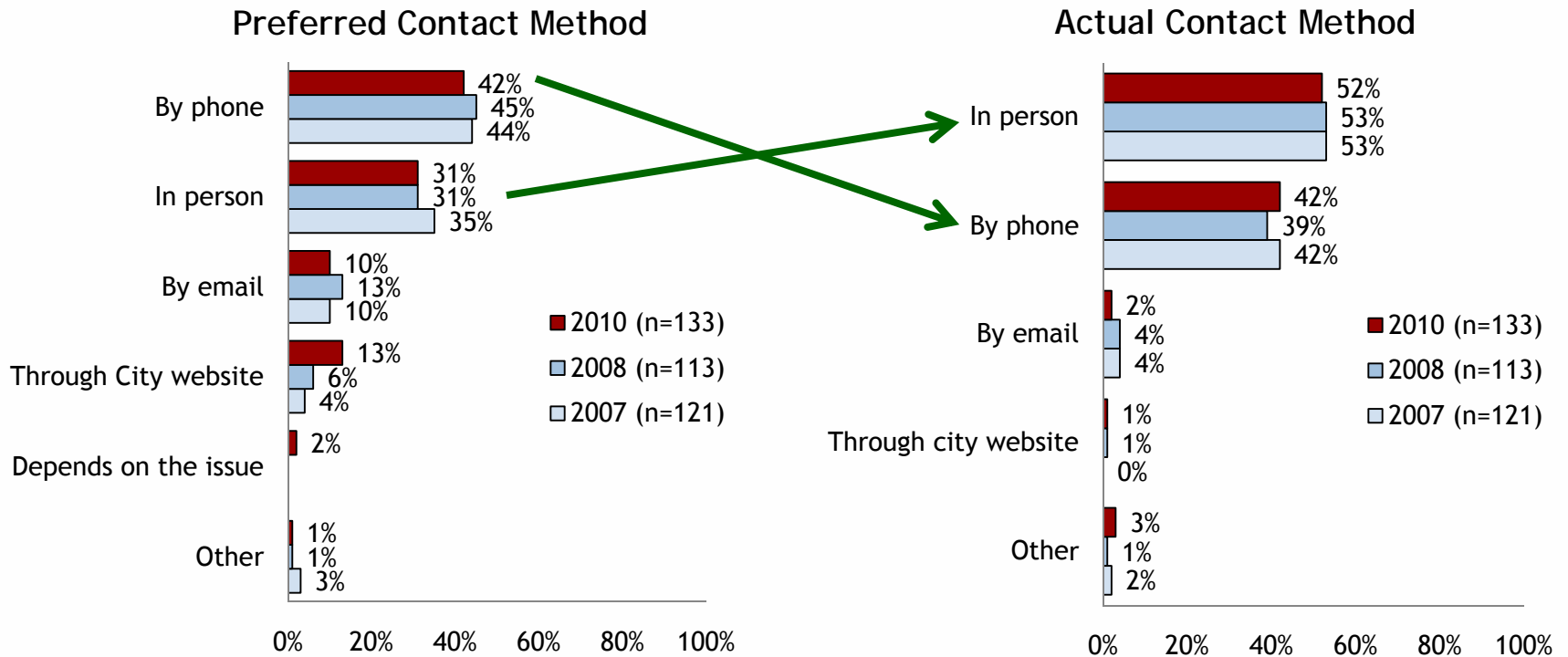
Q9. During the past 12 months, have you had contact with any City employee regarding City services?

Q10. Thinking of your most recent contact, which City department was it with?



Contact Methods

- ❖ Contact by telephone remains the preferred method (42%) followed by in person (31%).
- ❖ As seen in previous years actual behavior is that in person (52%) is the most commonly used method followed by phone (42%).



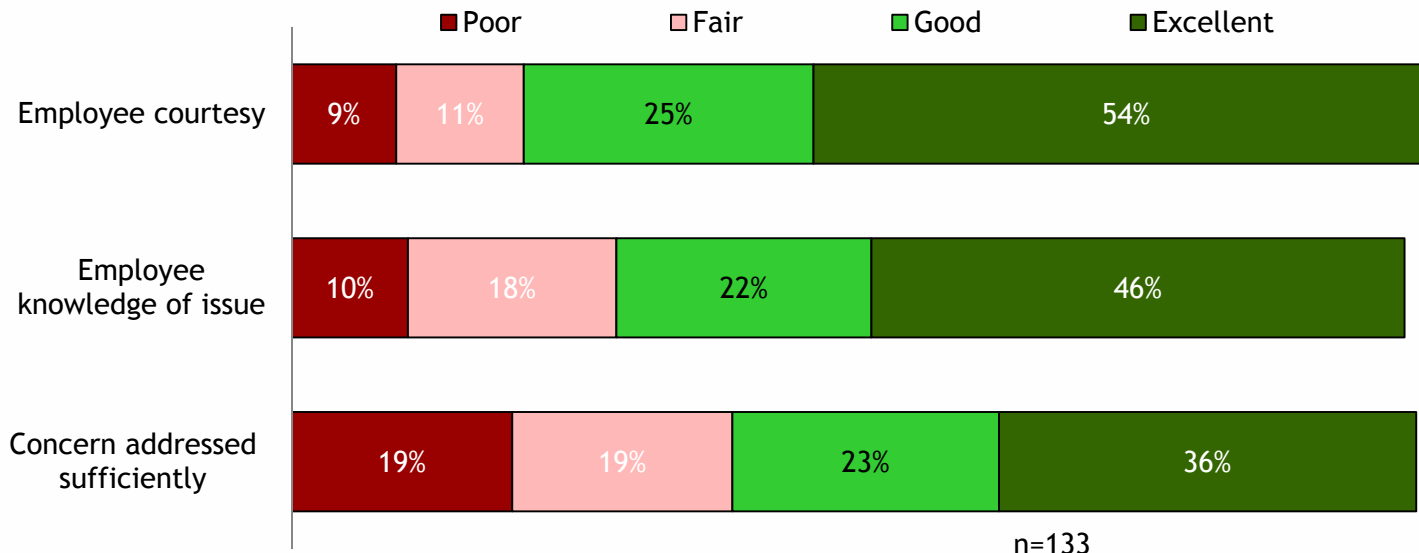
Q11. Was that contact in person, by phone, or some other way?

Q15. How would you prefer to contact the city?



Employee Service

- ❖ Employee courtesy remains area with the highest percentage of “good” or excellent” (79%).
 - It should be noted that the courtesy rating has been declining, although not significantly, since 2007.
- ❖ Two fifths (38%) of those who contacted the City, rated the manner in which their concern was addressed as “poor” or “fair.”
 - Reasons mentioned for a “poor” job include: “no action was taken/never resolved,” “unfriendly/rude representatives,” “dissatisfied with the results of action,” and “slow resolution.”



	% Good & Excellent		
	'07	'08	'10
Employee courtesy	84%	83%	79%
Employee knowledge of issue	70%	66%	68%
Concern addressed sufficiently	57%	59%	59%

- Q12. How would you rate the City employee's courtesy?
 Q13. How would you rate the City employee's knowledge of your issue?
 Q14. How well was your concern addressed?
 Q14A. Why do you say your concern was addressed poorly?

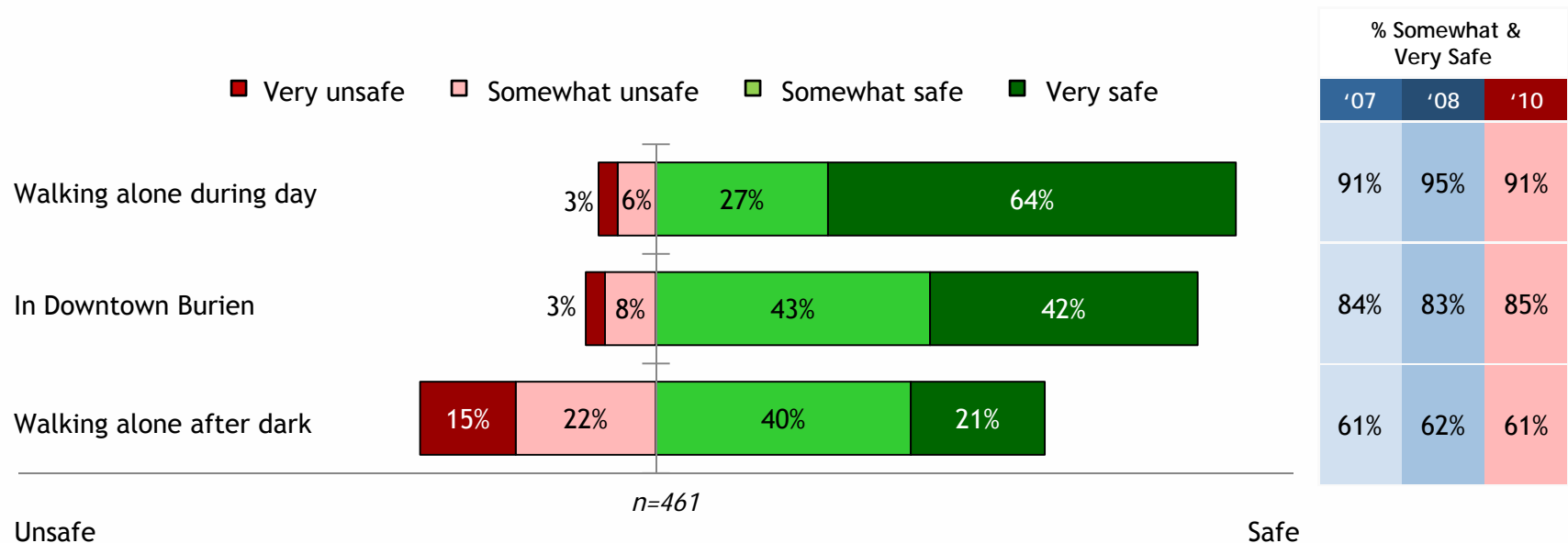


Personal Safety



Safety in Burien

- ❖ Burien residents continue to feel safe in Burien. Almost all (91%) respondents feel safe (“somewhat” or “very”) when walking alone in their neighborhood during the day.
 - Those who live west of Ambaum Boulevard or in North Burien are significantly more likely to feel “very safe” when walking alone in their neighborhood after dark than other residents (72% East vs. 56% West and 68% North vs. 49% Burien).
- ❖ There are no significant changes or differences for residents’ perception of feeling safe when in downtown Burien or walking alone after dark.



