



San Francisco City Survey 2018-2019

V3.1 – April 15, 2019

INTRO. This is _____ with Corey Research calling on behalf of the City of San Francisco. We are interested in having you rate City services if you are a City resident.

Do you live in San Francisco?

- 1 Yes
- 2 No (thank and discontinue)

Web address is: sfsurvey2019.com

OVERALL GRADING OF LOCAL GOVERNMENT SERVICES

1. How would you grade the overall job of local government in providing services?

	Excellent A	Good B	Average C	Poor D	Failing F
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[Interviewer note: If asked, "local government services" refers to any service provided by the City and County of San Francisco. Services include: infrastructure maintenance and cleanliness, Library services, City parks, public transportation, etc.]

STREETS, WATER, AND SEWER

2. Please grade the City's performance in the following areas:

	Excellent	Good	Average	Poor	Failing
A. The quality of water services	A	B	C	D	F
B. The reliability of sewer services	A	B	C	D	F
C. The cleanliness of streets and sidewalks in your neighborhood	A	B	C	D	F
D. The condition of the street pavement in your neighborhood	A	B	C	D	F
E. The condition of sidewalk pavement and curb ramps in your neighborhood	A	B	C	D	F

[Interviewer notes: Water services refer to drinking and other household water sources which are provided by the SF Public Utilities Commission. Sewer services refer to wastewater management by the SF Public Utilities Commission]

RECREATION AND PARKS

3. [How would you grade the] Overall quality of the City’s recreation and park system?

Excellent	Good	Average	Poor	Failing	Don’t know
A	B	C	D	F	

(Interviewer to explain scale as follows: “Please grade using a school grading scale of A, B, C, D or F”. If needed, “A is Excellent, B is Good, C is Average, D is Poor, and F is Failing”.)

4. In the past 12 months, how often did you visit a City park?

- a. At Least Once a Week
- b. At Least Once a Month
- c. Several Times a Year
- d. Once or Twice a Year
- e. Never *[skip to Q8]*

5. How would you grade City parks on:

	Excellent	Good	Average	Poor	Failing	Not Observed
A. Quality of landscaping and plantings	A	B	C	D	F	<input type="checkbox"/>
B. Quality of athletic fields and courts	A	B	C	D	F	<input type="checkbox"/>
C. Cleanliness	A	B	C	D	F	<input type="checkbox"/>

6. In the past 12 months, have you or anyone in your household participated in a Recreation and Parks Department program, or used a Recreation and Parks Department recreation center or clubhouse?

(Interviewer Note: A clubhouse is a one or two room building, plus indoor or outdoor bathroom. Clubhouses are used for afterschool activities, art, cooking, etc. They can be rented for birthday parties or community meetings.)

- a. Yes
- b. No *[skip to Q8]*

7. How would you grade the: *[read for each]*

	Excellent	Good	Average	Poor	Failing	Not Familiar
A. Condition of recreation center and clubhouse buildings (cleanliness, maintenance)	A	B	C	D	F	<input type="checkbox"/>
B. Quality of recreation programs and activities	A	B	C	D	F	<input type="checkbox"/>

LIBRARY

8. [How would you grade the] Overall quality of the San Francisco Library system?

	Excellent	Good	Average	Poor	Failing	Don't know
	A	B	C	D	F	

9. During the past 12 months, how frequently have you visited or used:

	At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never
A. The City's main library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. A branch library or bookmobile?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Online library services, including the SF Library website, eBooks, and apps ⁺	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[IF "Never" to Q9A, Q9B, AND Q9C – skip to Q11. If "Never" on Q9A AND Q9B skip Q10E; If "Never" on Q9C, skip Q10B]

10. Please grade the Library's:

	Excellent	Good	Average	Poor	Failing	Have Not Used
A. Collections of books, DVDs, CDs, etc.	A	B	C	D	F	<input type="checkbox"/>
B. Online services, including the SF Library website, eBooks, and apps ⁺	A	B	C	D	F	<input type="checkbox"/>
C. Internet access, including wifi*	A	B	C	D	F	<input type="checkbox"/>
D. Assistance from library staff	A	B	C	D	F	<input type="checkbox"/>
E. Condition of the library (cleanliness, maintenance)	A	B	C	D	F	<input type="checkbox"/>
F. Quality of library programs, classes and events.	A	B	C	D	F	<input type="checkbox"/>

⁺Interviewer note: online services include the library catalog. Examples of apps often used through the SF library are Kanopy and Overdrive.

