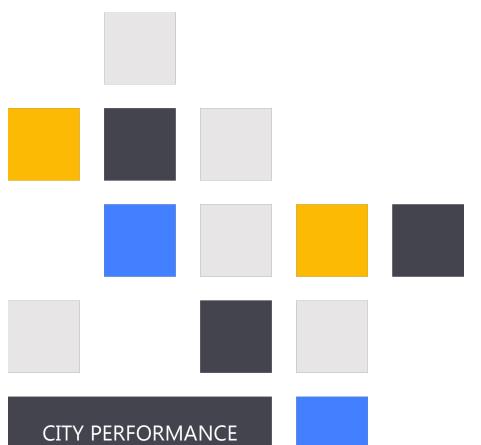# 2019 San Francisco City Survey

A biennial survey of San Francisco residents

CITY PERFORMANCE

May 13, 2019

City & County of San Francisco
Office of the Controller
City Services Auditor

About City Performance

The City Services Auditor (CSA) was created in the Office of the Controller through an amendment to the San Francisco City Charter that was approved by voters in November 2003. Within CSA, City Performance ensures the City's financial integrity and promotes efficient, effective, and accountable government.

City Performance Goals:

- City departments make transparent, data-driven decisions in policy development and operational management.
- City departments align programming with resources for greater efficiency and impact.
- City departments have the tools they need to innovate, test, and learn.

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Executive Summary

Every two years, the City and County of San Francisco surveys its residents to objectively assess their use of and satisfaction with various city services. The 2019 City Survey is the 17th survey conducted.

Corey, Canapary, & Galanis administered the survey to a random sample of 2,218 San Francisco residents. This report, developed by the City Performance Unit of the Controller's Office, reviews the results and key findings of the research. Visit www.sfgov.org/citysurvey to access additional City Survey content including interactive graphs and the full data set of survey responses.

RATINGS

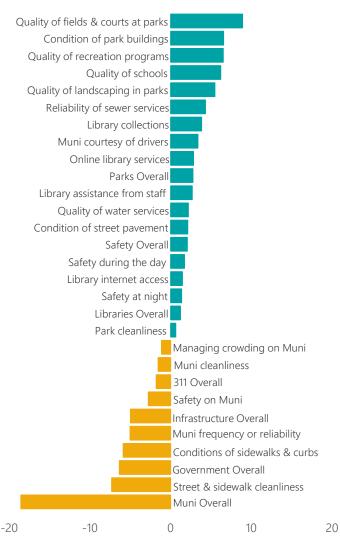|	2019	2017	change
GOVERNMENT	**B-**	B-	--
LIBRARIES	**A-**	B+	⬆
PARKS	**B+**	B	⬆
SAFETY	**B**	B	--
TRANSPORTATION	**C+**	B-	⬇
INFRASTRUCTURE	**B-**	B	⬇
311 SERVICES	**B+**	B	⬆

The grades for Libraries, Parks, and 311 Services each increased by half a grade from the previous survey in 2017 (e.g., from a "B" to a "B+"), while Transportation and Infrastructure each decreased by half a grade, and Government and Safety remained the same.

The library system continues to improve and earn the highest ratings among City services, receiving an "A-" from respondents with over 50% rating an "A". Muni continues to receive the lowest ratings in the 2019 survey, dropping from a "B-" to a "C+", with only 40% rating it an "A" or "B", and over 20% rating it a "D" or "F".

On average, City service ratings have changed very little since 2017

The percent of respondents rating individual service attributes an "A" or "B" changed by an average of only four percentage-points between 2017 and 2019. Over two-thirds of ratings changed by less than five percentage-points. The quality of fields and courts for the Parks system represents the largest improvement, increasing by nine percentage-points. The largest decrease was 19 percentage-points in the overall Muni rating.

A- Respondents rate the Library the highest grade of any government service since the City Survey began in 1996.

Percentage-point difference in ratings of "A" and "B" from 2017 to 2019

Some ratings existed only in 2017 (streetlights, cleanliness of branch libraries, and cleanliness of Main Library) while others existed only in 2019 (overall library cleanliness, and quality of library programming). These do not appear in the above graphic.

Park attributes have seen some of the largest increases from 2017, with four of the five largest improvements. All Library ratings increased, though there is significant variation in the extent of these changes, with collections and online services seeing the largest growth and internet access the smallest.
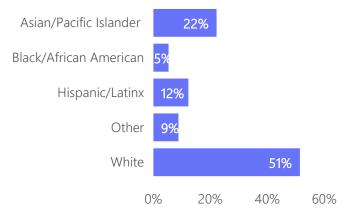
All safety attributes changed by just two percentage-points or less. This is expected as the overall Safety grade remains the same since 2017. Although the overall Government grade also remains the same it has seen a larger decrease in the percent of respondents rating it an "A" or "B" than most attributes.

The rating for 311 increased by a half-grade in 2019, even though the percent of respondents rating it an "A" or "B" actually decreased slightly between 2017 and 2019.
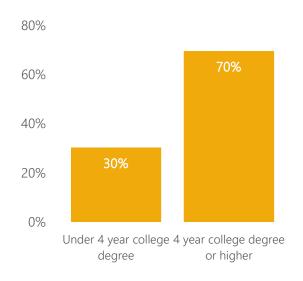
The overall Muni rating has seen the largest decrease and most individual Muni attributes have lower ratings. Though, many of those decreases were quite small. Infrastructure changes were split between utilities which have increased, and streets and sidewalks which have decreased.

