

**REPORT**

City of Burien  
Community  
Assessment Survey

PREPARED FOR

City of Burien

July 2018



# Table of Contents

Introduction.....	3
Research Purpose.....	3
Methodology .....	3
Strengths and Limitations .....	4
Analysis .....	5
Key Findings .....	6
General Attitudes About Living in Burien .....	7
Satisfaction with Burien City Services.....	9
Community Communications and Engagement.....	10
Parks, Recreation, and Community Events.....	11
Inclusivity .....	16
Safety .....	19
Environmental Stewardship .....	22
Transportation.....	23
Economic Development.....	24
Social Services .....	26
Housing .....	30
Survey Respondent Demographics .....	31
Options for Community Engagement .....	32
Appendix - Demographics .....	34

# Introduction

## RESEARCH PURPOSE

The Community Assessment Survey has been conducted in the City of Burien every two years since 2008 and is a tool to gauge Burien residents' satisfaction with the City of Burien, its services, and general quality of life in the city.

## METHODOLOGY

An **online survey** of 1,317 respondents, including 1,212 Burien residents, was conducted June 1-June 25, 2018 and covered a broad range of topics. Paper surveys were also made available as an alternative for those not able to access the online survey and for residents who needed assistance from a Community Connector for reasons including literacy barriers. A total of 35 paper surveys were completed.

The survey consisted of 53 questions covering 12 topics, including demographic questions. This compares to 47 questions in the supplemental online version of the City's 2016 survey. About 60% of the questions were new to this survey, allowing for longitudinal comparison of about 40% of questions. New questions were added in order to drill down further into some already existing topics, to include additional topics that the City is interested in gaining a baseline public opinion on, and to reflect current issues and events in a growing city.

This survey took an average of 17 minutes to complete, in comparison to the 2016 survey which took an average of 19 minutes to complete. Questions were of a variety of types, including yes/no/I don't know responses, Likert scales to measure opinions with more range than yes or no answers, multiple choice and open-ended responses. There were **more open-ended questions** than previous surveys. This survey included eight open-ended response questions, in comparison to three in the 2016 telephone survey and four in the 2016 supplemental online survey.

### Survey topics include:

- General attitudes about living in Burien
- Satisfaction with Burien City services
- Community communications and engagement
- Parks, recreation, and community events
- Inclusivity
- Safety
- Environmental stewardship
- Transportation
- Economic development
- Social services\*
- Housing\*

*\*new survey topics*

Most of the topics for this survey were the same or similar (for example, Inclusivity instead of Equity in 2016) to previous surveys with the addition of Social Services and Housing as new categories on which to gather a baseline community opinion.

**Recruitment** efforts included use of press releases, social media, Burien Magazine, postcards, outreach via the Community Connectors program, flyers, community providers, and tabling at the Farmers Market and Burien and Boulevard Park libraries. All efforts contributed to ensuring Burien residents were notified of the opportunity to participate in the survey, including efforts to reach previously underrepresented and hard-to-reach populations in hopes to recruit a representative sample based on Burien demographics. The highest volume of responses came from online recruitment (30%), followed by the postcard via mail (17%), and from word-of-mouth among Burien residents (16%).

**"How did you find out about this survey?"**

Online	30%
Postcard in the mail	17%
From another Burien resident	16%
Burien Magazine	3%
Community Connectors	3%
Flyer	3%

Table 1: Q3 "How did you find out about this survey?" N=1,307

The survey was conducted in **multiple languages** (English, Spanish, Vietnamese) to reach a broader range of Burien residents, whereas previous surveys were only available in English. According to Nielsen Claritas estimates from 2014, 65.9% of Burien households speak only English at home, while 16.7% of Burien households speak Spanish and 10% of Burien households speak Asian/Pacific Islander languages, including Vietnamese.<sup>1</sup> Twenty-one surveys were completed in Spanish and five surveys were completed in Vietnamese.

**Quality control** measures included pre-testing questions to reduce measurement error by testing if the question measures what it is supposed to measure by looking at question wording, question flow, question context and response categories. Pre-testing questions was also important to test whether questions were easily understood by respondents.

## STRENGTHS AND LIMITATIONS

There are strengths and limitations to all survey methods. Web-based samples are becoming more standardized in the community opinion surveying industry as phone surveys in general are more expensive, have low response rates (50-60% on average) due to individuals' screening/not answering calls, and can skew towards older and higher income populations. Previous Burien surveys used registered voter lists, landline and cell phone samples and in 2016 and 2014 the telephone surveys

<sup>1</sup> Burien 2014 Household Demographics. Robert Weis, PhD. Nielsen Claritas estimates. October 2014.

were supplemented by online surveys. Limitations to previous methods include sample restrictions to registered voters which limits anyone under the age of 18 from responding and only about 55% of Burien residents are registered voters as of the month of July, 2018.<sup>2</sup> There is also a chance of collecting duplicated responses when using both landlines and cell phones, similar to the chances of having two household members respond to an online survey. In addition, there are limitations to surveying cell phones due to area codes of cell phones not corresponding with the city in which the individual currently resides.

The online survey platform utilized for this survey is Survey Monkey. Utilizing Survey Monkey ensured the survey was in line with industry standards as well as being accepted by Federal Government standards. Survey Monkey is procured and used by many federal, state, and local agencies. Online survey research services continue to evolve, making online surveys easier and faster to administer. Online survey method limitations include lower rates of complete survey responses and participation bias. In the case of this survey, the average completion rate was 84%.

Another limitation to online surveys is participation bias, also referred to as non-response bias. The premise of participation bias is not knowing for certain if the people who responded to the survey are similar or different to people who didn't respond because of only collecting information from those who do respond and not about the people who didn't respond. There is also no way to account for why a person didn't respond to an online survey or why they may not have completed the survey. Some possible reasons for non-response is that the person didn't hear about it the survey, they self-selected not to take the survey, or they didn't like the questions and so they didn't submit a response. The same phenomenon does not occur in telephone surveys where the sample size comes from voter registration, because the surveyor has information on those who did not respond/answer the phone.

## Analysis

The Burien population sample reached through this survey is **statistically significant** and resulted in more responses (1,317) than previous surveys. Results were weighted and raked by gender and ethnicity to more accurately represent City population demographics. The overall margin of error was estimated using a Taylor series linearized method with weighted responses and ranged from +/- <1% to +/- 4%. The margin of error assumes that weighted estimates were unbiased, and this assumption is based on use of raking on demographic factors to correct differences between the sample and the city of Burien.

---

<sup>2</sup> City Registration Demographics. Registered Voters by City and Gender. Washington Secretary of State Elections. July 1, 2018. <https://www.sos.wa.gov/elections/research/city-registration-demographics.aspx>

This survey was weighted to reflect the population of Burien. Survey weights were created using a post-stratification procedure known as raking (raking ratio estimation),<sup>3</sup> in which adjusted weights were created using marginal population totals<sup>4</sup> from American Community Survey estimates for the city of Burien.<sup>5</sup> A weight was created for each respondent with a survey response for gender and race/ethnicity matching US Census definitions (n=901). Weights were determined using marginal population estimates for gender and race/ethnicity, with the weighting value determining how much an individual response represents in the sample, reflecting population proportions. Raking is a common procedure to improve representativeness of estimates using survey data.<sup>6, 7, 8</sup> Using these weights decreases bias in this survey by making the sample closer to the population it represents (i.e., all residents in Burien). However, because this survey had a non-randomized design, there may still be bias due to nonresponse (as previously mentioned) that cannot be addressed by weighting.

Subgroup variation across race/ethnicity, language, sexual orientation, and neighborhood was compared using a Pearson chi-square test of independence. Differences were determined to be significant at p-value < 0.05.

## Key Findings

Demographic data on Burien residents and previous survey results were compiled in advance of deploying the survey as a means of informing the design. As of 2016, the total population of Burien is 50,187 and the city is growing at a rate of 4.4%. The majority of Burien residents identify as White (63.7%) while Hispanic/Latino residents make up 24% of the population and Asian residents make up 10.9%. The median household age of Burien residents is 37.5. The median household income of Burien residents is \$54,546 and 17.4% of Burien residents' income was below the poverty threshold.<sup>9</sup> Additional demographic detail can be found in **Appendix 1**.

---

<sup>3</sup> Raking. In: *Encyclopedia of Survey Research Methods*. 2455 Teller Road, Thousand Oaks California 91320 United States of America: Sage Publications, Inc.; 2008. <http://methods.sagepub.com/reference/encyclopedia-of-survey-research-methods/n433.xml>. Accessed July 9, 2018.

<sup>4</sup> Deming WE, Stephan FF. On a least squares adjustment of a sampled frequency table when the expected marginal totals are known. *Ann Math Stat*. 1940;11(4):427-444.

<sup>5</sup> U. S. Census Bureau. American FactFinder - Results. ACS DEMOGRAPHIC AND HOUSING ESTIMATES 2012-2016 American Community Survey 5-Year Estimates -- Burien City, WA. <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>. Accessed July 9, 2018.

<sup>6</sup> Dal Grande E, Chittleborough CR, Campostrini S, Tucker G, Taylor AW. Health Estimates Using Survey Raked-Weighting Techniques in an Australian Population Health Surveillance System. *Am J Epidemiol*. 2015;182(6):544-556. doi:10.1093/aje/kwv080

<sup>7</sup> Toepoel V, Schonlau M. Dealing with nonresponse: Strategies to increase participation and methods for postsurvey adjustments. *Math Popul Stud*. 2017;24(2):79-83. doi:10.1080/08898480.2017.1299988

<sup>8</sup> Kalton G, Flores-Cervantes I. Weighting methods. *J Off Stat*. 2003;19(2):81.

<sup>9</sup> American Community Survey 5-Year Estimates. 2012-2016.

The respondents to this survey were generous with their time and opinions, and the information provided is plentiful and can continue to be analyzed by the City to inform decisions. What is included in this report are key themes and trends from initial analysis of the data collected.

## GENERAL ATTITUDES ABOUT LIVING IN BURIEN

Ratings of Burien as a place to live reached their highest in 2016 with 78% responding favorably (excellent/good). The favorable results this year (64%) fell back to results comparable to 2014 (65%). Unfavorable results reached their highest in 2014 (34%) compared to 29% this year and 21% in 2016.

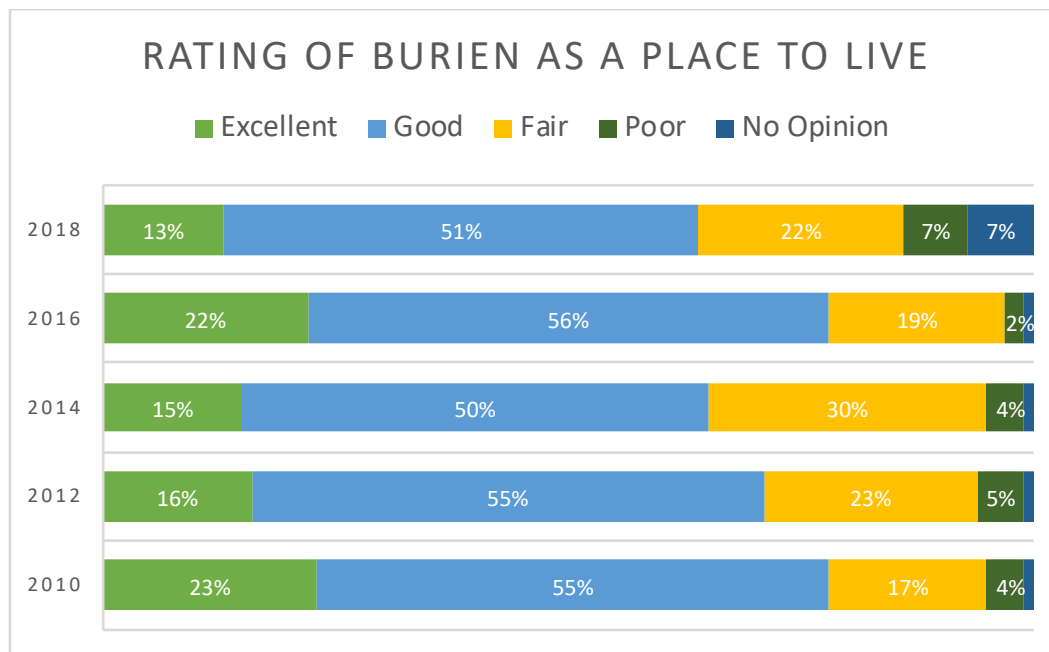


Figure 1: Q4 "How would you rate Burien as a place to live?" Weighted N=901 (In 2010-2016 1% had no opinion.)