*Interviewer note: internet access includes internet via the libraries public access computers or using the Library's wireless network

TRANSPORTATION

11. On average, how often do you use *[ask for each]* as a means of transportation in San Francisco?

[Interviewer note: If needed, clarify we are asking about travel in the past 12 months]

	Daily	3 – 6 days a week	1 – 2 days a week	Less than one day a week	Never
A. Walk (as a means of transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Bike (as a means of transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Public Transportation (e.g. Muni, BART)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Regular Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Uber or Lyft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Drive alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Carpool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. *[How would you grade the]* Overall quality of Muni?

Excellent	Good	Average	Poor	Failing
A	B	C	D	F

13-1. Have you used Muni in the past year?

- a. Yes
- b. No *[skip to Q14]*

13-2. Please grade Muni on:

	Excellent	Good	Average	Poor	Failing	Don't know (do not read)
A. Frequency or reliability	A	B	C	D	F	<input type="checkbox"/>
B. Cleanliness	A	B	C	D	F	<input type="checkbox"/>
C. Safety	A	B	C	D	F	<input type="checkbox"/>
D. Managing crowding	A	B	C	D	F	<input type="checkbox"/>
E. Courtesy of drivers	A	B	C	D	F	<input type="checkbox"/>

SAFETY

14. Please grade your feeling of safety while:

	Very Safe	Safe	Neither Safe Nor Unsafe	Unsafe	Very Unsafe
A. Walking alone in your neighborhood during the day	A	B	C	D	F
B. Walking alone in your neighborhood at night	A	B	C	D	F

Interviewer to explain scale as follows: "Please grade using the same school grading letters, where A means Very Safe and F means Very Unsafe". If needed, "A is Very Safe, B is Safe, C is Neither Safe nor Unsafe, D is Unsafe, and F is Very Unsafe".

CHILDREN

Next I will ask you about children and schools in San Francisco...

15. Do you have any children under 18 who live with you in San Francisco [at least part of the time]?

- a. Yes
- b. No (skip to Q19)

[Interviewer note: We are referring to any person under 18 in the household for whom you are a parent, caretaker or guardian]

16. (if yes in Q15) Do you have any children...(read list)

a. 0 to 5 years old	YES	NO
b. 6 to 17 years old	YES	NO

[Skip to Q19 if all children are 5 or younger]

17. Do(es) your child(ren) attend school in San Francisco (grades K-12)? (Multiple responses accepted if option a and b selected)

- a. Yes – private school
- b. Yes – public school
- c. No – does not attend in San Francisco
- d. Not applicable – home schooled in SF or similar

[Interviewer note: if asked, charter schools can be classified as public schools for purposes of this question.]

18. How do you grade the quality of the school(s) your child(ren) attend?	Excellent	Good	Average	Poor	Failing
	A	B	C	D	F

USING 311

19. Have you heard of 311, the City’s customer service phone number or website for information on City services?

- a. Yes
- b. No [skip to Q22]

20. Have you used 311 in the past year?
- a. Yes
 - b. No

[If “Never” on Q20A AND Q20B skip Q21]

21. Please grade your experience using 311

Excellent	Good	Average	Poor	Failing	Have Not Used
A	B	C	D	F	<input type="checkbox"/>

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. Your responses are confidential.

22. Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6+
- Refused (*not read*)

23. Do you own or rent your home?

- a. Own
- b. Rent
- c. Other (specify)
- d. Refused (*not read*)

24. How many years have you lived in San Francisco?

- a. 2 years or less
- b. 3 to 5 years
- c. 6 to 10 years
- d. 11 to 20 years
- e. 21 to 30 years
- f. More than 30 years
- g. Refused (*Do not read*)

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

- a. Very likely
- b. Somewhat likely
- c. Not too likely
- d. Not likely at all
- g. Refused (*Do not read*)

26. What was your household's total income before taxes in 2017?

- a. \$10,000 or less
- b. \$10,001 to \$25,000
- c. \$25,001 to \$35,000
- d. \$35,001 to \$50,000
- e. \$50,001 to \$100,000
- f. \$100,001 to \$200,000
- g. Over \$200,000
- i. Refused (*Do not read*)

27. What is your age?

- a. 18 to 24 years old
- b. 25 to 34 years old
- c. 35 to 44 years old
- d. 45 to 54 years old
- e. 55 to 59 years old
- f. 60 to 64 years old
- g. 65 years or older
- h. Refused (*not read*)

28. Do you have any (long term) physical conditions that limit your activities?

- a. Yes
- b. No

Interviewer Note (read as necessary): For example, difficulty standing/walking, difficulty seeing, deafness, or long-term illnesses such as diabetes, HIV, or heart disease

[Q29 removed]

30. What gender do you identify with? (*Read list if necessary*)

- a. Male
- b. Female
- c. Non-binary / third gender
- d. Other (specify) _____
- e. Refused

31. What is your sexual orientation, is it... (*Read List*)

- a. Heterosexual or Straight
- b. Gay or Lesbian
- c. Bisexual
- d. Other (specify) _____
- e. Refused (*Do not read*)

32. What is your racial or ethnic background? *(Read List. Select all that apply)*

- a. African American or Black
- b. Asian
- c. Caucasian or White
- d. Hispanic or Latino/a
- e. American Indian or Alaska Native
- f. Native Hawaiian or other Pacific Islander
- g. Other (specify) _____
- h. Refused *(not read)*

33. What language do you primarily speak at home? *[Try for one response; two languages OK]*

- a. English
- b. Chinese
- c. Spanish
- d. Russian
- e. Tagalog
- f. Other (specify) _____
- g. Other (specify) _____
- h. Refused *(not read)*

34. What is the highest level of education you have completed?

- a. Less than High School
- b. High School
- c. Some college, less than a 4 year degree
- d. 4 year college degree
- e. Advanced degree

[Interviewer note: 4 year college degree category includes equivalent technical, certification or similar degree beyond high school]

35. Who is your City supervisor or district number?

- a. District 1 (Sandra Lee Fewer, formerly Eric Mar)
- b. District 2 (Catherine Stefani, formerly Mark Farrell)
- c. District 3 (Aaron Peskin)
- d. District 4 (Katy Tang, soon to be Gordon Mar)
- e. District 5 (Vallie Brown, formerly London Breed)
- f. District 6 (Jane Kim, soon to be Matt Haney)
- g. District 7 (Norman Yee)
- h. District 8 (Rafael Mandelman, formerly Scott Wiener)
- i. District 9 (Hillary Ronen, formerly David Campos)
- j. District 10 (Malia Cohen, soon to be Shamann Walton)
- k. District 11 (Ahsha Safai, formerly John Avalos)
- l. Don't know

36. What is your home zip code? _____

[If "Don't know" in Q36, ask]

37. Could you give me the two cross streets of an intersection near your home?

38. What would you say is the most important issue facing the City of San Francisco today?

39.. We would like your impressions of the most frequently noted issues from the City survey two years ago.

Do you think [issue] has gotten better or worse in the last two years? (Read list)

a. Homelessness

- a. Better
- b. Worse
- c. Same (do not read)
- d. Don't know (do not read)

b. Street and sidewalk cleanliness

- a) Better
- b) Worse
- c) Same (do not read)
- d) Don't know (do not read)

c. Public safety

- a) Better
- b) Worse
- c) Same (do not read)
- d) Don't know (do not read)

40. Additional comments (if volunteered)

Thank you for participating!