2015 San Francisco City Survey

Prepared by
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& Office of the Controller

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About the Controller's Office, City Services Auditor

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

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SAN FRANCISCO 2015 CITY SURVEY

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SAN FRANCISCO 2015 CITY SURVEY
EXECUTIVE SUMMARY

Overview

In early 2015, Corey, Canapary & Galanis (CC&G) conducted the 15th biennial San Francisco City Survey on behalf of the San Francisco Controller's Office. The purpose of the survey is to objectively address residents' use and satisfaction with various City services, and to help determine community priorities as part of San Francisco's ongoing planning process. This report reviews the results and key findings of the research. A full dataset of survey responses from 1996-2015, as well as the results of past surveys, is available at http://www.sfcitysurvey.weebly.com.

Summary of Key Findings

Across most service areas evaluated as a part of the 2015 City Survey, satisfaction levels have remained level or increased, with a higher percentage of residents reporting favorable ratings (grades of "A" for excellent or "B" for good) than in 2013. Highlights include the following:

- **Local Government:** Overall, respondents improved their rating of local government, although the grade provided remains a "B-" average. Although the ratings were relatively consistent, Black and Latino respondents were less satisfied with local government than Asian/Pacific Islander and White respondents. Those with lower household income tended to be more satisfied than those with higher income. Comments provided by respondents on the 2015 City Survey indicate potential reasons why some respondents rate local government lower, including topics like street and sidewalk conditions, homelessness, and Muni.

- **Public Safety:** Most San Francisco residents (85 percent) report feeling safe or very safe when walking alone in their neighborhood during the day, while more than half (57 percent) report feeling safe or very safe when walking alone in their neighborhood at night. Feelings of safety during the day remain similar to recent years, while feelings of safety at night have increased slightly. Residents in the Southeast continue to report feeling less safe relative to San Franciscans living in other parts of the city.

- **Parks and Recreation**: Residents report high rates of park usage – with nearly three-fourths (72 percent) visiting a City park at least once per month. Residents give the City's recreation and park system overall a "B". This is consistent with prior years. Generally, those who used the City's park and recreation system more frequently rated it higher overall than those who use it less frequently or not at all. Interactions with Recreation and Parks Department

staff and quality of Recreation and Parks Department programs received an average grade of "B+". Program convenience and condition of Recreation and Parks Department structures both received an average grade of "B".

- **Libraries:** More than two-thirds of City residents (68 percent) report using some type of library service in the past year. Parents, women, and residents between the ages of 35-54 are more likely to be frequent visitors of branch libraries than are other residents. Out of 35 total ratings in City Survey, only three received an average grade in the "A" range in 2015. Two of the three ratings are related to library services. "Assistance from library staff" and "Condition of your neighborhood branch library" both received average grades of "A-". Satisfaction ratings for the condition of the City's libraries and with library services, including assistance from staff, collections, online services, internet access and levels of cleanliness and maintenance at the City's neighborhood branches, have improved since 2013.

- **Transportation:** A high share of San Francisco residents use public transportation, with 28 percent using some type of public transportation daily. Overall, 83 percent of respondents said they had used Muni in the past 12 months. This includes just over one-fourth (26 percent) of those who indicated they generally only use car-based transportation, and 68 percent of those who said they drive alone daily. About 16 percent of residents use walking, cycling, and/or public transit exclusively or primarily. Overall, residents who use Muni rate their satisfaction as a "B-". Of the 35 ratings in the 2015 City Survey, only three received a grade below a "B-". Two of the three ratings are related to Muni: cleanliness ("C+") and managing crowding ("C").

- **Infrastructure:** Residents grade the quality and reliability of the City's water infrastructure a "B+". Residents gave the City slightly higher ratings for street and sidewalk conditions in their neighborhood in 2015 compared to 2013. The average grade given for cleanliness of sidewalks climbed from a "C+" in 2013 to a "B-" in 2015. Residents graded the cleanliness of sidewalks in their neighborhoods a "C+", while residents graded cleanliness of streets in their neighborhoods a "B-". Street pavement conditions in residents' neighborhoods received a "C+" grade. Districts with a high share of residents who walk daily rated sidewalk cleanliness the lowest. In general, residents of northern supervisorial districts tended to rate lighting, sidewalks, and streets more highly than residents of southern districts.

- **Children, Youth, and Families:** More than a quarter (26 percent) of San Francisco residents have one or more children under the age of 18 living with them at least some of the time. Nearly two-thirds (65 percent) of school-age children attend public school in San Francisco, 27 percent attend private school in San Francisco, 7 percent attend school outside of the City and the remaining 1 percent are home-schooled or have other arrangements. Parents rated both public schools and private schools more highly than in previous years. Public schools received a higher grade of "B+", while the assessment of private schools rose slightly but remained at an "A-" grade.

- **Seniors and People with Disabilities:** More than one third (39 percent) of seniors have used at least one of the three programs – social activity programs, food/meal programs, and personal/home care programs – asked about in the survey. Use of all of these programs appears to be increasing at least somewhat, with use of social activity programs increasing the most, rising from 19 percent in 2013 to 29 percent in 2015. Half of disabled respondents have used a social activity program, food/meal program, and/or a personal care program in the past 12 months. Most disabled respondents who did not use a social activity program, food/meal program, or a personal care program said it was because they did not need it. However, 13 percent to 18 percent of those who did not use these programs said they were not aware of the service.

- **Emergency Preparedness:** San Franciscans are more prepared for a major emergency than residents reported two years ago. A majority of residents (55 percent) have set aside 72 hours' worth of food, water and medicine, up slightly from 2013. Similarly, 80 percent of 2015 respondents say they have taken at least one action to prepare for an earthquake or other natural disaster – compared to 70 percent in 2013. People who have lived in San Francisco longer are more likely to have made some type of emergency preparations. However, younger residents are somewhat more likely to use City resources and subscribe to the City's notification services.

- **311:** More than one third (36 percent) of respondents have used 311 in the past year, though respondents are more likely to have used the telephone service (31 percent) than the web-based service (19 percent). Most users give 311 a rating of "B+". Satisfaction with both the telephone and online service has risen since 2011 – with the most substantial gains in ratings for the online platform. Satisfaction levels are generally high across the board – although younger residents and those earning less than $50,000 per year tend to be happier with 311's services than older and more affluent residents.

- **Moving Out of San Francisco:** In 2015, more than one resident in four (29 percent) report that they are likely to move out of San Francisco in the next three years. This share is similar to most previous surveys, but a slight increase from 2011. Demographically, respondents under 35 years of age, Black residents, renters, and parents of young children were most likely to say they planned to move out of San Francisco in the next three years.

A summary of the 2015 grades is on the following page.

Summary of Grades by Area

Area	Grade	Attribute
Local Government	**B-**	**Overall**
Libraries	**B+**	**Overall**
	A-	Assistance from library staff
	A-	Condition of your neighborhood branch library
	B+	Online library services
	B+	Collection of books, DVDs, CDs, etc.
	B+	Internet access at library computer stations
	B	Condition of the Main Library
Infrastructure	**B**	**Overall**
	B+	Quality of water and sewer services
	B-	Cleanliness of sidewalks
	B-	Cleanliness of streets
	C+	Condition of street pavement
	B-	Condition of sidewalk pavement and curb ramps
	B	Adequacy of street lighting
	B+	Maintenance of street signs and traffic signals
Public Safety	**B+**	**Overall**
	A-	Feeling of safety while walking alone in neighborhood during the day
	B-	Feeling of safety while walking alone in neighborhood at night
311 Service	**B+**	**Overall**
	B+	Ease of getting city information by calling 311
	B+	Ease of getting information on the web or a mobile device using 311
	B+	Ease of requesting a city service by calling 311
	B+	Ease of requesting a city service on the web or a mobile device using 311
Schools	**B+**	**Overall**
	B+	Grade parents give the quality of public schools their child(ren) attend
	A-	Grade parents give the quality of private schools their child(ren) attend

Area	Grade	Attribute
Muni	**B-**	**Overall**
	B	Courtesy of drivers
	B-	Frequency or reliability
	B-	Safety
	C+	Cleanliness
	C	Managing crowding
Parks and Recreation	**B**	**Overall**
	B	Overall quality of the City's recreation and park system
	B+	Quality of landscaping, plantings, and cleanliness
	B	Quality of athletic fields and courts
	B	Availability of walking and hiking trails
	B	Condition of Recreation and Parks Department buildings and structures
	B	Convenience of recreation programs
	B+	Quality of recreation programs and activities

Methodology

CC&G administered the 2015 City Survey to a random sample of 2,179 residents by phone in English, Chinese, Spanish, and Tagalog. The overall results have a margin of sampling error of +/-2.10 percent at the 95 percent level of confidence. In practice, this means if 50 percent of respondents answer a question affirmatively, one can be reasonably certain that between 47.9 and 52.1 percent of all San Francisco residents would provide an affirmative answer.

CC&G and the Controller's Office made significant changes to the 2015 City Survey methodology to ensure the survey reached a representative sample of San Francisco residents. For example, previous City Surveys have been administered primarily by mail, while the 2015 survey was administered primarily by phone. Chapter 12-Methodology, discusses all methodology changes in detail. Due to these changes, differences in survey results between 2015 and previous years should be interpreted with caution.

Report Key

Resident Satisfaction Grading Scale

Letter Grade	Lower Bound of Mean Score	Upper Bound of Mean Score
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

Geographic Regions and Supervisorial Districts

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

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

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

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

1   LOCAL GOVERNMENT PERFORMANCE

Overview

This chapter reviews resident perceptions regarding the overall performance of local government in providing services. Highlights include the following:

- Overall, respondents improved their rating of local government, although the grade provided remains a "B-" average, with 58 percent rating local government as "good" or "excellent".

<div align="right">

B-
LOCAL GOVERNMENT

</div>

- Ratings across key sub-groups were, for the most part, fairly consistent, with only renters and those under 35 rating local government more highly, a "B" average. No sub-group rated local government lower than a "B-" average.

- Although the ratings were consistent, Black and Latino respondents were less satisfied with local government than Asian/Pacific Islander and White respondents. Those with lower household income tended to be more satisfied than those with higher income.

- Geographically, northwest/northcentral supervisorial districts tended to have the largest increase in ratings of local government in 2015 when compared to 2013. Conversely, districts in the eastern/central area of the City tended to have the smallest changes in local government ratings.

- Those who rated local government lower were also less likely to say they used many of the city services asked about in the 2015 City Survey.

- Comments provided by respondents on the 2015 City Survey indicate potential reasons why some respondents rate local government lower, including topics like street and sidewalk conditions, homelessness, and Muni.

Key Findings

Upward Trend in Resident Satisfaction Continues

For only the second time since the introduction of the City Survey in 1997, a majority of San Francisco ("City") residents say local government is doing a "good" or "excellent" job in providing services. With the exception of the 2011 survey, satisfaction with local government performance has followed an upward trend and is now at an all-time high.[1]

Satisfaction with Local Government Service Provision Reaches All Time High
Results by Year, 2005-2015
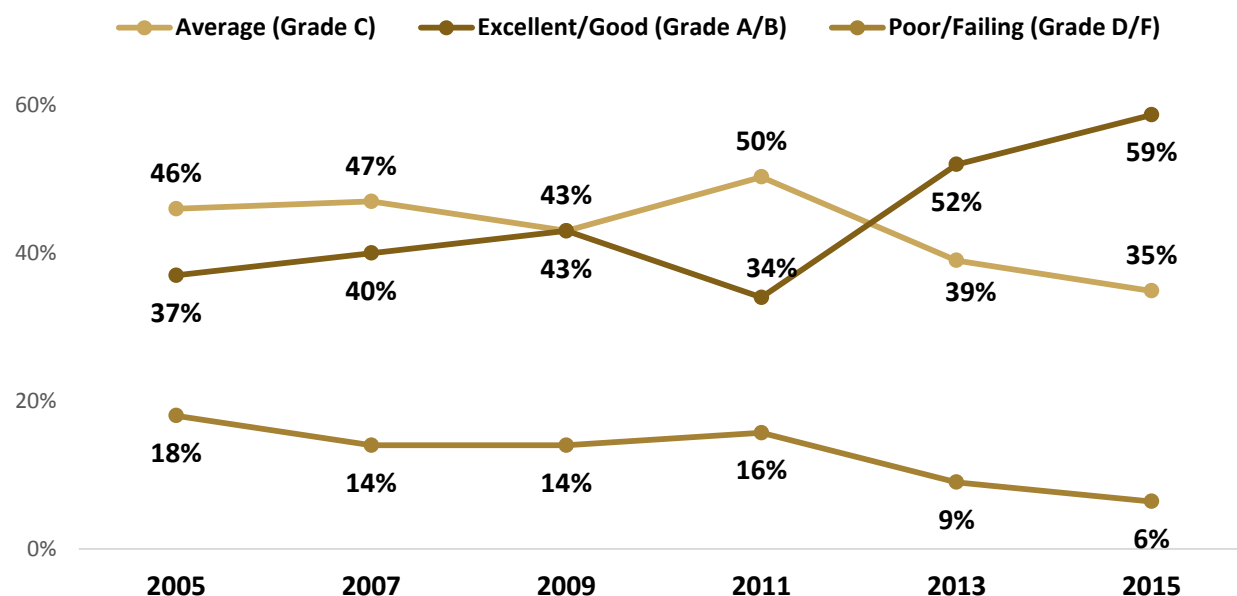
Although a majority of residents assign favorable ("A" or "B") ratings to city services, only nine percent would rate service provision as an "A" or "excellent," and on average local government earns a "B-" grade. While this represents an increase in ratings compared to prior years, it suggests that many residents still believe there is room for improvement.

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[1] It should be noted, however, that in 2011, the question came in the middle of the survey, whereas in 2013 and 2015, this question was the first question asked in the survey.

Geographical Differences

There were slight differences in ratings by supervisorial district in the 2015 survey. Residents of District 1 (Richmond) are the most satisfied with local government, with 64 percent of residents rating local government an "A" or "B." By contrast, District 9 (Mission/Bernal Heights) is the least satisfied, with 52 percent rating local government an "A" or "B."

Percentage Rating Local Government an "A" or "B"

Percent rating Local Government
An "A" or "B" (2015)

- 51 to 55 percent
- 56 to 60 percent
- 61 to 65 percent
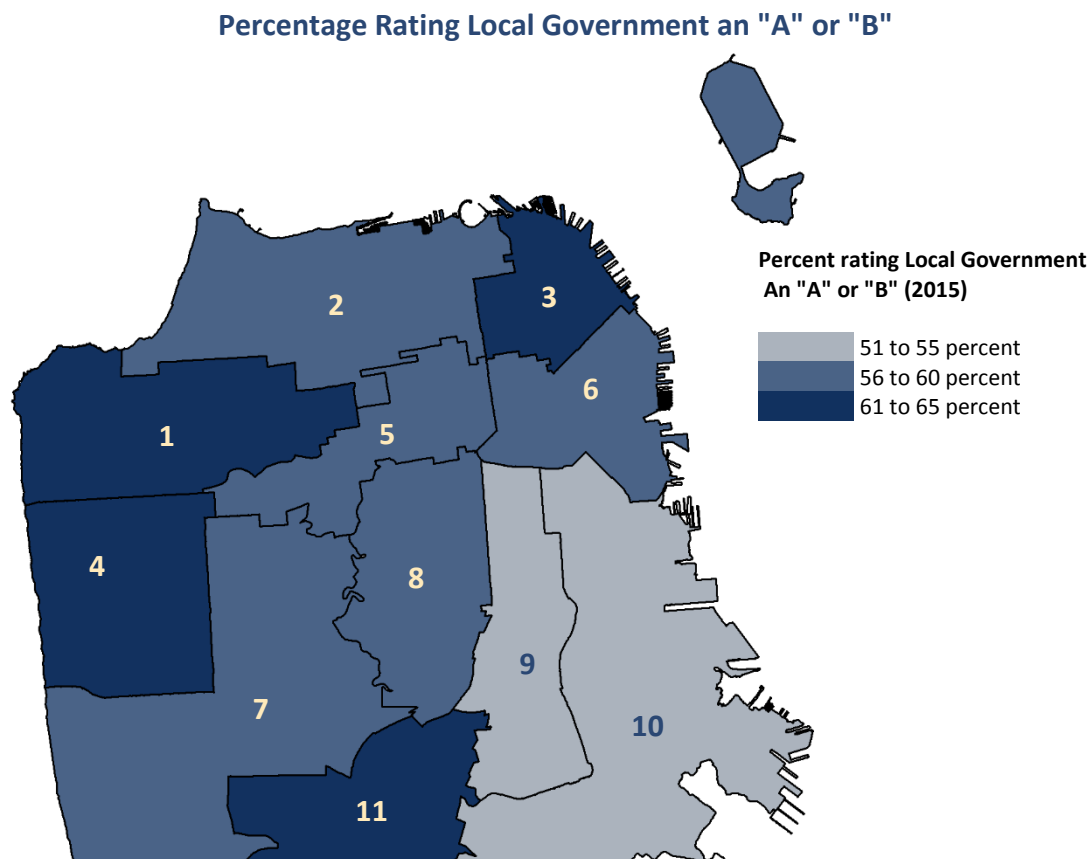
Demographic Differences

Younger respondents, those with household income under $50,000 per year, renters, and those who speak a language other than English at home tend to rate local government more highly than other respondents. By race/ethnicity, Black respondents rated local government lower (45 percent "A"/"B" ratings) than Asian/Pacific Islander, Latino, or White respondents (of whom 58 to 60 percent gave "A"/"B" ratings).

Local Government Ratings by Subgroup

■ Excellent (A) ■ Good (B) ■ Average (C) ■ Poor/Failing (D/F)

Subgroup	Excellent (A)	Good (B)	Average (C)	Poor/Failing (D/F)
Overall	9%	49%	35%	6%
Asian/Pacific Islander	10%	50%	36%	4%
Black/African American	6%	39%	51%	5%
Hispanic/Latino	12%	46%	32%	10%
White/Caucasian	8%	52%	34%	6%
Male	11%	53%	30%	6%
Female	8%	46%	40%	6%
Parent	7%	50%	35%	7%
Not a Parent	10%	49%	35%	6%
Rent	12%	51%	32%	5%
Own	6%	46%	40%	8%
HH Income Under $50,000	13%	46%	35%	6%
HH Income $50,000-$100,000	8%	50%	36%	6%
HH Income Over $100,000	7%	52%	34%	7%
Under 35 years old	12%	54%	29%	5%
35 to 54 years old	7%	50%	36%	6%
55+ years old	8%	43%	41%	8%

Use of Amenities/Services, Other Ratings, and Overall Satisfaction

In general, those who rated local government lower were somewhat less likely to use the very services that local government provides. This was true of every service asked about with the exception of 311. Those who rated local government lowest were more likely to have used 3-1-1 within the past 12 months. This is not surprising considering many residents use 3-1-1 to report issues or complaints with city services.

One explanation for the low use of services is that respondents give a low rating to local government because they dislike one or many government services (e.g. libraries, parks, Muni) and therefore avoid those services. However, the fact that those who rate City services highly seem to use more of them could be a positive finding because frequent users may be more likely to see flaws.

Differences In Use of City Services Among Those
Rating Local Government High (A/B), Average (C), and Low (D/F)

Attribute	Rated A/B	Rated C	Rated D/F
Visited a City park in the past year	94%	92%	90%
Have used a Library resource in the past year	69%	69%	60%
Used Muni in the past 12 months	84%	84%	77%
Used City information resources to become more prepared for an earthquake or other natural disaster	20%	20%	15%
Subscribed to the City's emergency notification tool (AlertSF)	12%	10%	4%
Send their school-aged child(ren) to a public school [parents only]	72%	68%	63%
Have heard of 3-1-1	64%	70%	61%
If yes, have used 3-1-1 in the past 12 months	52%	58%	68%

Open-Ended Comments from Respondents

Respondents were invited to provide comments at the end of the 2015 City Survey, and 26 percent of respondents provided feedback in this form. Respondents were permitted to provide comments on more than one topic/make more than one comment.

Top Comments by Individual Comment Classification

Comments were coded and classified based on the input received. In 2015, the top three comments focused on street and sidewalk conditions and homelessness.

A list of the top comments (provided by at least 3 percent of respondents) is as follows:
- Pavement/sidewalk conditions – 11 percent
- Dirty streets and sidewalks – 11 percent
- Need solution to homelessness – 10 percent
- Muni timeliness and reliability (including crowding) – 8 percent
- City services (general) – 6 percent
- General positive comments about San Francisco – 6 percent
- Parks and recreational facilities – 6 percent
- Affordable housing (low and middle income) shortage – 5 percent
- Need more police/more police in specific area or neighborhood – 5 percent
- Increasing cost of living in San Francisco – 5 percent
- Unsafe traffic/cycling/pedestrian conditions – 4 percent
- General "improve Muni" comment – 4 percent
- Muni operators' courtesy or lack of courtesy – 4 percent
- Mayor/Board of Supervisors (negative) – 4 percent
- Rundown/neglected parks and facilities/needing upgrade – 4 percent
- Negative corporate influence in City politics – 4 percent
- Muni – security/safety on Muni and at Muni stops – 4 percent
- Crime – 4 percent
- Comments about the survey – 3 percent
- Traffic/driving – 3 percent
- 311 service – negative – 3 percent
- Income inequality – 3 percent
- Gentrification – 3 percent
- Muni cleanliness – 3 percent
- Services for the elderly and disabled – 3 percent

Top Comments by Category/Service Area

Comments were also grouped by general topic – using the City Survey areas as a starting point and adding groups when there was sufficient commentary to do so.

Unlike the previous survey, the top comment category in 2015 is "Miscellaneous" – and includes topics generally not found on the City Survey. Muni, the top category in 2013, is second.

When comments were grouped, the top areas of comment were:
1. "Miscellaneous" – which includes 3-1-1, survey comments, and comments on topics generally not included on the survey (26 percent)
2. Comments about Muni (23 percent)
3. Comments about City government, employees, and services in general (16 percent)
4. Street conditions (14 percent)
5. Comments about cleanliness and garbage collection/recycling/utilities (14 percent)
6. Parks and recreation (13 percent)
7. Parking, traffic, and taxis (13 percent)
8. Public safety (11 percent)
9. Homelessness (10 percent)
10. Housing and development (9 percent)
11. Education and Children's programs (3 percent)
12. Libraries (3 percent)

Comments and Local Government Ratings

Respondents' open-ended comments shed light into several key reasons why respondents rate local government higher or lower. While 26 percent of respondents provided some sort of comment, those who rated local government lower ("D"/"F") were more likely to do so (35 percent) than those who rated local government more highly ("A"/"B", at 22 percent).

For each group, comments made by at least 8 percent of those who provided open-ended response are shown:

The most frequent comments given by those who rated local government highly (A/B) were:
• Pavement/sidewalk conditions (13 percent)
• Dirty streets and sidewalks (12 percent)
• Muni timeliness and reliability (9 percent)
• General positive comment about San Francisco (8 percent)

The most frequent comments given by those who rated local government average (C) were:
• Need solution to homelessness (12 percent)

- Pavement/sidewalk conditions (9 percent)
- Dirty streets and sidewalks (9 percent)

The most frequent comments given by those who rated local government low (D/F) were:
- Dirty streets and sidewalks (16 percent)
- Need solution to homelessness (15 percent)
- Pavement/sidewalk conditions (10 percent)
- Crime (10 percent)
- Mayor/board of supervisors comment (negative) (10 percent)
- Negative corporate influence in City politics (10 percent)
- Muni operators' courtesy/lack of courtesy (9 percent)
- Muni timeliness and reliability (including crowding) (9 percent)

Survey Responses

Q1. How would you grade the overall job of local government in providing services?

	Percentage	Number of Responses
A – Excellent	9*	198
B – Good	49*	1040
C- Average	35	736
D – Poor	4	88
F – Failing	2	46

*These are 9.4 percent and 49.3 percent, respectively

[end of survey] COMMENTS (Regarding city services – optional)

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2 PUBLIC SAFETY

Overview

This chapter examines San Francisco residents' feelings of safety in their neighborhoods. Highlights include the following:

- Most San Francisco residents (85 percent) report feeling safe or very safe when walking alone in their neighborhood during the day, while more than half (57 percent) report feeling safe or very safe when walking alone in their neighborhood at night. Feelings of safety during the day remain similar to recent years, while feelings of safety at night have increased slightly.

- Although more San Francisco residents feel safe when walking alone in their neighborhood, significant disparities exist. People of color and younger residents are less likely to feel safe in their neighborhood.

B+
PUBLIC SAFETY

A-	Feeling of safety while walking alone in neighborhood during the day
B-	Feeling of safety while walking alone in neighborhood at night

- Geographically, there are also key discrepancies in feelings of safety. Residents of District 6 (SOMA/Treasure Island) and District 10 (Bayview/Hunters Point) were the most likely to say they feel unsafe in their neighborhood both day and night.

- While respondents provided safety-related comments, many of these comments referred to safety outside their own neighborhoods – e.g. while riding Muni.
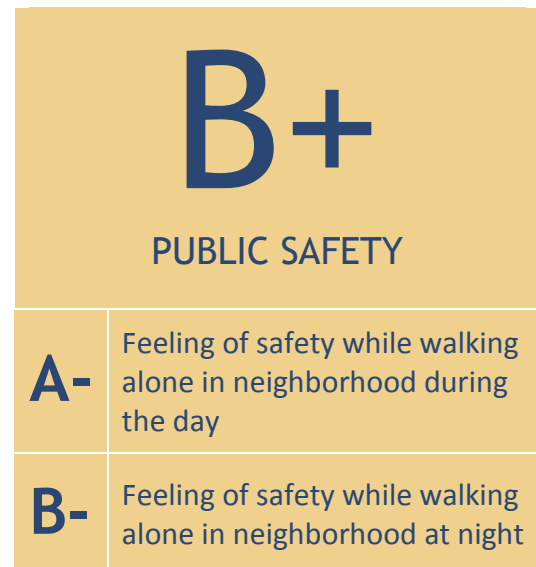
In Their Own Words

"The neighborhood is getting nicer and feels safer. It used to be pretty rough. Now it's a lot better."
          --District 10 resident

"Increase ease of access to police. [I was] kept on "hold" for a long time when calling police non-emergency."
          --District 6 resident

Key Findings

Feelings of Safety Have Increased Slightly Since 2013

While a majority of residents (85 percent) report feeling safe walking alone during the day, just over half (57 percent) feel safe walking alone at night. However, another 25 percent of residents feel neither safe nor unsafe walking alone at night.

The percentage of residents who feel safe walking alone in their neighborhoods both during the day and at night falls just above half at 53 percent.

A Majority of Residents Feel Safe Walking Alone in the City at Night

■ Very Safe   ■ Safe   ■ Neither Safe nor Unsafe   ■ Unsafe   ■ Very Unsafe

Walking alone during the day	53% / 32% / 10% / 4% / 1%
Walking alone at night	20% / 36% / 25% / 13% / 6%
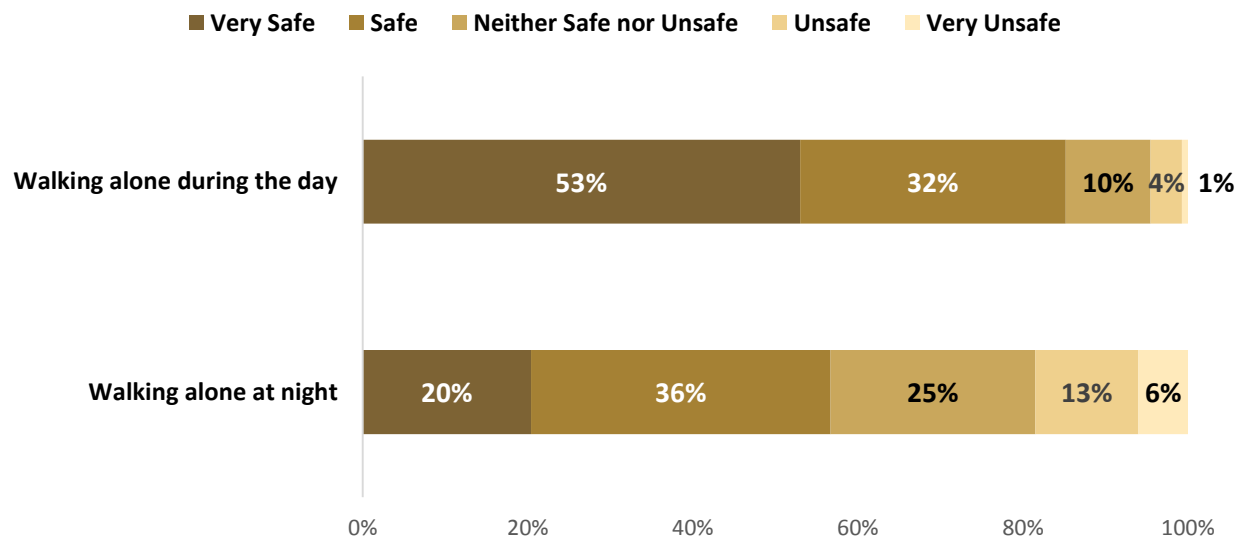
Residents Overall Feel Safer at Night
Trends in Feelings of Public Safety by Year

◆— % Feel Safe Walking Alone During the Day ■— % Feel Safe Walking Alone at Night
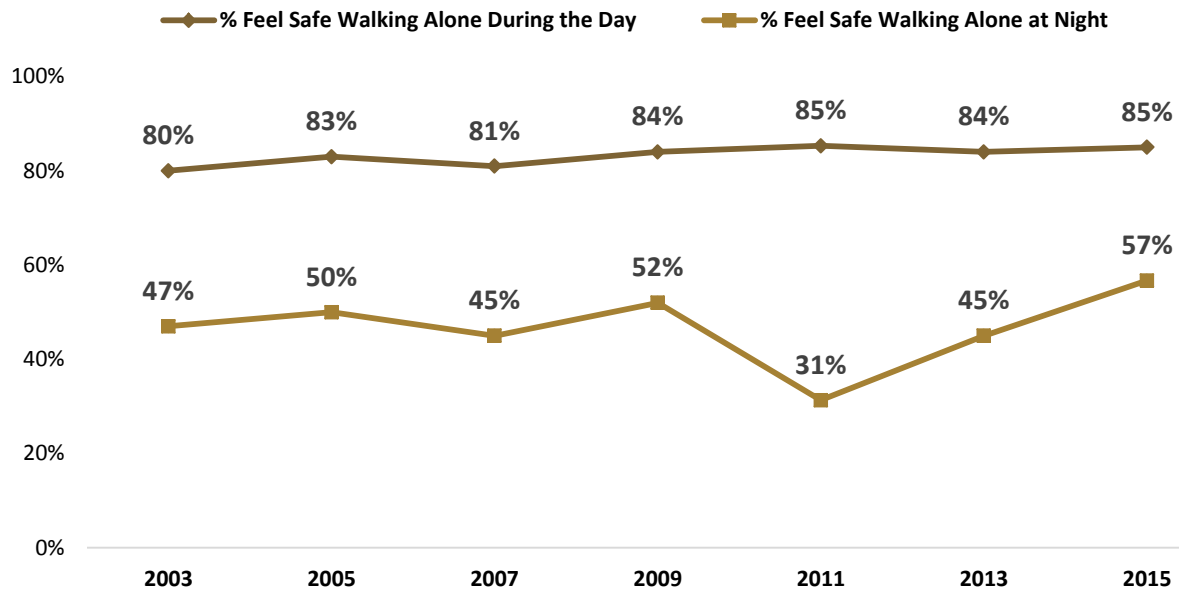
As shown in the chart above, feelings of safety during the day have remained relatively steady in recent years, with a very slight increase over the long term.

On the other hand, the percentage of residents who report feeling safe walking alone in their neighborhood at night has increased in recent years. Fifty-seven percent of respondents say they feel safe at night, a significant increase from 2013, when only 45 percent said they felt safe at night, and from 2011, when only 31 percent said they felt safe at night. In addition, those who said they feel "Very Safe" (an "A" grade) walking alone in their neighborhood at night rose from 12 percent in 2013 to 20 percent in 2015.

Comments from respondents may indicate some of the reasons for these changes. Some commenters noted improvements in their neighborhood which made them feel safer, while others, when citing safety concerns, often noted that such concerns were not within their own neighborhood, but on Muni or in other areas of San Francisco.
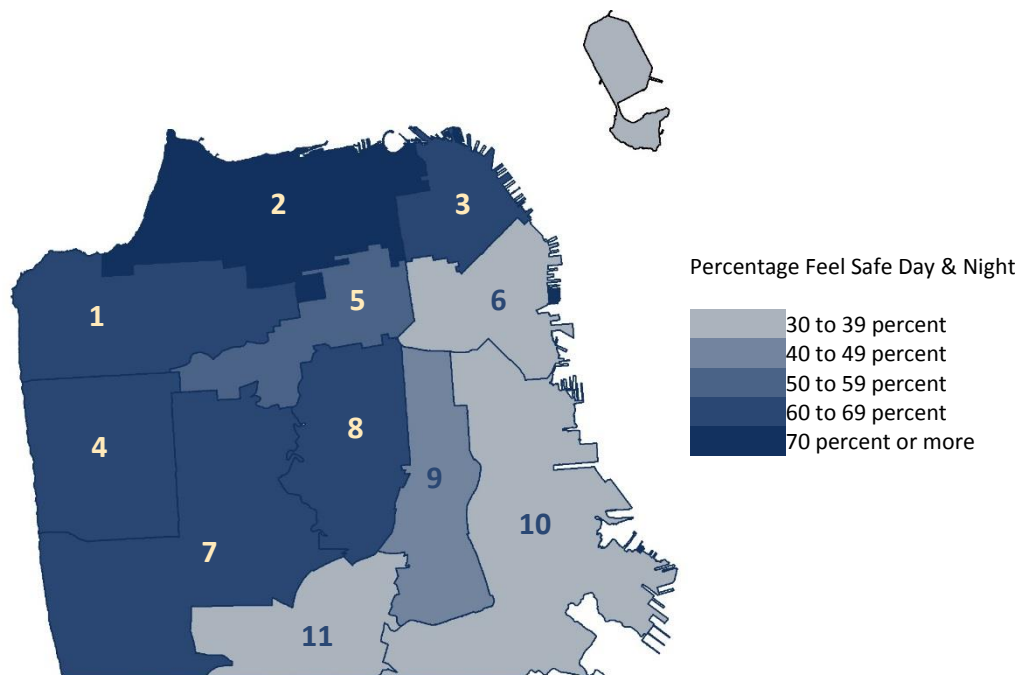
Residents in the Southeast Continue to Feel the Least Safe

While feelings of safety overall appear to have increased or remained constant, patterns by district and demographics indicate large differences in the perception of safety throughout San Francisco.

Similar to previous years, residents in the Southeast (Districts 9, 10, and 11) and Central San Francisco (District 6) report feeling the least safe during the day and at night. However, these districts also have higher percentages of residents under 35, as well as non-white residents. In general, non-white residents and younger residents feel much less safe than older, white residents.

District 6 (SOMA/Treasure Island) and District 10 (Bayview/Hunters Point) have the highest percentage of respondents reporting that they feel unsafe both day and night in their neighborhood – 12 percent and 17 percent, respectively. This is particularly noteworthy, as fewer than 5 percent of residents in every other district report feeling unsafe in their neighborhood both day and night. None of the respondents in District 3 (North Beach/Chinatown), District 7 (Twin Peaks/Lake Merced), and District 8 (Castro/Noe Valley) reported feeling unsafe both day and night.

Residents Who Feel Safe Both Day and Night Walking Alone in Their Neighborhood
By Supervisorial District

Percentage Feel Safe Day & Night

- 30 to 39 percent
- 40 to 49 percent
- 50 to 59 percent
- 60 to 69 percent
- 70 percent or more

Demographic Factors Play a Role in Feelings of Safety

While geography is a strong predictor of feelings of safety, other demographic factors play a role as well. Similar to previous surveys, residents of color express greater concerns about safety in their neighborhoods both during the day and at night than do White residents. Low-income residents, residents under the age of 35, residents with children, and residents with disabilities are also less likely to feel safe walking alone in their neighborhood at all times, trends that have remained constant since 2013.

While these subgroups continue to feel the least safe, residents within these subgroups report improvements in feelings of safety compared to previous years. In 2013, 34 percent of Latinos felt safe both day and night, and in 2015, 43 percent feel safe day and night. Thirty-seven percent of Asian/Pacific Islanders felt safe day and night in 2013, a figure that has increased to 41 percent in 2015. Feelings of safety have remained relatively flat among Black respondents. Improvements in feelings of safety were highest among White residents – 64 percent of White residents reported feeling safe both day and night in 2015, a 10 point increase over 54 percent in 2013.

Gender is also a key factor in feelings of safety. In 2013, close to the same proportion of men and women reported feeling safe walking alone day or night in San Francisco – 46 percent and 43 percent, respectively. In 2015, however, men were far more likely to say that they feel safe both day and night (64 percent) than women (41 percent). This represents a major increase (18 percent) in men's feelings of safety, and these gender differences in 2015 align more closely with the sentiments expressed in surveys prior to 2013.

Non-Whites, Lower Income Residents Feel the Least Safe
By Select Subgroups

Subgroup	Percent Who Feel Safe Day and Night	Subgroup	Percent Who Feel Safe Day and Night
Asian/Pacific Islander	41%	Age 18-34	50%
Black	448%	Age 35-54	58%
Latino	43%	Age 55+	52%
White	64%	Women	41%
Household Income			
Under $50,000	43%	Men	64%
$50,000 to $100,000	55%	Physical Disability	48%
Over $100,000	65%	Emotional Disability	50%
		No Disability	54%

SURVEY RESPONSES

Q12. Please rate your feeling of safety while:

A. Walking alone in your neighborhood during the day

	Percentage	Number of Responses
Very Safe	53	576
Safe	32	351
Neither Safe Nor Unsafe	10	112
Unsafe	4	41
Very Unsafe	1	8

B. Walking alone in your neighborhood at night

	Percentage	Number of Responses
Very Safe	20	211
Safe	36	376
Neither Safe Nor Unsafe	25	258
Unsafe	13	130
Very Unsafe	6	62

3   PARKS AND RECREATION

Overview

This chapter reviews resident use and perception of San Francisco parks, facilities, and recreation programs. Highlights include the following:

- Residents report high rates of park usage – with nearly three-fourths (72 percent) visiting a City park at least once per month.

- Residents give the City's recreation and park system overall a "B". This is consistent with prior years. Generally, those who use the City's park and recreation system more frequently rate it higher overall than those who use it less frequently or not at all.

- Interactions with Recreation and Parks Department staff and quality of Recreation and Parks Department programs received an average grade of "B+". Program convenience and condition of Recreation and Parks Department structures both received an average grade of "B."

In Their Own Words

Spend more money on parks.
    --District 1 resident

The parks are very nice, but there is vandalism, which lessens the enjoyment of them.
    --District 11 resident

B

PARKS AND RECREATION

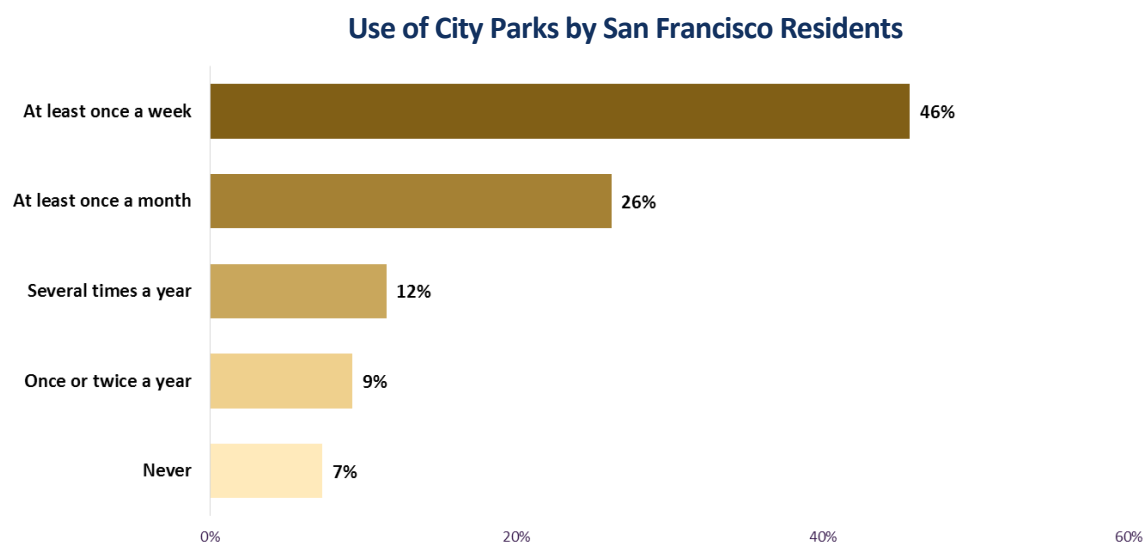| Grade	Description
B	Overall quality of the City's recreation and park system
B+	Quality of landscaping, plantings, and cleanliness
B	Quality of athletic fields and courts
B	Availability of walking and hiking trails
B	Condition of Recreation and Parks Department buildings and structures
B	Convenience of recreation programs
B+	Quality of recreation programs and activities
B+	Overall quality of interactions with Recreation and Parks staff

Key Findings

Nearly three quarters (72 percent) of residents report using the City's parks at least once a month, including nearly half of residents (46 percent) who say they visit at least once a week. This is a significant increase over 2013 when only 60 percent of residents reported using parks at least once a month including 36 percent said they visited at least once a week.

Use of City Parks by San Francisco Residents

Category	Percent
At least once a week	46%
At least once a month	26%
Several times a year	12%
Once or twice a year	9%
Never	7%

Those with higher incomes use parks more frequently than those with household incomes under $50,000 per year. Those under 55 years of age were among the most frequent users, with park usage appearing to peak among the 35 to 54 age group. White residents were most likely to use parks frequently, followed by Latino residents. Black and Asian/Pacific Islander residents were least likely to use parks frequently.