Q16. How safe do you feel walking alone in your neighborhood during the day?

Q17. How safe do you feel walking alone in your neighborhood after dark?

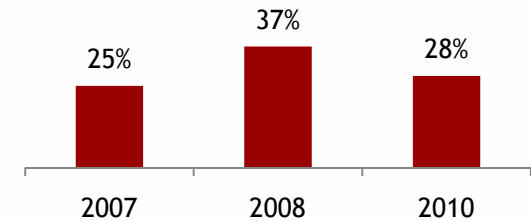
Q18. How safe do you feel in Downtown Burien?



Contact with Police Department

- ❖ Contact with Burien Police has dropped back to 2007 levels after the spike in 2008.
- ❖ Reasons for being in contact with the police remains similar, though there is a significant increase in the number of contacts made to report a disturbance (4% vs. 11%).
- ❖ As in the past, people who were a crime victim reported the crime to the police (100% 2010, 93% 2008 and 95% 2007).

Contact with Burien Police in the past 12 months



Nature of Contact	2007 (n=101)	2008 (n=150)	2010 (n=130)
Crime victim	28%	22%	28%
Needed other assistance	19%	22%	21%
Was a witness to a crime	12%	13%	17%
Report a disturbance	4%	4%	11%
Report an accident	3%	4%	4%
Was suspected of a traffic violation	4%	7%	3%
Block watch meeting/party	NA	NA	2%
Unauthorized vehicle on my property	NA	NA	2%
Report a crime	9%	2%	2%
Other	16%	11%	8%

Q20. Have you had any contact with Burien Police in the past 12 months?

Q21. What was the nature of the contact?

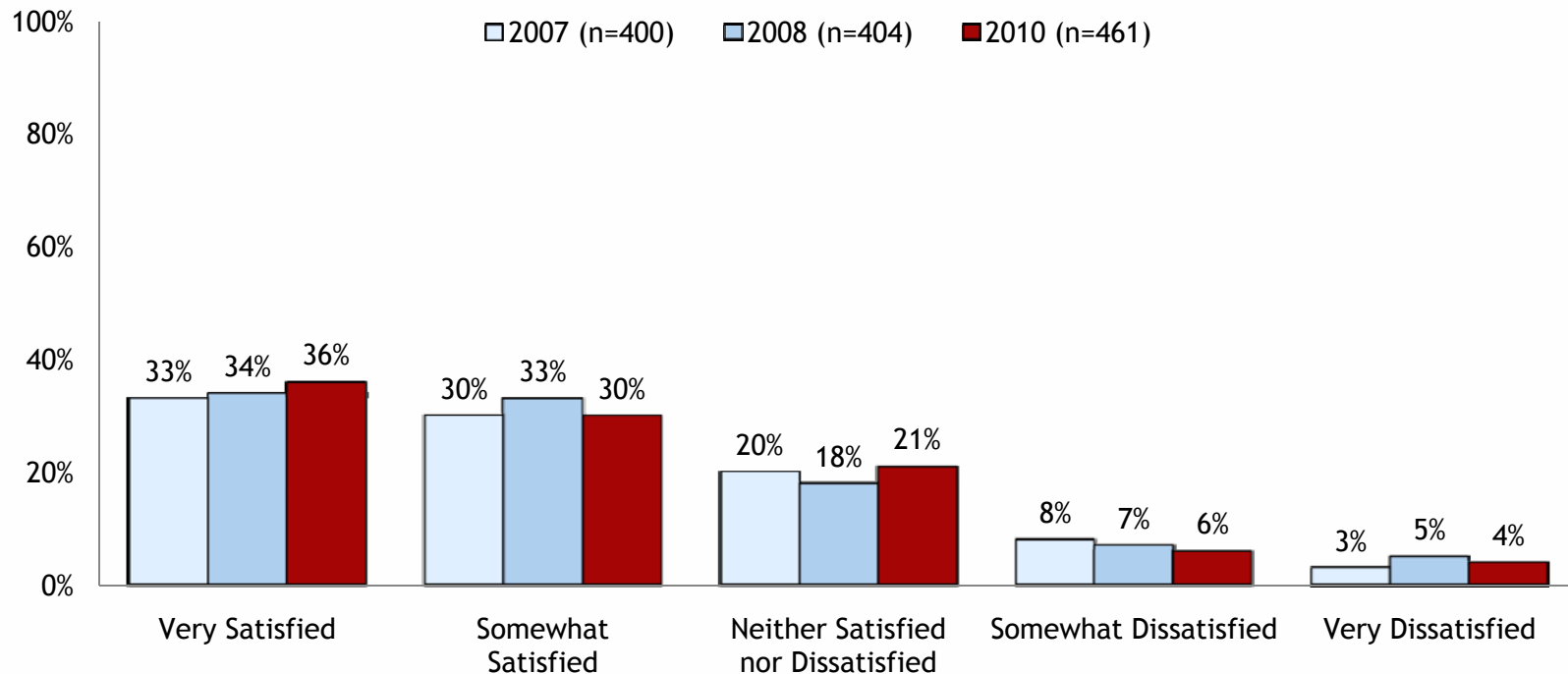
Q22. Did you or any member of your household report the crime to the police?



Police Department

- ❖ Two thirds (66%) of residents are satisfied (“somewhat” or “very”) with the level of service provided by the Burien Police Department, which is inline with previous years.

Satisfaction with Burien Police

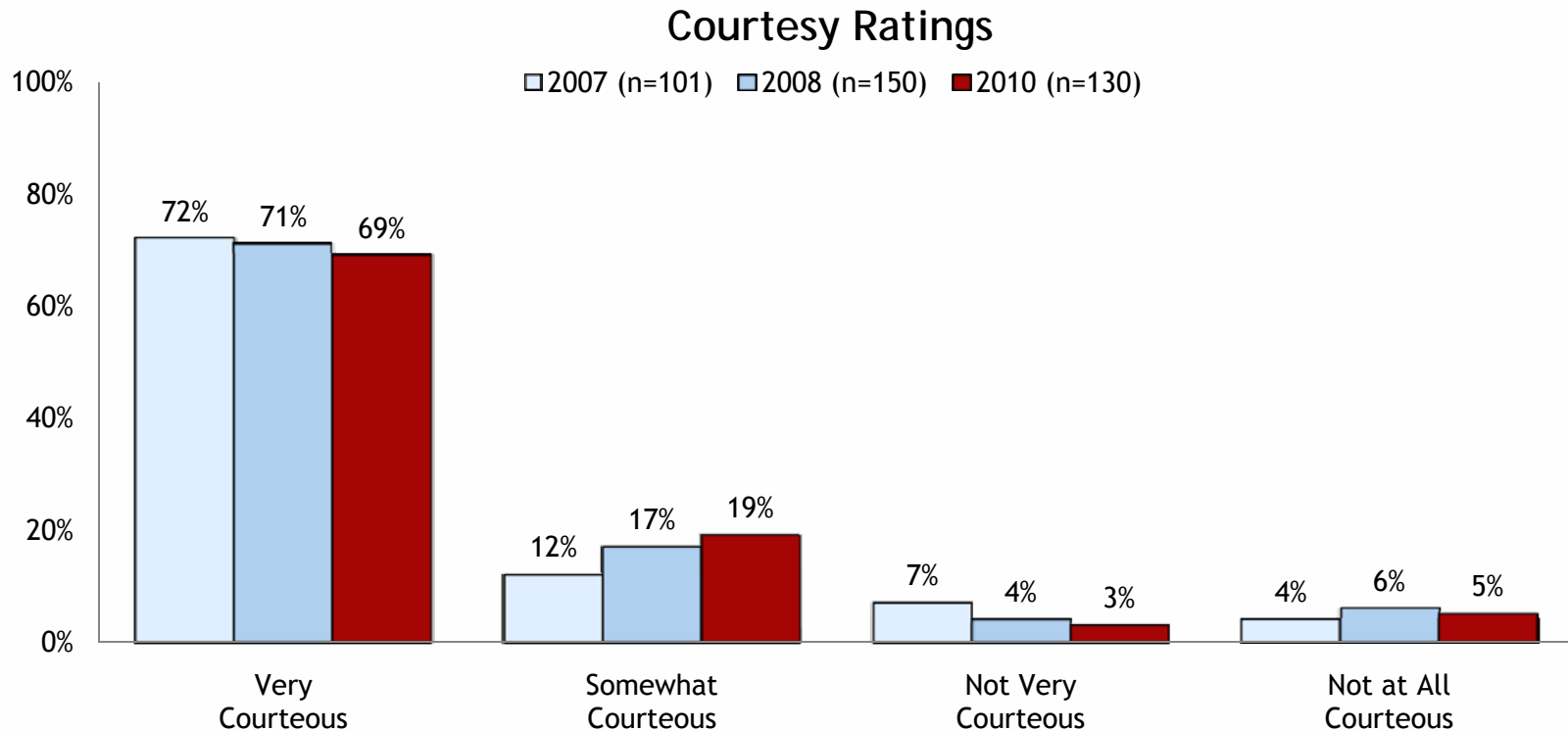


Q19. Overall, how satisfied are you with the level of service of the Burien Police Department?



