

2018 City of San Diego Resident Survey

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Findings Report

Submitted to the City of San Diego, CA

by:

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June 2018



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2018 City of San Diego Resident Survey Executive Summary Report

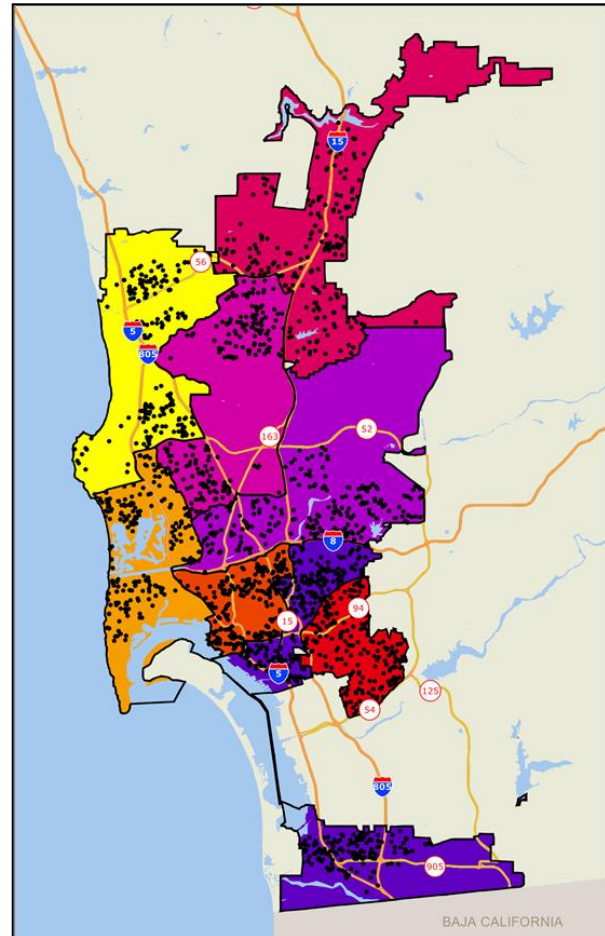
Overview and Methodology

During January and February 2018, ETC Institute administered a resident survey for the City of San Diego. The purpose of the survey was to assess satisfaction with the delivery of City programs, services, and City staff, and to determine preferences about how City officials should prioritize programs and services. This is the second time ETC Institute has administered the resident survey for the City of San Diego; the first was conducted in 2015.

Methodology. A five-page survey was mailed to a stratified random sample of 15,000 households in the City. The sample was stratified to ensure the completion of at least 200 surveys in each of City's nine Council Districts. The mailed survey included a postage-paid return envelope and a cover letter explaining the purpose of the survey. The survey and cover letter also included a website where residents could complete the survey online (www.SD2018Survey.org).

Approximately seven days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation. Of the 15,000 households that received a survey, 1,953 completed the survey (13% response rate). A total of 1,260 surveys were completed by mail and 693 were completed online. The results for the random sample of 1,953 households have a 95% level of confidence with a precision of at least $\pm 2.2\%$.

Location of Respondents. To better understand how well programs and services are being delivered in different parts of the City, the home address of respondents to the survey were geocoded. The dots on the map to the right show the distribution of survey respondents based on the location of their home.



Don't Knows. The percentage of “don't know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services. Since the number of “don't know” responses often reflects the utilization and awareness of City services, the percentage of “don't know” responses has been included in the tabular data in Section 3 of this report. When the “don't know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the 2018 survey, as well as comparisons to the 2015 survey (Section 1)
- benchmarking data that shows how the results for the City of San Diego compare to other large cities with a population of more than 250,000 (Section 2)
- tabular data showing the overall results for all questions on the survey (Section 3)
- a copy of the cover letter and survey instrument (Section 4)

ETC Institute has also provided GIS maps and cross-tabular comparisons as separate appendices.

Overall Summary of 2018 Survey Results

Overall the 2018 survey results show a slight increase in satisfaction from the 2015 survey. In 2018 there has been an increase in satisfaction in 32 items, a decrease in 24 items, and in 4 areas the results stayed the same. It should also be noted that there's been an increase of 5% or more in 13 items since 2015, and only 4 areas have had a decrease of at least 5%. The area with the most significant increase in satisfaction since 2015 is customer service provided by City employees. There has been a 6% increase in satisfaction with the overall quality of customer service, and there has also been a significant increase in satisfaction in specific areas of customer service, including the responsiveness of employees (+10%), the courtesy of employees (+8%), and the knowledge of employees (+6%). The complete list of trend comparisons are shown in section 1 of the report.

When compared to ETC Institute's National Benchmarking Survey, the City of San Diego rates above the average for large communities in 22 areas, below the average in 17 areas, and the same in 3 areas. The City rates much higher than other large communities in the quality of life, perceptions of the City, customer service, and solid waste. There are 5 areas where the City rates at least 20% above the national average: as a place to live (+32%), overall quality of customer service (32%), as a place to raise a family (+25%), as a place to work (+25%), and recycling services (+20%). The City does rate lower than other large communities regarding streets/sidewalks/infrastructure, and in some areas of community engagement. The complete list of benchmarking comparisons are shown in section 2 of the report.

Overall Ratings of the City

Eighty-six percent (86%) of those surveyed, who had an opinion, gave positive ratings for San Diego as a place to live; 75% gave positive ratings for the City as a place raise a family, and 69% gave positive ratings for the City as a place to work.

Perceptions of the City

Residents were asked to rate several items that may influence their perceptions of the City. The items that had the highest levels of satisfaction, based upon the combined “very satisfied” and “satisfied” responses among residents who had an opinion, were: quality of life in the City (71%), feeling of safety in neighborhoods (70%), reputation of the City (69%), and feeling of safety in the City (68%).

Overall Satisfaction with City Services

The highest levels of satisfaction with all of the City services that were assessed in 2018 include: residential trash collection (86%), availability of parks, beaches, open spaces, and trails (85%), availability of library facilities (84%), hours of access at parks, beaches, open spaces, and trails (83%), effectiveness of local fire, rescue and emergency medical services (82%), and residential recycling services (81%). Residents were least satisfied with ability to access information about City programs and services (45%), condition and maintenance of bike lanes, paths, racks and signs (45%), and the City’s television channel (CityTV 24) (37%).

Satisfaction with Specific City Services

- **Police Services.** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: effectiveness of local police protection (62%), the visibility of police City wide (55%), and how quickly police respond (53%).
- **Fire-Rescue Services.** The highest levels of satisfaction with fire services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: effectiveness of local fire, rescue and emergency medical services (82%), how quickly emergency personnel respond (77%), and effectiveness of lifeguard services at City beaches and bays (73%).
- **City Streets, Sidewalks, and Infrastructure.** The highest levels of satisfaction with City streets, sidewalks, and infrastructure, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: accessibility of streets, sidewalks and buildings for people with disabilities (58%), availability of street lights in the neighborhood (52%), efforts to keep streets clean in the neighborhood (49%), and condition and maintenance of bike lanes, paths, racks and signs (45%).

- **Solid Waste.** The highest levels of satisfaction with solid waste services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential trash collection (86%) and residential recycling services (81%).
- **Library Services.** The highest levels of satisfaction with the City’s library services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: availability of library facilities (84%), the quality of library staff customer service (78%), and condition and maintenance of City library facilities (75%).
- **Recreation Centers.** The highest levels of satisfaction with the City’s recreation centers, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: availability of recreation centers (65%), hours of operation offered at City recreation centers (62%), and quality of recreation center staff customer service (61%).
- **Parks, Beaches, and Open Spaces.** The highest levels of satisfaction with the City’s parks, beaches, and open spaces, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: availability of parks, beaches, open spaces, and trails (85%) and hours of access at parks, beaches, open spaces, and trails (83%).
- **Community Engagement.** The highest levels of satisfaction with community engagement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the City’s website (www.sandiego.gov) (47%), ability to access information about City programs and services (45%), and the City’s television channel (CityTV 24) (37%).
- **Other Services.** The highest levels of satisfaction with other City services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: quality/variety of entertainment, expositions, and sporting events at Petco Park (64%), online services (63%), music, dance, and theater performances, etc. (59%), and quality/variety of entertainment and expositions at the Convention Center (58%).
- **Customer Service.** The highest levels of satisfaction with customer service from City employees, based upon the combined percentage of “excellent” and “good” responses among residents who had an opinion, were: courtesy of City employees (75%), knowledge of City employees (71%), and overall customer service provided (68%).

Other Findings

Some of the other major findings from the survey are listed below:

- **How Residents Think the Overall Quality of Services Has Changed.** Residents were asked how they think the overall quality of services provided by the City has changed compared to several years ago. Of those who had an opinion, 10% indicated it was “much better” than it was several years ago; 23% thought the quality was “a little better,” 46% answered “about the same,” 14% thought it was “a little worse,” and 8% felt it was “much worse.”
- **Effectiveness of City Support for Economic and Environmental Sustainability.** Residents were asked how effective they thought the City’s support was for a variety of economic and environmental sustainability issues. Among those who had an opinion, 67% thought the City’s support for providing reliable water and wastewater services has been “very effective” or “effective.” Other issues for which residents thought the City’s support was “very effective” or “effective” included: promoting energy and water efficiency (45%), preventing and responding to flood events (42%), and managing storm water runoff (41%).
- **Aquatic Center Services.** Eleven percent (11%) of residents surveyed indicated they had utilized a City aquatic center (i.e. swimming pools) in the past 12 months. Of those, 27% were “very satisfied” with the aquatic center they had used; 46% were “satisfied,” 21% were “neutral,” 6% were “dissatisfied,” and 1% were “very dissatisfied.”
- **Preferred Method of Reporting Problems to the City.** Thirty-one percent (31%) of residents indicated the City web site was their preferred method of reporting problems to the City; 29% indicated they prefer a telephone call, 27% prefer a mobile application, 7% prefer text message, 2% prefer social media, and 4% did not have an opinion.

Trends Since 2015

This is the second citizen satisfaction survey that ETC Institute has administered for the City of San Diego. While the City is now able to measure the short-term trends by comparing the 2018 survey results to 2015, it will take several more surveys to develop long-term trend analysis. The results for the City of San Diego improved or stayed the same in 32 of the 56 areas that were assessed in both 2015 and 2018; 13 of these areas showed significant increases (increase of 5% or more). The significant increases in satisfaction from 2015 to 2018 are listed below:

- Responsiveness of City employees (+10%)
- Hours of operation offered in City libraries (+9%)
- The City’s website (www.sandiego.gov) (+8%)

- Courtesy of City employees (+8%)
- Availability of library facilities (+7%)
- Knowledge of City employees (+7%)
- Programs to assist low to moderate-income residents and communities (+6%)
- The City's television channel (CityTV 24) (+6%)
- Overall customer service (+6%)
- As a place to work (+5%)
- Residential trash collection (+5%)
- Online services (+5%)
- Obtaining development and construction permits (+5%)

The results for the City of San Diego decreased in 24 of the 56 areas that were assessed in both 2015 and 2018; 5 of these areas showed significant decreases (decrease of 5% or more). The significant decreases in satisfaction from 2015 to 2018 are listed below:

- Condition and maintenance of City owned buildings (-13%)
- City's overall fire prevention efforts (-8%)
- Condition and maintenance of sidewalks City wide (-5%)
- Traffic on City streets (-5%)

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings.

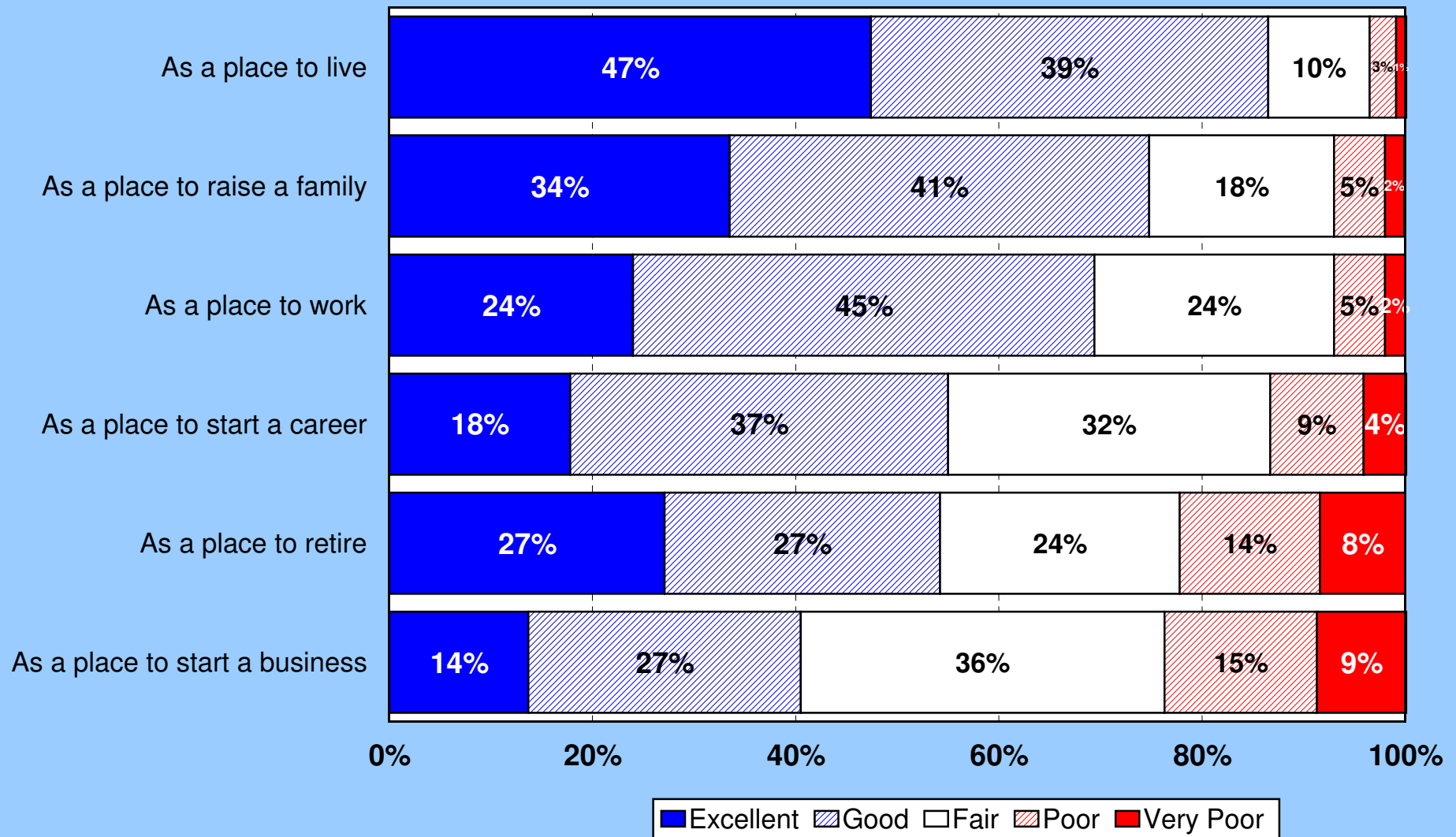
- **Top Priorities for Investment.** Based on the results of the Importance-Satisfaction (I-S) Analysis, the major service categories that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are the maintenance of streets/sidewalks and police services. These were also the top two investment priorities in 2015.

Section 1:

Charts and Graphs

Q1. How Residents Rate Certain Aspects of Living and Working in San Diego

by percentage of respondents (excluding don't knows)

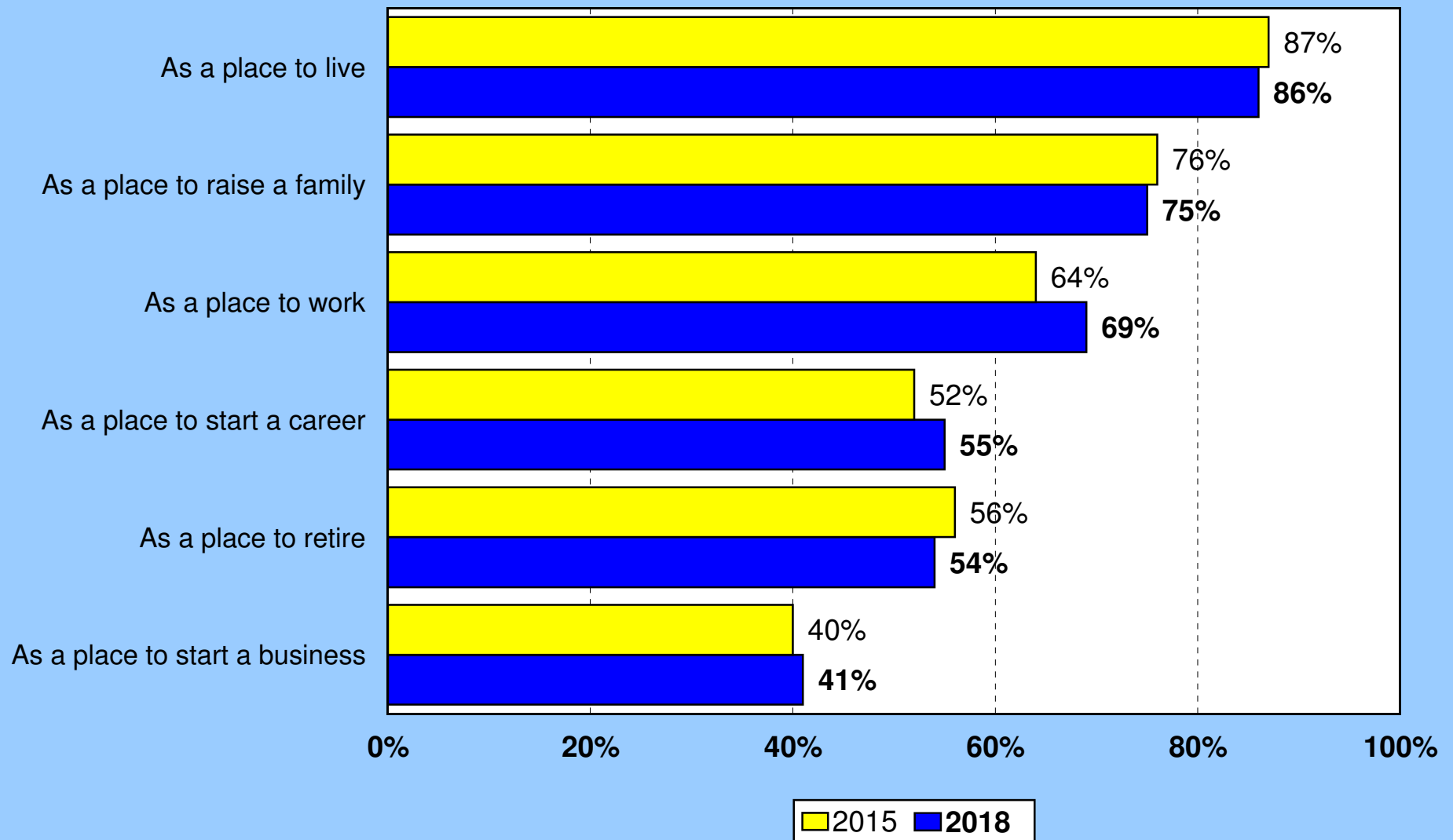


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

TRENDS: How Residents Rate Certain Aspects of Living and Working in San Diego - 2015 vs. 2018

by percentage of respondents who rated the item as “excellent” or “good” (excluding don't knows)

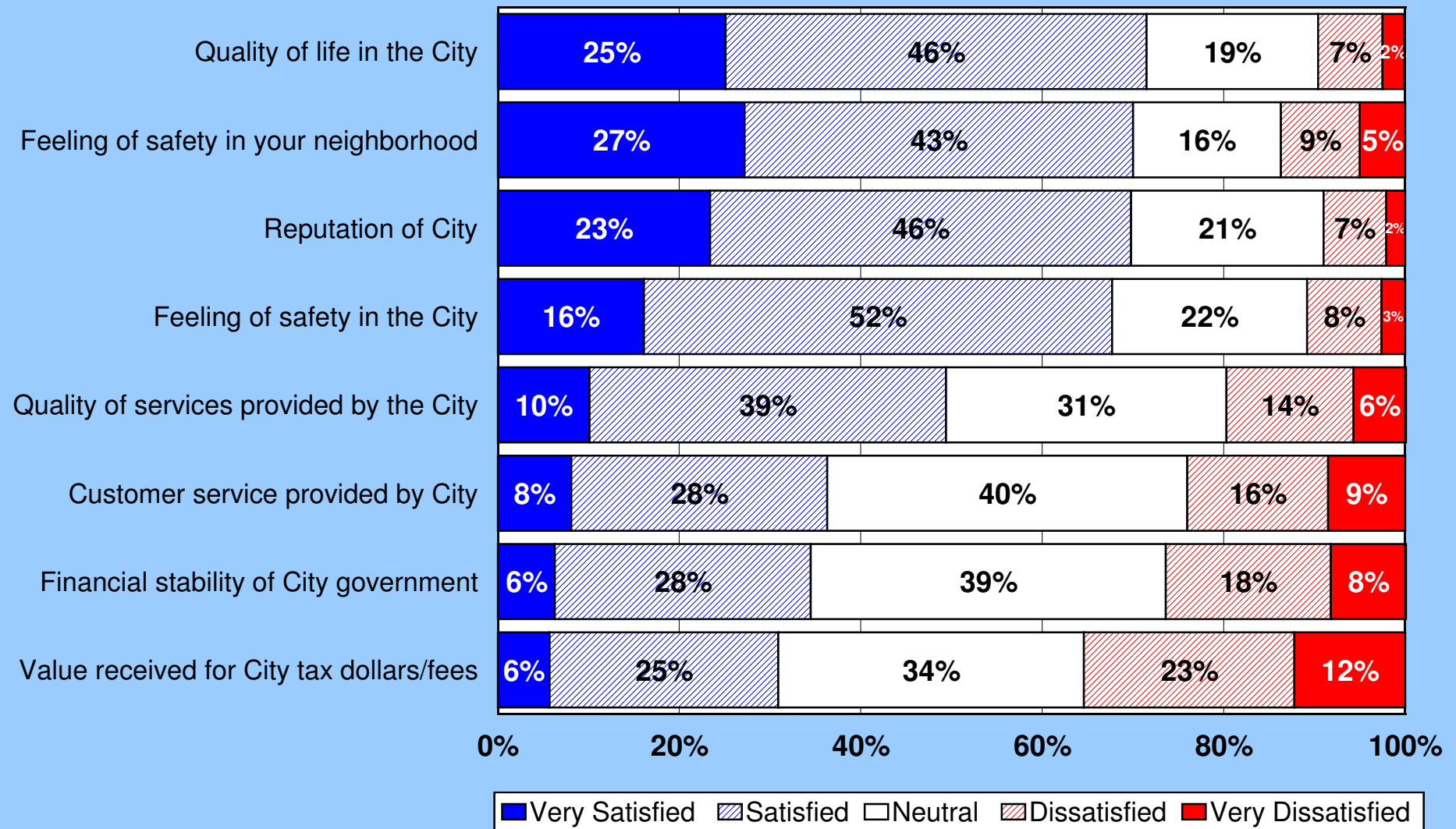


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Only includes questions that were asked in both 2015 & 2018

