

September  
2011

*City and County of San Francisco*  
*City Survey - 2011*

**Final Report**

*Submitted to*

*The City and County of  
San Francisco*

Prepared by ETC Institute

**CONTROLLER'S OFFICE  
CITY SERVICES AUDITOR**

The City Services Auditor was created within the Controller's Office through an amendment to the City Charter that was approved by voters in November 2003. Under Appendix F to the City Charter, the City Services Auditor has broad authority for:

- Reporting on the level and effectiveness of San Francisco's public services and benchmarking the city to other public agencies and jurisdictions.
- Conducting financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
- Operating a whistleblower hotline and website and investigating reports of waste, fraud, and abuse of city resources.
- Ensuring the financial integrity and improving the overall performance and efficiency of city government.



**CITY AND COUNTY OF SAN FRANCISCO**  
**OFFICE OF THE CONTROLLER**

**Ben Rosenfield**  
**Controller**  
**Monique Zmuda**  
**Deputy Controller**

October 6, 2011

Honorable Edwin Lee, Mayor  
Honorable Members of the Board of Supervisors

Dear Mayor Lee and Members of the Board of Supervisors:

With this letter I am transmitting the Controller's final report of the biennial City Survey for 2011. The survey measures San Franciscans' opinions about public services they experience every day - streets, parks, MUNI, libraries, and schools - and asks about their perceptions of the City's quality of life ranging from public safety to internet access.

In this year's survey, 34% of respondents gave the overall performance of local government a favorable rating of "good" or "excellent" while 15% gave an unfavorable rating of "poor" or "failing," with 50% providing a rating of "average." The percentage of San Franciscans who gave local government a favorable rating this year is down from 43% in 2009. This drop is consistent with changing opinions about government generally. For comparison, ratings of the performance of local government by a representative sample of Californians declined 11% over the same period.

While San Francisco's overall grade declined, we note that satisfaction is high and has improved in many areas where the City has made investments in recent years. Among these findings are:

- Satisfaction with the condition of Recreation and Parks buildings increased significantly, up 9% since 2009 to 55% of residents giving a "good" or "excellent" rating. Similarly, scores on the quality of park grounds rose 5% to 71% of residents giving favorable ratings;
- Opinions of the cleanliness of sidewalks and streets at the neighborhood level rose, up 5% for sidewalks and 1% for streets;
- Residents are highly satisfied with the condition of their neighborhood libraries - 79% gave favorable ratings;
- The rating of "good" or "excellent" on MUNI's timeliness and reliability increased slightly, up 2% to 35% in 2011; and
- Other conditions and services highly rated by residents are feeling safe during the day (85%), the quality of help from library staff (79%), the library's collections (73%), and the overall quality of schools (73%).

The 2011 survey also showed some declines in important service areas. Among these findings are:

- Satisfaction with MUNI fares dropped from 55% in 2009 to 32% in 2011. There were two fare increases during that period;
- Feelings of safety on the MUNI system also dropped by 12% to 30% of riders rating safety "good" or "excellent;"
- Recreation and Parks scores declined in two areas. The quality of interaction with staff and the convenience of recreation programs dropped by 10% and 3% respectively; and

- City conditions and services lowest rated by citizens are pavement conditions citywide (18%) and cleanliness on MUNI vehicles (20%).

For the first time, the Controller's survey included benchmarking San Francisco against five comparison cities (Boston, New York, Oakland, San Jose, and Seattle) and against other California and United States residents. Compared to residents of these cities, San Francisco differed as follows:

- City residents are significantly more likely to frequent the parks. 35% of San Franciscans say they visit at least once a week and another 25% at least once a month, higher than all benchmark cities except Seattle, and higher than the national average;
- Public safety is slightly better than the average. 85% of San Franciscans feel "very safe" or "safe" walking alone in their neighborhoods during the day compared to the national average of 82%;
- San Francisco expressed a lower overall satisfaction with the quality of infrastructure such as streets and sidewalks (31%) than any of the benchmark jurisdictions. Interestingly, New York had the highest rating on this question at 52%;
- City residents also gave lower satisfaction ratings to aspects of public transportation than any of the benchmark jurisdictions, rating fares at 32% satisfaction and safety at 30%, where New York received ratings in the 60% range; and
- We note that some of the benchmark issues are ones where the City can make comparisons of objective data as well as perception data. Examples include pavement conditions which have a standard nationwide scoring system and public transit where comparing the adult cash single ride fare is a national standard. Further analysis will be done in these areas.

Finally, an important overall finding is that some specific City services have a particularly strong influence on residents' overall satisfaction with local government. For example, resident satisfaction with streets, sidewalks, and infrastructure is most highly correlated with overall satisfaction, meaning that improvement in this one area will very likely increase the level of overall satisfaction.

The attached report summarizes the major findings of the City Survey, but a primary value of the work is the rich data set of responses from the 3,979 participants. The data file containing the anonymous responses to City Survey 2011 is available on the City's open data portal, [www.DataSF.org](http://www.DataSF.org). A data file containing the responses to City Survey 2011 and all past surveys will also be available on DataSF this fall. Controller's Office staff can provide other City department staff with assistance in analyzing this data set.

City Survey 2011 was conducted in May and June 2011 on behalf of the Controller's Office by the public opinion research firm ETC Institute. Approximately 1,000 residents were randomly selected from each supervisorial district and 3,979 mail, phone, and web surveys were completed, for a response rate of nearly 37% when accounting for undeliverable surveys. Surveys were conducted in Spanish and Chinese and residents could complete the survey by mail, phone, or on the Web.

If you have any questions or comments please contact me (415-554-7500) or Andrew Murray ([andrew.murray@sfgov.org](mailto:andrew.murray@sfgov.org), 415-554-6126). The Controller's Office would like to thank the City staff members that contributed to this study and the 3,979 San Franciscans that responded.

Sincerely,



Ben Rosenfield  
Controller

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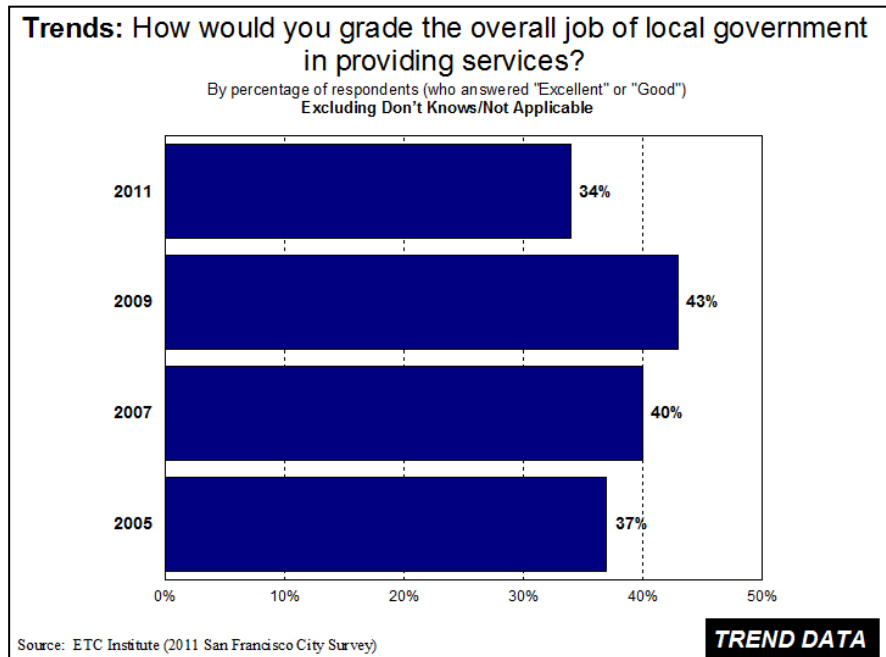
## San Francisco City Survey 2011 Executive Summary

### Overview

During May and June 2011, ETC Institute administered a community survey for the City and County of San Francisco. The purpose of the survey was to objectively assess satisfaction among residents with the delivery of various City services that are used by most residents. The survey was administered to a random sample of 3,979 residents. The overall results have a 95% level of confidence with a precision of at least +/- 1.1%. Some of the major findings are highlighted below in the executive summary. Detailed findings are provided in the main report. The dataset of 2011 responses is available at [www.DataSF.org](http://www.DataSF.org).

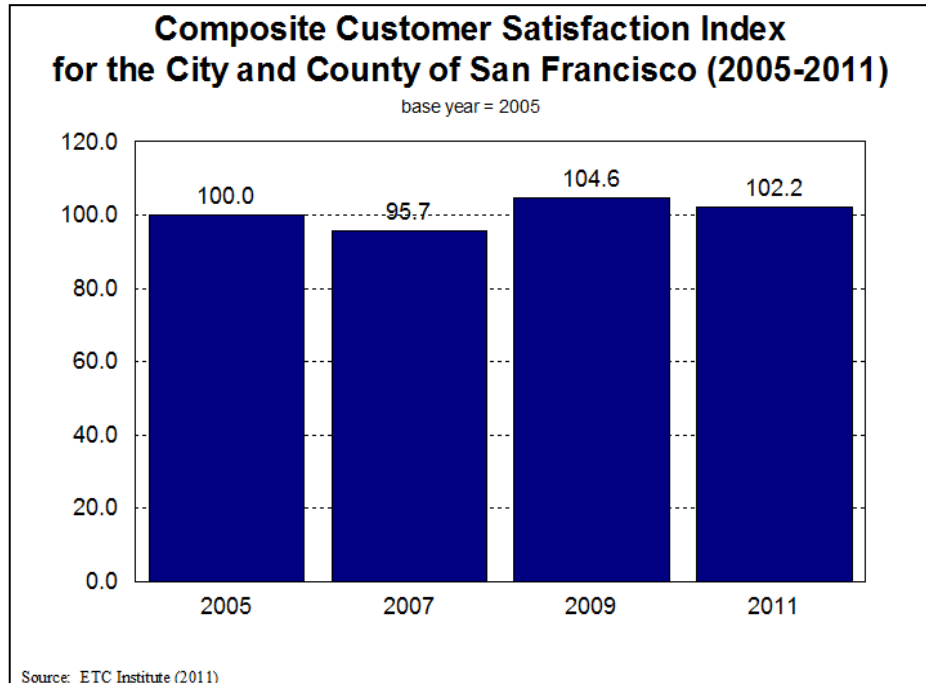
### Assessment of the City's Overall Performance

The City Survey asks respondents to grade the overall job of local government in providing services. After increasing steadily since 2004, ratings for this question decreased from 43% in 2009 to 34% in 2011 (combined "Excellent" and "Good"), as shown in the chart to the right. Although the decrease was significant, it was not surprising, as ratings of local and other levels of government have generally declined over the past two years as a result of the economic recession and other factors. For comparison, ratings of the overall performance of local government by a representative sample of Californians declined 11% from 2009 to 2011.



To broadly assess resident satisfaction with local government services, rather than basing it on a single question, ETC Institute developed a composite customer satisfaction index that includes all services that have been assessed on the survey from 2005 to 2011, including infrastructure (streets/sidewalks), public safety, Muni services, library services, and parks and recreation. The index was calculated by combining the mean ratings for each service area, then setting 2005 results as the baseline at a level of 100. Values greater than 100 indicate that the City's performance in these areas has improved since 2005, whereas values less than 100 indicate that the City's performance has decreased since 2005.

As the chart to the right indicates, the City's customer satisfaction index decreased slightly from 104.6 in 2009 to 102.2 in 2011. Although the Composite Index has declined since 2009, the City's current rating is still higher than it was in both 2005 and 2007.



## Highest and Lowest Rated Areas

The overall highest rated areas in the City Survey 2011 were library services and parks and recreation, while the lowest rated areas were infrastructure and MUNI. The rankings of services for San Francisco are similar when compared to other similar communities. Among the 43 specific questions that were rated on this year's survey, the five highest and five lowest rated questions on the survey are listed below based on the percentage of respondents who rated the City's performance as "excellent" or "good":

### Highest Rated Areas

- How safe residents feel when walking alone in their neighborhood during the day
- The quality of assistance provided by library staff
- The collections of books and tapes at libraries
- Overall quality of schools
- Quality of park grounds

### Lowest Rated Services

- Condition of pavement of streets citywide
- Cleanliness of MUNI buses
- Cleanliness of sidewalks citywide
- How well MUNI communicates with passengers
- Cleanliness of streets citywide



## Trends in Satisfaction Since 2009

Among the 21 areas that were rated in both 2009 and 2011, there were statistically significant increases in 6 areas, significant decreases in 11 areas, and no significant changes in 4 areas. The decrease in satisfaction levels from 2009 to 2011 is not surprising. 2009 saw significant increases in satisfaction levels regarding local government across the country.

### Areas for which ratings IMPROVED

- Condition of Recreation and Parks buildings
- Quality of park grounds
- Cleanliness of sidewalks in neighborhoods
- The collections of books and tapes at libraries
- The timeliness/reliability of MUNI services
- How safe residents feel when walking alone in their neighborhood during the day

### Areas for which ratings DECREASED

- Fares charged for MUNI services
- Feeling of safety when riding MUNI buses
- Cleanliness of MUNI buses
- Quality of interactions with Recreation and Parks staff
- Condition of pavement on streets citywide
- Communication to MUNI Passengers
- Courtesy of MUNI drivers
- Convenience of recreation programs
- Cleanliness of streets citywide
- Cleanliness of sidewalks citywide
- Condition of pavement of streets in neighborhoods





## Recommendations

In order to help the City identify investment priorities for the next two years, ETC Institute conducted regression analysis to identify individual services that are most strongly correlated with overall satisfaction with city services. Based on the results of this analysis, ETC Institute recommends the following:

- **To Enhance Overall Satisfaction with City Services:** In order to increase overall satisfaction with City services, the City should consider emphasizing infrastructure improvements over the next two years. Among the major categories of City services that were assessed on the survey, satisfaction with infrastructure (streets and sidewalks) was the most strongly correlated with overall satisfaction with City services. Since infrastructure services were among the lowest rated areas on the survey, investments in infrastructure should have a positive impact on overall satisfaction with City services.
- **To Enhance Satisfaction within Specific Services:** In order to increase overall satisfaction with each of the major categories of City services that were assessed on the survey, the City should consider emphasizing improvements in the following areas:
  - **Infrastructure:** Among the eight infrastructure-related services that were assessed on the survey, satisfaction with (1) the condition of pavement on streets citywide and (2) the cleanliness of sidewalks citywide were the most strongly correlated with overall satisfaction with the City's streets, sidewalks, and infrastructure. Since these two areas were among the lowest rated areas on the survey, investments in these areas should have a positive impact on overall satisfaction with City services.
  - **Customer Service:** Among the four areas of customer service that were assessed on the survey, satisfaction with how well employees were able to answer questions and resolve issues for residents was the most strongly correlated with overall satisfaction with customer service. By emphasizing improvements in this area, the City should be able to improve overall satisfaction with customer service over the next two years.
  - **Parks and Recreation:** Among the nine parks and recreation-related services that were assessed on the survey, satisfaction with the quality of interactions with Recreation and Parks staff was the most strongly correlated with overall satisfaction with the City's parks and recreation services. Although the scores in this area are fairly good, since there was a significant decrease in satisfaction in this area since 2009, improvements in this area should have a positive impact on overall satisfaction with City services.
  - **Libraries:** Among the five library-related services that were assessed on the survey, satisfaction with (1) the collections of books, tapes, etc. and (2) the condition of neighborhood branch libraries were the most strongly correlated with overall satisfaction with the quality of the City's library system. Since overall satisfaction with library services is already relatively high, the City should continue the current level of emphasis in these two areas to sustain or increase overall satisfaction with library services in the future.



## Other Findings

- Ninety percent of those surveyed indicated that they had visited a City park during the past year.
- Thirty-three percent of those surveyed indicated that they had participated in programs offered by the Recreation and Parks department.
- Sixty-six percent of those surveyed had used a branch library during the past year; 56% had used the City's main library, and 47% had used library services on-line.
- Eighty-seven percent of those surveyed indicated that they had used MUNI during the past year.
- Eighty-five percent of those surveyed indicated that they felt safe or very safe when walking alone in their neighborhood during the day; 52% indicated they felt safe or very safe when walking alone in their neighborhood at night.
- Among the residents who had children who attend school in San Francisco, 73% gave grades of either "Excellent" or "Good" in regards to the quality of the school their children attend.
- Thirty percent of those surveyed had contacted 3-1-1 by phone during the past year; 17% had used 3-1-1 on the web or with a mobile device.
- Ninety percent of those surveyed indicated that they had access to a personal computer in the home.
- Fifteen percent of those surveyed reported that they were enrolled in Healthy San Francisco.
- Among those with an opinion, 25% of those surveyed indicated that they were "Very Likely" and "Somewhat Likely" to move out of San Francisco over the next three years.
- Seven percent of those surveyed indicated that they had visited a One Stop Employment Center.
- Thirty-five percent of those surveyed indicated that they would be willing to pay for a new assessment that would have the City care for and prune trees along streets.
- Seventy-five percent of those surveyed indicated that they have access to a green curbside composting cart. Residents who have access to a green curbside composting cart were most likely to put food scraps into the composting cart; the factor that most discouraged residents who have access to a green curbside composting cart from using their cart for compostable waste was how messy it can be.

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# 1 STREETS AND SIDEWALKS

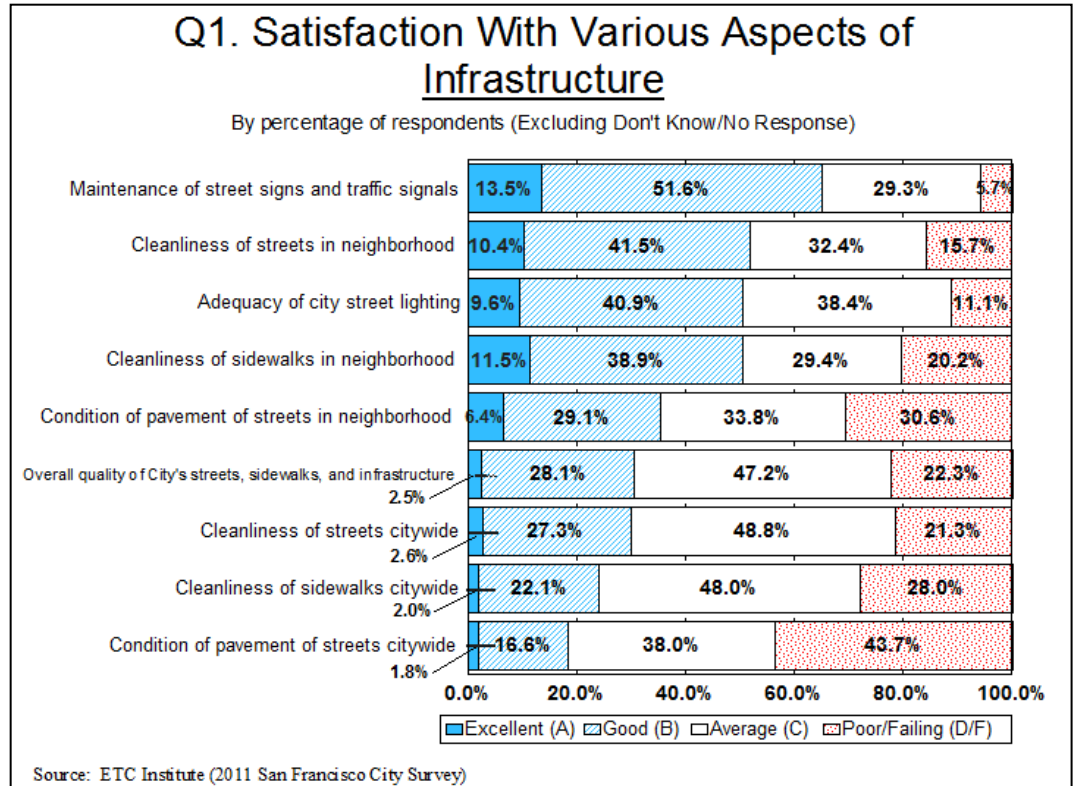
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## Highlights

- This series of questions covers infrastructure-related items including: the condition and cleanliness of streets and sidewalks in the city and in neighborhoods as well as the maintenance of streets signs and traffic signals and the adequacy of city street lighting.
- Overall, the ratings for streets, sidewalks and infrastructure were low.
- Residents were most satisfied with the maintenance of street signs/traffic signals (65%).
- The percentage of residents, who had an opinion, who gave “Good” or “Excellent” ratings for the cleanliness of sidewalks in neighborhoods increased significantly from 45% in 2009 to 50% in 2011.
- Overall, supervisorial district 8 had the highest ratings for infrastructure while supervisorial district 10 had the lowest overall ratings for infrastructure.
- Residents who live in the western part of the City were generally more satisfied with the cleanliness of sidewalks in their neighborhood than residents in the eastern part of the City.
- Overall satisfaction with the City streets, sidewalks, and infrastructure rated 13% below the average of benchmark cities (31% San Francisco vs. 44% average of five benchmarking cities).
- The results of the survey suggest that the City should emphasize improvements along major corridors and commercial areas of the City rather than in neighborhoods over the next two years.
- Over one-third (35.1%) of residents reported that they would be willing to pay for a new assessment that would have the City care for and prune trees along streets, while 57.6% were not willing.
- Some comments from residents regarding infrastructure included:
  - **“Spend our tax dollars on infrastructure improvement!”**
  - **“[Translated from Chinese] Improve the pavement of city streets.”**

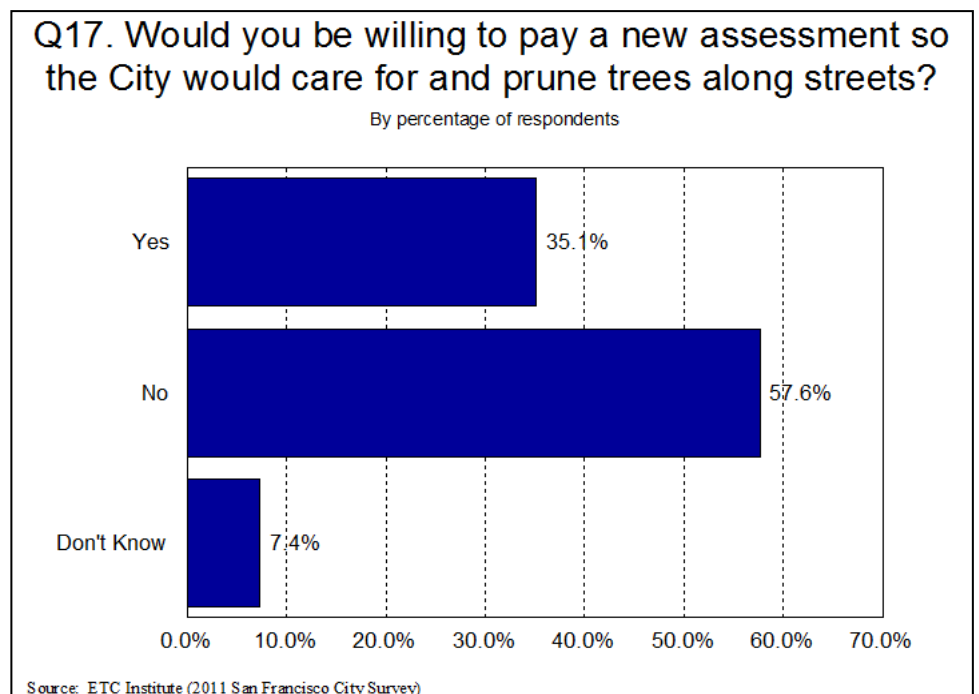
## Overall Results

Among the nine infrastructure-related services that were rated, residents were most satisfied with the maintenance of street signs/traffic signals, the cleanliness of streets in their neighborhood, the adequacy of street lighting, and the cleanliness of sidewalks in their neighborhood. Residents were least satisfied with the condition of pavement of streets citywide. The chart to the right shows the results for each of the areas that were rated.



## New Assessment for Pruning Trees

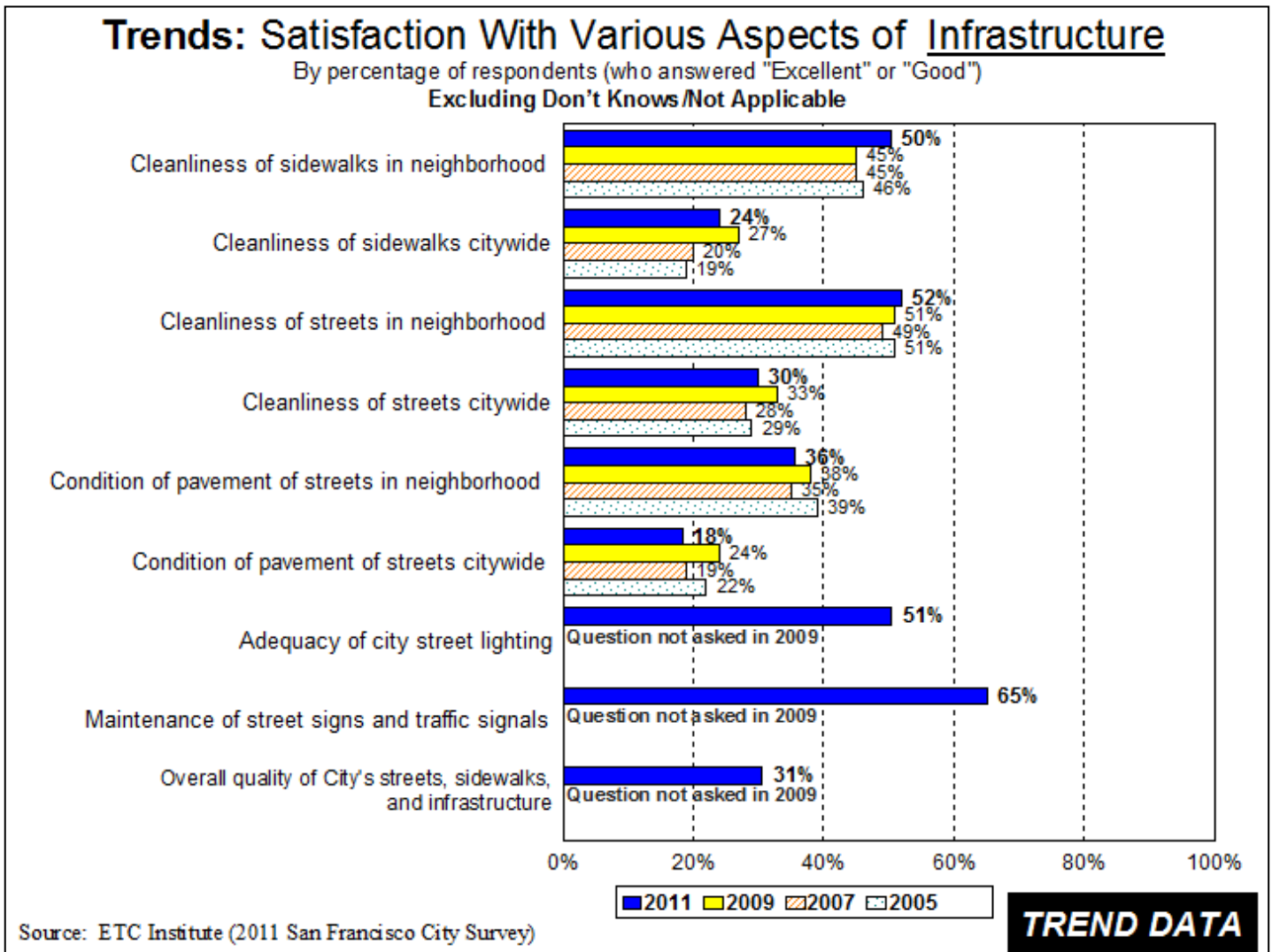
Over one-third (35.1%) of residents reported that they would be willing to pay for a new assessment that would have the City care for and prune trees along streets, while 57.6% were not willing.



## Trends

Among the six infrastructure-related services that were assessed in both 2009 and 2011, satisfaction improved in two areas and decreased in four. The most significant increases and decreases are described below.

- **Significant Improvements.** The percentage of residents, who had an opinion, who gave “Good” or “Excellent” ratings for the cleanliness of sidewalks in neighborhoods increased significantly from 45% in 2009 to 50% in 2011.
- **Significant decreases.** The percentage of residents, who had an opinion, who gave “Good” or “Excellent” ratings for the condition of pavement citywide decreased significantly from 24% in 2009 to 18% in 2011.



## Differences by Supervisorial District

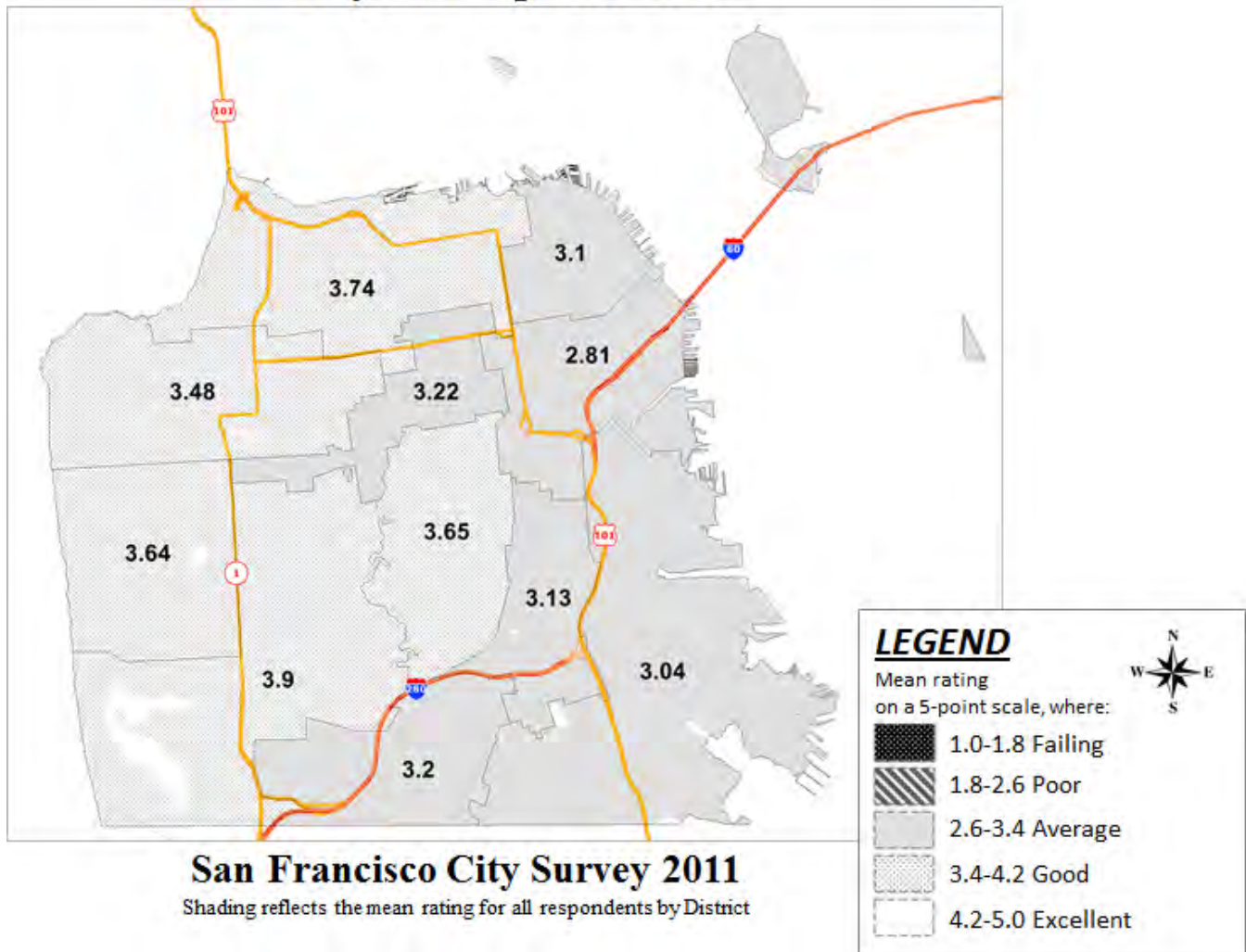
ETC Institute examined the differences between the supervisorial districts for the infrastructure questions. The table to the right shows the range of combined “Excellent” and “Good” ratings by supervisorial district. Overall, supervisorial district 8 had the highest ratings for infrastructure while supervisorial district 10 had the lowest overall ratings for infrastructure. The complete list of responses by supervisorial district can be found in Appendix A of the report. Approximately 40% of residents in supervisorial districts 3, 6, 10 and 11 reported either “Excellent” or “Good” ratings of cleanliness of streets in their neighborhoods, as compared to over 60% satisfaction in supervisorial districts 2, 4, 7, and 8.

INFRASTRUCTURE			
By Respondents, Combined Percentages of "Excellent" and "Good" (Excluding Don't Know)			
Question	District with Highest Rating	District with Lowest Rating	Average of All Districts
Q1a The cleanliness of the sidewalks in your neighborhood	District (7) 73.7%	District (6) 31%	50.4%
Q1b The cleanliness of the sidewalks citywide	District (6) 27.2%	District (2) 17.9%	24.1%
Q1c The cleanliness of the streets (from curb to curb excluding sidewalks) in your neighborhood	District (7) 68%	District (6) 35.9%	51.9%
Q1d The cleanliness of the streets (from curb to curb excluding sidewalks) citywide	District (9) 35.2%	District (2) 25.3%	29.9%
Q1e The condition of the pavement of the streets (excluding sidewalks) in your neighborhood	District (8) 43.5%	District (10) 23.4%	35.5%
Q1f The condition of the pavement of the streets (excluding sidewalks) citywide	District (6) 25.8%	District (2 and 7) 10.7%	18.4%
Q1g Adequacy of city street lighting	District (8) 58.8%	District (11) 44.8%	50.5%
Q1h Maintenance of street signs and traffic signals	District (8) 72.4%	District (11) 57.9%	65.1%
Q1i Overall quality of the City's streets, sidewalks, and infrastructure	District (8) 35.9%	District (2) 27.2%	30.6%
<b>Average of All Infrastructure Items Rated</b>	<b>District (8) 45.7%</b>	<b>District (10) 34.2%</b>	<b>39.6%</b>

## GIS Maps

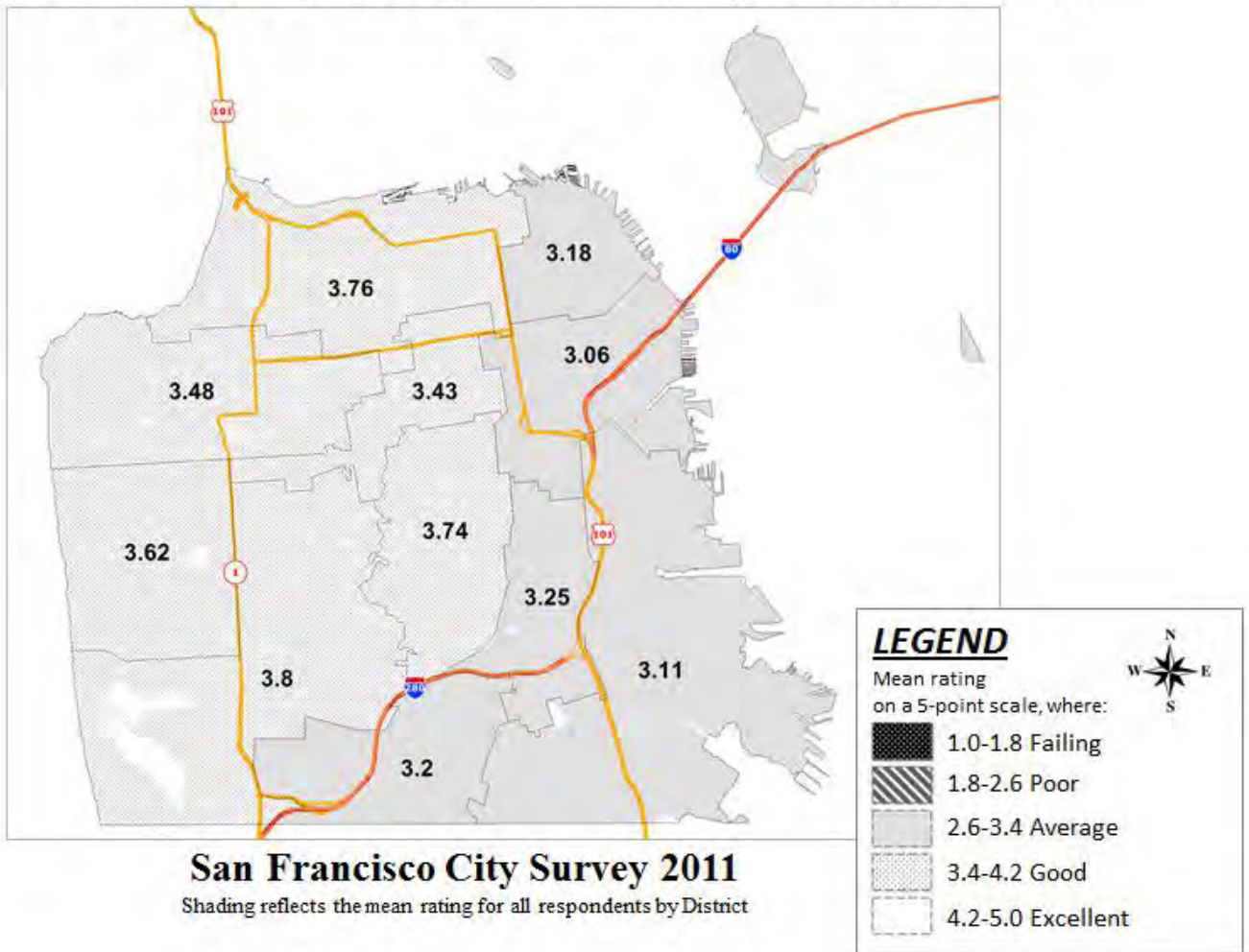
The shading of the maps on the following pages shows the level of satisfaction with some of the infrastructure-related services that were rated on the survey. The maps are shaded by supervisorial district. The shading corresponds to the mean (or average rating) that was given by residents who live in the supervisorial district. Shades of **white** indicate satisfaction with a service. Shades of **black** indicate dissatisfaction with a service. **Medium gray** shades indicate that residents thought the quality of a service delivery was adequate. Inside each supervisorial district the mean rating is displayed. The map at the top of the following page shows that residents who live in the western part of the City were generally more satisfied with the cleanliness of sidewalks in their neighborhood than residents in the eastern part of the City.

## Q1a The cleanliness of the sidewalks in your neighborhood



Similarly to the chart above, the map on the following page shows that residents who live in the western part of the City were generally more satisfied with the cleanliness of the streets in their neighborhood than residents in the eastern part of the City.

## Q1c The cleanliness of the streets (from curb to curb excluding sidewalks) in your neighborhood



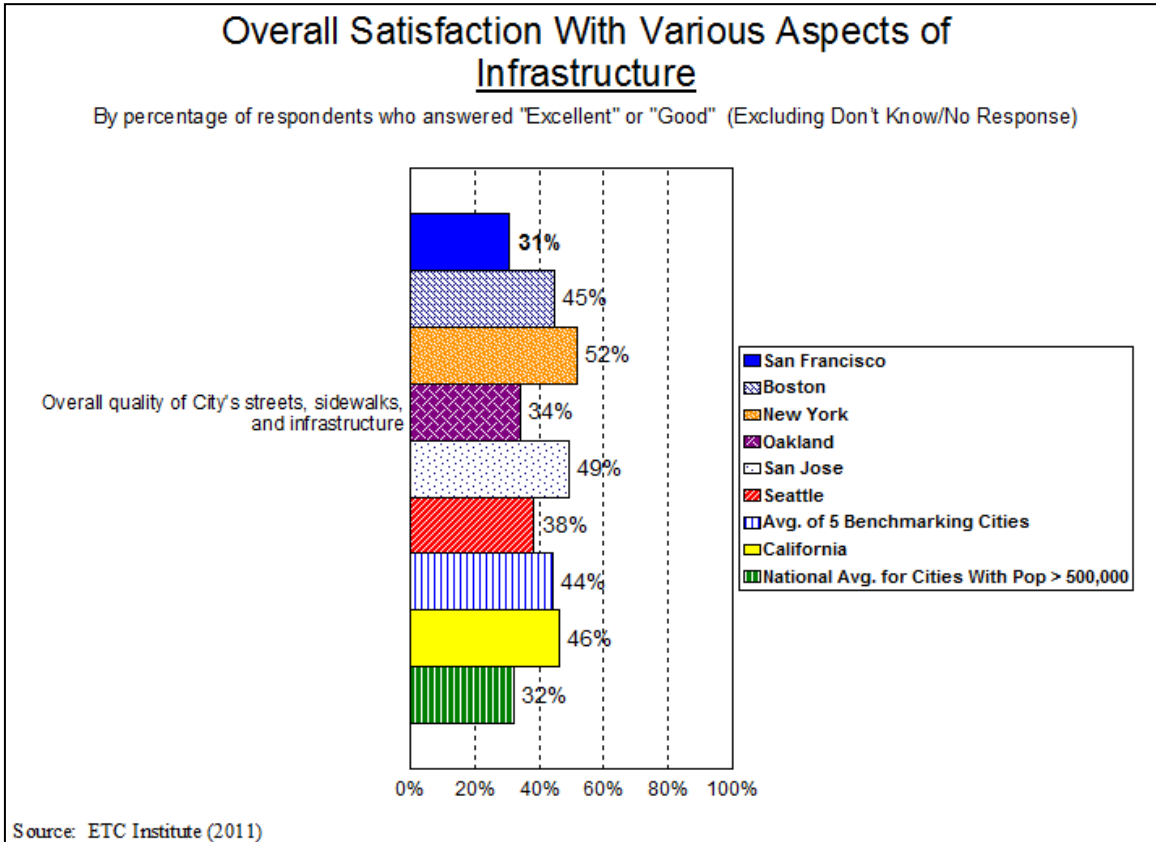
### Comparisons to other Cities

Residents of San Francisco were less satisfied with the overall quality of city streets, sidewalks and infrastructure when compared to residents in the other five benchmarking cities. The chart on the following page shows the percentage of San Francisco residents who gave “Good” or “Excellent” ratings compared to the results of a similar survey that was administered to a random sample of residents in the following five cities: Boston (MA), New York City (NY), Oakland (CA), San Jose (CA), and Seattle (WA). In addition to those five cities, benchmarking results from ETC Institute’s benchmarking database were also provided showing the average results from other cities in the state of California as well as national results from “large” cities (population of 500,000 or more). Note: caution should be used when comparing the results of the San Francisco survey to other cities. Perceptions of services can vary



greatly from city to city due to a variety of different variables unique to every city. Charts showing all the benchmarking results from the other California cities and other “large” U.S. cities used for comparison can be found in Appendix C.

Overall satisfaction with the City streets, sidewalks, and infrastructure rated 13% below the average of these five cities (31% San Francisco vs. 44% average of five benchmarking cities).



## Opportunities for Improvement

ETC Institute conducted regression analysis to determine which factors have the strongest correlation with overall satisfaction with the City’s streets, sidewalks and infrastructure (Q1i). By making improvements in areas that are strongly correlated with overall satisfaction, City leaders are more likely to increase overall satisfaction with infrastructure.

The results of this analysis indicated that the condition of the pavement on streets throughout the City (Q1f) and the cleanliness of sidewalks citywide (Question 1b) had the most impact on overall satisfaction with the City’s infrastructure. Since residents generally gave higher ratings for the condition of pavement and the cleanliness of sidewalks in neighborhoods, the results of the survey suggest that the City should emphasize improvements along major corridors and commercial areas of the City rather than in neighborhoods over the next two years.

## Frequency Distribution Tables of Ratings for Streets, Sidewalks and Infrastructure

### Q1 Please grade the City's performance in the following areas: (Excluding No Response)

Q1a The cleanliness of the sidewalks in your neighborhood	Number	Percent
Excellent	457	11.5 %
Good	1540	38.9 %
Average	1164	29.4 %
Poor	564	14.2 %
Failing	236	6.0 %
Total	3961	100.0 %

Q1b The cleanliness of the sidewalks citywide	Number	Percent
Excellent	77	2.0 %
Good	869	22.1 %
Average	1887	48.0 %
Poor	910	23.2 %
Failing	187	4.8 %
Total	3930	100.0 %

Q1c The cleanliness of the streets (from curb to curb excluding sidewalks) in your neighborhood	Number	Percent
Excellent	410	10.4 %
Good	1638	41.5 %
Average	1279	32.4 %
Poor	464	11.8 %
Failing	155	3.9 %
Total	3946	100.0 %

Q1d The cleanliness of the streets (from curb to curb excluding sidewalks) citywide	Number	Percent
Excellent	100	2.6 %
Good	1069	27.3 %
Average	1911	48.8 %
Poor	705	18.0 %
Failing	131	3.3 %
Total	3916	100.0 %

## Frequency Distribution Tables of Ratings for Streets, Sidewalks and Infrastructure (Continued)

### Q1 Please grade the City's performance in the following areas: (Excluding No Response)

Q1e The condition of the pavement of the streets (excluding sidewalks) in your neighborhood	Number	Percent
Excellent	252	6.4 %
Good	1147	29.1 %
Average	1332	33.8 %
Poor	847	21.5 %
Failing	360	9.1 %
Total	3938	100.0 %

Q1f The condition of the pavement of the streets (excluding sidewalks) citywide	Number	Percent
Excellent	69	1.8 %
Good	650	16.6 %
Average	1492	38.0 %
Poor	1233	31.4 %
Failing	483	12.3 %
Total	3927	100.0 %

Q1g Adequacy of city street lighting	Number	Percent
Excellent	378	9.6 %
Good	1608	40.9 %
Average	1513	38.4 %
Poor	367	9.3 %
Failing	70	1.8 %
Total	3936	100.0 %

Q1h Maintenance of street signs and traffic signals	Number	Percent
Excellent	532	13.5 %
Good	2026	51.6 %
Average	1149	29.3 %
Poor	171	4.4 %
Failing	50	1.3 %
Total	3928	100.0 %

Q1i Overall quality of the City's streets, sidewalks, and infrastructure	Number	Percent
Excellent	98	2.5 %
Good	1102	28.1 %
Average	1850	47.2 %
Poor	741	18.9 %
Failing	132	3.4 %
Total	3923	100.0 %

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# 2 PARKS AND RECREATION

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## Highlights

### *Parks*

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- This series of questions covers the usage and satisfaction ratings of various park services.
- Overall ratings for parks and recreation were relatively high.
- Residents were most satisfied with the availability of walking/biking trails (72%).
- Satisfaction with the quality of the park grounds increased significantly from 2009 to 2011.
- Overall, supervisorial district 5 had the highest ratings for parks while supervisorial district 11 had the lowest overall ratings for parks.
- Thirty-five percent (35%) of residents indicated they visited a park at least once a week.

### *Recreation*

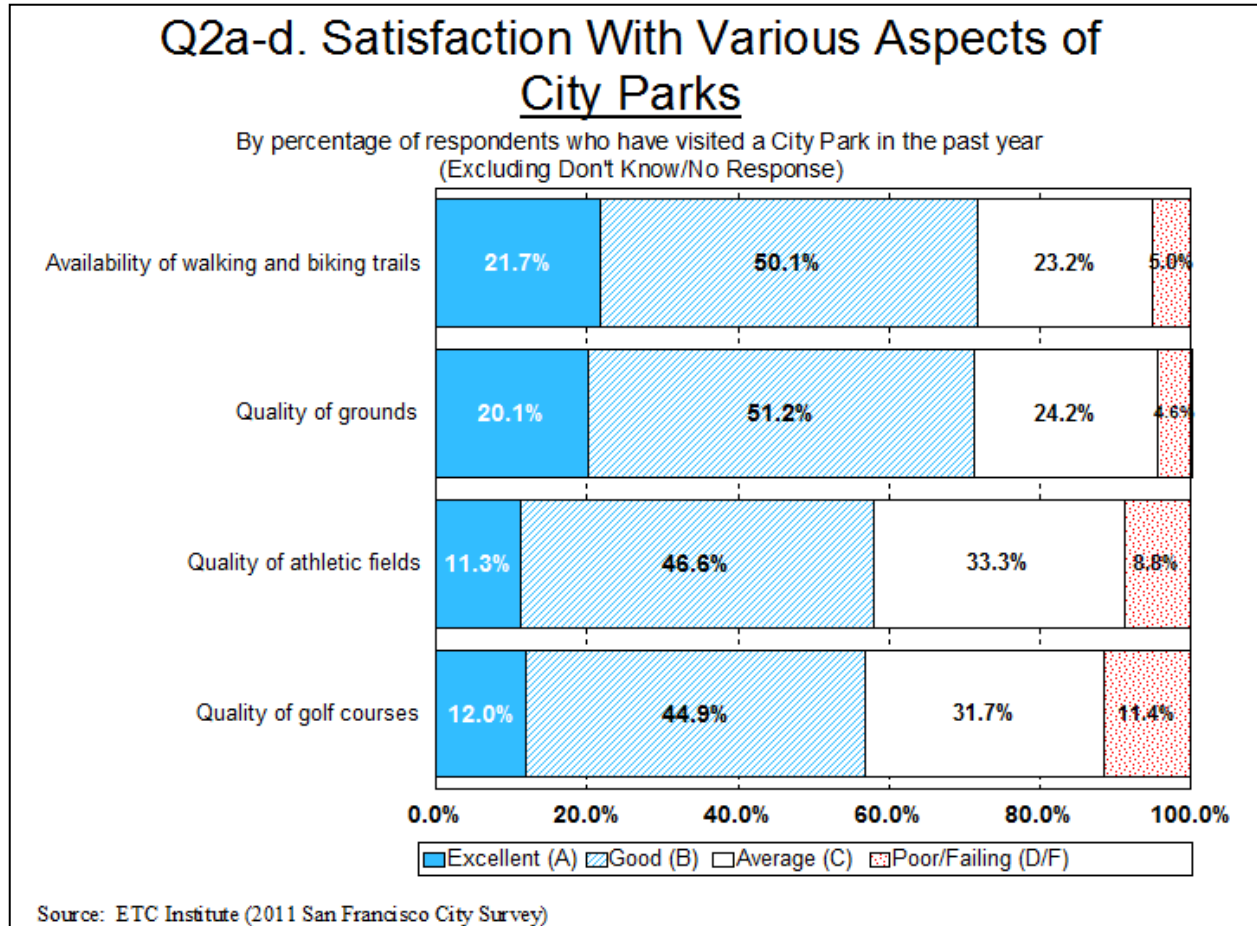
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- This series of questions covers the usage and satisfaction ratings of various recreation services.
- Residents were most satisfied with the quality of interactions with recreation and parks staff (65%).
- Overall, supervisorial district 8 had the highest ratings for recreation while supervisorial district 3 had the lowest overall ratings for recreation.
- Residents who live in the northwest, central and southeast parts of the City were generally more satisfied with the convenience of recreation programs.
- Compared to the five benchmarking cities, San Francisco residents were more likely than four of the five cities to participate in a recreation and parks department program.
- Some comments from residents regarding parks and recreation included:
  - **“I adore the parks! Thank you for maintaining them so beautifully - what an asset.”**
  - **“Top priority: keeping GG Park clean and safe! We love the park. Parks and playgrounds are very important; bathrooms are usually locked and if not, are poorly maintained. All indoor rec centers should be open on Sundays.”**

## Overall Results

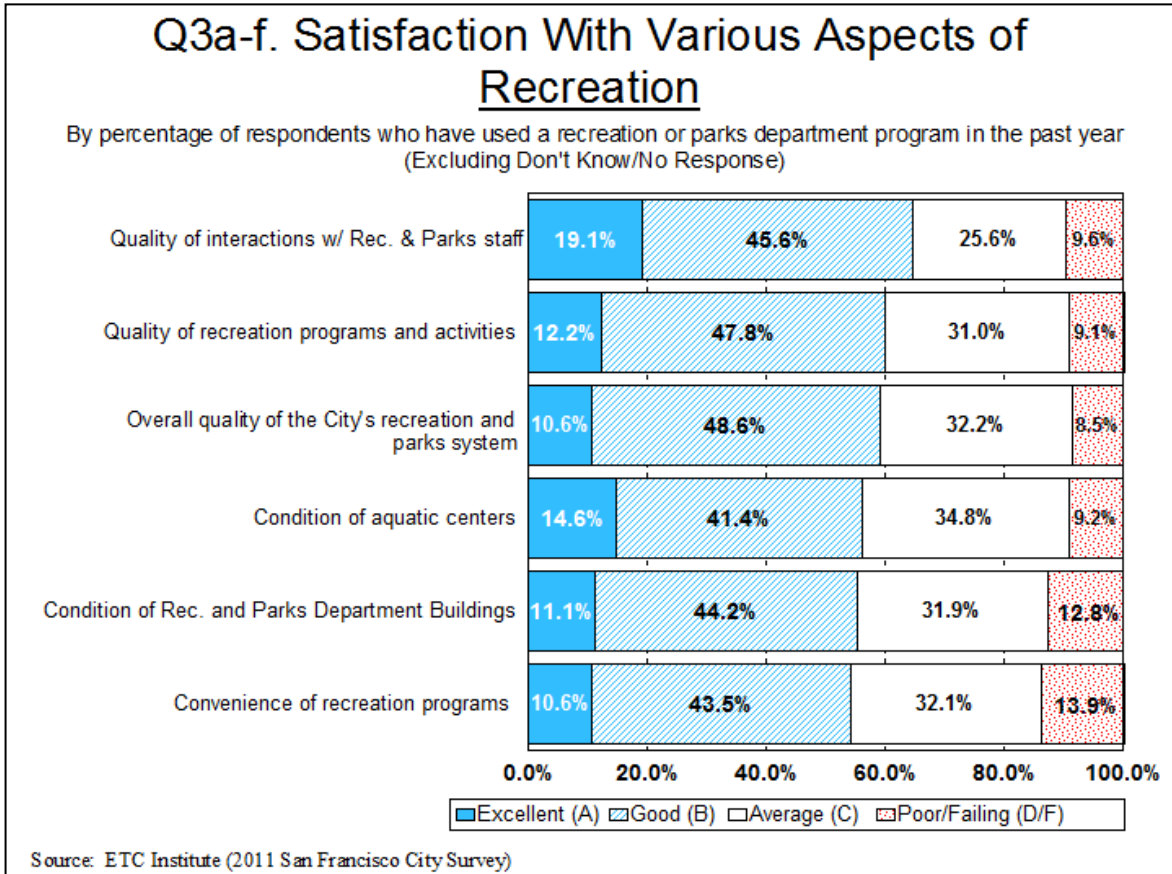
### Parks

Among the four parks-related services that were rated, residents were most satisfied with the availability of walking/biking trails, and the quality of the park grounds. Residents were least satisfied with the quality of golf courses. The chart below shows the results for each of the areas that were rated.



### Recreation

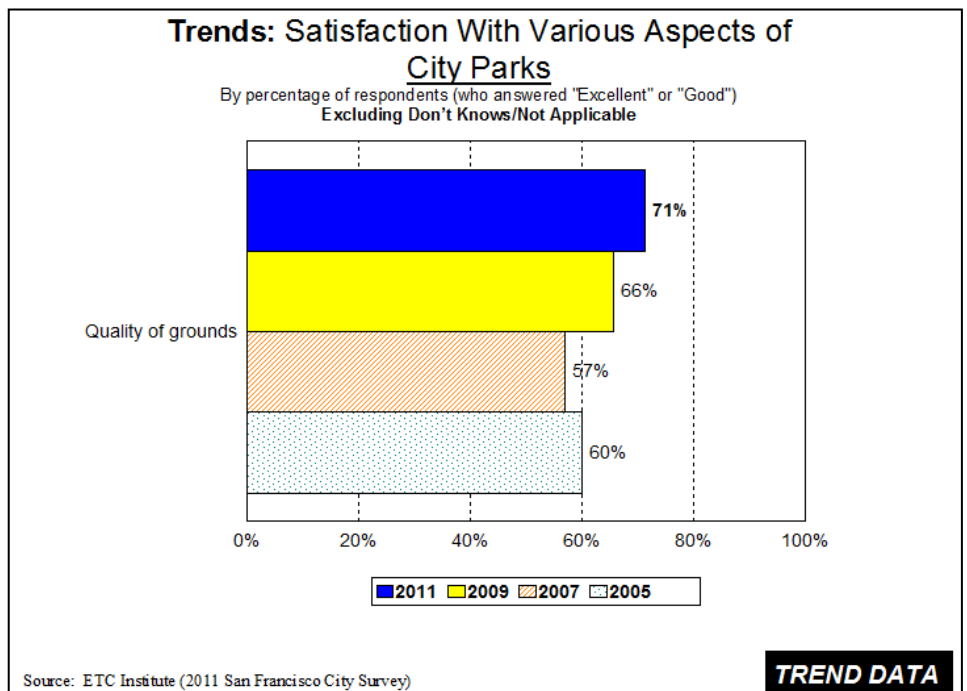
Among the six recreation-related services that were rated, residents were most satisfied with the quality of interactions with recreation and parks staff. Residents were least satisfied with the convenience of recreation programs. All recreation questions received relatively high ratings as each question had less than 15% dissatisfaction (combined scores of “Poor” and “Failing”). The chart on the following page shows the results for each of the areas that were rated.



## Trends

### Parks

The satisfaction with the quality of the park grounds increased significantly from 2009 to 2011. The increase of 5% suggests that significant strides have been made to increase the quality of park grounds in San Francisco since 2009.

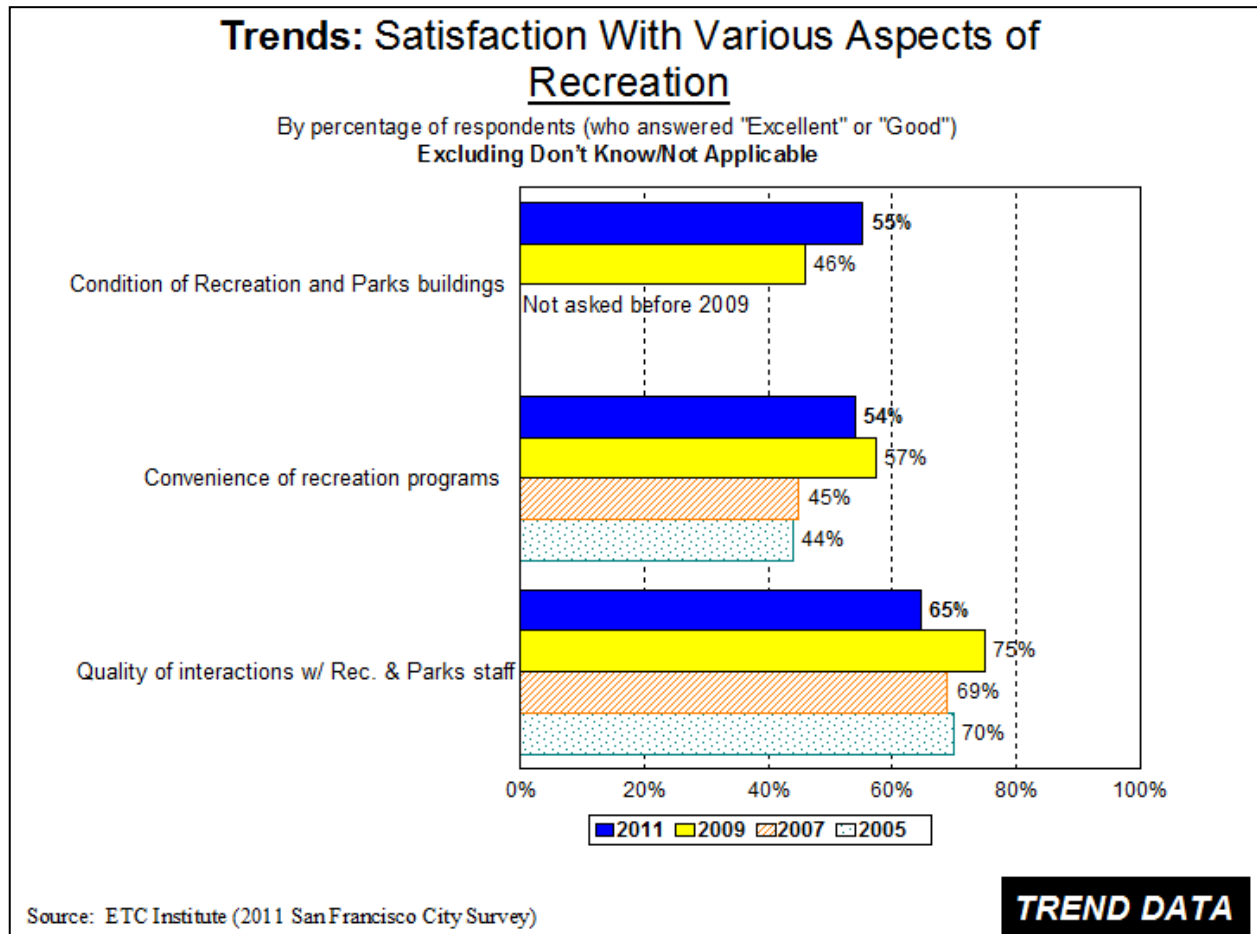


**TREND DATA**

## Recreation

Among the three recreation-related services that were assessed in both 2009 and 2011, satisfaction improved significantly in one of the three areas. The most significant increases and decreases are described below.

- **Significant Improvements.** The percentage of residents, who had an opinion, who gave “Good” or “Excellent” ratings for the condition of recreation and parks department buildings increased significantly from 46% in 2009 to 55% in 2011.
- **Significant Decreases.** The percentage of residents, who had an opinion, who gave “Good” or “Excellent” ratings for the quality of interactions with Recreation and Parks staff decreased significantly from 75% in 2009 to 65% in 2011.



## Differences by Supervisorial District

### Parks

ETC Institute examined the differences between the supervisorial districts for the parks questions. The table to the right shows the range of combined “Excellent” and “Good” ratings by supervisorial district. Overall, supervisorial district 5 had the highest ratings for parks while supervisorial district 11 had the lowest overall ratings for parks.

### Difference by Ethnicity

#### Parks

In the past year, 68.3% of White/Caucasian residents, who had an opinion, reported visiting a city park a minimum of once a month, compared to 60.7% of Latino/Hispanic residents, 48.8% of Asian/Pacific Islander residents and 47.6% of Black/African American residents.

<b>PARKS</b>			
By Respondents Who Have Visited a City Park in the Past Year, Combined Percentages of "Excellent" and "Good" (Excluding Don't Know)			
Question	District with Highest Rating	District with Lowest Rating	Average of All Districts
Q2a Quality of grounds (landscaping, plantings, cleanliness)	District (5) 78.3%	District (11) 62.1%	71.3%
Q2b Quality of athletic fields and courts	District (5) 64.5%	District (11) 52.3%	57.9%
Q2c Quality of golf courses	District (7) 73.6%	District (6) 48.9%	56.9%
Q2d Availability of walking and biking trails	District (1 and 2) 78.4%	District (11) 61%	71.8%
<b>Average of All Parks Items Rated</b>	<b>District (5) 69.3%</b>	<b>District (11) 56.2%</b>	<b>64.5%</b>

<b>RECREATION</b>			
By Respondents Who Have Participated, or Have had a Household Member Participate, in a Recreation and Parks Department Program Combined Percentages of "Excellent" and "Good" (Excluding Don't Know)			
Question	District with Highest Rating	District with Lowest Rating	Average of All Districts
Q3a Condition of Recreation and Parks Department buildings and structures (cleanliness, maintenance)	District (2) 66.2%	District (9) 49.1%	55.3%
Q3b Condition of aquatic centers	District (5) 68.5%	District (7) 47.5%	56%
Q3c Convenience of recreation programs (location, hours)	District (1) 62.7%	District (3) 45.5%	54.1%
Q3d Quality of recreation programs and activities	District (8) 73.8%	District (3) 53%	60%
Q3e Overall quality of your interactions with Recreation and Parks staff	District (8) 80.9%	District (3) 50%	64.7%
Q3f Overall quality of the City's recreation and parks system	District (2) 69.7%	District (11) 53.5%	59.2%
<b>Average of All Recreation Items Rated</b>	<b>District (8) 68.7%</b>	<b>District (3) 50.7%</b>	<b>58.2%</b>

## Differences by Supervisorial District

### Recreation

ETC Institute examined the differences between the supervisorial districts for the recreation category. The table to the left shows the range of combined “Excellent” and “Good” ratings by supervisorial district. Overall, supervisorial district 8 had the highest ratings for recreation while supervisorial district 3 had the lowest overall ratings for recreation.

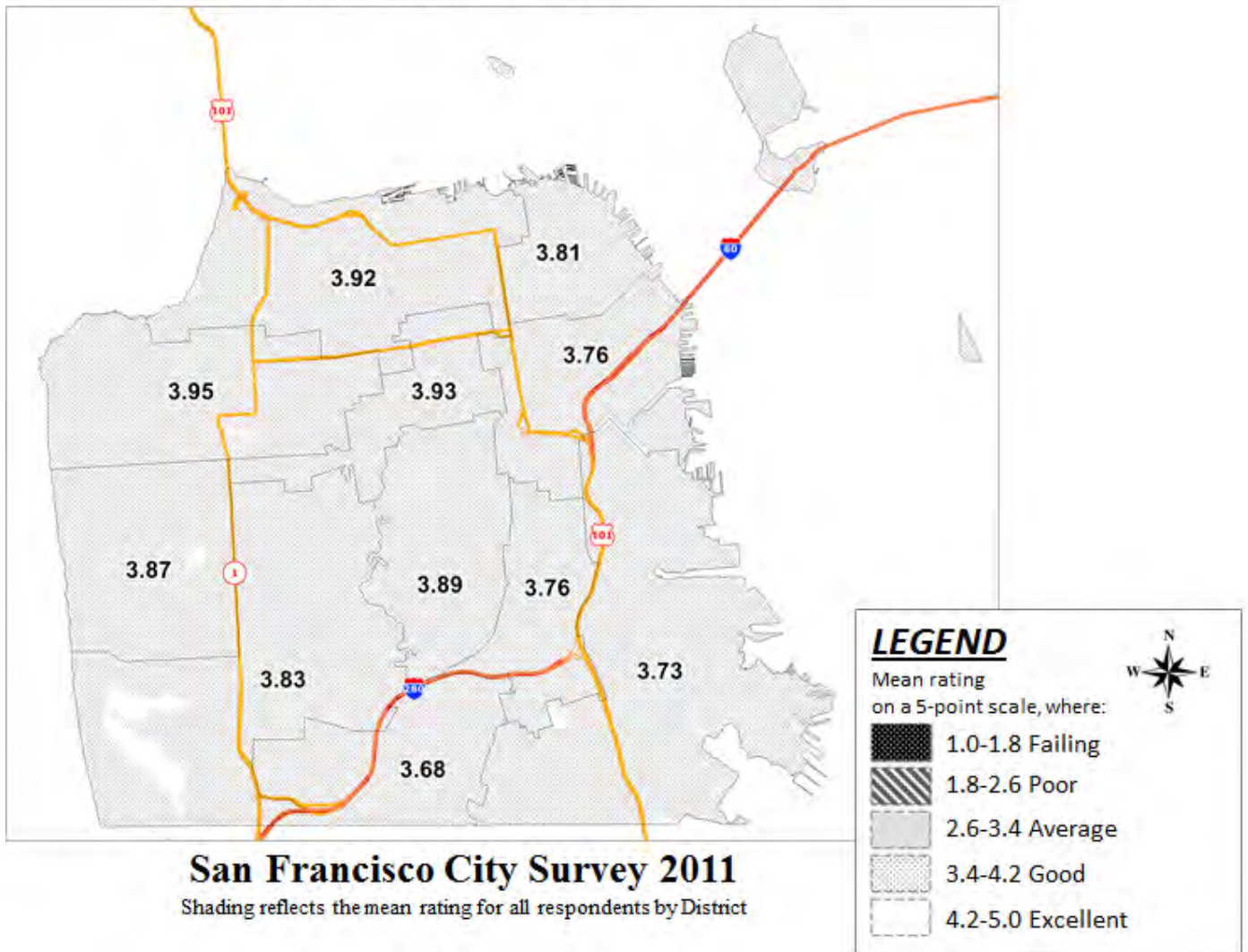


## GIS Maps

### Parks

The shading of the map below shows that residents, regardless of the supervisorial district where they live, generally rate the quality of the parks grounds as “Good”.

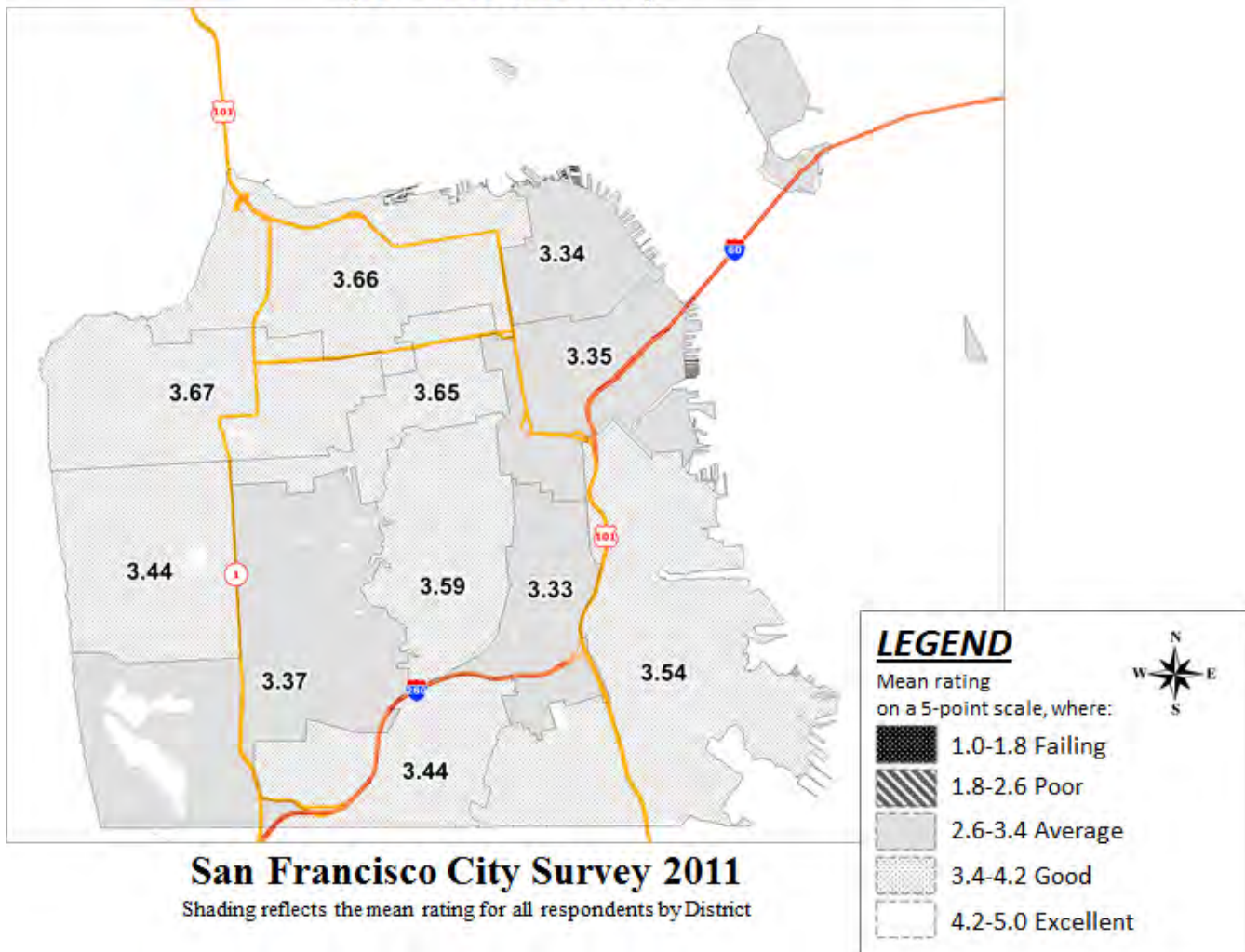
### Q2a Quality of grounds (landscaping, plantings, cleanliness)



### Recreation

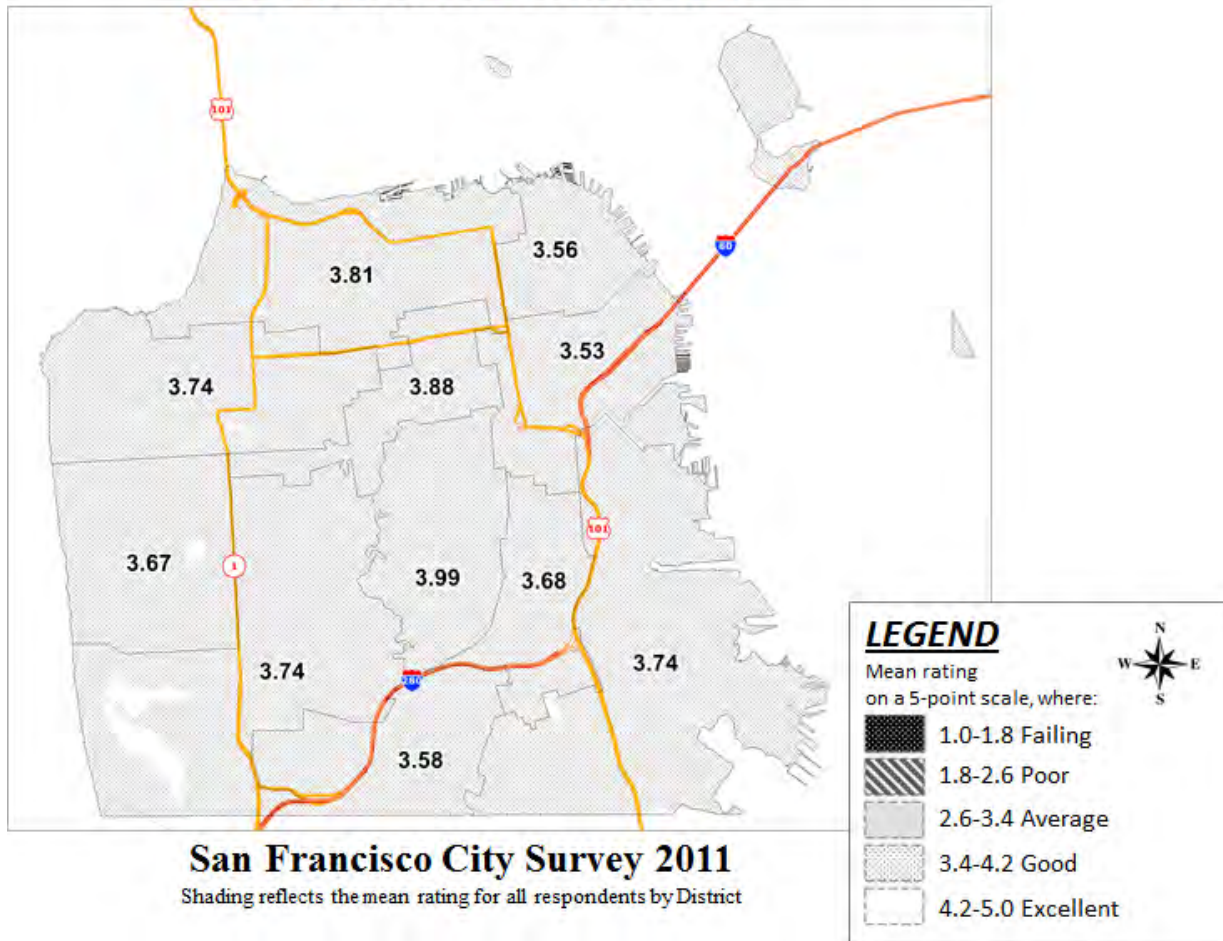
The shading of the maps on the following pages shows the level of satisfaction with some of the recreation-related services that were rated on the survey. The map at the top of the next page shows that residents who live in the northwest, central, and southeast parts of the City were generally more satisfied with the convenience of recreation programs.

### Q3c Convenience of recreation programs (location, hours)



The map on the following page shows that overall, regardless of the supervisorial districts they were in, residents throughout the city were satisfied with the quality of interactions with recreation and parks staff.

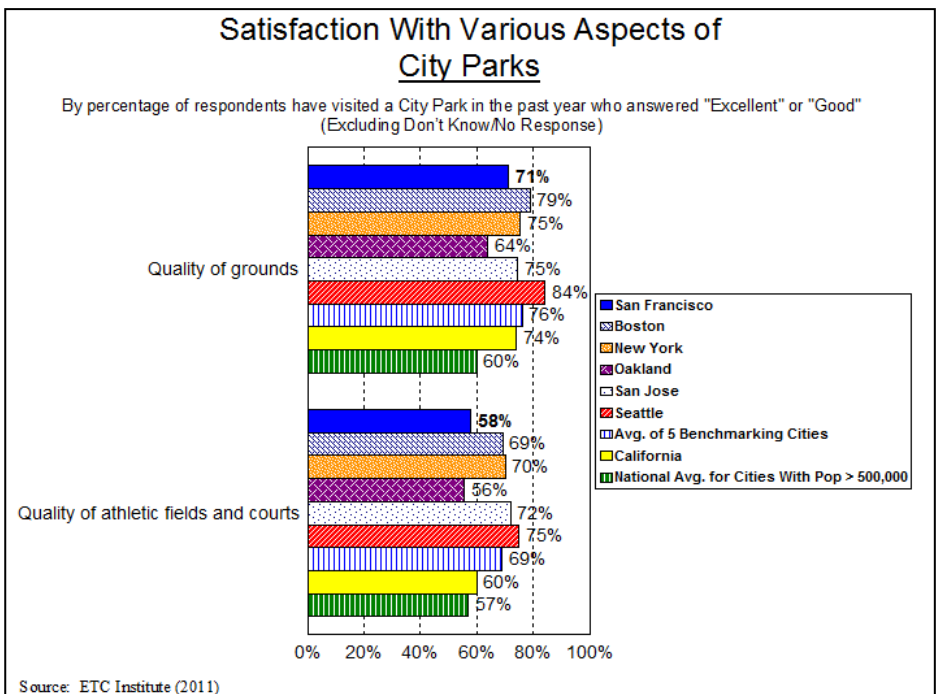
### Q3e Overall quality of your interactions with Recreation and Parks staff



### Comparisons to other Cities

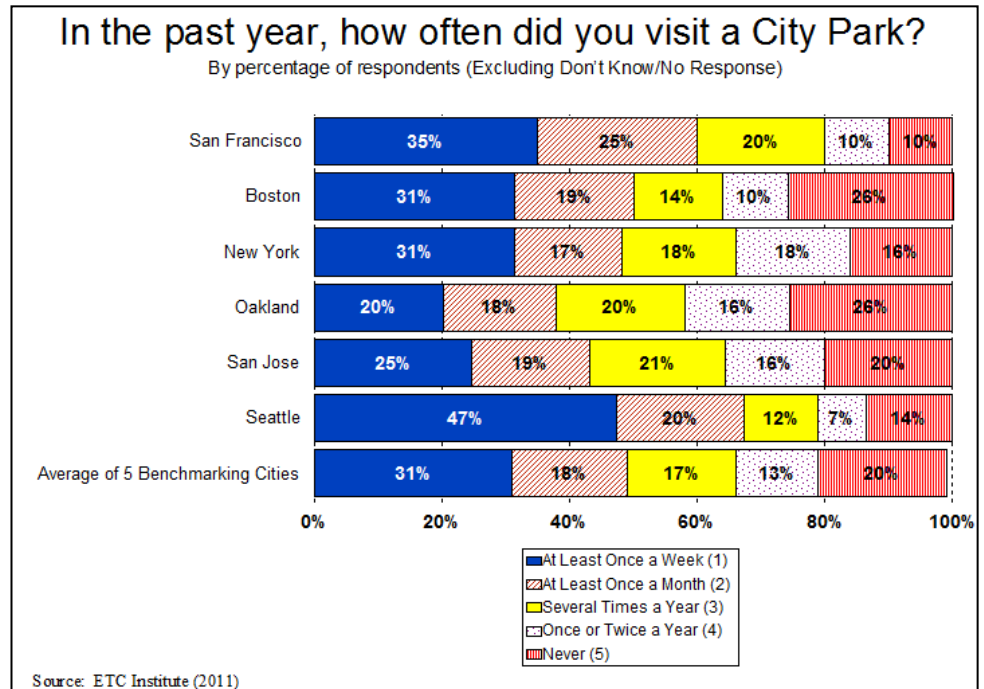
#### Parks

The chart to the right shows the percentage of San Francisco residents who have visited a City park in the past year and who gave “Good” or “Excellent” ratings compared to the results of a similar survey that was administered to a random sample of residents in the following five cities: Boston (MA), New York City (NY), Oakland (CA), San Jose (CA), and Seattle (WA).



The chart to the right shows that when compared to the other benchmarking cities, San Francisco residents were significantly more likely to frequent City parks than four of the five benchmarking cities.

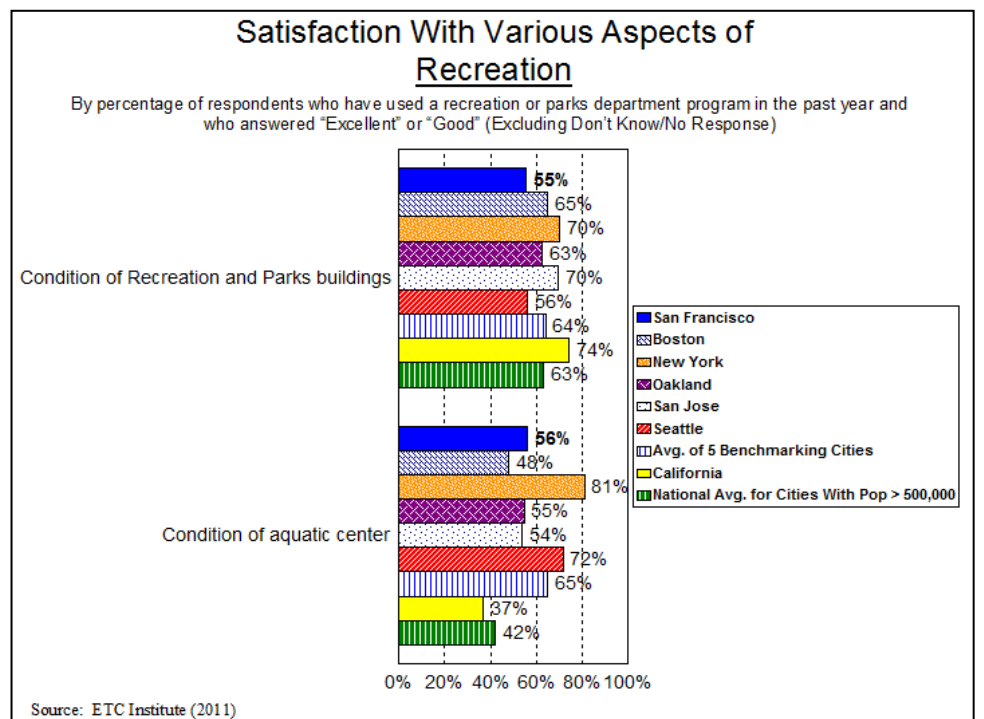
Overall satisfaction with the availability of walking and biking trails rated 1% below the average of these five cities (72% San Francisco vs. 73% average of five benchmarking cities). The most significant difference involved satisfaction with the quality of golf courses for which San Francisco rated 23% below the average (57% San Francisco vs. 80% average of five benchmarking cities).



