

2017 Bellaire Citizen Survey - Combined Results

The point estimates below reflect the combination of the survey's random sample results with those of the voluntary response group, and are reported at a 95% confidence level. The computed margin of error given the total number of random sample respondents is +/- 5%. As a visual aid for the interpretation the point estimates with respect to the margin of error, a variety of fonts are seen below. A **red** estimate represents a response with the highest percentage for a given question taking into account the margin of error (+/- 5%). A **bold red** estimate meets the same criteria and is above 50%. There are questions below for which no single estimate is the highest given the margin of error. In cases where there are two high value estimates with overlapping ranges, a **bold black** font was used. On questions where there are more than two higher value estimates with overlapping ranges, or the number of responses (reported in the "n" column) is low, all estimates will appear in standard black font.

GENERAL COMMUNITY QUESTIONS

1	Please rate each of the following aspects of quality of life in Bellaire:	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
1a	Bellaire as a place to live	441	41.3%	52.2%	5.9%	0.5%	0.2%	0.0%
1b	Your neighborhood as a place to live	441	41.7%	48.8%	7.5%	1.8%	0.2%	0.0%
1c	Bellaire as a place to raise children	437	45.5%	41.9%	6.6%	0.0%	0.7%	5.3%
1d	Bellaire as a place to retire	438	18.7%	27.9%	28.3%	9.1%	3.4%	12.6%
1e	The overall quality of life in Bellaire	440	36.6%	54.5%	8.0%	0.5%	0.5%	0.0%
2	Please rate each of the following characteristics as they relate to Bellaire as a whole:	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
2a	Sense of community	440	21.1%	46.4%	25.7%	4.8%	1.6%	0.5%
2b	Overall appearance of Bellaire	440	10.2%	47.7%	30.7%	10.0%	1.4%	0.0%
2c	Cleanliness of Bellaire	439	18.5%	50.6%	25.3%	4.8%	0.9%	0.0%
2d	Overall quality of new residential development in Bellaire	438	27.6%	47.5%	17.6%	1.1%	2.1%	4.1%
2e	Overall quality of new commercial development in Bellaire	439	3.6%	21.9%	47.4%	14.1%	3.6%	9.3%
2f	Variety of housing options	440	10.0%	30.0%	33.6%	16.8%	5.0%	4.5%
2g	Overall variety of quality business and service establishments in Bellaire	436	5.3%	23.9%	44.7%	20.6%	4.4%	1.1%
2h	Shopping opportunities	437	5.5%	13.0%	38.0%	34.3%	8.9%	0.2%
2i	Opportunities to attend cultural activities	436	6.9%	21.1%	40.8%	19.7%	5.3%	6.2%
2j	Recreational opportunities	439	14.1%	42.6%	30.8%	8.0%	1.4%	3.2%
2k	Educational opportunities	436	21.1%	38.3%	27.1%	3.0%	2.1%	8.5%
2l	Opportunities to participate in social events and activities	440	10.7%	37.0%	36.6%	6.4%	2.0%	7.3%
2m	Opportunities to participate in religious or spiritual events and activities	438	13.7%	30.4%	28.5%	3.2%	1.8%	22.4%
2n	Opportunities to volunteer	434	11.1%	27.9%	32.9%	7.6%	0.9%	19.6%
2o	Opportunities to participate in community matters	434	15.2%	40.8%	30.2%	4.4%	2.8%	6.7%
2p	Ease of car travel in Bellaire	438	25.8%	42.9%	25.1%	5.3%	0.7%	0.2%
2q	Ease of bus travel in Bellaire	434	4.6%	10.6%	14.3%	4.6%	2.3%	63.6%
2r	Ease of bicycle travel in Bellaire	439	4.3%	17.5%	28.5%	18.9%	11.2%	19.6%
2s	Ease of walking in Bellaire	436	14.2%	29.6%	29.6%	17.0%	8.9%	0.7%
2t	Availability of sidewalks, paths and walking trails	439	6.8%	24.4%	30.8%	23.0%	14.8%	0.2%
2u	Traffic flow on major streets	437	7.6%	28.1%	52.4%	8.5%	3.2%	0.2%
2v	Traffic flow on residential streets	436	13.8%	33.5%	41.3%	8.9%	1.8%	0.7%
2w	Amount of public parking	439	8.4%	23.5%	41.2%	10.3%	2.7%	13.9%
2x	Air quality	438	10.5%	26.5%	45.2%	7.3%	2.5%	8.0%
2y	Quality of overall natural environment in Bellaire	439	12.8%	41.0%	33.5%	8.4%	3.0%	1.4%
2z	Overall image or reputation of Bellaire	440	33.6%	50.9%	11.8%	3.0%	0.7%	0.0%

