
City Survey 2005

San Franciscans Feel Safer This Year

Service Ratings Are Down

Overall, Citizens Give Services a C+

**Executive
Summary**

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Overall, Citizens Give Services a C+

San Franciscans Feel Safer This Year

San Franciscans feel safer walking alone in their neighborhoods this year than in any prior survey year. Half of survey respondents feel safe or very safe both day and night; another third feel safe in the daytime but not at night; and one in six feels less than safe at both times. While residents of Districts 6, 9, 10 and 11 continue to feel less safe than those in the rest of the City, safety ratings have improved in District 6 from last year.

Feelings of safety crossing the street have also improved from prior years. One in four residents still feels unsafe crossing the street, but this is much better than 2001, when 36% felt unsafe.

Ratings Drop for Parks and Recreation, Pavement, Muni and Libraries

Parks and Recreation ratings dropped considerably in all areas—grounds, facilities, programs and staff—possibly reflecting a recent negative news story as well as budget and service reductions.

Ratings of street pavement are down from 2003 and 2004, which is not surprising, as decreasing pavement funds are not keeping up with aging streets.

Muni ratings are down slightly in some areas, including the convenience of routes (although routes have not been reduced) and timeliness and reliability (despite increasing on-time performance as measured by Muni). Muni's performance is still rated higher than it was in the years 1997-2001.

Library ratings, while generally higher than other services, have also declined for collections, staff and programs.

Overall, Citizens Give Services a C+

Survey respondents rated services on a 5-point scale from Very Good to Very Poor, or from A to F. The following table shows average ratings of City services.

Service Area	Letter Grade	Change From Last Year
Local Government Performance	C+	↔
Safety	B-	↑
Libraries	B-	↓
Muni	C+	↓
Recreation and Parks	C+	↓
Street and Sidewalk Cleanliness	C	↔
Pavement	C	↓

Residents List Pros and Cons of San Francisco, Likelihood of Moving

The main reasons cited for choosing to live in San Francisco are: presence of family or length of time here; the variety of activities, entertainment, restaurants, etc.; job or economic opportunities; climate; natural beauty; the diversity of the population; cultural offerings; quality of urban life and neighborhoods; and open-mindedness, tolerance, and liberal politics.

Primary drawbacks to living in San Francisco, according to survey respondents, are: the high cost of living, especially for housing; traffic congestion and difficulty parking; homelessness and panhandling; and dirty streets, graffiti, etc.

One in three survey respondents considers him/herself somewhat or very likely to move out of San Francisco in the next three years. Those that express a higher likelihood of leaving include younger and newer residents. Gay and lesbian respondents are less inclined to move away – 72% plan to stay compared to 65% of heterosexuals.

Parents Feel Less Favorable About City Services

Parents of children under 18 years old feel less favorable about City services in general, and parks and recreation programs, than non-parents. Two-thirds of parents of school-age children send their kids to San Francisco public schools. Parents use a variety of other services for their children, and where they are not finding what they need, the most common reasons are cost (for childcare) and availability (for academic enrichment, afterschool, or youth employment programs).

When asked what would make San Francisco a better place for families, survey respondents say: lower cost of living, especially housing prices; better schools; lower crime/improving safety; ending homelessness; and cleaning up the City.

Most San Franciscans Have Health Insurance

Most (87%) of respondents have health insurance for themselves, and 94% of parents report that their children are insured.

Southeast and District 6 Feel Less Safe and Less Satisfied Than the Rest of the City

On average, inhabitants of Districts 6, 9, 10, and 11 feel the least safe walking alone in their neighborhoods day or night. District 10 residents feel least safe crossing the street.

The Southeast districts (9, 10 and 11) give the lowest ratings of Muni services, library collections and programs for children. Districts 9 and 10 give lowest ratings of park grounds and pavement. Districts 6, 9 and 10 are least favorable about street and sidewalk cleanliness.

Safety and Service Ratings Vary by Ethnicity and Income

African-Americans, Latinos and Asian/Pacific Islanders feel less safe on average in their neighborhoods than whites. African-Americans have the lowest opinions of City services in general. African-Americans and Asian respondents view park grounds and recreation programs less favorably than do others.

White parents are the least likely to send their children to public schools.

Not surprisingly, those with higher incomes feel safer in their neighborhoods, are more likely to have health insurance, ride Muni less, and are less likely to use public schools.

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Chapter 1

Local Government Performance

Grade Change

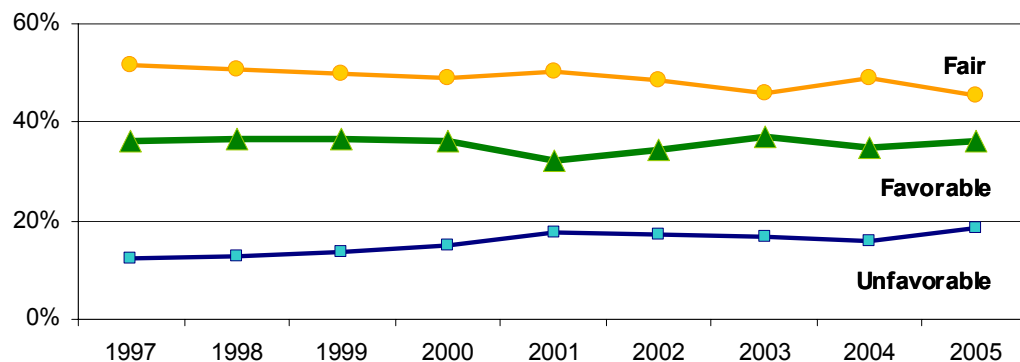
C+



As in Past Years, San Franciscans Rate Local Government “Fair”

For the ninth year in a row, San Franciscans maintain their local government is doing only a fair or average job at providing services. On a scale of 1 to 5, ratings of local government average to 3.18, or a “C+” grade. Only 33% of respondents say local government is doing a good job providing services, and only 4% say it is doing a very good job. Opinions vary by length of residency in San Francisco, whether one has children under 18, and ethnicity.

Ratings of Local Government



Newer Residents and Non-Parents More Favorable

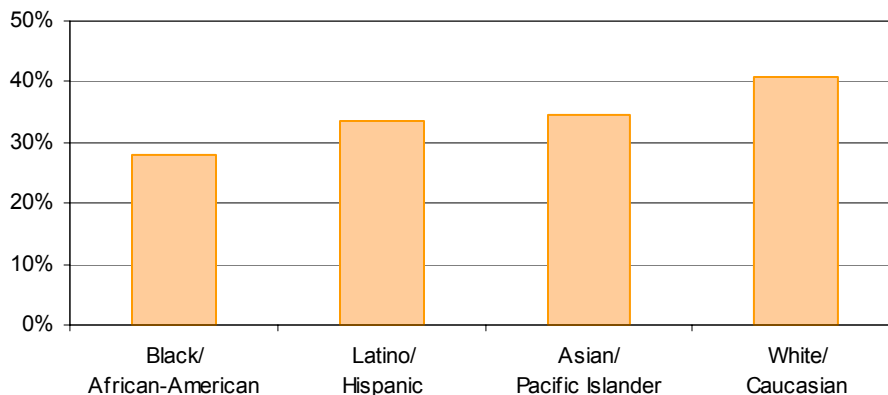
As they did last year, newer residents give much higher ratings to local government than do residents who have lived here longer. Nearly half (49%) of residents who have lived in San Francisco for less than five years say the government is doing a good or very good job providing services, compared to 34% of residents who have lived here for five years or more.

Non-parents have a better perception of City services than parents do: 38% of respondents without minor children rate the performance of local government favorably, compared to 31% of respondents with children.

African-Americans Have the Lowest Opinions of City Services

Similar to last year, African-American respondents give lower ratings to City government overall than do other residents. Only 28% of African-Americans give high marks to San Francisco's local government services this year, compared to about a third of both Asian/Pacific Islander and Latino/Hispanic respondents, and 41% of white respondents.

**Percentage Favorable Ratings of Local Government
by Ethnicity**



SURVEY RESPONSES

Overall, how good a job do you think local government is doing at providing services?

Very Poor/ Failing 1	Poor 2	Fair/ Average 3	Good 4	Very Good/ Excellent 5	Number of Responses	Mean Score
4%	14%	45%	33%	4%	3,557	3.18

Note: In 2005, half of survey questionnaires used a numeric scale (1=Very Poor to 5=Very Good), while half used a letter-grade scale (F=Failing to A=Excellent). The table above includes all responses. Elsewhere in the report, results for 2005 may differ slightly, because comparisons to previous years include only the numeric scale responses.

Chapter 2

Safety

Grade Change

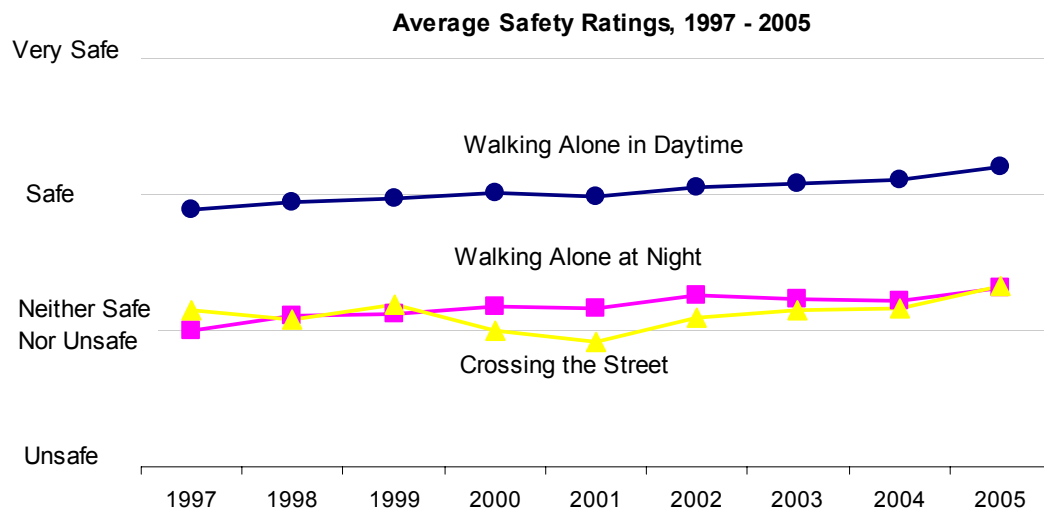
B -



San Franciscans Feel Safer This Year

San Franciscans feel safer in their neighborhoods and crossing the street this year than in any prior survey year. On average, survey respondents feel safe walking alone in their neighborhoods during the daytime and “neither safe nor unsafe” at night.

Eighty-three percent of respondents report feeling safe or very safe walking alone in their neighborhoods during the daytime, while only 5% say they feel unsafe or very unsafe. As in all other years, people feel less safe at night, with half of 2005 respondents saying they feel safe or very safe, and a quarter feeling unsafe or very unsafe. In 1997—the survey year in which safety ratings were lowest—just 39% of respondents said they felt safe or very safe walking alone at night, while a third of respondents reported feeling unsafe or very unsafe.



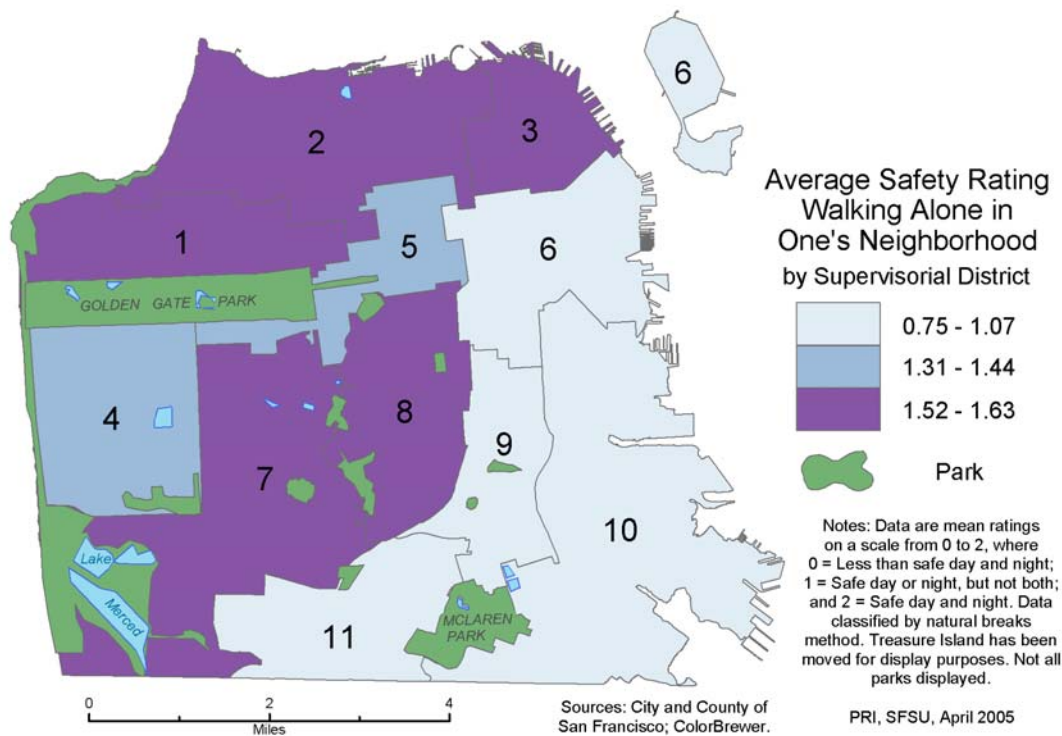
Although San Franciscans are feeling safer this year, the San Francisco Police Department reports that the violent crime rate increased 1% in 2004. Robberies and assaults account for most of the violent crimes.

Southeast and District 6 Feel Less Safe in Their Neighborhoods

Southeast and District 6 residents feel significantly less safe than San Franciscans who live in other parts of the City. On average, inhabitants of Districts 6, 9, 10, and 11 feel the least safe walking alone in their neighborhoods day or night. Last year's survey also found that residents of Districts 6, 9, 10, and 11 felt the least safe. However, District 6's safety ratings improved significantly in 2005.

In the map below, districts are shaded to represent residents' feelings of safety walking alone in their neighborhoods both day and night. Those who feel safe or very safe both day and night are counted as 2; those who feel safe day or night but not both as 1; and those who feel less than safe day and night as 0.

Neighborhood Safety



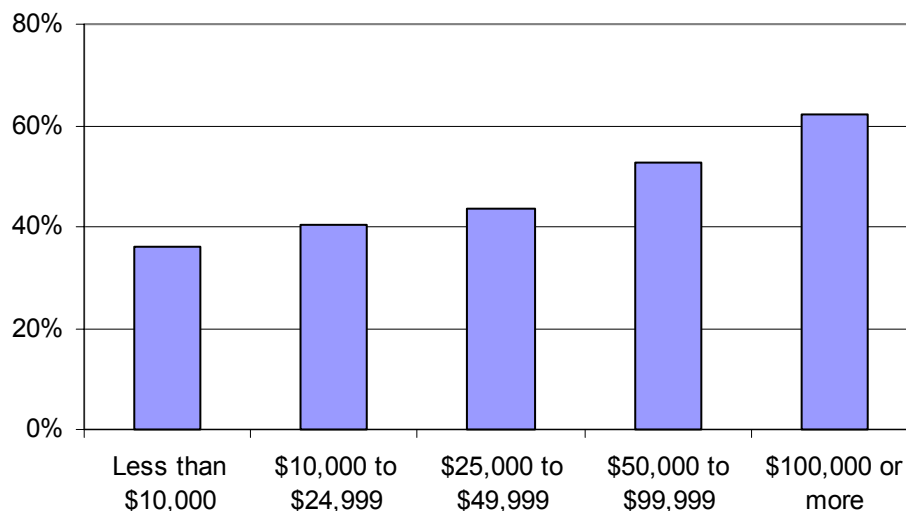
"We need more police patrols in the Mission. Drug abusers and dealers abound here. Why doesn't San Francisco prosecute these people?" — District 6 woman, 30-44 years old.

Demographic, Socioeconomic Factors Tied to Feelings of Safety

In addition to the area of the City in which one lives, race, income, and age are tied to how safe one feels.

- **Gender.** Women feel significantly less safe than men walking alone in their neighborhoods, with 44% saying they feel safe day and night, compared to 57% of men. According to the U.S. Department of Justice, men are much more likely to experience violent crime than women, although women are more likely to be victims of sexual assault.
- **Race/Ethnicity.** White respondents are more likely than others to feel safe walking alone in their neighborhoods. Fifty-six percent of whites feel safe or very safe at night, compared to 46% of Asians, 41% of Latinos, and just 39% of African-Americans. The Department of Justice reports that African-Americans nationwide experience the highest rates of violent crime.
- **Age.** Just 40% of respondents age 60 and over feel safe day and night, compared to 54% of those under 60. According to the Department of Justice, people over age 65 are less likely to be victims of violent crimes, but are disproportionately affected by property crimes.
- **Income and Education.** Respondents with higher household incomes tend to feel safer in their neighborhoods than lower-income respondents. Sixty-two percent of respondents in households earning over \$100,000 feel safe both day and night, compared to 39% of those living in households earning less than \$25,000. Those with some higher education also feel safer than respondents with less education.

**Percentage Who Feel Safe Walking Alone Day and Night,
by Household Income**



"We need better lighted areas at night, more cops on foot patrol and talking with the community to avoid future crimes. More youth jobs/programs to reach at-risk youth before they turn to crime."—District 5 man, 30-44 years old, with \$25,000 to \$49,999 in annual household income.

Half of Respondents Feel Safe Crossing the Street

As with walking alone in their neighborhoods, San Franciscans feel safer crossing the street than in any prior survey year. Half of respondents report they feel safe or very safe crossing the street, the first time such a high percentage of respondents reports feeling safe. A quarter of respondents still feel unsafe crossing the street, down from 29% in 2004 and a high of 36% in 2001.

Residents have reason to feel safer crossing the street this year. According to the San Francisco Police Department, there were 694 pedestrian injury collisions in 2004, a 16% drop from 2003. There were 20 pedestrian fatalities in 2004, four fewer than in 2003.

Long-term residents of San Francisco feel less safe crossing the street than those who arrived more recently. Sixty-three percent of respondents who have lived in the City for less than five years feel safe or very safe crossing the street, compared to 48% of respondents who have lived in the City for five or more years. In addition, parents with children under 18 and women feel less safe crossing the street than non-parents and men, respectively.

