

# **The National Citizen Survey™**

## **Lynnwood, WA**

Technical Appendices

2014

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# Appendix A: Complete Survey Responses

## Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Lynnwood:	Excellent		Good		Fair		Poor		Total	
Lynnwood as a place to live	17%	N=98	63%	N=368	18%	N=106	1%	N=8	100%	N=580
Your neighborhood as a place to live	23%	N=132	49%	N=285	24%	N=141	4%	N=23	100%	N=581
Lynnwood as a place to raise children	19%	N=93	52%	N=262	25%	N=125	4%	N=20	100%	N=500
Lynnwood as a place to work	13%	N=53	43%	N=176	33%	N=134	11%	N=45	100%	N=409
Lynnwood as a place to visit	10%	N=54	34%	N=192	40%	N=221	16%	N=90	100%	N=558
Lynnwood as a place to retire	14%	N=67	36%	N=168	35%	N=163	15%	N=71	100%	N=469
The overall quality of life in Lynnwood	14%	N=79	55%	N=314	29%	N=167	2%	N=13	100%	N=573

Table 2: Question 2

Please rate each of the following characteristics as they relate to Lynnwood as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Lynnwood	15%	N=90	52%	N=303	27%	N=159	5%	N=28	100%	N=580
Overall ease of getting to the places you usually have to visit	23%	N=130	41%	N=238	28%	N=164	8%	N=45	100%	N=576
Quality of overall natural environment in Lynnwood	20%	N=114	45%	N=253	31%	N=178	4%	N=22	100%	N=568
Overall "built environment" of Lynnwood (including overall design, buildings, parks and transportation systems)	13%	N=72	37%	N=210	39%	N=225	12%	N=67	100%	N=574
Health and wellness opportunities in Lynnwood	19%	N=99	47%	N=250	31%	N=167	3%	N=17	100%	N=534
Overall opportunities for education and enrichment	17%	N=87	46%	N=238	30%	N=157	6%	N=33	100%	N=515
Overall economic health of Lynnwood	11%	N=55	41%	N=211	40%	N=208	8%	N=41	100%	N=514
Sense of community	8%	N=42	30%	N=161	41%	N=225	21%	N=116	100%	N=545
Overall image or reputation of Lynnwood	8%	N=44	34%	N=188	40%	N=221	19%	N=105	100%	N=558

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Lynnwood to someone who asks	31%	N=175	50%	N=285	14%	N=79	6%	N=33	100%	N=572
Remain in Lynnwood for the next five years	45%	N=249	38%	N=208	13%	N=70	5%	N=26	100%	N=554

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	55%	N=317	33%	N=190	7%	N=38	5%	N=32	1%	N=4	100%	N=580
In Lynnwood's downtown/commercial area during the day	47%	N=255	39%	N=214	10%	N=54	4%	N=23	0%	N=1	100%	N=546

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Lynnwood as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	6%	N=35	37%	N=215	35%	N=202	22%	N=124	100%	N=577
Ease of travel by car in Lynnwood	11%	N=63	41%	N=229	36%	N=205	12%	N=68	100%	N=565
Ease of travel by public transportation in Lynnwood	10%	N=37	36%	N=139	33%	N=128	22%	N=85	100%	N=390
Ease of travel by bicycle in Lynnwood	12%	N=43	30%	N=104	43%	N=150	15%	N=52	100%	N=350
Ease of walking in Lynnwood	17%	N=90	41%	N=220	33%	N=176	10%	N=53	100%	N=539
Availability of paths and walking trails	14%	N=74	39%	N=203	33%	N=168	14%	N=71	100%	N=517
Air quality	20%	N=113	54%	N=309	24%	N=134	3%	N=15	100%	N=571
Cleanliness of Lynnwood	13%	N=78	53%	N=307	29%	N=170	5%	N=27	100%	N=583
Overall appearance of Lynnwood	12%	N=70	48%	N=281	35%	N=202	4%	N=26	100%	N=579
Public places where people want to spend time	11%	N=61	44%	N=234	37%	N=200	7%	N=40	100%	N=536
Variety of housing options	10%	N=54	44%	N=231	36%	N=190	9%	N=47	100%	N=523
Availability of affordable quality housing	8%	N=38	32%	N=154	40%	N=192	20%	N=97	100%	N=482
Fitness opportunities (including exercise classes and paths or trails, etc.)	17%	N=90	51%	N=273	28%	N=148	5%	N=25	100%	N=536
Recreational opportunities	17%	N=89	46%	N=246	30%	N=159	8%	N=40	100%	N=535
Availability of affordable quality food	19%	N=110	51%	N=291	24%	N=139	6%	N=34	100%	N=573
Availability of affordable quality health care	13%	N=65	50%	N=256	30%	N=154	6%	N=32	100%	N=507
Availability of preventive health services	14%	N=66	49%	N=225	30%	N=138	6%	N=29	100%	N=458
Availability of affordable quality mental health care	11%	N=35	35%	N=106	38%	N=115	16%	N=49	100%	N=304

Table 6: Question 6

Please rate each of the following characteristics as they relate to Lynnwood as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	6%	N=14	40%	N=89	42%	N=95	12%	N=26	100%	N=224
K-12 education	17%	N=59	47%	N=162	30%	N=101	6%	N=20	100%	N=342
Adult educational opportunities	14%	N=57	50%	N=209	29%	N=122	8%	N=31	100%	N=419
Opportunities to attend cultural/arts/music activities	8%	N=36	33%	N=149	39%	N=179	21%	N=94	100%	N=457
Opportunities to participate in religious or spiritual events and activities	15%	N=58	46%	N=177	33%	N=130	6%	N=24	100%	N=388
Employment opportunities	5%	N=21	29%	N=115	46%	N=181	19%	N=74	100%	N=391
Shopping opportunities	42%	N=239	43%	N=246	13%	N=77	1%	N=8	100%	N=570
Cost of living in Lynnwood	5%	N=26	40%	N=223	43%	N=237	13%	N=71	100%	N=556
Overall quality of business and service establishments in Lynnwood	13%	N=73	52%	N=290	30%	N=163	5%	N=27	100%	N=553
Vibrant downtown/commercial area	8%	N=44	31%	N=159	36%	N=186	25%	N=130	100%	N=519
Overall quality of new development in Lynnwood	9%	N=46	39%	N=196	38%	N=187	14%	N=70	100%	N=498
Opportunities to participate in social events and activities	8%	N=35	33%	N=152	41%	N=184	18%	N=84	100%	N=454
Opportunities to volunteer	13%	N=48	40%	N=148	33%	N=122	13%	N=50	100%	N=369
Opportunities to participate in community matters	10%	N=41	40%	N=166	34%	N=141	16%	N=69	100%	N=418
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=89	45%	N=216	29%	N=138	8%	N=36	100%	N=479
Neighborliness of residents in Lynnwood	11%	N=60	36%	N=195	39%	N=209	14%	N=77	100%	N=541

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	14%	N=84	86%	N=494	100%	N=577
Made efforts to make your home more energy efficient	20%	N=114	80%	N=460	100%	N=574
Observed a code violation or other hazard in Lynnwood	48%	N=273	52%	N=295	100%	N=568
Household member was a victim of a crime in Lynnwood	85%	N=487	15%	N=89	100%	N=575
Reported a crime to the police in Lynnwood	74%	N=428	26%	N=147	100%	N=576
Stocked supplies in preparation for an emergency	53%	N=308	47%	N=268	100%	N=577
Campaigned or advocated for an issue, cause or candidate	83%	N=477	17%	N=97	100%	N=574
Contacted the City of Lynnwood (in-person, phone, email or web) for help or information	64%	N=367	36%	N=209	100%	N=576
Contacted Lynnwood elected officials (in-person, phone, email or web) to express your opinion	87%	N=500	13%	N=75	100%	N=574

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lynnwood?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Lynnwood recreation centers or their services	9%	N=53	11%	N=66	34%	N=197	45%	N=263	100%	N=578
Visited a neighborhood park or City park	19%	N=107	27%	N=157	37%	N=210	17%	N=100	100%	N=574
Used Lynnwood public libraries or their services	11%	N=62	27%	N=156	29%	N=169	33%	N=190	100%	N=577
Participated in religious or spiritual activities in Lynnwood	7%	N=41	10%	N=59	11%	N=62	72%	N=412	100%	N=573
Attended a City-sponsored event	1%	N=4	3%	N=18	27%	N=155	69%	N=393	100%	N=570
Used bus, rail, subway or other public transportation instead of driving	22%	N=129	6%	N=35	13%	N=74	59%	N=337	100%	N=575
Carpooled with other adults or children instead of driving alone	21%	N=120	15%	N=85	15%	N=86	49%	N=284	100%	N=575
Walked or biked instead of driving	22%	N=126	20%	N=116	19%	N=109	39%	N=227	100%	N=578
Volunteered your time to some group/activity in Lynnwood	4%	N=24	6%	N=33	13%	N=76	77%	N=438	100%	N=571
Participated in a club	5%	N=29	5%	N=30	7%	N=40	83%	N=475	100%	N=573
Talked to or visited with your immediate neighbors	34%	N=195	30%	N=173	25%	N=147	11%	N=66	100%	N=581
Done a favor for a neighbor	17%	N=101	19%	N=109	38%	N=221	26%	N=148	100%	N=578

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=2	2%	N=10	13%	N=73	85%	N=486	100%	N=571
Watched (online or on television) a local public meeting	1%	N=4	4%	N=21	14%	N=78	82%	N=467	100%	N=570