3	In the last year, about how many times per month have you or other household members participated in the following activities in Bellaire?	n	Never	Less than once per month	About once per month	2 to 3 times per month	More than 3 times per month	
3a	Used the Bellaire City Library or their services	441	42.0%	32.0%	14.7%	7.0%	4.3%	0
3b	Used Bellaire Recreation Centers	438	41.1%	34.0%	9.1%	5.3%	10.5%	0
3c	Participated in a recreation program or activity	440	53.2%	29.5%	6.8%	2.5%	8.0%	0
3d	Visited a neighborhood park or City park	437	12.1%	31.4%	16.9%	12.6%	27.0%	0
3e	Utilized METRO services within Bellaire	439	91.1%	5.2%	1.6%	1.1%	0.9%	0
3f	Attended a meeting of local elected officials or other local public meeting	439	53.5%	39.0%	6.2%	0.9%	0.5%	0
3g	Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	437	70.7%	22.7%	4.8%	1.1%	0.7%	0
3h	Visited the City of Bellaire web site (www.bellairetx.gov)	437	7.6%	39.6%	36.6%	11.4%	4.8%	0
3i	Recycled used paper, cans or bottles from your home	440	3.0%	1.1%	3.0%	4.3%	88.6%	0
3j	Volunteered your time to a community group or activity (including City boards and commissions) in Bellaire	435	74.0%	14.5%	4.6%	2.3%	4.6%	0
3k	Participated in a club or civic group in Bellaire	437	76.7%	13.7%	4.6%	1.6%	3.4%	0
3l	Provided help to a friend or neighbor	438	3.0%	27.2%	32.2%	16.2%	21.5%	0
3m	About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 3-5 households that are closest to you)	440	2.7%	13.6%	13.4%	19.3%	50.9%	0
4	Please rate the quality of each of the following services in Bellaire:	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
4a	Police services	441	62.1%	28.1%	7.3%	0.7%	0.5%	1.4%
4b	Fire services	437	60.0%	19.9%	2.3%	0.0%	0.2%	17.6%
4c	Ambulance or emergency medical services	440	48.9%	16.1%	2.3%	0.2%	0.2%	32.3%
4d	Crime prevention	437	26.5%	45.8%	16.0%	4.8%	2.1%	4.8%
4e	Fire prevention and education	437	22.9%	29.5%	10.8%	1.4%	0.5%	35.0%
4f	Traffic enforcement	438	26.5%	40.4%	17.6%	5.0%	2.3%	8.2%
4g	Street repair	439	8.0%	31.2%	32.6%	17.8%	10.0%	0.5%
4h	Street cleaning	439	14.1%	34.4%	34.2%	6.8%	5.7%	4.8%
4i	Sidewalk maintenance	440	6.1%	22.3%	34.3%	16.8%	11.1%	9.3%
4j	Traffic signal timing	437	8.7%	31.1%	43.7%	6.4%	4.8%	5.3%
4k	Garbage collection	438	53.2%	33.1%	12.3%	0.7%	0.7%	0.0%
4l	Recycling	439	54.4%	32.1%	9.8%	0.7%	0.7%	2.3%
4m	Storm drainage	435	6.7%	21.1%	31.3%	20.2%	19.5%	1.1%
4n	Drinking water	437	22.4%	34.1%	28.4%	5.5%	2.7%	6.9%
4o	Sanitary sewer services	438	24.2%	28.5%	31.3%	1.8%	2.5%	11.6%
4p	City Parks	437	27.0%	46.0%	20.1%	1.4%	0.7%	4.8%
4q	Recreation programs or classes	437	14.6%	26.1%	16.0%	3.2%	1.1%	38.9%
4r	Recreation Center or facilities	437	16.2%	32.7%	19.5%	7.1%	1.8%	22.7%
4s	Land use, planning and zoning	434	8.8%	30.4%	30.9%	12.2%	6.9%	10.8%
4t	Code enforcement (weeds, abandoned buildings, etc.)	439	10.0%	30.3%	23.9%	10.7%	7.3%	17.8%
4u	Animal control	435	17.5%	31.7%	20.5%	2.5%	2.8%	25.1%
4v	Commercial development	436	3.0%	13.8%	35.1%	19.3%	8.9%	20.0%
4w	Services to seniors (BLIFE)	436	3.9%	6.9%	9.6%	2.8%	2.1%	74.8%
4x	Services to youth	437	11.9%	27.2%	13.5%	1.4%	0.9%	45.1%
4y	Public library services	439	16.4%	28.9%	19.1%	2.5%	0.9%	32.1%
4aa	Public information services	439	15.5%	32.6%	26.4%	4.8%	0.7%	20.0%
4ab	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	435	17.0%	32.9%	23.4%	4.4%	1.8%	20.5%
4ac	Preservation of natural areas such as open space and greenbelts	437	14.0%	39.4%	27.0%	8.7%	3.7%	7.3%