In an open-ended response question asking what are the three most important issues facing the City of Burien in the next five years, public safety (50%) continues to be the most mentioned issue. This is on trend with previous surveys in which crime reduction was the top concern in 2016 (47%), 2014 (27%), 2012 (30%), and 2008 (25%). Figure 2 below is a word cloud, in which the font size is correlated with the number of responses for that issue. In other words, the larger the font size indicates that more respondents answered the question with that word.



Figure 2: Q6 "In your opinion, what are the three most important issues facing the city of Burien in the next five years? For example, public safety, economic growth, affordable housing." N=1,208. Importance of issues using font size to represent the number of times the word or phrase was used by a survey respondent to answer the question.

Affordable housing (36%) is the second highest concern this year and crime (22%) is the third highest. This is in comparison to 2016 survey results in which education and schools (34%) was the second highest concern and more police and enforcement (26%) was the third highest concern. This year education was less of a concern (10%) compared to previous years, as was economic growth (16%) compared to 2016 (24%). Homelessness (22%) was also identified as an important issue facing the City in the next five years and is an area that had not been identified in previous surveys.

**"In your opinion, what are the three most important issues facing the city of Burien in the next five years?"**

Public Safety	50%
Affordable housing	36%
Crime	22%
Homelessness	22%
Economic growth	16%
Education	10%

Despite affordable housing and homelessness reaching higher levels of priority, the most mentioned reason residents decided to live in Burien is due to affordable housing (39%). The second highest reason to live in Burien was tied across three areas, including living close to Seattle (27%), living close to work (27%) and living in a convenient/central location (27%). Burien residents also chose to live here because it is close to family/friends (23%).



### "Why did you decide to live in the city of Burien?"

Affordable living	39%
Close to Seattle	27%
Close to work	27%
Convenient / central location	27%
Close to family / friends	23%

Table 2: Q5 "Why did you decide to live in the city of Burien?" N=1,165

When asked in 2008 and 2010 surveys, responses were similar, including proximity to work (23%, 18%), affordable living (17%, 17%), proximity to family/friends (15%, 10%) as the most mentioned reasons for living in Burien, as well as living here whole life/since childhood as the other most mentioned reason to live in Burien (15%, 12%).

## SATISFACTION WITH BURIEN CITY SERVICES

This survey asked, "How satisfied are you with the job Burien is doing to keep things working and well cared for?" in comparison to previous years' question "Overall, I am satisfied with the job the city government is doing for the Burien Community." The slight change in question wording occurred as a result of pre-testing survey questions. The combined favorable and unfavorable responses to this question over time can be seen below in Figure 3.

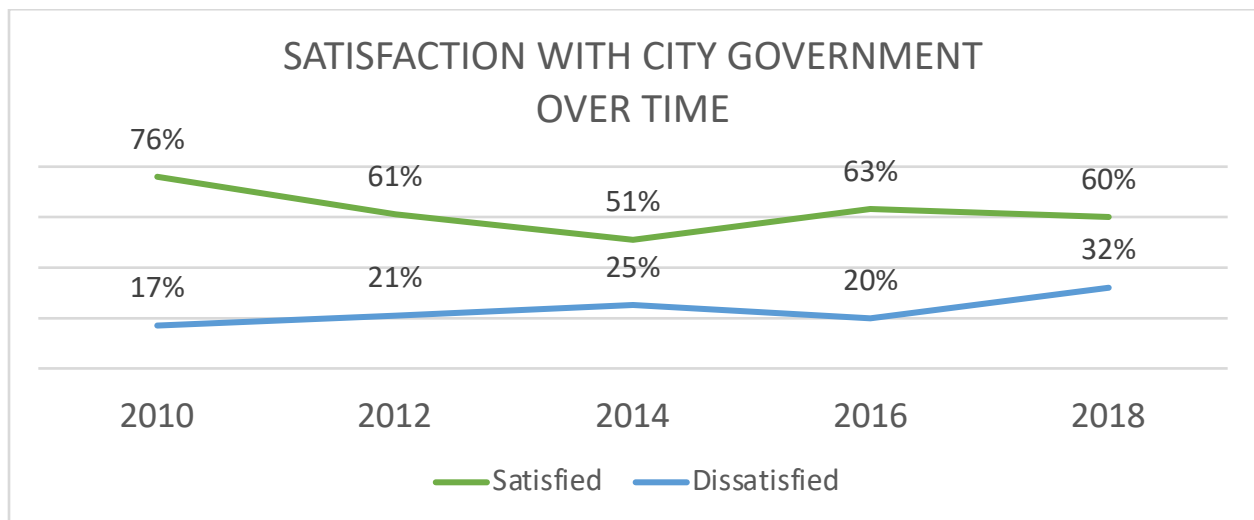


Figure 3: Q7 "How satisfied are you with the job Burien is doing to keep things working and well cared for?" weighted N=901

Though the current combined ratings of satisfaction (60%) have decreased since the 2016 survey (63%), they remain higher than the 2014 survey (51%). Ratings of dissatisfaction have increased to 32%, higher than the previous surveys, with the lowest rates of dissatisfaction occurring in 2010 (17%) when rates of satisfaction were at their highest (76%).

## COMMUNITY COMMUNICATIONS AND ENGAGEMENT

Burien residents were asked about their level of satisfaction with communication from the City and the majority (59%) responded favorably with a combined very satisfied/satisfied.

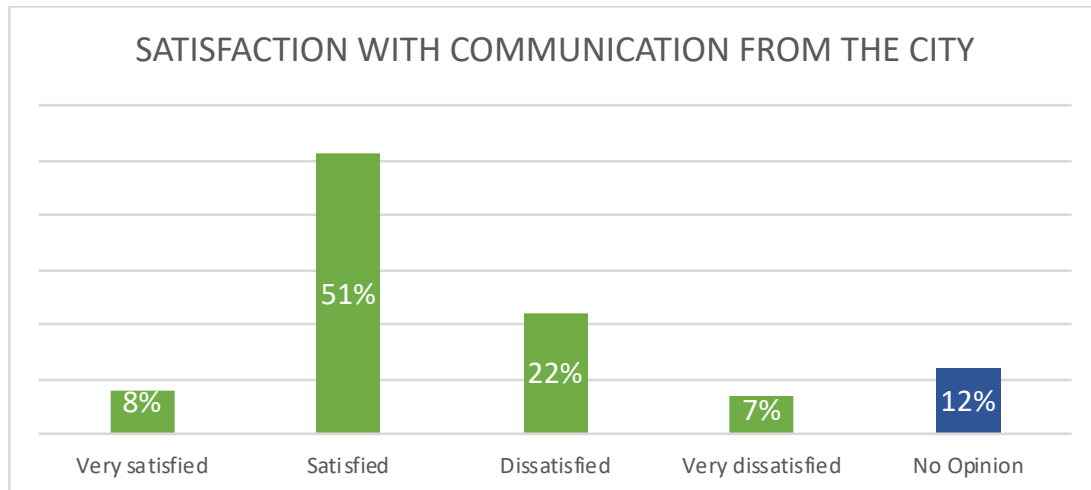


Figure 4: Q8: Satisfaction N=901 (weighted)

When asked in an open-ended question, what the City could do to make the information they provide better, the strongest response was to improve the website to make it easier to navigate. It is worth noting that the timing of the survey coincided with the relaunch of the City’s updated website. In addition, respondents asked for an increased City presence on social media and improving transparency, including requests to increase transparency about the City budget process and City Council decisions as seen below in Table 3.

### “What could Burien do to make the information you get from them better?”

Website improvements “A website that’s easier to use – too many steps to find something.”	14%
Increase social media presence “Burien needs to be more active on social media in order to reach teens and youth better. Teens do not use Facebook anymore, we use twitter and Instagram and Tumblr.”	9%
Better transparency “Be more transparent about how the City spends its money and other City Council decisions.”	9%
Regular email updates	8%
More frequent postcards and mailings	7%
Advertisements	6%

Table 3: Q9 “What could Burien do to make the information you get from them better?” N=710

When asked where they are currently getting information about Burien, the majority (71%) of respondents indicated they get information from the B-Town Blog. This was one of the highest responses throughout the survey. In addition, Burien Magazine and local social media groups are also common sources of information about Burien.

**"Which sources do you use to get information about Burien?"**

B-Town Blog	71%
Burien Magazine	49%
Local social media (for example: Facebook groups, Nextdoor, etc.)	40%
Friends or colleagues	32%
Local TV news	28%
Direct mail from City	27%
City website	25%

Table 4: Q10 "Which sources do you use to get information about Burien?" N=1,186

## PARKS, RECREATION, AND COMMUNITY EVENTS

Figure 5 below shows survey respondents participation and satisfaction with parks, recreation and community events in Burien. The activities with the highest participation and satisfaction include visiting a park (76%), visiting the Farmers Market (67%), attending a community event (63%) and visiting the Community Center (51%). Visiting a park also had the highest rate of dissatisfaction (15%), followed by visiting a playground (14%), and using picnic areas (14%). The activity with the most room for increasing participation is activities for Seniors. This is significant given that adults over the age of 65 were over-represented in the survey sample, making up 13% of Burien's population, 17% of the respondents of the survey, and almost half (46%) of those over the age of 65, and the majority (68%) of those between the ages of 56-65 had not attended an activity for seniors and had therefore shared no opinion of their satisfaction.