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Table 10: Question 10

Please rate the quality of each of the following services in Lynnwood:	Excellent		Good		Fair		Poor		Total	
Police services	30%	N=152	47%	N=233	17%	N=85	6%	N=31	100%	N=500
Fire services	45%	N=217	45%	N=216	10%	N=49	0%	N=0	100%	N=483
Ambulance or emergency medical services	45%	N=197	45%	N=197	9%	N=40	1%	N=3	100%	N=437
Crime prevention	22%	N=99	43%	N=190	27%	N=121	7%	N=33	100%	N=442
Fire prevention and education	22%	N=78	48%	N=170	28%	N=97	2%	N=7	100%	N=352
Traffic enforcement	17%	N=86	43%	N=209	24%	N=120	15%	N=75	100%	N=489
Street repair	14%	N=76	36%	N=197	34%	N=186	15%	N=83	100%	N=542
Street cleaning	16%	N=85	48%	N=256	29%	N=154	7%	N=40	100%	N=534
Street lighting	15%	N=80	52%	N=281	26%	N=141	8%	N=44	100%	N=546
Snow removal	9%	N=41	38%	N=169	41%	N=184	13%	N=57	100%	N=450
Sidewalk maintenance	8%	N=42	38%	N=195	37%	N=191	17%	N=86	100%	N=514
Traffic signal timing	11%	N=60	31%	N=171	34%	N=186	24%	N=133	100%	N=550
Bus or transit services	23%	N=88	40%	N=155	21%	N=81	15%	N=59	100%	N=383
Garbage collection	28%	N=147	50%	N=263	18%	N=97	4%	N=21	100%	N=527
Recycling	30%	N=156	47%	N=245	18%	N=93	5%	N=28	100%	N=522
Yard waste pick-up	30%	N=123	44%	N=179	22%	N=89	5%	N=19	100%	N=409
Storm drainage	17%	N=80	47%	N=214	29%	N=131	7%	N=34	100%	N=458
Drinking water	32%	N=173	44%	N=235	18%	N=97	6%	N=34	100%	N=539
Sewer services	26%	N=124	51%	N=244	20%	N=98	3%	N=14	100%	N=480
Power (electric and/or gas) utility	27%	N=147	50%	N=271	20%	N=108	3%	N=14	100%	N=540
Utility billing	20%	N=107	44%	N=234	26%	N=142	10%	N=55	100%	N=538
City parks	30%	N=152	47%	N=242	20%	N=103	3%	N=17	100%	N=514
Recreation programs or classes	23%	N=85	45%	N=168	22%	N=83	10%	N=36	100%	N=372
Recreation centers or facilities	28%	N=119	43%	N=181	22%	N=91	7%	N=28	100%	N=418
Land use, planning and zoning	11%	N=41	36%	N=130	33%	N=120	20%	N=75	100%	N=365
Code enforcement (weeds, abandoned buildings, etc.)	12%	N=43	24%	N=89	41%	N=154	23%	N=86	100%	N=373
Animal control	16%	N=64	44%	N=172	27%	N=108	13%	N=50	100%	N=394
Economic development	12%	N=49	42%	N=175	33%	N=138	13%	N=56	100%	N=418
Health services	17%	N=76	45%	N=197	33%	N=141	5%	N=20	100%	N=435
Public library services	37%	N=176	46%	N=222	15%	N=71	2%	N=11	100%	N=480
Public information services	17%	N=72	45%	N=188	27%	N=112	10%	N=42	100%	N=415
Cable television	18%	N=83	34%	N=155	28%	N=130	19%	N=89	100%	N=457
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=35	35%	N=104	34%	N=102	19%	N=56	100%	N=297
Preservation of natural areas such as open space, farmlands and greenbelts	11%	N=49	35%	N=150	35%	N=152	19%	N=82	100%	N=433
Lynnwood open space	7%	N=32	38%	N=164	35%	N=150	20%	N=85	100%	N=431
City-sponsored special events	10%	N=30	36%	N=114	34%	N=107	21%	N=66	100%	N=317
Overall customer service by Lynnwood employees (police, receptionists, planners, etc.)	16%	N=72	51%	N=231	24%	N=106	9%	N=41	100%	N=451

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Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Lynnwood	13%	N=69	54%	N=282	27%	N=141	6%	N=33	100%	N=525
The Federal Government	6%	N=30	32%	N=160	38%	N=190	23%	N=114	100%	N=493

Table 12: Question 12

Please rate the following categories of Lynnwood government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Lynnwood	9%	N=41	36%	N=165	39%	N=181	16%	N=71	100%	N=459
The overall direction that Lynnwood is taking	10%	N=47	43%	N=201	34%	N=158	13%	N=62	100%	N=467
The job Lynnwood government does at welcoming citizen involvement	11%	N=44	32%	N=121	36%	N=139	20%	N=78	100%	N=382
Overall confidence in Lynnwood government	8%	N=38	34%	N=158	39%	N=178	19%	N=87	100%	N=459
Generally acting in the best interest of the community	8%	N=37	40%	N=179	33%	N=146	19%	N=84	100%	N=446
Being honest	12%	N=47	38%	N=146	35%	N=134	15%	N=58	100%	N=385
Treating all residents fairly	13%	N=50	37%	N=143	32%	N=123	18%	N=71	100%	N=387

Table 13: Question 13

Please rate how important, if at all, you think it is for the Lynnwood community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Lynnwood	45%	N=259	45%	N=258	9%	N=51	1%	N=8	100%	N=577
Overall ease of getting to the places you usually have to visit	30%	N=175	51%	N=294	17%	N=100	2%	N=10	100%	N=579
Quality of overall natural environment in Lynnwood	30%	N=169	49%	N=281	19%	N=108	2%	N=13	100%	N=571
Overall "built environment" of Lynnwood (including overall design, buildings, parks and transportation systems)	28%	N=160	45%	N=259	24%	N=141	3%	N=17	100%	N=578
Health and wellness opportunities in Lynnwood	27%	N=155	46%	N=263	24%	N=138	3%	N=18	100%	N=574
Overall opportunities for education and enrichment	32%	N=182	44%	N=254	21%	N=122	3%	N=18	100%	N=576
Overall economic health of Lynnwood	39%	N=225	47%	N=271	12%	N=69	1%	N=7	100%	N=572
Sense of community	29%	N=164	44%	N=255	23%	N=129	4%	N=25	100%	N=573

Table 14: Question 14

We understand that quality neighborhoods are very important to Lynnwood residents. To what extent do you think each of the following is a problem in Lynnwood neighborhoods?	Major problem		Moderate problem		Minor problem		Not at all a problem		Total	
Traffic calming	20%	N=106	34%	N=183	33%	N=177	13%	N=66	100%	N=531
Sidewalk improvements	16%	N=89	31%	N=169	37%	N=200	15%	N=83	100%	N=541
Unkempt yards / run-down homes	14%	N=76	29%	N=159	43%	N=232	14%	N=73	100%	N=541
Junk cars and/or litter	14%	N=79	25%	N=136	45%	N=247	16%	N=85	100%	N=546
Criminal activity	18%	N=95	41%	N=215	31%	N=162	10%	N=54	100%	N=526
Access to a neighborhood park	4%	N=21	18%	N=99	27%	N=148	51%	N=280	100%	N=548

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Table 15: Question 15

The City does not currently require residential garbage service. To what extent do you support or oppose the City instituting mandatory garbage service?	Percent	Number
Strongly support	39%	N=178
Somewhat support	29%	N=134
Strongly oppose	19%	N=87
Somewhat oppose	14%	N=63
Total	100%	N=461

Table 16: Question 16

How important, if at all, do you think the following issues will be to the City of Lynnwood over the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Maintain and improve streets	39%	N=219	41%	N=230	19%	N=104	1%	N=8	100%	N=561
Sidewalk and bicycling improvements	24%	N=136	40%	N=225	27%	N=152	8%	N=43	100%	N=555
Park, greenways, and trail preservation and development	25%	N=139	45%	N=250	26%	N=145	3%	N=18	100%	N=553
Healthy communities programing and policy initiatives	22%	N=115	38%	N=197	33%	N=170	8%	N=41	100%	N=522
Economic/tourism/business development	25%	N=138	38%	N=207	32%	N=173	6%	N=31	100%	N=549
City center development	20%	N=111	31%	N=168	34%	N=184	15%	N=83	100%	N=546
Green/sustainability initiatives	24%	N=133	41%	N=222	28%	N=155	7%	N=37	100%	N=547
Emergency preparedness/disaster recovery	30%	N=166	38%	N=211	25%	N=138	6%	N=33	100%	N=547
Information technology (e-services)	24%	N=128	32%	N=173	34%	N=183	9%	N=48	100%	N=532
Growth management: annexation, high density development	27%	N=142	32%	N=171	29%	N=156	11%	N=59	100%	N=528
Public safety	49%	N=271	39%	N=218	11%	N=62	1%	N=5	100%	N=556
Provide services to low-income/homeless individuals	29%	N=156	35%	N=190	28%	N=150	8%	N=44	100%	N=540
Community events and celebrations/cultural arts	19%	N=105	31%	N=171	37%	N=205	12%	N=67	100%	N=548
Expand services at the senior center	21%	N=108	33%	N=166	37%	N=187	9%	N=47	100%	N=509

Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	3%	N=19	6%	N=33	8%	N=46	14%	N=79	69%	N=397	100%	N=574
Purchase goods or services from a business located in Lynnwood	0%	N=2	2%	N=13	10%	N=56	54%	N=314	33%	N=192	100%	N=578
Eat at least 5 portions of fruits and vegetables a day	3%	N=17	12%	N=72	32%	N=185	34%	N=198	18%	N=106	100%	N=578
Participate in moderate or vigorous physical activity	2%	N=9	14%	N=83	36%	N=207	31%	N=181	17%	N=99	100%	N=578
Read or watch local news (via television, paper, computer, etc.)	3%	N=18	13%	N=74	18%	N=107	28%	N=162	38%	N=218	100%	N=579
Vote in local elections	10%	N=58	7%	N=40	15%	N=83	16%	N=94	52%	N=300	100%	N=576

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Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=88
Very good	43%	N=252
Good	34%	N=200
Fair	6%	N=34
Poor	1%	N=6
Total	100%	N=581

Table 19: Question D3

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	Percent	Number
Very positive	10%	N=58
Somewhat positive	26%	N=150
Neutral	47%	N=268
Somewhat negative	14%	N=82
Very negative	3%	N=16
Total	100%	N=575

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=336
Working part time for pay	11%	N=61
Unemployed, looking for paid work	6%	N=34
Unemployed, not looking for paid work	5%	N=28
Fully retired	20%	N=116
Total	100%	N=575

Table 21: Question D5

Do you work inside the boundaries of Lynnwood?	Percent	Number
Yes, outside the home	24%	N=131
Yes, from home	7%	N=39
No	69%	N=380
Total	100%	N=550

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Table 22: Question D6

How many years have you lived in Lynnwood?	Percent	Number
Less than 2 years	18%	N=105
2 to 5 years	22%	N=126
6 to 10 years	17%	N=96
11 to 20 years	18%	N=103
More than 20 years	25%	N=147
Total	100%	N=577

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	52%	N=297
Building with two or more homes (duplex, townhome, apartment or condominium)	43%	N=250
Mobile home	3%	N=19
Other	2%	N=10
Total	100%	N=576

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	44%	N=252
Owned	56%	N=322
Total	100%	N=574

Table 25: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	6%	N=34
\$300 to \$599 per month	11%	N=60
\$600 to \$999 per month	26%	N=149
\$1,000 to \$1,499 per month	28%	N=160
\$1,500 to \$2,499 per month	22%	N=125
\$2,500 or more per month	6%	N=37
Total	100%	N=564

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	66%	N=381
Yes	34%	N=197
Total	100%	N=578

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Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	74%	N=429
Yes	26%	N=148
Total	100%	N=577

Table 28: Question D12

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.)	Percent	Number
Less than \$25,000	21%	N=117
\$25,000 to \$49,999	26%	N=146
\$50,000 to \$99,999	33%	N=184
\$100,000 to \$149,999	14%	N=76
\$150,000 or more	5%	N=30
Total	100%	N=552

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	91%	N=514
Yes, I consider myself to be Spanish, Hispanic or Latino	9%	N=49
Total	100%	N=563

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=12
Asian, Asian Indian or Pacific Islander	16%	N=90
Black or African American	6%	N=37
White	75%	N=426
Other	8%	N=45

Total may exceed 100% as respondents could select more than one option.