Demographic characteristics of the survey population

The City Survey is conducted using a random sample of San Francisco residents to be as representative as possible of the City as a whole. See Appendix A for more detail. This report aims to explore differences across race/ethnicity, gender, age, income, geography, and education levels, as well as the intersections of these characteristics. Twenty-eight percent of City Survey respondents report having a dependent under 18. The Child and Family Survey, found on the City Survey website, contains more in-depth information about families.
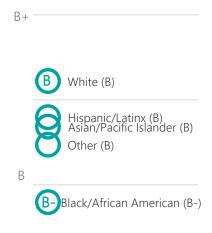
Asian/Pacific Islander 22%
Black/African American 5%
Hispanic/Latinx 12%
Other 9%
White 51%

Percent of respondents by race/ethnicity

Under 4 year college degree 30%
4 year college degree or higher 70%

Percent of respondents by education

$50,000 or less 25%
$50,001 to $100,000 21%
$100,001 and over 55%

Percent of respondents by income

12% identify as LGBTQ+.

17% have lived in the City for under six years.

12% report a physical disability.

29% have lived in the City for over 30 years.

There are not major differences in ratings of government services between respondents who identify as LGBTQ+ and those who do not. Respondents who report a physical disability rate a number of government services lower, including Government overall, Infrastructure, and Safety. Respondents with a physical disability are also more likely to be low-income and over 55 years old than respondents who do not report one.

Key themes across the survey
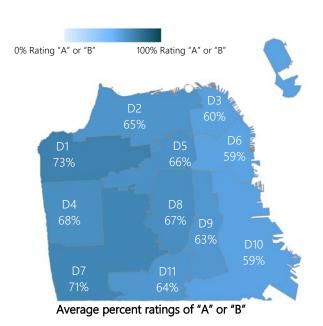

Average rating by race/ethnicity

Several trends in respondent ratings of government services stand out across the survey. Black/African American respondents on average rate government services lower than White respondents, and often lower than other racial/ethnic groups like Asian or Pacific Islander (API) and Hispanic/Latinx respondents. This trend is particularly clear in ratings for overall Government, Libraries, Parks, Transportation, and Infrastructure. The only service areas where Black/African American respondents are not among the racial/ethnic groups giving the lowest ratings are 311 and Safety.

Low-income respondents (defined as respondents making $50,000 or less per year) rate some services higher than middle- or high-income respondents ($50,001 to $100,000 and over $100,000 per year, respectively). This is true of overall Government, Transportation, and 311 (users of 311 only). Income differences are not apparent in Library or Infrastructure ratings. A digital divide is visible across income groups. Low-income respondents are less likely to have heard of 311 and less likely to have used online services at libraries. A similar pattern is visible for Hispanic/Latinx respondents in comparison to other racial/ethnic groups.

63% of low-income respondents have heard of 311 and 28% used online library services, compared to over 75% of middle- and high-income ones who heard of 311 and 40% who used online library services.

Older respondents and respondents who have lived in the City for longer often rate government services lower than younger respondents or those who 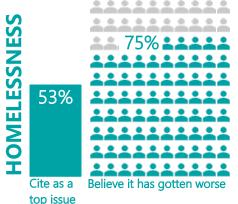have moved to San Francisco more recently. This is particularly true of overall Government, Infrastructure, and Parks. In some cases these trends change with other characteristics of those respondents, such as income.

Average percent ratings of "A" or "B"

Respondents in the Southeast of the City continue to rate government services the lowest in general. There are no consistent geographic trends in changes to service ratings between 2017 and 2019. In some service areas the Southeast, District 10 (Bayview/Hunters Point) in particular, reports more positive movement than other areas of the City. These increases are most pronounced in the overall Park and Safety ratings.

Survey respondents were asked in 2017 and 2019 to name the most important issues facing the City. In 2019, respondents were also asked whether three frequently noted issues from 2017—homelessness, infrastructure, and public safety—had gotten better, worse, or stayed the same.

Homelessness remains the top issue among respondents, and three-quarters believe it has gotten worse

When asked what they believe the top issues facing San Francisco are, 53% of respondents cite homelessness. In addition, 27% mention housing and 16% cost of living or displacement.

Seventy-five percent of survey respondents say they believe homelessness has gotten worse in the past two years, while only 8% believe it has gotten better and 17% believe it has stayed the same.

A quarter of respondents cite infrastructure as a top issue and over half believe street cleanliness has declined

Twenty-three percent of respondents cite infrastructure as a top issue in the City. Nine percent specifically state that the City is too dirty or there is too much trash on the streets and sidewalks, while 7% reference bodily fluids on the sidewalks or in the streets.

Fifty-seven percent of survey respondents say they believe street cleanliness has gotten worse in the past two years. Eighteen percent believe it has gotten better and 25% believe it has stayed the same.

One-fifth of respondents cite law enforcement and safety as a top issue, while just under half believe public safety has gotten worse

Twenty-one percent of respondents cite safety and law enforcement in general as a top issue for the City. Of those, the most commonly mentioned issue was open drug dealing or use, with almost 10% of respondents mentioning it. In addition, 7% cite feeling unsafe or too much crime, while 6% cite petty crime such as bike theft or car break-ins, and feelings that the incidents were not adequately addressed by police.

Forty-five percent of respondents say public safety has gotten worse in the past two years, while 21% say it has gotten better and 34% believe it has stayed the same.
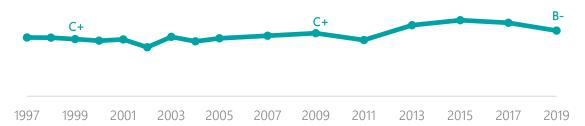
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B- Government

The percent of respondents rating government A or B falls below 50% for the first time since 2011

Local Government

Respondent ratings of local government overall remain a "B-", the same grade since 2013, but have dropped within that grade. The percent of respondents rating government an "A" or "B" declined from a high of 57% in 2015 to 49% in 2019.