Police Courtesy

- ❖ Three fourths (69%) rate the Burien Police as “very” courteous and an additional 19% rate them “somewhat” courteous.



Q23. During your most recent contact, how would you rate the courtesy of the officer or police employee with whom you had contact?

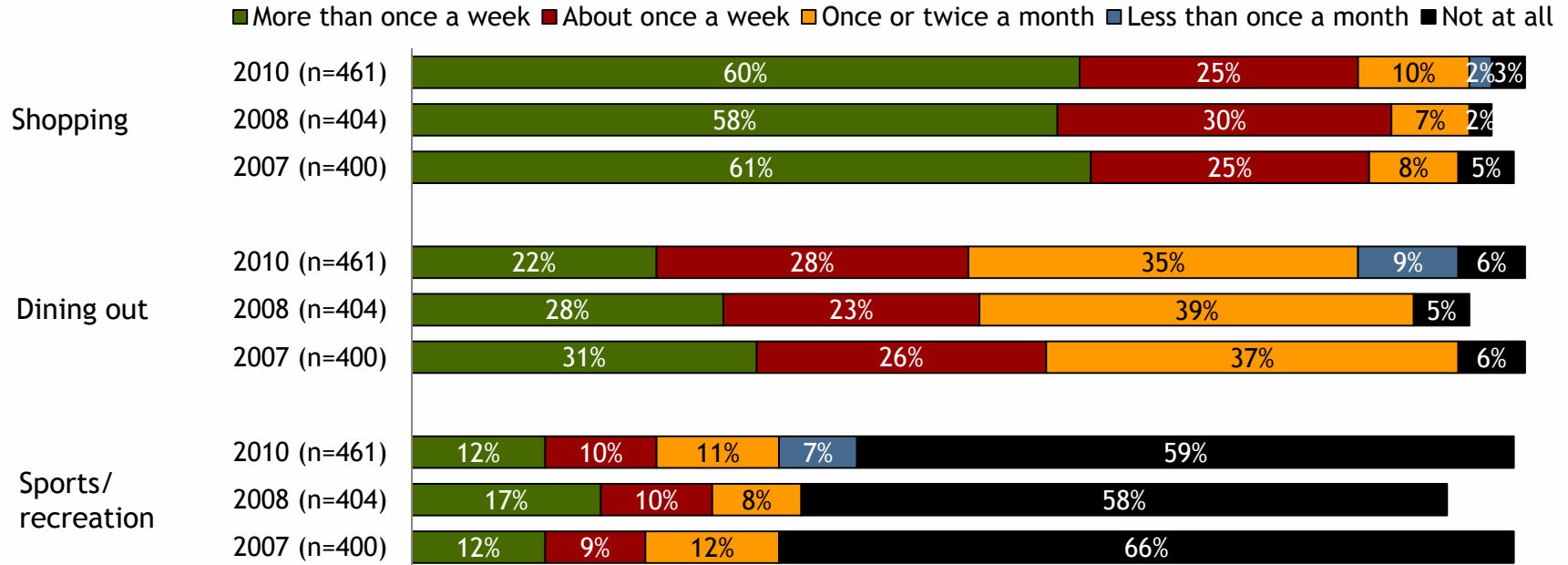


Activities in Burien



Activity Frequency

- ❖ Shopping remains the most frequent activity done within the City of Burien, with 85% of residents reporting they go shopping at least once a week.
- ❖ Dining out and participation in sports have both declined slightly in frequency, though not significantly.
- ❖ Of those currently working, one fifth (21%) work in Burien, which is comparable to 20% in 2008.



Q24. During the past 6 months, how frequently have you done the following...

Q24C. During the past 6 months, how frequently have you or your children participated in sports or recreation within the City of Burien?

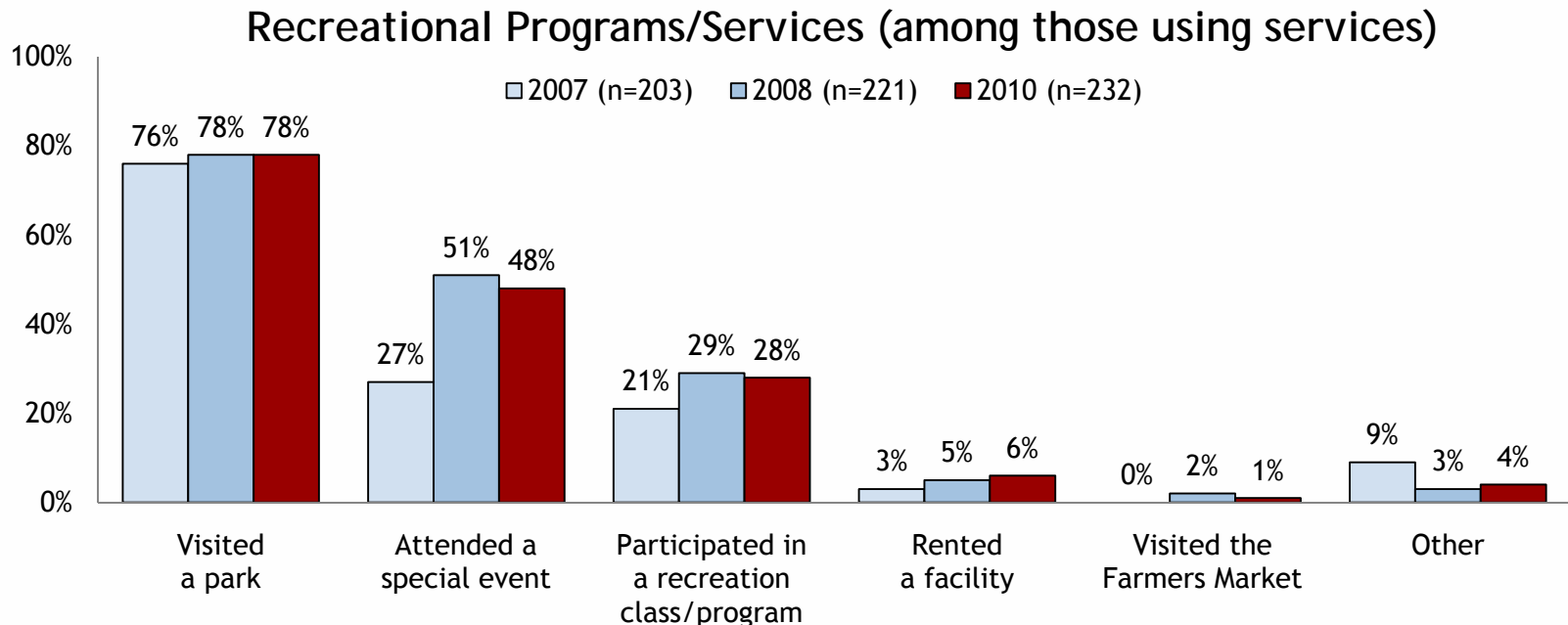
NOTE: Less than once a month added in 2010.

Q25. Do you work within the city limits of Burien?



Recreational Programs/Services

- ❖ Half (50%) report a member of their household has used a Burien Park, rented a facility, or participated in a City-sponsored recreation program in the last 12 months.
 - This is down slightly from 55% in 2008, though not a significant decline.
- ❖ Burien residents are significantly more likely to have attended a city-wide special event or participated in a recreation class/program than North Burien residents (51% vs. 36% and 31% vs. 16%, respectively).