Q2. Satisfaction with Items That Influence Perceptions of the City of San Diego

by percentage of respondents (excluding don't knows)

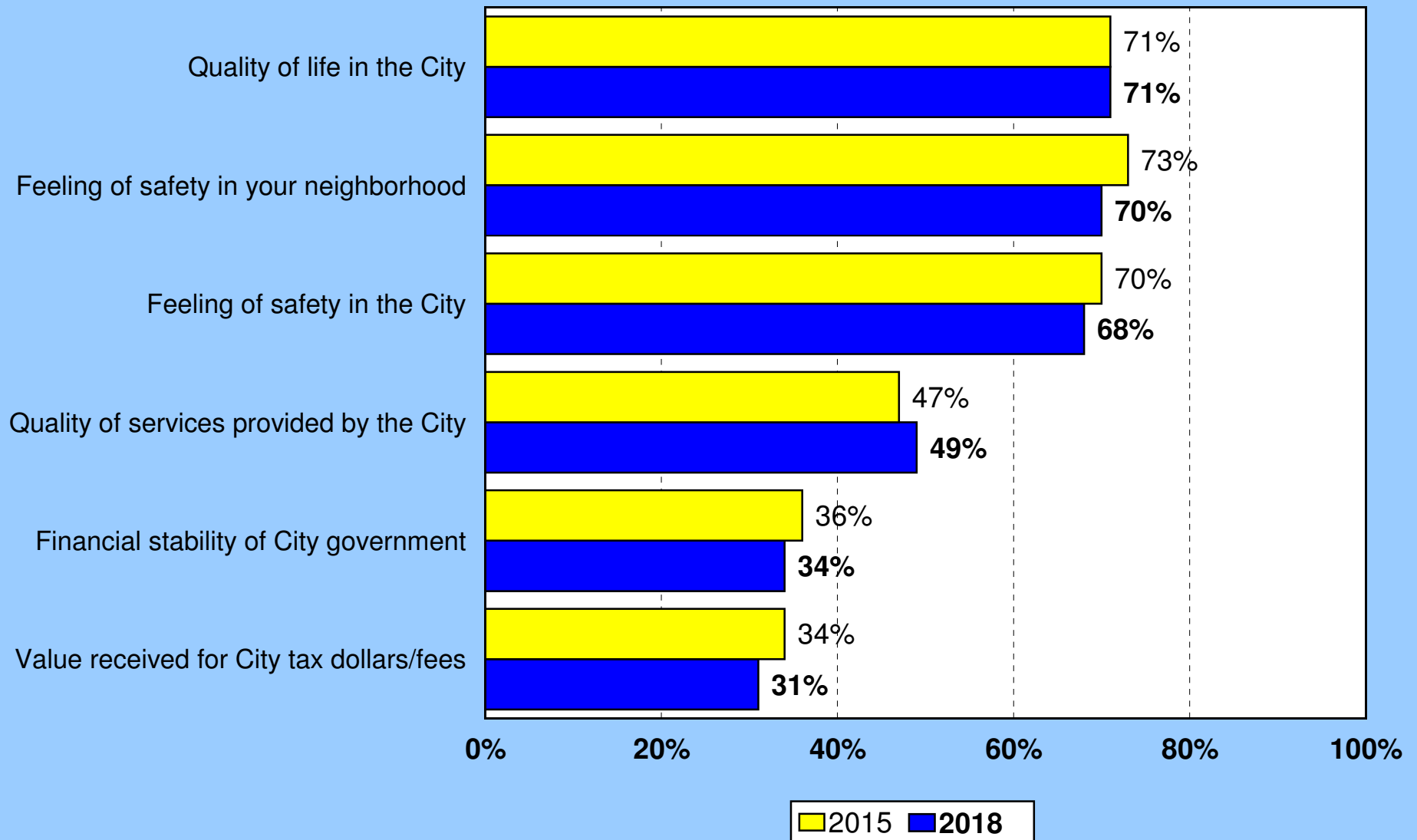


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

TRENDS: Satisfaction With Items That Influence Perceptions of the City of San Diego - 2015 vs. 2018

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

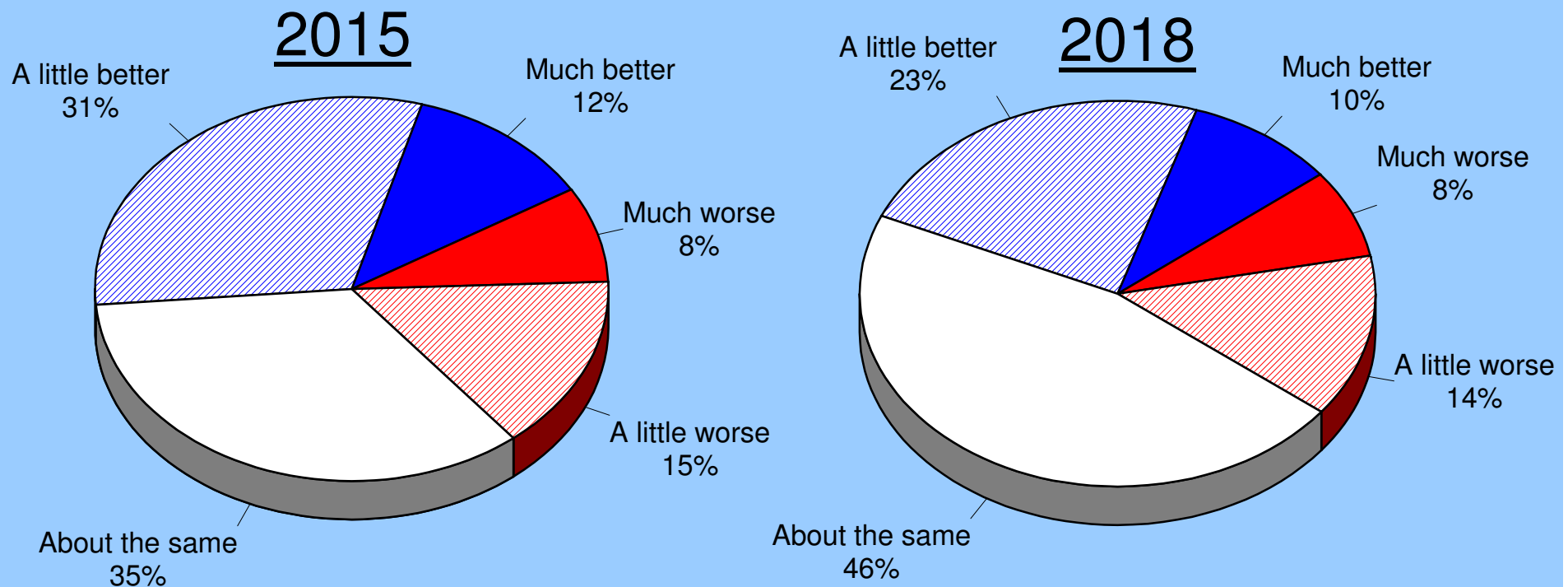


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Only includes questions that were asked in both 2015 & 2018

Q3. How Residents Think the Overall Quality of Services Provided by the City Has Changed Compared to Several Years Ago - 2015 vs. 2018

by percentage of respondents (excluding don't knows)

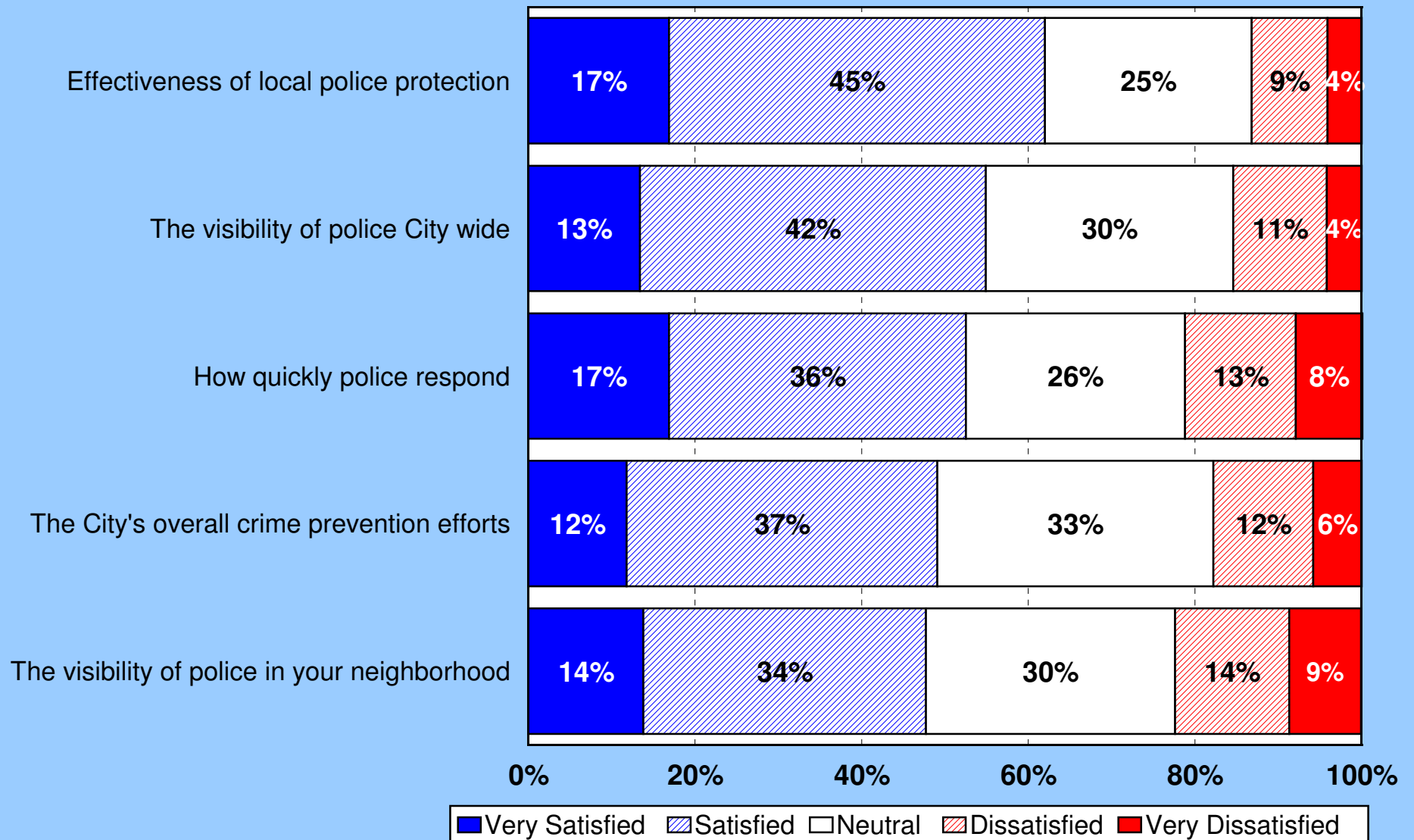


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

Q4. Satisfaction with Police Services

by percentage of respondents (excluding don't knows)

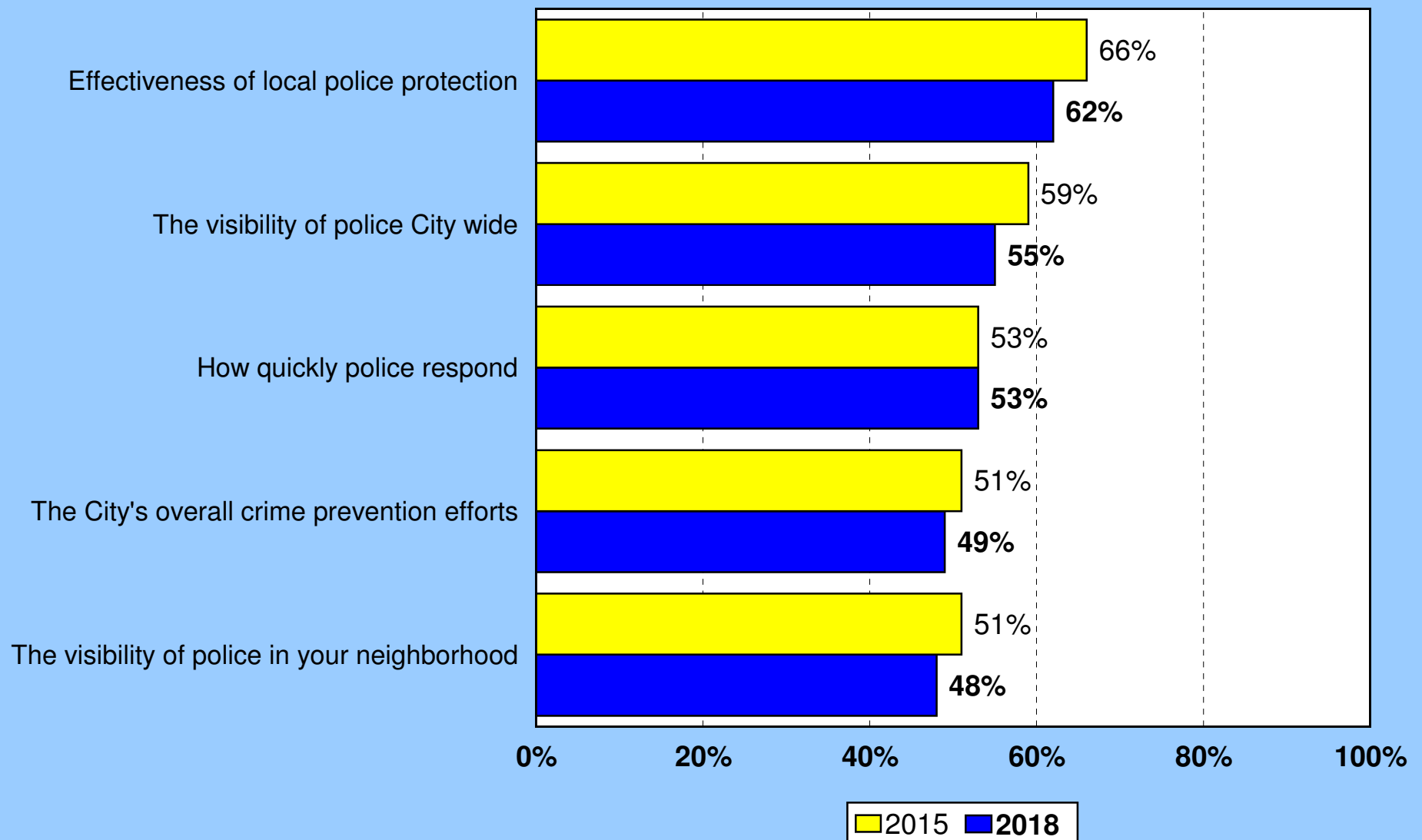


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

TRENDS: Satisfaction with Police Services 2015 vs. 2018

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

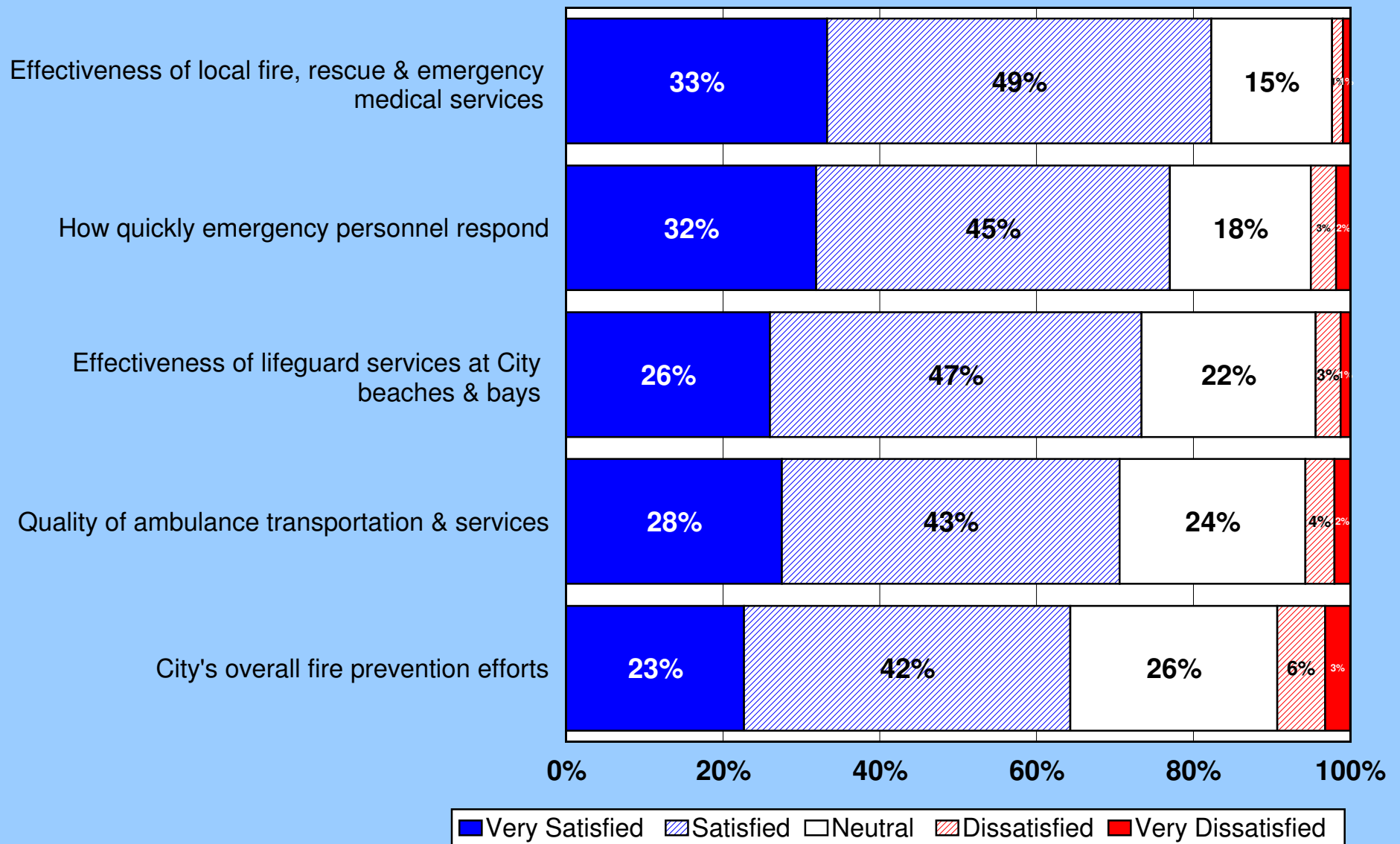


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Only includes questions that were asked in both 2015 & 2018

Q5. Satisfaction with Fire-Rescue Services

by percentage of respondents (excluding don't knows)