Park Usage by Residents Who Visit Parks Frequently (At Least Once Per Month)
By Select Subgroups

Subgroup	Percent Who Visit Parks Frequently	Subgroup	Percent Who Visit Parks Frequently
Asian/Pacific Islander	60%	Household Income Under $50,000	65%
Black	67%	$50,000-$100,000	78%
Latino	72%	Over $100,000	81%
White	79%	Under 35	75%
Not a Parent	68%	Age 35-54	80%
Parent	83%	Age 55+	59%

Overall, residents in the center and western edge of the City are more likely to visit city parks frequently than those on the southern and eastern edges. Residents in Districts 1 (Richmond), 8 (Castro/Noe Valley), and 5 (Haight/Western Addition) are most likely to visit a City park at least once per month, while residents in District 11 (Excelsior/Oceanview) are least likely to do so.

Districts with the highest share of frequent park visitors tend to be those that encompass or are near to Golden Gate Park.

Frequent Park Visitors by District
Percentage of residents who visit a city park at least once per month

Legend:
- 61 to 65 percent
- 66 to 70 percent
- 71 to 75 percent
- 76 to 80 percent
- 80 percent or more
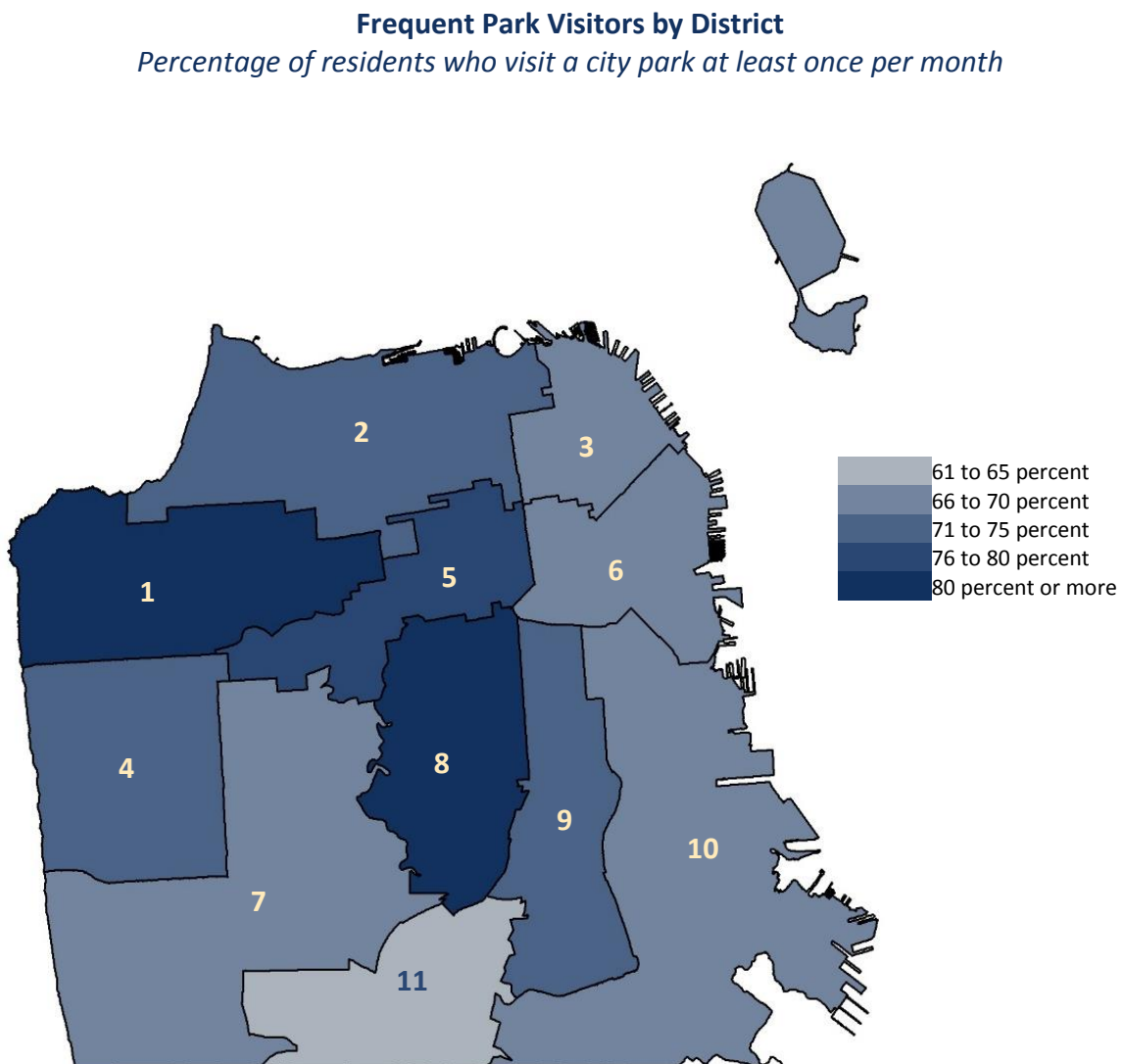
Overall Grade for City's Recreation and Park System Remains "B"

Overall, 74 percent of residents rate the City's recreation and park system an "A" (Excellent) or "B" (Good), keeping the average grade a "B" overall.[1] Geographically, residents in the northwest and central Districts were happiest with the City's recreation and parks system, while those in the south and east Districts were least satisfied. These ratings roughly correlate with the most recent Parks Assessment.[2]

**Percent Rating City's Recreation and Park System
An "A" (Excellent) or "B" (Good)
By Supervisorial District**

Percent Rating City's Recreation and Park System an "A" or "B"

- 66 to 70 percent
- 71 to 75 percent
- 76 to 80 percent
- Over 80 percent

District Park Scores (out of 100)

- 85 percent to 89 percent
- 90 percent to 92 percent
- 93 percent or better
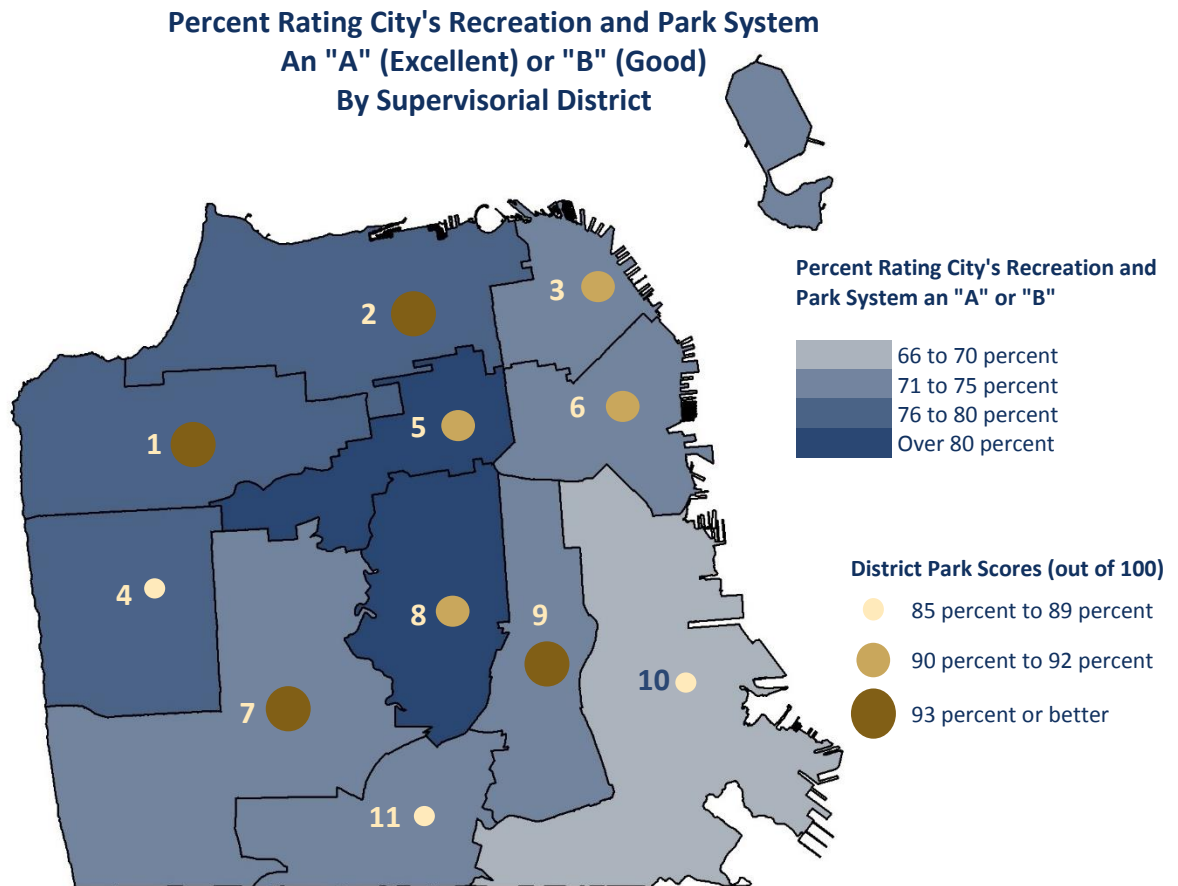
Satisfaction also roughly correlates to City park use. Three fourths of those who use a City park at least once a week rated the overall quality of the park system an "A" or "B" (76 percent), as did 78 percent of those who use parks at least once a month and 82 percent who use City parks at least several times per year. However, only 62 percent of those who use a City park only one or two times per year rated City parks and recreation overall an "A" or "B" grade. Those who never use a City park only rated their quality an "A" or "B" grade 60 percent of the time. (The

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[1] Those who said they never use a city park were only asked to rate the quality of city parks and recreation overall. Only those who said they visit a city park at least one to two times per year were asked to rate specific qualities of the City's parks and recreation.

[2] Link to report: http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=5867. Park Maintenance Standards, Annual Report, Fiscal Year 2013-2014; District Park Scores, Page 6.

2015 survey was the first year a general satisfaction question was asked of *all* respondents, including those who never visited a park.)

In addition, survey methodology changed extensively in 2015 compared to 2013 and prior City Surveys. The survey changed from primarily a mail survey in 2013 and prior years to a telephone survey in 2015. The methodology change presents challenges in comparing 2015 results with results from 2013 and prior years: for example, younger residents are more accurately represented in 2015 and so it is likely that a higher share of more active individuals responded to the 2015 survey. Hence, comparisons between 2015 survey results and past survey results have been intentionally left out of this chapter.

Park-Specific Attributes Rated B/B+

A majority of residents who have visited city parks offer favorable ratings of park conditions. At least 64 percent assign a grade of "A" (Excellent) or "B" (Good) for the availability of walking and hiking trails, the quality of park grounds, and the quality of athletic fields and courts.

Residents were most satisfied with the availability of walking and hiking trails (B+), and slightly less satisfied with the quality of landscaping, plantings, and cleanliness (B) and quality of athletic fields and courts (B). While their average grades were similar, residents were nearly twice as likely to rate the availability of walking and biking trails an "A" (37 percent) as they were to rate the quality of athletic fields and courts an "A" (20 percent).

Parks and Recreation Ratings – Specific Attributes

■ Excellent (A)　■ Good (B)　■ Average (C)　■ Poor/Failing (D/F)

Attribute	Excellent (A)	Good (B)	Average (C)	Poor/Failing (D/F)	Grade
Availability of walking and hiking trails	37%	44%	15%	4%	B+
Quality of landscaping, plantings, and cleanliness	28%	47%	21%	5%	B
Quality of athletic fields and courts	20%	44%	29%	8%	B

0%　20%　40%　60%　80%　100%
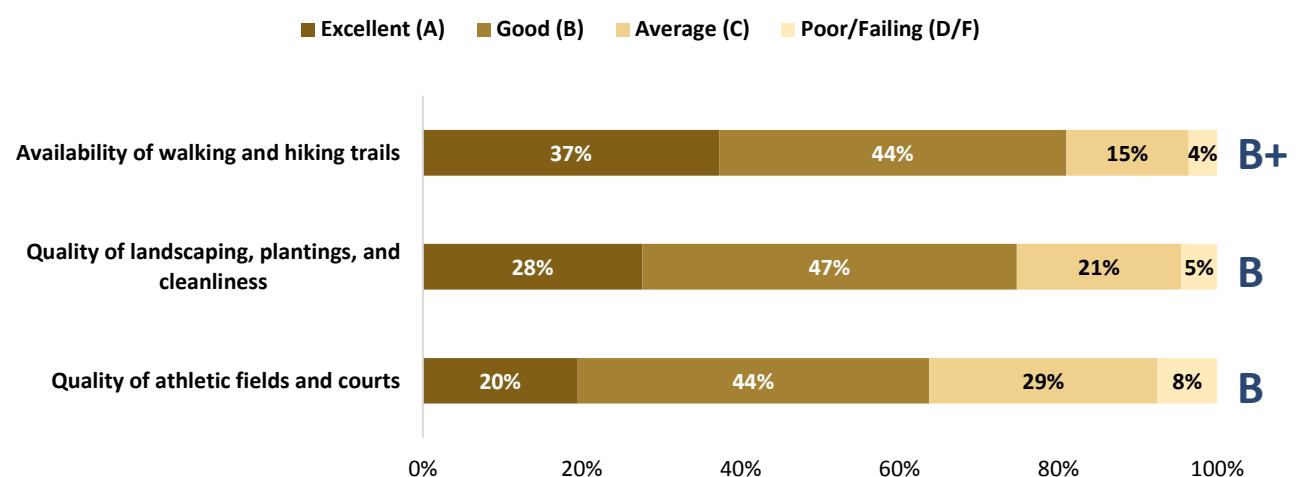
Those who use parks more frequently provided higher average ratings on landscaping, plantings, and cleanliness, which is notable because frequent users may be more likely to see the wear and tear that casual users do not. Frequent users also rated the availability of walking and hiking trails higher than did infrequent users, while both frequent and infrequent users rated the quality of athletic fields and courts the same.

Attribute Rating Differences Between Frequent and Infrequent Park Users

| Attribute	Use parks at least once a month	Use parks less than once a month
Quality of landscaping, plantings, and cleanliness	B+	B
Quality of athletic fields and courts	B	B
Availability of walking and hiking trails	B+	B

Percent Rating Various Attributes An "A" (Excellent) or "B" (Good)

There were significant differences in park-specific ratings by district. Residents in northern/western districts tended to rate landscaping, plantings, and cleanliness higher, but athletic courts and fields lower, than those in the eastern and southern districts.

Quality of Landscaping, Plantings, Cleanliness

Quality of Athletic Fields and Courts

54 to 60 percent
61 to 65 percent
66 to 70 percent
71 to 75 percent
Over 75 percent
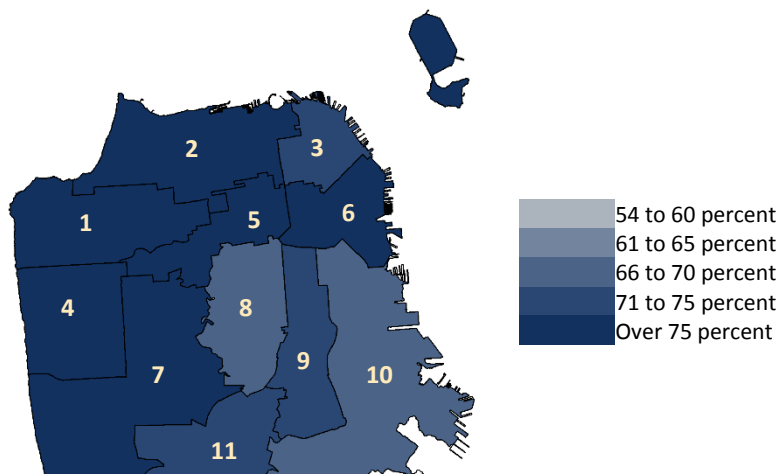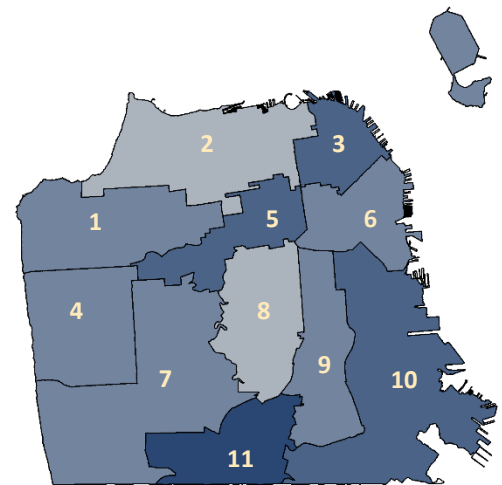
While respondents rated the availability of walking and hiking trails higher than the two measures above, there are still significant geographical differences. Residents in the north and west rated the availability more highly than those in the south and east. Notably, respondents in District 9 (Mission/Bernal Heights) and District 10 (Bayview/Hunters Point) offered the lowest ratings for the availability of walking and hiking trails, yet the 312-acre McLaren Park, which has a network of trails, spans both of those districts.

Availability of Walking and Hiking Trails

71 to 75 percent
76 to 80 percent
81 to 85 percent
Over 85 percent
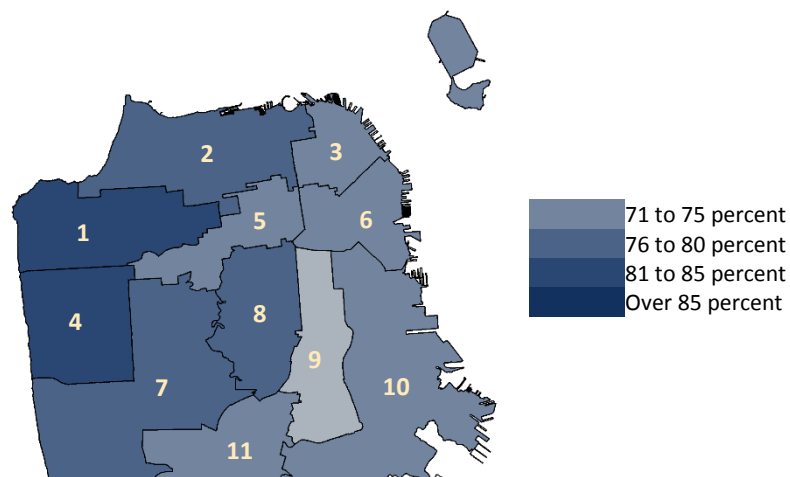
Recreation and Parks Department Programs

Overall, 30 percent of residents have participated in a Recreation and Parks Department program in the last 12 months (including classes, athletic leagues, after-school programs, special events/concerts, or facility rentals).

Those who visit a park frequently are more likely to participate in a program (39 percent) than those who never visit a park (5 percent). Parents (particularly those with children aged 6 to 13) and those with higher incomes are more likely to have participated in a Recreation and Parks program in the last 12 months. Black residents were most likely to have participated in a program, while Asian/Pacific Islander residents were the least likely to do so.

Participation in Recreation and Parks Department Programs
By Select Subgroup

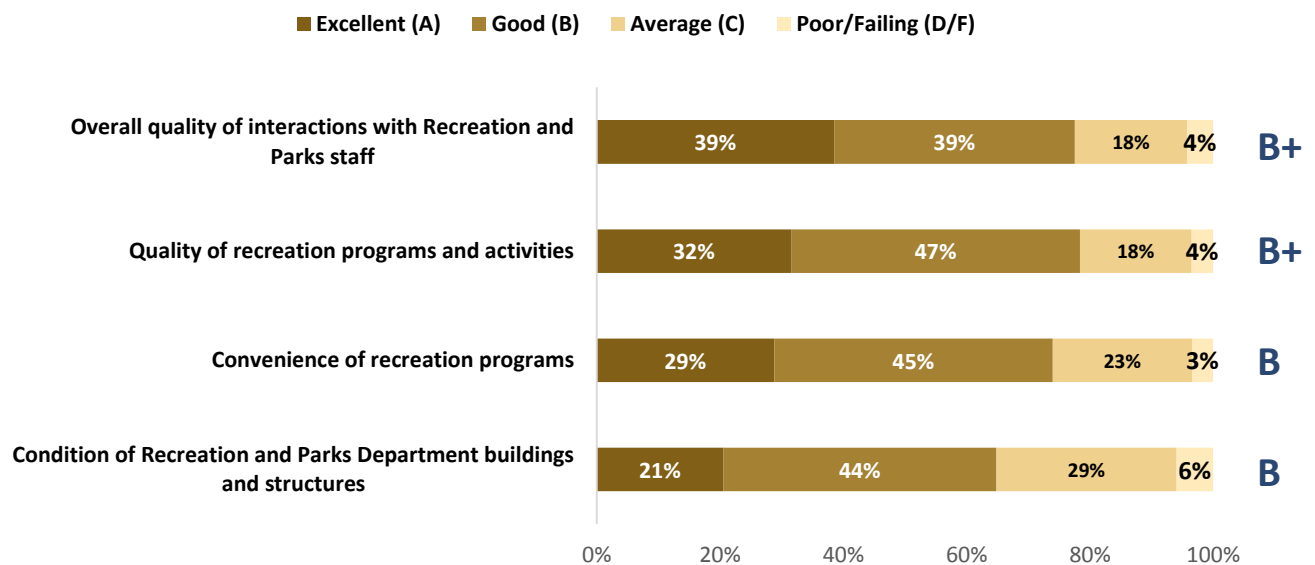| Subgroup	Percent Who Participated in Recreation and Parks program	Subgroup	Percent Who Participated in Recreation and Parks program
All respondents	30%	Non-Parents	23%
Asian/Pacific Islander	24%	All Parents	48%
Black	40%	With Children 0-5 years	43%
Latino	30%	With Children 6-13 years	59%
White	32%	With Children 14-18 years	44%
Household Income Under $50,000	27%		
$50,000-$100,000	32%	Visited a park:	
Over $100,000	33%	At least once a week	39%
Under 35	27%	At last once a month	26%
Age 35-54	38%	At least several times per year	25%
Age 55+	23%	At least 1-2 times per year	18%
		Never (in the last 12 months)	5%

Program Attributes Rated B/B+

Respondents gave relatively high marks to Recreation and Parks staff ("B+") as well as to the quality of recreation programs and activities ("B+"). They rated the convenience of park programs and condition of buildings/structures slightly lower, with an average "B" grade. While their average grades were similar, respondents were nearly twice as likely to rate the quality of interactions with staff an "A" (39 percent) as they were to rate the condition of buildings/structures an "A" (20 percent).

Those who visited parks most often tended to give higher ratings for the condition of Recreation and Parks Department buildings and structures than those who visited parks infrequently or not at all.

By demographics, those under 35 years of age tended to give higher ratings on these attributes than older residents. Those with household incomes under $50,000/year tended to give somewhat lower ratings than those who earn more.

Recreation and Parks Department Program Ratings

■ Excellent (A)　■ Good (B)　■ Average (C)　■ Poor/Failing (D/F)

Attribute	Excellent (A)	Good (B)	Average (C)	Poor/Failing (D/F)	Grade
Overall quality of interactions with Recreation and Parks staff	39%	39%	18%	4%	B+
Quality of recreation programs and activities	32%	47%	18%	4%	B+
Convenience of recreation programs	29%	45%	23%	3%	B
Condition of Recreation and Parks Department buildings and structures	21%	44%	29%	6%	B

0%　20%　40%　60%　80%　100%

SURVEY RESPONSES

Q3. [How would you grade the] overall quality of the City's recreation and park system?

	Percentage	Number of Responses
A - Excellent	26	542
B - Good	49	1023
C- Average	19	395
D - Poor	4	82
F - Failing	2	34

Q4. In the past 12 months, how often did you visit a City Park?

	Percentage	Number of Responses
At least once a week	46	995
At least once a month	26	572
Several times a year	12	251
Once or twice a year	9	203
Never	7	158

[asked if visited park in last 12 months] Q5. How would you grade City parks on . . .

A. Quality of landscaping, plantings, and cleanliness

	Percentage	Number of Responses
A - Excellent	28	553
B - Good	47	943
C- Average	21	415
D - Poor	3	67
F - Failing	1	23

B. Quality of athletic fields and courts

	Percentage	Number of Responses
A - Excellent	20	294
B - Good	44	668
C- Average	29	435
D - Poor	6	84
F - Failing	2	28

C. Availability of walking and hiking trails

	Percentage	Number of Responses
A - Excellent	37	696
B - Good	44	815
C- Average	15	287
D - Poor	3	52
F - Failing	1	15

Q6. In the past 12 months, have you or anyone in your household participated in a Recreation and Parks Department program, such as classes, athletic leagues, after school programs, special events/concerts, or facility rentals?

	Percentage	Number of Responses
Yes	30	647
No	70	1532

[if 'yes' in Q6] Q7. How would you grade the . . .

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

	Percentage	Number of Responses
A - Excellent	21	129
B - Good	44	277
C- Average	29	183
D - Poor	5	30
F - Failing	1	7

B. Convenience of recreation programs (location, hours)

	Percentage	Number of Responses
A - Excellent	29	170
B - Good	45	267
C- Average	23	134
D - Poor	2	14
F - Failing	1	6

C. Quality of recreation programs and activities

	Percentage	Number of Responses
A - Excellent	32	177
B - Good	47	262
C- Average	18	102
D - Poor	2	14
F - Failing	1	6

D. Overall quality of interactions with Recreation and Parks staff

	Percentage	Number of Responses
A - Excellent	39	210
B - Good	39	213
C- Average	18	99
D - Poor	2	13
F - Failing	2	11

Chapter

4 LIBRARIES

Overview

This chapter reviews resident use and experience with San Francisco libraries and library services. Highlights include the following:

- More than two-thirds of San Francisco residents (68 percent) report using some type of library service in the past year.

- Parents, women, and residents between the ages of 35-54 are more likely to be frequent visitors of branch libraries than are other residents.

- Out of 35 total ratings in City Survey, only three received an average grade in the "A" range in 2015. Two of the three ratings are related to library services. "Assistance from library staff" and "Condition of your neighborhood branch library" both received average grades of "A-".

- Satisfaction ratings for the condition of the City's libraries and with library services, including assistance from staff, collections, online services, internet access and levels of cleanliness and maintenance at the City's neighborhood branches, have improved since 2013. On average, residents offer an "A-" to "B+" grade in most of these areas.

B+	
LIBRARIES	
A-	Assistance from library staff
A-	Condition of your neighborhood branch library
B+	Online library services
B+	Collection of books, DVDs, CDs, etc.
B+	Internet access at library computer stations
B	Condition of the Main Library

Key Findings

In 2015, more than two-thirds (68 percent) of respondents overall have visited a branch library, visited the Main Library, and/or used the library's online resources in the previous 12 months.

Respondents are asked three questions about library usage, with each question asking about a specific resource – e.g. branch library, Main Library, and online resources. Past reporting has focused primarily on the responses to each of these asked questions. However, it is also important to analyze the findings as a whole, e.g. to determine what percentage of respondents use, for example, only their branch library, or only online resources, etc.

Below is a summary comparison of 2015 results with 2011 and 2013 studies.[1]

Library Usage by Type of Access (based on asked questions)

	2011	2013	2015
Used <u>only</u> online library resources	1%	2%	2%
Used <u>only</u> local branch/bookmobile	10%	10%	12%
Used <u>only</u> the Main Library	6%	5%	8%
Used local branch/bookmobile and online resources (only)	8%	9%	9%
Used Main Library and online resources (only)	3%	3%	5%
Used both local branch/bookmobile and Main Library (only)	14%	14%	13%
Used local branch, Main Library, and online library resources	32%	34%	18%
Total - Used Library in any way	**73%**	**75%**	**68%**
Did not use any resources/no answer	**27%**	**25%**	**32%**

At first glance, it appears that there has been a drop in library patronage in 2015, since those using the library in any way is 68 percent in 2015, compared to 75 percent in 2013. However, this drop may be due to a methodology shift rather than an actual drop in use.

In both 2011 and 2013, the City Survey was administered primarily by mail such that respondents filled out the questionnaire themselves and mailed it back. In 2015, the survey was administered via telephone by trained interviewers, who asked the questions and recorded the responses.

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[1] Note that the figures are slightly adjusted in the table, as the denominator in the percentage calculation is the total number of respondents who completed the survey rather than the total number of respondents who answered that question. This is done for year-to-year comparison: in mail surveys, such as 2013 and before, respondents are not forced to answer every question and they tend to skip those they are not interested in, whereas in a phone survey, like 2015, they have to provide a direct response. Weights were applied to 2013 and 2015 data, as is standard for both years.

In all three studies, questions on library usage asked how frequently a respondent had used that particular resource *during the past year*, yet the 2015 study modified this language to say "during the past 12 months".

In the 2015 study, interviewers read the question exactly as written, clearly stating the phrase, "during the past 12 months". Since each usage question was asked separately, the respondent would have heard the phrase "during the past 12 months" three times. And, if a respondent forgot and replied along the lines of, "Well, when I was working on this project several years ago . . ." then the interviewer would re-read the question and remind the respondent that the question was solely asking about the past 12 months.

In the 2011 and 2013 studies, it is very likely that at least some respondents did not see "during the past year" in the written instructions to the question, and therefore, responded with what they had *ever* done. If so, respondents would be more likely to state they had used all three services (i.e. Main Library, branch library, and online resources).

Indeed, usage by those who had used all three services is the sole category in the summary table on the prior page that shows very different results in 2015 when compared with 2011 and 2013. Nearly half of the respondents who used the library in any form in the 2011 and 2013 studies say they used all three resources in the past year. In 2011, 44 percent of all library users said they used all three resources in the past year (73 percent of respondents used at least one resource and 32 percent used all three). Similarly, in 2013, 45 percent of all library users said they had used all three resources in the past year (75 percent of respondents used at least one resource and 34 percent used all three). In 2015, however, 26 percent of all library users said they had used all three resources in the past year (68 percent of respondents used at least one resource and 18 percent used all three).
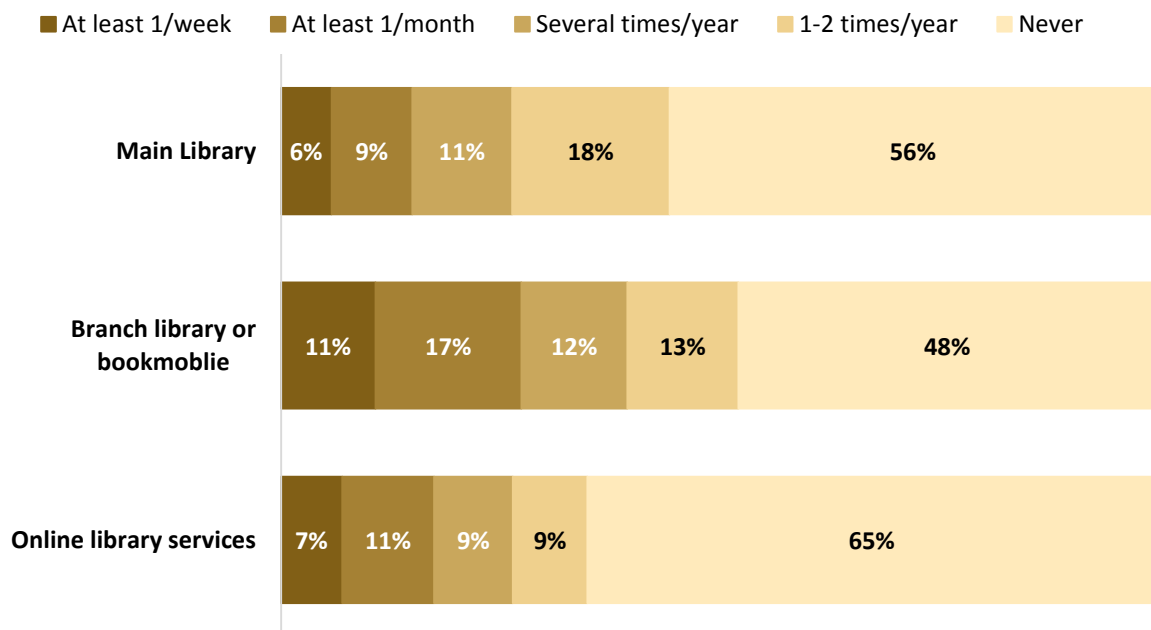
These differences may indicate that, in prior years, respondents did not read the question closely, and instead, answered whether they had used the various library services *at any given time.* This would have led to an overstatement of those using the library, most specifically those who said they have used all three resources.

Because of the methodology changes, however, it is not certain whether respondents who say they use the library in any form has gone up or down when compared to 2011 and 2013. Rather, we can only say that the 2015 results are most likely a more accurate picture of library use.

2015 Library Use

Of the three library service types asked about in City Survey (Main Library, branch library or bookmobile, and online library services), respondents were most likely to have used their branch library or a bookmobile recently. Slightly more than half of respondents (52 percent) have used their branch library and/or bookmobile at least once over the past year, and 11 percent say they use their branch library at least once per week. Forty-four percent of respondents have used the Main Library, and just over a third of respondents (35 percent) have used online library resources at least once over the past year.

Use of Library by Service Types and Frequency

■ At least 1/week   ■ At least 1/month   ■ Several times/year   ■ 1-2 times/year   ■ Never

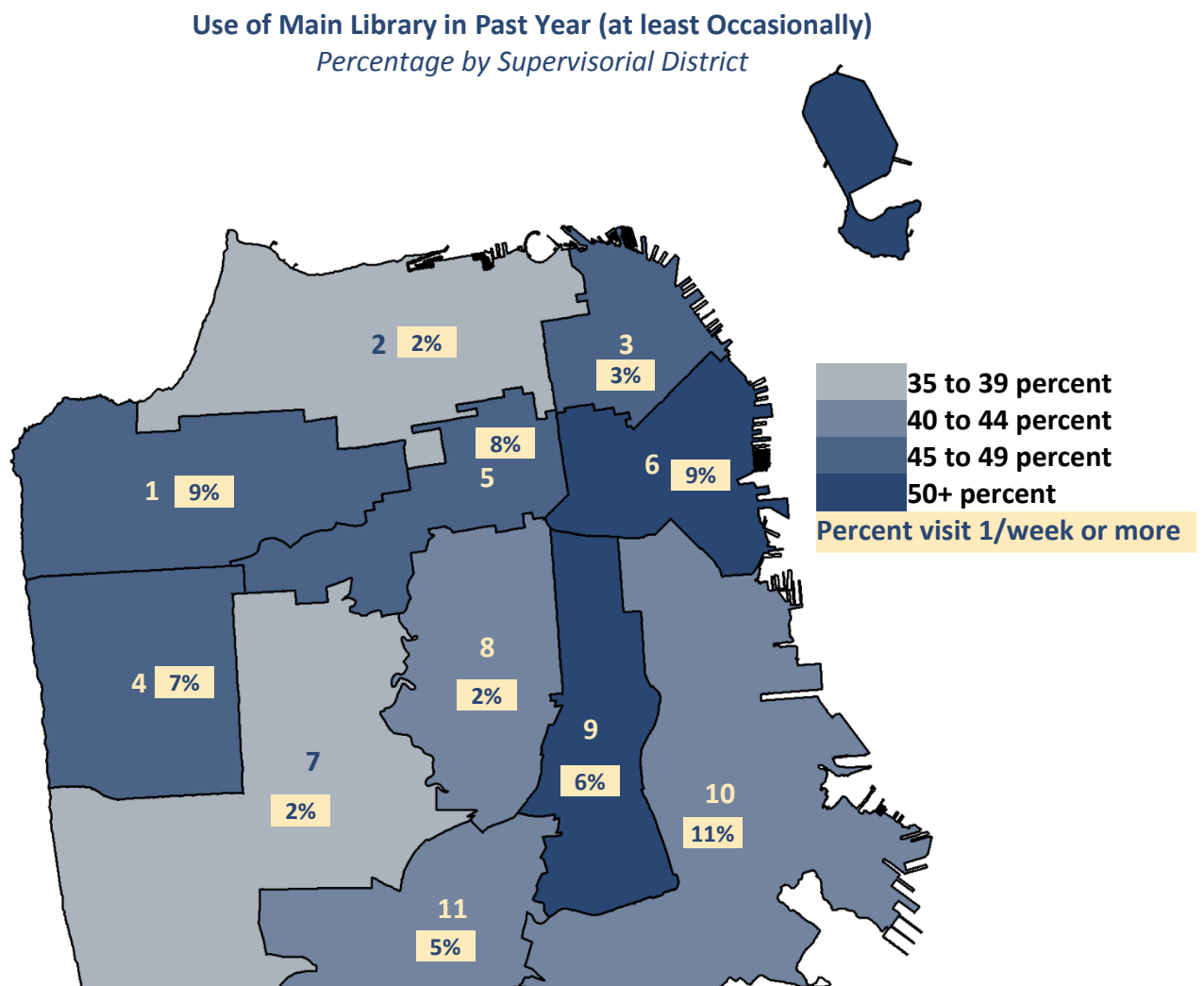| Service	At least 1/week	At least 1/month	Several times/year	1-2 times/year	Never
Main Library	6%	9%	11%	18%	56%
Branch library or bookmoblie	11%	17%	12%	13%	48%
Online library services	7%	11%	9%	9%	65%

Use of Main Library by Supervisorial District

The map below shows the percentage of respondents by district who have visited or used the Main Library at least once during the past 12 months. District 6 (SOMA/Treasure Island) has the highest share of respondents who have visited the Main Library, at 55 percent. This is not surprising considering the Main Library is located in District 6.

However, District 10 (Bayview/Hunters Point) has the highest share of respondents who visit the Main Library at least once a week (at 11 percent). The Main Library is at the city center and it is interesting to note that frequent use of the Main Library roughly coincides with light rail Muni lines.
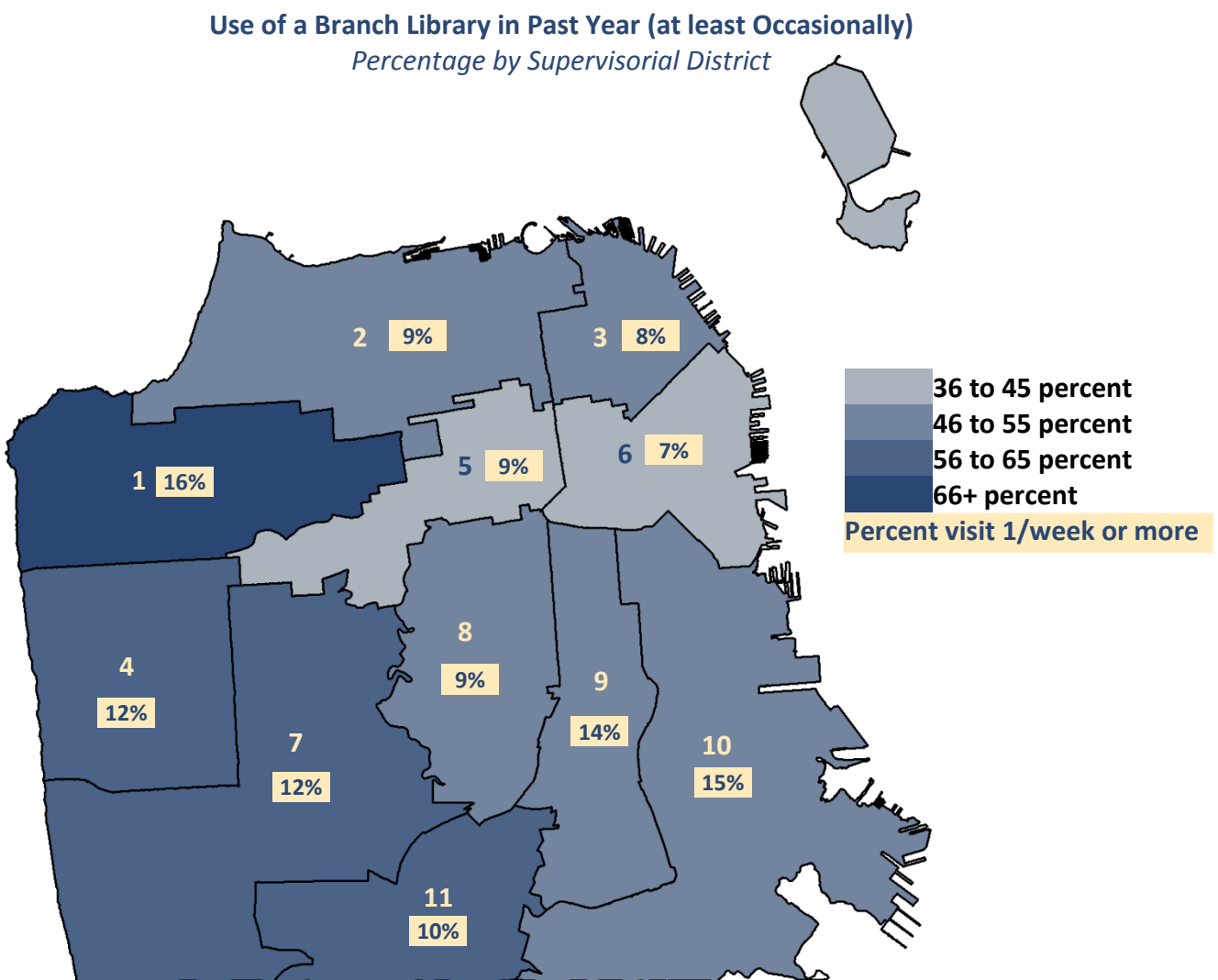
District 7 (Twin Peaks/Lake Merced) and District 2 (Marina/Pacific Heights) both had the lowest rate of Main Library visitation/use, each at 35 percent.

Use of Main Library in Past Year (at least Occasionally)
Percentage by Supervisorial District

Legend:
- 35 to 39 percent
- 40 to 44 percent
- 45 to 49 percent
- 50+ percent

Percent visit 1/week or more

District values (percent visit 1/week or more):
- 2: 2%
- 3: 3%
- 5: 8%
- 6: 9%
- 1: 9%
- 4: 7%
- 8: 2%
- 9: 6%
- 7: 2%
- 10: 11%
- 11: 5%

Use of Branch Libraries by Supervisorial District

Use of branch libraries ranges from District 6 (SOMA/Treasure Island) where 37 percent of respondents visited or used a branch library in the past 12 months, to District 1 (Richmond), where 68 percent of respondents have done so. District 1 also had the highest share of weekly visitors to a branch library, at 16 percent. The share of weekly visitors to a branch library was highest in the southern and western districts.

Usage of branch libraries was lowest in District 5 (Haight/Western Addition) and District 6, but this may be because residents in those districts are more likely to use the nearby Main Library than their branch library.