41% of respondents living in the City for longer than 20 years rate government an "A" or "B", over 10 percentage-points lower than other groups.

Black/African American respondents rate government the lowest, Hispanic/Latinx respondents rate it the highest

Thirty-four percent of Black/African American respondents rate local government an "A" or "B", compared to 58% of Hispanic/Latinx respondents. Low-income respondents rate government more positively than higher income ones.

Percent rating overall Government "A" or "B" by race/ethnicity and income

Homelessness and housing continue to be leading issues

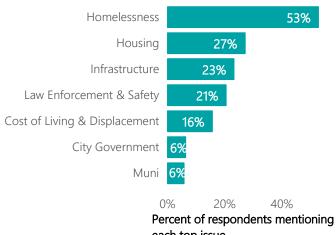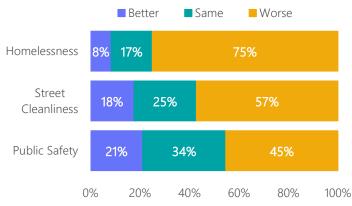Survey respondents were asked to name the most important issues facing the City. More than half of respondents cite homelessness as a top issue (53%), up from 33% of respondents in 2017. Housing remains the second most cited issue, with similar ratings across survey years (31% in 2017 and 27% in 2019). Other issues commonly reported by respondents include infrastructure and cleanliness, concerns about public safety, and cost of living and displacement.

Issue	Percent
Homelessness	53%
Housing	27%
Infrastructure	23%
Law Enforcement & Safety	21%
Cost of Living & Displacement	16%
City Government	6%
Muni	6%

Percent of respondents mentioning each top issue

Most respondents believe major issues from 2017 have gotten worse

Issue	Better	Same	Worse
Homelessness	8%	17%	75%
Street Cleanliness	18%	25%	57%
Public Safety	21%	34%	45%

Percent of respondents by response to key issues

In 2019, respondents were asked whether three frequently noted issues from 2017 had gotten better or worse. Only 8% of respondents believe homelessness has improved since 2017, while 75% believe it has gotten worse. Younger and lower income respondents are slightly less likely to say homelessness has gotten worse.

Black/African American respondents are more likely to say street cleanliness has gotten worse (70%) than respondents of other races/ethnicities (48% API, 52% Hispanic/Latinx, and 60% White). There are no clear patterns of responses across supervisorial districts. Low-income respondents are significantly less likely to say street cleanliness has gotten worse in the past two years than higher income ones.

Thirty-two percent of low-income respondents say public safety has gotten better over the past two years compared to only 16% of high-income respondents. Hispanic/Latinx respondents are most likely to say public safety has improved, while White and API respondents are least likely to.

Long-term respondents report worsening conditions

Respondents living in San Francisco for longer are more likely to say that public safety, street cleanliness, and homelessness have gotten worse. In particular, those who have lived in the City more than five years are almost 15 percentage-points more likely to say homelessness has gotten worse than those who have lived in the City for five years or less. Similarly, respondents who have lived in the City for more than five years are 12 percentage-points more likely to say public safety and street cleanliness have gotten worse.

A- Libraries

Library ratings reach an all-time high, with the highest grade of any service since the first City Survey in 1996

A-	Online services	
A-	Collection of books, DVDs, CDs, etc.	
A-	Assistance from library staff	
B+	Internet access	
B+	Condition of the library	
B+	Quality of library programs, classes & events	

markers show max and min values

2009   2019

Library Overall

2009 · 2011 · 2013 · 2015 · 2017 · 2019

Respondent ratings for the Library overall increase from a "B+" to an "A-", the highest of all survey years. All library attributes received the highest ratings in City Survey history. New questions about library programming and condition were added to the survey in 2019, with 89% and 84% of respondents rating an "A" or "B", respectively.

93% of respondents rate assistance from library staff an "A" or "B", the highest of the survey. The library received four of the top five highest ratings from the 2019 City Survey.

Respondents across income levels rate the library similarly, though use varies slightly

Approximately 90% of respondents rate the library an "A" or "B" across the income spectrum, but usage patterns differ. Low-income respondents are slightly more likely to be frequent users (one or more times a month) of any library service, and are more likely to have used the Main Library (located in District 6) in the past year. They are less likely, however, to have used online services than middle- or high-income respondents.

76% of respondents with children visited a branch library in the past year. Respondents with children are almost twice as likely to be frequent library users than those without.

Hispanic/Latinx and White respondents rate libraries higher than Black/African American and API respondents

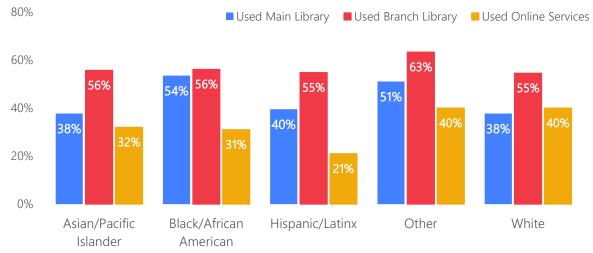Hispanic/Latinx respondents give the Library overall the highest rating, with 94% rating an "A" or "B". Black/African American respondents rate the library the lowest, but saw the greatest increase between 2017 to 2019, going from 81% to 87% rating the Library overall an "A" or "B".

Percent rating Library overall an "A" or "B" by race/ethnicity over time

■ 2017 ■ 2019

Main Library and online services usage vary by race/ethnicity

The likelihood of being a frequent library user (at least once a month) overall and of the branch libraries is about equal across race/ethnicity. Usage patterns differ across the Main Library and online services. Black/African American respondents are most likely to have used the Main Library in the past year (54%), while White respondents and those identifying as other race/ethnicity (includes those identifying as more than one race) are most likely to have used online services (40%). Hispanic/Latinx respondents are least likely to have used online services (21%).

