

SURVEYING RESIDENTS ON CITY SERVICE DELIVERY IN EVERETT, MA



METROBRIDGE



ABOUT THIS REPORT

The City of Everett collaborated with the MetroBridge Program at Boston University's Initiative on Cities to develop and distribute a survey to Everett residents. Topics discussed in the survey included functions of the Department of Public Works (Garbage Collection, Recycling, Street Repair, Snow Removal, and Water Billing) as well as the departments that oversee Parking, Zoning, Police, Recreation, and Polling Place Administration. The results from the survey were analyzed and interpreted by students in Boston University's Inequality and American Politics course led by Assistant Professor Katherine Levine Einstein during the Spring 2019 semester.

This report combines key findings from several adjacent reports from the course. The final version of the data analysis and summary were developed by PhD candidate Nicholas Henninger with support from Emily Robbins, MetroBridge Program Manager and Associate Professor David Glick, MetroBridge Faculty Director. The report was designed by Fatima Blanca Munoz, Program Manager at the Initiative on Cities.



ACKNOWLEDGMENTS

The MetroBridge program at Boston University's Initiative on Cities wishes to thank our collaborators in the City of Everett for their assistance on this project, in particular: J. Catherine Rollins-Denisi, Policy Director; Tom Philbin, Communications Director; Andrew Napolitano, Communications Associate; and Chad Luongo, Director of Constituent Services.

ABOUT BU METROBRIDGE

MetroBridge empowers students across Boston University to tackle urban issues, and at the same time, helps city leaders confront key challenges. MetroBridge connects with local governments to understand their priorities, and then collaborates with Boston University faculty to translate each city's unique needs into course projects. Students in undergraduate and graduate classes engage in city projects as class assignments while working directly with local government leaders during the semester. The goal of MetroBridge is to mutually benefit both the Boston University community and local governments by expanding access to experiential learning and by providing tailored support to under-resourced cities. MetroBridge is funded by the College of Arts and Sciences and housed at Boston University's Initiative on Cities.



TABLE OF CONTENTS

Executive Summary	p.4
Methodology and Sample Characteristics	p.6
Resident Satisfaction in Everett	p.7
Service Areas	
Garbage Collection	p.10
Recycling	p. 11
Policing	p. 12
Street Repair and Sidewalk Repair	p. 13
Snow Removal	p. 14
Water Billing	p.15
Parking	p. 16
Zoning and Land Use	p. 17
Recreation	p. 18
Polling Place Administration and Election Administration	p. 19
Animal Control	p. 21
Limitations	p.22
Key Takeaways and Conclusion	p.23
Appendix A: Resident Survey Instrument	p.24

EXECUTIVE SUMMARY

A survey distributed to residents of Everett aimed to identify residents' opinions on, and experiences of, the quality and accessibility of public services. Participants were asked about services ranging from garbage collection to parking to policing, as well as basic demographic questions. Statistical analyses conducted on the survey data indicate discrepancies in residents' experience along income, racial, and homeownership lines. This report discusses the results of these analyses, which cumulatively suggest a lower quality, accessibility, and satisfaction among several city services for low-income residents, minority residents, and renters in the City of Everett.

Everett is a 3-square mile, demographically-diverse suburb of Boston. Historically, Everett's residents were mostly immigrants from European countries. Today, Everett's population is 22.9% Hispanic or Latino, 19.8% Black or African American, and 6.5% Asian American. An astounding 41% of Everett's residents are foreign-born and only 76.8% are US citizens.¹ The majority of Everett residents are non-native English speakers. However, the evolution of Everett's population has arguably changed little about the existing inequalities within Everett's economy and politics. Since Everett became a city, it has only elected to local public office seventeen women, three Latino men, and one black man. White men, on the other hand, have been elected 632 times in that same time period.² These representational issues, and a lack of diversity among non-elected city hall officials, may play a significant role in perceived access to services.

Across nearly all service groups, homeowners were more likely to rate Everett's city services positively than renters, white residents more likely than non-white residents, and high-income residents more likely than low-income residents. These clear socioeconomic divides extend even into many of the seemingly mundane roles of a local government: snow removal, sidewalk repair, or parking meters. The largest variance between homeowner and renter experience is a 20-percentage point difference in water billing (which may be attributed to renters not being responsible for water utility payments), followed closely by a 19-percentage point variance in polling place administration. The largest variance between white and non-white residents is in policing (a 27-percentage point difference), with additional large variances in animal control and election administration. The largest variance between high-income and low-income residents is in polling place administration (a 32-percentage point difference), with a 21-percentage point variance in water billing.

All told, this report highlights what the City of Everett is doing well – residents are most satisfied with the city’s garbage and recycling infrastructure – and which service areas may need improvement. Furthermore, the report highlights some dramatic variances in the way demographic groups in the city experience the city’s services. A close analysis of the data provides many suggestions for improving access to services for all Everett residents moving forward.

¹ U.S. Census Bureau. (2019). Everett city, Massachusetts. Retrieved from: <https://factfinder.census.gov/>

² Ebbert, Stephanie. (2017, June 20). Meet the 29-year old who wants to shake up Everett politics. The Boston Globe. Retrieved from: <https://bostonglobe.com/>

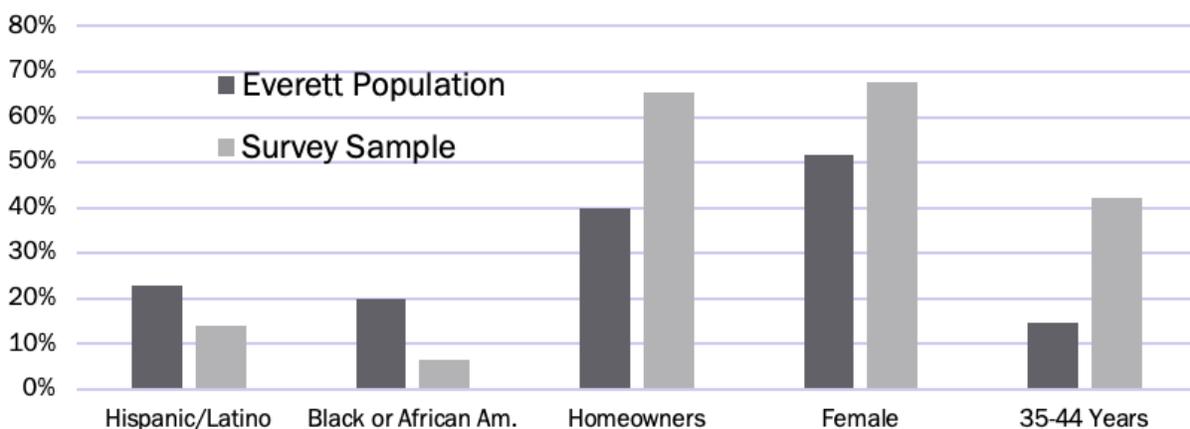
METHODOLOGY AND SAMPLE CHARACTERISTICS

In order to assess the level of inequality present in the provision of public services, the City of Everett collaborated with the MetroBridge Program at Boston University's Initiative on Cities to develop and distribute a survey to Everett residents. Topics discussed in the survey included functions of the Department of Public Works (Garbage Collection, Recycling, Street Repair, Snow Removal, and Water Billing) as well as the departments that oversee Parking, Zoning, Police, Recreation, and Polling Place Administration. (See **Appendix A** for the full list of survey questions.) The survey was distributed primarily through digital means, on the city's Facebook page, website, and other social channels. 83.4% of respondents identified social media as their survey location. Paper copies were also available at City Hall.

In total, 197 responses were collected. The results from the survey were analyzed and interpreted by students in Boston University's Inequality and American Politics course led by Dr. Katherine Levine Einstein. This report combines several adjacent reports from Dr. Einstein's students into a distributable report for the City of Everett.