Use of a Branch Library in Past Year (at least Occasionally)
Percentage by Supervisorial District

Legend:
- 36 to 45 percent
- 46 to 55 percent
- 56 to 65 percent
- 66+ percent

Percent visit 1/week or more

District values shown on map:
- 2: 9%
- 3: 8%
- 1: 16%
- 5: 9%
- 6: 7%
- 8: 9%
- 4: 12%
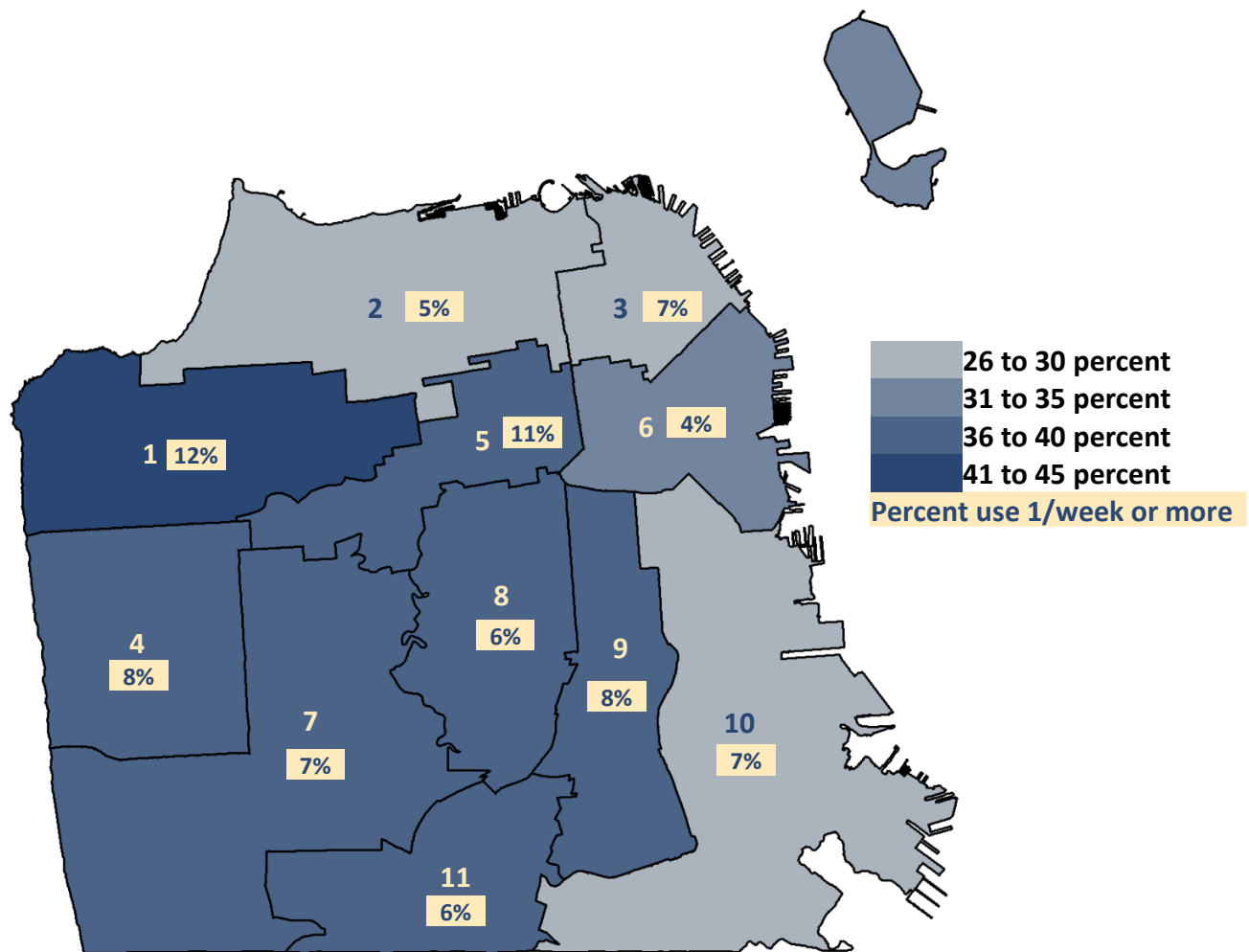- 9: 14%
- 10: 15%
- 7: 12%
- 11: 10%

Use of Online Library Resources by Supervisorial District

By district, use of online resources in the last 12 months varied from District 10 (Bayview/Hunters Point) at 26 percent, to District 1 (Richmond) at 44 percent. District 1 also had the highest share of residents who use online library resources weekly (12 percent).

Although District 5 (Haight/Western Addition) ranked in the middle of districts for use of online library resources in the last 12 months (36 percent), it had the second-highest share of respondents who say they use online resources at least once a week. In almost all other districts, save for District 6 (SOMA/Treasure Island), at least 5 percent of respondents said they use online library resources weekly.

Use of Online Library Resources (at least Occasionally)
Percentage by Supervisorial District

Legend:
- 26 to 30 percent
- 31 to 35 percent
- 36 to 40 percent
- 41 to 45 percent

Percent use 1/week or more

District labels on map:
- 2 — 5%
- 3 — 7%
- 1 — 12%
- 5 — 11%
- 6 — 4%
- 4 — 8%
- 8 — 6%
- 9 — 8%
- 7 — 7%
- 10 — 7%
- 11 — 6%

Demographic Trends in Library Use

Frequent Visitors to the Main Library

Fifteen percent of respondents visit the Main Library at least once a month, and are thus considered frequent visitors. Black respondents, disabled respondents, low income respondents, and parents were more likely to visit the Main Library frequently.

Subgroup	Percent Who Visit Main Library Frequently	Subgroup	Percent Who Visit Main Library Frequently
All respondents	15%		
Asian/Pacific Islander	19%	Household Income Under $50,000	22%
Black	25%	$50,000-$100,000	15%
Latino	19%	Over $100,000	8%
White	12%	Resident for 10 years or less	14%
Senior Citizen	15%	Resident for 11 to 20 years	19%
Disabled	21%	Resident for 20+ years	14%
Homeowners	12%	Under 35	16%
Renters	17%	Age 35-54	14%
Male	14%	Age 55+	16%
Female	17%	Parent	20%

Frequent Visitors to Branch Libraries

Twenty-eight percent of San Francisco residents visit or use their branch library or bookmobile at least once a month, and are thus considered frequent branch library visitors. Those with minor children were most likely to be frequent visitors, with 47 percent of parents indicating they visit either their branch library or bookmobile at least once a month.

Subgroup	Percent Who Visit Branch Library Frequently	Subgroup	Percent Who Visit Branch Library Frequently
All respondents	28%		
Asian/Pacific Islander	29%	Household Income Under $50,000	31%
Black	30%	$50,000-$100,000	28%
Latino	29%	Over $100,000	25%
White	26%	Resident for 10 years or less	23%
Senior Citizen	25%	Resident for 11 to 20 years	31%
Disabled	29%	Resident for 20+ years	29%
Homeowners	30%	Under 35	23%
Renters	26%	Age 35-54	33%
Male	23%	Age 55+	26%
Female	33%	Parent	47%

A frequent visitor is defined as a resident who visits the library one or more times per month.

Frequent Users of Online Library Resources

Eighteen percent of respondents use online library resources at least once a month, and are thus considered frequent online library users. Parents, women, middle aged respondents, and moderate income respondents were more likely to frequently use online resources.

Subgroup	Use Online Library Frequently	Subgroup	Use Online Library Frequently
All respondents			
Asian/pacific Islander	18%	Household Income Under $50,000	19%
Black	16%	$50,000-$100,000	23%
Latino	18%	Over $100,000	15%
White	18%	Resident for 10 years or less	15%
Senior Citizen	15%	Resident for 11 to 20 years	20%
Disabled	17%	Resident for 20+ years	19%
Homeowners	19%	Under 35 years	16%
Renters	17%	Age 35-54	21%
Male	13%	Age 55+	15%
Female	22%	Parent	26%

A frequent visitor is defined as a resident who visits the library one or more times per month.
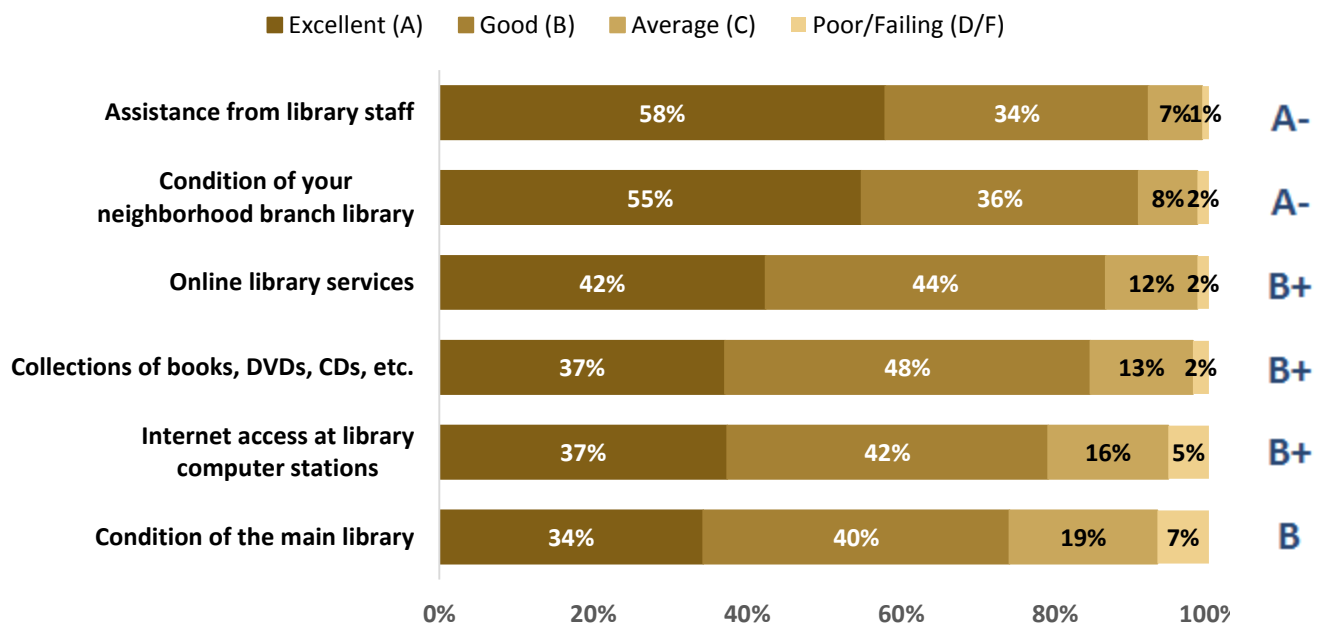
No Use of Library Resources

Thirty-two percent of respondents have not used/visited ANY library resource. Those more likely to say they have not used or visited any library resource include:

- 58 percent of those with less than a high school diploma
- 46 percent of those who have not used Muni in the last year
- 40 percent of those who give local government a "D" or "F"
- 39 percent of those who identify as gay, lesbian, bisexual, or transgender
- 38 percent of men
- 38 percent of those who are not parents
- 38 percent of those who speak a language other than English at home
- 37 percent of those who live in northern districts
- 37 percent of those who earn more than $100,000 per year
- 37 percent of senior citizens (age 60+)
- 36 percent of those who have lived in San Francisco less than 10 years
- 35 percent of White respondents

Library Users Express High Levels of Satisfaction with City Libraries

Among residents who have used library services and facilities within the past year, a majority offer favorable ratings. Library users express the highest levels of satisfaction with the assistance they receive from library staff. Ninety-two percent of users rate it an "A" or "B", which is the highest of any rating in City Survey. Of the 35 ratings in City Survey, only three received an average grade in the "A" range in 2015, and two of the three are related to library services: "Assistance from library staff" and "Condition of your neighborhood branch library."

Users Give City Libraries "A-/B+" Grade in Most Service Areas

Legend: ■ Excellent (A) ■ Good (B) ■ Average (C) ■ Poor/Failing (D/F)

Service Area	Excellent (A)	Good (B)	Average (C)	Poor/Failing (D/F)	Grade
Assistance from library staff	58%	34%	7%	1%	A-
Condition of your neighborhood branch library	55%	36%	8%	2%	A-
Online library services	42%	44%	12%	2%	B+
Collections of books, DVDs, CDs, etc.	37%	48%	13%	2%	B+
Internet access at library computer stations	37%	42%	16%	5%	B+
Condition of the main library	34%	40%	19%	7%	B

Since 2013, satisfaction with library services has improved in nearly every area, including assistance from staff, the condition of neighborhood libraries, online library services, and collections. Greater than 85 percent of residents now give these Library services a rating of "A" for excellent or "B" for good. (See discussion at the beginning of this chapter regarding methodology changes.)

Ratings by Type of Usage

Below is a table showing average ratings and letter grades from respondents based on the type of access they have used in the past year.

Frequently, those who are the heaviest users of library resources also provide the highest ratings.

- Those who have used all three services – online services, branch library, and Main Library – give the highest marks to neighborhood branch libraries and the third highest rating to library staff.
- Those who have visited/used the Main Library and online resources, as well as those who use a branch library and online resources, both give higher marks to library staff.
- Those who use the Main Library and online resources rate their experiences higher than those who use a branch Library and online resources.
- Those who use only a branch library or only the Main Library tend to rate their experiences lower than those who use additional services.

Average Ratings of Library Attributes by Types of Usage
Rated by those who have visited the facilities or used the service(s) in the past 12 months

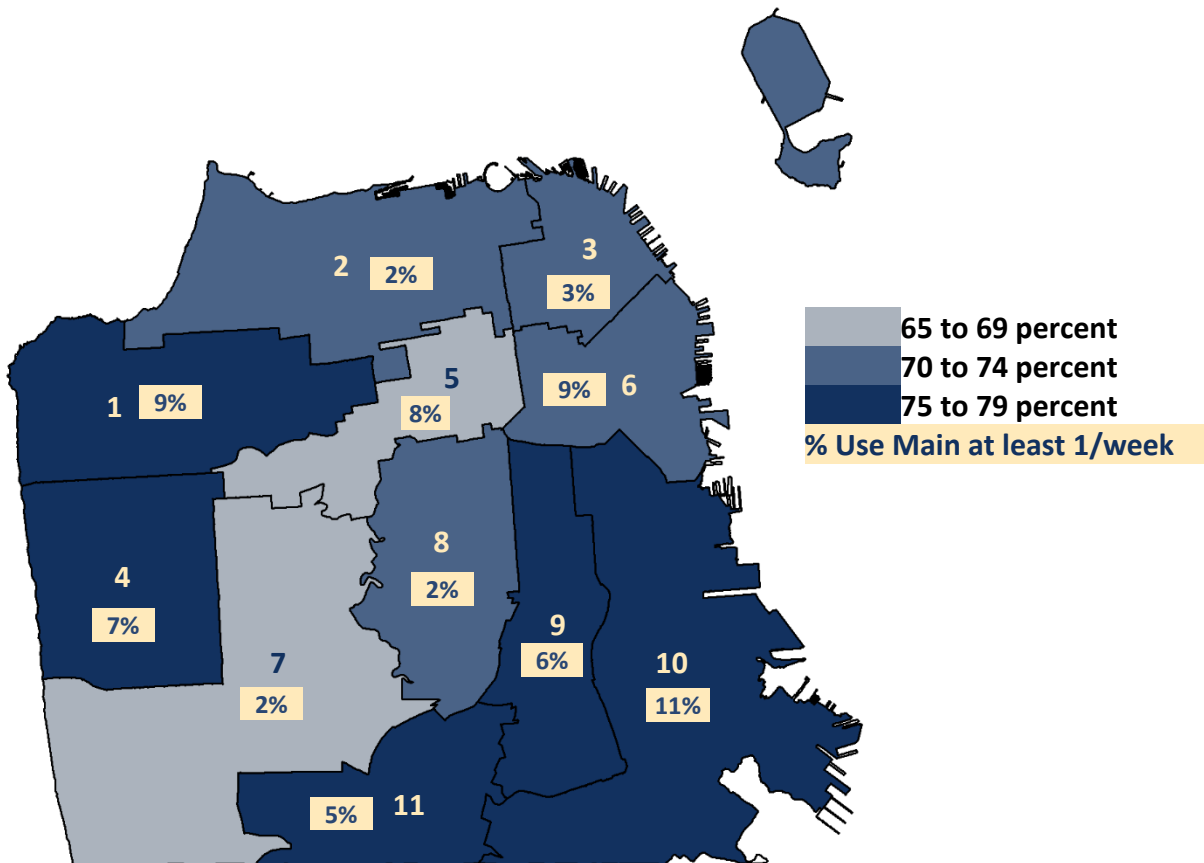| Attribute	Main Library only	Branch Library only	Online Services only	Main and Branch	Main and online	Branch and online	All three resources
Assistance of library staff	A-	A-	B+	A-	A-	A-	A-
Neighborhood branch	-	A-	-	B+	-	A-	A-
Online library services	-	-	B+	-	A-	B+	B+
Collection of books, DVDs, CDs, etc.	B+	B+	B+	B+	A-	B+	B+
Internet access at library computers	B+	B+	B+	B	A-	B+	B+
Main Library	B+	-	-	B+	B+	-	B

Ratings of Main Library by Geography

In general, districts with a higher share of respondents who use the Main Library, or use it more frequently, tended to rate it somewhat higher than those who use it less frequently. However, the lowest rating was from District 7 (Twin Peaks/Lake Merced), where 65 percent of residents rated the Main Library an "A" or "B."

District 5 (Haight/Western Addition) is a notable exception – a high share of respondents use the Main Library and the facility received the lowest rating from this district, with 69 percent of respondents rating it an "A" or "B."

For many District 6 (SOMA/Treasure Island) residents, the Main Library is their neighborhood branch – and 73 percent rated the Main Library an "A" or "B." However, this is not true for all residents of District 6, as Treasure Island is served by a bookmobile and there is now a branch library at Mission Bay.

Ratings of Main Library by Geography
Rated Main Library an "A" or "B"

Legend:
- 65 to 69 percent
- 70 to 74 percent
- 75 to 79 percent
- **% Use Main at least 1/week**

District values shown on map:
- 1: 9%
- 2: 2%
- 3: 3%
- 4: 7%
- 5: 8%
- 6: 9%
- 7: 2%
- 8: 2%
- 9: 6%
- 10: 11%
- 11: 5%

Ratings of Branch Libraries by Geography

Ratings for branch libraries are much higher than for the Main Library, with at least 86 percent of respondents, by district, rating their branch library an "A" or "B." While ratings are high for all districts, residents in eastern districts are less likely to rate their branch library an "A" or "B" than other areas of the City. However, it should be noted that residents who rate their neighborhood branches lowest, District 6 (SOMA/Treasure Island) and District 10 (Bayview/Hunters Point) use the Main Library relatively frequently and rate it highly.

Ratings of Branch Libraries by Geography
Percent Rated Branch Library an "A" or "B"

Legend:
- 86 to 89 percent
- 90 to 92 percent
- 93+ percent
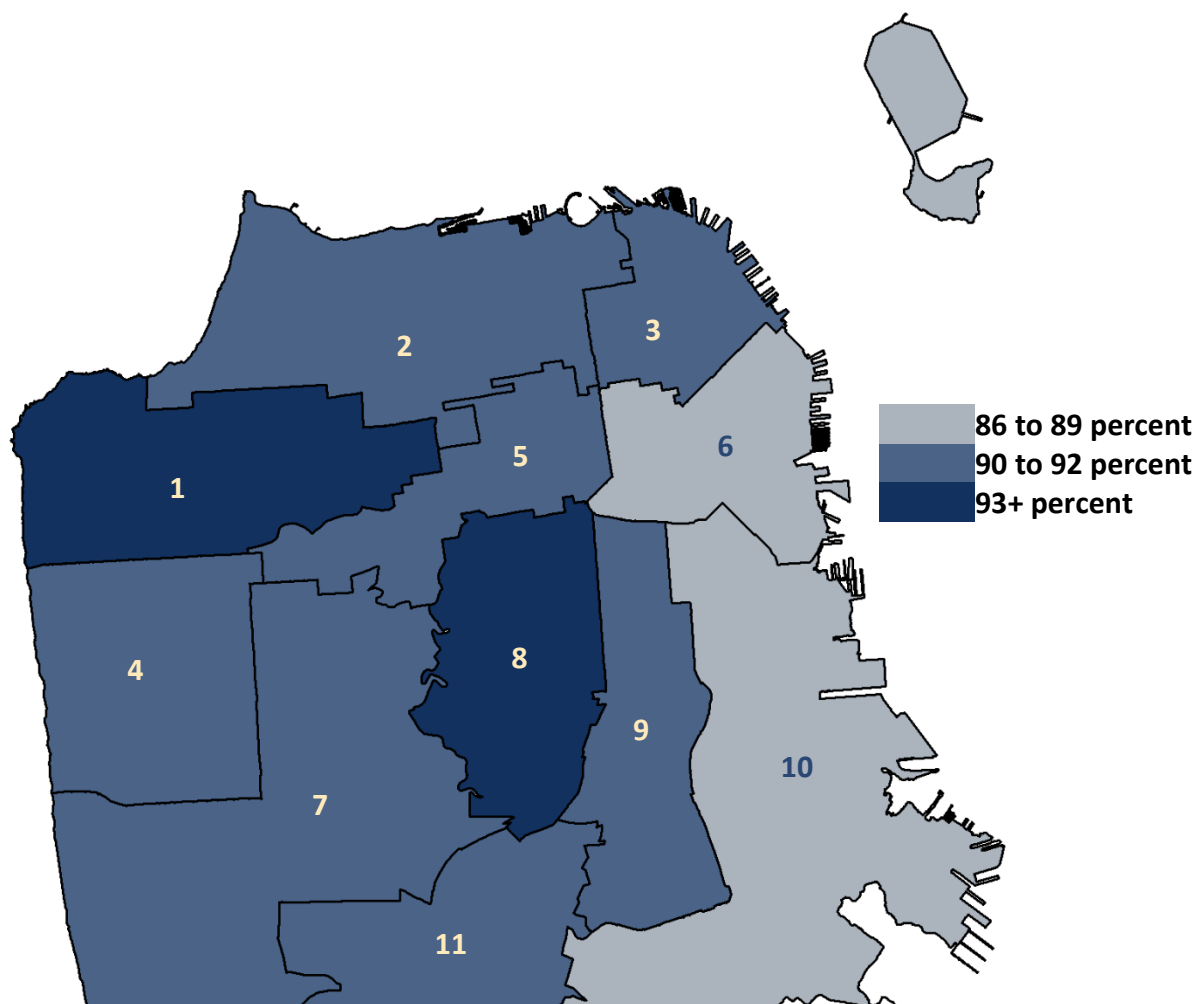
SURVEY RESPONSES

Q8. During the past 12 months, how frequently have you visited or used . . .

A. The City's Main Library

	Percentage	Number of Responses
At least once a week	6%	126
At least once a month	9%	201
Several times a year	11%	249
Once or twice a year	18%	391
Never	56%	1212

B. A branch library or bookmobile?[2]

	Percentage	Number of Responses
At least once a week	11%	236
At least once a month	17%	363
Several times a year	12%	263
Once or twice a year	13%	276
Never	48%	1041

C. Online library services, including the SF Library website, catalog, eBooks, databases, etc.?

	Percentage	Number of Responses
At least once a week	7%	153
At least once a month	11%	229
Several times a year	9%	196
Once or twice a year	9%	185
Never	65%	1417

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[2] In 2013, this question was asked simply as, "a branch library".

Q9. Please grade the Library's . . .

A. Collections of books, DVDs, CDs, etc.

	Percentage	Number of Responses
A – Excellent	37%	493
B – Good	48%	632
C – Average	13%	177
D – Poor	2%	23
F – Failing	<1%	4

B. Online library services, including the SF Library website, catalog, eBooks, databases, etc.

	Percentage	Number of Responses
A – Excellent	42%	294
B – Good	44%	306
C – Average	12%	82
D – Poor	1%	8
F – Failing	<1%	2

C. Internet access at library computer stations

	Percentage	Number of Responses
A – Excellent	37%	266
B – Good	42%	297
C – Average	16%	111
D – Poor	4%	31
F – Failing	1%	7

D. Assistance from the library staff

	Percentage	Number of Responses
A – Excellent	58%	760
B – Good	34%	450
C – Average	7%	91
D – Poor	1%	11
F – Failing	<1%	2

Q9. Please grade the Library's . . .

E.   Condition of the Main Library (cleanliness, maintenance)

	Percentage	Number of Responses
A – Excellent	34%	313
B – Good	40%	364
C – Average	19%	176
D – Poor	4%	40
F – Failing	2%	21

F.   The condition of your neighborhood library, such as cleanliness and maintenance

	Percentage	Number of Responses
A – Excellent	55%	596
B – Good	36%	392
C – Average	8%	83
D – Poor	1%	11
F – Failing	1%	6

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5   TRANSPORTATION

Overview

This chapter reviews how frequently residents use various modes of transportation in San Francisco, and how they rate their experiences with the Muni transit system in particular. Highlights include the following:

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

- A high share of San Francisco residents use public transportation, with 28 percent using some type of public transportation daily. About 16 percent of residents use walking, cycling, and/or public transit exclusively or primarily.

- Although 31 percent said they drive alone on a daily basis, more than half of these respondents (17 percent) said they also take transit, bike, or walk at least several times a week.

- Parents were more likely to drive alone on a daily basis than other groups; however, this was particularly true of parents with very young children (ages 0-5).

- Overall, 83 percent of respondents said they had used Muni in the past 12 months. This includes just over one-fourth (26 percent) of those who indicated they generally only use car-based transportation[1], and 68 percent of those who said they drive alone daily.

- On average, residents who use Muni rate their satisfaction as a "B" or "C". Of the 35 ratings in the 2015 City Survey, only three received a grade below a "B-". Two of the three ratings are related to Muni: cleanliness ("C+") and managing crowding ("C").

- Ratings related to cleanliness, safety, reliability, and driver courtesy all improved in 2015 when compared to the 2013 survey, with driver courtesy improving the most.
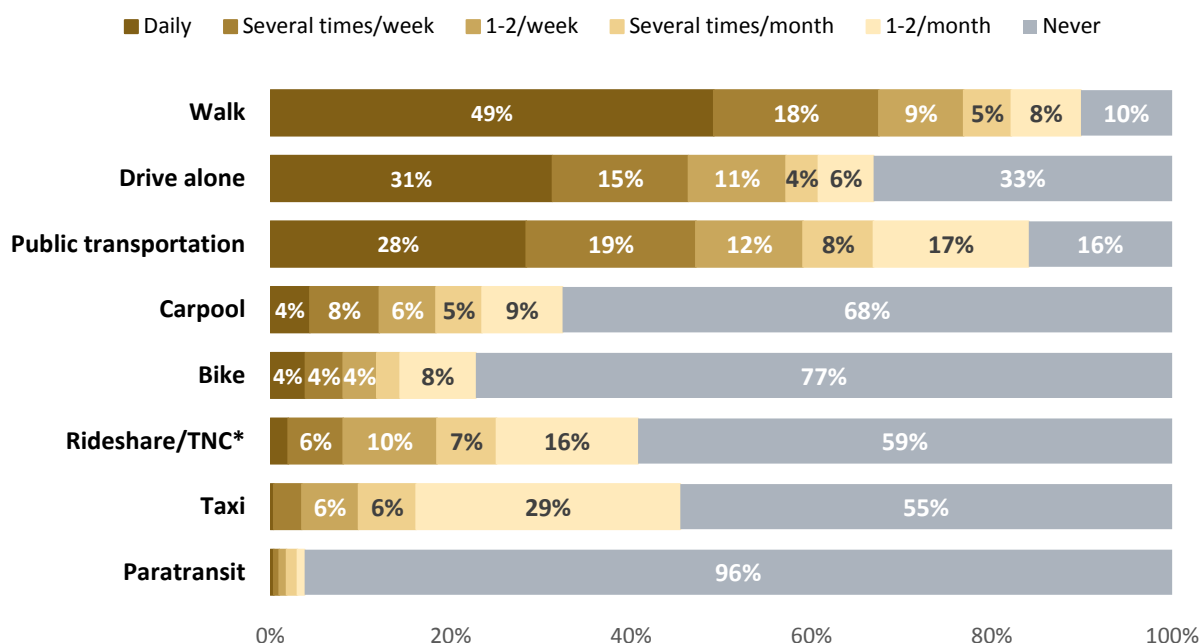
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[1] This refers to those who use any type of car-based transportation – drive alone, carpool, taxi, and/or transportation network company (TNC) – exclusively, with no walking, cycling, and/or public transit. Within this group, the largest share (63 percent) say they drive alone daily, while another 17 percent carpool daily, and the remaining 20 percent do a mix of car-based transportation. No respondents said they used TNCs or taxis daily.

Key Findings

A Majority of San Francisco Residents Use Public Transit; Many Also Drive Alone

Nearly half of all San Francisco residents walk for transportation daily (49 percent), and nearly one-third (31 percent) drive alone daily, while 28 percent use Muni or other public transportation, such as BART, daily.

Walking, Driving Alone, Public Transit Most Often Used Daily By Residents

■ Daily ■ Several times/week ■ 1-2/week ■ Several times/month ■ 1-2/month ■ Never

	Daily	Several times/week	1-2/week	Several times/month	1-2/month	Never
Walk	49%	18%	9%	5%	8%	10%
Drive alone	31%	15%	11%	4%	6%	33%
Public transportation	28%	19%	12%	8%	17%	16%
Carpool	4%	8%	6%	5%	9%	68%
Bike	4%	4%	4%		8%	77%
Rideshare/TNC*		6%	10%	7%	16%	59%
Taxi			6%	6%	29%	55%
Paratransit						96%

*Transportation Network Companies such as Uber, Lyft and Sidecar.
**Percentages less than four percent are not labeled in the above chart.

Transit use is very common. Fifty-nine percent of residents use Muni or other public transportation in the City at least once a week, while 84 percent use Muni or other public transportation at least once per month.

Among all city residents, 10 percent use <u>only</u> biking, walking, or public transit, while another 6 percent use only biking, walking and transit, but also use a taxi or rideshare once or twice a month.

Even those who drive alone daily use other forms of transportation regularly. Of the 31 percent who drive alone daily, just 3 percent use <u>only</u> car-based transportation. More than half of those saying they drive alone daily (17 percent) also use walking, biking, and/or transit at least several times per week.

For the first time in 2015, respondents' were asked how often they used "Uber, Lyft, Sidecar, or other ridesharing," transportation options considered to be in competition with Taxis for ridership.

While a similar percentage of respondents said they used Taxis and rideshare services recently (45 percent and 41 percent respectively), respondents were more likely to say they use rideshare services at least several times per month (25 percent) than Taxis (16 percent).
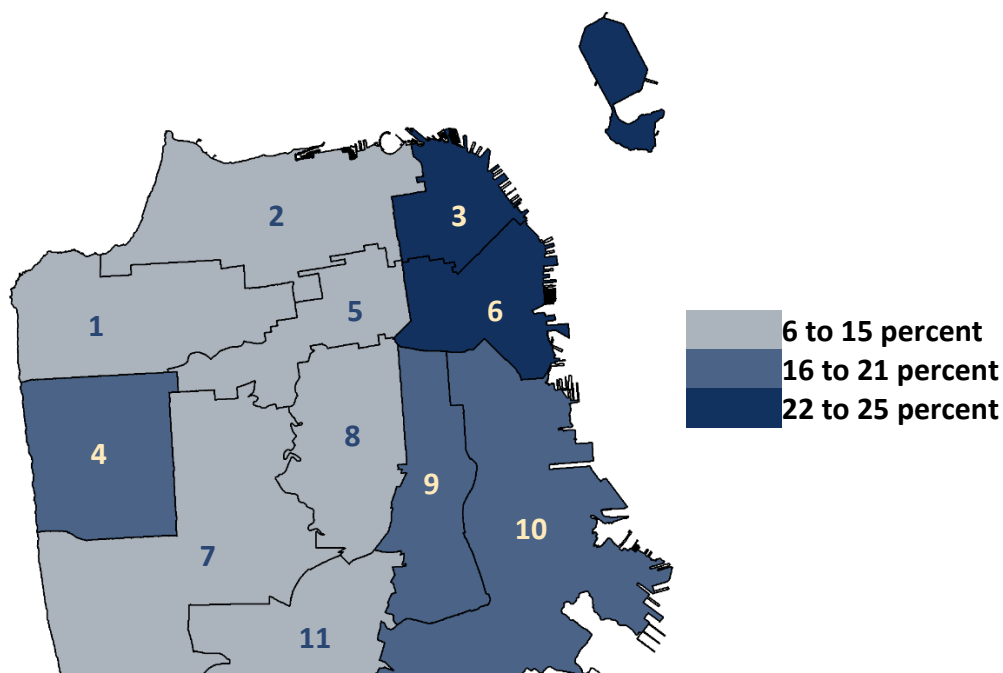
Use of Cycling, Walking, Transit (Exclusively or Almost Exclusively)

Residents living in western supervisorial districts were least likely to use cycling, walking, and/or transit exclusively or nearly exclusively, while those in the eastern half of the City – particularly in the northeast – were most likely to do so.

However, the districts with residents who were most and least likely to use cycling, walking, and/or transit are side by side. Twenty-five percent of respondents in District 3 (North Beach/Chinatown) mostly/exclusively use cycling, walking, or transit, whereas only 6 percent in District 2 (Marina/Pacific Heights) do so.

Within districts, residents report a large variety of transportation patterns and choices. For example, while 18 percent of the residents in District 10 (Bayview/Hunters Point) use cycling/walking/transit exclusively or nearly exclusively, District 10 also has the largest share of those who say they drive alone daily (at 48 percent). District 4 (Sunset), on the far western edge of the city, has a higher share of those who mostly/exclusively use cycling, walking, or transit than other western districts.

Percentage Who Mostly/Exclusively Use Cycling, Walking, and/or Transit[2]
Results by Supervisorial District

6 to 15 percent
16 to 21 percent
22 to 25 percent

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[2] The map shows those who either use cycling, walking, and transit exclusively or those who use these three modes in combination only with taxi/rideshare once or twice a month.

The map below shows the share of residents who use car-based transportation mostly/exclusively, defined as those who drive alone daily and use transit, cycle and/or walk less than once per week. This map suggests that residents tend to drive often – alone or in conjunction with other modes – when they live farther from major transit corridors (e.g. away from downtown BART stations and not along Muni underground stations, particularly where multiple lines are served).

Percentage of Residents Who Use Car-Based Transportation Mostly/Exclusively[3]
Results by Supervisorial District

Legend:
- 5 percent or less
- 6 to 10 percent
- 11 to 15 percent
- 16 to 20 percent

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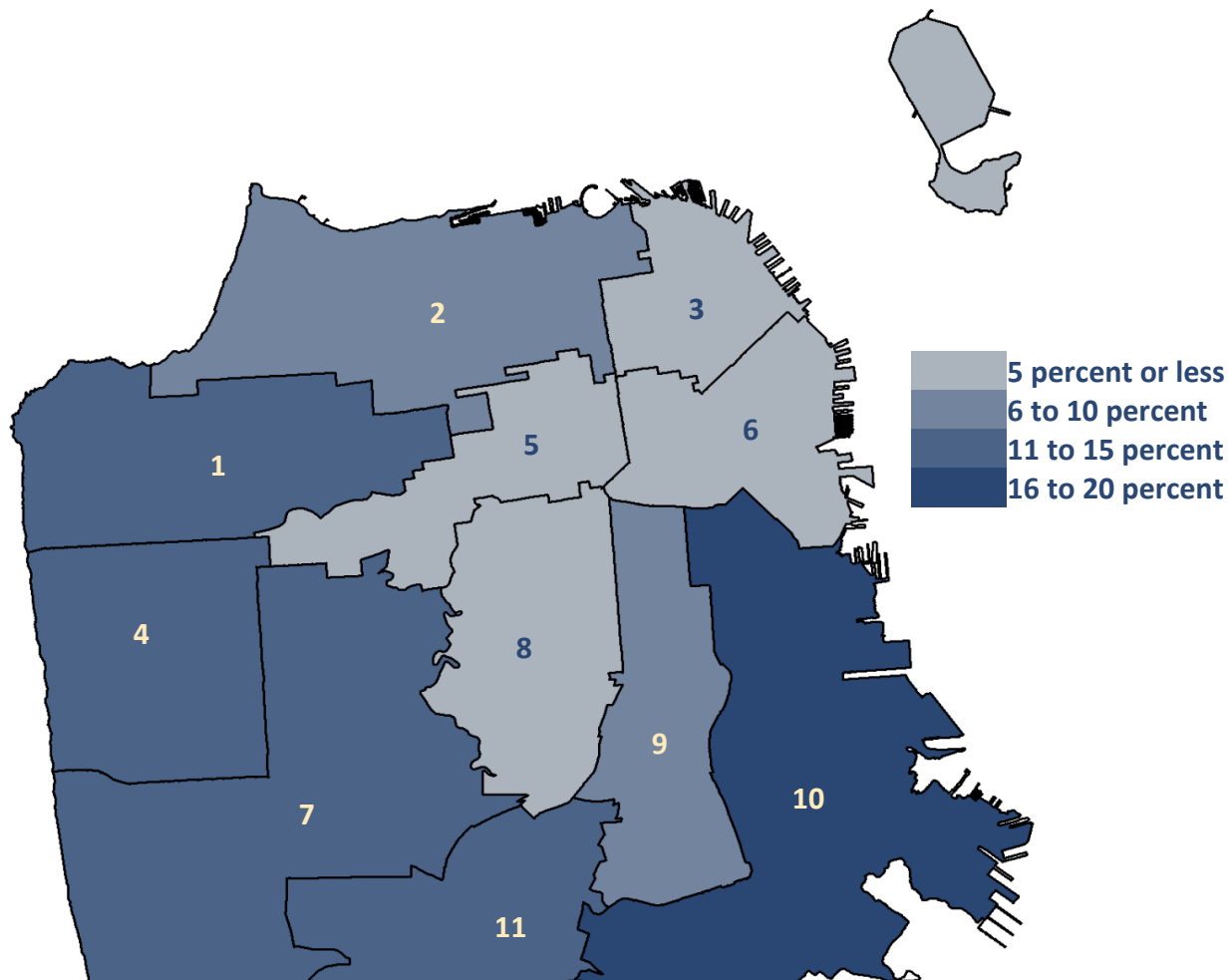
[3] This map shows the percentage of respondents who drive alone daily AND use transit/cycling/walking less than once per week.

Younger Residents and Those with Lower Household Income Levels Are More Likely to Use Public Transit

Residents who are parents, as well as those in prime parenting ages (35-54 years) and those earning over $100,000 per year, are most likely to drive alone daily.

Parents with the youngest children (ages 0-5) are most likely to drive daily and to use car-based transportation exclusively when compared to parents of older children. While six percent of parents with children ages 0-5 use car-based transportation exclusively, only one percent of parents with children ages 14-18 use car-based transportation exclusively.

Those aged 55 and over, as well as those with household income less than $50,000 per year, and those who speak a language other than English at home are most likely to use cycling, transit and/or walking exclusively/primarily.

In spite of these differences, more than half of those who drive daily in each sub-group also use cycling, walking, and/or transit at least several times per week.

Younger, Less Affluent Residents Most Likely To Use Public Transit[4]
Results by Select Subgroups

	"BMW" – Bike/Muni/Walk	Drive	Mix of Drive and Transit/Walk
Parent	15%	44%	25%
Not a Parent	17%	27%	15%
Under 35	17%	25%	14%
Age 35-54	13%	39%	22%
Age 55+	20%	30%	16%
Household Income Under $50,000	29%	25%	11%
$50,000-$100,000	12%	31%	21%
Over $100,000	4%	40%	23%
Speak English in the home (primarily)	13%	33%	19%
Speak another language in the home (primarily)	31%	25%	11%

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[4] "BMW" is defined as those who either use cycling, walking, and transit exclusively or those who use these three modes in combination only with taxi/rideshare once or twice a month. "Drive" refers to those who drive alone daily. "Mix" refers to those who drive alone daily but also walk/transit/bike several times per week.

Use of Muni

Most residents use Muni at least occasionally. Overall, 83 percent of respondents say they have used Muni in the past 12 months. Sixty-eight percent of those who drive or carpool daily and 26 percent of those who typically use only car-based transportation say they have used Muni in the past 12 months.

The percentage of respondents who say they used Muni in the last 12 months varies based on geography. District 10 (Bayview/Hunters Point) has the lowest share of respondents who have used the service, at 70 percent, while District 5 (Haight/Western Addition) has the highest share, at 92 percent.