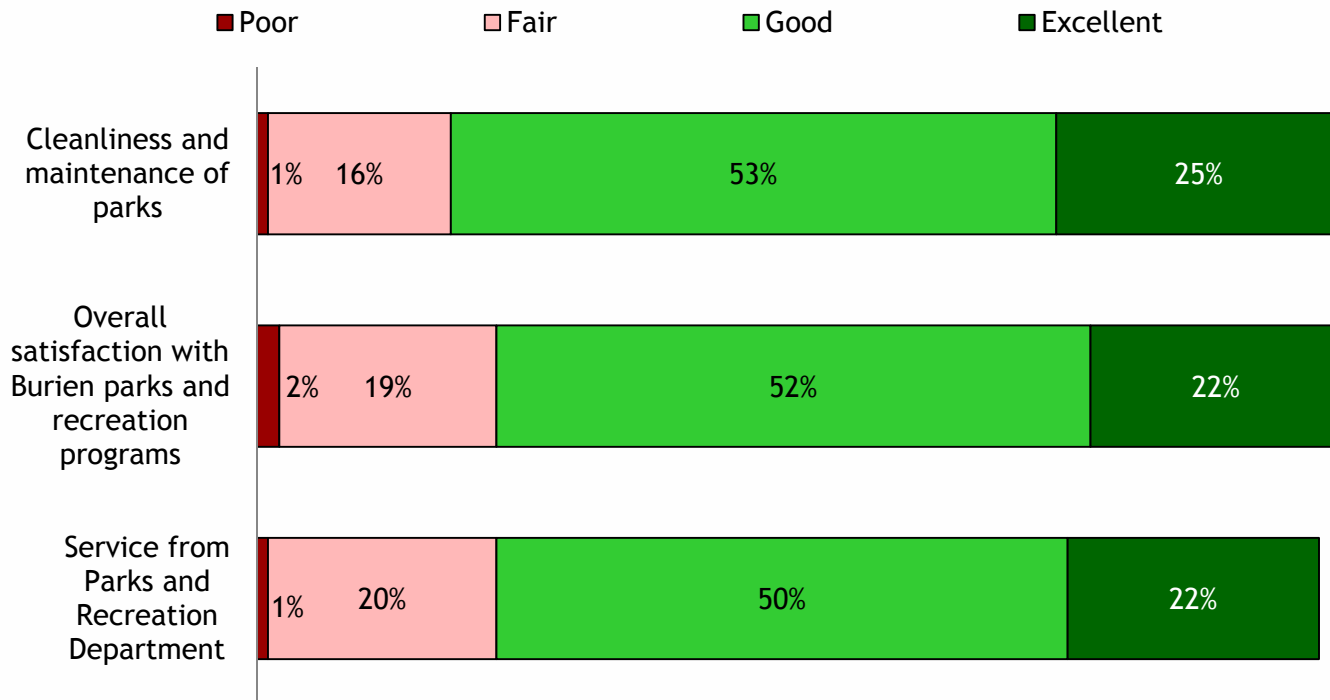
Q32. Have you or a member of your household used a Burien park, rented a facility, or participated in a City-sponsored recreation program during the last 12 months?

Q33. Which recreation programs or services did you or a family member participate in?



Parks and Recreation

❖ Three in four (74%) rate their satisfaction with Burien parks and recreation programs as “good” or “excellent” with four in five rating the parks cleanliness and maintenance as “good” or “excellent.”



	% Good & Excellent		
	'07	'08	'10
Cleanliness and maintenance of parks	77%	78%	78%
Overall satisfaction with Burien parks and recreation programs	73%	71%	74%
Service from Parks and Recreation Department	71%	72%	72%

n=xx

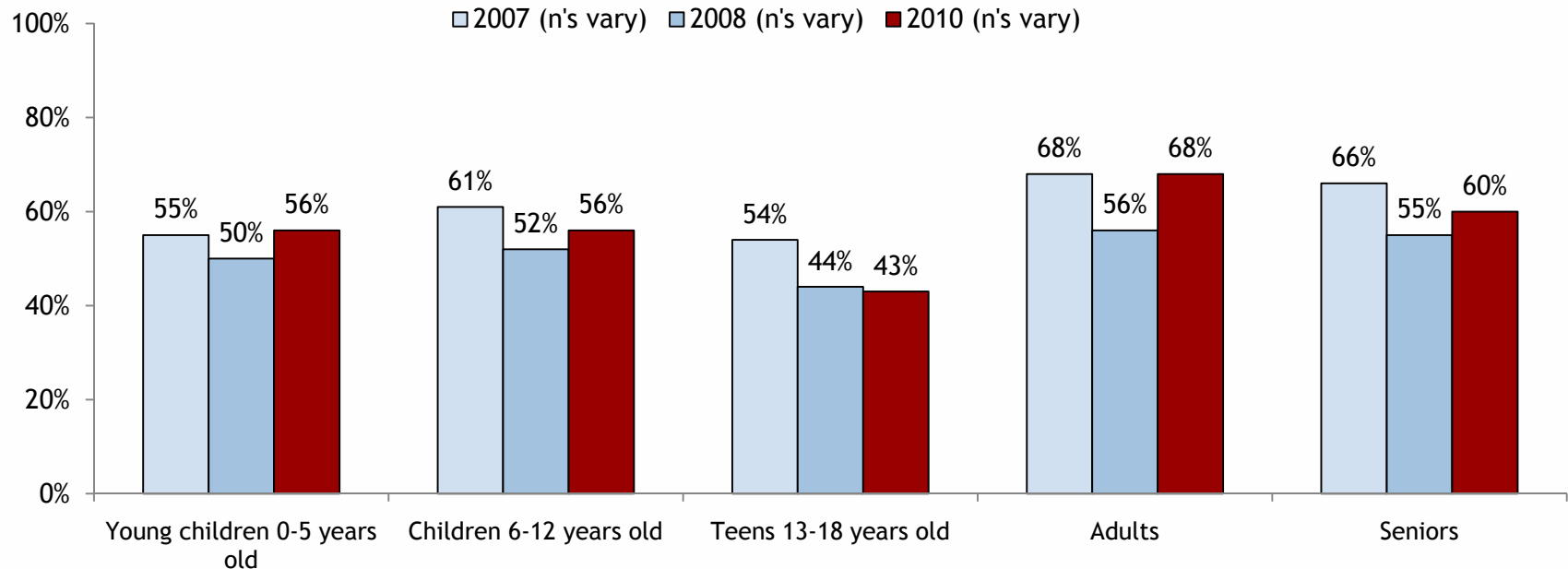
- Q34. How would you rate your overall satisfaction with Burien's parks and recreation programs?
- Q36. How would you rate the City's parks in terms of cleanliness and levels of maintenance?
- Q37. Overall, how would you rate the service provided by the Parks and Recreation Department?



Recreation Programs

- ❖ Four out of five programs show increased satisfaction. The most significant satisfaction increase is seen in adult programs moving from 56% in 2008 back up to 68%, which is inline with 2007 findings.
 - Westside residents are significantly more satisfied with the adult programs than Eastside residents (18% very satisfied vs. 9%, respectively).

% Satisfied with Programs by Age (among those using programs)



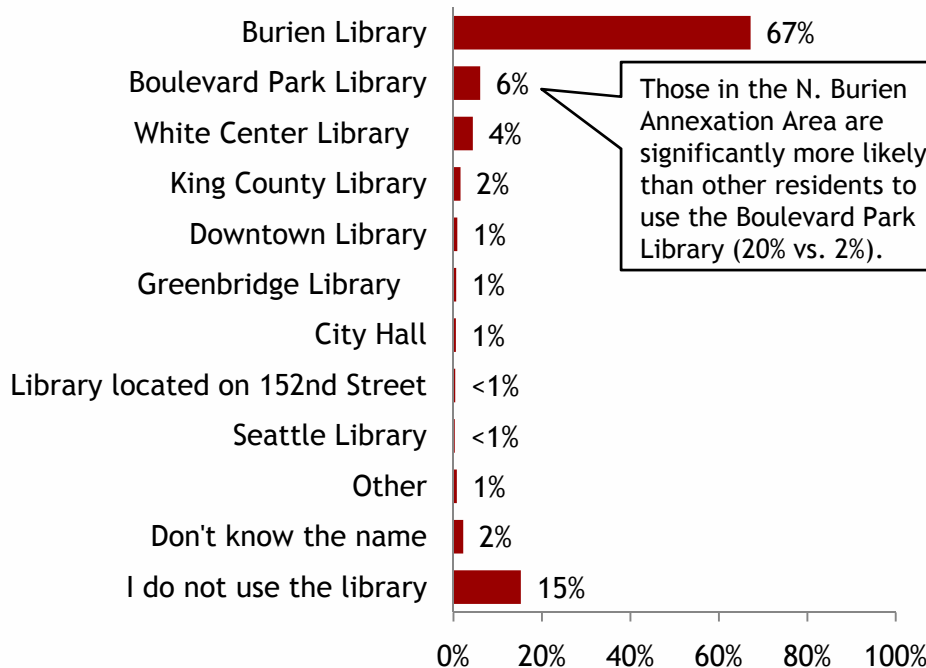
Q35. Based on what you know about these programs, how satisfied are you with programs provided for...?



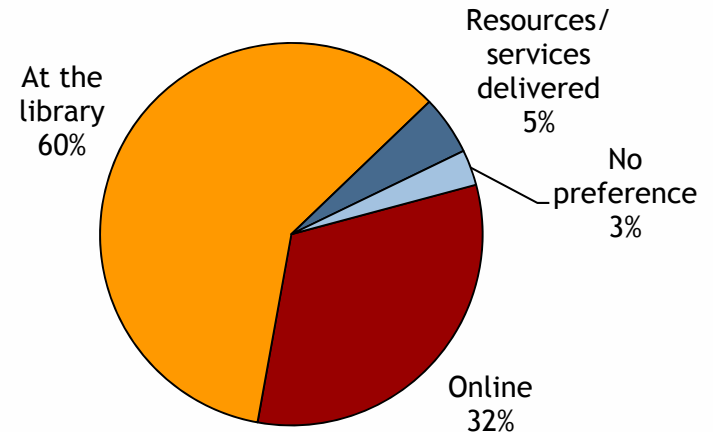
Public Library Use

- ❖ More than eight in ten (85%) Burien residents use the library. Two thirds (67%) use the Burien Library most frequently.
- ❖ Among those using the library, 60% prefer to access library resources and services by going to the library. One third prefer to access resources and services online.