5	Please rate the following categories of Bellaire government performance:	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
5a	The value of services for the taxes paid to Bellaire	438	8.0%	39.3%	37.9%	9.6%	4.1%	1.1%
5b	The overall direction that Bellaire is taking	436	7.8%	45.0%	31.7%	9.4%	2.5%	3.7%
5c	The job Bellaire government does at welcoming citizen involvement	435	10.8%	34.7%	25.7%	11.3%	3.9%	13.6%
6	Please indicate how likely or unlikely you are to do each of the following:	n	Very Likely	Somewhat Likely	Undecided	Somewhat Unlikely	Very Unlikely	
6a	Recommend living in Bellaire to someone who asks	437	67.0%	24.7%	5.0%	2.1%	1.1%	0
6b	Remain in Bellaire for the next five years	436	70.2%	18.1%	6.4%	3.0%	2.3%	0
6c	Remain in Bellaire for the next ten years	437	48.7%	22.7%	16.0%	7.1%	5.5%	0
7	Overall, how would you rate the quality of the services provided by each of the following?	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
7a	The City of Bellaire	434	27.4%	47.7%	20.7%	2.3%	1.4%	0.5%
7b	Harris County Government	435	2.8%	15.2%	54.5%	13.8%	5.5%	8.3%
7c	The State Government	434	1.4%	12.7%	42.4%	22.6%	12.2%	8.8%
7d	The Federal Government	434	2.3%	10.4%	40.6%	22.1%	15.2%	9.4%
7e	Public and private schools (Provided by HISD and others)	435	13.1%	41.1%	21.1%	9.2%	3.7%	11.7%
7f	Cable television	433	7.6%	21.5%	33.0%	12.9%	8.5%	16.4%
7g	Electric utility (Provided by CenterPoint)	432	19.4%	31.5%	39.1%	4.2%	1.9%	3.9%
7h	Natural Gas utility (Provided by CenterPoint)	429	23.3%	33.3%	36.1%	0.5%	0.7%	6.1%
7i	Street lighting (Provided by CenterPoint)	436	8.7%	22.9%	41.7%	18.1%	6.7%	1.8%
7j	Bus or transit services (provided by METRO)	437	4.6%	6.2%	16.2%	3.9%	3.0%	66.1%
8	If the City were to propose a budget and/or fee increase, to what extent you would support or oppose an increase in funding for each of the following?	n	Strongly Support	Somewhat Support	Undecided	Somewhat Oppose	Strongly Oppose	
8a	General Administration (City Manager, City Clerk, etc)	439	4.1%	18.9%	33.5%	26.7%	16.9%	0
8b	Fire services	440	25.0%	40.7%	19.5%	9.5%	5.2%	0
8c	EMS services	436	28.4%	38.1%	19.3%	10.1%	4.1%	0
8d	Police services	439	44.6%	35.8%	10.9%	4.8%	3.9%	0
8e	Street maintenance	440	45.0%	39.1%	9.8%	2.7%	3.4%	0
8f	Solid Waste & Recycling services	438	26.0%	36.1%	22.1%	10.0%	5.7%	0
8g	Water & Wastewater services	436	30.5%	34.4%	23.6%	6.7%	4.8%	0
8h	Parks/recreation programs	431	22.7%	36.9%	24.4%	9.5%	6.5%	0
8i	Parks/recreation maintenance	434	30.9%	43.1%	16.1%	4.1%	5.8%	0
8j	Development Services/Code Enforcement services	435	16.3%	32.4%	34.0%	12.2%	5.1%	0
8k	City facilities	435	17.5%	38.2%	23.2%	13.8%	7.4%	0
8l	Library services	439	24.4%	32.8%	26.2%	10.3%	6.4%	0
8m	Senior center services (BLIFE)	439	16.9%	29.4%	41.0%	7.1%	5.7%	0
9	Why do you choose to live in Bellaire? (Please select up to three of the following choices)	n						
9a	Lived here all my life/grew up here	41/441	9%					
9b	Size of Community	85/441	19%					
9c	Proximity to Houston (shopping, medical, work, etc.)	329/441	74%					
9d	Family and friends nearby	99/441	22%					
9e	Attractive community appearance	59/441	13%					
9f	Public Safety	191/441	43%					
9g	Housing/Neighborhood options	113/441	26%					
9h	Parks & Open Spaces	38/441	9%					
9i	Quality of schools	137/441	31%					
9j	Other City of Bellaire services	36/441	8%					