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Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=20
25 to 34 years	26%	N=149
35 to 44 years	15%	N=86
45 to 54 years	20%	N=118
55 to 64 years	16%	N=94
65 to 74 years	11%	N=63
75 years or older	8%	N=49
Total	100%	N=578

Table 32: Question D16

What is your sex?	Percent	Number
Female	54%	N=304
Male	46%	N=261
Total	100%	N=566

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	60%	N=348
Land line	21%	N=124
Both	18%	N=106
Total	100%	N=578

## Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 34: Question 1

Please rate each of the following aspects of quality of life in Lynnwood:	Excellent		Good		Fair		Poor		Don't know		Total	
Lynnwood as a place to live	17%	N=98	63%	N=368	18%	N=106	1%	N=8	1%	N=3	100%	N=583
Your neighborhood as a place to live	23%	N=132	49%	N=285	24%	N=141	4%	N=23	0%	N=2	100%	N=583
Lynnwood as a place to raise children	16%	N=93	45%	N=262	22%	N=125	3%	N=20	13%	N=77	100%	N=577
Lynnwood as a place to work	9%	N=53	31%	N=176	23%	N=134	8%	N=45	29%	N=165	100%	N=573
Lynnwood as a place to visit	9%	N=54	33%	N=192	38%	N=221	16%	N=90	3%	N=18	100%	N=576
Lynnwood as a place to retire	12%	N=67	29%	N=168	28%	N=163	12%	N=71	19%	N=108	100%	N=577
The overall quality of life in Lynnwood	14%	N=79	54%	N=314	29%	N=167	2%	N=13	1%	N=5	100%	N=578

Table 35: 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	
Overall feeling of safety in Lynnwood	15%	N=90	52%	N=303	27%	N=159	5%	N=28	0%	N=3	100%	N=583
Overall ease of getting to the places you usually have to visit	23%	N=130	41%	N=238	28%	N=164	8%	N=45	0%	N=1	100%	N=577
Quality of overall natural environment in Lynnwood	20%	N=114	44%	N=253	31%	N=178	4%	N=22	2%	N=9	100%	N=576
Overall "built environment" of Lynnwood (including overall design, buildings, parks and transportation systems)	12%	N=72	36%	N=210	39%	N=225	11%	N=67	1%	N=9	100%	N=582
Health and wellness opportunities in Lynnwood	17%	N=99	43%	N=250	29%	N=167	3%	N=17	8%	N=47	100%	N=580
Overall opportunities for education and enrichment	15%	N=87	41%	N=238	27%	N=157	6%	N=33	11%	N=61	100%	N=576
Overall economic health of Lynnwood	9%	N=55	36%	N=211	36%	N=208	7%	N=41	12%	N=67	100%	N=581
Sense of community	7%	N=42	28%	N=161	39%	N=225	20%	N=116	6%	N=32	100%	N=577
Overall image or reputation of Lynnwood	8%	N=44	32%	N=188	38%	N=221	18%	N=105	4%	N=23	100%	N=581

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Lynnwood to someone who asks	30%	N=175	49%	N=285	14%	N=79	6%	N=33	2%	N=10	100%	N=582
Remain in Lynnwood for the next five years	43%	N=249	36%	N=208	12%	N=70	4%	N=26	5%	N=29	100%	N=582

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	54%	N=317	32%	N=190	7%	N=38	5%	N=32	1%	N=4	1%	N=3	100%	N=583
In Lynnwood's downtown/commercial area during the day	44%	N=255	37%	N=214	9%	N=54	4%	N=23	0%	N=1	6%	N=34	100%	N=581

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Table 38: Question 5

Please rate each of the following characteristics as they relate to Lynnwood as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	6%	N=35	37%	N=215	35%	N=202	21%	N=124	1%	N=5	100%	N=582
Ease of travel by car in Lynnwood	11%	N=63	40%	N=229	36%	N=205	12%	N=68	2%	N=9	100%	N=574
Ease of travel by public transportation in Lynnwood	6%	N=37	24%	N=139	22%	N=128	15%	N=85	32%	N=187	100%	N=577
Ease of travel by bicycle in Lynnwood	8%	N=43	18%	N=104	26%	N=150	9%	N=52	38%	N=218	100%	N=568
Ease of walking in Lynnwood	16%	N=90	38%	N=220	31%	N=176	9%	N=53	6%	N=36	100%	N=575
Availability of paths and walking trails	13%	N=74	35%	N=203	29%	N=168	12%	N=71	11%	N=64	100%	N=581
Air quality	19%	N=113	53%	N=309	23%	N=134	3%	N=15	2%	N=10	100%	N=581
Cleanliness of Lynnwood	13%	N=78	53%	N=307	29%	N=170	5%	N=27	0%	N=1	100%	N=583
Overall appearance of Lynnwood	12%	N=70	48%	N=281	35%	N=202	4%	N=26	1%	N=3	100%	N=582
Public places where people want to spend time	11%	N=61	40%	N=234	35%	N=200	7%	N=40	8%	N=44	100%	N=580
Variety of housing options	9%	N=54	40%	N=231	33%	N=190	8%	N=47	10%	N=55	100%	N=578
Availability of affordable quality housing	7%	N=38	27%	N=154	33%	N=192	17%	N=97	16%	N=94	100%	N=576
Fitness opportunities (including exercise classes and paths or trails, etc.)	15%	N=90	47%	N=273	26%	N=148	4%	N=25	7%	N=43	100%	N=579
Recreational opportunities	15%	N=89	42%	N=246	27%	N=159	7%	N=40	8%	N=47	100%	N=582
Availability of affordable quality food	19%	N=110	50%	N=291	24%	N=139	6%	N=34	2%	N=9	100%	N=582
Availability of affordable quality health care	11%	N=65	44%	N=256	26%	N=154	5%	N=32	13%	N=79	100%	N=585
Availability of preventive health services	11%	N=66	39%	N=225	24%	N=138	5%	N=29	21%	N=122	100%	N=581
Availability of affordable quality mental health care	6%	N=35	18%	N=106	20%	N=115	8%	N=49	47%	N=275	100%	N=579

Table 39: Question 6

Please rate each of the following characteristics as they relate to Lynnwood as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	2%	N=14	15%	N=89	16%	N=95	5%	N=26	61%	N=351	100%	N=574
K-12 education	10%	N=59	28%	N=162	18%	N=101	4%	N=20	40%	N=231	100%	N=573
Adult educational opportunities	10%	N=57	36%	N=209	21%	N=122	6%	N=31	27%	N=152	100%	N=571
Opportunities to attend cultural/arts/music activities	6%	N=36	26%	N=149	31%	N=179	16%	N=94	21%	N=118	100%	N=575
Opportunities to participate in religious or spiritual events and activities	10%	N=58	31%	N=177	22%	N=130	4%	N=24	33%	N=187	100%	N=576
Employment opportunities	4%	N=21	20%	N=115	32%	N=181	13%	N=74	31%	N=176	100%	N=567
Shopping opportunities	41%	N=239	43%	N=246	13%	N=77	1%	N=8	1%	N=7	100%	N=577
Cost of living in Lynnwood	5%	N=26	39%	N=223	41%	N=237	12%	N=71	3%	N=16	100%	N=573
Overall quality of business and service establishments in Lynnwood	13%	N=73	50%	N=290	28%	N=163	5%	N=27	4%	N=25	100%	N=578
Vibrant downtown/commercial area	8%	N=44	28%	N=159	33%	N=186	23%	N=130	9%	N=53	100%	N=573
Overall quality of new development in Lynnwood	8%	N=46	34%	N=196	33%	N=187	12%	N=70	13%	N=76	100%	N=574
Opportunities to participate in social events and activities	6%	N=35	26%	N=152	32%	N=184	15%	N=84	21%	N=120	100%	N=574
Opportunities to volunteer	8%	N=48	26%	N=148	21%	N=122	9%	N=50	35%	N=201	100%	N=570
Opportunities to participate in community matters	7%	N=41	29%	N=166	25%	N=141	12%	N=69	27%	N=153	100%	N=570
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=89	38%	N=216	24%	N=138	6%	N=36	16%	N=90	100%	N=569
Neighborliness of residents in Lynnwood	10%	N=60	34%	N=195	36%	N=209	13%	N=77	6%	N=37	100%	N=577

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Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	14%	N=84	86%	N=494	100%	N=577
Made efforts to make your home more energy efficient	20%	N=114	80%	N=460	100%	N=574
Observed a code violation or other hazard in Lynnwood	48%	N=273	52%	N=295	100%	N=568
Household member was a victim of a crime in Lynnwood	85%	N=487	15%	N=89	100%	N=575
Reported a crime to the police in Lynnwood	74%	N=428	26%	N=147	100%	N=576
Stocked supplies in preparation for an emergency	53%	N=308	47%	N=268	100%	N=577
Campaigned or advocated for an issue, cause or candidate	83%	N=477	17%	N=97	100%	N=574
Contacted the City of Lynnwood (in-person, phone, email or web) for help or information	64%	N=367	36%	N=209	100%	N=576
Contacted Lynnwood elected officials (in-person, phone, email or web) to express your opinion	87%	N=500	13%	N=75	100%	N=574

Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lynnwood?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Lynnwood recreation centers or their services	9%	N=53	11%	N=66	34%	N=197	45%	N=263	100%	N=578
Visited a neighborhood park or City park	19%	N=107	27%	N=157	37%	N=210	17%	N=100	100%	N=574
Used Lynnwood public libraries or their services	11%	N=62	27%	N=156	29%	N=169	33%	N=190	100%	N=577
Participated in religious or spiritual activities in Lynnwood	7%	N=41	10%	N=59	11%	N=62	72%	N=412	100%	N=573
Attended a City-sponsored event	1%	N=4	3%	N=18	27%	N=155	69%	N=393	100%	N=570
Used bus, rail, subway or other public transportation instead of driving	22%	N=129	6%	N=35	13%	N=74	59%	N=337	100%	N=575
Carpooled with other adults or children instead of driving alone	21%	N=120	15%	N=85	15%	N=86	49%	N=284	100%	N=575
Walked or biked instead of driving	22%	N=126	20%	N=116	19%	N=109	39%	N=227	100%	N=578
Volunteered your time to some group/activity in Lynnwood	4%	N=24	6%	N=33	13%	N=76	77%	N=438	100%	N=571
Participated in a club	5%	N=29	5%	N=30	7%	N=40	83%	N=475	100%	N=573
Talked to or visited with your immediate neighbors	34%	N=195	30%	N=173	25%	N=147	11%	N=66	100%	N=581
Done a favor for a neighbor	17%	N=101	19%	N=109	38%	N=221	26%	N=148	100%	N=578

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=2	2%	N=10	13%	N=73	85%	N=486	100%	N=571
Watched (online or on television) a local public meeting	1%	N=4	4%	N=21	14%	N=78	82%	N=467	100%	N=570