Southeast residents are most uncomfortable crossing the street, with District 10 feeling the least safe, followed by Districts 9 and 11.

"We need more active policing of unsafe drivers—speeding going through red/yellow lights, illegal turns, etc.—making walking unsafe for all, and this is a walking city!" — District 3 woman, 45-59 years old.

"The City needs safer crossings for major streets, i.e. 19th Ave, Geary Blvd." — District 7 woman, 45-59 years old.

"I really like the time signals at crosswalks!" — District 6 woman, 60-74 years old.

SURVEY RESPONSES

How safe would you feel walking alone in your neighborhood:

	Very Unsafe 1	Unsafe 2	Neither Safe Nor Unsafe 3	Safe 4	Very Safe 5	Number of Responses	Mean Score
During the day?	1%	4%	11%	39%	45%	3,710	4.21
At night?	8%	17%	25%	35%	15%	3,611	3.32

Neighborhood Safety Ratings Index

	Unsafe Day and Night	Safe During Day, Unsafe at Night	Unsafe During Day, Safe at Night	Safe Day and Night	Number of Responses
	16%	34%	0%	50%	3,607

The Neighborhood Safety Ratings Index combines responses to feelings of safety walking alone during the day and night. It was not an actual question on the survey questionnaire. In the index, "safe" includes safe or very safe, and "unsafe" includes unsafe, very unsafe, and neither safe nor unsafe.

How safe do you feel crossing the street?

	Very Unsafe 1	Unsafe 2	Neither Safe Nor Unsafe 3	Safe 4	Very Safe 5	Number of Responses	Mean Score
	6%	19%	25%	37%	13%	3,710	3.32

Chapter 3

Public Transportation

Grade
C+

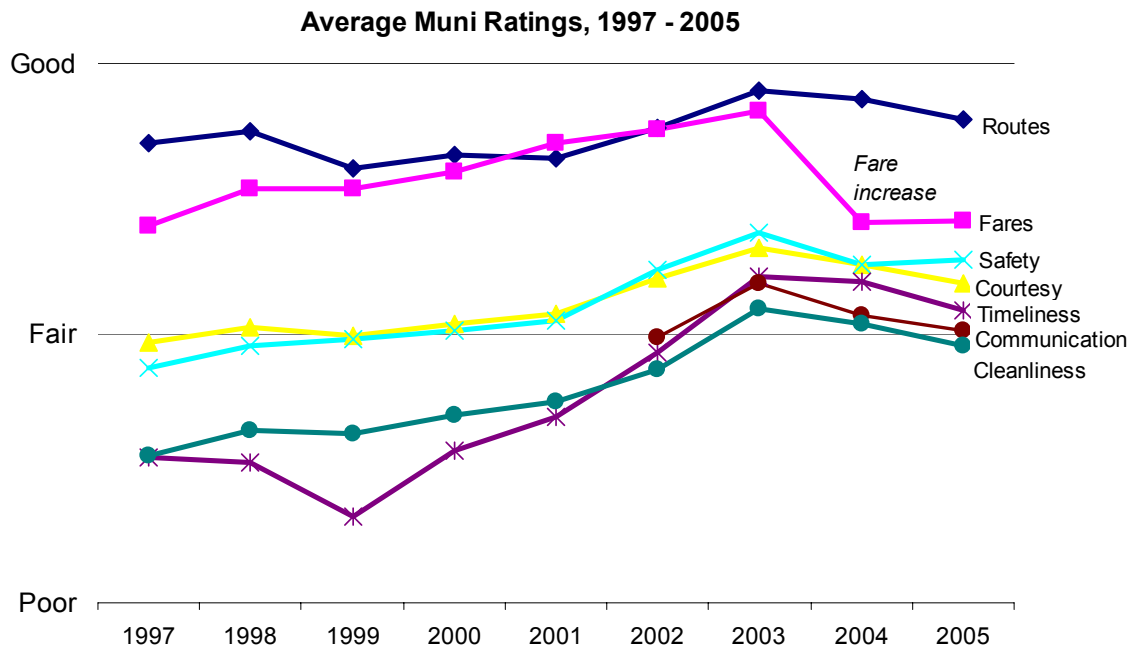
Change
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Modest Decline in Muni Ratings This Year

This year, opinions of the Municipal Railway transit system are little changed or slightly less favorable compared to a year ago. However, with the exception of fares, San Franciscans feel that Muni is performing better than it did during 1997-2001. The gap between the highest and lowest Muni ratings has narrowed in recent years, largely due to improved scores for timeliness and cleanliness.

Routes. Respondents continue to rate the convenience of Muni's routes more favorably than other categories, with 69% choosing a positive score in 2005, compared to 72% in 2004. Muni did not reduce service or eliminate any routes in 2004.

Fares. The cost of riding Muni—the second highest-rated of Muni's categories—receives similar marks as last year, with almost half choosing a favorable score. Ratings of Muni fares dropped following the fare hike in late 2003.



Safety. Respondents feel about as safe riding Muni this year as last, with 44% viewing Muni's safety favorably, and 18% giving unfavorable ratings. (The survey does not ask what aspect of Muni makes respondents feel safe or unsafe.) Muni's recorded crime incidents have dropped steadily over the last several years. Disorderly conduct and pickpocketing account for the majority of the crimes.

Courtesy. Impressions of driver courtesy have improved compared to 1997-2001, but are down from 2003.

Timeliness. Positive opinions of Muni's timeliness and reliability dropped 5% from 2004. According to Muni, in 2004, the system's buses, trolleys, cable cars and metro were on time 71% of the time, up 2% from 2003. Muni defines "on time" as no more than one minute early or four minutes late.

Communication to Passengers. Communication scores have declined slightly over the last two years.

Cleanliness. The cleanliness of Muni's buses, trolleys and cable cars continues to receive the most negative scores, with 30% of respondents giving unfavorable ratings. Although ratings of Muni cleanliness dropped compared to 2004, still they are dramatically better than in 1999, when 42% viewed cleanliness negatively.

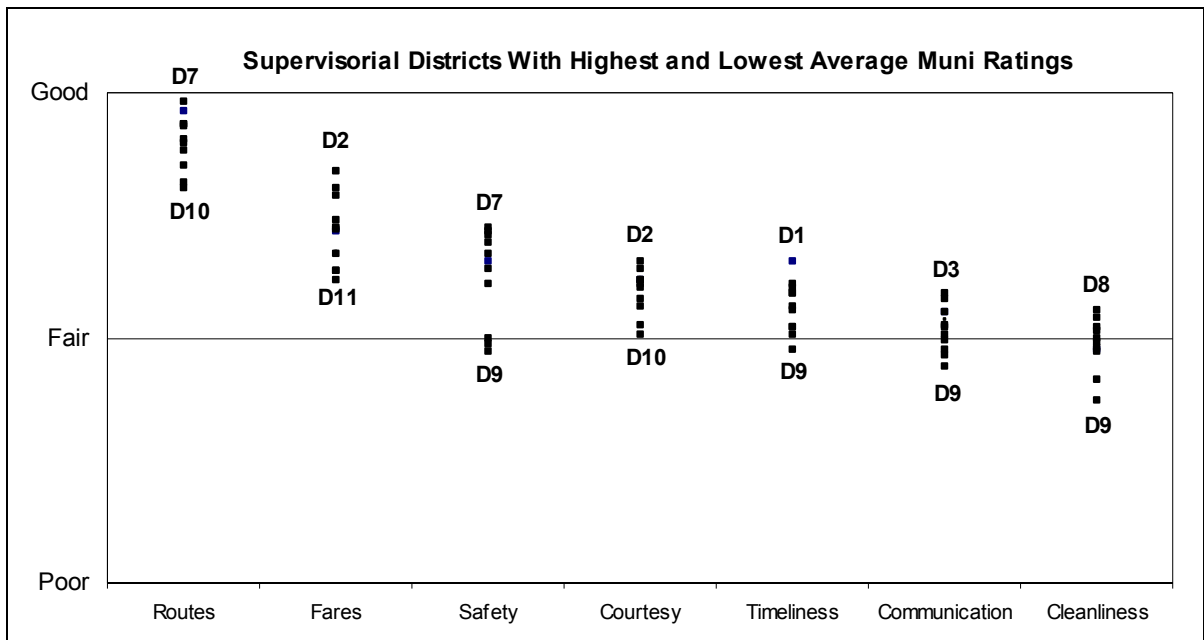
"Muni should continue to work on maintaining regular schedules in order to avoid gaps in service and bunching of buses."— District 6 man, 60-74 years old.

"Some, not all, Muni drivers need a course on civility to bus riders. No greetings, no lowering of stairs for seniors. Place surveys on the buses. I'm sure if something bad occurs, someone will report the incident and bus number." — District 3 woman, 45-59 years old.

Southeast Residents Rate Muni Lowest

As has been the case in prior years, San Franciscans who live in the southeastern corner of the City tend to view Muni services considerably less favorably than do residents in other regions. In each of the seven categories, the southeast's District 9, 10 or 11 has the lowest mean score.

The widest gap among districts comes in the safety category. In District 7, 53% of respondents rate Muni safety favorably, compared to less than a third in Districts 9, 10 and 11. One might expect perceptions of some of Muni's features—such as cleanliness and fares—to vary little across districts, since a bus travels across many districts and the fare remains constant throughout the City. Thus, lower scores in Districts 9, 10 and 11 seem to reflect residents' relative dissatisfaction with Muni in general, and perhaps other City services, compared to the rest of the City. Perceptions of fares are also influenced by income, which is lower in the southeast than the City average.

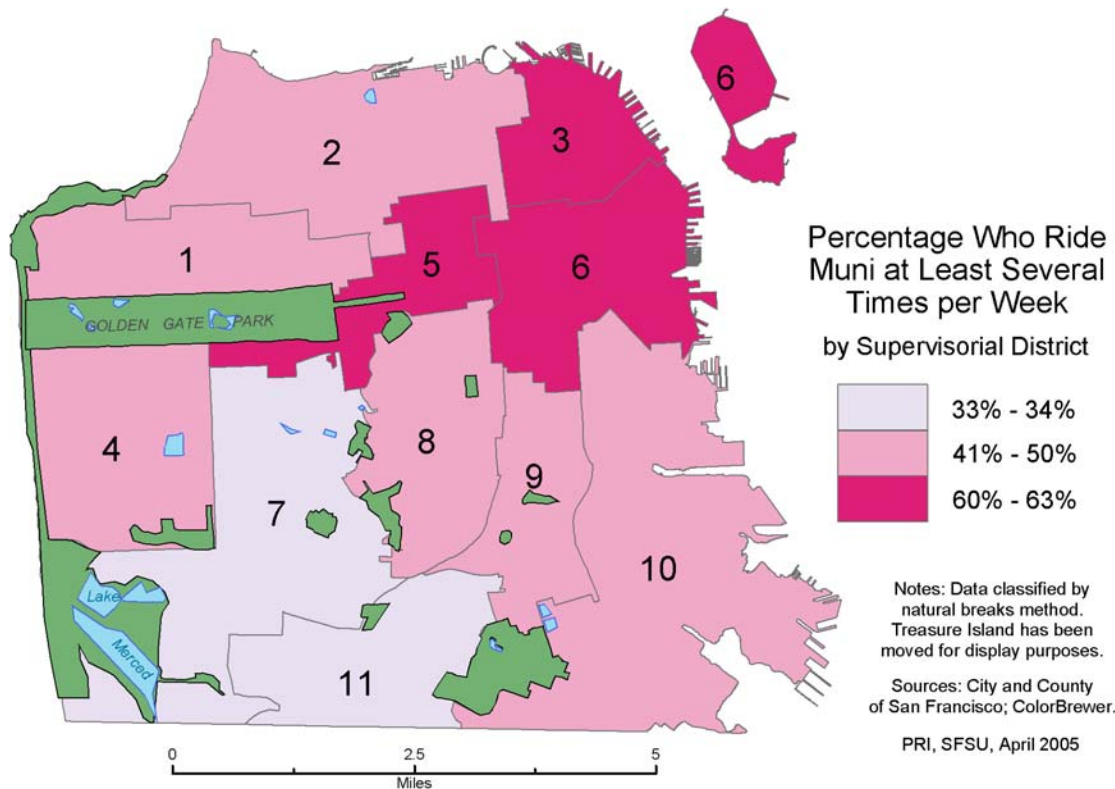


Younger Respondents, Frequent Riders View Muni Less Favorably

As in previous years, respondents over age 60 rate Muni more favorably than younger San Franciscans. Part of the difference may result from the discounted fare those 65 and older pay (35¢, compared to \$1.25 for adults ages 18-64).

Only in the category of Muni's routes do frequent Muni riders rate the transit system more favorably than infrequent riders. In most other categories—timeliness, cleanliness, communication to passengers, and driver courtesy—frequent Muni riders are less happy with the transit system.

MUNI Ridership



Income, Geography Influence Ridership

The percentage of San Franciscans who ride Muni frequently—at least several times a week—has remained between 46% and 49% since 1997. Forty-eight percent of this year's respondents ride Muni frequently, while 10% say they never ride Muni.

The following factors influence the likelihood of riding Muni frequently:

- **Income.** Respondents in households with incomes under \$100,000 ride Muni more frequently than those with higher incomes. However, those who do not work at all are less likely to ride Muni frequently than respondents who work at least part time.
- **Geography.** Over 60% of those who live in the central/northeast area of San Francisco (Districts 3, 5, 6) ride Muni frequently, compared to just a third of District 7 and 11 residents, along the south/southwest side of the City.
- **Race/Ethnicity.** Sixty percent of Latino/Hispanic respondents ride Muni frequently, compared to 47% of other respondents.

- Tenure in San Francisco. Sixty-one percent of respondents who have lived in San Francisco for less than five years ride Muni several times a week, compared to 46% of those who have lived here five years or longer.

SURVEY RESPONSES

In general, how do you rate the quality of the Muni transit system in the following categories?

	Very Poor/ Failing 1	Poor 2	Fair/ Average 3	Good 4	Very Good/ Excellent 5	Number of Responses	Mean Score
Convenience of routes	2%	6%	23%	48%	21%	3,360	3.81
Timeliness/reliability	7%	17%	38%	32%	6%	3,307	3.13
Cleanliness	8%	21%	41%	26%	4%	3,333	2.98
Fares	4%	8%	39%	37%	12%	3,334	3.44
Safety	5%	13%	39%	36%	7%	3,339	3.28
Communication to passengers	7%	20%	39%	28%	6%	3,246	3.05
Courtesy of drivers	7%	14%	38%	33%	8%	3,337	3.20

Typically, how often do you ride Muni?

	Never	Once or Twice/ Month	Several Times/ Month	Once or Twice/ Week	Several Times/Week	Daily	Number of Responses
	10%	20%	12%	10%	18%	30%	3,670

Note: In 2005, half of survey questionnaires used a numeric scale (1=Very Poor to 5=Very Good), while half used a letter-grade scale (F=Failing to A=Excellent). The tables above include all responses. Elsewhere in the report, results for 2005 may differ slightly, because comparisons to previous years include only the numeric scale responses.

Chapter 4

Streets and Sidewalks

Cleanliness

Grade **Change**

C ⇔

Pavement

C ↓

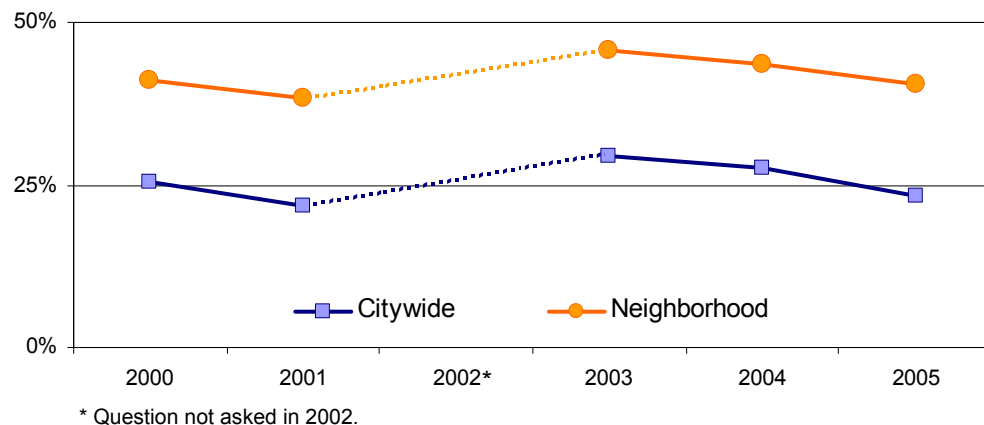
Steady Grades for Street and Sidewalk Cleanliness

Though favorable ratings for street cleanliness have increased since 2000, they remain steady this year compared to last year. Half of residents rate neighborhood street cleanliness as “good” or “very good” (49%), which is similar to the proportion offering favorable ratings in 2004 (52%). Sidewalk ratings changed compared to last year, the first year we asked residents to rate their sidewalks in terms of cleanliness: 43% of residents give favorable ratings to sidewalk cleanliness in their neighborhoods compared to 48% in 2004.

Citywide Pavement Conditions Decline

Respondents’ perceptions of the conditions of the City’s pavement are lower than they were in the last two years. This year, one in four residents rates the condition of citywide pavement “good” or “very good” (23%), compared to 29% in 2003 and 28% last year. State, federal and local grants for street resurfacing have fallen sharply in the last three years, resulting in a drop in the number of blocks repaired annually.