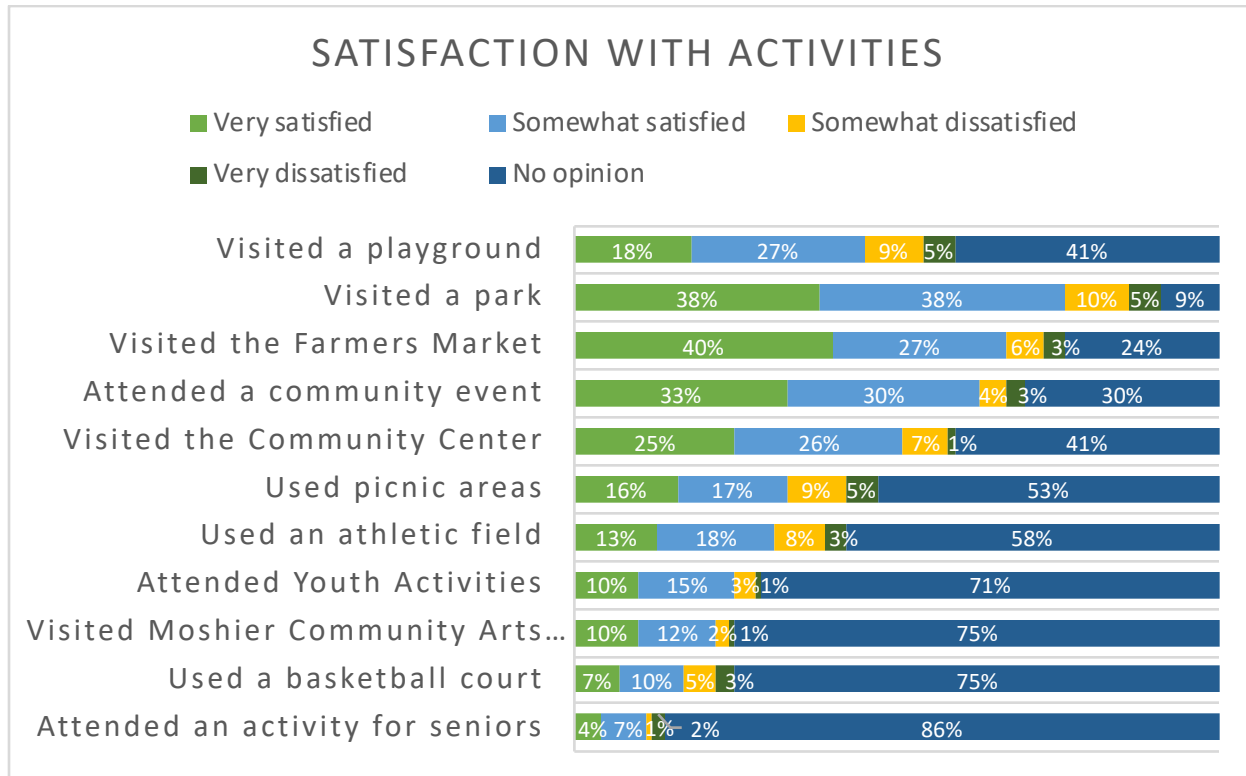


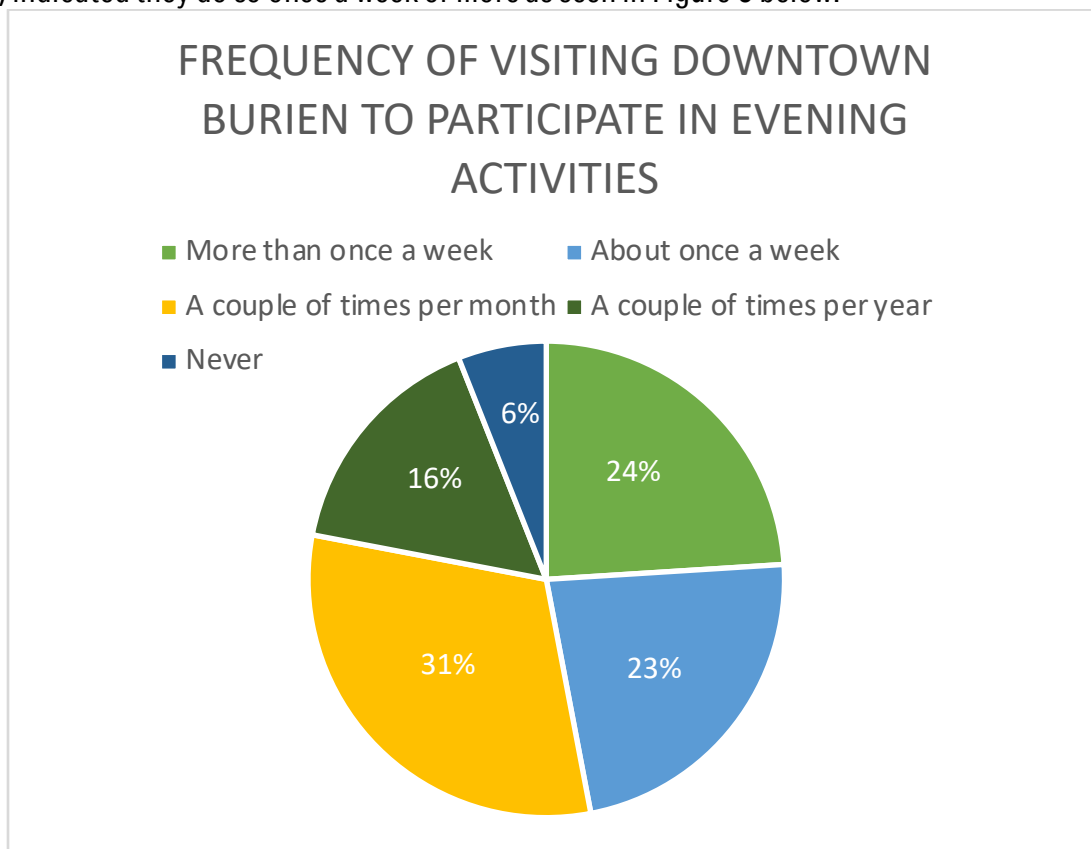
Figure 5: Q11 "If you or household have participated, please rate how satisfied you were with your experience" N=901(weighted)

There were also significant differences in satisfaction with activities by race/ethnicity for Moshier Community Arts, visiting a park, visiting the community center, attending an activity for seniors, visiting a playground, using a picnic area, using an athletic field, and using a basketball court. Moshier Community Arts had significantly higher rates of satisfaction among American Indian/Alaska Natives (70%) compared to the weighted sample size (22%) and higher rates of dissatisfaction among Native Hawaiian or Pacific Islanders (20%) when compared to the weighted sample size (3%). Visiting a park had significantly lower rates of satisfaction among American Indian/Alaskan Natives (55%) compared to the weighted sample (76%) and higher rates of dissatisfaction among Hispanic/Latinos (21%) compared to the weighted sample (15%).

Visiting the community center had higher rates of satisfaction among White/Caucasians (26%) than the weighted sample (51%) and higher rates of dissatisfaction among American Indian/Alaska Natives (57%) than the weighted sample (8%). Attending youth activities had higher rates of satisfaction among Hispanic/Latinos (42%) than the weighted sample (25%) and higher rates of dissatisfaction among Asians (10%) than the weighted sample (4%). Attending an activity for seniors had higher satisfaction rates among Asians (19%) than the weighted sample (11%) and higher dissatisfaction rates among Native Hawaiian or Pacific Islanders (10%) and American Indian/Alaska Natives (13%) than the weighted sample (3%). Visiting a playground had higher rates of satisfaction among Asians (64%) than the weighted sample (45%) and higher rates of dissatisfaction among American Indian/Alaskan Natives (33%) than the weighted sample (14%).

Using a picnic area had higher rates of satisfaction among Asian (45%) and Native Hawaiian or Pacific Islander (46%) than the weighted sample (33%) and higher rates of dissatisfaction among American Indian/Alaska Native (46%) than the weighted sample (14%). Using an athletic field had higher rates of satisfaction among African American/Black (50%) and Asian (49%) than the weighted sample (33%) and higher rates of dissatisfaction among American Indian/Alaska Native (35%). Using a basketball court had higher rates of satisfaction among Asian (38%) and African American /Black (32%) than the weighted sample (17%) and higher rates of dissatisfaction among Native Hawaiian or Pacific Islander (46%) than the weighted sample (8%).

When asked about frequency of participating in evening activities in downtown Burien, almost half (47%) indicated they do so once a week or more as seen in Figure 6 below.



*Figure 6: Q12 "How often do you visit downtown Burien to participate in activities in the evening (such as eating out at restaurants, going to bars, special events, etc.)? N=1,162*

Survey respondents had a strong response when asked about additional evening activities of interest. 70% indicated they would like to see outdoor festivals / street fairs in downtown Burien, with a majority also noting live music, concerts in the park, and a night market as interests.

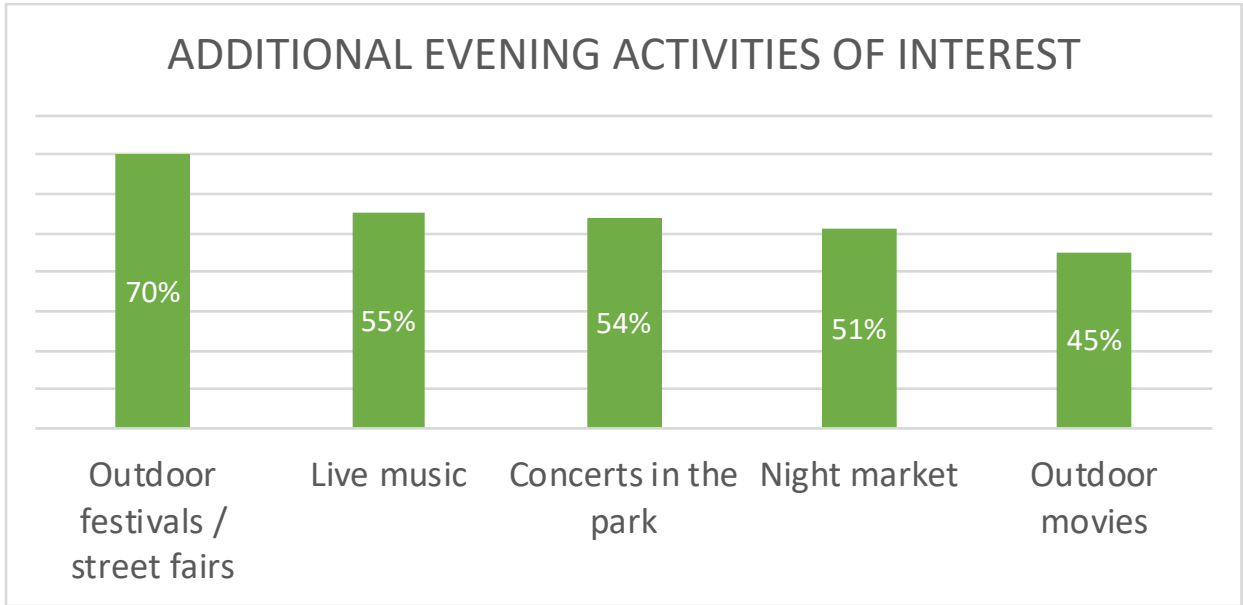


Figure 7: Q13 "What other kinds of outdoor evening activities would you like to see in downtown Burien? (Select all that apply) N=1,060

Questions regarding the City's noise ordinance were also included in the survey in order to gauge opinion on whether it should be adjusted. The City's noise ordinance currently prevents outdoor music, movies, and festivals from operating past 10:00 p.m. on all days of the week. When asked if residents would support a change to start quiet hours at a later time on Friday and Saturday evenings, 81% were in agreement with 29% supporting city-approved events only and 52% supporting city-approved events and businesses to extend quiet hours past 10:00 p.m. on Fridays and Saturdays.

When broken down by neighborhood, the majority (74%) of those living closest to downtown Burien (area 7 on the map - which is downtown, see figure 8) also supported extending quiet hours to a later time on Friday and Saturday evenings, 45% supporting city-approved events only and 29% supporting city-approved events and businesses.

When asked until what time should community events in downtown Burien be allowed to go (Q15: N=1,142) 39% supported allowing events to go until midnight, and 27% supported changing to 11pm.

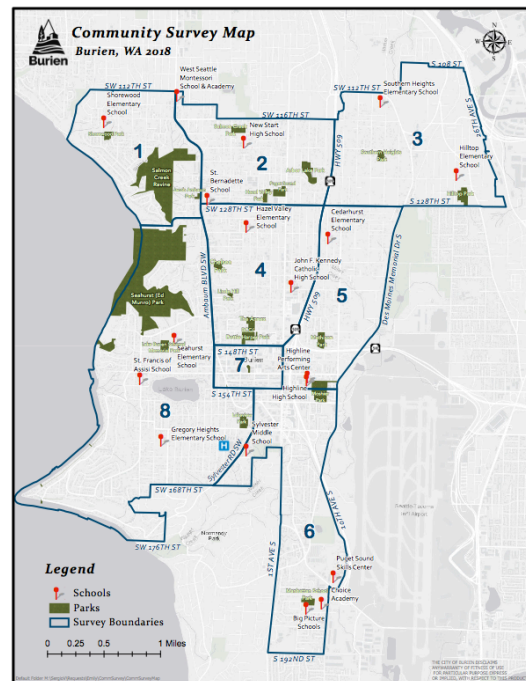


Figure 8: Neighborhood map of Burien included in Survey. See appendix for full-size map.