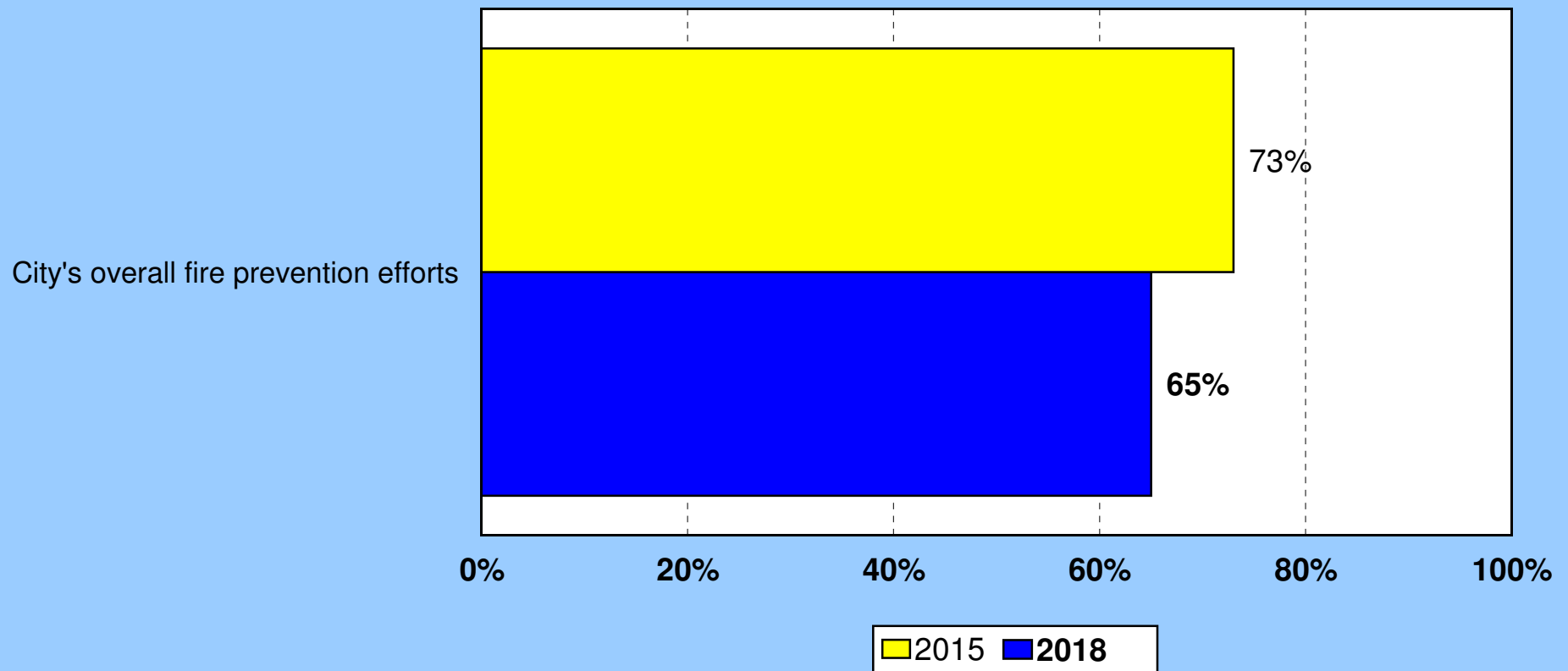


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

TRENDS: Satisfaction with Fire-Rescue Services 2015 vs. 2018

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

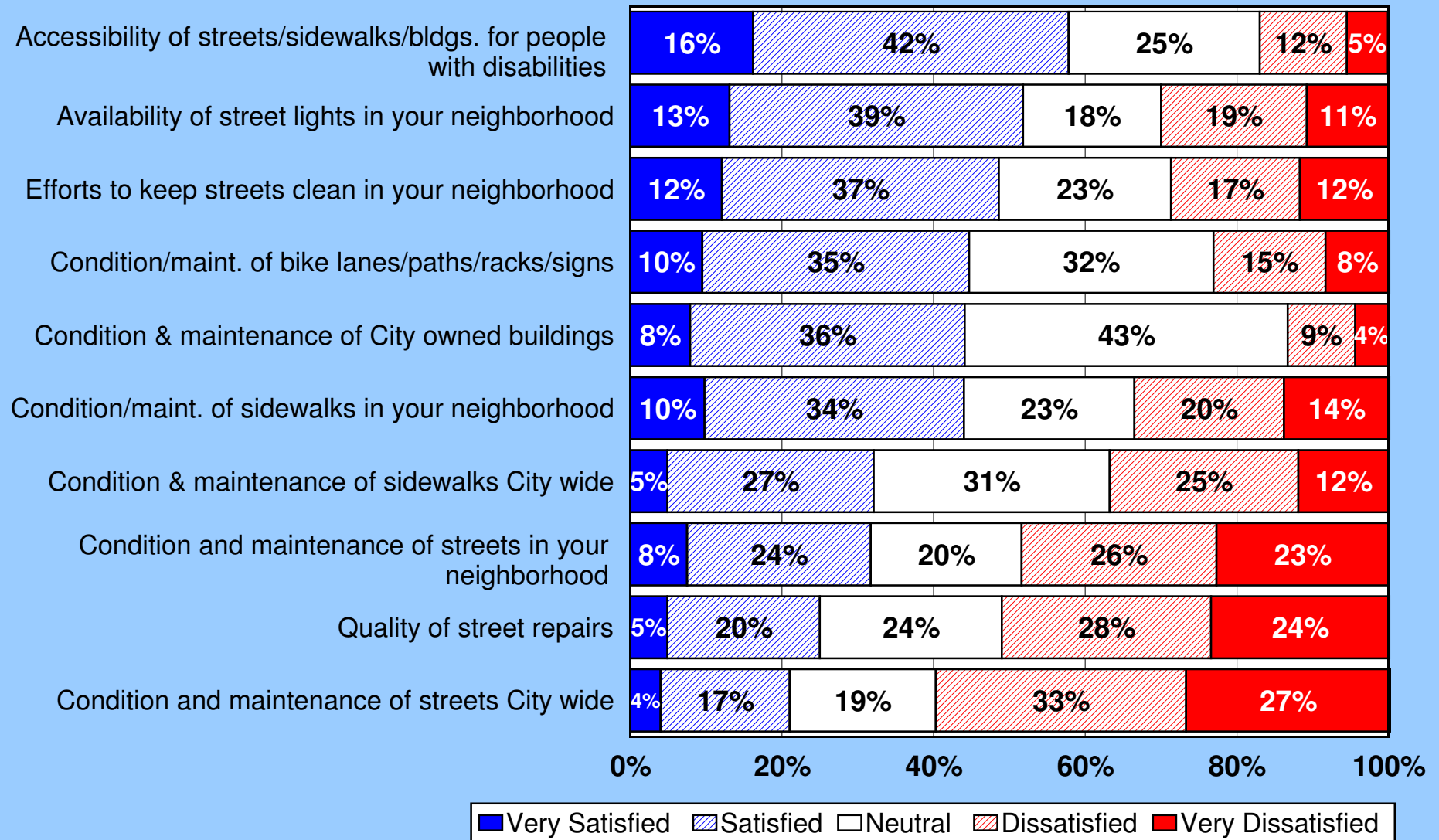


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Only includes questions that were asked in both 2015 & 2018

Q6. Satisfaction with City Streets, Sidewalks, and Infrastructure

by percentage of respondents (excluding don't knows)

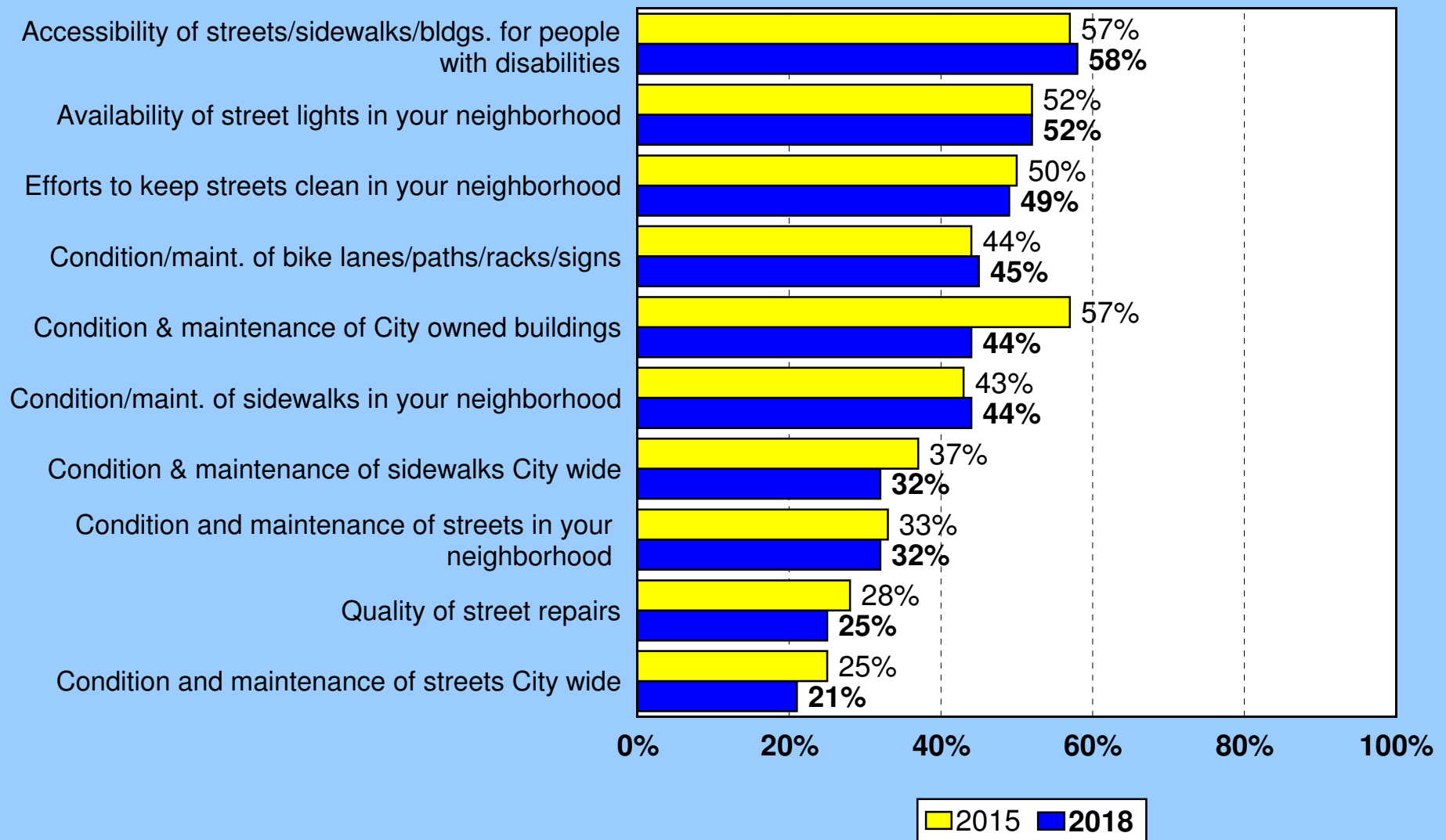


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

TRENDS: Satisfaction with City Streets, Sidewalks, and Infrastructure - 2015 vs. 2018

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

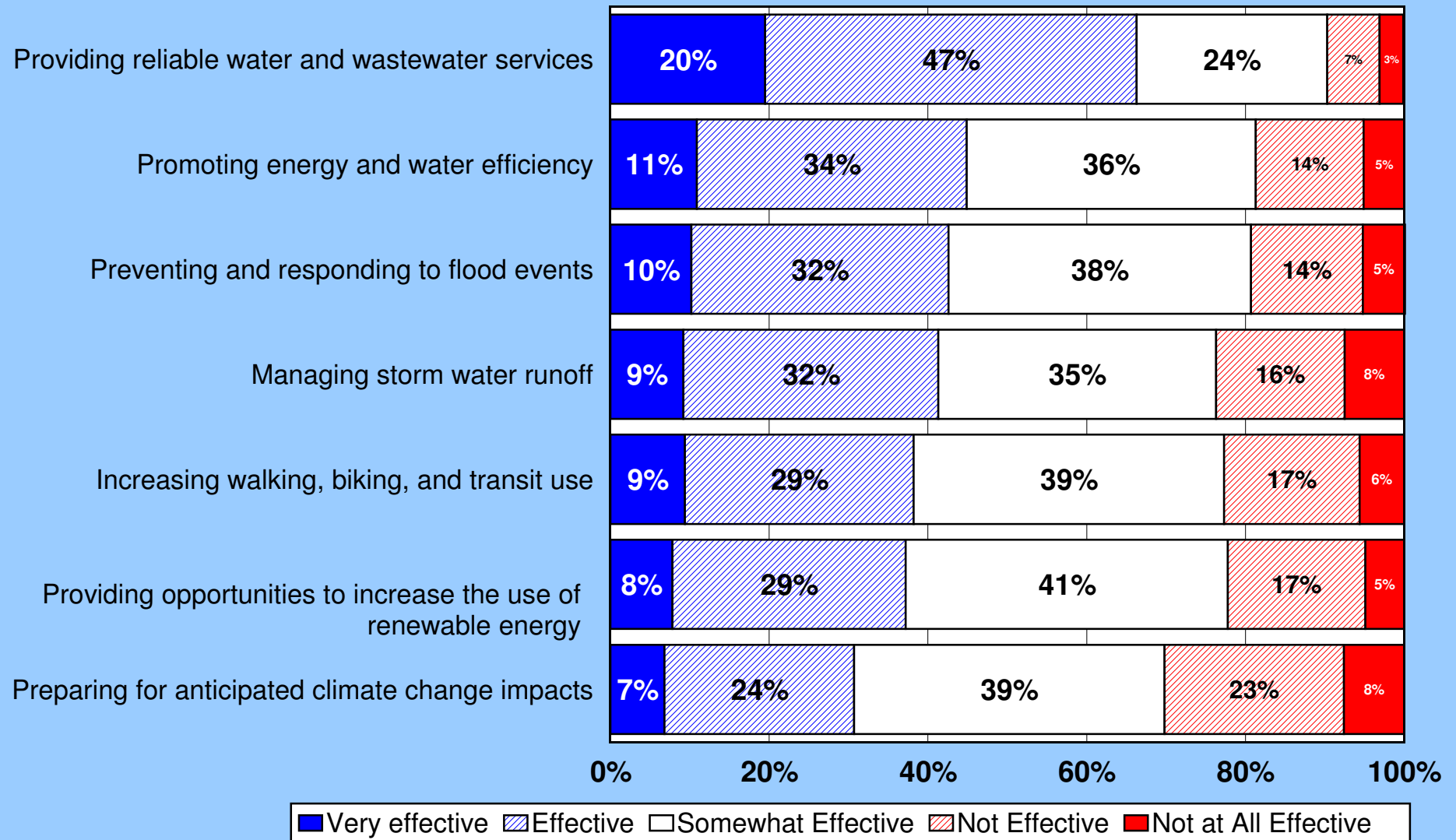


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Only includes questions that were asked in both 2015 & 2018

Q7. Effectiveness of the City's Support for Economic and Environmental Sustainability in the Community

by percentage of respondents (excluding don't knows)

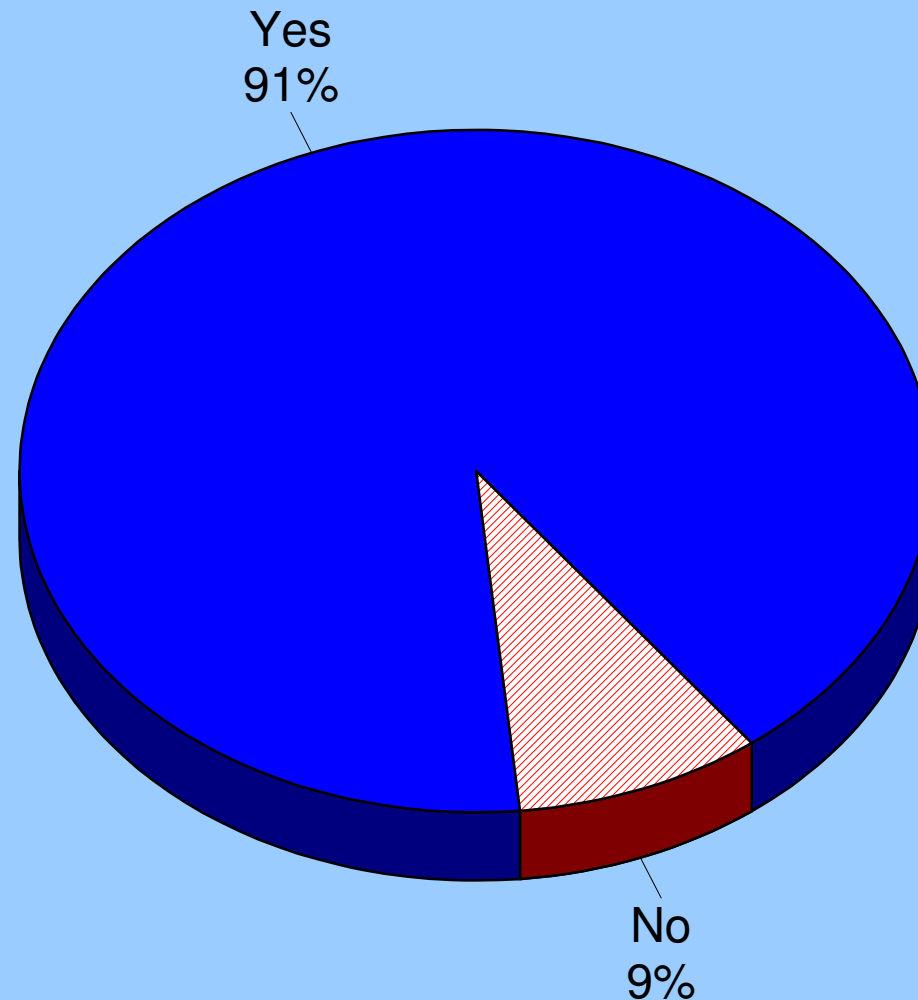


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

Q8. Does the City of San Diego provide your residence with solid waste services (e.g. trash and recycling pickup)?

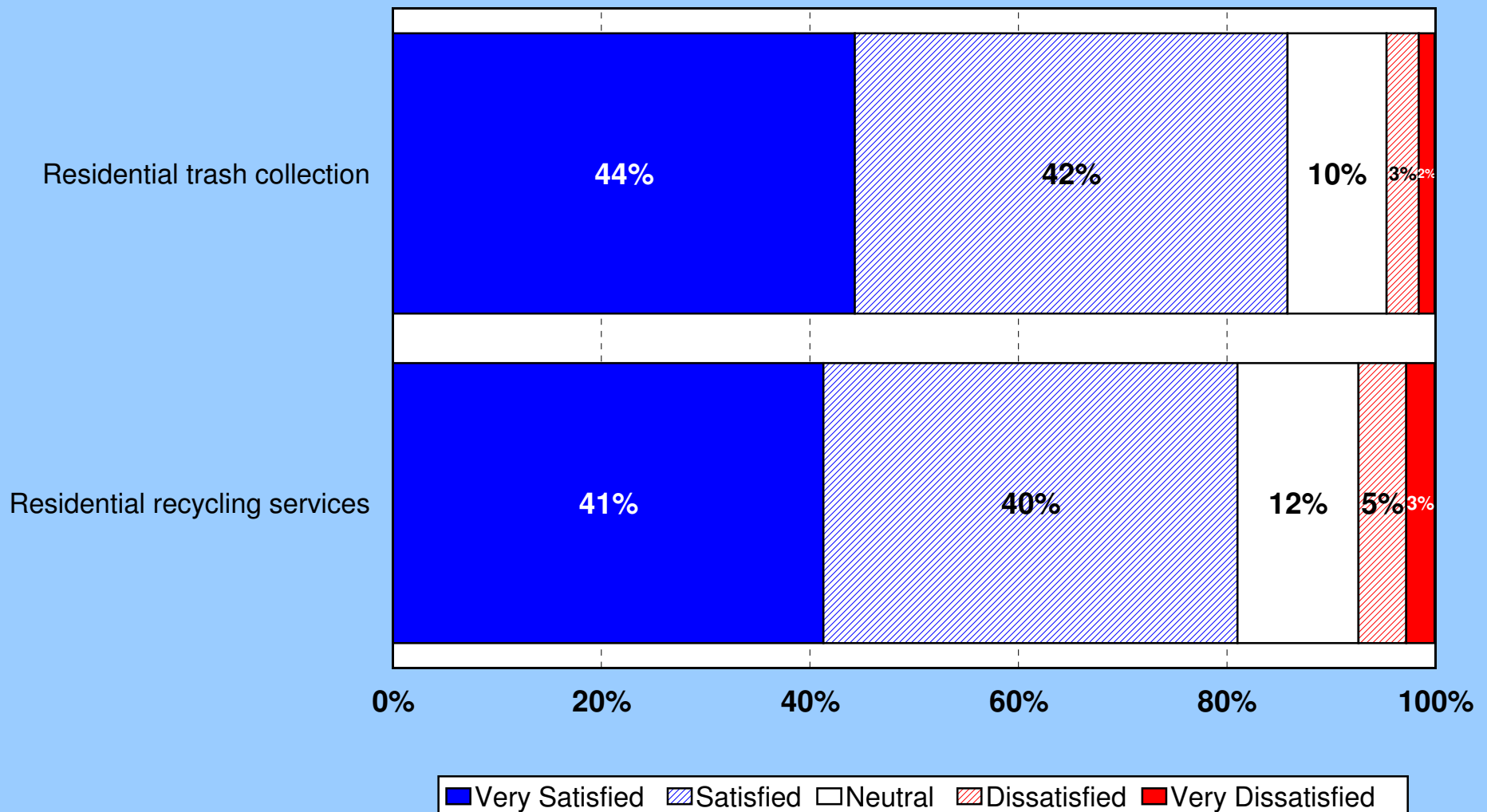
by percentage of respondents (excluding don't knows)



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q8a. Satisfaction with Solid Waste Services

by percentage of respondents who received solid waste services from the City of San Diego
(excluding don't knows)

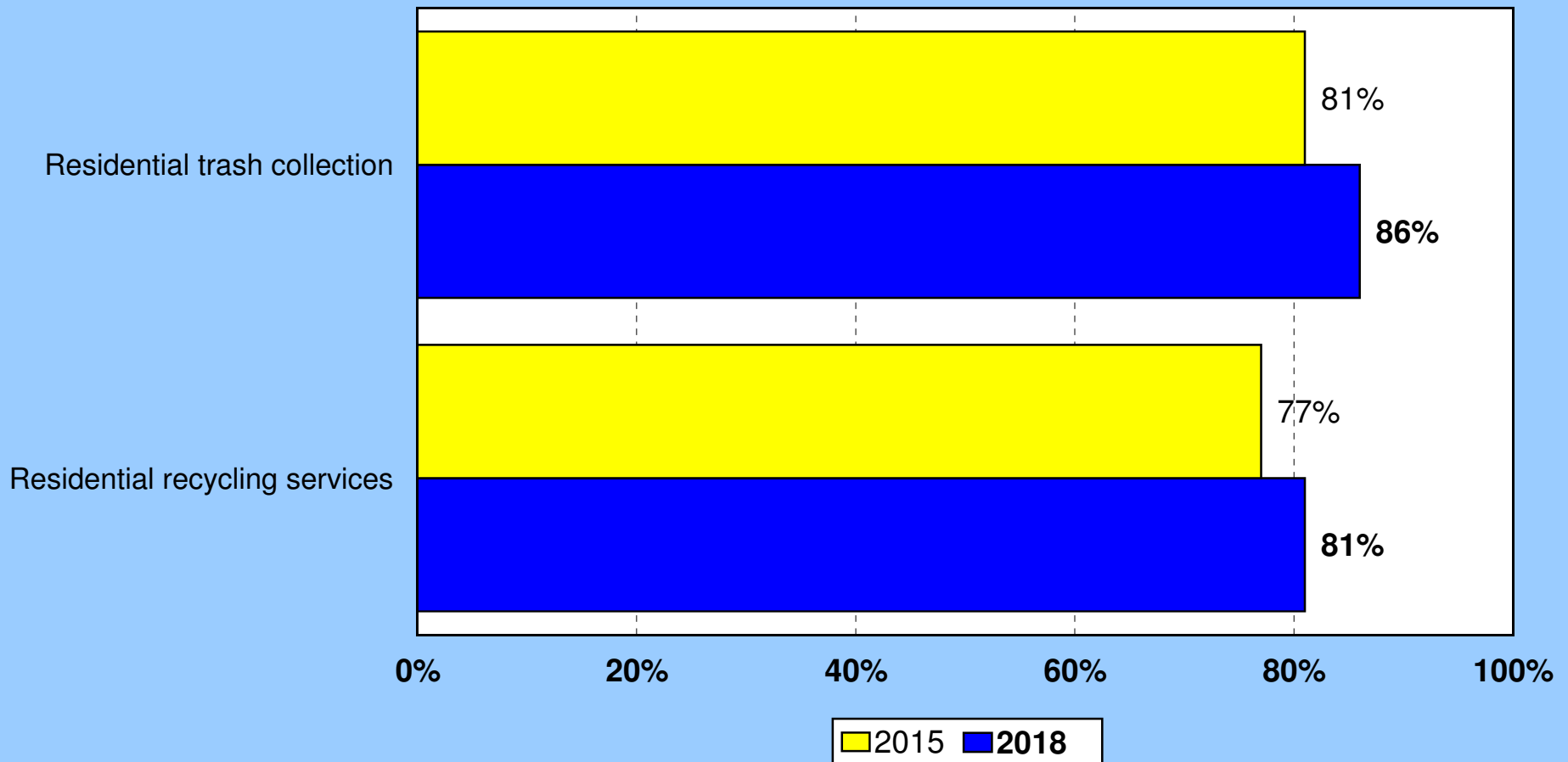


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

TRENDS: Satisfaction with Solid Waste Services 2015 vs. 2018

by percentage of respondents who received solid waste services from the City of San Diego and were "very satisfied" or "satisfied" (excluding don't knows)