Most Frequently Used Library
(n=461)



Preferred Method of Access to Library Resources
(n=391)



Q44. Which City of Burien library do you use most frequently?

Q45. Which of the following methods would you prefer to access library resources and services?

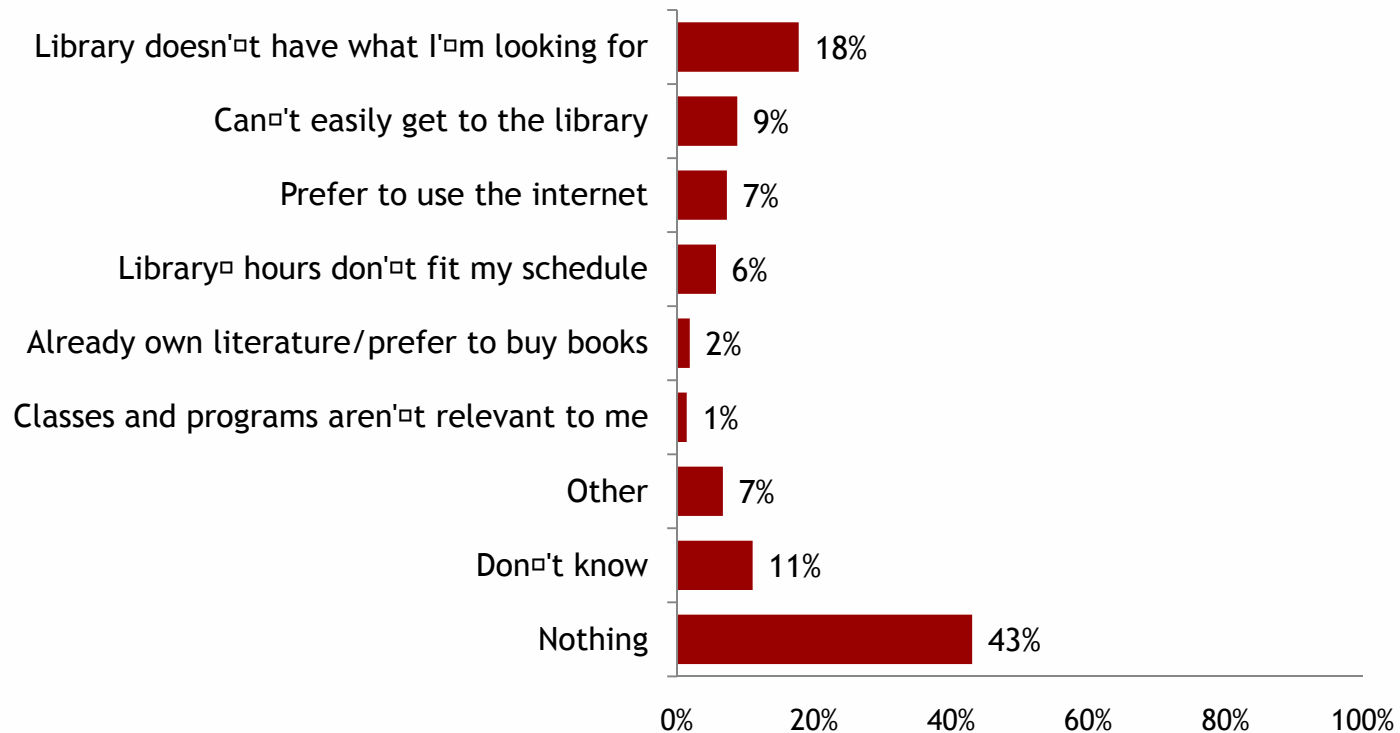


Factors Preventing Library Use

- ❖ Among those not using the library, more than half “don’t know” (11%) or report “nothing” (43%) prevents them from using the library more frequently.

Factors Preventing Library Use

(n=69)

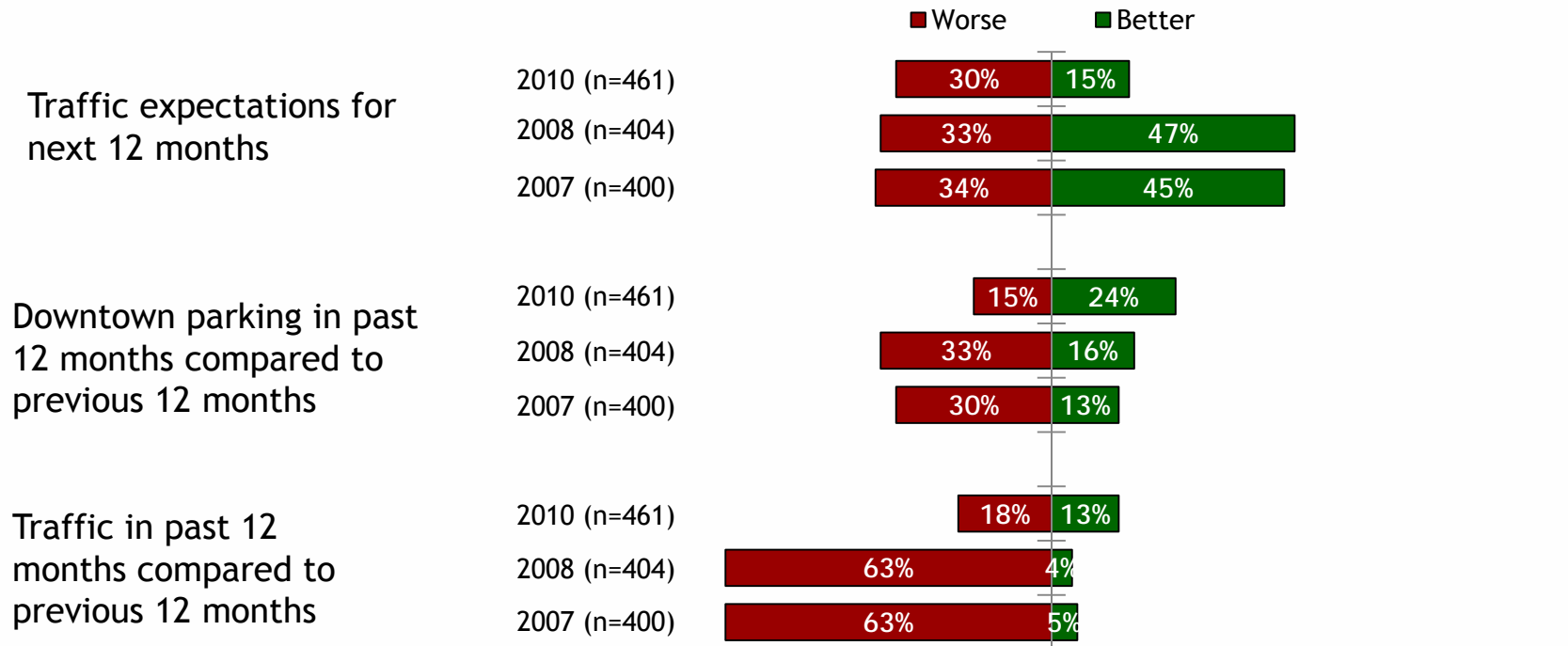


Q46. What factors prevent you from using the library more frequently?



Traffic and Parking

- ❖ Only 18% of residents feel that traffic is getting worse and 50% expect it to remain at the current state for the next 12 months.
 - That is a significant improvement over past years.



Q26. Comparing the past 12 months with the previous 12 months, would you say traffic specifically within the City of Burien was...

Q27. Do you expect traffic to be better, the same, or worse a year from now?

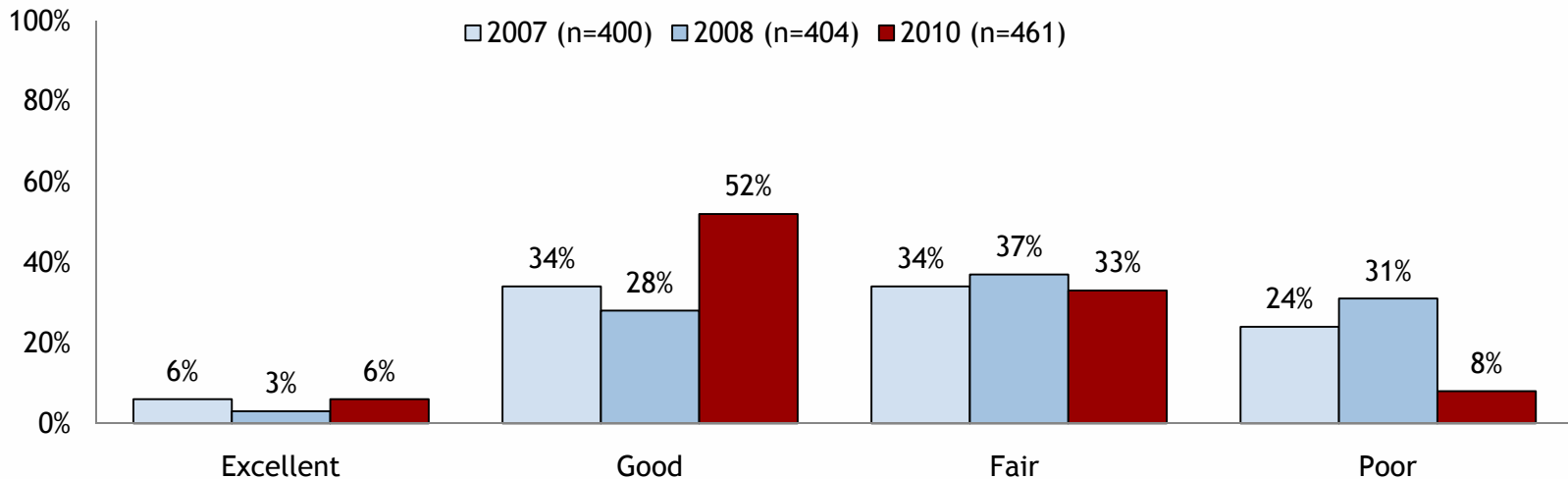
Q29. Comparing the past 12 months with the previous 12 months, would you say parking in the downtown core was...