Percentage of Respondents Who Used Muni in the Past 12 Months
Results by Supervisorial District

70 to 79 percent
80 to 84 percent
85 to 89 percent
90 percent or more
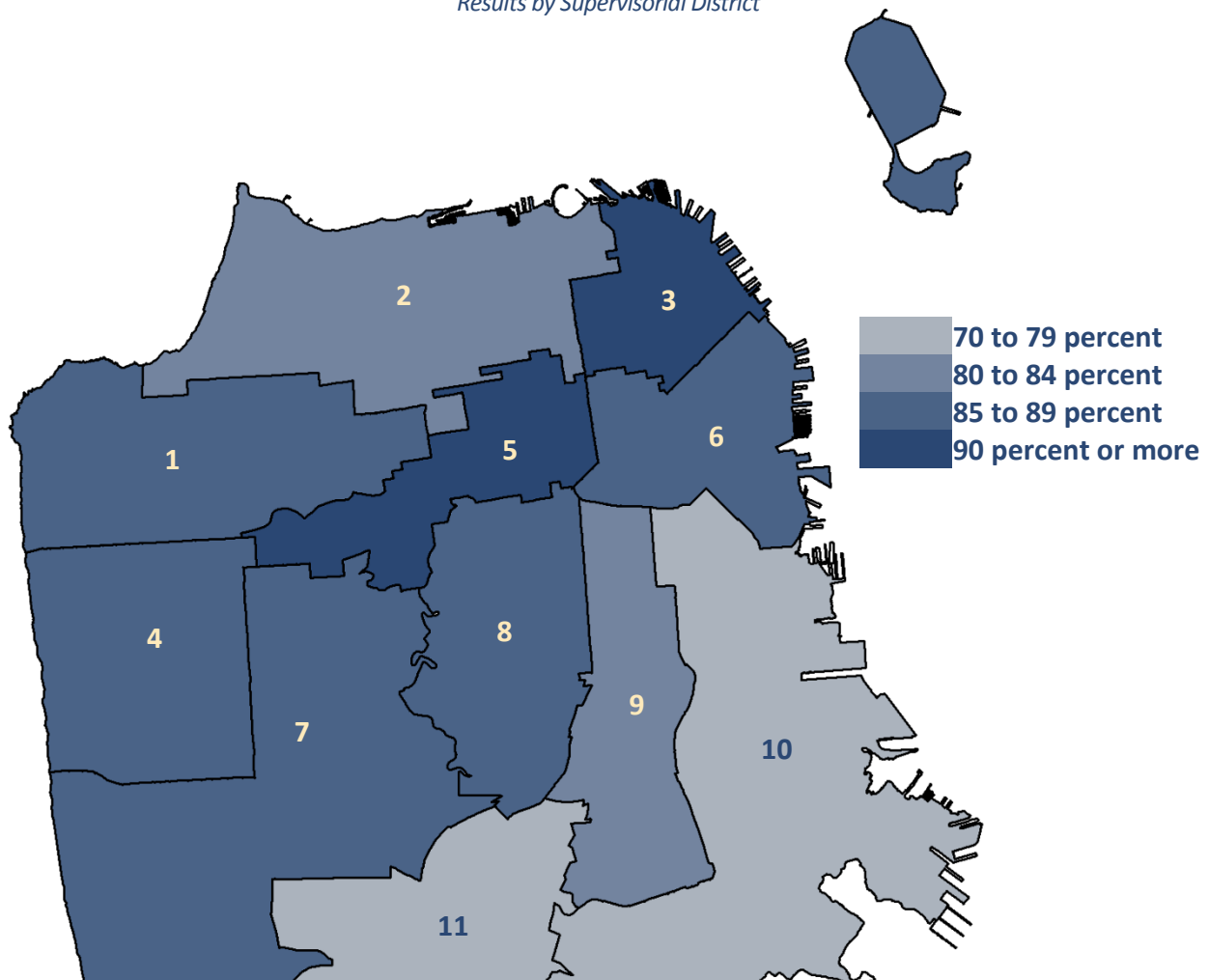
Satisfaction with Muni Rises

Most ratings of Muni service rose slightly compared to the 2013 study.

Courtesy of drivers, which earned a "C+" in 2013, rose to a "B" in this year's survey. The 2013 study asked about "Timeliness/reliability", which in this year's study was renamed to "Frequency or reliability." The grade rose from a "C+" to a "B-", although these results are not necessarily directly comparable due to the wording change. Safety rose from a "C+" grade in 2013 to a "B-" grade in 2015, and the rating for cleanliness increased from a "C" in 2013 to a "C+" in 2015. Managing crowding, which was added to the survey this year, was given an average grade of "C".

The "C" rating for managing crowding is the lowest rating in this year's City Survey. The rating for cleanliness, at "C+", is tied with street pavement for second-lowest (See chapter 6).

In November 2014, the City passed a $500 million general obligation bond for transportation which aims to, among other items, address safety, crowding, and frequency within the system.

Average Grades for Muni Service (2015)

■ Excellent (A) ■ Good (B) ■ Average (C) ■ Poor/Failing (D/F)

	Excellent (A)	Good (B)	Average (C)	Poor/Failing (D/F)	Grade
Courtesy of drivers	19%	43%	27%	11%	B
Frequency or reliability	14%	38%	33%	16%	B-
Safety	13%	42%	32%	13%	B-
Cleanliness	5%	31%	39%	25%	C+
Managing crowding	5%	26%	37%	33%	C
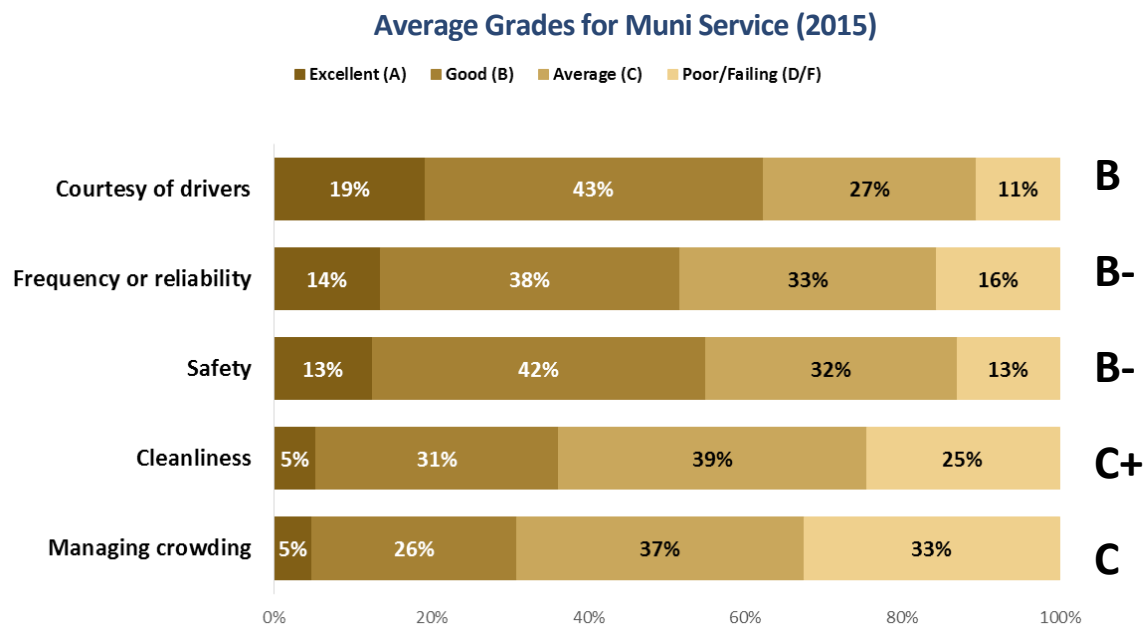
Demographic and Geographic Differences in Opinions of Muni Services

Those under 35 and those earning over $100,000 per year were most satisfied with their safety on Muni. However, those earning over $100,000 per year were least satisfied with Muni's frequency/reliability.

The table below shows the differences among major sub-groups. Keep in mind that at the sample size used for the question, differences under 3 percent are not statistically significant.
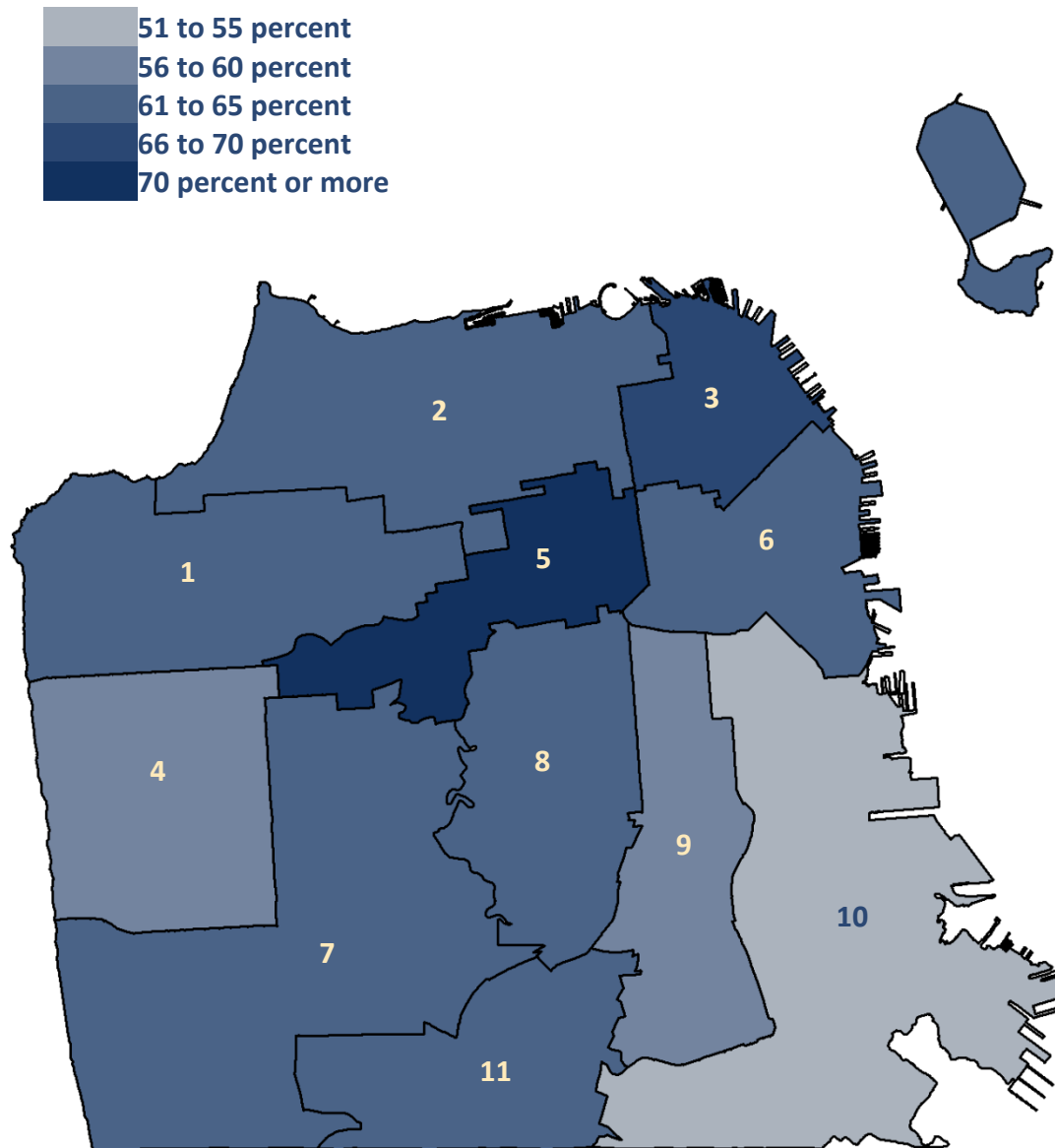
Percentage of Respondents Rating Muni an "A" (Excellent) or "B" (Good)

Subgroup	Frequency/ Reliability	Cleanliness	Safety	Managing Crowding	Courtesy of Drivers
All Respondents	52%	36%	55%	31%	62%
Under 35	51%	37%	58%	31%	64%
Age 35-54	49%	34%	53%	31%	60%
Age 55+	56%	39%	54%	31%	63%
Household Income Under $50,000	54%	40%	53%	35%	62%
$50,000-$100,000	53%	38%	57%	27%	63%
Over $100,000	495	34%	58%	31%	63%

By supervisorial district, those in northern and central districts tended to rate Muni more highly than those in southern and southeastern districts. Those in Districts 9 (Mission/Bernal Heights), 10 (Bayview/Hunters Point), and 11 (Excelsior/Oceanview) tended to provide lower average grades for each attribute.

On the following pages are five maps showing the breakout of ratings by each of the five attributes, starting with the most highly rated (Courtesy of Drivers).
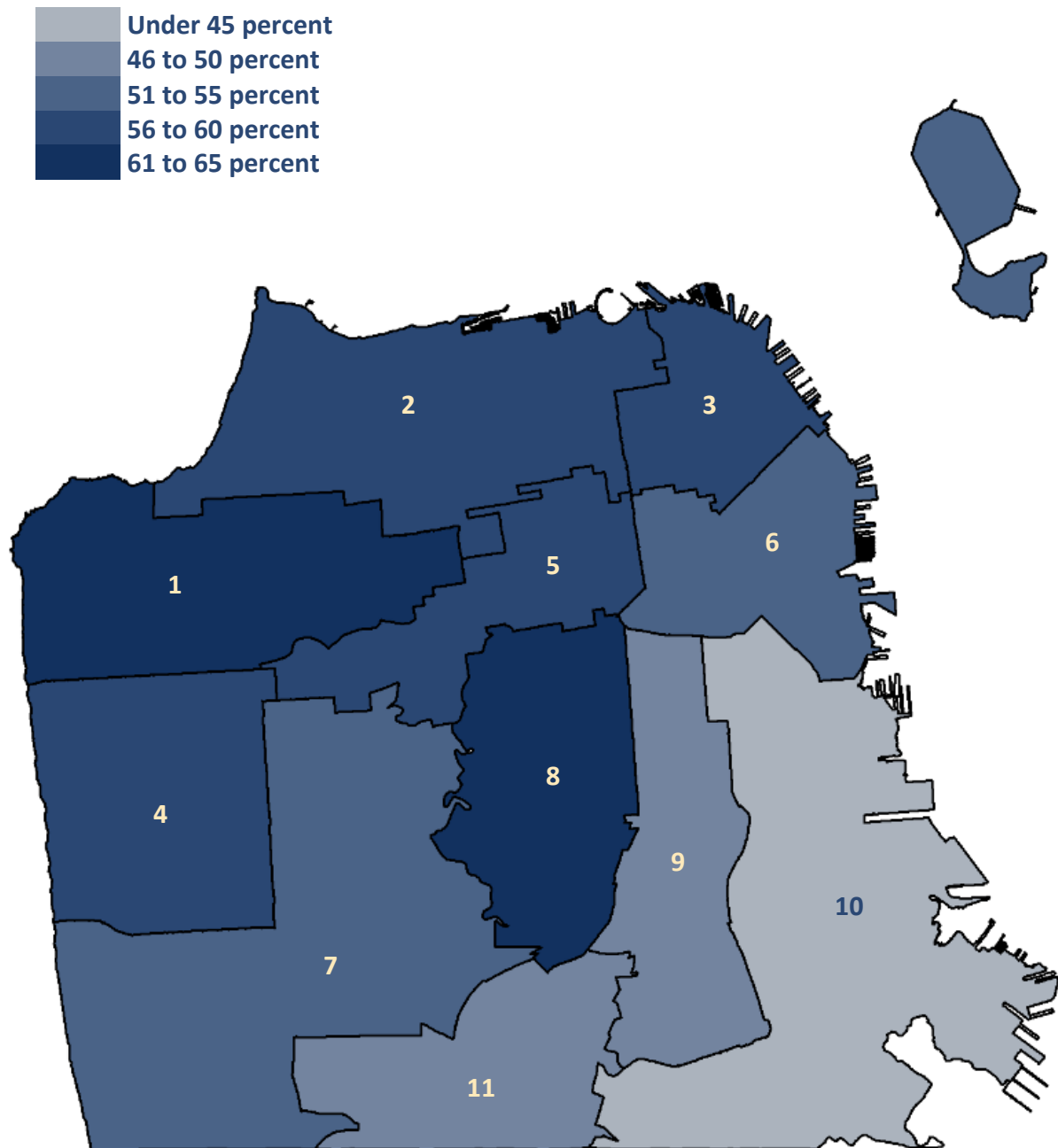
Muni Driver Courtesy: Percentage of Respondents Rating an "A" or "B"
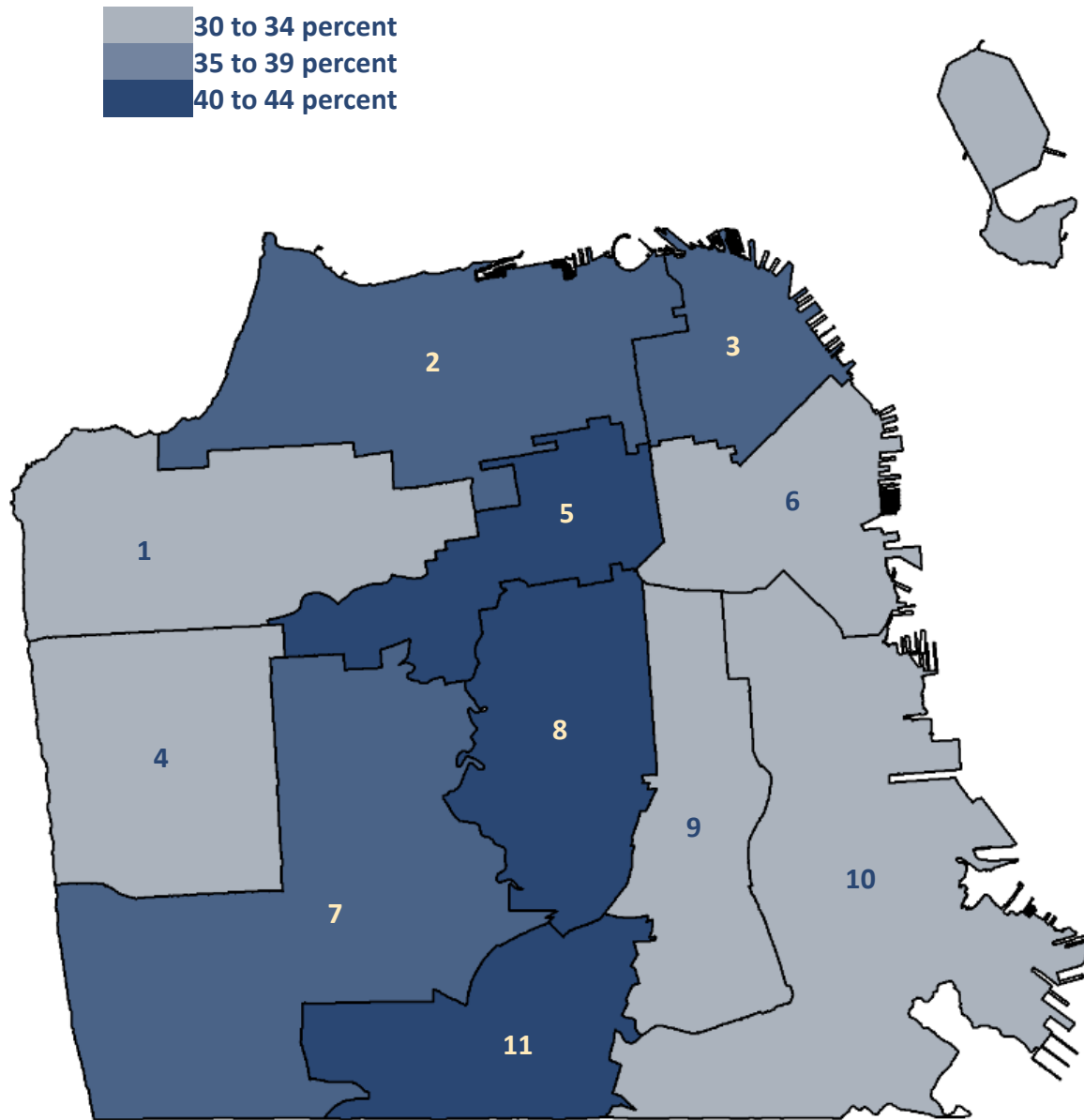### *By Supervisorial District*

51 to 55 percent
56 to 60 percent
61 to 65 percent
66 to 70 percent
70 percent or more

Muni Frequency/Reliability: Percentage of Respondents Rating an "A" or "B"
By Supervisorial District

41 to 45 percent
46 to 50 percent
51 to 55 percent
56 to 60 percent
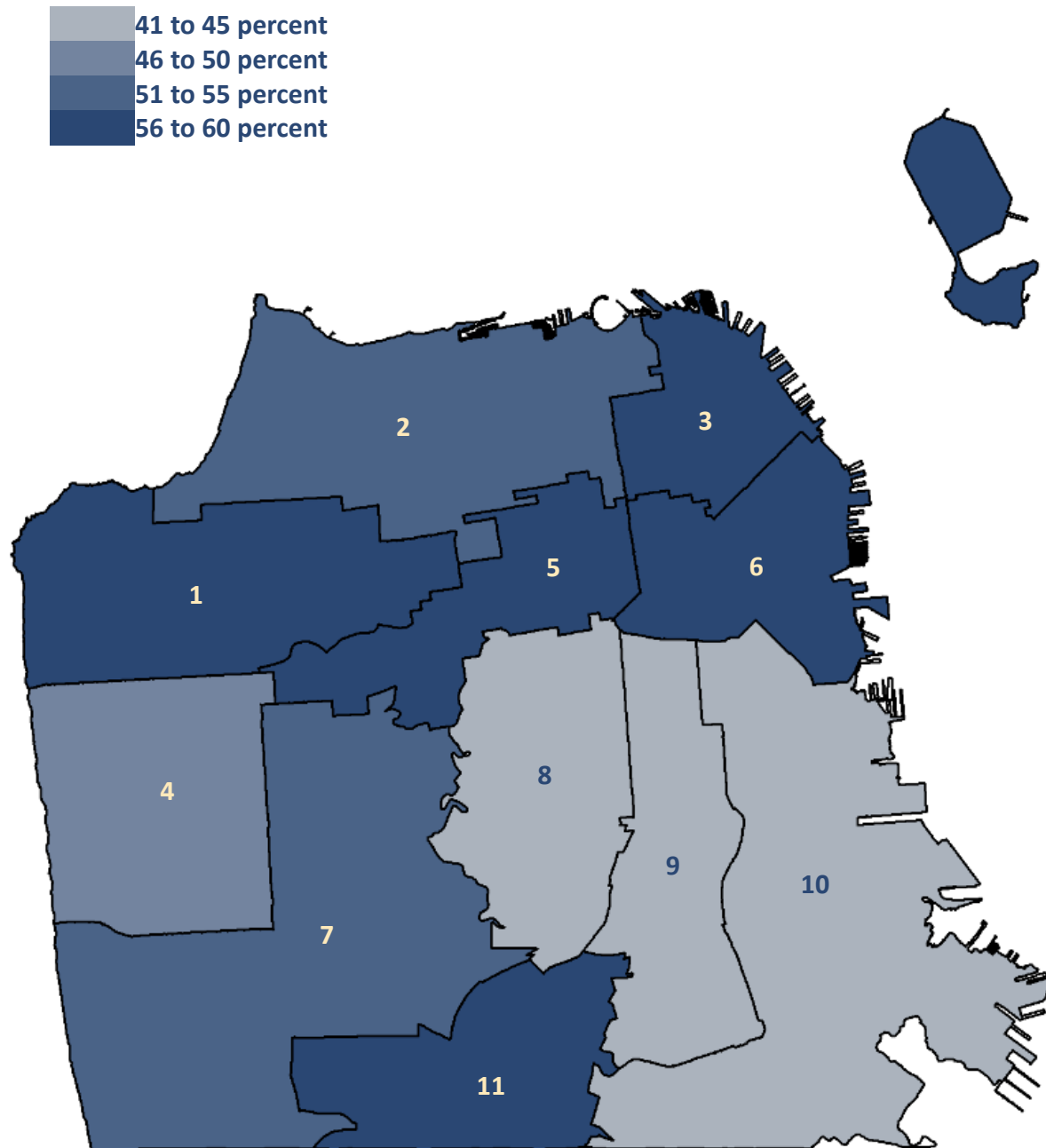
Muni Safety: Percentage of Respondents Rating an "A" or "B"
By Supervisorial District

Under 45 percent
46 to 50 percent
51 to 55 percent
56 to 60 percent
61 to 65 percent

Muni Cleanliness: Percentage of Respondents Rating an "A" or "B"
By Supervisorial District

Legend:
- 30 to 34 percent
- 35 to 39 percent
- 40 to 44 percent

Muni's Managing of Crowding: Percentage of Respondents Rating an "A" or "B"
By Supervisorial District

21 to 25 percent
26 to 30 percent
31 to 35 percent
36 to 40 percent
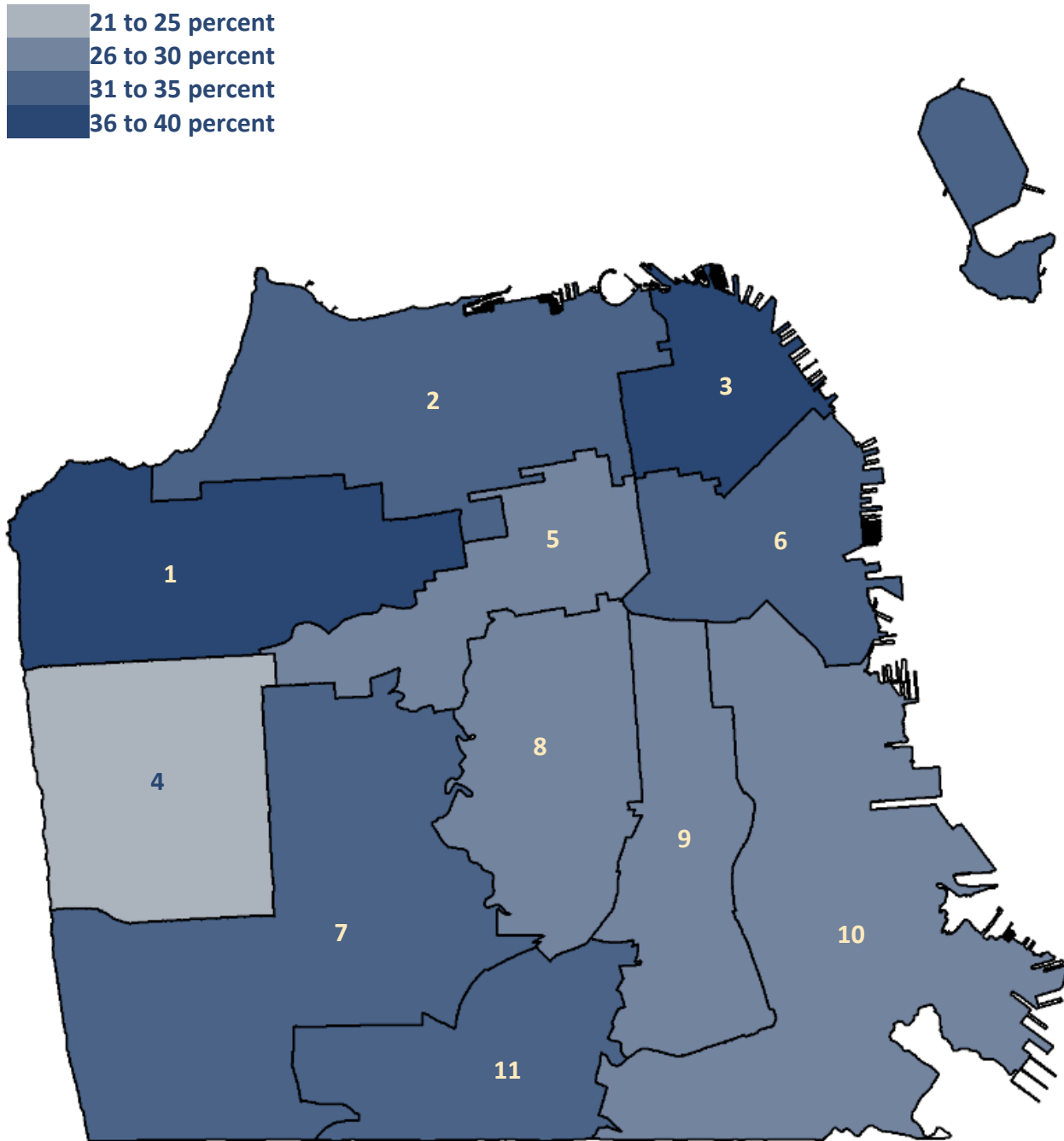
SURVEY RESPONSES

Q10. On average, how often did you (use) _____ as a means of transportation in San Francisco?

A. Walk

	Percentage	Number of Responses
Daily	49	539
Several times a week	18	200
Once or twice a week	9	103
Several times a month	5	58
Once or twice a month	8	85
Never	10	110

B. Public transportation, such as Muni or BART

	Percentage	Number of Responses
Daily	28	310
Several times a week	19	205
Once or twice a week	12	129
Several times a month	8	85
Once or twice a month	17	188
Never	16	174

C. Bike

	Percentage	Number of Responses
Daily	4	42
Several times a week	4	46
Once or twice a week	4	41
Several times a month	3	29
Once or twice a month	8	92
Never	77	843

Q10. On average, how often did you (use) _____ as a means of transportation in San Francisco?

D. Regular Taxi

	Percentage	Number of Responses
Daily	<1	4
Several times a week	3	34
Once or twice a week	6	69
Several times a month	6	70
Once or twice a month	29	320
Never	55	596

E. Drive alone

	Percentage	Number of Responses
Daily	31	341
Several times a week	15	165
Once or twice a week	11	118
Several times a month	4	40
Once or twice a month	6	66
Never	33	361

F. Carpool

	Percentage	Number of Responses
Daily	4	48
Several times a week	8	84
Once or twice a week	6	69
Several times a month	5	56
Once or twice a month	9	97
Never	68	738

Q10. On average, how often did you (use) _____ as a means of transportation in San Francisco?

G. Paratransit

	Percentage	Number of Responses
Daily	<1	4
Several times a week	1	7
Once or twice a week	1	9
Several times a month	1	13
Once or twice a month	1	9
Never	96	1049

H. Uber, Lyft, Sidecar, or other ridesharing (TNC)

	Percentage	Number of Responses
Daily	2	21
Several times a week	6	67
Once or twice a week	10	113
Several times a month	7	72
Once or twice a month	16	172
Never	59	647

Q11-1 Have you used Muni in the past 12 months?

	Percentage	Number of Responses
Yes	83	1815
No	17	364

Q11-2. Please grade Muni on:

A. Frequency or reliability

	Percentage	Number of Responses
A - Excellent	14	244
B - Good	38	687
C- Average	33	590
D - Poor	12	209
F - Failing	4	74

B. Cleanliness

	Percentage	Number of Responses
A - Excellent	5	96
B - Good	31	559
C- Average	39	707
D - Poor	18	325
F - Failing	7	120

C. Safety

	Percentage	Number of Responses
A - Excellent	13	224
B - Good	42	762
C- Average	32	578
D - Poor	10	173
F - Failing	3	62

D. Managing crowding

	Percentage	Number of Responses
A - Excellent	5	83
B - Good	26	456
C- Average	37	639
D - Poor	20	345
F - Failing	13	224

E. Courtesy of drivers

	Percentage	Number of Responses
A - Excellent	19	342
B - Good	43	764
C- Average	27	484
D - Poor	7	130
F - Failing	3	59

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Chapter

6   INFRASTRUCTURE

Overview

This chapter reviews resident satisfaction with various aspects of the City's infrastructure, including the condition of its water and sewer services, street and sidewalk cleanliness, pavement quality, the adequacy of street lighting and the maintenance of street signs and traffic signals. Highlights include the following:

- Residents grade the quality and reliability of the City's water infrastructure a "B+".

- Residents gave the City slightly higher ratings for street and sidewalk conditions in their neighborhood in 2015 compared to 2013. The average grade given for cleanliness of sidewalks climbed from a "C+" in 2013 to a "B-" in 2015.

- Residents graded both the cleanliness of sidewalks in their neighborhoods and the cleanliness of streets in their neighborhoods a "B-". Street pavement conditions in residents' neighborhoods received a "C+" grade. Districts with a high share of residents who walk daily rated sidewalk cleanliness the lowest.

- In general, residents of northern districts tended to rate lighting, sidewalks, and streets more highly than residents of southern districts.

- Street signs and traffic signals were rated a B+ in nearly every supervisorial district as well as by residents overall.

B	
INFRASTRUCTURE	
B+	Quality of water and sewer services
B-	Cleanliness of sidewalks
B-	Cleanliness of streets
C+	Condition of street pavement
B-	Condition of sidewalk pavement and curb ramps
B	Adequacy of street lighting
B+	Maintenance of street signs and traffic signals

Key Findings

Residents Give High Marks to the City's Water and Sewer Infrastructure

Residents rated the quality of water and sewer services as a "B+," higher than any other type of infrastructure included in the survey. Eighty-three percent of residents describe the City's performance in delivering this service as "Excellent" or "Good." This is very close to 2013, when 84 percent of residents rated the service as "Excellent" or "Good" (and thus not a statistically significant change).[1]

Satisfaction with City Water and Sewer Services
2013 and 2015

■ Excellent (A) ■ Good (B) ■ Average (C) ■ Poor/Failing (D/F)

	Excellent (A)	Good (B)	Average (C)	Poor/Failing (D/F)	
The quality and reliability of water and sewer services (2013)	37%	47%	14%	1%	B+
The quality of water and sewer services (2015)	43%	40%	13%	4%	B+

0%   20%   40%   60%   80%   100%
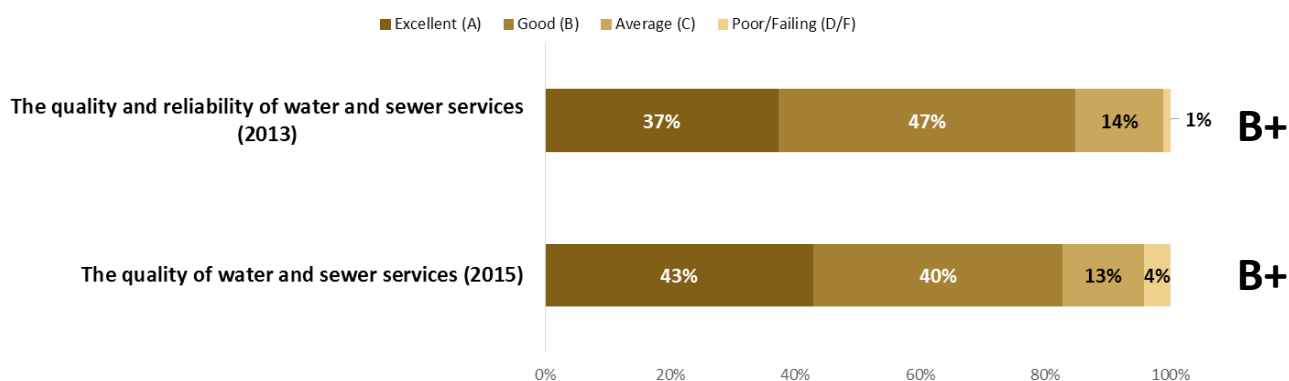
Although the overall rating remains relatively the same from the prior City Survey, differences exist in the rating breakdown in 2015 compared to 2013. Those who rated the City's water and sewer services an "A" increased from 37 percent in 2013 to 43 percent in 2015, while at the other end of the grading scale, those rating these services a "D" or "F" increased from 1 percent in 2013 to 4 percent in 2015.

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[1] In 2013, this question was asked for the first time. In 2015, the question was shortened slightly, from "quality and reliability of water and sewer services" to quality of water and sewer services."

Residents of the southeastern portion of San Francisco rate the quality of water and sewer services lower than residents in other areas. Residents of District 10 (Bayview/Hunters Point) rated their service lowest, with 71 percent giving the quality of water and sewer services an "A" or "B", while residents of District 11 (Excelsior/Oceanview) rated their water and sewer services the highest, with 89 percent rating it an "A" or "B".

Percent of Residents Rating Quality of Water and Sewer Services "A" or "B"
By Supervisorial District

Legend:
- 70 to 74 percent
- 75 to 79 percent
- 80 to 84 percent
- 85 to 89 percent
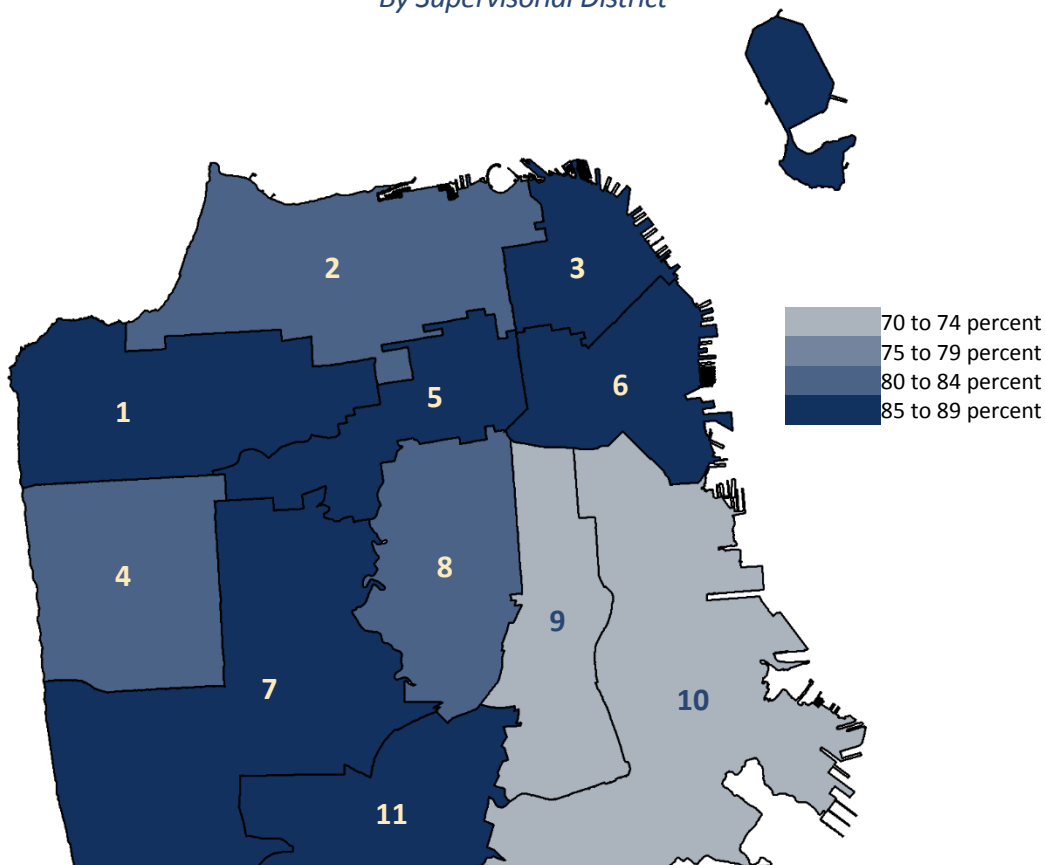
Comments received on water and sewer services focus largely on the cost, with most commenters indicating that the cost of water was too high. Several comments also indicate that service requests related to water and sewer services were not resolved to their satisfaction, or took too long for the request to be addressed.

Major differences also exist by key sub-groups. Black and Latino residents rated water and sewer service quality lower than did White and Asian/Pacific Islander residents. Residents with lower incomes and lower educational attainment also expressed lower levels of satisfaction. In addition, residents who have lived in San Francisco the longest report lower satisfaction than residents who have lived in the City for less time. Though not included in the table below, homeowners and renters rate water and sewer services about the same, with no real statistical differences.

Key Differences Based on Income, Education, and Length of Residency
Results by Select Subgroups

Subgroup	Percent Rated "A" or "B"	Subgroup	Percent Rated "A" or "B"
Asian/Pacific Islander	83%	Household Income Under $50,000	79%
Black	66%	$50,000 – $100,000	85%
Latino	74%	Over $100,000	88%
White	88%	Resident for 10 Years or Less	87%
Less than high school diploma	71%	Resident for 11 to 20 Years	83%
High school graduate/some college	76%	Resident for 20+ years	80%
4+ years of college	87%		

"Water agency still did not respond properly to requests and it cost me."
    --District 9 resident

Assessment of Street and Sidewalk Cleanliness Show Some Improvement

Residents express higher levels of satisfaction with the cleanliness of streets than they do for sidewalks. However, both aspects of city infrastructure garner a "B-" rating. This is a higher grade for sidewalks than in 2013 ("C+"), and the same grade for streets as in 2013.

Residents Offer More Favorable Ratings for the Cleanliness of Neighborhood Streets and Sidewalks
Grade Breakdown for Each Attribute (2015)

■ Excellent (A)   ■ Good (B)   ■ Average (C)   ■ Poor/Failing (D/F)

The cleanliness of streets	20%	34%	26%	20%	B-
The cleanliness of sidewalks	20%	31%	23%	26%	B-

0%   20%   40%   60%   80%   100%
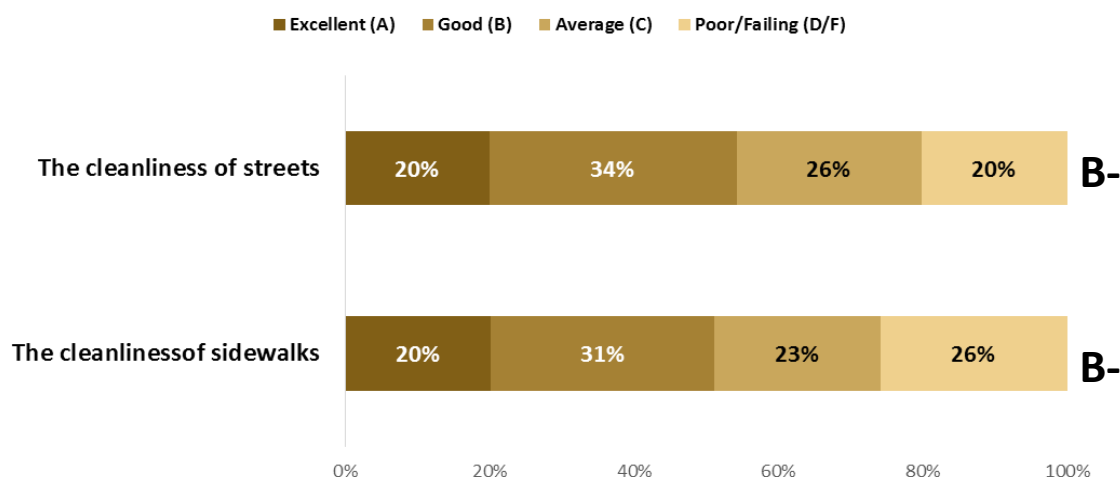
Compared to previous years, residents appear more satisfied with both street and sidewalk cleanliness. However, the increase in street cleanliness satisfaction is not statistically significant.