Favorable Ratings of Pavement Conditions



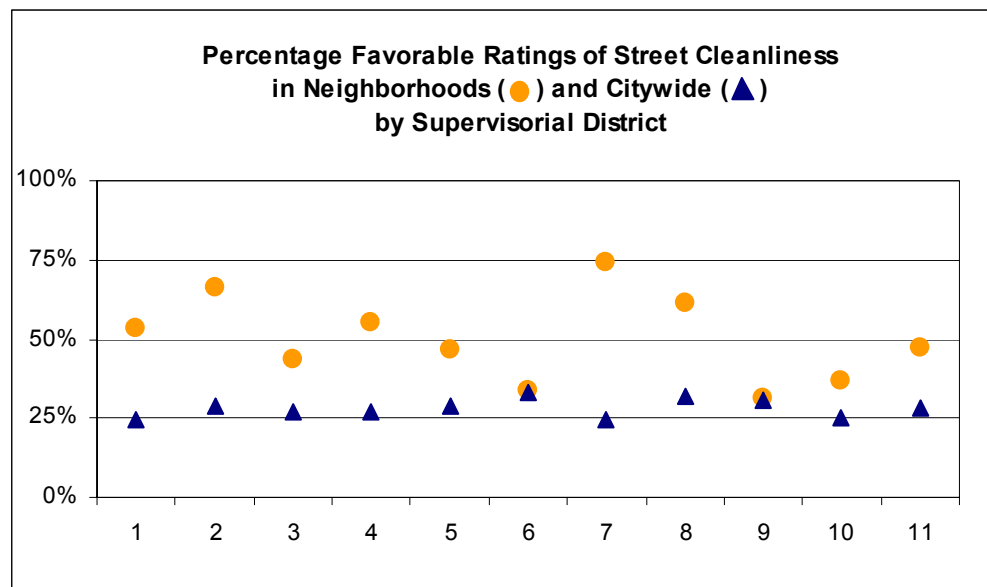
“We need to do something about the pavement because it deteriorates every day.” District 1 man, 45-59 years old.

Neighborhood Ratings Higher Than Citywide in Most Districts

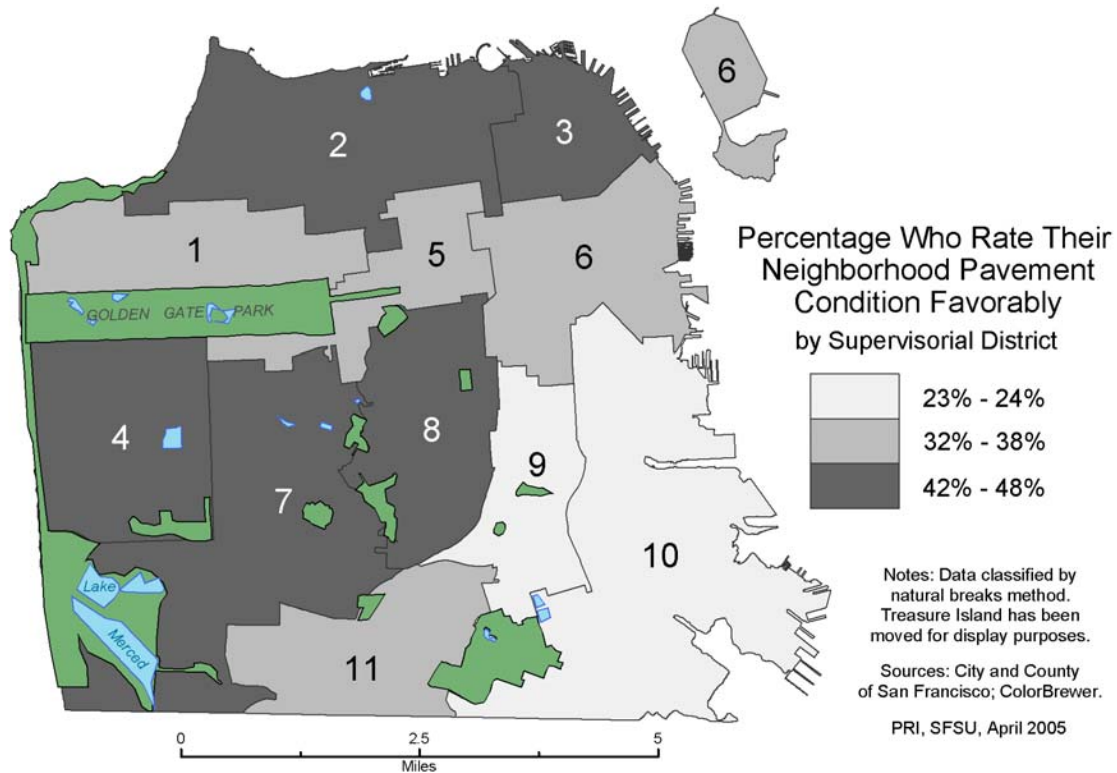
In most areas, respondents continue to give more favorable ratings to streets and sidewalks in their own neighborhoods than they do to those citywide. While half of respondents give favorable ratings to the cleanliness of neighborhood streets from curb to curb, only 28% give the same ratings to streets in the City as a whole. Similarly, 43% of respondents rate the cleanliness of neighborhood sidewalks favorably, compared to 20% who give positive ratings to sidewalks citywide. Neighborhood pavement conditions also receive more favorable ratings than do citywide conditions (39% compared to 23%). These differences do not occur in all districts, however.

Perceptions of street and sidewalk cleanliness vary by supervisorial district, with notable geographical patterns. Residents in the southeastern region of San Francisco, as well as those in District 6, give less favorable ratings to the cleanliness of their neighborhood streets and sidewalks, as well as the condition of their neighborhood pavement, than do residents of other regions. Residents in these districts also express the smallest gap between neighborhood and citywide conditions, often with no significant difference between perceptions of neighborhood and citywide features.

Residents living in Districts 2 and 7 offer more positive ratings of street and sidewalk cleanliness and pavement conditions in their neighborhoods, in addition to perceiving the greatest gap between neighborhood and citywide conditions. Two in three respondents in District 2, and three in four respondents in District 7, offer favorable ratings of neighborhood street cleanliness. Sidewalk ratings are similar, with Districts 2 and 7 giving the highest ratings.



Pavement Conditions



Majority of Residents Wants More Trees

This year's survey includes a new question about trees in San Francisco. Overall, residents report there are "not enough" trees citywide (59%) and that the number is "about right" in their neighborhoods (52%). Very few say there are "too many" trees in their neighborhoods (4%) or citywide (3%).

Parents are slightly more likely than non-parents to say there are not enough trees in their neighborhoods. About half (48%) of parents say not enough trees are present compared to 43% of respondents without children under 18 in San Francisco. Residents in the northern area of the city are also more likely than other residents to say there are not enough trees in their neighborhoods.¹ Residents in Districts 5, 7, and 8 are more likely to say there are enough trees in their neighborhoods.

¹ For purposes of analysis, regional groupings include: Central (D5,6,8), Northern (D2,3), Southeast (D9,10,11), and Western (D1,4,7).

SURVEY RESPONSES

	Very Poor/ Failing 1	Poor 2	Fair/ Average 3	Good 4	Very Good/ Excellent 5	Number of Responses	Mean Score
<i>How do you rate the cleanliness of the sidewalks:</i>							
• In your neighborhood?	7%	17%	30%	34%	12%	3,678	3.26
• Citywide?	8%	28%	45%	18%	1%	3,459	2.78
<i>How do you rate the cleanliness of the streets:</i>							
• In your neighborhood?	5%	13%	32%	38%	12%	3,658	3.39
• Citywide?	5%	22%	45%	26%	2%	3,449	2.98
<i>How do you rate the condition of the pavement of the streets:</i>							
• In your neighborhood?	7%	18%	36%	32%	7%	3,653	3.13
• Citywide?	10%	28%	40%	20%	2%	3,437	2.76
<i>How do you feel about the current number of trees:</i>							
	Not Enough 1	About Right 2	Too Many 3	Number of Responses			
• In your neighborhood?	44%	52%	4%	3,639			
• Citywide?	59%	38%	3%	3,426			

Note: In 2005, half of survey questionnaires used a numeric scale (1=Very Poor to 5=Very Good), while half used a letter-grade scale (F=Failing to A=Excellent). The tables above include all responses. Elsewhere in the report, results for 2005 may differ slightly, because comparisons to previous years include only the numeric scale responses.

Chapter 5

Parks and Recreation

Grade
C+

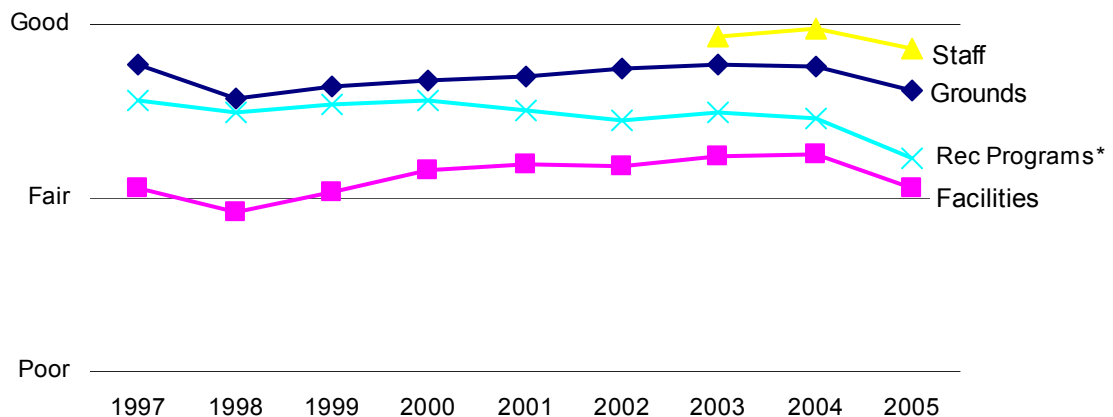
Change
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Park Ratings Decline

San Franciscans view park grounds, facilities, and the quality of their interactions with Recreation and Park Department staff considerably less favorably than a year ago. Until this year, average scores for grounds and facilities had risen over the previous six years, and they remain above 1998 levels.

As in past years, San Franciscans view the quality of park grounds more favorably than park facilities, with 62% of San Franciscans rating the City's park grounds approvingly, down from 67% in 2004. Only 34% give high marks to the cleanliness and maintenance of park facilities, down from 41% a year ago.

Average Ratings of Parks and Recreation Programs



* A combined recreation programs rating, representing the convenience of recreation programs, the quality of programs for adults, and the quality of programs for children.

Seventy percent of respondents who had an interaction with Recreation and Park staff rate those interactions favorably, down 8% from 2004. Only 27% report having interacted with staff.

Several events may have influenced park ratings this year. Due to a hiring freeze, the Recreation and Park Department has 39 fewer gardeners on its payroll compared to two years ago. In addition, the department laid off 64 supervisors in April 2004.

Finally, a very negative television news story about San Francisco gardeners aired around the same time the City Survey was being conducted.

“The appearance of the parks, especially Golden Gate Park, has gone downhill. This is a quality of life issue for my wife and me.” — District 4 man, 60-74 years old, with children.

“Please, please do something for McLaren Park. It is full of dumped garbage, maintenance is very bad, grass is left to die, projects go unfinished.” — District 11 man, 30-44 years old, with children.

“There is a lack of enforcement of any leash laws. I have seen many dogs off leash daily in children’s playgrounds, especially Julius Kahn playground in the early morning.” — District 2 resident, 30-44 years old.

Recreation Ratings Drop Sharply

Survey respondents rate the overall quality of recreational programs much lower than in any prior survey year. Only 37% rate programs for children and youth positively, down from 50% in 2004, and 57% in 2003. Adult recreation programs suffered a dramatic drop in ratings as well, with only 35% rating them favorably, compared to 44% in 2004. Less than half of respondents (47%) have favorable opinions of the convenience (location and hours) of City recreation programs, also lower than prior years.

The Recreation and Park Department began closing its recreation centers once a week in December 2004, which may have affected recreation ratings.

“The Park and Rec. Dept. ended the summer program for 11-14 year olds (Fog City) in the Sunset District. As a single working parent, I really needed that program.” — District 4 woman, 45-59 years old, with children.

“In general the parks do not reflect today’s recreational activities. There should be: 1. More off-leash areas for dogs; 2. Legal mountain bike trails; 3. Organized team sports other than baseball.” — District 5 man, 30-44 years old.

Park Visits Remain About the Same

Survey respondents are visiting parks and participating in recreational programs at similar levels as in recent years. Well over half of respondents (58%) report going to a City park at least once a month in the past year. A third of San Franciscans (33%) visit City parks at least once a week; 7% say they never go to City parks.

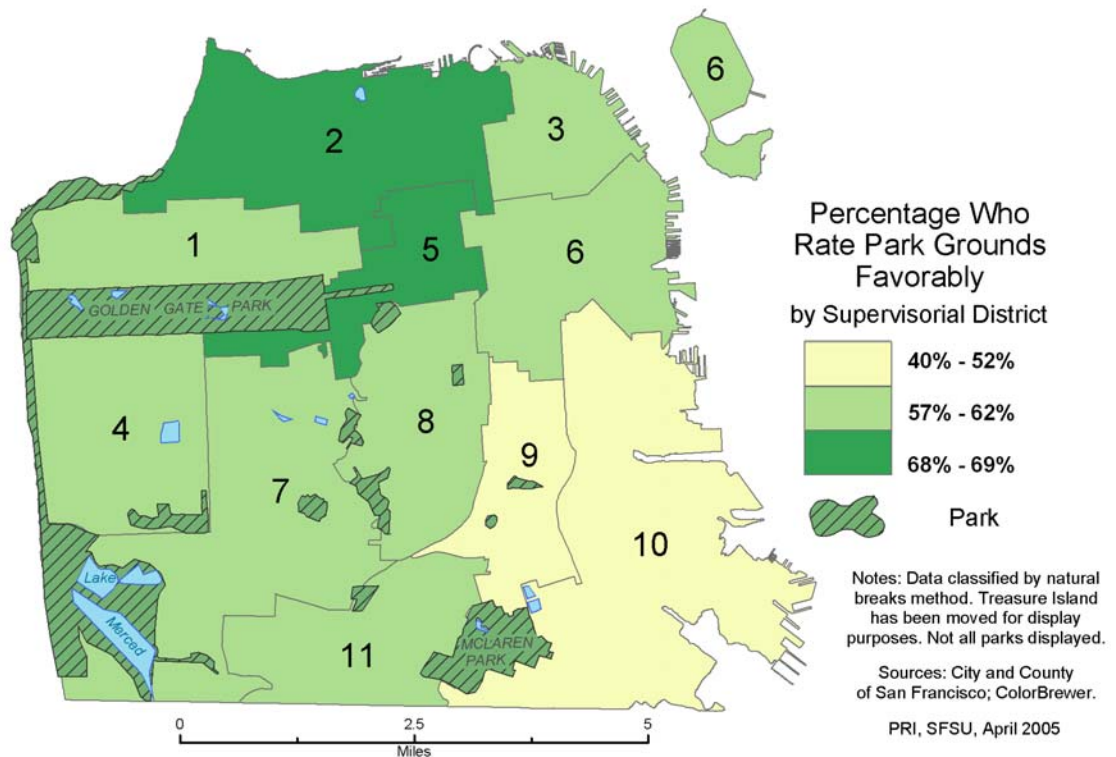
A slightly higher percentage of respondents this year have a household member who participated in a recreational program in the past year. However, the Recreation and Park Department reports a drop in recreational program attendance at all age levels due to construction projects that have closed facilities in the past year.

Southeast Visits Parks Least Often, Rates Them Lowest

Compared to other San Franciscans, residents of the southeastern part of the City visit parks less frequently and have less favorable impressions of them.

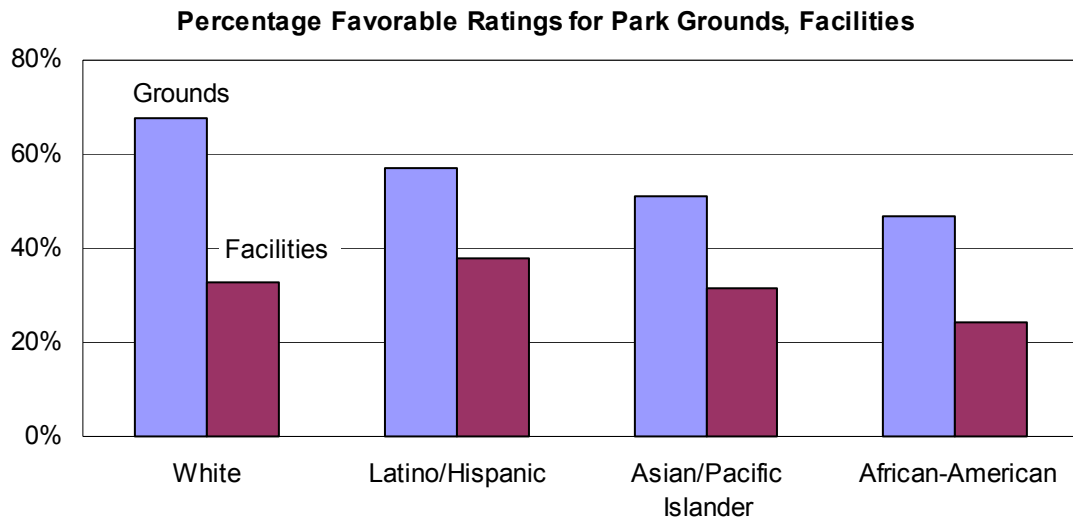
About half of southeast (Districts 9, 10, 11) respondents visit parks at least once a month, compared to 60% of respondents who live in other parts of the City. Southeast residents also have much less favorable ratings of park grounds, facilities and recreational programs when compared to the rest of the City.

Park Grounds



Ethnicity, Tenure in San Francisco, Parenthood Affect Ratings

African-American and Asian respondents view park grounds less favorably than do those of other ethnicities. Just 47% of African-Americans and 51% of Asians rate park grounds favorably, compared to 57% of Latinos and 68% of whites. African-American and Asian respondents also rate recreation programs lower than whites do. Latino respondents are more likely than other races/ethnicities to give positive ratings for park facilities. Whites are more likely to visit parks frequently, with 68% reporting that they visit parks at least once a month, compared to fewer than half of other respondents. While these opinions are tied to where respondents live, differences by race are significant even within the same districts.



Survey respondents who have lived in San Francisco for longer periods of time have lower opinions of the City's parks and recreation programs. They are also less likely than newer San Franciscans to visit parks frequently.

Parents of minor children are more likely to rate parks and recreation programs lower than are non-parents, but they visit parks more often.

SURVEY RESPONSES

How do you rate the City's parks and/or recreational programs in the following categories?