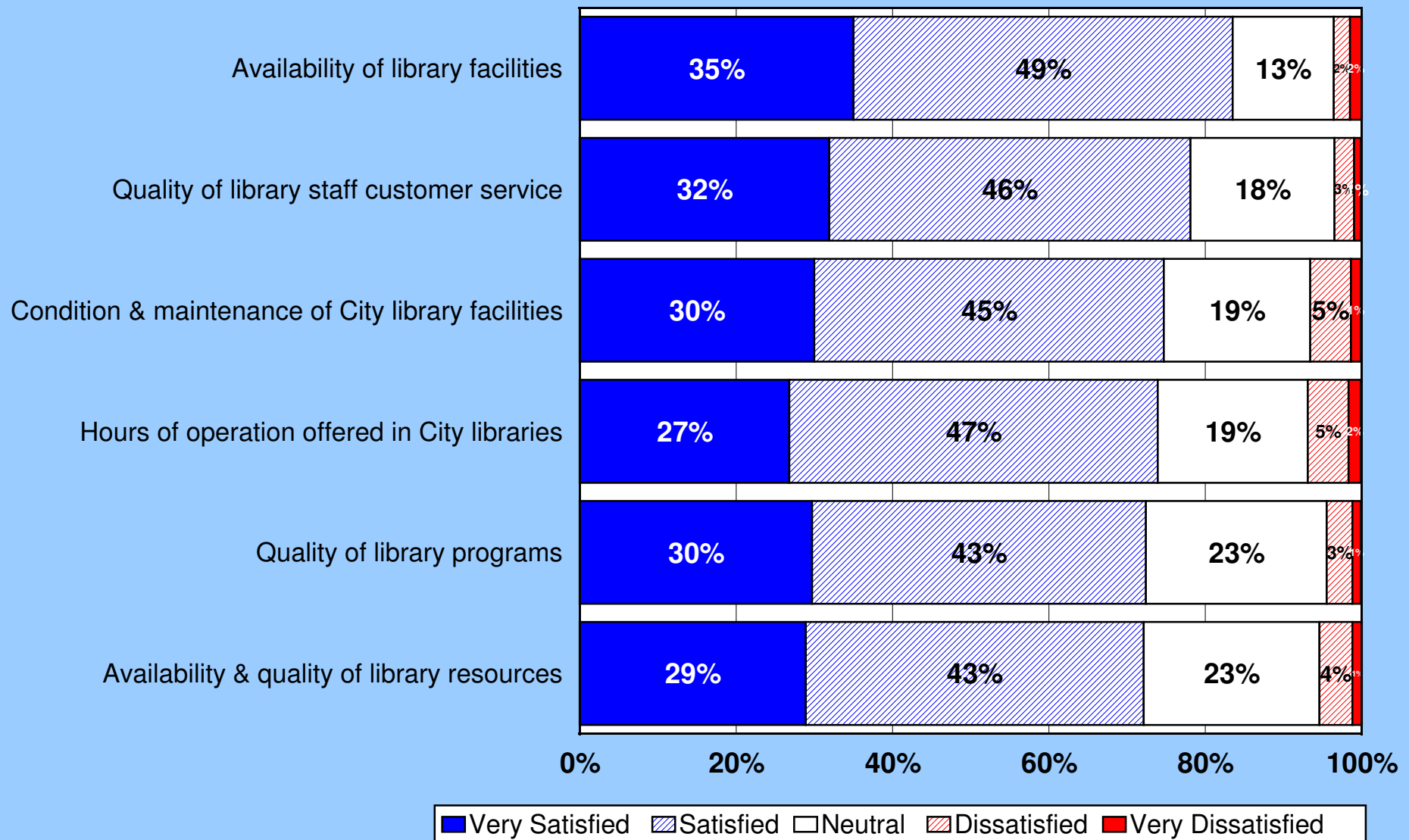


***2018 survey results are based only on those who received solid waste services from the City of San Diego; 2015 results were based on all survey respondents**

Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q9. Satisfaction with Library Services

by percentage of respondents (excluding don't knows)

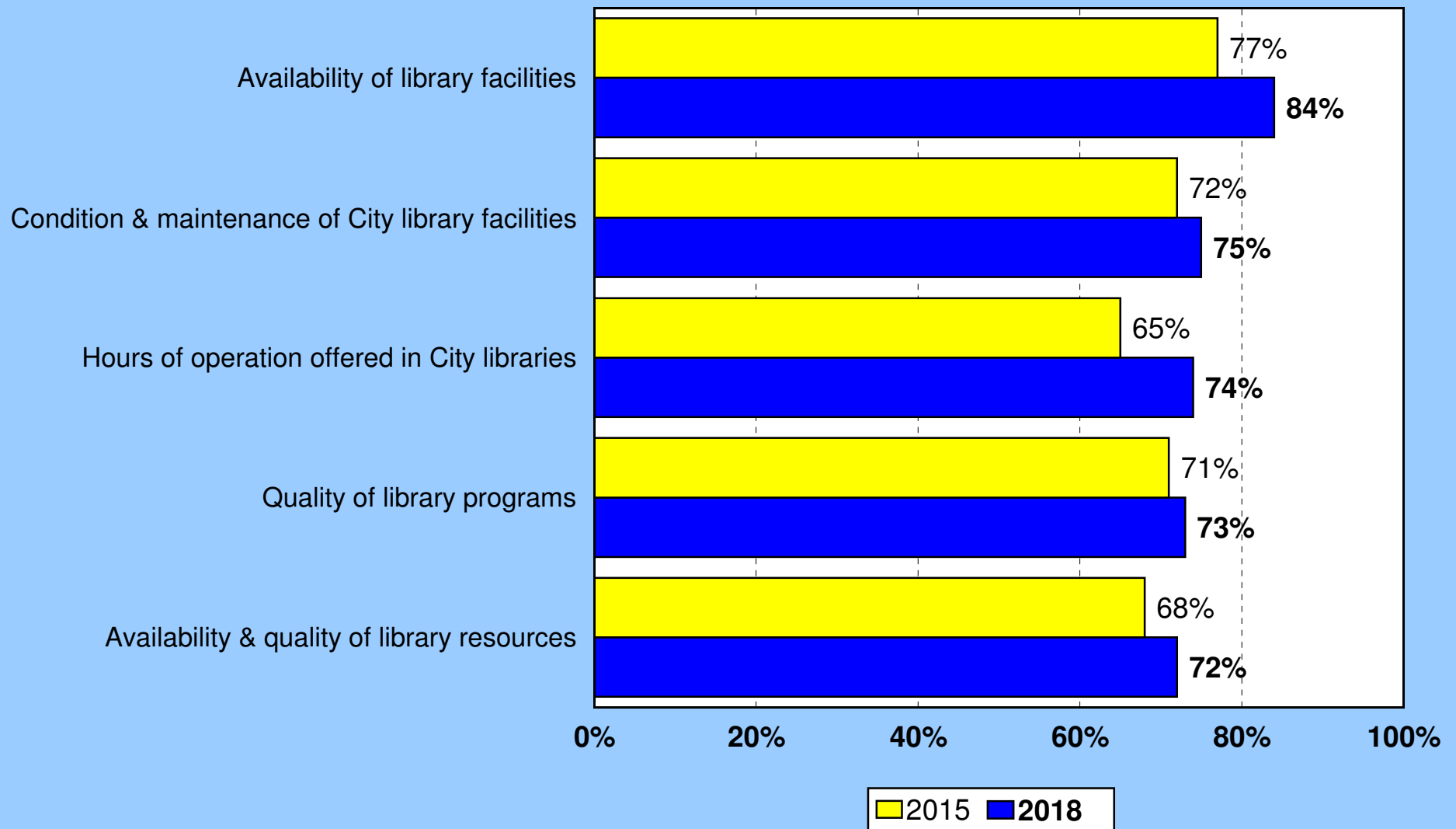


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

TRENDS: Satisfaction with Library Services 2015 vs. 2018

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

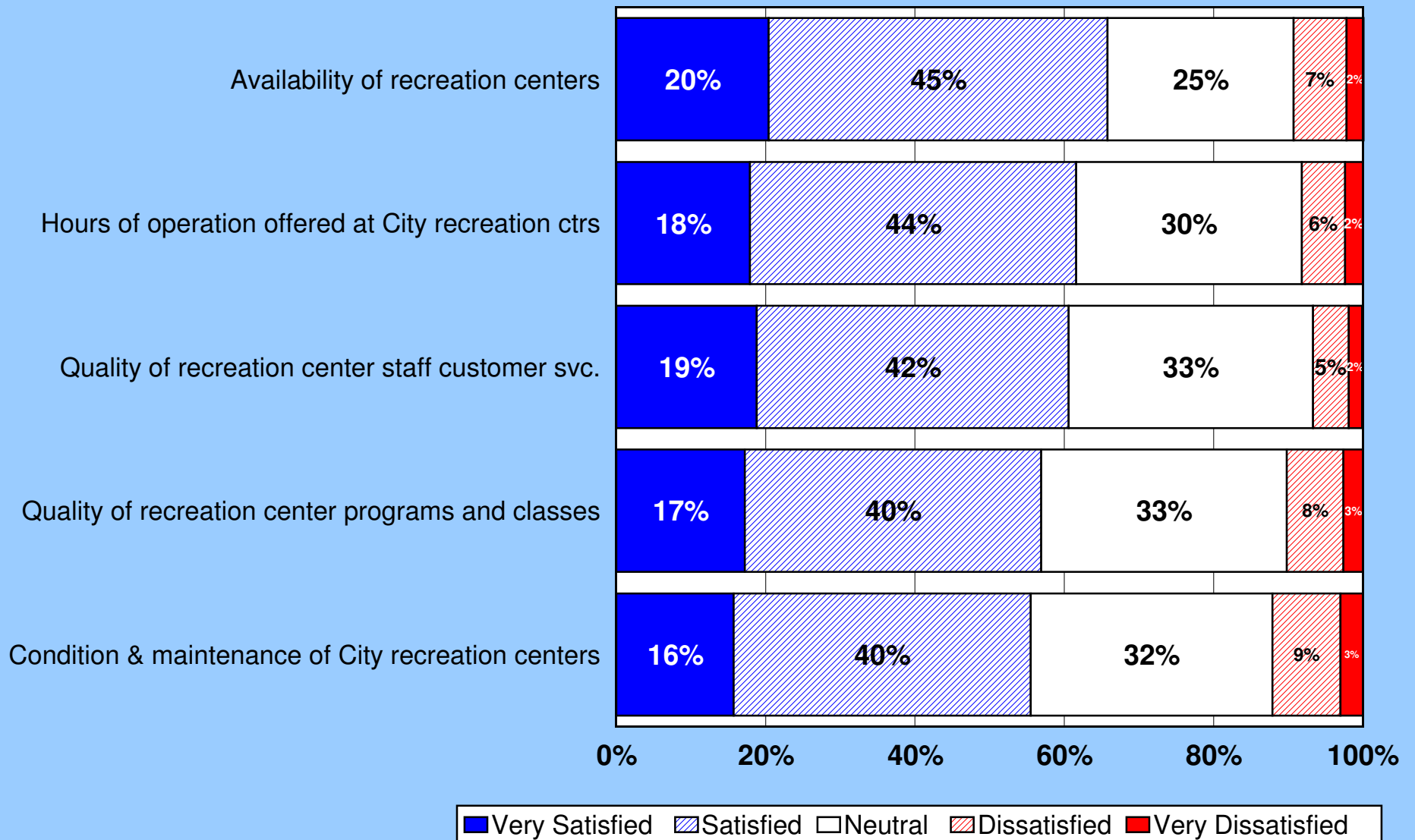


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Only includes questions that were asked in both 2015 & 2018

Q10. Satisfaction with Recreation Centers

by percentage of respondents (excluding don't knows)

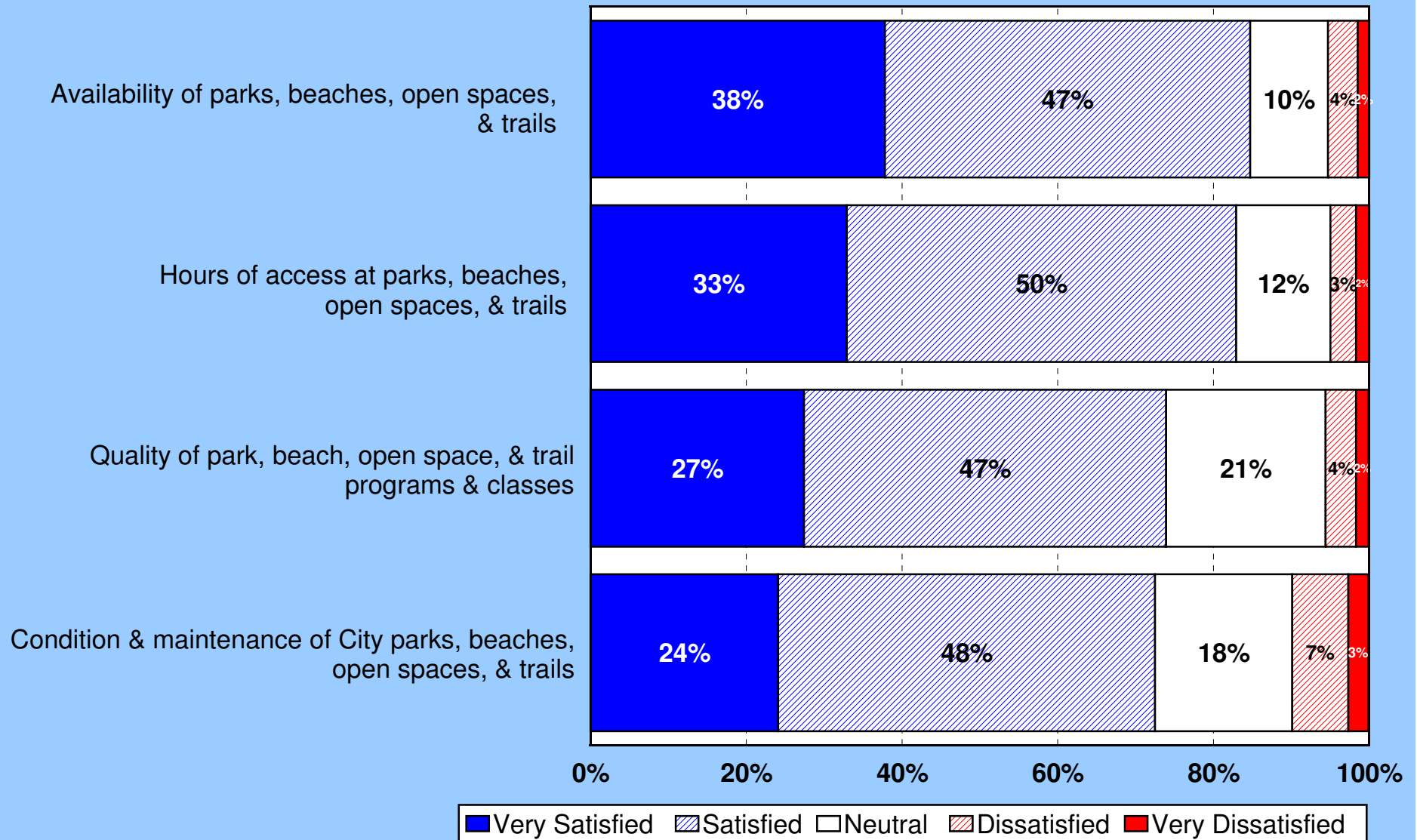


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

Q11. Satisfaction with Parks, Beaches, and Open Spaces

by percentage of respondents (excluding don't knows)

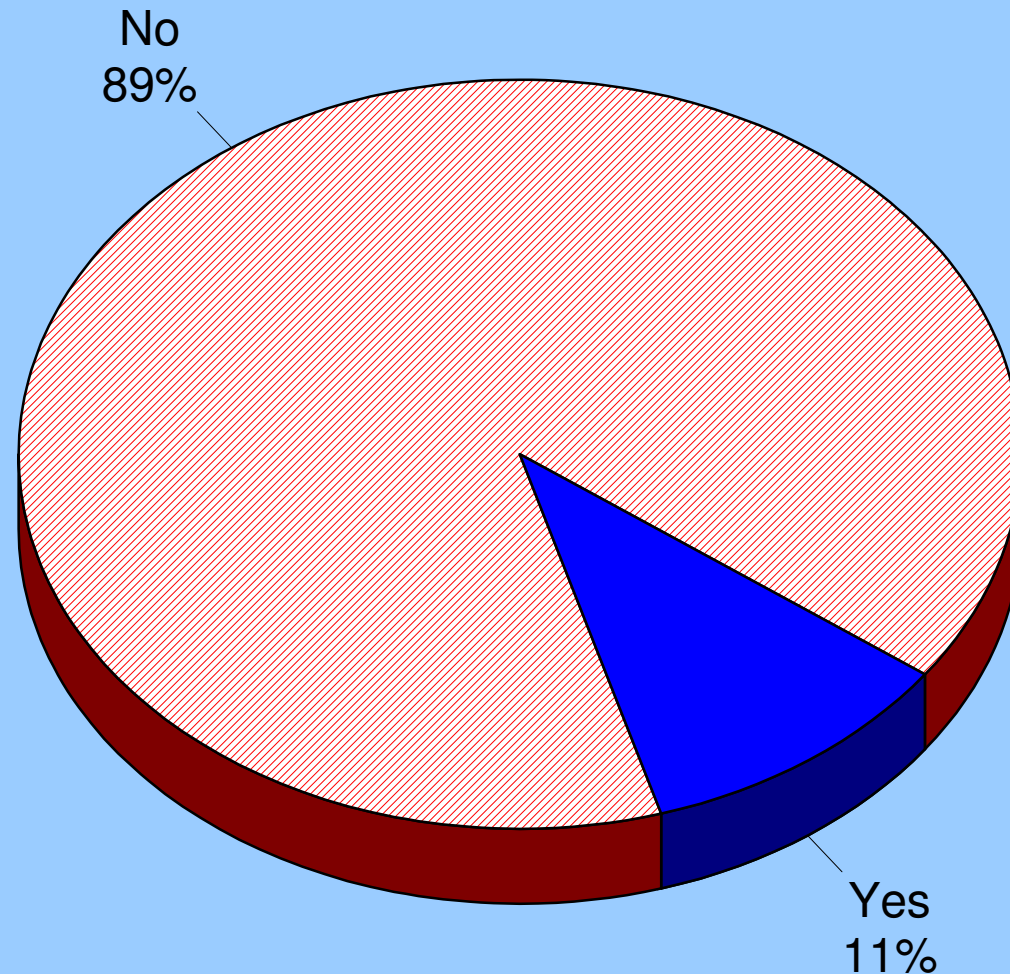


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

Q12. In the past 12 months, have you utilized a City aquatic center (i.e. swimming pools)?