Residents More Satisfied with Street and Sidewalk Cleanliness
Percentage Reporting Favorable Grades (A/B) Citywide; Trends by Year

—○— Street cleanliness (in neighborhood)   —●— Sidewalk cleanliness (in neighborhood)

	2005	2007	2009	2011	2013	2015
Street	51%	50%	51%	52%	52%	54%
Sidewalk	46%	45%	45%	50%	47%	51%
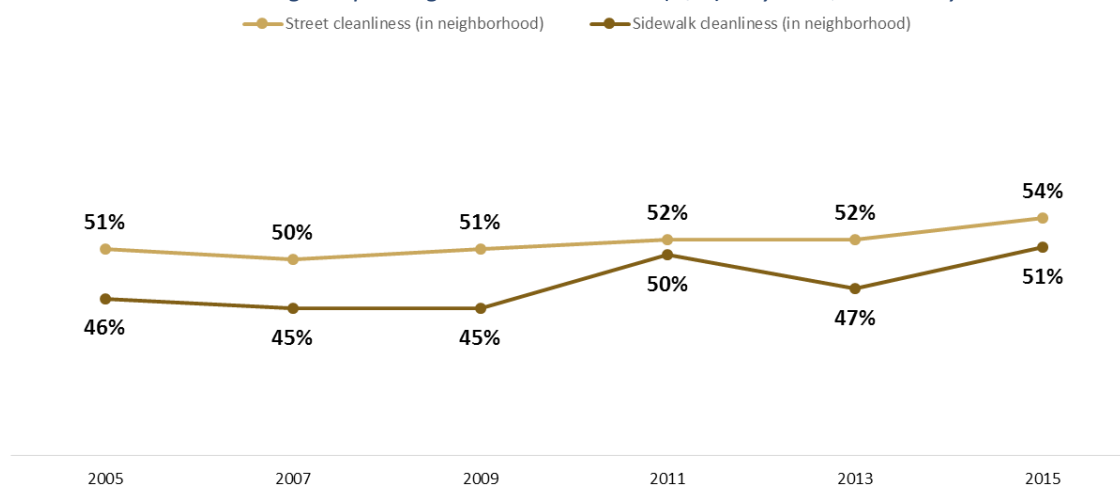
Satisfaction with the cleanliness of neighborhood sidewalks is highest in District 2 (Marina/Pacific Heights), where residents give it a "B" grade. In District 1 (Richmond), District 4 (Sunset), District 7 (Twin Peaks/Lake Merced), District 8 (Castro/Noe Valley), and District 11 (Excelsior/Oceanview), residents grade neighborhood sidewalk cleanliness a "B-", while residents in the remaining districts assign this category a "C+" or "C" grade.

Residents in District 6 (SOMA/Treasure Island) rate sidewalk cleanliness the lowest; notably, just over one-quarter (26 percent) of citywide public-source street and sidewalk cleaning requests received by Public Works in fiscal year 2014-2015 came from District 6 alone. District 9 (Mission/Bernal Heights) accounted for the second-highest percentage of citywide street and sidewalk cleaning requests, at 19 percent.

Satisfaction with Neighborhood Sidewalk Cleanliness Highest in Western Districts
Grades and Percentage of Street and Sidewalk Cleaning Requests[2] by Supervisorial District

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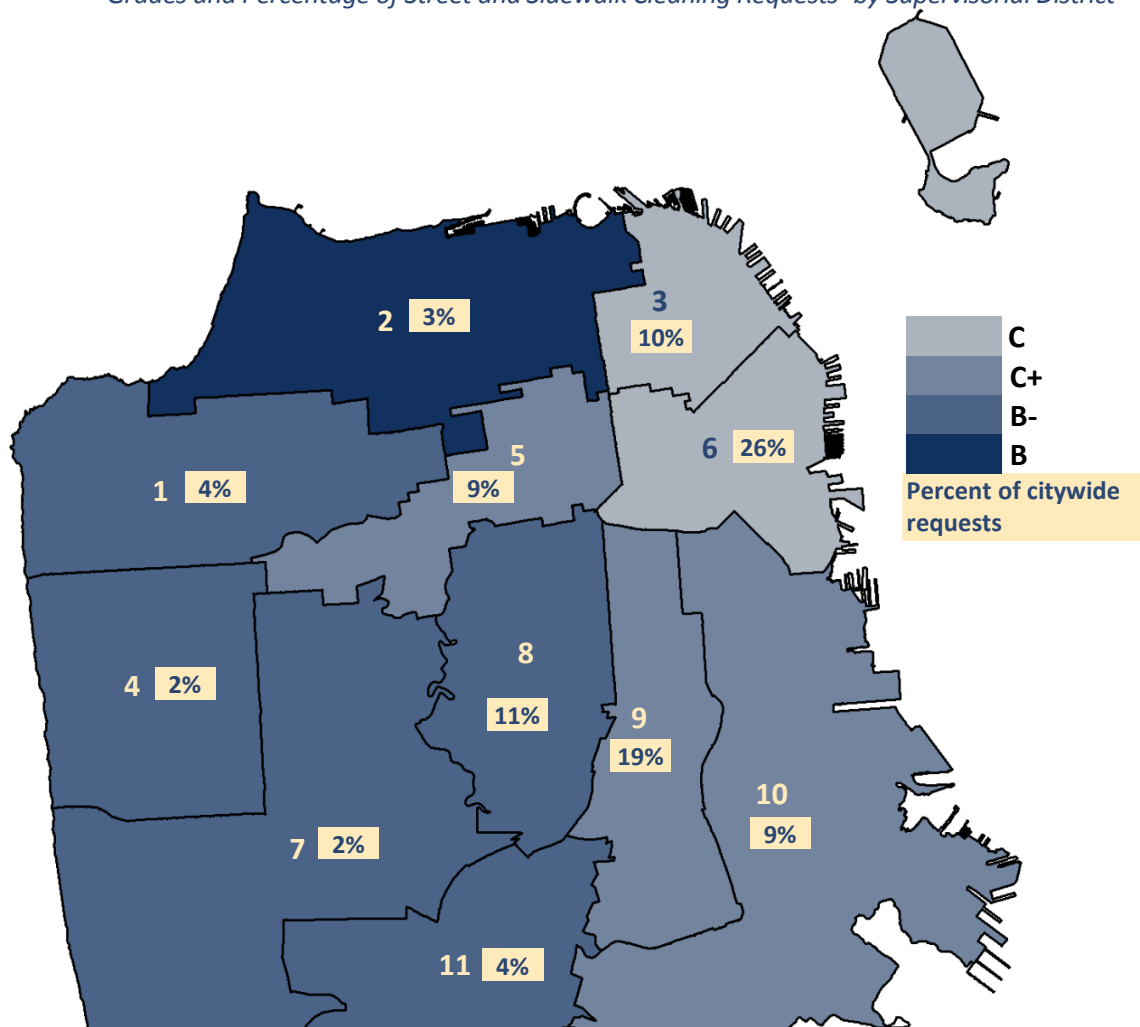
[2] Data for fiscal year 2014-2015. Public source only; includes Public Works litter patrols, illegal dumping and steamer requests; excludes illegal dumping requests sent to Recology.

Satisfaction with the cleanliness of neighborhood streets is highest (at "B" or "B-") among residents in District 2 (Marina/Pacific Heights) and District 8 (Castro/Noe Valley), who provide a "B" rating. Residents in districts on the eastern side of the ity give lower "C+" grades in this category.
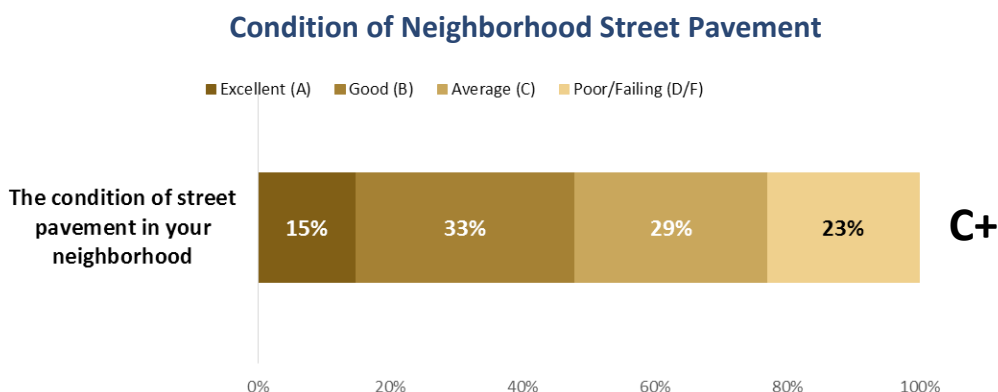
Notably, the three districts which gave the lowest ratings for street cleanliness account for more than half (55 percent) of all citywide public-source street and sidewalk cleaning service requests received in fiscal year 2014-2015: District 6 (SOMA/Treasure Island) accounted for 26 percent, District 9 (Mission/Bernal Heights) for 19 percent, and District 3 (North Beach/Chinatown) for 10 percent.

> "I don't understand why streets are as dirty as they are. Homeowners are penalized by being asked to pick up costs of city services."
> --District 4 resident

> ". . . Please clean up the Tenderloin -- streets and sidewalks. Need to power wash streets."
> --District 6 resident

Comments about streets and sidewalks – including their overall cleanliness – are among the top comments provided in this year's City Survey.

Residents in Western Areas of the City Rate Neighborhood Street Cleanliness Higher

Percent who Rate Street Cleanliness "A" or "B" and Percentage of Street and Sidewalk Cleaning Requests[3] by Supervisorial District

36 to 45 percent
46 to 55 percent
56 to 65 percent
66 to 75 percent
Percent of citywide requests
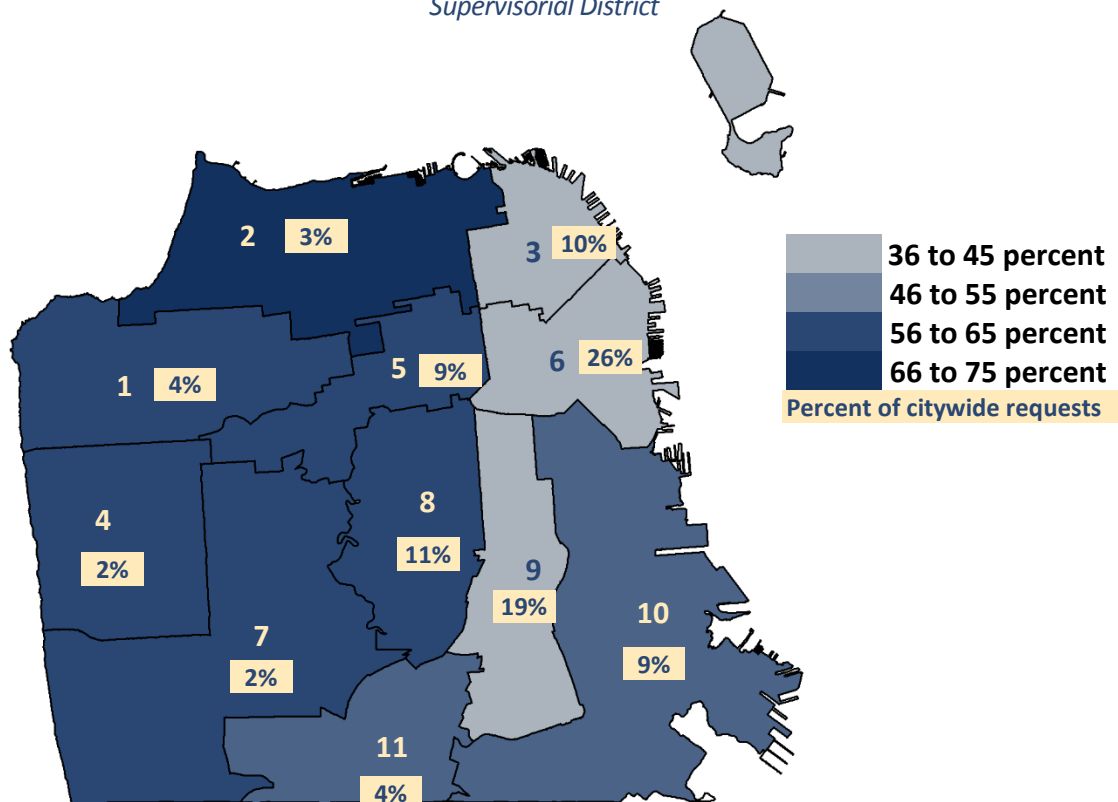
[3] Data for fiscal year 2014-2015. Public source only; includes Public Works litter patrols, illegal dumping and steamer requests; excludes illegal dumping requests sent to Recology.

Residents who are newer to San Francisco are more likely to describe street and sidewalk cleanliness as good or excellent, as are residents of color, younger residents, and residents with lower levels of educational attainment and household incomes. Satisfaction among these subgroups is between six and ten points higher than they are among other subgroups.

Rating of Street Pavement Conditions Improves Slightly

Residents give the condition of pavement on neighborhood streets a "C+" rating. Although the letter grade remains unchanged compared to 2013, the share of respondents grading pavement condition in their neighborhood an "A" rose from nine percent in 2013 to 15 percent in 2015. An average rating of 3.32 is the highest "C+" possible; with a 3.31 average overall, this grade is very close to moving upward.

Condition of Neighborhood Street Pavement

■ Excellent (A) ■ Good (B) ■ Average (C) ■ Poor/Failing (D/F)

| The condition of street pavement in your neighborhood | 15% | 33% | 29% | 23% | **C+** |

0%   20%   40%   60%   80%   100%

This constant rating does not fully capture residents' perceptions of pavement conditions. Comments about streets and sidewalks were some of the most frequently given in the 2015 City Survey. And, the rating above still includes nearly a quarter of all respondents (23 percent) who give street pavement a "D" or "F".

> *"I wish streets were in better shape. There is a lot of digging up streets but patching is very uneven, lumpy. It makes walking, driving, and riding bicycles so treacherous because the pavement is so uneven."*
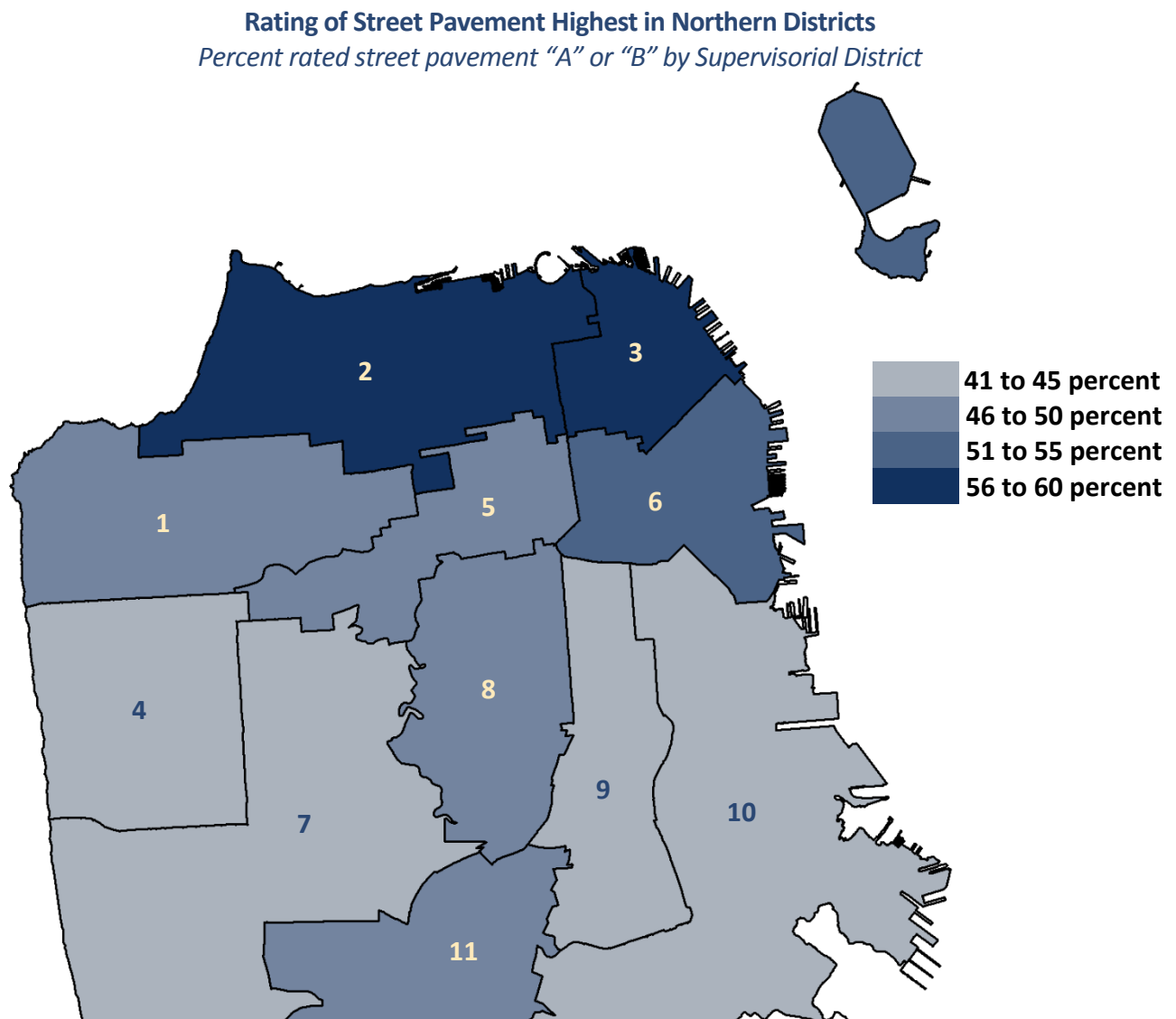> --District 2 resident

Both geographic and demographic trends are apparent in these ratings. As with many ratings in chapters like Transportation and Parks and Recreation, younger residents tend to rate the condition of street pavement higher than do older residents. Those with higher incomes (over $100,000) rate the condition of street pavement lower than those who earn less than $50,000 per year. While both low and high income respondents are nearly as likely to rate the condition of street pavement an "A" or "B", those with higher incomes were more likely to rate pavement condition a "D" or "F" than those with lower incomes.

Other key differences include parent status – parents gave an average grade of a "C+" while non-parents gave an average grade of a "B-".

Geographically, northern districts tend to rate street pavement more highly than southern districts. Districts with a higher share of those who drive daily tend to rate pavement conditions lower; conversely, those with a low share of daily drivers tend to rate pavement conditions higher.
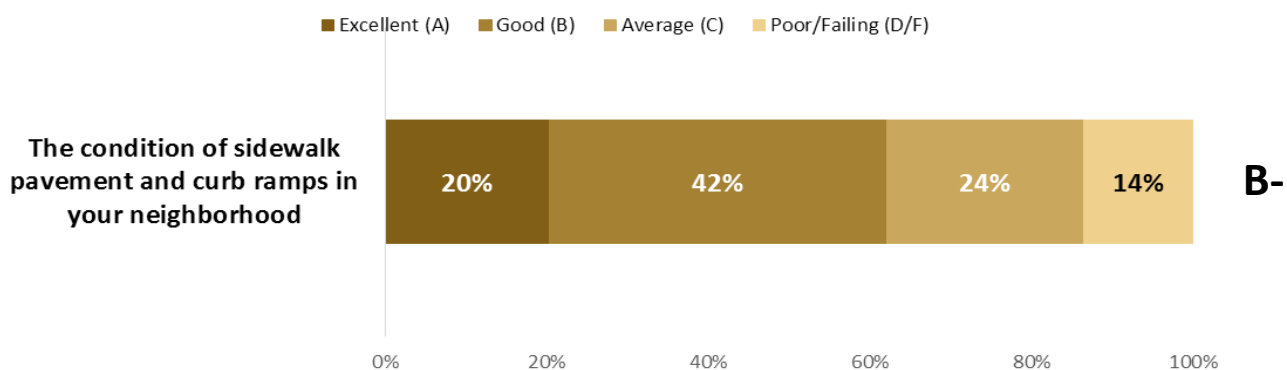
Only one district – District 9 (Mission/Bernal Heights) – has a lower share of daily drivers (23 percent) as well as a lower share of residents rating street pavement an "A" or "B". In contrast, District 1 (Richmond) has a relatively high share of daily drivers (38 percent), but a higher share of residents rating the pavement conditions an "A" or "B" (46 to 50 percent).

Rating of Street Pavement Highest in Northern Districts
Percent rated street pavement "A" or "B" by Supervisorial District

	41 to 45 percent
	46 to 50 percent
	51 to 55 percent
	56 to 60 percent

Sidewalk Pavement and Curb Ramp Rating Shows Improvement

Overall, 62 percent of residents give favorable ratings ("A" or "B" grades) of the condition of sidewalk pavement and curb ramps in their neighborhood. This is a statistically significant increase over 2013, when only 53 percent gave an "A" or "B" grade.

Residents Are More Satisfied with Sidewalk Pavement Conditions

■ Excellent (A)　■ Good (B)　■ Average (C)　■ Poor/Failing (D/F)

The condition of sidewalk pavement and curb ramps in your neighborhood

| 20% | 42% | 24% | 14% | **B-** |

0%　　20%　　40%　　60%　　80%　　100%

Both demographic and geographic differences contribute to the variation in ratings among respondents.

Those with a physical disability rated the condition of sidewalk pavement lower (with an average grade of "B-") than those who have no disability (with an average grade of "B").[4] While four percent of non-disabled respondents rated sidewalk pavement and curb ramp conditions an "F," more than twice as many (9 percent) of those with a physical disability provided this low rating. This disparity is of particular interest because curb ramps are intended to make sidewalks more accessible to individuals with physical disabilities. Individuals with physical disabilities may be more aware of curb ramp conditions than others because they depend on curb ramps for mobility and safety. However, because this question asks respondents to rate two things at once (sidewalk pavement and curb ramps), it is impossible to know which of the two items drive respondents' ratings.

Similarly, parents provided a very low average grade ("B-") when compared to non-parents ("B"). Parents were also twice as likely to rate sidewalk pavement and curb ramps an "F" (8 percent) than non-parents (4 percent).

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[4] Respondents were asked to rate on a scale of 1 to 5 with 1 representing "F – Failing" and 5 representing "A- Excellent."

The map below shows the percentage of respondents rating sidewalk pavement and curb ramps an "A" or "B" by district. In general, northwestern districts are most satisfied with sidewalk pavement and curb ramp conditions, and districts further south, east, and southeast are less satisfied. District 1 (Richmond) residents were most likely to rate sidewalk pavement and curb ramps an "A" or "B" (79 percent), while District 10 residents (Bayview/Hunters Point) were least likely to do so (49 percent). Unlike with other ratings in this chapter, there was no correlation among those who drive or walk.

Northern Districts More Satisfied with Sidewalk Pavement/Curb Ramps
Percentage Rating "A" or "B" by Supervisorial District

Legend:
- Under 50 percent
- 50 to 59 percent
- 60 to 64 percent
- 65 to 69 percent
- 70 percent or more
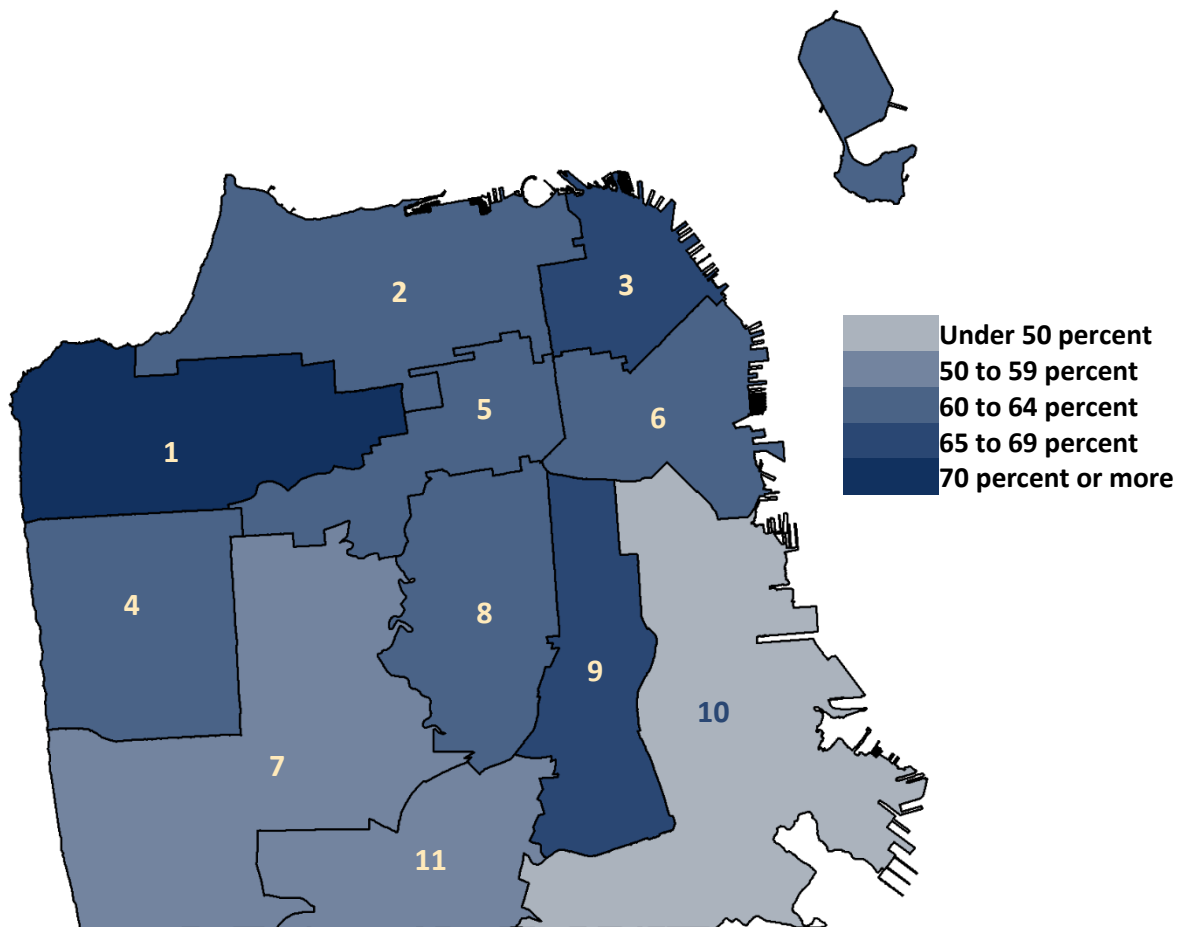
Lighting and Signage Show Significant Improvement in Ratings

Assessments of the maintenance of street signs and traffic signals, as well as the adequacy of street lighting[5], have improved considerably since 2013.
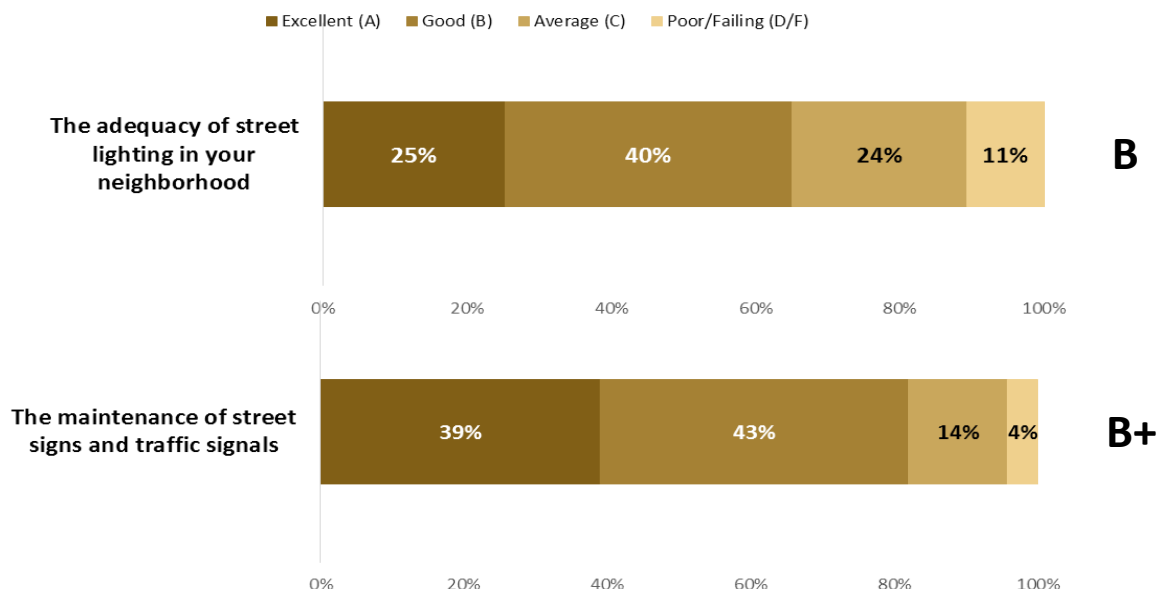
Residents Are More Satisfied with Signage and Street Lighting
Percent rating lighting/signals an "A" or "B"

—— Adequacy of street lighting in your neighborhood   —— Maintenance of street signs and traffic signals
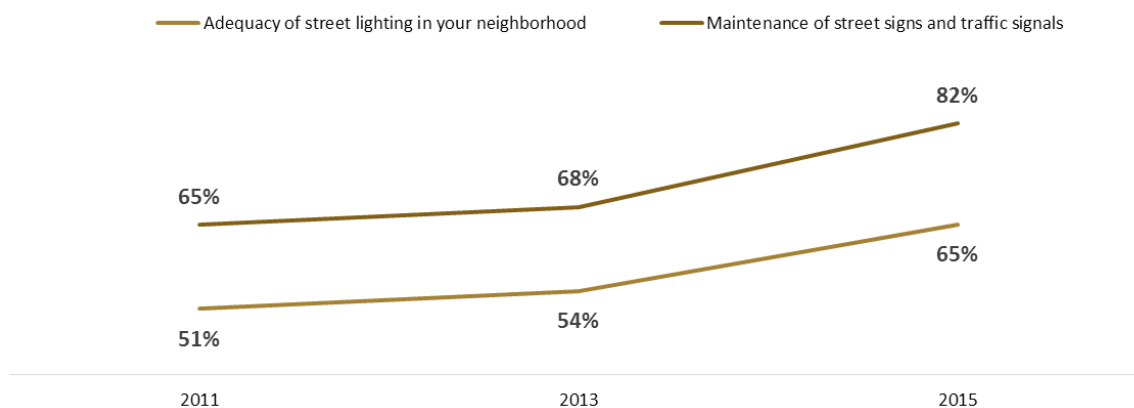
Those rating street lighting an "A" or "B" rose from 54 percent in 2013 to 65 percent in 2015, while respondents rating street signs/traffic signals an "A" or "B" rose from 68 percent to 82 percent.

Breakdown of 2015 Ratings for Lighting and Signage

■ Excellent (A)   ■ Good (B)   ■ Average (C)   ■ Poor/Failing (D/F)

The adequacy of street lighting in your neighborhood: 25% | 40% | 24% | 11% **B**

The maintenance of street signs and traffic signals: 39% | 43% | 14% | 4% **B+**

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[5] San Francisco Public Utilities Commission owns and maintains approximately 60 percent of the streetlights in San Francisco. Forty percent are owned by PG&E.

Geographic Variation in Ratings for Lighting and Traffic Signals

Street lighting ratings varied by supervisorial district, with residents in the northernmost districts rating street lighting the highest. Residents of District 10 (Bayview/Hunters Point) rated street lighting the lowest, at 49 percent "A" or "B" rating, while residents of District 2 (Marina/Pacific Heights) rated street lighting the highest, at 74 percent "A" or "B" rating.

Adequacy of Street Lighting
Percentage Rating "A" or "B" by Supervisorial District

Legend:
- Under 60 percent
- 61 to 65 percent
- 66 to 70 percent
- 71 to 75 percent
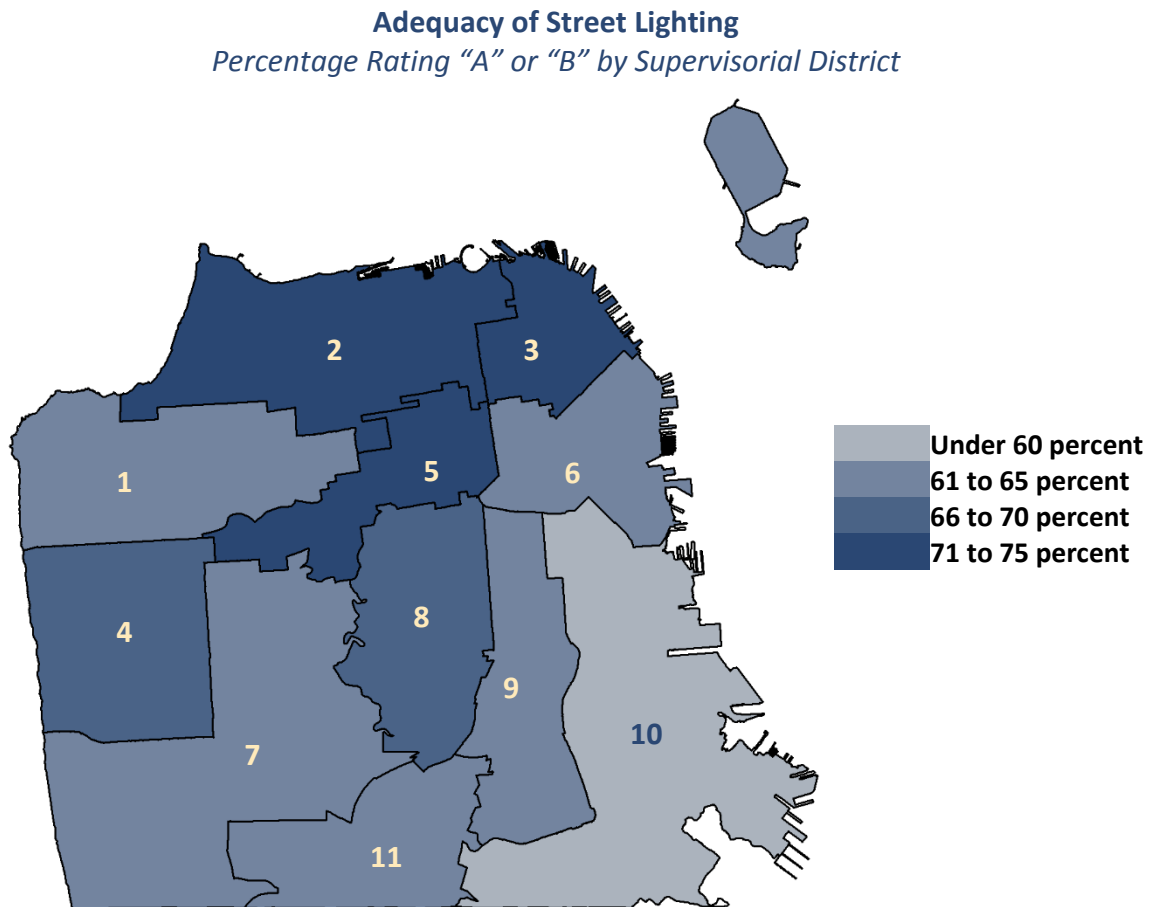
There were some differences in the rating for street signs and traffic signals by subgroup. Notably, those with higher incomes (over $100,000) tended to rate street signs and traffic signals more highly, with 88 percent providing an "A" or "B" rating, compared to those earning under $50,000, with 77 percent rating them an "A" or "B". Similarly, younger residents tended to provide slightly higher ratings, with 86 percent giving street signs and signals an "A" or "B" rating, compared to older residents, of whom 75 percent gave an "A" or "B" rating.

SURVEY RESPONSES

Q2. Please grade the City's performance in the following areas:

A. The quality of water and sewer services

	Percentage	Number of Responses
A - Excellent	43	458
B - Good	40	426
C- Average	13	139
D - Poor	3	34
F – Failing	1	11

B. The cleanliness of sidewalks in your neighborhood

	Percentage	Number of Responses
A - Excellent	20	219
B - Good	31	335
C- Average	23	250
D - Poor	15	160
F – Failing	11	119

C. The cleanliness of streets in your neighborhood

	Percentage	Number of Responses
A - Excellent	20	217
B - Good	34	371
C- Average	26	277
D - Poor	14	150
F – Failing	6	69

D. The condition of street pavement in your neighborhood

	Percentage	Number of Responses
A - Excellent	15	160
B - Good	34	363
C- Average	29	315
D - Poor	13	144
F – Failing	10	103

E. The condition of sidewalk pavement and curb ramps in your neighborhood

	Percentage	Number of Responses
A - Excellent	20	219
B - Good	42	452
C- Average	24	263
D - Poor	9	98
F – Failing	5	49

F. The adequacy of street lighting in your neighborhood.

	Percentage	Number of Responses
A - Excellent	25	273
B - Good	40	430
C- Average	24	261
D - Poor	8	89
F – Failing	3	27

G. The maintenance of street signs and traffic signals.

	Percentage	Number of Responses
A - Excellent	39	421
B - Good	43	463
C- Average	14	149
D - Poor	3	28
F – Failing	2	17

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Chapter

7 CHILDREN, YOUTH AND FAMILIES

Overview

This chapter reviews various children, youth and family-related items, including questions regarding schools, child-related services, and how likely responding parents are to move in the next three years. Highlights include the following:

- More than a quarter (26 percent) of San Francisco residents have one or more children under the age of 18 living with them at least some of the time.

- Nearly two-thirds (65 percent) of school-age children attend public school in San Francisco, 27 percent attend private school in San Francisco, 7 percent attend school outside of the City and the remaining 1 percent are home-schooled or have other arrangements.

- Schools received an overall average grade of "B+". Parents rated both public schools and private schools more highly than in previous years. Public schools received a higher grade of B+, while the assessment of private schools rose slightly but remained at an A- grade.

B+	
SCHOOLS	
B+	Grade parents give the quality of public schools their child(ren) attend
A-	Grade parents give the quality of private schools their child(ren) attend

- Respondents gave the quality of private schools one of the top three highest ratings in the 2015 City Survey.

- Seventy-percent of parents have placed their children in at least one of the programs asked about on the survey. Parents whose children did not participate in programs most commonly gave the reason that their child(ren) did not need the program. However, there are other factors for non-participation, particularly among parents with older children (ages 14-18).

Key Findings

Residents With Children

Overall, 26 percent of respondents have one or more children under 18 who live with them at least part of the time.

Geographically, supervisorial districts with the highest share of children under 18 tend to be those farthest away from the Financial District/downtown. District 1 (Richmond) has the highest share of children under 18, at 40 percent, with District 10 (Bayview/Hunters Point) close behind, at 39 percent. District 6 (SOMA/Treasure Island) has the lowest share of children, at 13 percent.

Geographical Distribution of Respondents with Children Under 18
Percentage of Respondents in District with at least One Child

Under 20 percent
21 to 25 percent
26 to 30 percent
Over 30 percent
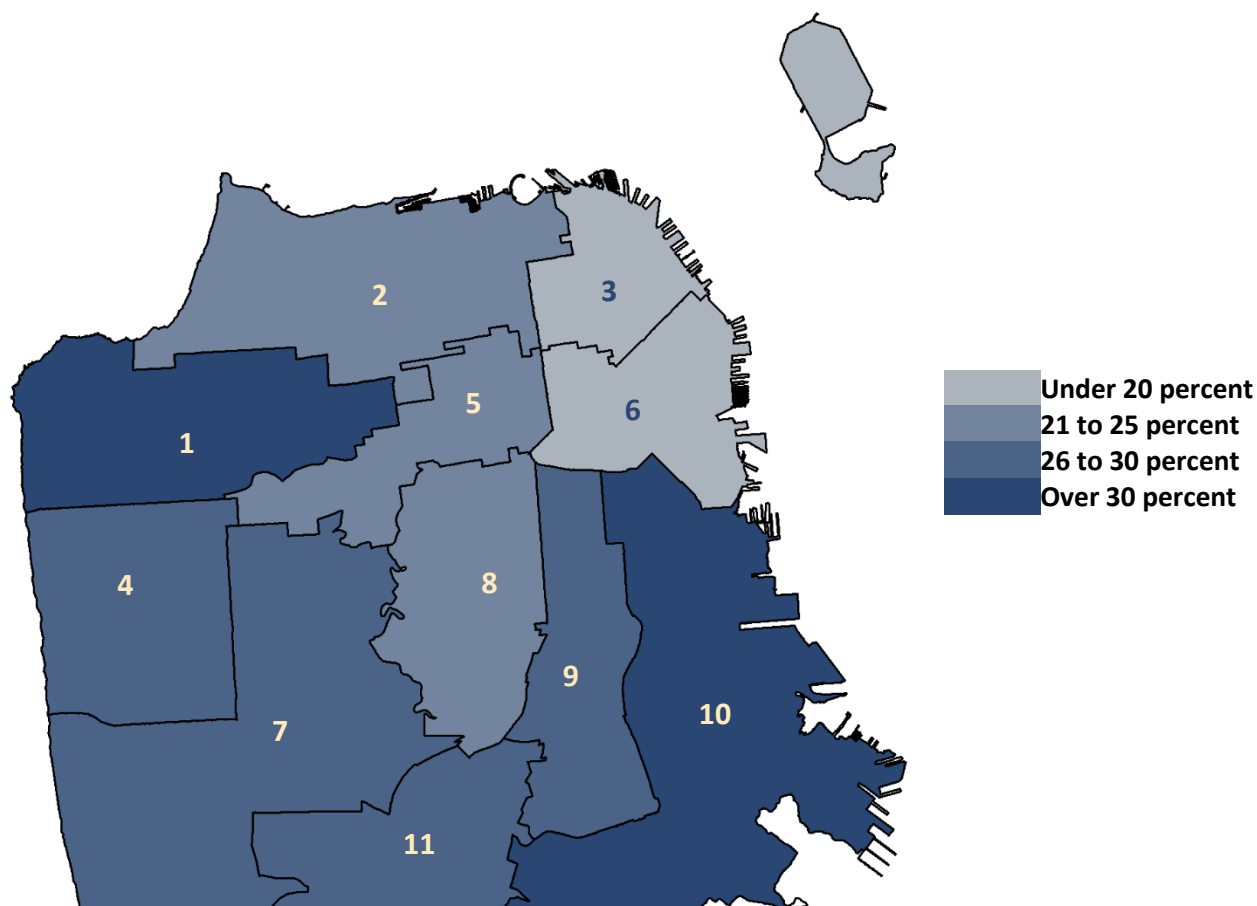
Demographic Breakdown of Parents

Those who speak a language other than English at home are more likely to have children (35 percent) than those who speak English at home (24 percent). White respondents were less likely to say they had children (22 percent) than Asian/Pacific Islander (30 percent), Black (30 percent), and Latino respondents (34 percent).

Those who own their homes are slightly more likely to be parents (29 percent) compared to those who rent their homes (24 percent).

