

Appendix A

Table 4: Percentage of Respondents Rating Problem as Moderate or Major Problem – 2001 to 2011

(Note: Read left to right. The arrows represent a significant increase or decrease from the previous year)

	2001	2003	2005	2007	2009	2011
TIER 1						
Lack of Affordable Housing	68%	62%↓	60%	69%↑	58%↓	61%
Unemployment	13%	51%↑	30%↓	17%↓	44%↑	55%↑
Lack of Affordable Medical Insurance	n/a	56%	53%	52%	48%	55%↑
Lack of Affordable Medical Care	40%	50%↑	43%↓	47%	41%↓	51%↑
TIER 2						
Lack of Affordable Dental Care	31%	37%↑	33%	40%↑	34%↓	41%↑
People Having Jobs That Do Not Pay Enough for Basics	37%	37%	40%	39%	34%	40%↑
Lack of Affordable Child Care	38%	38%	33%↓	32%	25%↓	39%↑
Inadequate Public Transportation	37%	31%↓	29%	33%	33%	38%
People Not Knowing How to Manage Their Personal Finances	n/a	n/a	34%	31%	37%↑	37%
People Not Speaking or Understanding English Well Enough to Function in Society	n/a	34%	34%	34%	31%	34%
Lack of Parenting Skills	32%	27%↓	28%	26%	27%	33%↑
Lack of Money for Basic Services	22%	24%	21%	25%	22%	31%↑
Drug Abuse	34%	30%	26%	28%	25%	30%
TIER 3						
Mental Illness or Emotional Problems	20%	21%	18%	19%	19%	27%↑
Lack of Affordable Legal Services	22%	29%↑	24%↓	23%	24%	27%
Crime & Violence*	25%	23%	18%↓	19%	17%	25%↑
Lack of Services for Elderly	23%	21%	20%	21%	18%	24%↑
Lack of Services for People with Disabilities	23%	20%	20%	19%	17%	24%↑
Lack of Services for Children & Youth/Teens	28%	26%	21%↓	19%	19%	23%
Alcoholism	24%	24%	20%↓	21%	17%↓	23%↑
Domestic Violence	20%	21%	20%	21%	17%↓	22%↑
Hunger	15%	19%	16%	16%	18%	22%
Homelessness	11%	17%↑	14%	16%	15%	22%↑
TIER 4						
Lack of Quality Child Care	22%	24%	18%↓	20%	14%↓	20%↑
Teens Dropping Out of School	20%	22%	23%	20%	19%	20%
Shortage of Recreation Facilities or Programs*	23%	17%↓	16%	16%	15%	22%↑
Effects of Gang Activities	18%	19%	14%↓	15%	15%	18%
Illiteracy	15%	19%	16%	19%	16%	18%
Racial or Ethnic Discrimination	20%	21%	16%↓	16%	13%↓	17%
Teen Pregnancy	18%	17%	15%	17%	13%↓	17%
Poor Quality Public Education	23%	20%	20%	16%↓	14%	16%
Child Abuse	14%	13%	11%	12%	9%↓	16%↑
Child Neglect	14%	15%	11%↓	15%↑	9%↓	15%↑
*These questions were separated into two questions in 2011 to better evaluate each element. For trending purposes, responses are averaged.						

Table 6: Extent to Which Individuals or Households are Personally Experiencing Problems – 2001 to 2011

(Note: Read left to right. The arrows represent a significant increase or decrease from the previous year)