The chart on page 7 depicts the level to which the survey respondents are representative of the broader Everett population. As can be seen, survey respondents were less likely to be people of color, and more likely to be white, female, homeowners residents in the 35-44 age group. This is likely due to Facebook being the primary means of distribution for the survey. Future surveys could seek to replicate these results through a broader outreach both online and in-person.

Representativeness of Survey Respondents



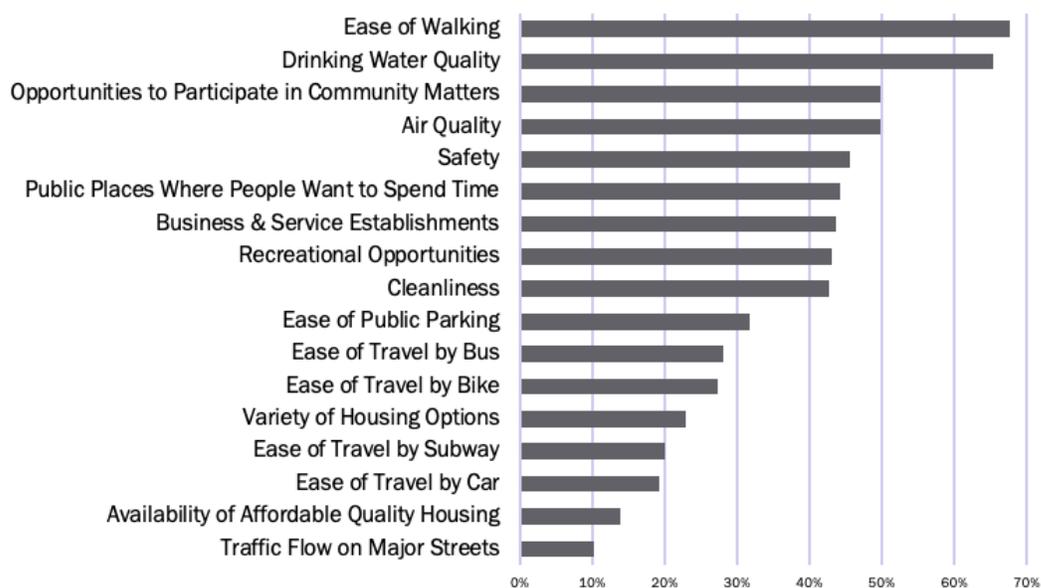
In the analysis presented below, “high-income” is defined as those incomes exceeding \$100,000 per year, while “low-income” is those incomes less than \$50,000 per year. “Middle-income” is defined as those incomes between \$50,000 and \$100,000 per year. “White” categorizes those who identified their race as “White” and did not consider themselves to be Hispanic or Latino. “Non-White” consists of Hispanic and Latino respondents, as well as black or African American, Native American, Asian American, and all other. There were an insufficient number of non-white respondents necessary to break down this category further while maintaining an adequate sample size.

RESIDENT SATISFACTION IN EVERETT

The following charts display the general results for all public services discussed in the survey. Each of the thirteen government functions surveyed will be broken down along demographic categories and discussed at length later in the report. As can be seen from the chart entitled “Satisfaction with Characteristics of Everett,” respondents give high marks to their city’s walkability, drinking water, community participation, air quality, and safety. Their largest concerns include traffic flow on major streets, the availability of affordable and quality housing, and a series of other transportation concerns.

Satisfaction with Characteristics in Everett

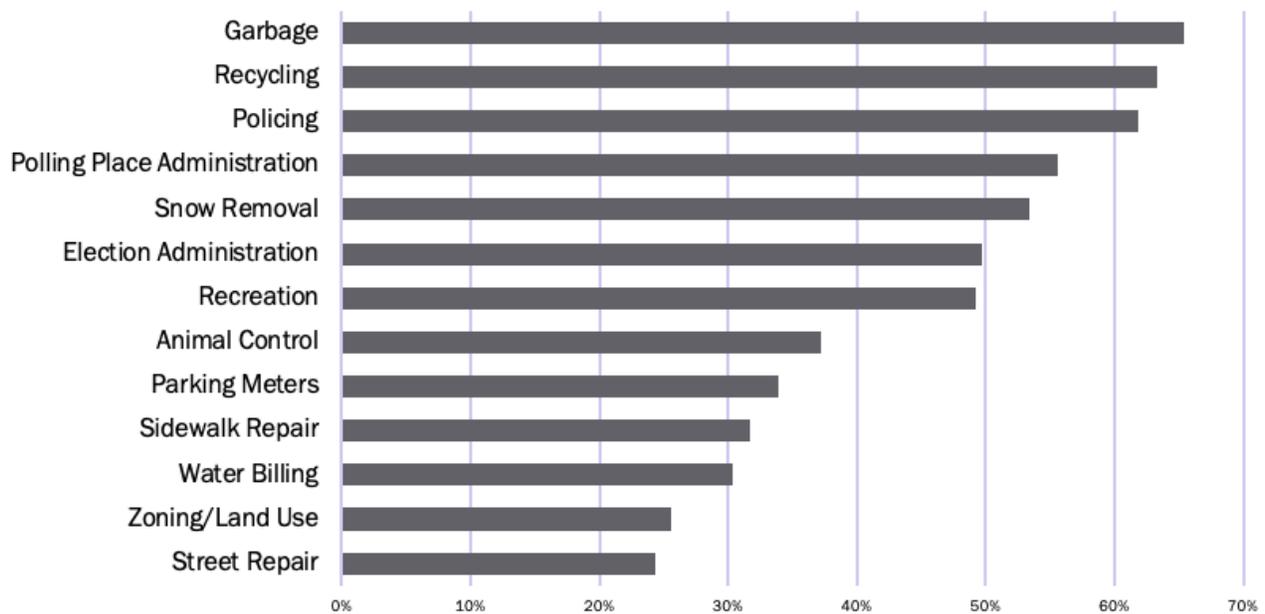
Percentage of Responses "Excellent" or "Good"



The next chart displays respondents' attitudes towards city-provided services. Residents generally rate the government functions of garbage collection, recycling collection, and policing highly, while giving low marks to street repair, zoning/land use planning, and water billing

Satisfaction with Government Functions

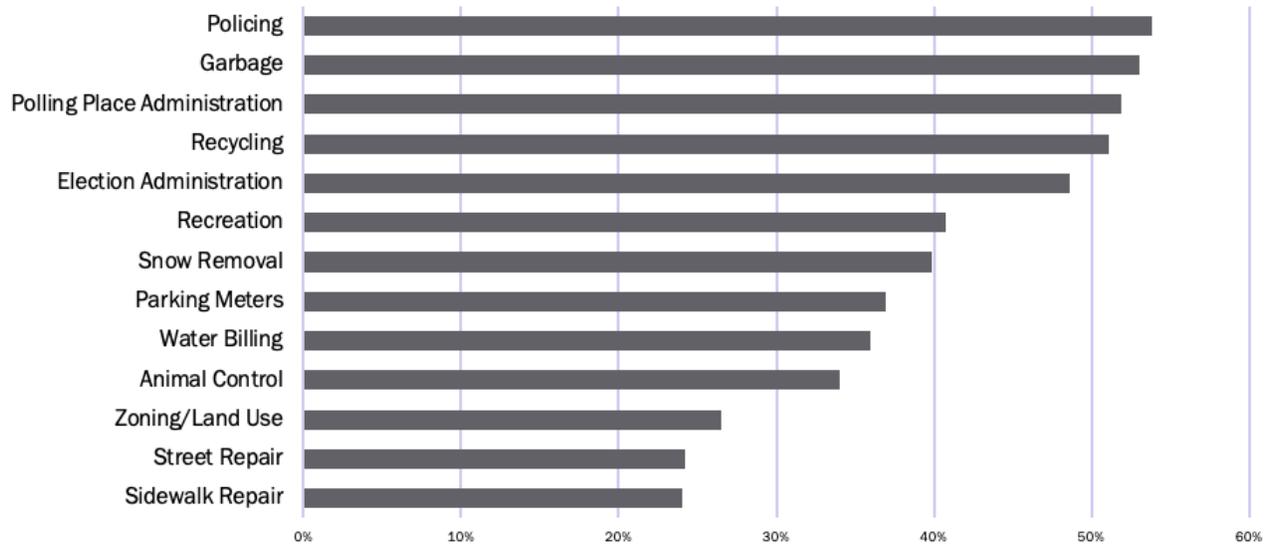
Percentage of Responses "Very Satisfied" or "Somewhat Satisfied"



The survey also asked residents about how easy it is to get information about these government functions. Respondents are most concerned about the lack of information with regards to street repair, sidewalk repair, and zoning/land use, but are most satisfied with the city's level of communication regarding police, garbage collection, and polling place information.