	Very Poor/ Failing 1	Poor 2	Fair/ Average 3	Good 4	Very Good/ Excellent 5	Number of Responses	Mean Score
Quality of grounds (landscaping, plantings)	2%	8%	30%	47%	13%	3,380	3.60
Condition of facilities (cleanliness, maintenance)	6%	21%	41%	28%	4%	3,185	3.03
Convenience of recreation programs (location, hours)	4%	13%	39%	38%	6%	2,296	3.29
Quality of programs and activities for adults (18 and over)	6%	18%	42%	29%	5%	1,815	3.09
Quality of programs and activities for children (under 18)	7%	18%	40%	29%	6%	1,694	3.10

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

	Never	Once or Twice/Year	Several Times/Year	At Least Once/Month	At Least Once/Week	Number of Responses
	7%	12%	23%	25%	33%	3,698

In the past year, have you or anyone in your household participated in a program or activity of the Recreation and Park Department (such as classes, athletic leagues, art programs, swimming, child development and latchkey programs)?

	Yes	No	Number of Responses
	23%	77%	3,687

In your use of City parks, recreation programs, and facilities, did you have any interaction with City Recreation and Parks staff?

	Yes	No	Number of Responses
	27%	73%	3,433

If YES, how would you describe the overall quality of your interaction with Recreation and Parks staff?

	Very Poor/ Failing 1	Poor 2	Fair/ Average 3	Good 4	Very Good/ Excellent 5	Number of Responses	Mean Score
	2%	5%	23%	48%	22%	1,005	3.83

Note: In 2005, half of survey questionnaires used a numeric scale (1=Very Poor to 5=Very Good), while half used a letter-grade scale (F=Failing to A=Excellent). The tables above include all responses. Elsewhere in the report, results for 2005 may differ slightly, because comparisons to previous years include only the numeric scale responses.

Chapter 6

Libraries

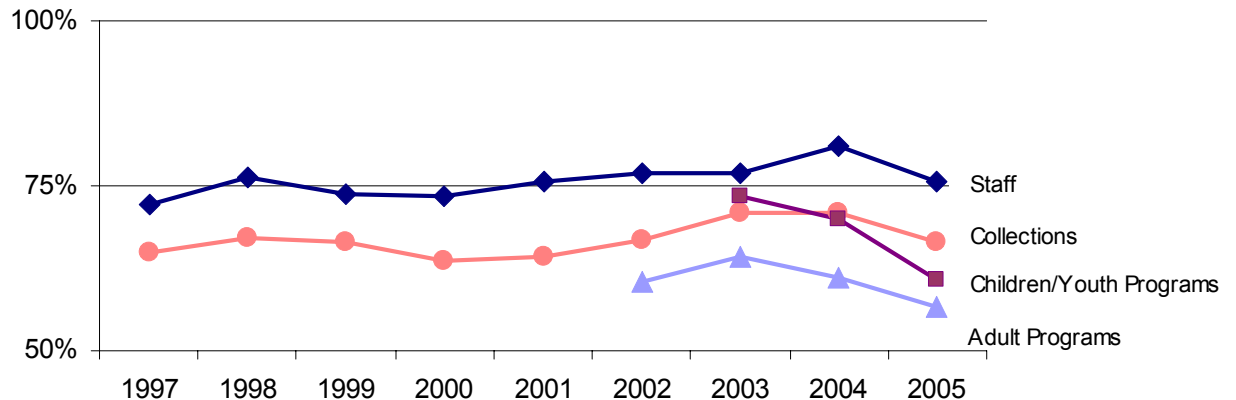
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Library Ratings Decline, Still Positive

Though perceptions of San Francisco's public library system remain positive this year, they have dropped since 2004. This year, two in three respondents rate the quality of library collections "good" or "very good," compared to 71% last year. Seventy-six percent of respondents give favorable ratings to the quality of assistance from library staff, compared to 81% last year. According to the Library, visits and circulation of materials have increased every year since 1999. Circulation increased 8% during the first three quarters of Fiscal Year 2004-05.

Percentage Favorable Ratings for Library Services



"The library has a real problem in locating books, because they remain unshelved for weeks. More money should be spent on staff!"—District 6 man, who is a frequent user of Main and branch libraries.

The survey asks respondents to rate the quality of programs for adults, as well as those for children and youth. While respondents rate children's programming more favorably than adult programming, their ratings of the former dropped more this year compared to previous years. Sixty-one percent of respondents give favorable ratings to the quality of programs for children and youth, compared to 70% in 2004 and 73% in 2003. Fifty-seven percent of respondents give favorable ratings to the quality of adult programs this year, compared to 61% in 2004 and 64% in 2003.

Frequent Users Give Higher Ratings, Southeast Lower

Not surprisingly, respondents who visit libraries at least once a month give more favorable ratings to library services than do infrequent visitors. This year, frequent users give higher ratings than infrequent users to the quality of collections (69% to 63%), assistance from library staff (81% to 71%), adult programs (59% to 51%), and programs for children and youth (67% to 54%).

Respondents living in the southeast region of the City give lower ratings to the quality of library collections, as well as to the quality of children's programming, than those living in the central region where the main library is located.¹

Library Visits Steady Citywide, Districts Change

One in four respondents reports visiting a branch library in the City at least once a month over the past year. Fewer (14%) say they made frequent visits to the main library in Civic Center. Frequent library visits did not change significantly over the last two years.²

Despite the steady flow of visitors to libraries, visits by respondents in certain districts shifted compared to 2004. Specifically, fewer residents in Districts 7 and 11 report frequent visits to branch libraries this year, while visits by residents in Districts 1, 6 and 9 have increased compared to last year.

Library staff notes that two key branches in Districts 7 (West Portal) and 11 (Excelsior) closed in 2004 as part of the Branch Library Improvement Program, a November 2000 voter-approved bond used to renovate, replace and construct branches of the library system.

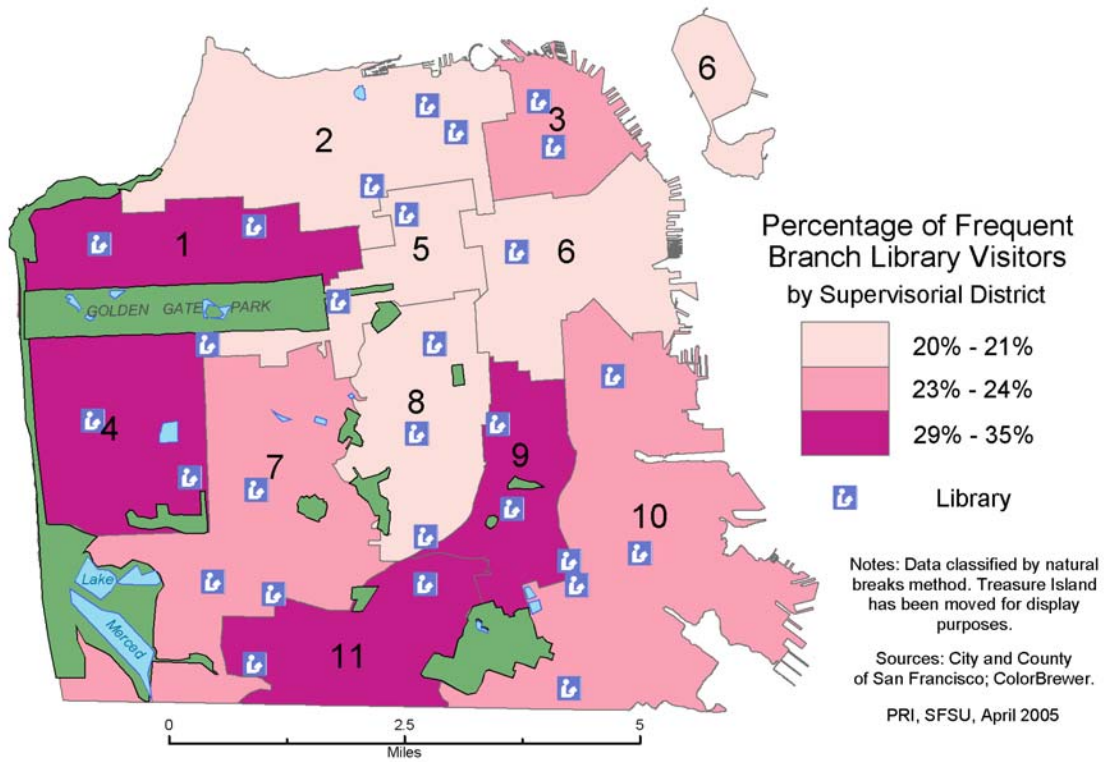
Some of the library visit increases in Districts 1, 6 and 9 may be due to publicity and community meetings related to the upcoming renovation of the Richmond branch in District 1 and the Bernal and Portola branches in District 9. In addition, increases in frequent visits to the Portola branch may be related to the closure of the Excelsior branch in a neighboring district.

"I go to the Chinatown branch of the public library system. I am always amazed at how helpful and friendly every single person working there is to me and to all of the clients."—District 9 man who is a frequent visitor to branch libraries.

¹ For purposes of analysis, regional groupings include: Central (D5,6,8), Northern (D2,3), Southeast (D9,10,11), and Western (D1,4,7).

² The number of survey respondents saying they made frequent visits to libraries this year did not change significantly compared to last year. The number is higher than it was in 2001. According to the Library, visits are up.

Branch Library Visitors



SURVEY RESPONSES

In general, how do you rate the City's libraries in the following categories?

	Very Poor/ Failing 1	Poor 2	Fair/ Average 3	Good 4	Very Good/ Excellent 5	Number of Responses	Mean Score
Collections of books, tapes, etc.	2%	6%	27%	48%	17%	2,674	3.74
Assistance from library staff	1%	3%	20%	49%	27%	2,565	3.97
Programs and activities for adults (18 and over)	2%	9%	34%	42%	13%	1,385	3.56
Programs and activities for children (under 18)	2%	8%	30%	44%	16%	1,281	3.64

In the past year, how often did you visit the City's libraries?

	Never 1	Once or Twice per Year 2	Several Times per Year 3	At Least Once per Month 4	At Least Once per Week 5	Number of Responses
Main Library	37%	25%	24%	10%	4%	3,580
Branch Libraries	36%	19%	21%	16%	8%	3,396

Note: In 2005, half of survey questionnaires used a numeric scale (1=Very Poor to 5=Very Good), while half used a letter-grade scale (F=Failing to A=Excellent). The tables above include all responses. Elsewhere in the report, results for 2005 may differ slightly, because comparisons to previous years include only the numeric scale responses.

**Chapter
7**

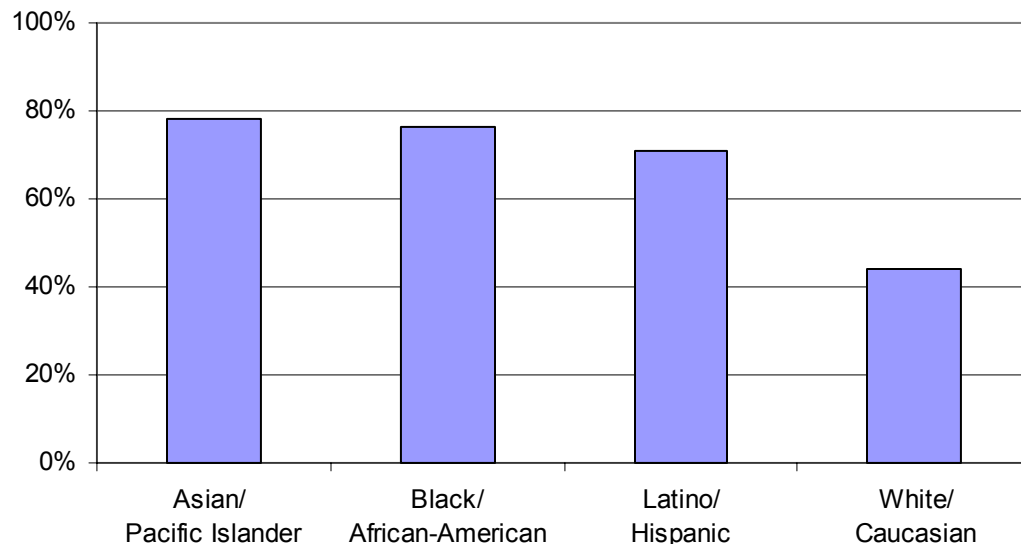
Children, Youth and Families

Whites Least Likely to Have Children in Public Schools

The 2005 City Survey revisits issues affecting children and youth in San Francisco with a series of questions asked only of respondents identifying themselves as parents. This year, one in four respondents reports having children under the age of 18 living in San Francisco. Respondents describing themselves as Latino/Hispanic or Asian/Pacific Islander are more likely to have children. Thirty percent of Latinos and 28% of Asian respondents say they have children; only 13% of white respondents and 19% of African-American respondents have children.

Two in three parents of school-aged children say their children attend a San Francisco public school (67%). White parents are least likely to say their children attend public school in San Francisco. Parents earning less than \$50,000 per year are much more likely to send their children to public school than are parents earning higher incomes. Those living in the northern districts of the City are less likely than those living in the southeast to say their children attend a public school.

Parents With Kids in Public School, by Ethnicity/Race



Working Parents Seek Childcare, After-school Programming

Sixty-three percent of parents in this year's survey say they work more than 35 hours per week and 78% work at least 15 hours per week. With the great majority of parents working, it is not surprising that they seek services for their children that help fill the gap between the hours they are at work and the hours their children are in school.

Forty-six percent of parents with children under the age of five say they use childcare services, and 42% with school-aged children (6-17) say they use after-school programming for their children. Fewer parents say they use academic enrichment (28%), youth employment/career development (17%) or counseling services (13%).¹ Parents also had the opportunity to list other services they use for their children. The most common responses listed for "other" services used include athletic/sports activities and music/art lessons.

Parents who say they do not currently use a service but who do say one is needed cite different reasons depending on the type of service. The most common reason given for not using childcare is that it is too expensive, while parents who do not use academic enrichment, afterschool, or youth employment programs tend to say that those services are not available. Very few say they do not use a service due to lack of quality or its location.

Making San Francisco Better for Families

This year's survey asked all respondents to comment on what would make San Francisco a better place for families. Respondents who answered the open-ended question offer the following suggestions:

- Lower the cost of living/housing prices (37%)
- Improve school quality (32%)
- Decrease crime/Improve safety (18%)
- End homelessness (14%)
- Clean up the City in general (10%)

Appendix C includes more detailed counts of survey respondents' suggestions for improving San Francisco for families.

¹ Responses for youth employment/career development are only of parents of 13-17 year-olds.

SURVEY RESPONSES

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

Circle all that apply.*

No Kids/No Kids in SF	0-5 years	6-12 years	13-17 years	Number of Responses
1	2	3	4	
80%	9%	8%	8%	3,865

Do your children attend school in San Francisco (Kindergarten through 12th grade)?*

No	Yes - Public School	Yes - Private School	Number of Responses
1	2	3	
26%	52%	25%	729

Are you using the following services for your children (private or public)? *

	Yes	No - Don't Need	No - Other (see below)	Number of Responses
	1	2	3-7	
Childcare (0-5)	46%	27%	27%	304
Afterschool program (6-17)	42%	34%	24%	486
Academic enrichment	28%	38%	34%	655
Youth employment/career development	18%	41%	41%	266
Counseling	13%	57%	30%	645
Other	25%	40%	35%	213

	No - Too Expensive	No - Not Available	No - Too Far	No - Poor Quality	No - Other Reasons
	3	4	5	6	7
Childcare (0-5)	9%	2%	1%	1%	14%
Afterschool program (6-17)	4%	7%	0%	2%	11%
Academic enrichment	4%	8%	2%	1%	19%
Youth employment/career development	1%	12%	1%	1%	26%
Counseling	2%	5%	1%	2%	20%
Other	1%	4%	0%	1%	29%

* One respondent can have children in more than one category.

Chapter 8

Health Insurance

Most San Franciscans Insured, Sources of Payment Vary

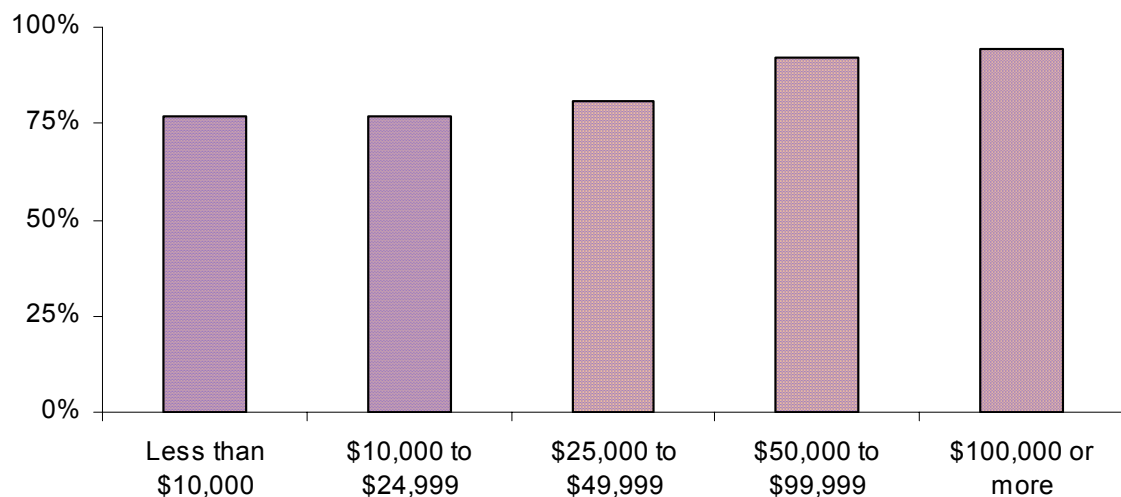
Eighty-seven percent of respondents say they currently have some form of health insurance, including Medi-Cal or Medicare—a figure slightly higher than statewide levels of adult health insurance coverage.¹

More than half (55%) of insured respondents say their employer or spouse/partner's employer pays at least part of the cost of their health insurance premium. Of those who do not have employer-sponsored healthcare (45%), 27% pay the premium themselves, 13% are covered by Medi-Cal or Medicare, and 5% rely on a mixture of sources.

Health Insurance Coverage Varies by Age, Income

Levels of insurance coverage vary depending on age and income. Younger adults are less likely to be insured. Ninety-four percent of respondents 60 and over say they are insured, compared to 85% of 30-59 year-olds and 75% of those 18-29. Health insurance coverage also varies by income level. While 21% of those making under \$50,000 per year are uninsured, only 7% of those making \$50,000 or more say they do not have health insurance.

Health Insurance Coverage by Income



¹ In 2003, the California Health Interview Study reported 83% of state residents had health insurance.