LIBRARY

10	Have you had any in-person, phone or email contact with an employee of the Bellaire City Library over the last year?	n (439)	Yes (45.6%)	No (54.4%) (Skip to Next Question)					
If so, how would you rate your most recent contact for the following:		n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion	
10a	Knowledge	202	50.5%	31.7%	12.4%	2.0%	1.5%	2.0%	
10b	Responsiveness	202	55.0%	23.8%	13.9%	5.4%	1.5%	0.5%	
10c	Courtesy	202	60.9%	20.3%	14.9%	1.5%	1.0%	1.5%	
10d	Overall impression	200	51.5%	28.0%	15.5%	3.5%	1.0%	0.5%	
11	Have you or a member of your family used the programs or services offered by the City of Bellaire Library in the past year?	n (415)	Yes (34.2%)	No (65.8%) (Skip to Next Question)					
If so, please rate the quality of the following services at the City of Bellaire		n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion	
11a	Library hours	143	29.4%	38.5%	28.7%	2.8%	0.7%	0.0%	
11b	Library resources (books, DVDs, audio books, e-books, magazines, etc.)	142	19.7%	34.5%	31.7%	10.6%	0.7%	2.8%	
11c	Library programs	142	23.9%	30.3%	18.3%	1.4%	0.0%	26.1%	
11d	Access to technology	143	18.2%	25.2%	30.1%	6.3%	0.0%	20.3%	
11e	Library facilities & meeting rooms	143	16.1%	14.7%	28.7%	18.9%	3.5%	18.2%	
11f	Employees ability to assist citizens in a prompt, helpful, and professional	142	47.2%	33.8%	12.7%	0.0%	2.1%	4.2%	

DEVELOPMENT SERVICES/CODE ENFORCEMENT

12	Have you had any in-person, phone or email contact with an employee of the Bellaire Development Services/Code Enforcement over the last year?	n (438)	Yes (23.1%)	No (76.9%) (Skip to Next Question)					
If so, how would you rate your most recent contact for the following:		n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion	
12a	Knowledge	104	22.1%	18.3%	34.6%	14.4%	9.6%	1.0%	
12b	Responsiveness	105	22.9%	15.2%	21.9%	19.0%	21.0%	0.0%	
12c	Courtesy	105	28.6%	21.0%	32.4%	7.6%	7.6%	2.9%	
12d	Overall impression	105	21.0%	18.1%	27.6%	20.0%	12.4%	1.0%	
13	Please rate the following items regarding your impressions of Development Services/Code Enforcement in the City of Bellaire	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion	
13a	Overall effectiveness of Bellaire Code Enforcement in controlling for run down buildings, weed lots, or junk vehicles in Bellaire	394	8.9%	23.6%	25.9%	10.2%	4.8%	26.6%	