Roads, Sidewalks, and Bike Paths

- ❖ Significantly more residents find the road conditions “good” (52%) than in past years.
 - Only 8% rate the road conditions “poor.”
- ❖ Three in five (60%) feel there is a need for more sidewalks and bike paths in their neighborhood, which is consistent with 2008 and 2007 findings.
 - Among those who feel there is a need, 71% would be willing to pay additional taxes to fund the improvements, again in line with 2008 and 2007 findings.

Road Conditions



Q28. Do you feel road conditions within Burien are...?

Q30. Do you feel there is a need for more sidewalks and bike paths in your neighborhood?

Q31. Would you be willing to pay additional taxes to fund sidewalk and bike path improvements?



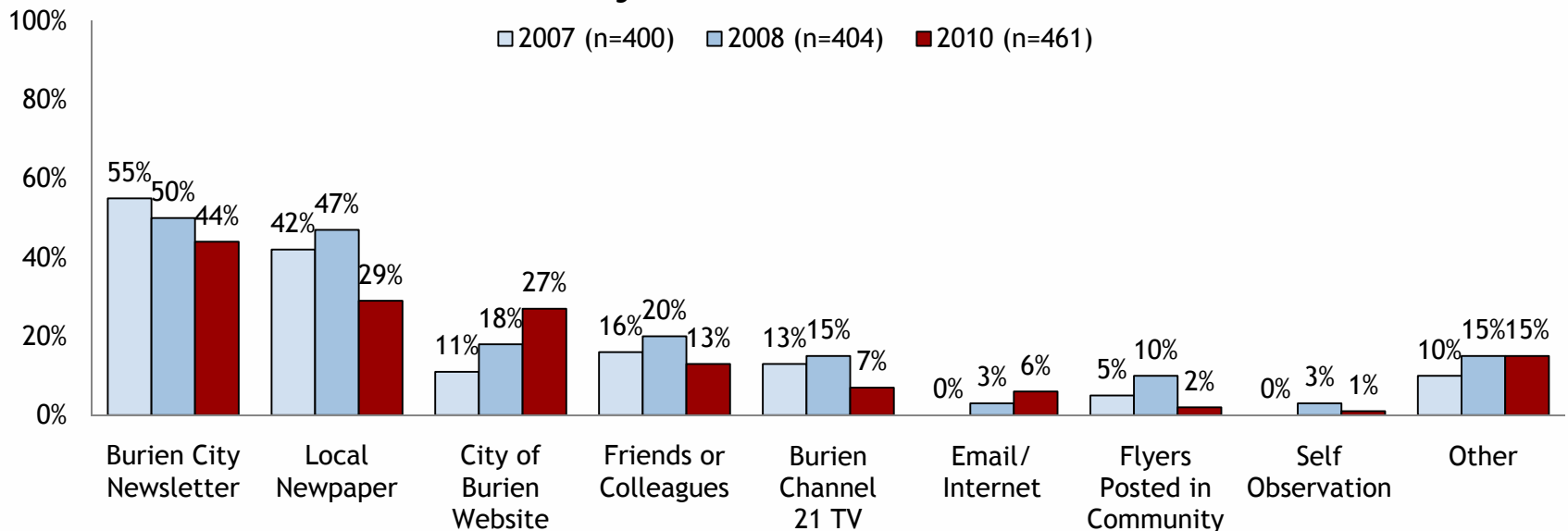
Public Information



City Information Sources

- ❖ Seven in ten (70%) feel they get sufficient communication from the City about city services and local issues. This is consistent with 2008 (68%) and 2007 (72%) findings.
- ❖ Burien City Newsletter (44%) remains the most commonly used source for information about what the City of Burien is doing. However, the percentage mentioning their local newspaper is down significantly since 2008 (29% 2010 vs. 47% 2008) and the percentage mentioning the City of Burien Website has increased significantly (27% vs. 18%).

City Information Sources



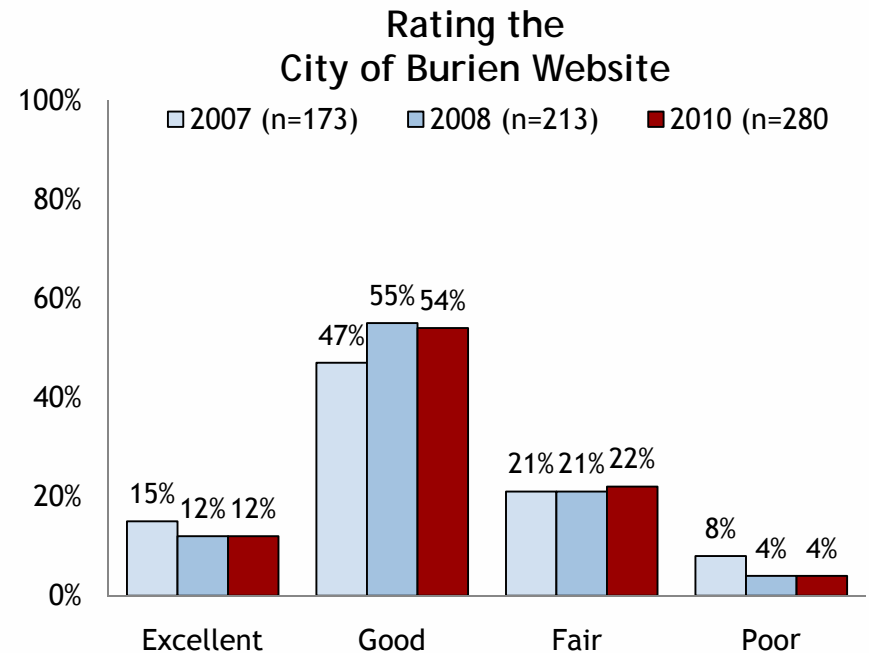
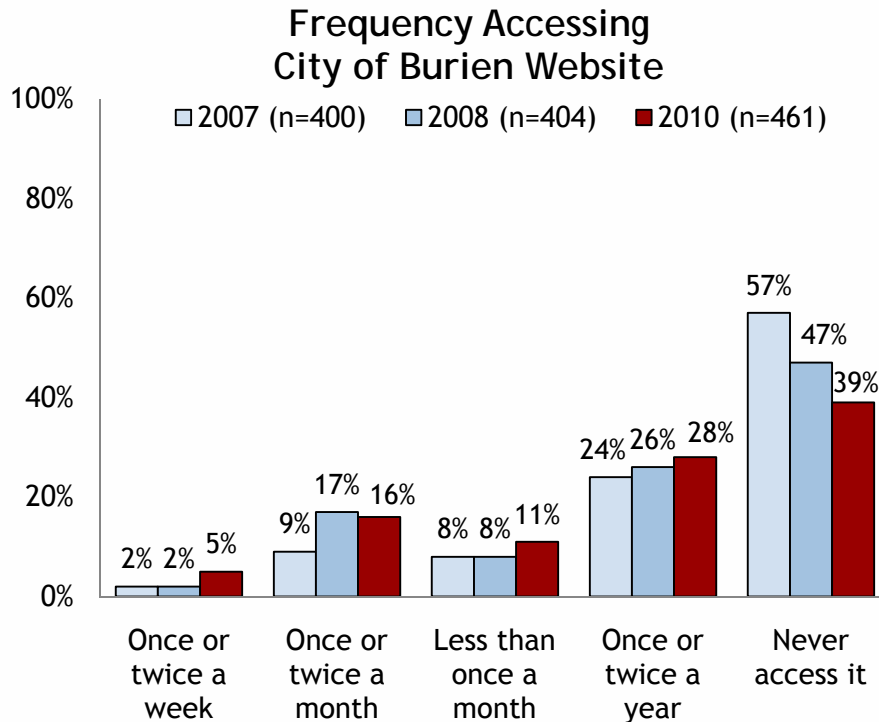
Q38. How do you get information about what the City of Burien is doing?

Q39. Do you get sufficient communication from the City about City services and local issues?



City of Burien Website

- ❖ Six in ten (61%) access the City of Burien website, a significant increase over 2008. Of those, 21% use it at least once a month.
 - Residents of the N. Burien Annexation Area are significantly less likely to have visited the site (40% vs. 66%).
- ❖ Two thirds (66%) of those who use the website rate it as a “good” (54%) or “excellent” (12%) resource for city programs and services. This is consistent with previous years’ findings.



Q40. How often do you access the City of Burien’s Website?