Ease of Getting Information about Government Functions

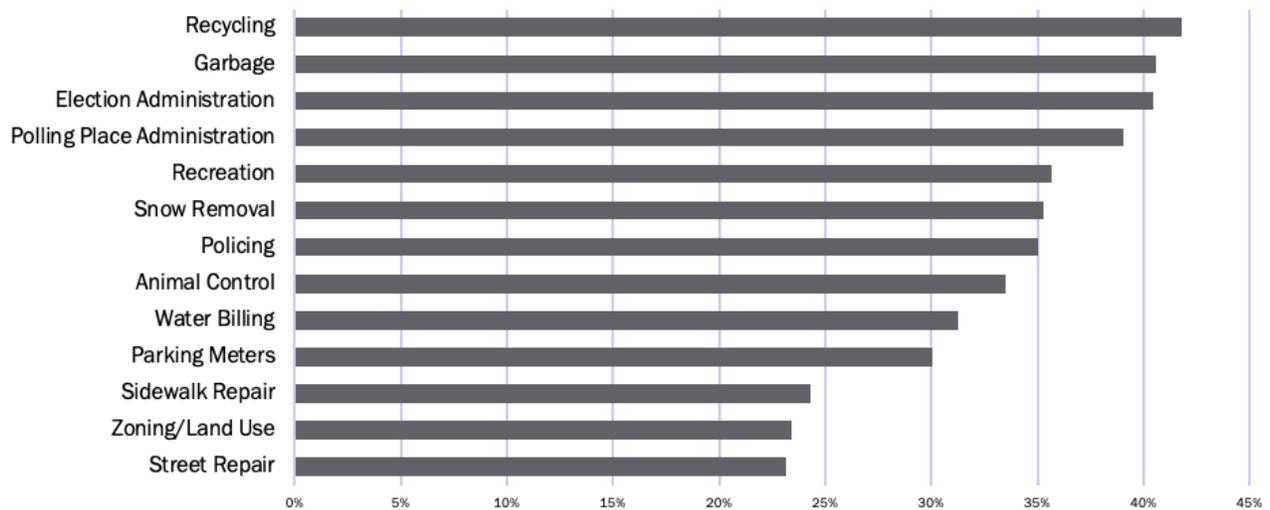
Percentage of Responses "Very Easy" or "Somewhat Easy"



Lastly, the survey asked about residents' perceptions about how equitably the city provides these public services across different neighborhoods. Respondents perceive street repair, zoning/land use, and sidewalk repair to be the most unequally distributed across neighborhoods in Everett, while they view recycling, garbage, and election and polling place administration to be distributed most equally.

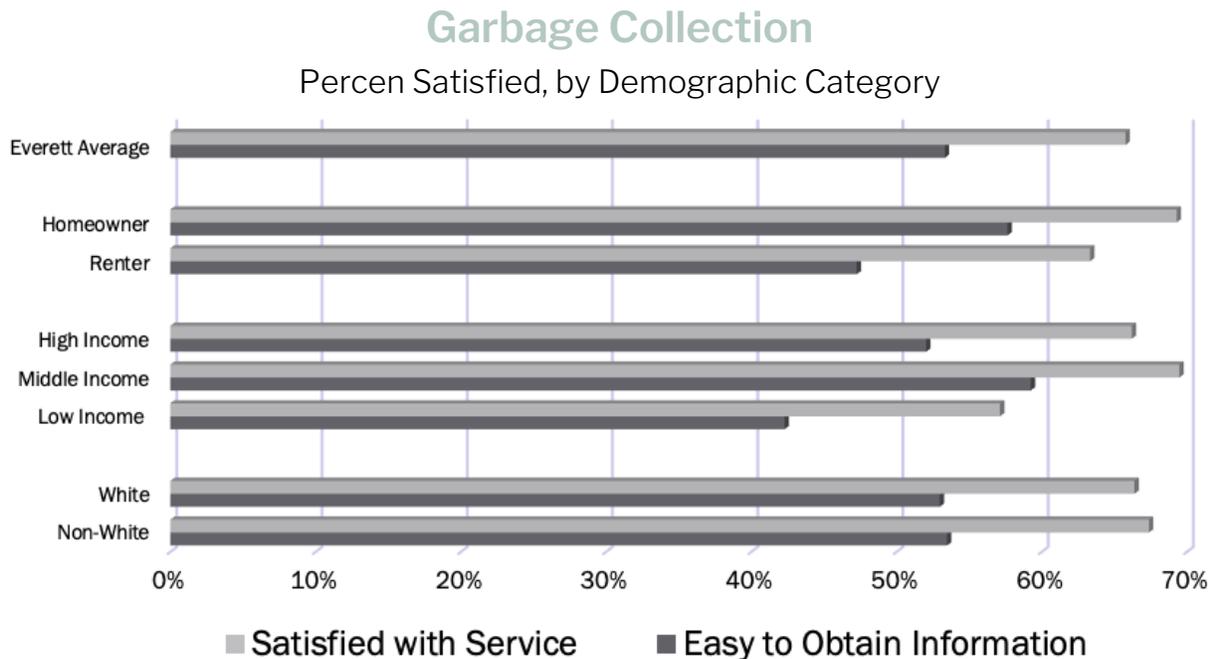
Perceived Equity in Service Provision Across Neighborhoods

Percentage of Responses "Equal"



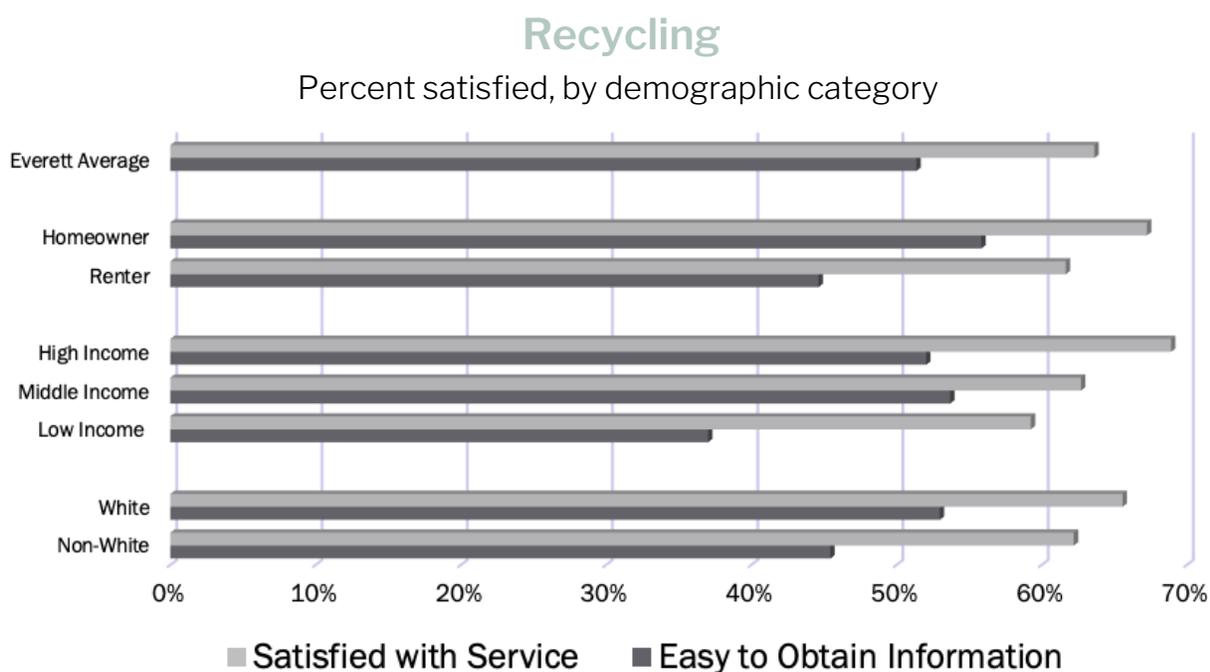
GARBAGE COLLECTION

Garbage collection is one of the services about which Everett residents are most satisfied, with around 65% of respondents claiming they were “very satisfied” or “somewhat satisfied” with the service. This number is even higher among homeowners in the middle or upper income brackets, while low-income renters struggle to gather information about trash collection services in the city. White residents and residents of color responded in very similar ways, with both groups expressing high confidence in access to information about garbage collection. The data suggests that Everett’s garbage collection program is working well in all communities.