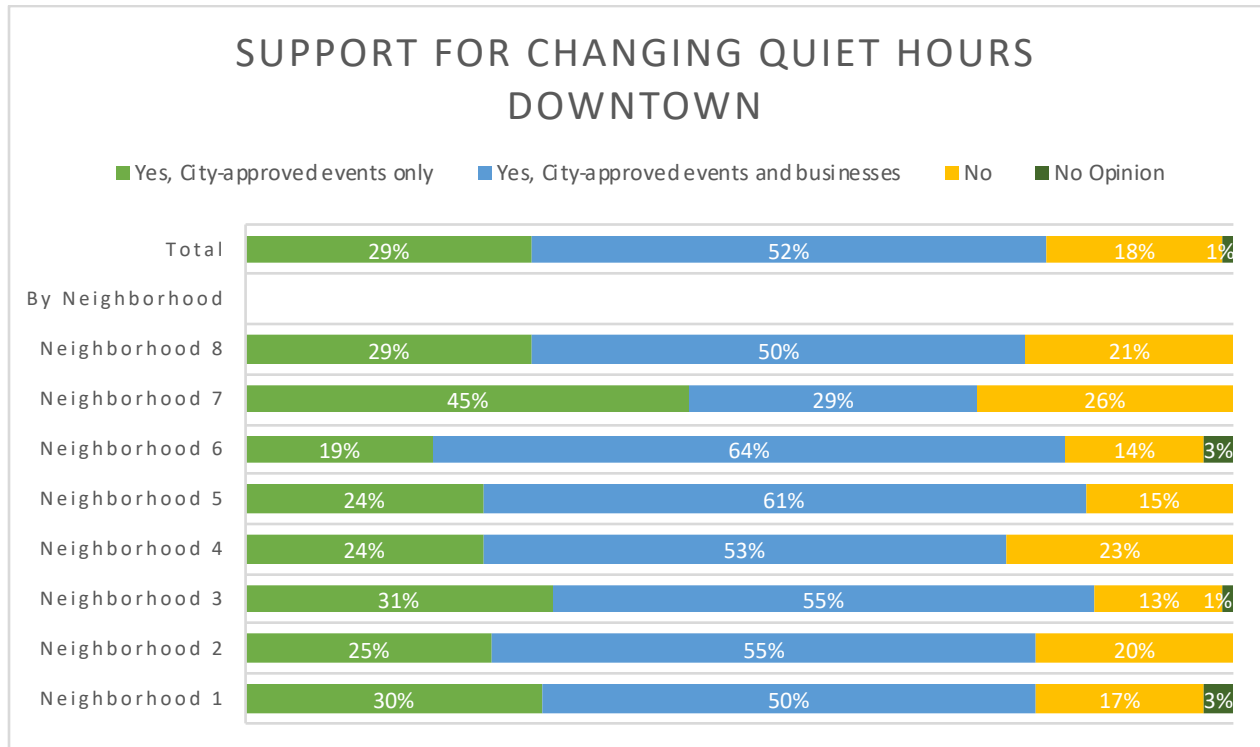


Figure 9: Q14 "... Would you support a change to start quiet hours at a later time on Fridays and Saturdays in the downtown area specifically? Areas outside of downtown Burien would continue to observe quiet hours starting at 10:00 p.m. on all days of the week" N=901 (weighted)

An open-ended question was asked in regard to increasing interest and participation in parks, recreation, and community programs and events, and the highest response was to improve public safety (30%), with promoting events (20%) and making events accessible to everyone (9%) the next highest responses.

**"What is the best thing Burien could do to increase interest and participation in parks, recreation, and community programs and events?"**

Improve public safety "Emphasize public safety and opportunities to get to know our neighbors."	30%
Promotion "Get the message out that there's activities for everyone."	20%
Accessibility "Ensure they are culturally diverse and affordable."	9%
Improve events/programming	6%
Events/programming for youth	6%
Clean and fix public spaces	5%

Table 4: Q16 "What is the best thing Burien could do to increase interest and participation in parks, recreation, and community programs and events?" N=870

## INCLUSIVITY

In previous surveys this section was called “Equity” or “Ethnic Relations” and the question asked respondents to rate the relationships between people of different races and cultures in the city of Burien. The responses stayed within similar ranges (Poor 6-10%, Fair 29-33%, Good 43-46%, Excellent 6-10%, No opinion 5-11%). In order to gain additional, more specific information than previously collected, the number of questions was increased, including adding an open-ended question.

As shown in Figure 9, a majority (57%) of the weighted sample agreed that, in Burien, people are treated respectfully regardless of their differences (such as race/ethnicity, language, gender identity, age, sexual orientation, religious beliefs, disability, socio-economic status).

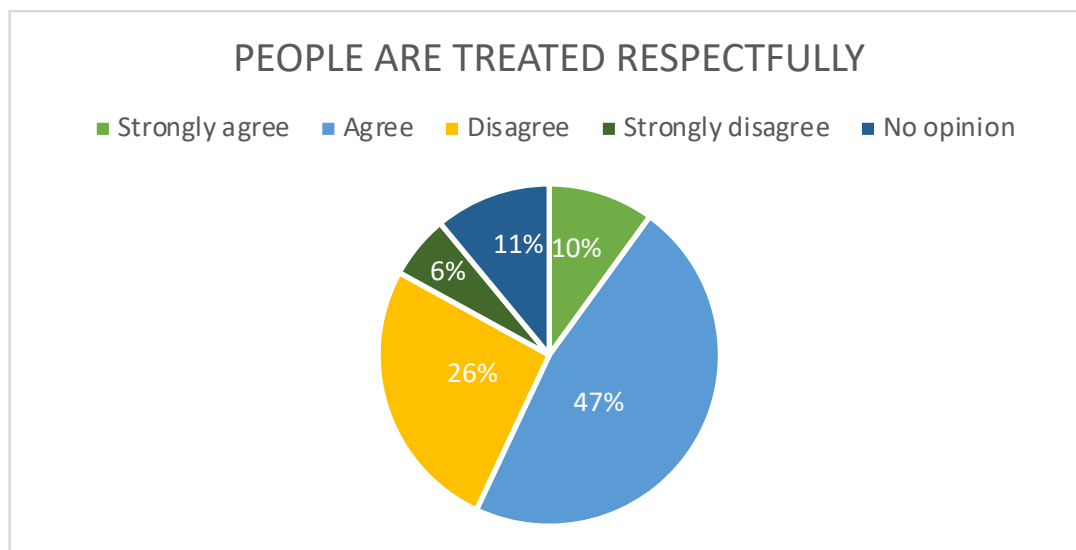


Figure 10: Q17 "In Burien, people are treated respectfully regardless of their differences. (such as race/ethnicity, language, gender identity, age, sexual orientation, religious beliefs, disability, or socioeconomic status) N=901 (weighted)

Demographic analysis indicates that there was a reported difference by race/ethnicity ( $p=0.01$ ) and sexual orientation ( $p=0.007$ ) in the belief that people are treated respectfully regardless of their differences.

	White/ Caucasian	African American/ Black	Asian	Latino/ Hispanic	Native Hawaiian or Pacific Islander	American Indian or Alaska Native	Two or more races
<b>Strongly agree</b>	10%	<b>35%</b>	6%	6%	16%	13%	7%
<b>Agree</b>	50%	26%	43%	<b>54%</b>	40%	45%	34%
<b>Disagree</b>	22%	28%	38%	26%	<b>44%</b>	0%	32%
<b>Strongly disagree</b>	6%	11%	2%	7%	0%	<b>32%</b>	12%
<b>No opinion</b>	12%	0%	11%	7%	0%	10%	<b>15%</b>

Table 5: Q17 "In Burien, people are treated respectfully regardless of their differences. (such as race/ethnicity, language, gender identity, age, sexual orientation, religious beliefs, disability, or socioeconomic status) N=901 (weighted)



Out of the weighted sample, those that identified as two or more races were (41%) the lowest in agreement that people are treated respectfully, and White/Caucasian (60%), African American/Black (61%), and Hispanic/Latino (60%) demographic groups were more in agreement that people are treated respectfully, but with variations between strongly agree and agreeing. Of those who identified as Bisexual, 62% disagreed that people are treated respectfully regardless of their differences in comparison to Gay or Lesbian (20%) and Heterosexual (31%) who disagreed.

When asked whether City resources, services and programs are available to everyone regardless of their differences, the majority (60%) agreed. There was a difference in perceived services available by race/ethnicity ( $p=0.049$ ) and language ( $p=0.005$ ).

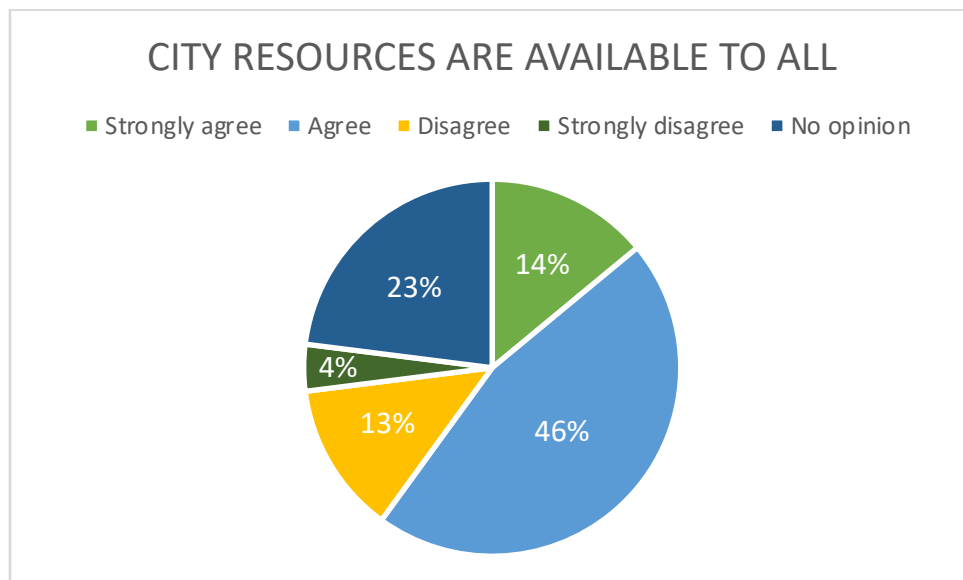


Figure 11: Q18 "City resources, services and programs are available to everyone regardless of their differences." N=901 (weighted)

In contrast, as seen in Figure 12, respondents were asked if they or someone in their household is afraid to ask for support or services from local government out of fear of bias or hostility and 17% agreed, while a majority (55%) disagreed and almost a third (38%) did not provide any opinion. There was a difference in people feeling afraid to ask for support or services by race/ethnicity ( $p<0.001$ ).

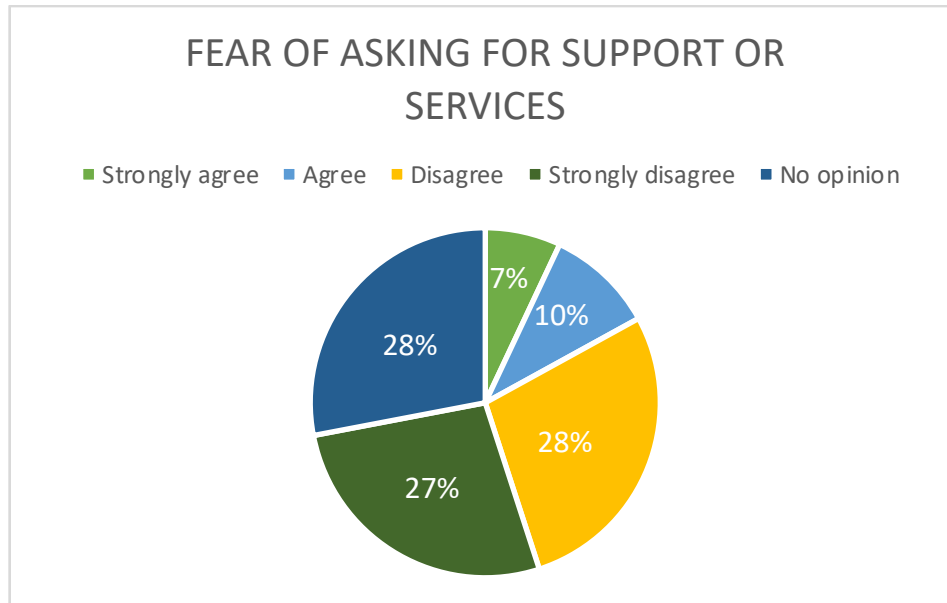


Figure 12: Q20 "Either myself or someone in my household is afraid to ask for support or services from local government because of fear of bias or hostility" N=901 (weighted)

The open-ended question in this section asked what the most important thing the City of Burien could do to help everyone feel welcome. Out of 770 responses, the most common themes to arise during qualitative coding included inclusivity (20%), safety (12%), and events (11%).

**"What is the most important thing the City of Burien could do to help everyone feel welcome?"**

Inclusivity	20%
"Ensure that people with a wide variety of perspectives and needs are represented in decision-making (to the extent possible)."	
Safety	12%
"Be more engaged in trying to keep our community safe."	
Events	11%
"I think host more events around the different groups of people, because we don't get to celebrating (sic) them enough, making everyone feel somewhat separated."	
Homelessness response	11%
"Help homeless people find housing, counseling. Many people are put-off by homeless folks, their trash, and some behaviors."	
Law enforcement	8%
"Be nice to everyone but keep the laws enforced and order intact."	
Engage the public	5%
"Help officials connect with the community even more to help them feel welcome."	