	2001	2003	2005	2007	2009	2011
TIER 1						
Inadequate public transportation	19%	15%↓	11%↓	14%↑	18%↑	20%
Having a lot of anxiety, stress or depression that interferes with your daily life	14%	20%↑	15%↓	16%	16%	20%
Not being able to find work that supports yourself or family	9%	17%↑	15%	12%↓	11%	20%↑
Finding it difficult to budget the money that's available	13%	15%	12%	14%	16%	19%
Not being able to get or pay for medical insurance*	13%	19%↑	17%	16%	16%	16%
TIER 2						
Not having enough money to pay for housing	9%	10%	10%	10%	11%	12%
Not being able to afford recreational activities	10%	12%	11%	9%	12%↑	12%
Not being able to pay for the doctor, prescriptions, or dental bills*	14%	15%	15%	13%	14%	11%
Not being able to afford legal help	8%	12%↑	9%↓	10%	10%	11%
Living in housing that needs major repairs that you cannot afford	9%	7%	7%	7%	9%	11%
Not having access to or being able to pay for mental health counseling*	6%	6%	8%	8%	6%	10%↑
TIER 3						
Not having enough individual or community support as a parent or care giver to children*	5%	4%	5%	6%	6%	8%
Not being able to find before & after school child care	8%	7%	6%	5%	5%	7%
Not being able to find affordable child care	8%	7%	7%	9%	5%↓	7%
Not having enough money for food and clothing	6%	7%	4%↓	7%↑	6%	7%
Children or teens with emotional or behavioral problems	5%	6%	7%	7%	7%	7%
Not being able to find home health care or day care for an elderly person	6%	7%	5%	7%	6%	7%
Not being able to pay the utility bills	6%	7%	7%	7%	6%	7%
Not being able to find quality child care	7%	9%	5%↓	7%	5%	6%
Not being able to find respite care or other types of support in caring for an elderly person/person with disabilities	6%	8%	6%	7%	7%	6%
Experiencing racial or ethnic discrimination	4%	7%↑	5%	4%	7%↑	5%
Not having quality K-12 education for children in your household	n/a	6%	5%	5%	5%	5%
Not being able to find programs or affordable care for someone with a disability*	7%	8%	7%	9%	6%	5%
Experiencing a drug problem	4%	4%	4%	2%↓	3%	4%
Not being able to speak or read English	4%	5%	6%	6%	6%	4%
Not being able to get special transportation for an elderly person or a person with disabilities	5%	7%	4%↓	6%	7%	3%↓

Table 6 (continued): Extent to Which Individuals or Households are Personally Experiencing Problems – 2001 to 2011

(Note: Read left to right. The arrows represent a significant increase or decrease from the previous year)

	2001	2003	2005	2007	2009	2011
TIER 3 (continued)						
An adult having difficulty with basic reading or filling out job applications	4%	6%↑	5%	5%	4%	3%
Experience physical abuse in your home	2%	1%	1%	<1%	2%↑	2%
Experiencing an alcohol problem	4%	5%	4%	3%	3%	2%
*These questions were separated into two questions in 2011 to better evaluate each element. For trending purposes, responses are averaged.						