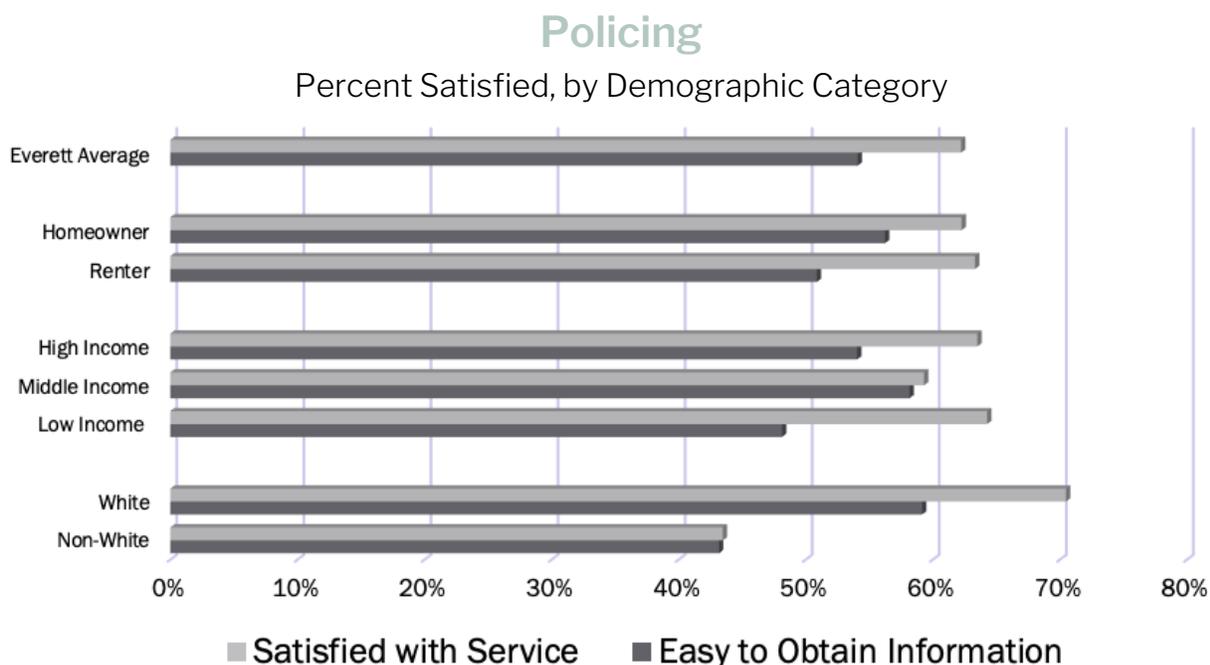
RECYCLING

Respondents also rate Everett’s recycling program highly, with over 60% of all respondents giving it high marks. High-income residents are particularly pleased with the city’s recycling program, with nearly 70% of high-income respondents expressing satisfaction with the service. Homeowners are the group with the most access to recycling information, while renters and low-income populations have the least perceived access to the same information. In general, the data show Everett’s recycling program to be succeeding, though residents, particularly low-income residents, are not as aware of Everett’s recycling program as its garbage collection services.



POLICING

While policing had the 3rd highest percentage of satisfied respondents in this survey, the data shows a significant gap between the experience of white and non-white residents with law enforcement. While 70% of white respondents were supportive of the job the police department is doing, only 43% of non-white respondents felt the same. This is the most significant racial gap discussed in this report. Interestingly, such a gap does not exist between class strata or between renters and homeowners. The Everett Police Department should reinforce efforts to reach out to minority communities and consider additional ways to improve police-community relations among non-white residents.

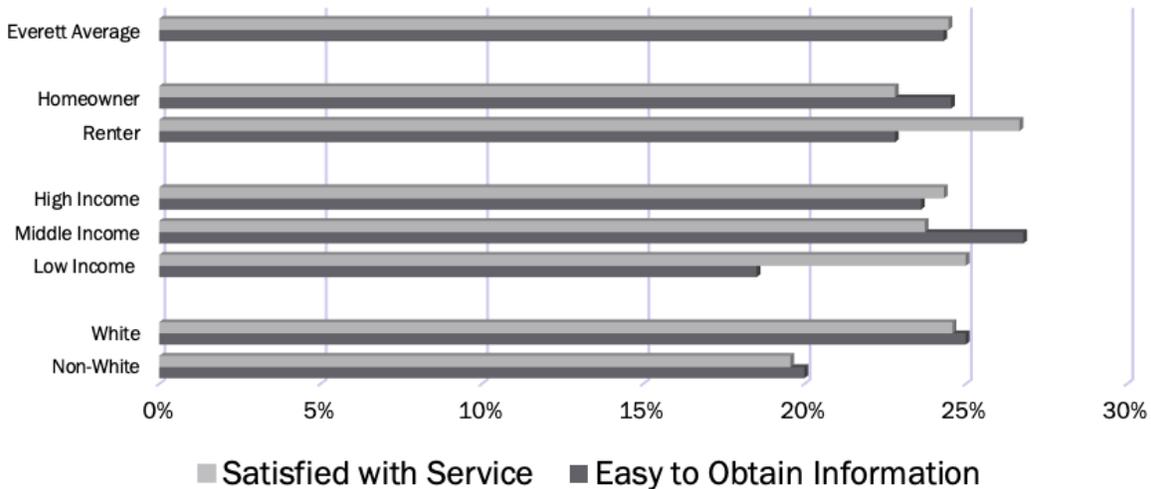


STREET REPAIR AND SIDEWALK REPAIR

Less than 25% of respondents approve of the city’s street repair program, and just over 30% of respondents are satisfied with sidewalk repair. These results are fairly consistent across income groups and homeowner status, with low-income respondents and renters the most favorable towards both services. White respondents were significantly more likely to be pleased with the city’s street repair than non-white respondents, suggesting that white respondents have had a better experience with the reporting and processing of street repair requests; this could be due to language barriers, or a variety of other factors. However, with regards to sidewalk repair, this same differential does not exist.