ADMINISTRATIVE SERVICES

14		Have you had any in-person, phone or email contact with an employee in the following areas over the last year? (If all are "No", Skip to Next Question)		n	Yes	No					
14a	Utility Billing (Finance)	437	22.2%			77.8%					
14b	Municipal Courts	428	14.7%			85.3%					
14c	City Administration (including City Manager's Office)	429	19.1%			80.9%					
14d	City Clerk	429	12.4%			87.6%					
If so, how would you rate your most recent contact for the following:		n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion			
14e	Knowledge	193	34.7%	34.2%	25.4%	3.1%	1.6%	1.0%			
14f	Responsiveness	194	37.1%	29.9%	22.7%	6.2%	3.6%	0.5%			
14g	Courtesy	194	46.4%	28.4%	21.1%	2.1%	2.1%	0.0%			
14h	Overall impression	193	40.4%	28.5%	24.4%	4.1%	2.6%	0.0%			
15		Please rate the following items regarding your impressions of the Administrative Services Departments in the City of Bellaire									
Overall effectiveness of the department in responding to and assisting citizens in resolving problems		n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion			
15a	Utility Billing (Finance)	425	13.4%	24.2%	17.2%	1.4%	1.2%	42.6%			
15b	Municipal Courts	422	6.4%	16.1%	12.1%	1.4%	0.7%	63.3%			
15c	City Administration (including City Manager's Office)	421	7.4%	19.7%	15.7%	3.1%	2.6%	51.5%			
15d	City Clerk	420	9.3%	14.3%	12.1%	1.0%	0.5%	62.9%			
Employees assist citizens in a prompt, helpful and professional manner.		n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion			
15e	Utility Billing (Finance)	422	14.2%	19.4%	13.0%	0.7%	0.5%	52.1%			
15f	Municipal Courts	416	5.5%	13.7%	8.9%	1.2%	1.0%	69.7%			
15g	City Administration (including City Manager's Office)	417	7.9%	14.4%	13.2%	3.1%	2.4%	59.0%			
15h	City Clerk	413	8.2%	14.0%	7.3%	1.2%	0.5%	68.8%			
Employees exhibit expertise and professionalism in conducting their job.		n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion			
15i	Utility Billing (Finance)	415	15.7%	15.9%	14.0%	0.5%	0.7%	53.3%			
15j	Municipal Courts	412	8.0%	10.9%	10.7%	1.0%	1.2%	68.2%			
15k	City Administration (including City Manager's Office)	416	9.4%	15.9%	11.8%	2.6%	1.9%	58.4%			
15l	City Clerk	417	10.3%	13.7%	8.2%	0.5%	0.5%	66.9%			

PUBLIC WORKS

16 Have you had any in-person, phone or email contact with an employee of Public Works over the last year?		n (432)	Yes (37.5%)	No (62.5%) <i>(Skip to Next Question)</i>				
If so, how would you rate your most recent contact for the following:			Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
16a	Knowledge	164	29.3%	26.8%	28.0%	8.5%	6.1%	1.2%
16b	Responsiveness	163	33.1%	27.0%	17.2%	9.8%	12.9%	0.0%
16c	Courtesy	162	39.5%	27.8%	24.1%	2.5%	4.3%	1.9%
16d	Overall impression	160	33.1%	28.1%	21.9%	9.4%	6.9%	0.6%
17 Please rate the following items regarding your impressions of the Public Works Department in the City of Bellaire		n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
17a	Overall effectiveness of the department in maintaining the Bellaire public infrastructure	389	13.1%	34.7%	24.7%	9.5%	3.9%	14.1%
Provides the following maintenance and related services in a professional and reliable manner.								
17b	Streets	398	9.3%	33.2%	29.9%	11.8%	6.5%	9.3%
17c	Storm Drainage Inlets & Lines	396	6.8%	21.5%	28.5%	19.2%	15.2%	8.8%
17d	Water & Wastewater Lines	394	9.1%	26.9%	33.5%	8.9%	4.6%	17.0%
17e	Sidewalks	397	5.3%	19.4%	33.2%	19.6%	12.3%	10.1%
17f	Solid Waste & Recycling	395	35.2%	37.7%	18.2%	2.5%	0.8%	5.6%
18 SOLID WASTE & RECYCLING		n						
How likely or unlikely you would be to support an automated trash and recycling curbside collection program that would utilize existing staff and one wheeled cart for all recyclables; and one wheeled cart for trash?		426	Strongly Support (31.2%)	Somewhat Support (24.9%)	Undecided (17.6%)	Somewhat Oppose (8.7%)	Strongly Oppose (17.6%)	