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Table 43: Question 10

Please rate the quality of each of the following services in Lynnwood:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	27%	N=152	41%	N=233	15%	N=85	6%	N=31	11%	N=63	100%	N=564
Fire services	38%	N=217	38%	N=216	9%	N=49	0%	N=0	15%	N=85	100%	N=568
Ambulance or emergency medical services	35%	N=197	35%	N=197	7%	N=40	1%	N=3	23%	N=131	100%	N=568
Crime prevention	18%	N=99	34%	N=190	21%	N=121	6%	N=33	21%	N=121	100%	N=563
Fire prevention and education	14%	N=78	30%	N=170	17%	N=97	1%	N=7	37%	N=210	100%	N=562
Traffic enforcement	15%	N=86	37%	N=209	21%	N=120	14%	N=75	12%	N=68	100%	N=558
Street repair	13%	N=76	35%	N=197	33%	N=186	15%	N=83	3%	N=19	100%	N=561
Street cleaning	15%	N=85	45%	N=256	27%	N=154	7%	N=40	6%	N=32	100%	N=566
Street lighting	14%	N=80	50%	N=281	25%	N=141	8%	N=44	3%	N=19	100%	N=565
Snow removal	7%	N=41	30%	N=169	33%	N=184	10%	N=57	20%	N=114	100%	N=565
Sidewalk maintenance	8%	N=42	35%	N=195	34%	N=191	15%	N=86	8%	N=43	100%	N=557
Traffic signal timing	11%	N=60	30%	N=171	33%	N=186	24%	N=133	3%	N=15	100%	N=564
Bus or transit services	16%	N=88	28%	N=155	15%	N=81	11%	N=59	32%	N=177	100%	N=560
Garbage collection	26%	N=147	47%	N=263	17%	N=97	4%	N=21	6%	N=34	100%	N=562
Recycling	28%	N=156	44%	N=245	17%	N=93	5%	N=28	7%	N=40	100%	N=563
Yard waste pick-up	22%	N=123	32%	N=179	16%	N=89	3%	N=19	27%	N=154	100%	N=563
Storm drainage	14%	N=80	39%	N=214	24%	N=131	6%	N=34	17%	N=97	100%	N=555
Drinking water	31%	N=173	42%	N=235	17%	N=97	6%	N=34	4%	N=24	100%	N=563
Sewer services	22%	N=124	43%	N=244	17%	N=98	3%	N=14	14%	N=80	100%	N=560
Power (electric and/or gas) utility	26%	N=147	48%	N=271	19%	N=108	2%	N=14	4%	N=22	100%	N=562
Utility billing	19%	N=107	42%	N=234	25%	N=142	10%	N=55	4%	N=22	100%	N=560
City parks	27%	N=152	43%	N=242	18%	N=103	3%	N=17	9%	N=48	100%	N=562
Recreation programs or classes	15%	N=85	30%	N=168	15%	N=83	6%	N=36	34%	N=190	100%	N=562
Recreation centers or facilities	21%	N=119	32%	N=181	16%	N=91	5%	N=28	25%	N=143	100%	N=561
Land use, planning and zoning	7%	N=41	23%	N=130	22%	N=120	13%	N=75	34%	N=190	100%	N=555
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=43	16%	N=89	27%	N=154	15%	N=86	34%	N=189	100%	N=562
Animal control	11%	N=64	31%	N=172	19%	N=108	9%	N=50	30%	N=167	100%	N=561
Economic development	9%	N=49	31%	N=175	25%	N=138	10%	N=56	25%	N=139	100%	N=557
Health services	14%	N=76	35%	N=197	25%	N=141	4%	N=20	22%	N=125	100%	N=560
Public library services	31%	N=176	39%	N=222	13%	N=71	2%	N=11	15%	N=85	100%	N=565
Public information services	13%	N=72	34%	N=188	20%	N=112	8%	N=42	26%	N=144	100%	N=559
Cable television	15%	N=83	28%	N=155	23%	N=130	16%	N=89	18%	N=102	100%	N=559
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	6%	N=35	19%	N=104	18%	N=102	10%	N=56	46%	N=255	100%	N=552
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=49	27%	N=150	28%	N=152	15%	N=82	22%	N=119	100%	N=553
Lynnwood open space	6%	N=32	29%	N=164	27%	N=150	15%	N=85	23%	N=125	100%	N=556
City-sponsored special events	6%	N=30	21%	N=114	19%	N=107	12%	N=66	42%	N=234	100%	N=551
Overall customer service by Lynnwood employees (police, receptionists, planners, etc.)	13%	N=72	43%	N=231	20%	N=106	8%	N=41	16%	N=87	100%	N=538

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Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Lynnwood	12%	N=69	50%	N=282	25%	N=141	6%	N=33	7%	N=37	100%	N=563
The Federal Government	5%	N=30	28%	N=160	34%	N=190	20%	N=114	12%	N=68	100%	N=561

Table 45: Question 12

Please rate the following categories of Lynnwood government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Lynnwood	7%	N=41	29%	N=165	32%	N=181	13%	N=71	18%	N=103	100%	N=562
The overall direction that Lynnwood is taking	8%	N=47	36%	N=201	28%	N=158	11%	N=62	17%	N=95	100%	N=562
The job Lynnwood government does at welcoming citizen involvement	8%	N=44	22%	N=121	25%	N=139	14%	N=78	32%	N=177	100%	N=559
Overall confidence in Lynnwood government	7%	N=38	28%	N=158	32%	N=178	15%	N=87	18%	N=100	100%	N=560
Generally acting in the best interest of the community	7%	N=37	32%	N=179	26%	N=146	15%	N=84	20%	N=111	100%	N=557
Being honest	8%	N=47	26%	N=146	24%	N=134	10%	N=58	31%	N=171	100%	N=557
Treating all residents fairly	9%	N=50	26%	N=143	22%	N=123	13%	N=71	31%	N=172	100%	N=559

Table 46: Question 13

Please rate how important, if at all, you think it is for the Lynnwood community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Lynnwood	45%	N=259	45%	N=258	9%	N=51	1%	N=8	100%	N=577
Overall ease of getting to the places you usually have to visit	30%	N=175	51%	N=294	17%	N=100	2%	N=10	100%	N=579
Quality of overall natural environment in Lynnwood	30%	N=169	49%	N=281	19%	N=108	2%	N=13	100%	N=571
Overall "built environment" of Lynnwood (including overall design, buildings, parks and transportation systems)	28%	N=160	45%	N=259	24%	N=141	3%	N=17	100%	N=578
Health and wellness opportunities in Lynnwood	27%	N=155	46%	N=263	24%	N=138	3%	N=18	100%	N=574
Overall opportunities for education and enrichment	32%	N=182	44%	N=254	21%	N=122	3%	N=18	100%	N=576
Overall economic health of Lynnwood	39%	N=225	47%	N=271	12%	N=69	1%	N=7	100%	N=572
Sense of community	29%	N=164	44%	N=255	23%	N=129	4%	N=25	100%	N=573

Table 47: Question 14

We understand that quality neighborhoods are very important to Lynnwood residents. To what extent do you think each of the following is a problem in Lynnwood neighborhoods?	Major problem		Moderate problem		Minor problem		Not at all a problem		Don't know		Total	
Traffic calming	18%	N=106	32%	N=183	31%	N=177	12%	N=66	8%	N=43	100%	N=575
Sidewalk improvements	16%	N=89	30%	N=169	35%	N=200	14%	N=83	5%	N=31	100%	N=573
Unkempt yards / run-down homes	13%	N=76	28%	N=159	40%	N=232	13%	N=73	6%	N=38	100%	N=579
Junk cars and/or litter	14%	N=79	23%	N=136	43%	N=247	15%	N=85	6%	N=33	100%	N=578
Criminal activity	16%	N=95	37%	N=215	28%	N=162	9%	N=54	9%	N=54	100%	N=579
Access to a neighborhood park	4%	N=21	17%	N=99	26%	N=148	48%	N=280	5%	N=31	100%	N=578

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Table 48: Question 15

The City does not currently require residential garbage service. To what extent do you support or oppose the City instituting mandatory garbage service?	Percent	Number
Strongly support	32%	N=178
Somewhat support	24%	N=134
Strongly oppose	15%	N=87
Somewhat oppose	11%	N=63
Don't know	18%	N=98
Total	100%	N=559

Table 49: Question 16

How important, if at all, do you think the following issues will be to the City of Lynnwood over the next five years:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Maintain and improve streets	38%	N=219	40%	N=230	18%	N=104	1%	N=8	3%	N=16	100%	N=577
Sidewalk and bicycling improvements	24%	N=136	39%	N=225	27%	N=152	7%	N=43	3%	N=17	100%	N=572
Park, greenways, and trail preservation and development	24%	N=139	44%	N=250	25%	N=145	3%	N=18	3%	N=18	100%	N=571
Healthy communities programing and policy initiatives	20%	N=115	35%	N=197	30%	N=170	7%	N=41	8%	N=46	100%	N=568
Economic/tourism/business development	24%	N=138	36%	N=207	30%	N=173	5%	N=31	4%	N=25	100%	N=574
City center development	19%	N=111	29%	N=168	32%	N=184	15%	N=83	5%	N=27	100%	N=573
Green/sustainability initiatives	23%	N=133	39%	N=222	27%	N=155	7%	N=37	4%	N=23	100%	N=570
Emergency preparedness/disaster recovery	29%	N=166	37%	N=211	24%	N=138	6%	N=33	5%	N=27	100%	N=574
Information technology (e-services)	23%	N=128	31%	N=173	32%	N=183	8%	N=48	6%	N=33	100%	N=565
Growth management: annexation, high density development	25%	N=142	30%	N=171	27%	N=156	10%	N=59	8%	N=45	100%	N=573
Public safety	48%	N=271	38%	N=218	11%	N=62	1%	N=5	2%	N=13	100%	N=569
Provide services to low-income/homeless individuals	27%	N=156	33%	N=190	26%	N=150	8%	N=44	6%	N=35	100%	N=575
Community events and celebrations/cultural arts	18%	N=105	30%	N=171	36%	N=205	12%	N=67	4%	N=25	100%	N=572
Expand services at the senior center	19%	N=108	29%	N=166	33%	N=187	8%	N=47	11%	N=65	100%	N=573

Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	3%	N=19	6%	N=33	8%	N=46	14%	N=79	69%	N=397	100%	N=574
Purchase goods or services from a business located in Lynnwood	0%	N=2	2%	N=13	10%	N=56	54%	N=314	33%	N=192	100%	N=578
Eat at least 5 portions of fruits and vegetables a day	3%	N=17	12%	N=72	32%	N=185	34%	N=198	18%	N=106	100%	N=578
Participate in moderate or vigorous physical activity	2%	N=9	14%	N=83	36%	N=207	31%	N=181	17%	N=99	100%	N=578
Read or watch local news (via television, paper, computer, etc.)	3%	N=18	13%	N=74	18%	N=107	28%	N=162	38%	N=218	100%	N=579
Vote in local elections	10%	N=58	7%	N=40	15%	N=83	16%	N=94	52%	N=300	100%	N=576

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Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	15%	N=88
Very good	43%	N=252
Good	34%	N=200
Fair	6%	N=34
Poor	1%	N=6
Total	100%	N=581

Table 52: Question D3

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	Percent	Number
Very positive	10%	N=58
Somewhat positive	26%	N=150
Neutral	47%	N=268
Somewhat negative	14%	N=82
Very negative	3%	N=16
Total	100%	N=575

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=336
Working part time for pay	11%	N=61
Unemployed, looking for paid work	6%	N=34
Unemployed, not looking for paid work	5%	N=28
Fully retired	20%	N=116
Total	100%	N=575