Most of the 13% of respondents without health insurance are employed at least part-time, between 30 and 60 years old, and describe themselves as Asian or white. Half of respondents who say they are uninsured work full time.

Most Children Have Health Insurance

A greater proportion of parents say they have health insurance for their children than say they are covered themselves. Ninety-four percent of residents with children report that their children have some form of health insurance, and a majority says their children are covered by private policies held by the parent. A smaller proportion—two in ten—says their children have insurance through a public program like Medi-Cal or San Francisco's Healthy Kids.²

The type of insurance coverage (private or public) depends on income and education: parents in households earning less than \$50,000 are much more likely to say their children have public health insurance coverage, while parents with a college education are about half as likely to have children covered by public health insurance.

SURVEY RESPONSES

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

	Yes 1	No 2	Number of Responses
	87%	13%	3,685

If YES, who pays for the insurance premium? Circle all that apply.³

I Do 1	My Employer 2	My Spouse or Partner's Employer 3	Medi-Cal or Medicare 4	Other 5	Number of Responses
46%	47%	11%	16%	5%	3,211

*Insurance Premium Sources**

Employer/ Spouse's Employer	Self Only	Medi-Cal/ Medicare Only	Other Sources or Combinations	
55%	27%	13%	5%	3,211

Do your children have health insurance?

No—Not Covered 1	Yes—Public (Medi-Cal, etc.) 2	Yes—Private (covered under my insurance) 3	Number of Responses
6%	20%	74%	721

* Respondents checked as many responses as applied in the previous question. This table represents an analysis of sources of insurance with shared coverage, including those who are covered at least partially by an employer, those who are covered solely on their own, through Medi-Cal/Medicare, or other sources and combinations.

² In 2002 the City's Department of Public Health launched Healthy Kids as an attempt to provide coverage for the then- 10,000 uninsured children living here. Recently coverage was expanded to include young adults through age 24.

³ Respondents chose all options that applied to them, so figures do not sum to 100%.

Chapter
9

Quality of Living in San Francisco

Reasons for Choosing San Francisco

This year's survey asked residents to respond to open-ended questions about the main reasons they choose to live in San Francisco, as well as the main drawbacks to living here.

Residents who answered these open-ended questions cite the following reasons for living in San Francisco:

- Personal connections, presence of family, or having been born in the area (22%)
- Variety of activities, including restaurants, entertainment, nightlife, and shopping (22%)
- Economic opportunities, jobs, resources, or proximity to work (20%)
- Weather/climate and natural beauty (20% each)
- Cultural and ethnic diversity (18%)
- Arts, history, architecture, cultural opportunities (15%)
- General quality of life/urban lifestyle/neighborhoods and communities (15%)
- Open-mindedness, tolerance, and liberal politics (11%)

Appendix C includes more detailed counts of reasons for living in San Francisco.

Drawbacks to Living in San Francisco

Residents who wrote comments about drawbacks to living in the City cite the following factors:

- General cost of living (37%)
- Housing/rent prices (30%)
- Homelessness/panhandling (27%)

- Lack of parking (19%)
- Traffic congestion (16%)
- Dirty streets/trash/graffiti (13%)
- Crime/safety issues (10%)

Appendix C includes more detailed counts of the types of problems identified by survey respondents.

Likelihood of Leaving San Francisco

This year's survey also asked residents to think about the likelihood they would move away from San Francisco within the next three years. One in three residents says they are "somewhat" or "very likely" to leave the City within that time frame. More respondents say they are not likely to move (67%).

San Francisco's gay and lesbian residents are less likely than heterosexuals to say they are considering a move out of San Francisco. Thirty-five percent of heterosexual respondents say they are at least somewhat likely to move, compared to only 28% of gay/lesbian respondents.

Longer-term residents as well as older residents are less likely to say they would move out of the City within the next three years. Residents describing themselves as white are slightly less likely than African-Americans and Latinos to say they are likely to leave the City, while respondents with higher education are more likely to say they are considering such a move.

While parents and people whose income is less than \$50,000 were somewhat more likely than non-parents and higher-income survey respondents to say they expect to move in the next three years, these differences are not significant when other characteristics such as education, age, time in San Francisco, ethnicity and sexual orientation are taken into account.

SURVEY RESPONSES

<i>In the next three years, how likely are you to move out of San Francisco?</i>				
Very Likely 1	Somewhat Likely 2	Not Too Likely 3	Not Likely at All 4	Number of Responses
12%	21%	26%	41%	3,635

Chapter 10

Demographic Information

Survey Respondents and the San Francisco Population

The following tables show the demographic characteristics of survey respondents. Where available, information on the San Francisco population is included to show how well the survey sample represents the population. Unless otherwise indicated, comparison data refer to adult San Franciscans. Data come from the decennial U.S. Census or the American Community Survey, which is conducted annually by the Census Bureau.

Individual Characteristics

Compared to the general population, the survey sample includes fewer people under 45, fewer men, fewer African-American, Asian/Pacific Islander and Latino/Hispanic respondents, and more white respondents.

What is your age?

	Under 20	20-29	30-44	45-59	60-74	Over 74	Number of Responses
2005 City Survey	0%	10%	32%	30%	18%	10%	3,625
2003 American Community Survey	2%	16%	37%	24%	13%	8%	

What is your sex?

	Female	Male	Number of Responses
2005 City Survey	54%	46%	3,599
2003 American Community Survey	50%	50%	

Which of these comes closest to describing your ethnic background?

	African-American/ Black	Asian or Pacific Islander	Latino/ Hispanic	Native American/ Indian	White/ Caucasian	Mixed Ethnicity	Other	Number of Responses
2005 City Survey	5%	23%	7%	0%	57%	2%	6%	3,553
Census 2000	7%	30%	13%	<1%	47%	3%	<1%	

Which of these comes closest to describing your sexual orientation?

	Bisexual	Gay/ Lesbian	Heterosexual/ Straight	Number of Responses
2005 City Survey	3%	13%	84%	3,165

No statistics on sexual orientation are available for comparison.

Employment, Income and Education

Compared to the general population of San Francisco, a slightly lower percentage of survey respondents work full-time. Income distribution is similar to the 2003 American Community Survey estimate, with a slightly lower proportion of households earning less than \$10,000 in annual income. City survey respondents are on average more educated than the general population, which is common in surveys.

How many hours a week do you work in paid employment?

	None	1 to 14	15 to 34	35 or more	Number of Responses
2005 City Survey	29%	4%	12%	55%	3,552
2003 American Community Survey (population 16 years and over)	29%	2%	12%	57%	

What was your household's total income before taxes in 2004?

	Less than \$10,000	\$10,000 to \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Number of Responses
2005 City Survey	7%	13%	22%	30%	28%	3,095
2003 American Community Survey (Household income and benefits in 2003 inflation-adjusted dollars.)	9%	14%	21%	28%	28%	

What is the highest level of education you have completed?

	Less than high school	High school	Less than 4 years of college	4 or more years of college/ post graduate	Number of Responses
2005 City Survey	3%	12%	21%	64%	3,643
2003 American Community Survey (population 25 years and over)	14%	15%	22%	49%	

Household and Family Status

The 2003 American Community Survey shows that 39% of San Francisco households consist of one person, compared to 30% of City Survey respondents. Twenty percent of survey respondents indicate that they have one or more children in their household, the same proportion as the general population.

How many people live in your household?

	1	2	3	4	5 or more	Number of Responses
2005 City Survey	30%	38%	14%	11%	7%	3,604
2003 American Community Survey (households)	39%	33%	13%	9%	6%	

Are there any children under age 18 in your household?

	Yes	No	Number of Responses
2005 City Survey	20%	80%	3,734
2003 American Community Survey (households)	19%	81%	

Residence in San Francisco

As in previous years, the survey underrepresents newly arrived residents.

How long have you lived in San Francisco?

	Less than 1 Year	1-4 Years	5-9 Years	10-19 Years	Over 19 Years	Number of Responses
2005 City Survey	3%	10%	14%	20%	53%	3,676
<i>City Survey categories combined:</i>	<i>13% Less Than 5 Years</i>		<i>87% Five or More Years</i>			
2000 Census (people 5 yrs & older)	<i>26% Less Than 5 Years</i>		<i>74% Five or More Years</i>			

Chapter 11

Survey Process and Methodology

Purpose of the Survey

The 2005 City Survey is part of an ongoing effort to measure and improve the performance of City government in San Francisco. Increasingly, government auditor-controllers are reporting on “service efforts and accomplishments” as well as financial performance. In San Francisco, this coincides with the 2003 passage of Proposition C—a voter-approved charter amendment that designated the Controller as “City Services Auditor,” charged with monitoring the level and effectiveness of City services. The City Survey helps the Controller’s Office meet its Prop. C mandate by directly asking the users of these City services.

This is San Francisco’s tenth annual City Survey (formerly called Citizen Survey). This year we asked a series of new questions about children’s services, health insurance coverage for children and adults, trees, benefits and drawbacks to living here, and likelihood of leaving the City. Our core set of questions about streets and sidewalks, parks and recreation, libraries, public transportation, public safety, and overall ratings of local government remains the same. With several years of data for comparison, we can better evaluate the success of policy and budget initiatives and continue to monitor effectiveness.

How Survey Results Are Used

Several City departments use results of our annual survey to measure performance toward their service goals. These departments include Muni, the Department of Public Works, the Police Department, the Recreation and Parks Department, and the Public Library. Their performance measures are included each year in the Mayor’s budget presentation and have been part of the Board of Supervisors’ budget discussions. Starting this year, several departments will also incorporate relevant survey results into SFStat meetings with the Mayor and SFStat panel.¹ The survey results are most useful when considered in combination with other indicators—for example, feelings of safety may be tracked along with crime rates, and satisfaction with Muni along with the department’s own measures of on-time performance.

¹ SFStat, Mayor Newsom’s data-driven management and information initiative includes a variety of data on City operations. Tracking, reporting and discussing indicators is intended to help City departmental managers identify problems, make improvements and reallocate resources where needed. Periodic surveys of citizens help monitor the effectiveness of these changes.

How the Survey Questions Are Developed

The 2005 City Survey covers streets and sidewalks, parks, recreation programs, libraries, public transportation (Muni), public safety, health insurance, City government and life in San Francisco. In addition, every three years we ask a series of questions about issues concerning children and youth in collaboration with the Department of Children, Youth, and Their Families. Survey questions were developed to meet the following criteria:

- (1) the services or issues in question are of concern to a large number of San Franciscans;
- (2) services are visible to or used by enough people that a large number of survey respondents can rate them;
- (3) survey questions provide information that is not more easily obtained from another source; and
- (4) all questions fit on a one-piece mailer and do not take so long to complete as to discourage responses.

The omission of a service area does not necessarily reflect a lack of importance to the City, but may result from limits on the length of the survey, or an assessment that a citywide survey is not the best way to measure performance in that area. For example, we removed questions about the fire department from the survey after learning in 1996 that only a small proportion of our sample had sufficient experience to give an opinion of these services. In interpreting the results of the survey, it is worth noting that many factors influence the ratings of a particular service, including different expectations for different types of services. Similar surveys in other areas have found that certain services are consistently rated more highly than others. For example, libraries get higher ratings than transit in other cities, as well as in San Francisco.

Survey Methods and Response Rates

We surveyed a total of 3,736 San Franciscans, using a mailed questionnaire, telephone interviews and, for the second year in a row, the option to complete the survey over the Internet. Of the total sample, 77% were surveyed by mail, 21% by telephone, and 2% on the Internet. Only those who had been contacted by telephone or mail were eligible to complete the survey on the Internet.

The survey research industry has documented a decline in cooperation rates in recent years, a trend consistent with the City Survey's overall cooperation rates. Compared to 2004, this year's cooperation rate declined for the telephone respondents but improved for mail respondents.

The City Survey's telephone respondents give higher quality ratings than mail respondents on most items. Internet respondents do not follow a specific pattern: on some questions they respond more like mail respondents and on others they answer similarly to the phone respondents.

Making the Grade

This year we tried something new by doubling our sample and splitting it into two groups, in an attempt to see how changes to the survey questionnaire affect survey response rate. The first group received surveys with our traditional 5-point rating scale on questions related to service quality. The second group received surveys that used a letter-grade scale (A, B, C, D, F) in place of number ratings. Labels on the scales differed slightly. For the number scale labels we continued to use: Very Good/Good/Fair/Poor/Very Poor, while we labeled the letter grade scale Excellent/Good/Average/Poor/Failing. Otherwise, questions remained identical.

San Francisco State's Public Research Institute (PRI) analyzed how the different scales affected responses. The most common pattern found is that those asked to give a grade rather than a number rating are less likely to use the ends of the scale (A or F). This is not surprising given the differences in the labels of the extremes in either scale. Differences in mean scores between graders and raters are small.

For purposes of analysis, we report combined grading/rating scale results unless making comparisons to prior years. While differences between the two scales are not large, we did not want to distort year-to-year changes.

The use of the larger sample allows us to do further subgroup analysis and is especially helpful for the reporting of results to questions by parents.

Appendix B includes survey results for each rating scale as well as the combined responses.

Written Questionnaire

In January 2005, the Controller's Office sent questionnaires to 11,000 randomly selected San Franciscans, with a letter explaining the purpose of the survey and how to complete it. We also sent a second copy of the survey and a reminder postcard a few weeks later. The number of potential respondents dropped to 10,564 due to surveys that were undeliverable because of incorrect or out-of-date addresses. By early March (our cutoff point to start analyzing results), we had received 2,843 responses, for a cooperation rate of 27% (compared to 23% in 2004 and 24% in 2003). The cooperation rate for mail respondents measures the number of survey questionnaires returned out of the total number of valid addresses.

Before mailing the survey, we sent out a postcard with telephone numbers to call for a survey in Chinese or Spanish. There were 20 requests for Chinese-language questionnaires and four requests for the Spanish-language version. The postcard also provided the Web site address to complete the survey online in English, Chinese or Spanish. We numbered each questionnaire to track responses, but asked respondents to remove the page with their address. Mailing labels also included a password that, along with the questionnaire number, would allow respondents to complete the survey on the Internet. Individual responses have been kept confidential. The numbering system enables us to send follow-up mailings only to those who have not responded. It also allows us to analyze responses by area of the City.

Telephone Interviews

For the eighth year, we also surveyed San Franciscans by telephone. The 815 interviews included the same questions as the written questionnaire. The cooperation rate was 36%, out of 2,269 individuals who were contacted and asked to participate in a telephone interview. The cooperation rate was 53% in 2004 and 38% the two prior years. The telephone cooperation rate measures the percentage of respondents who at least partially complete a telephone interview out of the number of eligible respondents reached. Cooperation rates have been declining in the telephone survey industry for the past seven years, largely due to increased telemarketing activity.

The Public Research Institute at San Francisco State University conducted the telephone interviews between January 3 and February 18, 2005. Respondents were screened for age (18 or older), San Francisco residency, and ability to understand English or another available language. Of the 760 telephone interviews, 35 were conducted in Spanish and 66 in Chinese. Fifty-five people from the telephone sample completed the survey on the Internet.

Sample Sources

In previous years we used a named address list compiled from both Department of Motor Vehicles and from voter registration records. This year's mail sample was drawn from the Delivery Sequence File (DSF), a list of all deliverable addresses from the US Postal Service. We addressed surveys to "San Francisco Resident". The change in source and lack of name on the mailing label does not seem to have adversely affected response rate. The number drawn in each zip code reflects that area's proportion of the adult population of the City, adjusted for low response rates in some zip codes in previous years.

Genesys, a professional telephone sampling company, randomly generated telephone numbers for interviews. The numbers were drawn from a comprehensive cross-section of listed and unlisted residential telephone numbers. Telephone numbers were selected in the same proportion that each zip code contributes to the San Francisco population. Telephone respondents were asked their cross-streets, but not names or addresses.

How Well Do the Survey Respondents Represent San Franciscans?

Respondents to the 2005 City Survey differ in some respects from the San Francisco population. In comparing demographic characteristics with data on San Franciscans as a whole, we find that survey respondents:

- are more educated;
- include fewer Asian/Pacific-Islander, Latino/Hispanic, African-American, and more white respondents;
- are more likely to be over 44 years old;
- have lived in San Francisco longer; and
- are less likely to live alone.

Some of the distortion in our sample is a result of the population we are able to reach—the composition of our mailing list and the distribution of telephone numbers. Another source is non-response bias, which occurs when those who choose to respond differ in demographic characteristics, and opinions, from those who do not respond.

Mail and telephone survey samples are stratified by zip codes, and some zip codes were oversampled to correct for historical response rates. The chance a household would be sampled in a particular zip code may therefore be different than the chance it would have been sampled if chosen from among all households. Poststratification weights were used to correct for uneven zip code and racial/ethnic group representation in the sample.

Interpreting the Results

The survey data were analyzed using statistical methods to decide whether differences of opinion between groups observed in the sample represent real differences in the population of San Franciscans. Unless otherwise noted, differences between groups described in this report are “statistically significant,” that is, they indicate differences in the population. A statistically significant difference between groups is greater than its margin of error. It is large enough, compared to the difference that sampling error alone might produce, that we can be confident it represents a difference in the population of San Franciscans.

With a total sample size of 3,736, the estimated sampling error for this survey is about $\pm 1.3\%$ at the 95% confidence level. This means that we are 95% confident that all adult San Francisco residents would produce responses to each survey question within approximately one percentage point of the results obtained from this sample. For example, 48.1% of survey respondents rated the quality of library collections as “good/excellent.” Statistical theory states that if we repeated random samples of this size of San Francisco households, we could expect between 46.8% and 49.4% of the population to rate the quality of library collections as “good/excellent” 95% of the time.

Sampling errors are larger for subgroups of the sample, such as the residents of a supervisorial district, where the margin of error is between ± 4.5 and ± 5.9 percentage points.

Analysis by Neighborhood and Supervisorial District

For the fourth year, we have included analyses by the City’s 11 supervisorial districts. Our larger sample size allows us to draw conclusions about how residents of districts differ from each other in their opinions of City services more confidently for some questions than could in the past.

We also grouped the districts into four larger regions to allow for geographic analysis with larger sample sizes.² The four areas are as follows:

² Using large areas allows for sample sizes large enough to detect differences among groups. Boundaries were chosen to provide demographic as well as geographic similarity. No grouping scheme is ideal for all questions; for example, southeast District 10 is more like central District 6 for safety and some services than it is like District 9, which is considered southeast.