PARKS, RECREATION, AND FACILITIES

19	Have you had any in-person, phone or email contact with an employee of Parks, Recreation and Facilities over the last year?	n (433)	Yes (22.6%)	No (77.4%) <i>(Skip to Next Question)</i>				
	If so, how would you rate your most recent contact for the following:		Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
19a	Knowledge	98	34.7%	26.5%	29.6%	5.1%	3.1%	1.0%
19b	Responsiveness	98	38.8%	28.6%	24.5%	5.1%	3.1%	0.0%
19c	Courtesy	98	43.9%	28.6%	21.4%	3.1%	3.1%	0.0%
19d	Overall impression	97	37.1%	28.9%	22.7%	7.2%	4.1%	0.0%
20	Please rate the following items regarding your impressions of the Parks, Recreation, and Facilities Department in the City of Bellaire	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
20a	Overall effectiveness of the department in maintaining the Bellaire public facilities, buildings, parks, playing fields, or pools.	373	19.6%	38.6%	22.0%	4.8%	1.3%	13.7%
20b	Performs maintenance services in a professional and reliable manner.	369	15.4%	32.5%	23.0%	3.0%	0.8%	25.2%
20c	Employees respond to citizens' complaints, concerns, or questions about maintenance or service issues in a reliable, prompt, helpful and professional manner.	369	10.6%	19.5%	12.7%	3.8%	2.7%	50.7%
	Maintains the following public improvements to a high standard:	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
20d	Buildings	371	11.9%	34.0%	28.3%	4.9%	0.5%	20.5%
20e	Parks and Playground equipment	377	18.0%	35.8%	22.5%	3.2%	0.5%	19.9%
20f	Pools	371	17.8%	28.6%	18.1%	4.3%	2.2%	29.1%
20g	Playing Fields	374	14.4%	32.4%	16.8%	1.9%	0.8%	33.7%
20h	Overall effectiveness of the department in offering programs and/or services that meet the needs of you or your family.	368	13.3%	32.6%	21.2%	4.9%	2.2%	25.8%
20i	Provides programs and services that are professional and of a high quality	367	13.6%	28.3%	21.0%	3.3%	2.7%	31.1%
20j	Employees assist citizens in a prompt, helpful and professional manner.	368	15.2%	26.1%	17.4%	2.4%	1.6%	37.2%
20k	Employees exhibit expertise and professionalism in conducting their job.	367	14.7%	25.1%	19.6%	1.4%	1.6%	37.6%
21	Have you or a member of your family used the programs or services offered by the Parks, Recreation, and Facilities Department in the past year?	n (413)	Yes (47.2%)	No (52.8%)				

BELLAIRE SENIOR SERVICES (BLIFE)

22	Do you or anyone in your household participate in City of Bellaire Senior Activities (BLIFE)?	n (438)	Yes (1.4%)	No (98.6%) <i>(Skip to Question 27)</i>					
23	How often do you or someone in your household participate in BLIFE Activities	n (6)	More than 3 times per month (0%)	2 to 3 times per month (16.7%)	Less than once per month (33.3%)	About once per month (50%)	Less than once per month (0%)		
24	Please rate your level of interest relative to the following BLIFE activities	n	Strong interest	Somewhat interested	Average Interest	Very Little Interest	Not Interested	No Opinion	
24a	Fitness activities (yoga, dance, exercise)	6	50.0%	33.3%	16.7%	0.0%	0.0%	0.0%	
24b	Special events (neighborhood block parties, holiday parties, etc.)	6	16.7%	16.7%	33.3%	16.7%	16.7%	0.0%	
24c	Leisure activities (cards, games, movies)	6	16.7%	33.3%	16.7%	16.7%	16.7%	0.0%	
24d	Art classes	6	16.7%	16.7%	16.7%	16.7%	16.7%	16.7%	
24e	Sports	5	0.0%	40.0%	20.0%	0.0%	20.0%	20.0%	
24f	Social gatherings and meals	6	0.0%	16.7%	50.0%	16.7%	16.7%	0.0%	
24g	Language classes	4	0.0%	25.0%	0.0%	0.0%	50.0%	25.0%	
24h	Aquatics	4	25.0%	0.0%	25.0%	0.0%	25.0%	25.0%	
24i	Special interests (gardening, writing, book club, etc.)	6	16.7%	16.7%	33.3%	16.7%	16.7%	0.0%	
24j	Presentations and lectures	6	0.0%	50.0%	33.3%	0.0%	16.7%	0.0%	
24k	Computer classes	5	0.0%	20.0%	20.0%	0.0%	40.0%	20.0%	
24l	Trips, tours, & excursions	6	33.3%	33.3%	0.0%	16.7%	16.7%	0.0%	
25	Please rate the following ways to notify you about BLIFE activities		Excellent	Above Average	Average	Below Average	Very Poor	No Opinion	
25a	email	6	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
25b	website	6	33.3%	33.3%	16.7%	0.0%	0.0%	16.7%	
25c	news letters / flyers	6	83.3%	0.0%	0.0%	0.0%	16.7%	0.0%	
25d	posters	5	40.0%	20.0%	0.0%	0.0%	20.0%	20.0%	
25e	recreation guides	5	40.0%	20.0%	20.0%	0.0%	0.0%	20.0%	
25f	word of mouth	5	40.0%	0.0%	20.0%	0.0%	40.0%	0.0%	
26	Please rate the following times of day for providing BLIFE activities:		Excellent	Above Average	Average	Below Average	Very Poor	No Opinion	
26a	Weekday morning	6	16.7%	33.3%	16.7%	0.0%	0.0%	33.3%	
26b	Weekday afternoon	6	0.0%	33.3%	33.3%	16.7%	0.0%	16.7%	
26c	Weekday evenings	5	0.0%	0.0%	20.0%	40.0%	20.0%	20.0%	
26d	Weekend morning	5	0.0%	20.0%	40.0%	20.0%	0.0%	20.0%	
26e	Weekend afternoons	5	0.0%	0.0%	60.0%	20.0%	0.0%	20.0%	
26f	Weekend Evenings	4	0.0%	0.0%	25.0%	25.0%	25.0%	25.0%	
27	What best describes your support for providing Senior Services through BLIFE?	n (424)	Strongly Support (27.6%)	Somewhat Support (29.7%)	Undecided (39.2%)	Somewhat Oppose (1.9%)	Strongly Oppose (1.6%)		