Table 54: Question D5

Do you work inside the boundaries of Lynnwood?	Percent	Number
Yes, outside the home	24%	N=131
Yes, from home	7%	N=39
No	69%	N=380
Total	100%	N=550

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Table 55: Question D6

How many years have you lived in Lynnwood?	Percent	Number
Less than 2 years	18%	N=105
2 to 5 years	22%	N=126
6 to 10 years	17%	N=96
11 to 20 years	18%	N=103
More than 20 years	25%	N=147
Total	100%	N=577

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	52%	N=297
Building with two or more homes (duplex, townhome, apartment or condominium)	43%	N=250
Mobile home	3%	N=19
Other	2%	N=10
Total	100%	N=576

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	44%	N=252
Owned	56%	N=322
Total	100%	N=574

Table 58: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	6%	N=34
\$300 to \$599 per month	11%	N=60
\$600 to \$999 per month	26%	N=149
\$1,000 to \$1,499 per month	28%	N=160
\$1,500 to \$2,499 per month	22%	N=125
\$2,500 or more per month	6%	N=37
Total	100%	N=564

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	66%	N=381
Yes	34%	N=197
Total	100%	N=578

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Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	74%	N=429
Yes	26%	N=148
Total	100%	N=577

Table 61: Question D12

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.)	Percent	Number
Less than \$25,000	21%	N=117
\$25,000 to \$49,999	26%	N=146
\$50,000 to \$99,999	33%	N=184
\$100,000 to \$149,999	14%	N=76
\$150,000 or more	5%	N=30
Total	100%	N=552

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	91%	N=514
Yes, I consider myself to be Spanish, Hispanic or Latino	9%	N=49
Total	100%	N=563

Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=12
Asian, Asian Indian or Pacific Islander	16%	N=90
Black or African American	6%	N=37
White	75%	N=426
Other	8%	N=45

Total may exceed 100% as respondents could select more than one option.

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Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=20
25 to 34 years	26%	N=149
35 to 44 years	15%	N=86
45 to 54 years	20%	N=118
55 to 64 years	16%	N=94
65 to 74 years	11%	N=63
75 years or older	8%	N=49
Total	100%	N=578

Table 65: Question D16

What is your sex?	Percent	Number
Female	54%	N=304
Male	46%	N=261
Total	100%	N=566

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	60%	N=348
Land line	21%	N=124
Both	18%	N=106
Total	100%	N=578

## Appendix B: Benchmark Comparisons

### Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Lynnwood chose to have comparisons made to the entire database.

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Lynnwood’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Lynnwood’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Lynnwood’s rating to the benchmark.

In that final column, Lynnwood’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Lynnwood residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

## National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Lynnwood	69%	299	376	Similar
Overall image or reputation of Lynnwood	42%	252	286	Lower
Lynnwood as a place to live	80%	243	313	Similar
Your neighborhood as a place to live	72%	202	250	Similar
Lynnwood as a place to raise children	71%	227	312	Similar
Lynnwood as a place to retire	50%	251	297	Lower
Overall appearance of Lynnwood	61%	198	290	Similar

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Lynnwood	68%	108	147	Similar
	In your neighborhood during the day	87%	234	291	Similar
	In Lynnwood's downtown/commercial area during the day	86%	174	251	Similar
Mobility	Overall ease of getting to the places you usually have to visit	64%	49	64	Similar
	Availability of paths and walking trails	54%	150	231	Similar
	Ease of walking in Lynnwood	57%	144	242	Similar
	Ease of travel by bicycle in Lynnwood	42%	150	249	Similar
	Ease of travel by public transportation in Lynnwood	45%	46	82	Similar
	Ease of travel by car in Lynnwood	52%	185	245	Similar
	Traffic flow on major streets	43%	201	283	Similar
Natural Environment	Quality of overall natural environment in Lynnwood	65%	147	230	Similar
	Cleanliness of Lynnwood	66%	150	226	Similar
	Air quality	74%	96	210	Similar
Built Environment	Overall "built environment" of Lynnwood (including overall design, buildings, parks and transportation systems)	49%	41	60	Similar
	Overall quality of new development in Lynnwood	48%	176	234	Similar
	Availability of affordable quality housing	40%	168	254	Similar
	Variety of housing options	55%	133	220	Similar
	Public places where people want to spend time	55%	38	58	Similar
Economy	Overall economic health of Lynnwood	52%	39	64	Similar
	Vibrant downtown/commercial area	39%	35	57	Similar
	Overall quality of business and service establishments in Lynnwood	66%	104	217	Similar
	Cost of living in Lynnwood	45%	34	61	Similar
	Shopping opportunities	85%	12	242	Much higher
	Employment opportunities	35%	113	257	Similar
	Lynnwood as a place to visit	44%	57	72	Lower
	Lynnwood as a place to work	56%	177	288	Similar
Recreation and Wellness	Health and wellness opportunities in Lynnwood	66%	36	60	Similar
	Availability of affordable quality mental health	46%	28	55	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	care				
	Availability of preventive health services	63%	76	182	Similar
	Availability of affordable quality health care	63%	81	216	Similar
	Availability of affordable quality food	70%	75	181	Similar
	Recreational opportunities	63%	149	252	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	68%	36	60	Similar
	Opportunities to participate in religious or spiritual events and activities	60%	163	175	Lower
	Opportunities to attend cultural/arts/music activities	40%	198	248	Lower
	Adult educational opportunities	63%	27	57	Similar
	K-12 education	64%	134	212	Similar
Education and Enrichment	Availability of affordable quality child care/preschool	46%	111	215	Similar
	Opportunities to participate in social events and activities	41%	191	207	Lower
Community Engagement	Neighborhoodness of Lynnwood	47%	47	59	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	64%	108	241	Similar
	Opportunities to participate in community matters	50%	192	218	Similar
	Opportunities to volunteer	53%	205	219	Lower

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Lynnwood	67%	248	352	Similar
Overall customer service by Lynnwood employees (police, receptionists, planners, etc.)	67%	266	302	Similar
Value of services for the taxes paid to Lynnwood	45%	236	338	Similar
Overall direction that Lynnwood is taking	53%	165	271	Similar
Job Lynnwood government does at welcoming citizen involvement	43%	180	253	Similar
Overall confidence in Lynnwood government	42%	44	64	Similar
Generally acting in the best interest of the community	48%	40	60	Similar
Being honest	50%	34	60	Similar
Treating all residents fairly	50%	33	60	Similar
Services provided by the Federal Government	38%	111	208	Similar

Table 70: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police services	77%	207	357	Similar
	Fire services	90%	144	299	Similar
	Ambulance or emergency medical services	90%	108	282	Similar
	Crime prevention	65%	159	288	Similar
	Fire prevention and education	70%	174	242	Similar
	Animal control	60%	152	271	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	47%	207	241	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Mobility	Traffic enforcement	60%	210	311	Similar
	Street repair	50%	168	362	Similar
	Street cleaning	64%	121	243	Similar
	Street lighting	66%	105	269	Similar
	Snow removal	47%	200	247	Similar
	Sidewalk maintenance	46%	184	254	Similar
	Traffic signal timing	42%	161	210	Similar
	Bus or transit services	63%	53	181	Similar
Natural Environment	Garbage collection	78%	236	288	Similar
	Recycling	77%	193	301	Similar
	Yard waste pick-up	74%	104	218	Similar
	Drinking water	76%	88	275	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	46%	179	216	Similar
	Lynnwood open space	45%	62	71	Lower
Built Environment	Storm drainage	64%	148	296	Similar
	Sewer services	77%	106	258	Similar
	Power (electric and/or gas) utility	77%	56	129	Similar
	Utility billing	63%	38	63	Similar
	Land use, planning and zoning	47%	138	242	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	35%	207	297	Similar
	Cable television	52%	100	166	Similar
Economy	Economic development	54%	96	233	Similar
Recreation and Wellness	City parks	77%	176	270	Similar
	Recreation programs or classes	68%	176	274	Similar
	Recreation centers or facilities	72%	105	232	Similar
	Health services	63%	88	166	Similar
Education and Enrichment	City-sponsored special events	45%	57	66	Lower
	Public library services	83%	155	284	Similar
Community Engagement	Public information services	63%	150	223	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	37%	242	254	Lower
Recommend living in Lynnwood to someone who asks	80%	162	223	Similar
Remain in Lynnwood for the next five years	83%	135	223	Similar
Contacted Lynnwood (in-person, phone, email or web) for help or information	36%	222	252	Lower

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Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	47%	13	56	Similar
	Did NOT report a crime to the police	74%	37	62	Similar
	Household member was NOT a victim of a crime	85%	176	226	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	41%	14	51	Higher
	Carpooled with other adults or children instead of driving alone	51%	12	59	Similar
	Walked or biked instead of driving	61%	19	59	Similar
Natural Environment	Made efforts to conserve water	86%	23	58	Similar
	Made efforts to make your home more energy efficient	80%	15	58	Similar
	Recycle at home	91%	80	213	Similar
Built Environment	Did NOT observe a code violation or other hazard in Lynnwood	48%	37	59	Similar
	NOT experiencing housing costs stress	55%	184	209	Lower
Economy	Purchase goods or services from a business located in Lynnwood	97%	24	58	Similar
	Economy will have positive impact on income	36%	6	211	Higher
	Work inside boundaries of Lynnwood	31%	44	58	Lower
Recreation and Wellness	Used Lynnwood recreation centers or their services	55%	118	189	Similar
	Visited a neighborhood park or City park	83%	146	220	Similar
	Eat at least 5 portions of fruits and vegetables a day	85%	26	58	Similar
	Participate in moderate or vigorous physical activity	84%	34	58	Similar
	In very good to excellent health	59%	42	58	Similar
	Used Lynnwood public libraries or their services	67%	120	195	Similar
Education and Enrichment	Participated in religious or spiritual activities in Lynnwood	28%	157	169	Much lower
	Attended City-sponsored event	31%	56	58	Much lower
	Campaigned or advocated for an issue, cause or candidate	17%	49	57	Similar
Community Engagement	Contacted Lynnwood elected officials (in-person, phone, email or web) to express your opinion	13%	45	58	Similar
	Volunteered your time to some group/activity in Lynnwood	23%	206	218	Lower
	Participated in a club	17%	180	194	Lower
	Talked to or visited with your immediate neighbors	89%	36	58	Similar
	Done a favor for a neighbor	74%	53	56	Similar
	Attended a local public meeting	15%	198	219	Similar
	Watched (online or on television) a local public meeting	18%	161	182	Lower
	Read or watch local news (via television, paper, computer, etc.)	84%	49	58	Similar
	Vote in local elections	83%	64	210	Similar