Table 6: Q19 "What is the most important thing the City of Burien could do to help everyone feel welcome?" N=770

## SAFETY

Safety continues to be an area of concern for Burien residents, including coming up as a theme in other survey topics, though when asked about perceptions of safety in their neighborhood, the majority (68%) identified feeling safe or somewhat safe and 31% identified as feeling unsafe. Perceived neighborhood safety varied by race/ethnicity ( $p=0.018$ ) but not neighborhood.

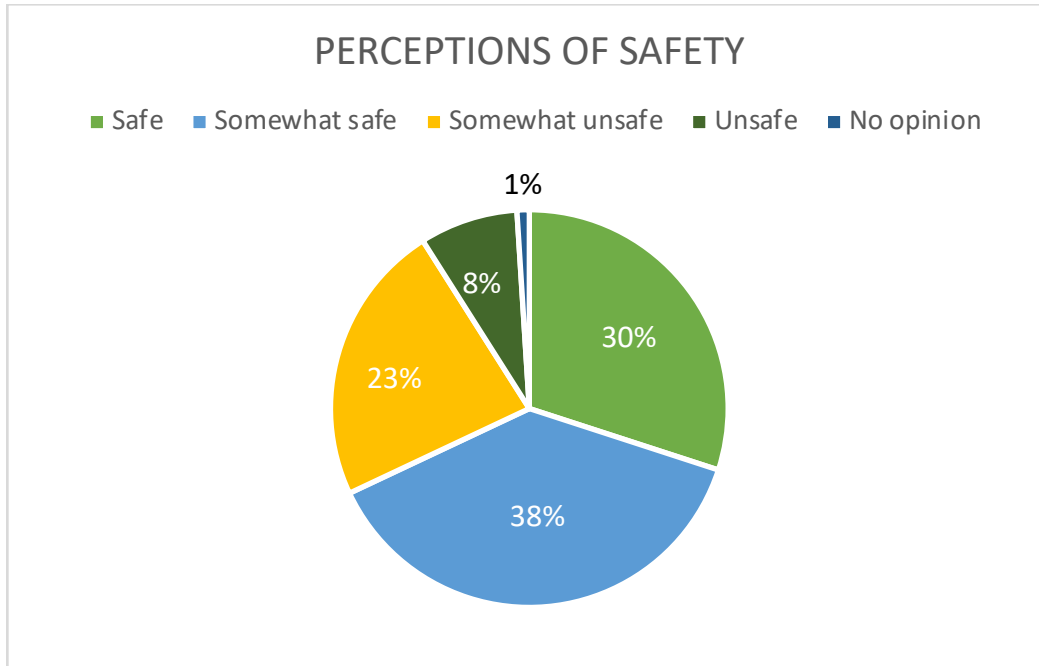


Figure 13: Q21 "How safe do you feel in your neighborhood?" N=901 (weighted)

Perceptions of feeling safe have remained steady when compared to the average of the 2016 survey, however perceptions of feeling unsafe have increased from 23% to 31% over that time period.

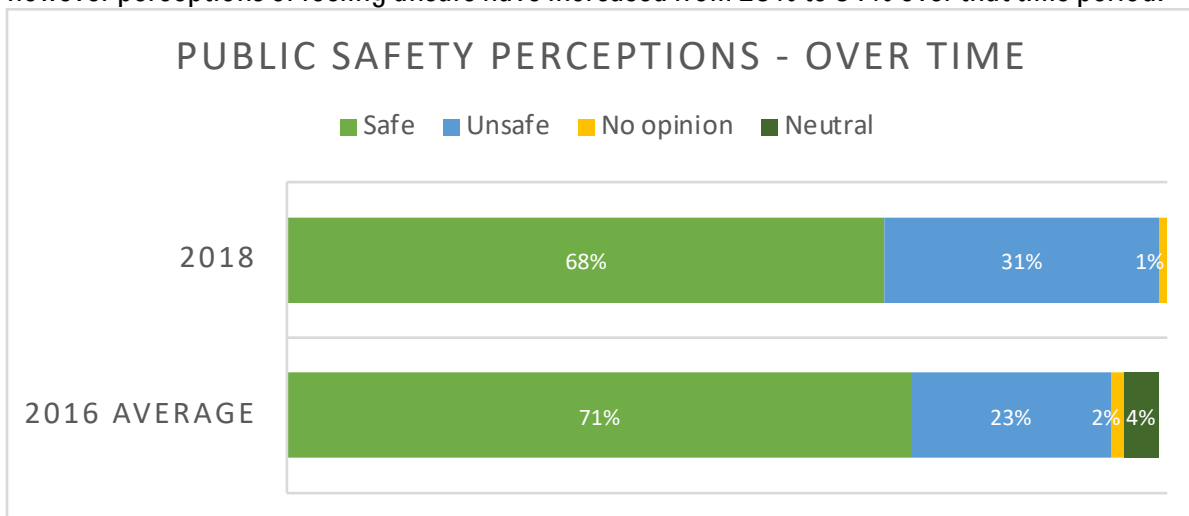


Figure 14: Q21 "How safe do you feel in your neighborhood?" N=901 (weighted) 2016 data is an average of "How safe do you feel walking along in your neighborhood during the day" and "How safe do you feel walking along in your neighborhood after dark" N=350

When asked about level of satisfaction with the Burien Police Department, 60% identified favorably as either very satisfied or satisfied. The lowest rate of satisfaction was 56% in 2014, with the highest in 2010 at 66%. The rates of dissatisfaction with the Burien Police Department increased this year (27%) and are at their highest. Lowest rates of dissatisfaction were 10% in 2010. Satisfaction with police department did not vary by race/ethnicity or age.

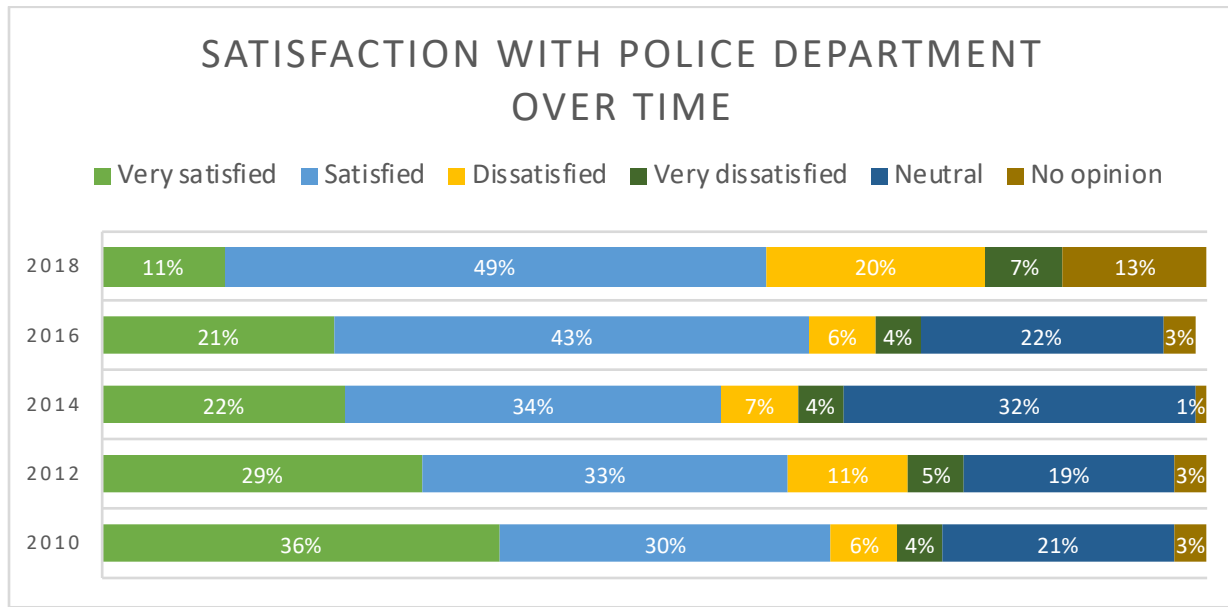


Figure 15: Q22 "How satisfied are you with the level of service from the Burien Police Department?" N=901 (weighted)

When asked whether the City is doing enough to prevent criminal activity, the majority of respondents indicated the City is not doing enough to prevent youth violence (67%), car break-ins (63%) and burglaries (58%). More respondents identified not having an opinion about whether the City was doing enough to prevent domestic violence (58%) with 26% indicating the City is not doing enough.

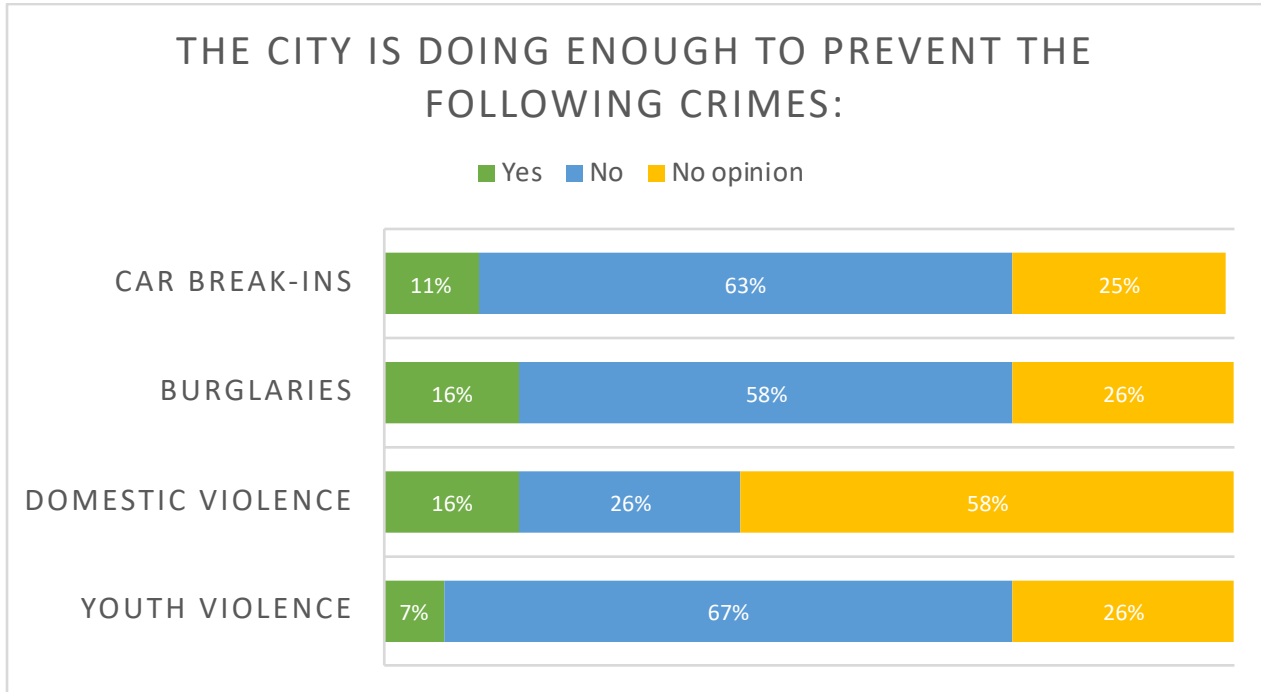


Figure 16: Q24 "Do you feel that the City is doing enough to prevent the following crimes: N=901 (weighted)

Survey respondents were asked in an open-ended question what they thought the City could do to prevent violence. The strongest response is to increase police presence (32%) including more officers and the second strongest response is to increase regular police patrol (15%) such as community policing. Forming a gang unit is the third strongest response (10%).

**"What could the City of Burien do to prevent violence?"**

Increase police presence "Provide police department with more resources and officers and a stronger police presence."	32%
Regular police patrols "Patrol more. Especially in friendly, non-confrontational ways so that people are comfortable with approaching the police when the time does arise out of necessity to do so."	15%
Break up gangs/form gang unit	10%
Events/programming for youth	8%
Community engagement	5%

Table 7: Q25 "What could the City of Burien do to prevent violence?" N=886

One of the new questions on this survey was regarding satisfaction with Burien Fire Department. The responses were overwhelmingly favorable (68%) very satisfied or satisfied and only 3% dissatisfied. Almost one third of respondents did not have an opinion.