Percentage of San Francisco Residents Who Are Parents
By Key Sub-Groups

Sub-Group	Percentage
4+ years college	25%
HS/some college	27%
Less than HS education	38%
Over $100,000/yr	30%
$50,000 to $100,000/yr	24%
Under $50,000/yr	26%
Languages other than English spoken at home	35%
English spoken at home	24%
Rent	24%
Own	29%
Disabled	17%
Senior	8%
White	22%
Hispanic	34%
Black	30%
Asian	30%
All respondents	26%
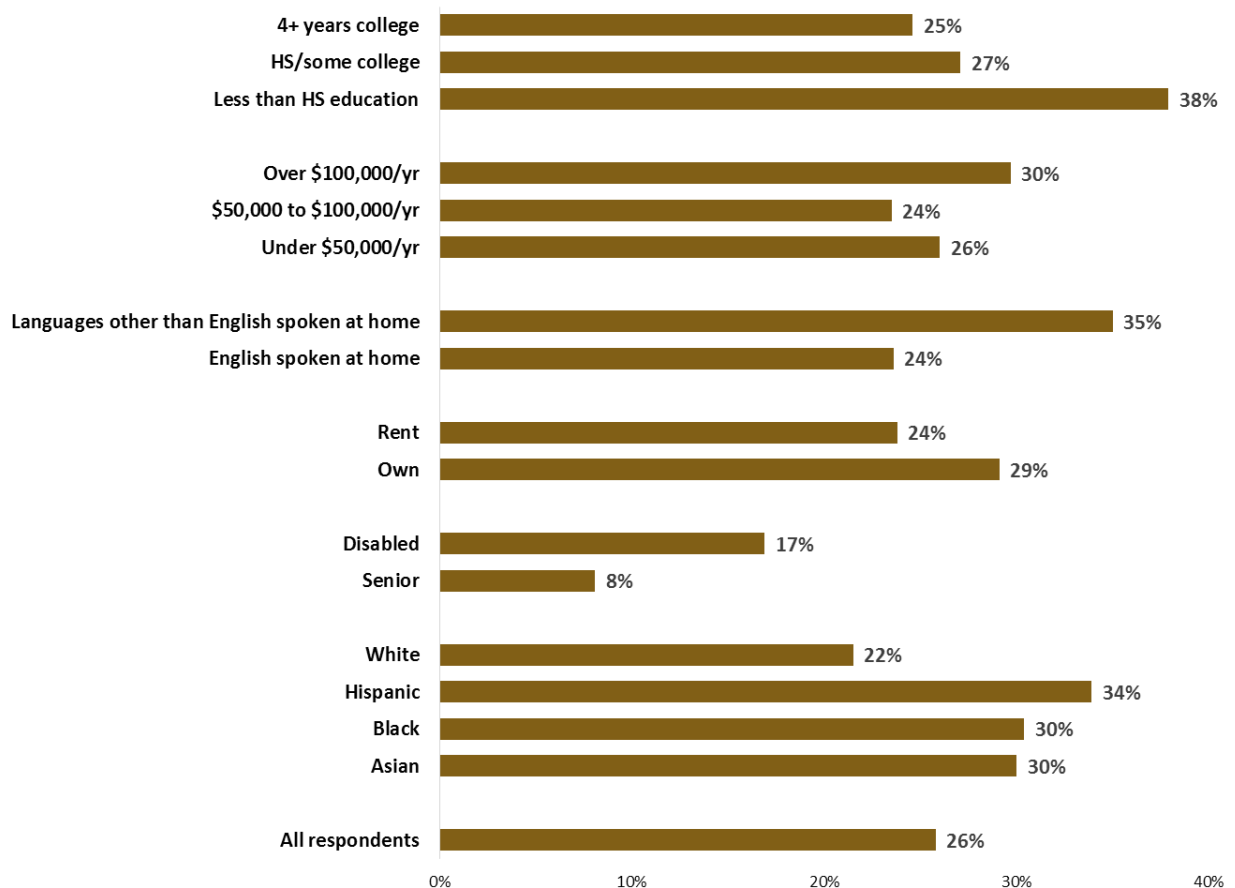
Age Spread of Children in San Francisco

More than half of parents (51 percent) have at least one child age 6 to 13 years of age, and 80 percent of parents report having at least one child of school age.

Five hundred fifty-five respondents said they were parents of children under 18, representing at least 758 children. However, the total number of children is likely higher than this, as the survey asked whether respondents had at least one child in each age group but did not ask about the number of children in each age group.
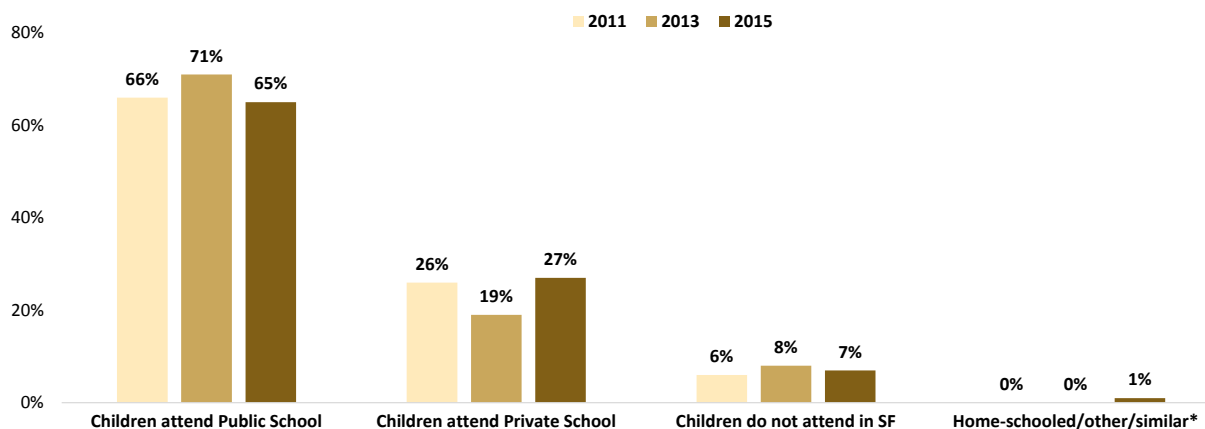
Children's Age	Percent of Parents With Children This Age (N=555)	Percent of All Children Reported (N=758)
0 to 2 years	26%	19%
3 to 5 years	31%	23%
6 to 13 years	51%	38%
14 to 18 years	29%	21%

Most Parents Have a Child in Public School

While 65 percent of children attend public school in San Francisco, 27 percent attend private school in San Francisco, with another 7 percent attending outside San Francisco. The remaining one percent are home schooled or have other arrangements.

These results reflect a decrease in public school attendance (down from 71 percent in 2013) and an increase in private school attendance (up from 19 percent in 2013), yet these findings are very similar to those of the 2011 survey. "Homeschool/other" was not an option before the 2015 survey.
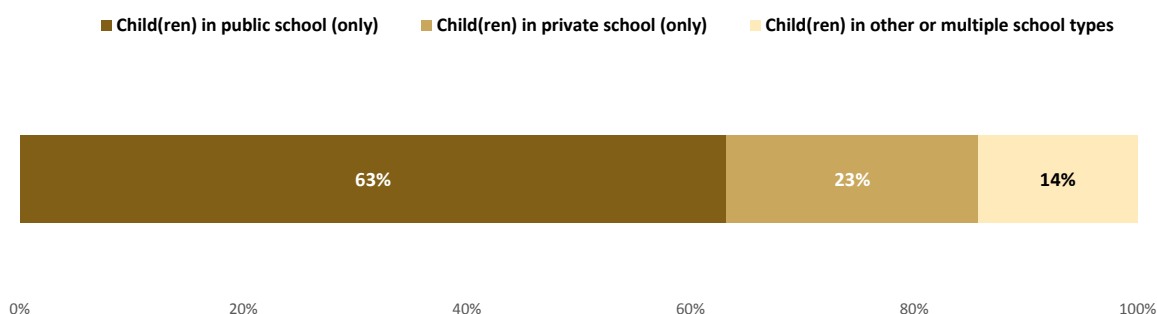
Year to Year Comparison of Schools Attended
Percentage of Children Attending Each School Type

■ 2011 ■ 2013 ■ 2015

Children attend Public School: 66%, 71%, 65%
Children attend Private School: 26%, 19%, 27%
Children do not attend in SF: 6%, 8%, 7%
Home-schooled/other/similar*: 0%, 0%, 1%

Home schooled/other was an option only in the 2015 study.

By household, 63 percent have one or more children enrolled in public school in San Francisco only, while 23 percent have one or more children enrolled in private school in San Francisco only. Seven percent have one or more children in other school types (e.g. home-schooled, school outside San Francisco) and the final seven percent have children in multiple school types (e.g. public *and* private school).

2015 Educational Status
Among Households with School Age Children

■ Child(ren) in public school (only)   ■ Child(ren) in private school (only)   ■ Child(ren) in other or multiple school types

63%	23%	14%

0%   20%   40%   60%   80%   100%

Parents of color, those with limited education, and those who speak a language other than English at home are more likely to enroll their children solely in San Francisco public schools. For example, while only half of parents with four or more years of college said they enroll their children in public school, nearly all parents with less than a high school diploma (98 percent) say they enroll their children in public school.

San Francisco Parents of Color Are More Likely to Enroll
Children in Local Public Schools
Results Among Parents of Children Age 6-18 by Select Demographic Subgroups

Parent Subgroup	Percent Who Have Children in Public School (only)	Parent Subgroup	Percent Who Have Children in Public School (only)
Asian/Pacific Islander	76%	Less than high school diploma	98%
Black	75%	High school graduate/some college	77%
Latino	72%	4+ years of college	50%
White	47%	Speak English in the home	57%
		Speak a language other than English in the home	83%

Most Parents Rate the Quality of Their Children's School Highly

Since 2011, there has been a notable improvement in parents' perceptions of the quality of public schools. This year, the increase in ratings raised the average grade from a "B" to a "B+." School quality ratings among private school parents also improved, but not enough to raise its grade above an "A-." Private schools received one of the top 3 highest grades in the 2015 City Survey. Overall, less than five percent of parents rated schools as poor or failing in 2015.

Evaluations of School Quality Have Improved
Results among All Parents with School-Age Children

■ Excellent (A) ■ Good (B) ■ Average (C) ■ Poor/Failing (D/F)

Category	Excellent (A)	Good (B)	Average (C)	Poor/Failing (D/F)	Grade
2015 Private	65%	31%	2%	2%	A-
2013 Private	61%	33%	3%	3%	A-
2011 Private	58%	33%	5%	4%	A-
2015 Public	37%	47%	13%	3%	B+
2013 Public	26%	48%	18%	8%	B
2011 Public	18%	48%	26%	8%	B
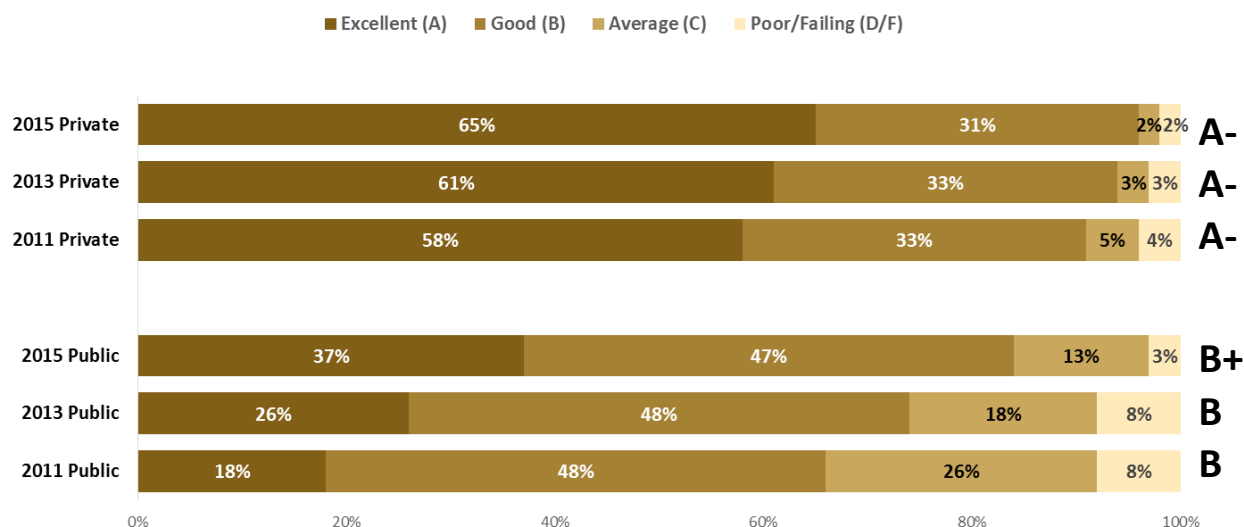
Across both public and private schools, parents of younger school-age children (age 6-13) rate the quality of schools somewhat higher, an "A-" rating, than parents with older schoolchildren (age 14-18), who rate the quality of schools a "B+" overall.

Most San Francisco Families Use Services for Children

In the 2015 City Survey, parents were asked about six key services for children and families. Parents were asked whether they used such services and, if not, why not.

- Parents with children ages 0-5 were asked if they used childcare (1 program).
- Parents with children ages 6-13 were asked if they used afterschool programs, other school year extracurricular activities, one-on-one tutoring, and/or summer programs (4 programs total).
- Parents with children ages 14-18 were asked if they used other school year extracurricular activities, one-on-one tutoring, and/or youth employment/career development programs (3 programs total).

Among all parents, 80 percent reported using at least one of the specified programs. Participation in these programs varied geographically. At 72 percent, parents in District 6 (SOMA/Treasure Island) were least likely to participate in any program, while parents in District 3 (North Beach/Chinatown) were most likely to do so at 97 percent. Parents of very young children (ages 0-5) were only asked about one program, and hence they were least likely to say they used the specified services.

Participation in At Least One of the Surveyed Programs
Percentage of Families by Supervisorial District

Legend:
- Under 75 percent
- 75 to 80 percent
- 81 to 85 percent
- 86 percent or more
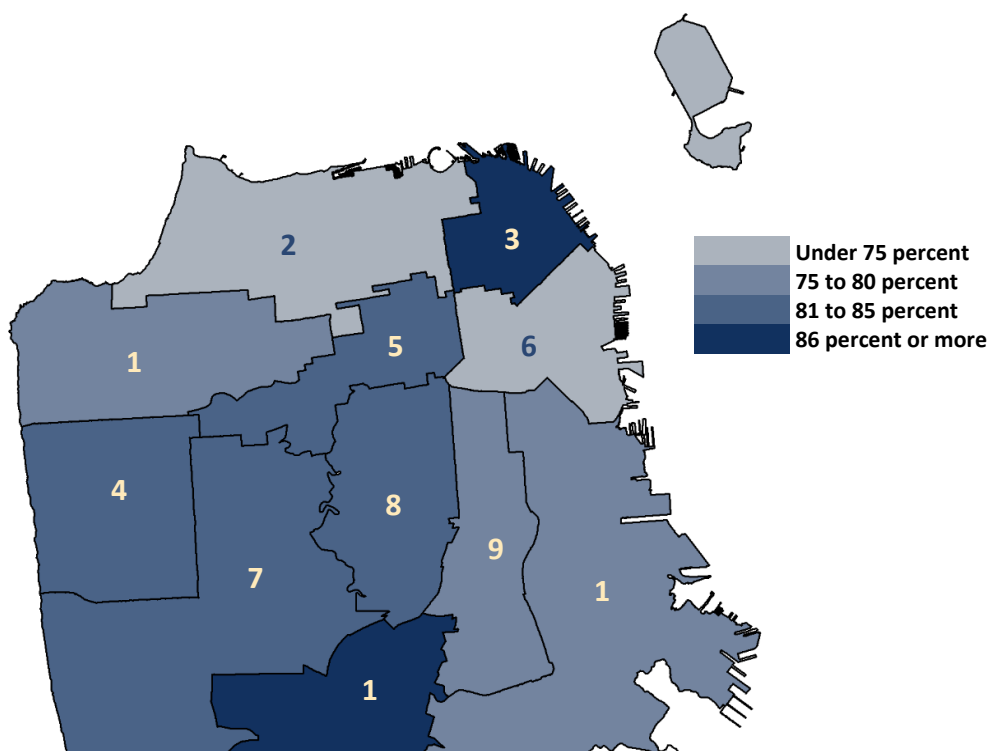
Use of Services by Age Group

Parents of Young Children (Age 0-5)

More than half of parents with young children (52 percent) use childcare. Of the remaining parents who do not use childcare, 69 percent said they do not need childcare, while 16 percent said childcare was too expensive, and six percent said childcare was tough to find when needed or that they were currently on a waitlist.

Parents of Younger School-Age Children (6-13)

More than two-thirds of parents with school-age children have used summer programs, afterschool programs, and other extracurricular activities. Almost one-third of these parents (32 percent) have used one-on-one tutoring.

Program use Among Families with Children Age 6-13
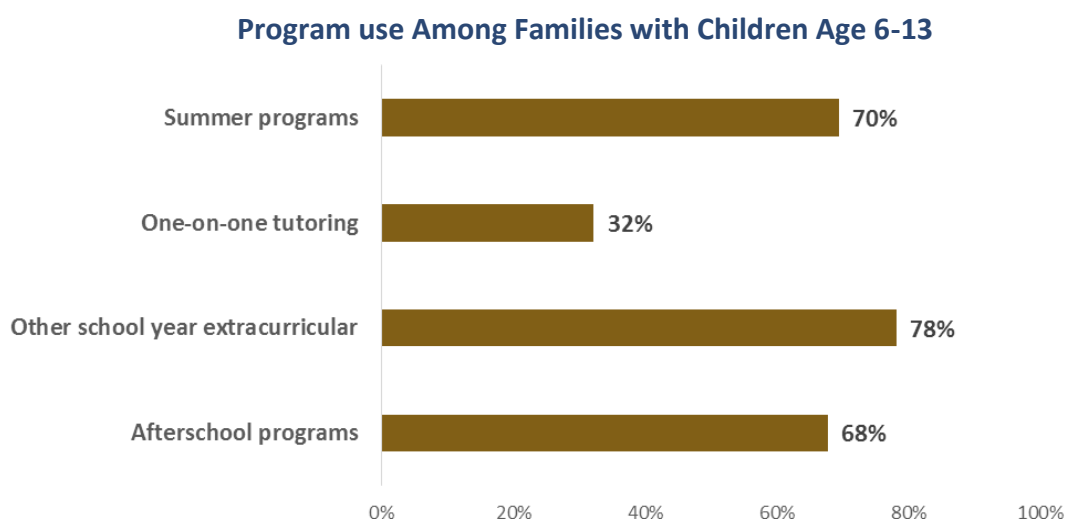
Among parents who did not use the programs, the largest reason for nonuse is that the programs were not needed. However, the expense of programs, as well as the logistics of getting their child(ren) to/from a program, and where to find the program were also noted as reasons these programs were not used. Specifically:

- For **afterschool programs**, 71 percent of those not using them said they did not need them. This was followed by 11 percent who said they were too expensive, and 4 percent who said there were problems with logistics, competing priorities, or they or their children were simply too busy.
- For **other school extracurricular programs**, 59 percent of parents with younger school-age children who do not use the programs said they did not need them, while 10 percent were not aware of the service, and 10 percent said they were too expensive.

- For **one on one tutoring**, 78 percent of parents with younger school-age children who do not use the programs said they do not need them, while 9 percent were not aware of the service, and 7 percent said the service was too expensive.
- For **summer programs**, 72 percent of parents who do not use the service said they do not need such a program, while 10 percent said these programs were not available, and 8 percent said such programs were too expensive.

Parents of Older Children (Ages 14-18)

Parents of older children are most likely to have their children involved in school year extracurricular activities, with nearly three-fourths of older children involved in such a program (73 percent). By contrast, fewer than half of older children use youth employment/career programs (41 percent), while only one-third (33 percent) are involved in one-on-one tutoring.

Among parents who do not use the programs, not needing them was by far the largest reason. However, parents of older children were more likely to cite logistics/schedule, availability, distance, and other barriers than parents of younger children were. Specifically:

- For **school year extracurricular activities**, 56 percent of those who did not use them said they were not needed, while 16 percent said they could not figure logistics/scheduling or were too busy, and 6 percent were not aware of the service.
- For **one on one tutoring**, 75 percent said they did not need the service, while 9 percent were unaware of the service, and 8 percent said it was unavailable.
- For **youth employment/career programs**, 65 percent said they did not need the service, 22 percent were not aware of such a service, and 10 percent said it was not available.

**Program use Among Families with Children Age 14-18**
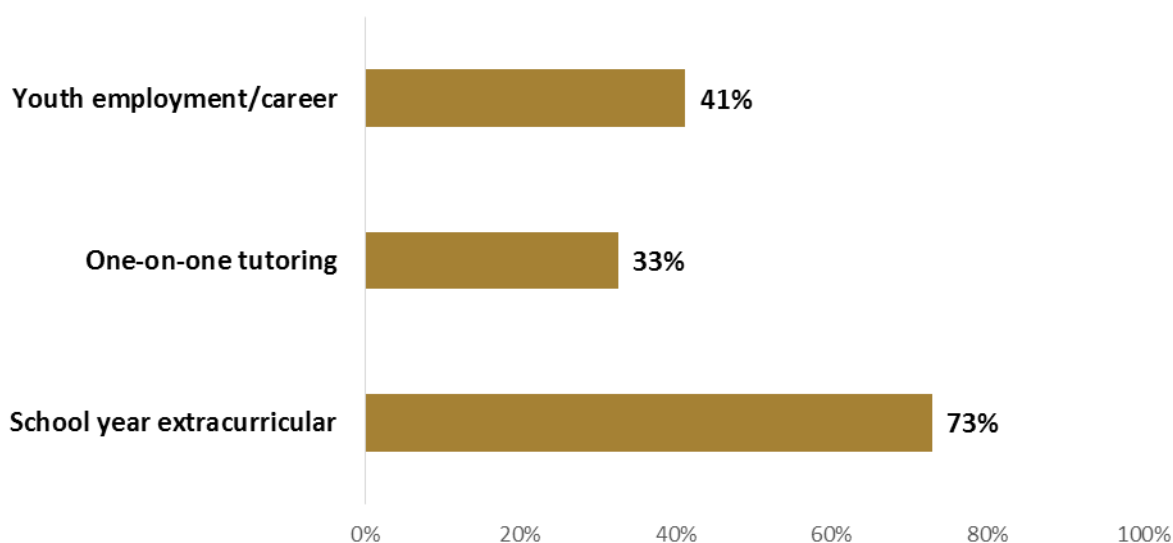
Likelihood that Parents Move Out of San Francisco in the Next Three Years

Parents, and particularly parents of young children, indicate that they are either very or somewhat likely to move out of the City in the next three years (32 percent) at a higher rate than do non-parents (28 percent). However, this difference is driven largely by parents with children under age six – those likely to enroll in school shortly – who report a much higher likelihood of moving in the next three years than do parents of older children.

Parents of Younger Children More Likely to Move Out of the City than Parents of Older Children
Percentage of Parents "Somewhat" or "Very" Likely to Move within Next Three Years
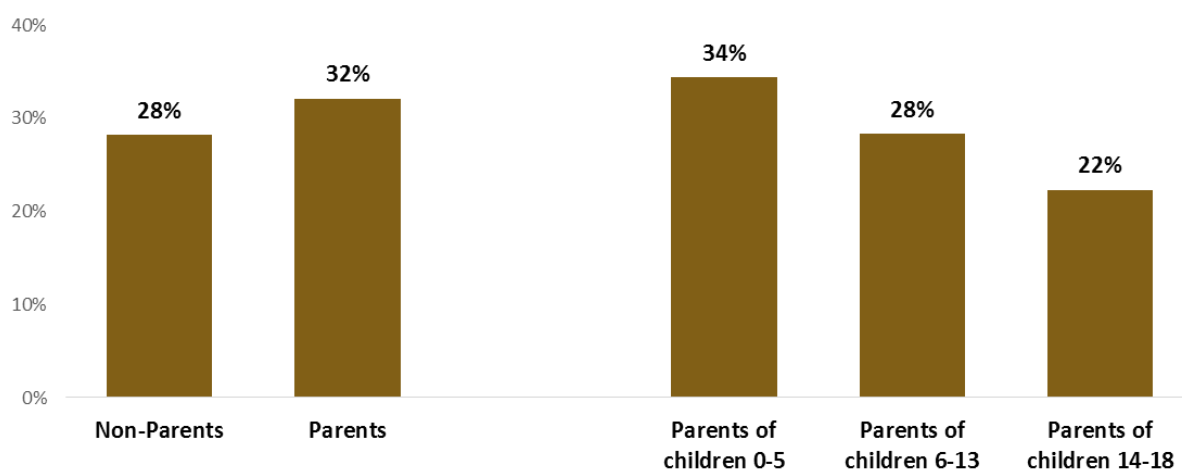
Finally, while parents with children under six have historically reported a higher likelihood of moving out of the City than other residents, the percentage has been in gradual decline since 2009. The difference from 2013 to 2015 is not statistically significant, however.

Parents of Young Children Less Likely to Move Out of the City Over Time
Percentage of Parents with Child 0-5 "Very" or "Somewhat" Likely to Move within Next Three Years; 2005-2015
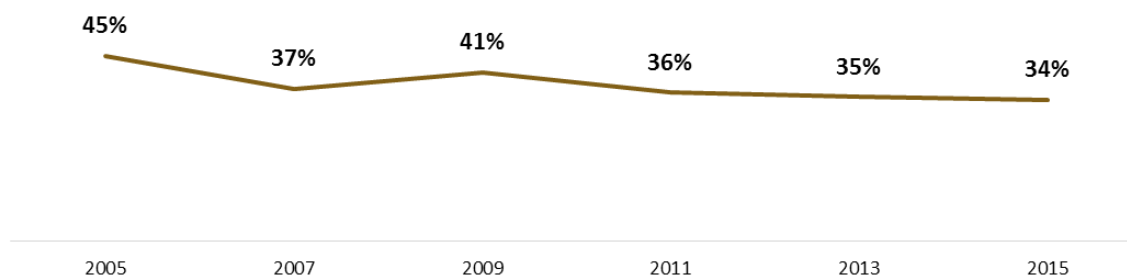
SURVEY RESPONSES

Q14. Do you have any children under 18 who live with you in San Francisco [at least part of the time]?

	Percentage	Number of Responses
Yes	26	561
No	74	1618

[ASKED ONLY OF THOSE WHO SAID 'YES' IN Q14]

Q15. What ages? Multiple responses accepted

	Percentage	Number of Responses
0 to 2 years of age	26	142
3 to 5 years of age	31	173
6 to 13 years of age	51	286
14 to 18 years of age	29	158

[ASKED OF PARENTS WITH CHILDREN AGES 6-18]
Q16. Do(es) your child(ren) attend school in San Francisco (grades K-12)? Multiple responses accepted

	Percentage	Number of Responses
Yes – private school	29	110
Yes – public school	70	266
No – does not attend in San Francisco	7	28
Not applicable – home schooled in SF or similar	1	3

Q17. How do you grade the quality of the school(s) your child(ren) attend?

	Percentage	Number of Responses
A - Excellent	46	166
B - Good	41	149
C- Average	10	37
D - Poor	2	8
F – Failing	<1	1

[Q18 SERIES - ASKED ONLY OF PARENTS WITH ONE OR MORE CHILDREN OF THE APPROPRIATE AGE]

Q19. Are you using any of the following for your children?

    A. Childcare (for ages 0-5)

	Percentage	Number of Responses
Yes	52	141
No	48	131

    A.NO If no please indicate the reasons (multiple responses accepted)

	Percentage	Number of Responses
Don't Need	69	91
Too expensive	16	21
Tough to find one when needed/on a waitlist	6	8
Not available	5	6

(Only responses from 5 percent or more of respondents shown; see tables for all responses)

    B. Afterschool program 3-5 days a week (ages 6-13)

	Percentage	Number of Responses
Yes	68	193
No	32	92

    B.NO If no, please indicate the reasons (multiple responses accepted)

	Percentage	Number of Responses
Don't Need	71	68
Too expensive	11	10

(Only responses from 5 percent or more of respondents shown; see tables for all responses)

    C. Other school year extracurricular activities, such as sports, art classes, etc. (ages 6-18)

	Percentage	Number of Responses
Yes	75	288
No	25	95

C.NO If no, please indicate the reasons (multiple responses accepted)

	Percentage	Number of Responses
Don't Need	59	56
Not aware of service	8	8
Too Expensive	8	8
Can't figure logistics (drop-off/pickup, time, other priorities)	7	7
Not available	6	6
Too far	5	5

(Only responses from 5 percent or more of respondents shown; see tables for all responses)

D. One-on-one tutoring (ages 6-18)

	Percentage	Number of Responses
Yes	32	121
No	69	263

D.NO If no, please indicate the reasons (multiple responses accepted)

	Percentage	Number of Responses
Don't Need	78	208
Not aware of service	9	23
Too expensive	6	17
Not available	6	15

(Only responses from 5 percent or more of respondents shown; see tables for all responses)

E. Summer program (for ages 6-13)

	Percentage	Number of Responses
Yes	70	198
No	31	87

E.NO If no, please indicate the reasons (multiple responses accepted)

	Percentage	Number of Responses
Don't Need	72	66
Not Available	10	9
Too Expensive	8	7

(Only responses from 5 percent or more of respondents shown; see tables for all responses)

F. Youth employment/career development (for ages 14-18)

	Percentage	Number of Responses
Yes	41	64
No	59	92

F.NO If no, please indicate the reasons (multiple responses accepted)

	Percentage	Number of Responses
Don't Need	67	64
Not aware of service	22	21
Not available	9	9

(Only responses from 5 percent or more of respondents shown; see tables for all responses)

Q29. In the next three years, how likely are you to move out of San Francisco? *(Among parents only)*

	Percentage	Number of Responses
Very likely	13	70
Somewhat likely	19	108
Not too likely	16	89
Not likely at all	52	286

SERVICES TO SENIORS AND PEOPLE WITH DISABILITIES

Overview

This chapter reviews the use of programs and services – social activity programs, food/meal programs, and personal/home care programs – selected from the many that are designed to assist San Francisco seniors[1] and people with disabilities.

- More than one third (39 percent) of seniors have used at least one of the three programs asked about – social activity programs, food/meal programs, and personal care programs. Use of all of these programs appears to be increasing at least somewhat, with use of social activity programs increasing the most, rising from 19 percent in 2013 to 29 percent in 2015.

- While most respondents who do not use any of these programs say it is because they do not need them, the second most common reason given was that they were not aware of the programs. Those with household incomes under $50,000 per year, and those who speak a language other than English at home, were more likely to not be aware of the programs.

- Questions pertaining to disability were substantially changed in the 2015 City Survey. This year, the questions on disability specifically address the prevalence of long-term physical, mental, and emotional conditions rather than short-term disabilities (e.g. short-term recovery from a car accident), and seek to measure the frequency of individuals with disabilities rather than disabilities in a household as before. Results from 2015 City Survey data closely match the incidence of disability in San Francisco as shown in US Census data. Census data shows a disability rate of about 11 percent, which closely matches the City Survey findings of 14 percent.[2]

- Half of disabled respondents have used a social activity program, food/meal program, and/or a personal care program in the past 12 months. Most disabled respondents who did not use a social activity program, food/meal program, or a personal care program said it was because they did not need it. However, 13 percent to 18 percent of those who did not use these programs said they were not aware of the service.

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[1] When used in the City Survey report, "senior" refers to residents age 60 and over. Other data sources often define the term senior differently, with age cutoffs of 55, 62, or 65. Since City Survey data was weighted by age, the share of seniors is proportional to US Census figures. (See Chapter 10 – Methodology – for detailed information on weighting.)

[2] Source: U.S. Census Bureau, 2009-2013 5-Year American Community Survey. See factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk.

Key Findings - Seniors

About two-thirds of those 60+ have no disability (68 percent). However, 32 percent have a disability of some type – including 25 percent with a physical disability (only), 2 percent with a mental/emotional disability (only), and 5 percent with both a mental/emotional and a physical disability. Geographically, southeastern districts have the highest share of seniors with a disability (38 percent), while the other areas of the City show 28 to 31 percent of seniors with a disability of some type.

Percentage of Seniors (Age 60+) Who Also Have a Disability
By Supervisorial District

15 to 25 percent
26 to 35 percent
36 to 45 percent
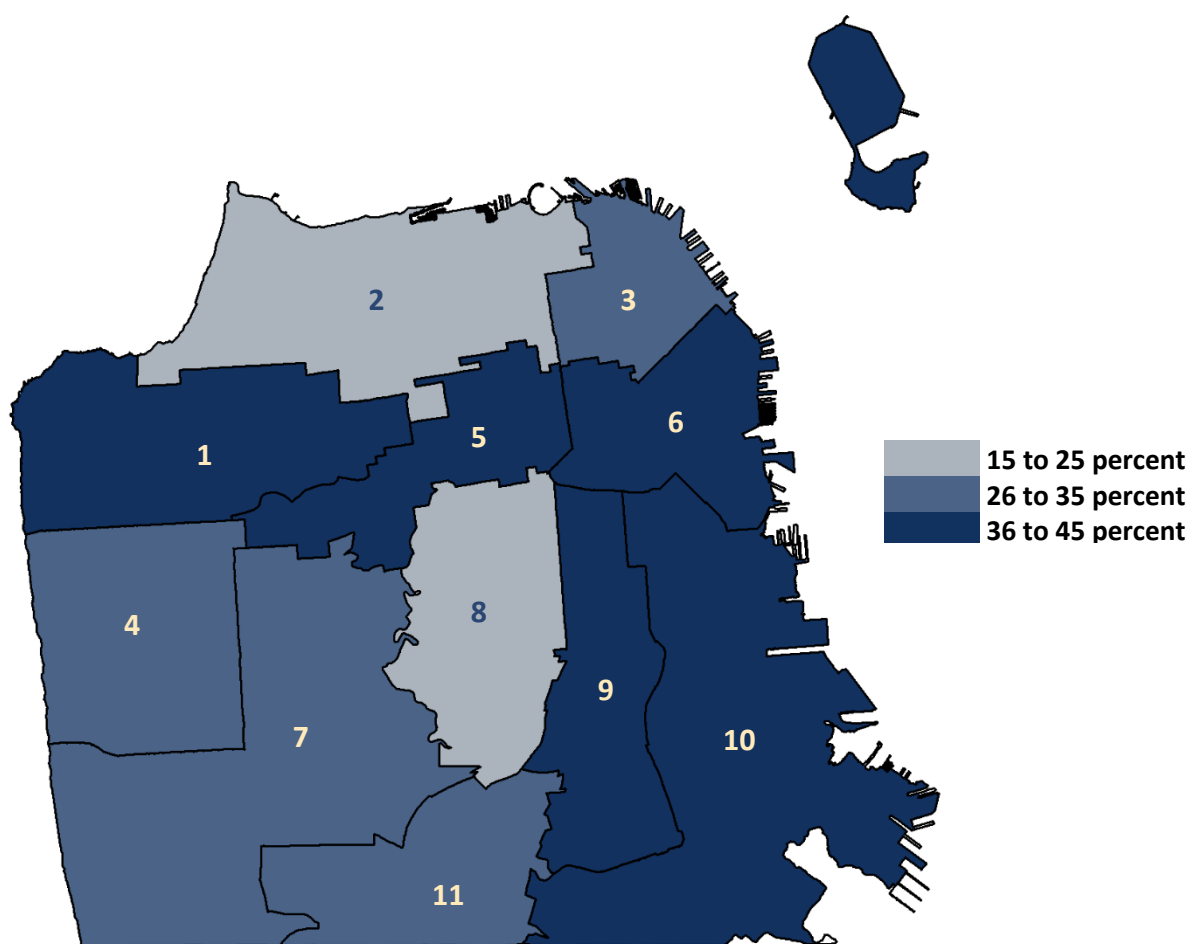
Use of Services Among 60+

A slightly higher share of seniors said they had used personal care programs and food/meal programs in 2015 compared to 2013. However, this increase is not statistically significant.

A much higher share of respondents said they had used social activity programs in 2015 – with nearly one-third (29 percent) saying they had done so compared to 19 percent in 2013.

Participation in Services Increase
Participation Rates among Seniors Age 60+ in the Past Year
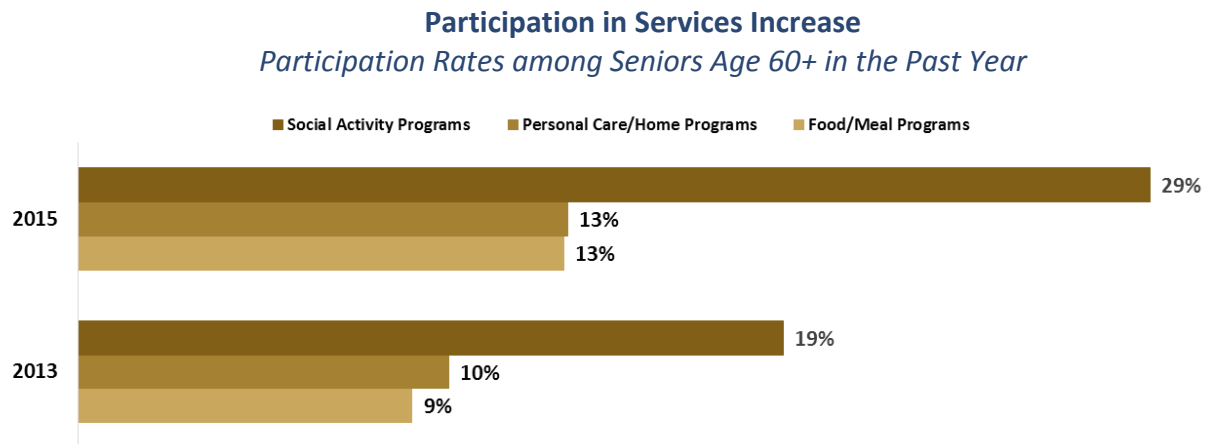
Results prior to 2013 are not shown as question wording was changed from previous years. In 2011, the question read, " . . . ***have you needed assistance with*** any of the following during the past year?" In 2013, question wording changed to, "***Did you use*** any of the following services in the last year?"

Extent of Programs Used (2015)

In 2015, more than one-third of those aged 60+ (38 percent) have used at least one of the three types of services asked about in the survey. Geographically, there is only slight variation - respondents in the Southeast are most likely to have participated in at least one program (43 percent), while those in the West are least likely to have done so (35 percent).
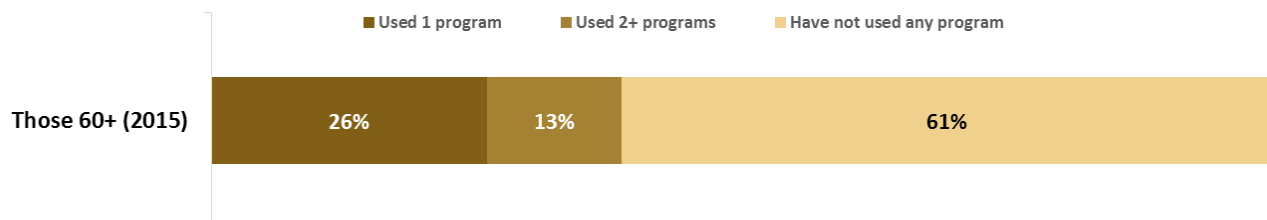
Most Common Reason Given for Not Using Senior Services is Lack of Need

An overwhelming majority of seniors who did not use social activity programs, food/meal programs, or personal care during the past year say it is because they do not need these services.

However, the second most frequent reason given was that they were not aware of the service (albeit at a much lower percentage than those who said they do not need the service).

Those who speak a language other than English at home, those with less than $50,000/year in household income, and residents of the Southeast were more likely to say they were not aware of food/meal programs. Black respondents were more likely to say they were not aware of personal care programs. Those in households with less than $50,000/year in income, as well as those who speak a language other than English at home, were also slightly more likely to say they were not aware of social activity programs.

### Seniors Decline to Use Most Services Because They Don't Feel They Need Them
Top Three Reasons Those 60+ Do Not Use the Service in Question

Service Not Used	Most Frequent Reason	Second-Most Frequent Reason	Third-Most Frequent Reason
Food-meal programs	Don't need (84%)	Not aware of service (10%)	Not available (5%)
Personal care / home care	Don't need (86%)	Not aware of service (9%)	Not available (4%)
Social activity programs	Don't need (74%)	Not aware of service (16%)	Too problematic/no time/too busy (6%)

Key Findings – People with Disabilities

Overall Disability

Fourteen percent of San Francisco residents have some type of disability – with 9 percent having a physical disability, 1 percent having a mental/emotional disability, and 3 percent having both physical and mental/emotional disabilities.[3]

- Have a physical disability (only)
- Have a mental/emotional disability (only)
- Have both a physical and mental/emotional disability
- Have no disability

| 9% | 1% | 3% | 86% |
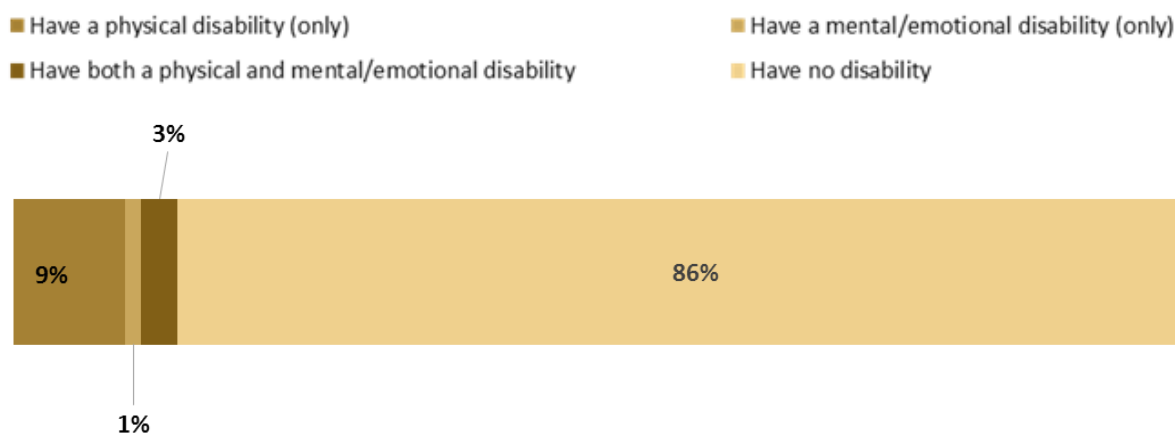
Rate of Disability Among Key Subgroups

The rate of disability among City Survey 2015 respondents did not vary widely by supervisorial district, ranging from 11 percent to 17 percent across all 11 districts.