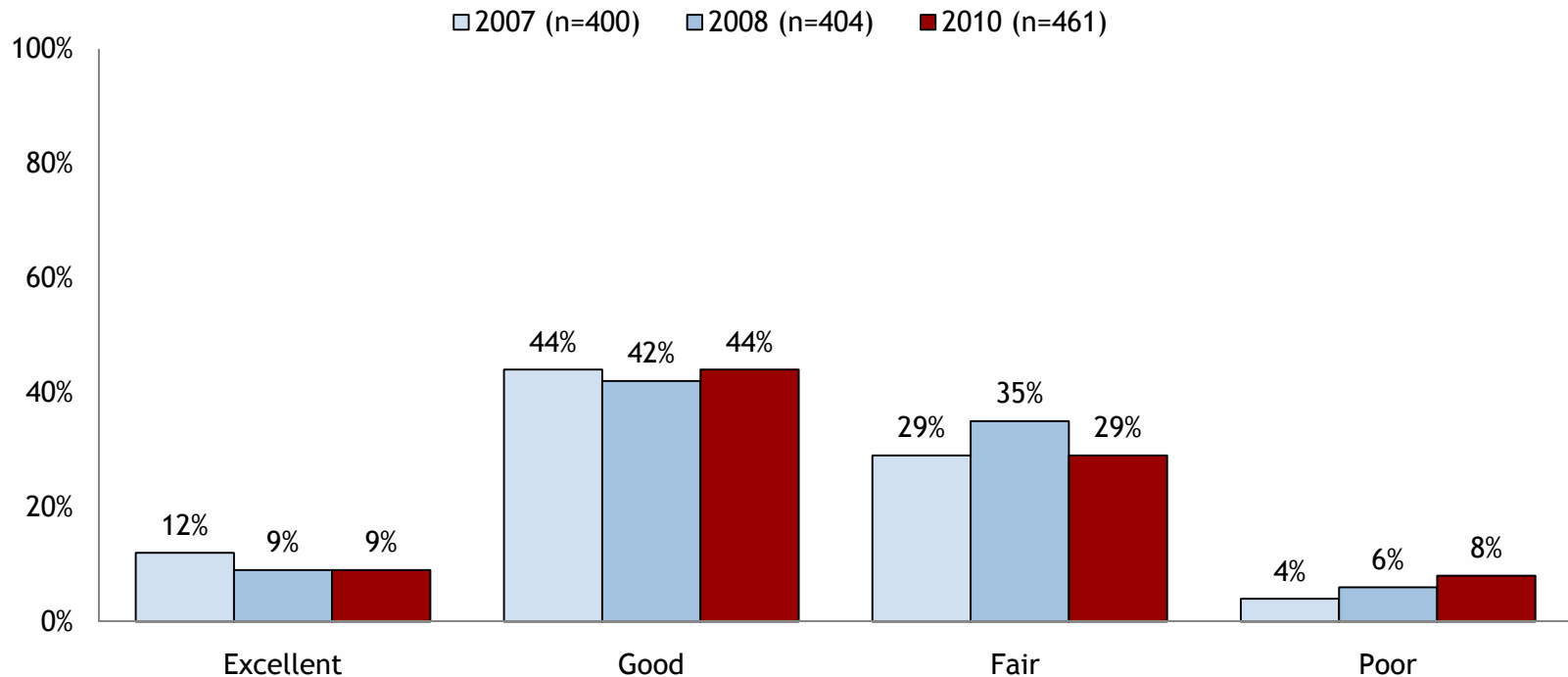
Q41. How would you rate Burien’s web site as a resource for City programs and services?



Ethnic Relations

- ❖ Half (53%) feel the relationships between people of different races and cultures in the City of Burien are “good” (44%) or “excellent” (9%). This is consistent with 2007 and 2008 findings.

Ethnic Relations



Q42. How would you rate the relationships between people of different races and cultures in the City of Burien?



Demographics

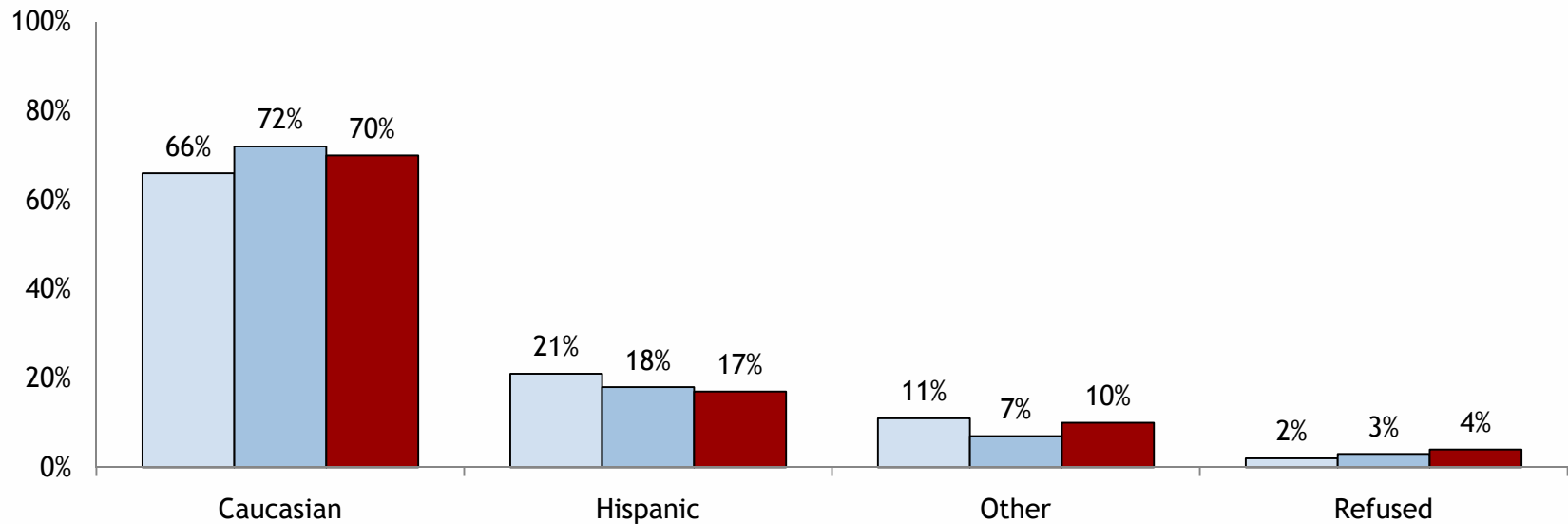


Respondent Profile

- ❖ The sample includes residents of from both east (52% or n=241) and west (48% or n=220) of Ambaum Boulevard.
- ❖ Quotas and weighting by ethnicity, gender and age were utilized to approximate population proportions.

Ethnicity

□ 2007 (n=400) □ 2008 (n=404) ■ 2010 (n=461)



S3. Do you live east or west of Ambaum Boulevard?

S4. We are looking to talk to a representative sample of City of Burien residents so will you please tell me your ethnic background?

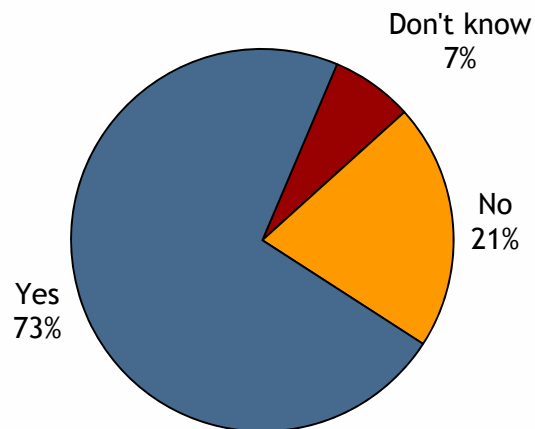
S5. Gender



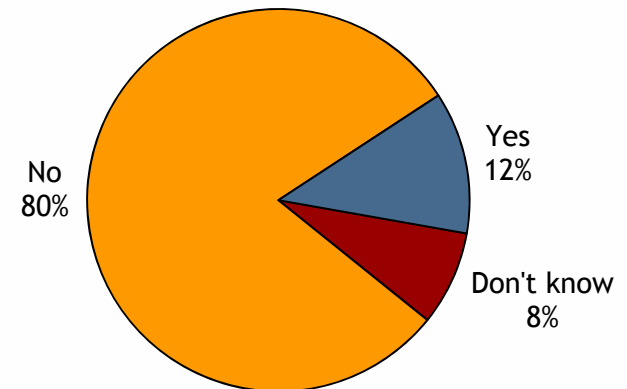
Respondent Profile (continued)

- ❖ Three quarters (73%) of those living in the N. Burien Annexation Area are aware that they live in the newly annexed area.

Do you live in the newly annexed area?
North Burien Annexation Area (n=99)



Do you live in the newly annexed area?
Original Burien City Limits (n=362)



S1A. Do you live in the newly annexed area?



Respondent Profile (continued)

- ❖ Respondents have lived in the City of Burien an average of 18 years.
- ❖ The median age of respondents is 48 years old.