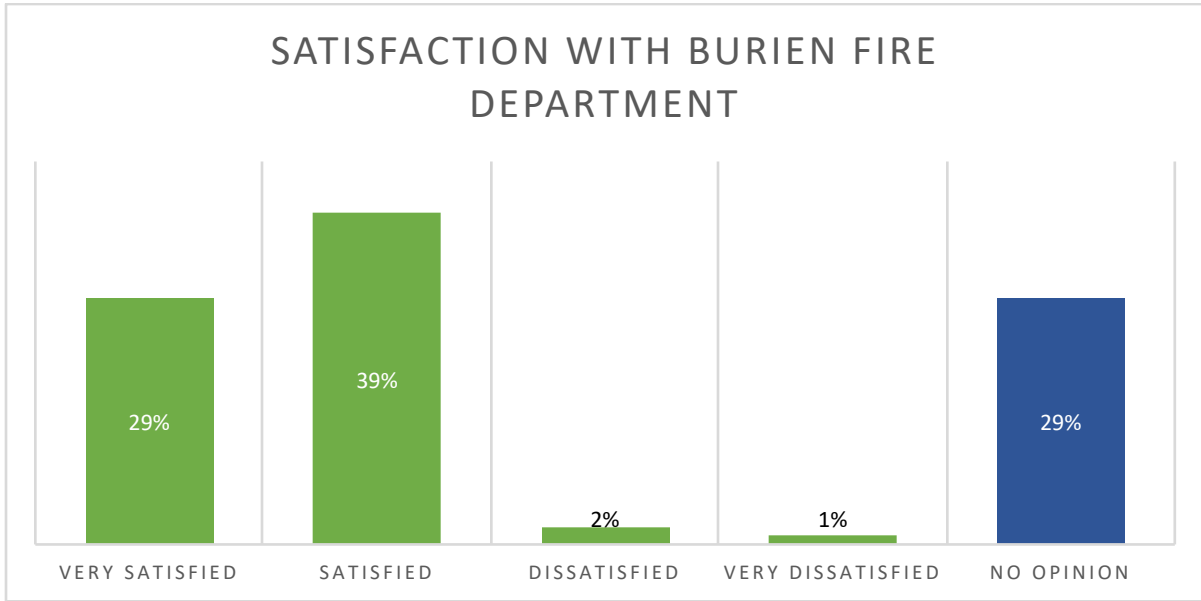


Figure 17: Q23 "Overall, how satisfied are you with the level of service from the Burien Fire Department?" N=901 (weighted)

## ENVIRONMENTAL STEWARDSHIP

When compared to previous surveys that asked, "Would you say that the City of Burien is adequately protecting our natural environment?" 65% were in agreement in 2016 compared to 67% this year. The question regarding whether the City is doing enough to address stormwater management indicates 42% of respondents did not have an opinion on the topic, showing there is some room for increasing public awareness.

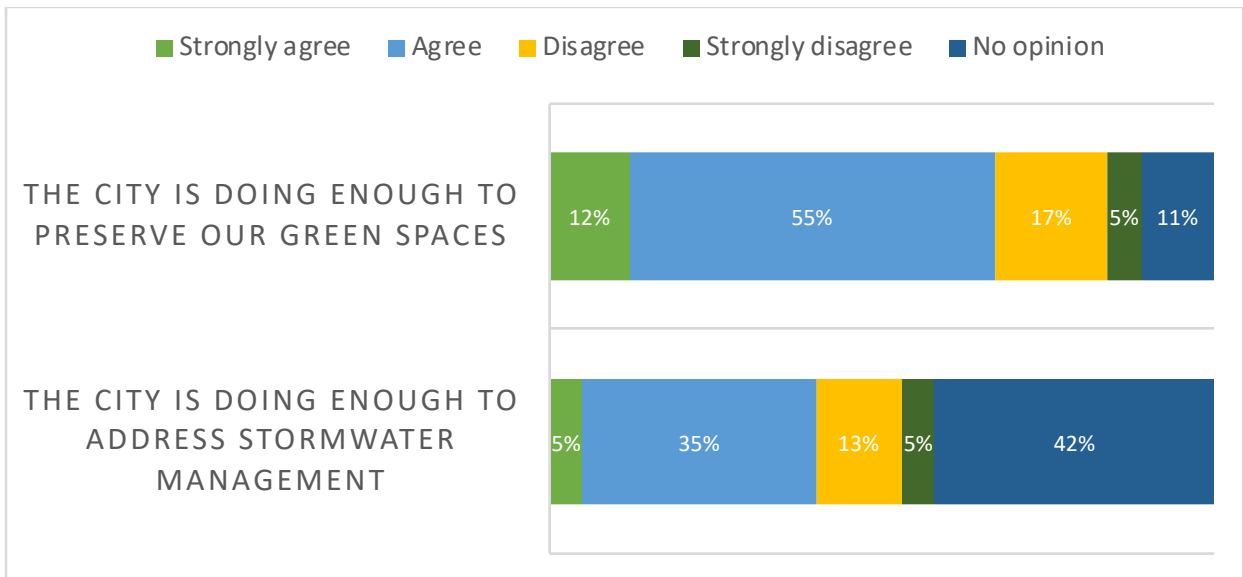


Figure 18: Q26 "I think the City of Burien is doing enough to preserve our city's green spaces, like trees, parks, trails, and beaches." N=901 (weighted). Q27 "I think the City of Burien is doing enough to prevent stormwater (polluted rain runoff) from coming into contact with local bodies of water." N=901 (weighted)

## TRANSPORTATION

When asked about transportation, the majority of respondents (68%) indicated they drive their own vehicles.

### "What is your primary means of transportation?"

Drive myself	68%
Drive—someone else drives me	14%
Bus	7%
Walk	5%

Table 8: Q28 "What is your primary means of transportation?" N=1,115

Previous surveys have all indicated a need for more sidewalks and bike paths in neighborhoods, including 53% of respondents in 2016 indicating there are not enough sidewalks and bike paths in their neighborhood. In this survey, questions were asked more specifically about locations where there may be barriers to safely and conveniently walking or biking. Public transportation (32%) and entertainment (33%) had the highest responses in disagreement to being able to walk or bike safely there. The majority of residents (64%) indicate being able to safely and conveniently walk to stores and restaurants while 27% disagree, similarly to 59% indicating they can walk or bike to downtown Burien and City Hall while 28% disagree, and 57% indicating they can walk or bike to parks and trails while 29% disagree. Almost half of respondents (49%) indicated not applicable as to whether they can safely and conveniently walk or bike to work, while 20% agree they can and 27% disagree.

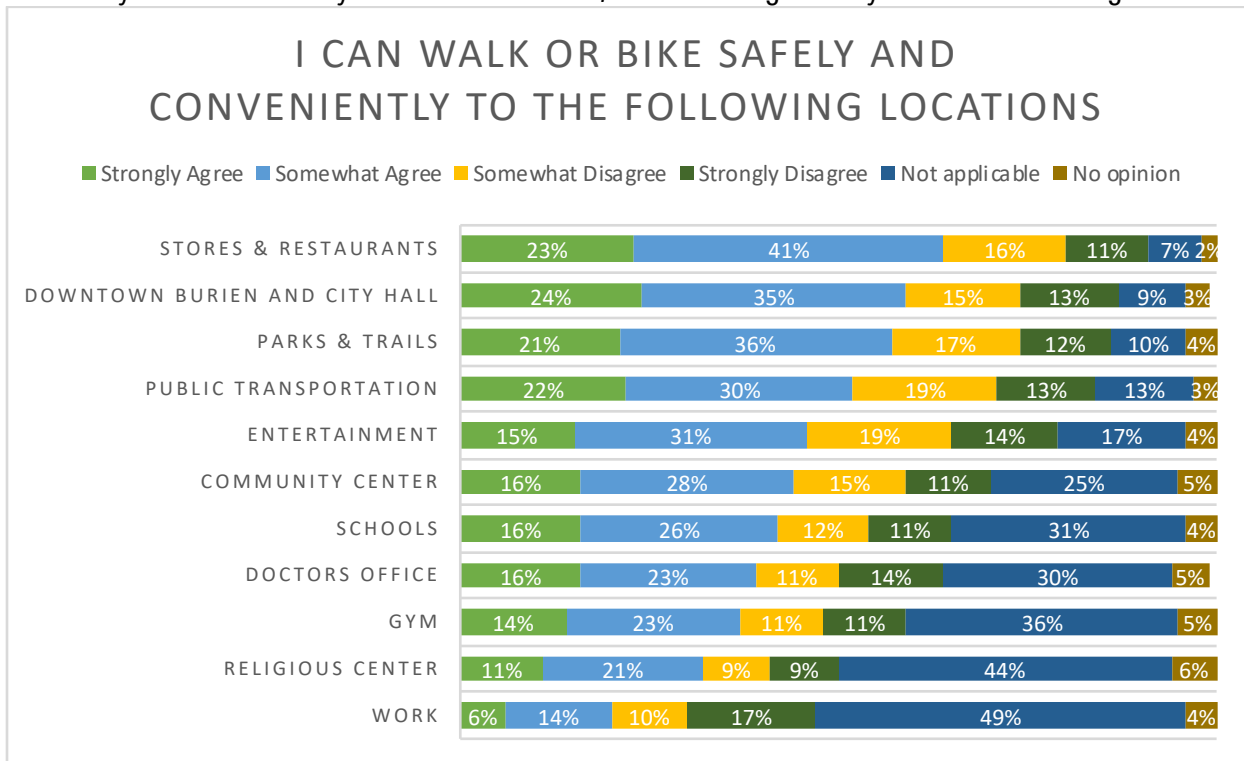


Figure 19: Q29 "I can walk or bike safely and conveniently to the following locations in my neighborhood." N=901 (weighted)

## ECONOMIC DEVELOPMENT

When asked what types of shopping or services respondents would like to see in Burien, a majority (68%) indicated movies, concerts and other entertainment, (60%) indicated eating out/restaurants and just over half (53%) indicated they would like more opportunities for clothes shopping in Burien.

### “What types of shopping or services would you like to see in Burien?”

Movies, concerts and other entertainment	68%
Eating out/restaurants	60%
Clothes shopping	53%
Recreational activities—sports, arts, music, dance	52%
Grocery shopping	40%

Table 9: Q30 “What types of shopping or services would you like to see in Burien?” N=1,054

In an open-ended question regarding what the City could do to increase job training opportunities to encourage economic stability, the strongest response was outreach (18%), including working with growing industries to create on the job training opportunities as an alternative path to a career. Additional themes included offering workshops (12%) and providing incentives to businesses.

### “What could Burien do to provide better job training opportunities for people in Burien?”

Outreach “Work collaboratively with growing industries like the trades or medical profession to create on the job training opportunities as alternatives to a college path.”	18%
Offer workshops/programs “Set up a mentoring program throughout Burien where people could shadow workers, learning from those who are doing.”	12%
Provide incentives “Invite businesses to set up shop, and give them tax incentives for training the workers of tomorrow!”	9%
Improve schools	8%
Offer workshops/programs for youth	8%
More jobs	7%

Table 20: Q32 “What could Burien do to provide better job training opportunities for people in Burien?” N=460

When asked whether they are pleased to see new business and construction in Burien, a strong majority (75%) agreed.



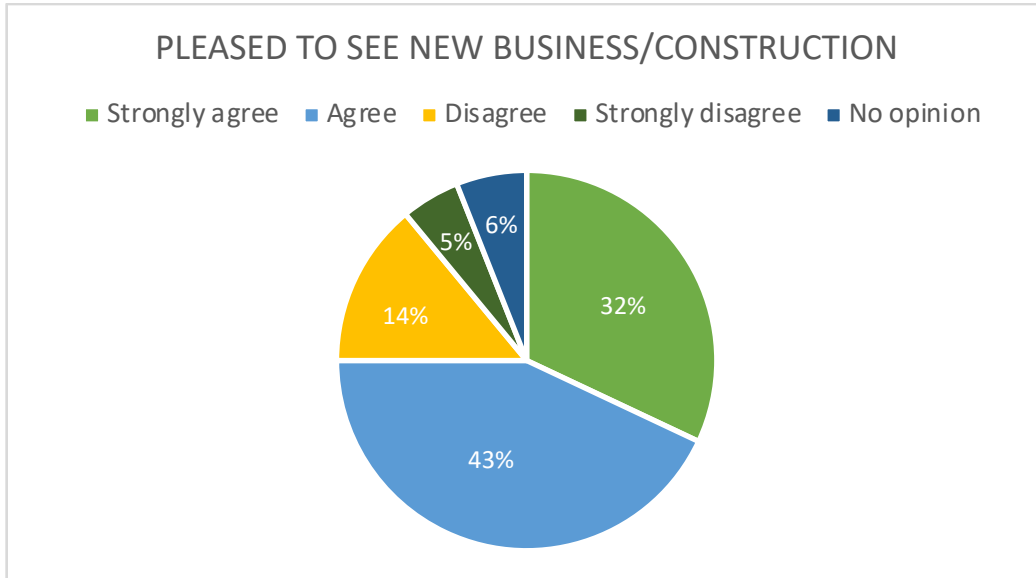


Figure 20: Q33 "I am pleased when I see new business and new construction in Burien because it means we are improving our standard of living and our community" N=901 (weighted)

In contrast, when asked if they are concerned to see new business and construction in Burien, 42% agreed. An interesting comparison when results of previous question showed 19% were not pleased to see new business/construction. This response illustrates that there are mixed feelings about growth, including where development is occurring and what types of businesses are being built. There is room to learn more about what type of development the residents of Burien are in support of.