Communities included in national comparisons

The communities included in Lynnwood’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS.....	6,844	Carlsbad city, CA.....	105,328
Adams County, CO.....	441,603	Cartersville city, GA.....	19,731
Airway Heights city, WA.....	6,114	Cary town, NC.....	135,234
Albany city, OR.....	50,158	Casa Grande city, AZ.....	48,571
Albemarle County, VA.....	98,970	Casper city, WY.....	55,316
Albert Lea city, MN.....	18,016	Castle Pines North city, CO.....	10,360
Altoona city, IA.....	14,541	Castle Rock town, CO.....	48,231
Ames city, IA.....	58,965	Cedar Falls city, IA.....	39,260
Andover CDP, MA.....	8,762	Cedar Rapids city, IA.....	126,326
Ankeny city, IA.....	45,582	Centennial city, CO.....	100,377
Ann Arbor city, MI.....	113,934	Centralia city, IL.....	13,032
Annapolis city, MD.....	38,394	Chambersburg borough, PA.....	20,268
Apple Valley town, CA.....	69,135	Chandler city, AZ.....	236,123
Arlington city, TX.....	365,438	Chanhassen city, MN.....	22,952
Arlington County, VA.....	207,627	Chapel Hill town, NC.....	57,233
Arvada city, CO.....	106,433	Charlotte city, NC.....	731,424
Ashland city, OR.....	20,078	Charlotte County, FL.....	159,978
Ashland town, VA.....	7,225	Charlottesville city, VA.....	43,475
Aspen city, CO.....	6,658	Chesterfield County, VA.....	316,236
Auburn city, AL.....	53,380	Chippewa Falls city, WI.....	13,661
Auburn city, WA.....	70,180	Citrus Heights city, CA.....	83,301
Aurora city, CO.....	325,078	Clayton city, MO.....	15,939
Austin city, TX.....	790,390	Clearwater city, FL.....	107,685
Bainbridge Island city, WA.....	23,025	Clive city, IA.....	15,447
Baltimore city, MD.....	620,961	Clovis city, CA.....	95,631
Baltimore County, MD.....	805,029	College Park city, MD.....	30,413
Battle Creek city, MI.....	52,347	College Station city, TX.....	93,857
Bay City city, MI.....	34,932	Colleyville city, TX.....	22,807
Baytown city, TX.....	71,802	Collinsville city, IL.....	25,579
Bedford town, MA.....	13,320	Columbia city, MO.....	108,500
Bellevue city, WA.....	122,363	Columbus city, WI.....	4,991
Beltrami County, MN.....	44,442	Commerce City city, CO.....	45,913
Benbrook city, TX.....	21,234	Concord city, CA.....	122,067
Bend city, OR.....	76,639	Concord town, MA.....	17,668
Benicia city, CA.....	26,997	Conyers city, GA.....	15,195
Bettendorf city, IA.....	33,217	Cookeville city, TN.....	30,435
Billings city, MT.....	104,170	Coon Rapids city, MN.....	61,476
Blaine city, MN.....	57,186	Cooper City city, FL.....	28,547
Bloomfield Hills city, MI.....	3,869	Coronado city, CA.....	18,912
Bloomington city, IL.....	76,610	Corvallis city, OR.....	54,462
Bloomington city, MN.....	82,893	Cross Roads town, TX.....	1,563
Blue Springs city, MO.....	52,575	Crystal Lake city, IL.....	40,743
Boise City city, ID.....	205,671	Dade City city, FL.....	6,437
Boonville city, MO.....	8,319	Dakota County, MN.....	398,552
Boulder city, CO.....	97,385	Dallas city, OR.....	14,583
Boulder County, CO.....	294,567	Dallas city, TX.....	1,197,816
Bowling Green city, KY.....	58,067	Dardenne Prairie city, MO.....	11,494
Bristol city, TN.....	26,702	Davenport city, IA.....	99,685
Broken Arrow city, OK.....	98,850	Davidson town, NC.....	10,944
Brookfield city, WI.....	37,920	Decatur city, GA.....	19,335
Brookline CDP, MA.....	58,732	Delray Beach city, FL.....	60,522
Brookline town, NH.....	4,991	Denison city, TX.....	22,682
Broomfield city, CO.....	55,889	Denver city, CO.....	600,158
Brownsburg town, IN.....	21,285	Derby city, KS.....	22,158
Bryan city, TX.....	76,201	Des Moines city, IA.....	203,433
Burleson city, TX.....	36,690	Destin city, FL.....	12,305
Cabarrus County, NC.....	178,011	Dewey-Humboldt town, AZ.....	3,894
Cambridge city, MA.....	105,162	Dorchester County, MD.....	32,618
Canton city, SD.....	3,057	Dothan city, AL.....	65,496
Cape Coral city, FL.....	154,305	Douglas County, CO.....	285,465
Cape Girardeau city, MO.....	37,941	Dover city, NH.....	29,987
Carlisle borough, PA.....	18,682	Dublin city, OH.....	41,751

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Duluth city, MN.....	86,265	Harrisonburg city, VA .....	48,914
Duncanville city, TX.....	38,524	Harrisonville city, MO .....	10,019
Durham city, NC .....	228,330	Hayward city, CA .....	144,186
East Baton Rouge Parish, LA.....	440,171	Henderson city, NV .....	257,729
East Grand Forks city, MN.....	8,601	Hermiston city, OR .....	16,745
East Lansing city, MI .....	48,579	High Point city, NC .....	104,371
Eau Claire city, WI .....	65,883	Highland Park city, IL .....	29,763
Eden Prairie city, MN .....	60,797	Highlands Ranch CDP, CO .....	96,713
Edgerton city, KS .....	1,671	Hillsborough town, NC.....	6,087
Edina city, MN.....	47,941	Holden town, MA .....	17,346
Edmonds city, WA.....	39,709	Holland city, MI.....	33,051
El Cerrito city, CA.....	23,549	Honolulu County, HI.....	953,207
El Paso city, TX.....	649,121	Hooksett town, NH.....	13,451
Elk Grove city, CA .....	153,015	Hopkins city, MN .....	17,591
Elk River city, MN .....	22,974	Hopkinton town, MA.....	14,925
Elko New Market city, MN.....	4,110	Hoquiam city, WA .....	8,726
Elmhurst city, IL.....	44,121	Houston city, TX .....	2,099,451
Encinitas city, CA .....	59,518	Hudson city, OH.....	22,262
Englewood city, CO .....	30,255	Hudson town, CO.....	2,356
Erie town, CO .....	18,135	Hudsonville city, MI.....	7,116
Escambia County, FL.....	297,619	Huntersville town, NC.....	46,773
Estes Park town, CO.....	5,858	Hurst city, TX.....	37,337
Fairview town, TX .....	7,248	Hutchinson city, MN .....	14,178
Farmington Hills city, MI.....	79,740	Hutto city, TX .....	14,698
Fayetteville city, NC.....	200,564	Hyattsville city, MD .....	17,557
Fishers town, IN .....	76,794	Indian Trail town, NC .....	33,518
Flagstaff city, AZ.....	65,870	Indianola city, IA .....	14,782
Flower Mound town, TX.....	64,669	Iowa City city, IA .....	67,862
Flushing city, MI .....	8,389	Jackson County, MI.....	160,248
Forest Grove city, OR .....	21,083	James City County, VA .....	67,009
Fort Collins city, CO.....	143,986	Jefferson City city, MO.....	43,079
Fort Smith city, AR .....	86,209	Jefferson County, CO .....	534,543
Fort Worth city, TX.....	741,206	Jefferson County, NY .....	116,229
Fountain Hills town, AZ.....	22,489	Jerome city, ID .....	10,890
Franklin city, TN.....	62,487	Johnson City city, TN.....	63,152
Fredericksburg city, VA.....	24,286	Johnson County, KS .....	544,179
Freeport CDP, ME.....	1,485	Johnston city, IA .....	17,278
Freeport city, IL.....	25,638	Jupiter town, FL.....	55,156
Fremont city, CA .....	214,089	Kalamazoo city, MI.....	74,262
Friendswood city, TX .....	35,805	Kansas City city, MO.....	459,787
Fruita city, CO.....	12,646	Keizer city, OR .....	36,478
Gahanna city, OH.....	33,248	Kenmore city, WA .....	20,460
Gainesville city, FL .....	124,354	Kennett Square borough, PA.....	6,072
Gaithersburg city, MD.....	59,933	Kirkland city, WA.....	48,787
Galveston city, TX.....	47,743	La Mesa city, CA .....	57,065
Garden City city, KS .....	26,658	La Plata town, MD.....	8,753
Gardner city, KS.....	19,123	La Porte city, TX .....	33,800
Geneva city, NY .....	13,261	La Vista city, NE.....	15,758
Georgetown city, TX.....	47,400	Lafayette city, CO .....	24,453
Gilbert town, AZ.....	208,453	Laguna Beach city, CA.....	22,723
Gillette city, WY .....	29,087	Laguna Hills city, CA.....	30,344
Globe city, AZ .....	7,532	Laguna Niguel city, CA .....	62,979
Golden Valley city, MN.....	20,371	Lake Oswego city, OR .....	36,619
Goodyear city, AZ .....	65,275	Lake Zurich village, IL .....	19,631
Grafton village, WI.....	11,459	Lakeville city, MN .....	55,954
Grand Blanc city, MI.....	8,276	Lakewood city, CO .....	142,980
Grand Island city, NE .....	48,520	Lane County, OR.....	351,715
Grass Valley city, CA.....	12,860	Larimer County, CO.....	299,630
Greeley city, CO .....	92,889	Las Cruces city, NM.....	97,618
Green Valley CDP, AZ .....	21,391	Las Vegas city, NV .....	583,756
Greenwood Village city, CO.....	13,925	Lawrence city, KS.....	87,643
Greer city, SC .....	25,515	League City city, TX .....	83,560
Guilford County, NC .....	488,406	Lee County, FL.....	618,754
Gunnison County, CO .....	15,324	Lee's Summit city, MO .....	91,364
Hailey city, ID .....	7,960	Lewis County, NY .....	27,087
Haines Borough, AK .....	2,508	Lewiston city, ME .....	36,592
Hallandale Beach city, FL.....	37,113	Lincoln city, NE .....	258,379
Hamilton city, OH.....	62,477	Lindsborg city, KS .....	3,458
Hampton city, VA .....	137,436	Littleton city, CO .....	41,737
Hanover County, VA.....	99,863	Livermore city, CA.....	80,968