Appendix B

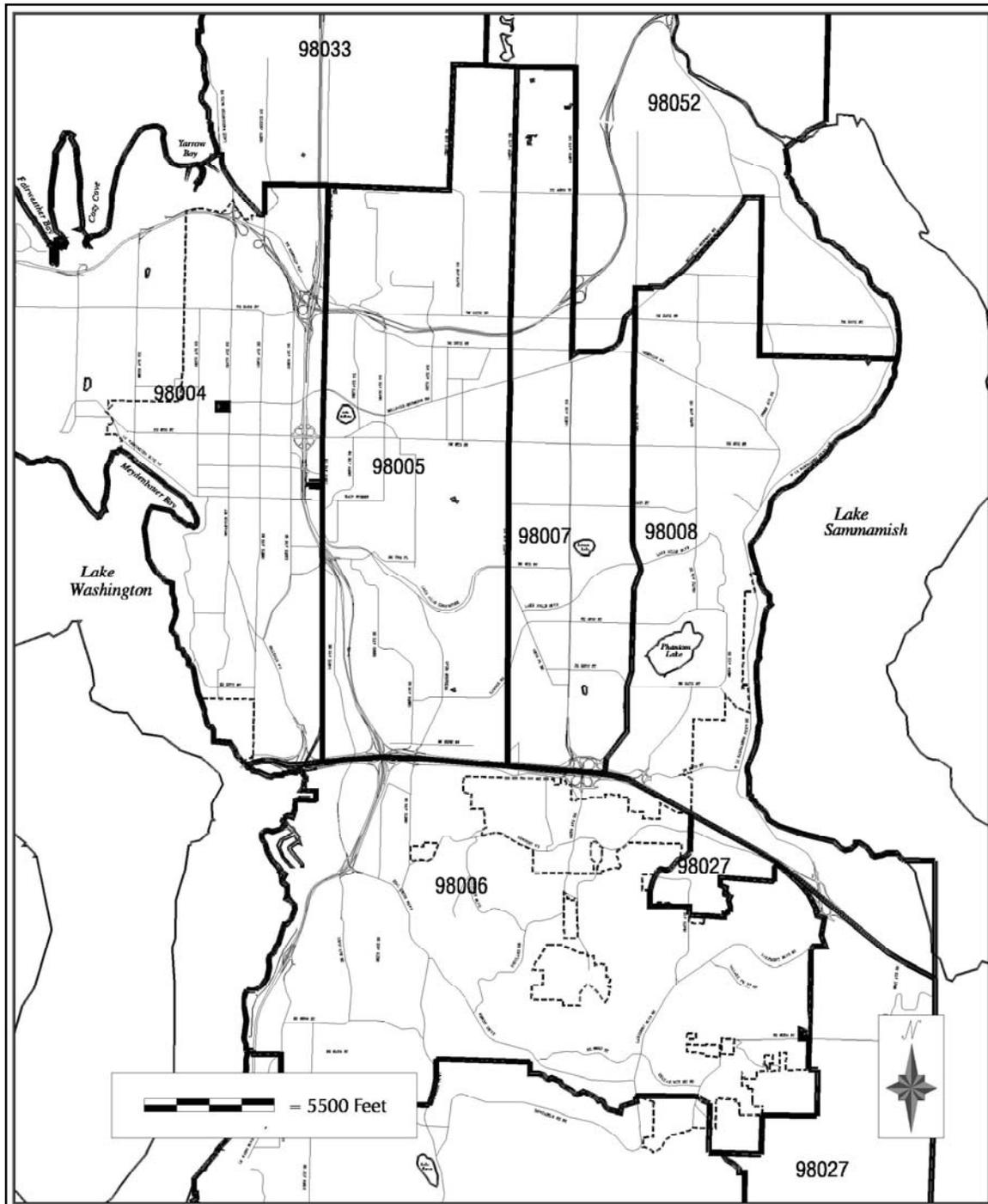
DEMOGRAPHIC PROFILE OF RESPONDENTS	
	% of Survey Respondents (n=409 unless otherwise noted)
Gender:	
- Male	49%
- Female	51%
Age of respondent:	
- 18-34	24%
- 35-54	37%
- 55-64	20%
- 65 or older	18%
- Don't know/Refused	1%
<i>Mean</i>	<i>50.0</i>
Household Size:	
- One	26%
- Two	36%
- Three	15%
- Four or more	22%
<i>Mean</i>	<i>2.51</i>
Household Composition:	
- Two adults without children	34%
- One adult living alone	26%
- Two adults with child(ren) under 18	19%
- One adult with child(ren) under 18	3%
Of respondents living in a household with at least one other adult:	(n=285)
- Those living with others because their makes housing more affordable (housing affordability is <i>one of main reasons</i>)	10%
- Those living with others partly because this makes housing more affordable (housing affordability is <i>not one of main reasons</i>)	7%
- Percentage <u>not</u> living with others <i>because this makes housing more affordable</i>	83%
Presence of Children in Household	
- At least one child under age 18	29%
- No children under age 18	71%
Number of Children in Household (Age 17 or younger) among households with children age 17 and younger:	(n=118)
- One	49%
- Two	34%
- Three or more	17%
<i>Mean</i>	<i>1.7</i>
Annual Household Income:	
- Under \$25,000	7%
- \$25,000-\$49,999	12%
- \$50,000-\$74,999	13%

DEMOGRAPHIC PROFILE OF RESPONDENTS	
	% of Survey Respondents (n=409 unless otherwise noted)
<ul style="list-style-type: none"> - \$75,000-\$99,999 - \$100,000 or more - Don't know/Refused 	16% 31% 22%
Income (different categories): <ul style="list-style-type: none"> - Under \$10,000 - \$10,000-\$19,000 - \$20,000-\$24,999 - \$25,000-\$29,999 - \$30,000-\$39,999 - \$40,000-\$49,999 - \$50,000-\$59,999 - \$60,000-\$74,999 - \$75,000-\$84,999 - \$85,000-\$99,999 - \$100,000-\$149,999 - \$150,000 or more - Don't know/Refused 	2% 2% 3% 3% 6% 3% 7% 6% 5% 11% 15% 16% 22%
Live in subsidized or Section 8 Housing: <ul style="list-style-type: none"> - Yes - No - Don't know/Refused 	2% 95% 4%
Race/Ethnic Background: <ul style="list-style-type: none"> - White/Caucasian - Asian or Pacific Islander - Black/African American - Native American/Alaska Native - Bi-racial or multi-racial - Other - Don't know/Refused 	72% 20% 1% 1% 2% 1% 3%
Spanish/Hispanic/Latino Origin/Descent: <ul style="list-style-type: none"> - Yes - No - Don't know/Refused 	2% 96% 2%
Anyone in household immigrate in last 10 years: <ul style="list-style-type: none"> - Yes - No - Don't know/Refused 	11% 88% 1%
Have you ever served in the U.S. Military: <ul style="list-style-type: none"> - Yes <ul style="list-style-type: none"> - On active duty - In the reserves - Both 	10% 5% 2% 3%