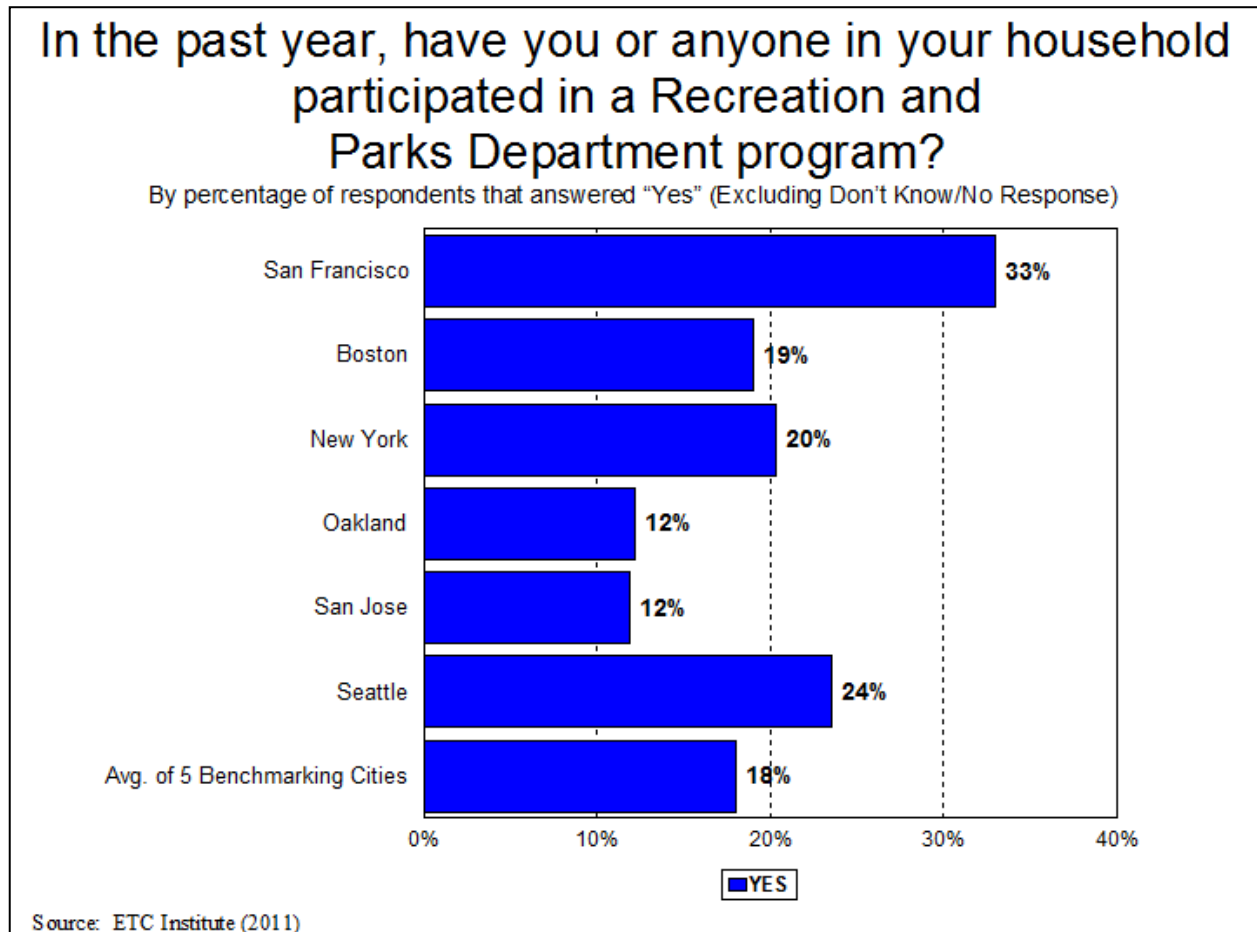
## Recreation

The chart to the right shows the percentage of San Francisco residents who gave “Good” or “Excellent” ratings compared to the results of a similar survey that was administered to a random sample of residents in the following five cities: Boston (MA), New York City (NY), Oakland (CA), San Jose (CA), and Seattle (WA).

Overall satisfaction with the quality of interactions with recreation and parks staff rated 5% below the average of these five cities (65% San Francisco vs. 70% average of five benchmarking cities). The most significant difference involved satisfaction with the convenience of recreation programs for which San Francisco rated 16% below the average (54% San Francisco vs. 70% average of five benchmarking cities).



The chart below shows that when compared to the other large cities, San Francisco residents were significantly more likely to participate in a recreation and parks department program.



## **Impact of Participation on Satisfaction Levels**

### *Parks*

ETC Institute looked at how participation levels affected satisfaction with various park services. Three-quarters of residents (75.1%), who had an opinion, that visited City parks at least once a week reported being satisfied (combined ratings of "Excellent" and "Good") with the quality of park grounds, as compared to 66.2% of residents who visited City parks once or twice a year. Almost three-quarters of residents (73.9%), who had an opinion, that visited City parks at least once a week reported being satisfied (combined ratings of "Excellent" and "Good") with the availability of walking and biking trails, as compared to 62.1% of residents who visited City parks once or twice a year.

## **Opportunities for Improvement**

ETC Institute conducted regression analysis to determine which factors have the strongest correlation with overall satisfaction with the quality of the City's recreation and parks system (Q3f). By making improvements in areas that are strongly correlated with overall satisfaction, City leaders are more likely to increase overall satisfaction with the quality of the City's recreation and parks system.

The results of this analysis did not indicate any strong correlation between the overall satisfaction with the quality of the City's recreation and parks system (Q3f) and the parks questions that were asked on the survey (2a-2d).

However, the results of this analysis indicated that the overall quality of residents' interactions with Recreation and Parks staff (Q3e) had a very strong impact on overall satisfaction with the quality of the City's recreation and parks system (Q3f). The results suggest that, although satisfaction with interactions between residents and Recreation and Parks staff is already fairly high, overall satisfaction could be improved by further improving the quality of interactions.

## Frequency Distribution Tables for Parks-Related Questions

### Q2 In the past year, how often did you visit a City park? (Excluding Don't Know)

Q2 In the past year, how often did you visit a City park?	Number	Percent
At Least Once a Week	1105	35.1 %
At Least Once a Month	799	25.4 %
Several Times a Year	631	20.0 %
Once or Twice a Year	311	9.9 %
Never	305	9.7 %
Total	3151	100.0 %

### Q2a-d If you have visited a City park during the past year, please grade the following (Excluding Don't Know):

Q2a Quality of grounds (landscaping, plantings, cleanliness)	Number	Percent
Excellent	563	20.1 %
Good	1434	51.2 %
Average	678	24.2 %
Poor	100	3.6 %
Failing	28	1.0 %
Total	2803	100.0 %

Q2b Quality of athletic fields and courts	Number	Percent
Excellent	232	11.3 %
Good	952	46.6 %
Average	680	33.3 %
Poor	154	7.5 %
Failing	27	1.3 %
Total	2045	100.0 %

Q2c Quality of golf courses	Number	Percent
Excellent	110	12.0 %
Good	411	44.9 %
Average	290	31.7 %
Poor	52	5.7 %
Failing	52	5.7 %
Total	915	100.0 %

Q2d Availability of walking and biking trails	Number	Percent
Excellent	555	21.7 %
Good	1283	50.1 %
Average	595	23.2 %
Poor	100	3.9 %
Failing	27	1.1 %
Total	2560	100.0 %

## Frequency Distribution Tables for Recreation-Related Questions

**Q3 In the past year, have you or anyone in your household participated in a Recreation and Parks Department program, such as classes, athletic leagues, art programs, swimming, child development, after school programs, special events/concerts, or facility rentals? (Excluding Don't Know)**

Q3 In the past year, have you or anyone in your household participated in a Recreation and Parks

Department program	Number	Percent
Yes	1227	33.3 %
No	2453	66.7 %
Total	3680	100.0 %

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following (Excluding Don't Know):**

Q3a Condition of Recreation and Parks

Department buildings and structures (cleanliness, maintenance)

	Number	Percent
Excellent	127	11.1 %
Good	504	44.2 %
Average	364	31.9 %
Poor	122	10.7 %
Failing	24	2.1 %
Total	1141	100.0 %

Q3b Condition of aquatic centers

	Number	Percent
Excellent	115	14.6 %
Good	326	41.4 %
Average	274	34.8 %
Poor	57	7.2 %
Failing	16	2.0 %
Total	788	100.0 %

Q3c Convenience of recreation programs (location, hours)

	Number	Percent
Excellent	110	10.6 %
Good	453	43.5 %
Average	334	32.1 %
Poor	116	11.1 %
Failing	29	2.8 %
Total	1042	100.0 %



**Frequency Distribution Tables for Recreation-Related Questions (Continued)**

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following (Excluding Don't Know):**

Q3d Quality of recreation programs and activities	Number	Percent
Excellent	122	12.2 %
Good	479	47.8 %
Average	311	31.0 %
Poor	69	6.9 %
Failing	22	2.2 %
Total	1003	100.0 %

Q3e Overall quality of your interactions with Recreation and Parks staff	Number	Percent
Excellent	201	19.1 %
Good	481	45.6 %
Average	270	25.6 %
Poor	70	6.6 %
Failing	32	3.0 %
Total	1054	100.0 %

Q3f Overall quality of the City's recreation and parks system	Number	Percent
Excellent	123	10.6 %
Good	562	48.6 %
Average	372	32.2 %
Poor	79	6.8 %
Failing	20	1.7 %
Total	1156	100.0 %

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# 3 LIBRARIES

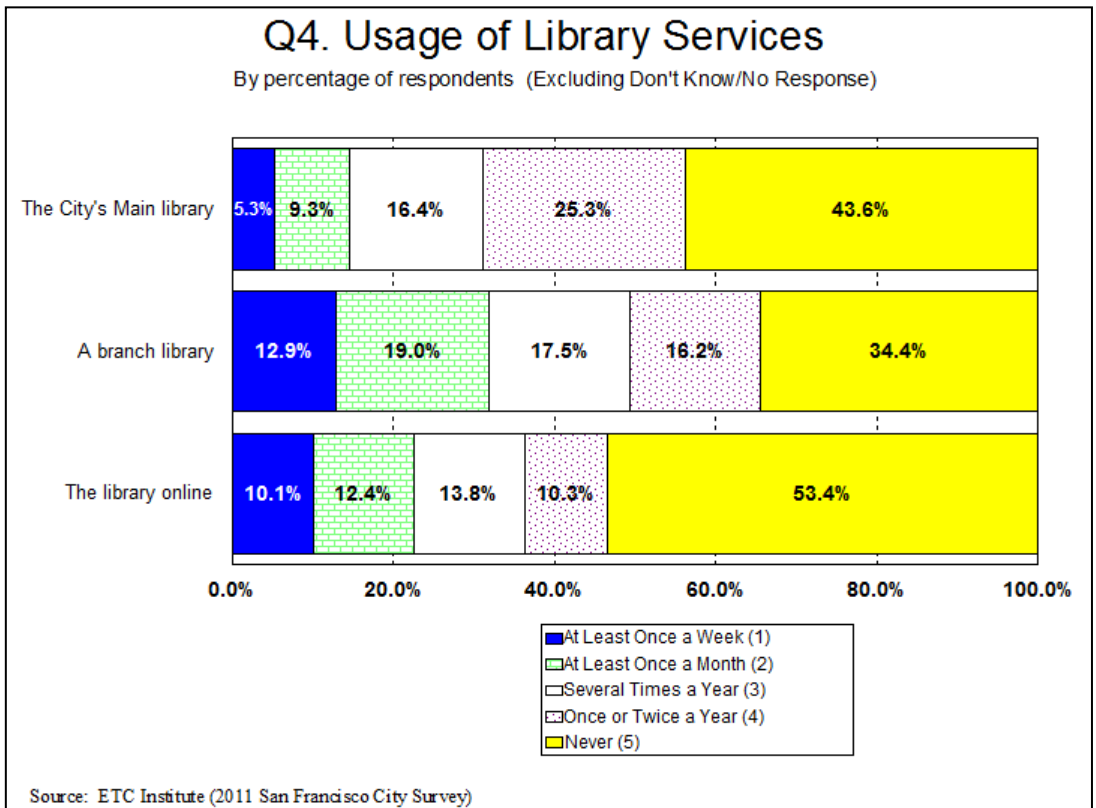
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## Highlights

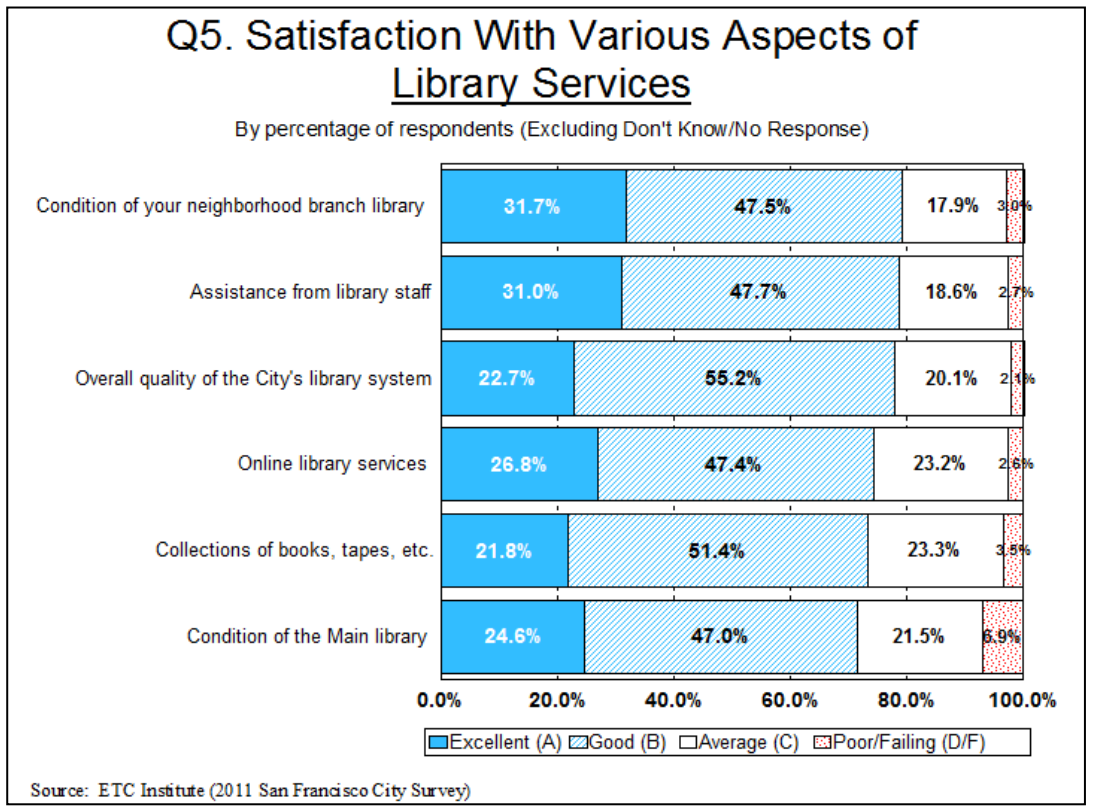
- This series of questions covers the usage and satisfaction ratings of various library services.
- Overall ratings for library-related questions were high.
- Residents were most satisfied with the condition of their neighborhood branch library (79%).
- Among the two library-related services that were assessed in previous years, satisfaction increased slightly in one area from 2009 and stayed the same in the other area.
- Overall, supervisorial district 8 had the highest ratings for library items while supervisorial district 3 had the lowest overall ratings for library items.
- Residents who live in the northwestern and central parts of the City were generally more satisfied with the condition of their neighborhood branch libraries than residents in the rest of the City.
- Overall satisfaction with the quality of the City's library system rated 3% below the average of the five benchmarking cities (78% San Francisco vs. 81% average of five benchmarking cities).
- The results of the regression analysis indicated that the collections of books, tapes, etc. (Q5a) and the condition of residents' neighborhood branch library (Q5e) had the most impact on overall satisfaction with the quality of the City's library system.
- Some comments from residents regarding libraries included:
  - **"The branch library renovations (e.g. The Richmond) are great!"**
  - **"For approximately one year, I have been homebound with an oxygenator helping me breathe. The main branch of the library has a program that sends books to your home. I congratulate the city for providing this service for shut-ins. "**

## Overall Results

Residents were asked to identify how much they use various library services. The most often used library service was the resident's neighborhood branch library. The chart on the following page shows the results for each of the areas that were rated.



Among the six library-related services that were rated, residents were most satisfied with the condition of their neighborhood branch library. Residents were least satisfied with the condition of the Main library. All library questions received high ratings as each question had less than 10% dissatisfaction (combined scores of "Poor" and "Failing"). The chart below shows the results for each of the areas that were rated.

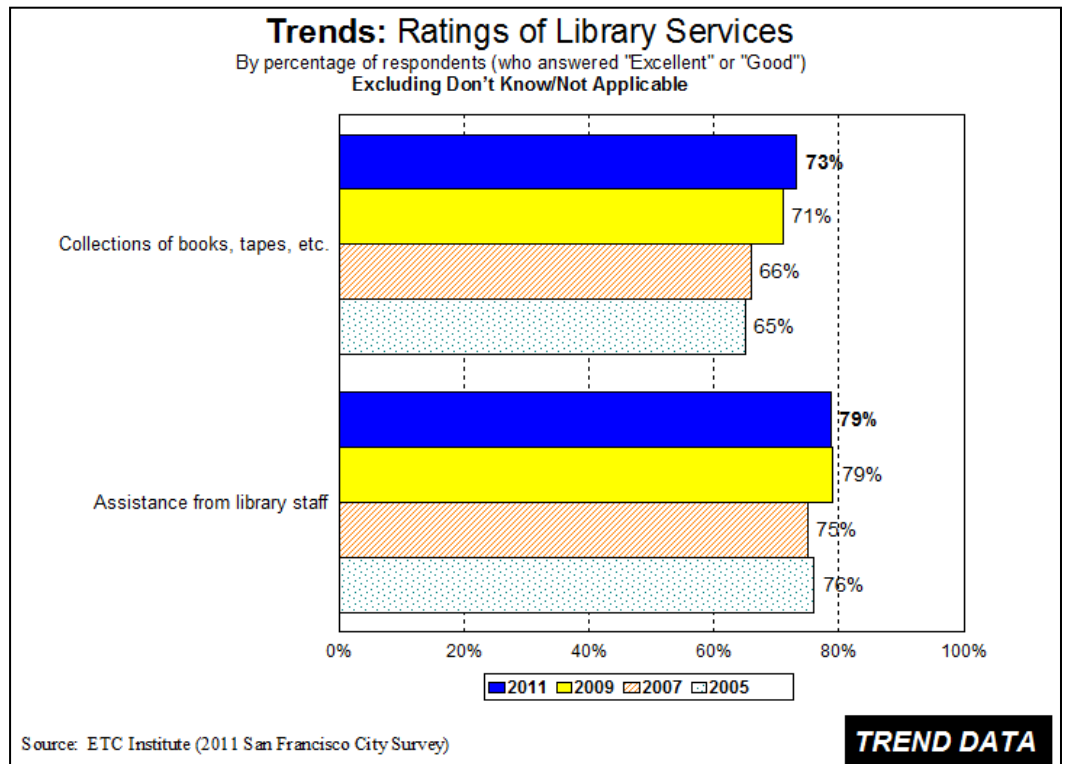


## Trends

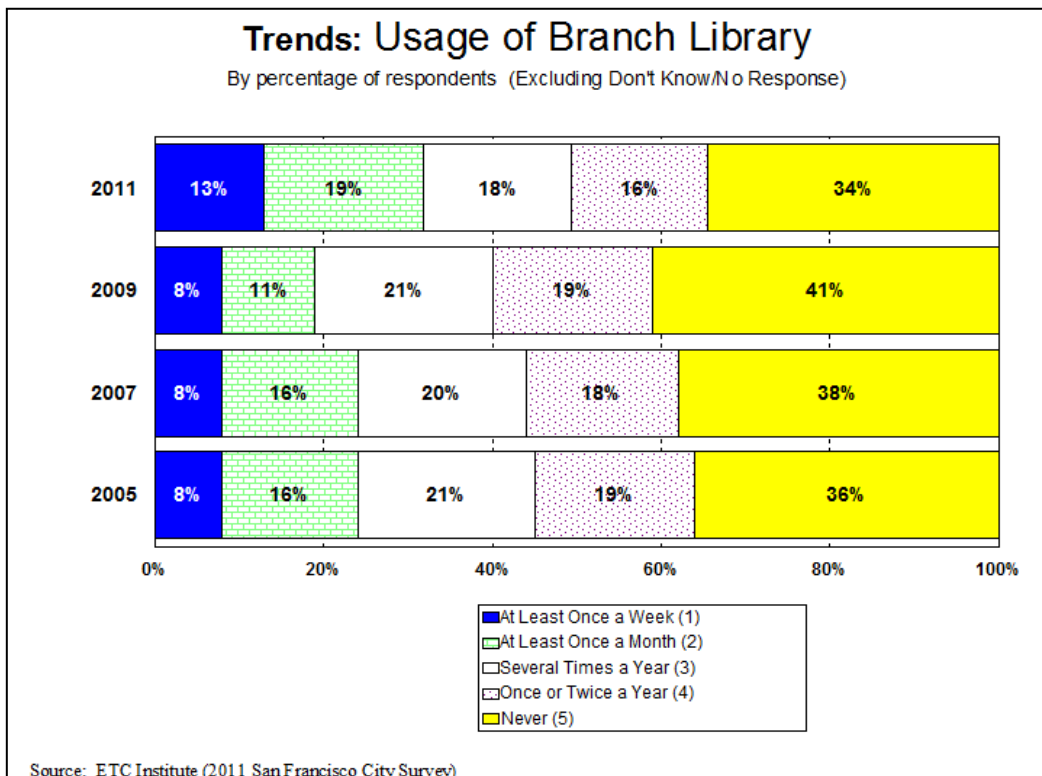
Among the two library-related services that were assessed in previous years, satisfaction increased slightly in one area from 2009 and stayed the same in the other area.

There were no significant increases or decreases in satisfaction.

The chart to the right shows the results for the two areas that were rated.



The chart below shows that respondents reported using their neighborhood branch libraries more often than they had in previous surveys.



## Differences by Supervisorial District

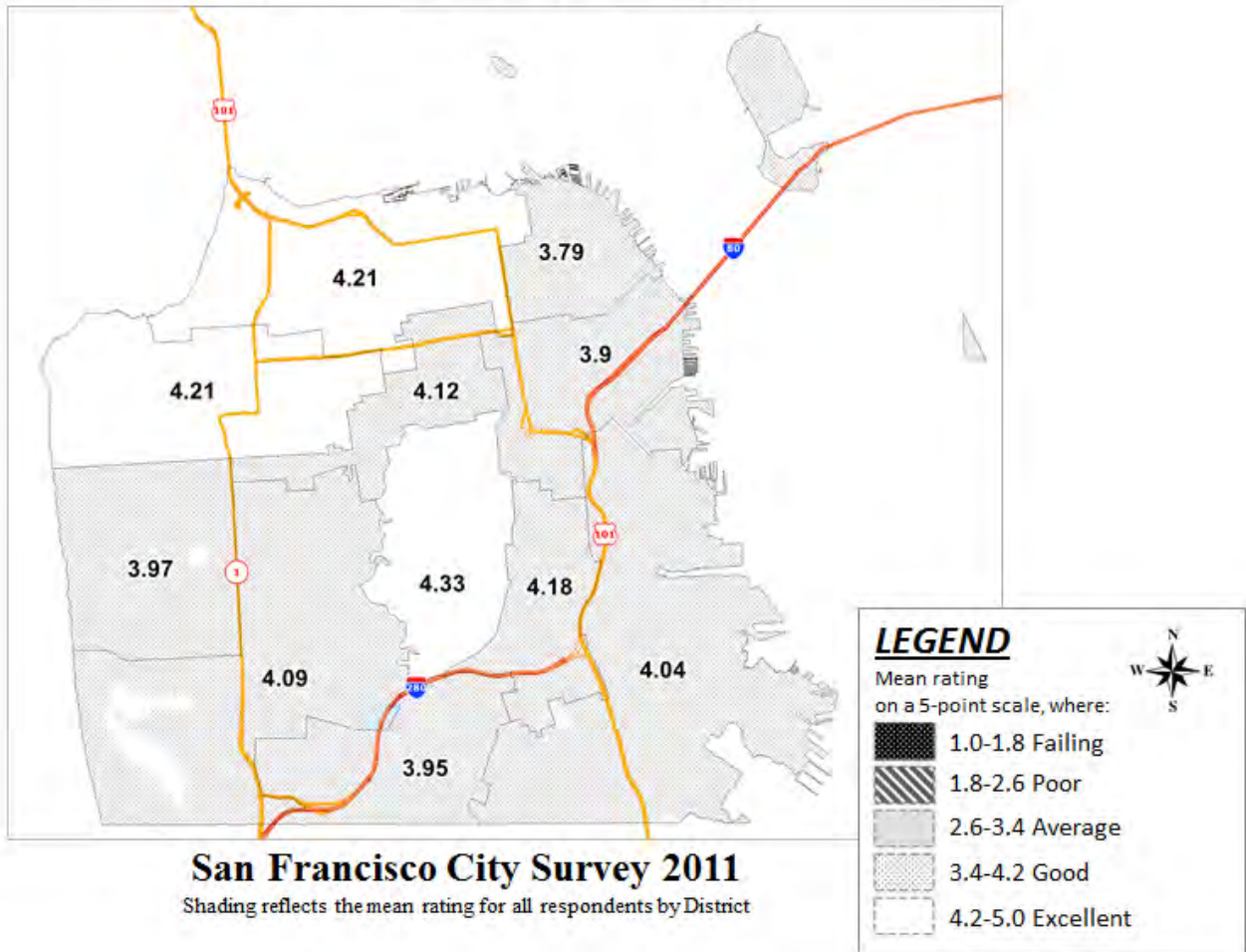
ETC Institute examined the differences between the supervisorial districts for the library questions. The table below shows the range of combined “Excellent” and “Good” ratings by supervisorial district. Overall, supervisorial district 8 had the highest ratings for library items while supervisorial district 3 had the lowest overall ratings for library items.

<b>Library</b>			
By Respondents, Combined Percentages of "Excellent" and "Good" (Excluding Don't Know)			
Question	District with Highest Rating	District with Lowest Rating	Average of All Districts
Q5a Collections of books, tapes, etc.	District (8) 79%	District (3) 67.4%	73.2%
Q5b Online library services, including access to the library's website (catalog, databases, calendar, etc.)	District (8) 84.9%	District (3) 63.3%	74.2%
Q5c Assistance from library staff	District (8) 88.4%	District (3) 73.3%	78.7%
Q5d Condition of the Main library (cleanliness, maintenance)	District (9) 81.3%	District (3) 67.9%	71.6%
Q5e Condition of your neighborhood branch library (cleanliness, maintenance)	District (8) 87.7%	District (3) 67.1%	79.2%
Q5f Overall quality of the City's library system	District (8) 86.1%	District (3) 71%	77.9%
<b>Average of All Library Items Rated</b>	<b>District (8) 83%</b>	<b>District (3) 68.3%</b>	<b>75.8%</b>

## GIS Maps

The shading on the map on the following page shows the level of satisfaction with the condition of residents' neighborhood branch library. The map on the following page shows that residents who live in the northwestern and central parts of the City were generally more satisfied with the condition of their neighborhood branch libraries than residents in the rest of the City.

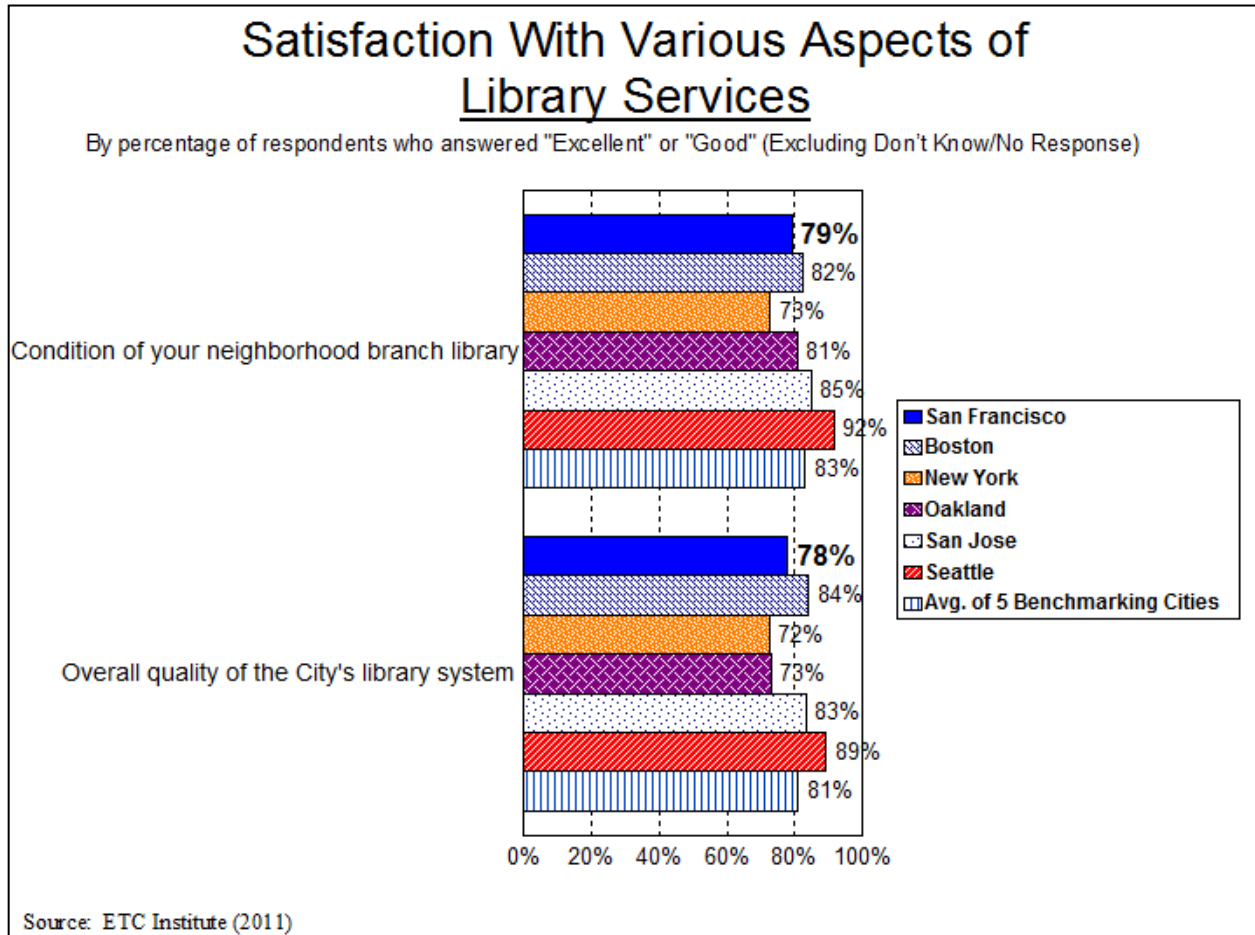
## Q5e Condition of your neighborhood branch library (cleanliness, maintenance)



### Comparisons to other Cities

The chart on the following page shows the percentage of San Francisco residents who gave “Good” or “Excellent” ratings compared to the results of a similar survey that was administered to a random sample of residents in the following five cities: Boston (MA), New York City (NY), Oakland (CA), San Jose (CA), and Seattle (WA).

Overall satisfaction with the quality of the City’s library system rated 3% below the average of these five cities (78% San Francisco vs. 81% average of five benchmarking cities). The most significant difference involved satisfaction with the condition of the main library for which San Francisco rated 13% below the average (72% San Francisco vs. 85% average of five benchmarking cities).



### **Impact of Participation on Satisfaction Levels**

ETC Institute looked at how participation levels affected satisfaction with various library services. Eighty-eight percent of residents (88.4%), who had an opinion, that visited a branch library at least once a week reported being satisfied (combined ratings of "Excellent" and "Good") with the condition of their neighborhood branch library, as compared to 70.8% of residents who visited a branch library once or twice a year. Ninety-two percent of residents (91.5%), who had an opinion, that used the library online at least once a week reported being satisfied (combined ratings of "Excellent" and "Good") with online library services, as compared to 65.0% of residents who used the library online once or twice a year.

### **Opportunities for Improvement**

ETC Institute conducted regression analysis to determine which factors have the strongest correlation with overall satisfaction with the quality of the City's library system (Q5f). By making improvements in areas that are strongly correlated with overall satisfaction, City leaders are more likely to increase overall satisfaction with library services.

The results of this analysis indicated that the collections of books, tapes, etc. (Q5a) and the condition of residents' neighborhood branch library (Q5e) had the most impact on overall satisfaction with the quality of the City's library system. Making improvements in these two areas that are strongly

correlated with overall satisfaction is likely to increase overall satisfaction with library services over the next two years. Although those items are strongly correlated to overall satisfaction with library services, it is important to point out that satisfaction with the overall quality of the City's library system is already high.



## Frequency Distribution Tables for Library-Related Questions

**Q4 Please indicate the frequency you visited or used the following library services during the past year: (Excluding No Response)**

<u>Q4a The City's Main library</u>	Number	Percent
At Least Once a Week	203	5.3 %
At Least Once a Month	354	9.3 %
Several Times a Year	624	16.4 %
Once or Twice a Year	960	25.3 %
Never	1657	43.6 %
Total	3798	100.0 %

<u>Q4b A branch library</u>	Number	Percent
At Least Once a Week	497	12.9 %
At Least Once a Month	731	19.0 %
Several Times a Year	672	17.5 %
Once or Twice a Year	622	16.2 %
Never	1321	34.4 %
Total	3843	100.0 %

<u>Q4c The library online (website including catalog, databases, calendar, etc.)</u>	Number	Percent
At Least Once a Week	377	10.1 %
At Least Once a Month	462	12.4 %
Several Times a Year	517	13.8 %
Once or Twice a Year	386	10.3 %
Never	1998	53.4 %
Total	3740	100.0 %

**Q5 Please grade the Library's performance in the following areas: (Excluding No Response)**

<u>Q5a Collections of books, tapes, etc.</u>	Number	Percent
Excellent	615	21.8 %
Good	1448	51.4 %
Average	655	23.3 %
Poor	91	3.2 %
Failing	8	0.3 %
Total	2817	100.0 %

## Frequency Distribution Tables for Library-Related Questions (Continued)

### Q5 Please grade the Library's performance in the following areas: (Excluding No Response)

Q5b Online library services, including access to the library's website (catalog, databases, calendar, etc.)	Number	Percent
Excellent	653	26.8 %
Good	1155	47.4 %
Average	564	23.2 %
Poor	47	1.9 %
Failing	16	0.7 %
Total	2435	100.0 %

Q5c Assistance from library staff	Number	Percent
Excellent	868	31.0 %
Good	1333	47.7 %
Average	519	18.6 %
Poor	62	2.2 %
Failing	14	0.5 %
Total	2796	100.0 %

Q5d Condition of the Main library (cleanliness, maintenance)	Number	Percent
Excellent	620	24.6 %
Good	1185	47.0 %
Average	543	21.5 %
Poor	130	5.2 %
Failing	43	1.7 %
Total	2521	100.0 %

Q5e Condition of your neighborhood branch library (cleanliness, maintenance)	Number	Percent
Excellent	856	31.7 %
Good	1284	47.5 %
Average	484	17.9 %
Poor	67	2.5 %
Failing	13	0.5 %
Total	2704	100.0 %

Q5f Overall quality of the City's library system	Number	Percent
Excellent	637	22.7 %
Good	1546	55.2 %
Average	562	20.1 %
Poor	47	1.7 %
Failing	10	0.4 %
Total	2802	100.0 %

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# 4 PUBLIC TRANSPORTATION

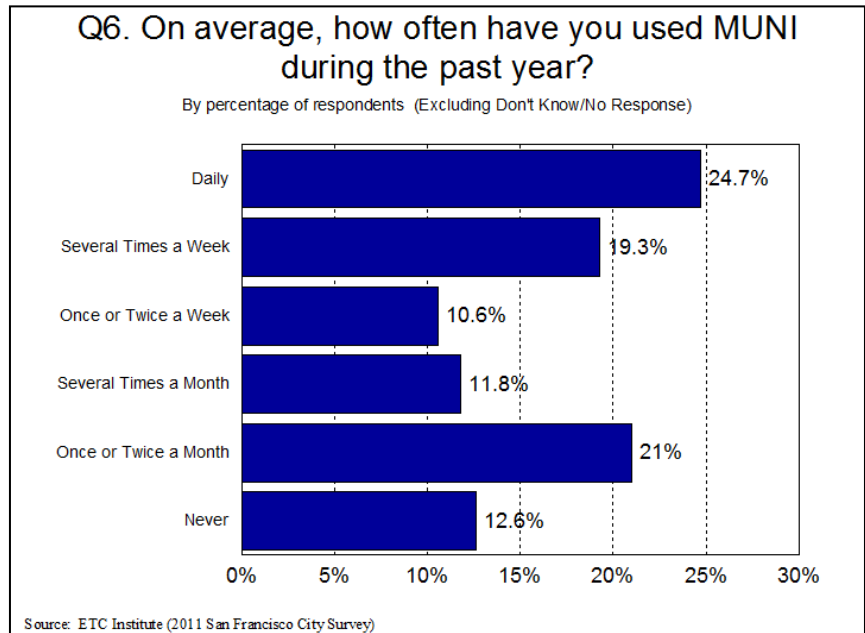
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## Highlights

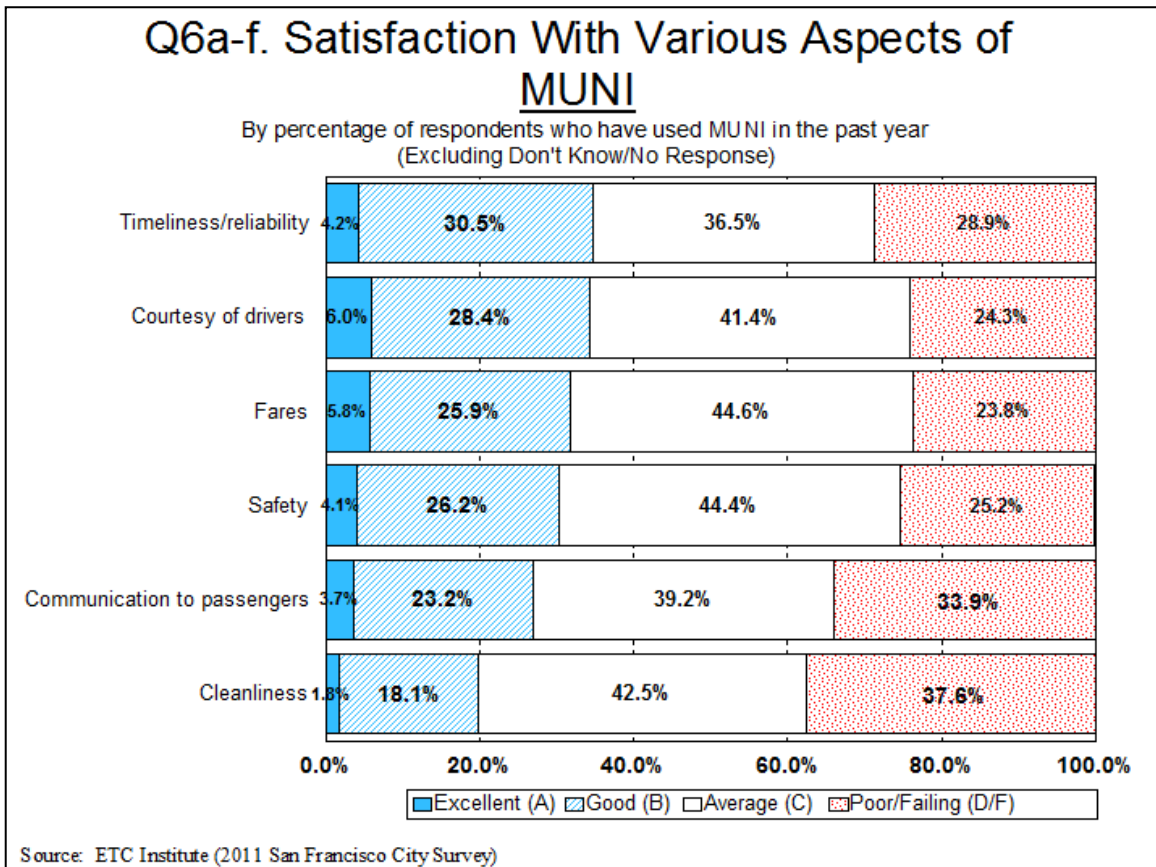
- This series of questions covers the usage and satisfaction ratings of various public transportation-related services.
- Residents were most satisfied with the timeliness/reliability of MUNI service (35%).
- Among the six MUNI-related services that were assessed in both 2009 and 2011, satisfaction improved in one area and decreased in five.
- Overall, supervisorial district 2 had the highest ratings for MUNI while supervisorial district 4 had the lowest overall ratings for the MUNI service.
- Overall satisfaction with the price of fares rated 19% below the average of other five benchmarking cities (32% San Francisco vs. 51% average of five benchmarking cities).
- Residents, regardless of the supervisorial district they live in, rated the timeliness of the MUNI system as average.
- Residents reported that bike lanes that are physically separated from car lanes would be the most effective way to increase the frequency with which they bike.
- San Franciscans reported using public transit more frequently than residents in the other five benchmarking cities except for New York City.
- Some comments from residents regarding public transportation included:
  - **“MUNI Clipper Card readers on the buses often do not work and no one pays.”**
  - **“I love Nextbus.com.”**
  - **“Fixing MUNI should be the city's top priority. I am tired of the unsafe and extremely rude drivers, the bus breakdowns, lack of fare inspectors, infrequent/inconsistent service, and fare increases!”**

## Overall Results

Residents were asked to identify how much they had used the MUNI service in the past year. Over half (54.6%) of the residents, who had an opinion, reported using the MUNI system on a weekly basis.

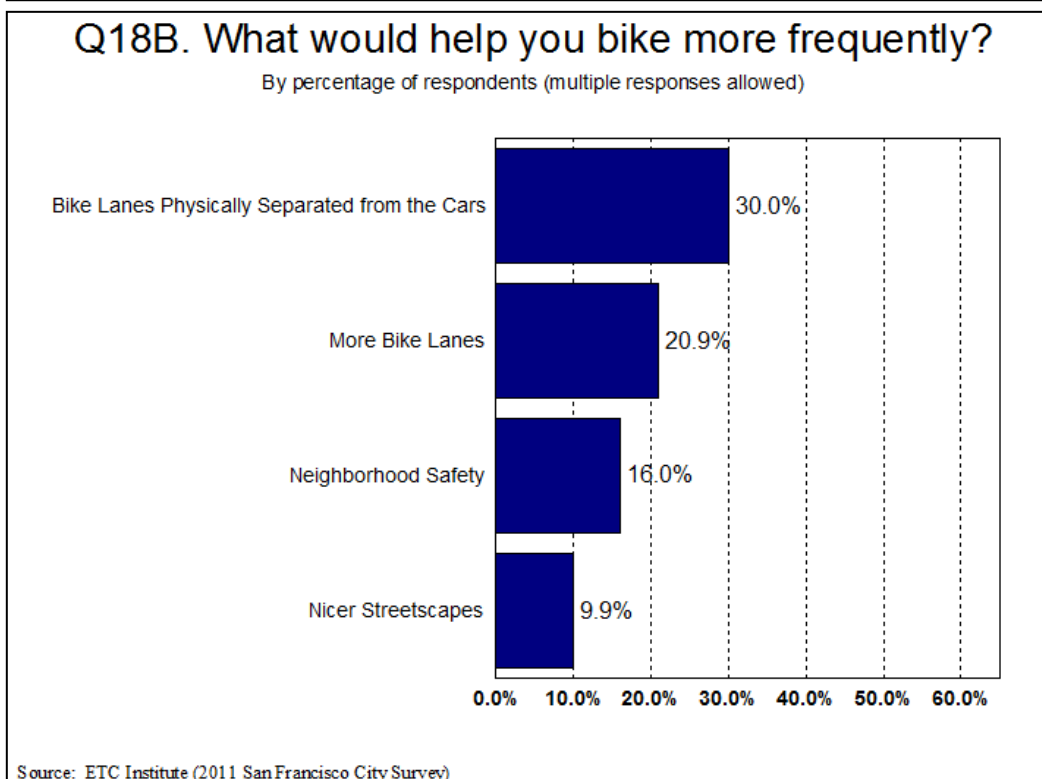
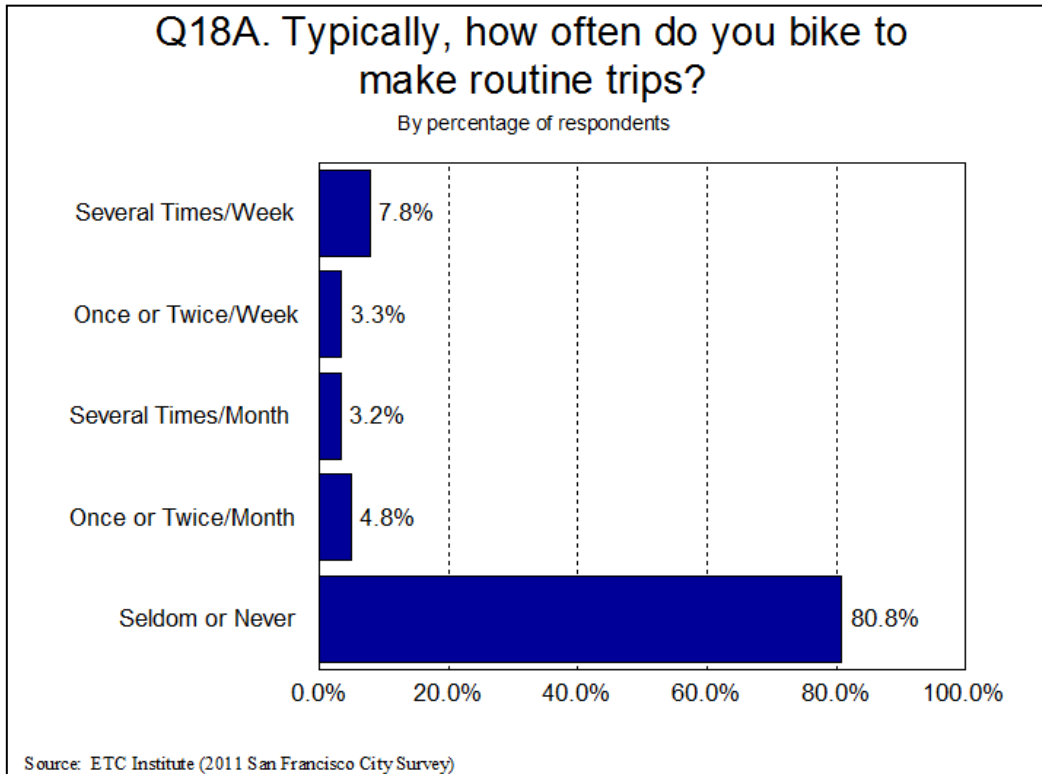


Among the six MUNI-related services that were rated, residents were most satisfied with the timeliness/reliability of the MUNI service. Residents were least satisfied with the cleanliness of the service. The chart below shows the results for each of the areas that were rated.



*Biking*

Residents were asked how often they bike and also what would help them to bike more frequently. Just under one-fifth (19.1%) reported that they bike at least once a month to make routine trips. Residents also reported that bike lanes that are physically separated from car lanes would be the most effective way to increase the frequency in which they bike.

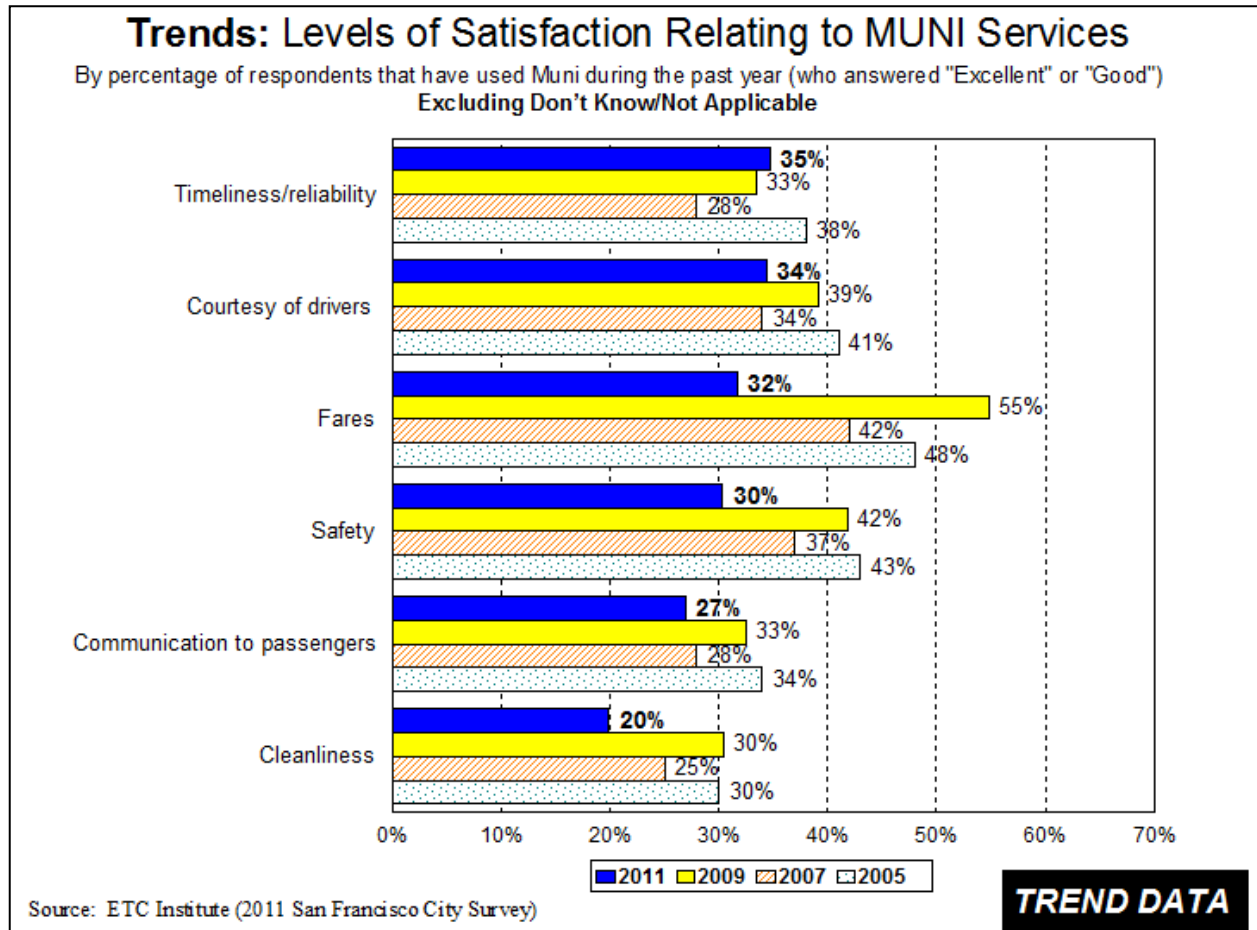


## Trends

Among the six MUNI-related services that were assessed in both 2009 and 2011, satisfaction improved in one area and decreased in five. The most significant increases and decreases are described below.

- **Improvements.** The percentage of residents, who had an opinion, who gave “Good” or “Excellent” ratings for the timeliness/reliability of MUNI service increased from 33% in 2009 to 35% in 2011.
- **Decreases.** The percentage of residents, who had an opinion, who gave “Good” or “Excellent” ratings for the price of the fares decreased from 55% in 2009 to 32% in 2011.

The chart below shows the results for all of the areas that were rated.



## Differences by Supervisorial District

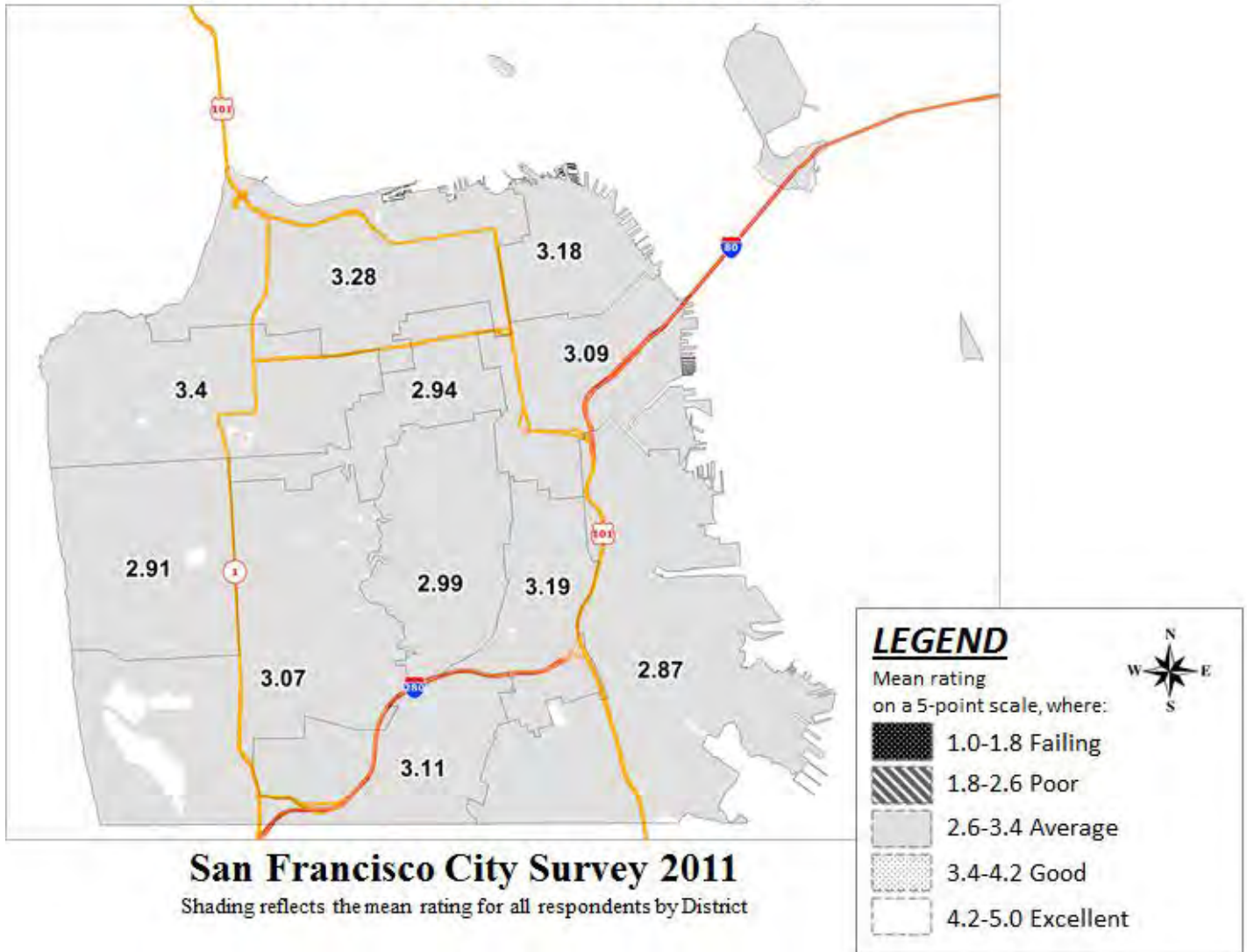
ETC Institute examined the differences between the supervisorial districts for the MUNI questions. The table to the right shows the range of combined “Excellent” and “Good” ratings by supervisorial district. Overall, supervisorial district 2 had the highest ratings for MUNI while supervisorial district 4 had the lowest overall ratings for the MUNI service.

<b>MUNI</b>			
By Respondents Who Have Used MUNI During the Past Year, Combined Percentages of "Excellent" and "Good" (Excluding Don't Know)			
<b>Question</b>	<b>District with Highest Rating</b>	<b>District with Lowest Rating</b>	<b>Average of All Districts</b>
Q6a Timeliness/reliability	District (1) 48%	District (4) 22.1%	34.7%
Q6b Cleanliness	District (7) 26.3%	District (9) 16%	19.9%
Q6c Fares	District (2 and 5) 37%	District (11) 20.9%	31.7%
Q6d Safety	District (8) 39.2%	District (10) 23.3%	30.3%
Q6e Communication to passengers	District (2) 34.8%	District (4) 19.6%	26.9%
Q6f Courtesy of drivers	District (5) 39.5%	District (11) 26.4%	34.4%
<b>Average of All MUNI Items Rated</b>	<b>District (2) 33.4%</b>	<b>District (4) 22.8%</b>	<b>29.7%</b>

## GIS Maps

The shading on the map on the following page shows that residents, regardless of the supervisorial district they live in, rated the timeliness of the MUNI system as average.

## Q6a MUNI- Timeliness/reliability

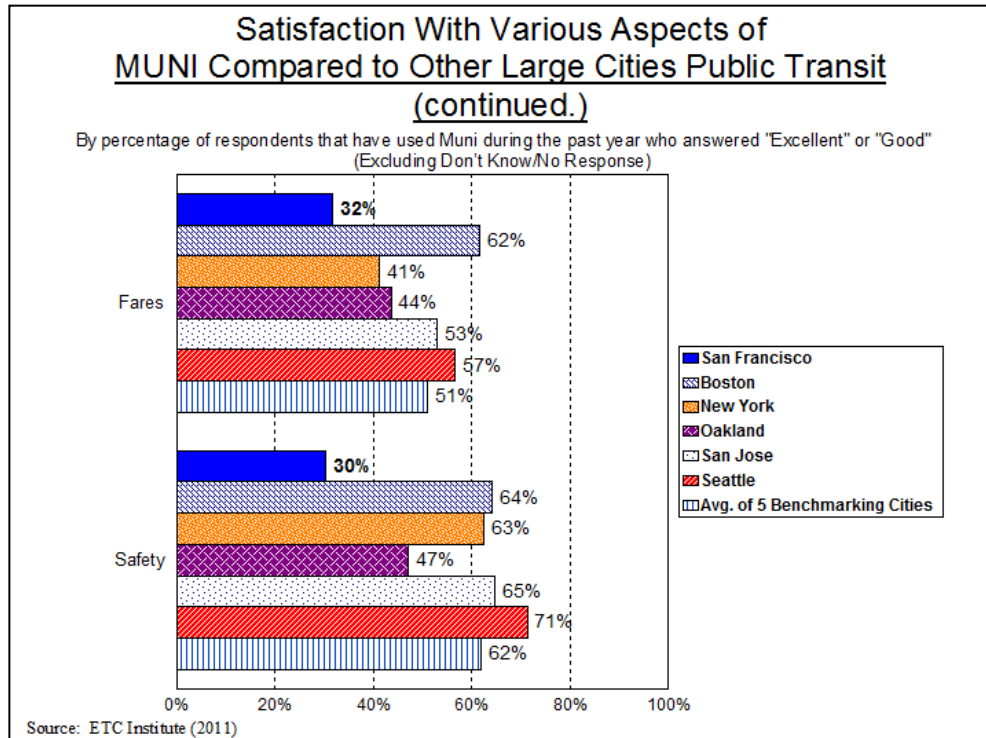
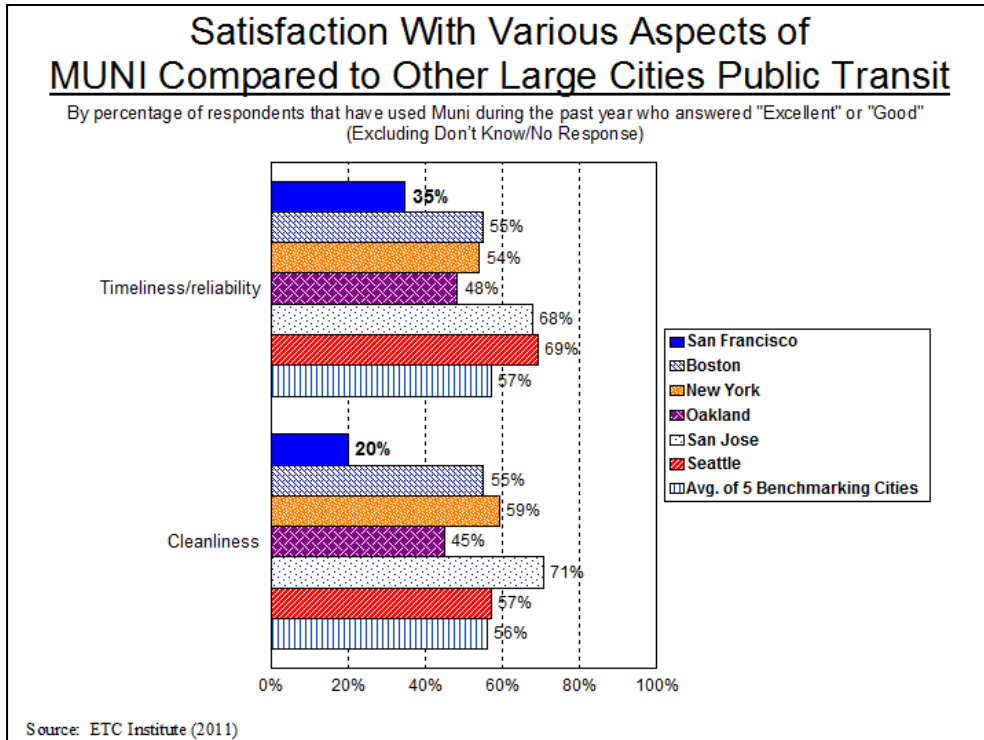


### Comparisons to other Cities

Residents of San Francisco were less satisfied with all six of the public transportation items that were rated on the survey compared to residents in the other five benchmarking cities. The chart on the following page shows the percentage of San Francisco residents who gave “Good” or “Excellent” ratings compared to the results of a similar survey that was administered to a random sample of residents in the following five cities: Boston (MA), New York City (NY), Oakland (CA), San Jose (CA), and Seattle (WA).



Overall satisfaction by respondents who had an opinion with the price of fares rated 19% below the average of these five cities (32% San Francisco vs. 51% average of five benchmarking cities). The most significant difference involved satisfaction with the cleanliness of the system for which San Francisco rated 36% below the average (20% San Francisco vs. 56% average of five benchmarking cities).



## Impact of Participation on Satisfaction Levels

Participation levels did not have any significant effect on satisfaction levels regarding Muni services.

## Frequency Distribution Tables for Public Transportation-Related Questions

### **Q6 On average, how often have you used Muni (the City's transit service) during the past year? (Excluding No Response)**

Q6 On average, how often have you used Muni (the City's transit service) during the past year?	Number	Percent
Daily	823	24.7 %
Several Times a Week	644	19.3 %
Once or Twice a Week	352	10.6 %
Several Times a Month	392	11.8 %
Once or Twice a Month	698	21.0 %
Never	420	12.6 %
Total	3329	100.0 %

### **Q6a-f If you have used Muni during the past year, please grade the following (Excluding Don't Know):**

Q6a Timeliness/reliability	Number	Percent
Excellent	120	4.2 %
Good	880	30.5 %
Average	1055	36.5 %
Poor	603	20.9 %
Failing	230	8.0 %
Total	2888	100.0 %

Q6b Cleanliness	Number	Percent
Excellent	52	1.8 %
Good	524	18.1 %
Average	1229	42.5 %
Poor	808	28.0 %
Failing	276	9.6 %
Total	2889	100.0 %

Q6c Fares	Number	Percent
Excellent	167	5.8 %
Good	744	25.9 %
Average	1283	44.6 %
Poor	482	16.8 %
Failing	201	7.0 %
Total	2877	100.0 %

Q6d Safety	Number	Percent
Excellent	119	4.1 %
Good	754	26.2 %
Average	1277	44.4 %
Poor	525	18.2 %
Failing	202	7.0 %
Total	2877	100.0 %

**Frequency Distribution Tables for Public Transportation-Related Questions  
(Continued)**

**Q6a-f If you have used Muni during the past year, please grade the following (Excluding Don't Know):**

<u>Q6e Communication to passengers</u>	<u>Number</u>	<u>Percent</u>
Excellent	105	3.7 %
Good	664	23.2 %
Average	1121	39.2 %
Poor	663	23.2 %
Failing	307	10.7 %
Total	2860	100.0 %

<u>Q6f Courtesy of drivers</u>	<u>Number</u>	<u>Percent</u>
Excellent	174	6.0 %
Good	817	28.4 %
Average	1191	41.4 %
Poor	463	16.1 %
Failing	235	8.2 %
Total	2880	100.0 %

**Q18a Typically, how often do you bike to make routine trips (trips to work, to the store, to school, to visit friends and neighbors)?**

<u>Q18a How often do you bike</u>	<u>Number</u>	<u>Percent</u>
Several Times/Week	312	7.8 %
Once or Twice/Week	132	3.3 %
Several Times/Month	127	3.2 %
Once or Twice/Month	191	4.8 %
Seldom or Never	3214	80.8 %
Total	3979	100.0 %

**Q18b What would help you bike more frequently?**

<u>Q18b What would help you bike more frequently?</u>	<u>Number</u>	<u>Percent</u>
More Bike Lanes	832	20.9 %
Bike Lanes Physically Separated From the Cars & Trucks	1194	30.0 %
Nicer Streetscapes	394	9.9 %
Neighborhood Safety	637	16.0 %
Nothing	2186	54.9 %
Don't know	19	0.5 %
Total	5262	

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# 5 PUBLIC SAFETY

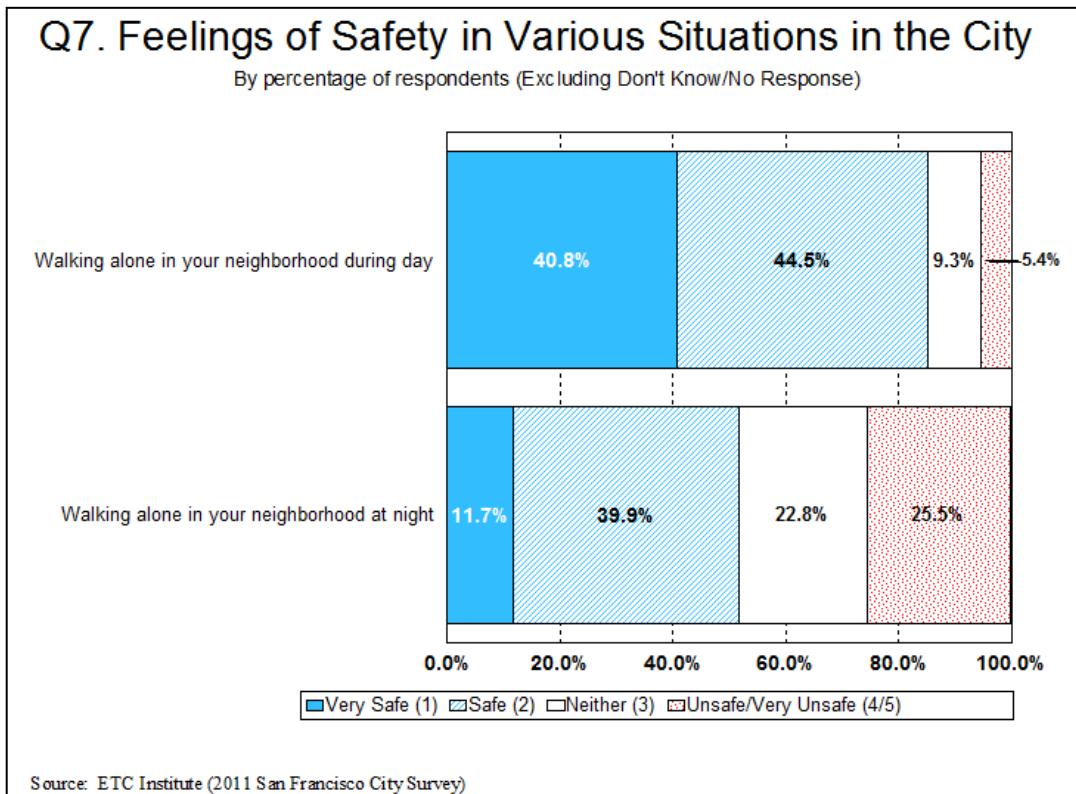
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## Highlights

- This series of questions covers residents’ feelings of safety when walking in their neighborhood during the day and at night.
- Satisfaction stayed the same or improved in both areas from 2009 to 2011.
- Overall, supervisorial district 8 had the highest ratings for public safety while supervisorial district 10 had the lowest overall ratings for public safety.
- Residents in the western part of the city feel safer walking alone in their neighborhood at night than do residents in the eastern part of the city.
- Overall, the feeling of safety residents have walking alone in their neighborhood during the day rated 1% above the average of other large cities (85% San Francisco vs. 84% average of five benchmarking cities).
- Some comments from residents regarding public safety included:
  - “[Translated from Chinese] Make it safer for pedestrians to walk at night.”
  - “The city needs to become a safer place for walkers - tickets should be issued to more drivers.”

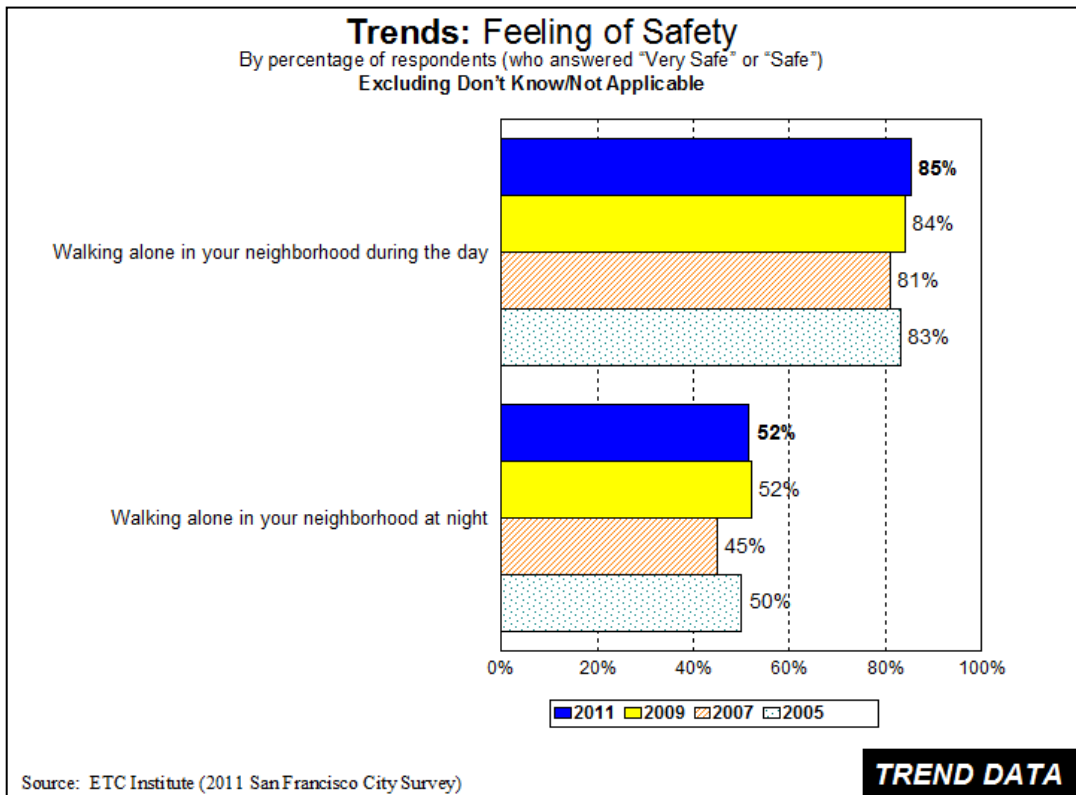
## Overall Results

Among the two public safety-related services that were rated, 85.3% of residents, who had an opinion, felt either “Very Safe” or “Safe” walking alone in their neighborhood during the day; 9.3% felt neither safe or unsafe, and only 5.4% felt either “Unsafe” or “Very Unsafe”. The chart on the following page shows the results for each of the areas that were rated.



## Trends

Among the two public safety-related services that were assessed in both 2009 and 2011, satisfaction stayed the same or improved in both areas.



## Differences by Supervisorial District

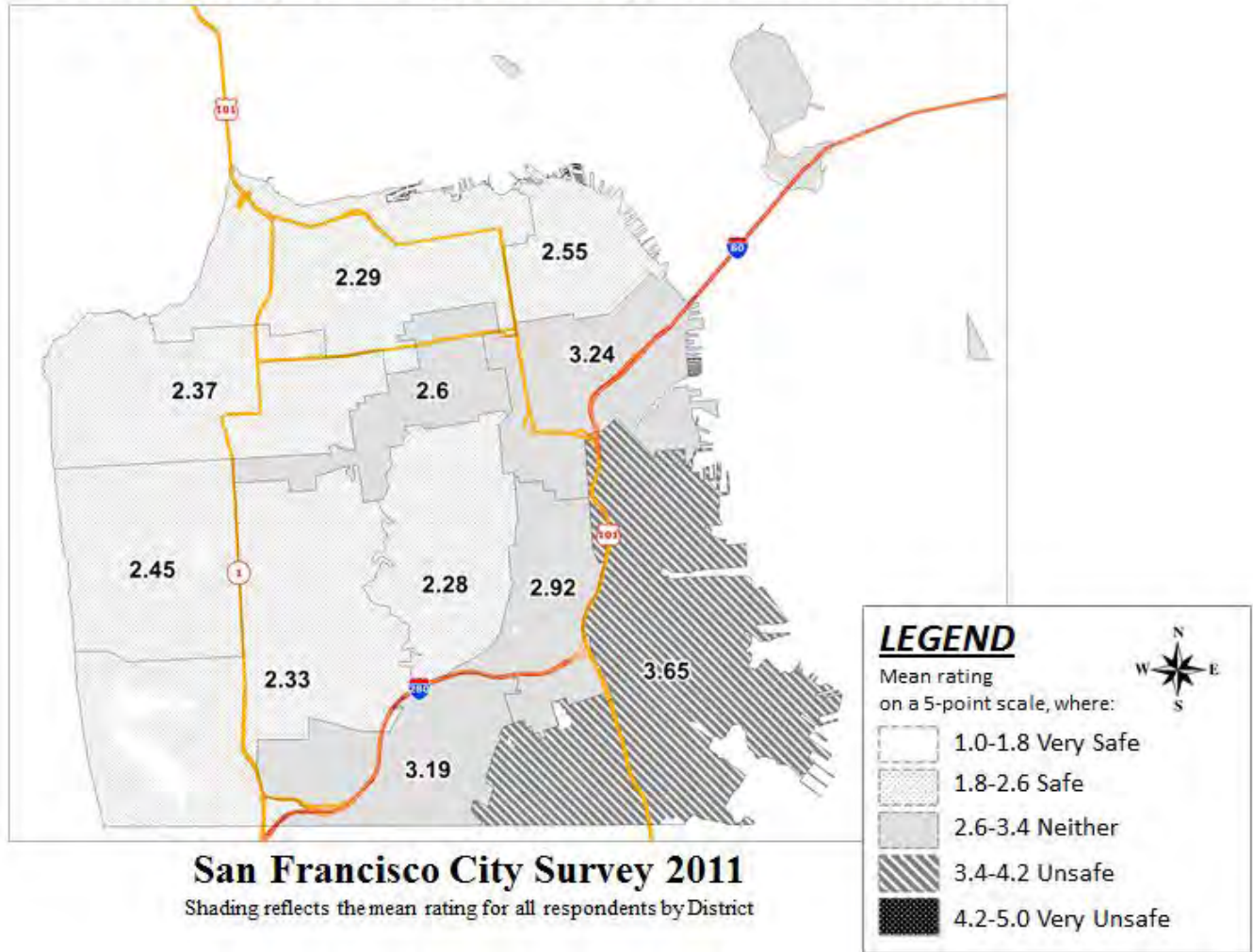
ETC Institute examined the differences between the supervisorial districts for the public safety questions. The table to the right shows the range of combined “Very Safe” and “Safe” ratings by supervisorial district. Overall, supervisorial district 8 had the highest ratings for public safety while supervisorial district 10 had the lowest overall ratings for public safety.

<b>Public Safety</b>			
By Respondents, Combined Percentages of "Very Safe" and "Safe" (Excluding Don't Know)			
<b>Question</b>	<b>District with Highest Rating</b>	<b>District with Lowest Rating</b>	<b>Average of All Districts</b>
Q7a Walking alone in your neighborhood during the day	District (8) 95%	District (10) 65.3%	85.3%
Q7b Walking alone in your neighborhood at night	District (8) 68.8%	District (10) 19.6%	51.6%
<b>Average of All Items Rated</b>	<b>District (8) 81.9%</b>	<b>District (10) 42.5%</b>	<b>68.5%</b>

## GIS Maps

The shading on the map on the following page shows that residents in the western and northern parts of the city feel safer walking alone in their neighborhood at night than do residents in the eastern and southern parts of the city.

## Q7b Walking alone in your neighborhood at night



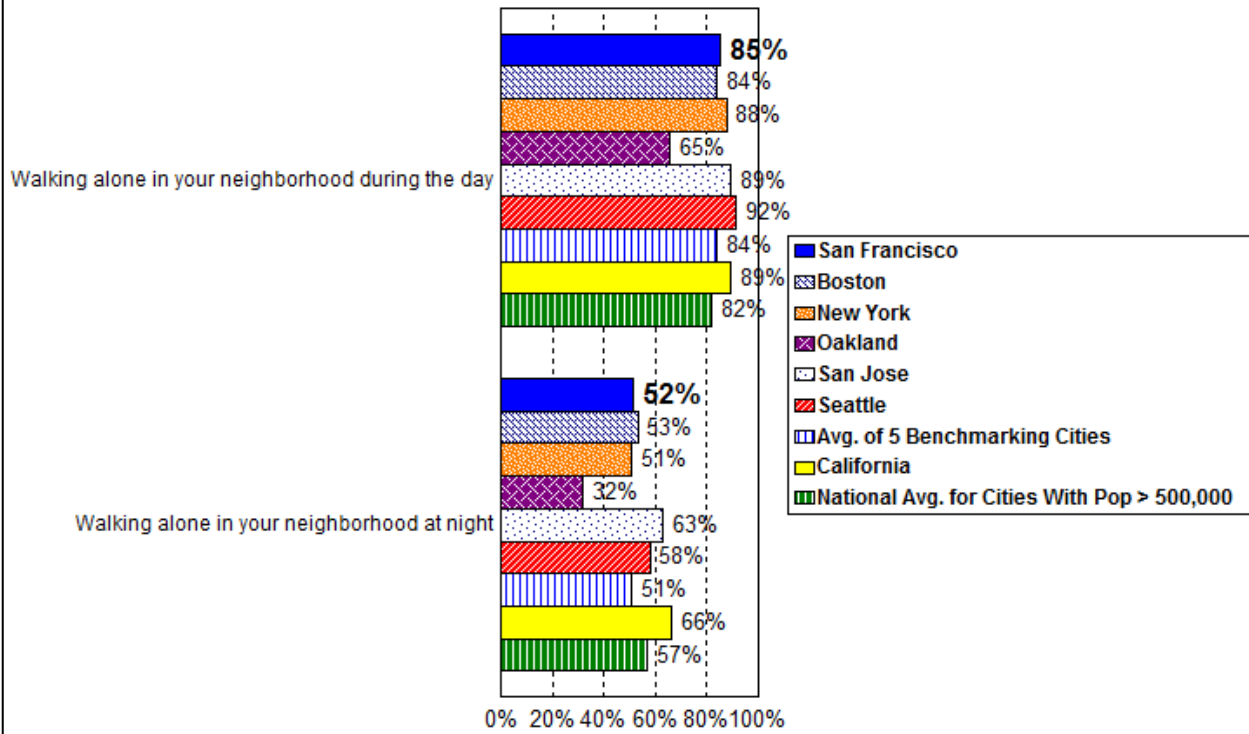
### Comparisons to other Cities

The chart on the following page shows the percentage of San Francisco residents who gave “Very Safe” or “Safe” ratings compared to the results of a similar survey that was administered to a random sample of residents in the following five cities: Boston (MA), New York City (NY), Oakland (CA), San Jose (CA), and Seattle (WA).

Overall, the feeling of safety residents feel walking alone in their neighborhood during the day rated 1% above the average of these five cities (85% San Francisco vs. 84% average of five benchmarking cities).

## Feelings of Safety in Various Situations

By percentage of respondents who answered "Very Safe" or "Safe" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)



## Frequency Distribution Tables for Safety-Related Questions

### Q7 Please rate your feeling of safety in the following situations in San Francisco: (Excluding Don't Know)

Q7a Walking alone in your neighborhood during the day	Number	Percent
Very Safe	1608	40.8 %
Safe	1753	44.5 %
Neither	366	9.3 %
Unsafe	174	4.4 %
Very Unsafe	40	1.0 %
Total	3941	100.0 %

Q7b Walking alone in your neighborhood at night	Number	Percent
Very Safe	458	11.7 %
Safe	1559	39.9 %
Neither	892	22.8 %
Unsafe	697	17.8 %
Very Unsafe	302	7.7 %
Total	3908	100.0 %

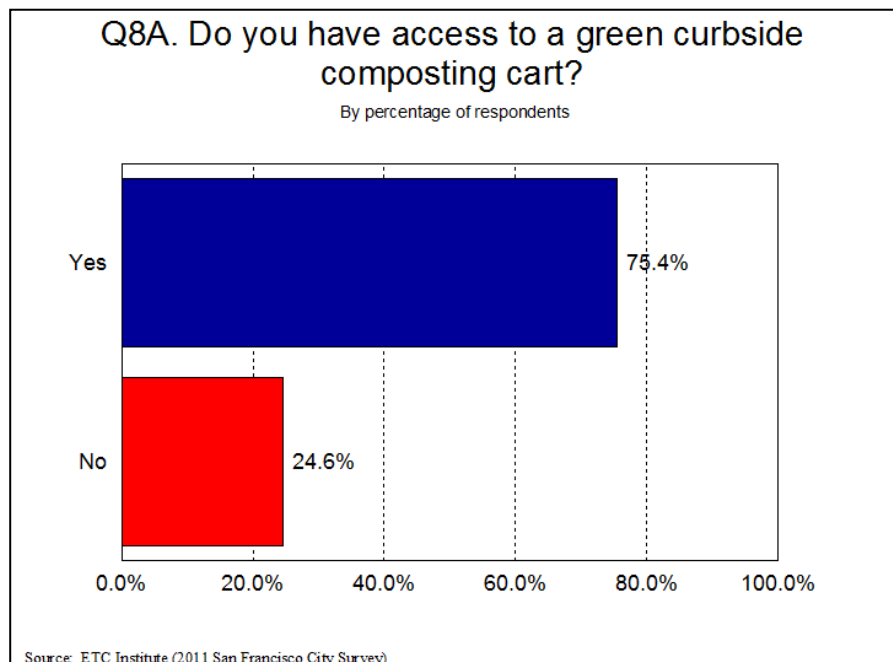
# 6 COMPOSTING

## Highlights

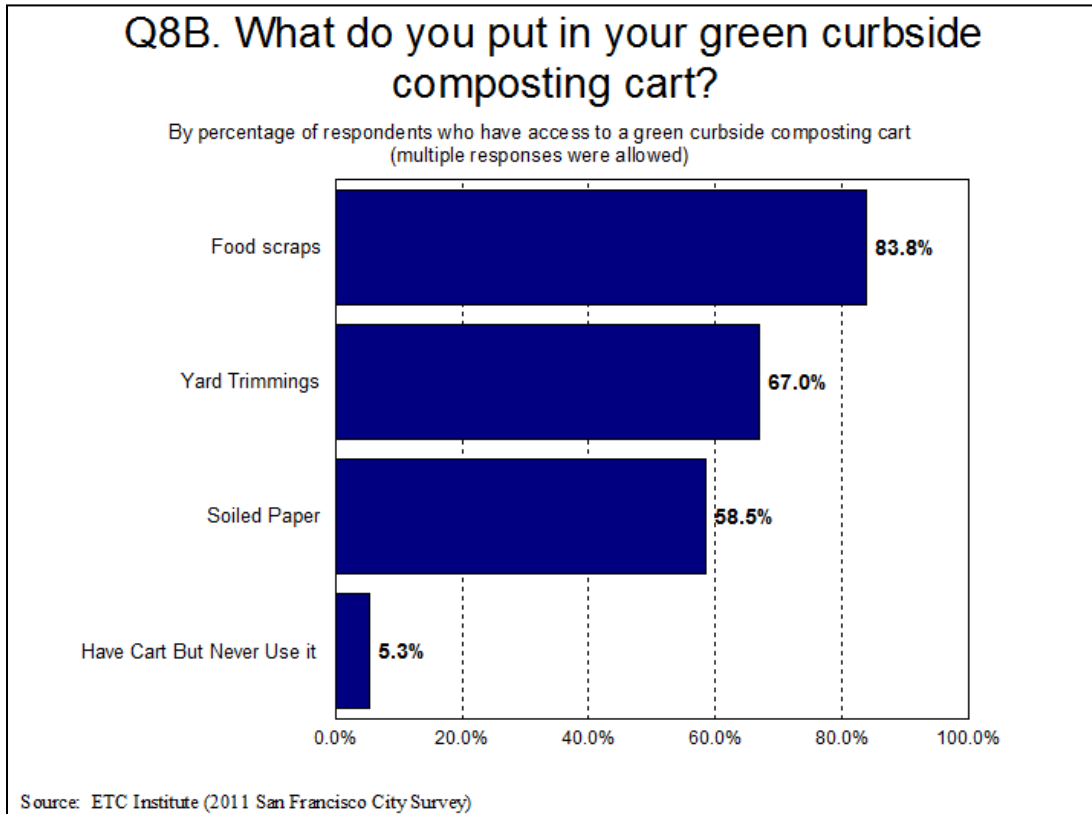
- This series of questions covers access to green curbside composting carts, what residents put in their carts, and what factors discourage residents from using the carts.
- Three-quarters (75.4%) of the residents reported having access to a green curbside composting cart.
- Residents who have access to a green curbside composting cart were most likely to put food scraps into the composting cart.
- The factor that most discouraged residents who have access to a green curbside composting cart from using their cart for compostable waste was how messy it can be.
- Some comments from residents regarding composting included:
  - **“The recycling/composting program is very good. Approve of the ban on plastic bags. Overall I feel the city is doing a good job - better than 10 years ago. ”**
  - **“I love the curbside composting program.”**

## Overall Results

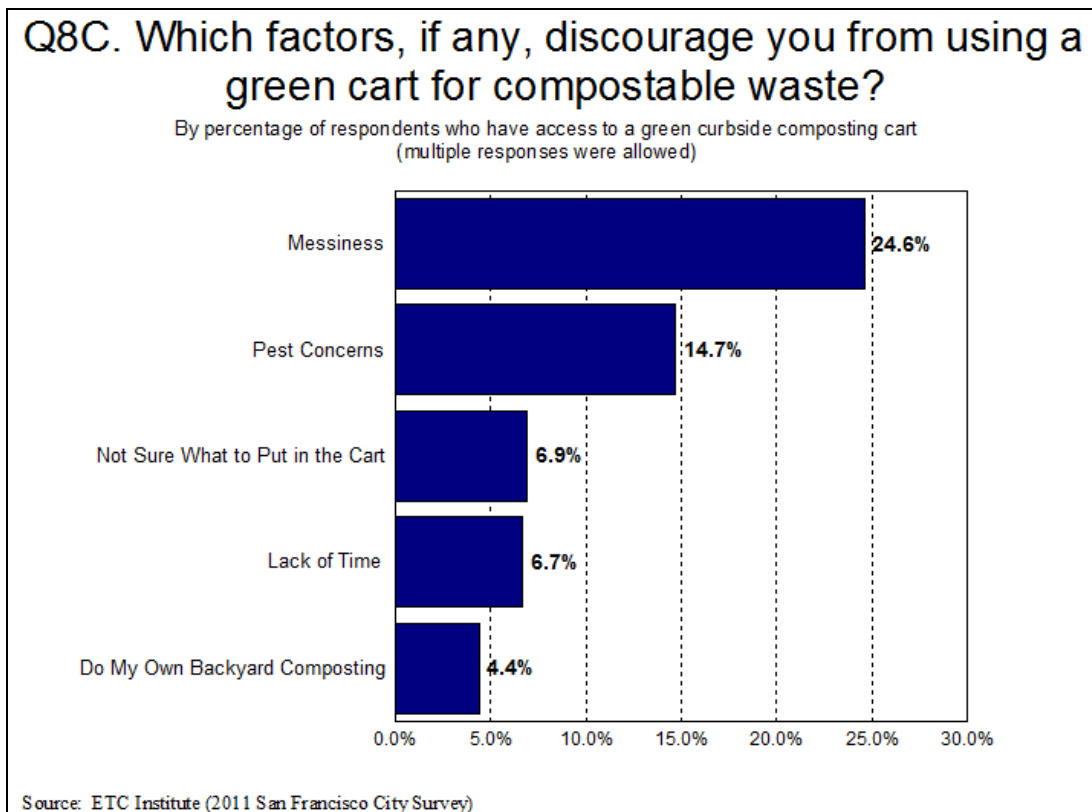
The chart to the right shows that three-quarters of residents (75.4%) reported having access to a green curbside composting cart.