PUBLIC SAFETY

28	Have you or a member of your family required the services of the Bellaire police, fire department, or emergency medical services (EMS) in the last 2 years?	n (432)	Yes (46.5%)	No (53.5%)				
29	During the past 12 months, were you or anyone in your household the victim of any crime within the City of Bellaire?	n (434)	Yes (9.7%)	No (90.3%) <i>(Skip to Next Q.)</i>				
	If yes, was this crime (these crimes) reported to the police?	n (42)	Yes (88.1%)	No (11.9%)				
30	Please rate the following items regarding your impressions of Public Safety Departments in the City of Bellaire							
	Overall effectiveness in promoting the health and safety of Bellaire citizens and safeguarding their property	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
30a	Police	406	53.2%	30.8%	9.6%	2.5%	1.2%	2.7%
30b	Fire Department	401	51.9%	25.2%	4.5%	0.2%	0.0%	18.2%
30c	EMS	406	44.3%	21.7%	4.9%	0.7%	0.0%	28.3%
	Prompt response to citizen calls for help in a professional and timely	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
30d	Police	406	60.1%	24.1%	5.4%	0.0%	0.5%	9.9%
30e	Fire Department	401	51.4%	16.7%	3.0%	0.0%	0.0%	28.9%
30f	EMS	397	48.4%	15.6%	2.5%	0.5%	0.0%	33.0%
	Shows good judgment in responding to citizen calls for assistance	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
30g	Police	405	48.4%	24.7%	9.1%	1.2%	2.5%	14.1%
30h	Fire Department	403	44.4%	17.1%	2.5%	0.0%	0.0%	36.0%
30i	EMS	404	40.3%	14.9%	3.5%	0.2%	0.2%	40.8%
	Has the expertise and training to conduct their job properly	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
30j	Police	405	47.9%	22.7%	8.6%	1.2%	1.0%	18.5%
30k	Fire Department	403	43.2%	17.6%	4.2%	0.0%	0.2%	34.7%
30l	EMS	406	38.7%	15.8%	4.2%	0.2%	0.2%	40.9%
31	Please rate how safe or unsafe you feel from the following in Bellaire:	n	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
31a	Violent crime (e.g., rape, assault, robbery)	433	36.7%	48.5%	4.8%	8.3%	1.6%	0.0%
31b	Property crimes (e.g., burglary, theft)	429	15.6%	46.6%	13.1%	18.9%	5.6%	0.2%
31c	Environmental hazards, including toxic waste	433	46.2%	32.1%	11.1%	5.5%	1.4%	3.7%
31d	In your neighborhood during the day	434	48.8%	41.7%	3.9%	4.6%	0.9%	0.0%
31e	In your neighborhood after dark	433	24.2%	47.1%	10.9%	14.3%	3.0%	0.5%
31f	In Bellaire's downtown area during the day	428	41.6%	37.6%	7.2%	5.4%	0.7%	7.5%
31g	In Bellaire's downtown area after dark	431	12.1%	39.2%	14.6%	16.0%	5.1%	13.0%
31h	In City parks or on jogging trails/sidewalks during the day	429	46.9%	36.1%	4.9%	4.4%	1.4%	6.3%
31i	In City parks or on jogging trails/sidewalks at night	429	9.6%	31.9%	14.5%	22.8%	8.6%	12.6%
32	Have you had any in-person, phone or email contact with an employee of the Bellaire Police Department over the last year?	n (434)	Yes (46.1%)	No (53.9%) <i>(Skip to Next Q.)</i>				
	If so, how would you rate your most recent contact for the following:	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
32a	Knowledge	198	55.1%	25.3%	14.1%	1.5%	2.5%	1.5%
32b	Responsiveness	200	61.5%	22.0%	12.5%	1.0%	2.5%	0.5%
32c	Courtesy	197	62.4%	20.8%	12.2%	2.0%	2.5%	0.0%
32d	Overall impression	197	57.9%	25.4%	13.2%	2.0%	1.5%	0.0%
33	Have you had any in-person, phone or email contact with an employee of the Bellaire Fire Department/EMS over the last year?	n (428)	Yes (10.3%)	No (89.7%) <i>(Skip to Next Q.)</i>				
	If so, how would you rate your most recent contact for the following:	n	Excellent	Above Average	Average	Below Average	Very Poor	No Opinion
33a	Knowledge	44	70.5%	18.2%	6.8%	0.0%	0.0%	4.5%
33b	Responsiveness	44	72.7%	18.2%	6.8%	0.0%	0.0%	2.3%
33c	Courtesy	44	79.5%	13.6%	6.8%	0.0%	0.0%	0.0%
33d	Overall impression	44	79.5%	13.6%	6.8%	0.0%	0.0%	0.0%