DEMOGRAPHIC PROFILE OF RESPONDENTS	
	% of Survey Respondents (n=409 unless otherwise noted)
- No - Don't know/Refused	89% <1%
Has anyone else in your household ever served in the U.S. Military: - Yes - No - Don't know/Refused	11% 88% 1%
Which member(s) in your household have ever served in the U.S. Military: - Spouse - Child/Children - Other	(n=45) 71% 20% 20%
Type of Residence: - Apartment - A one family house detached from any other house - Townhouse - Condominium - Other	21% 55% 4% 19% 1%
Ownership of Housing Unit - Own - Rent - Don't know/Refused	71% 27% <1%
Number of Years in Bellevue - Less than 4 - 4-10 - More than 10	25% 25% 50%
Current Employment Status - Employed - Retired - Unemployed - Homemaker - In school - Both employed and in school - Other - Don't know/Refused	63% 19% 9% 6% 1% 1% 1% 1%
Of Respondents Currently Employed: - Those who were unemployed sometime in the last 12 months - Those who were not unemployed in last 12 months - Don't know/Refused	(n=260) 9% 91% 1%

Appendix C

Zip Code Map of Bellevue



Appendix D

Community Conversations			
	Goal Area	Issue/Population	Group/Date
1	Housing/ Homelessness	Homeless Women	YWCA Women's Center Participants Sophia Way April 7, 2011
2	Health	Mental Health	HERO House Lunch with a HERO & Conversation April 19, 2011
3	Specific Populations	Latino Youth and Latino Families	Latino HEAT and Mamas Unidas Youth Eastside Services Bellevue Family YMCA March 17, 2011
4	Specific Populations	Refugees and Immigrants	Cultural Navigators Staff Meeting Together Center March 29, 2011
5	General Populations	King County Library System (KCLS) Adult Consumers	KCLS Staff Meeting Bellevue Library April 6, 2011
6	Specific Populations	Older Adults	CISC Elders Group North Bellevue Community Center April 7, 2011
7	Specific Populations	Older Adults	Russian Elders Jewish Family Service April 1, 2010
8	Housing/ Homelessness	Older homeless youth	The Landing Participants Bellevue Family YMCA April 18, 2011
9	Employment	Unemployed workforce	YWCA WorkSource Redmond Program June 1, 2011
10	People with Disabilities	Adults and Children with Developmental Disabilities	Arc Outreach and Advocacy Meeting April 28, 2010
11	Specific Populations	Homeless Children and Youth	Bellevue School District Family Connections Staff Meeting BSD Administrative Offices February 4, 2011
12	Specific Populations	Older Adults	Senior Net New Hope Ministries Church April 19, 2011
13	Specific Populations	Diverse populations in Bellevue	Bellevue Diversity Task Force Bellevue City Hall, Room 1E-109 March 30, 2011

14	Specific Populations	B- 3 Children with Disabilities	King County Interagency Coordinating Council 2100 Building, Seattle May 9, 2011
15	Specific Populations	Teen Parents	Healthy Start Staff meeting March 30, 2011
16	Specific Populations	Interfaith Women's Group Cultural Conversations	Crossroads Community Center May 18, 2011
17	Specific Populations	Older Adults	Ageing Your Way Eastside – Senior Services Interlake Christian Church May 18, 2011
18	Specific Populations	Middle School Youth	Wraparound Program Odle Middle School April 14, 2011
19	Specific Populations	Bellevue Neighborhoods	Neighborhood Forum – Neighborhood Outreach Program Bellevue City Hall April 6, 2011
20	Specific Populations	Asian Youth	Asian Counseling & Referral Service Teen Group ACRS office - Bellevue May 4, 2011
21	Specific Populations	Youth	Tillicum Middle School April 15, 2011
22	Specific Populations	Youth	Bellevue Boys and Girls Club April 12, 2011