The chart below shows that residents who have access to a green curbside composting cart were most likely to put food scraps into the composting cart.



The chart below shows that the factor that most discouraged residents from using their cart for compostable waste was how messy it can be.



## Differences by Demographic Factors

When residents were asked if they had access to a green curbside composting cart, 80.2% of White/Caucasian residents indicated that they had access to a cart, compared to 70.1% of Asian/Pacific Islander residents, and 63.3% of Black/African American residents. Approximately 50% of residents in supervisorial districts 3 and 5 reported having access to a green curbside composting cart, while 70% or more of residents in all other supervisorial districts reported having access to a composting cart. ETC Institute looked at the differences for the composting questions when separated by residents who own the dwelling they live in versus residents who rent the dwelling they live in. Ninety (90.3%) percent of residents who own their home reported having access to a green curbside composting cart as opposed to 64.1% of residents who rent their home

## Frequency Distribution Tables for Composting-Related Questions

### **Q8a Do you have access to a green curbside composting cart?**

Q8a Do you have access to a green curbside composting cart?	Number	Percent
Yes	2999	75.4 %
No	980	24.6 %
Total	3979	100.0 %

### **Q8b If you have a green curbside composting cart, what do you put in it? (Excluding Don't Know)**

Q8b If you have a green curbside composting cart, what do you put in it?	Number	Percent
Food Scraps	2514	83.8 %
Soiled Paper	1753	58.5 %
Yard Trimmings	2010	67.0 %
Have Cart But Never Use it	159	5.3 %
Total	6436	

### **Q8c Which factors, if any, discourage you from using a green cart for compostable waste?**

Q8c Which factors, if any, discourage you from using a green cart for compostable waste?	Number	Percent
Messiness	737	24.6 %
Lack of Time	201	6.7 %
Do My Own Backyard Composting	132	4.4 %
Pest Concerns	442	14.7 %
Not Sure What to Put in the Cart	207	6.9 %
Don't know	1679	56.0 %
Total	3398	

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# 7 CHILDREN, YOUTH AND FAMILIES

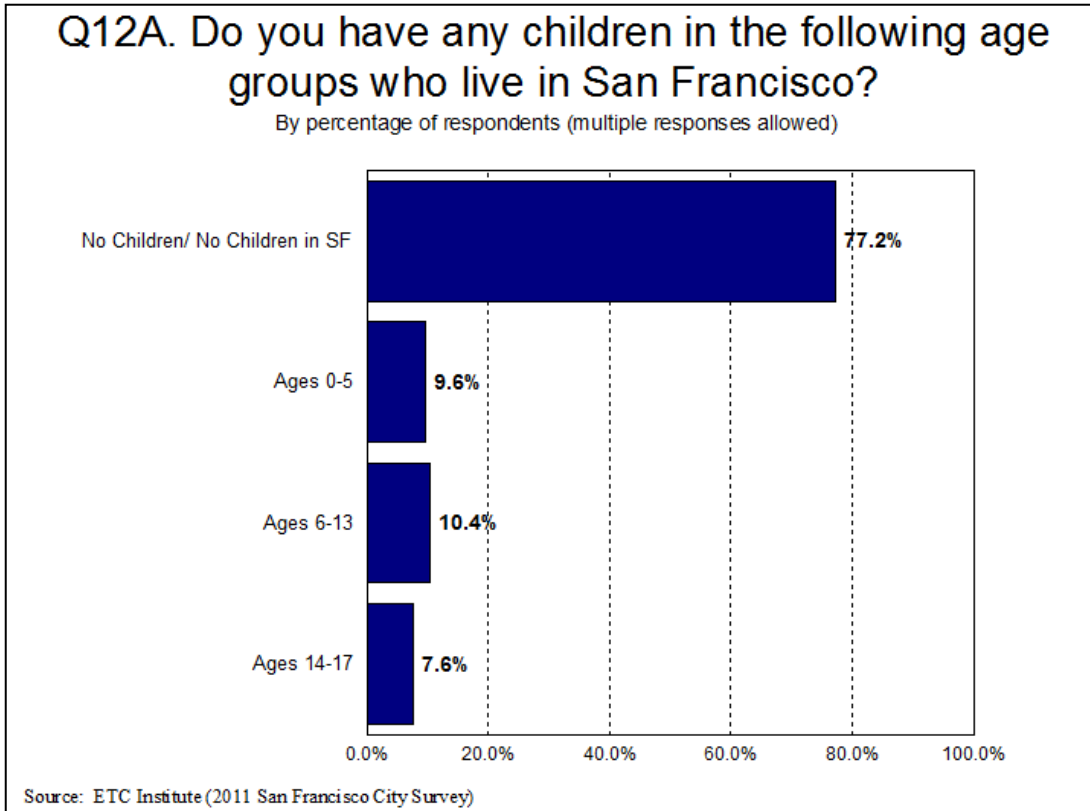
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## Highlights

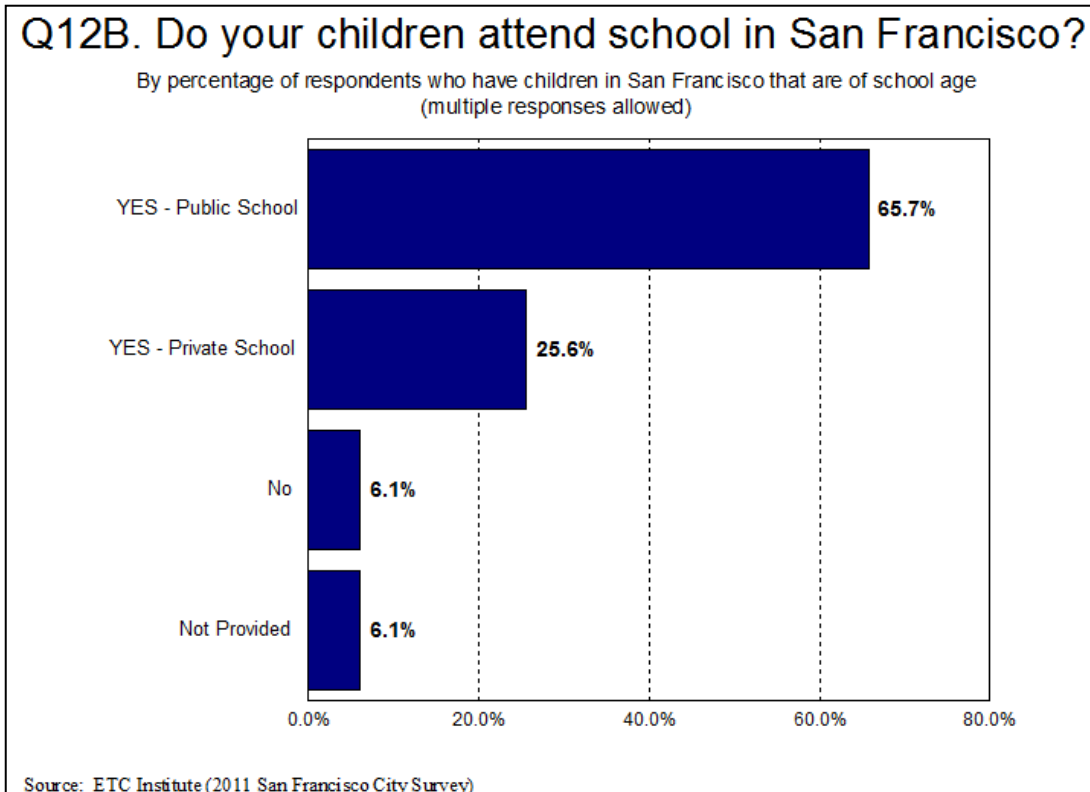
- This series of questions covers various children, youth and family-related items that were asked on the survey including questions regarding schools, child-related services, and how likely respondents are to move in the next three years.
- Among all residents who had children who attend school in San Francisco, 72.5% of residents gave grades of either “Excellent” or “Good” in regards to the quality of the school their children attend.
- Overall, supervisorial district 1 had the highest ratings for overall public school quality while supervisorial district 8 had the lowest overall ratings for overall public school quality.
- Residents in the northwestern part of the city rated the quality of the school their children attend higher than residents in the rest of the city.
- One-quarter (25%) of residents, who had an opinion, reported that they were either “Very Likely” or “Likely” to move out of San Francisco as compared to 31% in 2009.
- Overall residents, who had an opinion, were 4% more likely, combined percentages of “Very Likely” and “Somewhat Likely”, to move in the next three years than were residents in other large cities (25% San Francisco vs. 21% average of five benchmarking cities).
- Some comments from residents regarding schools included:
  - **“Our children attended public schools in San Francisco and received an excellent education.”**
  - **“Fix the budget cuts for the SFUSD and California schools!”**

## Overall Results

Over three-quarters (77.2%) of residents reported not having any children in San Francisco.

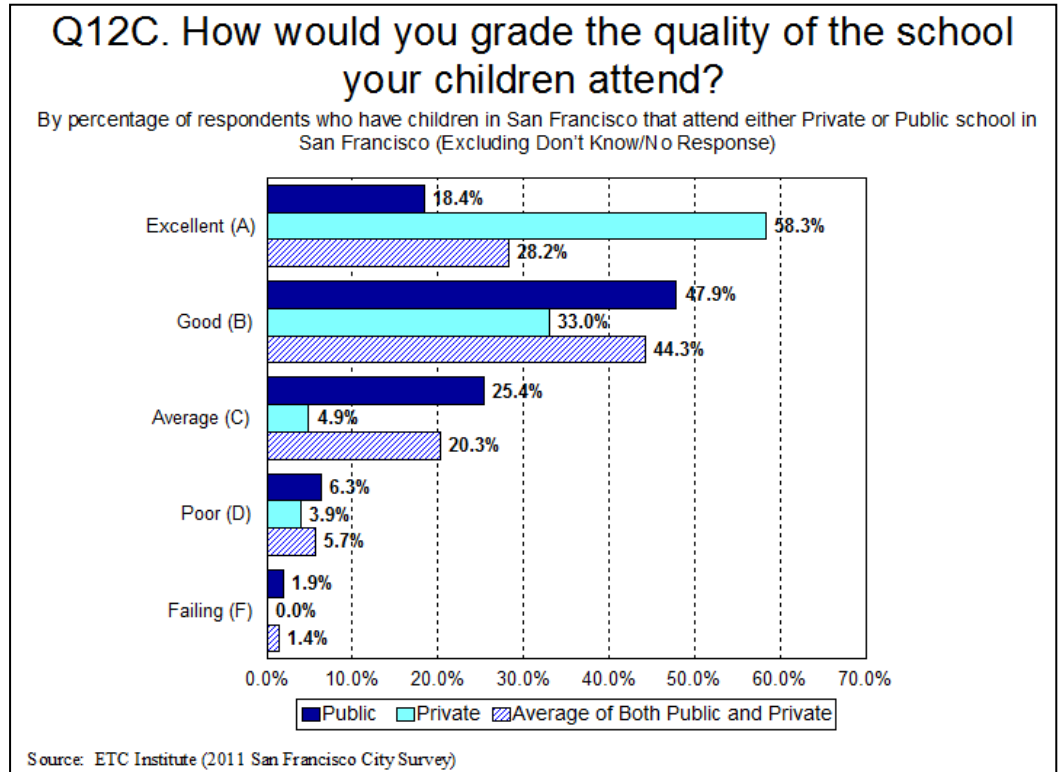


Of those respondents that have children in San Francisco that are of school age, 65.7% of respondents reported having children in public school, compared to 25.6% of residents who reported having children in private school.

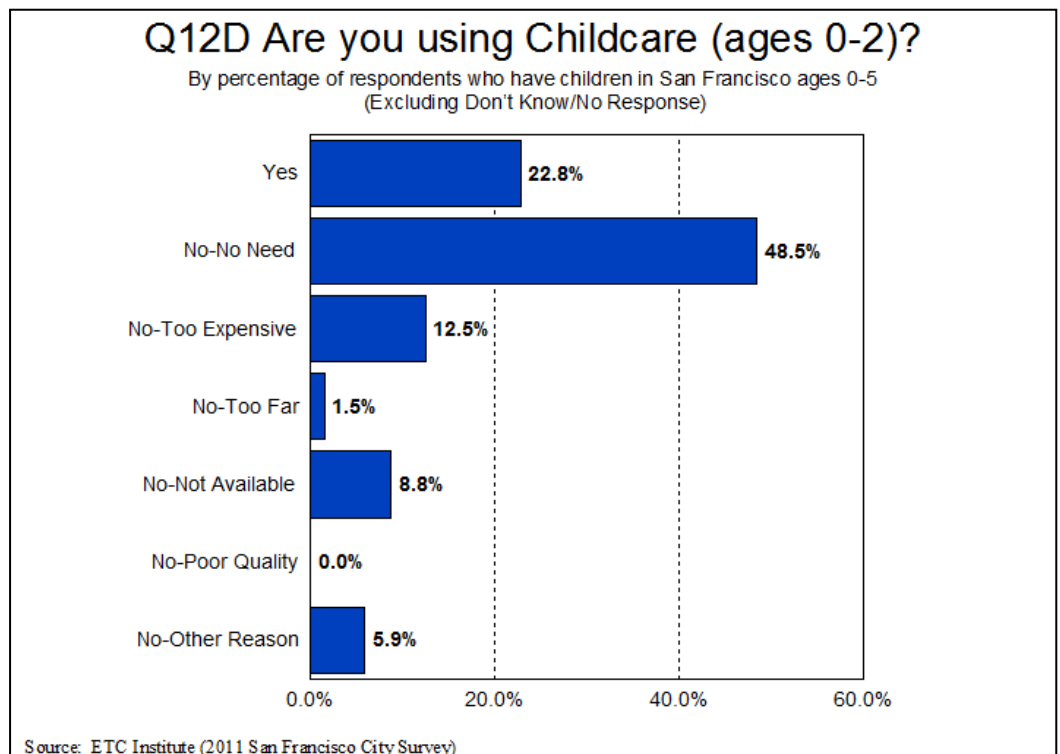


Among all the residents, who had an opinion, who had children that attend school in San Francisco, 72.5% of residents gave grades of either “Excellent” or “Good” in regards to the quality of the school their children attend; 20.3% gave an “Average” rating, and only 7.1% gave negative ratings of either “Poor” or “Failing”.

The chart to the right shows that of residents, who had an opinion, and had children that attend public school in San Francisco, 66.3% gave grades of either “Excellent” or “Good” in regards to the quality of the school their children attend compared to 91.3% of respondents who had children that attend private school.



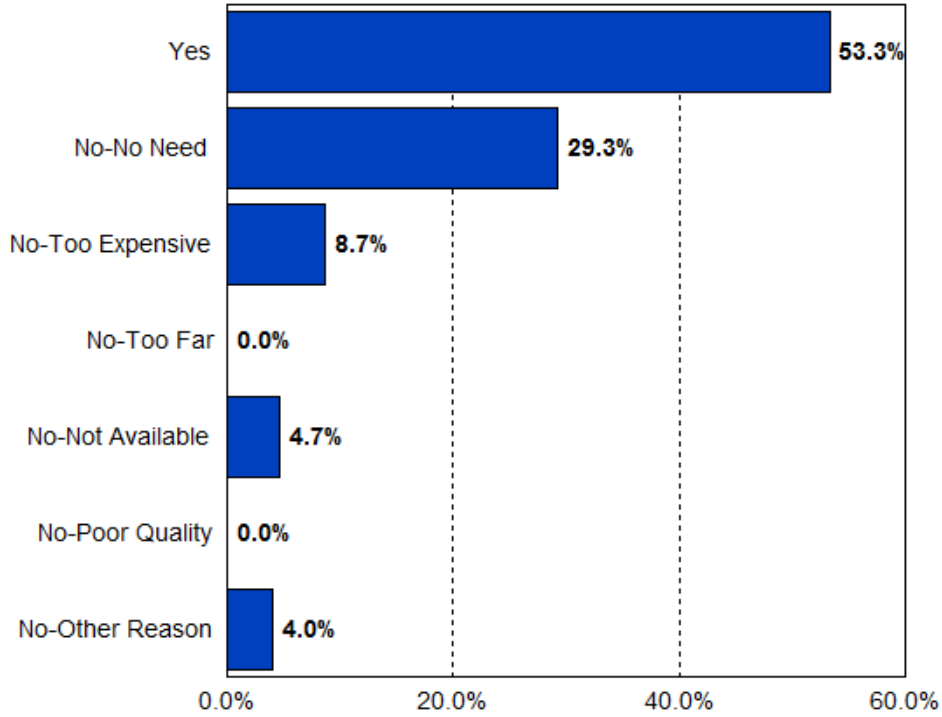
The chart below and the charts on the following pages show responses from residents, who had an opinion, who have children in San Francisco that attend either public or private school, regarding the use of specific child-related services.





### Q12E Are you using Childcare (ages 3-5)

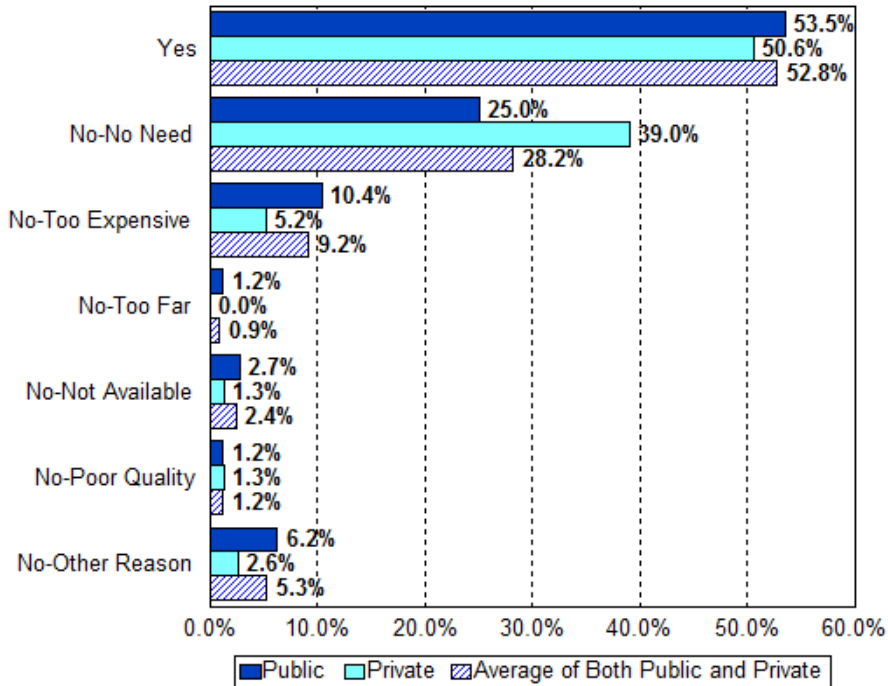
By percentage of respondents who have children in San Francisco ages 0-5  
(Excluding Don't Know/No Response)



Source: ETC Institute (2011 San Francisco City Survey)

### Q12F Are you using an afterschool program 3-5 days a week (ages 6-13)?

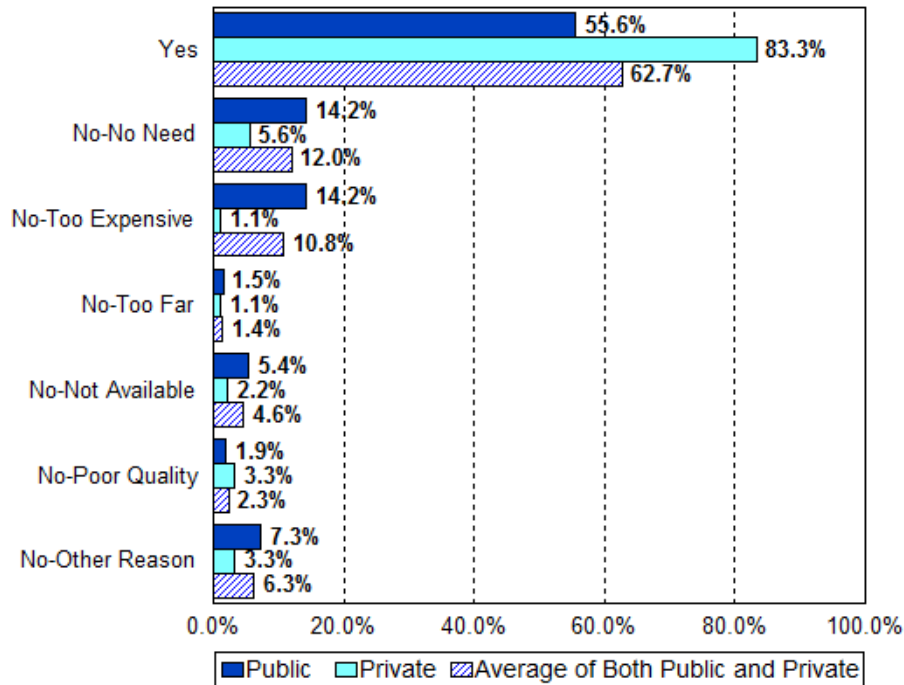
By percentage of respondents who have children in San Francisco ages 6-13 that are either in  
Private or Public School (Excluding Don't Know/No Response)



Source: ETC Institute (2011 San Francisco City Survey)

## Q12G Are you using other school year extracurricular activities, such as sports, art classes, etc (ages 6-13)?

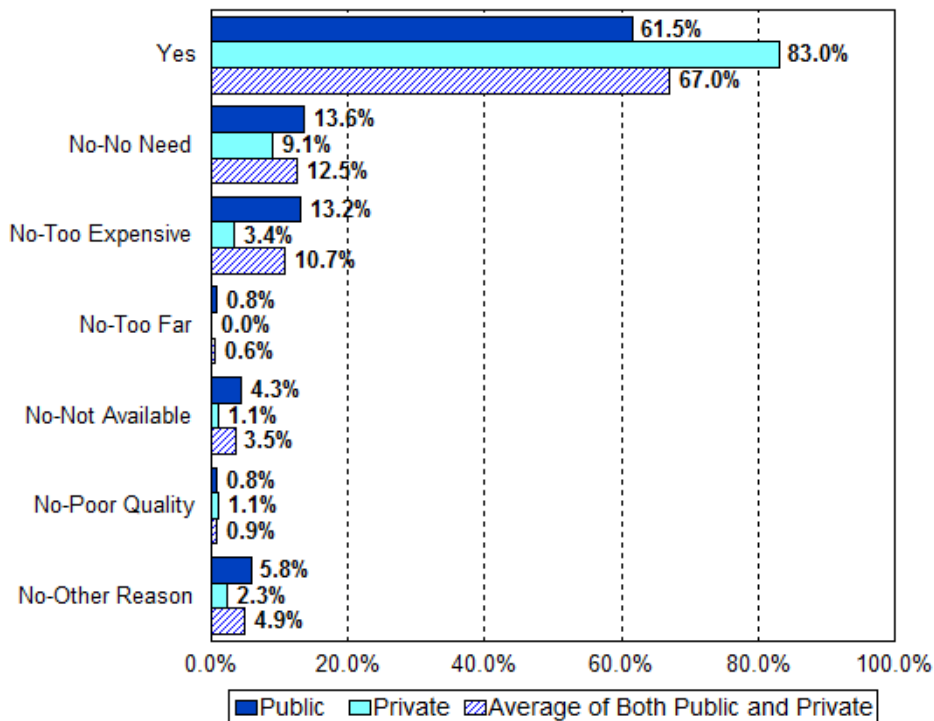
By percentage of respondents who have children in San Francisco ages 6-13 that are either in Private or Public School (Excluding Don't Know/No Response)



Source: ETC Institute (2011 San Francisco City Survey)

## Q12H Are you using a summer program (ages 6-13)?

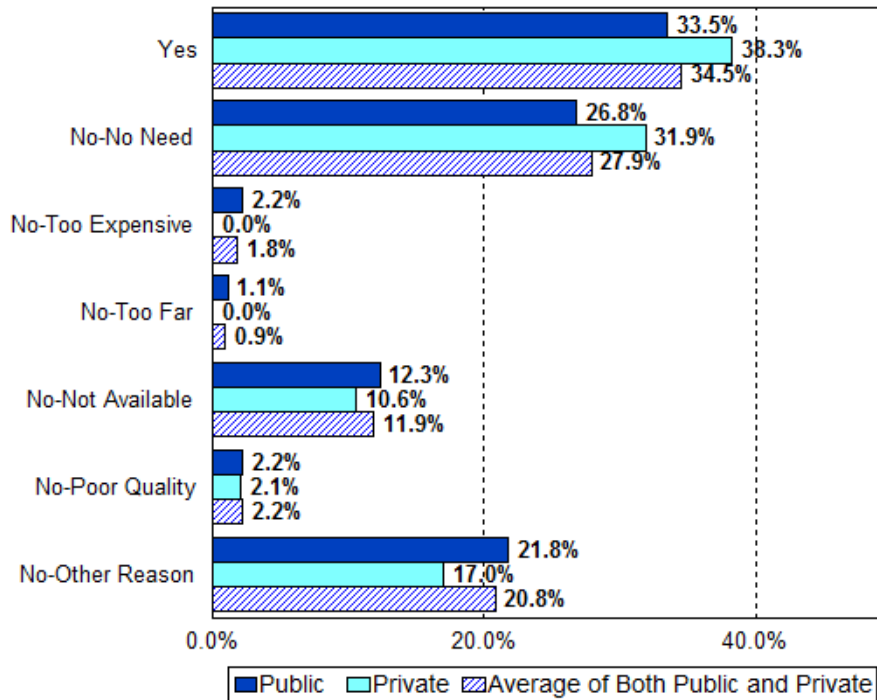
By percentage of respondents who have children in San Francisco ages 6-13 that are either in Private or Public School (Excluding Don't Know/No Response)



Source: ETC Institute (2011 San Francisco City Survey)

### Q12I Are you using youth employment/career development (ages 14-18)?

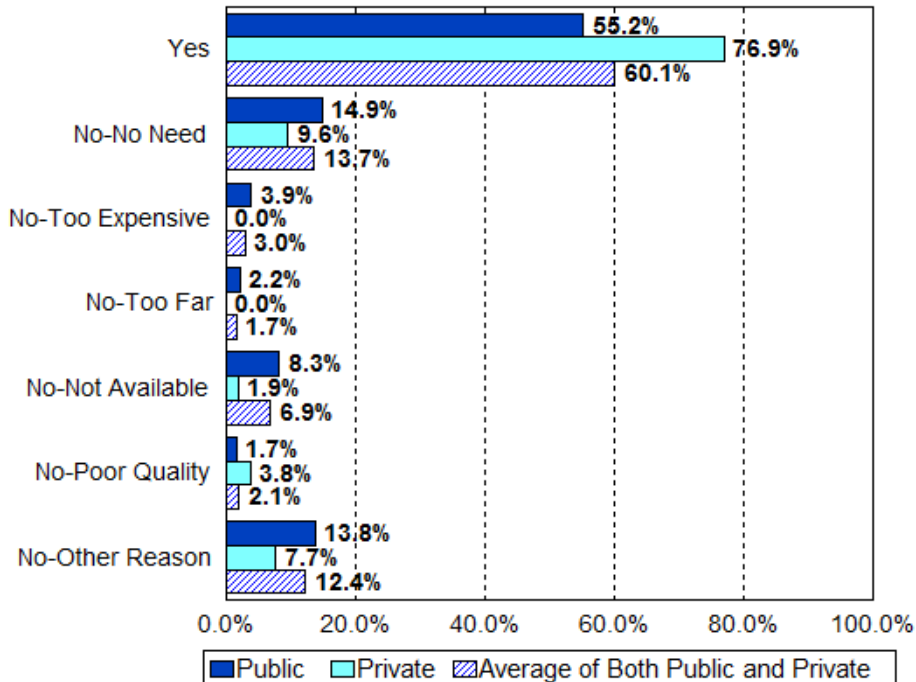
By percentage of respondents who have children in San Francisco ages 14-18 that are either in Private or Public School (Excluding Don't Know/No Response)



Source: ETC Institute (2011 San Francisco City Survey)

### Q12J Are you using other school year extracurricular activities, such as sports, art classes, etc (ages 14-18)?

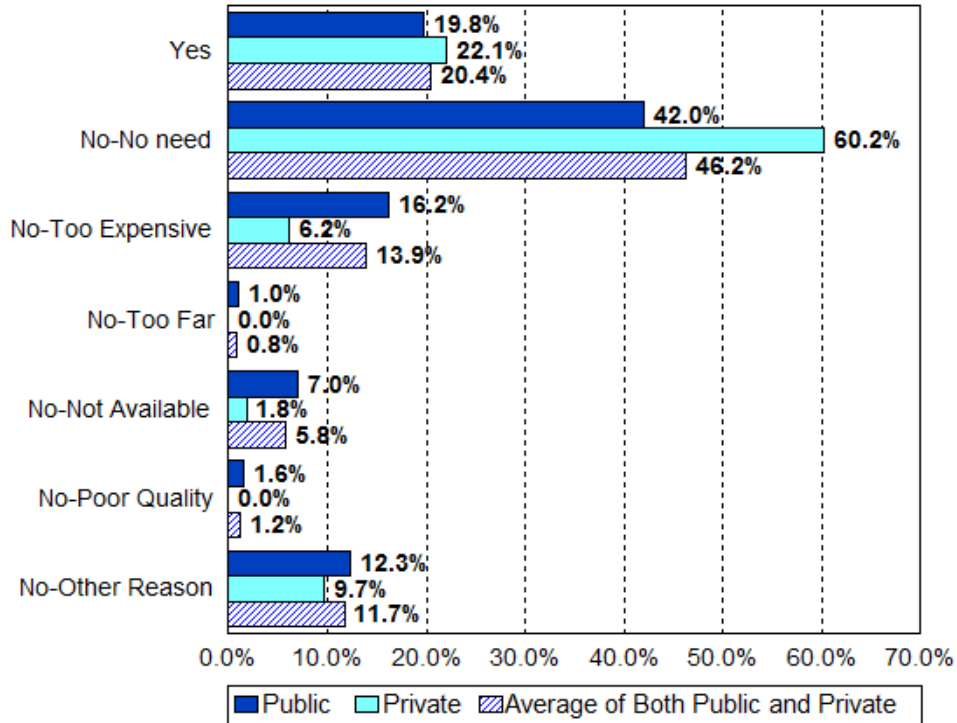
By percentage of respondents who have children in San Francisco ages 14-18 that are either in Private or Public School (Excluding Don't Know/No Response)



Source: ETC Institute (2011 San Francisco City Survey)

## Q12K Are you using one-on-one tutoring (ages 6-18)?

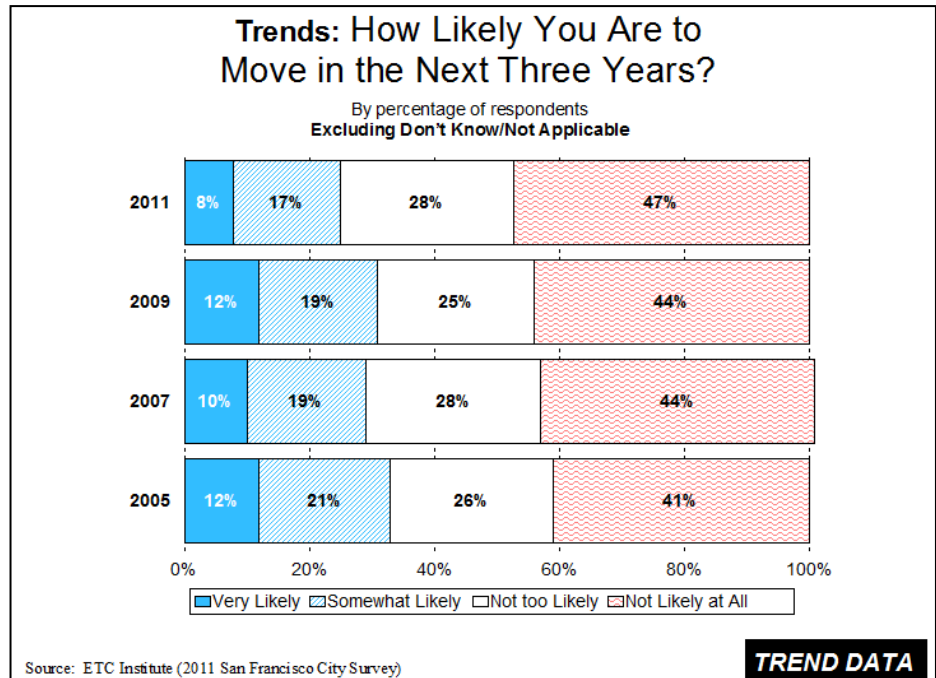
By percentage of respondents who have children in San Francisco ages 6-18 that are either in Private or Public School (Excluding Don't Know/No Response)



Source: ETC Institute (2011 San Francisco City Survey)

## How Likely Are San Francisco Residents to Move Out of San Francisco in the Next 3 Years?

The chart to the right shows residents reported being less likely to move out of San Francisco in the next three years as compared to 2009. One-quarter (25%) of residents, who had an opinion, reported that they were either “Very Likely” or “Likely” to move out of San Francisco as compared to 31% in 2009, 29% in 2007, and 33% in 2005.

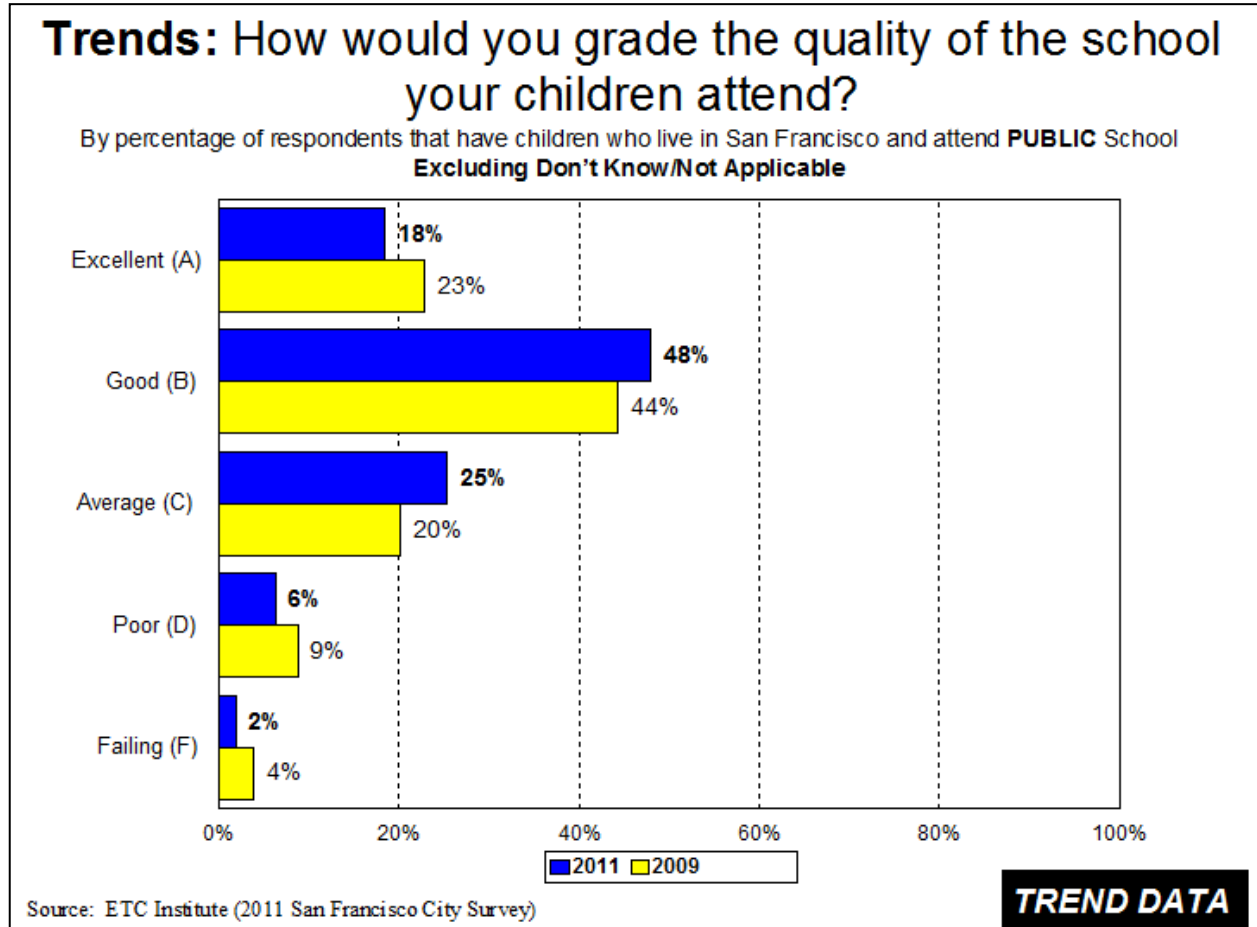


Source: ETC Institute (2011 San Francisco City Survey)

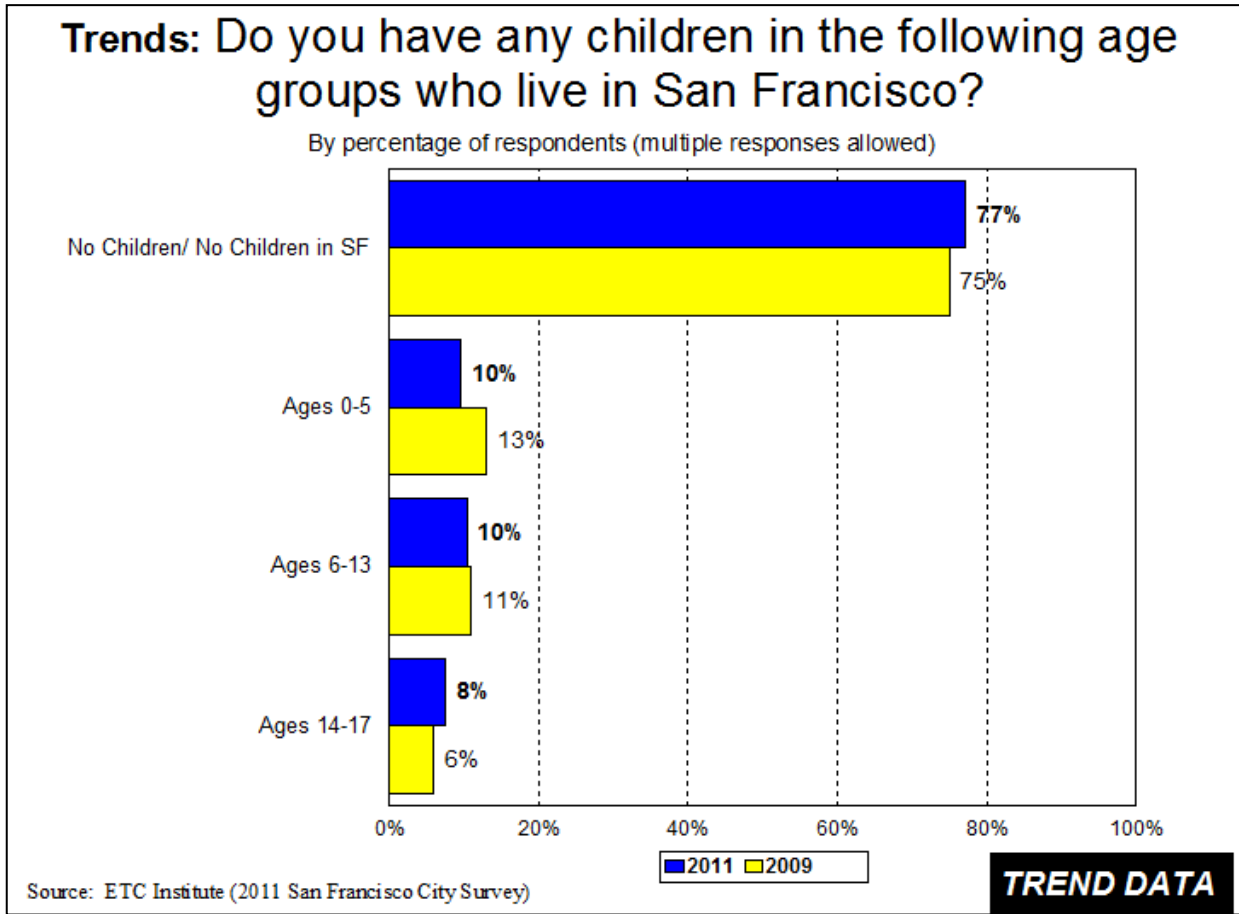
**TREND DATA**

## Trends

The combined percentage of residents, who had an opinion, that rated the overall quality of the public school their children attend as either “Excellent” or “Good” decreased slightly (-1%) in 2011 as compared to 2009. However, it is also important to note, that the combined number of “Failing” and “Poor” ratings decreased (-5%) in 2011 as compared to 2009.



The chart on the following page shows additional information collected in both the 2009 and 2011 surveys.



## Differences by Supervisorial District

ETC Institute examined the differences between the supervisorial districts for how residents with children in public school rate the quality of the schools that their children attend. The table to the right shows the range of combined "Excellent" and "Good" ratings by supervisorial district. Overall, supervisorial district 1 had the highest ratings for overall school quality while supervisorial district 8 had the lowest ratings for overall school quality.

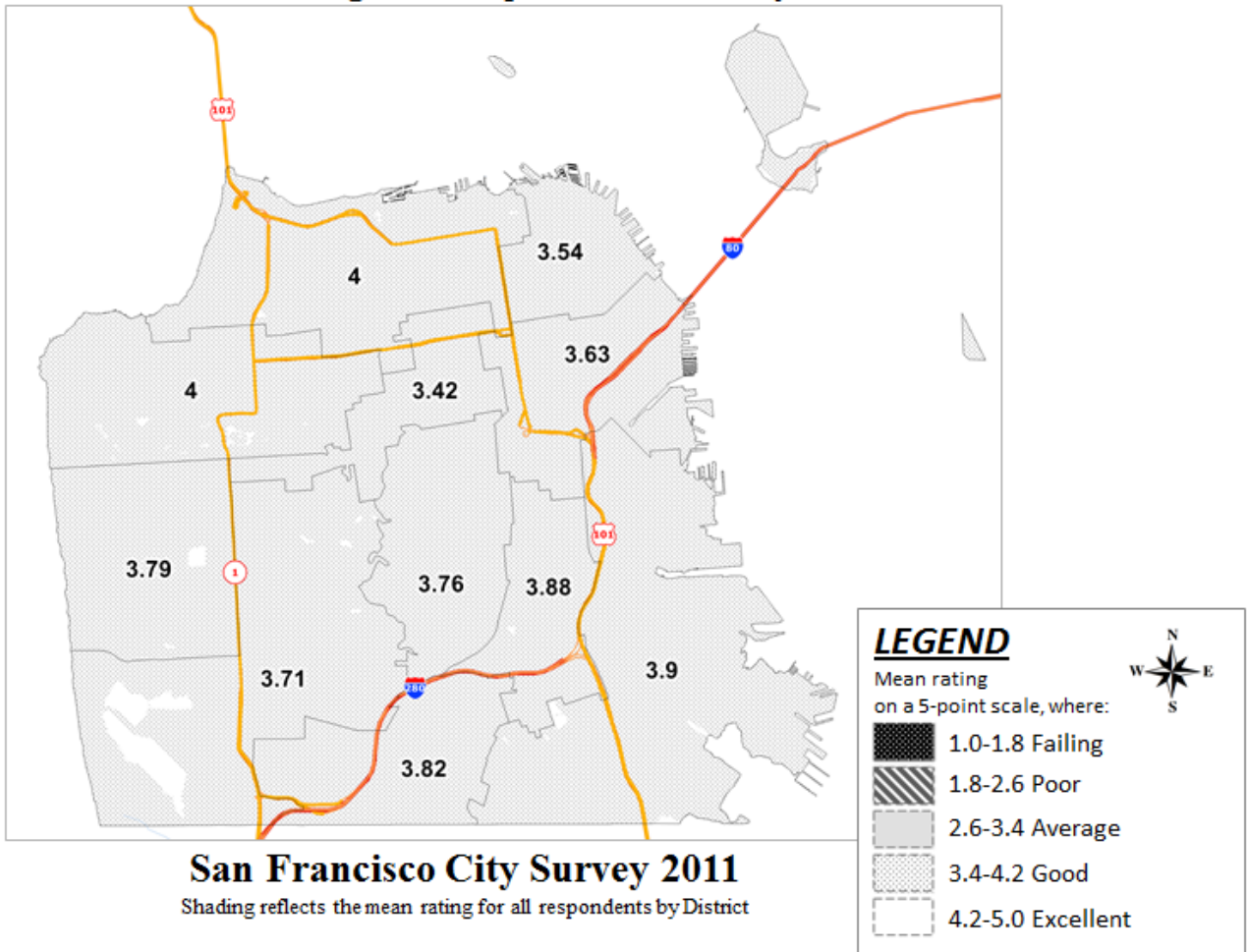
<b>Schools</b>			
By Respondents Who Have Children in Public School in San Francisco, Combined Percentages of "Excellent" and "Good" (Excluding Don't Know)			
Question	District with Highest Rating	District with Lowest Rating	Average of All Districts
Q12c If you have children in San Francisco, how would you grade the quality of the school your children attend?	District (1) 82.2%	District (8) 50%	66.3%

## GIS Maps

The shading on the map below shows the level of satisfaction with the quality of public school residents' children attend. The map below shows that residents in the northwestern part of the city rated the quality of the public school their children attend higher than residents in the rest of the city.

### Q12c If you have children in San Francisco, how would you grade the quality of the school your children attend?

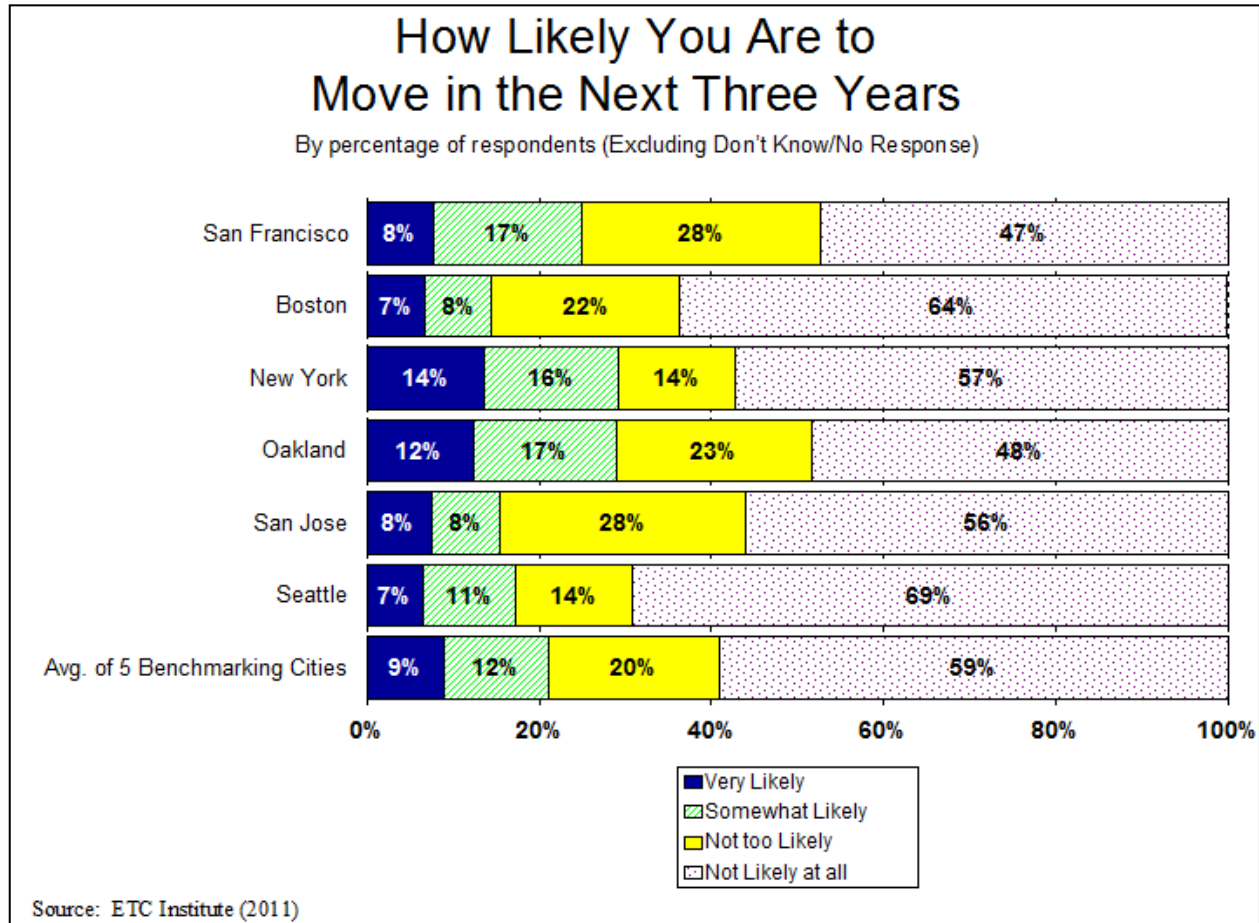
\* Ratings are for public schools only



## Comparisons to other Cities

Residents of San Francisco reported being less likely than residents in New York and Oakland to move in the next three years. Overall residents, who had an opinion, were 4% more likely, combined percentages of "Very Likely" and "Somewhat Likely", to move in the next three years than were

residents in the other five large cities (25% San Francisco vs. 21% average of five benchmarking cities).





## Frequency Distribution Tables for Children, Youth and Family-Related Questions

### **Q11 In the next three years, how likely are you to move out of San Francisco? (Excluding Don't Know)**

Q11 In the next three years, how likely are you to move out of San Francisco?	Number	Percent
Very Likely	301	7.8 %
Somewhat Likely	659	17.1 %
Not Too Likely	1069	27.8 %
Not Likely At All	1823	47.3 %
Total	3852	100.0 %

### **Q12a Do you have any children in the following age groups who live in San Francisco?**

Q12a Do you have any children in the following age groups who live in San Francisco?	Number	Percent
No Children/No Children in SF	3070	77.2 %
Ages 0-5	381	9.6 %
Ages 6-13	414	10.4 %
Ages 14-17	302	7.6 %
Total	4173	

### **Q12b If you have children in San Francisco, do your children attend school in San Francisco (grades K-12)?**

Q12b If you have children in San Francisco, do your children attend school in San Francisco (grades K-12)?	Number	Percent
No	32	6.1 %
Yes-Public School	347	65.7 %
Yes-Private School	135	25.6 %
Don't know	32	6.1 %
Total	546	

### **Q12C. If you have children in San Francisco, how would you grade the quality of the school your children attend? (Excluding Don't Know)**

Q12c If you have children in San Francisco, how would you grade the quality of the school your children attend?	Number	Percent
Excellent	118	28.2 %
Good	185	44.3 %
Average	85	20.3 %
Poor	24	5.7 %
Failing	6	1.4 %
Total	418	100.0 %

**Frequency Distribution Tables for Children, Youth and Family-Related Questions  
(Continued)**

**Q12d Childcare (ages 0-2) (Excluding Don't Know/No Response)**

<u>Q12d Childcare - ages 0-2</u>	<u>Number</u>	<u>Percent</u>
Yes	31	22.8 %
No-No Need	66	48.5 %
No-Too Expensive	17	12.5 %
No-Too Far	2	1.5 %
No-Not Available	12	8.8 %
No-Other Reason	8	5.9 %
Total	136	100.0 %

**Q12e Childcare (ages 3-5) (Excluding Don't Know/No Response)**

<u>Q12e Childcare- ages 3-5</u>	<u>Number</u>	<u>Percent</u>
Yes	80	53.3 %
No-No Need	44	29.3 %
No-Too Expensive	13	8.7 %
No-Not Available	7	4.7 %
No-Other Reason	6	4.0 %
Total	150	100.0 %

**Q12f Afterschool program 3-5 days a week (ages 6-13) (Excluding Don't Know/No Response)**

<u>Q12f Afterschool program 3-5 days a week (ages 6-13)</u>	<u>Number</u>	<u>Percent</u>
Yes	178	52.8 %
No-No Need	95	28.2 %
No-Too Expensive	31	9.2 %
No-Too Far	3	0.9 %
No-Not Available	8	2.4 %
No-Poor Quality	4	1.2 %
No-Other Reason	18	5.3 %
Total	337	100.0 %

**Frequency Distribution Tables for Children, Youth and Family-Related Questions  
(Continued)**

**Q12g Other school year extracurricular activities, such as sports, art classes, etc. (ages 6-13)  
(Excluding Don't Know/No Response)**

Q12g Other school year extracurricular activities, such as sports, art classes, etc. (ages 6-13)	Number	Percent
Yes	220	62.7 %
No-No Need	42	12.0 %
No-Too Expensive	38	10.8 %
No-Too Far	5	1.4 %
No-Not Available	16	4.6 %
No-Poor Quality	8	2.3 %
No-Other Reason	22	6.3 %
Total	351	100.0 %

**Q12h Summer program (ages 6-13)(Excluding Don't Know/No Response)**

Q12h Summer program ages 6-13	Number	Percent
Yes	231	67.0 %
No-No Need	43	12.5 %
No-Too Expensive	37	10.7 %
No-Too Far	2	0.6 %
No-Not Available	12	3.5 %
No-Poor Quality	3	0.9 %
No-Other Reason	17	4.9 %
Total	345	100.0 %

**Q12i Youth employment/career development(ages 14-18)(Excluding Don't Know/No Response)**

Q12i Youth employment/career development (ages 14-18)	Number	Percent
Yes	78	34.5 %
No-No Need	63	27.9 %
No-Too Expensive	4	1.8 %
No-Too Far	2	0.9 %
No-Not Available	27	11.9 %
No-Poor Quality	5	2.2 %
No-Other Reason	47	20.8 %
Total	226	100.0 %

**Frequency Distribution Tables for Children, Youth and Family-Related Questions  
(Continued)**

**Q12j Other school year extracurricular activities, such as sports, art classes, etc. (ages 14-18)(Excluding Don't Know/No Response)**

Q12j Other school year extracurricular activities, such as sports, art classes, etc. (ages 14-18)	Number	Percent
Yes	140	60.1 %
No-No Need	32	13.7 %
No-Too Expensive	7	3.0 %
No-Too Far	4	1.7 %
No-Not Available	16	6.9 %
No-Poor Quality	5	2.1 %
No-Other Reason	29	12.4 %
Total	233	100.0 %

**Q12k One-on-one tutoring (ages 6-18)(Excluding Don't Know/No Response)**

Q12k One-on-one tutoring ages 6-18	Number	Percent
Yes	101	20.4 %
No-No Need	229	46.2 %
No-Too Expensive	69	13.9 %
No-Too Far	4	0.8 %
No-Not Available	29	5.8 %
No-Poor Quality	6	1.2 %
No-Other Reason	58	11.7 %
Total	496	100.0 %

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# 8 3-1-1 AND CUSTOMER SERVICE

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## Highlights

### *3-1-1*

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- This series of questions covers usage and satisfaction with 3-1-1.
- Residents were most satisfied with the ease of getting City information by calling 3-1-1 (71%).
- Overall, residents throughout the City, regardless of the supervisorial district they were in, gave a “Good” grade to the statement that it was easy to get City information by calling 3-1-1.
- Thirty percent (30%) of residents said they contacted 3-1-1 by phone at least once in the past year.

### *Customer Service*

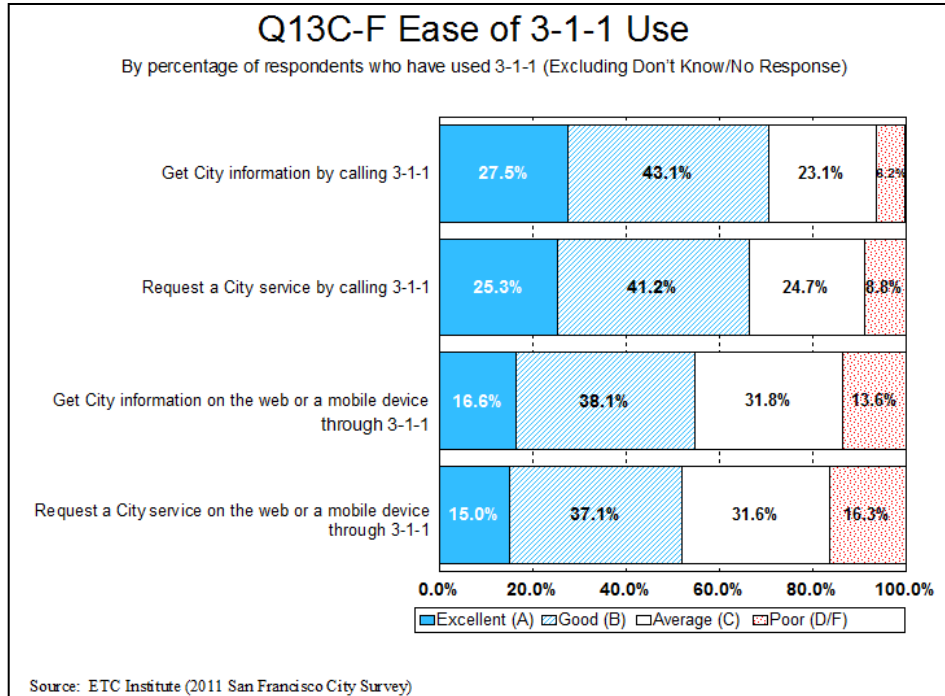
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- This series of questions covers satisfaction with customer service across City departments.
- Residents were most satisfied with the courtesy and professionalism shown by City employees (58%).
- Overall satisfaction with how well the resident’s question was answered/resolved by the City employee they contacted rated 8% below the average of other large cities (51% San Francisco vs. 59% average of five benchmarking cities).
- Forty-five percent (45%) of residents said they contacted the city of San Francisco in the past year.

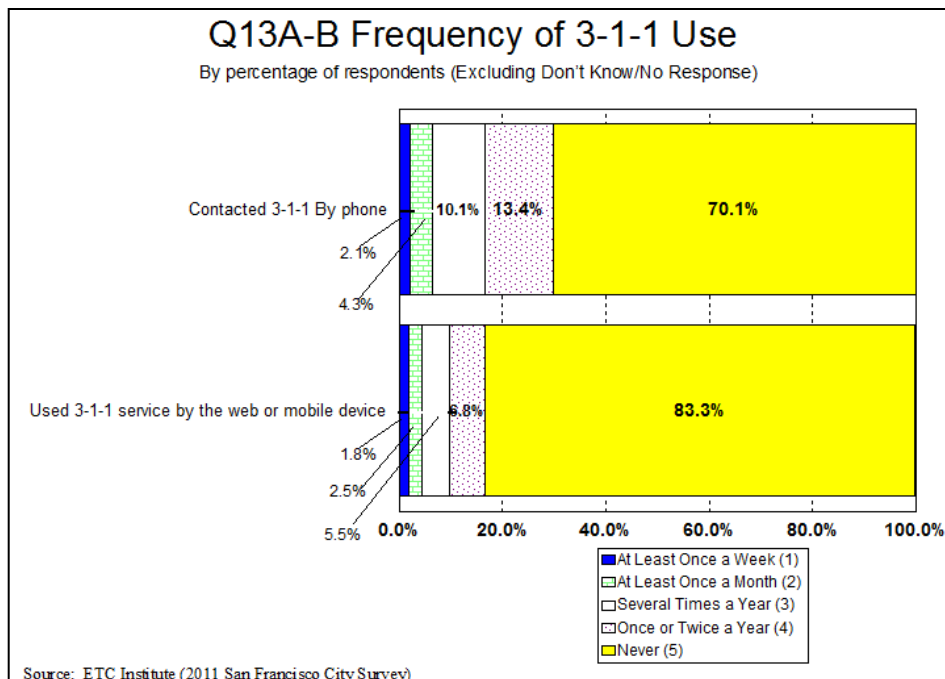
## Overall Results

### 3-1-1

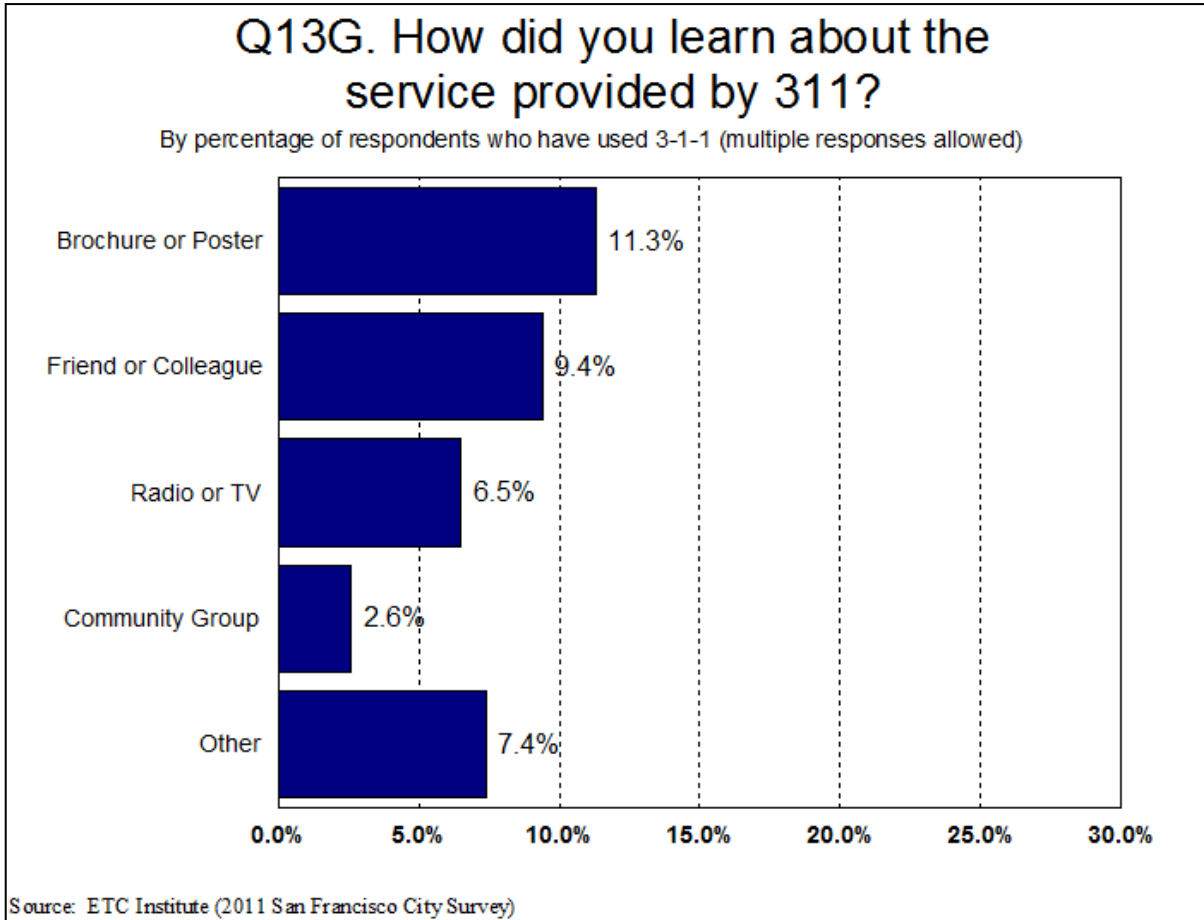
All 3-1-1 questions received relatively high ratings as each question had less than 20% dissatisfaction (combined scores of “Poor” and “Failing”). Among the four 3-1-1-related items that were rated, residents were most satisfied with the ease of getting City information by calling 3-1-1. Residents were least satisfied with the ease of requesting a City service on the web or by email. The chart to the right shows the results for each of the areas that were rated.



Residents were more likely to call the 3-1-1 phone number than they were to use a web or mobile device to access the 3-1-1 service. 83.3% of respondents, who had an opinion, reported never having used the service through the web or mobile device.

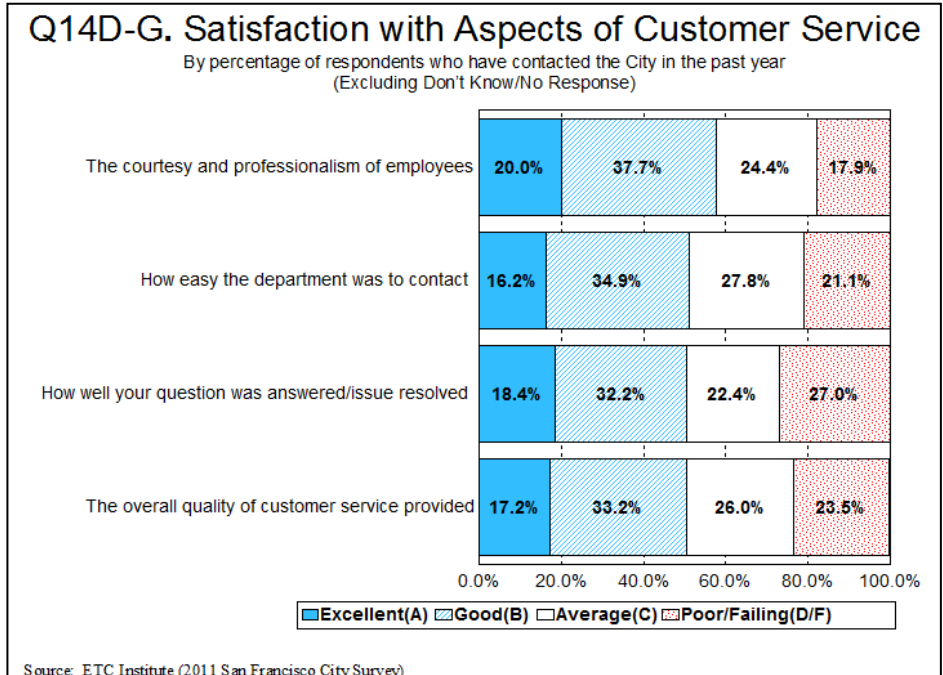


The way that most residents learned about the service provided by 3-1-1 was by a brochure or poster. The chart below shows all the ways that residents have learned about the 3-1-1 service.



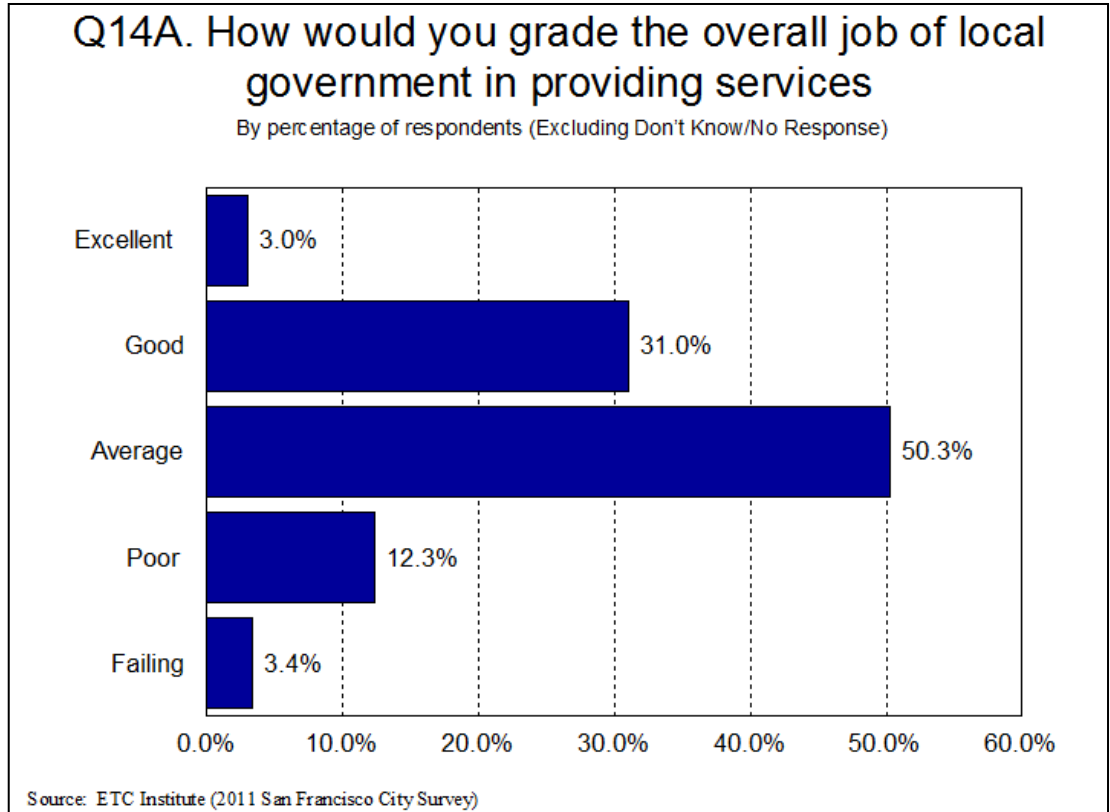
## Customer Service

Among the four non 3-1-1 customer service-related items that were rated, residents were most satisfied with the courtesy and professionalism shown by City employees. Residents were less satisfied with how well their question was answered/issue was resolved. The chart to the right shows the results for each of the questions that were rated.



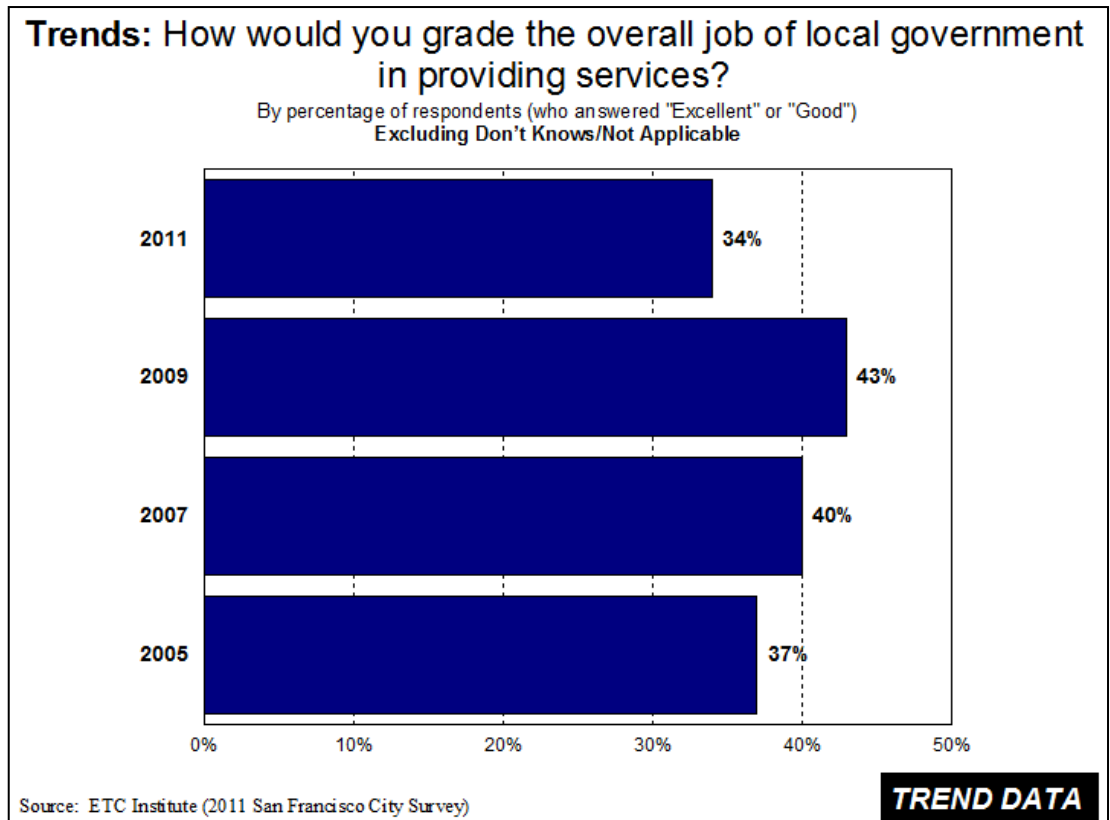
## Overall Job of Local Government Providing Services

The chart to the right shows that just over one-third (34%) of residents who had an opinion, gave “Excellent” or “Good” ratings in regards to how they would grade the overall job of local government in providing services; 50.3% gave an “Average” rating, 12.3% gave a “Poor” rating and 3.4% gave a “Failing” rating.



## Trends

The chart to the right shows the number of respondents, who had an opinion, that thought the overall job of local government in providing services, was either “Excellent” or “Good”. Although the decrease was significant it was not surprising





because national and regional attitudes towards local government have generally declined during the past two years as a result of the economic recession. The decline by San Francisco is very similar to the decline that other cities in California have recently experienced. For comparison, ratings of the overall performance of local government by a representative sample of Californians declined 11% from 2009 to 2011.

## Differences by Supervisory District

### 3-1-1

ETC Institute examined the differences between the supervisory districts for the 3-1-1 questions. The table to the right shows the range of combined “Excellent” and “Good” ratings by supervisory district. Overall, supervisory district 8 had the highest ratings for 3-1-1 while supervisory district 3 had the lowest overall ratings for 3-1-1.

<b>3-1-1</b>			
By Respondents Who Have Used 3-1-1, Combined Percentages of "Excellent" and "Good" (Excluding Don't Know)			
Question	District with Highest Rating	District with Lowest Rating	Average of All Districts
Q13c Get City info by calling 3-1-1	District (7) 77.9%	District (3) 62.3%	70.6%
Q13d Request a City service by calling 3-1-1	District (7) 74.7%	District (4) 59.2%	66.5%
Q13e Get City information on the web or a mobile device	District (4) 61%	District (2) 45.3%	54.7%
Q13f Request a City service on the web or a mobile device	District (4) 65.4%	District (7) 42.6%	52.1%
<b>Average of All Items Rated</b>	<b>District (8) 65.4%</b>	<b>District (3) 55.3%</b>	<b>61%</b>

### Customer Service

ETC Institute examined the differences between the supervisory districts for the customer service questions. The table to the right shows the range of combined “Excellent” and “Good” ratings by each supervisory district. Overall, supervisory district 5 had the highest ratings for customer service while supervisory district 11 had the lowest overall ratings for customer service.

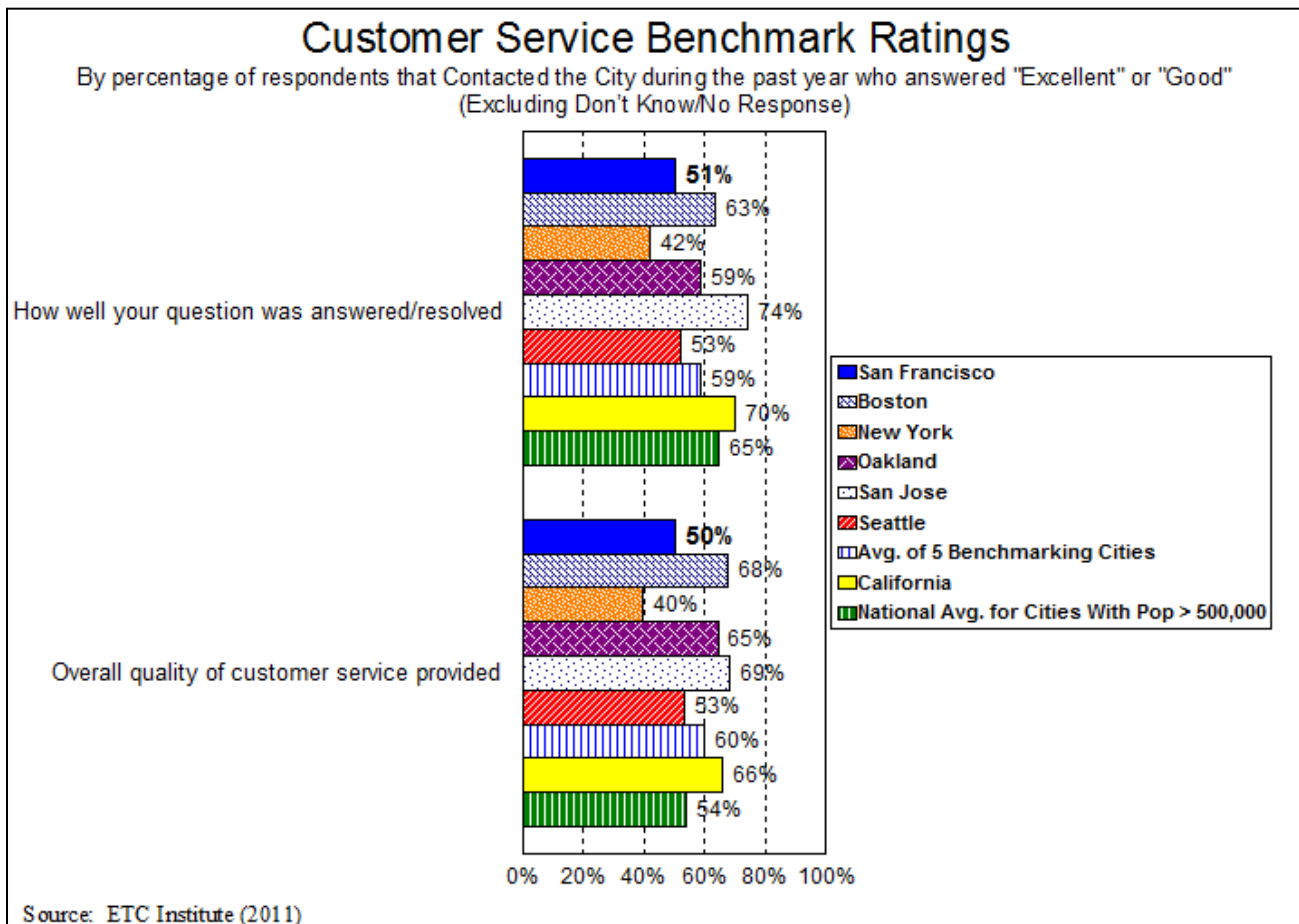
<b>Customer Service</b>			
By Respondents Who Have Contacted a Department in the Past Year, Combined Percentages of "Excellent" and "Good" (Excluding Don't Know)			
Question	District with Highest Rating	District with Lowest Rating	Average of All Districts
Q14d How easy the department was to contact	District (5) 57.2%	District (11) 44.1%	51.1%
Q14e The courtesy and professionalism of employees	District (5) 66.5%	District (11) 51.4%	57.7%
Q14f How well your question was answered or your issue was resolved	District (7) 53.8%	District (11) 45.5%	50.6%
Q14g The overall quality of customer service provided by the Department	District (5 and 10) 53.4%	District (11) 40.6%	50.4%
<b>Average of All Items Rated</b>	<b>District (5) 56.9%</b>	<b>District (11) 45.4%</b>	<b>52.5%</b>

## Comparisons to other Cities

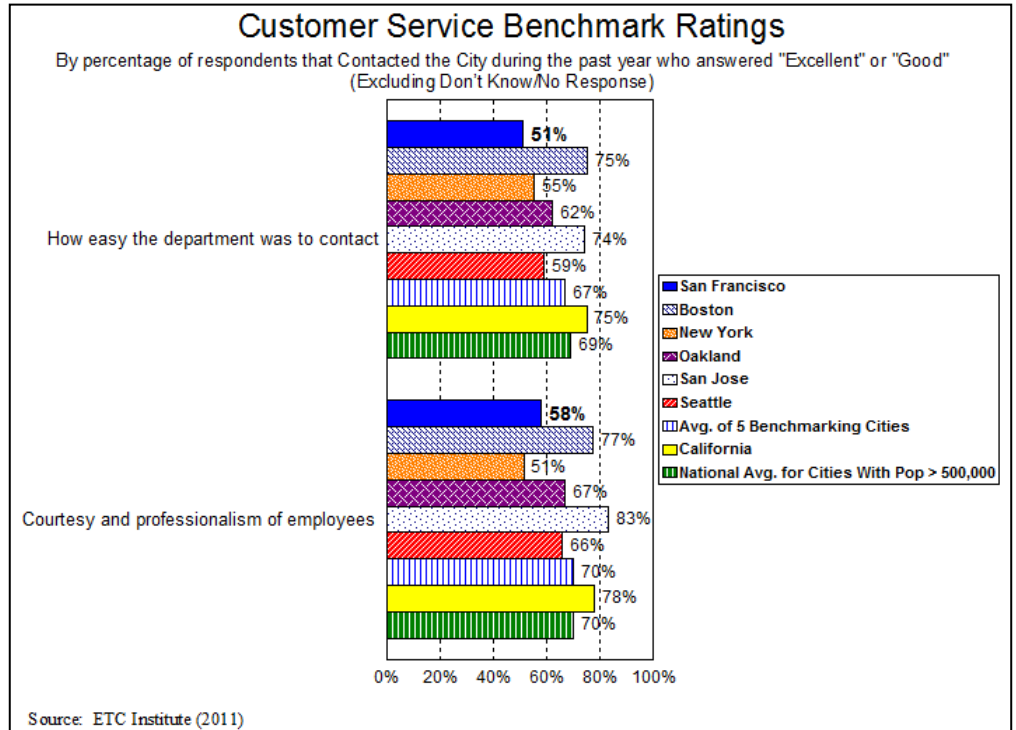
### Customer Service

The chart below and on the following page shows the percentage of San Francisco residents who gave “Good” or “Excellent” ratings compared to the results of a similar survey that was administered to a random sample of residents in the following five cities: Boston (MA), New York City (NY), Oakland (CA), San Jose (CA), and Seattle (WA).