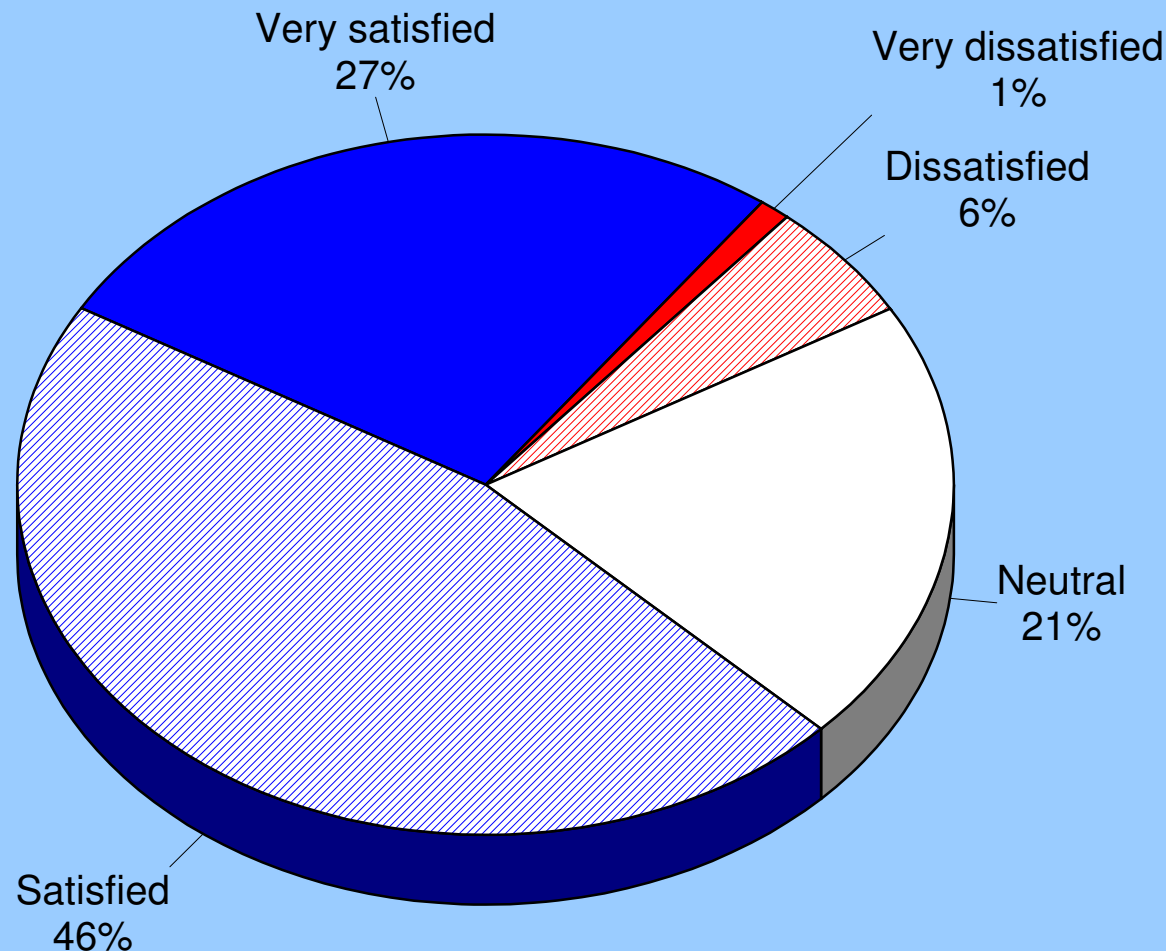
by percentage of respondents (excluding don't knows)



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q13. Overall Satisfaction with Aquatic Center Services Provided by the City of San Diego

by percentage of respondents who had utilized a City aquatic center in the past 12 months

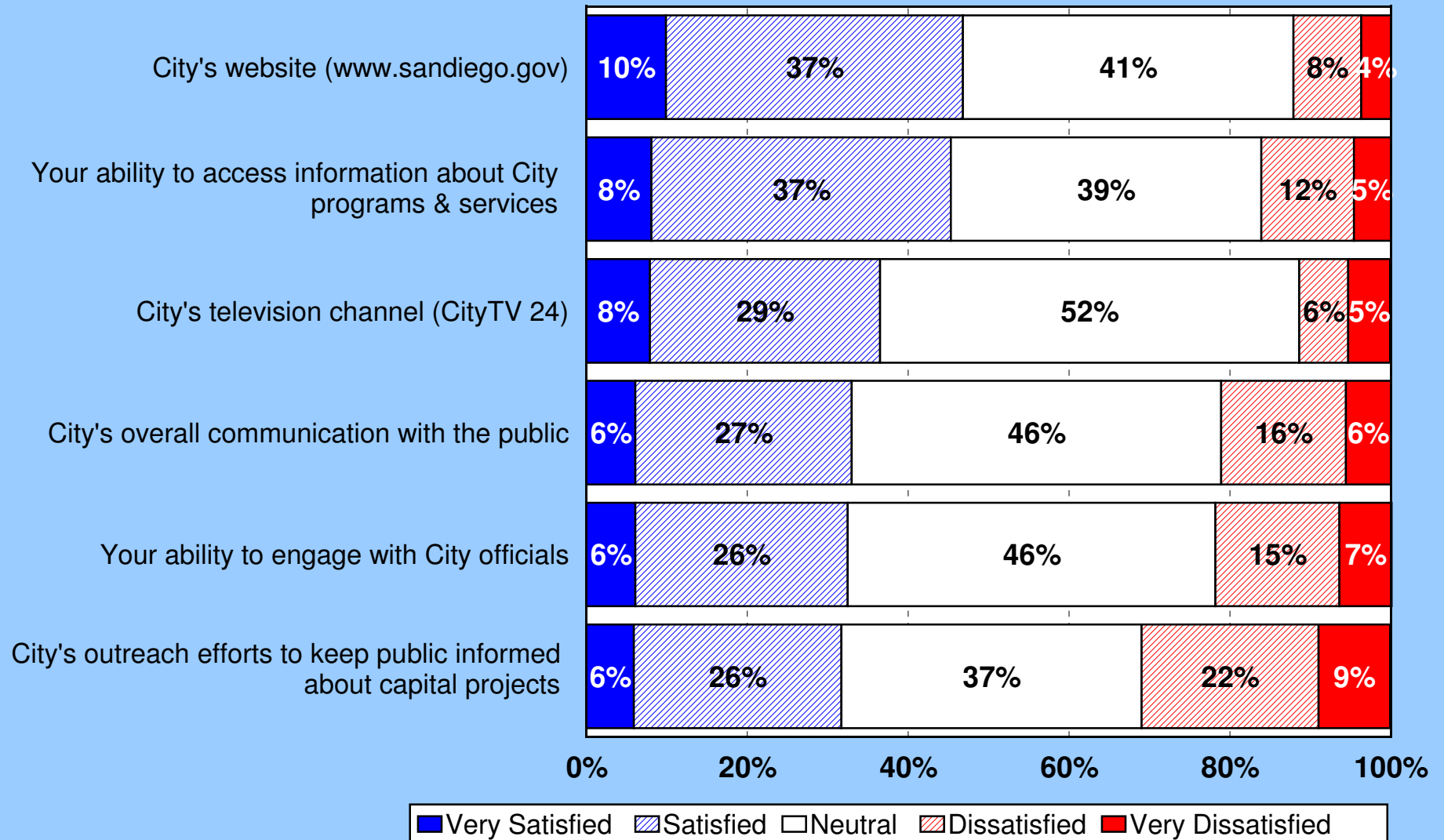


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

Q14. Satisfaction with Community Engagement

by percentage of respondents (excluding don't knows)

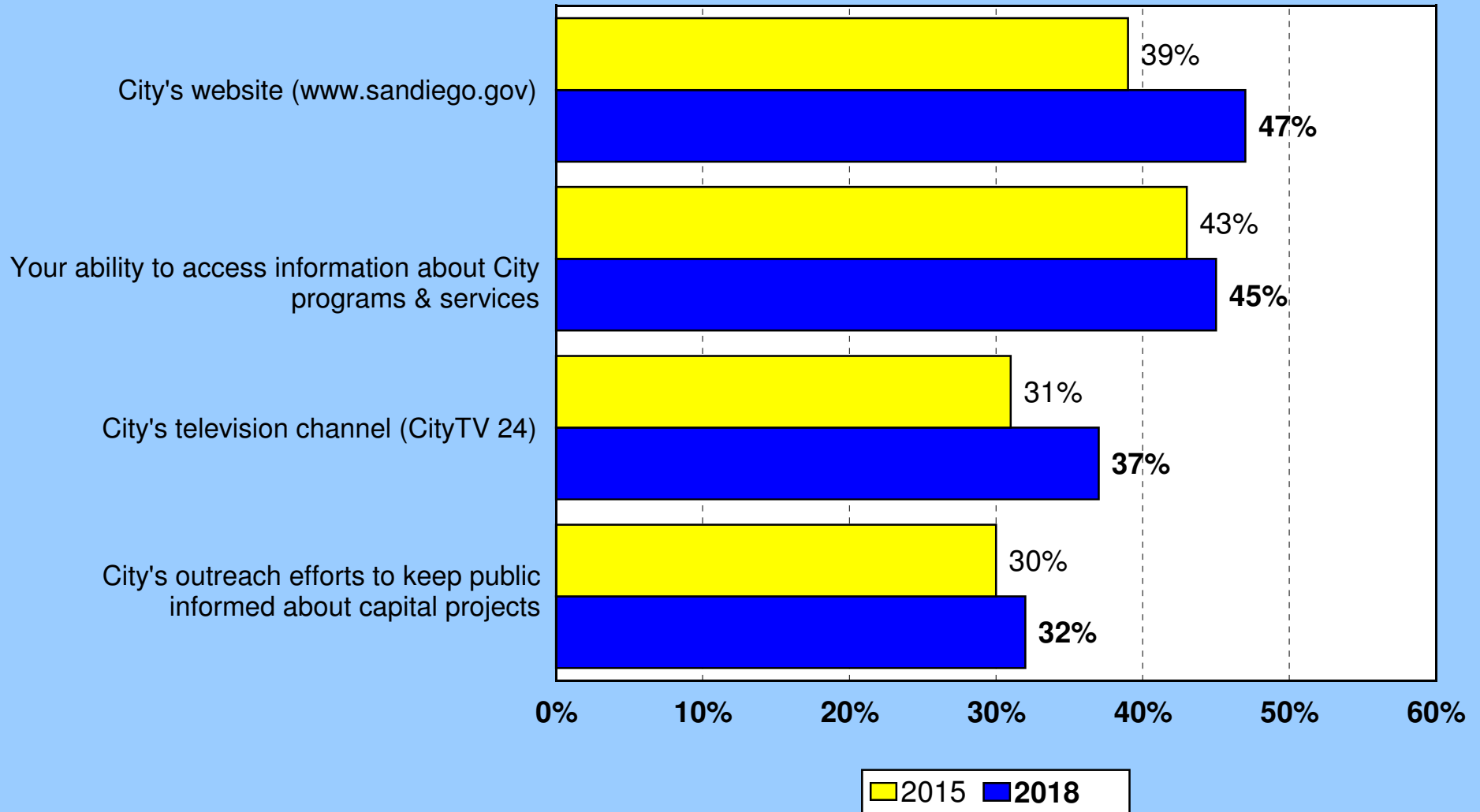


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

TRENDS: Satisfaction with Community Engagement 2015 vs. 2018

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

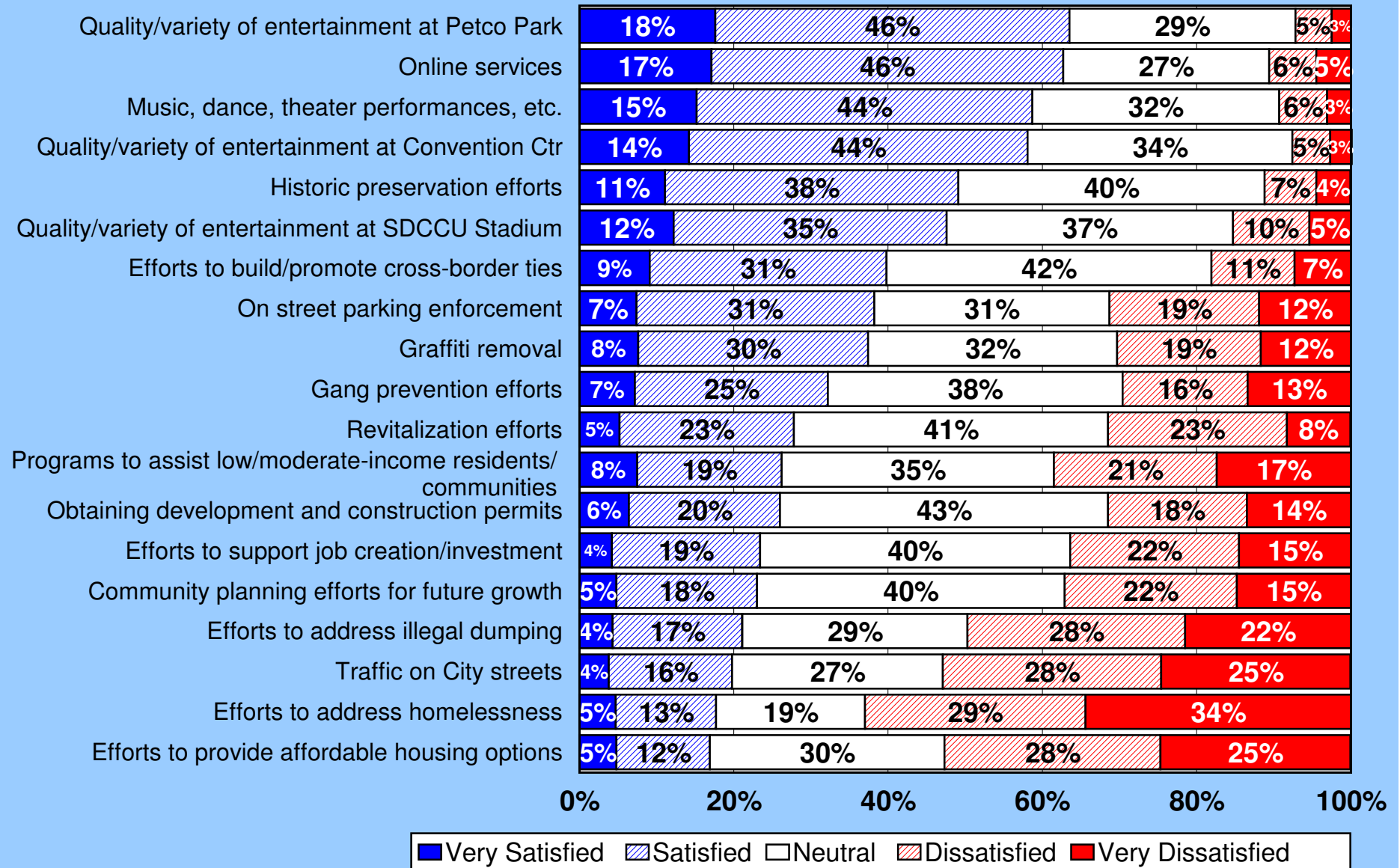


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Only includes questions that were asked in both 2015 & 2018

Q15. Satisfaction with Other Services

by percentage of respondents (excluding don't knows)

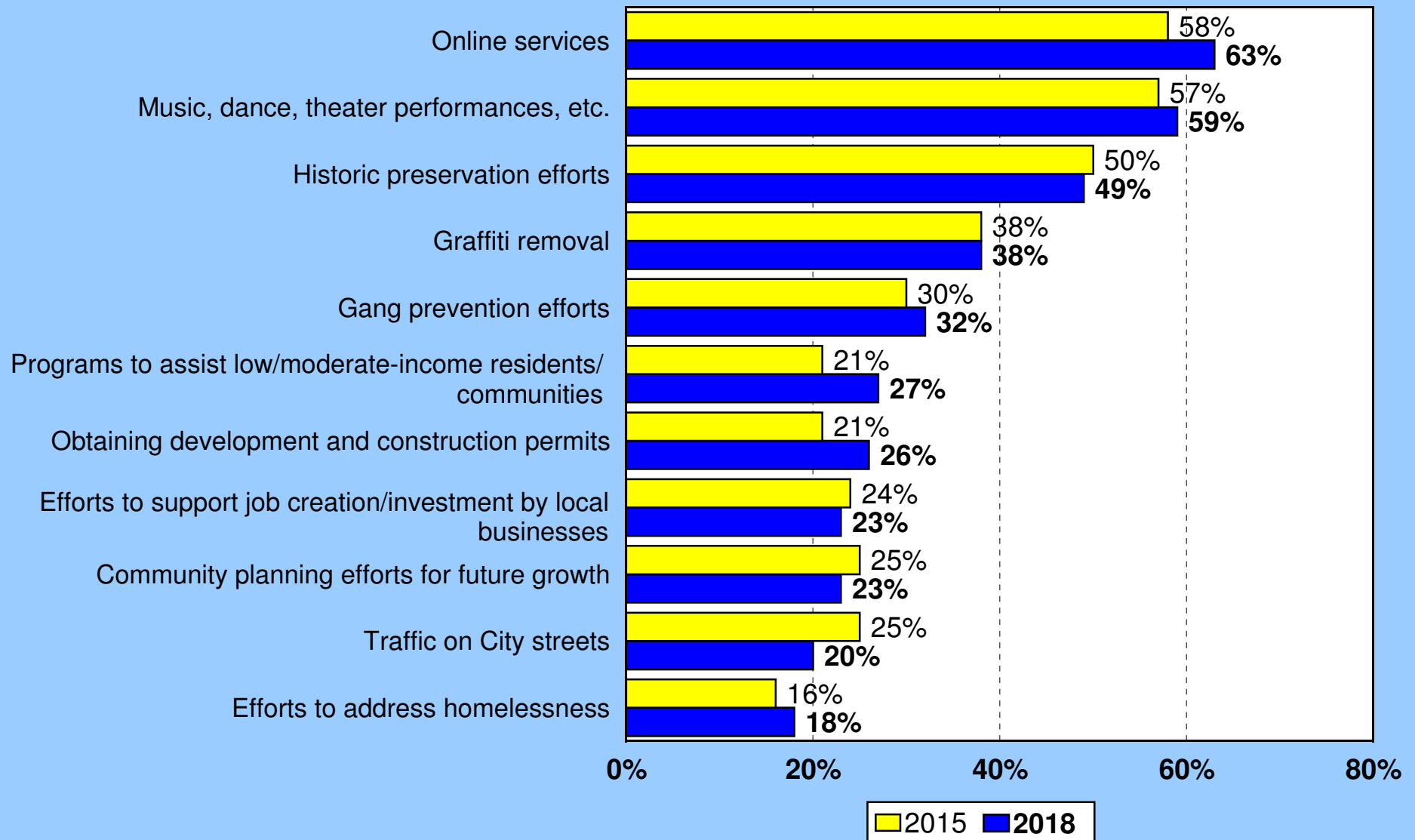


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

TRENDS: Satisfaction with Other Services 2015 vs. 2018

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

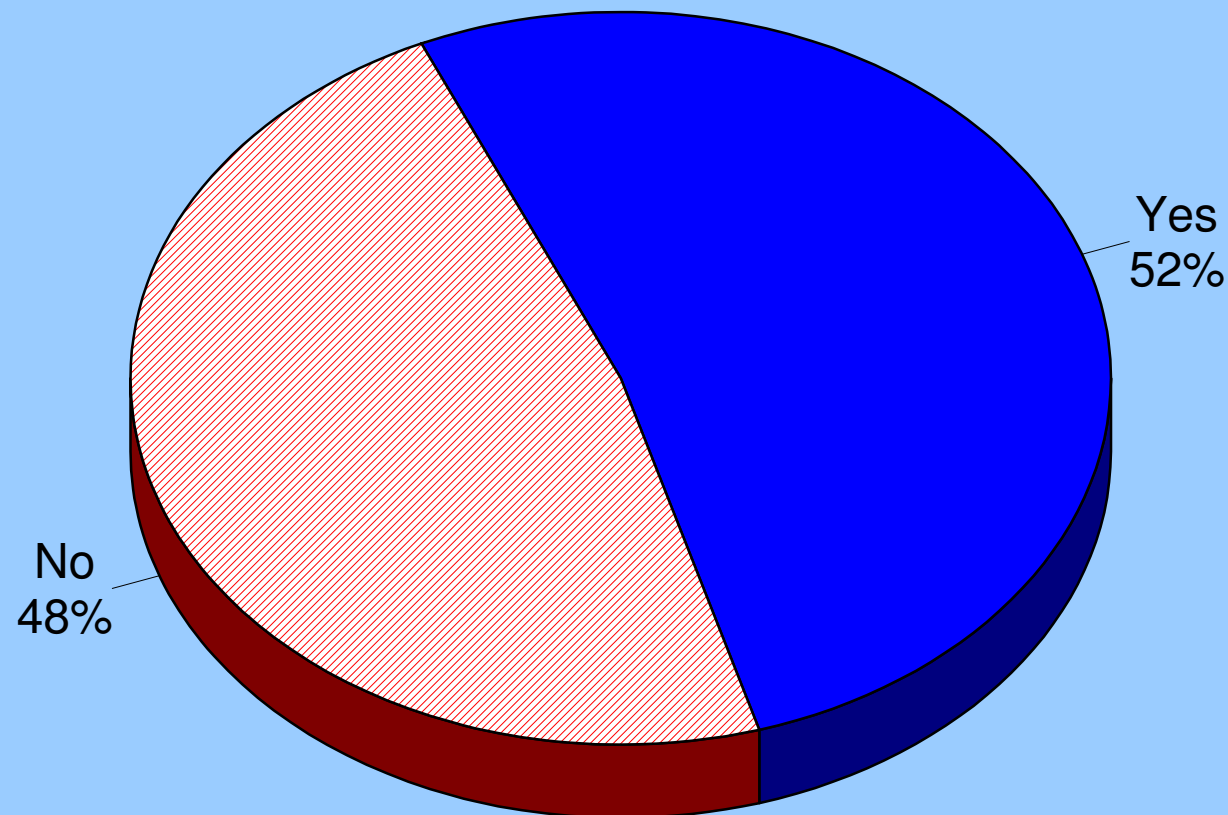


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Only includes questions that were asked in both 2015 & 2018

Q16. In the past 12 months, have you had an interaction with a City of San Diego employee?