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Lone Tree city, CO .....	10,218	Olathe city, KS .....	125,872
Longmont city, CO .....	86,270	Old Town city, ME .....	7,840
Longview city, TX .....	80,455	Olmsted County, MN .....	144,248
Los Alamos County, NM .....	17,950	Orland Park village, IL .....	56,767
Louisville city, CO .....	18,376	Oshkosh city, WI .....	66,083
Lynchburg city, VA .....	75,568	Otsego County, MI .....	24,164
Lynnwood city, WA .....	35,836	Oviedo city, FL .....	33,342
Madison city, WI .....	233,209	Paducah city, KY .....	25,024
Mankato city, MN .....	39,309	Palm Coast city, FL .....	75,180
Maple Grove city, MN .....	61,567	Palm Springs city, CA .....	44,552
Maple Valley city, WA .....	22,684	Palo Alto city, CA .....	64,403
Maricopa County, AZ .....	3,817,117	Panama City city, FL .....	36,484
Marin County, CA .....	252,409	Papillion city, NE .....	18,894
Maryland Heights city, MO .....	27,472	Park City city, UT .....	7,558
McAllen city, TX .....	129,877	Parker town, CO .....	45,297
McDonough city, GA .....	22,084	Pasadena city, CA .....	137,122
McKinney city, TX .....	131,117	Pasco city, WA .....	59,781
McMinnville city, OR .....	32,187	Pasco County, FL .....	464,697
Mecklenburg County, NC .....	919,628	Peachtree City city, GA .....	34,364
Medford city, OR .....	74,907	Pearland city, TX .....	91,252
Menlo Park city, CA .....	32,026	Peoria city, AZ .....	154,065
Mercer Island city, WA .....	22,699	Peoria city, IL .....	115,007
Meridian charter township, MI .....	39,688	Peoria County, IL .....	186,494
Meridian city, ID .....	75,092	Peters township, PA .....	21,213
Merriam city, KS .....	11,003	Petoskey city, MI .....	5,670
Merrill city, WI .....	9,661	Pflugerville city, TX .....	46,936
Mesa city, AZ .....	439,041	Phoenix city, AZ .....	1,445,632
Mesa County, CO .....	146,723	Pinal County, AZ .....	375,770
Miami Beach city, FL .....	87,779	Pinehurst village, NC .....	13,124
Miami city, FL .....	399,457	Piqua city, OH .....	20,522
Midland city, MI .....	41,863	Platte City city, MO .....	4,691
Milford city, DE .....	9,559	Plymouth city, MN .....	70,576
Milton city, GA .....	32,661	Pocatello city, ID .....	54,255
Minneapolis city, MN .....	382,578	Polk County, IA .....	430,640
Mission Viejo city, CA .....	93,305	Port Huron city, MI .....	30,184
Modesto city, CA .....	201,165	Port Orange city, FL .....	56,048
Monterey city, CA .....	27,810	Port St. Lucie city, FL .....	164,603
Montgomery County, MD .....	971,777	Portland city, OR .....	583,776
Montgomery County, VA .....	94,392	Post Falls city, ID .....	27,574
Montpelier city, VT .....	7,855	Prince William County, VA .....	402,002
Monument town, CO .....	5,530	Provo city, UT .....	112,488
Mooreville town, NC .....	32,711	Pueblo city, CO .....	106,595
Morristown city, TN .....	29,137	Purcellville town, VA .....	7,727
Moscow city, ID .....	23,800	Queen Creek town, AZ .....	26,361
Mountain Village town, CO .....	1,320	Radford city, VA .....	16,408
Mountlake Terrace city, WA .....	19,909	Radnor township, PA .....	31,531
Munster town, IN .....	23,603	Rapid City city, SD .....	67,956
Muscataine city, IA .....	22,886	Raymore city, MO .....	19,206
Naperville city, IL .....	141,853	Redmond city, WA .....	54,144
Needham CDP, MA .....	28,886	Rehoboth Beach city, DE .....	1,327
New Braunfels city, TX .....	57,740	Reno city, NV .....	225,221
New Brighton city, MN .....	21,456	Reston CDP, VA .....	58,404
New Orleans city, LA .....	343,829	Richmond city, CA .....	103,701
Newport Beach city, CA .....	85,186	Richmond Heights city, MO .....	8,603
Newport city, RI .....	24,672	Rifle city, CO .....	9,172
Newport News city, VA .....	180,719	River Falls city, WI .....	15,000
Newton city, IA .....	15,254	Riverdale city, UT .....	8,426
Noblesville city, IN .....	51,969	Riverside city, CA .....	303,871
Nogales city, AZ .....	20,837	Riverside city, MO .....	2,937
Norfolk city, VA .....	242,803	Rochester city, MI .....	12,711
Norman city, OK .....	110,925	Rochester Hills city, MI .....	70,995
North Las Vegas city, NV .....	216,961	Rock Hill city, SC .....	66,154
Northglenn city, CO .....	35,789	Rockford city, IL .....	152,871
Novato city, CA .....	51,904	Rockville city, MD .....	61,209
Novi city, MI .....	55,224	Rolla city, MO .....	19,559
O'Fallon city, IL .....	28,281	Roswell city, GA .....	88,346
Oak Park village, IL .....	51,878	Round Rock city, TX .....	99,887
Oakland Park city, FL .....	41,363	Royal Oak city, MI .....	57,236
Ogdensburg city, NY .....	11,128	Saco city, ME .....	18,482
Oklahoma City city, OK .....	579,999	Sahuarita town, AZ .....	25,259

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Salida city, CO .....	5,236	Tacoma city, WA.....	198,397
Salt Lake City city, UT .....	186,440	Takoma Park city, MD .....	16,715
Sammamish city, WA.....	45,780	Temecula city, CA .....	100,097
San Antonio city, TX.....	1,327,407	Tempe city, AZ .....	161,719
San Carlos city, CA .....	28,406	Temple city, TX.....	66,102
San Diego city, CA .....	1,307,402	The Woodlands CDP, TX.....	93,847
San Francisco city, CA .....	805,235	Thornton city, CO.....	118,772
San Jose city, CA .....	945,942	Thousand Oaks city, CA.....	126,683
San Juan County, NM .....	130,044	Tualatin city, OR .....	26,054
San Marcos city, TX.....	44,894	Tulsa city, OK .....	391,906
San Rafael city, CA.....	57,713	Twin Falls city, ID .....	44,125
Sandy Springs city, GA .....	93,853	Tyler city, TX .....	96,900
Sanford city, FL.....	53,570	Umatilla city, OR .....	6,906
Sangamon County, IL.....	197,465	Upper Arlington city, OH.....	33,771
Santa Clarita city, CA.....	176,320	Urbandale city, IA .....	39,463
Santa Fe County, NM.....	144,170	Vail town, CO.....	5,305
Santa Monica city, CA.....	89,736	Vancouver city, WA .....	161,791
Sarasota County, FL.....	379,448	Ventura CCD, CA.....	111,889
Savage city, MN.....	26,911	Vestavia Hills city, AL .....	34,033
Savannah city, GA.....	136,286	Virginia Beach city, VA.....	437,994
Scarborough CDP, ME .....	4,403	Wake Forest town, NC.....	30,117
Scott County, MN .....	129,928	Walnut Creek city, CA.....	64,173
Scottsdale city, AZ .....	217,385	Washington County, MN .....	238,136
Seaside city, CA .....	33,025	Washoe County, NV .....	421,407
SeaTac city, WA.....	26,909	Watauga city, TX .....	23,497
Sevierville city, TN.....	14,807	Wauwatosa city, WI .....	46,396
Shawnee city, KS .....	62,209	Waverly city, IA .....	9,874
Sheboygan city, WI.....	49,288	Weddington town, NC .....	9,459
Shorewood city, MN .....	7,307	Wentzville city, MO.....	29,070
Sioux Falls city, SD.....	153,888	West Carrollton city, OH .....	13,143
Skokie village, IL .....	64,784	West Chester borough, PA.....	18,461
Snellville city, GA .....	18,242	West Des Moines city, IA .....	56,609
South Lake Tahoe city, CA.....	21,403	West Richland city, WA.....	11,811
South Portland city, ME .....	25,002	Westerville city, OH.....	36,120
Southborough town, MA .....	9,767	Westlake town, TX .....	992
Southlake city, TX .....	26,575	Westminster city, CO.....	106,114
Sparks city, NV .....	90,264	Weston town, MA.....	11,261
Spokane Valley city, WA .....	89,755	Wheat Ridge city, CO .....	30,166
Springboro city, OH.....	17,409	White House city, TN.....	10,255
Springfield city, OR .....	59,403	Whitewater township, MI.....	2,597
Springville city, UT .....	29,466	Wichita city, KS.....	382,368
St. Charles city, IL.....	32,974	Williamsburg city, VA.....	14,068
St. Cloud city, MN .....	65,842	Wilmington city, NC.....	106,476
St. Joseph city, MO .....	76,780	Wilsonville city, OR.....	19,509
St. Louis County, MN.....	200,226	Winchester city, VA .....	26,203
St. Louis Park city, MN.....	45,250	Windsor town, CO .....	18,644
Stallings town, NC.....	13,831	Windsor town, CT .....	29,044
State College borough, PA .....	42,034	Winston-Salem city, NC .....	229,617
Sterling Heights city, MI .....	129,699	Winter Garden city, FL.....	34,568
Sugar Grove village, IL .....	8,997	Woodland city, CA.....	55,468
Sugar Land city, TX.....	78,817	Woodland city, WA .....	5,509
Summit city, NJ.....	21,457	Wrentham town, MA .....	10,955
Sunnyvale city, CA .....	140,081	Yakima city, WA.....	91,067
Surprise city, AZ.....	117,517	York County, VA.....	65,464
Suwanee city, GA.....	15,355	Yuma city, AZ .....	93,064

## Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™) was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

### Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered 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, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are the representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting 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.
- 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.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results 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 his or 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 for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any 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 (e.g., 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 vary, with 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 firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an importance measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

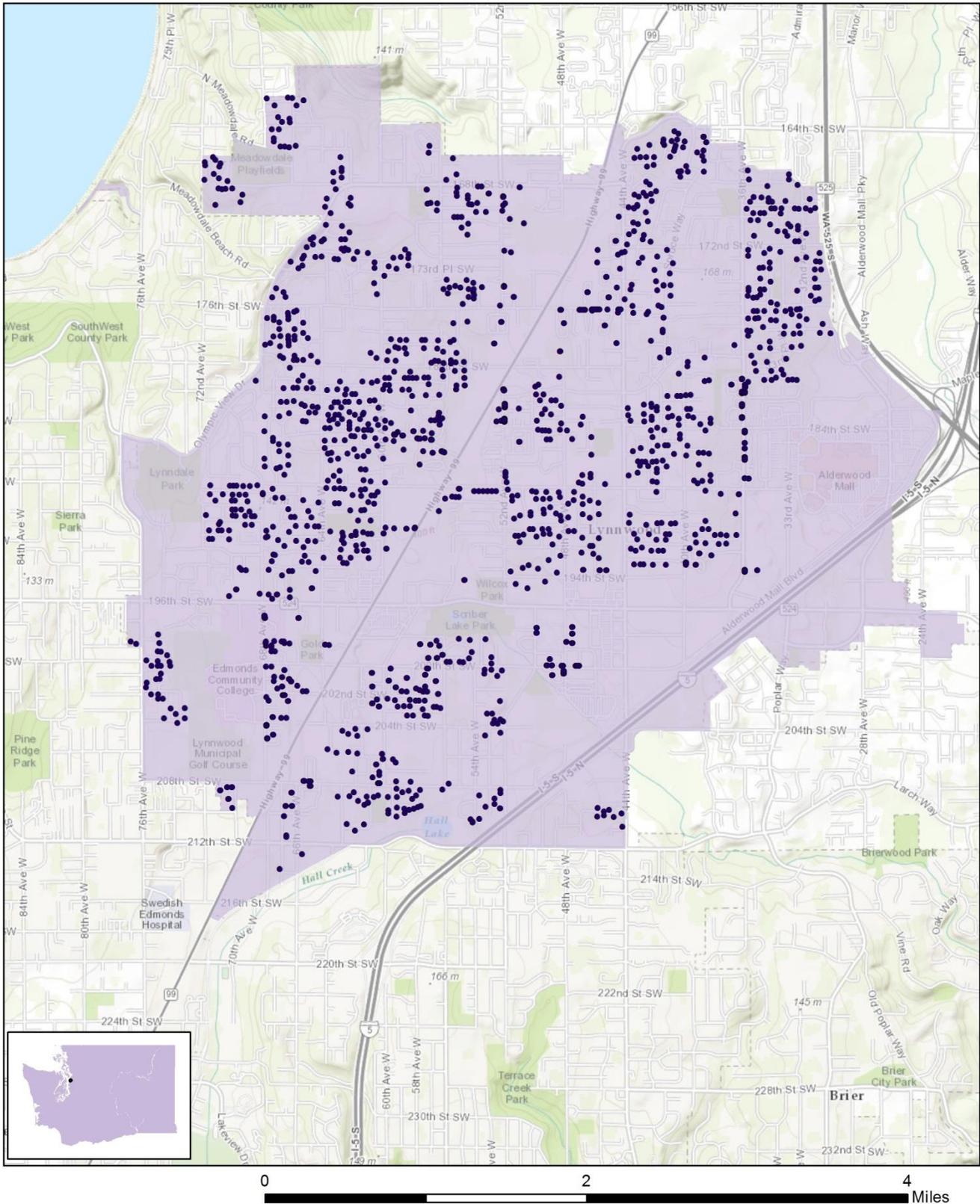
## Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Lynnwood were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes serving Lynnwood. Since some of the zip codes that serve the City of Lynnwood households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Lynnwood boundaries were removed from consideration.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every *Nth* one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects 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. This instruction was contained in the cover letter accompanying the questionnaire.