Central: Districts 5, 6 and 8 (Civic Center, South of Market, Western Addition, Haight, Buena Vista, Fillmore, Castro, Noe Valley, Diamond Heights, Glen Park, Twin Peaks, Glen Canyon Park, Treasure Island).

North: Districts 2 and 3 (Financial District, Russian Hill, Nob Hill, North Beach, Chinatown, Telegraph Hill, Pacific Heights, Laurel Heights, Presidio Heights, Seacliff, Marina, Presidio, Cow Hollow).

Southeast: Districts 9, 10 and 11 (Mission, Potrero Hill, Bernal Heights, Bayview, Hunters Point, Excelsior, Ingleside, Visitacion Valley, Portola, Ocean View).

West: Districts 1, 4 and 7 (Richmond, Sunset, West Portal, St. Francis Wood, Miraloma Park, Forest Hill, Parkside, Stonestown, Park Merced).

The few responses from people who could not be associated with a district are excluded from the neighborhood analysis.

Appendix A includes survey responses by district.

Changes Over Time

Throughout the report, our observations on trends in the responses to the City Survey cover the years 1997 through 2005. Although we conducted a survey in 1996, we used a different sampling method, and consequently the people who responded to the survey differed from the respondents in subsequent years, in both opinions and demographic characteristics. The 1996 findings are not comparable to the later surveys for measuring trends.

Data presented in this report for the years 1997 through 2004 have been weighted to adjust for disproportionate representation of some districts of the City, using the most recently available demographic data. The results presented in this report supersede those of previous years.

Acknowledgments

The Public Research Institute (PRI) at San Francisco State University conducted the telephone interviews, developed the Web interface and performed the statistical analyses for this report. Holley Shafer coordinated the project and performed the analysis, with guidance from James Wiley, Director, and John Rogers, Associate Director of PRI. Monique Nakagawa provided research assistance and map design; Kevin Adcock managed the data collection; Rebecca Lee administered the Web survey and translated surveys to and from Chinese. Tim Aulman, John Sullivan, Janet Harris, Aimee Friberg, and Lisa McNally of TempTime (Monroe Personnel Service) assisted with mailing, coding, and data entry.

In the Controller's Office, Anne Jenkins directed the project; Kai Mander and Mina Yaroslavsky administered the mail survey, analyzed the data and wrote the report. Peg Stevenson, Marti Paschal and Mark Tipton read drafts of the report. Judi Rich designed the City Survey Web page. We extend thanks to David German, Salla Vaerma, Linda Zane, and other staff of the City's Reproduction and Mail Services for the design, printing and mailing of the survey questionnaire.

APPENDICES

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Local government's job of providing service

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	4%	12%	46%	34%	4%	325	3.21
D2	4%	11%	45%	37%	3%	314	3.22
D3	2%	14%	50%	31%	4%	285	3.22
D4	5%	10%	48%	30%	7%	290	3.23
D5	3%	15%	43%	35%	4%	370	3.21
D6	4%	13%	45%	32%	6%	296	3.21
D7	4%	11%	45%	38%	3%	366	3.24
D8	4%	10%	45%	37%	4%	438	3.26
D9	5%	19%	44%	30%	2%	326	3.06
D10	7%	17%	49%	23%	4%	280	3.00
D11	4%	22%	43%	29%	2%	255	3.03
Citywide Total	4%	14%	46%	33%	4%	3,557	3.18

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Safety walking alone during the day in your neighborhood

	Very Unsafe	Unsafe	Neither Safe nor Unsafe	Safe	Very Safe	Number of Responses	Mean Rating
D1	0%	2%	6%	37%	55%	336	4.44
D2	1%	1%	4%	30%	65%	322	4.58
D3	0%	1%	6%	40%	53%	296	4.44
D4	1%	1%	7%	48%	43%	305	4.31
D5	1%	6%	11%	39%	45%	385	4.21
D6	2%	9%	17%	45%	27%	310	3.85
D7	0%	2%	8%	36%	54%	385	4.43
D8	1%	1%	5%	33%	61%	457	4.53
D9	2%	7%	19%	45%	27%	340	3.89
D10	6%	13%	26%	39%	16%	293	3.48
D11	3%	6%	24%	46%	21%	267	3.77
Citywide Total	1%	4%	11%	39%	44%	3,710	4.21

Safety walking alone at night in your neighborhood

	Very Unsafe	Unsafe	Neither Safe nor Unsafe	Safe	Very Safe	Number of Responses	Mean Rating
D1	3%	10%	23%	43%	21%	322	3.70
D2	1%	6%	24%	47%	21%	314	3.80
D3	2%	13%	25%	41%	19%	286	3.60
D4	4%	10%	33%	37%	16%	294	3.51
D5	9%	19%	25%	31%	16%	375	3.26
D6	17%	24%	24%	25%	10%	302	2.87
D7	3%	9%	26%	43%	19%	374	3.65
D8	1%	12%	22%	43%	22%	451	3.74
D9	14%	32%	24%	25%	5%	331	2.75
D10	25%	34%	22%	15%	4%	287	2.38
D11	14%	26%	33%	19%	8%	261	2.79
Citywide Total	8%	17%	25%	35%	15%	3,611	3.32

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Safety Index--Walking Alone Day and Night (Scale is from 0 to 2)

	Less Than Safe Day or Night (0)	Safe Day or Night but Not Both (1)	Safe Day and Night (2)	Number of Responses	Mean Rating
D1	8%	28%	64%	322	1.56
D2	5%	27%	68%	314	1.63
D3	8%	33%	60%	285	1.52
D4	9%	37%	53%	293	1.44
D5	16%	37%	47%	375	1.31
D6	28%	38%	35%	302	1.07
D7	9%	29%	62%	374	1.53
D8	6%	29%	65%	451	1.59
D9	27%	43%	30%	331	1.02
D10	44%	37%	19%	286	0.75
D11	34%	40%	26%	260	0.92
Citywide Total	16%	34%	50%	3,607	1.33

Safety crossing the street

	Very Unsafe	Unsafe	Neither Safe nor Unsafe	Safe	Very Safe	Number of Responses	Mean Rating
D1	5%	21%	22%	40%	11%	337	3.31
D2	4%	16%	28%	34%	19%	321	3.48
D3	4%	14%	27%	43%	12%	297	3.45
D4	4%	17%	27%	38%	14%	302	3.41
D5	5%	20%	25%	34%	15%	382	3.34
D6	7%	20%	25%	35%	12%	307	3.26
D7	6%	18%	23%	38%	16%	381	3.39
D8	6%	19%	23%	37%	16%	455	3.38
D9	7%	22%	26%	36%	9%	338	3.17
D10	7%	24%	26%	34%	9%	291	3.13
D11	9%	23%	26%	36%	6%	266	3.07
Citywide Total	6%	19%	25%	37%	13%	3,710	3.32

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Muni - Convenience of routes

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	0%	6%	20%	49%	25%	316	3.92
D2	2%	4%	22%	49%	23%	281	3.87
D3	0%	4%	23%	52%	20%	278	3.86
D4	1%	6%	23%	50%	19%	279	3.80
D5	1%	6%	23%	44%	26%	369	3.87
D6	5%	8%	22%	42%	23%	287	3.70
D7	1%	4%	18%	53%	25%	338	3.96
D8	2%	4%	24%	52%	18%	426	3.79
D9	3%	7%	29%	45%	16%	304	3.63
D10	4%	7%	29%	42%	17%	244	3.61
D11	1%	6%	23%	54%	15%	225	3.76
Citywide Total	2%	6%	23%	48%	21%	3,360	3.81

Muni - Timeliness and reliability

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	3%	12%	42%	35%	7%	312	3.31
D2	7%	15%	35%	37%	5%	278	3.18
D3	4%	18%	40%	33%	5%	276	3.18
D4	7%	15%	40%	35%	3%	274	3.13
D5	4%	19%	36%	32%	9%	362	3.22
D6	9%	16%	38%	31%	7%	285	3.11
D7	8%	14%	37%	31%	9%	332	3.20
D8	9%	19%	34%	34%	4%	424	3.04
D9	10%	20%	39%	25%	5%	295	2.95
D10	10%	15%	46%	22%	7%	239	3.01
D11	7%	20%	40%	27%	6%	217	3.04
Citywide Total	7%	17%	39%	32%	6%	3,307	3.13

Unless otherwise indicated, mean scale is from 1 (worst) to 5 (best). Percentages may not total to 100% due to rounding. Citywide totals include responses for which the district is unknown.

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Muni - Cleanliness

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	4%	27%	44%	22%	3%	310	2.95
D2	6%	18%	42%	29%	5%	276	3.08
D3	9%	19%	41%	25%	6%	278	3.00
D4	7%	20%	47%	24%	3%	280	2.96
D5	6%	21%	41%	28%	4%	361	3.04
D6	10%	22%	36%	27%	4%	292	2.94
D7	9%	16%	41%	31%	3%	338	3.03
D8	6%	18%	39%	33%	4%	422	3.11
D9	13%	24%	43%	19%	2%	301	2.74
D10	11%	21%	44%	21%	3%	242	2.83
D11	6%	25%	41%	23%	5%	220	2.96
Citywide Total	8%	21%	41%	26%	4%	3,333	2.98

Muni - Fares

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	3%	11%	38%	36%	12%	317	3.43
D2	2%	5%	29%	49%	14%	280	3.68
D3	5%	6%	42%	35%	12%	276	3.45
D4	6%	8%	41%	37%	8%	276	3.35
D5	3%	10%	37%	35%	15%	362	3.48
D6	6%	9%	40%	33%	11%	289	3.34
D7	2%	6%	40%	36%	16%	333	3.58
D8	2%	9%	32%	41%	16%	426	3.61
D9	6%	8%	46%	35%	6%	302	3.27
D10	6%	11%	43%	27%	12%	241	3.27
D11	5%	9%	50%	29%	6%	219	3.23
Citywide Total	4%	8%	39%	36%	12%	3,334	3.44

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Muni - Safety

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	4%	12%	39%	39%	5%	314	3.31
D2	3%	11%	34%	45%	7%	276	3.43
D3	3%	8%	43%	39%	8%	277	3.42
D4	2%	14%	44%	35%	5%	276	3.28
D5	3%	11%	38%	39%	8%	363	3.39
D6	8%	12%	38%	32%	9%	292	3.22
D7	4%	11%	32%	42%	11%	337	3.45
D8	6%	9%	37%	40%	8%	422	3.34
D9	10%	21%	38%	28%	3%	305	2.94
D10	7%	20%	45%	24%	5%	242	3.00
D11	8%	22%	40%	28%	3%	222	2.97
Citywide Total	5%	13%	39%	36%	7%	3,339	3.28

Muni - Communication to passengers

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	6%	18%	44%	26%	6%	311	3.10
D2	8%	18%	33%	33%	8%	270	3.16
D3	5%	15%	47%	26%	8%	267	3.18
D4	4%	22%	44%	27%	4%	265	3.07
D5	8%	21%	39%	26%	6%	354	3.01
D6	10%	23%	37%	25%	5%	279	2.93
D7	8%	17%	37%	33%	5%	328	3.10
D8	7%	21%	38%	29%	5%	413	3.04
D9	9%	24%	40%	25%	3%	292	2.88
D10	10%	21%	39%	26%	5%	233	2.95
D11	7%	23%	37%	28%	4%	221	2.99
Citywide Total	7%	20%	40%	28%	6%	3,246	3.05

Unless otherwise indicated, mean scale is from 1 (worst) to 5 (best). Percentages may not total to 100% due to rounding. Citywide totals include responses for which the district is unknown.

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Muni - Courtesy of drivers

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	6%	14%	40%	30%	10%	317	3.23
D2	6%	11%	36%	37%	9%	277	3.31
D3	6%	13%	39%	35%	7%	276	3.23
D4	5%	10%	45%	35%	4%	273	3.24
D5	5%	15%	38%	31%	11%	364	3.28
D6	10%	14%	36%	32%	8%	287	3.13
D7	6%	15%	36%	35%	7%	333	3.22
D8	9%	12%	35%	36%	8%	425	3.23
D9	7%	19%	40%	29%	4%	305	3.05
D10	12%	14%	42%	26%	6%	244	3.01
D11	4%	21%	38%	32%	6%	223	3.16
Citywide Total	7%	14%	38%	33%	8%	3,337	3.20

Muni - Frequency of riding

	Never	Once or Twice a Month	Several Times a Month	Once or Twice a Week	Several Times a Week	Daily	Number of Responses	Mean Rating
D1	6%	25%	12%	12%	15%	30%	330	3.95
D2	13%	22%	14%	8%	20%	23%	317	3.68
D3	6%	17%	8%	9%	25%	35%	296	4.36
D4	10%	20%	13%	13%	16%	28%	303	3.91
D5	6%	14%	9%	10%	23%	37%	381	4.41
D6	5%	13%	8%	10%	21%	42%	310	4.55
D7	11%	27%	17%	12%	12%	21%	376	3.50
D8	7%	21%	14%	8%	18%	31%	448	4.05
D9	13%	22%	11%	10%	17%	27%	339	3.75
D10	18%	21%	9%	10%	16%	26%	288	3.61
D11	16%	23%	16%	11%	7%	27%	268	3.52
Citywide Total	10%	20%	12%	10%	18%	30%	3,670	3.98

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Cleanliness of sidewalks in your neighborhood

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	4%	16%	34%	35%	10%	335	3.31
D2	3%	7%	26%	43%	21%	320	3.73
D3	7%	19%	31%	32%	11%	296	3.19
D4	5%	14%	26%	43%	13%	303	3.46
D5	7%	20%	35%	31%	7%	383	3.12
D6	18%	25%	29%	21%	7%	308	2.75
D7	2%	6%	19%	46%	27%	377	3.89
D8	5%	17%	26%	36%	16%	453	3.42
D9	17%	27%	30%	22%	4%	336	2.69
D10	9%	19%	37%	30%	6%	292	3.04
D11	6%	20%	33%	33%	8%	261	3.18
Citywide Total	7%	17%	30%	34%	12%	3,678	3.26

Cleanliness of sidewalks citywide

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	6%	31%	47%	15%	1%	312	2.74
D2	12%	30%	39%	17%	2%	300	2.65
D3	8%	24%	47%	19%	2%	287	2.84
D4	5%	28%	47%	19%	1%	283	2.83
D5	7%	31%	43%	18%	1%	366	2.73
D6	7%	26%	45%	21%	1%	284	2.85
D7	10%	27%	41%	21%	1%	359	2.77
D8	9%	30%	41%	19%	1%	437	2.73
D9	6%	28%	46%	18%	3%	310	2.85
D10	6%	27%	49%	18%	1%	266	2.81
D11	6%	27%	47%	19%	1%	242	2.82
Citywide Total	8%	28%	45%	18%	1%	3,459	2.78

Unless otherwise indicated, mean scale is from 1 (worst) to 5 (best). Percentages may not total to 100% due to rounding. Citywide totals include responses for which the district is unknown.

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Cleanliness of streets in your neighborhood

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	2%	11%	33%	43%	11%	332	3.49
D2	1%	4%	28%	45%	22%	319	3.82
D3	5%	17%	34%	35%	9%	293	3.26
D4	3%	9%	32%	40%	15%	304	3.54
D5	6%	13%	35%	39%	7%	378	3.30
D6	12%	19%	35%	27%	7%	301	2.96
D7	2%	6%	18%	49%	26%	375	3.91
D8	2%	9%	28%	45%	16%	451	3.64
D9	11%	25%	33%	27%	4%	338	2.89
D10	8%	18%	36%	32%	5%	294	3.08
D11	3%	13%	36%	42%	6%	259	3.33
Citywide Total	5%	13%	32%	39%	12%	3,658	3.39

Cleanliness of streets citywide

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	4%	25%	47%	23%	2%	313	2.93
D2	8%	21%	42%	27%	2%	300	2.94
D3	5%	21%	46%	24%	3%	286	2.98
D4	5%	20%	48%	25%	2%	282	2.98
D5	4%	21%	46%	27%	2%	363	3.02
D6	5%	20%	42%	32%	1%	279	3.04
D7	6%	23%	46%	24%	1%	354	2.91
D8	3%	22%	43%	31%	1%	440	3.05
D9	4%	19%	47%	29%	2%	314	3.08
D10	7%	22%	46%	24%	1%	266	2.91
D11	4%	19%	49%	27%	1%	239	3.01
Citywide Total	5%	21%	45%	27%	2%	3,449	2.98

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Pavement condition of streets in your neighborhood

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	7%	17%	38%	32%	6%	329	3.13
D2	5%	14%	32%	37%	12%	314	3.36
D3	3%	13%	38%	37%	9%	295	3.37
D4	6%	14%	38%	35%	7%	300	3.23
D5	6%	23%	34%	30%	6%	376	3.06
D6	12%	21%	35%	28%	5%	305	2.92
D7	5%	16%	36%	33%	10%	376	3.28
D8	3%	16%	34%	39%	7%	451	3.31
D9	17%	22%	37%	21%	3%	336	2.71
D10	14%	24%	38%	19%	4%	295	2.76
D11	7%	19%	39%	32%	3%	262	3.05
Citywide Total	7%	18%	36%	32%	7%	3,653	3.13

Pavement condition of streets citywide

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	10%	36%	37%	16%	1%	310	2.61
D2	13%	28%	42%	16%	1%	296	2.65
D3	4%	25%	41%	26%	4%	284	3.01
D4	9%	34%	37%	18%	2%	278	2.71
D5	11%	31%	37%	18%	3%	367	2.72
D6	8%	19%	44%	27%	2%	280	2.95
D7	14%	31%	40%	14%	1%	355	2.57
D8	9%	31%	37%	22%	1%	437	2.74
D9	11%	24%	44%	19%	1%	314	2.75
D10	11%	26%	43%	17%	2%	270	2.72
D11	8%	30%	39%	22%	1%	232	2.78
Citywide Total	10%	28%	40%	20%	2%	3,437	2.76

Unless otherwise indicated, mean scale is from 1 (worst) to 5 (best). Percentages may not total to 100% due to rounding. Citywide totals include responses for which the district is unknown.