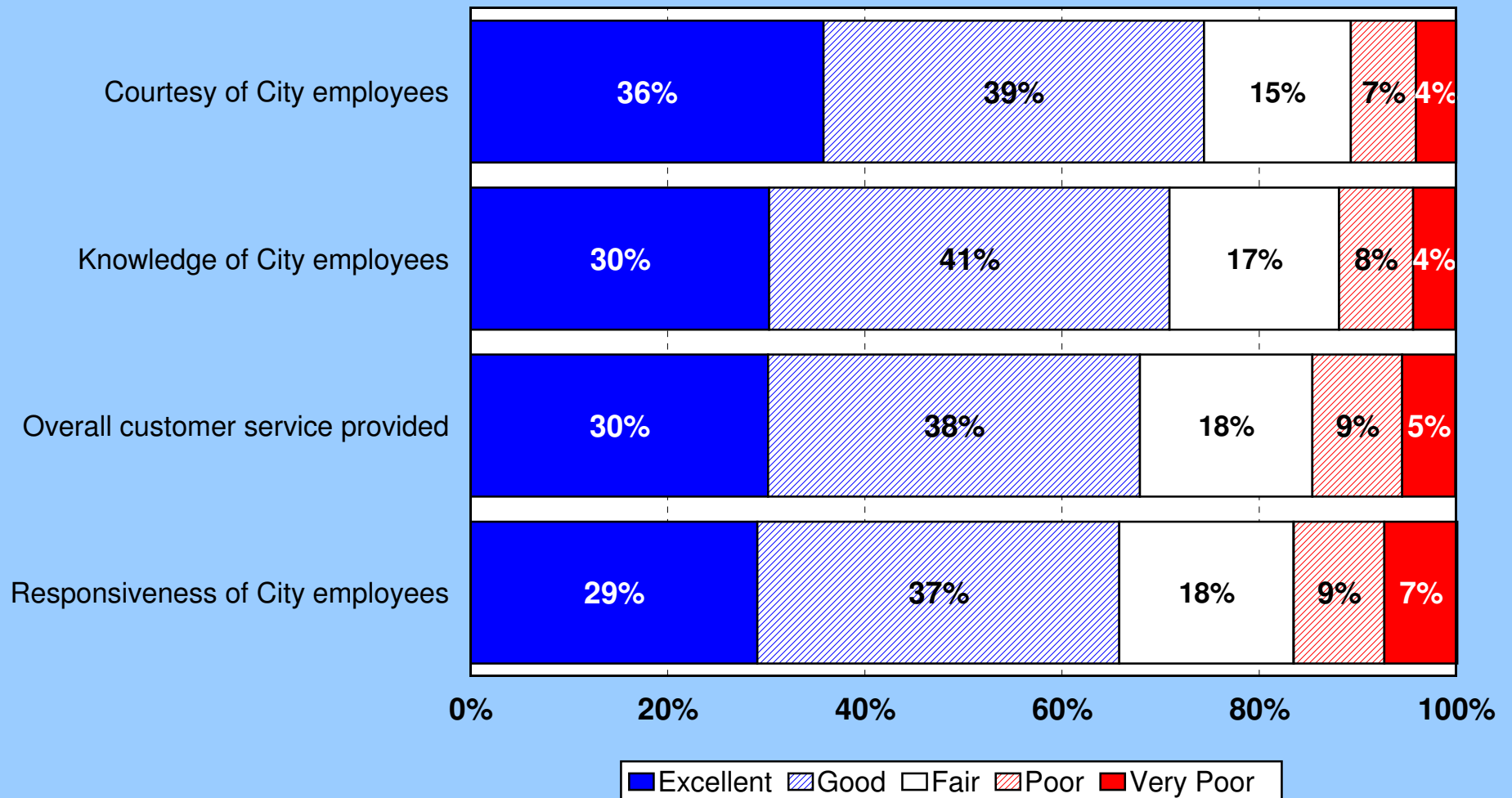
by percentage of respondents (excluding don't knows)



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q17. How Residents Rate Customer Service from City Employees

by percentage of respondents who had an interaction with a City employee in the past 12 months
(excluding don't knows)

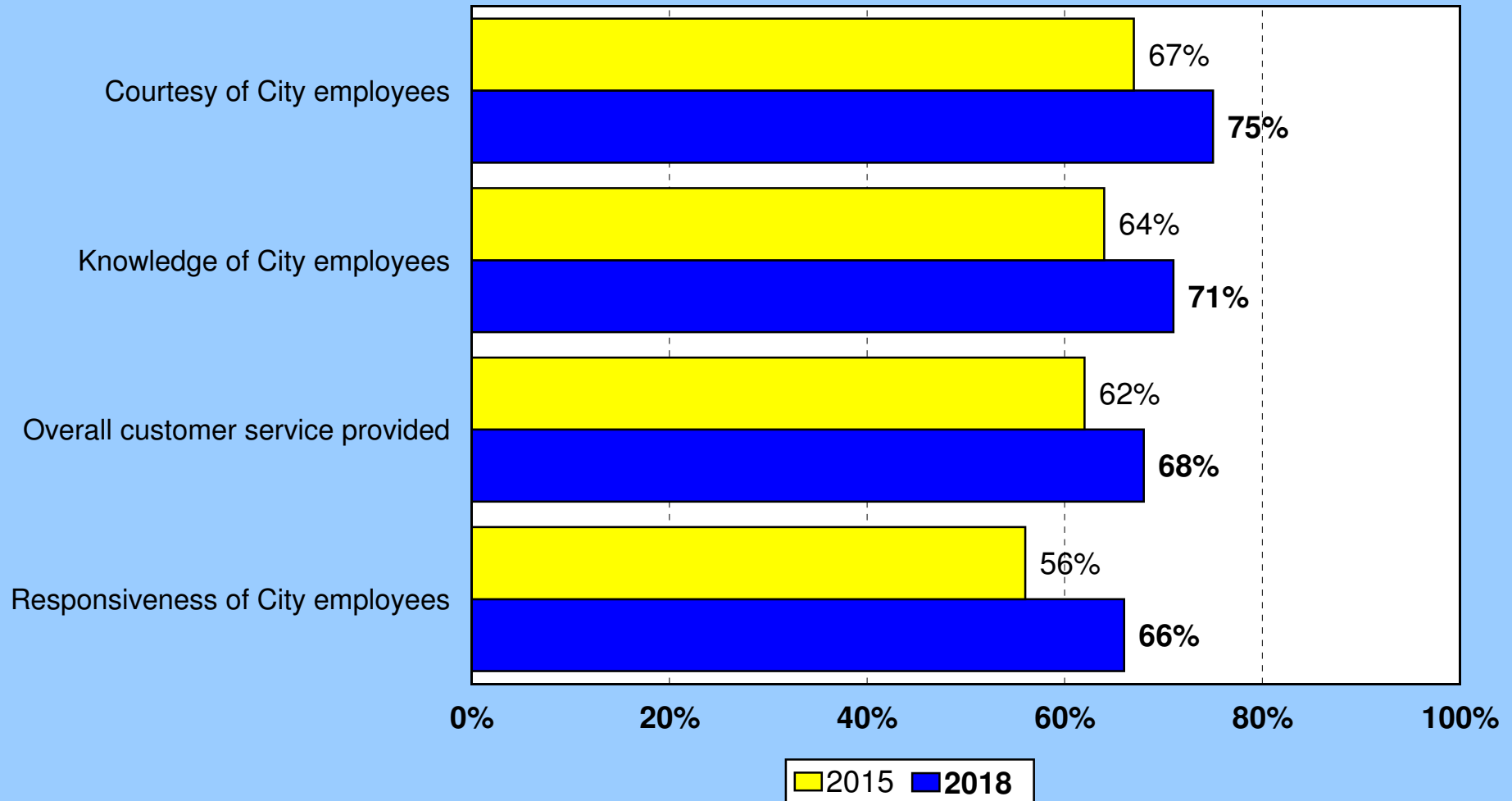


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

TRENDS: How Residents Rate Customer Service from City Employees - 2015 vs. 2018

by percentage of respondents who had an interaction with a City employee in the past 12 months and gave a rating of “excellent” or “good” (excluding don't knows)

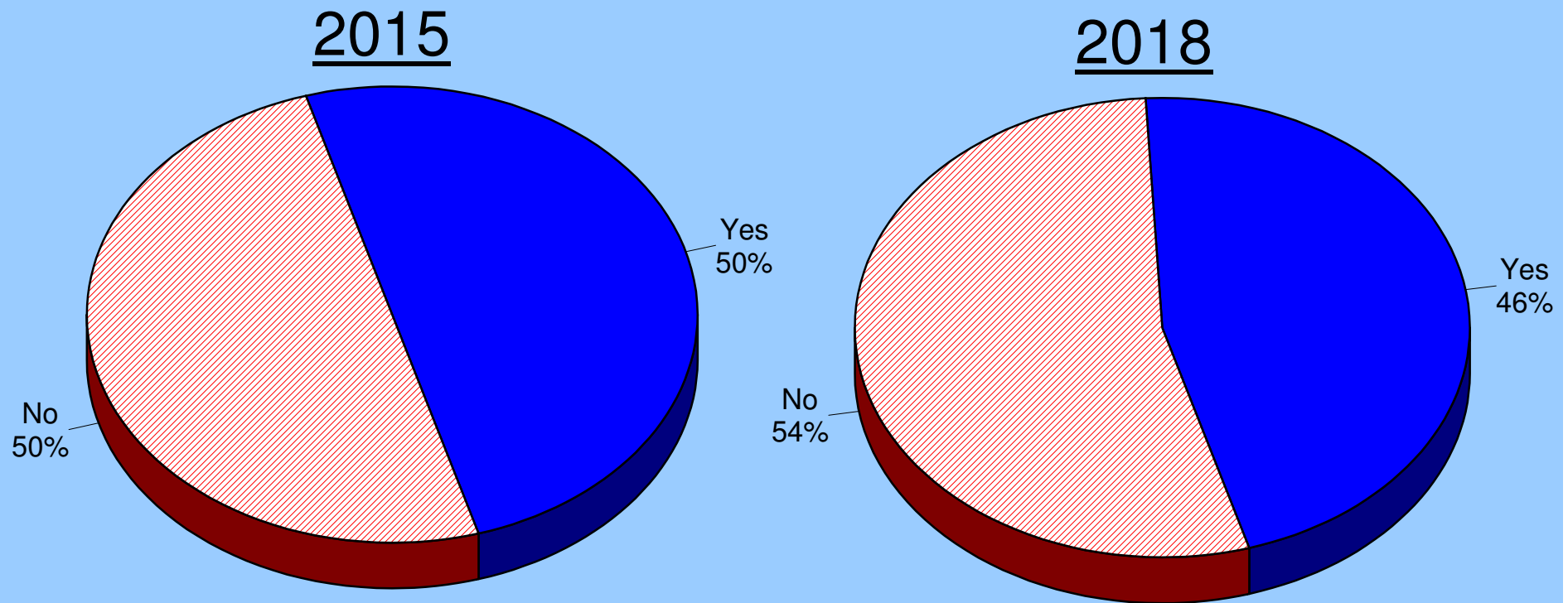


*2018 survey results are based only on those who had an interaction with City employees in the past 12 months; 2015 results were based on all survey respondents

Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q18. Are you satisfied with the process of reporting problems (i.e. potholes) to the City?

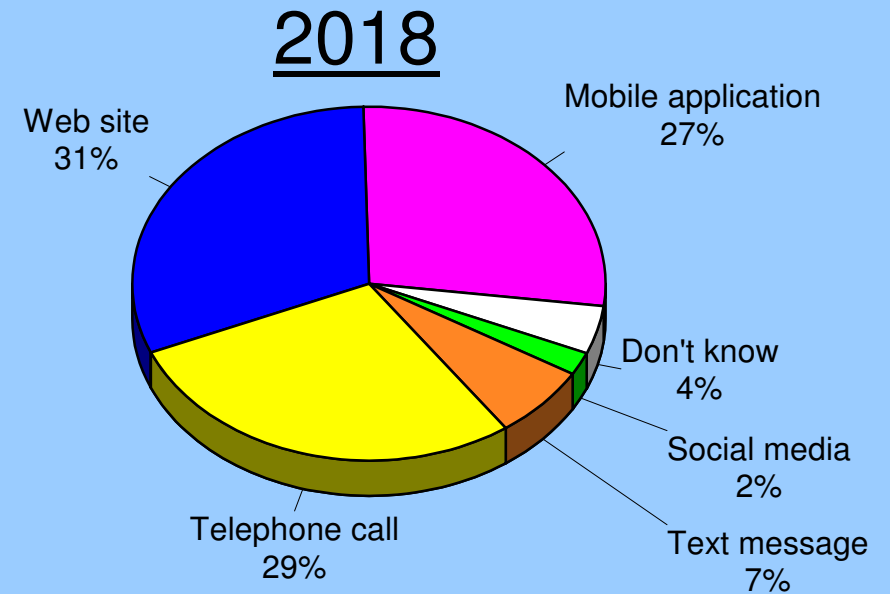
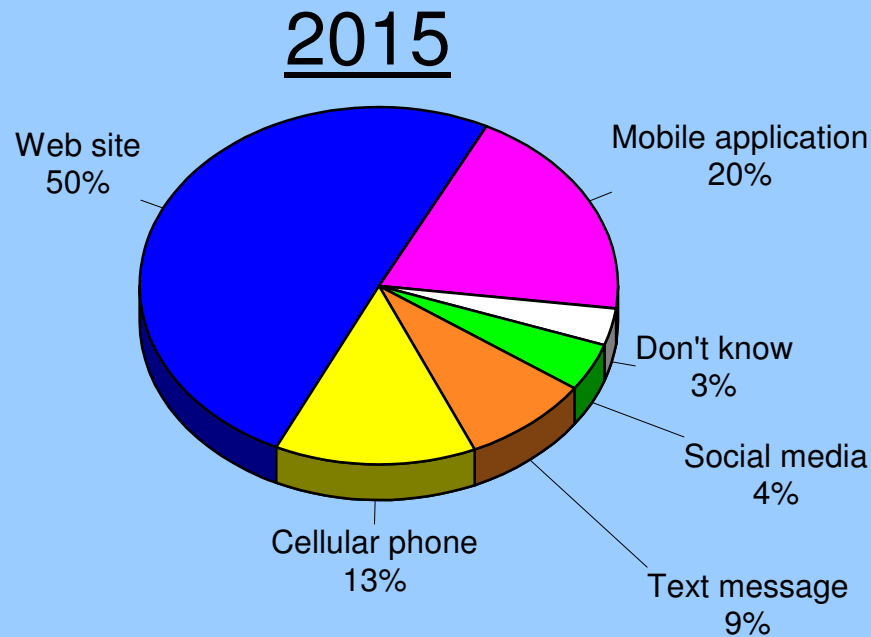
by percentage of respondents (excluding don't knows)



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q19. What would be your preferred method for reporting problems to the City?

by percentage of respondents

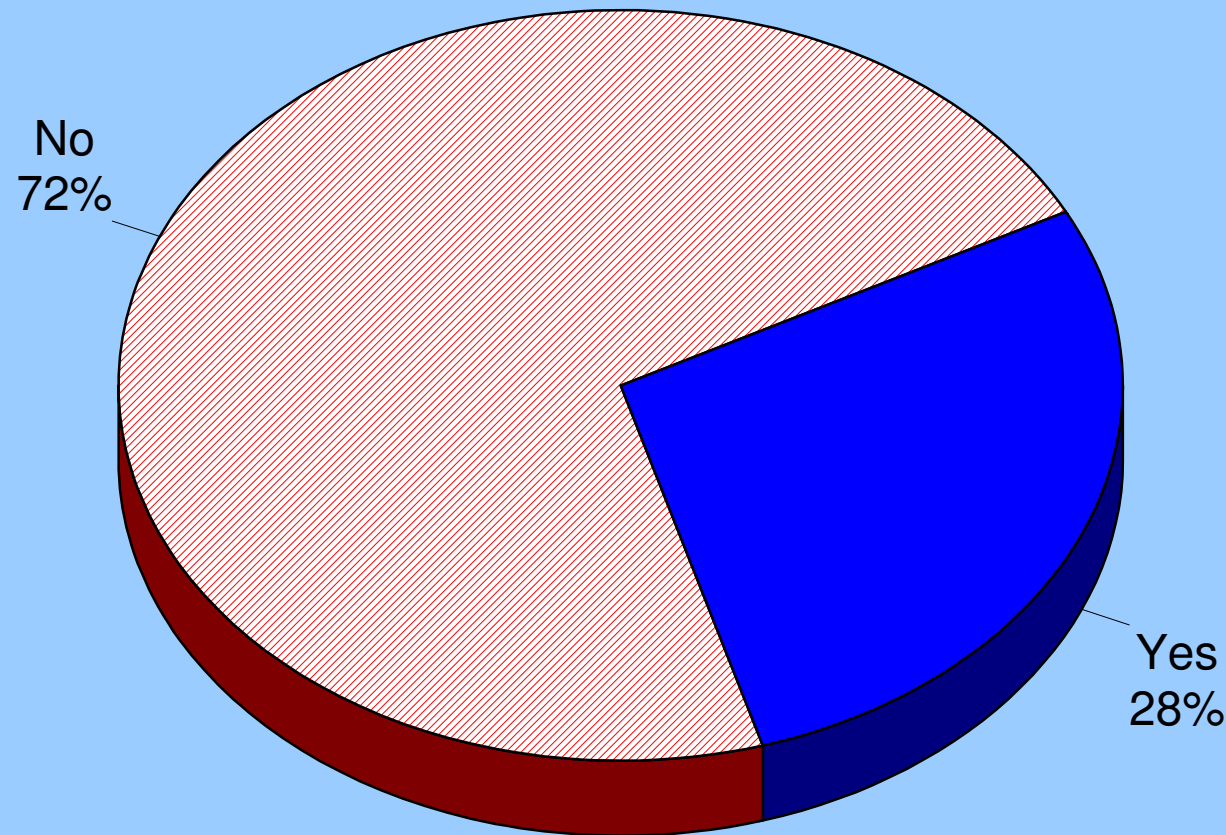


Source: ETC Institute (City of San Diego 2018 Resident Survey)

*Percentages may not add to 100% due to rounding

Q20. Is there anything not asked in this survey, related to resident satisfaction, that you would like the City to know?

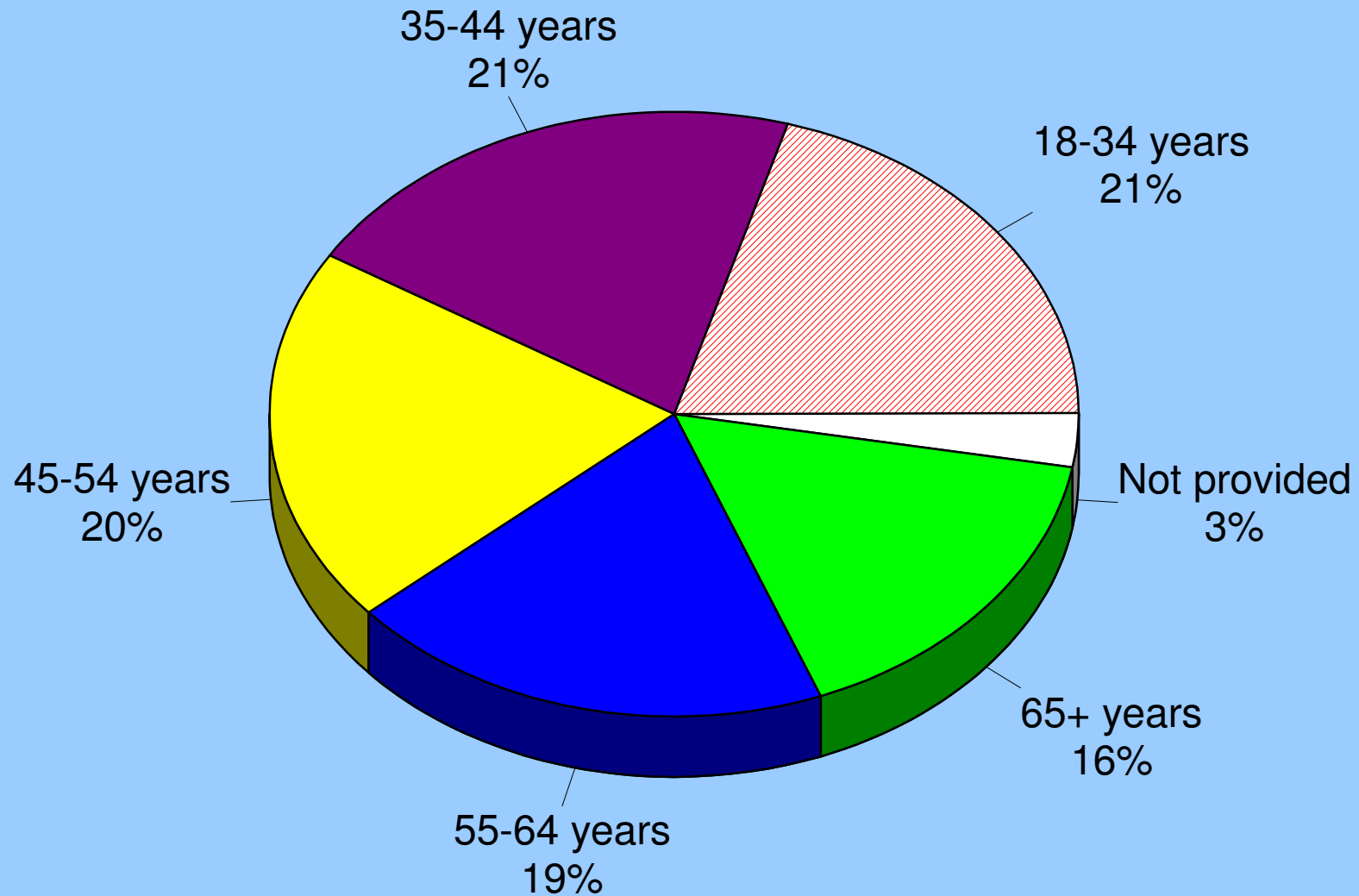
by percentage of respondents (excluding don't knows)



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q21. Age of Respondents

by percentage of respondents



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q22. Number of Years Residents Have Lived in San Diego

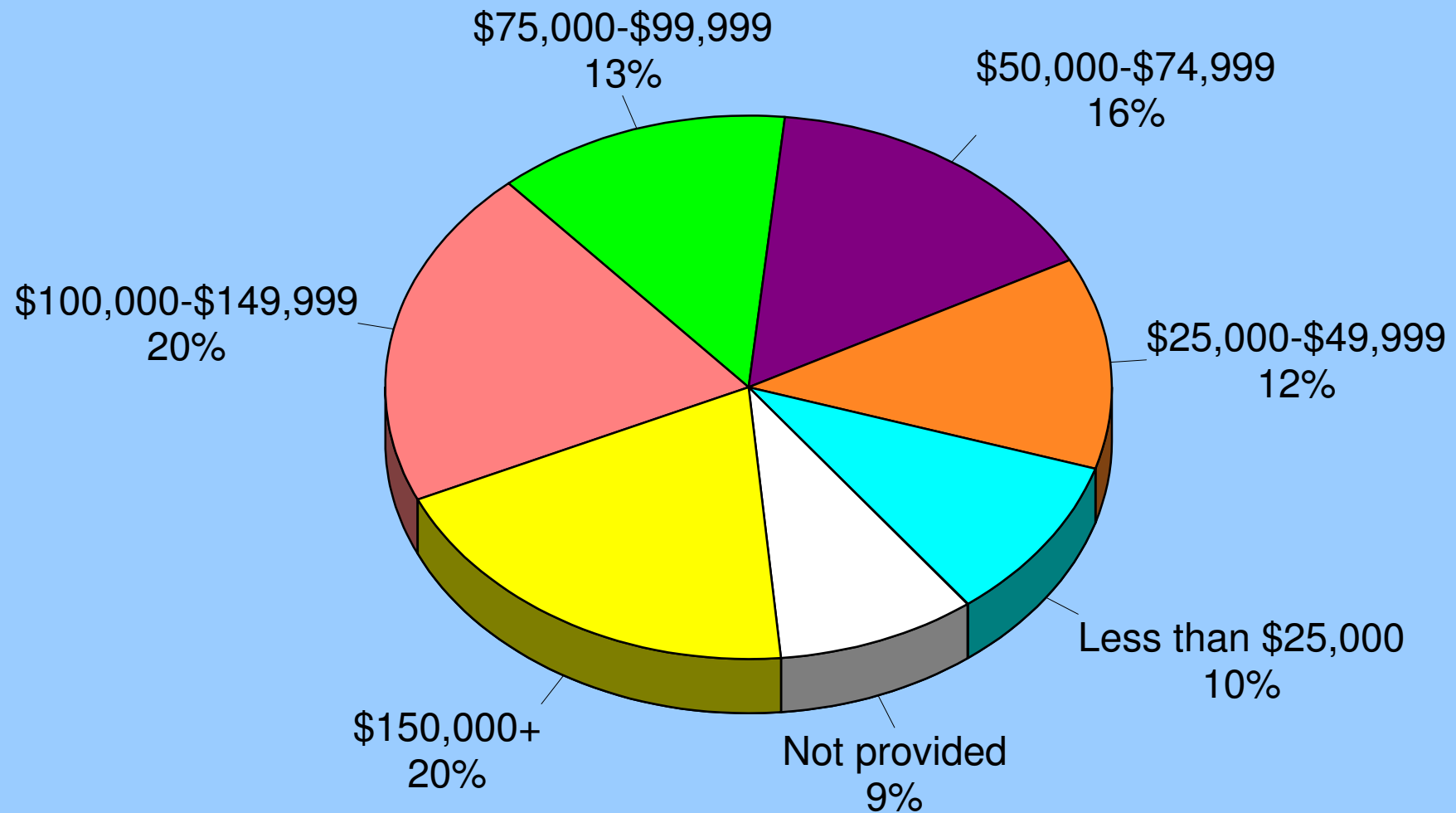
by percentage of respondents



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q23. Total Annual Household Income of Respondents