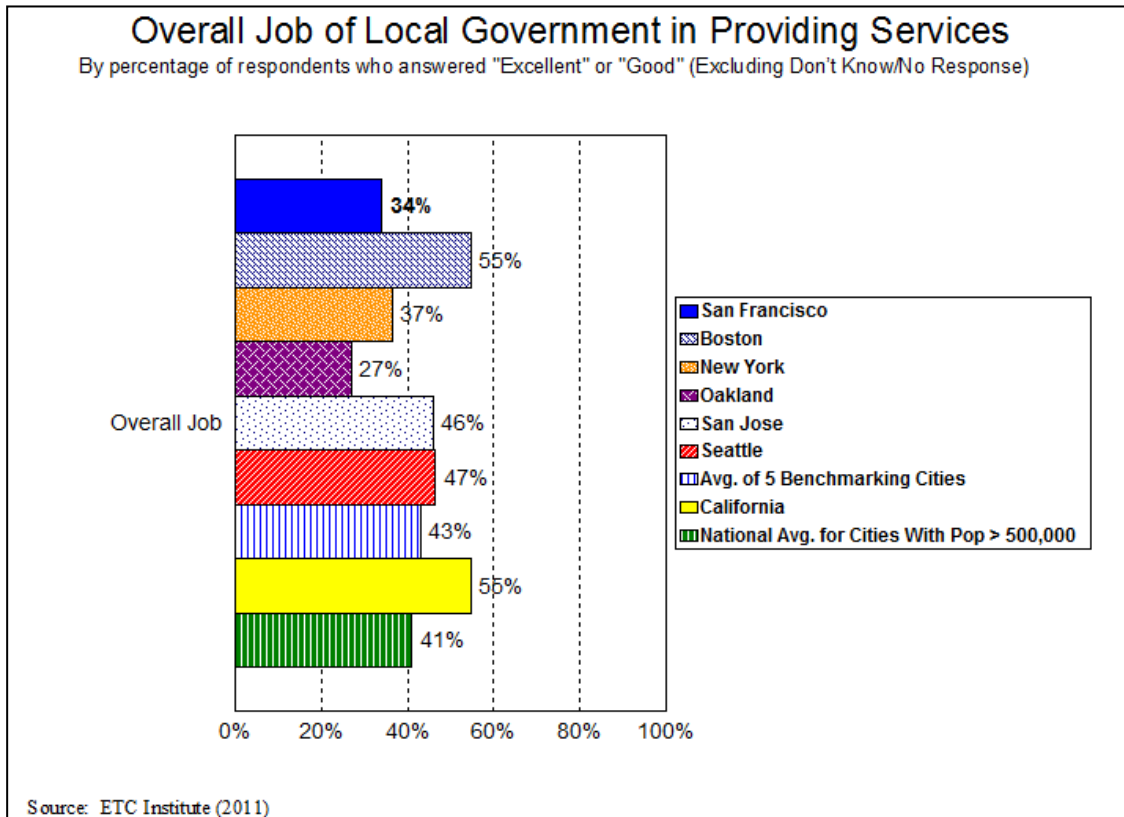
Overall satisfaction with how well the residents’ question was answered/resolved by the City employee they contacted rated 8% below the average of these five cities (51% San Francisco vs. 59% average of five benchmarking cities). The overall quality of customer service rated 10% below the average of these five cities (50% San Francisco vs. 60% average of five benchmarking cities).



The most significant difference involved satisfaction with how easy it is to contact a City department for which San Francisco rated 16% below the average (51% San Francisco vs. 67% average of five benchmarking cities).



Overall satisfaction with how well the local government is providing services rated 9% below the average of these five cities (34% San Francisco vs. 43% average of five benchmarking cities)



## **Most Contacted Departments**

### *Customer Service*

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Residents were asked in an open-ended question format what department they had contacted most recently. The top three most contacted departments were:

- Municipal Transportation Agency
- Police Department
- Public Works

A complete list of the results from categorizing the open-ended question “Which City department did you contact most recently” can be found in Appendix D.

## **Impact of Participation on Satisfaction Levels**

### *3-1-1*

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ETC Institute looked at how participation levels affected satisfaction with various 3-1-1 service items. Eighty-two percent of residents (82.3%), who had an opinion, that called 3-1-1 at least once a week reported being satisfied (combined ratings of “Excellent” and “Good”) with getting City information by calling 3-1-1, as compared to 63.9% of residents who called 3-1-1 once or twice a year. Eighty-percent of residents (80.0%), who had an opinion, that used 3-1-1 service by web or mobile device at least once a week reported being satisfied (combined ratings of “Excellent” and “Good”) with getting City information on the web or mobile device, as compared to 48.5% of residents who used 3-1-1 service by web or mobile device once or twice a year.

## **Opportunities for Improvement**

### *Customer Service*

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ETC Institute conducted regression analysis to determine which factors have the strongest correlation with overall quality of customer service provided by the department that they most recently contacted (Q14g). By making improvements in areas that are strongly correlated with overall satisfaction, City leaders are more likely to increase overall satisfaction with customer service.

The results of this analysis indicated that how well the resident’s question was answered/their issue was resolved (Q14f) had the most impact on overall satisfaction with the quality of customer service provided by the department (Q14g). Improving how well residents feel their questions are answered/their issues are resolved is likely to increase overall satisfaction with the quality of customer service provided by the department.

## Frequency Distribution Tables for 3-1-1 and Customer Service

**Q13a-b Please indicate how often you have done the following during the past year:  
(Excluding Don't Know/No Response)**

<u>Q13a Contacted 311 by phone</u>	<u>Number</u>	<u>Percent</u>
At Least Once a Week	82	2.1 %
At Least Once a Month	169	4.3 %
Several Times a Year	402	10.1 %
Once or Twice a Year	534	13.4 %
Never	2788	70.1 %
Total	3975	100.0 %

<u>Q13b Used 311 service by the web or mobile device</u>	<u>Number</u>	<u>Percent</u>
At Least Once a Week	72	1.8 %
At Least Once a Month	101	2.5 %
Several Times a Year	220	5.5 %
Once or Twice a Year	269	6.8 %
Never	3306	83.3 %
Total	3968	100.0 %

<u>Q13c Get City info by calling 3-1-1</u>	<u>Number</u>	<u>Percent</u>
Excellent	314	27.5 %
Good	493	43.1 %
Average	264	23.1 %
Poor	52	4.5 %
Failing	20	1.7 %
Total	1143	100.0 %

<u>Q13d Request a City service by calling 3-1-1</u>	<u>Number</u>	<u>Percent</u>
Excellent	267	25.3 %
Good	436	41.2 %
Average	261	24.7 %
Poor	68	6.4 %
Failing	25	2.4 %
Total	1057	100.0 %

## Frequency Distribution Tables for 3-1-1 and Customer Service (Continued)

### Q13c-f If you have used 3-1-1, please grade how easy it is to do the following: (Excluding Don't Know)

Q13e Get City information on the web or a mobile device	Number	Percent
Excellent	138	16.6 %
Good	317	38.1 %
Average	265	31.8 %
Poor	49	5.9 %
Failing	64	7.7 %
Total	833	100.0 %

Q13f Request a City service on the web or a mobile device	Number	Percent
Excellent	112	15.0 %
Good	277	37.1 %
Average	236	31.6 %
Poor	53	7.1 %
Failing	69	9.2 %
Total	747	100.0 %

Q13g How did you learn about the service provided by 311?	Number	Percent
Brochure/Poster	450	11.3 %
Radio/TV	260	6.5 %
Friend/Colleague	374	9.4 %
Community Group	103	2.6 %
Other	295	7.4 %
Total	1482	

### Q14a How would you grade the overall job of local government in providing services? (Excluding Don't Know)

Q14a How would you grade the overall job of local government in providing services?	Number	Percent
Excellent	106	3.0 %
Good	1089	31.0 %
Average	1767	50.3 %
Poor	433	12.3 %
Failing	121	3.4 %
Total	3516	100.0 %

**Frequency Distribution Tables for 3-1-1 and Customer Service (Continued)**

**Q14b In the past year, did you contact employees at the City and County of San Francisco for any reason?**

Q14b In the past year, did you contact employees at the City and County of San Francisco for any reason?

	Number	Percent
Yes	1808	45.4 %
No	2020	50.8 %
Don't know	151	3.8 %
Total	3979	100.0 %

**Q14d-g Please grade the department you listed above in the following areas:(Excluding Don't Know)**

Q14d How easy the department was to contact

	Number	Percent
Excellent	286	16.2 %
Good	616	34.9 %
Average	491	27.8 %
Poor	278	15.8 %
Failing	94	5.3 %
Total	1765	100.0 %

Q14e The courtesy and professionalism of employees

	Number	Percent
Excellent	352	20.0 %
Good	663	37.7 %
Average	429	24.4 %
Poor	197	11.2 %
Failing	118	6.7 %
Total	1759	100.0 %

**Frequency Distribution Tables for 3-1-1 and Customer Service (Continued)**

**Q14d-g Please grade the department you listed above in the following areas: (Excluding Don't Know)**

Q14f How well your question was answered or your issue was resolved	Number	Percent
Excellent	324	18.4 %
Good	566	32.2 %
Average	394	22.4 %
Poor	271	15.4 %
Failing	204	11.6 %
Total	1759	100.0 %

Q14g The overall quality of customer service provided by the Department	Number	Percent
Excellent	303	17.2 %
Good	584	33.2 %
Average	458	26.0 %
Poor	239	13.6 %
Failing	175	9.9 %
Total	1759	100.0 %



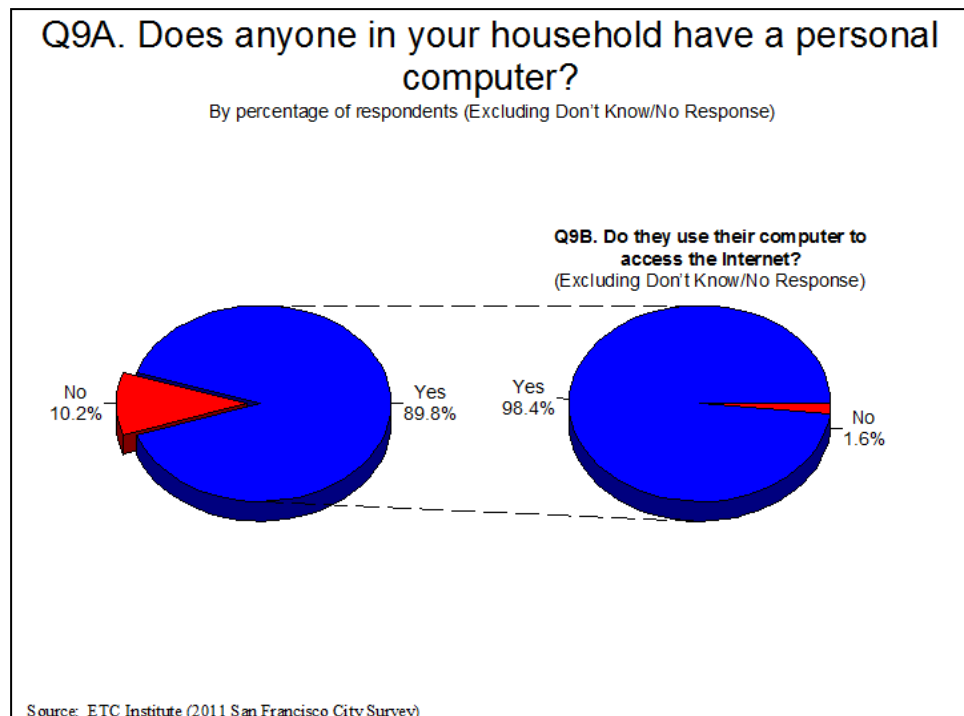
# 9 COMPUTER AND INTERNET USE

## Highlights

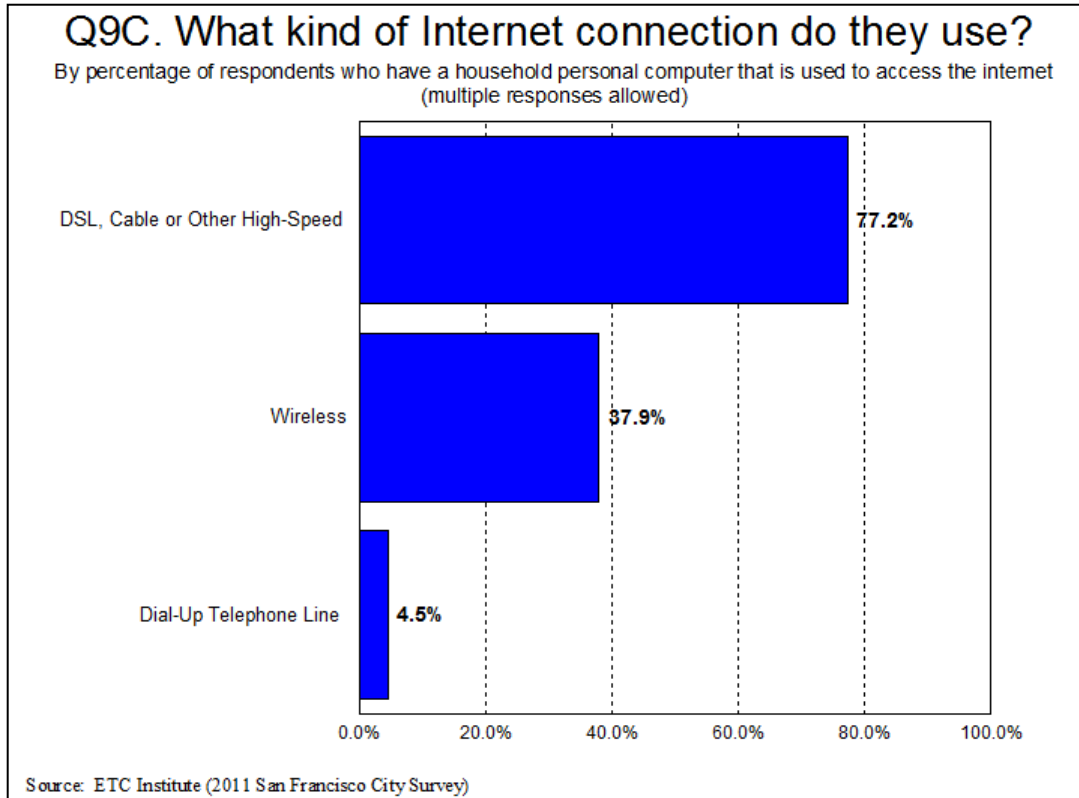
- This series of questions covers computer ownership, access to the Internet, and use of Internet services.
- Almost 90% of residents, who answered the question, reported having a personal computer in their household.
- The number of all residents who use their computer to access the Internet is up 6% from 2009 (82%) to 2011 (88%).
- San Francisco residents were more likely to have a personal computer in their home than residents in the other five cities that were included in the benchmarking survey.

## Overall Results

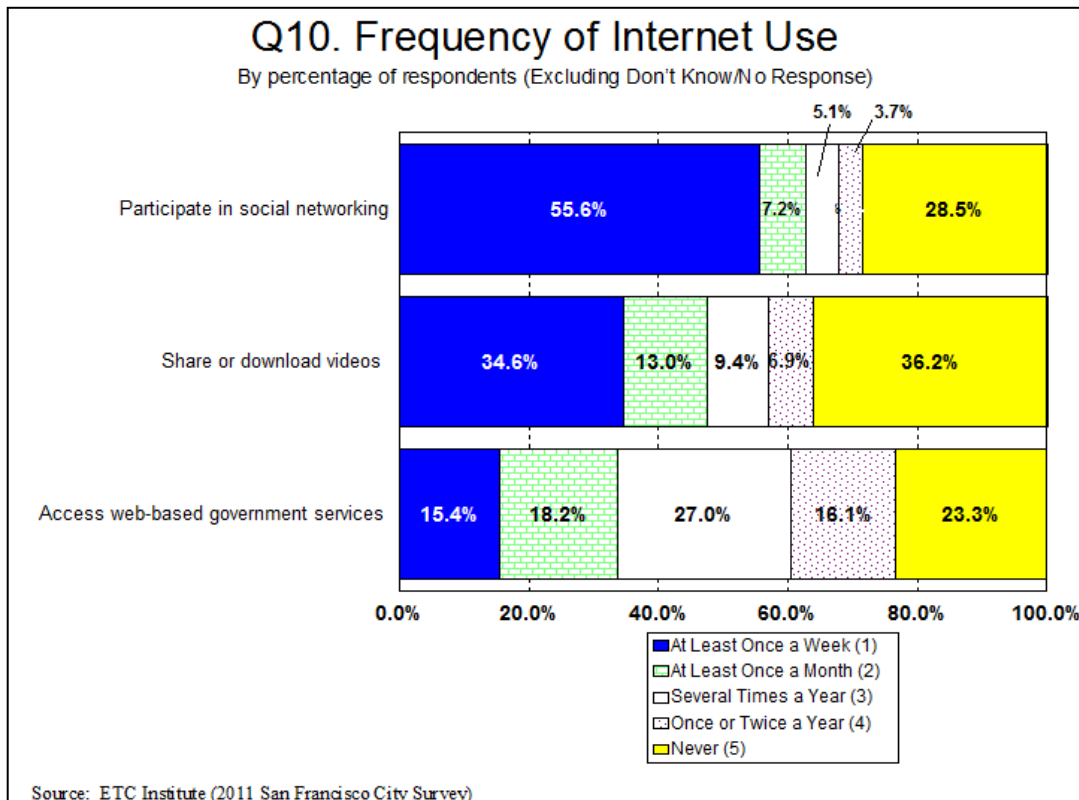
Almost 90% of residents, who answered the question, reported having a personal computer in their household. Of those that had a personal computer in their household, 98.4% used that computer to access the internet.



More than three quarters (77.2%) of residents that have a computer in their household reported that they have DSL, Cable or another High-Speed internet connection.

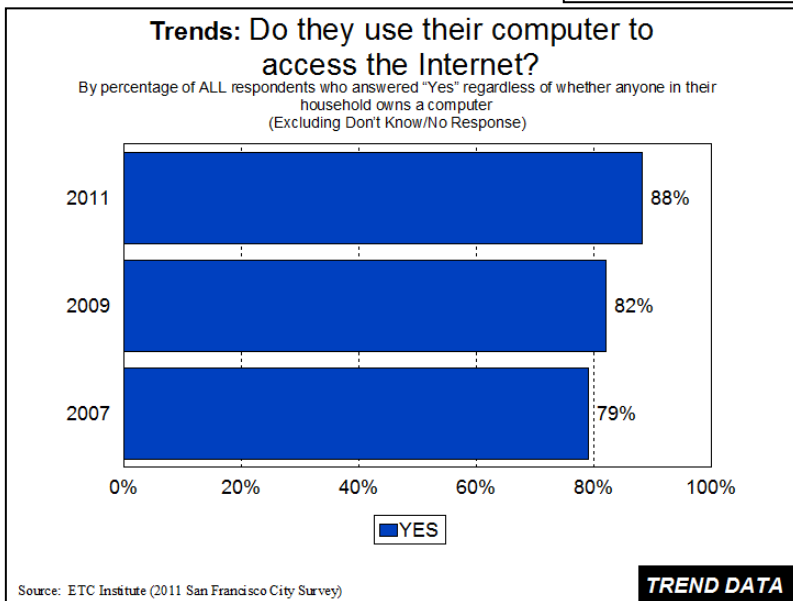
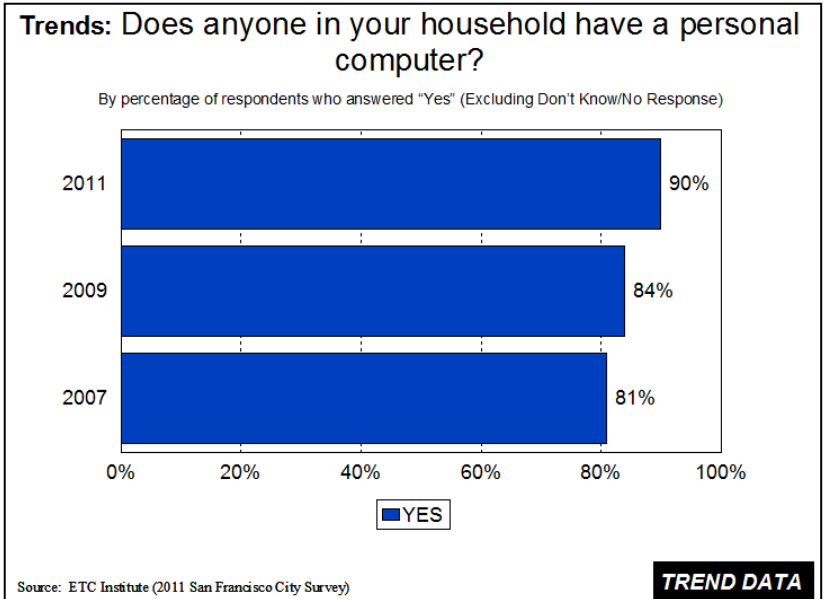


Over half (55.6%) of residents, who had an opinion, reported using social networking at least once a week.



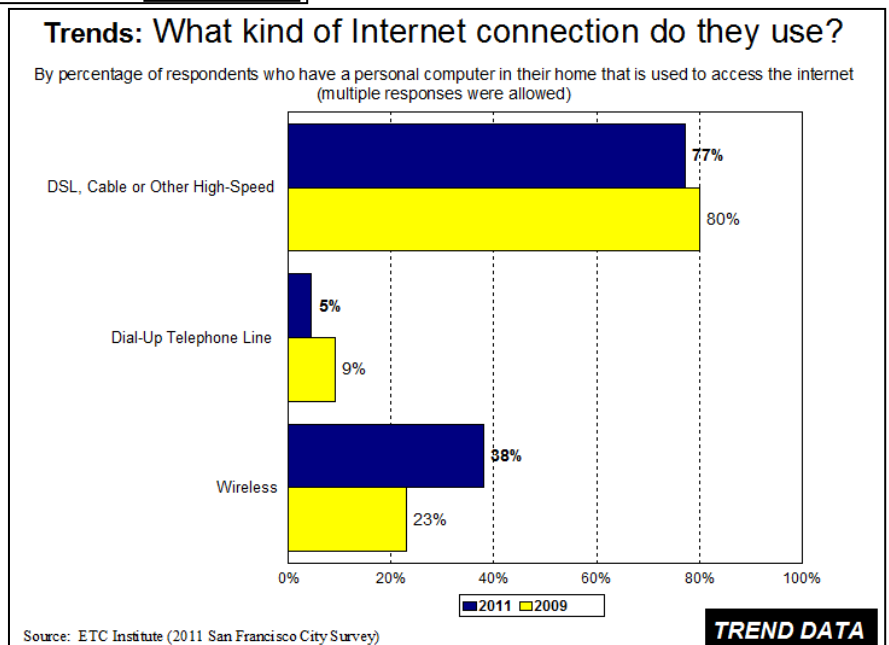
## Trends

The number of residents who have a personal computer in their household increased 6% from 2009 (84%) to 2011 (90%).



The number of all residents who access the Internet has increased 6% from 2009 (82%) to 2011 (88%).

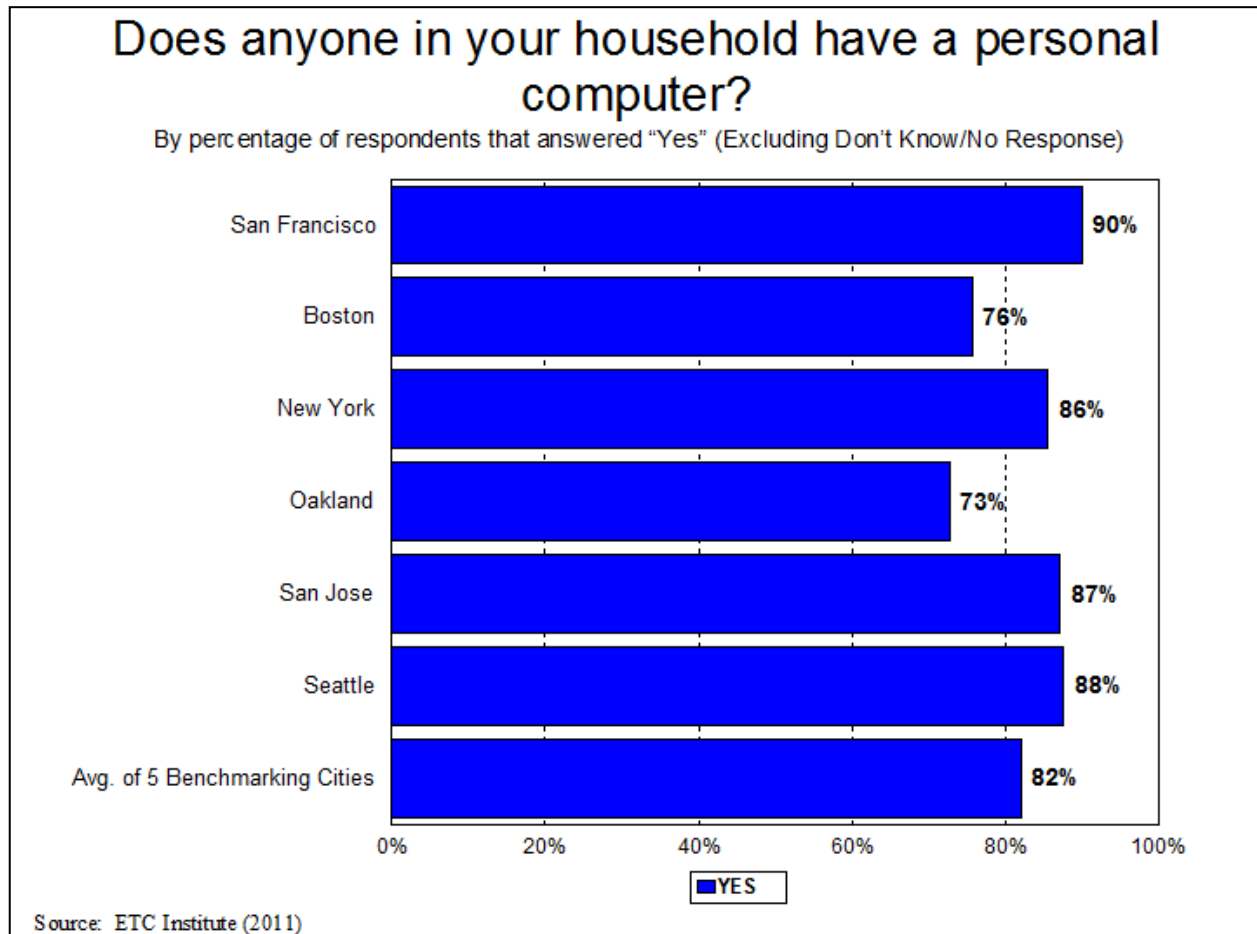
Wireless internet usage has increased 15% from 2009 (23%) to 2011 (38%).



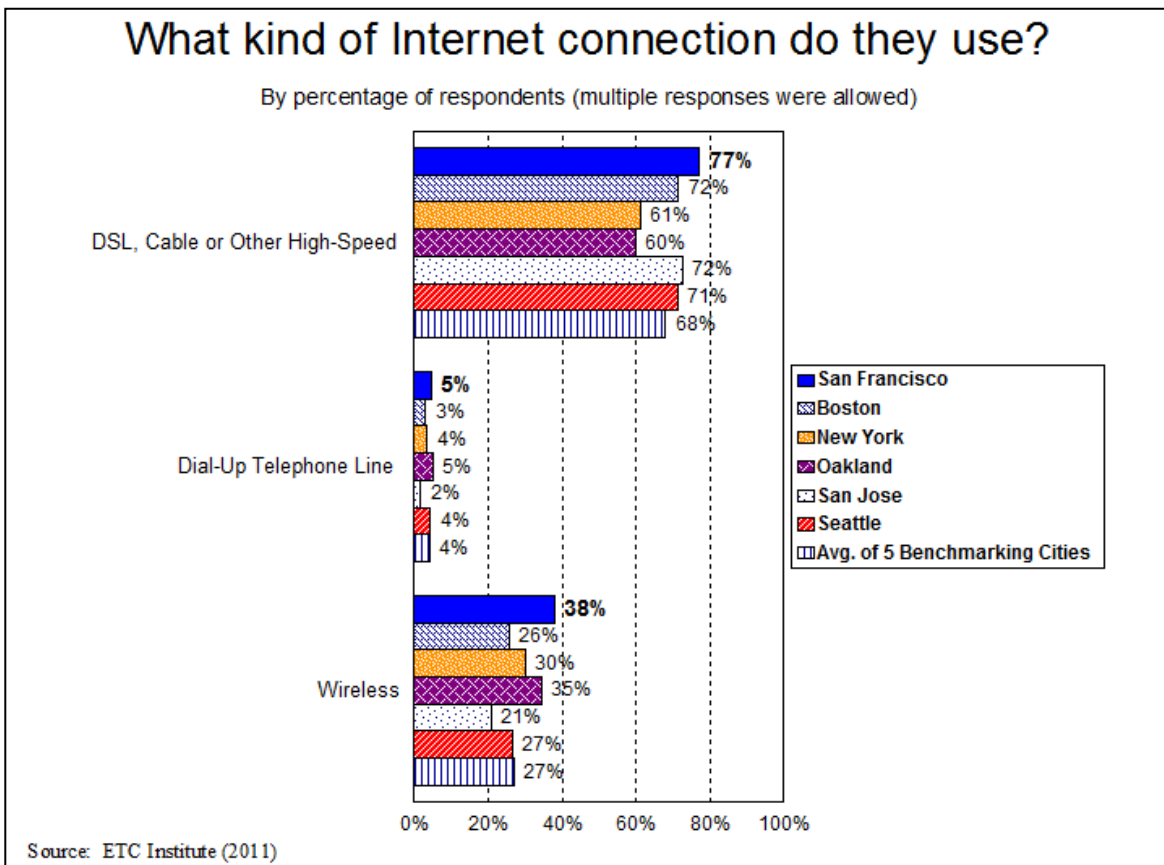
## Comparisons to other Cities

Residents of San Francisco were more likely to own a personal computer compared to residents in other large U.S. cities. The charts below and on the subsequent page show the percentage of San Francisco residents who access the internet, how they access the internet, and what they access compared to the results of a similar survey that was administered to a random sample of residents in the following five cities: Boston (MA), New York City (NY), Oakland (CA), San Jose (CA), and Seattle (WA).

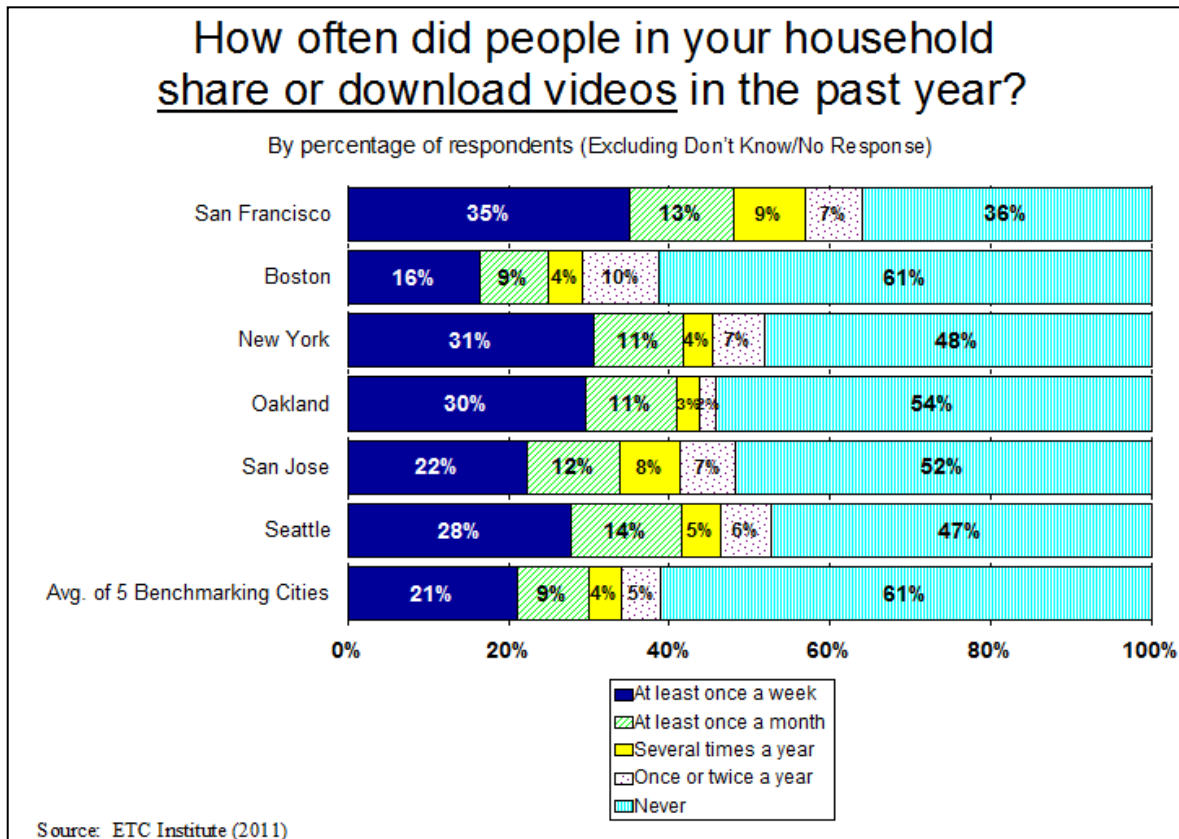
San Francisco residents were more likely to have a personal computer in their home than residents in the other five cities.



The chart on the following page shows that San Francisco residents were more likely to have high-speed and wireless internet connections than residents in the other five cities.



San Francisco residents were also more likely to share or download videos than residents in the other five cities.



## Frequency Distribution Tables for Computer/Internet -Related Questions

### **Q9a Does anyone in your household have a personal computer? (Excluding Don't Know)**

Q9a Does anyone in your household have a personal computer?	Number	Percent
Yes	3515	89.8 %
No	398	10.2 %
Total	3913	100.0 %

### **Q9b If someone has a personal computer, do they use their computer to access the Internet? (Excluding Don't Know)**

Q9b If someone has a personal computer, do they use their computer to access the Internet?	Number	Percent
Yes	3443	98.4 %
No	57	1.6 %
Total	3500	100.0 %

### **Q9c If someone uses the Internet, what kind of Internet connection do they use?**

Q9c If someone uses the Internet, what kind of Internet connection do they use?	Number	Percent
DSL, Cable or Other High-Speed	2658	77.2 %
Dial-Up Telephone Line	156	4.5 %
Wireless	1306	37.9 %
Total	4120	

### **Q10 Please indicate how often people in your household used the Internet to do the following during the past year: (Excluding Don't Know/No Response)**

Q10a Participate in social networking	Number	Percent
At Least Once a Week	2197	55.6 %
At Least Once a Month	283	7.2 %
Several Times a Year	201	5.1 %
Once or Twice a Year	145	3.7 %
Never	1124	28.5 %
Total	3950	100.0 %

Q10b Share or download videos	Number	Percent
At Least Once a Week	1367	34.6 %
At Least Once a Month	512	13.0 %
Several Times a Year	373	9.4 %
Once or Twice a Year	271	6.9 %
Never	1429	36.2 %
Total	3952	100.0 %

**Frequency Distribution Tables for Computer/Internet-Related Questions  
(Continued)**

**Q10 Please indicate how often people in your household used the Internet to do the following during the past year: (Excluding Don't Know/No Response)**

<u>Q10c Access web-based government services</u>	<u>Number</u>	<u>Percent</u>
At Least Once a Week	610	15.4 %
At Least Once a Month	721	18.2 %
Several Times a Year	1065	27.0 %
Once or Twice a Year	636	16.1 %
Never	919	23.3 %
Total	3951	100.0 %

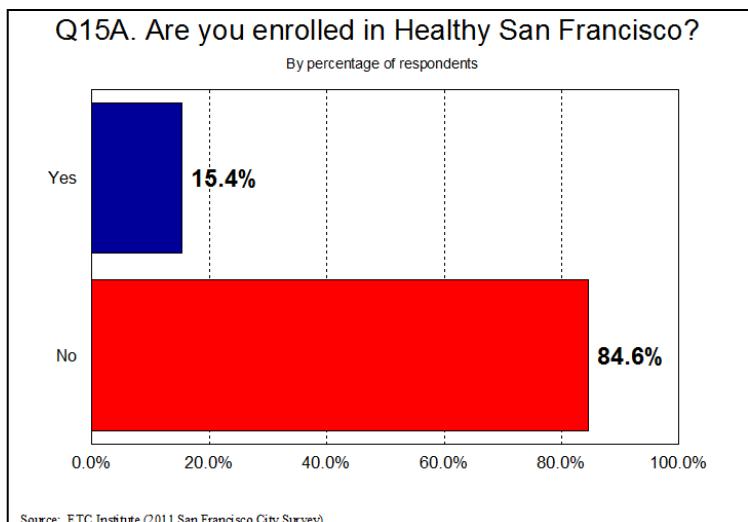
# 10 HEALTHCARE

## Highlights

- This series of questions covers Healthy San Francisco, a local healthcare access program for uninsured adult residents, and other healthcare-related items.
- Fifteen percent (15.4%) of residents reported that they were enrolled in Healthy San Francisco
- Of the 83% of residents who reported that they have health insurance, 46% reported that they pay their own insurance premium while 45.4% reported that their employer pays that premium.
- Overall, supervisorial district 8 had the lowest number of residents enrolled in Healthy San Francisco, but they had the highest number of residents with health insurance. Supervisorial district 11, on the other hand, had the highest number of residents enrolled in Healthy San Francisco and the lowest number of residents with health insurance.
- Some comments from residents regarding healthcare included:
  - **“As a poor student, I just wanted to express my gratitude to the city for sponsoring the Healthy San Francisco program. I recently went through an accident and ER visit which would have left me unable to pay my medical bills for years had I not been covered. The professionalism and understanding of all personnel, from the paramedics to doctors to customer service agents, was outstanding. ”**
  - **“We really appreciate local health care options like Healthy Workers and Healthy San Francisco. I may change my health insurance this year to Health San Francisco.”**

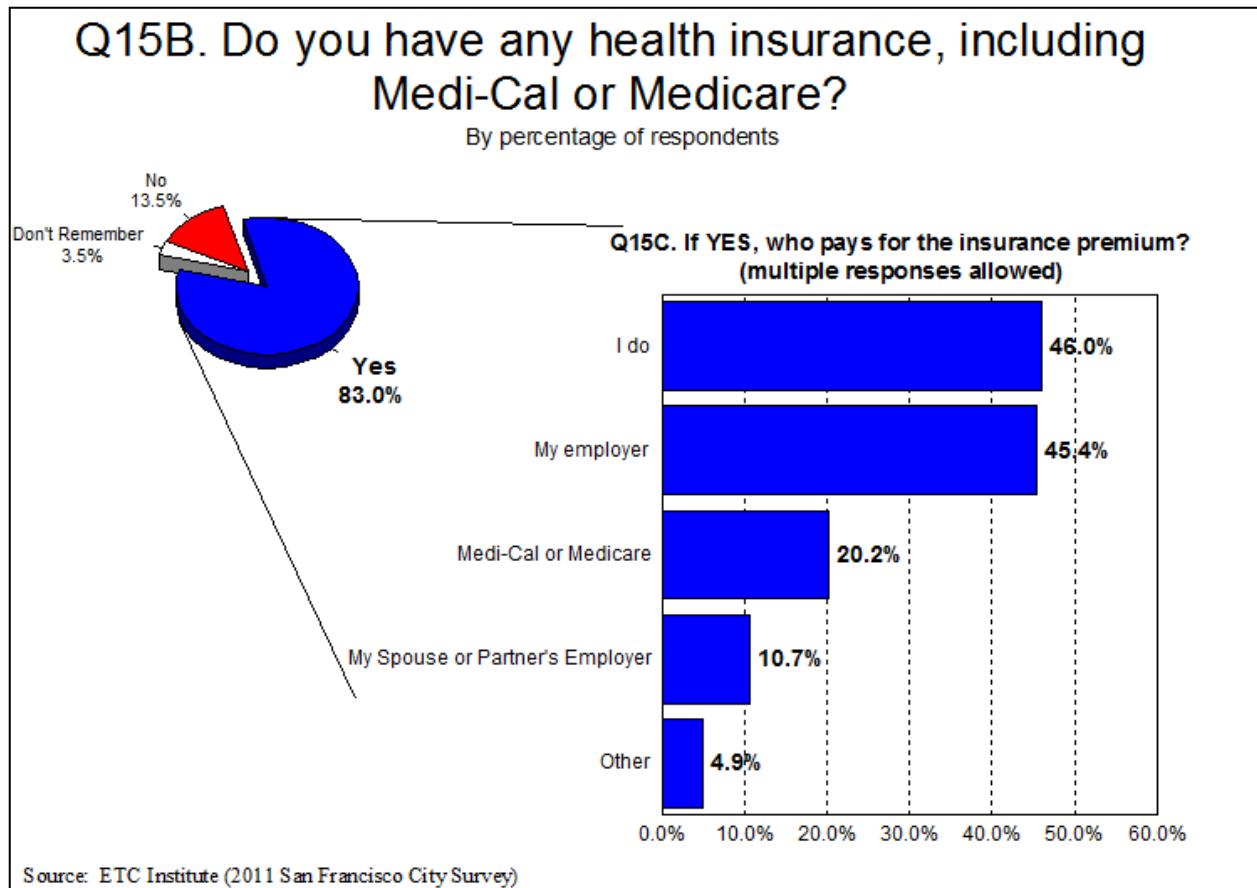
## Overall Results

Residents were asked if they were enrolled in Healthy San Francisco. Fifteen percent (15.4%) of residents reported that they were enrolled in Healthy San Francisco while 84.6% reported that they were not.





The chart below shows that 83% of residents reported having health insurance. Of that 83% with health insurance 46% reported that they pay their own insurance premium while 45.4% reported that their employer pays that premium.



### Differences by Supervisorial District

ETC Institute examined the differences between the supervisorial districts for the healthcare questions. The table below shows the range of “Yes” responses by supervisorial district. Overall, supervisorial district 8 had the lowest number of residents enrolled in Healthy San Francisco, but it had the highest number of residents with health insurance. Supervisorial district 11, on the other hand, had the highest number of residents enrolled in Healthy San Francisco and the lowest number of residents with health insurance.

Healthcare			
By Respondents Who Answered "Yes"			
Question	District with Highest Rating	District with Lowest Rating	Average of All Districts
15a. Are you enrolled in Healthy San Francisco?	District (11) 23.6%	District (8) 6.1%	15.4%
15b. Do you have any health insurance, including Medi-Cal or Medicare?	District (8) 88.1%	District (11) 75.7%	83.0%

## Frequency Distribution Tables for Healthcare-Related Questions

### **Q15 Are you enrolled in Healthy San Francisco?**

Q15a Are you enrolled in Healthy San Francisco?	Number	Percent
Yes	612	15.4 %
No	3367	84.6 %
Total	3979	100.0 %

### **Q15b Do you have any health insurance, including Medi-Cal or Medicare?**

Q15b Do you have any health insurance, including Medi-Cal or Medicare?	Number	Percent
Yes	3301	83.0 %
No	537	13.5 %
Don't know	141	3.5 %
Total	3979	100.0 %

### **Q15c If you have health insurance, who pays for the insurance premium?**

Q15c If you have health insurance, who pays for the insurance premium?	Number	Percent
I Do	1518	46.0 %
My Employer	1499	45.4 %
My Spouse or Partner's Employer	354	10.7 %
Medi-Cal or Medicare	667	20.2 %
Other	161	4.9 %
Declined	37	1.1 %
Total	4236	

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# 11 PROFILE OF THE COMMUNITY

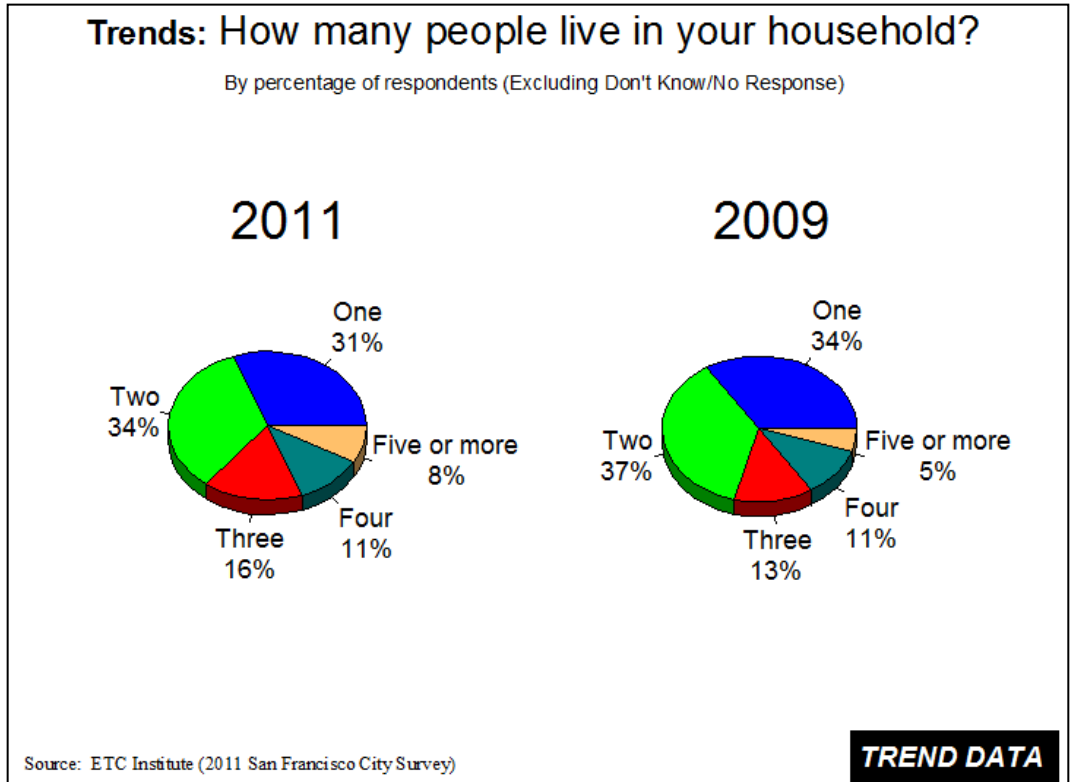
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## Highlights

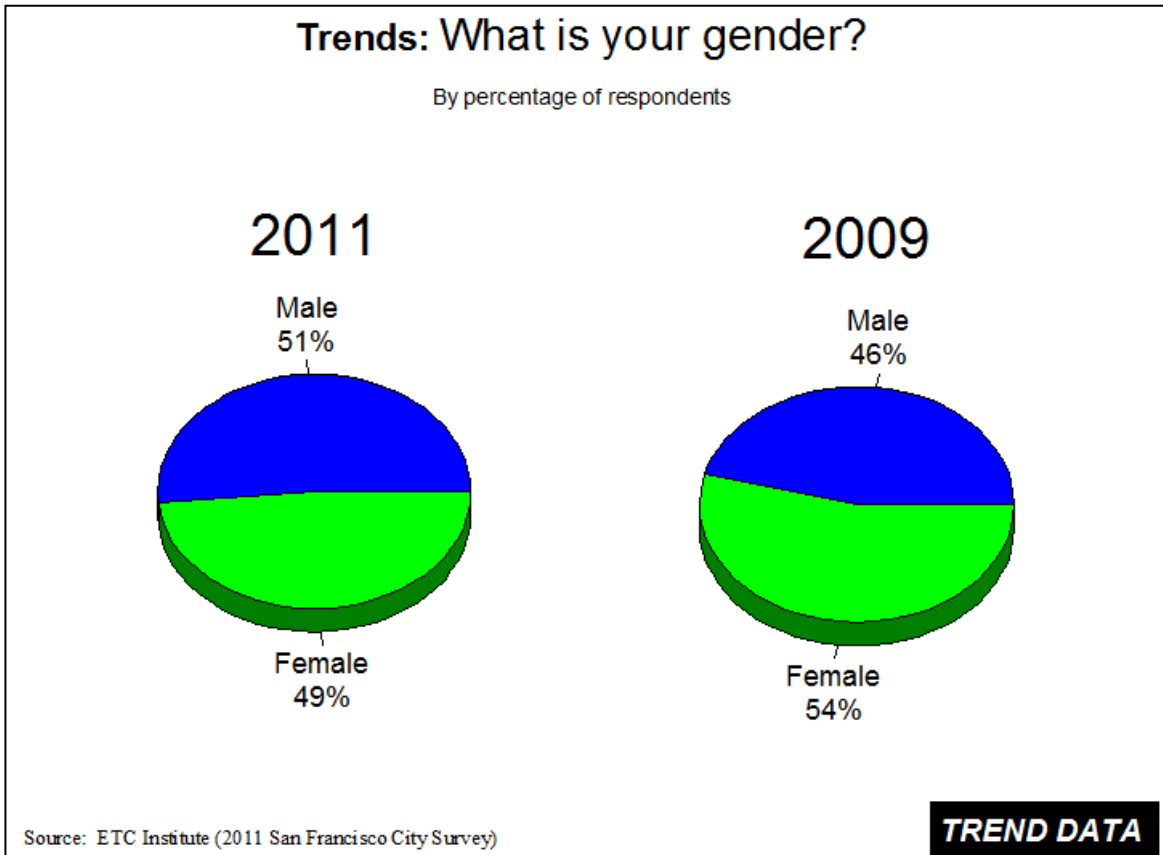
- This series of questions covers various demographic information. A complete list of demographic results can be found in Appendix A.
- Fourteen percent (14%) of residents reported having lived in San Francisco for 5 years or less.
- Thirty-eight percent (38%) of residents reported being 44 years of age or less.
- For residents 60 years of age or older, 51% reported needing help getting public benefits like Medicare in the past year.
- Approximately one-third (32%) of residents, who are employed, reported that public transit was their primary mode of transportation to work.
- One-quarter (25%) of residents reported having changed employers either once or twice in the past five years.
- Forty-three percent of residents reported owning their own home.
- Approximately 7% of residents reported having visited a One Stop Employment Center
- Thirty-five percent of households in this year's survey had three individuals or more living in the household as compared to 29% in 2009.
- Thirty-two percent of residents in this year's survey reported their race/ethnicity as either Asian or Pacific Islander as compared to 21% in 2009.
- Sixty-three percent of residents reported having completed 4 years of college or more, which is the same as residents in the 2009 survey.
- The hours that residents reported working per week were almost identical to what was reported in 2009.
- Thirty-one percent of residents, who answered the question, reported having a household income of \$100,000 or more, which is the same number that was reported in 2009.
- Eleven percent of residents reported that they or a member of their household suffers from some sort of mental stress.

*Selected Demographic Charts*

Thirty-five percent of households in this year's survey had just three individuals or more living in the household as compared to 29% in 2009.

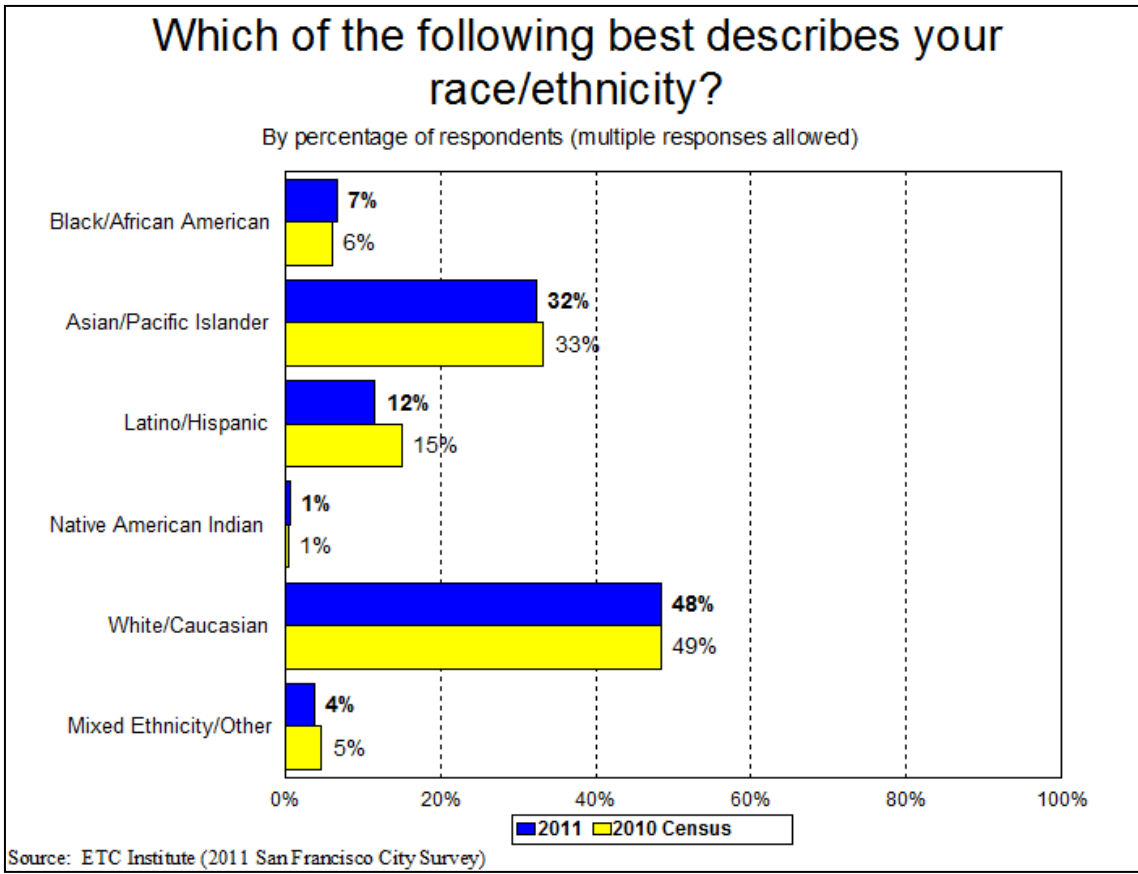
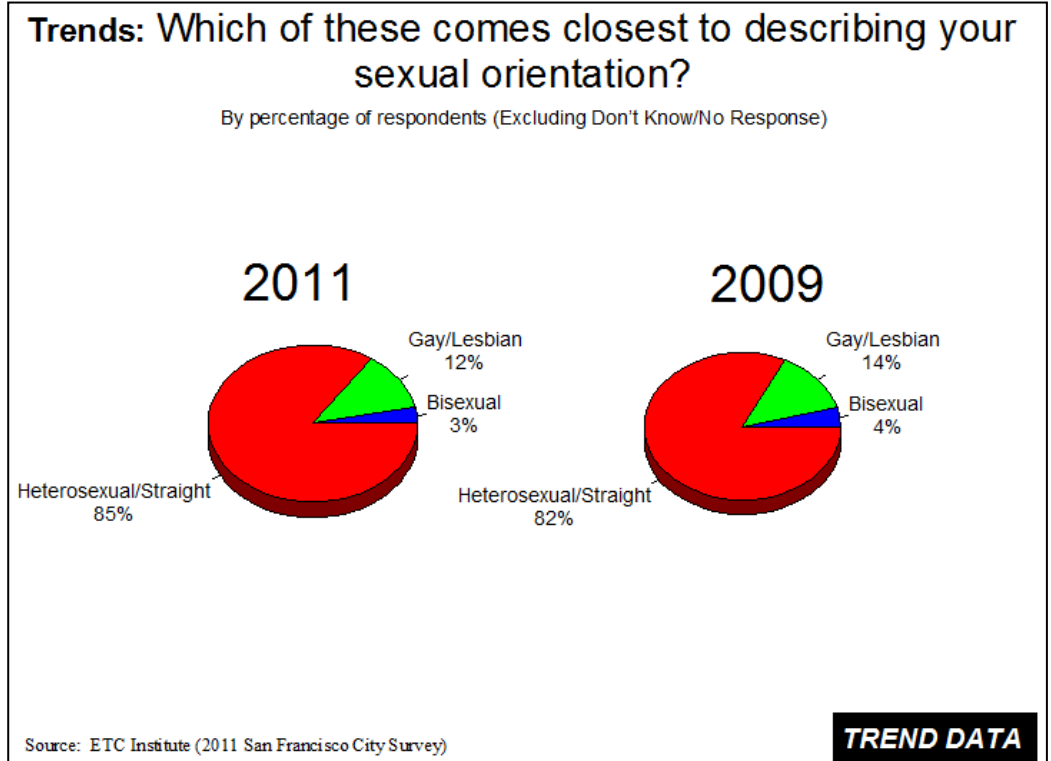


Fifty-one percent of residents to the 2011 survey were male as compared to 46% in 2009.



*Selected Demographic Charts*

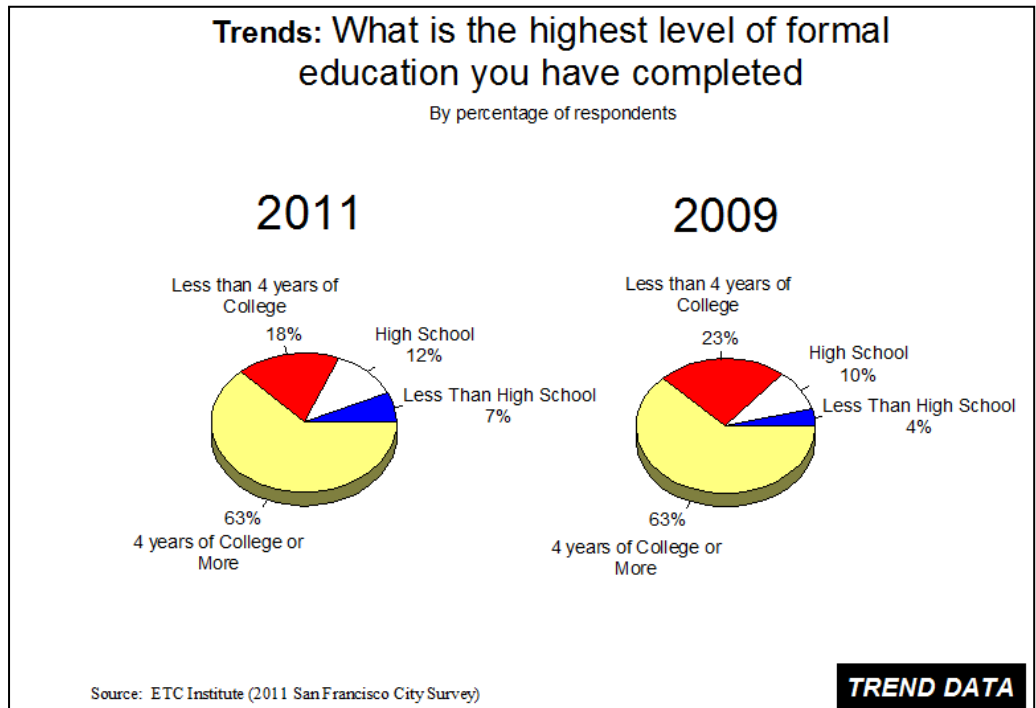
Eighty-five percent of residents, who answered the question, reported being heterosexual as compared to 82% in 2009.



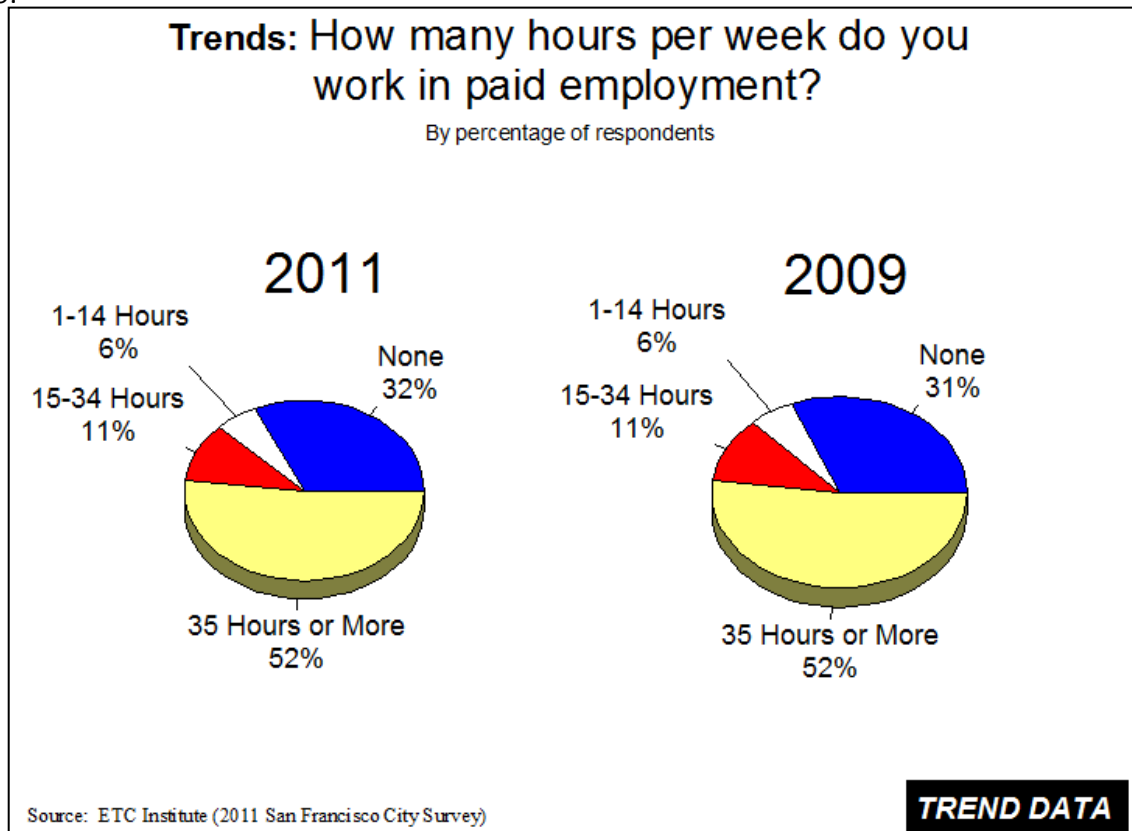
The race/ethnicity of the respondents to the survey is almost identical to the most recent census results collected in 2010.

*Selected Demographic Charts*

Sixty-three percent of residents reported having completed 4 years of college or more, which is the same as residents in the 2009 survey.

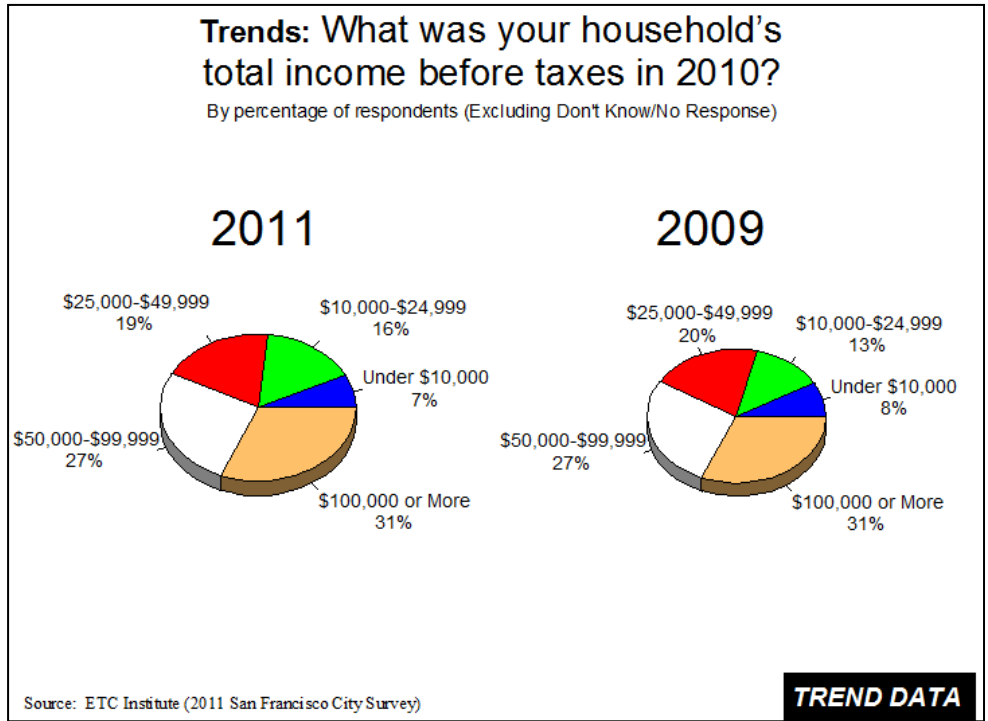


The hours that residents reported working per week were almost identical to what was reported in 2009.

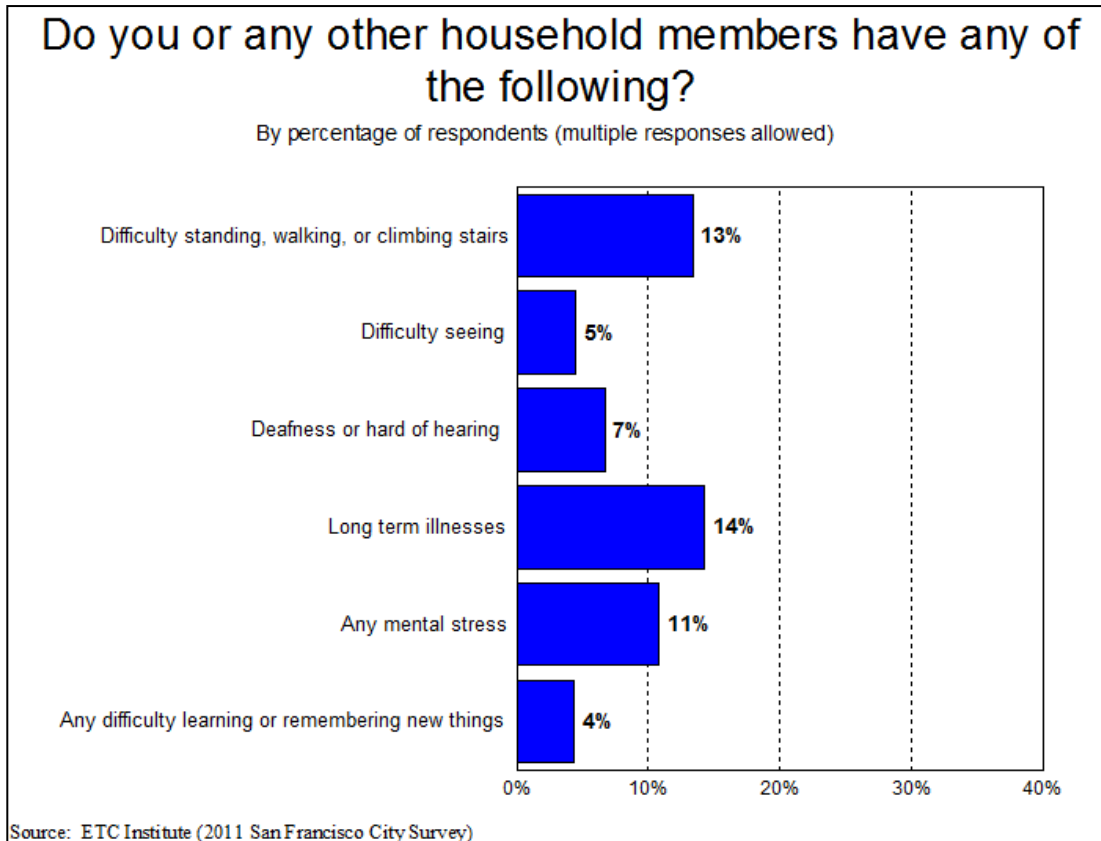


*Selected Demographic Charts*

Thirty-one percent of residents, who answered the question, reported having a household income of \$100,000 or more, which is the same number that was reported in 2009.



Eleven percent of residents reported suffering from some sort of mental stress as compared to 6% in 2009.



## Frequency Distribution Tables for Profile of the Community-Related Questions

### **Q16 Have you utilized any of the following services to assist you with finding a new or better job?**

Q16 Have you utilized any of the following services to assist you with finding a new or better job?

	Number	Percent
Visited a One Stop Employment Center	282	7.1 %
Gotten Assistance from a Community-Based Organization (CBO)	110	2.8 %
Gotten Assistance from a College or University	179	4.5 %
None of These	3253	81.8 %
Don't know	252	6.3 %
Total	4076	

### **Q17 Private property owners are currently responsible for the care and maintenance of most street trees. Would you be willing to pay a new assessment so the City would care for and prune trees along streets throughout the City?**

Q17 Private property owners are currently responsible for the care and maintenance of most street trees. Would you be willing to pay a new assessment so the City would care for and prune trees along streets throughout the City?

	Number	Percent
Yes	1395	35.1 %
No	2290	57.6 %
Don't know	294	7.4 %
Total	3979	100.0 %

### **Q19a How many people live in your household? (Excluding No Response)**

Q19a How many people live in your household?

	Number	Percent
1	1215	30.5 %
2	1339	33.7 %
3	650	16.3 %
4	455	11.4 %
5+	320	8.0 %
Total	3979	100.0 %



**Frequency Distribution Tables for Profile of the Community-Related Questions  
(Continued)**

**Q19b How many years have you lived in San Francisco?**

Q19b How many years have you lived in San Francisco?	Number	Percent
0-5 years	571	14.4 %
6-10 years	537	13.5 %
11-20 years	857	21.5 %
21-30 years	743	18.7 %
31+ years	1271	31.9 %
Total	3979	100.0 %

**Q19c What is your age?**

Q19c What is your age?	Number	Percent
18-34	739	18.6 %
35-44	753	18.9 %
45-54	794	20.0 %
55-64	849	21.3 %
65+	844	21.2 %
Total	3979	100.0 %

**Q19d If you are 60 or older, have you needed assistance with any of the following during the past year?**

Q19d If you are 60 or older, have you needed assistance with any of the following during the past year?	Number	Percent
Senior Meal Programs	63	13.0 %
Personal Care	82	16.9 %
Getting Public Benefits Like Medicare	246	50.8 %
Socializing With Peers	93	19.2 %
Total	484	100.0 %

**Q19e What is your gender?**

Q19e What is your gender	Number	Percent
Male	2047	51.4 %
Female	1932	48.6 %
Total	3979	100.0 %

**Frequency Distribution Tables for Profile of the Community-Related Questions  
(Continued)**

**Q19f Which of these comes closest to describing your sexual orientation? (Excluding No Response)**

Q19f Which of these comes closest to describing your sexual orientation?	Number	Percent
Bisexual	117	3.3 %
Gay/Lesbian	426	12.2 %
Hetero-sexual/Straight	2954	84.5 %
Total	3497	100.0 %

**Q19g Which of the following best describes your race/ethnicity? (Excluding Declined)**

Q19g Which of the following best describes your race/ethnicity?	Number	Percent
Black/African American	266	6.7 %
Asian/Pacific Islander	1287	32.3 %
Latino/Hispanic	460	11.6 %
Native American Indian	22	0.6 %
White/Caucasian	1924	48.4 %
Mixed Ethnicity/Other	152	3.8 %
Total	4111	

**Q19h What is the highest level of formal education you have completed?**

Q19h What is the highest level of formal education you have completed?	Number	Percent
Less Than High school	271	6.8 %
High School	480	12.1 %
Less Than 4 Years of College	717	18.0 %
4 Years of College or More	2511	63.1 %
Total	3979	100.0 %

**Q19i How many hours per week do you work in paid employment?**

Q19i How many hours per week do you work in paid employment?	Number	Percent
None	1262	31.7 %
1-14 Hours	233	5.9 %
15-34 Hours	424	10.7 %
35 Hours or More	2060	51.8 %
Total	3979	100.0 %

**Frequency Distribution Tables for Profile of the Community-Related Questions  
(Continued)**

**Q19j If you are employed, what is your primary mode of transportation to work?**

Q19j If you are employed, what is your primary mode of transportation to work?	Number	Percent
Work at Home	238	8.0 %
Drive Alone	1010	34.0 %
Carpool	141	4.7 %
Walk	311	10.5 %
Public Transit	952	32.1 %
Bicycle	144	4.9 %
Other	70	2.4 %
Not provided	103	3.5 %
Total	2969	100.0 %

**Q19k How many times have you changed employers during the past five years?**

Q19k How many times have you changed employers during the past five years?	Number	Percent
Zero	1963	49.3 %
1-2	975	24.5 %
3-4	182	4.6 %
5-6	50	1.3 %
7+	21	0.5 %
Not provided	788	19.8 %
Total	3979	100.0 %

**Q19l Do you own or rent your home?**

Q19l Do you own or rent your home	Number	Percent
Own	1713	43.1 %
Rent	2266	56.9 %
Total	3979	100.0 %

**Q19m What was your household's total income before taxes in 2010? (Excluding No Response)**

Q19m What was your household's total income before taxes in 2010?	Number	Percent
Under \$10,000	263	7.3 %
\$10,000-\$24,999	586	16.2 %
\$25,000-\$49,999	681	18.8 %
\$50,000-\$99,999	965	26.6 %
\$100,000 or More	1130	31.2 %
Total	3625	100.0 %

**Frequency Distribution Tables for Profile of the Community-Related Questions  
(Continued)**

**Q19n Do you or any other household members have any of the following:**

Q19n Do you or any other household members have any of the following:	Number	Percent
None selected	2635	66.2 %
Difficulty standing, walking, or climbing stairs?	533	13.4 %
Difficulty seeing?	180	4.5 %
Deafness or are hard of hearing?	265	6.7 %
Long term illnesses?	570	14.3 %
Any mental stress?	431	10.8 %
Any difficulty learning or remembering new things?	175	4.4 %
Total	4789	

**Q19o Can you cover your basic expenditures (housing, childcare, health care, food, transportation, and taxes)?**

Q19o Can you cover your basic expenditures (housing, childcare, health care, food, transportation, and taxes)?	Number	Percent
Yes	3007	75.6 %
No	521	13.1 %
Don't know	451	11.3 %
Total	3979	100.0 %

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# 12 OVERVIEW AND METHODOLOGY

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## Overview and Methodology

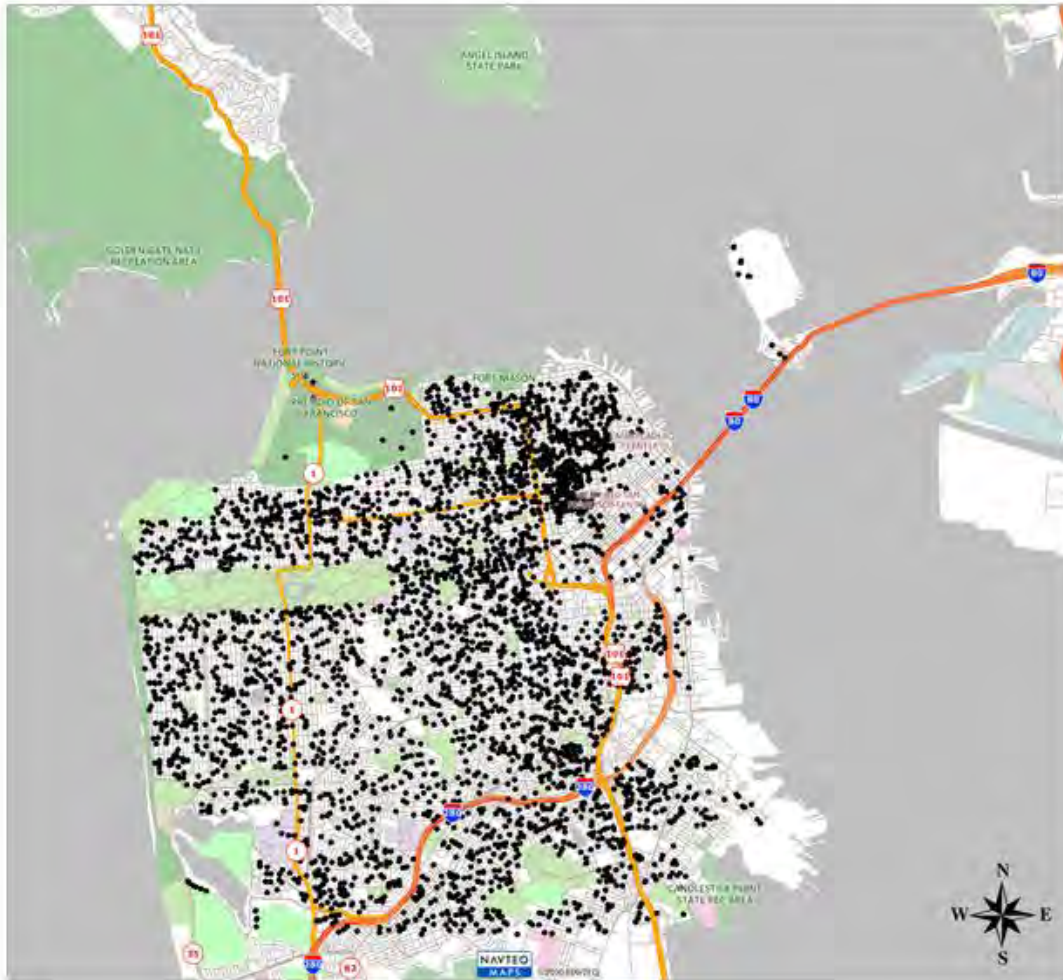
During the spring of 2011, ETC Institute administered a resident survey for San Francisco. The purpose of the survey was to assess satisfaction with the delivery of various City services and to help determine priorities for the community as part of San Francisco’s ongoing planning process.

**Methodology.** A random sample of 11,000 San Francisco residents was obtained by purchasing a marketing list from Edith Roman, a subsidiary of InfoUSA®. A total of 1,000 were selected from each supervisorial district. Once the list of residents was obtained, ETC Institute mailed out postcards to those residents. The purpose of the postcards was to inform residents of the upcoming survey to help increase survey participation. After the postcards were mailed out, an automated computer phone call from the Mayor of San Francisco also went out to those residents included in the sample. A five-page survey was mailed to the 11,000 households in San Francisco. Of the 11,000 surveys that were mailed out, 129 surveys came back as undeliverable, leaving 10,871 valid sample members. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the mail survey were given the option of completing it by phone in English, Spanish, or Chinese. Residents were called up to five times in order to provide them the opportunity to participate in the survey. If the resident could not be reached after five tries then the phone number was removed from the circulation of active phone numbers. A dedicated website containing an online version of the survey was also created. Residents had the options of completing the survey in English, Spanish or Chinese (Appendix E of this report contains all versions of the survey including screenshots of the online version). Of the households that received a survey, 2,216 completed the survey by phone, 1,505 returned it by mail, and 258 completed it online for a total of 3,979 completed surveys (36.6% response rate). The results for the random sample of 3,979 households have a 95% level of confidence with a precision of at least +/- 1.1%.

Based on the overall distribution of the sample compared to the most recent census estimates the research team did not find a need to expand the sample because the composition of the sample was similar to the City’s overall population.

In order to better understand how well services are being delivered in different areas of San Francisco, ETC Institute geocoded the home address of respondents to the survey. The map on the following page shows the physical distribution of survey respondents based on the location of their home.