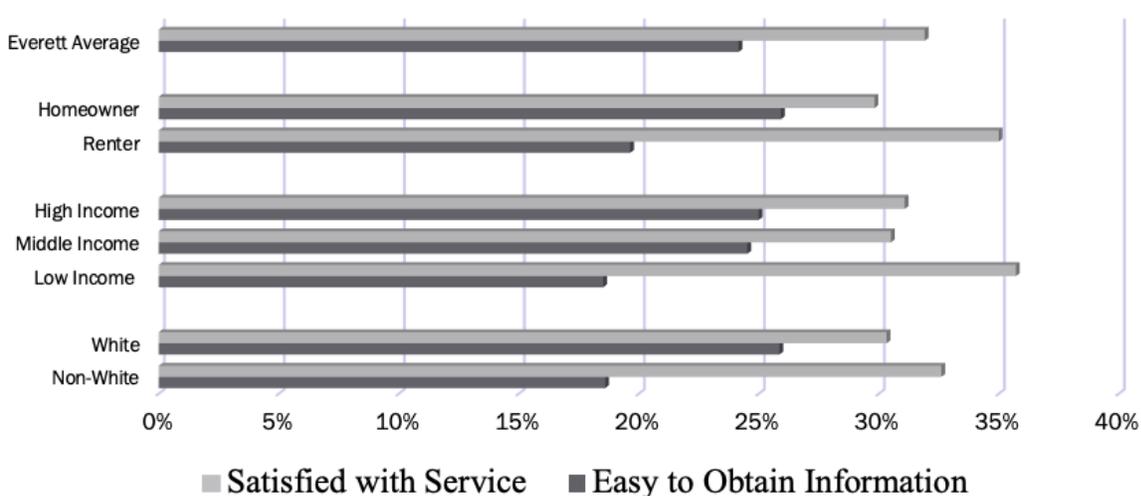
Street Repair

Percent Satisfied, by Demographic Category



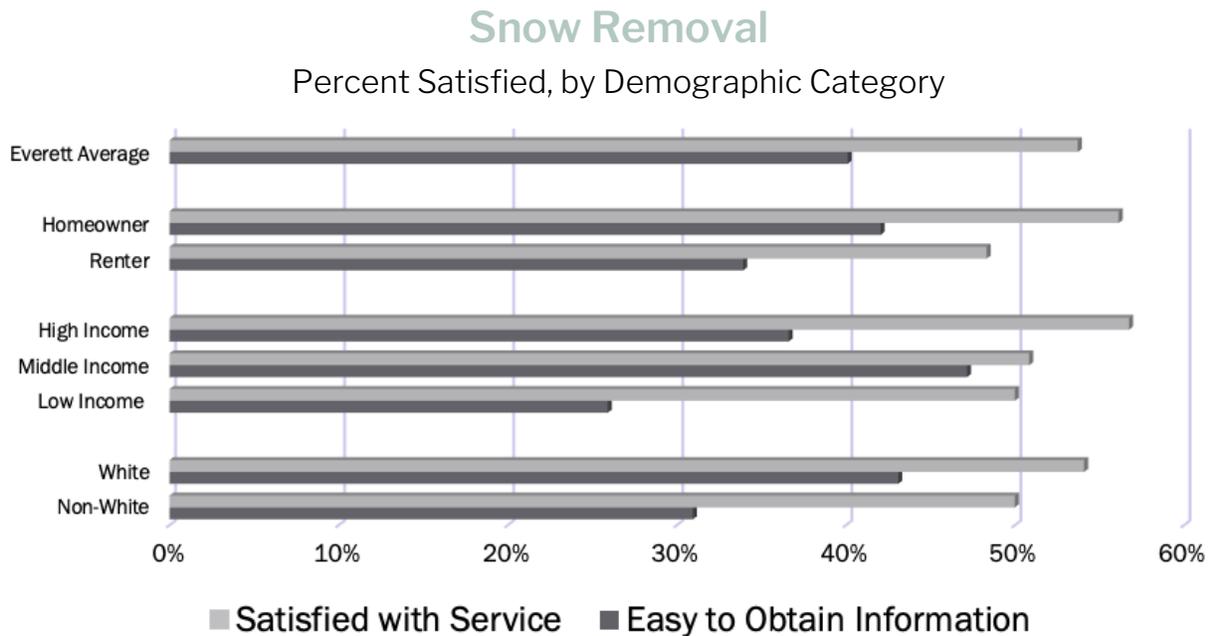
Sidewalk Repair

Percent Satisfied, by Demographic Category



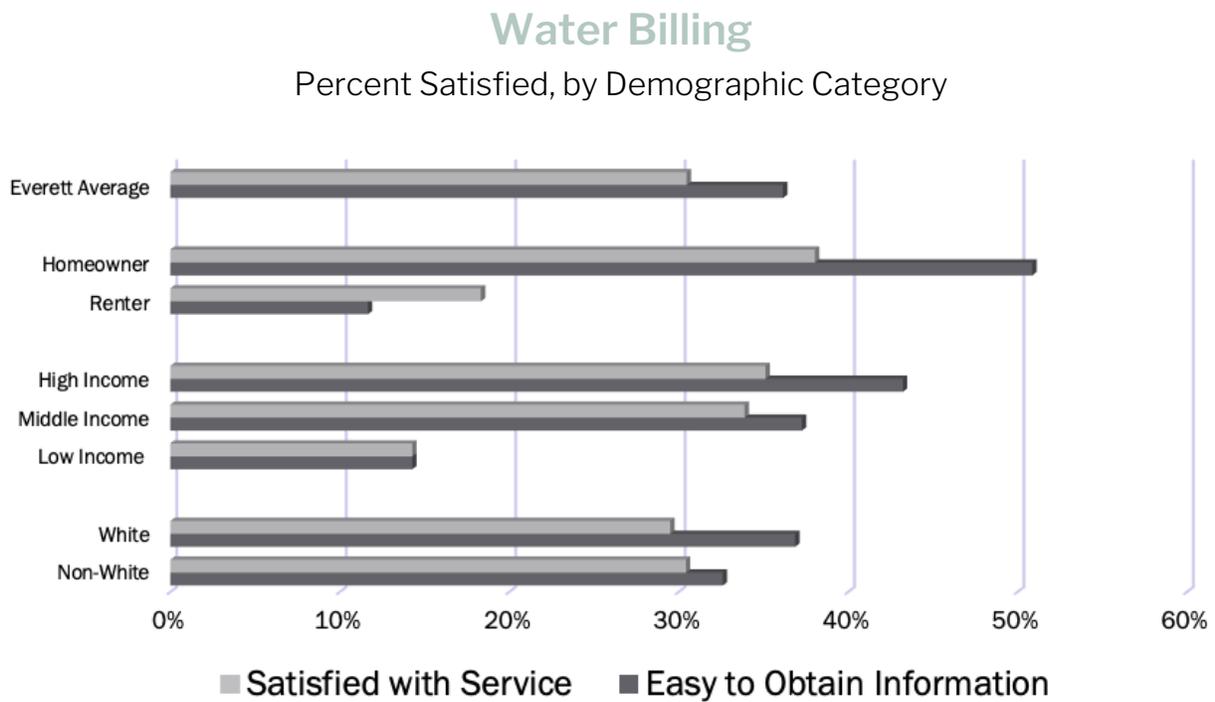
SNOW REMOVAL

In general, residents of Everett are very satisfied with the quality of snow removal services, placing it 5th in the ranking of resident satisfaction. Homeowners are slightly more likely to be satisfied than renters, yet the differences across that divide and across economic strata are not significant. Everett’s snow removal efforts appear to be working across the community; however, all categories of respondents gave low marks for the ease of obtaining information about snow removal. The City of Everett should focus more attention on providing residents with this information, especially low-income, renter, and/or non-English speaking populations.