Appendix E

Key Informant Interviews Needs Assessment 2011-2012

	Area of focus	Contact	Date
1	<i>Health care</i>	<i>Dr. Nancy Danoff Public Health/Seattle & King County Eastgate Clinic</i>	<i>5/13/11</i>
2	<i>Health care</i>	<i>Sherman Lohn Public Health/Seattle & King County Eastgate Clinic</i>	<i>5/19/11</i>
3	<i>Health care</i>	<i>Jeremy Vargas Sea Mar Community Health Clinic</i>	<i>4/4/11</i>
4	<i>Veterans Issues</i>	<i>Margo Georgian Veterans Office Bellevue College</i>	<i>6/15/11</i>
5	<i>East Indian Community</i>	<i>Khawya Shamsuddin Volunteer Bellevue Mini City Hall</i>	<i>4/25/11</i>
6	<i>Dental Issues</i>	<i>City of Bellevue Mayor Don Davidson</i>	<i>5/2/11</i>
7	<i>Iranian Community</i>	<i>Evita Almassi East King County Resident</i>	<i>6/6/11</i>
8	<i>Family Caregivers of Veterans</i>	<i>Kris Fredrickson Veterans Administration</i>	<i>7/18/11</i>
9	<i>Polish Community</i>	<i>John Golubiec Polish Home, Seattle</i>	<i>2/10/11</i>
10	<i>Latino parents in the Bellevue School District</i>	<i>Hortensia Morena Impulso Parent Group</i>	<i>6/10/11</i>
11	<i>Veterans on Eastside</i>	<i>Margie Haywood YWCA</i>	<i>6/21/11</i>
12	<i>Family Caregivers</i>	<i>Daria Sawochka Senior Services</i>	<i>7/19/11</i>
13	<i>Teen Health Issues</i>	<i>Becky Reitzes Public Health/Seattle & King County Eastgate Clinic</i>	<i>8/11/11</i>

Appendix F

Health Care Glossary

Publicly Funded Programs Overview

- **Medicare:** Individuals qualify for Medicare benefits if they are 65 years old, collecting Social Security (SS) payments, eligible for SS, or worked a Medicare eligible job.
- **Medicaid:** Medicaid provides medical coverage for people with disabilities, low-income elderly and children and their caretakers who have incomes under the federal poverty level (\$22,050 for a family of four in 2009).
- **Washington Basic Health Plan:** The state insurance plan for Medicaid-ineligible residents whose household incomes are less than 200% of the poverty level. Basic Health requires monthly premiums ranging from \$0-200 based on family size and income. There are co-payments for some services, 80% coverage after reaching the \$150 annual deductible (to be raised to \$250 in 2010) and a \$1,500 annual out-of-pocket maximum.

Government Insurance Benefits *			
Service	Medicare	Medicaid	WA Basic Health
Hospital- Outpatient	Yes	Yes	Yes
Hospital- Inpatient	Yes	Yes	Yes
Doctor	Yes	Yes	Yes
Prescription Drugs	Yes, additional fee	Yes, approved drugs	Yes, approved drugs
Dental	No **	Yes, with limits	Yes, for children for an additional fee
Vision	No **	Yes	No
Psychologist	Yes	Yes	Yes
Inpatient Psychiatric	Yes	Yes, for ages less than 21	Yes

*Disclaimer- The above table is not an exhaustive list outlining the explicit benefits of Government Insurance Plans. Please see individual plan benefit guides for more information.
 ** - Additional coverage is available for purchase through Medicare Advantage Plans

- **Apple Health for Kids:** Free for children in families below 200 percent of the Federal Poverty Level. Families above that level may be eligible for the same coverage at low cost: \$20 a month per child for families below 250 percent of poverty and \$30 a month per child for families below 300 percent of poverty. (The premiums max out at two per family, so no family would pay more than \$60 a month in premiums.) Apple Health for Kids is available to both citizens and non-citizens who are 18 or younger.
- **Disability Lifeline:** Disability Lifeline (DL) is a state-funded program that provides cash and medical benefits for persons who are physically and/or mentally incapacitated and unemployed for 90 days from the date of application. Those eligible include persons who are aged (age 65 or older), pregnant, or "incapacitated" (unable to work). Recipients must also meet income and citizenship requirements.