However, other key subgroups show notable differences in the rate of disability – most notably, Black respondents and those with lower income/lower educational attainment. Black respondents reported a rate of disability of 26 percent, which is nearly twice that of White respondents (14 percent) and almost three times that of Asian/Pacific Islander respondents (9 percent).

Those who did not finish high school had a disability rate (22 percent) which was twice that of residents who have a Bachelor's degree or higher (11 percent).

The rate of disability increases as age increases, yet much of this increase is attributable to those with a physical disability – which accounts for 3 percent of those under 35, but 22 percent of those age 55 and older. By contrast, the rate of those with only a mental/emotional

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[3] The total with disabilities is 14%, with 9.3% having physical disability, 1.4% emotional/mental disability, and 3.0% both physical and mental/emotional disability.

disability remains relatively flat, staying at one to two percent across all age groups. The rate of those experiencing both a mental/emotional and a physical disability also increases somewhat with age, ranging from two percent among those under age 35 to six percent among those age 55 and older.

Rate of Disability
By Select Subgroups

Subgroup	Percentage Reporting a Disability		Subgroup	Percentage Reporting a Disability
Asian/Pacific Islander	9%		Age 18-34	6%
Black	26%		Age 35-54	9%
Latino	16%		Age 55+	29%
White	14%		Employed	7%
Under $50,000	22%		Not Employed	33%
$50,000 to $100,000	13%		Did not complete high school	22%
Over $100,000	6%		Graduated high school/some college	18%
			Bachelor's degree or higher	11%

Use of Services and Programs by Disabled Residents

Half of disabled respondents had used at least one of the programs surveyed in the past 12 months.

Those with mental/emotional disabilities were more likely to use a program. While 50 percent of respondents with any disability used at least one program, 62 percent of those with mental/emotional disabilities used at least one program. However, there was no clear pattern in the types of programs used by disability type.

Use of Surveyed Programs by Disabled Respondents

Level of Service(s) Used	Percentage
Have not used any program	**50%**
Have used at least one program	**50%**
Used a food/meal program (only)	9%
Used a personal care program (only)	7%
Used social activity program (only)	12%
Used food/meal and personal care programs	5%
Used food/meal and social activity programs	7%
Used personal care and social programs	4%
Have used food/meal, personal care, and social programs	6%

The primary reason among disabled respondents for not using these programs is that they do not need them. For each of the three programs, the second reason given was that the respondent was not aware of the service; this was consistently given as a reason by 13 percent to 18 percent of those who did not use each program.

Top Reasons Have Not Used the Program

Program	First	Second	Third
Food/Meal Program	Don't need (74%)	Not aware of service (13%)	Not available (8%)
Personal Care Program	Don't need (77%)	Not aware of service (14%)	Not available (6%)
Social Activity Program	Don't need (63%)	Not aware of service (18%)	Too problematic/no time/too busy (9%)

Survey Responses

19. Are you 60 years of age or older?

	Percentage	Number of Responses
Yes	22	472
No	78	1695

Q20a. Do you have any (long term) physical conditions that limit your activities?

	Percentage	Number of Responses
Yes	12	267
No	88	1911

Q20b. Do you have any (long term) mental or emotional conditions that limit your activities?

	Percentage	Number of Responses
Yes	4	96
No	96	2076

Q22. Did you use _____ in the past 12 months?

A. Food or Meal Programs

	Percentage	Number of Responses
Yes	16	101
No	84	520

A. (NO) If no, please indicate the reasons (Multiple responses accepted)[4]

	Percentage	Number of Responses
Don't Need	84	437
Not aware of service	10	50
Not available	5	27
Denied service/don't qualify/doesn't serve my neighborhood, language, etc.	2	9
Poor quality	1	4
Don't know/haven't considered it	1	3
Too problematic/logistics/too busy	1	3
Too expensive	1	2

B.   Personal Care / Home Care Programs

	Percentage	Number of Responses
Yes	14	84
No	86	537

B. (NO) If no, please indicate the reasons (Multiple responses accepted)[5]

	Percentage	Number of Responses
Don't need	86	461
Not aware of service	9	47
Not available	4	20
Too expensive	1	8
Denied service/do not qualify	1	4
Don't know/haven't considered it	1	4
Poor quality	1	3
Too far	1	2

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[4] Reasons given by at least 1 percent of senior respondents are shown; see statistical tables for a full list
[5] Reasons given by at least 1 percent of senior respondents are shown; see statistical tables for a full list

C. Social Activity Programs

	Percentage	Number of Responses
Yes	28	175
No	72	445

C. (NO) If no, please indicate the reasons (Multiple responses accepted)[5]

	Percentage	Number of Responses
Don't Need	74	332
Not aware of the service	16	72
Too problematic/logistics too difficult/too busy	6	25
Not available	3	15
Too far	2	7
Don't know/haven't considered it	1	6
Too expensive	1	4
Poor quality	1	2

Chapter

9   EMERGENCY PREPAREDNESS

Overview

This chapter reviews the actions residents have taken to prepare for an earthquake or other natural disaster. Highlights include the following:

- San Franciscans are more prepared for a major emergency like an earthquake, flood, or other natural disaster than residents reported two years ago. This may be due to the heightened awareness of earthquakes, particularly in light of the South Napa earthquake in August 2014.

> *"It would be nice if there was sort of a training or lecture for one day by the city regarding earthquake preparedness."*
>   --District 8 resident

- A majority of residents (55 percent) have set aside 72 hours' worth of food, water and medicine, up slightly from 2013.

- Similarly, 80 percent of 2015 respondents say they have taken at least one action to prepare for an earthquake or other natural disaster – compared to 70 percent in 2013. Although respondents were allowed to specify "Other" activities in the 2015 survey, this accounted for very little difference (0.3%) – with most respondents providing "Other" responses also stating they participated in one of the other listed categories.

- In the 2015 survey, respondents were asked to list other activities they have performed in order to prepare for an earthquake or other natural disaster. Residents have engaged in activities like taking a Neighborhood Emergency Response Team (NERT) class, taking a class through the Red Cross, Neighborhood Watch, or other group, and making adjustments to their home, such as strapping water heaters.

- Although the City is more prepared overall, disparities exist in the preparedness of key sub-groups. Younger and lower income residents tend to be less prepared than older, more affluent residents. Similarly, people who have lived in San Francisco longer are more likely to have made some type of emergency preparations. However, younger residents are somewhat more likely to use City resources and subscribe to the City's notification services.

- There are also significant geographical differences in emergency preparedness – residents in District 7 (Twin Peaks/Lake Merced) appear to be the most prepared for an earthquake or other natural disaster whereas residents in District 6 (SOMA/Treasure Island) appear to be the least prepared.

Key Findings

San Francisco Residents Are More Prepared For a Major Emergency than in 2013

Participation in emergency preparedness has increased steadily since 2009 when this question was first introduced. In 2009, 64 percent of respondents reported they had taken at least one of the listed actions to prepare for an earthquake or other natural disaster, whereas in 2015, 80 percent of respondents said they had taken at least one action.

However, it is important to note changes to the survey question since 2009.

San Francisco's disaster preparedness website, sf72.org, received almost 100,000 hits in 2014.

1. The 2009 survey did not ask about the use of City information sources or subscribing to the City's emergency notification tool. In the 2015 survey, those who said they ONLY took one or both of these actions account for 3 percent of 2015 respondents.
2. The 2015 survey also included an "Other/specify" response option for respondents to list other emergency preparations that are not listed in the question. A half of one percent listed "Other" without giving specifics, while another 0.3 percent listed actions not on the original questionnaire. For a more accurate year-to-year comparison, those who responded only as an "Other/specify" response are included in the "None of the above" category for 2015 in the chart on the next page.
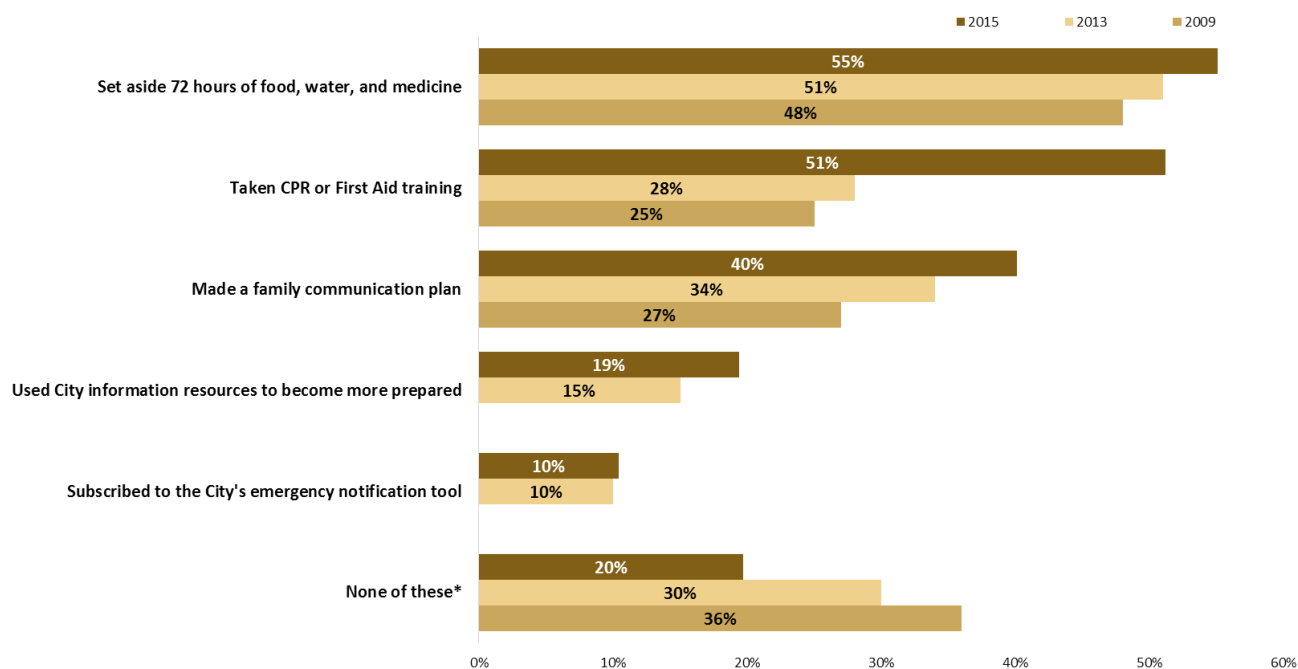
Even with these changes, those who said they have taken CPR or First Aid training nearly doubled, from 28 percent in 2013 to 51 percent in 2015. This is notable because such large increases are not seen in other emergency preparation actions. Possible explanations include:

1. Prior to 2015, City Survey was administered primarily by mail. In contrast, the current survey was administered primarily by phone. It is possible that this change in methodology is responsible for at least some of the increase in CPR or First Aid training. However, one would expect to see similarly-sized increases in the other disaster preparation questions as well. This is not the case – respondents who were already taking other actions to prepare for an emergency are now also taking CPR and First Aid training.
2. Many organizations now offer short online First Aid and CPR courses that do not provide certification. The ease of these classes may have resulted in more residents receiving training, even if that training is less rigorous than a certification course.
3. The mail-based 2013 survey tended to reach those who were less likely to use the Internet and related technology. This may have resulted in under-reporting of those taking First Aid or CPR training courses online in 2013, making the increase in 2015 appear more pronounced than it actually is.

In spite of these differences, it does appear that, overall, a larger share of San Francisco residents have taken actions to prepare for an earthquake or other natural disaster.

Emergency Preparedness Continues To Increase
Percent Making Preparation 2009, 2013, 2015

■ 2015 ■ 2013 ■ 2009

	2015	2013	2009
Set aside 72 hours of food, water, and medicine	55%	51%	48%
Taken CPR or First Aid training	51%	28%	25%
Made a family communication plan	40%	34%	27%
Used City information resources to become more prepared	19%	15%	
Subscribed to the City's emergency notification tool	10%	10%	
None of these*	20%	30%	36%

*In 2015, respondents were allowed to supply an "Other" (respondent-specified) response which was not on the 2013 survey. These "Other" responses were added to the 2015 "None of these" responses for a more direct comparison with the 2013 survey.

Geographic Differences

While San Franciscans overall are more prepared for an earthquake or other natural disaster, there are discrepancies among supervisorial districts.

- Those in District 7 (Twin Peaks/Lake Merced) appear to be the most prepared – with the highest percentage of respondents saying they had done at least one of the listed actions to prepare (92 percent) and highest percentage of respondents saying they had set aside 72 hours' of food, water, and medicine (65 percent). In both District 7 and District 9 (Mission/Bernal Heights), more than half of respondents said they had set aside 72 hours' of food, water, and medicine, taken CPR or First Aid training, *and* made a family communications plan.
- Conversely, residents in District 6 (SOMA/Treasure Island) were the least prepared, with only 70 percent saying they had done something to prepare for an earthquake or other natural disaster compared to 92 percent in District 7 (Twin Peaks/Lake Merced). Moreover,

District 6 was the only district in which fewer than half of respondents (49 percent) said they had set aside 72 hours of food, water, and medicine.

- Those in District 9 (Mission/Bernal Heights) were most likely to say they used city information resources to become better prepared (31 percent).
- District 3 (North Beach/Chinatown), District 4 (Sunset), and District 11 (Excelsior/Oceanview) were most likely to be subscribed to one of the City's emergency notification tools at 16 percent, 13 percent, and 13 percent, respectively.

Percentage of Residents Who Have Done Something to Prepare for an Earthquake or Natural Disaster
By Supervisorial District

	70 to 74 percent
	75 to 79 percent
	80 to 84 percent
	85 to 89 percent
	90 to 94 percent
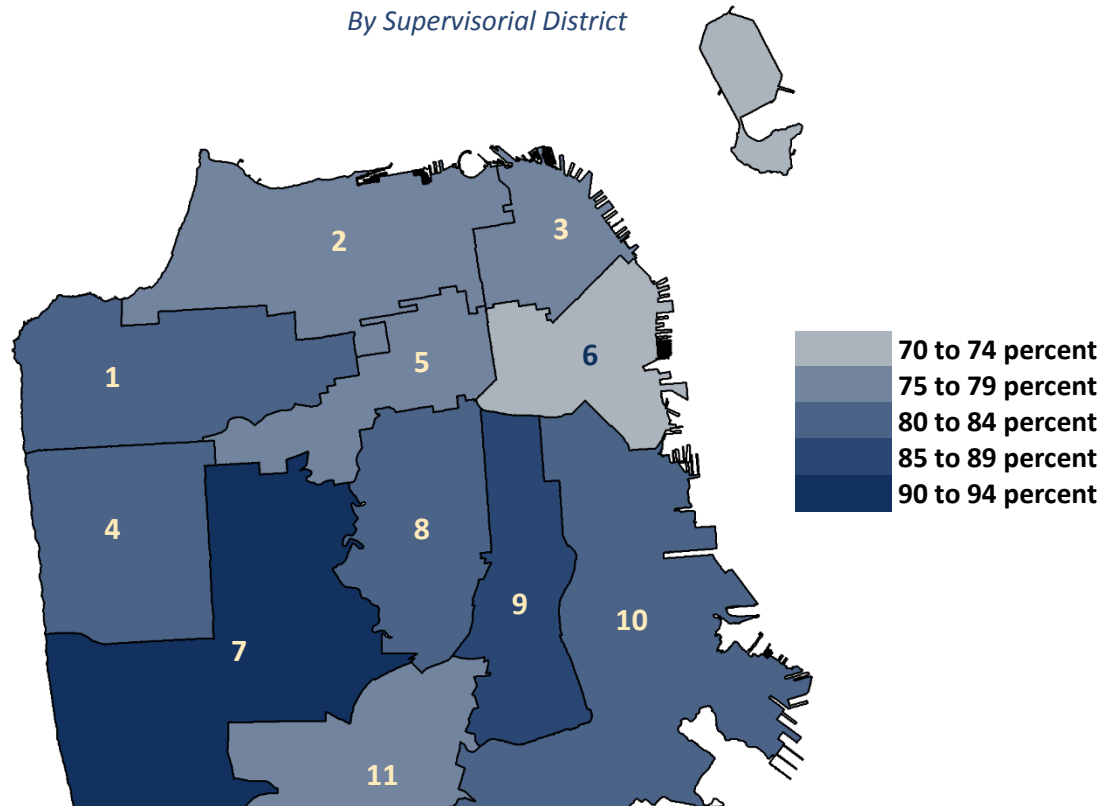
*For the first time, respondents could provide "Other" responses regarding actions taken to prepare for an earthquake or other natural disaster beyond those listed in the question. Hence, comparability with previous years should be conducted with caution.
**Sample sizes by district range from 73-138 which is associated with an eight percent to 11.5 percent margin of error.

Geographic disparities in emergency preparedness are particularly remarkable when compared to liquefaction susceptibility among different areas of the City.[1] Liquefaction occurs when loose, water-logged soil near the ground surface loses its strength in response to strong ground shaking. Liquefaction that occurs beneath buildings can cause major damage during an earthquake.[2] Much of District 6 (SOMA/Treasure Island) is in an area with a very high susceptibility to liquefaction, yet respondents in District 6 were the least likely to have done something to prepare for a major

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[1] US Geological Survey liquefaction susceptibility map available here: http://geomaps.wr.usgs.gov/sfgeo/liquefaction/susceptibility.html
[2] US Geological Survey. See http://www.usgs.gov/faq/categories/9829/3301.

disaster. Conversely, most of District 7 (Twin Peaks/Lake Merced) has a very low susceptibility to liquefaction, yet respondents in District 7 were the most likely to have done something to prepare for a disaster.

Demographic Factors Play a Role in Emergency Preparedness

Generally, the longer a respondent has lived in San Francisco, the more likely he or she is to have taken some action to prepare for an earthquake or other natural disaster. While residents who have been here less time tend to be younger, and those who have been here longer tend to be older, age and length of stay are not directly interchangeable in terms of predicting emergency preparedness. However, these two factors play the most significant role in how likely someone is to be ready for an earthquake or other natural disaster.

Among residents who have lived in San Francisco more than 20 years, 85 percent have taken at least one of the listed actions in preparing for a natural disaster, whereas only 71 percent of residents who have lived in the City for less than 10 years have taken at least one action.

Percentage of Respondents Saying They Have Done Something to Prepare
By Select Sub-Groups

Subgroup	Percent that has Done Something to Prepare	Subgroup	Percent that has Done Something to Prepare
Resident for less than 10 years	71%	Under 35	75%
Resident for 11 to 20 years	84%	Age 35-54	84%
Resident for 20+ years	85%	Age 55+	84%
Asian/Pacific Islander	77%	Renters	78%
Black	76%	Homeowners	85%
Latino	79%	Disabled	16%
White	84%	Seniors	18%
		Parents	16%

Using City Resources to Prepare

When asked about using City resources, 23 percent of residents who have lived in San Francisco 11-20 years use City information to become more prepared, compared to 17 percent of those who have lived in San Francisco 10 years or less and 19 percent of those who have lived in San Francisco more than 20 years.

By age, younger residents were more likely to use the City's emergency notification tools – with 12 percent of those aged 18 to 34 signed up for such a service, compared to only 8 percent of those aged 55 and older. Residents with higher incomes were more likely to have subscribed to such a service (14 percent among those earning over $100,000) than those with lower incomes (9 percent among those earning $100,000 or less).

By race/ethnicity, Black respondents were most likely to use the City's emergency notification tools, and Latino respondents were least likely. However, different race/ethnic groups use city information resources at similar rates.

Use of City Resources to Prepare for a Disaster
By Select Subgroups

Subgroup	Use City Information Resources	Emergency Notification Tools
Age 18-34	13%	12%
Age 35-54	24%	11%
Age 55+	22%	8%
Household Income Under $50,000	19%	9%
$50,000 to $100,000	22%	9%
Over $100,000	19%	14%
Resident for 10 years or less	17%	11%
Resident for 11-20 years	23%	9%
Resident for 20+ years	19%	11%
Asian/Pacific Islander	18%	12%
Black	21%	14%
Latino	19%	6%
White	20%	10%

SURVEY RESPONSES

Q13. What actions have you taken to prepare for an earthquake or other natural disaster? (Multiple responses accepted)

	Percentage	Number of Responses
Set aside 72 hours of food, water and medicine	55%	593
Taken CPR or first aid training	51%	550
Made a family communication plan	40%	431
Used City information resources to become more prepared (e.g. 72Hours.org)	19%	208
Subscribed to one of the City's emergency notification tools (e.g. AlertSF)	10%	112
None of these	19%	209
Other:		
NERT [Neighborhood Emergency Response Team] Training*	3%	35
Minor preparation (e.g. bought flashlight/batteries, participated in a drill)*	2%	21
Home preparation – e.g. strapped water heater, bolted house, covered windows*	2%	17
Neighborhood watch, Red Cross, or other class/training [not First Aid or CPR]*	1%	12

*NOT ON THE QUESTIONNAIRE – ANSWERS PROVIDED BY RESPONDENTS

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10 311 SERVICES

Overview

This chapter reviews San Francisco residents' usage and satisfaction with the City's 311 customer service program. Highlights include the following:

- Many San Francisco residents (65 percent) have heard of the 311 service. (This is the same level of those who were aware of the service in 2013, when the question was first asked.) However, those who speak a language other than English at home, as well as those with less than a high school education, are much less aware of the service than are other City residents.

- Only about half of those who have heard of the 311 service have used it in the past 12 months: 65 percent have heard of 311, and only 36 percent of respondents have used it. Respondents are more likely to have used the telephone service (31 percent) than the web-based service (19 percent).

- Use of 311 varies widely by supervisorial district. In District 8 (Castro/Noe Valley), nearly half of the respondents (48 percent) have used 311 in the past year, whereas just over a quarter (26 percent) of residents in District 3 (North Beach/Chinatown) have used 311 in the past year.

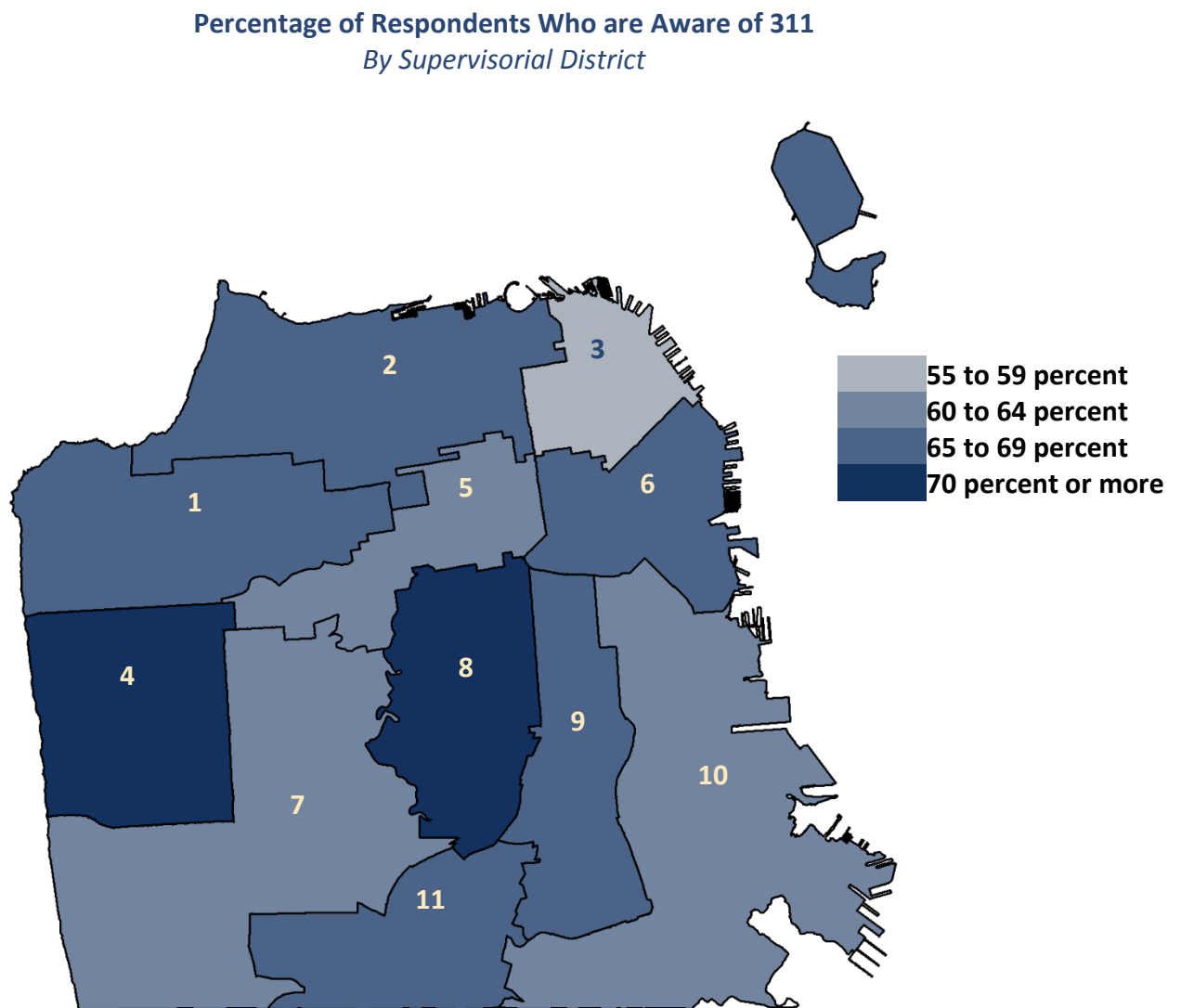|	
B+ 311	
B+	Ease of getting city information by calling 311
B+	Ease of getting information on the web or a mobile device using 311
B+	Ease of requesting a city service by calling 311
B+	Ease of requesting a city service on the web or a mobile device using 311

- Most users give the 311 service a rating of "B+". Satisfaction with both the telephone and online service has risen since 2011, with the most substantial gains in ratings for the online platform. Satisfaction levels are generally high across the board – although younger residents and those earning less than $50,000 per year tend to be happier with 311's services than older and more affluent residents.

Key Findings

Broad Awareness of 311 Exists

A majority of San Francisco residents (65 percent) have heard of the City's 311 customer service program. Geographically, awareness ranges from 58 percent in District 3 (North Beach/Chinatown) to 74 percent in District 8 (Castro/Noe Valley).

Percentage of Respondents Who are Aware of 311
By Supervisorial District

55 to 59 percent
60 to 64 percent
65 to 69 percent
70 percent or more

Although a majority of residents across all major geographic and demographic subgroups report high levels of awareness of 311, a number of subgroups report higher levels of awareness than do others. Residents with higher income and advanced education, middle-aged residents, and Black residents were most likely to have heard of the 311 service, trends that were also apparent in 2013.

While 71 percent of residents who speak English at home were aware of 311, only 43 percent of those who speak a language other than English at home were aware of the service.

Ethnicity, Age, Income, Education Are Significant Factors in Awareness of 311
Percentage Aware by Select Subgroups

Subgroup	Percent Aware of 311	Subgroup	Percent Aware of 311
Asian/Pacific Islander	55%	Household Income Under $50,000	62%
Black	76%	$50,000 – $100,000	67%
Latino	61%	Over $100,000	70%
White	70%	Speak language other than English at home	43%
Under 35 years	62%	Speak English at home	71%
Age 35-54	69%	Less than high school diploma	39%
Age 55+	65%	High school graduate/ some college	63%
		4+ years of college	69%

Use of 311 Levels Out

Thirty-six percent of residents report using 311 at least once or twice a year, either by phone or on the web. Usage of the telephone service substantially outpaces that of the web-based service: 31 percent of residents say they have contacted the service by phone, while only 19 percent say they have ever used the online version of the service.[1] A lower share of respondents say they have contacted 311 by phone in 2015 (31 percent) than in 2013 (at 35 percent). However, usage of the web-based service in 2015 (19 percent) is similar to usage in 2013 (20 percent) and 2011 (17 percent).

Percentage of Respondents Who Have Contacted 311[2]
2011, 2013, and 2015 Comparison

■ 2011 ■ 2013 ■ 2015

	Contacted 311 by phone - past 12 months	Contacted 311 via web/mobile - past 12 months
2011	30%	17%
2013	35%	20%
2015	31%	19%
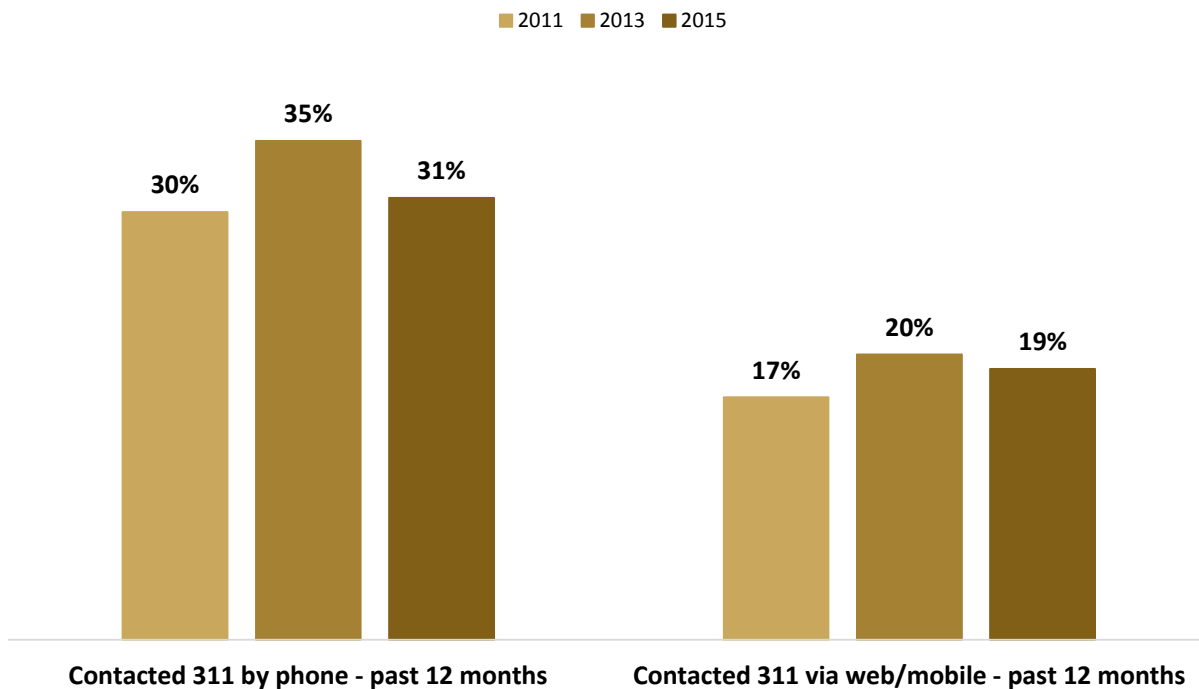
Note that this does not show the net percentage of respondents who used any service. In 2011, 33 percent of respondents used 311 services in any form. This climbed to 38 percent in 2013, but has remained relatively flat at 36 percent in 2015.

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[1] Among 2015 respondents who have heard of 311, 48 percent say they contacted the phone service and 29 percent responded they used the web/mobile service. These figures are down from 2013 when 55 percent and 32 percent say they used the two services, respectively.

[2] In 2011, all respondents were asked whether they use 311, but in 2013 and 2015, only respondents who said they had heard of 311 were asked about their usage. Therefore, the usage rate calculations were not comparable. This report calculates usage as a percentage of all respondents to allow for cross-year comparison.

Geographically, most northern districts were more likely to use 311 than most southern districts. District 3 (North Beach/Chinatown) is an exception: 26 percent of residents have used 311 in the past year, which is about half the share of residents who have used 311 in District 8 (Castro/Noe Valley), where 47 percent of residents have used the service in the last 12 months.

District 4 (Sunset) has the lowest share of residents who access 311 via mobile/web only (2 percent), while District 6 (SOMA/Treasure Island) has the highest (8 percent).

Percentage of Residents Who Have Used 311 in the Past 12 Months
By Supervisorial District

Legend:
26 to 30 percent
31 to 35 percent
36 to 40 percent
41 to 45 percent
46 to 50 percent
Percent who use web/mobile only
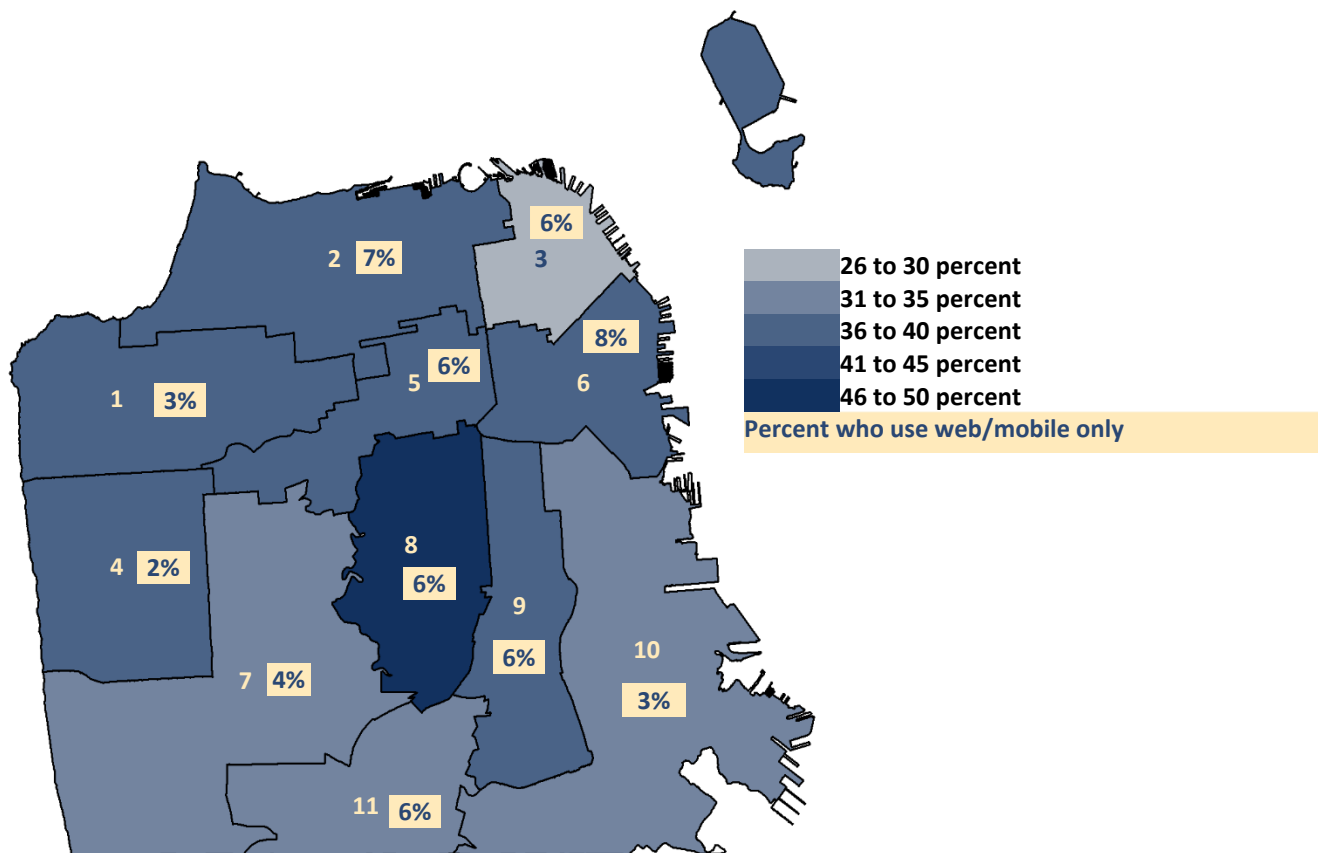
311 Ratings Improve

 Users of 311 give the service an average grade of "B+" in all areas, which include obtaining city information by phone or web/mobile device, and requesting a city service by phone or web/mobile device.

These ratings are an improvement over those received in the 2013 survey, when three of the four services earned an average "B" grade. Notably, the largest ratings gain was among respondents who rated 311's services an "A". In 2013, 20 percent of respondents getting information and 17 percent requesting services via web/mobile device rated the services an "A" grade; in 2015, 48 percent and 43 percent, respectively, gave these web/mobile services an "A" grade.

Satisfaction With 311 Services

■ Excellent (A) ■ Good (B) ■ Average (C) ■ Poor/Failing (D/F)

	Excellent (A)	Good (B)	Average (C)	Poor/Failing (D/F)	
Get City information by calling 311	48%	35%	12%	6%	B+
Get City information on the web or a mobile device	43%	34%	17%	6%	B+
Request a City service by calling 311	48%	36%	10%	7%	B+
Request a City service on the web or a mobile device	43%	36%	14%	7%	B+
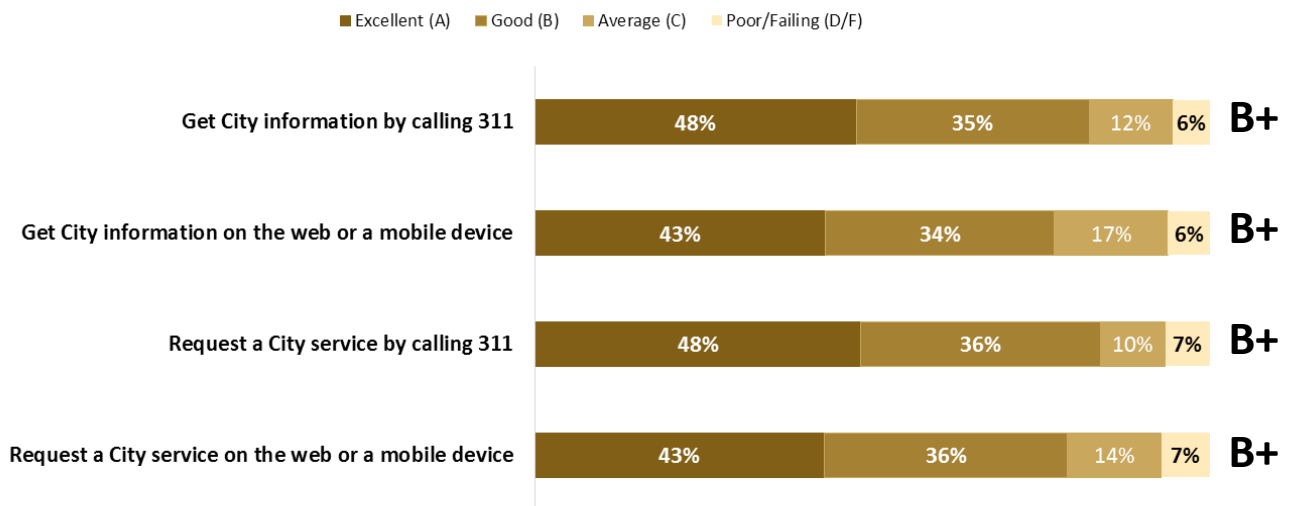
Satisfaction With 311

Satisfaction ratings for 311 have improved significantly since 2013. The percentage of users rating 311 an "A" or "B" has increased by between eight and 17 percent for all services and modes of contact. 311 phone services are slightly more likely to receive an "A" or "B" (82 to 84 percent) than the web/mobile services (77 to 79 percent).   In previous years, respondents have rated the ease of getting information by phone higher than the other 311 ratings, but more parity exists between ratings in 2015, though the ease of requesting a service by phone still receives the most "A" or "B" ratings.

Residents are More Satisfied with All 311 Services
Percentage of 311 Users that Give Rating of "A" for Excellent or "B" for Good

■ 2011 ■ 2013 ■ 2015

	Get City information by calling 311	Request a City service by calling 311	Get City information on web/mobile	Request a City service on web/mobile
2011	71%	67%	55%	52%
2013	74%	67%	67%	65%
2015	82%	84%	77%	79%
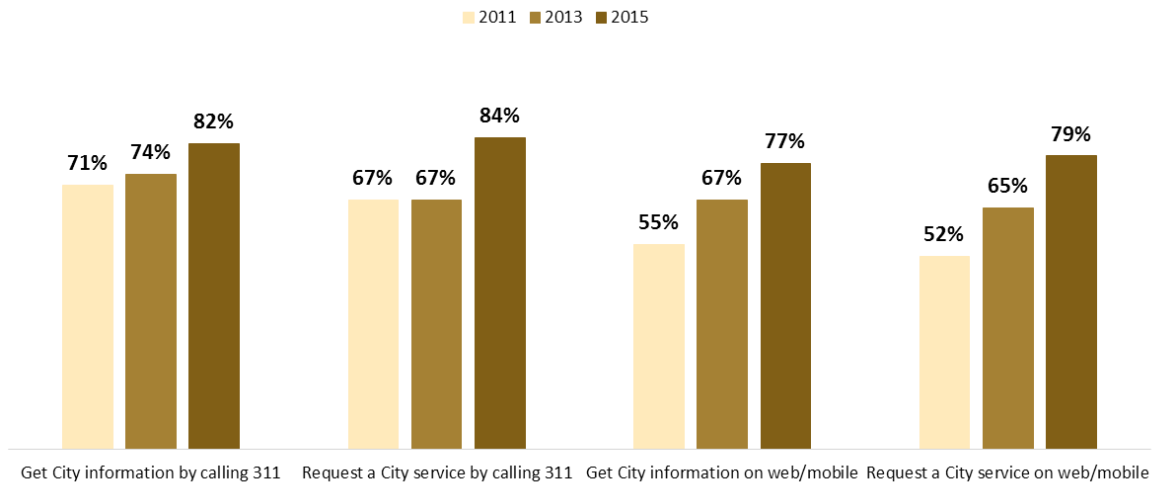
While most respondents expressed high levels of satisfaction with 311, some key subgroups rated 311 more highly than did others.

Younger residents rated their satisfaction the highest – whether the service was telephone or web/mobile – while the oldest subgroup (age 55+) of residents rated their satisfaction the lowest (although still relatively high). Similarly, residents making under $50,000 per year tended to be more satisfied – regardless of the service – than those earning more.