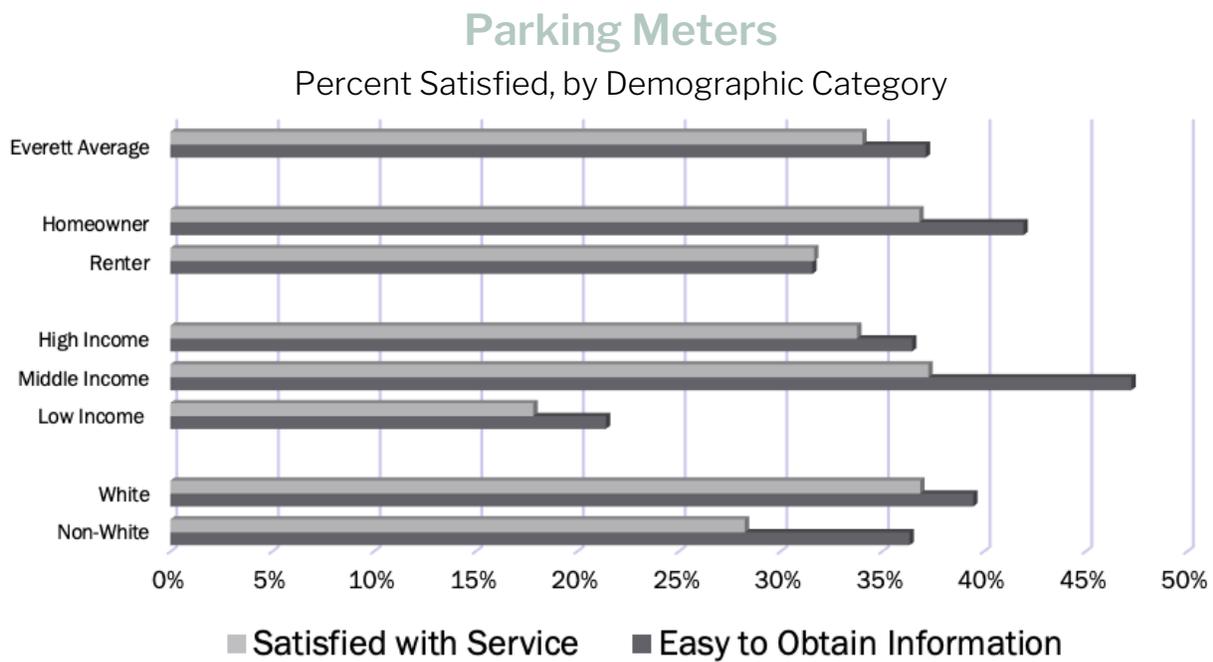
WATER BILLING

The City of Everett website provides comprehensive information to residents regarding water billing. However, survey results show significant differences in the perceived quality and accessibility of water billing information along lines of race and income. High-income respondents were most likely to say that water billing information was “easy” to gather, and most likely to be satisfied with their water billing services. Meanwhile, low-income respondents, and renters, exhibited severe reductions in both satisfaction and ease of information about water billing. While 51% of homeowners are satisfied with their access to water billing information, only 12% of renters are satisfied. This discrepancy may be attributed to scenarios where landlords pay water utilities on behalf of their renters. City water officials may need to more effectively reach out to rental populations and inform them of water billing processes and costs.



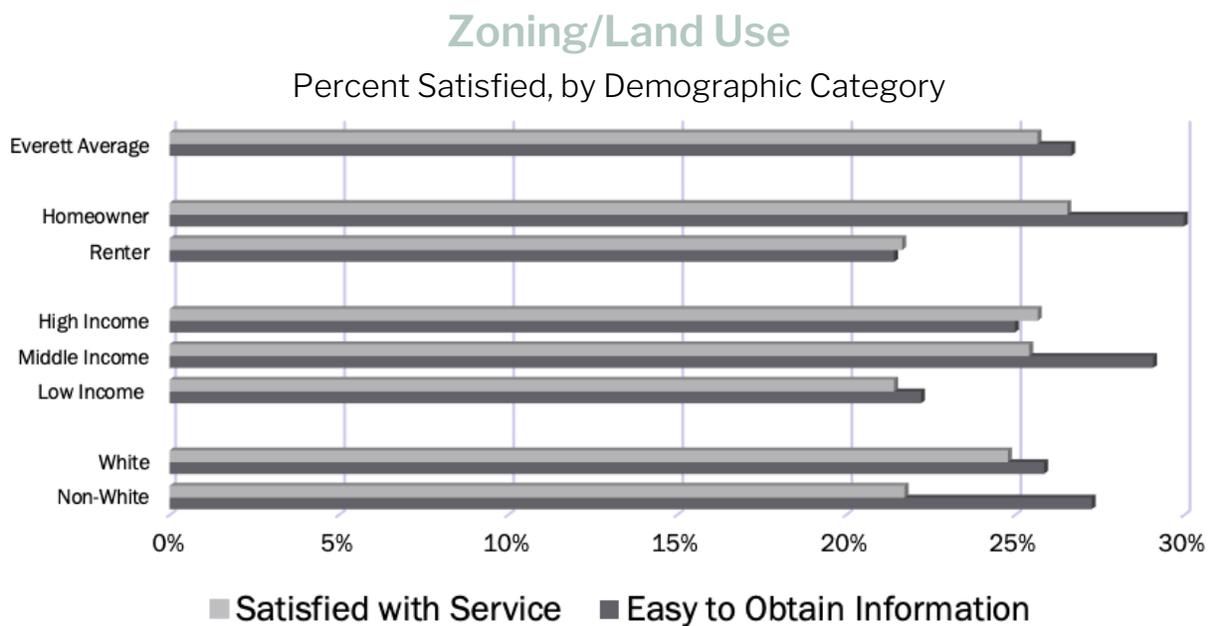
PARKING

A lack of available parking spaces in Everett is increasingly becoming a major concern for residents, as expressed through several written comments. However, opinions about parking differ across class strata, with homeowners and middle- to high-income residents significantly less concerned than renters and low-income residents. Here too, white respondents are more satisfied with the city’s parking meters than non-white respondents, though both express a similar level of knowledge about the parking meters. Having recently established a bus rapid transit system, and now experiencing the influx of new cars from the opening of the Encore Casino, Everett could explore the feasibility of developing additional parking within city limits.



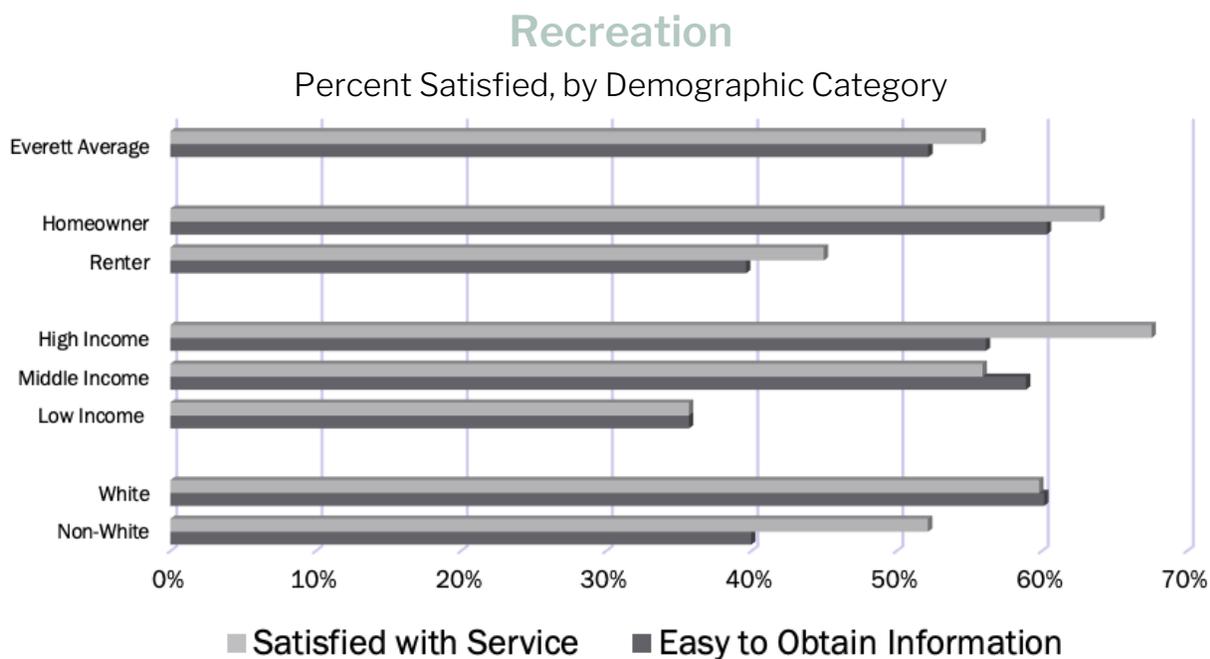
ZONING AND LAND USE

Everett’s zoning and land use efforts are among the least highly-regarded city functions, with only 26% of all respondents reviewing them positively. Homeowners were more likely to express support for the city’s zoning board, and were the group with the highest ease of obtaining information about zoning and land use. Meanwhile, renters, low-income populations, and non-white respondents were most likely to be dissatisfied with the city’s zoning and land use functions. Written-in comments expressed concern about the rapid development of Everett, and the fear of too many new “luxury” apartment buildings taking center stage in a previously working-class community.