■ Used Main Library   ■ Used Branch Library   ■ Used Online Services

Percent using library services in past year by race/ethnicity

B+ Parks

All park ratings climb steadily

B+	Quality of landscaping & plantings	
B+	Condition of recreation centers & clubhouses	
B+	Quality of recreation programs & activities	
B	Quality of athletic fields & courts	
B	Cleanliness	

markers show max and min values

2009   2019

Parks Overall

B+

B-

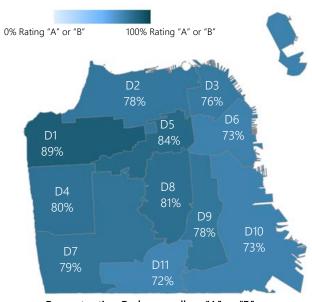2009   2011   2013   2015   2017   2019

The overall grade for City parks increased from a "B" in 2017 to a "B+" in 2019. Overall, respondents rating City parks an "A" or "B" keep ticking up, with 79% in 2019 compared to only 64% in 2011.

Four of the five park attributes increased from 2017; only park cleanliness remains essentially unchanged. In 2011, the first year the City Survey asked about the quality of fields and courts and the quality of programming, 58% and 60% of respondents rated them an "A" or "B", respectively. In 2019, those ratings are up to 76% and 86%.

The Southeast continues to have the lowest parks ratings in the City

0% Rating "A" or "B"   100% Rating "A" or "B"

D2 78%
D3 76%
D5 84%
D6 73%
D1 89%
D4 80%
D8 81%
D9 78%
D10 73%
D7 79%
D11 72%

Percent rating Parks overall an "A" or "B"

The Eastern and Southern parts of the City, Districts 6 (SOMA/Treasure Island), 10 (Bayview/Hunters Point), and 11 (Excelsior/ Ocean View) have the lowest park ratings in the City, though District 10 has improved from 2017 (73% rating an "A" or "B" in 2019, up from 59% in 2017). It has seen large increases across every attribute, while District 11 has larger than average increases in ratings for the quality of landscaping and the quality of fields and courts but decreases in quality of programming and the condition of recreation center buildings. The northwest of the City generally has the highest park ratings in 2019, with at least 80% of respondents living in Districts 1 (Richmond), 4 (Sunset), 5 (Haight/Western Addition), and 8 (Castro/Noe Valley) giving parks an "A" or "B" rating.

Black/African American respondents rate parks the lowest

Sixty-five percent of Black/African American respondents rate parks an "A" or "B", compared to 82% of White respondents, 80% of API respondents, and 74% of Hispanic/Latinx respondents. Black/African American and Hispanic/Latinx women rate parks much lower than women of other racial/ethnic groups and men of the same race/ethnicity.

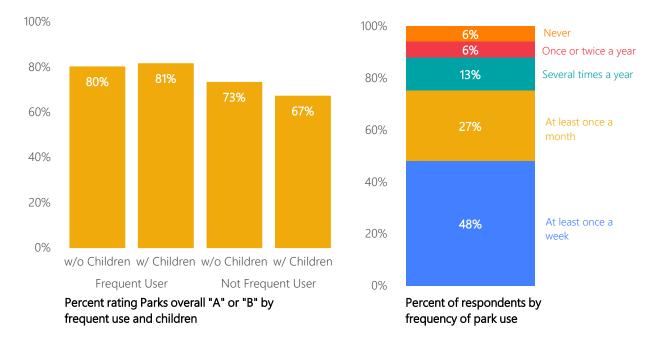|	Asian/Pacific Islander	Black/African American	Hispanic/ Latinx	Other	White
Female	78%	55%	65%	71%	82%
Male	81%	74%	83%	76%	83%

Percent rating Parks overall an "A" or "B" by race/ethnicity and gender

Frequent park users with children give parks the highest rating

Respondents who report using parks at least once a month (frequent users) are more likely to rate parks an "A" or "B" (80%) than those who use the parks less often (72%). Frequent users with children rate parks marginally higher (81%) than those without (80%), but much higher than parents or guardians who are not frequent park users (67%).

Nearly half (48%) of respondents report using parks at least once a week, while just 6% do not report visiting one in the past year.

63% of respondents with children report using a park at least once a week.

Percent rating Parks overall "A" or "B" by frequent use and children

	w/o Children	w/ Children	w/o Children	w/ Children
	80%	81%	73%	67%
	Frequent User		Not Frequent User	

Percent of respondents by frequency of park use

- 6% — Never
- 6% — Once or twice a year
- 13% — Several times a year
- 27% — At least once a month
- 48% — At least once a week

B Safety

Feelings of safety rise after a slight reduction in 2017

B+ Safety during the day

B- Safety at night

markers show max and min values

2009 2019

Safety Overall

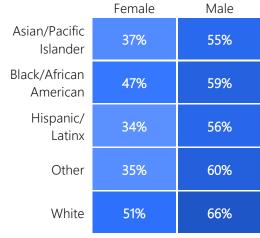B —————————————————— B

2009 2011 2013 2015 2017 2019

Most respondents (85%) report feeling safe or very safe walking alone in their neighborhood during the day, while just over half (53%) report feeling safe or very safe walking alone in their neighborhood at night. Both feelings of safety during the day and at night have improved after decreasing slightly in 2017, when the percentage of respondents who felt safe or very safe was 82% and 51%, respectively. These increases are not large enough to change letter grades.