Table 73: Location of Survey Recipients



**Survey Recipients in Lynnwood, WA**

- Survey Recipients



## Survey Administration and Response

Selected households received three mailings, one week apart, beginning in July 2014. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Completed surveys were collected over the following seven weeks.

About 4% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,882 households that received the survey, 586 completed the survey, providing an overall response rate of 20%; average response rates for a mailed resident survey range from 20% to 35%.

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>1</sup>

The margin of error for the City of Lynnwood survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (586 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

## Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Lynnwood. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing unit type, housing tenure (rent or own), race, ethnicity, age and gender. The results of the weighting scheme are presented in the following table.

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<sup>1</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 74: Lynnwood, WA 2014 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	47%	30%	44%
Own home	53%	70%	56%
Detached unit	54%	59%	55%
Attached unit	46%	41%	45%
<b>Race and Ethnicity</b>			
White	67%	79%	69%
Not white	33%	21%	31%
Not Hispanic	89%	95%	91%
Hispanic	11%	5%	9%
<b>Sex and Age</b>			
Female	52%	61%	54%
Male	48%	39%	46%
18-34 years of age	32%	8%	29%
35-54 years of age	35%	30%	35%
55+ years of age	32%	61%	36%
Females 18-34	16%	5%	17%
Females 35-54	18%	21%	20%
Females 55+	18%	35%	17%
Males 18-34	17%	3%	13%
Males 35-54	18%	10%	15%
Males 55+	14%	26%	18%

### Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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 A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## **Appendix D: Survey Materials**

Dear Lynnwood Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,



Nicola Smith  
Mayor

Dear Lynnwood Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,



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Sincerely,



Nicola Smith  
Mayor



**City of Lynnwood**  
19100 44th Ave W.  
PO Box 5008  
Lynnwood, WA 98046-5008

Presorted  
First Class Mail  
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**LYNNWOOD**  
WASHINGTON

---

July 2014

Dear City of Lynnwood Resident:

Please help us shape the future of Lynnwood! You have been selected at random to participate in the 2014 Lynnwood Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of 3,000 households being surveyed. Your feedback will help Lynnwood make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.

If you have any questions about the survey please call 425-670-5023.

Thank you for your time and participation!

Sincerely,

Nicola Smith  
Mayor



---

**LYNNWOOD**  
WASHINGTON

---

July 2014

Dear City of Lynnwood Resident:

Here's a second chance if you haven't already responded to the 2014 Lynnwood Citizen Survey! (If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)

Please help us shape the future of Lynnwood! You have been selected at random to participate in the 2014 Lynnwood Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of 3,000 households being surveyed. Your feedback will help Lynnwood make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.

If you have any questions about the survey please call 425-670-5023.

Thank you for your time and participation!

Sincerely,

Nicola Smith  
Mayor

# The City of Lynnwood 2014 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 select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please rate each of the following aspects of quality of life in Lynnwood:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Lynnwood as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Lynnwood as a place to raise children .....	1	2	3	4	5
Lynnwood as a place to work.....	1	2	3	4	5
Lynnwood as a place to visit .....	1	2	3	4	5
Lynnwood as a place to retire .....	1	2	3	4	5
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:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Lynnwood .....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Lynnwood .....	1	2	3	4	5
Overall "built environment" of Lynnwood (including overall design, buildings, parks and transportation systems) .....	1	2	3	4	5
Health and wellness opportunities in Lynnwood.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Lynnwood.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Lynnwood .....	1	2	3	4	5

**3. Please indicate how likely or unlikely you are to do each of the following:**

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Lynnwood to someone who asks .....	1	2	3	4	5
Remain in Lynnwood for the next five years.....	1	2	3	4	5

**4. Please rate how safe or unsafe you feel:**

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Lynnwood's downtown/commercial area during the day .....	1	2	3	4	5	6

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets.....	1	2	3	4	5
Ease of travel by car in Lynnwood.....	1	2	3	4	5
Ease of travel by public transportation in Lynnwood .....	1	2	3	4	5
Ease of travel by bicycle in Lynnwood.....	1	2	3	4	5
Ease of walking in Lynnwood .....	1	2	3	4	5
Availability of paths and walking trails .....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Cleanliness of Lynnwood.....	1	2	3	4	5
Overall appearance of Lynnwood .....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) .....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Lynnwood.....	1	2	3	4	5
Overall quality of business and service establishments in Lynnwood.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in Lynnwood.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborliness of residents in Lynnwood.....	1	2	3	4	5

**7. Please indicate whether or not you have done each of the following in the last 12 months.**

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water.....	1	2
Made efforts to make your home more energy efficient.....	1	2
Observed a code violation or other hazard in Lynnwood (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Lynnwood.....	1	2
Reported a crime to the police in Lynnwood.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the City of Lynnwood (in-person, phone, email or web) for help or information.....	1	2
Contacted Lynnwood elected officials (in-person, phone, email or web) to express your opinion.....	1	2

**8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lynnwood?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Lynnwood recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park.....	1	2	3	4
Used Lynnwood public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in Lynnwood.....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in Lynnwood.....	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

**9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting.....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

# The City of Lynnwood 2014 Citizen Survey

## 10. Please rate the quality of each of the following services in Lynnwood:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services .....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or 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
Snow removal.....	1	2	3	4	5
Sidewalk maintenance .....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling .....	1	2	3	4	5
Yard waste pick-up .....	1	2	3	4	5
Storm drainage .....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or 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
Health services.....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Lynnwood open space .....	1	2	3	4	5
City-sponsored special events .....	1	2	3	4	5
Overall customer service by Lynnwood employees (police, receptionists, planners, etc.).....	1	2	3	4	5

## 11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Lynnwood .....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5

## 12. Please rate the following categories of Lynnwood government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Lynnwood .....	1	2	3	4	5
The overall direction that Lynnwood is taking .....	1	2	3	4	5
The job Lynnwood government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in Lynnwood government .....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5

**13. Please rate how important, if at all, you think it is for the Lynnwood community to focus on each of the following in the coming two years:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Lynnwood .....	1	2	3	4
Overall ease of getting to the places you usually have to visit .....	1	2	3	4
Quality of overall natural environment in Lynnwood .....	1	2	3	4
Overall “built environment” of Lynnwood (including overall design, buildings, parks and transportation systems) .....	1	2	3	4
Health and wellness opportunities in Lynnwood .....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Lynnwood.....	1	2	3	4
Sense of community.....	1	2	3	4

**14. We understand that quality neighborhoods are very important to Lynnwood residents. To what extent do you think each of the following is a problem in Lynnwood neighborhoods?**

	<i>Major problem</i>	<i>Moderate problem</i>	<i>Minor problem</i>	<i>Not at all a problem</i>	<i>Don't know</i>
Traffic calming.....	1	2	3	4	5
Sidewalk improvements .....	1	2	3	4	5
Unkempt yards / run-down homes .....	1	2	3	4	5
Junk cars and/or litter .....	1	2	3	4	5
Criminal activity .....	1	2	3	4	5
Access to a neighborhood park.....	1	2	3	4	5

**15. The City does not currently require residential garbage service. To what extent do you support or oppose the City instituting mandatory garbage service?**

- Strongly support
- Somewhat support
- Strongly oppose
- Somewhat oppose
- Don't know

**16. How important, if at all, do you think the following issues will be to the City of Lynnwood over the next five years:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Maintain and improve streets .....	1	2	3	4	5
Sidewalk and bicycling improvements .....	1	2	3	4	5
Park, greenways, and trail preservation and development .....	1	2	3	4	5
Healthy communities programing and policy initiatives .....	1	2	3	4	5
Economic/tourism/business development .....	1	2	3	4	5
City center development.....	1	2	3	4	5
Green/sustainability initiatives .....	1	2	3	4	5
Emergency preparedness/disaster recovery .....	1	2	3	4	5
Information technology (e-services) .....	1	2	3	4	5
Growth management: annexation, high density development .....	1	2	3	4	5
Public safety .....	1	2	3	4	5
Provide services to low-income/homeless individuals .....	1	2	3	4	5
Community events and celebrations/cultural arts.....	1	2	3	4	5
Expand services at the senior center .....	1	2	3	4	5

**17. What are the top three qualities of the City of Lynnwood that make it a great community?**

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# The City of Lynnwood 2014 Citizen Survey

**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.**

**D1. How often, if at all, do you do each of the following, considering all of the times you could?**

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home .....	1	2	3	4	5
Purchase goods or services from a business located in Lynnwood .....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day .....	1	2	3	4	5
Participate in moderate or vigorous physical activity .....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.) .....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

**D2. Would you say that in general your health is:**

- Excellent     
  Very good     
  Good     
  Fair     
  Poor

**D3. 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

**D4. What is your employment status?**

- Working full time for pay  
 Working part time for pay  
 Unemployed, looking for paid work  
 Unemployed, not looking for paid work  
 Fully retired

**D5. Do you work inside the boundaries of Lynnwood?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. 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

**D7. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D8. Is this house, apartment or mobile home...**

- Rented  
 Owned

**D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month  
 \$300 to \$599 per month  
 \$600 to \$999 per month  
 \$1,000 to \$1,499 per month  
 \$1,500 to \$2,499 per month  
 \$2,500 or more per month

**D10. Do any children 17 or under live in your household?**

- No       Yes

**D11. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D12. 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 \$25,000  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 to \$149,999  
 \$150,000 or more

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other

**D15. 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

**D16. What is your sex?**

- Female       Male

**D17. Do you consider a cell phone or land line your primary telephone number?**

- Cell       Land line       Both

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**