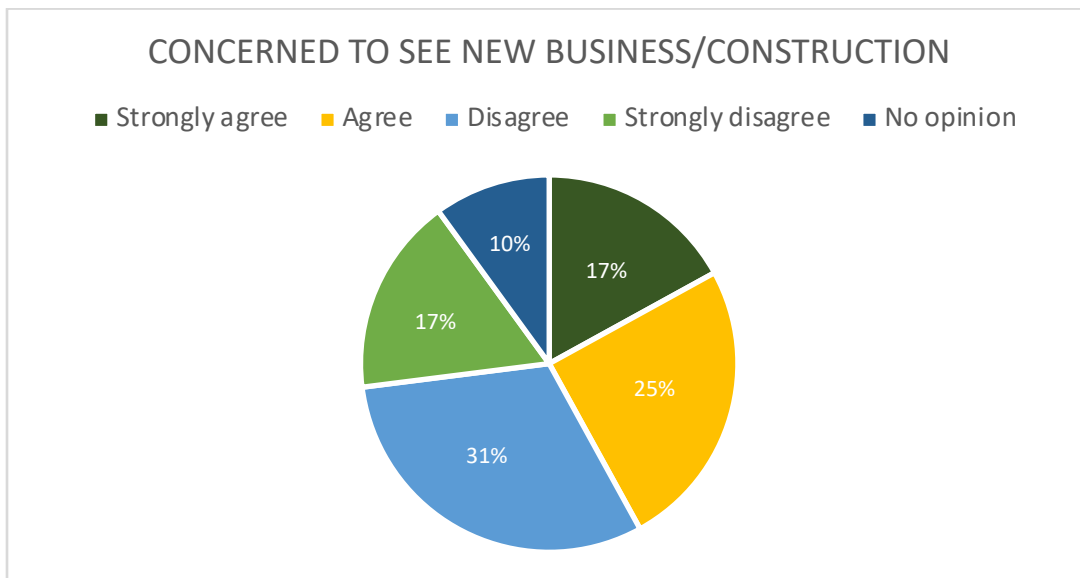


Figure 21: Q34 "I am concerned when I see new business and new construction in Burien because it means it is getting too expensive for some people to live here. N=901 (weighted)

Almost half (49%) of respondents don't think the City should change zoning laws to allow an increase in the number of housing units per acre.

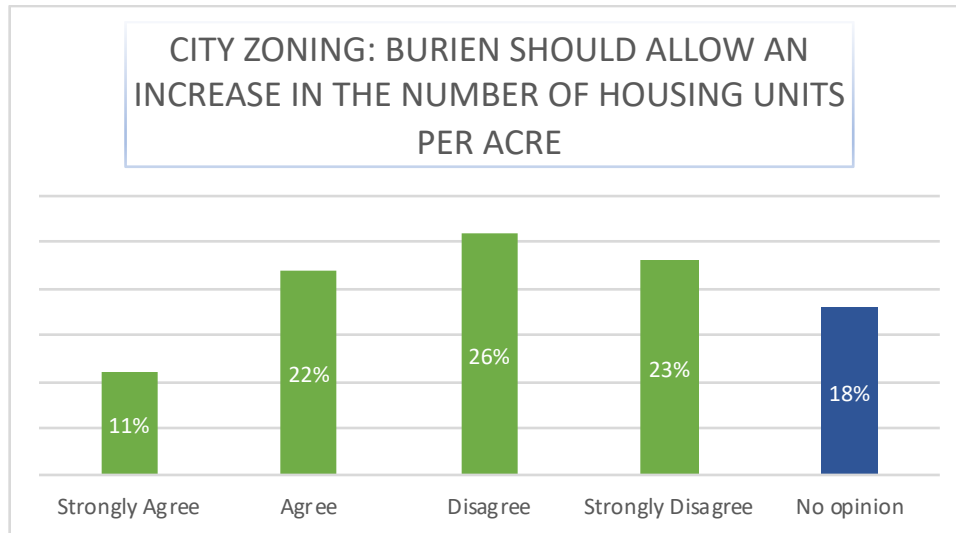


Figure 22: Q35 "City zoning laws determine how many homes can be built on each piece of property in Burien. I think Burien should allow an increase in the number of housing units per acre." N=901 (weighted)

## SOCIAL SERVICES

In a new survey category this year, questions were added to gauge the need of Burien residents around hunger, access to health care and access to behavioral health care. According to the Burien City Health Profile report compiled by Public Health of Seattle & King County,<sup>10</sup> life expectancy in Burien is similar when compared to King County and Washington state, however Burien is ranked the worst in relation to the 26 King County health profile areas for self-reported rating of general health as fair or poor. This rating is also significantly higher (23) when compared to King County (12.2) and Washington State (16). See Figure 23 below for snapshot of report.

In addition, Burien is ranked second worst in the county for activity limitation and the report also indicates Burien residents have higher health risk factors when it comes to smoking (ranked 2<sup>nd</sup> in county), obesity (ranked 3<sup>rd</sup> in county), and sedentary lifestyles/no exercise (ranked 2<sup>nd</sup>). Burien also ranks third in the county for homicides and residents also experience higher rates of frequent mental distress (16%) when compared to King County (10.5%) and WA (11.4%). Adding some survey questions related to these topics will help to determine a baseline to assess the needs and service gaps Burien residents are facing when it comes to general well-being and quality of life.

<sup>10</sup> King County City Health Profile Burien. Public Health Seattle & King County. March 2016 Update. <https://www.kingcounty.gov/depts/health/data/~media/depts/health/data/documents/city-health-profiles/City-Health-Profile-Burien-2016.ashx>

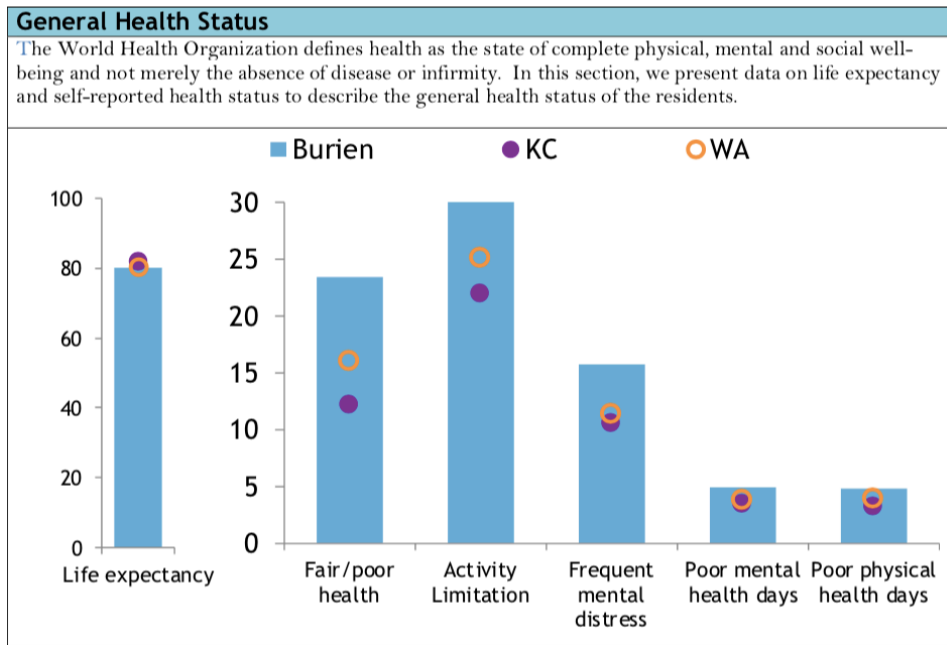


Figure 23: General Health Status. King County Health Profile, City of Burien. March 2016 Update.

## Hunger

The question used on the survey to gauge hunger in Burien is among the standard questions utilized at the Federal level to determine rates of hunger. When asked if, "In the last 12 months, did you or another member of your household ever not eat for a whole day because there wasn't enough money for food?" 5% (N=901 weighted) respondents answered yes, indicating they have experienced hunger within the past year. In comparison to national data where 1.7% of adults in 2017 experienced hunger.<sup>11</sup>

Hunger among Burien residents varies by age ( $p=0.0175$ ), race/ethnicity ( $p=0.002$ ), and income ( $p<0.001$ ). Those under the age of 18 experience hunger at significantly higher rates of 14%, those between the ages of 46-55 experience hunger at 6%, and over the age of 65 experience hunger at 3%. Those with incomes of less than \$25,000 experience hunger at rates of 30%, those who identify as two or more races experience hunger at rates of 19%, Native Hawaiian or Pacific Islander (18%) and African American/Black (11%).

## Access to Health Care

When asked if, "In the last 12 months, did you or someone in your household have a problem finding a medical or health provider (for example, a nurse, doctor, naturopath)?", 16% (N=901 weighted) of respondents answered yes.

<sup>11</sup>Statistical Supplement to Household Food Security in the United States in 2016. United States Department of Agriculture. Economic Research Service. <https://www.ers.usda.gov/publications/pub-details/?pubid=84980> September 2017.

Highest responses to barriers to finding a healthcare provider include:

- Cost of care (14%)
- Lack of availability of services or providers (14%)

There were significant differences in finding a health provider by age ( $p < 0.001$ ) and race/ethnicity ( $p < 0.001$ ) and income ( $p < 0.001$ ). Those between the ages of 18-25 (32%), 26-35 (32%), those who identified as two or more races (28%), American Indian/Alaska Native (20%), those with annual household incomes under \$25,000 (45%) and income between \$25-35,000 (33%).

### Access to Behavioral Health Care

When asked if, "In the last 12 months, did you or someone in your household have a problem getting the mental health or alcohol/drug use services you need?", 7% (N=901 weighted) of respondents answered yes. Highest responses to barriers to finding a behavioral health care include:

- Lack of availability or service of provider (7%)
- Cost of care (6%)
- Inadequate or no insurance coverage (5%)

There were also significant differences in finding a mental health provider by age ( $p = 0.02$ ) and income ( $p < 0.001$ ). Those between the ages of 18-25 (24%), under 18 (12%), Hispanic/Latino (11%), American Indian/Alaska Native (10%), under annual household income of \$25,000 (27%), between \$35-45,000 (9%).

Social service questions were also directed towards subpopulations in order to gauge the need for services for Youth and Seniors. While almost half of the respondents (49%) did not have an opinion of this need, more of those that responded (32%) disagree that Burien youth get the services and support they need. More than half of respondents did not have an opinion on senior services, but of those who did more (30%) believe Burien seniors get the services they need.