Hispanic/Latinx women report the lowest ratings of safety

Gender continues to be a key factor in feelings of safety. Sixty-one percent of male respondents report feeling safe or very safe at night; only 44% of female respondents report the same. This trend holds across all racial/ethnic groups, except for feelings of safety during the day for those identifying as other race/ethnicity or White. Hispanic/Latinx women report the lowest ratings of safety during the day and at night, while White men report the highest ratings of safety compared to all other groups. White respondents have no gender differences in safety during the day, but similar gaps at night.

	Female	Male
Asian/Pacific Islander	73%	85%
Black/African American	79%	87%
Hispanic/Latinx	72%	81%
Other	86%	80%
White	90%	90%

Percent feeling safe or very safe during the day

	Female	Male
Asian/Pacific Islander	37%	55%
Black/African American	47%	59%
Hispanic/Latinx	34%	56%
Other	35%	60%
White	51%	66%

Percent feeling safe or very safe at night

Feelings of safety vary by both income and race/ethnicity

With the exception of Black/African American respondents, high-income respondents of most racial/ethnic groups report feeling safer during the night than lower income respondents. Black/African Americans rate feeling the least safe at night among middle-income respondents, but the safest of all races/ethnicities when looking at respondents making $50,000 or less per year.
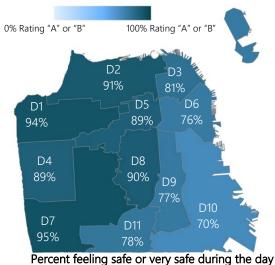
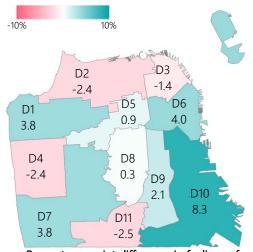|	Asian/Pacific Islander	Black/African American	Hispanic/ Latinx	Other	White
$50,000 or less	39%	61%	41%	45%	49%
$50,001 to $100,000	42%	39%	42%	45%	63%
$100,001 and over	54%	56%	47%	51%	59%

Percent feeling safe at night by race/ethnicity and income

Respondents from District 10 are least likely to feel safe walking alone in their neighborhood during the day and at night

Feelings of safety during the day have increased across most districts since 2017. Respondents from District 7 (Twin Peaks/Lake Merced) are most likely to feel safe or very safe walking alone in their neighborhoods both during the day (95%) and at night (72%). While respondents from District 10 (Bayview/Hunters Point) have the lowest ratings of safety, the district has seen improvements since 2017, with 70% reporting feeling safe or very safe during the day, up from 62% in 2017.

When looking at feelings of safety at night, more than half of districts saw decreases in feelings of safety at night, with the largest decrease in District 4 (Sunset); 65% of District 4 respondents feel safe or very safe alone in their neighborhood at night, down from 79% in 2017.

0% Rating "A" or "B"   100% Rating "A" or "B"

D2 91% | D3 81% | D1 94% | D5 89% | D6 76% | D4 89% | D8 90% | D9 77% | D7 95% | D11 78% | D10 70%

Percent feeling safe or very safe during the day

-10%   10%

D2 -2.4 | D3 -1.4 | D1 3.8 | D5 0.9 | D6 4.0 | D4 -2.4 | D8 0.3 | D9 2.1 | D10 8.3 | D7 3.8 | D11 -2.5

Percentage-point difference in feeling safe or very safe during the day from 2017 to 2019

C+ Transportation

Muni ratings sink to 2013 levels from a B- to a C+

B	Courtesy of drivers	
B-	Safety	
C+	Frequency or reliability	
C+	Cleanliness	
C	Managing crowding	

markers show max and min values

2009   2019

Muni Overall

C+   C+

2009   2011   2013   2015   2017   2019

Forty-percent of respondents rate Muni an "A" or "B" in 2019, down from a high of 59% in 2017. Respondent ratings of the courtesy of drivers remains the highest rated of Muni attributes, and the only to increase from 2017. Of all ratings in the 2019 City Survey, Muni's ability to manage crowding receives the lowest rating, a C average, with only 33% rating it an "A" or "B".

Low-income and older respondents rate Muni the highest

Low-income respondents rate Muni higher than middle- or high-income respondents. Fifty-two percent of low-income respondents give Muni an "A" or "B" rating in comparison to 34% of respondents making over $100,000 per year.

Respondents over 55 are also more likely to rate Muni an "A" or "B" than those in younger age groups, a trend which holds across income groups. There are several factors that could be causing this. Older respondents are more likely to be low-income, a group that rates Muni higher.
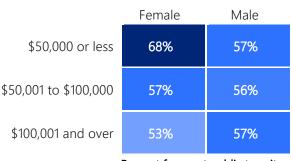
84% of respondents reported using Muni in the past year.

Bar chart:
- $50,000 or less: 52%
- $50,001 to $100,000: 42%
- $100,001 and over: 34%

Percent rating Muni overall an "A" or "B" by income

Frequent public transit users are most likely to be low-income women

Fifty-eight percent of respondents report frequent use (at least once a week) of public transportation (includes Muni and BART). Those who use public transportation frequently varies by race/ethnicity and gender, with
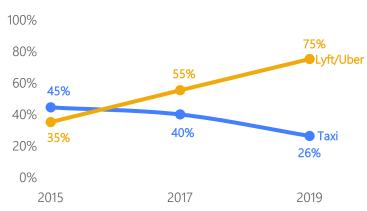
	Female	Male
$50,000 or less	68%	57%
$50,001 to $100,000	57%	56%
$100,001 and over	53%	57%

Percent frequent public transit users by income and gender

13% of Black/African American and Hispanic/Latinx women felt "Very Unsafe" on Muni compared to 3% of women of other races/ethnicities.

Hispanic/Latinx and API women respondents most likely to report using public transit (65% and 66%), while Black/African American men are least likely (42%). Frequent public transit use is fairly similar across income and gender groups, except for low-income women who are most likely to use Muni (68%).