Years in Burien	2007 (n=400)	2008 (n=404)	2010 (n=461)
Less than 12 months	3%	1%	4%
1-5 years	25%	21%	20%
6-9 years	16%	16%	13%
10-20 years	23%	27%	30%
21-30 years	11%	14%	12%
31-40 years	7%	7%	10%
41-50 years	10%	9%	6%
51 or more years	5%	5%	4%

Age	2007 (n=400)	2008 (n=404)	2010 (n=461)
18 to 25	10%	10%	8%
26 to 35	17%	17%	16%
36 to 45	21%	22%	20%
46 to 55	19%	19%	23%
56 to 65	12%	12%	17%
Over 65	17%	17%	15%
Refused	4%	2%	2%

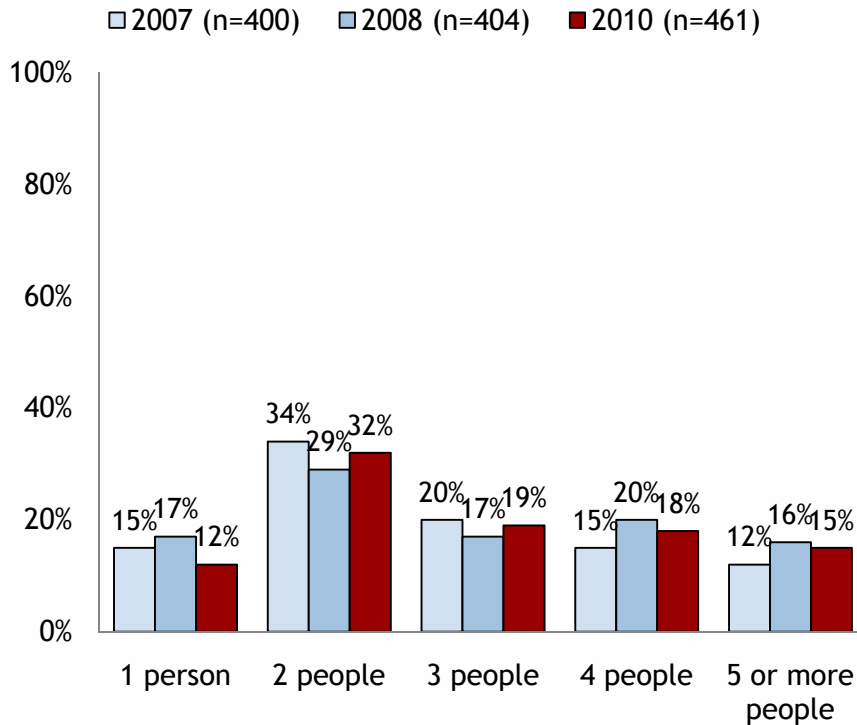
- S2. How many years have you lived in Burien?
S6. Which of the following ranges best describes your age?



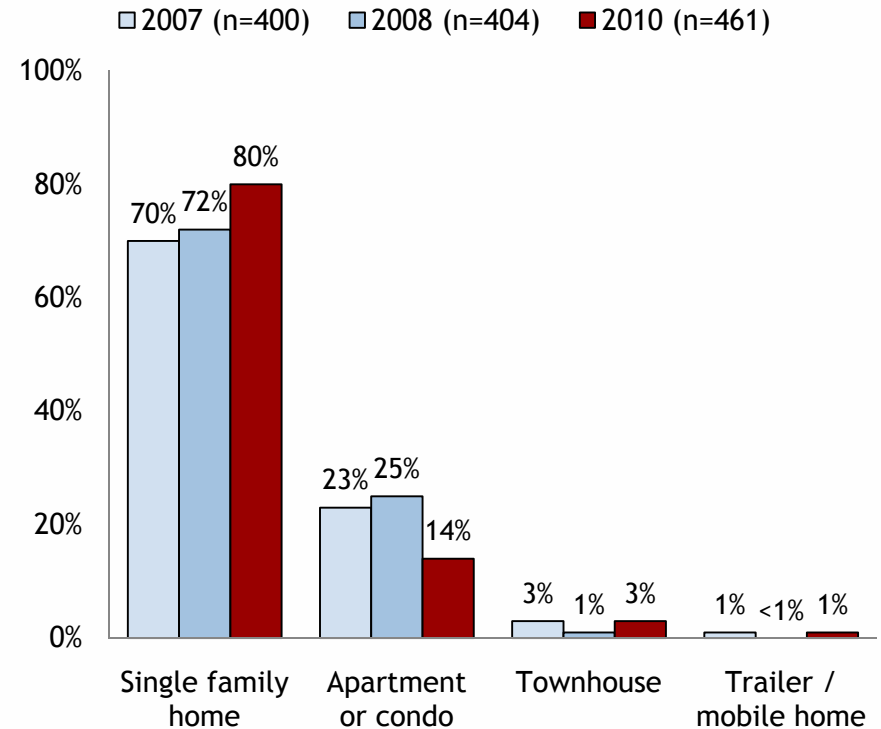
Respondent Profile (continued)

- ❖ The average respondent household contains 3 individuals.
- ❖ Eight in ten (80%) respondents live in a single family home. This percentage is significantly higher than observed among 2008 (72%) and 2007 (70%) study respondents.

of People in Households



Type of Household



D1. Including yourself, how many people live in your household?
D2. What kind of home do you live in?



Respondent Profile (continued)

- ❖ Three in ten (30%) respondents currently don't work. Of those working, the majority (56%) work in Seattle or Burien.
- ❖ Nearly half of respondents (47%) have a college degree or above.

Work Location	2007 (n=280)	2008 (n=271)	2010 (n=323)
Seattle	29%	37%	32%
Burien	25%	25%	24%
SeaTac	6%	7%	4%
Tukwila	5%	4%	7%
Bellevue	5%	2%	3%
Renton	4%	3%	5%
Kent	4%	5%	4%
Tacoma	3%	<1%	3%
Other	11%	13%	13%

Education Level	2007 (n=400)	2008 (n=404)	2010 (n=461)
High School or Less, GED	32%	30%	25%
Some College, Trade	24%	26%	25%
College Degree (4 year)	25%	26%	28%
Graduate Degree(s)	8%	7%	10%
Post Graduate Degree(s)	4%	8%	9%

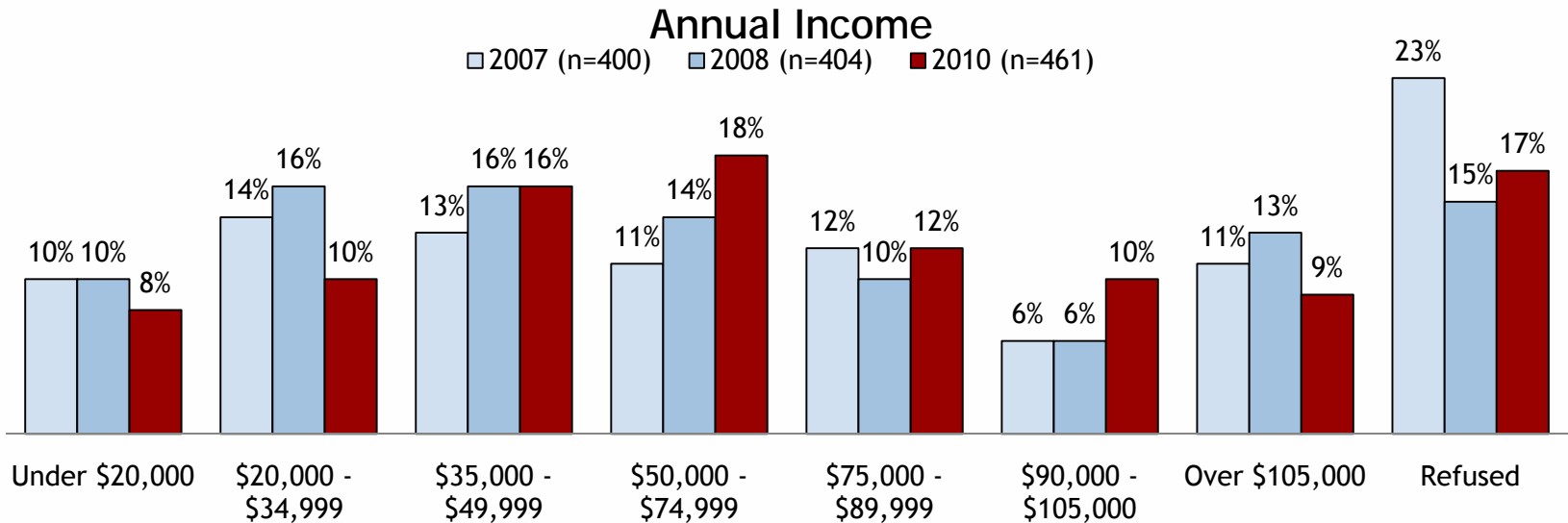
D4. What city do you work in?

D5. What is the highest level of education you have received?



Respondent Profile (continued)

- ❖ The median annual income of respondents is \$61K.
- ❖ Two thirds (67%) of respondents voted in a city election in the last two years.
- ❖ The following respondents are significantly less likely to vote in a city election:
 - Respondents who have lived in Burien for less than 10 years
 - Respondents who are satisfied with the job the City is doing
 - Males
 - Respondents 18-45 years old
 - Respondents with an annual income less than \$35K
 - Minorities
 - Respondents in the N. Burien Annexation Area
 - Respondents living east of Ambaum Blvd.



D6. Into which of the following categories does your annual household income fall?

D7. Have you voted in any city election in the last two years?