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Feelings About Number of Trees in Neighborhood

	Not Enough	About Right	Too Many	Number of Responses
D1	49%	45%	6%	329
D2	48%	51%	1%	318
D3	49%	48%	3%	294
D4	48%	49%	4%	294
D5	37%	60%	3%	381
D6	57%	41%	3%	300
D7	31%	64%	5%	376
D8	39%	57%	4%	447
D9	43%	52%	5%	336
D10	42%	51%	6%	293
D11	42%	48%	9%	257
Citywide Total	44%	52%	4%	3,639

Feelings About Number of Trees Citywide

	Not Enough	About Right	Too Many	Number of Responses
D1	59%	37%	4%	307
D2	70%	30%	0%	300
D3	60%	38%	2%	284
D4	54%	43%	3%	272
D5	62%	37%	1%	367
D6	54%	43%	3%	275
D7	56%	40%	3%	354
D8	68%	31%	1%	439
D9	56%	41%	3%	310
D10	45%	52%	3%	266
D11	52%	41%	7%	238
Citywide Total	59%	39%	3%	3,426

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Quality of the grounds at the City's parks

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	2%	9%	28%	46%	16%	319	3.67
D2	3%	4%	25%	53%	15%	301	3.73
D3	1%	5%	34%	46%	15%	270	3.69
D4	1%	9%	31%	47%	11%	277	3.59
D5	2%	6%	23%	51%	18%	359	3.78
D6	3%	6%	29%	49%	12%	282	3.60
D7	2%	8%	29%	50%	11%	345	3.60
D8	1%	9%	30%	50%	10%	421	3.59
D9	4%	13%	32%	43%	8%	309	3.40
D10	4%	16%	40%	33%	7%	256	3.24
D11	3%	10%	30%	47%	9%	229	3.50
Citywide Total	2%	8%	30%	47%	13%	3,380	3.60

Cleanliness and maintenance of the facilities at the City's parks

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	5%	21%	40%	30%	4%	298	3.08
D2	6%	16%	44%	29%	5%	276	3.11
D3	5%	20%	39%	33%	2%	258	3.06
D4	4%	17%	48%	28%	3%	263	3.10
D5	5%	21%	38%	32%	5%	349	3.10
D6	8%	14%	38%	35%	6%	264	3.18
D7	6%	21%	39%	30%	4%	322	3.06
D8	7%	25%	43%	23%	1%	394	2.87
D9	8%	25%	41%	23%	3%	283	2.88
D10	7%	29%	39%	22%	3%	247	2.84
D11	7%	21%	44%	23%	5%	219	2.99
Citywide Total	6%	21%	41%	29%	4%	3,185	3.03

Unless otherwise indicated, mean scale is from 1 (worst) to 5 (best). Percentages may not total to 100% due to rounding. Citywide totals include responses for which the district is unknown.

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Convenience of the City's recreation programs

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	3%	11%	41%	37%	9%	161	3.38
D2	3%	9%	33%	43%	11%	131	3.51
D3	3%	17%	41%	32%	6%	133	3.21
D4	2%	15%	33%	43%	7%	168	3.38
D5	4%	14%	37%	36%	9%	179	3.33
D6	6%	7%	41%	38%	8%	170	3.37
D7	4%	10%	38%	44%	4%	197	3.34
D8	2%	13%	41%	43%	2%	174	3.32
D9	6%	14%	43%	33%	4%	175	3.15
D10	9%	19%	43%	29%	2%	172	2.97
D11	5%	17%	35%	37%	5%	145	3.21
Citywide Total	4%	13%	39%	38%	6%	2,296	3.29

Quality of City recreation programs and activities for adults

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	4%	18%	43%	30%	6%	161	3.15
D2	4%	10%	45%	27%	13%	131	3.33
D3	3%	19%	50%	24%	4%	133	3.06
D4	4%	15%	47%	31%	3%	168	3.15
D5	6%	23%	36%	30%	5%	179	3.05
D6	6%	17%	33%	36%	7%	170	3.22
D7	5%	18%	43%	31%	3%	197	3.09
D8	6%	22%	34%	34%	5%	174	3.09
D9	9%	19%	43%	25%	4%	175	2.95
D10	12%	24%	34%	28%	3%	172	2.87
D11	4%	17%	52%	22%	4%	145	3.04
Citywide Total	6%	18%	42%	29%	5%	1,815	3.09

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Quality of City recreation programs and activities for children and youth

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	3%	19%	40%	30%	7%	157	3.18
D2	5%	11%	40%	31%	12%	114	3.35
D3	4%	19%	40%	32%	5%	113	3.15
D4	3%	17%	42%	32%	6%	168	3.21
D5	9%	23%	38%	24%	6%	150	2.96
D6	8%	13%	38%	35%	6%	150	3.21
D7	8%	14%	44%	31%	3%	175	3.07
D8	5%	22%	41%	27%	6%	154	3.06
D9	10%	19%	38%	28%	6%	175	3.00
D10	9%	28%	32%	26%	5%	172	2.90
D11	9%	18%	44%	22%	9%	157	3.03
Citywide Total	7%	18%	40%	29%	6%	1,694	3.10

Frequency of visiting city parks

	Never	Once or Twice a Year	Several Times a Year	At Least Once a Month	At Least Once a Week	Number of Responses	Mean Rating
D1	6%	10%	19%	24%	42%	335	3.87
D2	3%	13%	19%	29%	35%	320	3.80
D3	5%	16%	27%	23%	28%	297	3.53
D4	8%	13%	20%	21%	38%	304	3.68
D5	6%	9%	16%	23%	46%	385	3.94
D6	9%	12%	30%	21%	29%	311	3.49
D7	5%	13%	26%	29%	27%	381	3.60
D8	4%	11%	21%	28%	36%	456	3.79
D9	6%	10%	22%	27%	34%	338	3.74
D10	13%	14%	28%	23%	22%	294	3.28
D11	12%	14%	30%	26%	18%	263	3.24
Citywide Total	7%	12%	23%	25%	33%	3,698	3.64

Unless otherwise indicated, mean scale is from 1 (worst) to 5 (best). Percentages may not total to 100% due to rounding. Citywide totals include responses for which the district is unknown.

Household member(s) participated in a Recreation and Park program or activity

	Yes	No	Number of Responses
D1	26%	74%	331
D2	20%	80%	319
D3	19%	81%	297
D4	25%	75%	303
D5	18%	82%	381
D6	23%	77%	308
D7	22%	78%	381
D8	19%	81%	455
D9	30%	70%	339
D10	27%	73%	293
D11	25%	75%	266
Citywide Total	23%	77%	3,687

Had interaction with Recreation and Parks staff

	Yes	No	Number of Responses
D1	30%	70%	307
D2	26%	74%	297
D3	21%	79%	280
D4	30%	70%	283
D5	30%	70%	354
D6	29%	71%	291
D7	26%	74%	353
D8	27%	73%	426
D9	35%	65%	318
D10	24%	76%	265
D11	28%	72%	246
Citywide Total	27%	73%	3,433

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Quality of interaction with Recreation and Parks staff

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	5%	7%	14%	52%	22%	97	3.81
D2	1%	4%	20%	57%	17%	78	3.86
D3	5%	0%	18%	54%	24%	59	3.93
D4	0%	4%	23%	45%	28%	91	4.00
D5	1%	8%	18%	39%	34%	118	3.96
D6	8%	3%	17%	50%	22%	85	3.76
D7	1%	8%	25%	42%	24%	98	3.80
D8	1%	4%	22%	49%	23%	123	3.90
D9	0%	4%	27%	47%	22%	119	3.85
D10	0%	6%	39%	39%	16%	68	3.65
D11	0%	8%	37%	46%	9%	66	3.54
Citywide Total	2%	5%	23%	48%	22%	1,005	3.83

Unless otherwise indicated, mean scale is from 1 (worst) to 5 (best). Percentages may not total to 100% due to rounding. Citywide totals include responses for which the district is unknown.

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Library collections of books, tapes, etc.

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	2%	6%	34%	45%	12%	249	3.60
D2	3%	6%	29%	46%	15%	194	3.65
D3	0%	5%	29%	44%	21%	212	3.80
D4	1%	6%	30%	48%	14%	228	3.69
D5	1%	4%	25%	48%	22%	289	3.85
D6	3%	6%	19%	47%	25%	226	3.85
D7	0%	3%	30%	53%	15%	286	3.78
D8	2%	7%	23%	51%	17%	308	3.74
D9	1%	6%	24%	52%	16%	263	3.76
D10	1%	7%	30%	45%	17%	213	3.68
D11	2%	5%	29%	55%	9%	194	3.65
Citywide Total	2%	6%	27%	48%	17%	2,674	3.74

Assistance from library staff

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	1%	3%	24%	47%	24%	238	3.90
D2	0%	5%	19%	45%	31%	181	4.02
D3	0%	2%	24%	52%	22%	201	3.94
D4	1%	3%	22%	44%	30%	219	4.00
D5	1%	3%	21%	44%	31%	285	4.01
D6	3%	2%	18%	43%	34%	215	4.02
D7	0%	3%	20%	53%	23%	278	3.94
D8	1%	3%	15%	50%	31%	292	4.07
D9	0%	2%	17%	55%	25%	257	4.03
D10	1%	4%	25%	47%	22%	208	3.87
D11	5%	2%	20%	56%	17%	179	3.79
Citywide Total	1%	3%	21%	49%	27%	2,565	3.97

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Library programs and activities for adults

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	2%	11%	36%	40%	11%	125	3.48
D2	1%	8%	42%	36%	12%	77	3.51
D3	0%	7%	41%	38%	14%	105	3.59
D4	1%	11%	41%	38%	9%	138	3.44
D5	1%	6%	30%	47%	16%	137	3.72
D6	3%	8%	26%	42%	21%	150	3.69
D7	3%	9%	39%	40%	9%	136	3.45
D8	1%	10%	26%	50%	12%	133	3.63
D9	2%	8%	34%	46%	10%	124	3.53
D10	2%	10%	33%	41%	15%	136	3.57
D11	3%	10%	38%	41%	8%	114	3.42
Citywide Total	2%	9%	34%	42%	13%	1,385	3.56

Library programs and activities for children and youth

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	3%	10%	32%	41%	15%	120	3.56
D2	3%	3%	30%	38%	25%	73	3.81
D3	1%	2%	34%	49%	14%	91	3.73
D4	0%	9%	34%	46%	11%	131	3.61
D5	1%	8%	17%	58%	16%	111	3.80
D6	5%	6%	24%	40%	25%	128	3.76
D7	3%	3%	37%	46%	11%	136	3.60
D8	2%	10%	24%	44%	20%	93	3.70
D9	1%	4%	36%	46%	14%	130	3.68
D10	3%	12%	35%	37%	14%	138	3.47
D11	2%	14%	28%	46%	10%	121	3.46
Citywide Total	2%	8%	30%	44%	16%	1,281	3.65

Unless otherwise indicated, mean scale is from 1 (worst) to 5 (best). Percentages may not total to 100% due to rounding. Citywide totals include responses for which the district is unknown.

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Frequency of visits to Main library

	Never	Once or Twice a Year	Several Times a Year	At Least Once a Month	At Least Once a Week	Number of Responses	Mean Rating
D1	42%	28%	18%	8%	5%	323	2.06
D2	47%	27%	18%	7%	2%	311	1.89
D3	35%	24%	28%	10%	4%	282	2.25
D4	38%	24%	30%	6%	3%	292	2.13
D5	29%	25%	25%	16%	5%	377	2.43
D6	28%	17%	25%	18%	11%	298	2.67
D7	46%	28%	20%	5%	1%	375	1.88
D8	39%	26%	23%	10%	2%	451	2.09
D9	32%	27%	28%	10%	3%	326	2.27
D10	35%	29%	22%	11%	2%	280	2.14
D11	28%	28%	26%	11%	7%	251	2.42
Citywide Total	36%	25%	24%	10%	4%	3,580	2.20

Frequency of visits to branch libraries

	Never	Once or Twice a Year	Several Times a Year	At Least Once a Month	At Least Once a Week	Number of Responses	Mean Rating
D1	29%	17%	24%	18%	12%	312	2.66
D2	44%	18%	18%	16%	4%	299	2.19
D3	38%	20%	19%	16%	7%	270	2.33
D4	25%	19%	20%	22%	13%	282	2.77
D5	42%	19%	18%	15%	6%	355	2.24
D6	47%	16%	16%	14%	7%	276	2.17
D7	29%	19%	27%	15%	9%	358	2.54
D8	41%	20%	18%	13%	8%	441	2.27
D9	25%	15%	31%	17%	12%	309	2.76
D10	32%	20%	25%	16%	7%	256	2.46
D11	26%	19%	25%	21%	10%	224	2.71
Citywide Total	36%	19%	21%	16%	8%	3,396	2.43

Have Health Insurance

	Yes	No	Number of Responses
D1	87%	13%	335
D2	89%	11%	320
D3	85%	15%	296
D4	87%	13%	304
D5	87%	13%	382
D6	83%	17%	306
D7	91%	9%	381
D8	91%	9%	454
D9	88%	12%	335
D10	83%	17%	292
D11	84%	16%	267
Citywide Total	87%	13%	3,865

Public or private health insurance for kids

	No-Not covered	Yes-Public (Medi-Cal, etc.)	Yes-Private (covered under my insurance)	Number of Responses
D1	5%	13%	81%	79
D2	1%	6%	93%	53
D3	12%	39%	49%	40
D4	1%	16%	83%	77
D5	8%	16%	77%	56
D6	2%	49%	49%	40
D7	1%	5%	93%	91
D8	7%	5%	87%	63
D9	5%	25%	70%	73
D10	16%	32%	52%	68
D11	3%	18%	79%	78
Citywide Total	6%	20%	75%	721

San Francisco City Survey 2005
Appendix A - Survey Responses by District

Likelihood of moving away from SF in the next 3 years

	Very Likely	Somewhat Likely	Not Too Likely	Not at all Likely	Number of Responses
D1	10%	18%	27%	45%	330
D2	11%	29%	27%	33%	317
D3	9%	21%	28%	42%	289
D4	10%	18%	30%	42%	298
D5	18%	25%	19%	38%	383
D6	17%	20%	25%	38%	303
D7	7%	20%	23%	50%	378
D8	10%	18%	30%	42%	448
D9	11%	16%	30%	42%	334
D10	14%	25%	24%	38%	284
D11	14%	24%	23%	39%	258
Citywide Total	12%	21%	26%	41%	3,635

San Francisco City Survey 2005
Appendix B - Survey Responses by Method

Local government's job of providing service

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	4%	14%	46%	33%	4%	3,557	3.18
Rating	5%	14%	45%	32%	4%	1,777	3.17
Grading	4%	14%	46%	33%	4%	1,780	3.19

Muni - Convenience of routes

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	2%	6%	23%	48%	21%	3,360	3.81
Rating	2%	6%	23%	49%	20%	1,672	3.79
Grading	1%	6%	23%	48%	21%	1,688	3.82

Muni - Timeliness and reliability

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	7%	17%	38%	32%	6%	3,307	3.13
Rating	9%	16%	39%	30%	6%	1,646	3.09
Grading	6%	17%	38%	34%	6%	1,661	3.18

Muni - Cleanliness

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	8%	21%	41%	26%	4%	3,333	2.98
Rating	9%	21%	41%	26%	4%	1,662	2.95
Grading	7%	20%	42%	27%	4%	1,671	3.01

Muni - Fares

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	4%	8%	39%	36%	12%	3,334	3.44
Rating	5%	10%	38%	35%	12%	1,659	3.42
Grading	4%	7%	40%	37%	12%	1,675	3.47

San Francisco City Survey 2005
Appendix B - Survey Responses by Method

Muni - Safety

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	5%	13%	39%	36%	7%	3,339	3.28
Rating	5%	13%	38%	37%	7%	1,670	3.28
Grading	5%	13%	40%	35%	7%	1,669	3.28

Muni - Communication

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	7%	20%	40%	28%	6%	3,246	3.05
Rating	9%	20%	39%	27%	5%	1,617	3.01
Grading	5%	21%	40%	28%	6%	1,629	3.09

Muni - Courtesy of Drivers

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	7%	14%	38%	33%	8%	3,337	3.20
Rating	7%	14%	38%	33%	7%	1,663	3.18
Grading	7%	14%	38%	33%	8%	1,674	3.21

Cleanliness of sidewalks in your neighborhood

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	7%	17%	30%	34%	12%	3,678	3.26
Rating	8%	17%	31%	30%	13%	1,832	3.25
Grading	6%	18%	28%	37%	11%	1,846	3.28

Cleanliness of sidewalks citywide

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	8%	28%	45%	18%	1%	3,459	2.78
Rating	10%	26%	44%	19%	1%	1,712	2.76
Grading	6%	30%	45%	18%	1%	1,747	2.79

San Francisco City Survey 2005
Appendix B - Survey Responses by Method

Cleanliness of streets in your neighborhood

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	5%	13%	32%	38%	12%	3,658	3.39
Rating	5%	14%	32%	36%	13%	1,820	3.38
Grading	5%	12%	31%	41%	11%	1,838	3.41

Cleanliness of streets citywide

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	5%	22%	45%	26%	2%	3,449	2.98
Rating	6%	21%	44%	28%	2%	1,708	2.99
Grading	4%	22%	46%	25%	2%	1,741	2.98

Pavement conditions of streets in your neighborhood

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	7%	18%	36%	32%	7%	3,653	3.13
Rating	8%	16%	35%	33%	8%	1,823	3.16
Grading	6%	20%	37%	31%	6%	1,830	3.10

Pavement conditions of streets citywide

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	10%	28%	40%	20%	2%	3,437	2.76
Rating	10%	26%	40%	21%	2%	1,703	2.79
Grading	9%	31%	40%	19%	1%	1,734	2.72

Quality of the grounds at the City's parks

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	2%	8%	30%	47%	13%	3,380	3.60
Rating	3%	7%	29%	49%	13%	1,686	3.62
Grading	2%	9%	31%	46%	12%	1,694	3.58

San Francisco City Survey 2005
Appendix B - Survey Responses by Method

Cleanliness and maintenance of the facilities at the City's parks

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	6%	21%	41%	29%	4%	3,185	3.03
Rating	7%	18%	41%	29%	4%	1,579	3.06
Grading	5%	23%	41%	28%	3%	1,606	3.01

Convenience of the City's recreation programs

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	4%	13%	39%	38%	6%	2,296	3.29
Rating	5%	12%	37%	40%	7%	1,132	3.33
Grading	4%	14%	41%	36%	5%	1,164	3.26

Quality of city recreation programs and activities for adults

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	6%	19%	42%	29%	5%	1,815	3.09
Rating	6%	19%	40%	29%	6%	892	3.10
Grading	5%	18%	44%	28%	4%	923	3.09

Quality of city recreation programs and activities for children and youth

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	7%	18%	40%	29%	6%	1,694	3.10
Rating	7%	20%	37%	30%	7%	824	3.11
Grading	7%	17%	42%	28%	6%	870	3.09

Quality of interaction with Recreation and Parks staff

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	2%	5%	23%	48%	22%	1,005	3.83
Rating	2%	5%	23%	45%	25%	485	3.86
Grading	2%	5%	22%	51%	20%	520	3.81

San Francisco City Survey 2005
Appendix B - Survey Responses by Method

Library collections of books, tapes, etc.