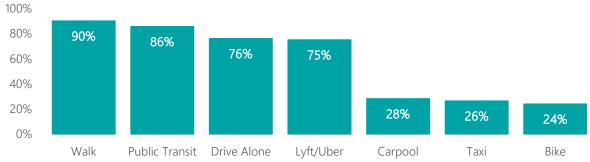## Use of Lyft and Uber continue to increase as Taxi use declines

Percent of respondents using a taxi or rideshare in the past year

Since 2015, the percentage of respondents reporting use of a ridesharing company like Lyft or Uber in the past year rose from 35% to 75%. Conversely, taxi use dropped from 45% in 2015 to 26% in 2019. Only 12% of respondents under the age of 35 report using a taxi in the past 12 months, while 35% of respondents over 55 have. White respondents are the most likely to have used Lyft or Uber and to have used a taxi.

Walking and public transit are the most common transit methods
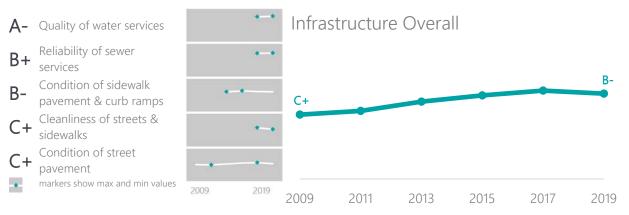
Seventy-five percent or more respondents report walking, using public transit, driving alone, or using a ridesharing company in the past year, while about a quarter of respondents report using other transit options.

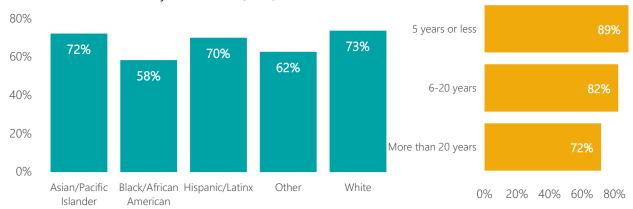Percent of respondents using each transit method in the past year

B- Infrastructure

Street conditions and street and sidewalk cleanliness both drop from a B- to a C+

A-	Quality of water services	
B+	Reliability of sewer services	
B-	Condition of sidewalk pavement & curb ramps	
C+	Cleanliness of streets & sidewalks	
C+	Condition of street pavement	

markers show max and min values

2009   2019

Infrastructure Overall

C+   B-

2009   2011   2013   2015   2017   2019

Ratings of overall Infrastructure decreased slightly from an overall rating of a "B" in 2017 to a "B-" in 2019. Quality of water services is the only infrastructure attribute with a letter grade improvement from a "B+" in 2017 to a "A-" in 2019. Across attributes, respondents rate the quality of water services the highest (87% rating an "A" or "B") and street and sidewalk cleanliness the lowest (45% rating an "A" or B").

Black/African American respondents and long-time San Franciscans are least satisfied with City infrastructure

Infrastructure ratings vary by race/ethnicity, with different groups rating each attribute the most favorably. Black/African American respondents are least likely to rate all measures of infrastructure an "A" or "B". The biggest gap in satisfaction based on length of time living in San Francisco is in ratings of reliability of sewer services: respondents who have lived in San Francisco for longer than 20 years are less likely to rate sewer services an "A" or "B" (72%) compared to those who have lived in San Francisco for five years or less (89%).

Asian/Pacific Islander: 72%	5 years or less: 89%
Black/African American: 58%	6-20 years: 82%
Hispanic/Latinx: 70%	More than 20 years: 72%
Other: 62%	
White: 73%	

Percent rating Infrastructure overall an "A" or "B" by race/ethnicity

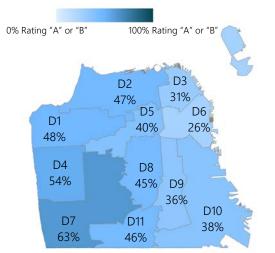Percent rating Sewer Services an "A" or "B" by time living in San Francisco

Respondents with lower incomes are more satisfied with street and sidewalk cleanliness but less satisfied with water and sewer services

Respondents with incomes of $100,000 or less per year are more likely to provide the highest ratings for cleanliness of neighborhood streets and sidewalks and condition of street pavement, than respondents with higher incomes. However, the opposite is true for ratings of quality of water services and reliability of sewer services.
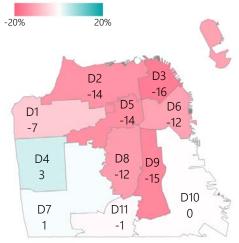
	Quality of water services	Reliability of sewer services	Condition of sidewalks & curbs	Condition of street pavement	Cleanliness of streets & sidewalks
$50,000 or less	81%	71%	58%	49%	49%
$50,001 to $100,000	84%	77%	59%	49%	47%
$100,001 and over	93%	85%	58%	41%	39%

Percent rating infrastructure attributes an "A" or "B" by income

Respondent ratings of cleanliness of neighborhood streets and sidewalks decline in most districts

0% Rating "A" or "B"   100% Rating "A" or "B"

D2 47%
D3 31%
D5 40%
D6 26%
D1 48%
D4 54%
D8 45%
D9 36%
D7 63%
D11 46%
D10 38%

Percent rating cleanliness an "A" or "B" in 2019

-20%   20%

D2 -14
D3 -16
D5 -14
D6 -12
D1 -7
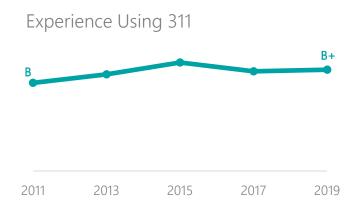D4 3
D8 -12
D9 -15
D7 1
D11 -1
D10 0