## Location of Survey Respondents *by ZIP Code*



San Francisco City Survey 2011

**Appendix A:**  
**Results by District**

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**Excluding Don't Know/No Response**

**Q1 Please grade the City's performance in the following areas: (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q1a The cleanliness of the sidewalks in your neighborhood</u>												
Excellent	11.6	18.4	6.1	13.0	8.9	6.7	22.5	18.4	5.8	7.8	6.4	11.5
Good	41.7	49.2	33.2	48.4	33.2	24.3	51.2	43.1	37.6	28.4	36.5	38.9
Average	31.2	22.1	33.2	29.9	34.9	28.0	21.1	25.3	29.2	35.1	34.8	29.4
Poor	12.7	8.5	18.9	6.8	17.0	25.1	4.7	10.9	19.4	17.8	15.4	14.2
Failing	2.8	1.9	8.5	1.9	5.9	16.0	0.5	2.4	8.1	10.9	7.0	6.0
<u>Q1b The cleanliness of the sidewalks citywide</u>												
Excellent	3.3	0.5	1.3	2.2	1.6	2.9	1.1	1.6	0.9	3.5	2.7	2.0
Good	21.7	17.4	20.4	24.4	21.4	24.3	20.0	22.5	25.0	23.4	23.3	22.1
Average	47.4	45.8	46.6	49.9	51.8	42.4	48.3	45.7	52.0	48.5	50.7	48.0
Poor	24.0	30.0	24.9	21.6	19.8	24.3	25.3	25.4	17.2	21.1	19.9	23.2
Failing	3.6	6.2	6.7	1.9	5.4	6.1	5.3	4.8	4.9	3.5	3.4	4.8



**Excluding Don't Know/No Response**

**Q1 Please grade the City's performance in the following areas: (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q1c The cleanliness of the streets (from curb to curb excluding sidewalks) in your neighborhood</u>												
Excellent	10.0	14.9	5.3	13.4	8.9	7.2	19.8	16.4	4.9	6.9	5.0	10.4
Good	40.9	52.4	36.6	47.4	42.6	28.7	48.2	51.2	40.5	30.6	35.6	41.5
Average	39.3	27.4	34.8	29.2	34.2	33.5	25.3	23.1	34.1	38.7	38.9	32.4
Poor	6.4	4.5	16.8	7.9	10.8	23.6	5.5	8.0	16.2	15.0	15.4	11.8
Failing	3.3	0.8	6.4	2.2	3.5	7.0	1.1	1.3	4.3	8.7	5.0	3.9
<u>Q1d The cleanliness of the streets (from curb to curb excluding sidewalks) citywide</u>												
Excellent	3.9	1.3	1.9	3.3	2.5	3.5	1.7	3.5	2.0	2.9	1.4	2.6
Good	23.8	24.0	25.3	26.9	30.8	27.5	23.8	29.0	33.2	28.2	28.0	27.3
Average	51.3	46.6	48.0	50.0	48.0	50.1	46.0	48.9	46.5	52.0	49.7	48.8
Poor	17.9	23.5	21.6	17.8	14.4	14.3	23.3	16.4	15.9	14.5	18.2	18.0
Failing	3.1	4.6	3.2	1.9	4.4	4.6	5.3	2.2	2.3	2.3	2.7	3.3

**Excluding Don't Know/No Response**

**Q1 Please grade the City's performance in the following areas: (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q1e The condition of the pavement of the streets (excluding sidewalks) in your neighborhood</u>												
Excellent	5.6	5.9	5.6	6.3	7.6	10.7	7.7	8.0	4.0	3.8	4.4	6.4
Good	29.5	31.4	29.3	34.5	30.9	24.6	30.7	35.5	24.9	19.6	28.5	29.1
Average	32.3	33.0	37.1	33.7	34.4	35.0	35.3	36.3	26.6	33.6	34.2	33.8
Poor	22.6	23.1	19.1	19.5	19.2	21.4	19.7	15.7	28.9	25.4	23.1	21.5
Failing	10.0	6.6	8.9	6.0	7.9	8.3	6.6	4.5	15.6	17.5	9.8	9.1
<u>Q1f The condition of the pavement of the streets (excluding sidewalks) citywide</u>												
Excellent	2.5	0.8	1.9	1.1	1.4	3.8	0.8	1.3	0.9	2.3	2.7	1.8
Good	13.4	9.9	21.4	17.9	19.8	22.0	9.9	13.7	19.2	16.4	18.9	16.6
Average	33.0	36.8	37.2	39.7	36.1	44.0	37.4	37.5	39.5	36.1	41.2	38.0
Poor	34.9	36.0	29.4	31.7	29.3	22.0	34.9	37.5	29.9	30.2	29.1	31.4
Failing	16.2	16.5	10.2	9.6	13.3	8.3	17.0	10.0	10.5	15.0	8.1	12.3

**Excluding Don't Know/No Response**

**Q1 Please grade the City's performance in the following areas: (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q1g Adequacy city street lighting</u>												
Excellent	9.2	9.6	8.2	9.9	10.9	13.0	6.4	11.5	9.6	8.8	8.0	9.6
Good	37.5	44.1	45.5	37.9	42.9	38.0	41.4	47.3	40.1	36.3	36.8	40.9
Average	43.1	38.0	33.0	44.0	35.1	35.4	42.5	33.7	39.5	39.5	40.1	38.4
Poor	7.8	6.9	11.4	6.0	10.1	12.5	8.3	5.9	8.7	13.5	12.0	9.3
Failing	2.2	1.3	1.9	2.2	1.1	1.1	1.4	1.6	2.0	2.0	3.0	1.8
<u>Q1h Maintenance of street signs and traffic signals</u>												
Excellent	11.5	11.5	11.8	13.7	19.0	16.6	11.7	16.8	13.1	11.8	10.6	13.5
Good	54.2	53.3	52.2	54.4	50.4	47.5	52.9	55.6	50.7	47.8	47.3	51.6
Average	28.8	30.9	29.6	28.1	24.1	29.2	28.6	23.3	30.6	34.8	35.6	29.3
Poor	3.1	3.5	5.6	2.7	5.1	5.9	4.6	2.4	4.7	4.4	6.2	4.4
Failing	2.5	0.8	0.8	1.1	1.4	0.8	2.2	1.9	0.9	1.2	0.3	1.3

**Excluding Don't Know/No Response**

**Q1 Please grade the City's performance in the following areas: (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q1i Overall quality of the City's streets, sidewalks, and infrastructure</u>												
Excellent	2.5	1.3	2.4	1.9	3.5	4.0	1.4	2.1	1.5	2.9	4.1	2.5
Good	25.4	25.9	27.2	32.8	29.3	27.2	26.0	33.8	28.0	26.7	26.1	28.1
Average	49.0	47.6	47.7	46.6	45.4	44.0	47.0	44.2	50.7	46.2	51.5	47.2
Poor	19.4	21.7	19.4	16.8	18.2	20.0	21.3	18.0	17.2	19.2	15.9	18.9
Failing	3.7	3.5	3.2	1.9	3.5	4.8	4.4	1.9	2.6	4.9	2.4	3.4

**Q2 In the past year, how often did you visit a City park?**

N=3979

	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q2 In the past year, how often did you visit a City park?</u>												
At Least Once a Week	32.6	31.2	22.6	23.8	40.8	21.0	23.7	31.3	31.2	27.5	18.3	27.8
At Least Once a Month	21.5	25.1	17.3	17.8	18.2	21.5	20.8	27.6	18.8	15.5	15.3	20.1
Several Times a Year	12.7	18.0	18.6	16.5	10.2	17.8	15.4	18.0	13.9	15.8	17.6	15.9
Once or Twice a Year	7.2	5.3	9.3	7.6	4.0	10.6	9.2	6.1	8.4	7.2	12.0	7.8
Never	5.2	6.1	11.2	7.0	4.3	10.9	10.2	4.0	6.4	10.6	8.6	7.7
Don't know	20.7	14.3	21.0	27.3	22.5	18.1	20.8	13.0	21.4	23.5	28.2	20.8

**Excluding Don't Know/No Response**

**Q2 In the past year, how often did you visit a City park? (Excluding Don't Know)**

N=3979

	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q2 In the past year, how often did you visit a City park?</u>												
At Least Once a Week	41.1	36.4	28.6	32.7	52.6	25.6	29.9	36.0	39.7	36.0	25.5	35.1
At Least Once a Month	27.2	29.3	21.9	24.5	23.5	26.3	26.2	31.7	23.9	20.2	21.3	25.4
Several Times a Year	16.0	21.0	23.6	22.7	13.1	21.8	19.4	20.7	17.6	20.6	24.5	20.0
Once or Twice a Year	9.1	6.2	11.8	10.4	5.2	13.0	11.6	7.0	10.7	9.4	16.7	9.9
Never	6.6	7.1	14.1	9.7	5.5	13.3	12.9	4.6	8.1	13.9	12.0	9.7

**Q2a-d If you have visited a City park during the past year, please grade the following:**

N=2846	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q2a Quality of grounds (landscaping, plantings, cleanliness)</u>												
Excellent	24.3	19.6	23.5	19.3	25.3	16.5	15.2	17.9	20.8	19.6	14.2	19.8
Good	53.4	55.1	45.5	51.4	52.4	49.8	57.0	53.4	44.4	42.6	45.3	50.4
Average	18.3	20.6	25.1	25.1	15.4	25.5	23.8	24.9	26.8	28.7	31.6	23.8
Poor	2.2	3.7	3.9	1.2	4.8	5.6	2.0	2.2	4.0	5.7	3.7	3.5
Failing	1.9	0.3	1.2	0.8	1.5	0.7	0.4	0.3	1.6	1.3	1.1	1.0
Not Applicable	0.0	0.7	0.8	2.1	0.7	1.9	1.6	1.3	2.4	2.2	4.2	1.5
<u>Q2b Quality of athletic fields and courts</u>												
Excellent	8.6	8.3	8.6	9.1	9.5	6.0	5.1	7.0	7.6	11.3	9.5	8.2
Good	35.1	36.5	26.7	28.8	35.9	33.0	34.8	30.4	36.4	37.0	33.7	33.5
Average	22.8	21.9	23.9	27.2	18.3	24.0	26.2	19.8	26.0	25.7	31.1	23.9
Poor	3.7	6.0	5.9	4.1	5.5	4.9	5.1	3.8	5.6	9.6	6.3	5.4
Failing	2.2	0.7	1.2	0.8	1.1	1.1	0.8	0.0	0.8	0.0	2.1	0.9
Not Applicable	27.6	26.6	33.7	30.0	29.7	31.1	28.1	39.0	23.6	16.5	17.4	28.1

**Q2a-d If you have visited a City park during the past year, please grade the following:**

N=2846	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q2c Quality of golf courses</u>												
Excellent	4.5	3.0	2.7	2.9	5.1	4.1	5.1	1.9	4.0	6.1	3.7	3.9
Good	16.0	18.6	14.5	14.4	11.0	13.1	21.1	10.5	12.8	13.0	13.7	14.4
Average	11.6	9.0	11.8	12.3	8.4	13.9	6.6	5.1	8.8	12.2	15.3	10.2
Poor	2.2	2.3	1.6	2.5	1.8	1.9	1.6	1.6	1.2	2.2	1.1	1.8
Failing	2.6	3.0	2.0	2.5	1.8	2.2	1.2	0.0	1.6	1.7	1.6	1.8
Not Applicable	63.1	64.1	67.5	65.4	71.8	64.8	64.5	80.8	71.6	64.8	64.7	67.8
<u>Q2d Availability of walking and biking trails</u>												
Excellent	28.7	17.6	20.4	20.2	28.9	15.4	14.8	20.8	16.8	15.7	12.1	19.5
Good	45.9	52.2	43.9	41.2	42.9	44.6	48.8	44.4	48.8	40.0	40.5	45.1
Average	17.9	15.6	17.3	23.9	17.2	26.6	19.9	20.8	21.2	25.7	27.4	20.9
Poor	1.5	3.3	2.7	2.5	2.6	4.1	3.1	3.5	4.4	7.0	4.7	3.5
Failing	1.1	0.3	1.6	1.2	1.5	1.1	1.2	0.3	0.4	0.4	1.6	0.9
Not Applicable	4.9	11.0	14.1	11.1	7.0	8.2	12.1	10.2	8.4	11.3	13.7	10.0

**Excluding Don't Know/No Response**

**Q2a-d If you have visited a City park during the past year, please grade the following (Excluding Don't Know):**

N=2846	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q2a Quality of grounds (landscaping, plantings, cleanliness)</u>												
Excellent	24.3	19.7	23.7	19.7	25.5	16.8	15.5	18.1	21.3	20.0	14.8	20.1
Good	53.4	55.5	45.8	52.5	52.8	50.8	57.9	54.0	45.5	43.6	47.3	51.2
Average	18.3	20.7	25.3	25.6	15.5	26.0	24.2	25.2	27.5	29.3	33.0	24.2
Poor	2.2	3.7	4.0	1.3	4.8	5.7	2.0	2.3	4.1	5.8	3.8	3.6
Failing	1.9	0.3	1.2	0.8	1.5	0.8	0.4	0.3	1.6	1.3	1.1	1.0
<u>Q2b Quality of athletic fields and courts</u>												
Excellent	11.9	11.3	13.0	12.9	13.5	8.7	7.1	11.5	9.9	13.5	11.5	11.3
Good	48.5	49.8	40.2	41.2	51.0	47.8	48.4	49.7	47.6	44.3	40.8	46.6
Average	31.4	29.9	36.1	38.8	26.0	34.8	36.4	32.5	34.0	30.7	37.6	33.3
Poor	5.2	8.1	8.9	5.9	7.8	7.1	7.1	6.3	7.3	11.5	7.6	7.5
Failing	3.1	0.9	1.8	1.2	1.6	1.6	1.1	0.0	1.0	0.0	2.5	1.3



**Excluding Don't Know/No Response**

**Q2a-d If you have visited a City park during the past year, please grade the following (Excluding Don't Know):**

N=2846	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q2c Quality of golf courses</u>												
Excellent	12.1	8.3	8.4	8.3	18.2	11.7	14.3	10.0	14.1	17.3	10.4	12.0
Good	43.4	51.9	44.6	41.7	39.0	37.2	59.3	55.0	45.1	37.0	38.8	44.9
Average	31.3	25.0	36.1	35.7	29.9	39.4	18.7	26.7	31.0	34.6	43.3	31.7
Poor	6.1	6.5	4.8	7.1	6.5	5.3	4.4	8.3	4.2	6.2	3.0	5.7
Failing	7.1	8.3	6.0	7.1	6.5	6.4	3.3	0.0	5.6	4.9	4.5	5.7
<u>Q2d Availability of walking and biking trails</u>												
Excellent	30.2	19.8	23.7	22.7	31.1	16.7	16.9	23.1	18.3	17.6	14.0	21.7
Good	48.2	58.6	51.1	46.3	46.1	48.6	55.6	49.5	53.3	45.1	47.0	50.1
Average	18.8	17.5	20.1	26.9	18.5	29.0	22.7	23.1	23.1	28.9	31.7	23.2
Poor	1.6	3.7	3.2	2.8	2.8	4.5	3.6	3.9	4.8	7.8	5.5	3.9
Failing	1.2	0.4	1.8	1.4	1.6	1.2	1.3	0.4	0.4	0.5	1.8	1.1

**Excluding Don't Know/No Response**

**Q3 In the past year, have you or anyone in your household participated in a Recreation and Parks Department program, such as classes, athletic leagues, art programs, swimming, child development, after school programs, special events/concerts, or facility rentals? (Excluding Don't Know)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q3 In the past year, have you or anyone in your household participated in a Recreation and Parks Department program</u>												
Yes	35.5	23.2	28.8	42.6	31.9	29.7	33.0	28.0	37.4	36.6	43.5	33.3
No	64.5	76.8	71.2	57.4	68.1	70.3	67.0	72.0	62.6	63.4	56.5	66.7

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following:**

N=1227	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q3a Condition of Recreation and Parks Department buildings and structures (cleanliness, maintenance)</u>												
Excellent	12.4	15.9	8.8	12.6	10.0	6.8	5.4	15.0	9.2	8.6	10.0	10.4
Good	45.5	41.5	39.2	37.1	41.8	46.6	45.9	41.0	37.0	40.5	37.5	41.1
Average	28.9	22.0	34.3	36.4	28.2	29.1	26.1	22.0	27.7	31.9	35.0	29.7
Poor	6.6	7.3	4.9	7.0	11.8	10.7	13.5	9.0	17.6	11.2	9.2	9.9
Failing	1.7	0.0	4.9	0.7	0.9	3.9	1.8	2.0	2.5	0.9	2.5	2.0
Not Applicable	5.0	13.4	7.8	6.3	7.3	2.9	7.2	11.0	5.9	6.9	5.8	7.0
<u>Q3b Condition of aquatic centers</u>												
Excellent	6.6	14.6	8.8	10.5	10.9	5.9	4.5	8.0	10.1	13.3	10.8	9.4
Good	28.9	19.5	28.4	33.6	24.5	33.3	21.6	19.0	24.4	24.8	30.8	26.7
Average	20.7	14.6	33.3	28.7	14.5	19.6	22.5	7.0	22.7	25.7	31.7	22.4
Poor	3.3	1.2	3.9	4.2	0.9	8.8	4.5	6.0	7.6	6.2	4.2	4.7
Failing	0.8	0.0	1.0	0.0	0.9	4.9	1.8	2.0	0.8	0.0	2.5	1.3
Not Applicable	39.7	50.0	24.5	23.1	48.2	27.5	45.0	58.0	34.5	30.1	20.0	35.6

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following:**

N=1227	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q3c Convenience of recreation programs (location, hours)</u>												
Excellent	12.4	8.5	3.9	5.6	10.0	9.7	5.4	11.0	10.1	12.9	9.2	9.0
Good	40.5	40.2	36.3	39.9	34.5	34.0	31.5	39.0	33.6	37.9	38.3	36.9
Average	24.8	23.2	35.3	29.4	23.6	25.2	35.1	20.0	26.9	25.9	28.3	27.2
Poor	4.1	6.1	11.8	10.5	6.4	10.7	5.4	9.0	16.8	14.7	7.5	9.5
Failing	2.5	0.0	1.0	1.4	0.9	6.8	2.7	2.0	3.4	0.0	5.0	2.4
Not Applicable	15.7	22.0	11.8	13.3	24.5	13.6	19.8	19.0	9.2	8.6	11.7	15.1
<u>Q3d Quality of recreation programs and activities</u>												
Excellent	14.0	8.5	4.9	8.4	11.8	2.9	9.9	15.0	10.9	12.1	10.0	9.9
Good	40.5	42.7	39.2	36.4	37.3	40.8	34.2	44.0	41.2	37.1	38.3	39.0
Average	24.8	15.9	31.4	32.9	20.0	25.2	28.8	14.0	19.3	30.2	30.8	25.3
Poor	1.7	6.1	4.9	5.6	3.6	7.8	6.3	6.0	7.6	5.2	7.5	5.6
Failing	2.5	0.0	2.9	0.7	0.9	3.9	2.7	1.0	2.5	0.0	2.5	1.8
Not Applicable	16.5	26.8	16.7	16.1	26.4	19.4	18.0	20.0	18.5	15.5	10.8	18.3

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following:**

N=1227	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q3e Overall quality of your interactions with Recreation and Parks staff</u>												
Excellent	14.9	18.3	11.8	14.0	17.3	9.7	18.0	24.0	19.3	20.9	13.3	16.4
Good	45.5	31.7	31.4	38.5	40.0	44.7	41.4	48.0	33.6	38.3	37.5	39.2
Average	19.8	18.3	38.2	29.4	15.5	19.4	15.3	11.0	20.2	25.2	26.7	22.0
Poor	4.1	7.3	2.9	4.9	3.6	5.8	5.4	4.0	9.2	7.0	8.3	5.7
Failing	3.3	0.0	2.0	1.4	1.8	6.8	4.5	2.0	2.5	1.7	2.5	2.6
Not Applicable	12.4	24.4	13.7	11.9	21.8	13.6	15.3	11.0	15.1	7.0	11.7	14.0
<u>Q3f Overall quality of the City's recreation and parks system</u>												
Excellent	13.2	7.3	3.9	9.1	14.5	4.9	9.9	16.0	13.4	9.5	7.5	10.0
Good	51.2	57.3	45.1	42.0	43.6	48.5	42.3	49.0	40.3	46.6	42.5	45.8
Average	25.6	24.4	33.3	37.1	29.1	30.1	30.6	26.0	26.9	33.6	33.3	30.3
Poor	5.8	3.7	7.8	4.9	3.6	6.8	8.1	2.0	11.8	6.9	8.3	6.4
Failing	2.5	0.0	1.0	1.4	1.8	2.9	1.8	2.0	1.7	0.9	1.7	1.6
Not Applicable	1.7	7.3	8.8	5.6	7.3	6.8	7.2	5.0	5.9	2.6	6.7	5.8

**Excluding Don't Know/No Response****Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following (Excluding Don't Know):**

N=1227	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q3a Condition of Recreation and Parks Department buildings and structures (cleanliness, maintenance)</u>												
Excellent	13.0	18.3	9.6	13.4	10.8	7.0	5.8	16.9	9.8	9.3	10.6	11.1
Good	47.8	47.9	42.6	39.6	45.1	48.0	49.5	46.1	39.3	43.5	39.8	44.2
Average	30.4	25.4	37.2	38.8	30.4	30.0	28.2	24.7	29.5	34.3	37.2	31.9
Poor	7.0	8.5	5.3	7.5	12.7	11.0	14.6	10.1	18.8	12.0	9.7	10.7
Failing	1.7	0.0	5.3	0.7	1.0	4.0	1.9	2.2	2.7	0.9	2.7	2.1
<u>Q3b Condition of aquatic centers</u>												
Excellent	11.0	29.3	11.7	13.6	21.1	8.1	8.2	19.0	15.4	19.0	13.5	14.6
Good	47.9	39.0	37.7	43.6	47.4	45.9	39.3	45.2	37.2	35.4	38.5	41.4
Average	34.2	29.3	44.2	37.3	28.1	27.0	41.0	16.7	34.6	36.7	39.6	34.8
Poor	5.5	2.4	5.2	5.5	1.8	12.2	8.2	14.3	11.5	8.9	5.2	7.2
Failing	1.4	0.0	1.3	0.0	1.8	6.8	3.3	4.8	1.3	0.0	3.1	2.0

**Excluding Don't Know/No Response**

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following (Excluding Don't Know):**

N=1227	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q3c Convenience of recreation programs (location, hours)</u>												
Excellent	14.7	10.9	4.4	6.5	13.3	11.2	6.7	13.6	11.1	14.2	10.4	10.6
Good	48.0	51.6	41.1	46.0	45.8	39.3	39.3	48.1	37.0	41.5	43.4	43.5
Average	29.4	29.7	40.0	33.9	31.3	29.2	43.8	24.7	29.6	28.3	32.1	32.1
Poor	4.9	7.8	13.3	12.1	8.4	12.4	6.7	11.1	18.5	16.0	8.5	11.1
Failing	2.9	0.0	1.1	1.6	1.2	7.9	3.4	2.5	3.7	0.0	5.7	2.8
<u>Q3d Quality of recreation programs and activities</u>												
Excellent	16.8	11.7	5.9	10.0	16.0	3.6	12.1	18.8	13.4	14.3	11.2	12.2
Good	48.5	58.3	47.1	43.3	50.6	50.6	41.8	55.0	50.5	43.9	43.0	47.8
Average	29.7	21.7	37.6	39.2	27.2	31.3	35.2	17.5	23.7	35.7	34.6	31.0
Poor	2.0	8.3	5.9	6.7	4.9	9.6	7.7	7.5	9.3	6.1	8.4	6.9
Failing	3.0	0.0	3.5	0.8	1.2	4.8	3.3	1.3	3.1	0.0	2.8	2.2

**Excluding Don't Know/No Response****Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following (Excluding Don't Know):**

N=1227	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q3e Overall quality of your interactions with Recreation and Parks staff</u>												
Excellent	17.0	24.2	13.6	15.9	22.1	11.2	21.3	27.0	22.8	22.4	15.1	19.1
Good	51.9	41.9	36.4	43.7	51.2	51.7	48.9	53.9	39.6	41.1	42.5	45.6
Average	22.6	24.2	44.3	33.3	19.8	22.5	18.1	12.4	23.8	27.1	30.2	25.6
Poor	4.7	9.7	3.4	5.6	4.7	6.7	6.4	4.5	10.9	7.5	9.4	6.6
Failing	3.8	0.0	2.3	1.6	2.3	7.9	5.3	2.2	3.0	1.9	2.8	3.0
<u>Q3f Overall quality of the City's recreation and parks system</u>												
Excellent	13.4	7.9	4.3	9.6	15.7	5.2	10.7	16.8	14.3	9.7	8.0	10.6
Good	52.1	61.8	49.5	44.4	47.1	52.1	45.6	51.6	42.9	47.8	45.5	48.6
Average	26.1	26.3	36.6	39.3	31.4	32.3	33.0	27.4	28.6	34.5	35.7	32.2
Poor	5.9	3.9	8.6	5.2	3.9	7.3	8.7	2.1	12.5	7.1	8.9	6.8
Failing	2.5	0.0	1.1	1.5	2.0	3.1	1.9	2.1	1.8	0.9	1.8	1.7



**Q4 Please indicate the frequency you visited or used the following library services during the past year:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q4a The City's Main library</u>												
At Least Once a Week	4.1	4.0	5.9	3.5	5.6	12.0	2.7	3.4	6.1	3.7	5.0	5.1
At Least Once a Month	7.2	6.3	11.2	8.9	8.8	16.5	6.5	5.0	10.1	8.0	9.3	8.9
Several Times a Year	15.7	11.4	14.4	14.6	15.8	15.2	14.0	17.0	20.8	15.2	19.6	15.7
Once or Twice a Year	27.6	19.3	23.9	24.3	25.5	18.4	28.6	26.5	24.3	23.2	23.9	24.1
Never	41.4	55.3	39.9	42.2	39.4	34.6	42.0	45.1	35.5	44.1	37.2	41.6
No response	3.9	3.7	4.8	6.5	4.8	3.5	6.2	2.9	3.2	5.7	5.0	4.5
<u>Q4b A branch library</u>												
At Least Once a Week	14.6	10.1	10.4	15.1	11.5	6.4	12.4	11.4	16.5	13.2	17.3	12.5
At Least Once a Month	25.4	15.9	14.4	24.3	11.3	9.0	22.6	14.1	24.9	21.2	20.6	18.4
Several Times a Year	16.0	16.1	13.6	15.9	15.5	13.6	20.8	19.1	18.8	16.0	21.3	16.9
Once or Twice a Year	14.9	14.0	16.5	13.8	18.8	18.6	14.0	17.2	14.5	13.5	15.9	15.6
Never	27.1	41.8	40.4	26.8	38.9	45.5	27.2	36.3	23.1	32.4	22.3	33.2
No response	1.9	2.1	4.8	4.1	4.0	6.9	3.0	1.9	2.3	3.7	2.7	3.4

**Q4 Please indicate the frequency you visited or used the following library services during the past year:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q4c The library online (website including catalog, databases, calendar, etc.)</u>												
At Least Once a Week	11.0	9.8	8.0	7.8	9.7	8.0	8.4	8.8	12.4	10.3	10.6	9.5
At Least Once a Month	17.1	9.3	8.5	12.2	10.5	10.6	11.9	9.8	15.6	10.9	12.0	11.6
Several Times a Year	14.1	11.6	11.7	12.7	13.4	11.7	12.9	13.3	13.9	12.9	15.3	13.0
Once or Twice a Year	11.0	7.9	9.0	10.5	9.4	8.2	10.2	14.1	7.2	10.6	8.0	9.7
Never	43.6	57.1	55.9	48.6	50.4	53.7	49.3	49.9	47.1	48.1	47.2	50.2
No response	3.0	4.2	6.9	8.1	6.7	7.7	7.3	4.2	3.8	7.2	7.0	6.0

**Excluding Don't Know/No Response****Q4 Please indicate the frequency you visited or used the following library services during the past year: (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q4a The City's Main library</u>												
At Least Once a Week	4.3	4.1	6.1	3.8	5.9	12.4	2.9	3.6	6.3	4.0	5.2	5.3
At Least Once a Month	7.5	6.6	11.7	9.5	9.3	17.1	6.9	5.2	10.4	8.5	9.8	9.3
Several Times a Year	16.4	11.8	15.1	15.6	16.6	15.7	14.9	17.5	21.5	16.1	20.6	16.4
Once or Twice a Year	28.7	20.1	25.1	26.0	26.8	19.0	30.5	27.3	25.1	24.6	25.2	25.3
Never	43.1	57.4	41.9	45.1	41.4	35.8	44.8	46.4	36.7	46.8	39.2	43.6
<u>Q4b A branch library</u>												
At Least Once a Week	14.9	10.3	10.9	15.8	12.0	6.9	12.8	11.6	16.9	13.7	17.7	12.9
At Least Once a Month	25.9	16.2	15.1	25.4	11.7	9.7	23.3	14.3	25.4	22.0	21.2	19.0
Several Times a Year	16.3	16.5	14.2	16.6	16.2	14.6	21.4	19.5	19.2	16.7	21.8	17.5
Once or Twice a Year	15.2	14.3	17.3	14.4	19.6	20.0	14.4	17.6	14.8	14.0	16.4	16.2
Never	27.6	42.7	42.5	27.9	40.5	48.9	28.1	37.0	23.7	33.6	22.9	34.4

**Excluding Don't Know/No Response**

**Q4 Please indicate the frequency you visited or used the following library services during the past year: (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q4c The library online (website including catalog, databases, calendar, etc.)</u>												
At Least Once a Week	11.4	10.2	8.6	8.5	10.3	8.6	9.0	9.1	12.9	11.1	11.4	10.1
At Least Once a Month	17.7	9.7	9.1	13.2	11.2	11.5	12.8	10.2	16.2	11.7	12.9	12.4
Several Times a Year	14.5	12.2	12.6	13.8	14.4	12.7	14.0	13.9	14.4	13.9	16.4	13.8
Once or Twice a Year	11.4	8.3	9.7	11.5	10.1	8.9	11.0	14.7	7.5	11.4	8.6	10.3
Never	45.0	59.7	60.0	52.9	54.0	58.2	53.2	52.1	48.9	51.9	50.7	53.4

**Q5 Please grade the Library's performance in the following areas:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q5a Collections of books, tapes, etc.</u>												
Excellent	19.6	12.7	12.8	11.9	15.8	17.0	12.4	17.0	17.9	20.6	12.3	15.5
Good	39.2	29.4	34.0	40.0	32.7	33.2	41.0	35.0	41.0	33.2	43.2	36.4
Average	14.6	14.6	19.4	19.5	15.5	17.0	15.6	12.2	15.6	15.8	22.3	16.5
Poor	1.1	1.3	2.9	1.9	2.4	3.5	1.9	1.6	3.2	3.2	2.3	2.3
Failing	0.0	0.0	0.3	0.0	0.0	0.0	0.5	0.0	0.6	0.3	0.7	0.2
No response	25.4	42.1	30.6	26.8	33.5	29.3	28.6	34.2	21.7	26.9	19.3	29.2
<u>Q5b Online library services, including access to the library's website (catalog, databases, calendar, etc.)</u>												
Excellent	23.8	16.4	12.2	13.8	15.0	17.6	12.9	18.8	17.3	19.8	12.6	16.4
Good	31.2	22.0	25.0	30.8	28.2	29.5	28.3	30.5	32.7	26.4	36.5	29.0
Average	12.7	11.9	18.6	15.7	14.2	14.6	14.3	7.4	15.3	13.8	18.3	14.2
Poor	0.6	0.3	2.4	1.1	0.8	2.1	1.1	1.3	0.3	1.4	1.7	1.2
Failing	0.0	0.0	0.5	0.5	0.0	0.3	0.8	0.0	0.3	0.6	1.7	0.4
No response	31.8	49.5	41.2	38.1	41.8	35.9	42.6	41.9	34.1	38.1	29.2	38.8

**Q5 Please grade the Library's performance in the following areas:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q5c Assistance from library staff</u>												
Excellent	25.7	18.0	18.9	18.9	19.6	20.5	20.8	26.8	25.4	26.4	19.3	21.8
Good	34.0	25.7	30.9	35.7	29.8	31.9	37.7	32.1	38.4	30.9	43.9	33.5
Average	13.5	12.2	15.7	17.0	12.6	14.4	10.8	6.9	11.8	12.9	16.3	13.0
Poor	1.7	1.6	1.9	0.8	1.9	2.9	2.2	0.3	1.4	0.9	1.7	1.6
Failing	0.0	0.3	0.5	0.0	0.0	0.8	0.3	0.5	0.0	1.1	0.3	0.4
No response	25.1	42.3	32.2	27.6	36.2	29.5	28.3	33.4	22.8	27.8	18.6	29.7
<u>Q5d Condition of the Main library (cleanliness, maintenance)</u>												
Excellent	17.4	10.8	11.7	14.3	13.9	15.4	11.3	18.8	22.3	20.1	16.3	15.6
Good	31.2	21.7	31.6	29.7	29.2	31.4	31.8	23.9	34.1	27.2	37.5	29.8
Average	13.0	9.5	14.9	17.0	13.9	14.4	13.7	12.7	10.4	15.2	15.6	13.6
Poor	4.1	3.2	4.3	2.4	5.4	4.0	1.9	1.9	1.4	3.4	4.0	3.3
Failing	0.8	1.6	1.3	1.1	1.1	0.5	1.1	2.1	1.2	0.6	0.3	1.1
No response	33.4	53.2	36.2	35.4	36.5	34.3	40.2	40.6	30.6	33.5	26.2	36.6

**Q5 Please grade the Library's performance in the following areas:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q5e Condition of your neighborhood branch library (cleanliness, maintenance)</u>												
Excellent	28.7	20.6	10.9	18.4	20.6	16.0	18.3	29.4	30.1	27.5	16.3	21.5
Good	32.9	28.3	30.3	35.7	28.4	28.2	42.3	27.6	32.9	25.5	45.2	32.3
Average	9.9	6.9	16.8	14.9	9.9	16.8	9.4	7.4	12.1	13.5	17.3	12.2
Poor	0.8	0.8	3.2	2.4	1.1	2.4	0.3	0.5	2.0	4.0	1.0	1.7
Failing	0.6	0.0	0.3	0.3	0.5	0.3	0.5	0.0	0.0	0.9	0.3	0.3
No response	27.1	43.4	38.6	28.4	39.4	36.4	29.1	35.0	22.8	28.7	19.9	32.0
<u>Q5f Overall quality of the City's library system</u>												
Excellent	20.4	13.8	13.6	13.5	15.3	14.1	12.4	19.9	19.7	20.3	13.3	16.0
Good	41.4	32.3	34.6	39.5	35.1	37.5	44.5	37.4	46.0	35.8	45.2	38.9
Average	12.4	10.6	17.6	18.1	14.7	15.7	14.0	9.0	11.3	13.5	19.3	14.1
Poor	0.8	0.3	1.3	1.1	1.1	2.7	1.1	0.3	1.7	1.4	1.3	1.2
Failing	0.0	0.5	0.8	0.0	0.0	0.5	0.3	0.0	0.0	0.3	0.3	0.3
No response	24.9	42.6	32.2	27.8	33.8	29.5	27.8	33.4	21.4	28.7	20.6	29.6

**Excluding Don't Know/No Response****Q5 Please grade the Library's performance in the following areas: (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q5a Collections of books, tapes, etc.</u>												
Excellent	26.3	21.9	18.4	16.2	23.8	24.1	17.4	25.8	22.9	28.2	15.2	21.8
Good	52.6	50.7	49.0	54.6	49.2	47.0	57.4	53.2	52.4	45.5	53.5	51.4
Average	19.6	25.1	28.0	26.6	23.4	24.1	21.9	18.5	19.9	21.6	27.6	23.3
Poor	1.5	2.3	4.2	2.6	3.6	4.9	2.6	2.4	4.1	4.3	2.9	3.2
Failing	0.0	0.0	0.4	0.0	0.0	0.0	0.8	0.0	0.7	0.4	0.8	0.3
<u>Q5b Online library services, including access to the library's website (catalog, databases, calendar, etc.)</u>												
Excellent	34.8	32.5	20.8	22.3	25.8	27.4	22.5	32.4	26.3	31.9	17.8	26.8
Good	45.7	43.5	42.5	49.8	48.4	46.1	49.3	52.5	49.6	42.6	51.6	47.4
Average	18.6	23.6	31.7	25.3	24.4	22.8	24.9	12.8	23.2	22.2	25.8	23.2
Poor	0.8	0.5	4.1	1.7	1.4	3.3	1.9	2.3	0.4	2.3	2.3	1.9
Failing	0.0	0.0	0.9	0.9	0.0	0.4	1.4	0.0	0.4	0.9	2.3	0.7



**Excluding Don't Know/No Response****Q5 Please grade the Library's performance in the following areas: (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q5c Assistance from library staff</u>												
Excellent	34.3	31.2	27.8	26.1	30.7	29.1	28.9	40.2	33.0	36.5	23.7	31.0
Good	45.4	44.5	45.5	49.3	46.6	45.3	52.6	48.2	49.8	42.9	53.9	47.7
Average	18.1	21.1	23.1	23.5	19.7	20.4	15.0	10.4	15.4	17.9	20.0	18.6
Poor	2.2	2.8	2.7	1.1	2.9	4.2	3.0	0.4	1.9	1.2	2.0	2.2
Failing	0.0	0.5	0.8	0.0	0.0	1.1	0.4	0.8	0.0	1.6	0.4	0.5
<u>Q5d Condition of the Main library (cleanliness, maintenance)</u>												
Excellent	26.1	23.2	18.3	22.2	21.9	23.5	18.9	31.7	32.1	30.2	22.1	24.6
Good	46.9	46.3	49.6	46.0	46.0	47.8	53.2	40.2	49.2	40.9	50.9	47.0
Average	19.5	20.3	23.3	26.4	21.9	21.9	23.0	21.4	15.0	22.8	21.2	21.5
Poor	6.2	6.8	6.7	3.8	8.4	6.1	3.2	3.1	2.1	5.2	5.4	5.2
Failing	1.2	3.4	2.1	1.7	1.7	0.8	1.8	3.6	1.7	0.9	0.5	1.7

**Excluding Don't Know/No Response**

**Q5 Please grade the Library's performance in the following areas: (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q5e Condition of your neighborhood branch library (cleanliness, maintenance)</u>												
Excellent	39.4	36.4	17.7	25.7	34.1	25.1	25.9	45.3	39.0	38.6	20.3	31.7
Good	45.1	50.0	49.4	49.8	46.9	44.4	59.7	42.4	42.7	35.7	56.4	47.5
Average	13.6	12.1	27.3	20.8	16.4	26.4	13.3	11.4	15.7	18.9	21.6	17.9
Poor	1.1	1.4	5.2	3.4	1.8	3.8	0.4	0.8	2.6	5.6	1.2	2.5
Failing	0.8	0.0	0.4	0.4	0.9	0.4	0.8	0.0	0.0	1.2	0.4	0.5
<u>Q5f Overall quality of the City's library system</u>												
Excellent	27.2	24.0	20.0	18.7	23.1	20.0	17.2	29.9	25.0	28.5	16.7	22.7
Good	55.1	56.2	51.0	54.7	53.0	53.2	61.6	56.2	58.5	50.2	56.9	55.2
Average	16.5	18.4	25.9	25.1	22.3	22.3	19.4	13.5	14.3	18.9	24.3	20.1
Poor	1.1	0.5	2.0	1.5	1.6	3.8	1.5	0.4	2.2	2.0	1.7	1.7
Failing	0.0	0.9	1.2	0.0	0.0	0.8	0.4	0.0	0.0	0.4	0.4	0.4

**Q6 On average, how often have you used Muni (the City's transit service) during the past year?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q6 On average, how often have you used Muni (the City's transit service) during the past year?</u>												
Daily	23.8	18.0	25.8	19.2	28.2	26.1	15.1	20.4	15.3	14.9	19.9	20.7
Several Times a Week	15.7	17.5	18.6	11.9	17.7	19.7	15.9	16.7	14.7	14.3	14.6	16.2
Once or Twice a Week	6.6	10.1	9.8	9.2	9.7	11.2	8.6	9.5	8.4	6.9	6.6	8.8
Several Times a Month	8.8	9.0	9.6	8.6	12.1	10.9	10.5	13.5	8.7	9.7	6.0	9.9
Once or Twice a Month	21.8	16.7	14.4	19.7	11.8	9.3	21.8	22.0	21.7	18.9	15.0	17.5
Never	7.2	16.1	7.2	8.4	4.8	6.1	13.7	8.5	15.6	16.0	13.6	10.6
No Response	16.0	12.7	14.6	23.0	15.8	16.8	14.3	9.3	15.6	19.2	24.3	16.3

**Excluding Don't Know/No Response**

**Q6 On average, how often have you used Muni (the City's transit service) during the past year? (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q6 On average, how often have you used Muni (the City's transit service) during the past year?</u>												
Daily	28.3	20.6	30.2	24.9	33.4	31.3	17.6	22.5	18.2	18.4	26.3	24.7
Several Times a Week	18.8	20.0	21.8	15.4	21.0	23.6	18.6	18.4	17.5	17.7	19.3	19.3
Once or Twice a Week	7.9	11.5	11.5	11.9	11.5	13.4	10.1	10.5	9.9	8.5	8.8	10.6
Several Times a Month	10.5	10.3	11.2	11.2	14.3	13.1	12.3	14.9	10.3	12.1	7.9	11.8
Once or Twice a Month	26.0	19.1	16.8	25.6	14.0	11.2	25.5	24.3	25.7	23.4	19.7	21.0
Never	8.6	18.5	8.4	10.9	5.7	7.3	16.0	9.4	18.5	19.9	18.0	12.6

**Q6a-f If you have used Muni during the past year, please grade the following:**

N=2909	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q6a Timeliness/reliability</u>												
Excellent	4.7	5.9	3.7	1.2	4.4	4.8	4.5	3.5	4.6	4.0	3.7	4.1
Good	42.4	33.5	36.1	20.9	29.1	29.7	26.6	26.5	28.2	29.2	29.4	30.3
Average	36.7	40.9	35.7	41.3	37.8	32.1	36.7	32.6	37.8	28.8	39.6	36.3
Poor	9.7	14.5	16.3	26.0	17.2	23.8	23.6	26.1	23.5	27.0	22.5	20.7
Failing	4.7	4.8	6.8	10.2	10.5	9.3	8.2	10.6	5.0	10.6	4.8	7.9
No response	1.8	0.4	1.4	0.4	1.0	0.3	0.4	0.6	0.8	0.4	0.0	0.7
<u>Q6b Cleanliness</u>												
Excellent	1.4	1.5	1.7	1.2	1.7	3.1	1.1	3.2	0.8	2.7	0.5	1.8
Good	15.5	16.7	19.4	16.5	18.6	17.2	25.1	20.6	15.1	15.0	16.6	18.0
Average	46.4	46.5	39.8	43.7	46.3	32.4	40.8	43.9	42.4	40.3	42.2	42.2
Poor	27.0	27.5	25.9	29.5	23.6	33.1	24.7	23.9	32.8	29.2	31.0	27.8
Failing	8.3	7.8	11.2	8.7	8.8	13.8	7.9	8.1	8.4	11.9	9.6	9.5
No response	1.4	0.0	2.0	0.4	1.0	0.3	0.4	0.3	0.4	0.9	0.0	0.7

**Q6a-f If you have used Muni during the past year, please grade the following:**

N=2909	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q6c Fares</u>												
Excellent	4.3	8.6	5.8	2.8	7.1	6.6	5.6	6.5	6.3	4.0	4.8	5.7
Good	28.4	28.3	27.6	18.9	29.7	22.8	27.7	27.1	25.6	25.2	16.0	25.6
Average	43.9	44.6	41.5	50.8	43.2	39.3	47.2	43.2	44.1	45.1	43.3	44.1
Poor	15.8	13.8	15.6	20.5	12.2	21.0	11.6	15.5	17.2	18.6	23.5	16.6
Failing	4.7	4.5	7.5	6.3	7.1	9.7	7.1	6.8	6.7	4.9	11.8	6.9
No response	2.9	0.4	2.0	0.8	0.7	0.7	0.7	1.0	0.0	2.2	0.5	1.1
<u>Q6d Safety</u>												
Excellent	2.9	4.8	4.1	3.1	6.4	4.1	3.0	4.8	2.5	6.2	2.1	4.1
Good	29.1	29.4	25.5	24.4	26.7	21.4	28.8	33.9	23.1	16.8	21.9	25.9
Average	47.5	42.0	42.2	47.6	41.6	39.3	49.1	41.0	47.1	41.6	46.0	43.9
Poor	13.3	18.2	19.7	17.7	16.2	25.5	10.9	14.2	21.0	24.8	18.7	18.0
Failing	5.0	5.6	6.5	5.9	8.4	9.3	7.1	4.8	5.9	9.3	9.6	6.9
No response	2.2	0.0	2.0	1.2	0.7	0.3	1.1	1.3	0.4	1.3	1.6	1.1

**Q6a-f If you have used Muni during the past year, please grade the following:**

N=2909	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q6e Communication to passengers</u>												
Excellent	4.0	4.5	4.1	1.6	5.1	3.1	2.6	3.9	3.4	4.4	2.7	3.6
Good	25.5	30.1	23.1	17.7	24.0	18.6	21.7	24.8	24.8	19.5	19.3	22.8
Average	42.8	37.5	41.2	40.2	36.8	39.3	39.7	31.3	36.6	38.5	41.7	38.5
Poor	18.3	18.6	20.1	28.0	23.0	23.1	23.6	25.8	24.8	22.6	23.5	22.8
Failing	6.8	8.6	8.5	11.0	10.1	15.5	11.6	12.6	9.2	11.5	10.2	10.6
No response	2.5	0.7	3.1	1.6	1.0	0.3	0.7	1.6	1.3	3.5	2.7	1.7
<u>Q6f Courtesy of drivers</u>												
Excellent	5.0	8.2	5.8	3.1	10.1	4.5	3.7	8.1	6.3	5.8	3.7	6.0
Good	32.4	28.3	30.3	24.4	29.1	26.6	26.2	27.7	31.5	28.3	22.5	28.1
Average	47.1	35.3	39.1	46.1	37.5	41.4	44.9	40.0	36.1	39.4	44.4	40.9
Poor	9.4	18.6	14.6	15.0	16.2	16.2	16.9	15.2	16.8	17.7	20.9	15.9
Failing	4.3	8.9	7.8	10.6	6.4	11.0	7.9	8.4	8.0	7.5	8.0	8.1
No response	1.8	0.7	2.4	0.8	0.7	0.3	0.4	0.6	1.3	1.3	0.5	1.0

**Excluding Don't Know/No Response**

**Q6a-f If you have used Muni during the past year, please grade the following (Excluding Don't Know):**

N=2909	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q6a Timeliness/reliability</u>												
Excellent	4.8	6.0	3.8	1.2	4.4	4.8	4.5	3.6	4.7	4.0	3.7	4.2
Good	43.2	33.6	36.6	20.9	29.4	29.8	26.7	26.6	28.4	29.3	29.4	30.5
Average	37.4	41.0	36.2	41.5	38.2	32.2	36.8	32.8	38.1	28.9	39.6	36.5
Poor	9.9	14.6	16.6	26.1	17.4	23.9	23.7	26.3	23.7	27.1	22.5	20.9
Failing	4.8	4.9	6.9	10.3	10.6	9.3	8.3	10.7	5.1	10.7	4.8	8.0
<u>Q6b Cleanliness</u>												
Excellent	1.5	1.5	1.7	1.2	1.7	3.1	1.1	3.2	0.8	2.7	0.5	1.8
Good	15.7	16.7	19.8	16.6	18.8	17.3	25.2	20.7	15.2	15.2	16.6	18.1
Average	47.1	46.5	40.6	43.9	46.8	32.5	41.0	44.0	42.6	40.6	42.2	42.5
Poor	27.4	27.5	26.4	29.6	23.9	33.2	24.8	23.9	32.9	29.5	31.0	28.0
Failing	8.4	7.8	11.5	8.7	8.9	13.8	7.9	8.1	8.4	12.1	9.6	9.6



**Excluding Don't Know/No Response****Q6a-f If you have used Muni during the past year, please grade the following (Excluding Don't Know):**

N=2909	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q6c Fares</u>												
Excellent	4.4	8.6	5.9	2.8	7.1	6.6	5.7	6.5	6.3	4.1	4.8	5.8
Good	29.3	28.4	28.1	19.0	29.9	22.9	27.9	27.4	25.6	25.8	16.1	25.9
Average	45.2	44.8	42.4	51.2	43.5	39.6	47.5	43.6	44.1	46.2	43.5	44.6
Poor	16.3	13.8	16.0	20.6	12.2	21.2	11.7	15.6	17.2	19.0	23.7	16.8
Failing	4.8	4.5	7.6	6.3	7.1	9.7	7.2	6.8	6.7	5.0	11.8	7.0
<u>Q6d Safety</u>												
Excellent	2.9	4.8	4.2	3.2	6.5	4.2	3.0	4.9	2.5	6.3	2.2	4.1
Good	29.8	29.4	26.0	24.7	26.9	21.5	29.2	34.3	23.2	17.0	22.3	26.2
Average	48.5	42.0	43.1	48.2	41.8	39.4	49.6	41.5	47.3	42.2	46.7	44.4
Poor	13.6	18.2	20.1	17.9	16.3	25.6	11.0	14.4	21.1	25.1	19.0	18.2
Failing	5.1	5.6	6.6	6.0	8.5	9.3	7.2	4.9	5.9	9.4	9.8	7.0

**Excluding Don't Know/No Response****Q6a-f If you have used Muni during the past year, please grade the following (Excluding Don't Know):**

N=2909	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q6e Communication to passengers</u>												
Excellent	4.1	4.5	4.2	1.6	5.1	3.1	2.6	3.9	3.4	4.6	2.7	3.7
Good	26.2	30.3	23.9	18.0	24.2	18.7	21.9	25.2	25.1	20.2	19.8	23.2
Average	43.9	37.8	42.5	40.8	37.2	39.4	40.0	31.8	37.0	39.9	42.9	39.2
Poor	18.8	18.7	20.7	28.4	23.2	23.2	23.8	26.2	25.1	23.4	24.2	23.2
Failing	7.0	8.6	8.8	11.2	10.2	15.6	11.7	12.8	9.4	11.9	10.4	10.7
<u>Q6f Courtesy of drivers</u>												
Excellent	5.1	8.2	5.9	3.2	10.2	4.5	3.8	8.1	6.4	5.8	3.8	6.0
Good	33.0	28.5	31.0	24.6	29.3	26.6	26.3	27.9	31.9	28.7	22.6	28.4
Average	48.0	35.6	40.1	46.4	37.8	41.5	45.1	40.3	36.6	39.9	44.6	41.4
Poor	9.5	18.7	15.0	15.1	16.3	16.3	16.9	15.3	17.0	17.9	21.0	16.1
Failing	4.4	9.0	8.0	10.7	6.5	11.1	7.9	8.4	8.1	7.6	8.1	8.2

**Excluding Don't Know/No Response****Q7 Please rate your feeling of safety in the following situations in San Francisco: (Excluding Don't Know)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q7a Walking alone in your neighborhood during the day</u>												
Very Safe	50.7	59.2	42.2	39.0	46.6	23.9	51.9	62.6	31.6	16.5	17.4	40.8
Safe	41.8	33.6	45.5	52.5	41.3	46.0	41.2	32.4	53.6	48.8	56.2	44.5
Neither	5.5	5.6	8.6	6.9	7.5	15.3	5.5	3.7	10.4	17.4	18.1	9.3
Unsafe	1.7	1.3	3.2	1.6	3.2	11.3	1.1	1.3	3.8	14.1	7.0	4.4
Very Unsafe	0.3	0.3	0.5	0.0	1.3	3.5	0.3	0.0	0.6	3.2	1.3	1.0
<u>Q7b Walking alone in your neighborhood at night</u>												
Very Safe	13.8	16.7	14.1	13.6	13.7	6.5	17.7	17.7	6.1	3.0	3.4	11.7
Safe	51.0	49.5	42.4	45.0	41.6	26.4	45.4	51.1	37.9	16.6	27.9	39.9
Neither	22.0	23.4	23.8	26.4	20.9	23.7	23.8	18.5	21.6	20.1	27.6	22.8
Unsafe	11.3	9.1	13.8	12.8	18.0	25.1	11.6	10.5	26.2	32.8	28.6	17.8
Very Unsafe	2.0	1.3	5.9	2.2	5.9	18.3	1.4	2.2	8.2	27.5	12.5	7.7

**Q8a Do you have access to a green curbside composting cart?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q8a Do you have access to a green curbside composting cart?</u>												
Yes	84.8	69.8	49.7	83.8	73.7	51.1	84.1	87.5	85.0	82.5	79.7	75.4
No	15.2	30.2	50.3	16.2	26.3	48.9	15.9	12.5	15.0	17.5	20.3	24.6

**Excluding Don't Know/No Response**

**Q8b If you have a green curbside composting cart, what do you put in it? (Excluding Don't Know)**

N=2999	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q8b If you have a green curbside composting cart, what do you put in it?</u>												
Food Scraps	86.0	80.7	81.3	85.5	87.6	82.3	82.1	86.1	84.4	79.2	85.4	83.8
Soiled Paper	65.5	52.3	50.3	57.7	64.4	40.6	62.8	65.8	65.3	50.3	56.7	58.5
Yard Trimmings	74.6	48.1	34.8	82.9	52.0	19.3	78.5	73.9	78.2	81.3	82.9	67.0
Have Cart But Never Use it	3.6	11.4	8.6	2.6	5.8	13.0	2.9	6.1	2.7	4.2	1.7	5.3

**Q8c Which factors, if any, discourage you from using a green cart for compostable waste?**

N=2999	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q8c Which factors, if any, discourage you from using a green cart for compostable waste?</u>												
Messiness	26.7	29.9	28.3	25.8	22.9	31.3	21.5	21.5	16.7	25.7	24.6	24.6
Lack of Time	5.5	10.6	9.6	5.5	7.3	11.5	5.4	3.3	5.8	7.3	5.4	6.7
Do My Own Backyard Composting	4.2	0.4	2.1	9.0	3.6	3.6	4.5	2.7	4.8	5.9	6.3	4.4
Pest Concerns	14.3	17.0	16.6	14.5	13.5	21.4	12.5	12.1	11.2	13.2	20.4	14.7
Not Sure What to Put in the Cart	8.1	9.5	8.6	4.2	5.8	9.9	6.4	4.5	6.1	5.6	10.0	6.9
Don't know	52.4	51.5	48.1	53.5	57.8	42.7	62.8	66.1	65.6	54.2	50.8	56.0

**Excluding Don't Know/No Response**

**Q9a Does anyone in your household have a personal computer? (Excluding Don't Know)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q9a Does anyone in your household have a personal computer?</u>												
Yes	92.9	93.1	83.9	90.0	90.8	84.2	89.6	95.7	89.1	88.3	90.2	89.8
No	7.1	6.9	16.1	10.0	9.2	15.8	10.4	4.3	10.9	11.7	9.8	10.2

**Excluding Don't Know/No Response**

**Q9b If someone has a personal computer, do they use their computer to access the Internet? (Excluding Don't Know)**

N=3515	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q9b If someone has a personal computer, do they use their computer to access the Internet?</u>												
Yes	99.4	98.9	98.0	98.8	99.4	98.1	98.8	99.7	98.0	95.3	97.0	98.4
No	0.6	1.1	2.0	1.2	0.6	1.9	1.2	0.3	2.0	4.7	3.0	1.6

**Q9c If someone uses the Internet, what kind of Internet connection do they use?**

N=3443	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q9c If someone uses the Internet, what kind of Internet connection do they use?</u>												
DSL, Cable or Other High-Speed	77.0	80.6	70.8	80.4	78.1	77.2	83.6	74.5	71.7	74.8	79.8	77.2
Dial-Up Telephone Line	4.6	2.0	8.3	5.7	3.9	5.6	4.0	2.2	7.1	3.9	3.1	4.5
Wireless	38.7	37.6	36.9	36.3	36.8	34.4	35.3	45.7	36.4	39.7	38.8	37.9



**Q10 Please indicate how often people in your household used the Internet to do the following during the past year:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q10a Participate in social networking</u>												
At Least Once a Week	55.0	58.5	51.9	51.1	60.9	54.5	48.8	62.1	55.2	55.3	53.8	55.2
At Least Once a Month	7.5	6.3	8.2	7.6	7.5	6.4	8.4	6.4	6.6	6.0	7.3	7.1
Several Times a Year	4.7	6.3	3.7	5.9	4.6	4.5	5.7	4.2	5.5	4.6	6.0	5.1
Once or Twice a Year	2.8	3.4	3.2	5.1	3.5	4.3	3.0	4.8	4.0	2.9	3.0	3.6
Never	29.0	24.9	32.4	29.2	23.6	29.8	32.9	21.8	28.0	30.1	29.6	28.2
Don't know	1.1	0.5	0.5	1.1	0.0	0.5	1.3	0.8	0.6	1.1	0.3	0.7
<u>Q10b Share or download videos</u>												
At Least Once a Week	30.1	37.0	31.4	29.5	42.6	35.9	30.5	40.6	41.0	27.8	30.6	34.4
At Least Once a Month	14.4	19.6	9.3	12.4	12.3	10.4	12.4	13.8	13.9	13.5	9.0	12.9
Several Times a Year	11.6	12.7	6.9	9.5	9.4	8.8	8.9	9.3	8.1	8.0	10.0	9.4
Once or Twice a Year	9.1	5.8	4.5	8.4	5.9	6.6	7.5	8.5	5.2	6.9	6.3	6.8
Never	33.7	24.3	47.3	39.2	29.8	37.8	39.6	27.1	31.5	42.7	43.9	35.9
Don't know	1.1	0.5	0.5	1.1	0.0	0.5	1.1	0.8	0.3	1.1	0.3	0.7

**Q10 Please indicate how often people in your household used the Internet to do the following during the past year:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q10c Access web-based government services</u>												
At Least Once a Week	14.1	10.1	14.4	14.6	19.0	15.2	15.9	16.2	16.8	17.5	15.3	15.3
At Least Once a Month	17.1	22.0	13.0	17.6	20.1	14.4	18.1	23.6	22.5	16.0	14.3	18.1
Several Times a Year	30.4	29.1	25.0	26.2	26.8	25.3	24.8	32.9	22.0	24.1	27.6	26.8
Once or Twice a Year	17.4	22.5	18.4	13.0	16.4	14.1	18.3	14.6	13.6	12.9	14.0	16.0
Never	19.9	15.9	28.7	27.6	17.4	30.6	21.8	11.9	24.9	28.4	28.6	23.1
Don't know	1.1	0.5	0.5	1.1	0.3	0.5	1.1	0.8	0.3	1.1	0.3	0.7

**Excluding Don't Know/No Response****Q10 Please indicate how often people in your household used the Internet to do the following during the past year:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q10a Participate in social networking</u>												
At Least Once a Week	55.6	58.8	52.1	51.6	60.9	54.8	49.5	62.6	55.5	55.9	54.0	55.6
At Least Once a Month	7.5	6.4	8.3	7.7	7.5	6.4	8.5	6.4	6.7	6.1	7.3	7.2
Several Times a Year	4.7	6.4	3.7	6.0	4.6	4.5	5.7	4.3	5.5	4.6	6.0	5.1
Once or Twice a Year	2.8	3.5	3.2	5.2	3.5	4.3	3.0	4.8	4.1	2.9	3.0	3.7
Never	29.3	25.0	32.6	29.5	23.6	29.9	33.3	21.9	28.2	30.4	29.7	28.5
<u>Q10b Share or download videos</u>												
At Least Once a Week	30.4	37.2	31.6	29.8	42.6	36.1	30.8	40.9	41.2	28.1	30.7	34.6
At Least Once a Month	14.5	19.7	9.4	12.6	12.3	10.4	12.5	13.9	13.9	13.6	9.0	13.0
Several Times a Year	11.7	12.8	7.0	9.6	9.4	8.8	9.0	9.4	8.1	8.1	10.0	9.4
Once or Twice a Year	9.2	5.9	4.5	8.5	5.9	6.7	7.6	8.6	5.2	7.0	6.3	6.9
Never	34.1	24.5	47.6	39.6	29.8	38.0	40.1	27.3	31.6	43.2	44.0	36.2

**Excluding Don't Know/No Response**

**Q10 Please indicate how often people in your household used the Internet to do the following during the past year:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q10c Access web-based government services</u>												
At Least Once a Week	14.2	10.1	14.4	14.8	19.1	15.2	16.1	16.3	16.8	17.7	15.3	15.4
At Least Once a Month	17.3	22.1	13.1	17.8	20.2	14.4	18.3	23.8	22.6	16.2	14.3	18.2
Several Times a Year	30.7	29.3	25.1	26.5	26.9	25.4	25.1	33.2	22.0	24.3	27.7	27.0
Once or Twice a Year	17.6	22.6	18.4	13.1	16.4	14.2	18.5	14.7	13.6	13.0	14.0	16.1
Never	20.1	16.0	28.9	27.9	17.5	30.7	22.1	12.0	24.9	28.7	28.7	23.3

**Excluding Don't Know/No Response**

**Q11 In the next three years, how likely are you to move out of San Francisco? (Excluding Don't Know)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q11 In the next three years, how likely are you to move out of San Francisco?</u>												
Very Likely	9.4	11.7	7.4	4.5	10.8	12.7	5.4	4.9	6.5	7.4	4.5	7.8
Somewhat Likely	16.8	17.6	16.1	17.5	18.9	22.9	14.5	16.2	14.8	16.4	16.1	17.1
Not Too Likely	30.2	33.6	30.0	24.9	28.6	27.3	25.9	29.4	26.3	23.8	24.0	27.8
Not Likely At All	43.6	37.1	46.6	53.1	41.7	37.2	54.1	49.6	52.4	52.4	55.5	47.3

**Q12a Do you have any children in the following age groups who live in San Francisco?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
Q12a Do you have any children in the following age groups who live in San Francisco?												
No Children/No Children in SF	76.2%	83.3%	83.5%	68.6%	83.9%	84.8%	75.5%	82.5%	74.0%	69.1%	63.5%	77.2%
Ages 0-5	9.1%	8.5%	4.3%	12.4%	8.3%	5.1%	10.5%	9.8%	11.3%	12.6%	15.0%	9.6%
Ages 6-13	9.9%	6.3%	6.9%	16.8%	6.7%	6.6%	12.9%	6.9%	12.4%	15.2%	15.3%	10.4%
Ages 14-17	8.3%	4.2%	8.2%	9.7%	3.8%	5.9%	7.3%	3.7%	8.4%	11.5%	14.3%	7.6%

**Q12b If you have children in San Francisco, do your children attend school in San Francisco (grades K-12)?**

N=528	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
Q12b If you have children in San Francisco, do your children attend school in San Francisco (grades K-12)?												
No	5.7%	19.4%	2.2%	2.9%	3.4%	2.6%	1.9%	3.4%	7.8%	6.3%	12.3%	6.1%
Yes-Public School	56.6%	25.8%	84.8%	87.1%	75.9%	78.9%	38.5%	55.2%	70.6%	71.9%	60.0%	65.7%
Yes-Private School	37.7%	54.8%	6.5%	15.7%	24.1%	18.4%	44.2%	48.3%	21.6%	10.9%	23.1%	25.6%
Don't know	3.8%	3.2%	6.5%	2.9%	0.0%	2.6%	11.5%	3.4%	3.9%	14.1%	7.7%	6.1%

**Excluding Don't Know/No Response**

**Q12c. If you have children in San Francisco, how would you grade the quality of the school your children attend? (Excluding Don't Know)**

N=458	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q12c If you have children in San Francisco, how would you grade the quality of the school your children attend?</u>												
Excellent	48.9%	61.9%	7.3%	18.6%	28.0%	24.2%	32.5%	37.5%	20.0%	25.6%	27.7%	28.2%
Good	37.8%	23.8%	51.2%	45.8%	40.0%	42.4%	52.5%	33.3%	52.5%	34.9%	55.3%	44.3%
Average	11.1%	9.5%	34.1%	30.5%	12.0%	18.2%	5.0%	25.0%	20.0%	37.2%	10.6%	20.3%
Poor	2.2%	4.8%	4.9%	5.1%	8.0%	15.2%	7.5%	4.2%	7.5%	2.3%	4.3%	5.7%
Failing	0.0%	0.0%	2.4%	0.0%	12.0%	0.0%	2.5%	0.0%	0.0%	0.0%	2.1%	1.4%

**Excluding Don't Know/No Response**

**Q12d Childcare (ages 0-2) (Excluding Don't Know/No Response)**

N=177

	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q12d Childcare - ages 0-2</u>												
Yes	30.0%	0.0%	12.5%	30.0%	33.3%	30.0%	31.3%	50.0%	7.1%	10.0%	26.1%	22.8%
No-No Need	60.0%	80.0%	37.5%	40.0%	66.7%	30.0%	56.3%	25.0%	57.1%	65.0%	30.4%	48.5%
No-Too Expensive	10.0%	20.0%	12.5%	15.0%	0.0%	20.0%	6.3%	0.0%	28.6%	10.0%	8.7%	12.5%
No-Too Far	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	1.5%
No-Not Available	0.0%	0.0%	37.5%	10.0%	0.0%	0.0%	6.3%	0.0%	0.0%	10.0%	17.4%	8.8%
No-Other Reason	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	25.0%	7.1%	5.0%	13.0%	5.9%



**Excluding Don't Know/No Response**

**Q12e Childcare (ages 3-5) (Excluding Don't Know/No Response)**

N=177

	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q12e Childcare- ages 3-5</u>												
Yes	80.0%	44.4%	50.0%	63.6%	40.0%	37.5%	50.0%	57.1%	44.4%	56.5%	50.0%	53.3%
No-No Need	10.0%	44.4%	0.0%	22.7%	40.0%	50.0%	31.3%	28.6%	44.4%	34.8%	20.8%	29.3%
No-Too Expensive	10.0%	11.1%	12.5%	9.1%	0.0%	0.0%	12.5%	0.0%	11.1%	4.3%	12.5%	8.7%
No-Not Available	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	4.3%	12.5%	4.7%
No-Other Reason	0.0%	0.0%	12.5%	4.5%	20.0%	12.5%	0.0%	14.3%	0.0%	0.0%	4.2%	4.0%

**Excluding Don't Know/No Response**

**Q12f Afterschool program 3-5 days a week (ages 6-13) (Excluding Don't Know/No Response)**

N=376	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q12f Afterschool program 3-5 days a week (ages 6-13)</u>												
Yes	62.5%	27.8%	52.2%	54.3%	33.3%	56.5%	48.6%	45.5%	71.1%	50.0%	57.1%	52.8%
No-No Need	31.3%	66.7%	30.4%	19.6%	42.9%	34.8%	40.0%	31.8%	15.8%	15.9%	17.1%	28.2%
No-Too Expensive	3.1%	0.0%	4.3%	17.4%	9.5%	8.7%	0.0%	13.6%	7.9%	13.6%	14.3%	9.2%
No-Too Far	3.1%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.9%
No-Not Available	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	2.6%	9.1%	5.7%	2.4%
No-Poor Quality	0.0%	0.0%	0.0%	0.0%	9.5%	0.0%	2.9%	0.0%	0.0%	2.3%	0.0%	1.2%
No-Other Reason	0.0%	5.6%	8.7%	8.7%	4.8%	0.0%	5.7%	9.1%	2.6%	9.1%	2.9%	5.3%

**Excluding Don't Know/No Response**

**Q12g Other school year extracurricular activities, such as sports, art classes, etc. (ages 6-13) (Excluding Don't Know/No Response)**

N=376	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q12g Other school year extracurricular activities, such as sports, art classes, etc. (ages 6-13)</u>												
Yes	87.9%	85.0%	50.0%	64.6%	45.5%	40.9%	75.0%	76.2%	55.3%	43.5%	66.7%	62.7%
No-No Need	3.0%	10.0%	22.7%	6.3%	18.2%	18.2%	12.5%	4.8%	21.1%	15.2%	5.1%	12.0%
No-Too Expensive	0.0%	0.0%	18.2%	12.5%	18.2%	22.7%	2.5%	9.5%	10.5%	13.0%	15.4%	10.8%
No-Too Far	6.1%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	2.6%	2.2%	0.0%	1.4%
No-Not Available	0.0%	0.0%	4.5%	10.4%	4.5%	4.5%	5.0%	0.0%	0.0%	6.5%	7.7%	4.6%
No-Poor Quality	0.0%	0.0%	0.0%	0.0%	4.5%	9.1%	2.5%	4.8%	0.0%	4.3%	2.6%	2.3%
No-Other Reason	3.0%	5.0%	4.5%	6.3%	9.1%	0.0%	2.5%	4.8%	10.5%	15.2%	2.6%	6.3%

**Excluding Don't Know/No Response**

**Q12h Summer program (ages 6-13) (Excluding Don't Know/No Response)**

N=376	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q12h Summer program ages 6-13</u>												
Yes	78.8%	80.0%	52.4%	73.1%	45.5%	52.4%	73.2%	57.1%	76.3%	55.0%	72.2%	67.0%
No-No Need	6.1%	20.0%	19.0%	9.6%	22.7%	23.8%	12.2%	19.0%	7.9%	10.0%	5.6%	12.5%
No-Too Expensive	6.1%	0.0%	19.0%	11.5%	13.6%	19.0%	2.4%	9.5%	7.9%	20.0%	11.1%	10.7%
No-Too Far	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
No-Not Available	3.0%	0.0%	4.8%	5.8%	0.0%	0.0%	4.9%	4.8%	2.6%	2.5%	5.6%	3.5%
No-Poor Quality	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	2.4%	0.0%	0.0%	2.5%	0.0%	0.9%
No-Other Reason	0.0%	0.0%	4.8%	0.0%	13.6%	4.8%	4.9%	9.5%	5.3%	10.0%	5.6%	4.9%

**Excluding Don't Know/No Response****Q12i Youth employment/career development(ages 14-18) (Excluding Don't Know/No Response)**

N=258	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q12i Youth employment/career development (ages 14-18)</u>												
Yes	40.9%	20.0%	56.0%	38.5%	23.1%	22.2%	33.3%	33.3%	30.8%	42.3%	23.3%	34.5%
No-No Need	22.7%	40.0%	20.0%	23.1%	46.2%	44.4%	27.8%	33.3%	23.1%	26.9%	23.3%	27.9%
No-Too Expensive	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	8.3%	3.8%	0.0%	3.3%	1.8%
No-Too Far	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.9%
No-Not Available	13.6%	30.0%	4.0%	7.7%	15.4%	11.1%	11.1%	8.3%	11.5%	11.5%	16.7%	11.9%
No-Poor Quality	0.0%	0.0%	0.0%	7.7%	0.0%	5.6%	5.6%	0.0%	3.8%	0.0%	0.0%	2.2%
No-Other Reason	22.7%	10.0%	16.0%	19.2%	15.4%	16.7%	22.2%	16.7%	26.9%	15.4%	33.3%	20.8%

**Excluding Don't Know/No Response**

**Q12j Other school year extracurricular activities, such as sports, art classes, etc. (ages 14-18) (Excluding Don't Know/No Response)**

N=258	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q12j Other school year extracurricular activities, such as sports, art classes, etc. (ages 14-18)</u>												
Yes	60.0%	88.9%	57.7%	55.6%	30.8%	68.4%	63.6%	75.0%	58.3%	68.0%	51.6%	60.1%
No-No Need	16.0%	0.0%	15.4%	14.8%	15.4%	21.1%	9.1%	16.7%	16.7%	12.0%	9.7%	13.7%
No-Too Expensive	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%	8.3%	4.2%	0.0%	9.7%	3.0%
No-Too Far	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	4.0%	0.0%	1.7%
No-Not Available	8.0%	0.0%	7.7%	0.0%	23.1%	0.0%	4.5%	0.0%	4.2%	12.0%	12.9%	6.9%
No-Poor Quality	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	9.1%	0.0%	8.3%	0.0%	0.0%	2.1%
No-Other Reason	16.0%	11.1%	11.5%	18.5%	30.8%	10.5%	9.1%	0.0%	8.3%	4.0%	16.1%	12.4%

**Excluding Don't Know/No Response**

**Q12k One-on-one tutoring (ages 6-18) (Excluding Don't Know/No Response)**

N=565	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q12k One-on-one tutoring ages 6-18</u>												
Yes	25.0%	25.9%	26.8%	26.2%	24.1%	11.8%	23.1%	13.8%	9.4%	20.3%	16.9%	20.4%
No-No need	45.8%	59.3%	43.9%	36.9%	41.4%	47.1%	59.6%	51.7%	54.7%	40.7%	37.3%	46.2%
No-Too Expensive	10.4%	3.7%	9.8%	21.5%	13.8%	23.5%	0.0%	17.2%	13.2%	13.6%	22.0%	13.9%
No-Too Far	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	1.7%	0.8%
No-Not Available	2.1%	3.7%	4.9%	1.5%	6.9%	2.9%	5.8%	3.4%	5.7%	11.9%	11.9%	5.8%
No-Poor Quality	0.0%	0.0%	0.0%	0.0%	6.9%	2.9%	0.0%	0.0%	1.9%	1.7%	1.7%	1.2%
No-Other Reason	12.5%	7.4%	14.6%	13.8%	6.9%	11.8%	11.5%	13.8%	13.2%	11.9%	8.5%	11.7%

**Q13a-b Please indicate how often you have done the following during the past year:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q13a Contacted 311 by phone</u>												
At Least Once a Week	2.5	1.1	2.9	1.6	2.1	1.3	1.3	0.8	2.3	4.0	3.0	2.1
At Least Once a Month	5.5	4.0	4.0	3.2	3.8	3.5	3.8	2.7	6.1	6.9	3.7	4.2
Several Times a Year	10.8	6.9	8.0	8.1	8.0	8.2	10.8	12.5	12.4	14.0	12.3	10.1
Once or Twice a Year	13.0	8.7	13.0	10.0	18.2	12.0	13.5	17.8	17.6	10.6	13.3	13.4
Never	68.2	79.4	72.1	77.0	67.8	75.0	70.4	66.3	61.6	63.6	67.8	70.1
Don't Know	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.9	0.0	0.1
<u>Q13b Used 311 service by the web or mobile device</u>												
At Least Once a Week	1.4	0.5	2.4	1.9	1.9	1.1	1.3	1.6	2.9	3.7	1.3	1.8
At Least Once a Month	3.0	3.2	2.1	1.4	2.1	2.7	0.5	1.6	3.2	5.4	3.0	2.5
Several Times a Year	5.8	3.4	6.6	3.8	5.9	5.1	5.1	5.3	5.8	7.4	7.0	5.5
Once or Twice a Year	6.4	5.0	6.6	4.6	12.1	5.1	5.7	7.2	8.7	6.6	6.6	6.8
Never	83.4	87.8	81.9	88.1	78.0	85.9	86.8	84.4	79.2	75.6	81.7	83.1
Don't Know	0.0	0.0	0.3	0.3	0.0	0.3	0.5	0.0	0.3	1.1	0.3	0.3



**Excluding Don't Know/No Response****Q13a-b Please indicate how often you have done the following during the past year:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q13a Contacted 311 by phone</u>												
At Least Once a Week	2.5	1.1	2.9	1.6	2.1	1.3	1.4	0.8	2.3	4.0	3.0	2.1
At Least Once a Month	5.5	4.0	4.0	3.2	3.8	3.5	3.8	2.7	6.1	6.9	3.7	4.3
Several Times a Year	10.8	6.9	8.0	8.1	8.0	8.2	10.8	12.5	12.4	14.2	12.3	10.1
Once or Twice a Year	13.0	8.7	13.0	10.0	18.2	12.0	13.5	17.8	17.6	10.7	13.3	13.4
Never	68.2	79.4	72.1	77.0	67.8	75.0	70.5	66.3	61.6	64.2	67.8	70.1
<u>Q13b Used 311 service by the web or mobile device</u>												
At Least Once a Week	1.4	0.5	2.4	1.9	1.9	1.1	1.4	1.6	2.9	3.8	1.3	1.8
At Least Once a Month	3.0	3.2	2.1	1.4	2.1	2.7	0.5	1.6	3.2	5.5	3.0	2.5
Several Times a Year	5.8	3.4	6.7	3.8	5.9	5.1	5.1	5.3	5.8	7.5	7.0	5.5
Once or Twice a Year	6.4	5.0	6.7	4.6	12.1	5.1	5.7	7.2	8.7	6.7	6.7	6.8
Never	83.4	87.8	82.1	88.3	78.0	86.1	87.3	84.4	79.4	76.5	82.0	83.3

**Excluding Don't Know/No Response****Q13c-f If you have used 3-1-1, please grade how easy it is to do the following: (Excluding Don't Know)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q13c Get City info by calling 3-1-1</u>												
Excellent	24.1	26.0	26.7	25.8	25.6	31.5	26.0	29.6	28.3	31.4	26.3	27.5
Good	49.1	47.9	35.6	47.2	41.3	33.7	51.9	47.8	42.5	37.2	41.1	43.1
Average	18.5	23.3	27.7	18.0	25.6	27.0	21.2	18.3	26.0	23.1	25.3	23.1
Poor	4.6	0.0	6.9	5.6	5.0	7.9	0.0	4.3	2.4	6.6	6.3	4.5
Failing	3.7	2.7	3.0	3.4	2.5	0.0	1.0	0.0	0.8	1.7	1.1	1.7
<u>Q13d Request a City service by calling 3-1-1</u>												
Excellent	26.8	16.7	27.5	22.2	20.8	27.8	22.1	31.1	27.6	27.7	24.1	25.3
Good	37.1	54.2	31.9	37.0	41.5	38.0	52.6	36.9	42.5	42.0	41.4	41.2
Average	24.7	20.8	31.9	23.5	30.2	24.1	21.1	26.2	24.4	19.3	25.3	24.7
Poor	7.2	4.2	5.5	12.3	5.7	8.9	3.2	5.8	4.7	7.6	6.9	6.4
Failing	4.1	4.2	3.3	4.9	1.9	1.3	1.1	0.0	0.8	3.4	2.3	2.4

**Excluding Don't Know/No Response**

**Q13c-f If you have used 3-1-1, please grade how easy it is to do the following: (Excluding Don't Know)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q13e Get City information on the web or a mobile device</u>												
Excellent	16.3	5.7	18.3	10.2	17.6	17.1	19.4	17.5	21.0	17.5	16.4	16.6
Good	36.3	39.6	34.1	50.8	36.3	35.7	32.8	42.5	30.9	40.2	42.5	38.1
Average	30.0	37.7	34.1	27.1	35.2	38.6	26.9	31.3	35.8	28.9	24.7	31.8
Poor	8.8	3.8	3.7	6.8	5.5	7.1	7.5	3.8	4.9	7.2	5.5	5.9
Failing	8.8	13.2	9.8	5.1	5.5	1.4	13.4	5.0	7.4	6.2	11.0	7.7
<u>Q13f Request a City service on the web or a mobile device</u>												
Excellent	20.0	6.5	16.5	10.9	13.9	17.7	13.0	15.2	17.6	16.0	13.2	15.0
Good	31.4	37.0	30.4	54.5	36.7	37.1	29.6	40.9	39.2	39.4	33.8	37.1
Average	28.6	32.6	36.7	18.2	34.2	38.7	38.9	31.8	28.4	25.5	35.3	31.6
Poor	11.4	6.5	5.1	10.9	8.9	3.2	3.7	6.1	5.4	9.6	5.9	7.1
Failing	8.6	17.4	11.4	5.5	6.3	3.2	14.8	6.1	9.5	9.6	11.8	9.2

**Excluding Don't Know/No Response****Q13g How did you learn about the service provided by 311? (Excluding Don't Know)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q13g How did you learn about the service provided by 311?</u>												
Brochure/Poster	11.0	8.2	10.1	10.0	14.2	11.7	10.8	11.1	13.0	11.5	13.3	11.3
Radio/TV	4.7	4.2	7.2	8.4	5.9	4.5	7.3	5.6	5.2	10.0	9.6	6.5
Friend/Colleague	9.4	5.8	9.6	5.7	10.7	7.7	10.8	12.5	11.8	11.2	8.3	9.4
Community Group	1.4	1.6	3.7	1.4	2.4	1.3	1.6	2.1	4.6	4.9	4.0	2.6
Other	8.3	4.8	8.0	3.8	9.9	4.5	7.3	6.6	12.4	10.0	6.3	7.4

**Excluding Don't Know/No Response**

**Q14a How would you grade the overall job of local government in providing services? (Excluding Don't Know)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q14a How would you grade the overall job of local government in providing services?</u>												
Excellent	3.3	0.9	2.2	2.5	3.7	3.0	1.3	3.2	4.1	5.5	3.8	3.0
Good	25.2	31.6	31.4	30.2	32.5	29.0	28.8	39.5	34.6	27.4	29.9	31.0
Average	56.8	53.0	48.4	49.8	49.7	49.6	50.0	49.4	46.3	49.5	49.8	50.3
Poor	11.4	10.8	14.2	13.5	11.0	13.4	15.6	5.8	12.1	15.0	13.4	12.3
Failing	3.3	3.6	3.8	4.0	3.1	5.1	4.4	2.0	2.9	2.6	3.1	3.4

**Q14b In the past year, did you contact employees at the City and County of San Francisco for any reason?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q14b In the past year, did you contact employees at the City and County of San Francisco for any reason?</u>												
Yes	47.5	41.5	35.4	41.6	48.3	40.4	47.2	48.5	54.0	48.1	48.8	45.4
No	49.7	55.8	61.4	53.5	48.0	53.7	48.8	48.5	43.6	47.9	45.5	50.8
Don't know	2.8	2.6	3.2	4.9	3.8	5.9	4.0	2.9	2.3	4.0	5.6	3.8

**Q14c Which City department did you contact most recently?**

**\*Summary of comments will be provided in Appendix D**

**Excluding Don't Know/No Response**

**Q14d-g Please grade the department you listed above in the following areas: (Excluding Don't Know)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q14d How easy the department was to contact</u>												
Excellent	14.5	16.9	19.8	16.3	16.2	17.2	16.4	16.9	14.5	19.0	11.0	16.2
Good	36.7	33.8	30.5	34.7	41.0	29.1	35.7	38.8	36.0	31.9	33.1	34.9
Average	27.1	26.0	23.7	27.2	28.3	25.8	28.7	25.8	28.5	31.3	33.1	27.8
Poor	13.9	16.9	20.6	17.0	11.0	22.5	16.4	12.9	16.1	12.3	15.9	15.8
Failing	7.8	6.5	5.3	4.8	3.5	5.3	2.9	5.6	4.8	5.5	6.9	5.3
<u>Q14e The courtesy and professionalism of employees</u>												
Excellent	20.6	19.4	24.6	17.6	23.7	20.5	17.3	22.6	20.0	22.1	11.1	20.0
Good	37.6	34.8	32.3	37.2	42.8	33.8	42.3	36.7	38.4	36.8	40.3	37.7
Average	21.8	31.0	23.8	20.3	19.7	31.1	21.4	24.3	22.2	27.0	27.1	24.4
Poor	10.9	8.4	13.1	18.9	8.1	7.3	13.1	9.6	14.1	7.4	13.2	11.2
Failing	9.1	6.5	6.2	6.1	5.8	7.3	6.0	6.8	5.4	6.7	8.3	6.7

**Excluding Don't Know/No Response**

**Q14d-g Please grade the department you listed above in the following areas: (Excluding Don't Know)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q14f How well your question was answered or your issue was resolved</u>												
Excellent	18.3	14.8	24.6	17.0	20.7	19.2	15.8	20.9	18.0	22.8	10.3	18.4
Good	31.7	32.3	26.2	34.0	29.9	29.1	38.0	31.6	35.0	29.6	35.2	32.2
Average	22.0	27.1	23.1	21.8	23.0	24.5	18.1	22.6	16.9	19.1	30.3	22.4
Poor	13.4	12.9	14.6	18.4	14.9	16.6	17.5	11.9	19.1	19.1	10.3	15.4
Failing	14.6	12.9	11.5	8.8	11.5	10.6	10.5	13.0	10.9	9.3	13.8	11.6
<u>Q14g The overall quality of customer service provided by the Department</u>												
Excellent	16.5	16.1	21.4	16.2	17.8	16.0	15.3	20.9	15.8	20.9	12.6	17.2
Good	35.4	30.3	30.5	36.5	35.6	32.0	37.6	28.8	36.4	32.5	28.0	33.2
Average	23.2	32.9	22.9	20.3	29.9	28.0	23.5	27.1	23.9	22.1	32.9	26.0
Poor	12.2	10.3	14.5	16.2	8.0	16.0	15.3	12.4	15.8	16.0	13.3	13.6
Failing	12.8	10.3	10.7	10.8	8.6	8.0	8.2	10.7	8.2	8.6	13.3	9.9



**Q15 Are you enrolled in Healthy San Francisco?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q15a Are you enrolled in Healthy San Francisco?</u>												
Yes	12.7	6.9	21.5	20.0	13.9	22.3	11.1	6.1	13.6	19.2	23.6	15.4
No	87.3	93.1	78.5	80.0	86.1	77.7	88.9	93.9	86.4	80.8	76.4	84.6

**Q15b Do you have any health insurance, including Medi-Cal or Medicare?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q15b Do you have any health insurance, including Medi-Cal or Medicare?</u>												
Yes	84.5	84.9	81.1	86.2	81.8	79.3	86.3	88.1	82.1	81.1	75.7	83.0
No	11.9	12.7	15.7	10.5	15.3	18.1	10.5	7.2	15.0	14.3	18.3	13.5
Don't know	3.6	2.4	3.2	3.2	2.9	2.7	3.2	4.8	2.9	4.6	6.0	3.5

**Q15c If you have health insurance, who pays for the insurance premium?**

N=3301	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q15c If you have health insurance, who pays for the insurance premium?</u>												
I Do	48.0	56.4	47.9	47.6	41.3	34.9	47.2	51.8	46.8	39.2	41.7	46.0
My Employer	47.1	51.7	39.0	41.4	50.5	42.6	45.0	52.4	44.7	42.0	40.8	45.4
My Spouse or Partner's Employer	12.7	8.7	5.2	11.6	11.8	5.0	17.2	11.4	12.0	11.0	11.0	10.7
Medi-Cal or Medicare	14.4	9.7	26.6	23.8	16.4	30.9	20.0	11.7	17.6	26.1	28.9	20.2
Other	5.9	2.5	4.3	5.0	3.3	8.4	3.1	3.6	5.3	3.2	11.0	4.9
Declined	1.6	0.3	1.0	0.9	1.3	2.7	1.3	0.6	0.4	1.1	1.3	1.1

**Q16 Have you utilized any of the following services to assist you with finding a new or better job?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
Q16 Have you utilized any of the following services to assist you with finding a new or better job?												
Visited a One Stop Employment Center	6.6	4.0	8.8	7.0	7.5	9.0	5.9	4.5	6.4	9.5	9.3	7.1
Gotten Assistance From a Community-Based Organization (CBO)	2.2	2.6	3.7	1.9	3.2	2.7	1.1	3.2	2.0	4.3	3.7	2.8
Gotten Assistance From a College or University	5.5	4.5	4.3	6.2	4.0	3.5	5.9	4.2	3.2	3.4	4.7	4.5
None of These	79.6	89.2	78.5	78.6	82.8	80.1	81.7	88.6	85.0	77.7	76.4	81.8
Don't know	7.5	3.7	6.9	8.6	5.1	7.2	7.0	2.4	5.2	7.4	9.3	6.3

**Q17 Private property owners are currently responsible for the care and maintenance of most street trees. Would you be willing to pay a new assessment so the City would care for and prune trees along streets throughout the City?**

N=3979

	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q17 Private property owners are currently responsible for the care and maintenance of most street trees. Would you be willing to pay a new assessment so the City would care for and prune trees along streets throughout the City?</u>												
Yes	33.1	36.2	35.1	25.9	42.4	34.0	32.3	45.4	40.2	30.7	28.9	35.1
No	59.7	57.9	55.6	68.6	48.3	53.2	61.2	49.6	54.6	61.3	64.8	57.6
Don't know	7.2	5.8	9.3	5.4	9.4	12.8	6.5	5.0	5.2	8.0	6.3	7.4

**Q18a Typically, how often do you bike to make routine trips (trips to work, to the store, to school, to visit friends and neighbors)?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q18a How often do you bike</u>												
Several Times/Week	9.7	5.0	9.0	5.1	14.7	8.8	1.9	9.3	11.8	6.3	4.0	7.8
Once or Twice/Week	3.9	4.8	1.6	2.7	1.9	4.5	3.2	3.4	5.8	2.9	1.7	3.3
Several Times/Month	5.2	4.0	2.9	1.6	4.6	1.3	1.6	3.4	3.8	2.9	4.0	3.2
Once or Twice/Month	5.0	5.8	4.3	7.0	5.9	3.7	2.4	5.6	6.4	3.4	3.0	4.8
Seldom or Never	76.2	80.4	82.2	83.5	72.9	81.6	90.8	78.2	72.3	84.5	87.4	80.8

**Q18b What would help you bike more frequently?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q18b What would help you bike more frequently?</u>												
More Bike Lanes	21.3	19.0	21.5	16.5	30.3	24.2	11.1	24.1	23.4	20.3	17.6	20.9
Bike Lanes Physically Separated From the Cars & Trucks	28.5	34.4	26.6	24.9	42.1	30.3	21.6	37.9	31.8	25.8	24.9	30.0
Nicer Streetscapes	10.8	9.0	9.8	10.0	8.8	11.2	5.4	9.0	13.6	11.2	10.6	9.9
Neighborhood Safety	11.3	11.9	13.0	21.1	14.5	17.3	10.8	11.1	17.6	27.2	22.3	16.0
Nothing	58.0	52.1	58.0	58.6	45.8	53.5	68.5	51.7	50.6	51.0	56.5	54.9
Don't know	0.3	0.5	1.3	0.3	0.5	0.8	0.3	0.0	0.3	0.3	0.7	0.5

**Excluding Don't Know/No Response**

**Q19a How many people live in your household? (Excluding No Response)**

N=3979

	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19a How many people live in your household?</u>												
1	23.2	46.6	43.4	13.8	36.5	47.3	26.4	35.5	21.7	21.5	15.0	30.5
2	37.3	35.7	30.9	33.5	38.9	28.5	33.2	39.5	33.5	30.9	26.9	33.7
3	18.0	9.8	13.8	21.4	12.6	13.6	17.5	16.4	19.9	17.2	20.9	16.3
4	16.0	6.1	7.7	18.4	6.7	5.3	16.2	5.6	11.6	15.5	18.9	11.4
5+	5.5	1.9	4.3	13.0	5.4	5.3	6.7	2.9	13.3	14.9	18.3	8.0

**Q19b How many years have you lived in San Francisco?**

N=3979

	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19b How many years have you lived in San Francisco?</u>												
0-5 years	13.5	22.8	18.1	8.4	17.7	19.4	11.3	11.9	10.1	13.5	9.6	14.4
6-10 years	11.3	18.3	14.1	9.2	21.4	16.5	8.1	14.6	9.8	13.2	11.0	13.5
11-20 years	18.0	23.3	21.3	16.8	24.9	29.0	19.4	27.3	20.2	16.3	19.3	21.5
21-30 years	18.8	13.8	17.0	22.2	15.5	18.9	17.3	18.0	20.2	21.8	23.3	18.7
31+ years	38.4	22.0	29.5	43.5	20.4	16.2	43.9	28.1	39.6	35.2	36.9	31.9