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	2%	6%	27%	48%	17%	2,674	3.74
Rating	2%	5%	27%	48%	19%	1,317	3.77
Grading	2%	6%	28%	48%	16%	1,357	3.71

Assistance from library staff

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	1%	3%	21%	49%	27%	2,565	3.97
Rating	2%	3%	20%	51%	25%	1,259	3.94
Grading	1%	3%	21%	47%	28%	1,306	3.99

Library programs and activities for adults

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	2%	9%	34%	42%	13%	1,385	3.56
Rating	2%	8%	33%	42%	15%	670	3.59
Grading	2%	10%	35%	41%	12%	715	3.52

Library programs and activities for children and youth

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
Combined	2%	8%	30%	45%	16%	1,281	3.64
Rating	2%	7%	30%	44%	17%	622	3.66
Grading	2%	8%	30%	45%	15%	659	3.63

San Francisco City Survey 2005
Appendix C - Open-Ended Responses

What are the main reasons you choose to live in San Francisco?

Category	Counts	% of Respondents	% of Comments
Location/Natural Beauty	1048		24%
Beautiful/Views	402	20%	9%
Weather/Climate	401	20%	9%
Proximity to ocean, beaches, mountains, nature, parks, outdoor activities	116	6%	3%
Location/Size of City	91	4%	2%
Environment/ Environmentally Friendly	38	2%	1%
People	586		14%
Diversity/Immigrants	365	18%	8%
Open-mindedness/Tolerance/ Liberalism/Well-educated population	117	6%	3%
General/Good things about people/Friendliness of City	65	3%	1%
Gay-friendly	39	2%	1%
Personal Connections	510		12%
Born in San Francisco/ Family in San Francisco/ Length of Time in San Francisco	456	22%	11%
Proximity to friends	54	3%	1%
General/Miscellaneous	485		11%
General quality of life/Urban lifestyle/Neighborhoods/ Communities	306	15%	7%
Convenience	179	9%	4%
Activities/Variety	452		10%
Activities/Restaurants/ Entertainment/Nightlife/ Shopping	452	22%	10%
Jobs/Economic Opportunities	410		9%
Jobs/Resources	299	15%	7%
Moved here for a Job/ Proximity to Work	111	5%	3%

San Francisco City Survey 2005
Appendix C - Open-Ended Responses

Category	Counts	% of Respondents	% of Comments
Arts and Culture	303		7%
Cultural pursuits/ the Arts/ Libraries/ Museums/ Architecture/Music/Theater/ History/ Landmarks	303	15%	7%
Government/Politics	153		4%
Political compatibility	116	6%	3%
Good/Efficient/Effective Government	20	1%	0%
Access to health care/insurance	15	1%	0%
Mayor/City government	2	0%	0%
Transportation	186		4%
Good/Convenient transportation	127	6%	3%
Housing	51		1%
Home ownership	36	2%	1%
Housing/Rent prices/Rent control	13	1%	0%
Real estate value	2	0%	0%
Crime	27		1%
Low crime rate/Safe neighborhoods	25	1%	1%
Police/Good police force	2	0%	0%
Education	82		2%
Schools	33	2%	1%
Colleges/Universities	49	2%	1%
Parks and Recreation	59		1%
Parks/Dogs/Landscaping	46	2%	1%
Recreation programs/Access to recreation	13	1%	0%
Cleanliness	14		0%
Cleanliness of city	14	1%	0%

What are the main drawbacks to living in San Francisco?

Category	Counts	% of Respondents	% of Comments
Cost of living/housing	1375		30%
General cost of living	765	37%	17%
Housing/Rent prices/ Rent control	610	30%	13%
Parking and Traffic	747		16%
Need better and more parking/ affordable parking/ free parking	387	19%	8%
Need better traffic control/Congestion control/Too many cars/More citations need to be issued	333	16%	7%
Parking tickets too high	21	1%	0%
More bike lanes needed	6	0%	0%
Homelessness	581		13%
Homelessness/Panhandling	558	27%	12%
More outreach and services for poor/ Homeless/ Drug addicts/ Mentally ill	23	1%	0%
Streets/City Cleanliness	354		8%
Streets/Clean up streets/Trash/Graffiti	259	13%	6%
Poor pavement condition	55	3%	1%
Street beautification/ Plant more trees, plants	18	1%	0%
Dirtiness in specific neighborhoods	12	1%	0%
Construction	7	0%	0%
Ugly overhead cables	3	0%	0%

San Francisco City Survey 2005
Appendix C - Open-Ended Responses

Category	Counts	% of Respondents	% of Comments
Crime/Safety	320		7%
Crime rate too high/Unsafe neighborhoods	212	10%	5%
Quality of life/Crimes	54	3%	1%
Gangs	32	2%	1%
Crossing the street is unsafe	15	1%	0%
No safe places for young children and seniors	4	0%	0%
Crime in specific neighborhoods	3	0%	0%
City Government/Politics	299		6%
Services poorly administered	63	3%	1%
Comments about politicians, Mayor, Board of Supervisors	53	3%	1%
Taxes too high or too low	51	2%	1%
Politics too liberal	45	2%	1%
Lack of services	44	2%	1%
Corrupt politics	16	1%	0%
Access to services	12	1%	0%
Poor health services/ Spending/ Access	10	0%	0%
Same sex marriage should be illegal	4	0%	0%
DA doesn't prosecute drug dealers/Crimes	1	0%	0%
People	238		5%
City is too crowded/ Too many people/Unpersonable	128	6%	3%
Negative comments about people	73	4%	2%
Too many immigrants	18	1%	0%
Gap between rich and poor	9	0%	0%
Too many gay people	6	0%	0%
Lack of community	4	0%	0%

San Francisco City Survey 2005
Appendix C - Open-Ended Responses

Category	Counts	% of Respondents	% of Comments
General/Quality of Life	157		3%
Other	62	3%	1%
Noise control	46	2%	1%
General/Quality of life/ Lifestyle	15	1%	0%
Fewer chain stores/Create more support for locally owned businesses/ Encourage green business	9	0%	0%
Dog complaints	8	0%	0%
Not enough shopping/ Entertainment	8	0%	0%
Not enough arts/Culture	4	0%	0%
Fewer sexually explicit businesses/Theaters/Sex shops	3	0%	0%
More supermarkets/ Lack of decent grocery stores	2	0%	0%
Muni	128		3%
General--Poor public transit	67	3%	1%
More Muni extensions connecting with more routes	31	2%	1%
Make it run more efficiently/ Timeliness	13	1%	0%
No price increases/ fare comments	6	0%	0%
Drivers	5	0%	0%
Safety/More police on Muni	4	0%	0%
Better service at night	2	0%	0%

San Francisco City Survey 2005
Appendix C - Open-Ended Responses

Category	Counts	% of Respondents	% of Comments
Education/Schools	149		3%
Quality of schools	134	7%	3%
Better pay for teachers	5	0%	0%
Allow children to attend school in their neighborhood	4	0%	0%
Better and more after school and summer programs	2	0%	0%
Need more schools	2	0%	0%
Improve school safety	2	0%	0%
Weather	158		3%
Weather/ Lack of warm weather	87	4%	2%
Parks and Recreation	37		1%
More parks/ gardens/ recreational and athletic spaces	17	1%	0%
Better playgrounds and parks/ maintenance and safety	17	1%	0%
More recreational programs for children, including indoor programs	3	0%	0%
Jobs/Economy	68		1%
Lack of jobs	52	3%	1%
Commute	13	1%	0%
Jobs don't pay well/ Living wage/ Type of jobs available	3	0%	0%
Family	24		1%
City is not a good place to raise a family	17	1%	0%
More family friendly activities, programs and services	3	0%	0%
More affordable day care	4	0%	0%
Police	20		0%
Improve the department	7	0%	0%
More police/ Get them out of cars and walk the streets	13	1%	0%
Libraries	9		0%
Better library branches/ Maintenance	8	0%	0%
Maintain/ Increase funding	1	0%	0%

San Francisco City Survey 2005
Appendix C - Open-Ended Responses

What would make San Francisco a better city for families?

Category	Counts	% of Respondents	% of Comments
Cost of living/Housing	857		25%
Housing	688	37%	20%
General cost of living	136	7%	4%
Affordable education/ Childcare	33	2%	1%
Schools/Education quality	633		18%
Improve school quality	586	32%	17%
No busing/ Lottery/ More neighborhood schools	38	2%	1%
Private school comments	9	0%	0%
Crime/Safety	397		12%
Crime/General safety	337	18%	10%
Youth violence/ Gangs/ Drugs	36	2%	1%
School safety	20	1%	1%
Dogs	4	0%	0%
Parks and Recreation	247		7%
General	86	5%	3%
Maintenance of parks and facilities	81	4%	2%
Recreation programs	80	4%	2%
Homelessness	253		7%
General homelessness	253	14%	7%
Cleanliness	199		6%
Clean streets/ Sidewalks/ General city dirtiness	199	11%	6%
Activities/Programs/Things to do	194		6%
General--more family friendly activities, cultural opportunities, entertainment	94	5%	3%
More after school/ Summer programs	93	5%	3%
Jobs for teens/ Students	7	0%	0%

San Francisco City Survey 2005
Appendix C - Open-Ended Responses

Category	Counts	% of Respondents	% of Comments
City services/Gov't.	127		4%
General--improve services	58	3%	2%
Health--improve access/ Insurance for families/Kids	49	3%	1%
Tax comments	20	1%	1%
Parking and traffic	140		4%
Traffic control	70	4%	2%
Parking	42	2%	1%
Traffic safety	28	2%	1%
MUNI/Public transportation	96		3%
Improve routes/ Convenience	60	3%	2%
Make safer/More child friendly	12	1%	0%
Fares/Prices	7	0%	0%
General/Other	17	1%	0%
Jobs/Economy	64		2%
Better jobs	64	3%	2%
Environment	59		2%
Other	46	2%	1%
Street beautification/ Plant more trees, plants	13	1%	0%
General	34		1%
General	4	0%	0%
Too crowded	6	0%	0%
Diversity	8	0%	0%
Limit immigrants	7	0%	0%
Gay/Lesbians	9	0%	0%
Libraries	17		0%
General libraries	17	1%	0%



CITY & COUNTY OF SAN FRANCISCO

January 10, 2005

Dear San Franciscan,

We need your help.

One of the best ways to evaluate our city's government is to ask the people who live here what they think.

What's working in San Francisco?

What needs to change?

You can help make the City a better place. Please take a few minutes to complete the enclosed survey.

It addresses some of the services that City residents use the most – such as parks, libraries, Muni – and conditions that affect our quality of life.

You have been randomly selected to receive this survey. Your answers will be confidential.

Please tear off this page and refold the completed survey so that the City's address shows. The postage is already paid. Or if you prefer, complete the survey online at <http://citysurvey.sfgov.org>.

Thank you! Your answers will be part of a report card to the Mayor, the Board of Supervisors, the City's managers, the media, and other citizens.

If you have any questions, please feel free to write or phone me.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Ed Harrington".

Ed Harrington
City Controller

SAN FRANCISCO CITY SURVEY 2005

Unless otherwise instructed, please circle the one letter grade or number that best fits your opinion or experience.

1. How do you rate the cleanliness of the sidewalks:	Excellent	Good	Average	Poor	Failing
In your neighborhood?	A	B	C	D	F
Citywide?	A	B	C	D	F

2. Considering the street from curb to curb (excluding sidewalks), how do you rate the cleanliness of the streets:	Excellent	Good	Average	Poor	Failing
In your neighborhood?	A	B	C	D	F
Citywide?	A	B	C	D	F

3. How do you rate the condition of the pavement of the streets (excluding sidewalks):	Excellent	Good	Average	Poor	Failing
In your neighborhood?	A	B	C	D	F
Citywide?	A	B	C	D	F

4. How do you feel about the current number of trees:	Not Enough	About Right	Too Many
In your neighborhood?	1	2	3
Citywide?	1	2	3

5. How do you rate the City's parks and/or recreational programs in the following categories?	Excellent	Good	Average	Poor	Failing	Have Not Used
Quality of grounds (landscaping, plantings)	A	B	C	D	F	X
Condition of facilities (cleanliness, maintenance)	A	B	C	D	F	X
Convenience of recreation programs (location, hours)	A	B	C	D	F	X
Quality of programs and activities for adults (18 and over)	A	B	C	D	F	X
Quality of programs and activities for children and youth (under 18)	A	B	C	D	F	X

6. In the past year, how often did you visit a City park?	At Least Once/Week	At Least Once/Month	Several Times/Year	Once or Twice/Year	Never
	1	2	3	4	5

7. In the past year, have you or anyone in your household participated in a program or activity of the Recreation and Park Department (such as classes, athletic leagues, art programs, swimming, child development and latchkey programs)?	Yes	No
	1	2

8. In your use of City parks, recreation programs, and facilities, did you have any interaction with City Recreation and Park staff?	Yes	No
	1	2

If YES, how would you describe the overall quality of your interactions with Recreation and Park staff?	Excellent	Good	Average	Poor	Failing
	A	B	C	D	F

9. In general, how do you rate the City's libraries in the following categories?	Excellent	Good	Average	Poor	Failing	Have Not Used
Collections of books, tapes, etc.	A	B	C	D	F	X
Assistance from library staff	A	B	C	D	F	X
Programs and activities for adults (18 and over)	A	B	C	D	F	X
Programs and activities for children and youth (under 18)	A	B	C	D	F	X

San Francisco City Survey 2005
Appendix D – Survey Questionnaire

10. In the past year, how often did you:

	At Least Once/Week	At Least Once/Month	Several Times/Year	Once or Twice/Year	Never
Visit the City's Main library?	1	2	3	4	5
Visit a branch library?	1	2	3	4	5

11. In general, how do you rate the quality of the Muni transit system in the following categories?

	Excellent	Good	Average	Poor	Failing	Have Not Used
Convenience of routes	A	B	C	D	F	X
Timeliness/reliability	A	B	C	D	F	X
Cleanliness	A	B	C	D	F	X
Fares	A	B	C	D	F	X
Safety	A	B	C	D	F	X
Communication to passengers	A	B	C	D	F	X
Courtesy of drivers	A	B	C	D	F	X

12. Typically, how often do you ride Muni?

	Daily	Several Times/Week	Once or Twice/Week	Several Times/Month	Once or Twice/Month	Never
	1	2	3	4	5	6

13. How safe would you feel walking alone in your neighborhood:

	Very Safe	Safe	Neither Safe Nor Unsafe	Unsafe	Very Unsafe
During the day?	1	2	3	4	5
At night?	1	2	3	4	5

14. How safe do you feel crossing the street?

	1	2	3	4	5
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15. Do you have any health insurance, including Medi-Cal or Medicare?

	Yes 1	No 2
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16. If YES, 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
	1	2	3	4	5

17. Do you have any children in the following age groups who live in San Francisco? CIRCLE ALL THAT APPLY.

	No Kids/No Kids in SF (Skip to 21)	0-5 years	6-12 years	13-17 years
	1	2	3	4

18. Do your children have health insurance?

	No-Not covered	Yes-Public (Medi-Cal, etc.)	Yes-Private (covered under my insurance)
	1	2	3

19. Do your children attend school in San Francisco (Kindergarten through 12th grade)? CIRCLE ALL THAT APPLY.

	No	Yes-Public School	Yes-Private School
	1	2	3

20. Are you using the following services for your children (private or public)?

	Yes	No-Don't Need	No-Too Expensive	No-Not Available	No-Too Far	No-Poor Quality	No-Other
Childcare (0-5)	1	2	3	4	5	6	7
Afterschool program (6-17)	1	2	3	4	5	6	7
Academic enrichment	1	2	3	4	5	6	7
Youth employment/career development	1	2	3	4	5	6	7
Counseling	1	2	3	4	5	6	7
Other _____	1	2	3	4	5	6	7

San Francisco City Survey 2005
Appendix D – Survey Questionnaire

21. What are the main reasons you choose to live in San Francisco? _____

22. What are the main drawbacks to living in San Francisco? _____

23. 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
1	2	3	4

24. What would make San Francisco a better city for families? _____

25. Overall, how good a job do you think local government is doing at providing services?

Excellent A	Good B	Average C	Poor D	Failing F
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GENERAL INFORMATION

The following questions are included to help us know how well the respondents to this survey represent all the residents of San Francisco. If you object to any question, please leave it blank.

How many people live in your household?

1	2	3	4	5 or more
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How long have you lived in San Francisco?

Less Than 1 Yr.	1-4 Yrs.	5-9 Yrs.	10-19 Yrs.	Over 19 Yrs.
1	2	3	4	5

What is your age?

Under 20	20-29	30-44	45-59	60-74	Over 74
1	2	3	4	5	6

What is your sex?

Female 1	Male 2	Which of these comes closest to describing your sexual orientation?	Bisexual 1	Gay/Lesbian 2	Heterosexual/Straight 3
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Which of these comes closest to describing your ethnic background?

African American/ Black 1	Asian or Pacific Islander 2	Latino/ Hispanic 3	Native American/ Indian 4	White/ Caucasian 5	Mixed Ethnicity 6	Other (See below) 7
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If mixed or other, please specify: _____

What is the highest level of education you have completed?

Less Than High School 1	High School 2	Less than 4 Yrs. College 3	4 or More Years College or Post Graduate 4
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How many hours a week do you work in paid employment?

None 1	1 to 14 2	15 to 34 3	35 or More 4
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What was your household's total income before taxes in 2004?

Less Than \$10,000 1	\$10,000 to \$24,999 2	\$25,000 to \$49,999 3	\$50,000 to \$99,999 4	\$100,000 or More 5
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COMMENTS ABOUT CITY SERVICES?