Basic Definitions

- **Infant Mortality:** The infant mortality rate is measured for a given year as the number of infants who died in the first year of life per 1,000 live births.
- **Overweight/Obese:** Defined as having a Body-Mass Index (BMI) of greater than 25. The BMI is calculated using this formula: $(\text{Weight in Pounds}/(\text{Height in inches} \times \text{Height in inches})) \times 703$.
- **Prevalence:** the number of persons currently with the condition.
- **Incidence:** the number of persons newly diagnosed with the condition.
- **Rolling Averages:** For populations of small size, small changes in the number of events will cause the rate to fluctuate substantially from year to year. To help stabilize the rate and observe the time trend of an event, rates are sometimes aggregated into “rolled” averages, such as in three or five year intervals.
- **Rate:** Rates in this report are usually expressed as the number of events per 1,000 population per year, unless otherwise specified.
- **Life Expectancy at Birth:** The number of years a newborn can expect to live if the current age-specific death rates stay the same for his/her life.

Appendix G

Methodology for Phone/Online Survey

In 2011, the sampling and data collection methodology was changed from a Random Digit Dialing (RDD) telephone survey to ORC International's CDP Sampling™ process. This approach compensates for the proliferation of cell phone-only and primarily cell phone households by coupling the use of an address-based sample (ABS) with multiple modes of data collection. This process, designed to reach all Bellevue households, uses phone and web-based surveys to achieve a more representative sample, and enhances citizens' experience with the survey by letting them respond through the channel they prefer, achieving response rates higher than would be achieved through a single approach.

The sample frame is all households in Bellevue in the U.S. Postal Service (USPS) Delivery Sequence File (DSF), a computerized database that contains all delivery point addresses. This database provides the following features: address validation and standardization, ZIP + 4 and carrier routing coding, delivery sequence, detection of addresses that are potentially undeliverable, delivery-type code that indicates whether the address is business or residential, and seasonal delivery information. This database is updated nearly continuously and provides the most comprehensive and unbiased sample frame of Bellevue residents.

ORC couples the use of this database with a data collection methodology that best suits the nature of the household that is being reached. Households with associated landline telephone numbers can continue to be contacted by telephone. Those without associated landline telephone numbers can be reached by mail and offered alternative means to respond. Use of an address-based sampling methodology and appropriate use of different data collection techniques can provide response rate improvements, and ensure better coverage of all households in Bellevue. The sampling and data collection approach is illustrated below, followed by a more detailed written description:

- **Develop an Address-Based Sample.** ORC drew a random sample of households from among the universe of addresses in Bellevue. Using census blocks within the city boundaries, only residences in the city are included in the sample frame. The sample was then matched against a number of different databases to obtain telephone numbers (where available) and other data on household characteristics—for instance, dwelling type, age of household members, household size, language spoken at home, and race or ethnicity. This allows us to target these harder-to-reach and often underrepresented segments or specific geographic areas and ensure representation of these households is consistent with their incidence in the general population. Forty-three percent of the address-based sample in Bellevue had a matching landline telephone number.
- **Send Advance Letters to All Sampled Households.** An advance letter was sent to all households in the sample. The letter was carefully constructed using well-researched and documented principles of social exchange to engage respondents in the research effort.¹ Letters were printed on city letterhead, signed by Bellevue's Parks & Community Services Director, and sent in city envelopes.
- **Use a Mixed Mode of Data Collection.** Two methods for data collection—telephone and mail to online—were used as follows:
 - **All households in the sample with an associated telephone number were contacted**

by telephone to complete the survey. All of these households have elected to list or publish their telephone number in the phone book or other databases. Therefore, they are less likely than those with unlisted or unpublished telephone numbers to screen their calls and are hence more likely to complete the survey by telephone.