**Q19c What is your age?**

N=3979

	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19c What is your age?</u>												
18-34	19.3	20.9	19.4	15.1	25.2	23.4	15.6	14.3	15.3	14.9	20.6	18.6
35-44	16.9	24.9	17.0	17.6	21.4	18.6	12.9	20.7	22.0	20.9	14.6	18.9
45-54	18.8	17.5	19.1	18.9	18.2	22.9	17.3	24.1	20.5	23.2	18.9	20.0
55-64	24.9	21.2	22.1	19.7	23.6	21.5	16.7	25.7	22.5	15.8	20.6	21.3
65+	20.2	15.6	22.3	28.6	11.5	13.6	37.5	15.1	19.7	25.2	25.2	21.2

**Q19d If you are 60 or older, have you needed assistance with any of the following during the past year?**

N=3979

	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19d If you are 60 or older, have you needed assistance with any of the following during the past year?</u>												
Senior Meal Programs	9.7	5.3	12.7	11.9	19.1	19.4	14.5	15.4	7.1	4.0	15.8	13.0
Personal Care	19.4	5.3	14.3	15.3	23.4	19.4	14.5	46.2	25.0	18.0	7.0	16.9
Getting Public Benefits Like Medicare	48.4	63.2	58.7	52.5	40.4	43.5	45.5	38.5	57.1	50.0	59.6	50.8
Socializing With Peers	22.6	26.3	14.3	20.3	17.0	17.7	25.5	0.0	10.7	28.0	17.5	19.2



**Q19e What is your gender?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19e What is your gender</u>												
Male	48.3	48.7	50.0	56.8	50.7	56.1	55.3	57.0	50.0	44.4	47.2	51.4
Female	51.7	51.3	50.0	43.2	49.3	43.9	44.7	43.0	50.0	55.6	52.8	48.6

**Excluding Don't Know/No Response**

**Q19f Which of these comes closest to describing your sexual orientation? (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19f Which of these comes closest to describing your sexual orientation?</u>												
Bisexual	1.9	2.8	2.1	3.3	5.3	3.4	3.3	3.1	2.3	4.0	5.9	3.3
Gay/Lesbian	3.8	5.4	8.5	1.6	18.3	21.5	5.4	35.1	13.2	12.1	4.2	12.2
Hetero-sexual/Straight	94.2	91.8	89.4	95.1	76.4	75.2	91.3	61.8	84.5	83.8	89.8	84.5

**Excluding Declined**

**Q19g Which of the following best describes your race/ethnicity? (Excluding Declined)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19g Which of the following best describes your race/ethnicity?</u>												
Black/African American	4.4	4.2	3.5	3.8	11.5	10.9	5.9	4.0	3.2	14.0	8.6	6.7
Asian/Pacific Islander	41.2	13.2	42.3	61.4	17.4	31.9	30.2	11.9	21.1	35.5	54.2	32.3
Latino/Hispanic	5.2	6.6	7.7	4.1	9.1	13.6	10.0	8.8	26.3	19.5	19.3	11.6
Native American Indian	0.3	0.0	0.0	0.0	1.1	1.3	0.8	0.5	0.6	0.6	1.0	0.6
White/Caucasian	48.1	75.4	45.5	28.9	61.4	42.0	52.3	74.3	48.8	28.7	18.9	48.4
Mixed Ethnicity/Other	3.9	2.9	2.7	2.7	5.4	3.7	3.2	4.2	4.9	4.3	4.3	3.8

**Q19h What is the highest level of formal education you have completed?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19h What is the highest level of formal education you have completed?</u>												
Less Than High school	3.9	1.9	12.2	6.5	4.3	10.4	3.8	0.8	9.5	11.2	12.0	6.8
High School	10.8	3.7	14.1	14.9	5.4	13.6	6.2	3.7	16.2	22.9	24.9	12.1
Less Than 4 Years of College	15.5	12.2	16.5	20.0	18.8	23.7	16.4	14.3	18.8	20.1	23.3	18.0
4 Years of College or More	69.9	82.3	57.2	58.6	71.6	52.4	73.6	81.2	55.5	45.8	39.9	63.1

**Q19i How many hours per week do you work in paid employment?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19i How many hours per week do you work in paid employment?</u>												
None	32.9	25.9	34.0	36.5	24.9	30.9	41.0	27.6	28.0	33.8	33.9	31.7
1-14 Hours	5.8	3.4	6.9	6.2	7.0	5.3	3.5	3.7	7.2	8.3	7.6	5.9
15-34 Hours	10.5	10.3	13.3	8.9	10.7	11.2	9.2	9.5	12.1	11.7	9.6	10.7
35 Hours or More	50.8	60.3	45.7	48.4	57.4	52.7	46.4	59.2	52.6	46.1	48.8	51.8

**Q19j If you are employed, what is your primary mode of transportation to work?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19j If you are employed, what is your primary mode of transportation to work?</u>												
Work at Home	5.5	11.1	6.1	4.8	8.9	7.3	6.2	12.4	9.7	6.7	8.2	8.0
Drive Alone	38.3	34.5	18.9	46.0	21.0	17.7	50.8	37.8	39.1	40.1	36.5	34.0
Carpool	5.9	3.9	2.1	6.4	2.6	3.8	2.5	3.4	5.4	8.3	9.6	4.7
Walk	4.3	11.1	32.9	1.6	13.8	21.5	4.5	4.8	7.5	6.0	2.3	10.5
Public Transit	35.5	30.9	32.5	30.4	38.7	38.5	26.4	32.6	25.1	25.8	34.7	32.1
Bicycle	4.3	2.6	4.3	2.8	9.8	3.5	2.5	6.5	8.6	4.8	2.3	4.9
Other	2.3	2.9	1.1	2.0	2.6	3.5	1.7	1.0	1.8	4.8	2.3	2.4
Not provided	3.9	2.9	2.1	6.0	2.6	4.2	5.4	1.4	2.9	3.6	4.1	3.5

**Q19k How many times have you changed employers during the past five years?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19k How many times have you changed employers during the past five years?</u>												
Zero	55.2	44.7	44.1	51.1	44.5	45.5	50.9	50.9	53.2	50.7	53.2	49.3
1-2	19.1	30.7	24.5	21.4	32.7	26.9	19.9	25.7	25.7	24.4	16.9	24.5
3-4	5.5	4.8	6.4	4.1	5.6	3.7	2.4	5.0	4.9	4.3	3.3	4.6
5-6	1.7	0.5	1.3	0.8	1.3	2.9	1.3	0.0	1.4	1.1	1.3	1.3
7+	0.3	0.3	0.3	0.5	0.8	0.8	0.5	0.3	0.6	0.9	0.7	0.5
Not provided	18.2	19.0	23.4	22.2	15.0	20.2	24.8	18.0	14.2	18.6	24.6	19.8

**Q19l Do you own or rent your home?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19l Do you own or rent your home</u>												
Own	44.8	20.9	9.6	68.4	26.3	10.6	60.9	53.3	62.4	61.3	62.5	43.1
Rent	55.2	79.1	90.4	31.6	73.7	89.4	39.1	46.7	37.6	38.7	37.5	56.9

**Excluding Don't Know/No Response****Q19m What was your household's total income before taxes in 2010? (Excluding No Response)**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19m What was your household's total income before taxes in 2010?</u>												
Under \$10,000	6.4	3.7	12.9	6.0	5.8	12.4	4.0	5.3	4.1	10.0	9.5	7.3
\$10,000-\$24,999	11.8	10.6	23.1	15.5	16.7	28.3	8.0	8.1	15.3	19.7	21.7	16.2
\$25,000-\$49,999	19.4	10.3	19.1	22.7	15.6	22.5	16.0	12.8	23.2	21.9	25.5	18.8
\$50,000-\$99,999	32.4	24.7	23.1	31.0	25.6	18.2	32.1	25.4	30.3	23.9	27.0	26.6
\$100,000 or More	30.0	50.6	21.7	24.8	36.3	18.5	39.8	48.3	27.1	24.5	16.3	31.2

**Q19n Do you or any other household members have any of the following:**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19n Do you or any other household members have any of the following:</u>												
None selected	69.6	75.9	70.7	64.9	65.1	62.8	61.5	68.4	66.5	59.0	62.8	66.2
Difficulty standing, walking, or climbing stairs?	11.0	7.7	12.2	15.9	12.1	16.2	14.0	9.8	14.5	18.1	16.9	13.4
Difficulty seeing?	3.3	1.6	5.1	5.1	2.9	7.7	4.6	4.5	3.8	5.4	6.0	4.5
Deafness or are hard of hearing?	7.2	3.7	6.4	9.7	4.8	5.9	10.2	5.8	5.2	6.3	8.3	6.7
Long term illnesses?	13.0	9.8	12.5	11.4	16.4	16.8	16.2	15.4	12.4	19.2	15.0	14.3
Any mental stress?	9.9	9.0	7.7	8.9	16.9	14.4	9.7	14.1	7.5	10.9	9.6	10.8
Any difficulty learning or remembering new things?	4.1	0.8	2.9	7.0	5.6	4.8	6.2	4.5	3.5	5.7	3.0	4.4

**Q19o Can you cover your basic expenditures (housing, childcare, health care, food, transportation, and taxes)?**

N=3979	District											Total
	1	2	3	4	5	6	7	8	9	10	11	
<u>Q19o Can you cover your basic expenditures (housing, childcare, health care, food, transportation, and taxes)?</u>												
Yes	75.1	83.3	75.0	75.4	80.4	68.9	77.1	81.7	76.0	71.1	64.8	75.6
No	10.5	8.5	14.6	13.5	11.0	18.1	10.8	8.5	12.4	18.1	19.6	13.1
Don't know	14.4	8.2	10.4	11.1	8.6	13.0	12.1	9.8	11.6	10.9	15.6	11.3

**Appendix B:**  
**Results by Race/Ethnicity**  
**and Gender**

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**Excluding Don't Know/No Response**

**Q1 Please grade the City's performance in the following areas: (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q1a The cleanliness of the sidewalks in your neighborhood</u>									
Excellent	11.9	11.2	11.2	10.7	8.1	14.3	13.2	10.2	11.5
Good	39.3	38.4	34.5	38.7	36.3	21.4	40.4	39.8	38.9
Average	28.4	30.4	33.3	33.9	30.9	21.4	25.6	24.1	29.4
Poor	14.7	13.8	14.1	12.1	16.4	7.1	15.2	13.9	14.2
Failing	5.7	6.2	6.8	4.7	8.3	35.7	5.7	12.0	6.0
<u>Q1b The cleanliness of the sidewalks citywide</u>									
Excellent	2.2	1.7	1.6	3.3	2.3	0.0	1.1	0.9	2.0
Good	24.5	19.5	23.8	23.5	19.8	14.3	21.5	24.1	22.1
Average	45.4	50.8	50.0	48.4	50.1	35.7	47.1	45.4	48.0
Poor	23.3	23.0	20.1	21.3	21.6	50.0	25.0	24.1	23.2
Failing	4.6	4.9	4.5	3.6	6.2	0.0	5.3	5.6	4.8

**Excluding Don't Know/No Response**

**Q1 Please grade the City's performance in the following areas: (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q1c The cleanliness of the streets (from curb to curb excluding sidewalks) in your neighborhood

Excellent	10.6	10.2	7.6	8.7	7.7	15.4	12.6	11.1	10.4
Good	43.4	39.5	37.3	40.8	36.6	7.7	44.0	41.7	41.5
Average	30.3	34.6	36.1	37.0	32.7	30.8	29.0	24.1	32.4
Poor	11.6	11.9	13.3	10.0	17.5	30.8	11.1	15.7	11.8
Failing	4.1	3.7	5.6	3.5	5.5	15.4	3.4	7.4	3.9

Q1d The cleanliness of the streets (from curb to curb excluding sidewalks) citywide

Excellent	2.9	2.2	2.0	3.4	3.0	0.0	2.1	0.9	2.6
Good	28.7	25.8	30.1	26.2	24.5	21.4	28.5	25.9	27.3
Average	47.8	49.8	47.6	49.7	48.7	42.9	48.7	44.4	48.8
Poor	17.3	18.8	16.7	18.0	19.7	35.7	17.3	22.2	18.0
Failing	3.2	3.5	3.7	2.7	4.1	0.0	3.4	6.5	3.3

**Excluding Don't Know/No Response**

**Q1 Please grade the City's performance in the following areas: (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q1e The condition of the pavement of the streets (excluding sidewalks) in your neighborhood

Excellent	6.8	6.0	5.7	5.7	6.1	14.3	7.0	6.5	6.4
Good	29.6	28.6	27.1	32.4	24.8	21.4	28.6	25.2	29.1
Average	32.9	34.8	34.4	37.4	28.4	28.6	32.8	34.6	33.8
Poor	21.0	22.0	21.1	19.2	27.0	21.4	21.5	23.4	21.5
Failing	9.7	8.6	11.7	5.3	13.6	14.3	10.1	10.3	9.1

Q1f The condition of the pavement of the streets (excluding sidewalks) citywide

Excellent	2.1	1.4	2.0	2.6	2.5	15.4	0.8	2.8	1.8
Good	16.4	16.8	20.0	20.7	16.8	0.0	13.7	8.3	16.6
Average	36.9	39.2	40.0	41.0	37.2	30.8	35.9	39.8	38.0
Poor	32.0	30.8	25.3	27.4	29.0	23.1	35.3	35.2	31.4
Failing	12.7	11.9	12.7	8.2	14.5	30.8	14.2	13.9	12.3

**Excluding Don't Know/No Response**

**Q1 Please grade the City's performance in the following areas: (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q1g Adequacy city street lighting</u>									
Excellent	10.8	8.3	8.5	8.5	10.0	21.4	10.4	7.5	9.6
Good	42.5	39.2	36.4	38.4	34.2	28.6	44.9	43.9	40.9
Average	36.5	40.5	41.7	40.4	42.5	28.6	35.7	35.5	38.4
Poor	8.7	10.0	9.7	11.4	9.5	21.4	7.8	10.3	9.3
Failing	1.5	2.1	3.6	1.3	3.8	0.0	1.3	2.8	1.8
<u>Q1h Maintenance of street signs and traffic signals</u>									
Excellent	15.7	11.2	12.3	11.4	13.4	35.7	15.0	14.0	13.5
Good	49.7	53.6	44.3	48.9	49.4	42.9	54.9	57.0	51.6
Average	28.7	29.9	34.0	33.5	32.3	21.4	25.2	20.6	29.3
Poor	4.3	4.4	6.1	5.3	3.6	0.0	3.6	6.5	4.4
Failing	1.6	0.9	3.3	0.9	1.1	0.0	1.3	1.9	1.3

**Excluding Don't Know/No Response**

**Q1 Please grade the City's performance in the following areas: (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	
<u>Q1i Overall quality of the City's streets, sidewalks, and infrastructure</u>									
Excellent	2.5	2.5	2.0	3.3	4.1	0.0	1.7	1.9	2.5
Good	29.2	26.9	28.2	29.1	26.0	28.6	27.8	29.6	28.1
Average	46.2	48.1	46.5	50.0	49.4	42.9	45.1	40.7	47.2
Poor	18.6	19.2	18.8	15.3	14.9	14.3	22.0	24.1	18.9
Failing	3.5	3.3	4.5	2.3	5.5	14.3	3.4	3.7	3.4

**Q2 In the past year, how often did you visit a City park?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q2 In the past year, how often did you visit a City park?

At Least Once a Week	27.5	28.1	18.7	18.2	25.4	42.9	35.6	36.1	27.8
At Least Once a Month	21.3	18.8	13.1	18.1	18.0	14.3	22.9	22.2	20.1
Several Times a Year	16.2	15.5	15.1	18.2	12.5	0.0	15.1	16.7	15.9
Once or Twice a Year	7.5	8.1	9.6	10.6	8.2	7.1	5.8	2.8	7.8
Never	6.7	8.7	10.4	9.3	7.8	14.3	6.2	4.6	7.7
Don't know	20.8	20.8	33.1	25.6	28.1	21.4	14.5	17.6	20.8

**Excluding Don't Know/No Response**

**Q2 In the past year, how often did you visit a City park? (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	
<u>Q2 In the past year, how often did you visit a City park?</u>									
At Least Once a Week	34.7	35.4	28.0	24.5	35.3	54.5	41.6	43.8	35.1
At Least Once a Month	26.9	23.7	19.6	24.3	25.1	18.2	26.7	27.0	25.4
Several Times a Year	20.4	19.6	22.6	24.5	17.3	0.0	17.6	20.2	20.0
Once or Twice a Year	9.5	10.3	14.3	14.2	11.5	9.1	6.8	3.4	9.9
Never	8.5	11.0	15.5	12.5	10.8	18.2	7.3	5.6	9.7

**Q2a-d If you have visited a City park during the past year, please grade the following:**

N=2846	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q2a Quality of grounds (landscaping, plantings, cleanliness)

Excellent	19.3	20.3	19.7	13.5	18.1	33.3	23.4	23.8	19.8
Good	50.7	50.0	50.0	48.6	45.5	55.6	52.6	46.4	50.4
Average	23.6	24.1	24.6	30.9	29.2	0.0	18.8	22.6	23.8
Poor	3.5	3.5	1.4	4.1	3.8	0.0	3.5	2.4	3.5
Failing	1.4	0.5	2.1	0.8	1.4	0.0	0.7	2.4	1.0
Not Applicable	1.5	1.5	2.1	2.0	2.1	11.1	0.9	2.4	1.5

Q2b Quality of athletic fields and courts

Excellent	7.9	8.4	12.0	6.7	11.5	22.2	7.9	9.5	8.2
Good	34.2	32.6	39.4	33.8	35.1	33.3	31.9	34.5	33.5
Average	24.3	23.4	19.7	30.8	27.4	22.2	19.6	23.8	23.9
Poor	6.2	4.6	3.5	6.6	4.9	11.1	4.9	8.3	5.4
Failing	1.2	0.7	2.1	1.0	1.4	0.0	0.6	3.6	0.9
Not Applicable	26.1	30.3	23.2	21.1	19.8	11.1	35.0	20.2	28.1



**Q2a-d If you have visited a City park during the past year, please grade the following:**

N=2846	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q2c Quality of golf courses

Excellent	4.0	3.7	7.0	3.3	5.6	11.1	3.5	4.8	3.9
Good	14.8	14.0	19.0	15.1	20.8	11.1	12.7	9.5	14.4
Average	10.2	10.2	14.1	15.4	10.4	11.1	7.0	8.3	10.2
Poor	2.2	1.4	0.7	2.6	1.7	0.0	1.5	2.4	1.8
Failing	2.4	1.2	3.5	2.0	2.4	0.0	1.4	1.2	1.8
Not Applicable	66.4	69.4	55.6	61.5	59.0	66.7	73.9	73.8	67.8

Q2d Availability of walking and biking trails

Excellent	18.7	20.3	16.9	13.4	17.7	44.4	23.0	26.2	19.5
Good	46.8	43.2	43.7	40.4	42.7	33.3	48.5	46.4	45.1
Average	19.3	22.7	26.1	30.0	20.5	11.1	15.9	14.3	20.9
Poor	3.6	3.4	1.4	4.2	3.5	0.0	3.3	4.8	3.5
Failing	1.2	0.7	2.1	0.8	1.7	0.0	0.5	4.8	0.9
Not Applicable	10.3	9.8	9.9	11.2	13.9	11.1	8.9	3.6	10.0

**Excluding Don't Know/No Response**

**Q2a-d If you have visited a City park during the past year, please grade the following (Excluding Don't Know):**

N=2846	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q2a Quality of grounds (landscaping, plantings, cleanliness)

Excellent	19.6	20.7	20.1	13.8	18.4	37.5	23.7	24.4	20.1
Good	51.5	50.8	51.1	49.6	46.5	62.5	53.1	47.6	51.2
Average	23.9	24.5	25.2	31.6	29.8	0.0	19.0	23.2	24.2
Poor	3.6	3.6	1.4	4.1	3.9	0.0	3.5	2.4	3.6
Failing	1.4	0.5	2.2	0.9	1.4	0.0	0.8	2.4	1.0

Q2b Quality of athletic fields and courts

Excellent	10.7	12.1	15.6	8.5	14.3	25.0	12.2	11.9	11.3
Good	46.4	46.8	51.4	42.9	43.7	37.5	49.1	43.3	46.6
Average	32.9	33.6	25.7	39.1	34.2	25.0	30.2	29.9	33.3
Poor	8.4	6.5	4.6	8.3	6.1	12.5	7.6	10.4	7.5
Failing	1.6	0.9	2.8	1.2	1.7	0.0	0.9	4.5	1.3

**Excluding Don't Know/No Response**

**Q2a-d If you have visited a City park during the past year, please grade the following (Excluding Don't Know):**

N=2846	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q2c Quality of golf courses

Excellent	11.8	12.2	15.9	8.7	13.6	33.3	13.3	18.2	12.0
Good	44.2	45.8	42.9	39.1	50.8	33.3	48.6	36.4	44.9
Average	30.3	33.3	31.7	40.1	25.4	33.3	26.9	31.8	31.7
Poor	6.6	4.6	1.6	6.8	4.2	0.0	5.7	9.1	5.7
Failing	7.0	4.1	7.9	5.3	5.9	0.0	5.5	4.5	5.7

Q2d Availability of walking and biking trails

Excellent	20.9	22.5	18.8	15.1	20.6	50.0	25.2	27.2	21.7
Good	52.2	47.8	48.4	45.5	49.6	37.5	53.2	48.1	50.1
Average	21.5	25.1	28.9	33.8	23.8	12.5	17.4	14.8	23.2
Poor	4.1	3.7	1.6	4.7	4.0	0.0	3.6	4.9	3.9
Failing	1.4	0.7	2.3	0.9	2.0	0.0	0.6	4.9	1.1

**Excluding Don't Know/No Response**

**Q3 In the past year, have you or anyone in your household participated in a Recreation and Parks Department program, such as classes, athletic leagues, art programs, swimming, child development, after school programs, special events/concerts, or facility rentals? (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q3 In the past year, have you or anyone in your household participated in a Recreation and Parks Department program</u>									
Yes	33.4	33.3	44.5	38.6	40.8	33.3	25.9	45.1	33.3
No	66.6	66.7	55.5	61.4	59.2	66.7	74.1	54.9	66.7

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following:**

N=1227	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q3a Condition of Recreation and Parks Department buildings and structures (cleanliness, maintenance)

Excellent	10.6	10.1	13.4	10.7	11.9	25.0	8.7	8.7	10.4
Good	39.5	42.8	39.2	40.7	35.1	25.0	43.8	41.3	41.1
Average	28.6	30.8	29.9	32.8	26.8	25.0	27.7	32.6	29.7
Poor	11.5	8.2	5.2	8.1	15.5	25.0	10.5	13.0	9.9
Failing	1.7	2.2	3.1	2.0	4.2	0.0	1.1	0.0	2.0
Not Applicable	8.1	5.9	9.3	5.7	6.5	0.0	8.3	4.3	7.0

Q3b Condition of aquatic centers

Excellent	8.9	10.0	10.3	9.0	10.1	0.0	9.2	10.9	9.4
Good	26.5	26.9	36.1	30.5	28.6	50.0	19.1	30.4	26.7
Average	22.2	22.6	22.7	29.7	16.7	25.0	15.7	39.1	22.4
Poor	4.8	4.6	4.1	5.7	8.3	25.0	2.5	2.2	4.7
Failing	1.3	1.4	2.1	1.1	3.0	0.0	0.7	2.2	1.3
Not Applicable	36.5	34.6	24.7	24.0	33.3	0.0	52.9	15.2	35.6

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following:**

N=1227	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q3c Convenience of recreation programs (location, hours)

Excellent	9.3	8.6	10.3	7.7	8.9	0.0	10.3	4.3	9.0
Good	35.9	38.0	41.2	36.3	36.9	50.0	35.5	43.5	36.9
Average	25.8	28.8	19.6	34.1	24.4	0.0	22.8	34.8	27.2
Poor	9.5	9.4	7.2	9.2	14.3	25.0	8.5	8.7	9.5
Failing	2.2	2.5	2.1	2.4	3.6	0.0	2.0	2.2	2.4
Not Applicable	17.4	12.6	19.6	10.3	11.9	25.0	21.0	6.5	15.1

Q3d Quality of recreation programs and activities

Excellent	9.3	10.6	10.3	6.8	8.9	0.0	13.4	8.7	9.9
Good	37.4	40.7	36.1	38.5	44.6	50.0	37.3	47.8	39.0
Average	24.8	25.9	25.8	32.6	23.2	0.0	19.0	23.9	25.3
Poor	6.2	5.1	8.2	6.3	6.5	25.0	3.6	8.7	5.6
Failing	1.4	2.2	2.1	2.4	2.4	0.0	1.1	0.0	1.8
Not Applicable	20.9	15.5	17.5	13.3	14.3	25.0	25.7	10.9	18.3

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following:**

N=1227	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q3e Overall quality of your interactions with Recreation and Parks staff

Excellent	15.3	17.5	14.4	9.0	16.1	25.0	23.4	21.7	16.4
Good	39.0	39.5	41.2	39.7	39.9	25.0	37.9	41.3	39.2
Average	22.0	22.1	23.7	30.0	22.0	0.0	14.1	19.6	22.0
Poor	6.0	5.4	6.2	6.6	7.7	25.0	3.6	8.7	5.7
Failing	2.4	2.9	5.2	2.6	3.6	0.0	1.8	2.2	2.6
Not Applicable	15.3	12.6	9.3	12.1	10.7	25.0	19.2	6.5	14.0

Q3f Overall quality of the City's recreation and parks system

Excellent	11.7	8.2	10.3	7.2	8.9	0.0	12.5	15.2	10.0
Good	44.2	47.5	45.4	41.6	46.4	50.0	50.0	45.7	45.8
Average	30.2	30.5	28.9	37.0	25.6	0.0	26.1	28.3	30.3
Poor	6.3	6.6	6.2	7.4	9.5	25.0	4.2	6.5	6.4
Failing	1.7	1.5	5.2	1.3	2.4	0.0	0.7	4.3	1.6
Not Applicable	5.8	5.7	4.1	5.5	7.1	25.0	6.5	0.0	5.8

**Excluding Don't Know/No Response**

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following (Excluding Don't Know):**

N=1227	Q19e What is your gender		Q19g Which of the following best describes your race/ ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q3a Condition of Recreation and Parks Department buildings and structures (cleanliness, maintenance)

Excellent	11.5	10.7	14.8	11.4	12.7	25.0	9.5	9.1	11.1
Good	43.0	45.4	43.2	43.2	37.6	25.0	47.7	43.2	44.2
Average	31.1	32.7	33.0	34.8	28.7	25.0	30.2	34.1	31.9
Poor	12.5	8.8	5.7	8.6	16.6	25.0	11.4	13.6	10.7
Failing	1.9	2.3	3.4	2.1	4.5	0.0	1.2	0.0	2.1

Q3b Condition of aquatic centers

Excellent	14.0	15.2	13.7	11.8	15.2	0.0	19.5	12.8	14.6
Good	41.6	41.1	47.9	40.2	42.9	50.0	40.5	35.9	41.4
Average	34.9	34.6	30.1	39.0	25.0	25.0	33.3	46.2	34.8
Poor	7.5	7.0	5.5	7.5	12.5	25.0	5.2	2.6	7.2
Failing	2.0	2.1	2.7	1.4	4.5	0.0	1.4	2.6	2.0



**Excluding Don't Know/No Response**

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following (Excluding Don't Know):**

N=1227	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q3c Convenience of recreation programs (location, hours)

Excellent	11.3	9.8	12.8	8.5	10.1	0.0	13.0	4.7	10.6
Good	43.4	43.5	51.3	40.5	41.9	66.7	44.9	46.5	43.5
Average	31.2	32.9	24.4	38.0	27.7	0.0	28.8	37.2	32.1
Poor	11.5	10.8	9.0	10.2	16.2	33.3	10.7	9.3	11.1
Failing	2.7	2.9	2.6	2.7	4.1	0.0	2.5	2.3	2.8

Q3d Quality of recreation programs and activities

Excellent	11.8	12.5	12.5	7.8	10.4	0.0	18.0	9.8	12.2
Good	47.3	48.2	43.8	44.4	52.1	66.7	50.2	53.7	47.8
Average	31.3	30.7	31.3	37.6	27.1	0.0	25.5	26.8	31.0
Poor	7.8	6.0	10.0	7.3	7.6	33.3	4.8	9.8	6.9
Failing	1.8	2.6	2.5	2.8	2.8	0.0	1.5	0.0	2.2

**Excluding Don't Know/No Response**

**Q3a-f If you have participated in a Recreation and Parks Department program during the past year, please grade the following (Excluding Don't Know):**

N=1227	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q3e Overall quality of your interactions with Recreation and Parks staff

Excellent	18.1	20.1	15.9	10.2	18.0	33.3	29.0	23.3	19.1
Good	46.1	45.2	45.5	45.1	44.7	33.3	47.0	44.2	45.6
Average	25.9	25.3	26.1	34.2	24.7	0.0	17.4	20.9	25.6
Poor	7.1	6.2	6.8	7.5	8.7	33.3	4.4	9.3	6.6
Failing	2.8	3.3	5.7	3.0	4.0	0.0	2.2	2.3	3.0

Q3f Overall quality of the City's recreation and parks system

Excellent	12.4	8.8	10.8	7.6	9.6	0.0	13.4	15.2	10.6
Good	47.0	50.4	47.3	44.0	50.0	66.7	53.5	45.7	48.6
Average	32.0	32.3	30.1	39.1	27.6	0.0	27.9	28.3	32.2
Poor	6.7	7.0	6.5	7.9	10.3	33.3	4.5	6.5	6.8
Failing	1.8	1.6	5.4	1.4	2.6	0.0	0.7	4.3	1.7

**Q4 Please indicate the frequency you visited or used the following library services during the past year:**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q4a The City's Main library</u>									
At Least Once a Week	5.3	4.9	7.2	6.0	6.2	7.1	3.7	9.3	5.1
At Least Once a Month	8.9	8.9	10.0	9.9	11.8	7.1	7.1	13.0	8.9
Several Times a Year	16.2	15.2	15.1	17.2	16.9	42.9	14.1	18.5	15.7
Once or Twice a Year	24.0	24.3	22.7	25.3	19.2	14.3	24.7	25.0	24.1
Never	41.1	42.2	39.8	37.2	40.3	21.4	46.0	31.5	41.6
No response	4.5	4.6	5.2	4.4	5.6	7.1	4.4	2.8	4.5
<u>Q4b A branch library</u>									
At Least Once a Week	11.7	13.3	7.6	15.5	14.5	7.1	10.5	14.8	12.5
At Least Once a Month	15.8	21.1	16.7	20.5	17.1	21.4	17.2	17.6	18.4
Several Times a Year	16.4	17.4	15.9	19.2	14.9	14.3	15.5	24.1	16.9
Once or Twice a Year	16.6	14.6	17.1	14.7	16.9	14.3	15.8	13.9	15.6
Never	35.9	30.4	35.5	27.8	30.7	35.7	37.7	28.7	33.2
No response	3.7	3.2	7.2	2.3	5.8	7.1	3.2	0.9	3.4

**Q4 Please indicate the frequency you visited or used the following library services during the past year:**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q4c The library online (website including catalog, databases, calendar, etc.)</u>									
At Least Once a Week	8.5	10.5	6.8	11.4	8.7	21.4	8.2	14.8	9.5
At Least Once a Month	10.7	12.5	8.4	12.8	9.4	0.0	12.1	9.3	11.6
Several Times a Year	12.3	13.7	10.4	15.8	12.9	21.4	11.1	16.7	13.0
Once or Twice a Year	9.5	9.9	10.0	9.9	9.1	0.0	9.7	10.2	9.7
Never	52.7	47.6	53.8	44.7	52.8	42.9	53.4	46.3	50.2
No response	6.3	5.7	10.8	5.4	7.1	14.3	5.6	2.8	6.0

**Excluding Don't Know/No Response**

**Q4 Please indicate the frequency you visited or used the following library services during the past year: (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q4a The City's Main library</u>									
At Least Once a Week	5.6	5.1	7.6	6.3	6.6	7.7	3.9	9.5	5.3
At Least Once a Month	9.3	9.3	10.5	10.3	12.5	7.7	7.4	13.3	9.3
Several Times a Year	16.9	15.9	16.0	18.0	17.9	46.2	14.7	19.0	16.4
Once or Twice a Year	25.1	25.4	23.9	26.5	20.3	15.4	25.8	25.7	25.3
Never	43.1	44.2	42.0	38.9	42.7	23.1	48.1	32.4	43.6
<u>Q4b A branch library</u>									
At Least Once a Week	12.2	13.7	8.2	15.8	15.4	7.7	10.8	15.0	12.9
At Least Once a Month	16.4	21.8	18.0	21.0	18.2	23.1	17.8	17.8	19.0
Several Times a Year	17.0	18.0	17.2	19.6	15.8	15.4	16.0	24.3	17.5
Once or Twice a Year	17.2	15.1	18.5	15.0	18.0	15.4	16.4	14.0	16.2
Never	37.2	31.4	38.2	28.5	32.6	38.5	39.0	29.0	34.4

**Excluding Don't Know/No Response**

**Q4 Please indicate the frequency you visited or used the following library services during the past year: (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	
<u>Q4c The library online (website including catalog, databases, calendar, etc.)</u>									
At Least Once a Week	9.1	11.1	7.6	12.0	9.4	25.0	8.6	15.2	10.1
At Least Once a Month	11.5	13.3	9.4	13.6	10.1	0.0	12.8	9.5	12.4
Several Times a Year	13.1	14.6	11.6	16.7	13.9	25.0	11.8	17.1	13.8
Once or Twice a Year	10.1	10.5	11.2	10.4	9.8	0.0	10.3	10.5	10.3
Never	56.2	50.5	60.3	47.3	56.8	50.0	56.5	47.6	53.4

**Q5 Please grade the Library's performance in the following areas:**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q5a Collections of books, tapes, etc.</u>									
Excellent	14.4	16.6	17.5	13.8	15.6	7.1	16.5	13.0	15.5
Good	35.9	36.9	31.1	39.4	37.9	42.9	33.8	47.2	36.4
Average	17.4	15.5	15.1	21.5	16.0	7.1	13.2	14.8	16.5
Poor	2.3	2.2	1.2	2.5	3.1	14.3	2.0	1.9	2.3
Failing	0.2	0.2	0.4	0.3	0.2	0.0	0.1	0.0	0.2
No response	29.8	28.6	34.7	22.4	27.2	28.6	34.3	23.1	29.2
<u>Q5b Online library services, including access to the library's website (catalog, databases, calendar, etc.)</u>									
Excellent	15.6	17.3	13.9	15.1	13.1	14.3	18.3	20.4	16.4
Good	28.3	29.8	24.3	31.9	32.5	21.4	26.4	37.0	29.0
Average	15.2	13.1	15.1	20.4	12.5	21.4	10.1	10.2	14.2
Poor	1.4	1.0	1.6	1.6	1.8	0.0	0.6	0.9	1.2
Failing	0.5	0.3	0.4	0.8	0.2	0.0	0.2	0.0	0.4
No response	39.0	38.6	44.6	30.2	39.9	42.9	44.4	31.5	38.8

**Q5 Please grade the Library's performance in the following areas:**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q5c Assistance from library staff</u>									
Excellent	20.4	23.3	21.1	17.0	21.4	21.4	25.2	24.1	21.8
Good	33.0	34.0	29.1	38.0	36.5	21.4	29.9	38.9	33.5
Average	13.5	12.6	15.1	19.3	11.8	7.1	8.6	13.0	13.0
Poor	1.7	1.4	0.8	2.3	2.2	14.3	0.9	1.9	1.6
Failing	0.5	0.2	0.8	0.5	0.4	0.0	0.2	0.0	0.4
No response	30.9	28.5	33.1	22.9	27.6	35.7	35.2	22.2	29.7
<u>Q5d Condition of the Main library (cleanliness, maintenance)</u>									
Excellent	14.8	16.4	14.7	14.7	18.7	7.1	15.1	22.2	15.6
Good	28.8	30.8	29.1	34.3	32.1	35.7	26.1	28.7	29.8
Average	14.9	12.3	12.0	18.5	10.7	21.4	11.0	15.7	13.6
Poor	3.8	2.7	2.4	3.7	2.4	7.1	3.1	5.6	3.3
Failing	1.4	0.7	1.2	1.0	1.1	0.0	1.0	2.8	1.1
No response	36.2	37.1	40.6	27.8	35.0	28.6	43.7	25.0	36.6



**Q5 Please grade the Library's performance in the following areas:**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q5e Condition of your neighborhood branch library (cleanliness, maintenance)

Excellent	19.7	23.4	14.3	15.7	20.3	28.6	26.6	25.0	21.5
Good	32.2	32.3	32.7	39.7	32.5	28.6	26.6	34.3	32.3
Average	12.8	11.5	12.7	17.6	14.3	14.3	7.6	14.8	12.2
Poor	1.9	1.4	2.4	2.3	2.4	0.0	0.9	1.9	1.7
Failing	0.3	0.3	0.8	0.4	0.4	0.0	0.2	0.9	0.3
No response	33.0	31.0	37.1	24.3	30.1	28.6	38.1	23.1	32.0

Q5f Overall quality of the City's library system

Excellent	14.9	17.2	15.5	13.0	17.8	21.4	17.7	15.7	16.0
Good	38.0	39.8	33.9	42.6	38.3	28.6	36.5	44.4	38.9
Average	14.8	13.4	13.5	19.7	14.0	14.3	10.2	16.7	14.1
Poor	1.7	0.6	2.0	1.1	1.6	0.0	1.0	2.8	1.2
Failing	0.3	0.2	0.8	0.3	0.2	0.0	0.2	0.0	0.3
No response	30.3	28.8	34.3	23.3	28.1	35.7	34.4	20.4	29.6

**Excluding Don't Know/No Response**

**Q5 Please grade the Library's performance in the following areas: (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	
<u>Q5a Collections of books, tapes, etc.</u>									
Excellent	20.5	23.2	26.8	17.8	21.4	10.0	25.1	16.9	21.8
Good	51.1	51.7	47.6	50.8	52.0	60.0	51.5	61.4	51.4
Average	24.8	21.7	23.2	27.8	22.0	10.0	20.2	19.3	23.3
Poor	3.3	3.1	1.8	3.2	4.3	20.0	3.0	2.4	3.2
Failing	0.3	0.3	0.6	0.4	0.3	0.0	0.2	0.0	0.3
<u>Q5b Online library services, including access to the library's website (catalog, databases, calendar, etc.)</u>									
Excellent	25.6	28.1	25.2	21.6	21.9	25.0	32.9	29.7	26.8
Good	46.4	48.5	43.9	45.7	54.1	37.5	47.4	54.1	47.4
Average	24.9	21.3	27.3	29.2	20.7	37.5	18.2	14.9	23.2
Poor	2.2	1.6	2.9	2.3	3.0	0.0	1.2	1.4	1.9
Failing	0.9	0.4	0.7	1.1	0.4	0.0	0.3	0.0	0.7

**Excluding Don't Know/No Response**

**Q5 Please grade the Library's performance in the following areas: (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q5c Assistance from library staff

Excellent	29.5	32.6	31.5	22.0	29.5	33.3	39.0	31.0	31.0
Good	47.8	47.6	43.5	49.3	50.5	33.3	46.2	50.0	47.7
Average	19.5	17.6	22.6	25.0	16.3	11.1	13.3	16.7	18.6
Poor	2.4	2.0	1.2	3.0	3.1	22.2	1.3	2.4	2.2
Failing	0.8	0.2	1.2	0.7	0.6	0.0	0.3	0.0	0.5

Q5d Condition of the Main library (cleanliness, maintenance)

Excellent	23.2	26.1	24.8	20.3	28.8	10.0	26.9	29.6	24.6
Good	45.2	48.9	49.0	47.5	49.3	50.0	46.4	38.3	47.0
Average	23.4	19.5	20.1	25.6	16.4	30.0	19.6	21.0	21.5
Poor	5.9	4.4	4.0	5.2	3.8	10.0	5.5	7.4	5.2
Failing	2.2	1.2	2.0	1.4	1.7	0.0	1.7	3.7	1.7

**Excluding Don't Know/No Response**

**Q5 Please grade the Library's performance in the following areas: (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q5e Condition of your neighborhood branch library (cleanliness, maintenance)

Excellent	29.5	33.9	22.8	20.7	29.0	40.0	43.1	32.5	31.7
Good	48.1	46.9	51.9	52.5	46.5	40.0	43.0	44.6	47.5
Average	19.1	16.7	20.3	23.2	20.4	20.0	12.2	19.3	17.9
Poor	2.8	2.1	3.8	3.1	3.5	0.0	1.5	2.4	2.5
Failing	0.5	0.5	1.3	0.5	0.6	0.0	0.3	1.2	0.5

Q5f Overall quality of the City's library system

Excellent	21.4	24.1	23.6	16.9	24.8	33.3	27.0	19.8	22.7
Good	54.5	55.9	51.5	55.6	53.3	44.4	55.7	55.8	55.2
Average	21.2	18.8	20.6	25.7	19.5	22.2	15.5	20.9	20.1
Poor	2.5	0.9	3.0	1.4	2.2	0.0	1.5	3.5	1.7
Failing	0.4	0.3	1.2	0.4	0.3	0.0	0.2	0.0	0.4

**Q6 On average, how often have you used Muni (the City's transit service) during the past year?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q6 On average, how often have you used Muni (the City's transit service) during the past year?

Daily	20.5	20.9	18.7	23.6	18.9	21.4	19.3	21.3	20.7
Several Times a Week	16.0	16.4	16.3	15.9	17.6	21.4	15.8	19.4	16.2
Once or Twice a Week	8.6	9.1	9.2	7.1	10.2	0.0	10.0	5.6	8.8
Several Times a Month	9.8	9.9	7.2	9.1	6.0	21.4	11.6	9.3	9.9
Once or Twice a Month	17.5	17.5	10.0	15.1	13.6	14.3	21.0	19.4	17.5
Never	10.3	10.8	12.4	8.6	11.1	0.0	11.6	9.3	10.6
No Response	17.2	15.4	26.3	20.6	22.5	21.4	10.6	15.7	16.3

**Excluding Don't Know/No Response**

**Q6 On average, how often have you used Muni (the City's transit service) during the past year? (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American/Indian	White/Caucasian	Mixed Ethnicity/Other	

Q6 On average, how often have you used Muni (the City's transit service) during the past year?

Daily	24.8	24.7	25.4	29.8	24.4	27.3	21.6	25.3	24.7
Several Times a Week	19.4	19.3	22.2	20.0	22.7	27.3	17.7	23.1	19.3
Once or Twice a Week	10.4	10.7	12.4	8.9	13.2	0.0	11.2	6.6	10.6
Several Times a Month	11.8	11.8	9.7	11.5	7.8	27.3	13.0	11.0	11.8
Once or Twice a Month	21.2	20.7	13.5	19.0	17.5	18.2	23.5	23.1	21.0
Never	12.4	12.8	16.8	10.9	14.4	0.0	13.0	11.0	12.6

**Q6a-f If you have used Muni during the past year, please grade the following:**

N=2909	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q6a Timeliness/reliability</u>									
Excellent	4.2	4.0	9.7	2.7	6.0	18.2	3.6	8.6	4.1
Good	29.0	31.6	28.6	28.2	29.9	18.2	32.5	23.5	30.3
Average	36.5	36.1	32.5	39.8	38.6	36.4	33.7	40.7	36.3
Poor	20.9	20.6	16.2	21.6	18.1	0.0	20.9	21.0	20.7
Failing	8.9	6.9	11.0	6.9	6.4	27.3	8.6	6.2	7.9
No response	0.5	0.9	1.9	0.7	1.0	0.0	0.6	0.0	0.7
<u>Q6b Cleanliness</u>									
Excellent	2.0	1.6	2.6	1.3	3.0	9.1	1.6	2.5	1.8
Good	18.8	17.2	25.3	16.2	16.4	9.1	19.5	9.9	18.0
Average	40.7	43.9	34.4	44.1	40.6	27.3	42.3	45.7	42.2
Poor	28.0	27.5	22.1	28.1	28.2	36.4	27.7	29.6	27.8
Failing	10.0	9.0	13.6	9.6	10.7	18.2	8.4	12.3	9.5
No response	0.5	0.8	1.9	0.8	1.0	0.0	0.5	0.0	0.7

**Q6a-f If you have used Muni during the past year, please grade the following:**

N=2909	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q6c Fares</u>									
Excellent	6.1	5.4	1.9	3.2	6.7	18.2	7.3	8.6	5.7
Good	27.0	24.1	28.6	20.0	23.8	9.1	30.3	9.9	25.6
Average	42.0	46.3	36.4	48.8	39.3	27.3	42.9	51.9	44.1
Poor	16.4	16.8	16.2	18.7	20.5	27.3	13.6	23.5	16.6
Failing	7.5	6.2	14.3	8.1	8.4	18.2	5.1	4.9	6.9
No response	1.0	1.2	2.6	1.2	1.3	0.0	0.8	1.2	1.1
<u>Q6d Safety</u>									
Excellent	4.6	3.5	4.5	3.2	4.4	9.1	4.4	6.2	4.1
Good	27.4	24.4	29.9	22.0	19.8	9.1	30.0	18.5	25.9
Average	41.7	46.2	32.5	48.6	37.6	18.2	44.1	37.0	43.9
Poor	17.8	18.3	19.5	18.4	25.2	36.4	15.4	25.9	18.0
Failing	7.3	6.5	11.0	6.9	11.7	27.3	5.0	12.3	6.9
No response	1.1	1.1	2.6	1.0	1.3	0.0	1.0	0.0	1.1



**Q6a-f If you have used Muni during the past year, please grade the following:**

N=2909	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q6e Communication to passengers</u>									
Excellent	4.0	3.2	4.5	2.0	3.7	27.3	4.3	3.7	3.6
Good	24.8	20.8	22.1	20.7	21.1	0.0	25.2	19.8	22.8
Average	35.5	41.7	36.4	42.5	39.6	18.2	36.2	40.7	38.5
Poor	21.5	24.1	19.5	23.0	21.5	36.4	22.8	22.2	22.8
Failing	13.1	7.9	16.2	10.0	11.4	18.2	9.9	13.6	10.6
No response	1.1	2.3	1.3	1.9	2.7	0.0	1.5	0.0	1.7
<u>Q6f Courtesy of drivers</u>									
Excellent	5.7	6.3	7.8	3.0	7.0	27.3	7.2	8.6	6.0
Good	28.8	27.4	27.3	24.2	29.9	0.0	30.5	30.9	28.1
Average	37.3	44.8	36.4	47.5	35.2	36.4	39.2	30.9	40.9
Poor	17.5	14.2	14.9	16.6	17.8	18.2	15.0	14.8	15.9
Failing	10.2	5.9	11.7	7.8	8.4	18.2	7.3	14.8	8.1
No response	0.6	1.4	1.9	1.0	1.7	0.0	0.8	0.0	1.0

**Excluding Don't Know/No Response**

**Q6a-f If you have used Muni during the past year, please grade the following (Excluding Don't Know):**

N=2909	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q6a Timeliness/reliability</u>									
Excellent	4.3	4.0	9.9	2.8	6.1	18.2	3.6	8.6	4.2
Good	29.1	31.9	29.1	28.4	30.2	18.2	32.8	23.5	30.5
Average	36.7	36.4	33.1	40.0	39.0	36.4	33.9	40.7	36.5
Poor	21.0	20.8	16.6	21.8	18.3	0.0	21.1	21.0	20.9
Failing	8.9	6.9	11.3	7.0	6.4	27.3	8.6	6.2	8.0
<u>Q6b Cleanliness</u>									
Excellent	2.0	1.6	2.6	1.3	3.1	9.1	1.6	2.5	1.8
Good	18.9	17.3	25.8	16.3	16.6	9.1	19.6	9.9	18.1
Average	40.9	44.2	35.1	44.4	41.0	27.3	42.5	45.7	42.5
Poor	28.2	27.7	22.5	28.3	28.5	36.4	27.9	29.6	28.0
Failing	10.0	9.1	13.9	9.6	10.8	18.2	8.5	12.3	9.6

**Excluding Don't Know/No Response**

**Q6a-f If you have used Muni during the past year, please grade the following (Excluding Don't Know):**

N=2909	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q6c Fares</u>									
Excellent	6.1	5.5	2.0	3.2	6.8	18.2	7.4	8.8	5.8
Good	27.3	24.4	29.3	20.2	24.1	9.1	30.5	10.0	25.9
Average	42.4	46.9	37.3	49.4	39.8	27.3	43.3	52.5	44.6
Poor	16.5	17.0	16.7	18.9	20.7	27.3	13.7	23.8	16.8
Failing	7.6	6.3	14.7	8.2	8.5	18.2	5.1	5.0	7.0
<u>Q6d Safety</u>									
Excellent	4.7	3.5	4.7	3.2	4.4	9.1	4.4	6.2	4.1
Good	27.7	24.6	30.7	22.2	20.1	9.1	30.4	18.5	26.2
Average	42.2	46.7	33.3	49.1	38.1	18.2	44.6	37.0	44.4
Poor	18.0	18.5	20.0	18.5	25.5	36.4	15.6	25.9	18.2
Failing	7.4	6.6	11.3	7.0	11.9	27.3	5.1	12.3	7.0

**Excluding Don't Know/No Response**

**Q6a-f If you have used Muni during the past year, please grade the following (Excluding Don't Know):**

N=2909	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q6e Communication to passengers</u>									
Excellent	4.1	3.2	4.6	2.0	3.8	27.3	4.4	3.7	3.7
Good	25.1	21.3	22.4	21.1	21.7	0.0	25.6	19.8	23.2
Average	35.9	42.7	36.8	43.3	40.7	18.2	36.7	40.7	39.2
Poor	21.7	24.7	19.7	23.4	22.1	36.4	23.2	22.2	23.2
Failing	13.2	8.1	16.4	10.2	11.7	18.2	10.1	13.6	10.7
<u>Q6f Courtesy of drivers</u>									
Excellent	5.7	6.4	7.9	3.0	7.2	27.3	7.2	8.6	6.0
Good	28.9	27.8	27.8	24.4	30.4	0.0	30.8	30.9	28.4
Average	37.5	45.4	37.1	47.9	35.8	36.4	39.5	30.9	41.4
Poor	17.6	14.4	15.2	16.8	18.1	18.2	15.1	14.8	16.1
Failing	10.2	6.0	11.9	7.9	8.5	18.2	7.4	14.8	8.2

**Excluding Don't Know/No Response**

**Q7 Please rate your feeling of safety in the following situations in San Francisco: (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q7a Walking alone in your neighborhood during the day

Very Safe	41.4	40.1	35.2	27.3	30.5	50.0	52.8	50.5	40.8
Safe	44.4	44.6	47.6	51.7	50.5	42.9	38.4	32.7	44.5
Neither	8.5	10.1	8.8	14.4	9.3	7.1	5.8	8.4	9.3
Unsafe	4.7	4.1	6.8	5.7	7.5	0.0	2.6	3.7	4.4
Very Unsafe	0.9	1.1	1.6	1.0	2.3	0.0	0.4	4.7	1.0

Q7b Walking alone in your neighborhood at night

Very Safe	14.0	9.2	12.7	7.4	8.9	23.1	14.9	18.9	11.7
Safe	42.8	36.8	36.1	35.9	34.9	23.1	44.7	37.7	39.9
Neither	22.0	23.7	22.1	29.2	17.9	7.7	20.3	13.2	22.8
Unsafe	15.2	20.6	19.3	18.9	24.8	15.4	15.2	17.0	17.8
Very Unsafe	5.9	9.7	9.8	8.6	13.5	30.8	4.9	13.2	7.7

**Q8a Do you have access to a green curbside composting cart?**

N=3979	<u>Q19e What is your gender</u>		<u>Q19g Which of the following best describes your race/ ethnicity?</u>						<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Black/ African American</u>	<u>Asian/ Pacific Islander</u>	<u>Latino/ Hispanic</u>	<u>Native American Indian</u>	<u>White/ Caucasian</u>	<u>Mixed Ethnicity/ Other</u>	
<u>Yes</u>	73.9	77.0	63.3	70.1	75.7	71.4	80.2	82.4	75.4
<u>No</u>	26.1	23.0	36.7	29.9	24.3	28.6	19.8	17.6	24.6

**Q8a Do you have access to a green curbside composting cart?**

**Excluding Don't Know/No Response**

**Q8b If you have a green curbside composting cart, what do you put in it? (Excluding Don't Know)**

N=2999	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q8b If you have a green curbside composting cart, what do you put in it?</u>									
Food Scraps	82.1	85.5	74.2	83.4	83.2	80.0	85.3	80.9	83.8
Soiled Paper	56.6	60.3	42.1	52.8	50.6	70.0	65.3	56.2	58.5
Yard Trimmings	66.5	67.6	59.7	67.8	68.8	60.0	67.0	64.0	67.0
Have Cart But Never Use it	5.3	5.3	5.7	4.3	3.8	20.0	5.9	10.1	5.3

**Q8c Which factors, if any, discourage you from using a green cart for compostable waste?**

N=2999	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q8c Which factors, if any, discourage you from using a green cart for compostable waste?

Messiness	23.7	25.5	23.9	33.9	22.6	30.0	19.1	28.1	24.6
Lack of Time	7.0	6.4	6.3	8.3	5.3	0.0	6.1	5.6	6.7
Do My Own Backyard Composting	4.8	4.0	6.3	6.5	4.7	0.0	2.8	5.6	4.4
Pest Concerns	14.4	15.1	13.2	21.0	16.5	30.0	10.2	21.3	14.7
Not Sure What to Put in the Cart	8.3	5.4	9.4	8.5	4.4	0.0	6.3	7.9	6.9
Don't know	55.4	56.6	54.7	40.4	55.3	60.0	66.0	52.8	56.0



**Excluding Don't Know/No Response**

**Q9a Does anyone in your household have a personal computer? (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	
<u>Q9a Does anyone in your household have a personal computer?</u>									
Yes	90.1	89.5	84.0	89.5	87.0	78.6	91.4	92.4	89.8
No	9.9	10.5	16.0	10.5	13.0	21.4	8.6	7.6	10.2

**Excluding Don't Know/No Response**

**Q9b If someone has a personal computer, do they use their computer to access the Internet? (Excluding Don't Know)**

N=3515	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q9b If someone has a personal computer, do they use their computer to access the Internet?

Yes	98.7	98.1	94.9	98.3	96.0	100.0	99.4	97.9	98.4
No	1.3	1.9	5.1	1.7	4.0	0.0	0.6	2.1	1.6

**Q9c If someone uses the Internet, what kind of Internet connection do they use?**

N=3443	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q9c If someone uses the Internet, what kind of Internet connection do they use?

DSL, Cable or Other High-Speed	83.5	70.4	63.1	77.3	73.8	72.7	79.4	76.8	77.2
Dial-Up Telephone Line	3.6	5.5	4.8	5.5	7.2	9.1	3.2	5.3	4.5
Wireless	33.1	43.1	40.1	37.2	32.6	18.2	39.3	40.0	37.9

**Q10 Please indicate how often people in your household used the Internet to do the following during the past year:**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q10a Participate in social networking</u>									
At Least Once a Week	54.1	56.4	42.2	56.1	50.8	50.0	56.3	72.2	55.2
At Least Once a Month	7.8	6.4	7.6	6.8	4.5	0.0	8.4	1.9	7.1
Several Times a Year	5.6	4.5	4.0	6.5	5.3	7.1	4.3	1.9	5.1
Once or Twice a Year	3.7	3.6	2.8	3.5	3.6	0.0	3.8	4.6	3.6
Never	28.3	28.2	42.6	26.4	35.4	42.9	26.4	19.4	28.2
Don't know	0.5	1.0	0.8	0.6	0.4	0.0	0.9	0.0	0.7
<u>Q10b Share or download videos</u>									
At Least Once a Week	37.0	31.5	23.1	31.4	31.4	21.4	38.4	37.0	34.4
At Least Once a Month	11.3	14.5	10.0	12.6	9.6	7.1	13.9	20.4	12.9
Several Times a Year	9.2	9.5	6.8	10.1	6.7	0.0	10.2	6.5	9.4
Once or Twice a Year	7.0	6.6	4.0	7.2	8.0	14.3	6.4	8.3	6.8
Never	35.0	36.9	55.4	38.0	43.9	57.1	30.3	27.8	35.9
Don't know	0.4	0.9	0.8	0.6	0.4	0.0	0.8	0.0	0.7

**Q10 Please indicate how often people in your household used the Internet to do the following during the past year:**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q10c Access web-based government services</u>									
At Least Once a Week	16.0	14.6	12.0	15.7	16.3	21.4	14.9	21.3	15.3
At Least Once a Month	18.9	17.3	14.7	15.9	15.6	14.3	20.4	22.2	18.1
Several Times a Year	27.4	26.1	20.3	26.0	23.6	14.3	29.2	23.1	26.8
Once or Twice a Year	15.7	16.3	15.1	16.7	11.4	21.4	16.8	13.9	16.0
Never	21.6	24.7	36.7	25.0	32.7	28.6	17.9	19.4	23.1
Don't know	0.4	1.0	1.2	0.5	0.4	0.0	0.8	0.0	0.7

**Excluding Don't Know/No Response**

**Q10 Please indicate how often people in your household used the Internet to do the following during the past year:**

**(Excluding Don't Know/No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q10a Participate in social networking</u>									
At Least Once a Week	54.4	56.9	42.6	56.5	51.0	50.0	56.8	72.2	55.6
At Least Once a Month	7.8	6.5	7.6	6.8	4.5	0.0	8.5	1.9	7.2
Several Times a Year	5.6	4.5	4.0	6.6	5.4	7.1	4.3	1.9	5.1
Once or Twice a Year	3.7	3.6	2.8	3.5	3.6	0.0	3.9	4.6	3.7
Never	28.5	28.4	43.0	26.6	35.6	42.9	26.6	19.4	28.5
<u>Q10b Share or download videos</u>									
At Least Once a Week	37.2	31.8	23.3	31.6	31.5	21.4	38.7	37.0	34.6
At Least Once a Month	11.4	14.6	10.0	12.7	9.6	7.1	14.1	20.4	13.0
Several Times a Year	9.3	9.6	6.8	10.2	6.7	0.0	10.3	6.5	9.4
Once or Twice a Year	7.0	6.7	4.0	7.3	8.1	14.3	6.4	8.3	6.9
Never	35.1	37.3	55.8	38.3	44.1	57.1	30.5	27.8	36.2

**Excluding Don't Know/No Response**

**Q10 Please indicate how often people in your household used the Internet to do the following during the past year:**

**(Excluding Don't Know/No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African- American	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q10c Access web-based government services</u>									
At Least Once a Week	16.1	14.7	12.1	15.8	16.3	21.4	15.0	21.3	15.4
At Least Once a Month	19.0	17.5	14.9	16.0	15.7	14.3	20.6	22.2	18.2
Several Times a Year	27.5	26.4	20.6	26.2	23.7	14.3	29.5	23.1	27.0
Once or Twice a Year	15.8	16.5	15.3	16.8	11.4	21.4	16.9	13.9	16.1
Never	21.7	24.9	37.1	25.2	32.9	28.6	18.0	19.4	23.3

**Excluding Don't Know/No Response**

**Q11 In the next three years, how likely are you to move out of San Francisco? (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q11 In the next three years, how likely are you to move out of San Francisco?

Very Likely	7.3	8.3	9.4	7.3	7.3	9.1	7.9	10.4	7.8
Somewhat Likely	16.8	17.5	16.2	17.9	12.0	18.2	17.6	21.7	17.1
Not Too Likely	28.7	26.8	24.7	28.7	25.5	9.1	28.3	25.5	27.8
Not Likely At All	47.2	47.5	49.8	46.2	55.2	63.6	46.2	42.5	47.3



**Q12a Do you have any children in the following age groups who live in San Francisco?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

**Q12a Do you have any children in the following age groups who live in San Francisco?**

No Children/No Children in SF	78.8%	75.4%	79.3%	69.1%	72.8%	78.6%	83.8%	74.1%	77.2%
Ages 0-5	8.7%	10.5%	10.4%	10.7%	12.5%	0.0%	8.1%	11.1%	9.6%
Ages 6-13	9.2%	11.6%	10.0%	14.2%	14.0%	14.3%	6.6%	13.0%	10.4%
Ages 14-17	6.9%	8.3%	5.2%	12.4%	9.4%	7.1%	4.1%	6.5%	7.6%

**Q12b If you have children in San Francisco, do your children attend school in San Francisco (grades K-12)?**

N=528	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

**Q12b If you have children in San Francisco, do your children attend school in San Francisco (grades K-12)?**

No	6.3%	5.9%	3.8%	4.6%	7.6%	0.0%	7.3%	12.5%	6.1%
Yes-Public School	63.1%	68.1%	73.1%	80.0%	68.2%	33.3%	42.7%	62.5%	65.7%
Yes-Private School	24.3%	26.7%	7.7%	12.7%	27.3%	33.3%	50.7%	31.3%	25.6%
Don't know	7.1%	5.1%	19.2%	4.6%	1.5%	33.3%	5.3%	0.0%	6.1%

**Excluding Don't Know/No Response**

**Q12c. If you have children in San Francisco, how would you grade the quality of the school your children attend? (Excluding Don't Know)**

N=458	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q12c If you have children in San Francisco, how would you grade the quality of the school your children attend?</u>									
Excellent	29.6%	26.9%	5.6%	16.6%	36.2%	50.0%	51.8%	21.4%	28.2%
Good	46.2%	42.5%	55.6%	49.8%	46.8%	50.0%	29.8%	50.0%	44.3%
Average	18.1%	22.4%	27.8%	27.8%	8.5%	0.0%	8.8%	28.6%	20.3%
Poor	5.0%	6.4%	5.6%	4.9%	6.4%	0.0%	7.9%	0.0%	5.7%
Failing	1.0%	1.8%	5.6%	0.9%	2.1%	0.0%	1.8%	0.0%	1.4%

**Excluding Don't Know/No Response**

**Q12d Childcare (ages 0-2)(Excluding Don't Know/No Response)**

N=177	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?					Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q12d Childcare - ages 0-2</u>								
Yes	26.7%	19.7%	41.7%	22.7%	8.0%	25.9%	33.3%	22.8%
No-No Need	43.3%	52.6%	33.3%	45.5%	60.0%	59.3%	16.7%	48.5%
No-Too Expensive	13.3%	11.8%	16.7%	9.1%	20.0%	3.7%	50.0%	12.5%
No-Too Far	1.7%	1.3%	0.0%	3.0%	0.0%	0.0%	0.0%	1.5%
No-Not Available	10.0%	7.9%	8.3%	13.6%	4.0%	3.7%	0.0%	8.8%
No-Other Reason	5.0%	6.6%	0.0%	6.1%	8.0%	7.4%	0.0%	5.9%

**Excluding Don't Know/No Response**

**Q12e Childcare (ages 3-5)(Excluding Don't Know/No Response)**

N=177	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?					Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q12e Childcare- ages 3-5</u>								
Yes	55.1%	51.9%	50.0%	60.0%	39.4%	58.3%	33.3%	53.3%
No-No Need	27.5%	30.9%	30.0%	23.1%	42.4%	30.6%	16.7%	29.3%
No-Too Expensive	7.2%	9.9%	10.0%	6.2%	9.1%	8.3%	33.3%	8.7%
No-Not Available	7.2%	2.5%	0.0%	7.7%	6.1%	0.0%	0.0%	4.7%
No-Other Reason	2.9%	4.9%	10.0%	3.1%	3.0%	2.8%	16.7%	4.0%

**Excluding Don't Know/No Response**

**Q12f Afterschool program 3-5 days a week (ages 6-13)(Excluding Don't Know/No Response)**

N=376	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	
<u>Q12f Afterschool program 3-5 days a week (ages 6-13)</u>									
Yes	52.7%	52.9%	81.3%	56.3%	48.3%	100.0%	44.0%	63.6%	52.8%
No-No Need	27.3%	28.9%	0.0%	23.2%	22.4%	0.0%	44.0%	27.3%	28.2%
No-Too Expensive	8.7%	9.6%	6.3%	9.3%	20.7%	0.0%	4.0%	0.0%	9.2%
No-Too Far	0.7%	1.1%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.9%
No-Not Available	2.7%	2.1%	0.0%	3.3%	3.4%	0.0%	1.0%	0.0%	2.4%
No-Poor Quality	1.3%	1.1%	0.0%	1.3%	1.7%	0.0%	1.0%	0.0%	1.2%
No-Other Reason	6.7%	4.3%	12.5%	4.6%	3.4%	0.0%	6.0%	9.1%	5.3%

**Excluding Don't Know/No Response**

**Q12g Other school year extracurricular activities, such as sports, art classes, etc. (ages 6-13)(Excluding Don't Know/No Response)**

N=376	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q12g Other school year extracurricular activities, such as sports, art classes, etc. (ages 6-13)

Yes	66.0%	60.0%	60.0%	52.3%	58.3%	100.0%	76.9%	91.7%	62.7%
No-No Need	13.5%	10.8%	13.3%	16.8%	8.3%	0.0%	8.3%	0.0%	12.0%
No-Too Expensive	3.8%	16.4%	13.3%	12.9%	18.3%	0.0%	3.7%	8.3%	10.8%
No-Too Far	1.9%	1.0%	0.0%	2.6%	1.7%	0.0%	0.0%	0.0%	1.4%
No-Not Available	5.8%	3.6%	0.0%	7.1%	3.3%	0.0%	2.8%	0.0%	4.6%
No-Poor Quality	1.9%	2.6%	0.0%	1.3%	6.7%	0.0%	1.9%	0.0%	2.3%
No-Other Reason	7.1%	5.6%	13.3%	7.1%	3.3%	0.0%	6.5%	0.0%	6.3%

**Excluding Don't Know/No Response**

**Q12h Summer program (ages 6-13)(Excluding Don't Know/No Response)**

N=376	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q12h Summer program ages 6-13</u>									
Yes	68.4%	65.8%	81.3%	62.4%	62.5%	100.0%	71.2%	90.9%	67.0%
No-No Need	11.4%	13.4%	0.0%	14.0%	7.1%	0.0%	15.4%	9.1%	12.5%
No-Too Expensive	5.7%	15.0%	12.5%	12.1%	23.2%	0.0%	2.9%	0.0%	10.7%
No-Too Far	1.3%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.6%
No-Not Available	5.1%	2.1%	0.0%	5.7%	0.0%	0.0%	2.9%	0.0%	3.5%
No-Poor Quality	1.3%	0.5%	0.0%	0.6%	3.6%	0.0%	0.0%	0.0%	0.9%
No-Other Reason	7.0%	3.2%	6.3%	3.8%	3.6%	0.0%	7.7%	0.0%	4.9%

**Excluding Don't Know/No Response**

**Q12i Youth employment/career development(ages 14-18)(Excluding Don't Know/No Response)**

N=258	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q12i Youth employment/career development (ages 14-18)

Yes	27.7%	40.0%	40.0%	36.4%	32.4%	100.0%	30.4%	25.0%	34.5%
No-No Need	33.7%	23.2%	20.0%	24.0%	26.5%	0.0%	39.3%	25.0%	27.9%
No-Too Expensive	2.0%	1.6%	0.0%	1.7%	0.0%	0.0%	1.8%	25.0%	1.8%
No-Too Far	1.0%	0.8%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.9%
No-Not Available	8.9%	14.4%	20.0%	14.0%	11.8%	0.0%	7.1%	0.0%	11.9%
No-Poor Quality	1.0%	3.2%	0.0%	2.5%	0.0%	0.0%	1.8%	25.0%	2.2%
No-Other Reason	25.7%	16.8%	20.0%	19.8%	29.4%	0.0%	19.6%	0.0%	20.8%



**Excluding Don't Know/No Response**

**Q12j Other school year extracurricular activities, such as sports, art classes, etc. (ages 14-18)(Excluding Don't Know/No Response)**

N=258	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q12j Other school year extracurricular activities, such as sports, art classes, etc. (ages 14-18)

Yes	63.5%	57.4%	37.5%	52.8%	69.4%	0.0%	75.4%	50.0%	60.1%
No-No Need	13.5%	14.0%	12.5%	16.5%	13.9%	0.0%	8.8%	0.0%	13.7%
No-Too Expensive	1.9%	3.9%	0.0%	3.9%	0.0%	0.0%	1.8%	25.0%	3.0%
No-Too Far	2.9%	0.8%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	1.7%
No-Not Available	6.7%	7.0%	25.0%	9.4%	2.8%	0.0%	1.8%	0.0%	6.9%
No-Poor Quality	1.0%	3.1%	0.0%	3.1%	0.0%	0.0%	1.8%	0.0%	2.1%
No-Other Reason	10.6%	14.0%	25.0%	11.0%	13.9%	100.0%	10.5%	25.0%	12.4%

**Excluding Don't Know/No Response**

**Q12k One-on-one tutoring (ages 6-18)(Excluding Don't Know/No Response)**

N=565	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q12k One-on-one tutoring ages 6-18</u>									
Yes	21.2%	19.7%	42.1%	18.7%	18.8%	50.0%	22.8%	0.0%	20.4%
No-No need	50.9%	42.3%	15.8%	40.9%	45.0%	0.0%	57.2%	73.3%	46.2%
No-Too Expensive	8.6%	18.2%	10.5%	17.9%	18.8%	50.0%	4.8%	13.3%	13.9%
No-Too Far	1.4%	0.4%	0.0%	1.3%	0.0%	0.0%	0.7%	0.0%	0.8%
No-Not Available	5.4%	6.2%	15.8%	6.8%	8.8%	0.0%	2.1%	0.0%	5.8%
No-Poor Quality	0.5%	1.8%	0.0%	1.3%	0.0%	0.0%	2.1%	0.0%	1.2%
No-Other Reason	12.2%	11.3%	15.8%	13.2%	8.8%	0.0%	10.3%	13.3%	11.7%

**Q13a-b Please indicate how often you have done the following during the past year:**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q13a Contacted 311 by phone</u>									
At Least Once a Week	1.4	2.8	6.0	1.5	4.5	0.0	1.4	1.9	2.1
At Least Once a Month	3.8	4.8	4.8	3.3	5.1	0.0	4.3	10.2	4.2
Several Times a Year	9.1	11.1	10.0	8.1	8.2	14.3	11.4	16.7	10.1
Once or Twice a Year	13.2	13.7	6.4	11.6	12.0	21.4	16.0	13.0	13.4
Never	72.4	67.6	72.9	75.4	69.9	64.3	66.9	58.3	70.1
Don't Know	0.1	0.1	0.0	0.1	0.2	0.0	0.1	0.0	0.1
<u>Q13b Used 311 service by the web or mobile device</u>									
At Least Once a Week	1.5	2.1	3.2	2.0	2.9	0.0	1.2	2.8	1.8
At Least Once a Month	2.2	2.8	2.4	2.6	3.1	0.0	2.3	5.6	2.5
Several Times a Year	4.9	6.2	6.0	6.2	3.6	0.0	5.5	6.5	5.5
Once or Twice a Year	7.1	6.4	2.0	5.5	6.9	0.0	8.2	6.5	6.8
Never	84.1	82.0	86.1	83.4	83.1	100.0	82.7	77.8	83.1
Don't Know	0.2	0.4	0.4	0.2	0.4	0.0	0.2	0.9	0.3

**Excluding Don't Know/No Response**

**Q13a-b Please indicate how often you have done the following during the past year: (Excluding Don't Know/No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q13a Contacted 311 by phone</u>									
At Least Once a Week	1.4	2.8	6.0	1.5	4.5	0.0	1.4	1.9	2.1
At Least Once a Month	3.8	4.8	4.8	3.3	5.1	0.0	4.3	10.2	4.3
Several Times a Year	9.1	11.1	10.0	8.1	8.3	14.3	11.4	16.7	10.1
Once or Twice a Year	13.2	13.7	6.4	11.6	12.1	21.4	16.0	13.0	13.4
Never	72.5	67.6	72.9	75.5	70.1	64.3	66.9	58.3	70.1
<u>Q13b Used 311 service by the web or mobile device</u>									
At Least Once a Week	1.5	2.1	3.2	2.0	2.9	0.0	1.2	2.8	1.8
At Least Once a Month	2.3	2.9	2.4	2.6	3.1	0.0	2.3	5.6	2.5
Several Times a Year	4.9	6.2	6.0	6.2	3.6	0.0	5.5	6.5	5.5
Once or Twice a Year	7.1	6.4	2.0	5.5	6.9	0.0	8.2	6.5	6.8
Never	84.2	82.3	86.4	83.6	83.4	100.0	82.8	78.5	83.3

**Excluding Don't Know/No Response**

**Q13c-f If you have used 3-1-1, please grade how easy it is to do the following: (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q13c Get City info by calling 3-1-1

Excellent	25.4	29.4	33.3	15.3	30.2	40.0	33.5	16.3	27.5
Good	45.8	40.7	48.5	43.1	41.1	40.0	42.1	55.8	43.1
Average	22.4	23.7	10.6	30.6	24.8	20.0	20.6	18.6	23.1
Poor	4.4	4.7	4.5	8.4	3.1	0.0	2.6	4.7	4.5
Failing	2.0	1.5	3.0	2.5	0.8	0.0	1.2	4.7	1.7

Q13d Request a City service by calling 3-1-1

Excellent	23.3	27.1	32.3	13.0	28.8	25.0	30.3	27.0	25.3
Good	43.7	39.0	48.4	42.1	40.0	50.0	39.8	43.2	41.2
Average	23.7	25.6	8.1	33.8	22.4	25.0	22.4	24.3	24.7
Poor	7.4	5.6	8.1	8.7	6.4	0.0	5.2	2.7	6.4
Failing	2.0	2.7	3.2	2.3	2.4	0.0	2.3	2.7	2.4

**Excluding Don't Know/No Response**

**Q13c-f If you have used 3-1-1, please grade how easy it is to do the following: (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q13e Get City information on the web or a mobile device

Excellent	17.5	15.7	15.7	10.8	18.6	0.0	20.5	17.6	16.6
Good	37.3	38.8	49.0	40.4	40.7	100.0	33.2	47.1	38.1
Average	31.6	32.0	15.7	34.3	36.0	0.0	32.4	20.6	31.8
Poor	6.2	5.6	7.8	7.6	1.2	0.0	5.3	8.8	5.9
Failing	7.4	7.9	11.8	6.9	3.5	0.0	8.7	5.9	7.7

Q13f Request a City service on the web or a mobile device

Excellent	15.4	14.6	11.1	10.6	16.0	0.0	18.8	12.9	15.0
Good	37.7	36.5	42.2	37.3	42.0	50.0	33.9	48.4	37.1
Average	30.9	32.3	20.0	36.9	34.6	50.0	29.4	22.6	31.6
Poor	7.0	7.1	11.1	8.6	3.7	0.0	6.1	9.7	7.1
Failing	8.9	9.5	15.6	6.7	3.7	0.0	11.8	6.5	9.2

**Excluding Don't Know/No Response**

**Q13g How did you learn about the service provided by 311? (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q13g How did you learn about the service provided by 311?

Brochure/Poster	10.0	12.7	9.2	8.9	11.1	7.1	13.0	13.9	11.3
Radio/TV	7.0	6.1	6.8	8.0	6.2	7.1	5.4	7.4	6.5
Friend/Colleague	8.5	10.4	8.8	8.2	8.2	7.1	10.7	10.2	9.4
Community Group	2.0	3.3	3.2	2.3	3.1	0.0	2.5	3.7	2.6
Other	7.1	7.7	6.0	4.7	7.6	7.1	9.1	13.9	7.4

**Excluding Don't Know/No Response**

**Q14a How would you grade the overall job of local government in providing services? (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
Excellent	3.2	2.8	5.2	3.3	3.1	0.0	2.5	4.0	3.0
Good	31.2	30.7	28.1	26.1	30.2	38.5	35.1	29.0	31.0
Average	48.3	52.4	49.0	54.7	46.2	46.2	48.5	50.0	50.3
Poor	13.3	11.3	12.9	12.5	15.2	0.0	11.2	13.0	12.3
Failing	4.0	2.8	4.8	3.5	5.2	15.4	2.7	4.0	3.4

Q14a How would you grade the overall job of local government in providing services?



**Q14b In the past year, did you contact employees at the City and County of San Francisco for any reason?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q14b In the past year, did you contact employees at the City and County of San Francisco for any reason?

Yes	47.1	43.7	45.8	40.5	42.8	64.3	48.9	53.7	45.4
No	49.0	52.6	47.4	55.4	50.3	35.7	48.5	44.4	50.8
Don't know	3.9	3.7	6.8	4.0	6.9	0.0	2.6	1.9	3.8

**Excluding Don't Know/No Response**

**Q14d-g Please grade the department you listed above in the following areas: (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q14d How easy the department was to contact

Excellent	16.2	16.2	19.8	10.4	17.9	0.0	19.3	12.7	16.2
Good	35.9	33.7	33.3	32.4	32.6	66.7	37.0	32.7	34.9
Average	26.2	29.7	27.9	31.0	24.2	22.2	26.6	30.9	27.8
Poor	15.6	15.9	11.7	20.6	16.8	11.1	13.1	16.4	15.8
Failing	6.0	4.5	7.2	5.7	8.4	0.0	4.1	7.3	5.3

Q14e The courtesy and professionalism of employees

Excellent	20.2	19.8	20.4	12.3	21.6	0.0	24.6	19.6	20.0
Good	37.2	38.2	35.2	36.5	33.2	22.2	39.3	46.4	37.7
Average	22.3	26.7	25.0	28.9	21.1	55.6	22.4	16.1	24.4
Poor	12.4	9.8	12.0	15.6	10.5	11.1	8.6	12.5	11.2
Failing	7.8	5.5	7.4	6.6	13.7	11.1	5.1	5.4	6.7

**Excluding Don't Know/No Response**

**Q14d-g Please grade the department you listed above in the following areas: (Excluding Don't Know)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q14f How well your question was answered or your issue was resolved

Excellent	18.5	18.3	20.2	12.8	18.9	0.0	21.5	22.8	18.4
Good	32.2	32.1	29.4	32.8	30.0	44.4	32.8	28.1	32.2
Average	20.5	24.5	27.5	26.9	18.9	22.2	19.6	26.3	22.4
Poor	17.0	13.6	10.1	18.3	17.4	22.2	13.9	15.8	15.4
Failing	11.7	11.5	12.8	9.2	14.7	11.1	12.2	7.0	11.6

Q14g The overall quality of customer service provided by the Department

Excellent	17.0	17.5	20.2	11.9	19.6	0.0	20.0	14.3	17.2
Good	33.4	33.0	30.3	32.4	27.5	33.3	34.9	39.3	33.2
Average	23.4	29.1	24.8	30.9	23.8	44.4	23.8	25.0	26.0
Poor	14.8	12.2	13.8	16.4	14.3	22.2	11.5	14.3	13.6
Failing	11.4	8.3	11.0	8.4	14.8	0.0	9.8	7.1	9.9

**Q15 Are you enrolled in Healthy San Francisco?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

**Q15a Are you enrolled in Healthy San Francisco?**

Yes	14.6	16.3	21.9	24.9	19.8	21.4	6.8	15.7	15.4
No	85.4	83.7	78.1	75.1	80.2	78.6	93.2	84.3	84.6

**Q15b Do you have any health insurance, including Medi-Cal or Medicare?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

**Q15b Do you have any health insurance, including Medi-Cal or Medicare?**

Yes	82.4	83.5	77.3	79.4	74.6	64.3	88.8	78.7	83.0
No	13.8	13.2	14.7	17.7	19.4	28.6	8.4	18.5	13.5
Don't know	3.8	3.3	8.0	2.9	6.0	7.1	2.8	2.8	3.5

**Q15c If you have health insurance, who pays for the insurance premium?**

N=3301	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q15c If you have health insurance, who pays for the insurance premium?

I Do	46.9	45.0	38.7	39.2	41.5	33.3	52.4	40.0	46.0
My Employer	46.3	44.5	37.6	43.7	38.8	33.3	48.8	48.2	45.4
My Spouse or Partner's Employer	9.7	11.8	7.7	10.8	10.7	0.0	10.8	12.9	10.7
Medi-Cal or Medicare	19.7	20.8	26.3	23.8	27.2	33.3	16.0	14.1	20.2
Other	4.4	5.3	9.3	5.8	6.9	0.0	3.3	8.2	4.9
Declined	1.2	1.1	3.1	0.9	2.1	11.1	0.9	0.0	1.1

**Q16 Have you utilized any of the following services to assist you with finding a new or better job?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q16 Have you utilized any of the following services to assist you with finding a new or better job?

Visited a One Stop Employment Center	6.8	7.3	10.4	9.3	7.3	14.3	4.9	8.3	7.1
Gotten Assistance From a Community-Based Organization (CBO)	2.6	3.0	4.4	3.3	3.1	0.0	2.0	4.6	2.8
Gotten Assistance From a College or University	4.3	4.7	5.6	5.1	4.0	0.0	3.8	7.4	4.5
None of These	82.4	81.1	76.9	78.6	76.4	78.6	86.1	80.6	81.8
Don't know	6.2	6.5	8.0	6.2	11.4	7.1	5.1	3.7	6.3

**Q17 Private property owners are currently responsible for the care and maintenance of most street trees. Would you be willing to pay a new assessment so the City would care for and prune trees along streets throughout the City?**

N=3979

Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American/Indian	White/Caucasian	Mixed Ethnicity/Other	

**Q17 Private property owners are currently responsible for the care and maintenance of most street trees. Would you be willing to pay a new assessment so the City would care for and prune trees along streets throughout the City?**

Yes	34.3	35.8	28.3	25.0	32.3	21.4	43.3	41.7	35.1
No	58.8	56.3	61.8	69.0	55.7	57.1	49.7	53.7	57.6
Don't know	6.9	7.9	10.0	6.0	12.0	21.4	7.0	4.6	7.4

**Q18a Typically, how often do you bike to make routine trips (trips to work, to the store, to school, to visit friends and neighbors)?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q18a How often do you bike</u>									
Several Times/Week	9.1	6.5	6.8	4.0	8.0	14.3	10.5	9.3	7.8
Once or Twice/Week	4.0	2.6	0.8	2.5	4.0	14.3	3.8	5.6	3.3
Several Times/Month	3.8	2.5	2.0	2.3	2.2	7.1	4.2	4.6	3.2
Once or Twice/Month	5.1	4.5	2.4	3.9	4.9	0.0	5.8	2.8	4.8
Seldom or Never	78.1	83.8	88.0	87.3	80.8	64.3	75.7	77.8	80.8



**Q18b What would help you bike more frequently?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q18b What would help you bike more frequently?</u>									
More Bike Lanes	21.7	20.0	11.6	17.2	18.3	28.6	24.6	29.6	20.9
Bike Lanes Physically Separated From the Cars & Trucks	28.1	32.0	21.1	24.5	26.9	50.0	34.8	47.2	30.0
Nicer Streetscapes	10.7	9.1	6.4	10.8	7.3	21.4	9.9	14.8	9.9
Neighborhood Safety	15.2	16.8	12.4	22.0	18.9	21.4	11.1	20.4	16.0
Nothing	55.5	54.3	66.1	56.2	55.0	42.9	53.7	39.8	54.9
Don't know	0.5	0.4	0.8	0.5	0.0	0.0	0.5	0.0	0.5

**Excluding Don't Know/No Response**

**Q19a How many people live in your household? (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	
<u>Q19a How many people live in your household?</u>									
1	29.4	31.7	40.6	16.6	29.4	14.3	39.4	29.6	30.5
2	34.6	32.6	28.3	29.2	33.0	57.1	37.8	28.7	33.7
3	17.0	15.6	15.1	20.8	14.0	21.4	13.5	22.2	16.3
4	11.6	11.3	11.6	18.1	13.6	0.0	6.4	8.3	11.4
5+	7.4	8.7	4.4	15.3	10.0	7.1	2.9	11.1	8.0

**Q19b How many years have you lived in San Francisco?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q19b How many years have you lived in San Francisco?

0-5 years	13.3	15.4	16.3	14.0	17.6	7.1	13.8	12.0	14.4
6-10 years	13.5	13.5	10.0	13.8	9.4	14.3	14.6	11.1	13.5
11-20 years	23.5	19.4	19.1	20.5	18.0	21.4	23.7	20.4	21.5
21-30 years	18.2	19.2	16.7	22.5	18.0	14.3	16.2	23.1	18.7
31+ years	31.4	32.6	37.8	29.2	37.0	42.9	31.7	33.3	31.9

**Q19c What is your age?**

N=3979

Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q19c What is your age?

18-34	16.3	21.0	16.7	21.5	24.5	21.4	15.0	25.9	18.6
35-44	18.5	19.4	11.6	18.7	18.0	7.1	20.0	23.1	18.9
45-54	21.2	18.6	18.7	20.9	21.6	21.4	19.0	21.3	20.0
55-64	22.1	20.5	25.1	20.3	16.5	21.4	23.0	18.5	21.3
65+	21.9	20.4	27.9	18.6	19.4	28.6	23.1	11.1	21.2

**Q19d If you are 60 or older, have you needed assistance with any of the following during the past year?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q19d If you are 60 or older, have you needed assistance with any of the following during the past year?