Percentage of Respondents Rating 311 Services an "A" (Excellent) or "B" (Good)
By Select Subgroups

Subgroup	Obtain Information by calling	Request a City service by calling	Obtain information by web/mobile*	Request a City service by web/mobile*
Asian/Pacific Islander	72%	75%	79%	87%
Black	87%	90%	77%	85%
Latino	87%	89%	87%	83%
White	84%	86%	76%	76%
Parent	79%	79%	73%	77%
Not a Parent	84%	84%	79%	80%
Under 35	86%	90%	82%	87%
Age 35 to 54	83%	85%	71%	76%
Age 55+	79%	78%	77%	73%
Household Income Under $50,000	84%	86%	81%	82%
$50,000-$100,000	81%	85%	79%	75%
Over $100,000	82%	84%	73%	79%

*Caution – sample sizes are small for included subgroups

Survey Responses

Q23. Have you heard of 311, the City's customer service phone number for information on City services?

	Percentage	Number of Responses
Yes	65	1423
No	35	756

Q24. How often have you . . . . during the past 12 months?

A. Contacted 311 by phone

	Percentage	Number of Responses
Once a week	3	39
At least once a month	6	85
Several times a year	14	202
Once or twice a year	25	352
Never	52	745

B. Used 311 service on the web or a mobile device

	Percentage	Number of Responses
Once a week	3	45
At least once a month	5	65
Several times a year	7	93
Once or twice a year	14	203
Never	71	1016

Q25. How easy was it to:

A. Get City information by calling 311

	Percentage	Number of Responses
A – Excellent	48	317
B – Good	35	231
C – Average	12	82
D – Poor	3	17
F - Failing	3	20
Not Used	-	11

B. Get City information on the web or a mobile device using 311.

	Percentage	Number of Responses
A – Excellent	43	164
B – Good	34	129
C – Average	17	64
D – Poor	5	18
F - Failing	2	6
Not Used	-	27

C. Request a City service by calling 311.

	Percentage	Number of Responses
A – Excellent	48	269
B – Good	36	198
C – Average	10	54
D – Poor	3	19
F - Failing	3	18
Not Used	-	121

D. Request a City service on the web or a mobile device using 311.

	Percentage	Number of Responses
A – Excellent	43	128
B – Good	36	107
C – Average	14	41
D – Poor	5	16
F - Failing	2	5
Not Used	-	109

11 MOVING OUT OF SAN FRANCISCO

Overview

This chapter reviews the likelihood of residents moving out of San Francisco in the next three years. Highlights include the following:

- In 2015, more than one resident in four (29 percent) report that they are likely to move out of the city in the next three years. This share is similar to most previous surveys, but a slight increase from 2011.

- Likelihood of moving out of the City varies by supervisorial district. District 5 (Haight/Western Addition) residents say they are likely to move out of San Francisco in the next three years (39 percent) almost twice as often as District 7 (Twin Peaks/Lake Merced) residents, who were the least likely to indicate they would move out of San Francisco in the next three years (22 percent). Comparison of 2015 responses to 2011 responses by district shows that District 10 (Bayview/Hunters Point) has not only the second highest share of residents considering moving, but also the largest increase in those likely to move in the next three years.

- Demographically, respondents under 35 years of age, Black residents, renters, and parents of young children were most likely to say they planned to move out of San Francisco in the next three years.

- Reasons for being likely to move out of San Francisco in the next three years, as provided in comments by respondents, vary widely – and include rising cost of housing, educational concerns, and social changes.

"As my disability increases, in SF I don't see how I could possibly afford the rents jacked up by the tech boom."
        –District 7 resident

"I don't like [the] sense of community in SF. It's not the lack of city services as much as a lack of a sense of community and warmth, and it is too expensive. I don't feel like my voice can be heard here. It's not the SF I fell in love with. I do plan to leave."
        –District 6 resident

"Process of getting into public schools is horrible! Could be the reason [my] family moves out of SF in 3 years."
        –District 9 resident

Key Findings

## Percentage of Residents Planning to Move Similar to Previous Surveys

The percentage of residents who say they are likely to move out of the City in the next three years has hovered around 30 percent since 2005 when the question was first asked. While there was a decrease in 2013, the percentage in 2015 has risen closer to what is historically typical, at 29 percent.

The drop in 2013 may result, in part, from an under-representation of those who have lived in San Francisco five years or less. In 2013, only 7 percent of respondents surveyed had lived in the City five years or less, compared to 17 percent in 2015 and 14 percent in 2011. This is significant because respondents who have lived in San Francisco for a shorter time may be more likely to move out of the City within the next three years. Hence, temporal comparisons are made to the 2011 survey rather than 2013 survey throughout this chapter.

Nearly One in Four Residents Likely to Move Out in the Next Three Years
Percentage Saying Likely to Move Out of San Francisco
In the Next Three Years
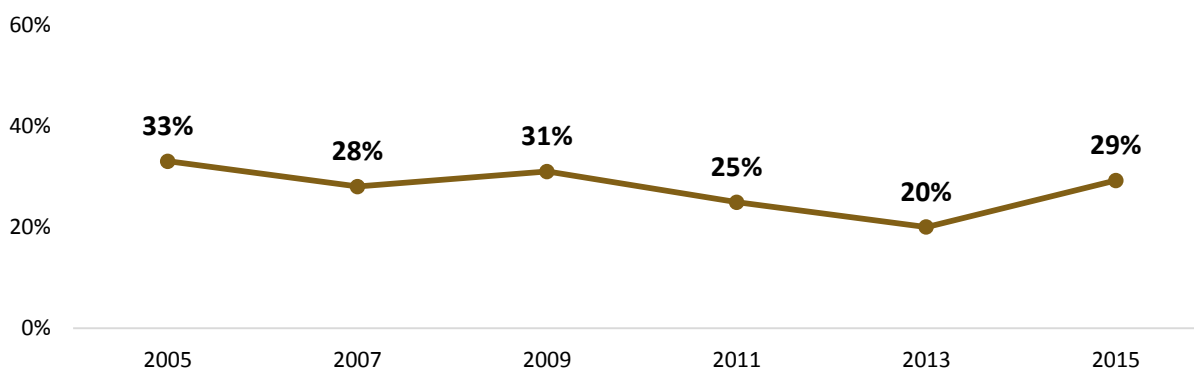
Geographic Differences

Residents of District 5 (Haight/Western Addition), District 10 (Bayview/Hunters Point), and District 6 (SOMA/Treasure Island) are the most likely to say they will move out of San Francisco in the next three years, at 39 percent, 37 percent, and 35 percent, respectively. By contrast, District 7 (Twin Peaks/Lake Merced) residents are least likely to say they will move out of the City in the next three years (22 percent), followed by residents of District 4 (Sunset) at 24 percent.

Compared to 2011 results, residents in the central and southern regions of San Francisco were more likely to say they are likely to move in the next three years than those in the northern parts of the City. Comparing 2015 results with 2011 results also shows some interesting trends. For example, while District 6 (SOMA/Treasure Island) has a high share of residents who report that they are likely to move, the percentage has actually decreased slightly compared to 2011 (but not enough to be statistically significant). On the other hand, only 28 percent of District 11 (Excelsior/Oceanview) residents said they were likely to move in 2015, but this is a 7 percent increase from 2011, when 21 percent said they were likely to do so. District 10 (Bayview/Hunters Point) had the largest increase (14 percent) in residents reporting they were likely to move from 2011 to 2015.

Residents in Districts 5, 10, and 6 Most Likely to Move Out of the City in Next Three Years
Results by Supervisorial District
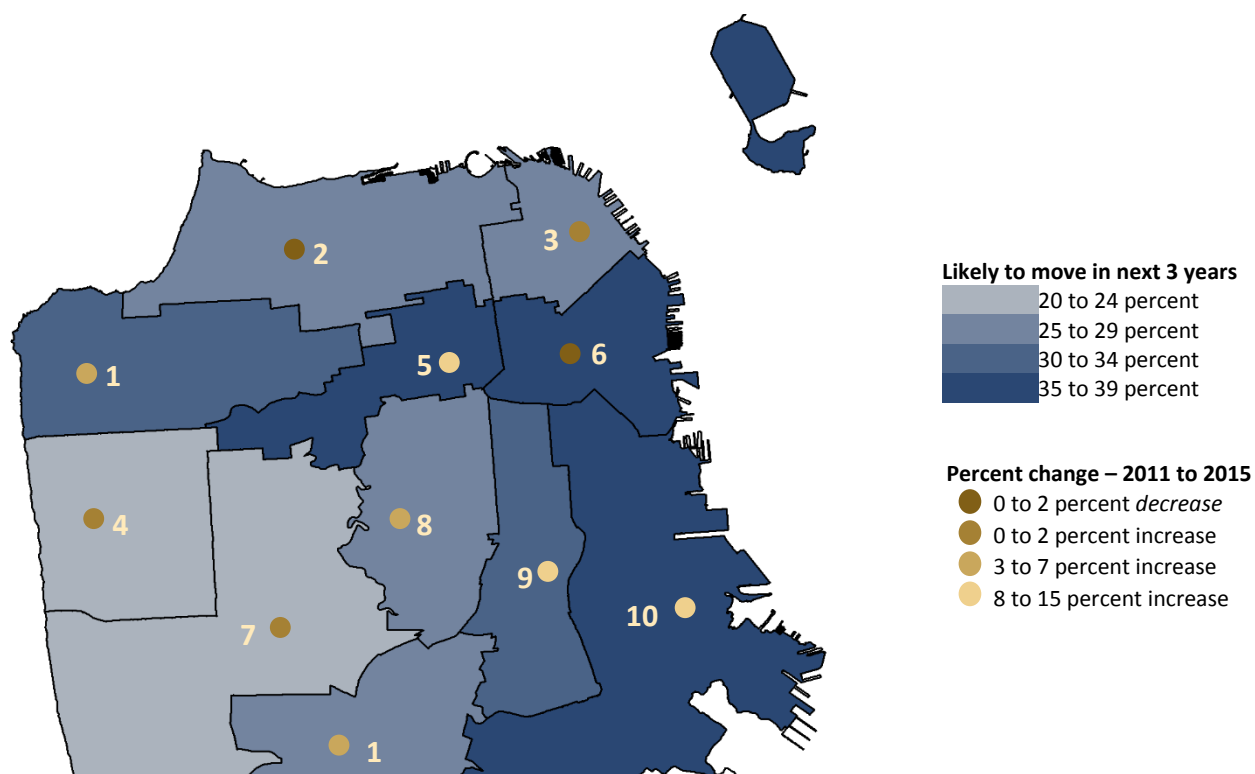
Socioeconomic Differences

Those under 35 years of age (42 percent), Black residents (38 percent), and renters (37 percent) are most likely to move out of San Francisco in the next three years.

Those with household income over $100,000 are slightly less likely to move out of San Francisco (26 percent) than those whose household income is $100,000 or less per year (30 percent or 31 percent).

Parents are only slightly more likely to say they will move out of San Francisco in the next three years (32 percent versus 29 percent among all respondents), yet there are differences in likelihood among parent subgroups. Parents of the youngest children (0-5 years) are the most likely to move out, at 34 percent, and those with the oldest children (14-18 years) are the least likely to move, at 22 percent.

**Under-35s, Black Residents, and Renters Most Likely to
Move out of San Francisco in the Next Three Years**
Results by Select Subgroups

Subgroup	Percent Likely to Move in 3 Years		Subgroup	Percent Likely to Move in 3 Years
All respondents	29%		Household Income Under $50,000	31%
Asian/Pacific Islander	27%		$50,000-$100,000	30%
Black	38%		Over $100,000	26%
Latino	32%		Non-Parents	28%
White	28%		All Parents	32%
Under 35 year of age	42%		With Children 0-5 years	34%
Age 35-54	27%		With Children 6-13 years	28%
Age 55+	17%		With Children 14-18 years	22%

SURVEY RESPONSES

Q29. In the next three years, how likely are you to move out of San Francisco?

	Percentage	Number of Responses
Very likely	11	241
Somewhat likely	18	388
Not too likely	18	390
Not likely at all	53	1131

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12 SURVEY METHODOLOGY

Overview

In January-March 2015, Corey, Canapary & Galanis (CC&G) conducted the 15th San Francisco City Survey, a citywide random sample survey of San Francisco residents that aims to assess use of and satisfaction with various city services and to help determine priorities for the community as part of San Francisco's ongoing planning process.

CC&G conducted telephone interviews with 2,179 San Francisco residents. (This survey methodology represents a major departure from that used in previous City Surveys. See the discussion on Survey Method changes later in this chapter.) This sample size is associated with a margin of sampling error of ±2.10 percent at the 95 percent confidence interval. In order to keep the survey length reasonable (and thus ensure a representative cross-section of San Francisco residents), select sections were alternated, so that half of respondents received questions pertaining to one particular section, while the other half of respondents received questions pertaining to a different section. For these sections, the total sample size was 1,092, which represents a margin of sampling error of ±2.96 percent at the 95 percent confidence level. Surveys were conducted in English, Chinese, Spanish, and Tagalog. Respondents were contacted by phone and could complete the survey by phone or online.

Purpose of the Survey

The City Services Auditor Division of the Controller's Office is charged with promoting efficiency and effectiveness in government. Since 1997, the City Services Auditor Division has conducted the biennial City Survey in order to directly ask San Francisco residents their opinions about the quality of city services. This survey is part of an ongoing effort to measure and improve the performance of local government in San Francisco.

The core set of survey questions consistent across survey years covers streets and sidewalks, parks and recreation, libraries, public transportation, public safety and overall ratings of local government. Beginning in 2013, several new questions assessing perceptions of water and sewer services, pavement conditions and the frequency with which residents use various modes of transportation were added.

Due to changes in methodology, in 2015, a question was added asking respondents if they knew their supervisorial district and/or the name of their supervisor. If respondents did not know either of these, they were asked for either their home address or a nearby intersection to determine the appropriate supervisorial district.

How Survey Results are Used

Several city departments use results of the City Survey to measure performance toward their service goals. These departments include the Municipal Transportation Agency (Muni), 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 report and have been part of the Board of Supervisors' budget discussions. 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 performance.

How the Survey Questions are Developed

The 2015 City 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.

(4) The length of the survey is kept reasonably short to encourage a good cross-section of San Francisco residents to participate.

The omission of a service area in the survey questionnaire 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, questions about the Fire Department were removed from the survey after learning in 1996 that only a small proportion of the 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 cities 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 Method Changes and Response Rate

In previous years, the biennial City Survey has been conducted primarily by regular mail with other survey methods used to supplement completion rates. In an attempt to reach a more representative sample of San Francisco residents, the 2015 City Survey was administered by phone.

CC&G and the Controller's Office made this change due to a decreasing response rate and greater difficulty reaching a representative cross-section of San Francisco residents by regular mail. For example, 5 percent of 2013 City Survey respondents were between the ages of 18 and 34, while U.S. Census data reveal that 35 percent of San Francisco adult residents are in that age group. According to studies conducted for the US Postal Service (most recently in 2012), use of postal mail is declining rapidly, particularly among younger people.[1] Additionally, as email and text messaging become the primary means of personal communication, an increasing share of regular mail is advertising[2] -- with potential respondents more likely to simply toss a mailed survey aside as a result. As a mailed survey – the traditional methodology for the City Survey -- would likely result in very low returns and an overall sample not representative of San Francisco residents, CC&G and the Controller's Office decided to explore more productive survey methods.

CC&G conducted extensive early testing to see what other survey methods might effectively reach a more representative cross-section of San Francisco residents. Questionnaire length was also a key consideration: the lengthy mail-in survey generated a lengthy questionnaire when moved to telephone, online, or other survey format.

CC&G developed a plan in which key sections of the survey would be asked of all respondents, while a few sections would be asked of about half of the respondents (via random selection). During questionnaire development, CC&G conducted 'mock' interviews using highly experienced interviewing staff who assumed a different 'character' each time they acted as the respondent, with a predetermined age, number of children, etc.

- When CC&G interviewers asked the entire survey (based on the 2013 instrument), it took approximately 16 minutes to complete. This is a very long time for a survey administered through any mode. In CC&G's experience, such a lengthy survey will not be completed by most respondents. (It should be noted that, even as a telephone-only survey, CC&G recommends a time frame of no longer than 8-10 minutes.)
- When CC&G interviewers asked the entire survey but skipped one of the sections, the interviews were a bit shorter but still took 10-12 minutes to complete.
- When CC&G interviewers asked core required sections and only 2 of the 5 additional sections of the questionnaire, the interviews lasted 6 to 7 minutes.

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[1] See *USPS 2012 Household Diary* results: about.usps.com/current-initiatives/studying-americans-mail-use.htm, Page 1 (Executive Summary).
[2] Ibid., page 5.

City Survey is significant because it shows how residents' perceptions and attitudes have changed over time. CC&G and the Controller's Office wanted to conduct the survey in the way that would reach a more representative cross-section of San Francisco residents and generate high-quality responses, while also maintaining survey continuity as much as possible. While it was necessary to update the survey mode and selectively shorten the questionnaire, changing the questionnaire or the methodology too much might limit the ability to compare data across years.

Taking into account the mock interview results and changes in technology, CC&G and the Controller's Office determined that a streamlined questionnaire, conducted primarily by telephone but with an online completion option, would be the best approach for balancing comparability with the past and generating a more representative sample and higher quality responses in the present and future.

Thus, the 2015 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. The average interview length was 14-16 minutes. Longer interviews tended to involve parents, seniors, and disabled respondents, as these groups have a specific section of the survey which is asked solely of them.

CC&G contacted 40,501 random telephone numbers. Of these numbers:

> 9,068 were fax machines, modems, business numbers, disconnected, etc.
> 5,110 were answered by respondents who were not eligible (e.g. under 18, do not live in San Francisco)
> 520 spoke a language other than English, Spanish, Chinese, or Tagalog
> 14,698 numbers total with no eligible respondent able to participate

An additional 17,437 respondents were not reached after multiple attempts. Each number was contacted three to four times.

CC&G conducted 2,179 completed interviews with the remaining 8,366 respondents, for a response rate of 26 percent. This is an excellent response rate for a primarily cellphone-based telephone survey.[3]

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[3] See pewresearch.org/methodology/u-s-survey-research/collecting-survey-data/ and surveypractice.org/index.php/SurveyPractice/article/view/36/html

How Well Do the Survey Respondents Represent San Franciscans?

One of the key reasons for departing from previous City Survey methodologies was to reach a broader cross-section of San Francisco residents. This was largely successful, and thus the weighting applied to the 2015 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 actual results matched the distribution of San Francisco residents overall. After reviewing demographic results from the 2015 survey and comparing it with US Census data, CC&G decided to weight the data solely based on age.

The breakdown of the sample is much more closely aligned with that of the population of San Francisco than in previous City Surveys. The primary objective behind making both questionnaire and methodology changes was to ensure that the survey reached a representative cross-section of residents, particularly in regards to age, gender, and race/ethnicity. These changes were extremely successful in achieving this objective.

Because the survey sample was well aligned with the population of San Francisco for most demographic characteristics, CC&G chose to weight City Survey based only on respondent age. The data used in weighting is from 2013 American Community Survey (US Census). See below for a comparison of age group breakdowns between US Census data and 2015 survey respondents.

Age Group	US Census Data	Unweighted 2015 City Survey
18-24	10.2%	6.5%
25-34	24.8%	14.7%
35-44	19.1%	19.3%
45-54	15.9%	19.1%
55-64	14.0%	19.3%
65+	16.0%	21.2%

Weighting by age has a direct impact on race/ethnicity represented in 2015 City Survey sample. In general, demographic statistics for San Francisco show an older population which is more likely to be White (only) than younger residents, who are more likely to be non-White or of mixed race/ethnicity. Weighting by age aligns the demographic breakdown by race/ethnicity in the 2015 City Survey even more closely with the race/ethnicity reported for San Francisco County by US Census data.[4] The table on the next page shows the impact of weighting (based on age alone) and its impact on race/ethnicity.

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[4] See http://www.bayareacensus.ca.gov/counties/SanFranciscoCounty.htm

Race/Ethnicity	US Census Data	Unweighted 2015 City Survey	Weighted (for Age) 2015 City Survey
White	49%	55%	51%
Asian/Pacific Islander	33%	26%	28%
Hispanic	15%	13%	14%
Black	6%	9%	8%

The gender breakdown of the 2015 survey (48 percent female, 52 percent male) closely matches the gender breakdown based on current US Census estimates (49 percent female, 51 percent male).[5]

Unless otherwise noted, the data described in this report reflect the application of these weights. Throughout the report, percentages listed for response categories to different questions may not total to 100 percent due to rounding.

Interpreting the Results

Statistical methods were used to determine whether differences in opinion between groups observed in the sample represent real differences in opinion within the population of San Franciscans. Where noted, differences between groups described in this report are "statistically significant," that is, differences between groups in the report sample indicate valid differences in the population. A statistically significant difference between groups 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.

Where a difference is not considered statistically significant, it is called out as such, or referred to as generally the same or flat.

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.

Sample Description and Size	Margin of Error
All respondents (2,179)	+/- 2.10 percent
Alternated questions (1,092)	+/- 2.96 percent
Parents (561)	+/- 4.14 percent
Large sub-group (250)	+/- 6.20 percent
Medium sub-group (100)	+/- 9.80 percent
Small sub-group (50)	+/- 13.86 percent

For example, if 60 percent of survey respondents indicate that they have visited a park, then if we repeated random samples of this size of San Francisco households, we could expect that 95

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[5] See http://quickfacts.census.gov/qfd/states/06/06075.html

percent of the time between 62 percent and 58 percent of the respondents would say that they visit a City park (if all respondents were asked the question). If only half of respondents (1,092) were asked the question, then we would expect that on repeated samplings, somewhere between 57 percent and 63 percent of respondents would say they visited park.

Sampling errors are larger for subgroups of the total sample. Survey results for subgroups with a sample size of 50 or fewer respondents are not included in the report due to the high margin of sampling error associated with such a small number of interviews. (At the 95 percent confidence level, the margin of error for a sample of 50 is ±13.86.)

However, some statistically significant changes in results may be due to a change in survey methodology. In previous years, the City Survey was administered by mail, but in 2015 City Survey was delivered by phone. This methodology change resulted in a more representative sample of San Francisco residents who likely provided more representative responses. As part of its survey analysis, CC&G assessed whether or not differences in survey results between 2015 and previous years were due to actual changes in resident perceptions. If CC&G determined changes in a question response were likely due to survey methodology, they noted this in the narrative of the report; regardless, year-to-year changes should be interpreted with caution.

City Survey Findings

This report summarizes resident satisfaction with city services using a letter grade or other rating 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 (where "A+" equals five points and "F" equals one point). The table in the Report Key details how these mean scores translate into the letter grades presented in the survey results.

The report also provides analysis of the survey results across major geographic areas and demographic and social characteristics of survey respondents (e.g. age, gender, ethnicity, income, parents vs. non-parents). The geographic analysis details the survey results by supervisorial districts (see map in Report Key).

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SAN FRANCISCO 2015 CITY SURVEY

APPENDIX A

SURVEY INSTRUMENT

San Francisco City Survey 2015

INTRO. This is _____ with Corey Research calling on behalf of the City of San Francisco. We are calling to obtain your opinions about City services.

- Are you a San Francisco resident? (Thank and terminate if no)

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	Don't know (do not read) ☐

(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".

STREETS, WATER, AND SEWER

*[SPLIT SAMPLE FOR **Q2**. HALF OF ALL RESPONDENTS TO BE ASKED THIS SECTION; RESPONDENTS ASKED EITHER Q2 OR **Q10**]*

2. Please grade the City's performance in the following areas:	Excellent	Good	Average	Poor	Failing	Don't know (do not read)
A. The quality of water and sewer services	A	B	C	D	F	☐
B. The cleanliness of sidewalks in your neighborhood	A	B	C	D	F	☐
C. The cleanliness of streets 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	☐
F. The adequacy of street lighting in your neighborhood	A	B	C	D	F	☐
G. The maintenance of street signs and traffic signals	A	B	C	D	F	☐

RECREATION AND PARKS

3. *[How would you grade the]* **Overall quality of the City's recreation and park system?**	Excellent A	Good B	Average C	Poor D	Failing F	Don't know (do not read) ☐

(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 Q6]*

5. How would you grade City parks on:	Excellent	Good	Average	Poor	Failing	Don't know (do not read)
A. Quality of landscaping, plantings, and cleanliness	A	B	C	D	F	□
B. Quality of athletic fields and courts	A	B	C	D	F	□
C. Availability of walking and hiking trails	A	B	C	D	F	□

6. In the past 12 months, have you or anyone in your household participated in a Recreation and Parks Department program, such as classes, athletic leagues, after school programs, special events/concerts, or facility rentals?

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

7. How would you grade the: *[read for each]*	Excellent	Good	Average	Poor	Failing	Don't know (do not read)
A. Condition of Recreation and Parks Department buildings and structures (cleanliness, maintenance)	A	B	C	D	F	□
B. Convenience of recreation programs (location, hours)	A	B	C	D	F	□
C. Quality of recreation programs and activities	A	B	C	D	F	□
D. Overall quality of interactions with Recreation and Parks staff	A	B	C	D	F	□

LIBRARY

8. 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?	☐	☐	☐	☐	☐
B. A branch library/bookmobile?	☐	☐	☐	☐	☐
C. Online library services, including the SF Library website, catalog, eBooks, databases, etc.	☐	☐	☐	☐	☐

[IF "Never" to Q8A, Q8B, AND Q8C – skip to Q10. If "Never" on Q8A skip Q9E; if "Never" on Q8B skip Q9F; If "Never" on Q8C, skip Q9B]

9. 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	☐
B. Online library services, including the SF Library website, catalog, eBooks, databases, etc.	A	B	C	D	F	☐
C. Internet access at library computer stations	A	B	C	D	F	☐
D. Assistance from library staff	A	B	C	D	F	☐
E. Condition of the main library (cleanliness, maintenance)	A	B	C	D	F	☐
F. Condition of your neighborhood branch library (cleanliness, maintenance)	A	B	C	D	F	☐

TRANSPORTATION

[SPLIT SAMPLE FOR Q10. HALF OF ALL RESPONDENTS TO BE ASKED THIS SECTION; THE OTHER HALF ARE ASKED Q2]

10. On average, how often did 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	Several Times a Week	Once or Twice a Week	Several Times a Month	Once or Twice a Month	Never
A. Walk	□	□	□	□	□	□
B. Public Transportation (e.g. Muni, BART)	□	□	□	□	□	□
C. Bike	□	□	□	□	□	□
D. Regular Taxi	□	□	□	□	□	□
E. Drive alone	□	□	□	□	□	□
F. Carpool	□	□	□	□	□	□
G. Paratransit	□	□	□	□	□	□
H. Uber, Lyft, Sidecar or other ridesharing (TNC)	□	□	□	□	□	□

11-1. Have you used Muni in the past 12 months?
   a. Yes
   b. No *[skip to Q12]*

11-2. Please grade Muni on:	Excellent	Good	Average	Poor	Failing	Don't know (do not read)
A. Frequency or reliability	A	B	C	D	F	□
B. Cleanliness	A	B	C	D	F	□
C. Safety	A	B	C	D	F	□
D. Managing crowding	A	B	C	D	F	□
E. Courtesy of drivers	A	B	C	D	F	□

SAFETY

[SPLIT SAMPLE FOR Q12. HALF OF ALL RESPONDENTS TO BE ASKED THIS SECTION; THE OTHER HALF WILL BE ASKED Q13]

12. Please grade your feeling of safety while:	Very Safe	Safe	Neither Safe Nor Unsafe	Unsafe	Very Unsafe	Don't know (do not read)
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".

13. What actions have you taken to prepare for an earthquake or other natural disaster? (select all that apply)

> a. Set aside 72 hours of food, water, and medicine
> b. Made a family communication plan
> c. Taken CPR or First Aid training
> d. Used City information resources to become more prepared (e.g. sf72.org)
> e. Subscribed to the City's emergency notification tool (e.g. AlertSF)
> f. Other (specify)_____
> g. None of these

Interviewer note: Classify NERT training under "Other"

CHILDREN

14. 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)**

15. *(if yes in Q14)* **What age(s)?**

a. 0 to 2 years of age	YES	NO	Refused
b. 3 to 5 years of age	YES	NO	Refused
c. 6 to 13 years of age	YES	NO	Refused
d. 14 to 18 years of age	YES	NO	Refused

16. Do(es) your child(ren) attend school in San Francisco (grades K-12)? *(Multiple responses accepted)*

> 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

17. How do you grade the quality of the school(s) your child(ren) attend?	Excellent A	Good B	Average C	Poor D	Failing F	Don't know

18. Have you used any of the following for your children in the past 12 months?

A. Childcare (ages 0-5)	Yes	No					
If no, please indicate the reasons (Multiple responses accepted)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason
B. Afterschool program 3-5 days a week (ages 6-13)	Yes	No					
If no, please indicate the reasons (Multiple responses accepted)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason
C. Other school year extracurricular activities, such as sports, art classes, etc. (ages 6-18)	Yes	No					
If no, please indicate the reasons (Multiple responses accepted)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason
D. One-on-one tutoring (for ages 6-18)	Yes	No					
If no, please indicate the reasons (Multiple responses accepted)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason
E. Summer programs (ages 6-13)*	*Yes*	*No*	*(if needed, read: These may include academic support, skill and team building, and physical activity)*				
If no, please indicate the reasons (Multiple responses accepted)	*Don't Need*	*Not Available*	*Not Aware of Service*	*Too Far*	*Too Expensive*	*Poor Quality*	*Other Reason*
F. Youth employment/ internship/ career development (ages 14-18)	Yes	No					
If no, please indicate the reasons (Multiple responses accepted)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason

SENIORS AND DISABLED STATUS

19. Are you 60 years of age or older?
> a. Yes
> b. No
> c. Refused (do not read)

20a. Do you have any (long term) physical conditions that limit your activities?
> a. Yes
> b. No
> c. Refused (do not read)

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

20b. Do you have any (long term) mental or emotional conditions that limit your activities?
> a. Yes
> b. No
> c. Refused (do not read)

Interviewer Note (read as necessary): For example mental stress like depression or anxiety, any difficulty learning or remembering new things, or other cognitive issues

Q21 – NOT USED
[IF Q19, Q20a and Q20b are "No," skip to Q23]

22. Did you use _____ (read all) in the past 12 months?

A. Food or Meal Programs	Yes	No					
If no, please indicate the reasons (Select all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason
B. Personal Care / Home Care Programs	Yes	No					
If no, please indicate the reasons: (Select all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason
C. Social Activity Programs	Yes	No					
If no, please indicate the reasons: (Select all that apply)	Don't Need	Not Available	Not Aware of Service	Too Far	Too Expensive	Poor Quality	Other Reason

USING 311

23. 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 Q26]*

24. How often have you < insert for each> during the past 12 months:	At Least Once a Week	At Least Once a Month	Several Times a Year	Once or Twice a Year	Never
A. Contacted 311 by phone	□	□	□	□	□
B. Used 311 service on the web or a mobile device	□	□	□	□	□

[If "Never" on Q24A skip Q25A and Q25C; if "Never" on Q24B skip Q25B and Q25D]

25. How easy was it to:	Excellent	Good	Average	Poor	Failing	Have Not Used
A. Get City information by calling 311	A	B	C	D	F	☐
B. Get City information on the web or a mobile device using 311	A	B	C	D	F	☐
C. Request a City service by calling 311	A	B	C	D	F	☐
D. Request a City service on the web or a mobile device using 311	A	B	C	D	F	☐

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.

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

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

27. Do you own or rent your home?
     a. Own
     b. Rent
     c. Other (specify)
     d. Refused *(not read)*

28. How many years have you lived in San Francisco?
     a. Less than 2 years
     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)*

29. 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)*

30. What was your household's total income before taxes in 2014?
- 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)*

32. 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 64 years old
- f. 65 or over
- g. Refused *(not read)*

33. What gender do you identify with?
- a. Male
- b. Female
- c. Other (specify)_____
- d. Refused *(not read)*

34. 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)*

35. What is your racial or ethnic background? *(Read List. Select all that apply)*
- a. African American or Black
- b. Asian
- c. Arab, Middle Eastern, or South Asian
- d. Caucasian or White
- e. Hispanic or Latino
- f. Native American
- g. Pacific Islander
- h. Other (specify)_____
- i. Refused *(not read)*

36. What language do you <u>primarily</u> speak at home? *[Try for one response; two languages OK]*
    a. English *[if only answer, skip to Q39]*
    b. Chinese
    c. Spanish
    d. Russian
    e. Tagalog
    f. Other (specify)_____

    h. Refused *(not read)*

38. What is the highest level of education you have completed?
    a. Less than High School
    b. High School
    c. Less than 4 years of college
    d. 4 years of college or more
    e. Refused *(not read)*

39. Are you currently employed full or part time?
    a. Yes
    b. No
    c. Refused *(not read)*

    (if no in Q39)
    39a. Are you (a)… *(Read list)*
    a. Retired
    b. Student
    c. Full-time parent or caregiver
    d. Unemployed
    e. Unable to work or disabled
    f. Refused *(not read)*

40. And finally, who is your supervisor or district number?
   a. District 1 (Eric Mar)
   b. District 2 (Mark Farrell)
   c. District 3 (Julie Christensen currently – was David Chiut)
   d. District 4 (Katy Tang)
   e. District 5 (London Breed)
   f. District 6 (Jane Kim)
   g. District 7 (Norman Yee)
   h. District 8 (Scott Wiener)
   i. District 9 (David Campos)
   j. District 10 (Malia Cohen)
   k. District 11 (John Avalos)
   l. Don't know

   [If "Don't know" in Q40, ask]
   41. Could you give me cross streets of an intersection near your home?

   _____ **and** _____
                                                                ☐ Refused
   [Interviewer note: If asked, explain that we can use this cross street to determine supervisorial district]

   Thank you very much for completing the survey! And for validation purposes, may I please have your first name?   Name_____

   COMMENTS – Regarding City Services (OPTIONAL)

   _____
   _____
   _____
   _____
   _____
   _____

SAN FRANCISCO 2015 CITY SURVEY

APPENDIX B

DEMOGRAPHIC CHARACTERISTICS OF SURVEY RESPONDENTS

Overview

Appendix B presents the demographic characteristics of City Survey respondents compared to US Census Bureau estimates of the population of San Francisco adults age 18 years and older. This is collected from numerous US Census Bureau sources, with many of the statistics collected as a part of the 2013 American Community Survey. Citations are provided for each comparison.

The American Community Survey (ACS) is a national household-level survey that provides communities with reliable and timely demographic, housing, social and economic data every year. Data is collected monthly.

In general, the 2015 City Survey sample tends to be somewhat older than San Francisco's adult population, but otherwise closely approximates the demographic characteristics of San Francisco.

Note that all of the percentages referring to the 2015 City Survey sample are unweighted. Not all percentages will total 100 percent due to rounding.

Comparison Tables and Charts

Personal Characteristics

By gender, the 2015 City Survey sample is closely aligned to the demographics of the broader population of San Francisco residents. [1]

	Women	Men
2015 City Survey	48%	52%
US Census Bureau	49%	51%

While the US Census Bureau does not ask about sexual orientation, the share of respondents in the 2015 City Survey who identify as gay, lesbian, bisexual, or transgender/other is consistent with prior City Surveys.

	Bisexual	Gay/ Lesbian	Heterosexual/ Straight	Transgender/ Other
2015 City Survey	2%	11%	86%	1%
2013 City Survey	3%	12%	85%	1%
2011 City Survey	3%	12%	85%	N/A

The breakdown of the 2015 City Survey sample is much more closely aligned with that of the population of San Francisco than in previous City Surveys. The primary objective behind making both questionnaire and methodology changes was to ensure that the survey reached a representative cross-section of residents, particularly in regards to age, gender, and race/ethnicity. These changes were extremely successful in achieving this objective.

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[1] Source U.S. Census Bureau: State and County QuickFacts. Data derived from Population Estimates, American Community Survey, Census of Population and Housing, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits Last Revised: Thursday, 28-May-2015 16:37:26 EDT; See http://quickfacts.census.gov/qfd/states/06/06075.html

CC&G chose to weight 2015 City Survey based only on respondent age because the survey sample was well aligned with the population of San Francisco for most demographic characteristics.. The data used in weighting is from 2013 American Community Survey (US Census). See below for a comparison of age group breakdowns between US Census data and 2015 survey respondents.

Age Group	US Census Data[2]	Unweighted 2015 City Survey
18-24	10.2%	6.5%
25-34	24.8%	14.7%
35-44	19.1%	19.3%
45-54	15.9%	19.1%
55-64	14.0%	19.3%
65+	16.0%	21.2%

By race/ethnicity, the 2015 City Survey slightly over-represents White and Black respondents, while slightly under-representing Asian/Pacific Islander respondents, compared to the overall population. The difference in representation of Latino respondents compared to the San Francisco population is under the limit for statistical significance. It should be noted that weighting by age effectively corrected representation by race/ethnicity.

Race/Ethnicity	US Census Data[3]	Unweighted 2015 City Survey	Weighted (for Age) 2015 City Survey
White	49%	55%	51%
Asian/Pacific Islander	33%	26%	28%
Latino	15%	13%	14%
Black	6%	9%	8%

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[2] See see http://www.bayareacensus.ca.gov/counties/SanFranciscoCounty.htm
[3] See http://www.bayareacensus.ca.gov/counties/SanFranciscoCounty.htm

Socio-Economic Characteristics

Residents with four or more years of college education are somewhat over-represented among City Survey respondents relative to the general population of adult San Francisco residents, while those who have not completed high school are under-represented.

Formal Education Level	US Census Data[4]	Unweighted 2015 City Survey
Less Than High School	14%	4%
High School Graduate/Some College	34%	31%
Bachelor's Degree or Higher	52%	64%

By income, the 2015 City Survey closely matches the income levels for San Francisco.

Income Level[5]	US Census Data[6]	Unweighted 2015 City Survey
$10,000 or Less	7%	8%
$10,000 to $25,000	14%	10%
$25,001 to $35,000	7%	8%
$35,001 to $50,000	9%	12%
$50,001 to $100,000	24%	23%
$100,001 to $200,000	25%	23%
Over $200,000	14%	16%

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[4] See http://www.bayareacensus.ca.gov/counties/SanFranciscoCounty.htm
[5] City Survey 2015 ranges vary slightly from US Census Data ranges – 2015 City Survey ranges begin on the +1 number (e.g. $25,001) and go to the even number (e.g. $35,000). US Census Data ranges begin on the even (e.g. $25,000) and end at the +999 number (e.g. $34,999).
[6] See http://quickfacts.census.gov/qfd/states/06/06075lk.html – table DP03 from the 2009-2013 5-year American Community Survey estimates

Residence and Household Characteristics

The distribution of household sizes represented among City Survey respondents is generally comparable to the demographic characteristics of the population at large. According to the 2009-2013 ACS[7], average household size is 2.31, whereas in the 2015 City Survey average household size is 2.60. However, renters are underrepresented among respondents relative to their proportion of San Francisco's adult population.

Source	Homeowners	Renters
2013 City Survey	45%	55%
2009-2013 American Community Survey[8]	37%	63%

While there are no comparable Census figures, the 2015 City Survey represents a more proportionate share of newer residents than in 2013, and is comparable to the 2011 City Survey in this regard.

Length of Residence	2015 City Survey	2013 City Survey	2011 City Survey
0-5 Years	13%	5%	14%
6-10 Years	13%	9%	14%
11-20 Years	22%	19%	22%
21-30 Years	18%	18%	19%
Over 30 Years	33%	49%	32%

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[7] See Table DP02 of 2009-2013 American Community Survey (Selected Social Characteristics) - http://quickfacts.census.gov/qfd/states/06/06075lk.html
[8] See Table DP04 of 2009-2013 American Community Survey (Selected Housing Characteristics) – http://quickfacts.census.gov/qfd/states/06/06075lk.html

Survey Responses

Note: All data below is unweighted, in accordance with this Appendix. See main Survey for actual results, which are weighted. See Chapter 12 – Methodology – for explanations regarding weighting of results.

Q33. What gender do you identify with?

	Percentage	Number of Responses
Woman	48%	1037
Man	52%	1124
Other	<1%	8

Q34. What is your sexual orientation?

	Percentage	Number of Responses
Bisexual	2%	48
Gay/lesbian	11%	224
Heterosexual/Straight	86%	1794

Q32. What is your age?

	Percentage	Number of Responses
18-34	21	453
35-44	19	412
45-54	19	405
55-64	19	412
Over 65	21	450

Q35. What is your racial or ethnic background? (Multiple responses accepted)

	Percentage	Number of Responses
African-American or Black	9%	178
Asian	24%	503
Arab/Middle Eastern or South Asian	3%	60
Caucasian or White	55%	1153
Hispanic or Latino	13%	269

Native American	1%	28
Pacific Islander	2%	32
Some other background	1%	21

Q38. What is the highest level of education you have completed?

	Percentage	Number of Responses
Less than High School	4%	93
High School	11%	242
Less than 4 years of college	20%	429
4 years of college or more	64%	1374

Q30. What was your household's total income before taxes in 2014?

	Percentage	Number of Responses
$10,000 or less	8%	151
$10,001 to $25,000	10%	186
$25,001 to $35,000	8%	141
$35,001 to $50,000	12%	228
$50,001 to $100,000	23%	426
$100,001 to $200,000	23%	423
Over $200,000	16%	296

Q39. Which of the following best describes your main employment status now?

	Percentage	Number of Responses
Employed full or part time	70%	1506
Retired	18%	380
Student	3%	69
Full-time parent or caregiver	2%	41
Unemployed	3%	69
Unable to work/disabled	4%	86
Not employed – refused to give specific status	<1%	8

Q26. How many people live in your household?

	Percentage	Number of Responses
1	23%	494
2	34%	711
3	17%	363
4	16%	346
5	6%	126
6+	4%	85

Q27. Do you own or rent your home?

	Percentage	Number of Responses
Own	45%	947
Rent	55%	1178

Q28. How many years have you lived in San Francisco?

	Percentage	Number of Responses
Less than 2 years	5%	114
3 to 5 years	8%	167
6 to 10 years	13%	290
11 to 20 years	22%	478
21 to 30 years	18%	390
Over 30 years	33%	721