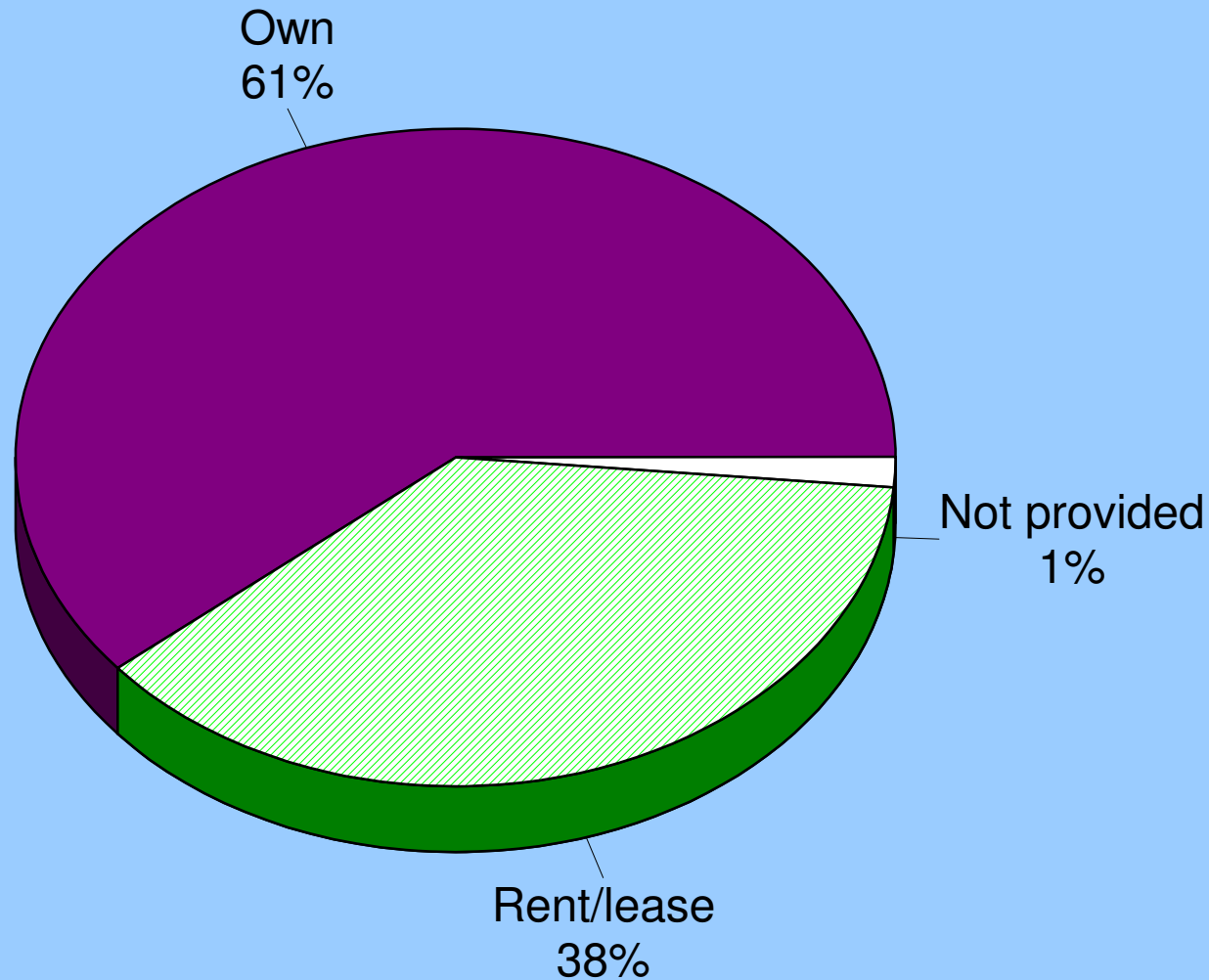
by percentage of respondents



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q24. Do you own or rent/lease your current residence?

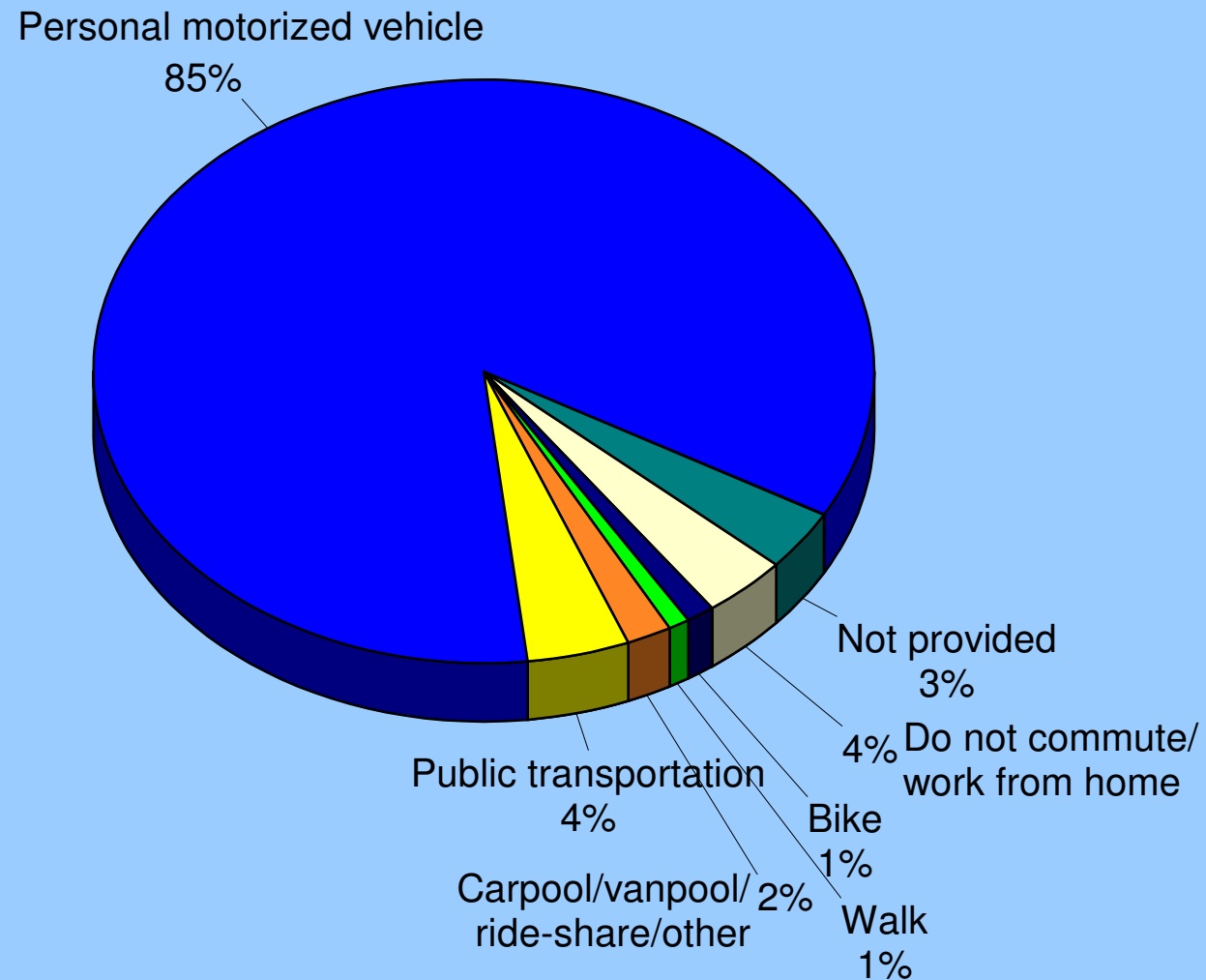
by percentage of respondents



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q25. What is your primary means or method of transportation to work?

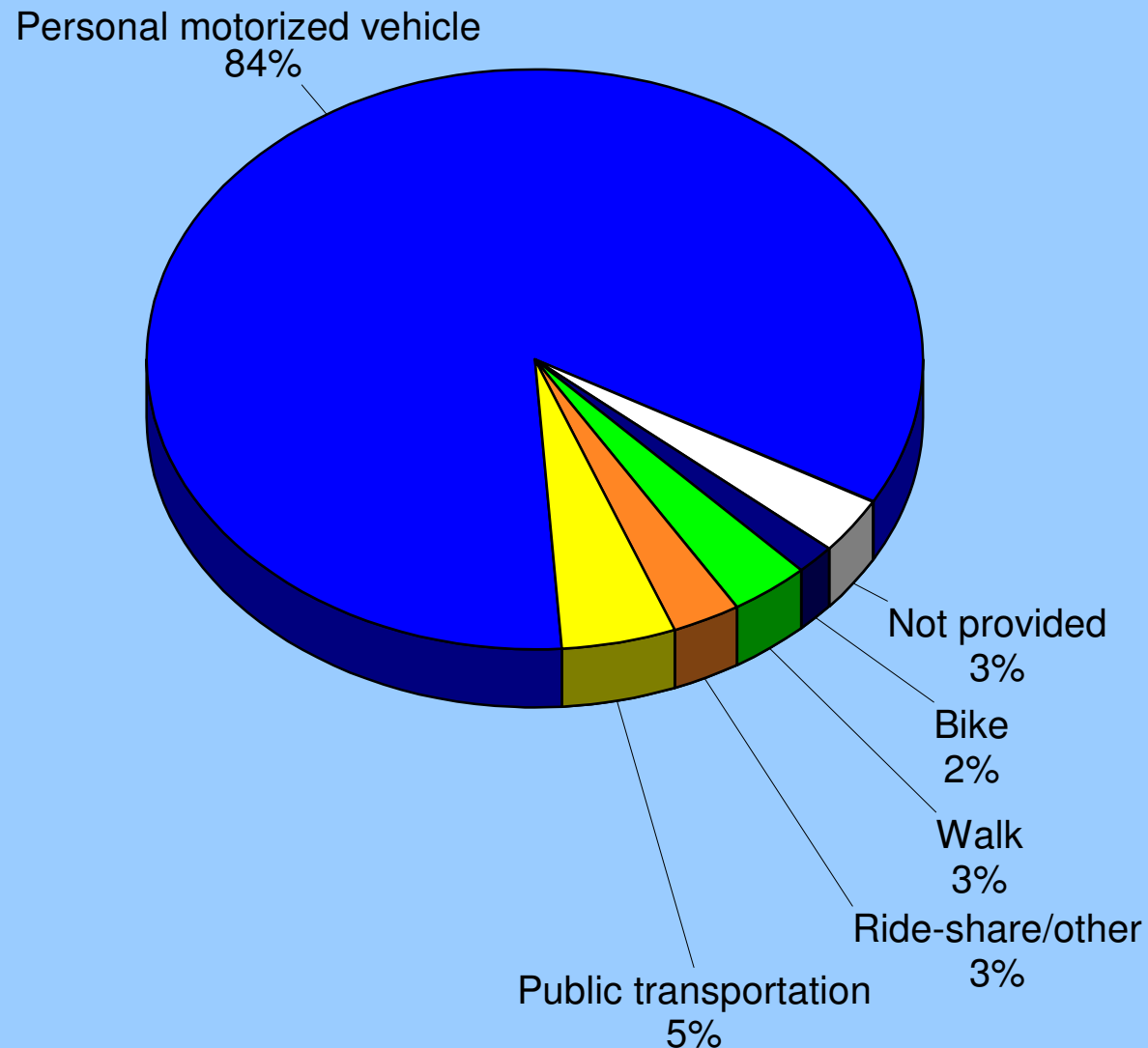
by percentage of respondents



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q26. What is your primary means or method of transportation for reasons other than getting to work?

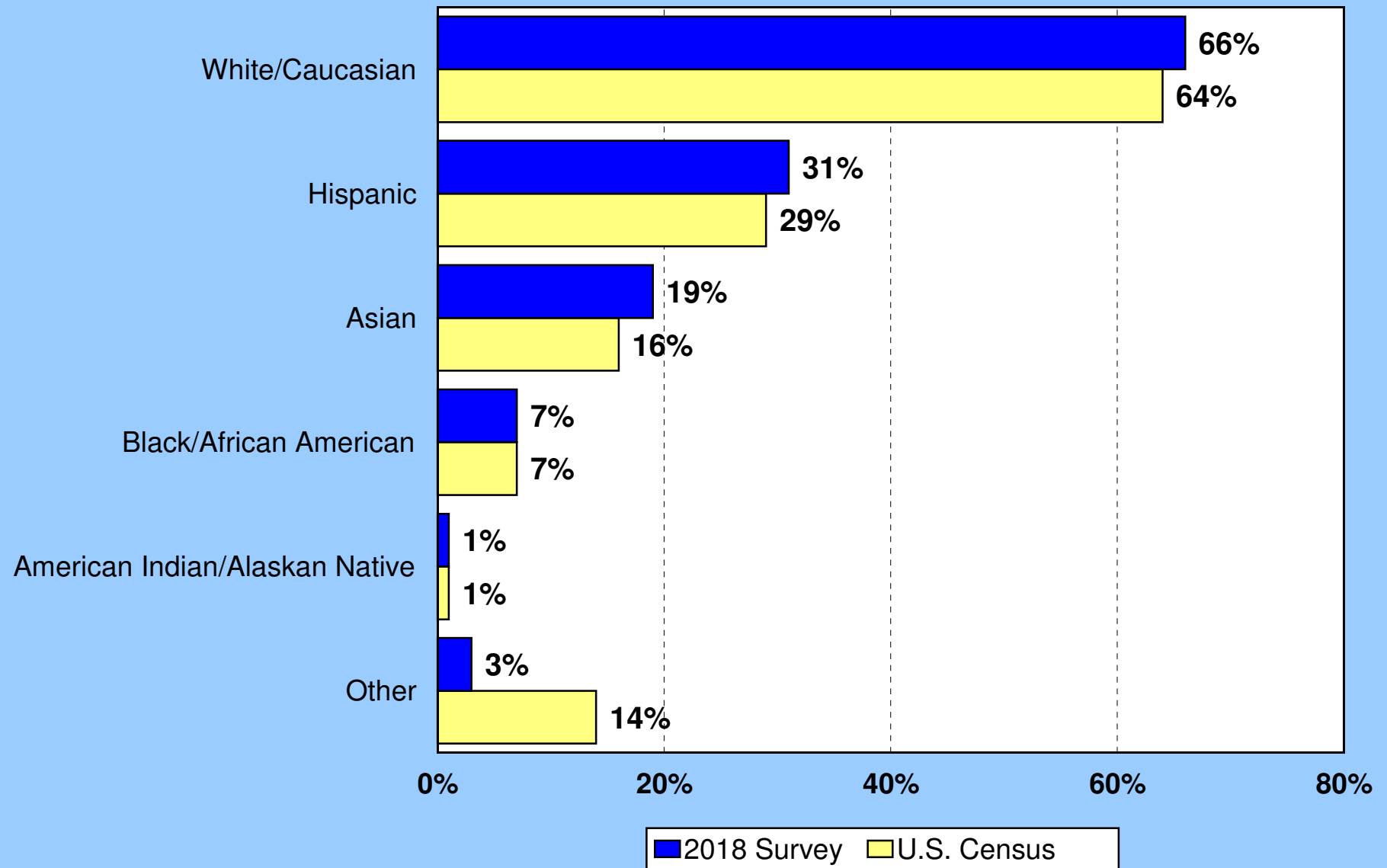
by percentage of respondents



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q27. Race/Ethnicity of Respondents

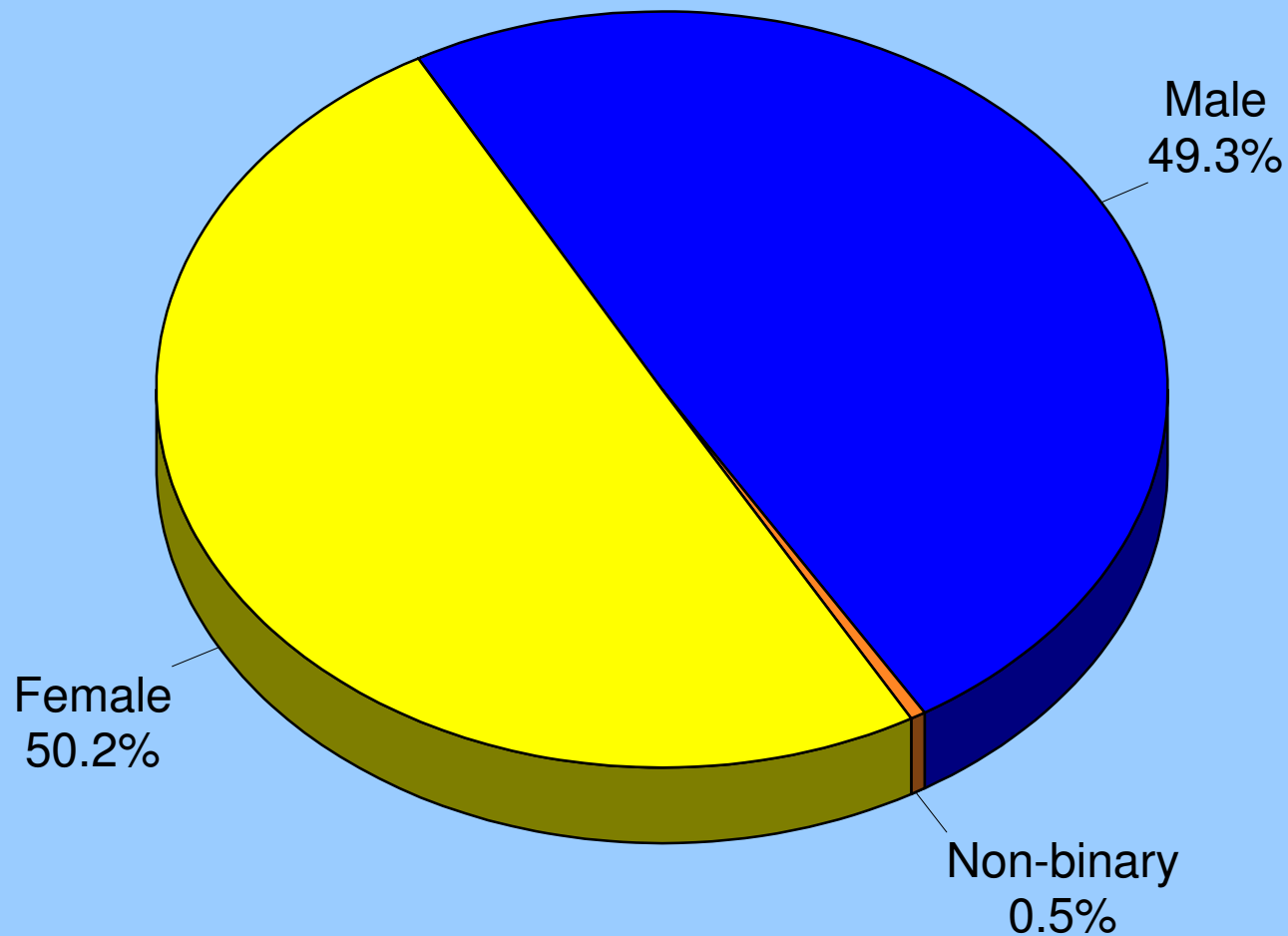
by percentage of respondents (multiple responses allowed)



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Q28. Gender of Respondents

by percentage of respondents



Source: ETC Institute (City of San Diego 2018 Resident Survey)

Section 2:

Benchmarking Analysis

Benchmarking Analysis

City of San Diego 2018 Resident Survey

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from a National Benchmarking Survey that was administered by ETC Institute during the summer of 2016 to a random sample of residents in the continental United States living in cities with a population of 250,000 or more. The blue horizontal bar shows the results for San Diego, and the yellow bar shows the national average for residents who live in cities with more than 250,000 residents.