DEMOGRAPHICS

34	Age	n (441)	18 - 29 (0.0%)	30-45 (22.9%)	46 - 60 (41.7%)	61 - 70 (24.5%)	71 and over (10%)	No response (0.9%)
35	Education	n (441)	No High school degree (0.0%)	High school or GED (1.1%)	some college (7%)	college degree (34.5%)	graduate degree or beyond (56.9%)	No response (0.5%)
36	Sex	n (439)	Male (43%)	Female (53.1%)	No response (3.9%)			
37	Race/Ethnicity (select all that apply)	n (436)	American Indian or Alaskan Native (0.0%)	Asian Indian or Pacific Islander (9.6%)	Black or African American (1.1%)	Hispanic or Latino (4.6%)	White (76.8%)	Other/ No Response (7.8%)
38	Do any children 17 or under live in your household?	n (437)	Yes (42.8%)	No (54.9%)	No response (2.3%)			
39	Are you or any other members of your household aged 65 or older?	n (438)	Yes (31.5%)	No (67.4%)	No response (1.1%)			
40	What is your current employment status?	n (438)	Working full time for pay (55.5%)	Working part time for pay (10.5%)	Unemployed, looking for paid work (2.3%)	Unemployed, not looking for paid work (7.1%)	Fully retired (21.5%)	No response (3.2%)
41	How much do you anticipate your household's total income before taxes will be for the current year?	n (434)	Less than \$35,000 (1.6%)	\$35,000 to \$74,999 (7.4%)	\$75,000 to \$124,999 (8.8%)	\$125,000 to \$199,999 (9.2%)	\$200,000 or more (42.9%)	No response (30.2%)
42	How many years have you lived in Bellaire?	n (439)	Less than 2 years (5.2%)	2-5 years (11.6%)	6-10 years (12.5%)	11-20 years (29.8%)	More than 20 years (40.8%)	No response (0.0%)
43	Do you currently own or rent where you currently live?	n (437)	Own (96.1%)	Rent (3.9%)	No response			
44	Which best describes the building you currently live in?	n (435)	One Family house detached from any other houses (91.7%)	House attached to one or more houses (e.g., a duplex or townhome) (7.8%)	Building with two or more apartments or condominiums (0.5%)	Other (0.0%)	No response (0.0%)	
45	Please verify your Solid Waste Service Area as shown on the map	n (436)	A (16.3%)	B (19.5%)	C (16.7%)	D (21.3%)	E (17%)	No response (9.2%)

FEEDBACK/ADDITIONAL THOUGHTS

45	Please let us know any additional thoughts you may have regarding City-provided services and/or living in Bellaire		(Open Ended Response)					
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