Percentage-point difference in cleanliness ratings from 2017 to 2019

Respondents living in District 7 (Twin Peaks/Lake Merced) are most likely to rate Infrastructure overall as an "A" or "B" (82%), compared to just 57% of District 10 (Bayview/Hunter's Point) respondents. Though, there is substantial variation in satisfaction across districts depending on the attribute. While District 3 (North Beach/Chinatown) has the highest percentage of respondents rating water service quality as an "A" or "B" (92%), the same respondents rate the sewer service reliability among the lowest (74%). Satisfaction with cleanliness of streets and sidewalks declined in nearly two-thirds of districts. District 3 and District 9 (Mission/Bernal Heights) had the largest reduction in respondents rating cleanliness of neighborhood streets and sidewalks an "A" or "B".

B+ 311 Services

Ratings of 311 experiences are almost identical to 2017 levels

Experience Using 311

B ——— B+
2011   2013   2015   2017   2019

Overall ratings of 311 experiences improved from a "B" in 2017 to a "B+" in 2019, with 74% of respondents who used 311 rating their experience an "A" or "B". Seventy-two percent of respondents report having heard of 311, the City's customer service phone number and website for information on City services. Among those who had heard of 311, about half used 311 services in the past year.

Respondents living in the City more than five years are most likely to have heard of 311

63%

of respondents making $50,000 or less per year have heard of 311, versus 76% of respondents with higher incomes.

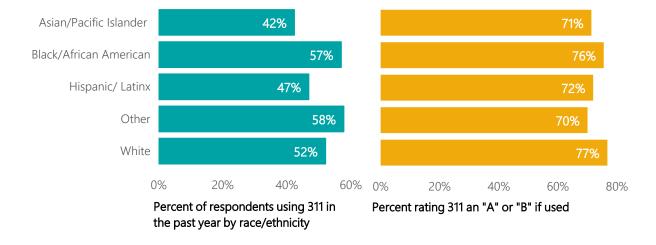|	Asian/Pacific Islander	Black/African American	Hispanic/ Latinx	Other	White
5 years or fewer	47%	46%	35%	65%	63%
6-20 years	55%	83%	58%	74%	78%
More than 20 years	75%	87%	61%	85%	84%

Percent heard of 311 by race/ethnicity and time in SF

Respondents who are longer-term residents are more likely to have heard of 311 than respondents who have been living in San Francisco for five years or less. Among respondents who have been living in San Francisco for more than five years, Black/African Americans are the most likely to have heard of 311 compared to other racial/ethnic groups. Respondents under 35 years of age are also the least likely age group to have heard of 311, with less than two-thirds having heard of it.

Respondents identifying as other race/ethnicity are most likely to use 311, but are least satisfied with 311 services
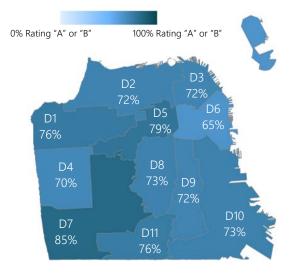
Among respondents who have heard of 311, those in the other race/ethnicity category (58%) or Black/African American (57%) are most likely to have used 311 in the past year. API respondents are least likely to have used 311 in the past year (42%), and one of the least likely racial/ethnic groups to rate their 311 experience an "A" or "B" (71%). Respondents who say they are considering leaving San Francisco within three years are marginally less likely to have used 311 in the past year, and

they rate their experiences using 311 an "A" or "B" noticeably lower (69%) than respondents who are less likely to leave San Francisco (77%).

Asian/Pacific Islander — 42%	71%
Black/African American — 57%	76%
Hispanic/ Latinx — 47%	72%
Other — 58%	70%
White — 52%	77%

Percent of respondents using 311 in the past year by race/ethnicity
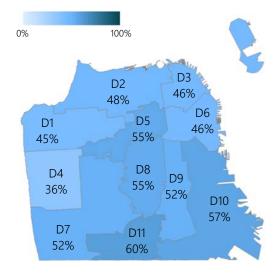
Percent rating 311 an "A" or "B" if used

Awareness, use, and ratings of 311 services varies widely by district

Respondents living in District 8 (Castro/Noe Valley) are most likely to have heard of 311 services (85%), whereas District 6 (SOMA/Treasure Island) respondents are least likely to have heard of 311 (65%). Among all respondents that are aware of the 311 phone number or website, those living in the Southern and Eastern parts of the City are most likely to have used 311 in the past year. Respondents living in District 7 (Twin Peaks/Lake Merced) report the most favorable experiences with 311, with 85% of respondents rating their experience using 311 an "A" or "B". In contrast, respondents from District 6 are least likely to rate their experiences using 311 an "A" or "B" (65%), even though they are least likely to have heard of 311. Compared to 2017, more than half of the supervisorial districts saw a drop in respondents rating their 311 experiences an "A" or "B", with District 9 (Mission/Bernal Heights) reporting the largest decrease (82% to 72%).

Percent rating 311 an "A" or "B"

Percent using 311 in the past year

Appendices

APPENDIX A: METHODOLOGY

From November 2018 through February 2019, Corey, Canapary & Galanis (CC&G) conducted the 16th City Survey, a citywide random sample survey of San Francisco residents that aims to assess use of and satisfaction with various City services.

CC&G completed surveys with 2,218 San Francisco residents. This sample size is associated with a margin of error of ±2.08 percent at a 95% confidence level. Respondents were contacted by phone and given the option to complete the survey by phone or online.[1] Surveys were offered in English, Cantonese, Mandarin, Spanish, and Tagalog.[2]

Some statistically significant changes in results may be due to a change in survey methodology. Before 2015, the City Survey was administered by mail, but has since been delivered by phone with an online option. This methodology change resulted in a more representative sample of San Francisco residents.