Senior Meal Programs	13.1	12.9	10.7	14.7	9.5	0.0	12.2	12.5	13.0
Personal Care	17.4	16.4	23.2	15.1	16.7	100.0	15.1	31.3	16.9
Getting Public Benefits Like Medicare	54.1	47.1	41.1	54.7	50.0	0.0	52.5	25.0	50.8
Socializing With Peers	15.4	23.6	25.0	15.6	23.8	0.0	20.1	31.3	19.2

**Q19e What is your gender?**

N=3979	<u>Q19e What is your gender</u>		<u>Q19g Which of the following best describes your race/ethnicity?</u>						<u>Total</u>
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q19e What is your gender</u>									
Male	100.0	0.0	47.8	51.9	51.2	71.4	52.1	44.4	51.4
Female	0.0	100.0	52.2	48.1	48.8	28.6	47.9	55.6	48.6

**Excluding Don't Know/No Response**

**Q19f Which of these comes closest to describing your sexual orientation? (Excluding No Response)**

N=3979	<u>Q19e What is your gender</u>		<u>Q19g Which of the following best describes your race/ethnicity?</u>						<u>Total</u>
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	
<u>Q19f Which of these comes closest to describing your sexual orientation?</u>									
Bisexual	3.0	3.7	4.0	5.0	3.2	0.0	2.3	3.0	3.3
Gay/Lesbian	20.0	3.9	11.4	5.1	14.8	21.4	16.0	12.9	12.2
Hetero-sexual/Straight	77.0	92.3	84.6	89.9	82.0	78.6	81.7	84.2	84.5

**Excluding Not Provided/No Response**

**Q19g Which of the following best describes your race/ethnicity? (Excluding Not Provided)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q19g Which of the following best describes your race/ethnicity?

Black/African American	6.1	7.3	100.4	0.5	0.0	7.1	0.2	1.9	6.7
Asian/Pacific Islander	32.6	32.1	0.0	100.0	0.2	0.0	0.0	0.0	32.3
Latino/Hispanic	11.3	11.8	1.2	0.5	100.2	0.0	0.0	0.0	11.6
Native American Indian	0.6	0.5	1.6	0.1	0.7	100.0	0.0	0.0	0.6
White/Caucasian	48.8	47.9	3.6	2.1	7.3	35.7	100.0	0.0	48.4
Mixed Ethnicity/Other	3.0	4.7	2.4	1.4	2.7	0.0	0.4	100.0	3.8

**Q19h What is the highest level of formal education you have completed?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q19h What is the highest level of formal education you have completed?

Less Than High school	7.4	6.2	8.8	11.6	17.8	7.1	0.9	0.0	6.8
High School	11.6	12.5	18.3	18.1	19.4	14.3	5.4	10.2	12.1
Less Than 4 Years of College	18.0	18.0	25.5	18.7	19.6	28.6	15.6	23.1	18.0
4 Years of College or More	62.9	63.3	47.4	51.6	43.2	50.0	78.2	66.7	63.1



**Q19i How many hours per week do you work in paid employment?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

Q19i How many hours per week do you work in paid employment?

None	29.9	33.6	45.0	31.5	33.4	50.0	29.9	24.1	31.7
1-14 Hours	5.6	6.2	6.0	7.5	3.6	0.0	5.2	5.6	5.9
15-34 Hours	8.6	12.8	9.2	11.0	9.8	0.0	10.7	13.9	10.7
35 Hours or More	55.9	47.4	39.8	50.0	53.2	50.0	54.1	56.5	51.8

**Q19i If you are employed, what is your primary mode of transportation to work?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

**Q19j If you are employed, what is your primary mode of transportation to work?**

Work at Home	8.2	7.8	6.5	5.0	7.3	0.0	10.8	3.2	8.0
Drive Alone	34.6	33.4	29.2	36.0	29.1	50.0	33.9	38.7	34.0
Carpool	4.7	4.8	1.9	6.8	6.4	0.0	3.3	5.4	4.7
Walk	9.4	11.6	11.0	9.8	9.6	12.5	11.1	8.6	10.5
Public Transit	29.8	34.5	33.1	36.0	29.4	25.0	30.0	36.6	32.1
Bicycle	5.7	3.9	4.5	1.9	4.4	12.5	6.7	7.5	4.9
Other	3.1	1.5	7.1	2.0	2.0	0.0	2.3	0.0	2.4
Not provided	4.5	2.4	6.5	2.5	11.9	0.0	1.8	0.0	3.5

**Q19k How many times have you changed employers during the past five years?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	

**Q19k How many times have you changed employers during the past five years?**

Zero	50.4	48.2	45.0	53.2	42.3	42.9	49.0	51.9	49.3
1-2	24.5	24.5	20.7	23.1	24.3	7.1	25.7	28.7	24.5
3-4	4.7	4.5	4.0	4.9	3.1	7.1	4.6	6.5	4.6
5-6	1.1	1.4	1.6	1.6	0.4	0.0	1.2	0.0	1.3
7+	0.5	0.5	0.4	0.9	0.4	0.0	0.3	0.0	0.5
Not provided	18.8	20.9	28.3	16.3	29.4	42.9	19.1	13.0	19.8

**Q19l Do you own or rent your home?**

N=3979	<u>Q19e What is your gender</u>		<u>Q19g Which of the following best describes your race/ ethnicity?</u>						<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Black/ African Americ- an</u>	<u>Asian/ Pacific Islander</u>	<u>Latino/ Hispanic</u>	<u>Native Americ- an Indian</u>	<u>White/ Caucasi- an</u>	<u>Mixed Ethnicity/ Other</u>	
<u>Q19l Do you own or rent your home</u>									
Own	44.3	41.8	37.5	45.0	40.3	21.4	43.0	44.4	43.1
Rent	55.7	58.2	62.5	55.0	59.7	78.6	57.0	55.6	56.9

**Excluding Don't Know/No Response**

**Q19m What was your household's total income before taxes in 2010? (Excluding No Response)**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	
<u>Q19m What was your household's total income before taxes in 2010?</u>									
Under \$10,000	6.0	8.5	15.0	9.9	8.3	7.7	4.3	6.9	7.3
\$10,000-\$24,999	16.3	16.1	23.8	21.7	19.7	30.8	10.5	18.6	16.2
\$25,000-\$49,999	18.9	18.7	19.4	22.5	23.3	15.4	15.6	12.7	18.8
\$50,000-\$99,999	25.4	28.0	21.8	24.8	31.9	15.4	26.7	39.2	26.6
\$100,000 or More	33.4	28.8	19.9	21.1	16.7	30.8	43.0	22.5	31.2

**Q19n Do you or any other household members have any of the following:**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/ African Americ- an	Asian/ Pacific Islander	Latino/ Hispanic	Native Americ- an Indian	White/ Caucasi- an	Mixed Ethnicity/ Other	

Q19n Do you or any other household members have any of the following:

None selected	65.9	66.6	54.6	67.6	64.6	35.7	68.1	56.5	66.2
Difficulty standing, walking, or climbing stairs?	12.5	14.3	21.5	13.5	15.4	21.4	10.9	24.1	13.4
Difficulty seeing?	4.5	4.6	6.8	6.5	4.9	7.1	2.5	8.3	4.5
Deafness or are hard of hearing?	6.5	6.8	8.4	7.4	4.7	14.3	6.1	11.1	6.7
Long term illnesses?	15.8	12.7	20.3	13.1	14.5	28.6	13.9	21.3	14.3
Any mental stress?	9.6	12.2	16.3	6.2	10.9	28.6	12.7	19.4	10.8
Any difficulty learning or remembering new things?	4.1	4.8	3.6	5.1	4.7	7.1	3.7	6.5	4.4

**Q19o Can you cover your basic expenditures (housing, childcare, health care, food, transportation, and taxes)?**

N=3979	Q19e What is your gender		Q19g Which of the following best describes your race/ethnicity?						Total
	Male	Female	Black/African American	Asian/Pacific Islander	Latino/Hispanic	Native American Indian	White/Caucasian	Mixed Ethnicity/Other	
Q19o Can you cover your basic expenditures (housing, childcare, health care, food, transportation, and taxes)?									
Yes	75.8	75.3	62.5	71.2	66.4	78.6	82.8	72.2	75.6
No	11.6	14.7	19.9	16.7	14.5	14.3	8.9	17.6	13.1
Don't know	12.6	10.0	17.5	12.1	19.2	7.1	8.3	10.2	11.3

**Appendix C:**  
**Benchmarking Results**

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## Overview

During the spring of 2011, while conducting the community survey for San Francisco, ETC Institute also administered a similar survey to a random sample of residents in the following five cities that were selected by City staff for the purposes of benchmarking:

- Boston (MA)
- New York City (NY)
- Oakland (CA)
- San Jose (CA)
- Seattle (WA)

A minimum of 200 surveys was collected from each of these five cities and resulted in a total of 1,052 completed surveys. In addition to those five cities, average results from other cities in the state of California as well as national results from “large” cities (population of 500,000 or more) were also presented in this report for some questions.

The “California” benchmark reflects the results of a statewide survey that was conducted by ETC Institute in April of 2011. A total of 406 residents across the state of California participated in the survey. The results for the statewide survey have a 95% level of confidence with a precision of at least +/- 4.9%.

The “large” cities benchmark (population of 500,000 or more) was a part of the national benchmark survey conducted by ETC Institute in April of 2011 and includes the following cities:

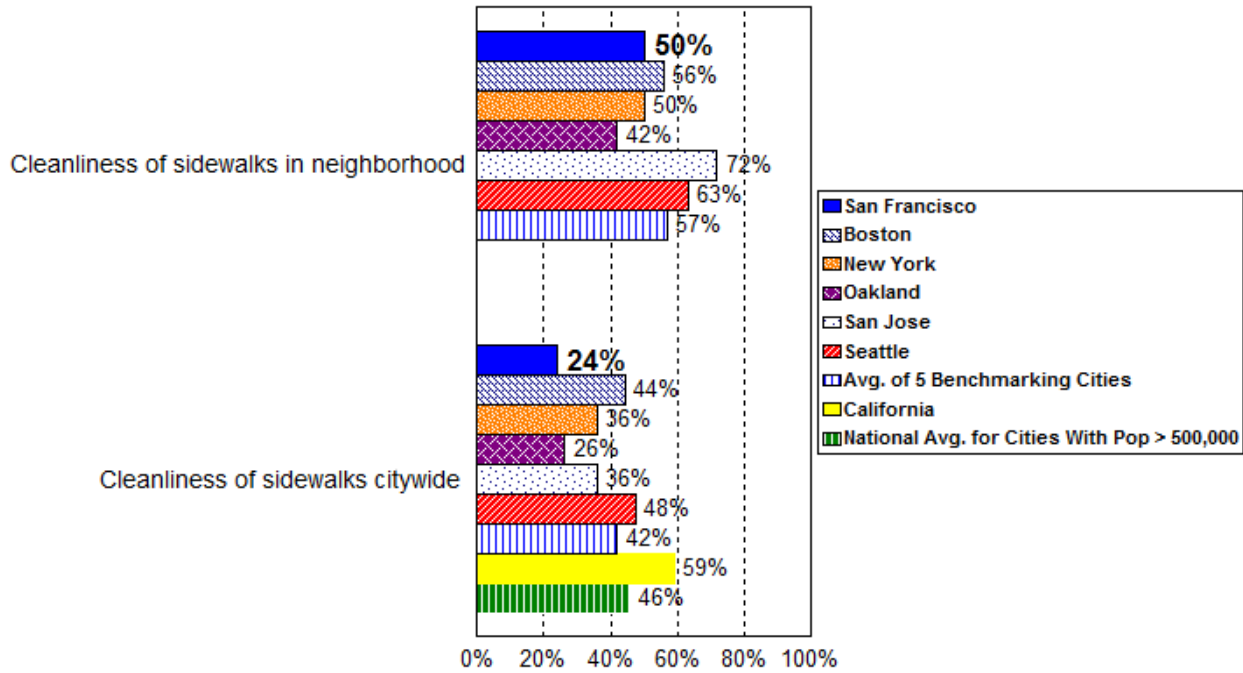
- |                             |                                |
|-----------------------------|--------------------------------|
| • Austin, Texas             | • King County, Washington      |
| • Boston, Massachusetts     | • Las Vegas, Nevada            |
| • Broward County, Florida   | • Miami-Dade County, Florida   |
| • Charlotte, North Carolina | • New York, New York           |
| • Dallas, Texas             | • Oakland County, Michigan     |
| • DeKalb County, Georgia    | • Oklahoma City, Oklahoma      |
| • Denver, Colorado          | • Phoenix, Arizona             |
| • Detroit, Michigan         | • San Antonio, Texas           |
| • Fort Worth, Texas         | • Seattle, Washington          |
| • Fulton County, Georgia    | • St. Louis County, Missouri   |
| • Houston, Texas            | • Tucson, Arizona              |
| • Indianapolis, Indiana     | • Westchester County, New York |
| • Jackson County, Missouri  |                                |

**Note: caution should be used when comparing the results of the San Francisco survey to other cities. Perceptions of services can vary greatly from city to city due to a variety of different factors unique to every city.**

The charts on the following pages show comparisons between the results from the San Francisco community survey, the benchmarking survey, and when possible, national and state benchmarking results.

### Satisfaction With Various Aspects of Infrastructure

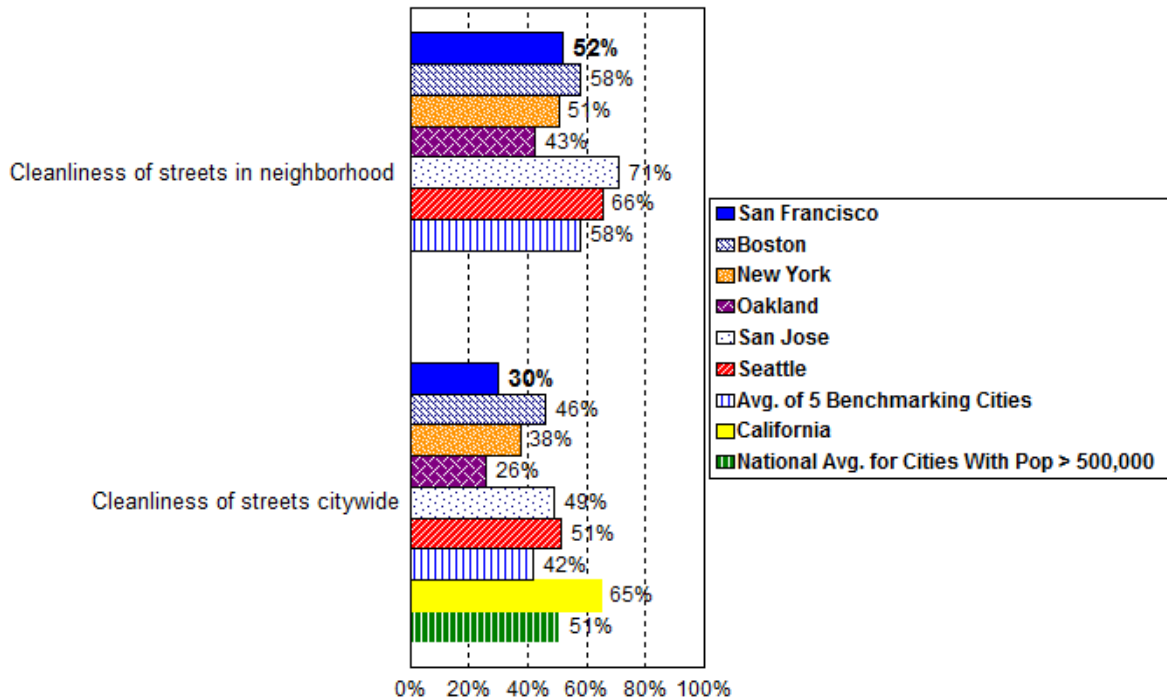
By percentage of respondents who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

### Satisfaction With Various Aspects of Infrastructure (continued.)

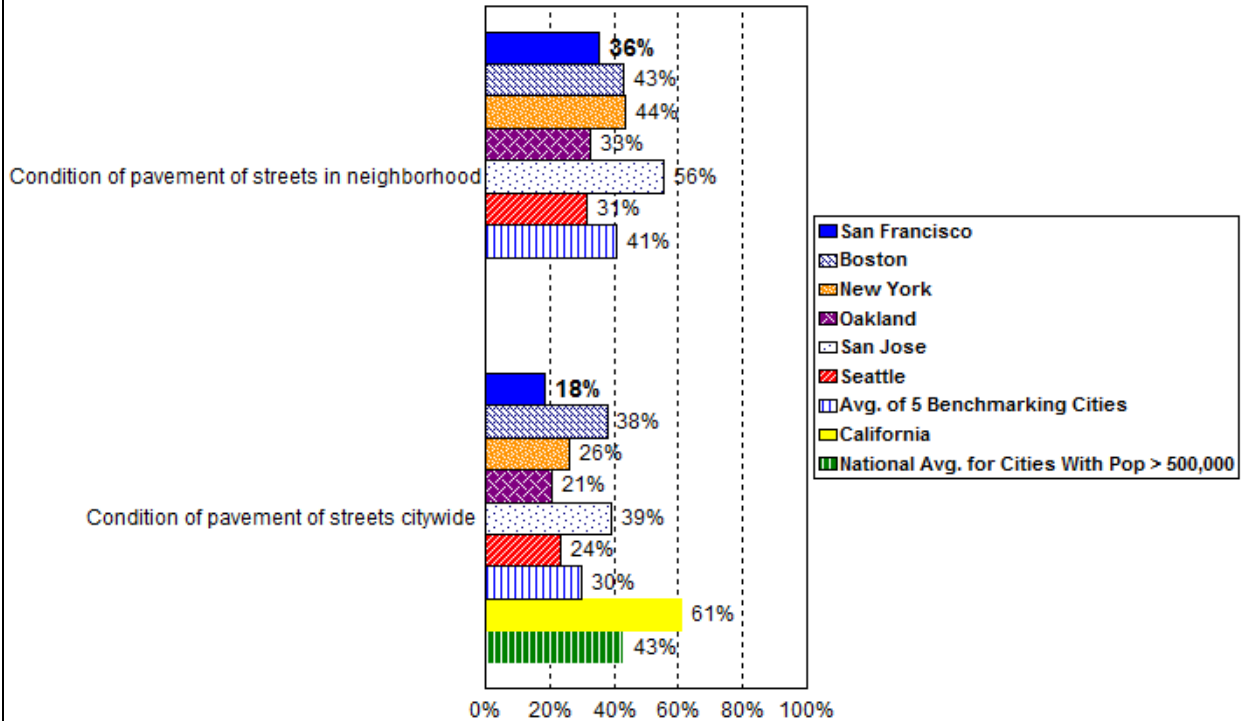
By percentage of respondents who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

### Satisfaction With Various Aspects of Infrastructure (continued.)

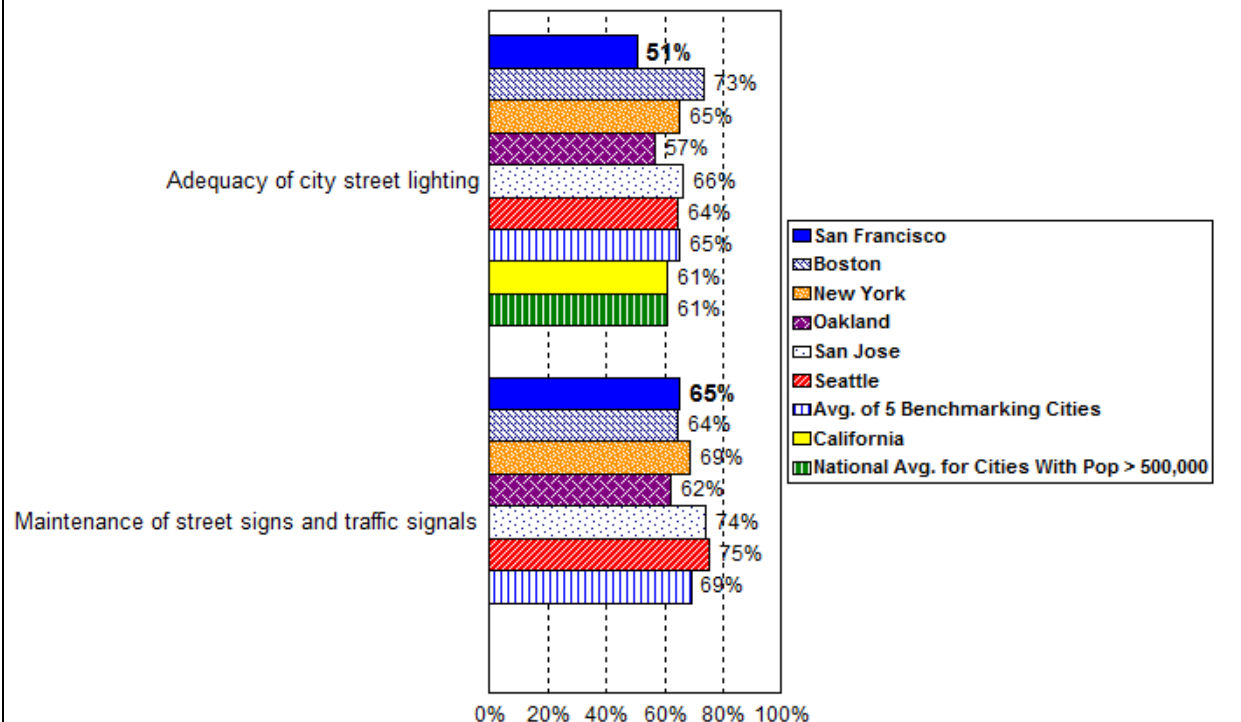
By percentage of respondents who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

### Satisfaction With Various Aspects of Infrastructure (continued.)

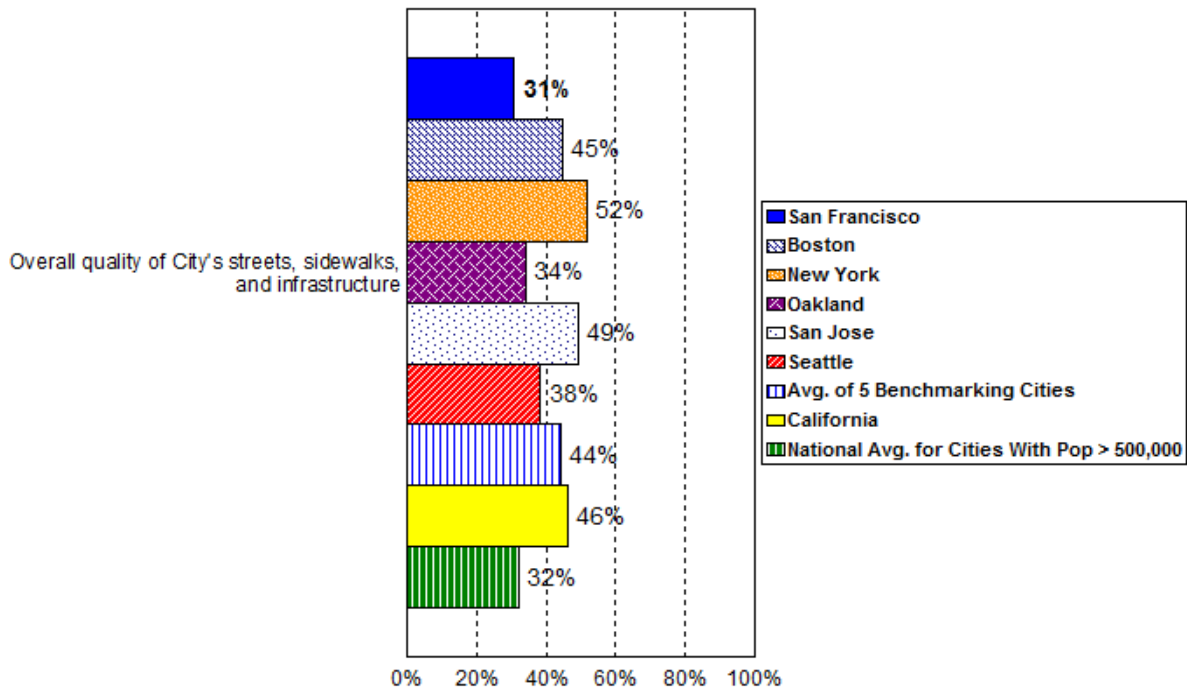
By percentage of respondents who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## Overall Satisfaction With Various Aspects of Infrastructure (continued.)

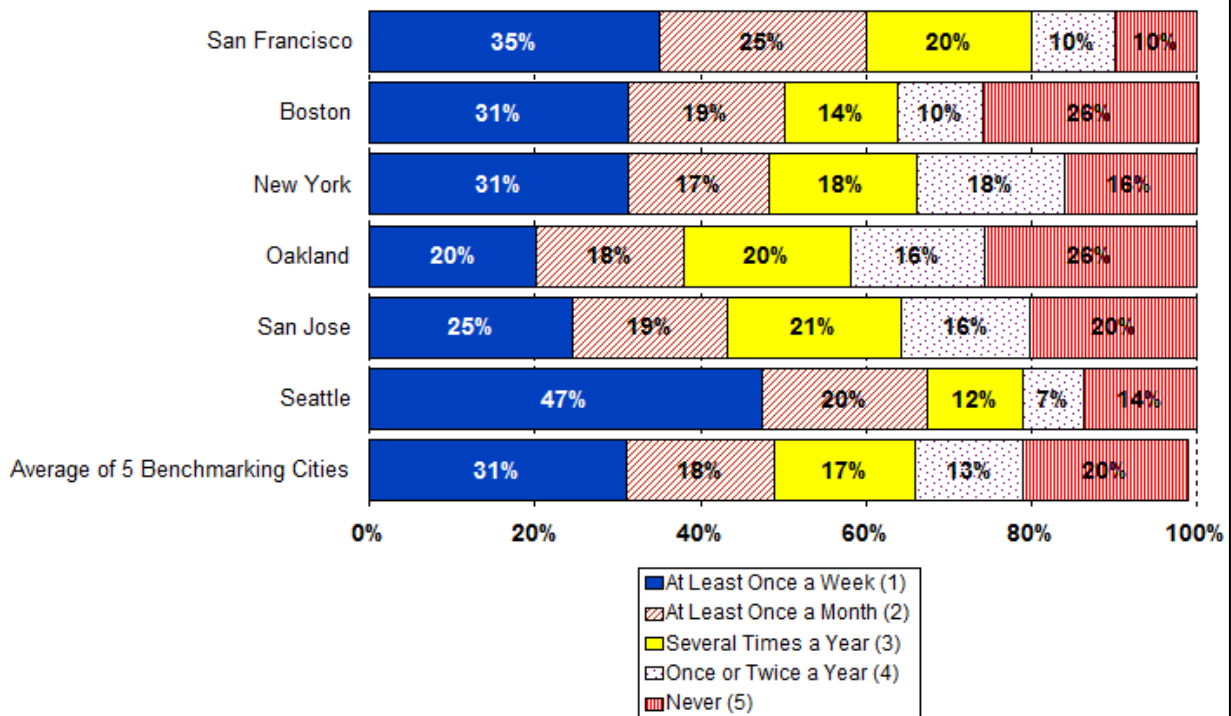
By percentage of respondents who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## In the past year, how often did you visit a City Park?

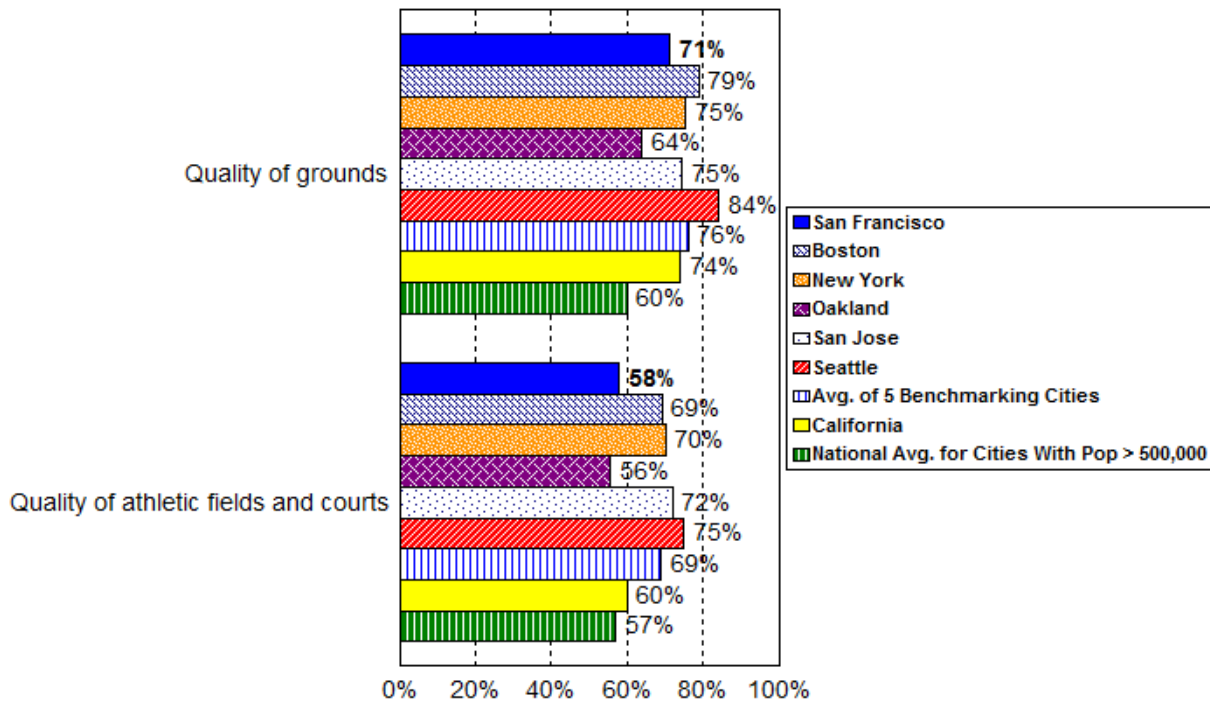
By percentage of respondents (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

### Satisfaction With Various Aspects of City Parks

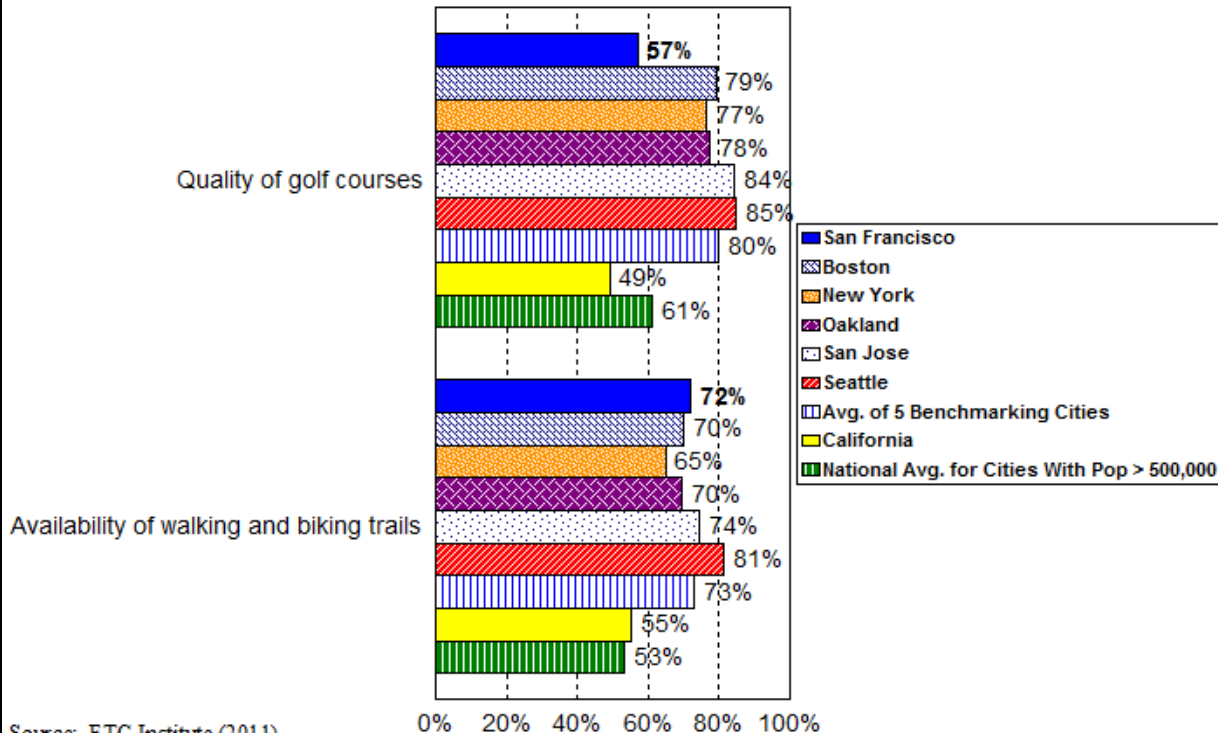
By percentage of respondents have visited a City Park in the past year who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

### Satisfaction With Various Aspects of City Parks (continued.)

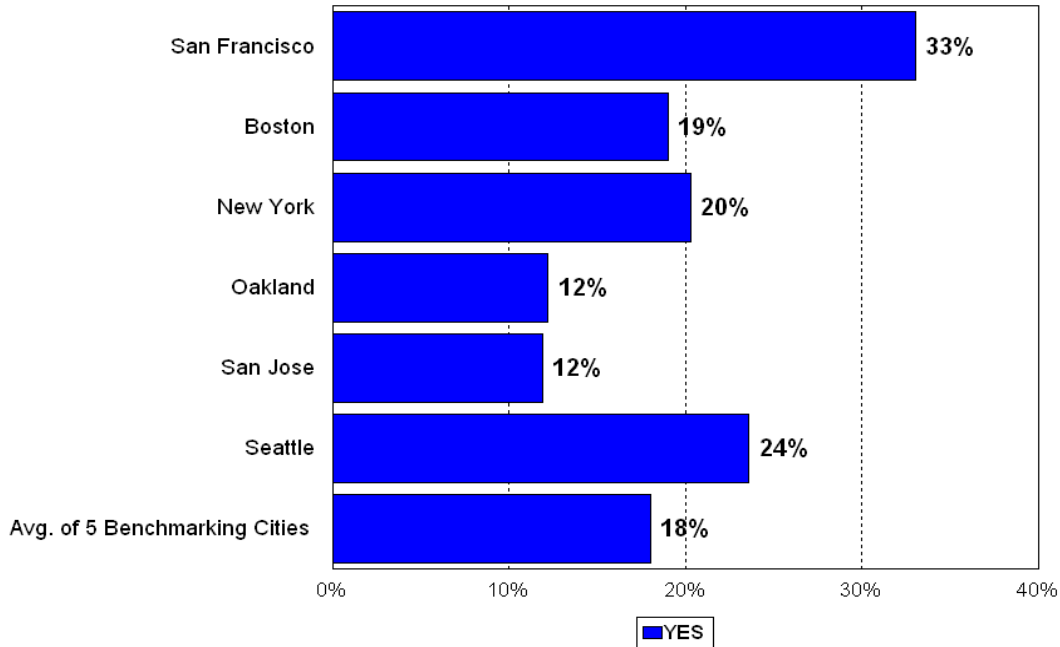
By percentage of respondents have visited a City Park in the past year who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## In the past year, have you or anyone in your household participated in a Recreation and Parks Department program?

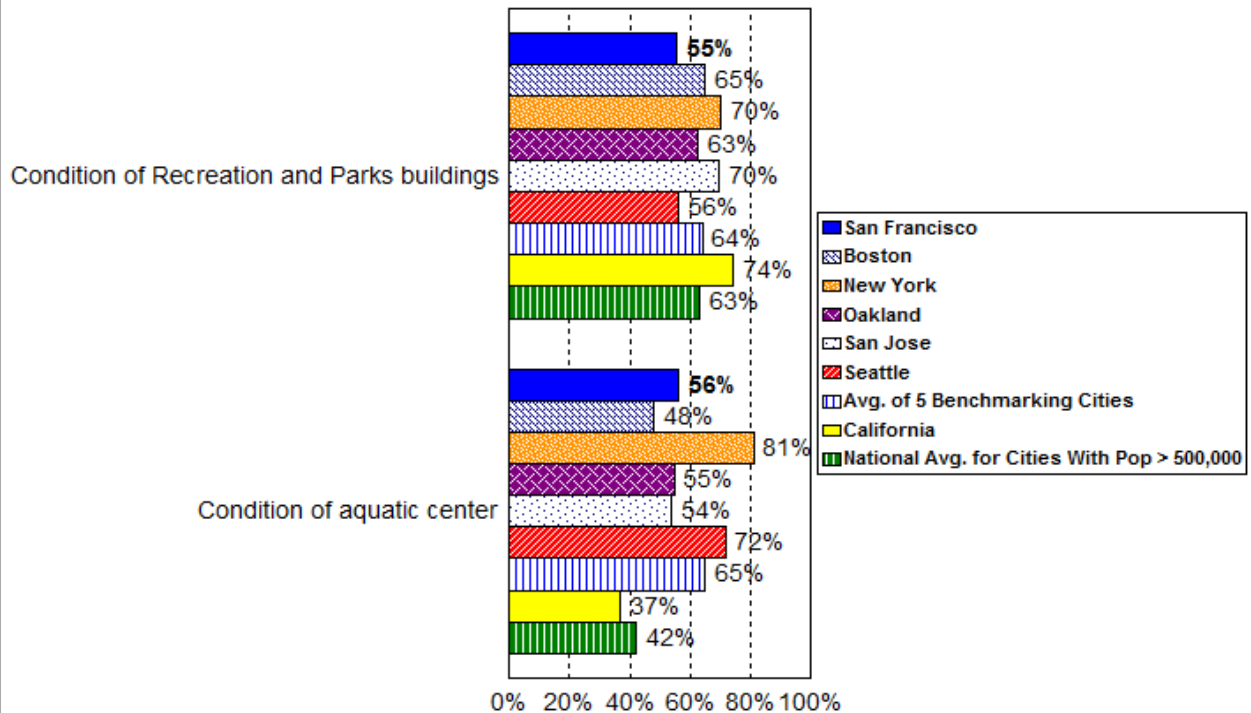
By percentage of respondents that answered "Yes" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## Satisfaction With Various Aspects of Recreation

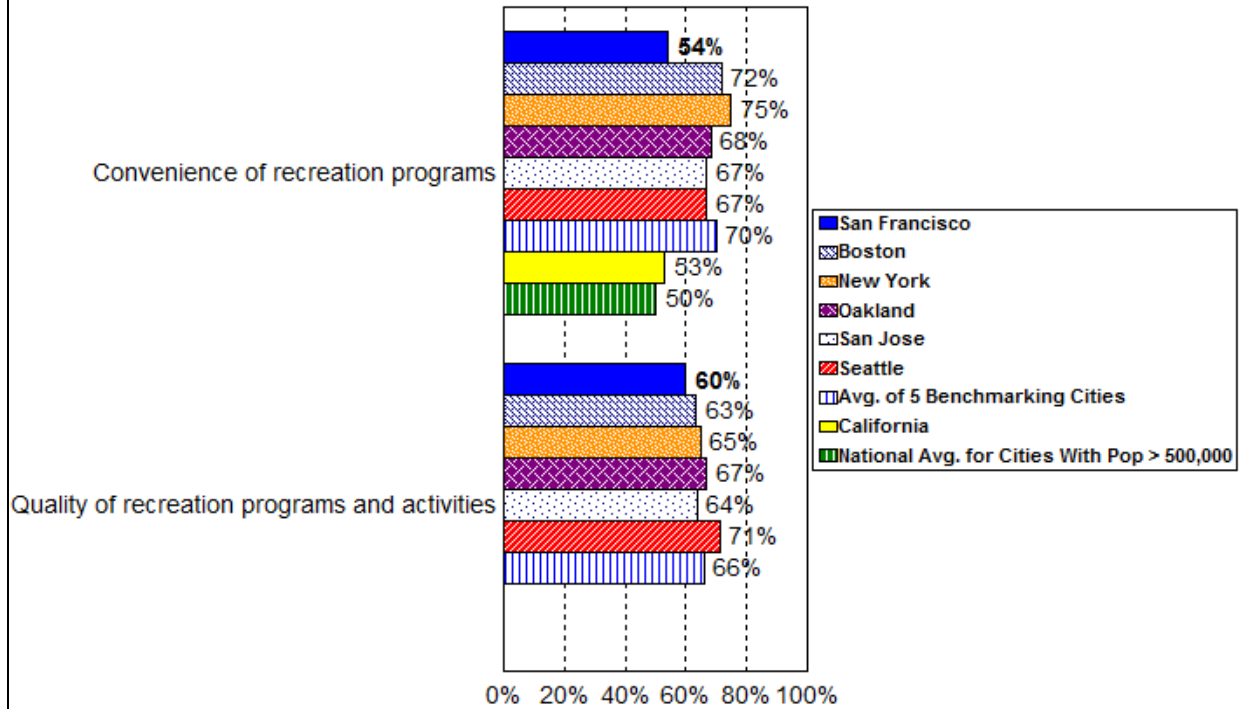
By percentage of respondents who have used a recreation or parks department program in the past year and who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

### Satisfaction With Various Aspects of Recreation (continued.)

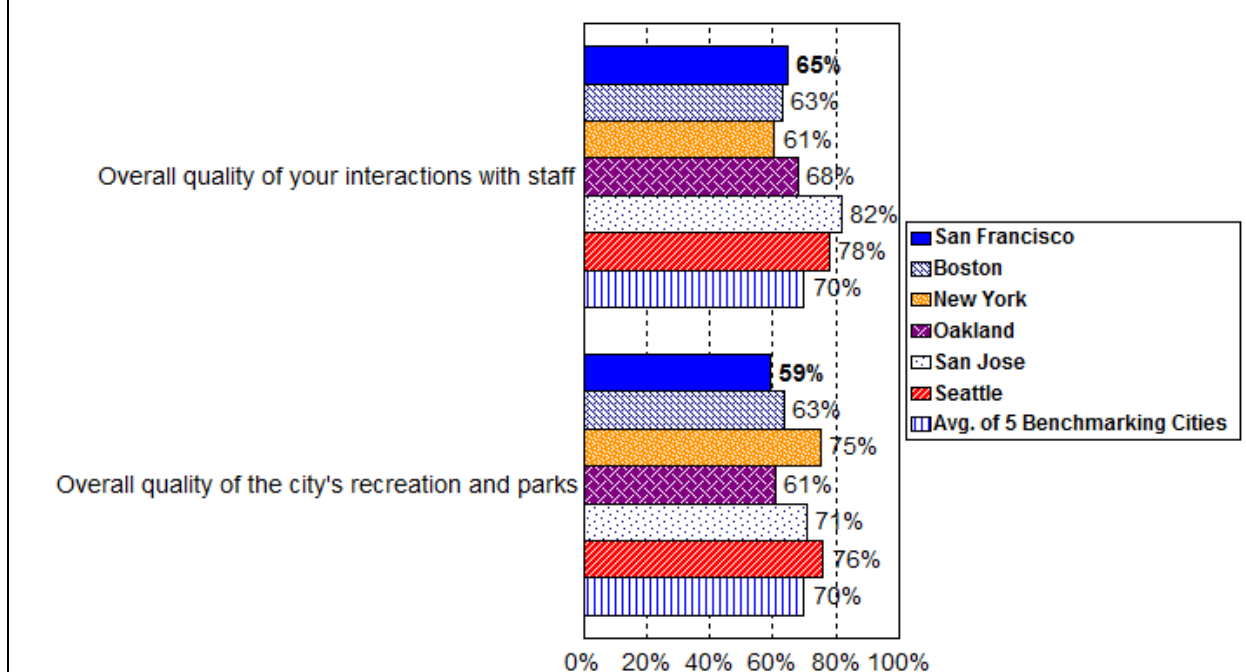
By percentage of respondents who have used a recreation or parks department program in the past year and who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

### Satisfaction With Various Aspects of Recreation (continued.)

By percentage of respondents who have used a recreation or parks department program in the past year and who answered "Excellent" or "Good" (Excluding Don't Know/No Response)

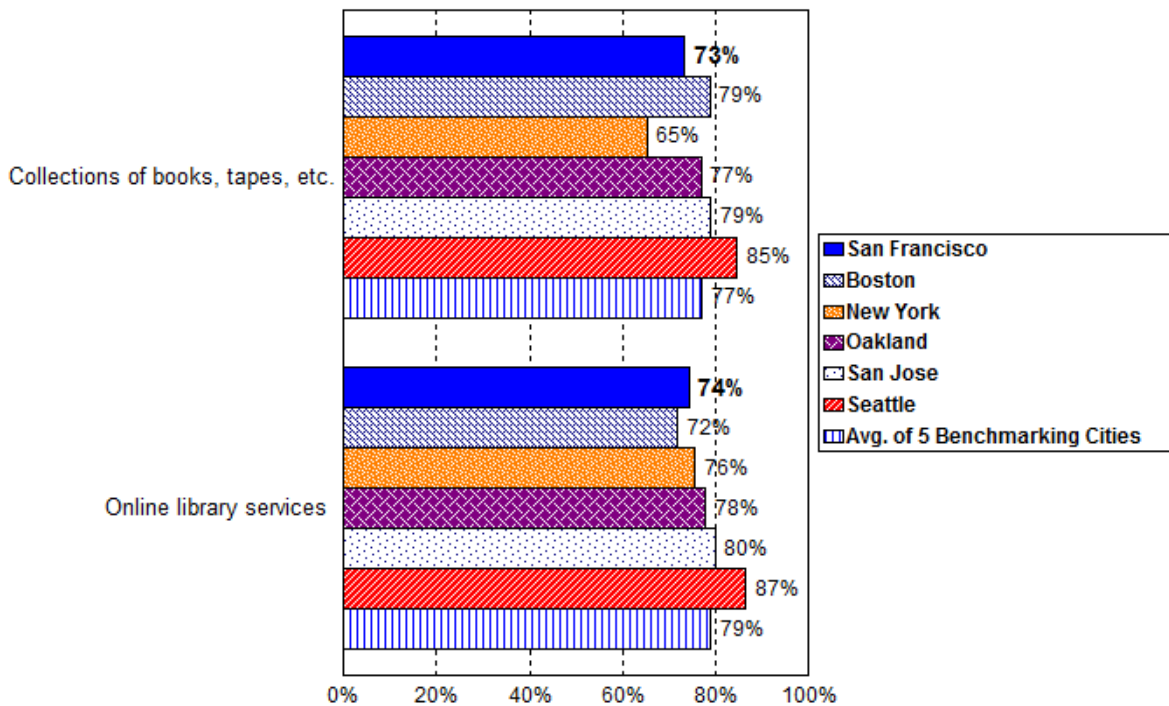


Source: ETC Institute (2011)



## Satisfaction With Various Aspects of Library Services

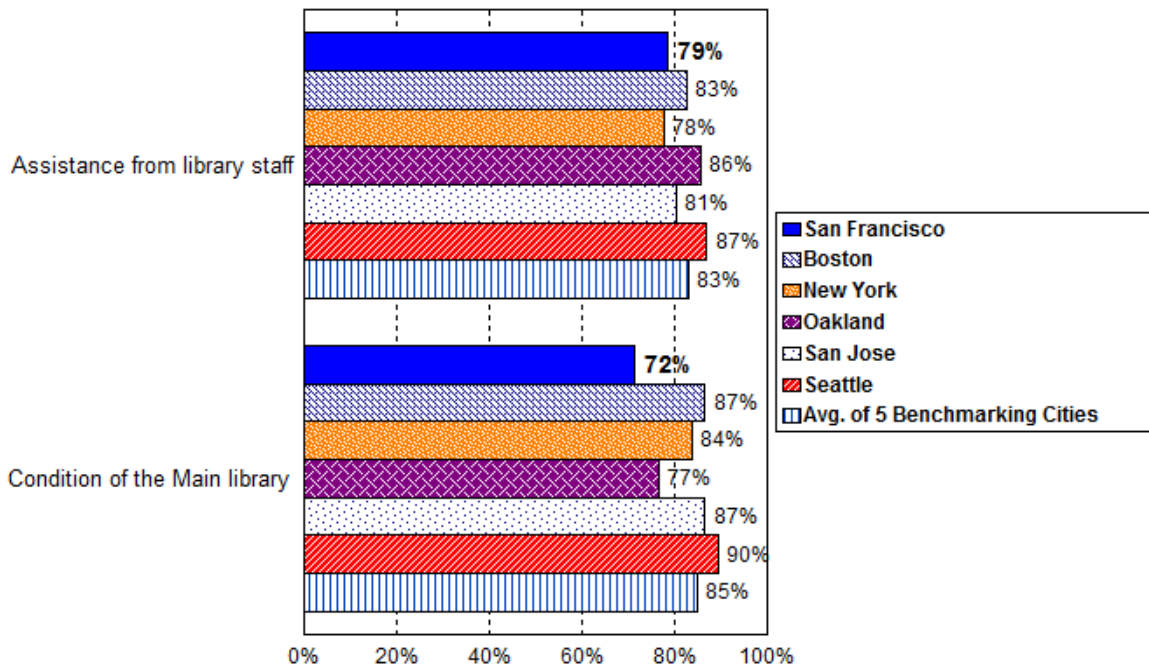
By percentage of respondents who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## Satisfaction With Various Aspects of Library Services (continued.)

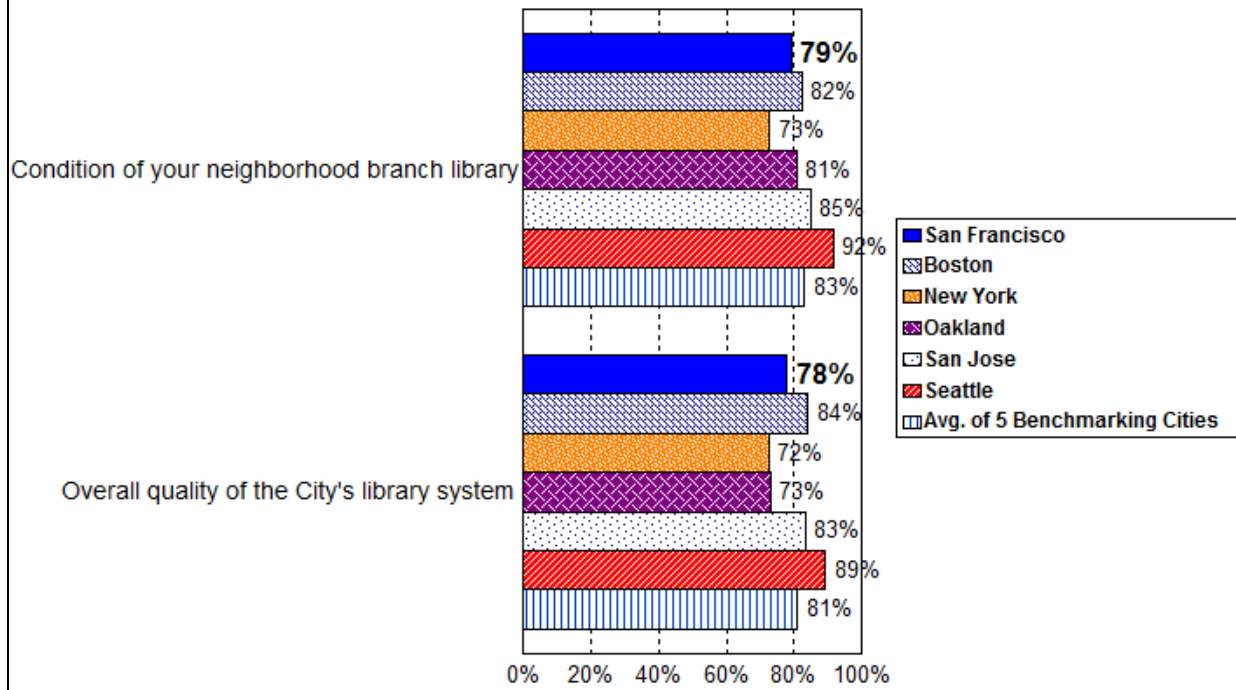
By percentage of respondents who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## Satisfaction With Various Aspects of Library Services (continued.)

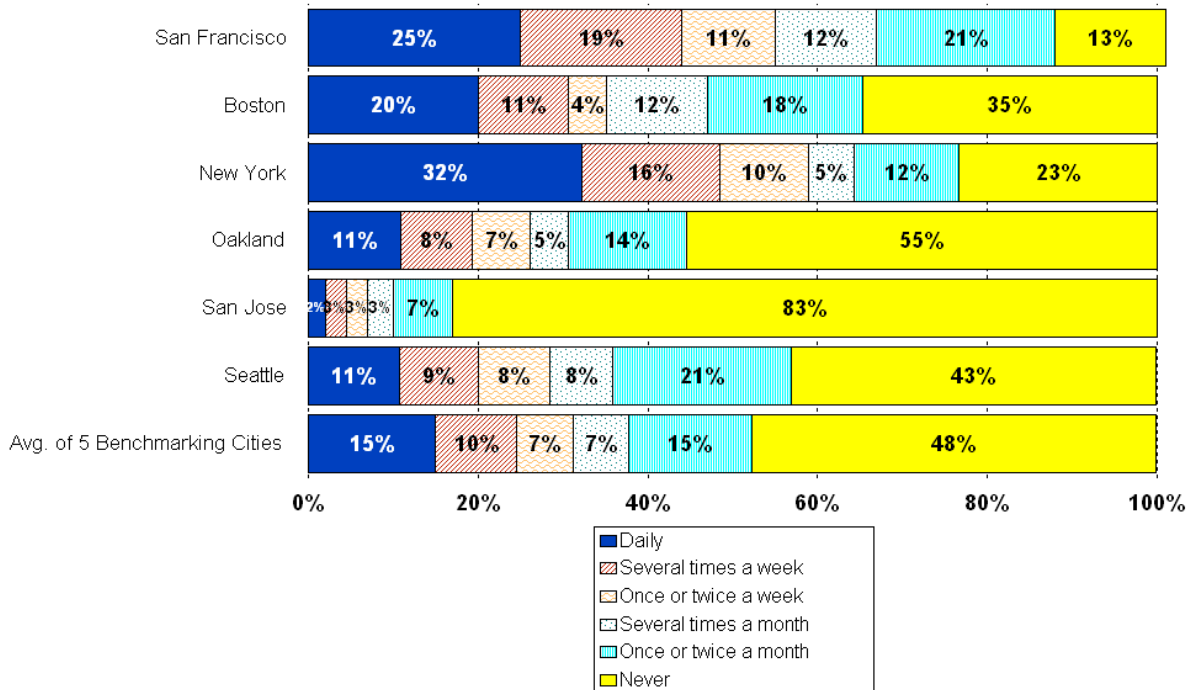
By percentage of respondents who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## On average, how often have you used the MUNI/Public Transportation during the past year?

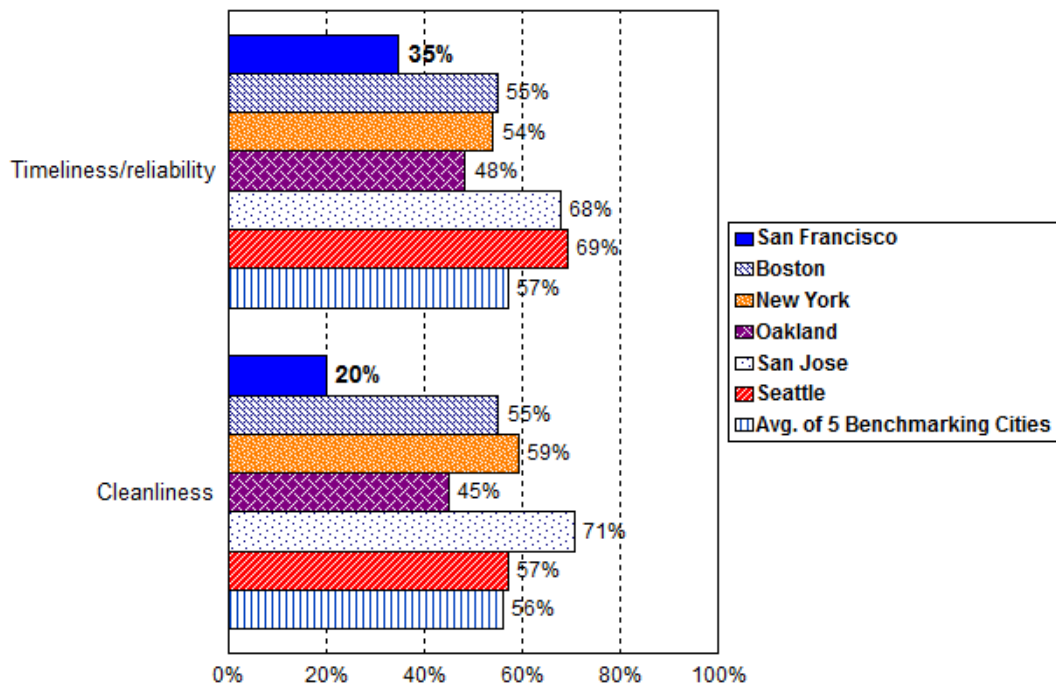
By percentage of respondents (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## Satisfaction With Various Aspects of MUNI Compared to Other Large Cities Public Transit

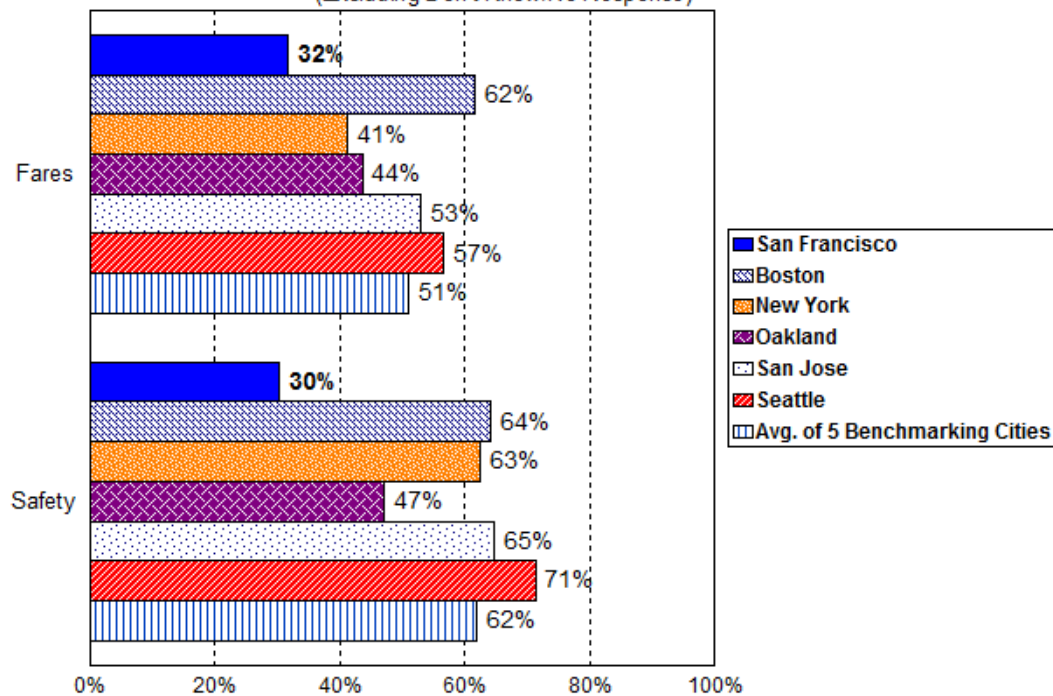
By percentage of respondents that have used Muni during the past year who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## Satisfaction With Various Aspects of MUNI Compared to Other Large Cities Public Transit (continued.)

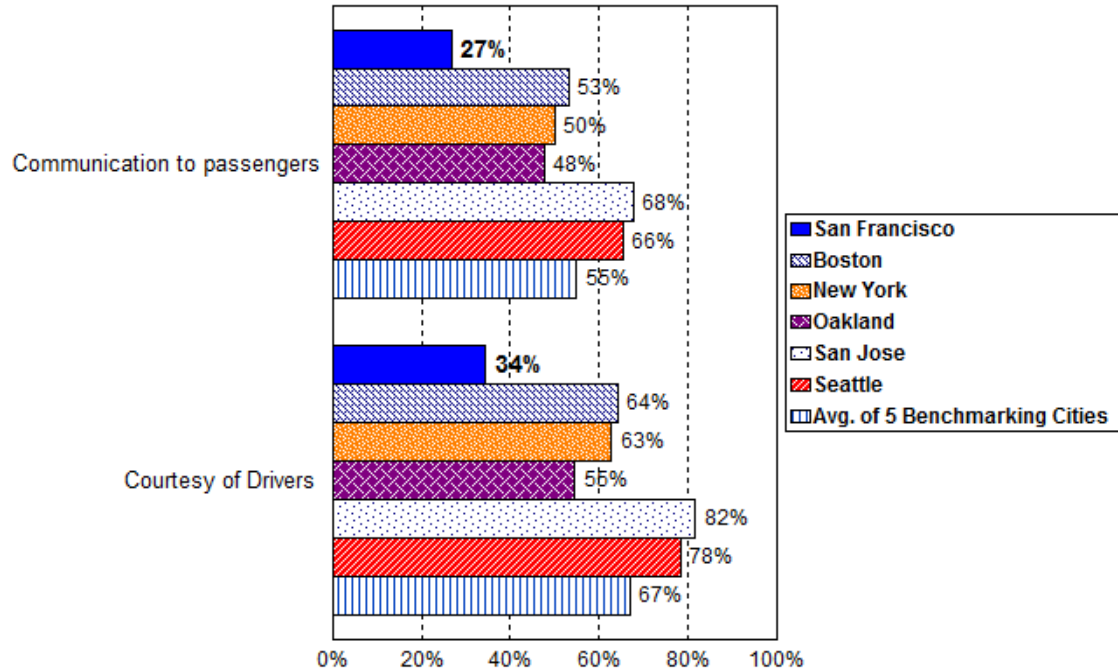
By percentage of respondents that have used Muni during the past year who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## Satisfaction With Various Aspects of MUNI Compared to Other Large Cities Public Transit (continued.)

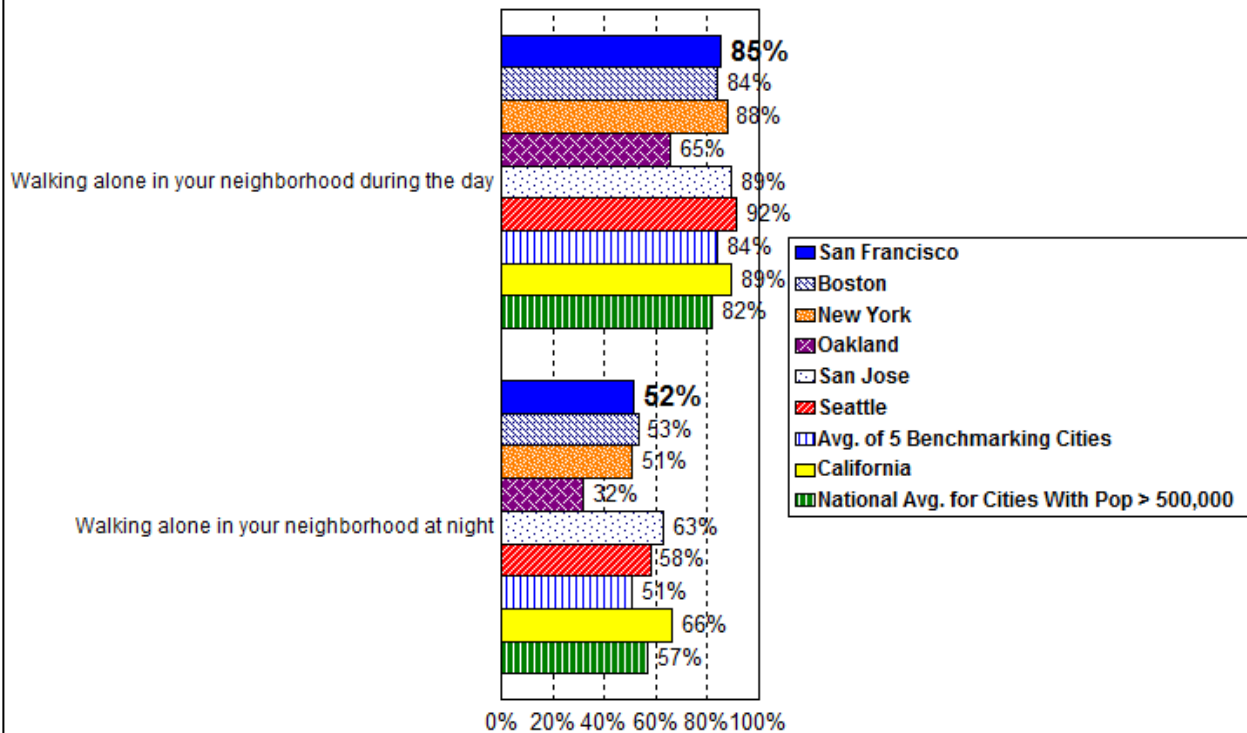
By percentage of respondents that have used Muni during the past year who answered "Excellent" or "Good"  
(Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## Feelings of Safety in Various Situations

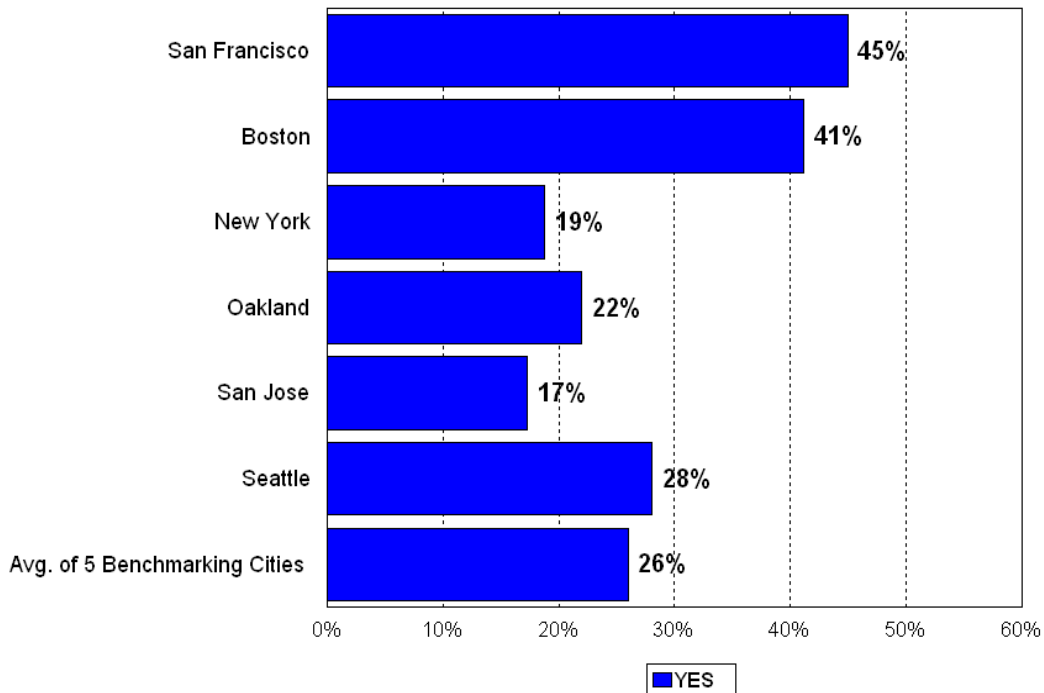
By percentage of respondents who answered "Very Safe" or "Safe" (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## In the past year, did you contact employees at the City/County for any reason?

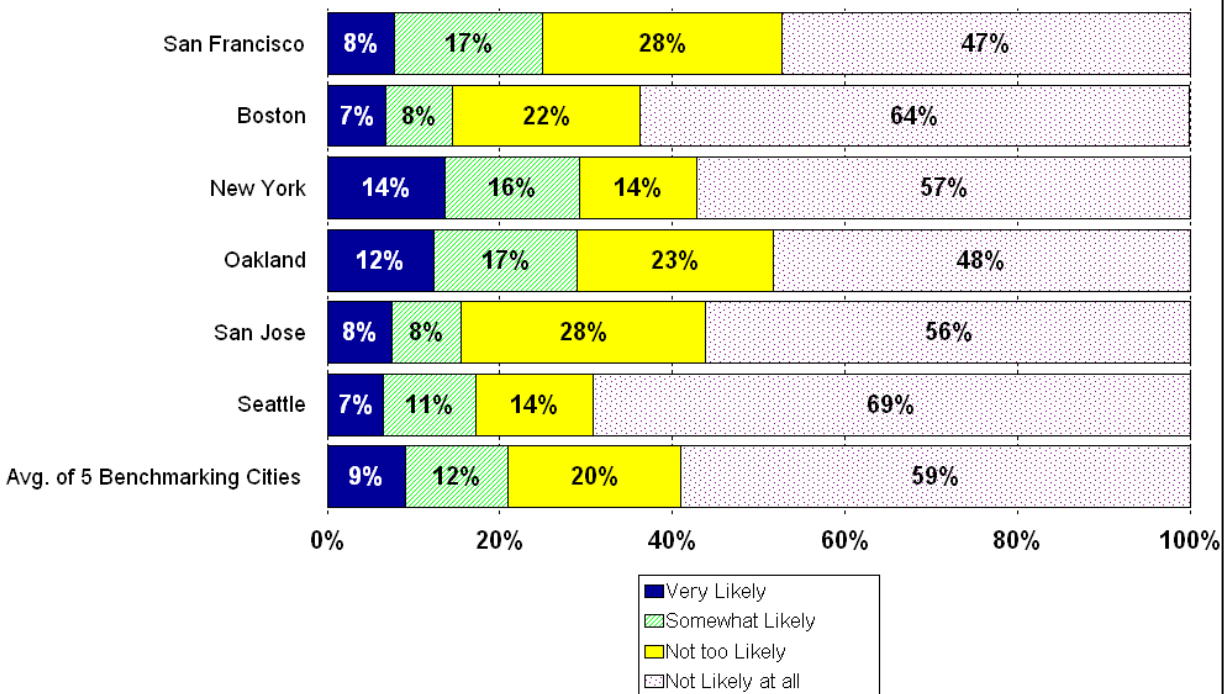
By percentage of respondents that answered "Yes"



Source: ETC Institute (2011)

## How Likely You Are to Move in the Next Three Years

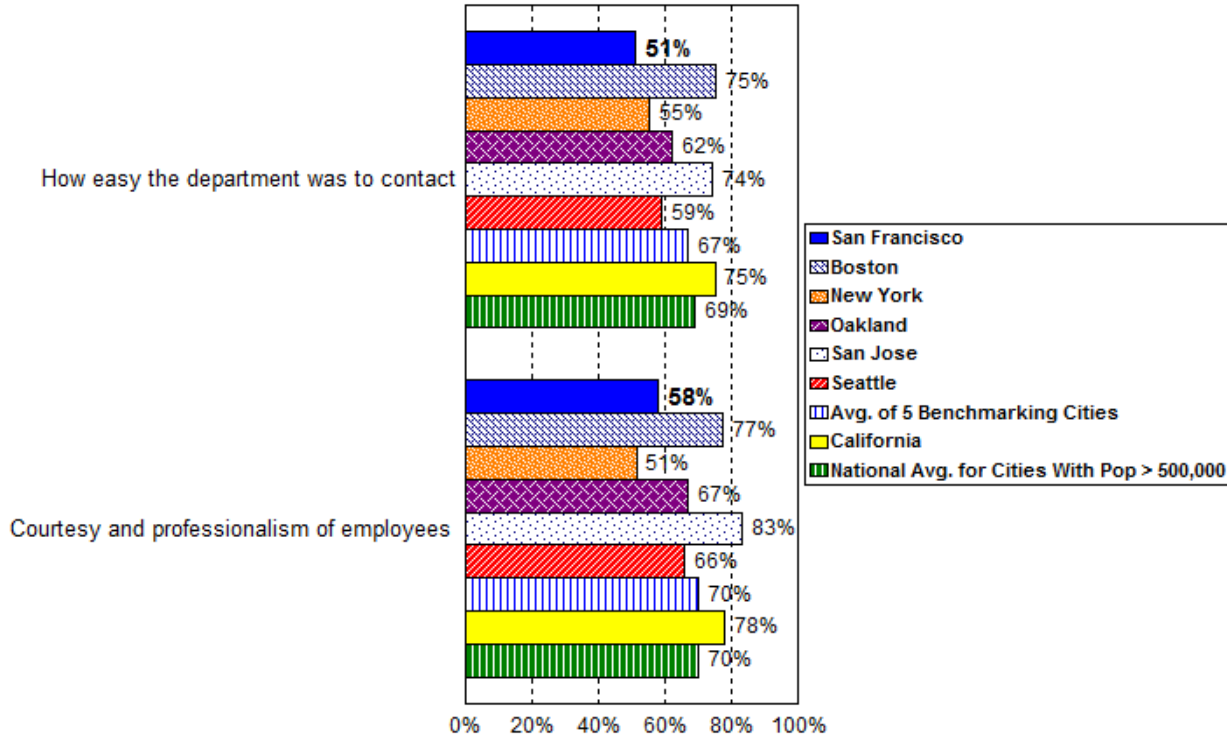
By percentage of respondents (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

### Customer Service Benchmark Ratings

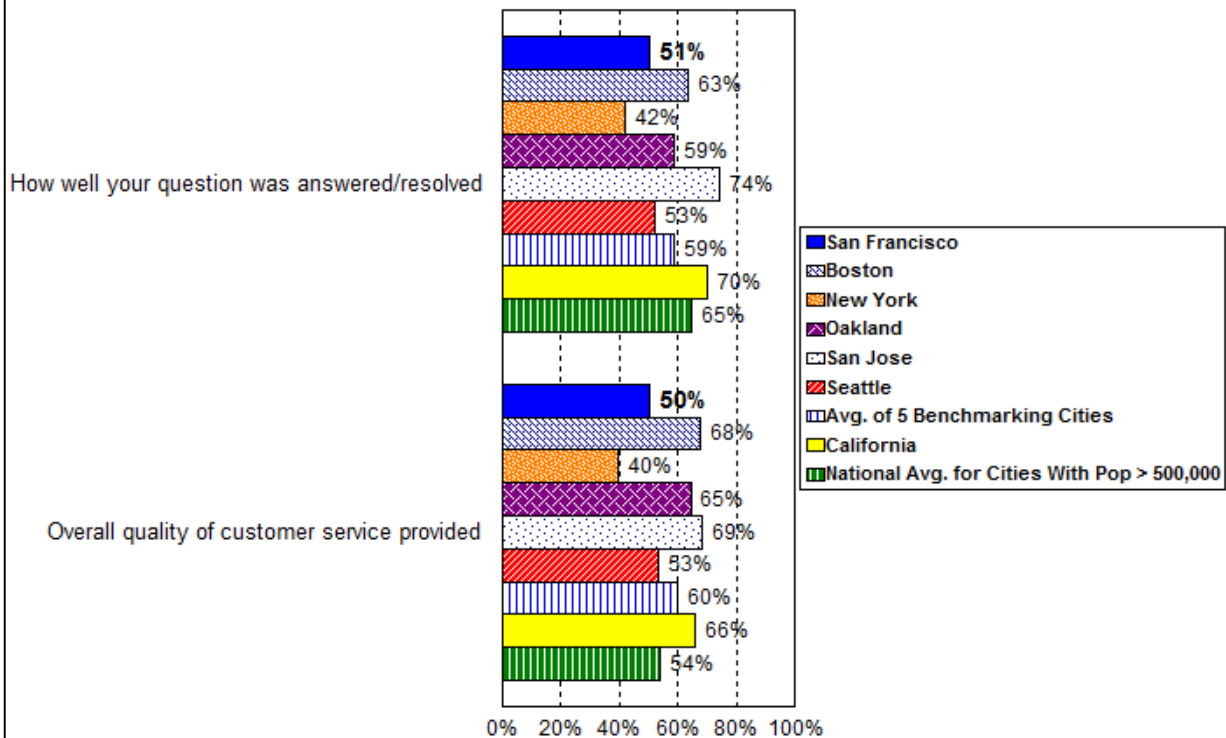
By percentage of respondents that Contacted the City during the past year who answered "Excellent" or "Good" (Excluding Don't Know/No Response)



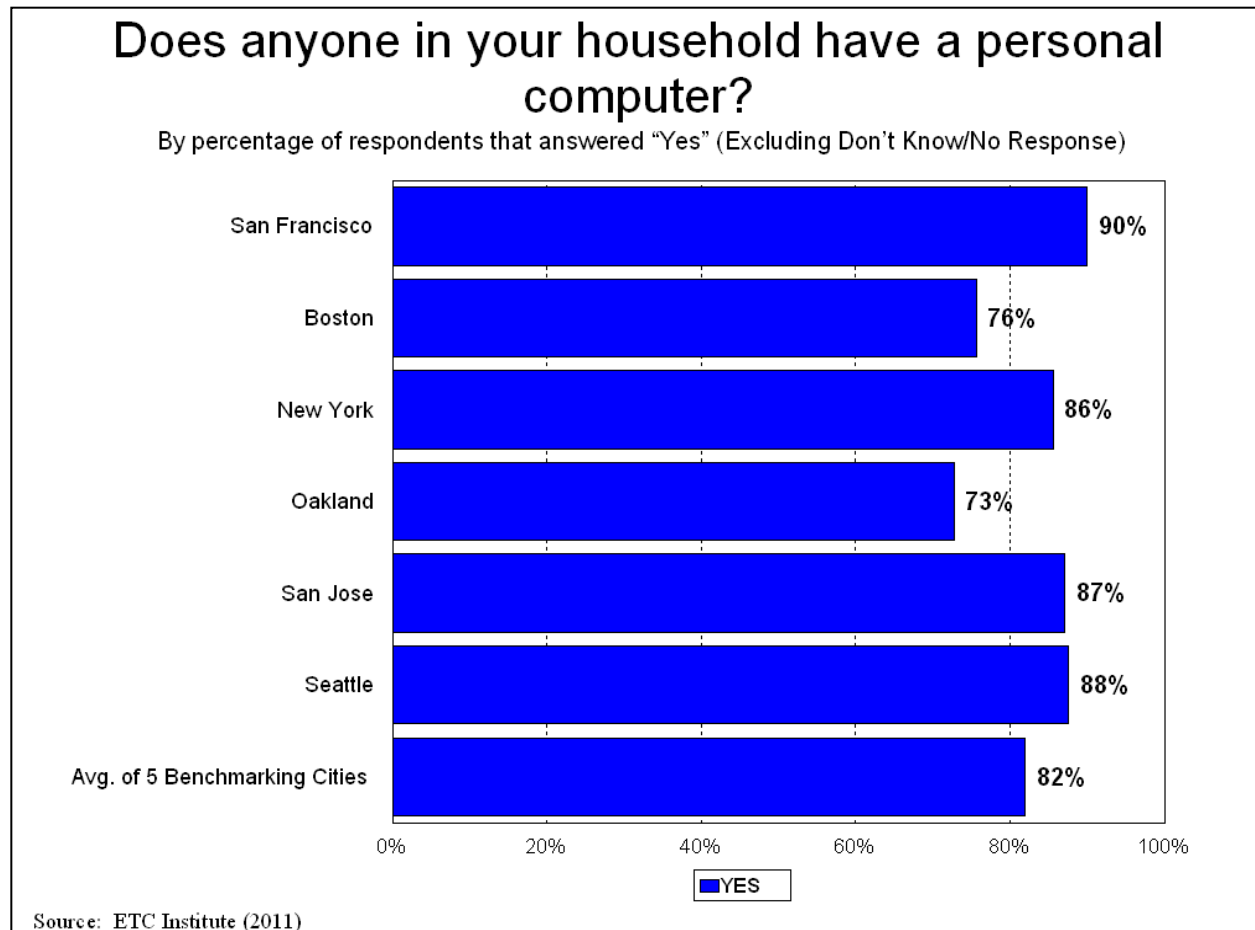
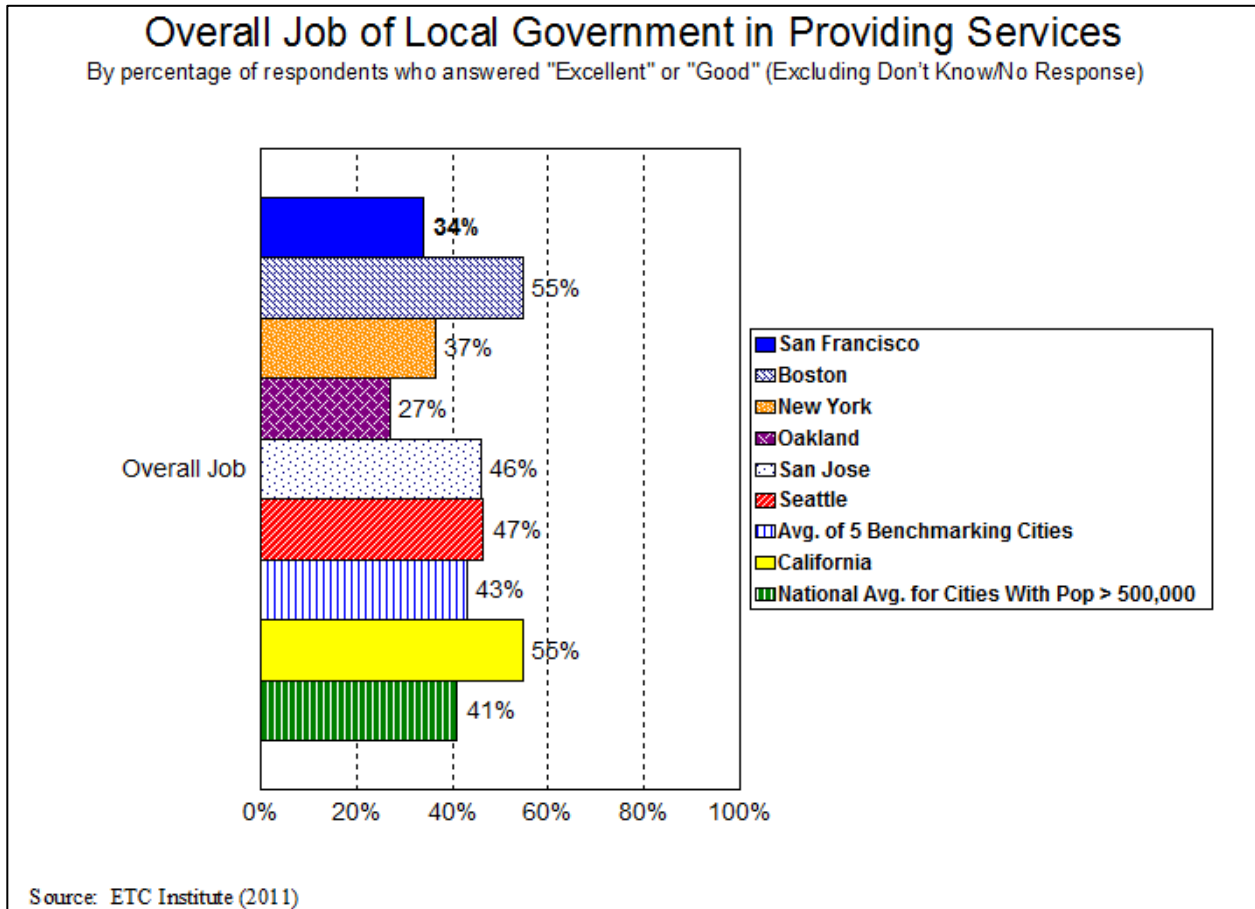
Source: ETC Institute (2011)

### Customer Service Benchmark Ratings (continued.)

By percentage of respondents that Contacted the City during the past year who answered "Excellent" or "Good" (Excluding Don't Know/No Response)

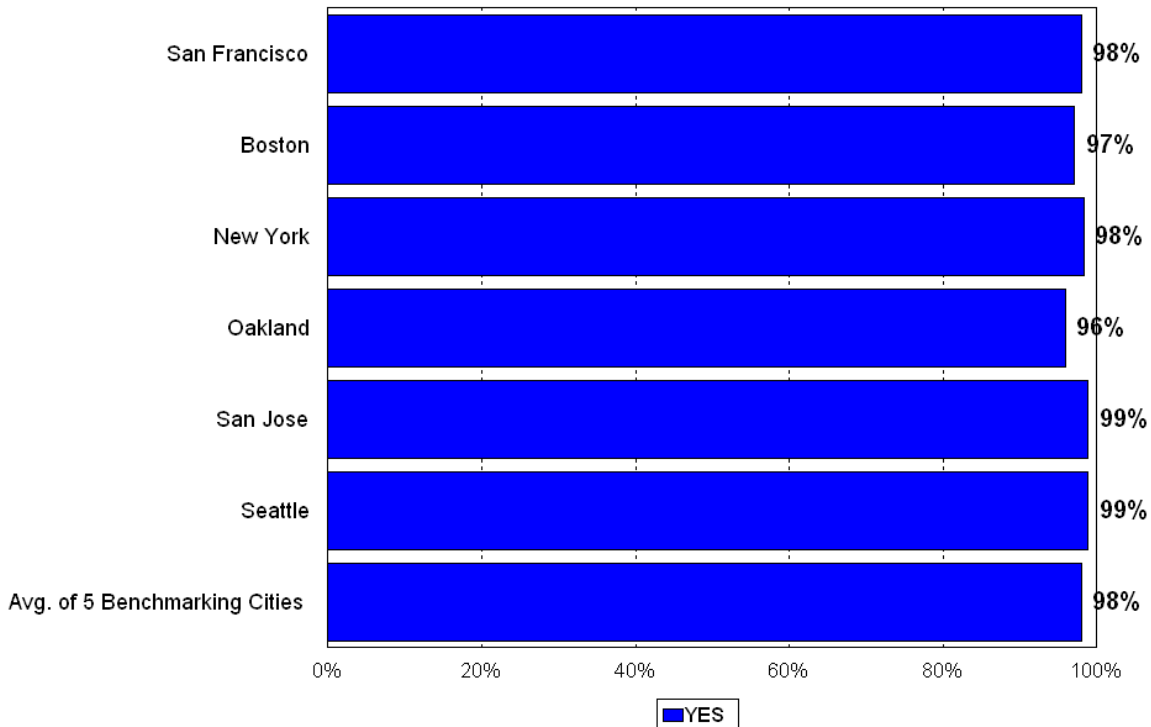


Source: ETC Institute (2011)



## Do they use their computer to access the Internet?

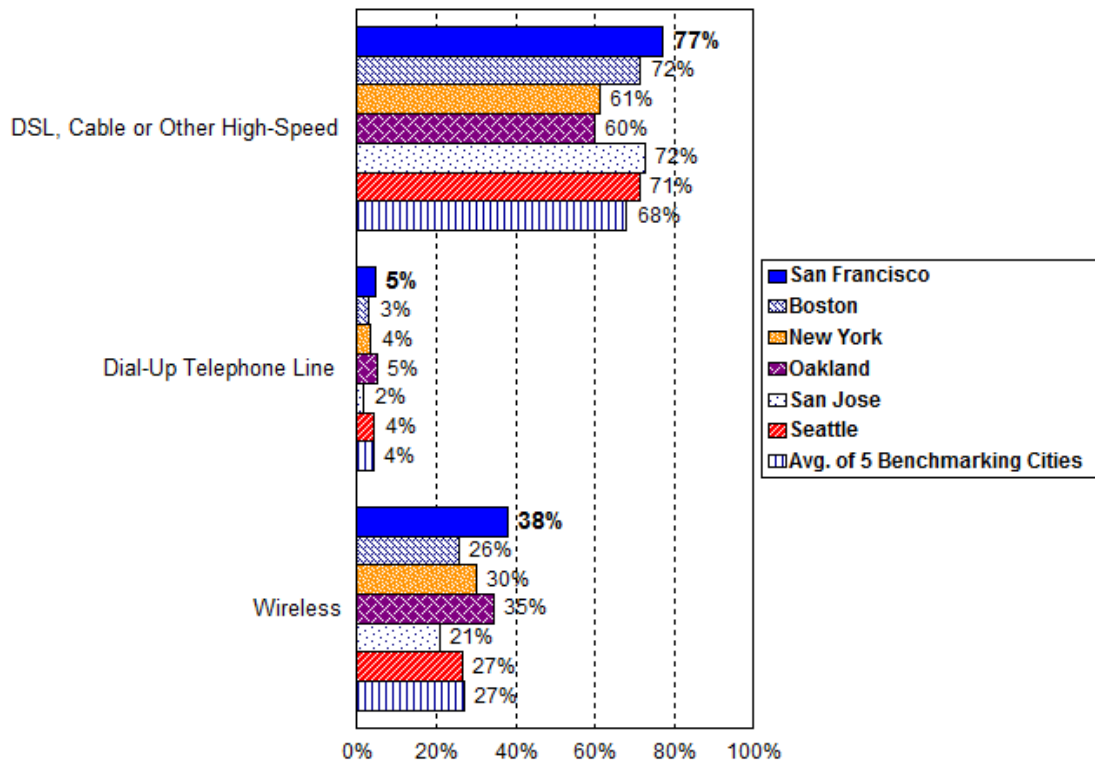
By percentage of respondents who have a personal computer that answered "Yes"  
(Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## What kind of Internet connection do they use?

