

City of Burien

2009 Annexation Outreach Plan Survey

Phone # _____ Date: _____ Interviewer: _____

This is _____. I am calling on behalf of the City of Burien. Burien is developing an outreach plan to help improve communication with residents in the annexation area as they become part of the City. May I have a few minutes of your time to ask questions that will help Burien understand how to best communicate with you and keep you informed? (If asked: the survey takes about 5 minutes.)

[If they agree to participate – READ THIS] Annexation is the way that cities extend their services, regulations, voting privileges, and taxing authority to new territory. In August 2009, voters in the southern portion of North Highline approved Burien’s proposed annexation of that area. This survey is part of our effort to improve communications with residents in the annexation area . The information gathered from this survey will be used to develop an outreach plan specific to that area. Your responses are confidential.

1. I’d like to begin by confirming that you are in the Burien Annexation area. Can you give me your address or the cross streets nearest your location?

2. What is your age? (If under 18 years ask if an adult is available)

- (1) 18-24 years (4) 45-54 years (7) 75 + years
 (2) 25-34 years (5) 55-64 years
 (3) 35-44 years (6) 65-74 years

3. Next, I’d like you to rate the quality of the following communication tools used by the City of Burien that you are aware of. Please rate each item on a scale of 1 to 5 where 1 means poor and 5 means excellent:

Communication Tool	Excellent	Good	Average	Fair	Poor	Don't Know
(A) Burien TV (Comcast cable channel 21)	5	4	3	2	1	9
(B) E-mail/Web site/Internet	5	4	3	2	1	9
(C) Mailed flier or postcard	5	4	3	2	1	9
(D) Neighborhood newsletter	5	4	3	2	1	9
(E) Open house/Public presentation	5	4	3	2	1	9
(F) Radio Announcement	5	4	3	2	1	9

4. Given a choice, how would you prefer to be communicated with? In other words, which of the following communication tools would you like to see the City of Burien use in communicating with you? Please rate each item on a scale of 1 to 5 where 1 means Not at all Useful and 5 means Very Useful:

Communication Tool	Very Useful	Useful	No Opinion	Not too Useful	Not at All Useful	Don't Know
(A) Burien TV (Comcast cable channel 21)	5	4	3	2	1	9
(B) E-mail/Web site/Internet	5	4	3	2	1	9
(C) Mailed flier or postcard	5	4	3	2	1	9
(D) Neighborhood newsletter	5	4	3	2	1	9
(E) Open house/Public presentation	5	4	3	2	1	9
(F) Radio Announcement	5	4	3	2	1	9

5. If the City of Burien were to schedule meetings, open houses or discussion groups about the annexation area, would you participate?

___(1) Yes – ask 5a-b

___(2) No – ask Why not? _____

5a. [If YES] What days of the week would be good for you to attend a meeting or open house?

(check all that apply) ___(1) Monday ___(5) Friday ___(2) Tuesday ___(6) Saturday ___(3) Wednesday ___(7) Sunday ___(4) Thursday

5b. [If YES] What times of the day would generally be the best time for you to attend a meeting or open house?

(check all that apply) ___(1) Morning ___(2) Afternoon ___(3) Evening

6. What do you like best about the area where you live?

7. What ONE thing would you most like to see improved in your community?

8. Next, I am going to ask you to rate the importance of various public services. Using a scale of 1 to 5 where 5 means ‘very important’ and 1 means ‘very unimportant, please rate the importance of the following:

Service	Very Important	Important	Neutral	Unimportant	Very Unimportant	Don't Know
Land Use	5	4	3	2	1	9
Parks	5	4	3	2	1	9
Recreation Programs	5	4	3	2	1	9
Police	5	4	3	2	1	9
Roads	5	4	3	2	1	9
Sidewalks	5	4	3	2	1	9
Storm Water	5	4	3	2	1	9
Code Enforcement	5	4	3	2	1	9

9. Using a scale of 1 to 5 where 5 means 'very satisfied' and 1 means 'very dissatisfied', I would now like you to rate your satisfaction with quality of the following services in the area where you currently live:

Service	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Don't Know
Land Use	5	4	3	2	1	9
Parks	5	4	3	2	1	9
Recreation Programs	5	4	3	2	1	9
Police	5	4	3	2	1	9
Roads	5	4	3	2	1	9
Sidewalks	5	4	3	2	1	9
Storm Water	5	4	3	2	1	9
Code Enforcement	5	4	3	2	1	9

10. Do you have any concerns about annexation or becoming a part of the City of Burien? If so, what is your concern?
[write the concern in the space provided]

11. Would you be interested in participating in further efforts to help Burien develop a successful communication plan?

- ___(1) Yes – Ask for the contact information in the table below.
___(2) No

Name	
Mailing Address	
Phone Number	
Email Address	

DEMOGRAPHICS: Finally, I am going to ask you a few demographic questions to be sure our survey is representative of the area where you live.

12. How long have you lived in your current home?

- ___(1) Less than 1 year ___(3) 6-10 years ___(5) More than 20 years
___(2) 1-5 years ___(4) 11-20 years

13. Do you own or rent your home? ___(1) Own ___(2) Rent

14. Are you a registered voter?

___(1) Yes ask 14a

___(2) No

14a. [If YES] Did you vote on the proposed annexation in the August 18, 2009 Election?

___(1) Yes

___(2) No

15. Would you like to receive an email with the results of this survey?

___(1) Yes Email address: _____

___(2) No

Thank you for your time. Your feedback will be used to help us develop an outreach plan. Enjoy the rest of your day/evening.