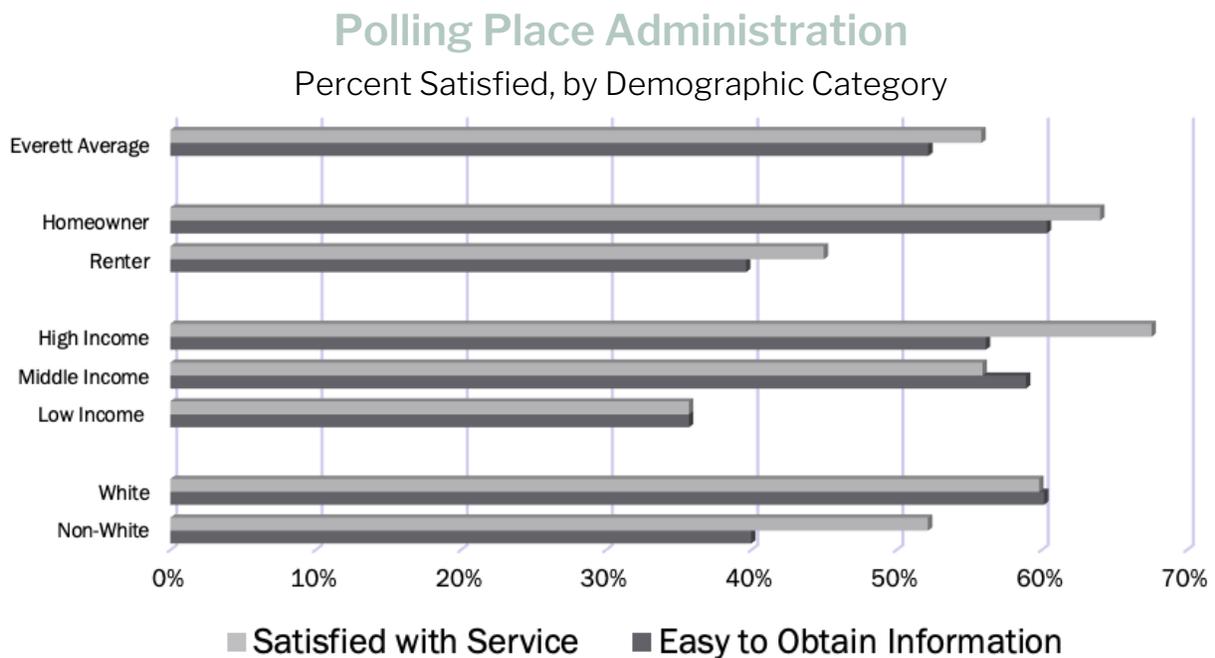
RECREATION

There are discrepancies in terms of both satisfaction with and ease of getting information about the recreational services in Everett. Everett’s middle-income respondents were most satisfied with and felt most informed about the city’s recreational services, while high-income and low-income respondents reported more difficulty in finding this information. This finding may indicate Everett’s outreach about recreational services could be more equitably distributed among residents of various socioeconomic levels.



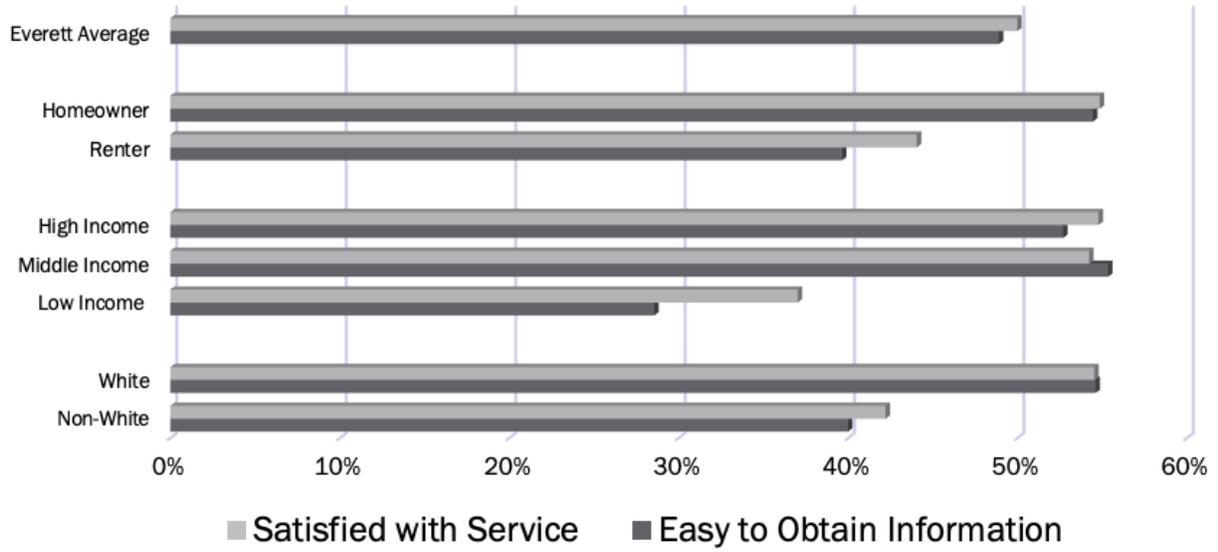
POLLING PLACE ADMINISTRATION & ELECTION ADMINISTRATION

Information on polling locations is readily available online; however, it is only available in the English language. Given the diversity of populations and languages spoken in the City of Everett, this may prevent a large number of non-English speakers from knowing how, where, and when to vote. This can be seen in the data, with a 20% differential between white and non-white voters with respect to access to information about polling places, and a 15% differential among these groups with respect to election administration more generally. Similarly, large differences emerged between high-income respondents (68% are satisfied with the city’s polling place administration) and low-income respondents (36% are satisfied). A 19-percent differential also arose between homeowners and renters with regards to polling place administration, and an 11-percent differential with regards to election administration. There are clear and worrying divides in the Everett population regarding access to information about, and satisfaction with, polling places and election administration.