Strict dialing protocols were used to maximize the response rates within this sample. Notably, a minimum of five attempts are made to each number on different days and at different times. Use of the advance letter also serves to increase response rates among this group and decreases the number of attempts required. The advance letter also includes a toll-free number inviting those in sampled households to call in at their convenience to complete the survey. Letters to households with a telephone included instructions in Spanish, Chinese, Korean, and Russian about how to access a Language Line to complete the survey in their first language. Two hundred fifty-six (256) surveys were completed by telephone.

- **The advance letter to households without telephone numbers asked residents to complete the survey online or by calling in to complete the survey by phone.** This approach reaches those households without listed telephone numbers as well as those who are cell phone-only or mostly cell phone and are thus less likely to complete a telephone survey. The letter included a survey URL and a household-specific username and password for logon. It also included ORC International’s toll-free number for residents to call and complete the survey. Their household-specific username and password was required if they called in. Two mailings were sent. One hundred fifty-three (153) surveys were completed online.

Table 1: Error Associated With Different Proportions at Different Sample Sizes

Sample Size	Proportions				
	10% / 90%	20% / 80%	30% / 70%	40% / 60%	50% / 50%
30	10.7%	14.3%	16.4%	17.5%	17.8%
50	8.3%	11.1%	12.7%	13.6%	13.9%
100	5.9%	7.8%	9.0%	9.6%	9.8%
200	4.2%	5.5%	6.4%	6.8%	6.9%
300	3.4%	4.5%	5.2%	5.5%	5.7%
400	2.9%	3.9%	4.5%	4.8%	4.9%

Respondent Characteristics and Weighting

Use of an address-based sampling frame and dual modes for data collection clearly result in a final sample that is more representative of the general population than a phone-only study. As Table 2 clearly illustrates, those responding online (that is, do not have a published landline telephone) were more likely than those reached by phone to be renters, residents of multi-family dwelling types, and newer Bellevue residents. In addition, they are more likely to be male and younger. More than half (53%) of those responding on line were cell-phone only households. While the resulting sample is more representative of the general population, weighting was used to further ensure that results reported appropriately represent key resident groups. The weights were applied in two stages. The first-stage weight adjusted for the response rates between the two survey modes. The second weight is a post-stratification weight to make adjustments for imperfections in the sample and to ensure that the final sample represents the general population in Bellevue. Specifically, a post-stratification weight was applied to ensure that the gender and age distributions of the sample match all Bellevue residents.

Table 2: Household Characteristics

	CATI	Online	Total	CATI	Online	Total	Population*
	Unweighted			Weighted			
Home Ownership	82%	54%	72%	85%	57%	71%	60%
Own	17%	44%	27%	14%	41%	28%	40%
Rent							
Dwelling Type							
Single-family	66%	32%	53%	73%	40%	56%	57%
Multi-family	34%	68%	47%	27%	60%	44%	43%
Length of Residency	11%	42%	22%	10%	40%	25%	n.a.
0-3 years	21%	29%	24%	20%	29%	25%	
4-10 years	68%	29%	54%	70%	31%	50%	
11 or more years	19.6 yrs.	9.7 yrs.	15.9 yrs.	20.1 yrs.	10.3 yrs.	15.0 yrs.	
Mean							
Phone Type							
Cell Phone Only	0%	53%	19%	0%	52%	26%	16.3%
Landline and Cell Phone	88%	45%	72%	89%	46%	67%	(state-level)
Landline Only	12%	2%	8%	11%	2%	6%	

Table 3: Demographics

	CATI	Online	Total	CATI	Online	Total	Population*
	Unweighted			Weighted			
Gender							
Male	48%	54%	50%	45%	53%	49%	49%
Female	52%	46%	50%	55%	47%	51%	51%
Age**							
18-34	5%	40%	18%	6%	41%	24%	24%
35-54	44%	35%	41%	43%	33%	38%	38%
55 Plus	51%	25%	41%	51%	26%	38%	38%
Household Size	26%	29%	27%	24%	28%	26%	29%
Single Adult	74%	71%	73%	76%	72%	74%	71%
Two or More							

* Source for Population Figures: Age within Gender data are 2010 estimates projected from the Census 2000 by SCAN/US, Inc. All other population data are 2009 American Community Survey 1-year estimates

ENDNOTE

1. Dillman, Don, *Internet, Mail and Mixed-Mode Surveys: The Tailored Design Method*.