By percentage of respondents (multiple responses were allowed)

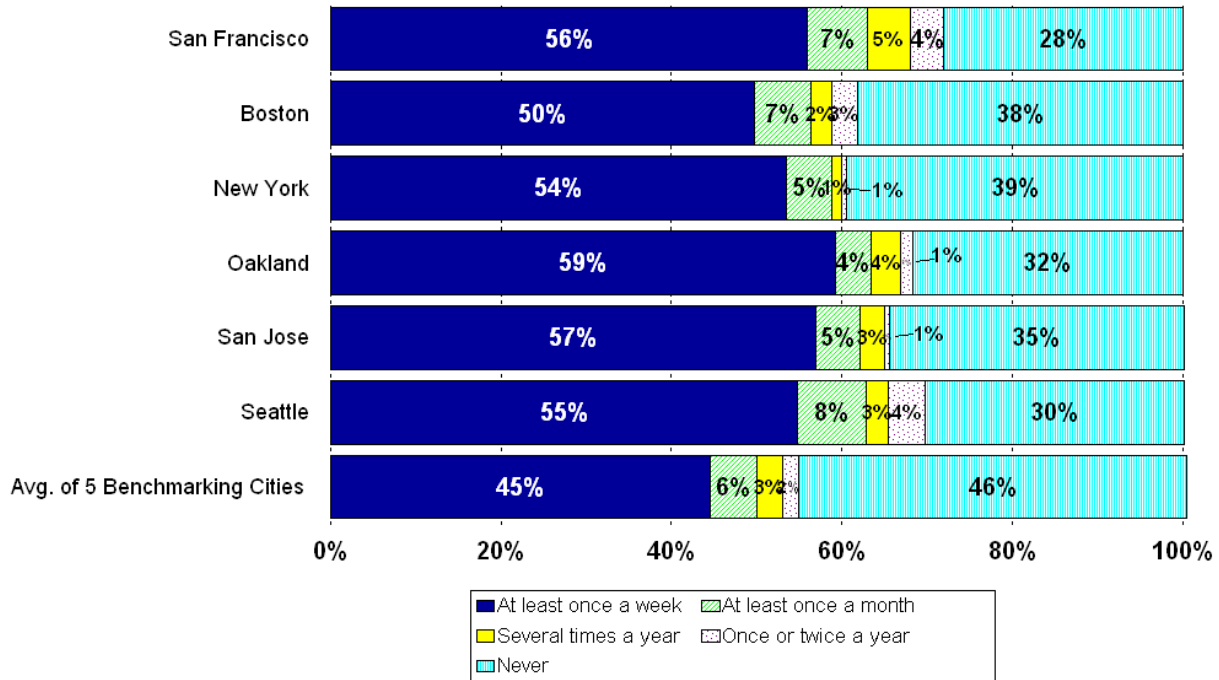


Source: ETC Institute (2011)



## How often did people in your household participate in social networking in the past year?

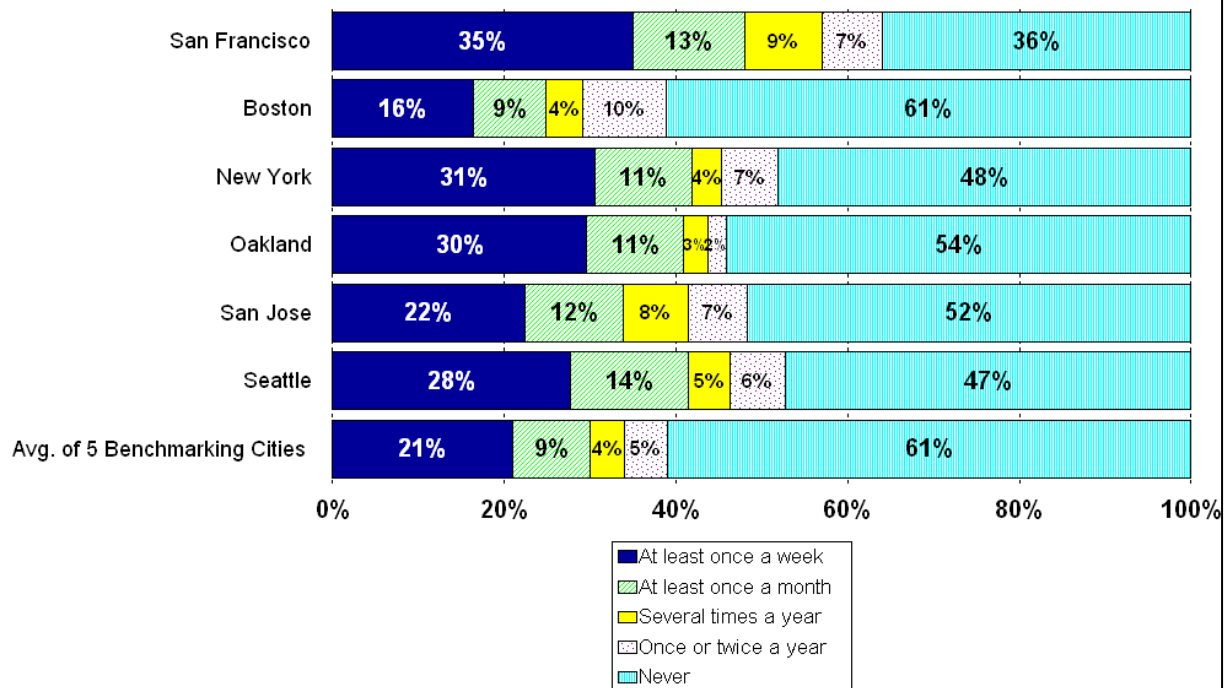
By percentage of respondents (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## How often did people in your household share or download videos in the past year?

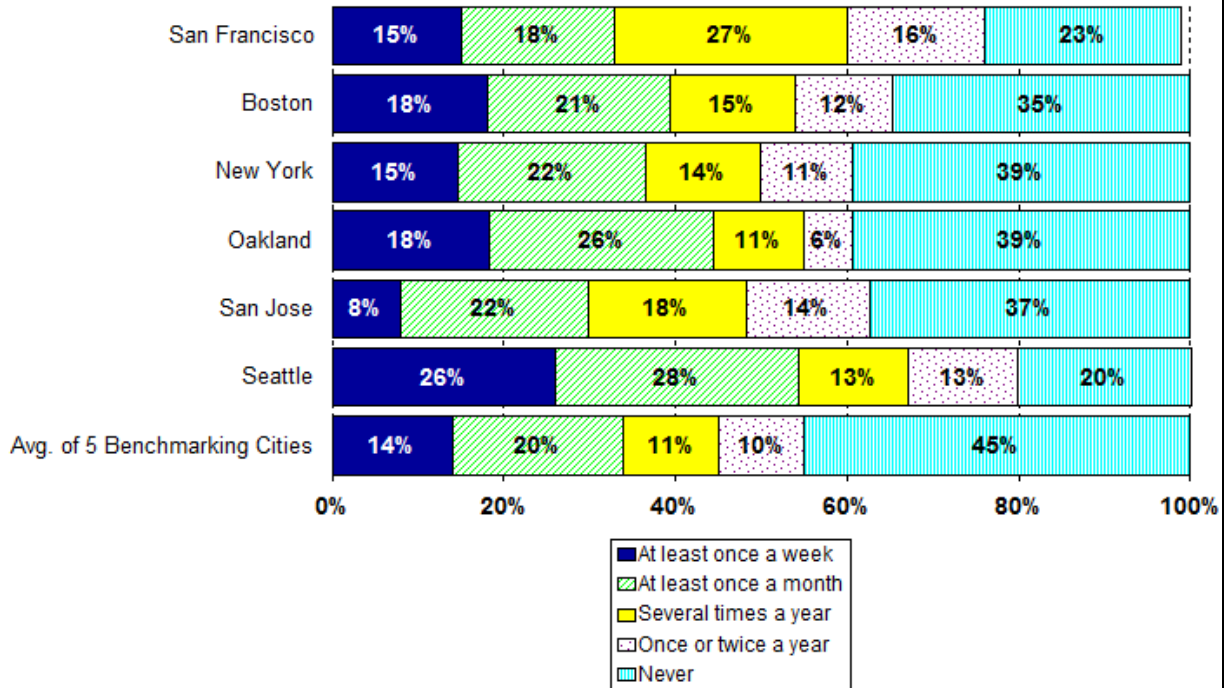
By percentage of respondents (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

## How often did people in your household access web-based government services in the past year?

By percentage of respondents (Excluding Don't Know/No Response)



Source: ETC Institute (2011)

# Appendix D: Open-Ended Questions

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### **Overview for Question 14c. Open-Ended Comments**

During the survey, respondents who had contacted employees at the City and County in the past year, were given the option of providing the City department that they had most recently contacted. The survey read as follows: “Which City department did you contact most recently?” The departments that were identified by the residents were placed into categories. The table on the following four pages shows the results of the coding.

Question 14c. "Which City department did you contact most recently?"	Number of Responses	Percentage of All Respondents Making a Comment
Don't remember	392	21.7%
Dept. of parking and traffic	122	6.7%
Tax collector	105	6.0%
Municipal transportation agency	99	5.5%
Police department	93	5.1%
Dept. of public works	91	5.0%
Dept. of bldg. inspections	50	2.8%
Dept. of rec and park	49	2.7%
Dept. of motor vehicle	49	2.7%
Dept. of housing	36	2.0%
Dept. of health and human services	34	1.9%
Planning department	33	1.8%
Dept. of public water	33	1.8%
Building dept.	28	1.5%
Board of supervisors	26	1.4%
Dept. of public health	24	1.3%
311	21	1.2%
Other	21	1.2%
Employment development department	20	1.1%
Unified school district	18	1.0%
Social security	18	1.0%
San Francisco permits dept.	17	0.9%
Rent board	16	0.9%
City streets and sidewalks	15	0.8%
Mayor's office	14	0.8%
Library	14	0.8%
Dept. of human resources	14	0.8%
San Francisco superior court	17	0.9%
County clerk	13	0.7%
Public records	12	0.7%
Office of treasurer	12	0.7%

Question 14c. "Which City department did you contact most recently?"	Number of Responses	Percentage of All Respondents Making a Comment
Jury duty	12	0.7%
Animal care and control	12	0.7%
Dept. of elections	10	0.6%
City recorder	10	0.6%
Passport services	9	0.5%
Fire dept.	9	0.5%
City hall	9	0.5%
About trees	9	0.5%
Trash and garbage pickup	8	0.4%
Dept. of social services	8	0.4%
Medicare	7	0.4%
IRS	7	0.4%
Food stamps	7	0.4%
City controller	7	0.4%
Small business	6	0.3%
Marriage license	6	0.3%
Sewer dept.	5	0.3%
Healthy SF	5	0.3%
Dept. of supervisors	5	0.3%
Dept. of education	5	0.3%
Retirement services	4	0.2%
Payroll	4	0.2%
In home support services	4	0.2%
Dept. of environment	4	0.2%
City attorney	4	0.2%
Business license	4	0.2%
Noise	3	0.2%
Dept. of planning	3	0.2%
City and county	3	0.2%
911	3	0.2%
Women, infants, & children	2	0.1%
Utilities	2	0.1%

Question 14c. "Which City department did you contact most recently?"	Number of Responses	Percentage of All Respondents Making a Comment
SF arts commission	2	0.1%
Senior exemption office	2	0.1%
Redevelopment agency	2	0.1%
Economic development	2	0.1%
Dept. of finance	2	0.1%
Death certificate	2	0.1%
City college of SF	2	0.1%
Citizen complaint office	2	0.1%
Board of appeals	2	0.1%
Zoning center	1	0.1%
Working families credit	1	0.1%
Workers compensation	1	0.1%
Welfare, park/rec, school	1	0.1%
Vehicle registration system	1	0.1%
Tenant/landlord	1	0.1%
Supplemental security income	1	0.1%
Social workers	1	0.1%
SF electronic benefits transfer	1	0.1%
Senior citizen	1	0.1%
Roads	1	0.1%
Reimbursement controller	1	0.1%
Public defender	1	0.1%
Para transit	1	0.1%
Office of labor standards enforcement	1	0.1%
Notary public	1	0.1%
Neighborhood services	1	0.1%
Lighting	1	0.1%
Lifeline fast pass	1	0.1%
License for taxi	1	0.1%
Legislature	1	0.1%
Lead abatement	1	0.1%
Judicial	1	0.1%

Question 14c. "Which City department did you contact most recently?"	Number of Responses	Percentage of All Respondents Making a Comment
Go solar	1	0.1%
Glide health services	1	0.1%
General hospital	1	0.1%
Gas	1	0.1%
Forestry	1	0.1%
For passport renew	1	0.1%
Film commission	1	0.1%
Energy	1	0.1%
Driver performance institutes	1	0.1%
District attorney	1	0.1%
Dept. of ethics	1	0.1%
Deed of trust	1	0.1%
Customer service	1	0.1%
Coroner	1	0.1%
Copy of birth certificate	1	0.1%
Consume fraud	1	0.1%
Construction	1	0.1%
Community service	1	0.1%
Code enforcement	1	0.1%
Cleaning	1	0.1%
City clerk	1	0.1%
City card	1	0.1%
Citation dept.	1	0.1%
Child support services	1	0.1%
CCSF for burglar alarm	1	0.1%
Cashier	1	0.1%
Business registration	1	0.1%
Burglar alarm register	1	0.1%



## **Overview for Question 20 Open-Ended Comments**

At the end of the survey, respondents were given the option of providing open-ended comments. The survey read as follows: "If you would like to provide additional comments or suggestions, please write them in the space below." The open-ended comments were categorized similar to those for City Survey 2009.

Category	Number of Responses	Percentage of All Respondents to the Survey	Percentage of All Comments
<b>City Government, Employees, Services in General</b>			
City Employees, Public Servants, and Their Offices	115	2.9%	5.5%
City Services-Multiple Service Area Comments	56	1.4%	2.7%
Elected Officials	31	0.8%	1.5%
<b>MUNI/Public Transportation</b>			
MUNI General or Multiple-Topic Comments	303	7.6%	14.5%
MUNI Timeliness and Reliability	9	0.2%	0.4%
MUNI Cleanliness	5	0.1%	0.2%
MUNI Specific Routes or Neighborhoods	5	0.1%	0.2%
MUNI Conductors Courtesy or Lack of Courtesy	3	0.1%	0.1%
MUNI Safety	2	0.1%	0.1%
<b>Parking and Traffic and Taxis</b>			
Parking	99	2.5%	4.7%
Parking and Traffic General Comments	14	0.4%	0.7%
Taxicabs	5	0.1%	0.2%
Traffic/Parking Enforcement	2	0.1%	0.1%
<b>Cleanliness and Garbage Collection/Recycling</b>			
Dirty Streets and Sidewalks	95	2.4%	4.5%
Other Comments	52	1.3%	2.5%
Specific Neighborhoods and Streets	42	1.1%	2.0%
Garbage/Recycling Services	26	0.7%	1.2%
<b>Street Conditions</b>			
Pavement Conditions	161	4.0%	7.7%
Specific Streets	33	0.8%	1.6%
Other Street Condition Comments	18	0.5%	0.9%
General Comments	1	0.0%	0.0%
<b>Public Safety</b>			
Public Safety General or Multiple-Topic	59	1.5%	2.8%
Specific Neighborhoods or Locations	36	0.9%	1.7%
Police-Related	26	0.7%	1.2%
Crime	1	0.0%	0.0%
<b>Homelessness</b>			
Homelessness General Comments	122	3.1%	5.8%
Need More Services/Solution to Homelessness	14	0.4%	0.7%
Specific Neighborhoods or Locations	4	0.1%	0.2%

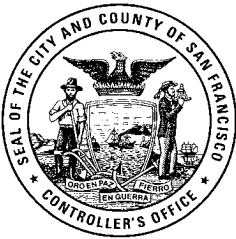
Category	Number of Responses	Percentage of All Respondents to the Survey	Percentage of All Comments
<b>Parks and Recreation</b>			
Dogs in City Parks	5	0.1%	0.2%
Other Parks and Recreation Comments	31	0.8%	1.5%
Recreation Facilities and Programs	9	0.2%	0.4%
Specific Parks and Facilities	26	0.7%	1.2%
<b>Libraries</b>			
Other Library Comments	29	0.7%	1.4%
Hours	7	0.2%	0.3%
Main Library	2	0.1%	0.1%
<b>Housing and Development</b>			
Housing	42	1.1%	2.0%
Development	5	0.1%	0.2%
<b>Education and Children's Programs</b>			
Schools	68	1.7%	3.3%
Children and Youth Services	7	0.2%	0.3%
<b>Miscellaneous</b>			
General Comments	342	8.6%	16.4%
General Positive Comments	55	1.4%	2.6%
Dogs and Other Animals	21	0.5%	1.0%
Services for the Elderly and Disabled	19	0.5%	0.9%
City Taxes	16	0.4%	0.8%
Budget/Spending	14	0.4%	0.7%
311 Service	14	0.4%	0.7%
Immigration	9	0.2%	0.4%
Natural Environment/Landscaping	8	0.2%	0.4%
General Negative Comments	8	0.2%	0.4%
Restrooms	4	0.1%	0.2%
Wireless Internet	3	0.1%	0.1%
Utilities/Energy	3	0.1%	0.1%
Health/Public Health	2	0.1%	0.1%
Other Specific Comments	1	0.0%	0.0%
Emergency/Disaster Preparation	1	0.0%	0.0%

# Appendix E: Survey Instruments

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## **Index of Survey Instruments**

- 1) English Version of the San Francisco City Survey 2011
- 2) Spanish Version of the San Francisco City Survey 2011
- 3) Chinese Version of the San Francisco City Survey 2011
- 4) Benchmarking Survey
- 5) Online Version of the San Francisco City Survey 2011



# San Francisco City Survey 2011

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to improve the quality of City services. If you have questions, please contact Andrew Murray in the Controller's Office at 415-554-6126. When you finish, please return your survey in the postage-paid envelope to: City and County of San Francisco, Controller's Office, c/o ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. **THANK YOU!**

## 1. INFRASTRUCTURE

Please grade the City's performance in the following areas:		Excellent	Good	Average	Poor	Failing
A.	The cleanliness of the sidewalks <b>in your neighborhood</b>	A	B	C	D	F
B.	The cleanliness of the sidewalks <b>citywide</b>	A	B	C	D	F
C.	The cleanliness of the streets (from curb to curb excluding sidewalks) <b>in your neighborhood</b>	A	B	C	D	F
D.	The cleanliness of the streets (from curb to curb excluding sidewalks) <b>citywide</b>	A	B	C	D	F
E.	The condition of the pavement of the streets (excluding sidewalks) <b>in your neighborhood</b>	A	B	C	D	F
F.	The condition of the pavement of the streets (excluding sidewalks) <b>citywide</b>	A	B	C	D	F
G.	Adequacy of city street lighting	A	B	C	D	F
H.	Maintenance of street signs and traffic signals	A	B	C	D	F
I.	Overall quality of the City's streets, sidewalks, and infrastructure	A	B	C	D	F

## 2. PARKS

In the past year, how often did you visit a City park?		At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never (go to #3)	
If you have visited a City park during the past year, please grade the following:		Not Applicable	Excellent	Good	Average	Poor	Failing
A.	Quality of grounds (landscaping, plantings, cleanliness)	NA	A	B	C	D	F
B.	Quality of athletic fields and courts	NA	A	B	C	D	F
C.	Quality of golf courses	NA	A	B	C	D	F
D.	Availability of walking and biking trails	NA	A	B	C	D	F

## 3. RECREATION

In the past year, have you or anyone in your household participated in a Recreation and Parks Department program, such as classes, athletic leagues, art programs, swimming, child development, after school programs, special events/concerts, or facility rentals?		Yes	No (go to #4)				
If you have participated in a Recreation and Parks Department program during the past year, please grade the following:		Not Applicable	Excellent	Good	Average	Poor	Failing
A.	Condition of Recreation and Parks Department buildings and structures (cleanliness, maintenance)	NA	A	B	C	D	F
B.	Condition of aquatic centers	NA	A	B	C	D	F
C.	Convenience of recreation programs (location, hours)	NA	A	B	C	D	F
D.	Quality of recreation programs and activities	NA	A	B	C	D	F
E.	Overall quality of your interactions with Recreation and Parks staff	NA	A	B	C	D	F
F.	Overall quality of the City's recreation and parks system	NA	A	B	C	D	F

## 4. USAGE OF LIBRARY SERVICES

Please indicate the frequency you visited or used the following library services during the past year:		At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never
A.	The City's Main library	1	2	3	4	5
B.	A branch library	1	2	3	4	5
C.	The library online (website including catalog, databases, calendar, etc.)	1	2	3	4	5

### 5. RATINGS OF LIBRARY SERVICES

Please grade the Library's performance in the following areas: (circle the corresponding letter grades to the right of each item below)		Excellent	Good	Average	Poor	Failing
A.	Collections of books, tapes, etc.	A	B	C	D	F
B.	Online library services, including access to the library's website (catalog, databases, calendar, etc.)	A	B	C	D	F
C.	Assistance from library staff	A	B	C	D	F
D.	Condition of the Main library (cleanliness, maintenance)	A	B	C	D	F
E.	Condition of your neighborhood branch library (cleanliness, maintenance)	A	B	C	D	F
F.	Overall quality of the City's library system	A	B	C	D	F

### 6. MUNI

On average, how often have you used Muni (the City's transit service) during the past year?		Daily	Several Times a Week	Once or Twice a Week	Several Times a month	Once or Twice a Month	Never (go to #7)
<b>If you have used Muni during the past year, please grade the following:</b>		Excellent	Good	Average	Poor	Failing	
A.	Timeliness/reliability	A	B	C	D	F	
B.	Cleanliness	A	B	C	D	F	
C.	Fares	A	B	C	D	F	
D.	Safety	A	B	C	D	F	
E.	Communication to passengers	A	B	C	D	F	
F.	Courtesy of drivers	A	B	C	D	F	

### 7. FEELING OF SAFETY

Please rate your feeling of safety in the following situations in San Francisco:		Very Safe	Safe	Neither	Unsafe	Very Unsafe
A.	Walking alone in your neighborhood during the day	1	2	3	4	5
B.	Walking alone in your neighborhood at night	1	2	3	4	5

### 8. CURBSIDE COMPOSTING

A.	Do you have access to a green curbside composting cart?				Yes	No (go to #9)
B.	If you have a green curbside composting cart, what do you put in it? (circle all that apply)	Food Scraps	Soiled Paper	Yard Trimmings	Have Cart But Never Use it	Don't Have a Cart
C.	Which factors, if any, discourage you from using a green cart for compostable waste? (circle all that apply)	Messiness	Lack of Time	Do My Own Backyard Composting	Pest Concerns	Not Sure What to Put in the Cart

### 9. COMPUTER USE

A.	Does anyone in your household have a personal computer?				Yes	No (go to #10)
B.	If someone has a personal computer, do they use their computer to access the Internet?				Yes	No
C.	If someone uses the Internet, what kind of Internet connection do they use? (circle all that apply)	DSL, Cable or Other High-Speed	Dial-Up Telephone Line	Wireless	Don't Know	

### 10. INTERNET USE

Please indicate how often people in your household used the Internet to do the following during the past year:		At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never
A.	Participate in social networking	1	2	3	4	5
B.	Share or download videos	1	2	3	4	5
C.	Access web-based government services	1	2	3	4	5

### 11. HOW LIKELY YOU ARE TO MOVE

In the next three years, how likely are you to move out of San Francisco?	Very Likely	Somewhat Likely	Not Too Likely	Not Likely At All
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12. SCHOOLS								
A.	Do you have any children in the following age groups who live in San Francisco? (circle all that apply)	No Children/ No Children in SF (go to #13)			Ages 0-5	Ages 6-13	Ages 14-17	
<b>Answer the remaining questions in this section (12b-k) only if you have children who live in San Francisco</b>								
B.	If you have children in San Francisco, do your children attend school in San Francisco (grades K-12)? (circle all that apply)				NO	YES - Public School	YES - Private School	
C.	If you have children in San Francisco, how would you grade the quality of the school your children attend?	Excellent A			Good B	Average C	Poor D	Failing F
<b>Are you using the following for your children (private or public), and if NO, indicate the reason</b>		<b>Yes</b>	<b>No: No Need</b>	<b>No: Too Expensive</b>	<b>No: Too Far</b>	<b>No: Not Available</b>	<b>No: Poor Quality</b>	<b>No: Other Reason</b>
D.	Childcare (ages 0-2)	1	2	3	4	5	6	7
E.	Childcare (ages 3-5)	1	2	3	4	5	6	7
F.	Afterschool program 3-5 days a week (ages 6-13)	1	2	3	4	5	6	7
G.	Other school year extracurricular activities, such as sports, art classes, etc. (ages 6-13)	1	2	3	4	5	6	7
H.	Summer program (ages 6-13)	1	2	3	4	5	6	7
I.	Youth employment/career development (ages 14-18)	1	2	3	4	5	6	7
J.	Other school year extracurricular activities, such as sports, art classes, etc. (ages 14-18)	1	2	3	4	5	6	7
K.	One-on-one tutoring (ages 6-18)	1	2	3	4	5	6	7

13. USAGE OF 3-1-1								
<b>Please indicate how often you have done the following during the past year:</b>				<b>At Least Once a Week</b>	<b>At Least Once a Month</b>	<b>Several Times a Year</b>	<b>Once or Twice a Year</b>	<b>Never</b>
A.	Contacted 311 by phone			1	2	3	4	5
B.	Used 311 service by the web or mobile device			1	2	3	4	5
<b>If you have used 3-1-1, please grade how easy it is to do the following:</b>				<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Failing</b>
C.	Get City information by <b>calling</b> 3-1-1			A	B	C	D	F
D.	Request a City service by <b>calling</b> 3-1-1			A	B	C	D	F
E.	Get City information <b>on the web or a mobile device</b>			A	B	C	D	F
F.	Request a City service <b>on the web or a mobile device</b>			A	B	C	D	F
G.	How did you learn about the service provided by 311? (circle all that apply)			Brochure or Poster	Radio or TV	Friend or Colleague	Com- munity Group	Other

14. CUSTOMER SERVICE								
A.	How would you grade the overall job of local government in providing services?	Excellent			Good	Average	Poor	Failing
B.	In the past year, did you contact employees at the City and County of San Francisco for any reason?						Yes	No (go to #15)
C.	Which City department did you contact most recently?	Name of Department:						
<b>Please grade the department you listed above in the following areas:</b>				<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Failing</b>
D.	How easy the department was to contact			A	B	C	D	F
E.	The courtesy and professionalism of employees			A	B	C	D	F
F.	How well your question was answered or your issue was resolved			A	B	C	D	F
G.	The overall quality of customer service provided by the Department			A	B	C	D	F

15. HEALTH CARE							
A.	Are you enrolled in Healthy San Francisco?					Yes	No
B.	Do you have any health insurance, including Medi-Cal or Medicare?					Yes	No (go to #16)
C.	If you have health insurance, who pays for the insurance premium? (circle all that apply)	I Do	My Employer	My Spouse or Partner's Employer	Medi-Cal or Medicare	Other	



**16. JOBS SERVICES**

Have you utilized any of the following services to assist you with finding a new or better job? (circle all the choices to the right that apply)	Visited a One Stop Employment Center	Gotten Assistance From a Community-Based Organization (CBO)	Gotten Assistance From a College or University	None of These
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**17. NEW ASSESSMENT FOR CARE OF TREES**

Private property owners are currently responsible for the care and maintenance of most street trees. Would you be willing to pay a new assessment so the City would care for and prune trees along streets throughout the City?	Yes	No
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**18. BIKING**

A. Typically, how often do you bike to make routine trips (trips to work, to the store, to school, to visit friends and neighbors)?	Several Times/Week	Once or Twice/Week	Several Times/ Month	Once or Twice/ Month	Seldom or Never
B. What would help you bike more frequently? (circle all that apply)	More Bike Lanes	Bike Lanes Physically Separated From the Cars & Trucks	Nicer Streetscapes	Neighborhood Safety	Nothing

**19. DEMOGRAPHICS**

A. How many people live in your household?			1	2	3	4	5+
B. How many years have you lived in San Francisco?			0-5	6-10	11-20	21-30	31+
C. What is your age?			18-34	35-44	45-54	55-64	65+
D. If you are 60 or older, have you needed assistance with any of the following during the past year? (circle all that apply)	Senior Meal Programs	Personal Care	Getting Public Benefits Like Medicare		Socializing With Peers		
E. What is your gender?						Male	Female
F. Which of these comes closest to describing your sexual orientation?			Bisexual	Gay/ Lesbian		Hetero-sexual/ Straight	
G. Which of the following best describes your race/ethnicity? (check all that apply)	Black/African American	Asian/Pacific Islander	Latino/ Hispanic	Native Amer. Indian	White/ Caucasian	Mixed Ethnicity	Other
H. What is the highest level of formal education you have completed?	Less Than High School	High School		Less Than 4 Years of College		4 Years of College or More	
I. How many hours per week do you work in paid employment?				None	1-14 Hours	15-34 Hours	35 Hours or More
J. If you are employed, what is your primary mode of transportation to work?	Work at Home	Drive Alone	Carpool	Walk	Public Transit	Bicycle	Other
K. How many times have you changed employers during the past five years?			0	1-2	3-4	5-6	7+
L. Do you own or rent your home?						Own	Rent
M. What was your household's total income before taxes in 2010?			Under \$10,000	\$10,000-\$24,999	\$25,000-\$49,999	\$50,000-\$99,999	\$100,000 or More
N. Do you or any other household members have any of the following: (circle all that apply)	Difficulty standing, walking, or climbing stairs?	Difficulty seeing? (blind or low vision)	Deafness or are hard of hearing?	Long term illnesses? (like diabetes, HIV, asthma, heart disease)	Any mental stress? (like depression, anxiety, post-traumatic stress disorder, bipolar disorder)		Any difficulty learning or remembering new things? (like a learning disability or head injury)
O. Can you cover your basic expenditures (housing, childcare, health care, food, transportation, and taxes)?						Yes	No

**20. If you would like to provide additional comments or suggestions, please write them in the space below:**

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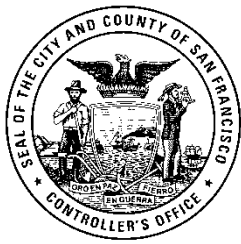


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**THANK YOU!**

Please return your completed survey in the postage-paid return envelope to:  
 City and County of San Francisco, Controller's Office, c/o ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

The address information printed to the right will only be used to help identify which areas of the City have responded.



# Encuesta de la Ciudad de San Francisco 2011

Por favor tome unos minutos para completar esta encuesta. Su opinión es una parte importante de los esfuerzos continuos de la Ciudad para mejorar la calidad de los servicios municipales. Si tiene preguntas, favor de contactar a Andrew Murray en la oficina del Contralor al 415-554-6126. Cuando haya terminado, favor de enviar su encuesta en el sobre con franqueo pago a: City and County of San Francisco, Controller's Office, c/o ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. **Gracias**

## 1. INFRAESTRUCTURA

Favor de calificar la labor de la Ciudad en las siguientes áreas:		Excelente	Bueno	Promedio	Malo	Fracaso
A.	La limpieza de las banquetas <b>en su vecindario</b>	A	B	C	D	F
B.	La limpieza de las banquetas <b>en toda la ciudad</b>	A	B	C	D	F
C.	La limpieza de las calles (de acera a acera excluyendo las banquetas) <b>en su vecindario</b>	A	B	C	D	F
D.	La limpieza de las calles (de acera a acera excluyendo las banquetas) <b>en toda la ciudad</b>	A	B	C	D	F
E.	La condición del pavimento de las calles (excluyendo aceras) <b>en su vecindario</b>	A	B	C	D	F
F.	La condición del pavimento de las calles (excluyendo aceras) <b>en toda la ciudad</b>	A	B	C	D	F
G.	Capacidad del alumbrado municipal de calles	A	B	C	D	F
H.	Mantenimiento de los letreros y señalamientos de tránsito	A	B	C	D	F
I.	Calidad general de las calles, aceras e infraestructura de la Ciudad	A	B	C	D	F

## 2. PARQUES

¿En el último año, cuán a menudo visitó un parque de la Ciudad?		Al menos Una Vez por Semana	Al menos Una Vez al Mes	Varias Veces al Año	Una o Dos Veces al Año	Nunca (vaya a #3)	
<b>Si ha visitado un Parque de la Ciudad en el último año, favor de evaluar los siguientes:</b>		<b>No Aplica</b>	<b>Excelente</b>	<b>Bueno</b>	<b>Promedio</b>	<b>Malo</b>	<b>Fracaso</b>
A.	Calidad del terreno (jardinería, plantíos, limpieza)	NA	A	B	C	D	F
B.	Calidad de los campos y canchas atléticas	NA	A	B	C	D	F
C.	Calidad de los campos de golf	NA	A	B	C	D	F
D.	Disponibilidad de caminos para caminar o hacer ciclismo	NA	A	B	C	D	F

## 3. RECREACION

¿En el último año, usted o alguien en su hogar ha participado en algún programa del Departamento de Parques y Recreo, tal como clases, Ligas atléticas, programas de arte, natación, desarrollo infantil, programas para después de clases, eventos especiales/ conciertos, o alquiler de instalaciones?					Si	No (vaya a #4)	
<b>¿Si ha participado en un programa del Departamento de Parques y Recreo durante el ultimo año, favor de evaluar los siguientes:</b>		<b>No Aplica</b>	<b>Excelente</b>	<b>Bueno</b>	<b>Promedio</b>	<b>Malo</b>	<b>Fracaso</b>
A.	Condición de los edificios y estructuras de Parques y Recreo (limpieza, mantenimiento)	NA	A	B	C	D	F
B.	Condición de los centros acuáticos	NA	A	B	C	D	F
C.	Conveniencia de los programas de recreación (lugar, horario)	NA	A	B	C	D	F
D.	Calidad de los programas y actividades de recreación	NA	A	B	C	D	F
E.	Calidad general de sus interacciones con el personal de Parques y Recreo	NA	A	B	C	D	F
F.	Calidad general del sistema de parques y recreo de la Ciudad	NA	A	B	C	D	F

## 4. USO DE LOS SERVICIOS BIBLIOTECARIOS

Favor indicar la frecuencia con la cual usted visitó o uso los siguientes servicios bibliotecarios durante el año pasado:		Al Menos Una Vez por Semana	Al Menos Una Vez al Mes	Varias Veces al Año	Una o Dos Veces al Año	Nunca
A.	La biblioteca principal de la Ciudad	1	2	3	4	5
B.	Una sucursal de la biblioteca	1	2	3	4	5
C.	La biblioteca en la red (lugar en la red incluyendo el catálogo, bases de datos, calendario, etc.)	1	2	3	4	5

## 5. CLASIFICACION DE LOS SERVICIOS BIBLIOTECARIOS

Favor de clasificar el desempeño de la Biblioteca en las siguientes áreas: (Redondee la clasificación en letra a la derecha de cada artículo que sigue abajo)		Excelente	Bueno	Promedio	Malo	Fracaso
A.	Colecciones de libros, cintas, etc.	A	B	C	D	F
B.	Servicios bibliotecarios en línea, incluyendo acceso a el sitio en red de la biblioteca (catalogo, Bases de datos, calendario, etc.)	A	B	C	D	F
C.	Ayuda del personal bibliotecario	A	B	C	D	F
D.	Condición de la Biblioteca Principal (limpieza, mantenimiento)	A	B	C	D	F
E.	Condición de la sucursal de la biblioteca en su vecindario (limpieza, mantenimiento)	A	B	C	D	F
F.	Calidad general del Sistema Bibliotecario de la Ciudad	A	B	C	D	F

## 6. MUNI

¿En promedio, Cuán a menudo ha usado usted el Muni (el sistema de transito de la Ciudad) durante el último año?		A Diario	Varias Veces por Semana	Una o Dos Veces por Semana	Varias Veces al Mes	Una o Dos Veces al Mes	Nunca (vaya a #7)
<b>Si usted ha usado el Muni durante el último año, favor clasifique los siguientes:</b>		<b>Excelente</b>	<b>Bueno</b>	<b>Promedio</b>	<b>Malo</b>	<b>Fracaso</b>	
A.	Puntualidad/confiabilidad	A	B	C	D	F	
B.	Limpieza	A	B	C	D	F	
C.	Tarifas	A	B	C	D	F	
D.	Seguridad	A	B	C	D	F	
E.	Comunicación a los pasajeros	A	B	C	D	F	
F.	Cortesía de los chóferes	A	B	C	D	F	

## 7. SENSACIÓN DE SEGURIDAD

Favor de clasificar su sensación de seguridad en las siguientes situaciones en San Francisco:		Muy Seguro	Seguro	Ninguno	Inseguro	Muy Inseguro
A.	Caminando a solas en su vecindario durante el día	1	2	3	4	5
B.	Caminando a solas en su vecindario durante la noche	1	2	3	4	5

## 8. ABONO

A.	¿Tiene acceso a un bote verde para desperdicios de jardín?				Si	No (vaya a #9)
B.	¿Si usted tiene un bote verde para el abono en la banqueta, que pone adentro? (redondee todos los que apliquen)	Sobras de Comida	Papel sucio	Desperdicio de Jardinería	Tengo Bote Pero Nunca lo Uso	No Tengo Bote
C.	¿Qué factores, si los hay, lo desaniman de usar su bote verde para los desperdicios que se pueden abonar? (redondee todos los que apliquen)	Desorden	Falta de Tiempo	Hago mi propio compostaje en patio	Preocupación por Plagas	Indeciso de que Poner en el Bote

## 9. USO DE COMPUTADORA

A.	¿Alguien en su hogar tiene una computadora personal?				Si	No (vaya a #10)
B.	¿Si alguien tiene una computadora personal, usan esta computadora para entrar al Internet?				Si	No
C.	¿Si alguien usa el Internet, que clase de conexión a la red usan? (Redondee todas las que apliquen)	DSL, Cable u Otra de Alta Velocidad	Conexión Telefónica "Dial-Up"		Inalámbrica	No Sé

## 10. USO DE LA RED

Favor indicar cuan a menudo la gente en su hogar usaron la Red (Internet) para hacer lo siguiente durante el último año:		Al Menos Una Vez por Semana	Al Menos Una Vez al Mes	Varias Veces al Año	Una o Dos Veces al Año	Nunca
A.	Participar en Paginas de Red Sociales	1	2	3	4	5
B.	Compartir o Cargar Videos	1	2	3	4	5
C.	Acceso a servicios de gobierno en red	1	2	3	4	5

## 11. CUAN PROBABLE ES QUE USTED SE MUDE

¿En los próximos tres años, cuán probable es que usted se mude de San Francisco?	Muy Probable	Algo Probable	No Muy Probable	No Es Probable
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12. ESCUELAS								
A.	¿Tiene usted niños en los siguientes grupos de edades que viven en San Francisco? (Redondee todos los que apliquen)	No tengo Niños/ No tengo Niños en SF (vaya a #13)		Edades 0-5	Edades 6-13	Edades 14-17		
<b>Conteste el resto de las preguntas en esta sección (12b-k) solo si usted tiene niños que viven en San Francisco</b>								
B.	¿Si usted tiene niños en San Francisco, sus niños asisten a la escuela en San Francisco (grados K-12)? (Redondee todos los que apliquen)	NO			SI – Escuela Pública	SI – Escuela Privada		
C.	¿Si usted tiene niños en San Francisco, Cómo usted calificaría la calidad de la escuela a la que sus niños asisten?	Excelente A	Buena B	Promedio C	Mala D	Fracaso F		
<b>Esta usando lo siguiente para sus niños (privada o pública), y si es NO, indique la razón</b>		<b>Si</b>	<b>No: No lo Necesito</b>	<b>No: Muy Caro</b>	<b>No: Muy Lejos</b>	<b>No: No Disponible</b>	<b>No: Mala Calidad</b>	<b>No: Otra Razón</b>
D.	Cuidado de Niños (edades 0-2)	1	2	3	4	5	6	7
E.	Cuidado de Niños (edades 3-5)	1	2	3	4	5	6	7
F.	Programa extraescolar 3-5 días por semana (edades 6-13)	1	2	3	4	5	6	7
G.	Otras actividades extracurriculares tales como deportes, clases de arte, etc. (edades 6-13)	1	2	3	4	5	6	7
H.	Programa de Verano (edades 6-13)	1	2	3	4	5	6	7
I.	Empleo de jóvenes/desarrollo de carrera (edades 14-18)	1	2	3	4	5	6	7
J.	Otras actividades extracurriculares de año escolar como deportes, clases de arte, etc. (edades 14-18)	1	2	3	4	5	6	7
K.	Tutoría individual (edades 6-18)	1	2	3	4	5	6	7

13. USO DEL 3-1-1								
<b>Por favor indique cuan a menudo ha hecho lo siguiente durante El año pasado:</b>				<b>Al menos una vez por semana</b>	<b>Al menos una vez al mes</b>	<b>Varias veces al año</b>	<b>Una o dos veces al año</b>	<b>Nunca</b>
A.	Contactó el 311 por teléfono			1	2	3	4	5
B.	Usó el servicio de 311 por la red o algún aparato móvil			1	2	3	4	5
<b>Si ha usado el 3-1-1, favor de evaluar cuan fácil es hacer lo siguiente:</b>				<b>Excelente</b>	<b>Bueno</b>	<b>Promedio</b>	<b>Malo</b>	<b>Fracaso</b>
C.	Obtener información de la Ciudad llamando al 3-1-1			A	B	C	D	F
D.	Solicitar un servicio de la Ciudad llamando al 3-1-1			A	B	C	D	F
E.	Obtener información de la Ciudad en la red o con un aparato móvil			A	B	C	D	F
F.	Solicitar un servicio de la Ciudad en la red o con un aparato móvil			A	B	C	D	F
G.	¿Cómo se enteró de el servicio provisto por el 311? (Redondee todos los que apliquen)			Folleto o Cartel	Radio o TV	Amigo o Colega	Grupo Comunitario	Otro

14. SERVICIO A CLIENTES								
A.	Trabajo general del gobierno local en proveer servicios			A	B	C	D	F
B.	¿En el pasado año, contactó usted a un empleado de la Ciudad y Condado de San Francisco por alguna razón?					Si	No (vaya a #15)	
C.	¿Cuál departamento de la Ciudad contactó usted más recientemente?			Nombre de Departamento:				
<b>Por favor califique el departamento que menciona arriba en las siguientes áreas:</b>				<b>Excelente</b>	<b>Bueno</b>	<b>Promedio</b>	<b>Malo</b>	<b>Fracaso</b>
D.	Lo fácil que fue el departamento para contactar			A	B	C	D	F
E.	La cortesía y profesionalismo de los empleados			A	B	C	D	F
F.	La manera que su pregunta fué contestada o su tema resuelto			A	B	C	D	F
G.	La calidad general de el servicio al cliente suministrado por el departamento			A	B	C	D	F

15. CUIDADO DE SALUD								
A.	¿Está usted matriculado en "Healthy San Francisco"?					Si	No	
B.	¿Tiene usted algún seguro de salud, incluyendo Medi-Cal o Medicare?					Si	No (vaya a #16)	
C.	¿Si usted tiene seguro de salud, quien paga las primas del seguro? (Redondee todos los que apliquen)			Yo lo pago	Mi Patrón	Mi esposo o el Patrón de su pareja	Medi-Cal o Medicare	Otro

## 16. SERVICIOS DE EMPLEOS

Ha usado usted cualquiera de los siguientes servicios para ayudarlo a encontrar un trabajo Nuevo o mejor? (Redondee las opciones a la derecha los que apliquen)	Visitó un Centro de Empleos "One Stop"	Obtuve ayuda de una Organización Comunitaria (CBO)	Obtuve ayuda de un Colegio o Universidad	Ninguna de Estas
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## 17. NUEVO IMPUESTO PARA EL CUIDADO DE ÁRBOLES

Los dueños de propiedad privada son los actuales responsables del cuidado y mantenimiento de la mayoría de los árboles en las calles. Estaría usted dispuesto a pagar una nueva valoración para que la Ciudad cuidara y podara los árboles a lo largo de las calles de la Ciudad?	Si	No
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## 18. CICLISMO

A. ¿Típicamente, cuán a menudo usa la bicicleta para hacer viajes de rutina (Viajes al trabajo, a la tienda, la escuela, a visitar amigos y vecinos)?	Varias Veces/Semana	Una o Dos/ Semana	Varias Veces/ Mes	Una o Dos/ Mes	Nunca o Casi Nunca
B. ¿Que le ayudaría a ir en bicicleta mas frecuentemente? (redondee todos los que apliquen)	Más Carriles de Bicicleta	Carriles de Bicicleta Físicamente Separados de Coches y Camiones	Mejores Paisajes Urbanos	Seguridad Vecinal	Nada

## 19. DEMOGRAFIA

A. ¿Cuántas personas viven en su hogar?			1	2	3	4	5+
B. ¿Cuántos años ha vivido usted en San Francisco?			0-5	6-10	11-20	21-30	31+
C. ¿Cuál es su edad?			18-34	35-44	45-54	55-64	65+
D. ¿Si usted tiene 60 años o más, ha necesitado usted ayuda con cualquiera de los siguientes en el año pasado? (Redondee todos los que apliquen)	Programas de comidas para Personas Mayores	Cuidado Personal	Obtener Beneficios Públicos Como Medicare		Socializar con Iguales		
E. ¿Cuál es su sexo?					Hombre	Mujer	
F. ¿Cuál de estos se acerca más a describir su orientación sexual?			Bisexual	Homosexual/ Lesbiana		Heterosexual	
G. ¿Cuál de los siguientes mejor describe su raza/etnicidad? (Marque todos los que apliquen)	Negro/Afro Americano	Asiático/Islas del Pacífico	Latino/ Hispano	Nativo/ Indígena Americano	Blanco/ Caucásico	Etnicidad Mixta	Otro
H. ¿Cuál es el nivel más alto de escolaridad formal que ha completado?	Menor a la Escuela Superior/ Preparatoria	Escuela Superior/ Preparatoria		Menos de 4 Años de Universidad		de 4 Años de Universidad o Más	
I. ¿Cuántas horas por semana trabaja usted en un empleo pagado?			Ninguna	1-14 Horas	15-34 Horas	35 Horas o Más	
J. ¿Si está empleado, cuál es su medio primario de transportación al trabajo?	Trabajo en Casa	Conduzco Solo	Carpool	Camino	Transporte Público	Bicicleta	Otro
K. ¿Cuántas veces ha cambiado usted de empleadores durante los últimos cinco años?			0	1-2	3-4	5-6	7+
L. ¿Usted compró o alquila su casa?					Compró	Alquila	
M. ¿Cuál fue el ingreso total de su hogar antes de impuestos en el 2010?			Menor a \$10,000	\$10,000-\$24,999	\$25,000-\$49,999	\$50,000-\$99,999	\$100,000 o Mas
N. ¿Usted o cualquier otro miembro de su hogar tiene alguno de los siguientes: (Redondee todos los que apliquen)	Dificultad para pararse, caminar, o subir escaleras?	Dificultad para ver? (Ciego o con Baja Visión)	Sordera o con problemas para oír?	Enfermedades a largo plazo? (como diabetes, VIH, asma, Enfermedad del corazón)	Cualquier tensión mental? (como depresión, ansiedad trastorno por estrés posttraumático, trastorno bipolar)	Cualquier dificultad para aprender o recordar cosas nuevas? (como una discapacidad de aprendizaje o lesión de la cabeza)	
O. ¿Puede usted cubrir sus gastos básicos (vivienda, cuidado de niños, cuidado de salud, alimentos, transportación, e impuestos)?					Si	No	

20. Si usted desea proveer comentarios o sugerencias adicionales, favor de escribirlos en el espacio a continuación:

**¡Gracias!**

Favor de enviar su encuesta completada en el sobre con remitente y franqueo pagado a:  
City and County of San Francisco, Controller's Office, c/o ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

La información de dirección impresa a la derecha solo será usada para ayudar a identificar que áreas de la Ciudad han respondido



## 三藩市政府 2011 年問卷

本問卷只需佔用您幾分鐘時間,請您完成問卷。您的反饋是市政府不斷改進市府服務質量的重要部分。如有問題,請致電主計長辦公室的 Andrew Murray, 電話為 415-554-6126。完成後,請將問卷寄回: City and County of San Francisco, Controller's Office, c/o ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061。謝謝您!

1. 基礎設施						
請給以下幾項市政表現打分:		很好	好	一般	不好	極差
A.	您的社區的人行道清潔狀況	A	B	C	D	F
B.	市區內人行道清潔狀況	A	B	C	D	F
C.	您的社區內街面清潔狀況(不包括人行道)	A	B	C	D	F
D.	市區內街面清潔狀況(不包括人行道)	A	B	C	D	F
E.	您的社區的路面鋪設狀況(不包括人行道)	A	B	C	D	F
F.	市區內路面鋪設狀況(不包括人行道)	A	B	C	D	F
G.	市區路燈完善狀況	A	B	C	D	F
H.	街道標識及交通標誌的維修	A	B	C	D	F
I.	市區街道, 人行道和市政總體品質	A	B	C	D	F

2. 公園							
在過去一年中, 您去過幾次市內公園?		每週至少一次	每月至少一次	一年數次	一年一至兩次	從不(請答#3)	
如您去年遊玩過市內公園, 請給下列選項打分:		不適用	很好	好	一般	不好	極差
A.	公園整體狀況(花草栽培, 清潔與否)	不適用	A	B	C	D	F
B.	田徑場和球場的質量	不適用	A	B	C	D	F
C.	高爾夫球場的品質	不適用	A	B	C	D	F
D.	有無步行道和單車道	不適用	A	B	C	D	F

3. 娛樂							
在過去一年中, 您或您的家人有無參加娛樂及公園處的任何活動: 例如訓練班, 競技聯賽, 藝術節目, 游泳, 兒童發展, 課外活動, 特別活動或音樂會, 或場地租借?					有	沒有(請答#4)	
如您去年參加過娛樂及公園處的任何活動, 請給下列選項打分:		不適用	很好	好	一般	不好	極差
A.	娛樂及公園處建築物整體狀況(清潔和維修)	不適用	A	B	C	D	F
B.	水上活動中心的條件	不適用	A	B	C	D	F
C.	娛樂節目的便利	不適用	A	B	C	D	F
D.	娛樂項目和活動的品質	不適用	A	B	C	D	F
E.	與娛樂及公園處工作人員的互動質量	不適用	A	B	C	D	F
F.	娛樂及公園處系統的整體素質	不適用	A	B	C	D	F

4. 使用圖書館服務						
請註明在過去一年中, 您去過或使用過下列圖書館的頻繁程度:		每週至少一次	每月至少一次	一年數次	一年一至兩次	從不
A.	城市總圖書館	1	2	3	4	5
B.	圖書館分館	1	2	3	4	5
C.	網上圖書館(網站包括目錄, 資料庫, 日曆, 等等)	1	2	3	4	5

5. 圖書館服務評分						
請給以下幾項圖書館表現打分： (在下列項目的右邊圈出相應的字母等級)		很好	好	一般	不好	極差
A.	收藏的書籍，錄音帶，等等	A	B	C	D	F
B.	網上圖書館服務，包括訪問圖書館網站（目錄，數據庫，日曆，等等）	A	B	C	D	F
C.	圖書館工作人員的協助	A	B	C	D	F
D.	城市主圖書館的狀況（清潔和維修）	A	B	C	D	F
E.	您社區內圖書分館的狀況(清潔和維修)	A	B	C	D	F
F.	城市圖書館系統的整體素質	A	B	C	D	F

6. 穆尼（城市公交服務）							
去年一年中，您平均使用過幾次穆尼？		每天	每週幾次	每週一次或兩次	每月數次	每月一次或兩次	從不 (請答#7)
如您去年使用過穆尼，請給下列選項打分：		很好	好	一般	不好	極差	
A.	準時/可靠	A	B	C	D	F	
B.	清潔程度	A	B	C	D	F	
C.	票價	A	B	C	D	F	
D.	安全	A	B	C	D	F	
E.	乘客公告	A	B	C	D	F	
F.	司機禮貌與否	A	B	C	D	F	

7. 安全感						
請評估您在以下情況下，身處市區所具備的安全感：		很安全	安全	二者皆不	不安全	很不安全
A.	白天在您的社區獨自行走	1	2	3	4	5
B.	夜間在您的社區獨自行走	1	2	3	4	5

8. 路邊回收						
A.	您使用綠色的路邊回收車嗎？				用	不用 (請答#9)
B.	如有使用路邊回收車，您都在車裡放什麼？ (請圈所有適用的)	食物殘渣	食品 臟紙	修剪的 樹枝	有但從 來不用	沒有
C.	有什麼原因阻止您使用綠色路邊回收車？ (請圈所有適用的)	雜亂	沒時間	自己做 後院堆 肥	怕引蟲 害	不知道 在車裡 放什麼

9. 電腦使用						
A.	您或您的家人有個人電腦嗎？				有	沒有 (請答 #10)
B.	如有，你們使用電腦接入互聯網嗎？				有	沒有
C.	如果使用互聯網，你們用什麼連結？(請圈所有適用的)	DSL, 電纜或 其它高速	撥號電話線	無線	不清楚	

10. 互聯網的使用						
請說明在去年一年裡，您和您的家人使用互聯網從事下列事情的頻繁程度：		每週至少一次	每月至少一次	一年數次	一年一至兩次	從不
A.	參與社會網絡	1	2	3	4	5
B.	共享或下載視頻	1	2	3	4	5
C.	使用政府服務	1	2	3	4	5

11. 您搬家的可能性					
未來3年，您可能會搬離三藩市嗎？		很可能	有可能	不太可能	根本不可能

### 12. 學校

A.	您有以下年齡組的子女居住在三藩市嗎？ (請圈所有適用的)	沒有/在三藩市沒有 (請答#13)	0-5歲	6-13歲	14-17歲
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如您有子女居住在三藩市，請回答以下問題(12b-k)：

B.	如您子女居住在三藩市，他們上學嗎？(請圈所有適用的)			不上	上公立學校	上私立學校		
C.	如您子女居住在三藩市，您如何評價他們所上學校的品質？			很好 A	好 B	一般 C	不好 D	極差 F
不管您的孩子上公立還是私立，您有使用以下項目嗎？如果沒有，請說明原因：		有	沒有： 不需要	沒有： 太貴	沒有： 太遠	沒有： 不提供	沒有： 太差	沒有： 其它原因
D.	托兒所(0-2歲)	1	2	3	4	5	6	7
E.	托兒所(3-5歲)	1	2	3	4	5	6	7
F.	每週3-5天的課餘活動(6-13歲)	1	2	3	4	5	6	7
G.	其他學年的課外活動，比如體育，藝術班，等等(6-13歲)	1	2	3	4	5	6	7
H.	暑期活動(6-13歲)	1	2	3	4	5	6	7
I.	青年就業/職業發展(14-18歲)	1	2	3	4	5	6	7
J.	其他學年的課外活動，比如體育，藝術班，等等(14-18歲)	1	2	3	4	5	6	7
K.	一對一輔導(6-18歲)	1	2	3	4	5	6	7

### 13. 使用 3-1-1 (客戶服務中心)

在過去一年，您經常使用以下服務嗎？		每週至少一次	每月至少一次	一年數次	一年一至兩次	從不
A.	撥打 3-1-1	1	2	3	4	5
B.	通過網站或無線設備使用3-1-1服務	1	2	3	4	5
如果您使用過3-1-1，請說明以下服務的容易程度：		很好	好	一般	不好	極差
C.	致電 3-1-1 獲得城市信息	A	B	C	D	F
D.	致電3-1-1請求城市服務	A	B	C	D	F
E.	從網站或無線設備獲取城市信息	A	B	C	D	F
F.	從網站或無線設備請求城市服務	A	B	C	D	F
G.	您如何了解3-1-1 所提供的服務(請圈所有適用的)	小冊子或海報	收音機或電視	朋友或同事	社區組	其它

### 14. 客戶服務

A.	當地政府在提供服務時的整體工作	A	B	C	D	F
B.	在過去的一年里，你有沒有以任何理由和三藩市縣的員工聯絡過？	有				沒有 (請答#15)
C.	您最近接觸的是哪個城市部門？	部門名稱：				
請就下列服務給以上所列部門打分：		很好	好	一般	不好	極差
D.	該部門有多麼容易聯繫	A	B	C	D	F
E.	員工的禮貌和專業程度	A	B	C	D	F
F.	您的問題是如何解決的	A	B	C	D	F
G.	該部門提供的客戶服務的總體品質	A	B	C	D	F

### 15. 健保

A.	您有加入“健康三藩市嗎”？(市健康計劃)	有			沒有	
B.	您有任何健康保險，包括 Medi-Cal 或Medicare嗎？	有			沒有 (請答#16)	
C.	如果您有健康保險，誰支付保險費？(請圈所有適用的)	我	我的雇主	我的配偶或配偶的雇主	Medi-Cal 或医保	其它



16. 就業服務				
您有沒有使用以下任何服務來協助您尋找一個新的或更好的工作？ <input checked="" type="checkbox"/> (請圈右邊所有適用的)	參觀一站式就業中心	得到社區組織的幫助	得到大專或大學的援助	都不是

17. 護理樹木新評估		
目前，主要街道兩旁的樹木是由私人業主來護理和保養的。如果由市府對整個城市街道的樹木進行修剪和護理，您願意支付這筆新的費用嗎？	願意	不願意

18. 騎單車						
A.	您平時是否經常騎單車出門（上班，購物，上學，探訪朋友和鄰居）	每週幾次	每週一到兩次	每月數次	每月一到兩次	很少或從不
B.	什麼能幫助您更經常騎車？(請圈所有適用的)	更多單車道	把單車道與車輛隔開	更好的街景	鄰里安全	沒有

19. 人口統計										
A.	您家有多少人？				1	2	3	4	5+	
B.	您住在三藩市有多少年了？				0-5	6-10	11-20	21-30	31+	
C.	您的年齡？				18-34	35-44	45-54	55-64	65+	
D.	如果年逾60，您在過去一年裡得到過下列幫助嗎？(請圈所有適用的)	為年長者送餐服務		私人護理	獲得公共福利 比如醫保		和同齡人社交			
E.	您的性別？							男	女	
F.	哪些最能形容您的性取向			雙性戀	同性戀 / 女同性戀		異性戀			
G.	以下哪項最能描述你的種族/族裔 (請圈所有適用的)	黑人/非洲裔 美國人	亞洲/太平洋 島民	拉丁/西班牙裔	美國土著 印地安人	白人	混合族裔	其它		
H.	您已完成的最高水準的正規教育？	高中未畢業	高中畢業		4年大學未畢業		4年大學或更高			
I.	每週有償工作幾小時？				無	1-14 小時	15-34 小時	35小時 以上		
J.	如果工作，什麼是您的主要交通方式	在家工作	獨自開車	和人搭車	步行	公共交通	騎單車	其它		
K.	在過去的5年裡，您換了幾次工作？				0	1-2	3-4	5-6	7+	
L.	您買房還是租房住？							買	租	
M.	2010年您家庭的稅前總收入是多少？			\$10,000以下	\$10,000- \$24,999	\$25,000- \$49,999	\$50,000- \$99,999	超過 \$100,000		
N.	您或其它家庭成員有無下列現象：(請圈所有適用的)	站立,行走或上下樓梯有困難	視力有問題 (盲人或弱視)	耳聾或重聽	慢性疾病 (如糖尿病, 艾滋病, 哮喘, 心臟病)	任何心理壓力(如抑鬱, 焦慮, 創傷後應激障礙, 躁鬱症)		學習或記憶新東西有困难 (如學習障礙或頭部受傷)		
O.	您能否負擔您的基本開支(住房, 兒童保育, 衛生保健, 食品, 交通和稅收)							能	不能	

20. 如果您願意提供其他意見或建議，請寫在下面的空白處：

謝謝您！  
請將完成的問卷裝進郵資預付的信封，寄至：  
City and County of San Francisco, Controller's Office,  
c/o ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

# SF BENCHMARKING Survey 2011

This is \_\_\_\_\_ calling from ETC Institute. The reason I am calling is to get your input on the quality of services provided by the City of \_\_\_\_\_. Your input will help improve the quality of city services. Would you be willing to answer a few questions. The survey takes less than five minutes and I am not selling anything.

IF YES – continue IF NO – end the interview

<b>1. INFRASTRUCTURE</b>						
Using letter grades, where “A” means excellent and “F” means failing, how would you grade the City’s performance in the following areas: (LEAVE BLANK IF THEY DON’T KNOW)		Excellent	Good	Average	Poor	Failing
A.	The cleanliness of the sidewalks in your neighborhood	A	B	C	D	F
B.	The cleanliness of the sidewalks citywide	A	B	C	D	F
C.	The cleanliness of the streets (from curb to curb excluding sidewalks) in your neighborhood	A	B	C	D	F
D.	The cleanliness of the streets (from curb to curb excluding sidewalks) citywide	A	B	C	D	F
E.	The condition of the pavement of the streets (excluding sidewalks) in your neighborhood	A	B	C	D	F
F.	The condition of the pavement of the streets (excluding sidewalks) citywide	A	B	C	D	F
G.	Adequacy of city street lighting	A	B	C	D	F
H.	Maintenance of street signs and traffic signals	A	B	C	D	F
I.	Overall quality of the City’s streets, sidewalks, and infrastructure	A	B	C	D	F

<b>2. PARKS</b>							
In the past year, how often did you visit a City park?		At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never (go to #3)	
Using letter grades, where “A” means excellent and “F” means failing, how would you grade the aspects of the City’s park system:		Not Applicable	Excellent	Good	Average	Poor	Failing
A.	Quality of grounds (landscaping, plantings, cleanliness)	NA	A	B	C	D	F
B.	Quality of athletic fields and courts	NA	A	B	C	D	F
C.	Quality of golf courses	NA	A	B	C	D	F
D.	Availability of walking and biking trails	NA	A	B	C	D	F

<b>3. RECREATION</b>							
In the past year, have you or anyone in your household participated in a City Parks and Recreation programs, such as classes, athletic leagues, art programs, swimming, special events/concerts, or facility rentals?					Yes	No (go to #4)	
[If they have participated in a Parks and Recreation program during the past year] Using letter grades, where “A” means excellent and “F” means failing, how would you grade the following:		Not Applicable	Excellent	Good	Average	Poor	Failing
A.	Condition of City Parks and Recreation buildings and structures (cleanliness, maintenance)	NA	A	B	C	D	F
B.	Condition of aquatic/swimming centers	NA	A	B	C	D	F
C.	Convenience of recreation programs (location, hours)	NA	A	B	C	D	F
D.	Quality of recreation programs and activities	NA	A	B	C	D	F
E.	Overall quality of your interactions with City Parks and Recreation staff	NA	A	B	C	D	F
F.	Overall quality of the City’s recreation and parks system	NA	A	B	C	D	F

<b>4. FEELING OF SAFETY</b>						
Please rate your feeling of safety in the following situations:		Very Safe	Safe	Neither	Unsafe	Very Unsafe
A.	Walking alone in your neighborhood during the day	1	2	3	4	5
B.	Walking alone in your neighborhood at night	1	2	3	4	5

### 5. RATINGS OF LIBRARY SERVICES

Using letter grades, where "A" means excellent and "F" means failing, please grade the City's library system in the following areas: (LEAVE BLANK IF THEY DON'T KNOW)		Excellent	Good	Average	Poor	Failing
A.	Collections of books, tapes, etc.	A	B	C	D	F
B.	Online library services, including access to the library's website (catalog, databases, calendar, etc.)	A	B	C	D	F
C.	Assistance provided by library staff	A	B	C	D	F
D.	Condition of the Main library (cleanliness, maintenance)	A	B	C	D	F
E.	Condition of your neighborhood branch library (cleanliness, maintenance)	A	B	C	D	F
F.	Overall quality of the City's library system	A	B	C	D	F

### 6. TRANSIT

On average, how often have you used the City's transit (bus) service during the past year?		Daily	Several Times a Week	Once or Twice a Week	Several Times a month	Once or Twice a Month	Never (go to #7)
<b>[If they have used the City's transit service during the past year] Using letter grades, where "A" means excellent and "F" means failing, how would you grade the following:</b>		Excellent	Good	Average	Poor	Failing	
A.	Timeliness/reliability of public transportation	A	B	C	D	F	
B.	Cleanliness of buses	A	B	C	D	F	
C.	Fares charged for public transportation	A	B	C	D	F	
D.	Safety	A	B	C	D	F	
E.	Communication to passengers	A	B	C	D	F	
F.	Courtesy of drivers	A	B	C	D	F	

### 7. COMPUTER USE

A.	Does anyone in your household have a personal computer?				Yes	No (go to #8)
B.	If someone has a personal computer, do they use their computer to access the Internet?				Yes	No
C.	If someone uses the Internet, what kind of Internet connection do they use? (circle all that apply)	DSL, Cable or Other High-Speed	Dial-Up Telephone Line	Wireless		Don't Know

### 8. INTERNET USE

Please indicate how often people in your household used the Internet to do the following during the past year:		At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never
A.	Participate in social networking	1	2	3	4	5
B.	Share or download videos	1	2	3	4	5
C.	Access web-based government services	1	2	3	4	5

### 9. HOW LIKELY YOU ARE TO MOVE

In the next three years, how likely are you to move out of the City you are currently living in?			Very Likely	Somewhat Likely	Not Too Likely	Not Likely At All
--------------------------------------------------------------------------------------------------	--	--	-------------	-----------------	----------------	-------------------

### 10. CUSTOMER SERVICE

A.	How would you grade the overall job of local government in providing services?	Excellent	Good	Average	Poor	Failing
B.	In the past year, did you contact employees at City Hall for any reason?				Yes	No (End)
<b>IF YES to #10B: Please grade the City's performance in the following areas:</b>		Excellent	Good	Average	Poor	Failing
C.	How easy the department was to contact	A	B	C	D	F
D.	The courtesy and professionalism of employees	A	B	C	D	F
E.	How well your question was answered or your issue was resolved	A	B	C	D	F
F.	The overall quality of customer service provided by the Department	A	B	C	D	F

**THIS CONCLUDES THE SURVEY. THANK YOU FOR YOUR TIME**

BOS=Boston

NYO=New York

OAK=Oakland

SAN=San Jose

SEA=Seattle

San Francisco City Survey 2011

■  2%

INFRASTRUCTURE

1. Please grade the City's performance in the following areas:

	Excellent	Good	Average	Poor	Failing
The cleanliness of the sidewalks in your neighborhood	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cleanliness of the sidewalks citywide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next

Thank you for participating.

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San Francisco City Survey 2011

■  3%

INFRASTRUCTURE

1. Please grade the City's performance in the following areas (continued):

	Excellent	Good	Average	Poor	Failing
The cleanliness of the streets (from curb to curb excluding sidewalks) in your neighborhood	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cleanliness of the streets (from curb to curb excluding sidewalks) citywide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev

Next

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## San Francisco City Survey 2011

5%

### INFRASTRUCTURE

1. Please grade the City's performance in the following areas (continued):

	Excellent	Good	Average	Poor	Failing
The condition of the pavement of the streets (excluding sidewalks) in your neighborhood	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The condition of the pavement of the streets (excluding sidewalks) citywide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev

Next

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## San Francisco City Survey 2011

7%

### INFRASTRUCTURE

1. Please grade the City's performance in the following areas (continued):

	Excellent	Good	Average	Poor	Failing
Adequacy of city street lighting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of street signs and traffic signals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of the City's streets, sidewalks, and infrastructure	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev

Next

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## San Francisco City Survey 2011

9%

2. In the past year, how often did you visit a City park?

- At Least Once a Week
- At Least Once a Month
- Several Times a Year
- Once or Twice a Year
- Never

Prev

Next

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## San Francisco City Survey 2011

10%

### PARKS

2. If you have visited a City park during the past year, please grade the following:

	Not Applicable	Excellent	Good	Average	Poor	Failing
Quality of grounds (landscaping, plantings, cleanliness)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Quality of athletic fields and courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of golf courses	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Availability of walking and biking trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

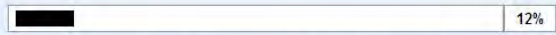
Prev

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San Francisco City Survey 2011



3. In the past year, have you or anyone in your household participated in a Recreation and Parks Department program, such as classes, athletic leagues, art programs, swimming, child development, after school programs, special events/concerts, or facility rentals?

- Yes
- No

Prev Next

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RECREATION

3. If you have visited a City park during the past year, please grade the following:

	Not Applicable	Excellent	Good	Average	Poor	Failing
Condition of Recreation and Parks Department buildings and structures (cleanliness, maintenance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of aquatic centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of recreation programs (location, hours)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

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## San Francisco City Survey 2011

16%

### RECREATION

3. If you have visited a City park during the past year, please grade the following: (continued)

	Not Applicable	Excellent	Good	Average	Poor	Failing
Quality of recreation programs and activities	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of your interactions with Recreation and Parks staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of the City's recreation and parks system	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev

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## San Francisco City Survey 2011

17%

### USAGE OF LIBRARY SERVICES

4. Please indicate the frequency you visited or used the following library services during the past year:

	At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never
The City's Main library	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A branch library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library online (website including catalog, databases, calendar, etc.)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## San Francisco City Survey 2011

19%

### RATINGS OF LIBRARY SERVICES

5. Please grade the Library's performance in the following areas:

	Excellent	Good	Average	Poor	Failing
Collections of books, tapes, etc.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online library services, including access to the library's website (catalog, databases, calendar, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

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## San Francisco City Survey 2011

21%

### RATINGS OF LIBRARY SERVICES

5. Please grade the Library's performance in the following areas: (continued)

	Excellent	Good	Average	Poor	Failing
Assistance from library staff	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of the Main library (cleanliness, maintenance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of your neighborhood branch library (cleanliness, maintenance)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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RATINGS OF LIBRARY SERVICES

5. Please grade the Library's performance in the following areas: (continued)

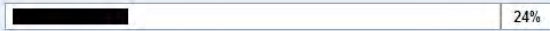
	Excellent	Good	Average	Poor	Failing
Overall quality of the City's library system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

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MUNI

6. On average, how often have you used Muni (the City's transit service) during the past year?

- Daily
- Several Times a Week
- Once or Twice a Week
- Several Times a month
- Once or Twice a Month
- Never

Prev Next

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### San Francisco City Survey 2011

26%

6. If you have used Muni during the past year, please grade the following:

	Excellent	Good	Average	Poor	Failing
Timeliness/reliability	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fares	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication to passengers	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of drivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

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### San Francisco City Survey 2011

28%

#### FEELING OF SAFETY

7. Please rate your feeling of safety in the following situations in San Francisco:

	Very Safe	Safe	Neither	Unsafe	Very Unsafe
Walking alone in your neighborhood during the day	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking alone in your neighborhood at night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

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San Francisco City Survey 2011

29%

CURBSIDE COMPOSTING

8a. Do you have access to a green curbside composting cart?

- Yes
- No

Prev Next

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San Francisco City Survey 2011

31%

8b. If you have a green curbside composting cart, what do you put in it? (check all that apply)

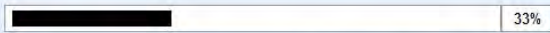
- Food Scraps
- Soiled Paper
- Yard Trimmings
- Have Cart But Never Use it
- Don't Have a Cart

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8c. Which factors, if any, discourage you from using a green cart for compostable waste? (check all that apply)

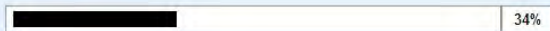
- Messiness
- Lack of Time
- Do My Own Backyard
- Composting
- Pest Concerns
- Not Sure What to Put in the Cart

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COMPUTER USE

9a. Does anyone in your household have a personal computer?

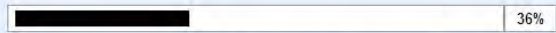
- Yes
- No

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9b. If someone has a personal computer, do they use their computer to access the Internet?

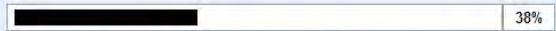
- Yes
- No

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9c. If someone uses the Internet, what kind of Internet connection do they use? (check all that apply)

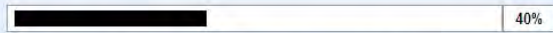
- DSL, Cable or Other High-Speed
- Dial-Up Telephone Line
- Wireless
- Don't Know

Prev Next

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10. Please indicate how often people in your household used the Internet to do the following during the past year:

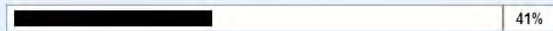
	At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never
Participate in social networking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Share or download videos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access web-based government services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

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San Francisco City Survey 2011



HOW LIKELY YOU ARE TO MOVE

11. In the next three years, how likely are you to move out of San Francisco?

- Very Likely
- Somewhat Likely
- Not Too Likely
- Not Likely At All

Prev Next

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## San Francisco City Survey 2011

43%

12a. Do you have any children in the following age groups who live in San Francisco? (check all that apply)

- No Children/No Children in SF
- Ages 0-5
- Ages 6-13
- Ages 14-17

Prev

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## San Francisco City Survey 2011

45%

12b. If you have children in San Francisco, do your children attend school in San Francisco (grades K-12)? (check all that apply)

- NO
- YES - Public School
- YES - Private School

Prev

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San Francisco City Survey 2011

47%

12c. If you have children in San Francisco, how would you grade the quality of the school your children attend?

- Excellent
- Good
- Average
- Poor
- Failing

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San Francisco City Survey 2011

48%

12. Are you using the following for your children (private or public), and if NO, indicate the reason

	Yes	No: No Need	No: Too Expensive	No: Too Far	No: Not Available	No: Poor Quality	No: Other Reason
Childcare (ages 0-2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare (ages 3-5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afterschool program 3-5 days a week (ages 6-13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other school year extracurricular activities, such as sports, art classes, etc. (ages 6-13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

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San Francisco City Survey 2011

50%

12. Are you using the following for your children (private or public), and if NO, indicate the reason

	Yes	No: No Need	No: Too Expensive	No: Too Far	No: Not Available	No: Poor Quality	No: Other Reason
Summer program (ages 6-13)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth employment/career development(ages 14-18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other school year extracurricular activities, such as sports, art classes, etc. (ages 14-18)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-on-one tutoring (ages 6-18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

Thank-you for participating.

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San Francisco City Survey 2011

52%

USAGE OF 3-1-1

13. Please indicate how often you have done the following during the past year:

	At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never
Contacted 311 by phone	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used 311 service by the web or mobile device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

Thank-you for participating.

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### San Francisco City Survey 2011

53%

13. If you have used 3-1-1, please grade how easy it is to do the following:

	Not Applicable	Excellent	Good	Average	Poor	Failing
Get City information by calling 3-1-1	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Request a City service by calling 3-1-1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get City information on the web or a mobile device	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Request a City service on the web or a mobile device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Thank you for participating.

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### San Francisco City Survey 2011

55%

13. How did you learn about the service provided by 311?  
(check all that apply)

- Brochure or Poster
- Radio or TV
- Friend or Colleague
- Community Group
- Other
- Not Applicable

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## San Francisco City Survey 2011

57%

### CUSTOMER SERVICE

14a. How would you grade the overall job of local government in providing services?

- A (Excellent)
- B (Good)
- C (Average)
- D (Poor)
- F (Failing)

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## San Francisco City Survey 2011

59%

14b. In the past year, did you contact employees at the City and County of San Francisco for any reason?

- Yes
- No

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San Francisco City Survey 2011

60%

14c. Which City department did you contact most recently?

Name of the Department

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San Francisco City Survey 2011

62%

14. Please grade the department you listed above in the following areas:

	Excellent	Good	Average	Poor	Failing
How easy the department was to contact	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The courtesy and professionalism of employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well your question was answered or your issue was resolved	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of customer service provided by the Department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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San Francisco City Survey 2011



15a. Are you enrolled in Healthy San Francisco?

- Yes
- No

Prev Next

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San Francisco City Survey 2011



15b. Do you have any health insurance, including Medi-Cal or Medicare?

- Yes
- No

Prev Next

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San Francisco City Survey 2011

67%

15c. If you have health insurance, who pays for the insurance premium? (check all that apply)

- I Do
- My Employer
- My Spouse or Partner's Employer
- Medi-Cal or Medicare
- Other

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San Francisco City Survey 2011

69%

JOB SERVICES

16. Have you utilized any of the following services to assist you with finding a new or better job? (check all the choices that apply)

- Visited a One Stop Employment Center
- Gotten Assistance From a Community-Based Organization (CBO)
- Gotten Assistance From a College or University
- None of These

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San Francisco City Survey 2011

71%

NEW ASSESSMENT FOR CARE OF TREES

17. Private property owners are currently responsible for the care and maintenance of most street trees. Would you be willing to pay a new assessment so the City would care for and prune trees along streets throughout the City?

- Yes
- No

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San Francisco City Survey 2011

72%

BIKING

18a. Typically, how often do you bike to make routine trips (trips to work, to the store, to school, to visit friends and neighbors)?

- Several Times/Week
- Once or Twice/ Week
- Several Times/ Month
- Once or Twice/ Month
- Seldom or Never

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San Francisco City Survey 2011

74%

18b. What would help you bike more frequently?  
(check all that apply)

- More Bike Lanes
- Bike Lanes Physically Separated From the Cars & Trucks
- Nicer Streetscapes
- Neighborhood Safety
- Nothing

Prev Next

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San Francisco City Survey 2011

76%

DEMOGRAPHICS

19a. How many people live in your household?

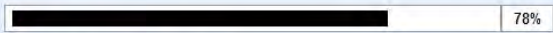
- 1
- 2
- 3
- 4
- 5+

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San Francisco City Survey 2011



19b. How many years have you lived in San Francisco?

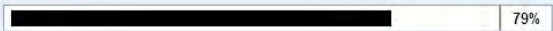
- 0-5
- 6-10
- 11-20
- 21-30
- 31+

[Prev](#) [Next](#)

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San Francisco City Survey 2011



19c. What is your age?

- 18-34
- 35-44
- 45-54
- 55-64
- 65+

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San Francisco City Survey 2011



19d. If you are 60 or older, have you needed assistance with any of the following during the past year?  
(check all that apply)

- Senior Meal Programs
- Personal Care
- Getting Public Benefits Like Medicare
- Socializing With Peers
- Not Applicable (Under Age 60)

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19e. What is your gender?

- Male
- Female

19f. Which of these comes closest to describing your sexual orientation?

- Bisexual
- Gay/ Lesbian
- Hetero-sexual/Straight

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## San Francisco City Survey 2011

84%

19g. Which of the following best describes your race/ethnicity? (check all that apply)

- Black/African American
- Asian/Pacific Islander
- Latino/ Hispanic
- Native American Indian
- White/Caucasian
- Mixed Ethnicity
- Other

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## San Francisco City Survey 2011

86%

19h. What is the highest level of formal education you have completed?

- Less Than High School
- High School
- Less Than 4 Years of College
- 4 Years of College or More

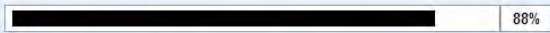
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San Francisco City Survey 2011



19i. How many hours per week do you work in paid employment?

- None
- 1-14 Hours
- 15-34 Hours
- 35 Hours or More

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San Francisco City Survey 2011



19j. If you are employed, what is your primary mode of transportation to work?

- Work at Home
- Drive Alone
- Carpool
- Walk
- Public Transit
- Bicycle
- Other

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San Francisco City Survey 2011

91%

19k. How many times have you changed employers during the past five years?

- 0
- 1-2
- 3-4
- 5-6
- 7+

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San Francisco City Survey 2011

93%

19l. Do you own or rent your home?

- Own
- Rent

19m. What was your household's total income before taxes in 2010?

- Under \$10,000
- \$10,000-\$24,999
- \$25,000-\$49,999
- \$50,000-\$99,999
- \$100,000 or More

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## San Francisco City Survey 2011

95%

19n. Do you or any other household members have any of the following: (check all that apply, leave blank if none)

- Difficulty standing, walking, or climbing stairs?
- Difficulty seeing? (blind or low vision)
- Deafness or are hard of hearing?
- Long term illnesses? (like diabetes, HIV, asthma, heart disease)
- Any mental stress? (like depression, anxiety, post-traumatic stress disorder, bipolar disorder)
- Any difficulty learning or remembering new things? (like a learning disability or head injury)

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## San Francisco City Survey 2011

97%

19o. Can you cover your basic expenditures (housing, childcare, health care, food, transportation, and taxes)?

- Yes
- No

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## San Francisco City Survey 2011

98%

20. If you would like to provide additional comments or suggestions, please write them in the space below:

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## San Francisco City Survey 2011

100%

\*What is your home street address?

\*What is your home zip code?

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Done

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