The 2019 City Survey findings summarize resident satisfaction with City services using a letter grade system. The grade associated with each City service in this report was developed by averaging responses to create a mean score using a five-point grading scale ("A+" equals five points and "F" equals one point). The table below details how these mean scores translate into the letter grades presented in the survey results.

Numeric to Letter Grades		
Letter Grade	Lower Mean	Upper Mean
A+	5.00	5.00
A	4.67	4.99
A-	4.33	4.66
B+	4.00	4.32
B+	3.67	3.99
B-	3.33	3.66
C+	3.00	3.32
C	2.67	2.99
C-	2.33	2.66
D+	2.00	2.32
D	1.67	1.99
D-	1.33	1.66
F	1.00	1.32

[1] Similar to the 2017 City Survey, a small number of respondents (eight) completed the survey online.
[2] The majority of respondents completed the survey in English, while 218 respondents chose to complete the survey in a language other than English.

How well do the respondents represent San Franciscans?

One of the key reasons for departing from previous City Survey methodologies in 2015 was to reach a broader cross-section of San Francisco residents. This was largely successful, and thus the weighting applied to the 2019 survey results is considerably less complex than in some previous City Survey studies.

As in previous City Surveys, weighting decisions are made based on how closely the results match the distribution of San Francisco residents overall. After comparing demographic results from the 2019 survey with the 2017 American Community Survey (ACS US Census), CC&G weighted the data on age and gender. The tables below show comparisons of the age and gender breakdowns between ACS US Census data, the unweighted 2019 City Survey data, and the weighted 2019 City Survey data. Weights are used only for reporting on the entire survey sample because the population distribution may not hold within each sub-group analyzed. For instance, it is unknown whether the age distribution of the entire population of San Francisco holds across all racial and ethnic groups.

City Survey vs US Census			
Age Group	US Census Data	Unweighted 2019 City Survey	Weighted 2019 City Survey
18-24	8.7%	4.1%	8.7%
25-34	26.6%	20.6%	26.6%
35-44	18.3%	23.2%	18.3%
45-54	15.6%	19.6%	15.5%
55-59	6.9%	7.2%	6.9%
60-64	6.8%	6.6%	6.8%
65+	17.2%	16.8%	17.2%
Gender			
Male	50.7%	54.2%	50.6%
Female	49.3%	45.5%	49.1%
Other	-	<1.0%	0.3%

Another demographic attribute that was considered for weighting, but not used, was race/ethnicity. ACS US Census collects race and ethnicity information separately, whereas City Survey collects race/ethnicity together as a single response. Consequently, applying ACS ethnicity weights were considered a less reliable source than the age and gender weights that were ultimately applied.

City Survey vs US Census Race/Ethnicity		
Race/Ethnicity	US Census Data	Unweighted 2019 City Survey
Asian/Pacific Islander	34.2%	22.2%
Black/African American	5.1%	5.3%
Hispanic/Latinx	15.3%	12.3%
Other	4.5%	8.8%
White	40.8%	51.4%

Interpreting the results: sample sizes

For reporting purposes, statistical methods are used to determine whether differences in opinion across groups observed in the sample represent real differences in opinion within the population of San Franciscans. When a statistically significant difference between groups is large enough, compared to the difference that sampling error alone might produce, then it is likely it represents a difference in the population of San Franciscans.

The table below shows typical sample sizes in the City Survey and their resulting margin of error. All margins of error are at the 95 percent confidence level.

Margin of Error by Sample Size	
Sample Description and Size	Margin of Error
All respondents (2,218)	+/- 2.08 percent
Parents (617)	+/- 3.94 percent
Large sub-group (250)	+/- 6.20 percent
Medium sub-group (100)	+/- 9.80 percent
Small sub-group (50)	+/- 13.86 percent

For example, assume 60% of parents indicate that they have visited a park in San Francisco. If this survey was repeated multiple times it would be expected that 95% of the time between 56% and 64% of San Francisco parents would say that they visit a City park. The margin of error is larger for sub-groups of the total sample. Generally, using sub-groups with a sample size of 50 or more respondents is advisable for reporting purposes. The higher the sample size, the more confidence one can have in the percentage which is reported.

Telephone survey response rates

The 2019 City Survey was conducted by random telephone sample of San Francisco residents aged 18 years and older. This random sampling was primarily cell phone with some random digit dial (RDD) to account for those with voice-over-IP (VoIP) telephones and more traditional land line telephones.

CC&G contacted 42,252 random telephone numbers which were likely to be San Francisco residents. Of those numbers, 5,048 were disconnects (business numbers, fax numbers, etc.), 3,314 were respondents who were not eligible (e.g. under 18, do not live in San Francisco), 198 spoke a language other than English, Spanish, Cantonese, Mandarin, or Tagalog, and an additional 24,534 respondents were not reached after multiple attempts. Each number was contacted at least two to three times. CC&G conducted 2,218 completed interviews with the remaining 9,158 respondents, for a response rate of about 24%.

APPENDIX B: DATA RESOURCES

Additional Findings

Please visit https://sfgov.org/citysurvey to view more results from the 2019 City Survey.

Survey Questionnaire

Please visit https://sfgov.org/citysurvey/about-city-survey to download the 2019 City Survey questionnaire.

Full Data Set and Crosstabs

Please visit https://sfgov.org/citysurvey/about-city-survey to download the complete historical City Survey data from 1996 to 2019. A code book contains information on each of the variables included in the data set.

Crosstabs show survey responses broken down by supervisorial district and demographic characteristics for the 2019 City Survey.