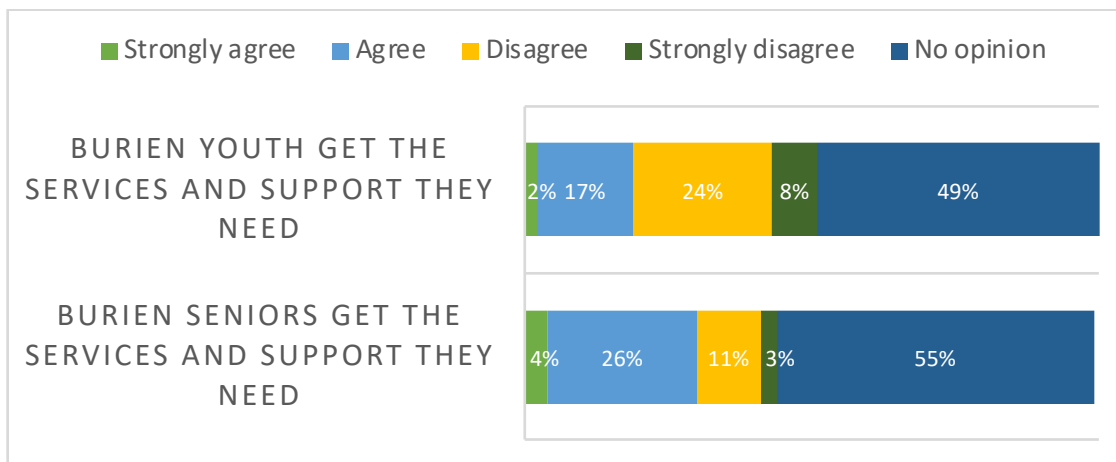


Figure 24: Q43 "How much do you agree or disagree with the following: Burien youth get the services and support they need to grow and succeed" N=901 (weighted). Q41 "How much do you agree or disagree with the following: Senior citizens in Burien get the services and support they need" N=901 (weighted)

In an open-ended question, respondents were asked what the City could do to provide better services for youth and seniors. For youth, the strongest response (27%) was to provide activities and programs, and education (16%) was the second strongest response next to providing a youth group/center (9%).

**“What could Burien do to provide better services for youth?”**

Activities/programs	27%
“It doesn’t seem there are enough youth services, particularly services that are culturally appropriate. There seems to be a lack of opportunity for youth in Burien such as clubs, activities, job training, low-cost/free sports teams, mentorship – we need more of all of it.”	
Education	16%
“Focus on collaboration with schools and support innovation in the Highline School District.”	
Youth group/center	9%
“Provide a place for them [youth] to go and opportunities for them to learn about (city) government so they could provide answers to you about what they need directly.”	

Table 32: Q44 “What could Burien do to provide better services for youth?” N=453

For seniors, the strongest response was for the City to provide direct services (15%), in addition to activities/programs (12%) and ensuring safety (11%) and providing transportation (10%).

**“What could Burien do to provide better services for seniors?”**

Provide direct services	15%
“More services such as community outreach, housing and shopping companions.”	
Activities/programs	12%
“Provide more opportunities for them [seniors] to interact with other people, including volunteer events like mentoring youth.”	
Safety	11%
“Make it safer for them [seniors] to be out and about without fear of being harassed or robbed.”	
Transportation	10%
“Improve transportation services, for example to doctor appointments and grocery stores.”	

Table 14: Q42 “What could Burien do to provide better services for seniors?” N=357

## HOUSING

Housing in King County as a whole is reaching a state of crisis as economic growth continues and population increases demand and cost of housing increases in the region. Median gross rent in Burien as of 2016 was \$1,023 compared to \$1,273 in King County and \$1,056 in Washington state.<sup>12</sup> This is an increase in Burien from \$1,014 in 2015 and \$995 in 2014. The topic of housing was added to the survey in order to gauge the public opinion on what the housing needs are in Burien and establish a baseline.

When asked if Burien is an affordable place to live, a majority (60%) agree that it is. A strong majority (71%) of respondents also agree that the City should do more to ensure housing in Burien meets rental standards and almost half (47%) don't think the City is doing enough to enforce property maintenance and zoning codes.

There is a difference of perception of Burien being an affordable place to live by age ( $p < 0.001$ ), race ( $p < 0.001$ ), income ( $p < 0.001$ ), and neighborhood ( $p < 0.005$ ). While 36% of the weighted sample do not think Burien is an affordable place to live, higher rates of Hispanic/Latino (50%), African American / Black (40%), those under the age of 18 (59%), and those between the ages of 18-25 (49%) do not think Burien is an affordable place to live.

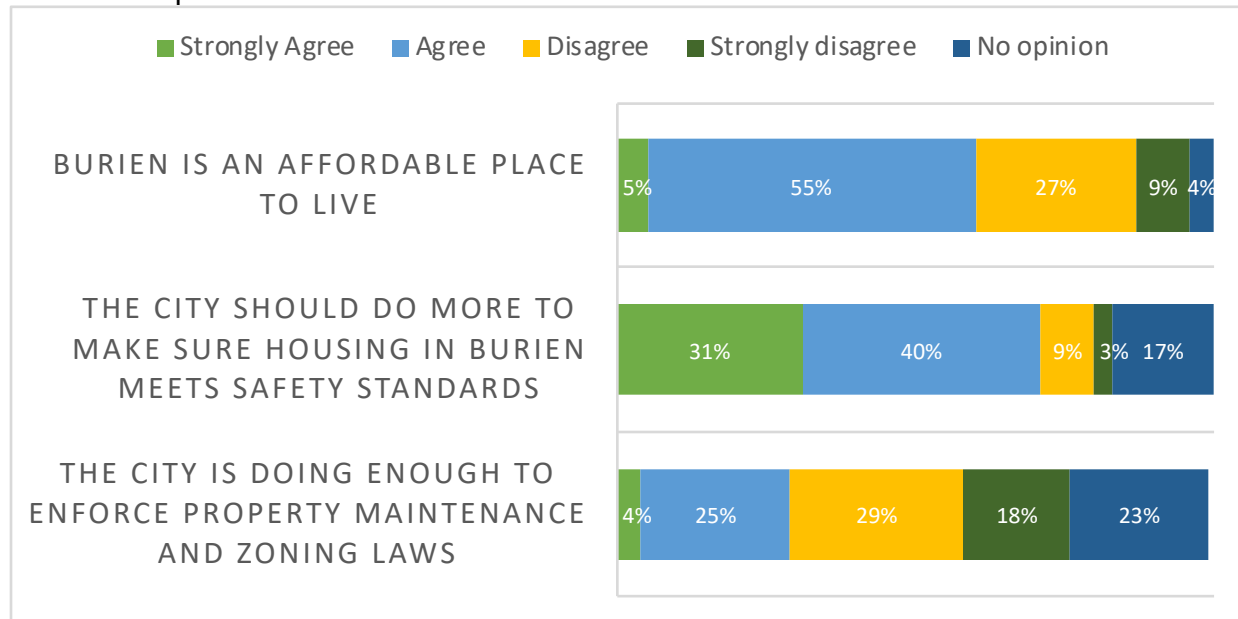


Figure 25: Q45 "Burien is an affordable place to live" N=901 (weighted). Q46 "I think the City of Burien should do more to make sure housing in Burien meets safety standards. For example, it is free of mold, pests, rodents, lead, etc." N=901 (weighted). Q47 "I think the City of Burien is doing enough to enforce property maintenance and zoning laws. For example, garbage, abandoned cars, building paint, pest control, regulating in-home businesses like childcare or short-term lodging like Airbnb) N=901 (weighted)

In an open-ended question, when asked what the City should do to address housing needs, half (50%) of the respondents indicated that creating more job opportunities was the approach to take, while

<sup>12</sup> Median Gross Rent. 2012-2016. American Community Survey.

<https://www.census.gov/quickfacts/fact/table/buriencitywashington,kingcountywashington,wa/HSG860216#viewtop>

just under half (46%) identified the need to increase availability of affordable housing, and slightly less (41%) believe the City should address substandard housing.

**"I think the top three things the City of Burien should to do address housing needs are..."**

Create more job opportunities	50%
Increase availability of affordable housing	46%
Address substandard housing	41%
Address landlord discrimination	25%
Provide more rental assistance	24%

Table 13: Q48 "I think the top three things the City of Burien should to do address housing needs are..." N=1,057

## SURVEY RESPONDENT DEMOGRAPHICS

**"How old are you?"**

Under 18	9%
18-25	2%
25-35	12%
36-45	21%
46-55	15%
56-65	20%
Over 65	17%
Prefer not to say	5%

Table 13: Q49 "How old are you?" N=1,079

**"What gender do you identify with?"**

Female	53%
Male	37%
Transgender	.09%
Prefer not to say	8%
Not listed	2%

Table 13: Q50 "What gender do you identify with" N=1,073

**"Do you consider yourself to be:"**

Heterosexual or straight	73%
Gay or lesbian	7%
Bisexual	3%
Prefer not to say	12%
Not listed	5%

Table 13: Q51 "Do you consider yourself to be:" N=1,060

**“How would you describe your ethnic or racial background?”**

White/Caucasian	65%
Latino/Hispanic	6%
African American / Black	2%
Asian	6%
American Indian or Alaska Native	1%
Native Hawaiian or Pacific Islander	1%
Two or more races	3%
Prefer not to say	11%
Not listed	5%

Table 13: Q52 “How would you describe your ethnic or racial background?” N=1,069

**“In what language do you mainly speak at home?”**

English	88%
Spanish	4%
Vietnamese	2%
Prefer not to say	2%
Not listed	2%

Table 13: Q32 “In what language do you mainly speak at home?” N=1,045

**“Which of the following categories includes your annual household income?”**

Under \$25,000	5%
\$25,000- under \$35,000	5%
\$35,000- under \$50,000	8%
\$50,000- under \$75,000	13%
\$75,000- under \$100,000	14%
\$100,000- under \$150,000	18%
More than \$150,000	15%
Prefer not to say	18%
I don't know	5%

Table 13: Q54 “Which of the following categories includes your annual household income?” N=1,064

## Options for Community Engagement

There are opportunities for soliciting ongoing community opinion, in addition to continuing to survey every two years, that the City could take advantage of for ongoing community engagement. The survey is broad and meant to cover a range of topics and capture a baseline, but the City could consider supplementing the survey with smaller, more targeted efforts in-between surveys. Some options to do so include prioritizing topics to follow up on based on broader community survey results and conducting additional smaller scale surveying to targeted populations on a specific topic. The



City could also conduct focus groups or community engagement workshops to test an idea or come to consensus on an approach. And, finally, the City is already informally tracking social media data on satisfaction but could do so in a more organized way in which it was possible to monitor trends on a longitudinal basis. This could include an approach as simple as recording and tracking opinions in a document and using the qualitative analysis approach of coding to determine themes, or utilizing a more sophisticated approach such as sentiment analysis in which there are software systems such as CloudFactory.com, AskNicely.com, and AmazonComprehend.com that can extract and analyze citizen opinion.<sup>13</sup>

---

<sup>13</sup> Sentiment Analysis and Opinion Mining. Bing Liu. Morgan & Claypool Publishers. May 2012.  
<http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.244.9480&rep=rep1&type=pdf>

# Appendix - Demographics

<b>Total Population</b>	50,187
Growth Rate	2014-2019: 4.4% increase
<b>Male</b>	51.7%
<b>Female</b>	48.3%
<b>Age (2014)</b>	18-25 (8.1%)
	25-34 (14.2%)
2016 Median = 37.5	35-44 (14.3%)
	45-54 (14.1%)
	55-64 (13.1%)
	Over 65 (13.2%)
<b>Race</b>	
White	63.7%
Hispanic or Latino	24.0%
Asian	10.9%
Other	8.6%
Two or more races	7.6%
Black	6.4%
American Indian and Alaska Native	1.6%
Native Hawaiian and Other Pacific Islander	1.2%
<b>Language Spoken at Home (2014)</b>	Only English 65.9%
	Spanish 16.7%
	Asian/Pacific Islander languages 10%

## Selected Economic Characteristics

<b>Occupation (2014)</b>	
22.5% blue collared workers compared to WA 18.9% and US 20.4%	
<b>Industry</b>	
Educational services, and health care and social assistance	17.5%
Professional, scientific, and management, and administrative and waste management services	12.1%
Arts, entertainment, and recreation, and accommodation and food services	11.5%
Manufacturing	11.4%
Retail	10.9%
<b>Employment Status</b>	
Employed	66.5%
Unemployed	3.9%
Not in labor force	33.5%
Unemployment rate	5.8%
<b>Income</b>	
Median household Income	\$54,546
Average household income	\$72,899
<b>Poverty past 12 months</b>	
All people	17.4%
All families	12.2%
<b>Percent high school graduate or higher</b>	83.2%

\*American Community Survey 5-Year Estimates 2012-2016

\*2014 estimates are Nielsen Clarita

# Appendix – Community Survey Map