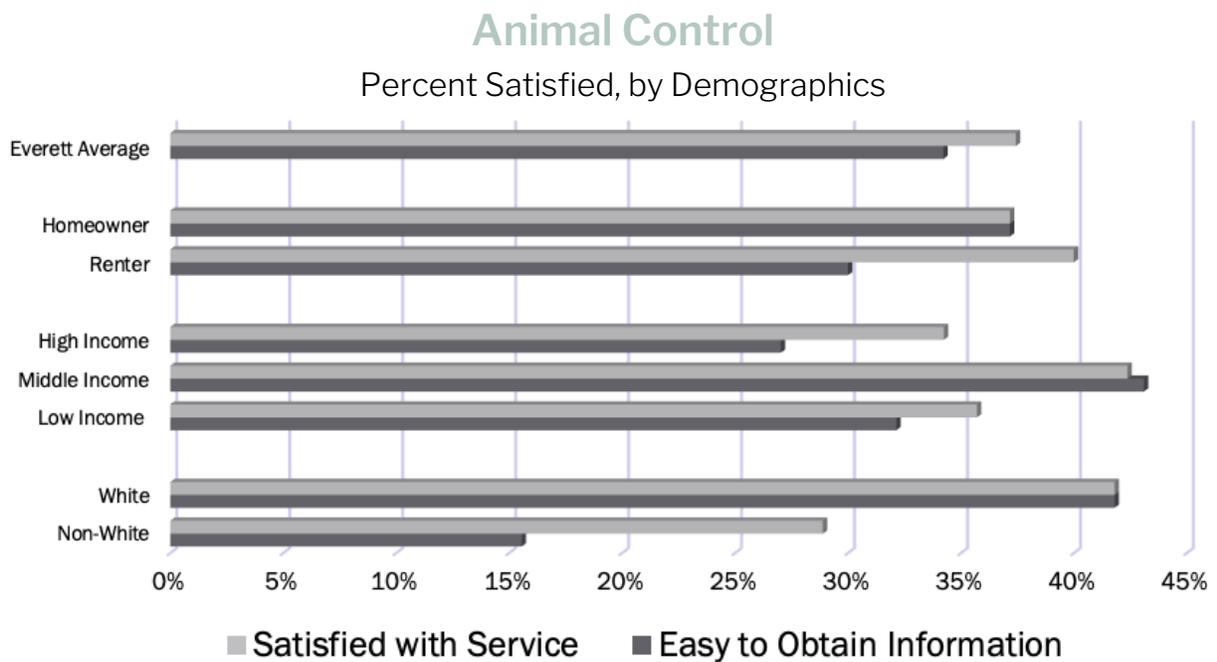
Election Administration

Percent Satisfied, by Demographic Category



ANIMAL CONTROL

Everett’s animal control services received average reviews, with large divides between income and racial groups. While 42% of white respondents found it easy to find information about animal control services, only 16% of non-white respondents had the same experience. In terms of satisfaction, there was a 13% difference between white and non-white respondents. Among economic strata, middle-income respondents were the most likely to know about, and be satisfied with, animal control services. Everett’s animal control services should work to increase access to information about its services, especially among non-white populations.



LIMITATIONS

There are several key limitations with this study that undermine the ability of this data to make strong claims about the true nature of Everett's community. Key limitations include: sample characteristics, sample size, and distribution method.

The sample population does not match Everett's true demographic characteristics. 21.1% of Everett residents identify as Hispanic or Latino and 14.3% identify as black or African American. However, of the respondents who gave their race (168), only 14% of them (23) identified as Spanish, Hispanic, or Latino, and only 6.5% of respondents (11) identified as black or African American. In addition, only 10% of respondents specified that a language other than English is primarily spoken in their homes; this is likely due to the lack of a translated survey, especially for Spanish-speaking populations.

Another limitation of this study is sample size. With less than 200 respondents, this survey connected with approximately 0.5% of Everett's population, a percentage which is half as much as the often-inaccurate American Community Survey. This sample size deficiency is largely the result of an abbreviated time-period within which to distribute the survey, especially via in-person distribution.

Lastly, the means of distribution for this survey is a significant limitation to the quality of its data. More than 90 percent of respondents accessed the survey via social media; the city and mayor's social media account audience is likely an already highly politically engaged segment of the population. Political science literature suggests that these groups are more likely to be white, older, and wealthier. Given the methods used to distribute the survey, one population that may have been under-represented in the findings are individuals with low levels of political interest.

KEY TAKEAWAYS AND CONCLUSION

Without losing sight of this study's significant limitations regarding sample characteristics, sample size, and means of distribution, a few key takeaways can be highlighted. First, Everett is an immensely diverse place in terms of race, language, and economic well-being. Moreover, Everett's diversity leads to a diversity of experiences with and opinions about city service delivery. Whether it be trash collection, parking, or recreation, seemingly-mundane topics take on complicated and meaningful overtones of race and class. Much of the dissatisfaction arises from populations that feel they are not well-represented in city policy-making circles, and who lack access to information through barriers of language, time, or interest.

APPENDIX A: RESIDENT SURVEY INSTRUMENT



SURVEY

CITY OF EVERETT

The objectives of this annual survey are to assess citizens' current perceptions of city services, to identify areas where the City of Everett is perceived as doing well and areas where improvement may be needed, and to monitor the effectiveness of the city's efforts to improve services.

Please rate the following characteristics as they relate to Everett (1/2)

	Excellent	Good	Fair	Poor	Don't Know/ Don't have an opinion
Ease of public parking	<input type="radio"/>				
Traffic flow on major streets	<input type="radio"/>				
Ease of travel by car	<input type="radio"/>				
Ease of travel by bus	<input type="radio"/>				
Ease of travel by subway	<input type="radio"/>				
Ease of travel by bike	<input type="radio"/>				
Ease of walking	<input type="radio"/>				
Air quality	<input type="radio"/>				
Drinking water quality	<input type="radio"/>				

Please rate the following characteristics as they relate to Everett (2/2)

	Excellent	Good	Fair	Poor	Don't Know/ Don't have an opinion
Cleanliness	<input type="radio"/>				
Public spaces where people want to spend time	<input type="radio"/>				
Variety of housing options	<input type="radio"/>				
Availability of affordable quality housing	<input type="radio"/>				
Recreational opportunities	<input type="radio"/>				
Opportunities to participate in community matters	<input type="radio"/>				
Safety	<input type="radio"/>				
Business and service establishments	<input type="radio"/>				

On the whole, how satisfied are you with the way the following government functions are performed in Everett?

	Very Satisfied	Somewhat Satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Don't Know/ Don't have an opinion
Water billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polling place administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Election administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking meters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zoning/land use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalk repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow removal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On the whole, how easy is it to get information about the following government services?

	Very easy	Somewhat easy	Neither easy nor dissatisfied	Very dissatisfied	Don't Know/ Don't have an opinion
Water billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polling place administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Election administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking meters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zoning/land use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalk repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow removal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On the whole, how equally are the following government functions in Everett provided across different neighborhoods?

	Equal	Somewhat unequal	Very unequal	Don't Know/ Don't have an opinion
Water billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polling place administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Election administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking meters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zoning/land use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalk repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow removal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you had a positive experience with a city employee or department in the last two years? If so, tell us about it briefly.



Have you had a negative experience with a city employee or department in the last two years? If so, tell us about it briefly.



In a sentence or two, what one thing about Everett government would you most like to change?



Now, we'd like to hear a little bit more about yourself.

Thinking about 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 attended or watched a local public meeting?

	2 times a week or more	2-4 times a month	Once a month	A couple times per year	Not at all
Attended a public meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Watched (online or on television) a local public meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In which category is your age?

<input type="radio"/> 18-24 years	<input type="radio"/> 45-54 years	<input type="radio"/> 75 years or older
<input type="radio"/> 25-34 years	<input type="radio"/> 54-64 years	
<input type="radio"/> 35-44 years	<input type="radio"/> 65-74 years	

What is your sex?

<input type="radio"/> Male	<input type="radio"/> Female
----------------------------	------------------------------

What is the highest level of education you have completed?

- Less than a high school diplomate
- High school degree or GED
- Some college but no college degree
- Graduated 2-year college
- Graduated 4-year college
- Post graduate education, with degree

Generally speaking, do you usually think of yourself as a Republican, Democrat, Independent, or what?

- Strong Democrat
- Not strong Democrat
- Independent, lean Democrat
- Independent
- Independent, lean Republican
- Not strong Republican
- Strong Republican
- Something else

Are you Spanish, Hispanic, or Latino?

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

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

How many years have you lived in Everett?

- Strong Democrat
- Not strong Democrat
- Independent, lean Democrat
- Independent, lean Republican
- Not strong Republican
- Strong Republican

Which best describes the building that you live in?

- One family house detached from any other houses
- Duplex (two unit building) or triple-decker (three unit building)
- Apartment/condominium building with more than three units
- Mobile home

Do you own or rent this house, apartment, or mobile home?

- Own
- Rent

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

- Less than \$25,000
- \$25,000-\$49,999
- \$50,000-\$99,000
- \$100,000-\$149,999
- \$150,000

What language is primarily spoken in your home?

- English
- Spanish
- Something else: _____

What is your zipcode?