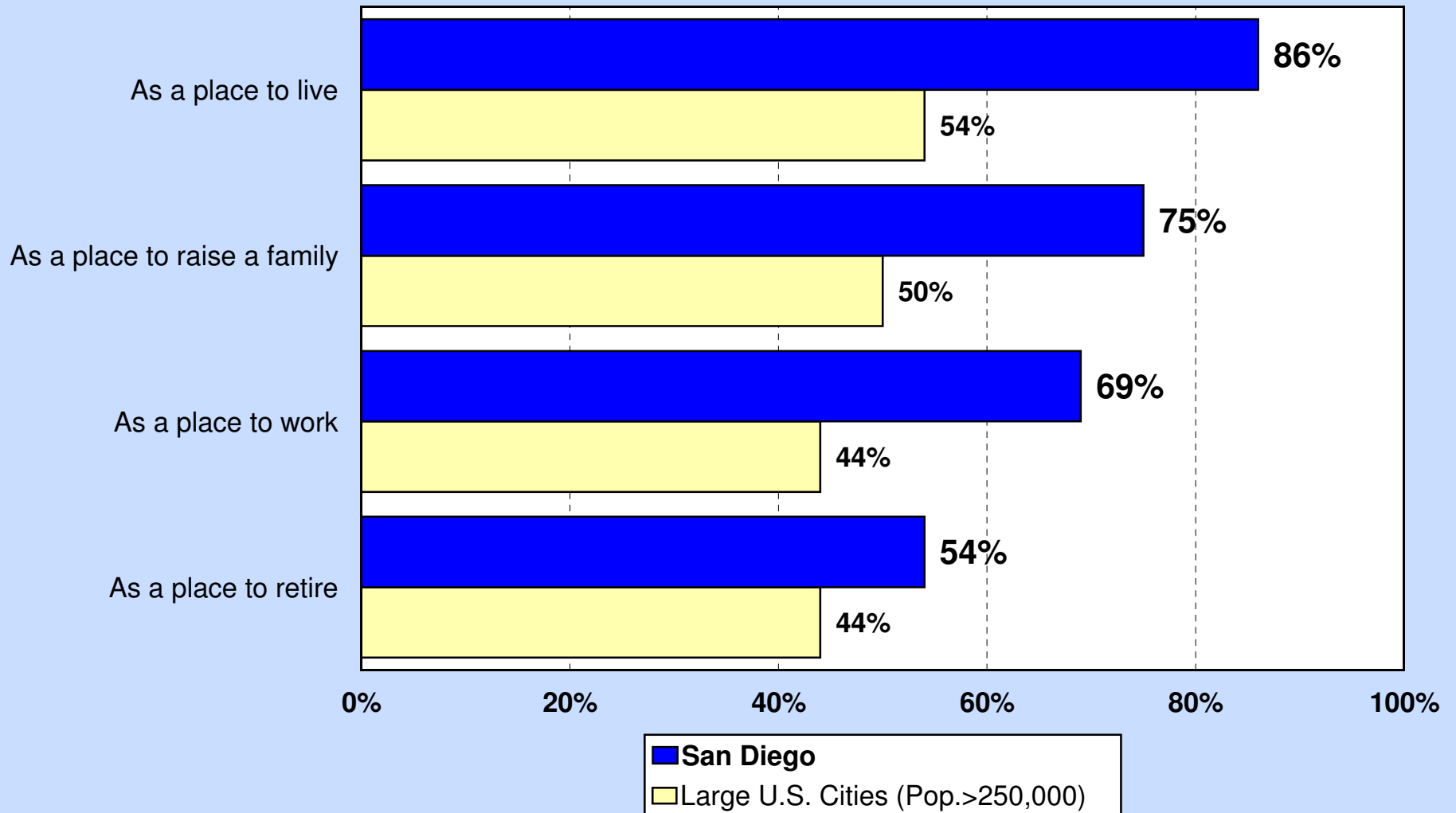
When compared to ETC Institute's National Benchmarking Survey, the City of San Diego rates above the average for large communities in 22 areas, below the average in 17 areas, and the same in 3 areas. San Diego rates much higher than other large communities in most areas related to the quality of life in the City, perceptions of the City, customer service, police services and solid waste. There are 5 areas where the City rates at least 20% above the national average for large communities: as a place to live (+32%), overall quality of customer service (32%), as a place to raise a family (+25%), as a place to work (+25%), and recycling services (+20%). The City does rate lower than other large communities in most areas related to streets, sidewalks, and infrastructure, and community engagement.

The complete list of benchmarking comparisons are provided on the following pages.

Overall Ratings of the City

City of San Diego vs. Large U.S. Average

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)

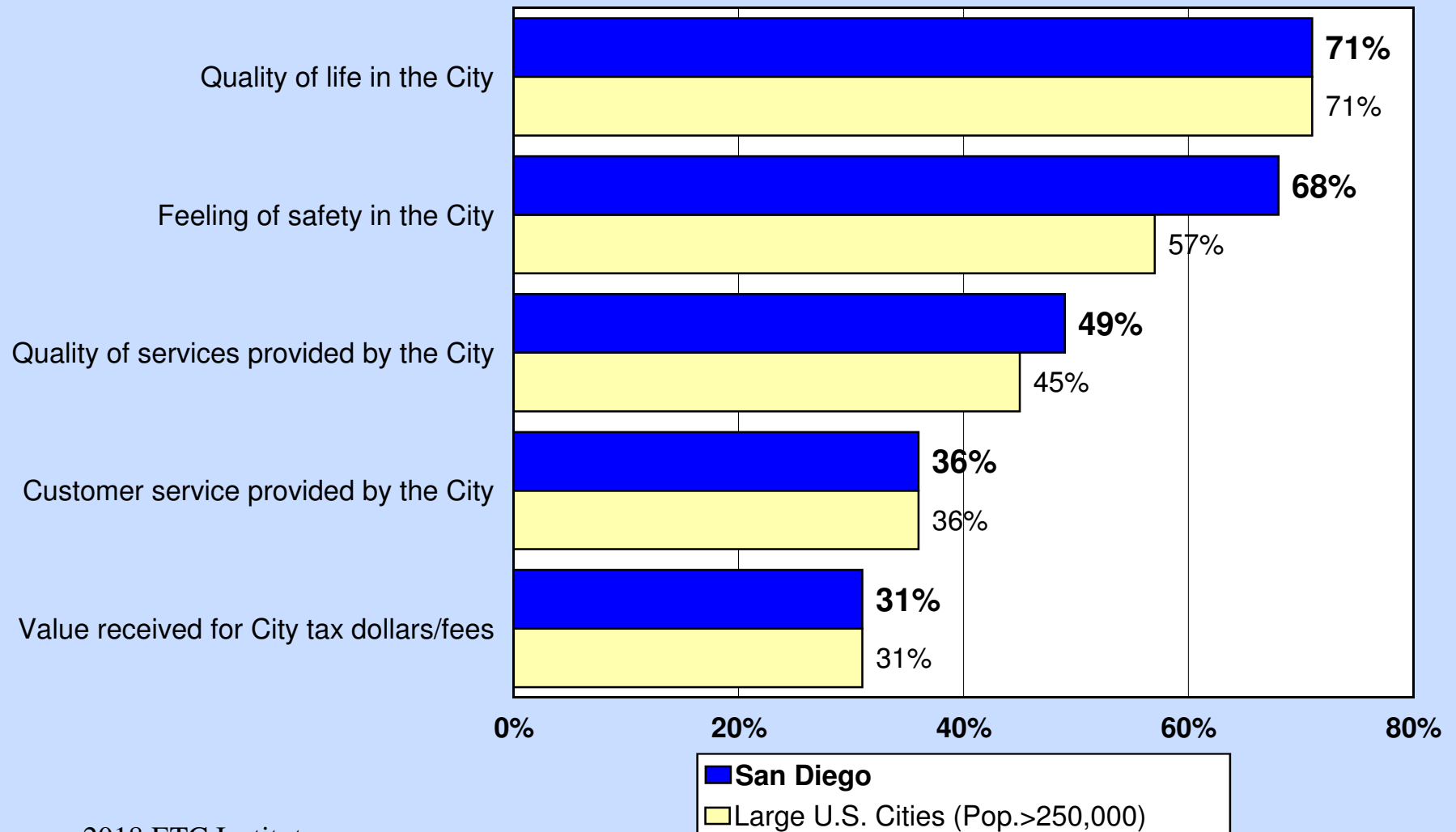


Source: 2018 ETC Institute

Satisfaction with Issues that Influence Perceptions of the City

City of San Diego vs. Large U.S. Average

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

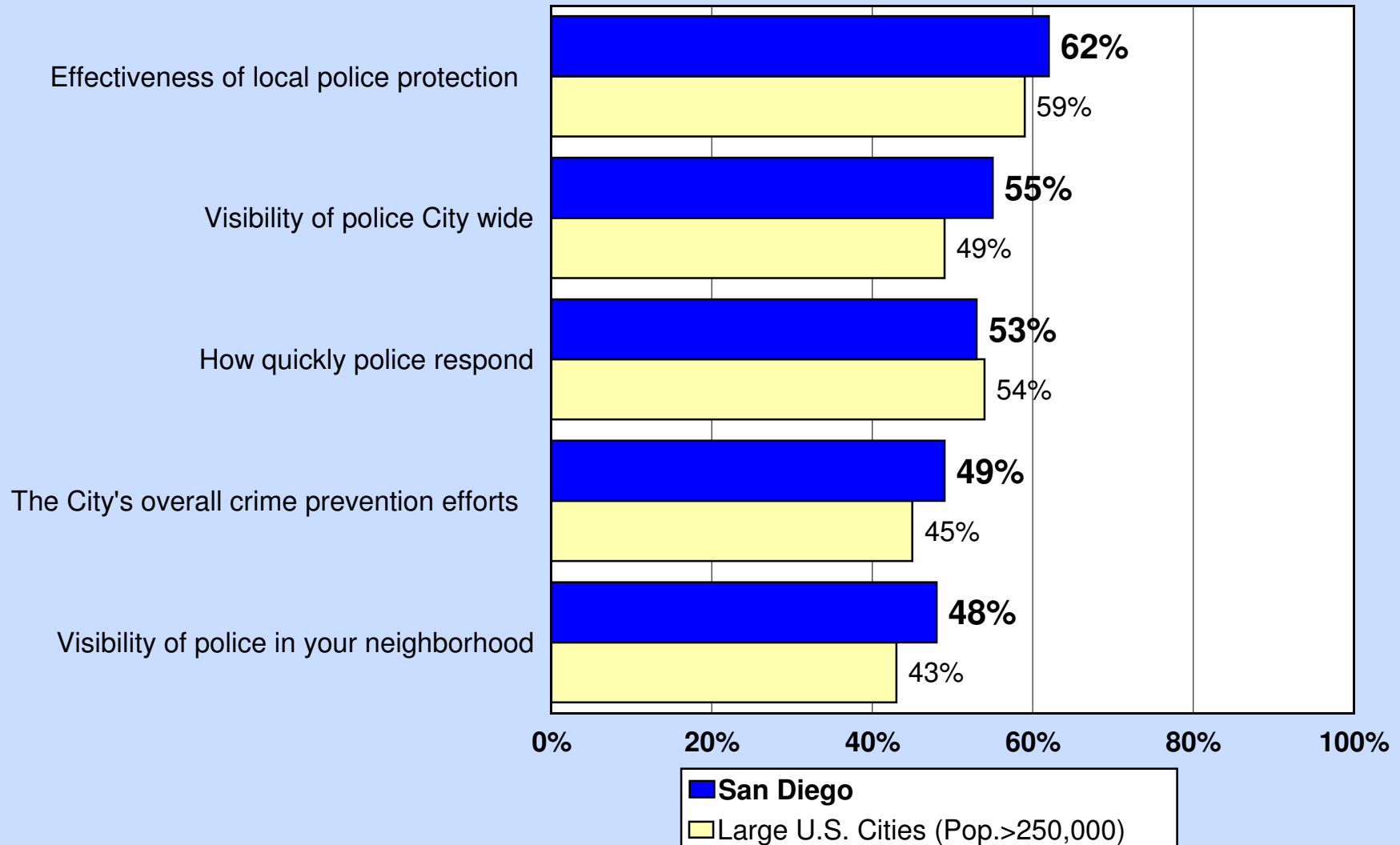


Source: 2018 ETC Institute

Overall Satisfaction with Police Services

City of San Diego vs. Large U.S. Average

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

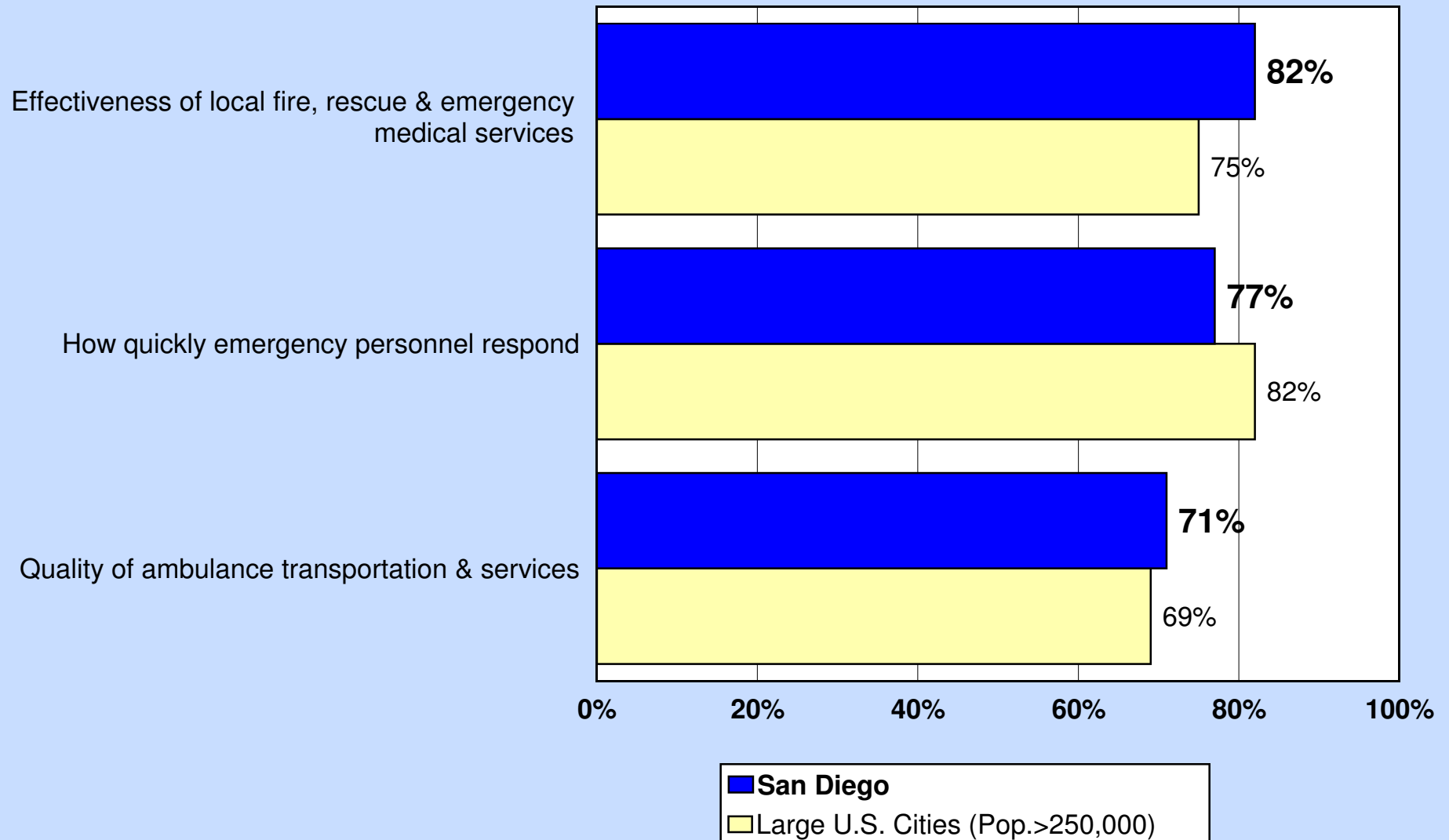


Source: 2018 ETC Institute

Overall Satisfaction with Fire-Rescue Services

City of San Diego vs. Large U.S. Average

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

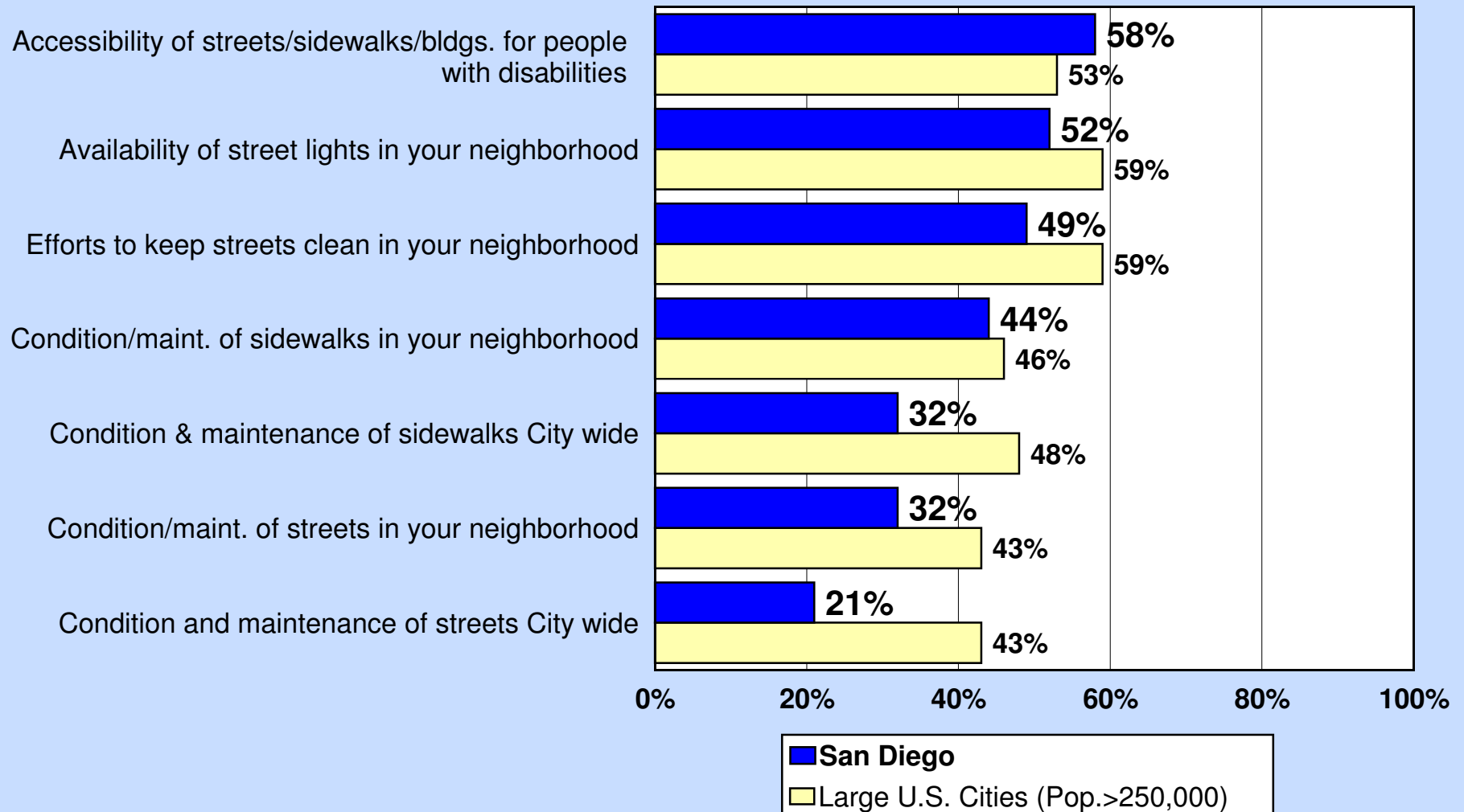


Source: 2018 ETC Institute

Overall Satisfaction with City Streets, Sidewalks, and Infrastructure

City of San Diego vs. Large U.S. Average

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

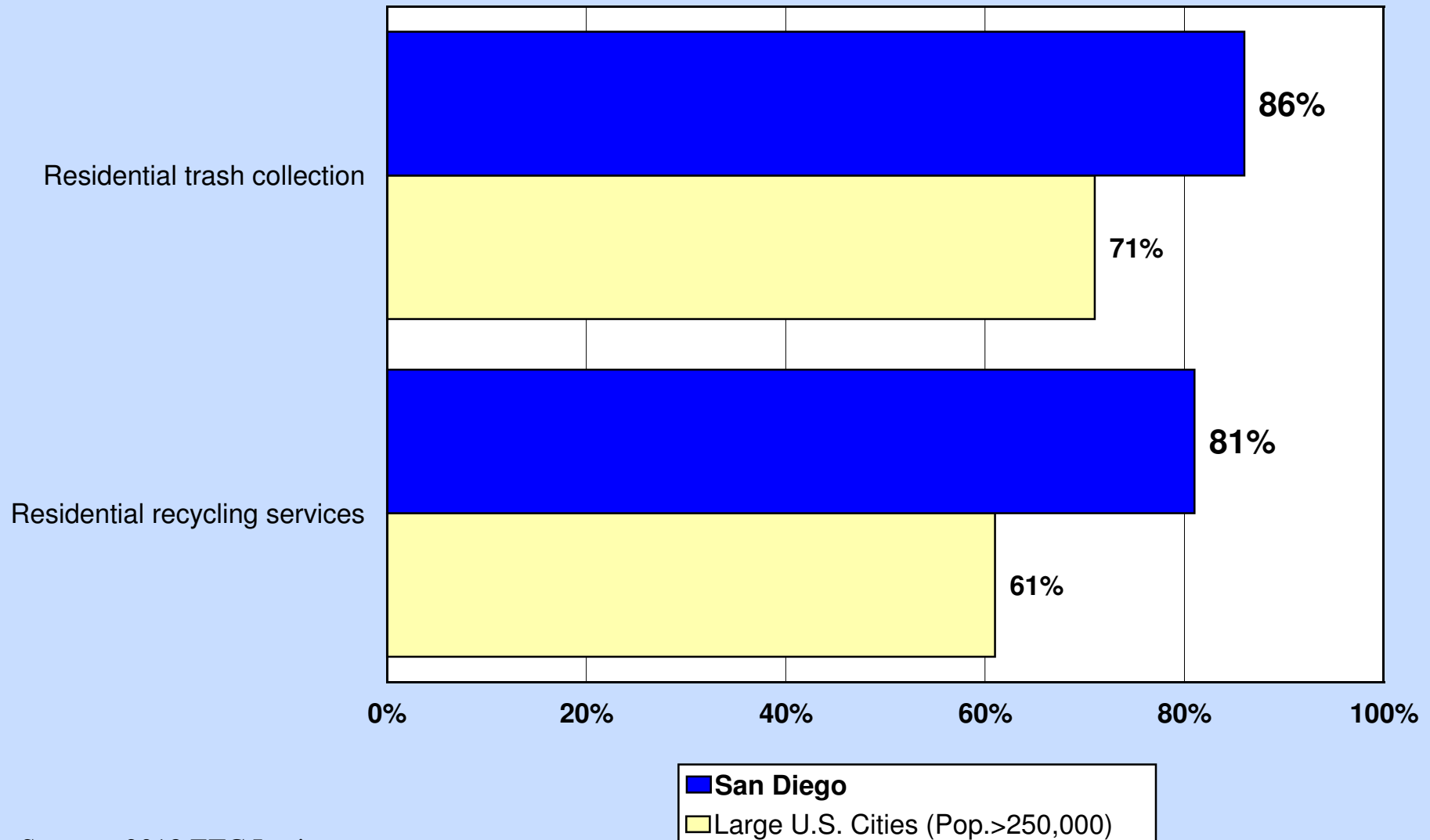


Source: 2018 ETC Institute

Overall Satisfaction with Solid Waste Services

City of San Diego vs. Large U.S. Average

by percentage of respondents who received solid waste services from the City of San Diego and rated the item a 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

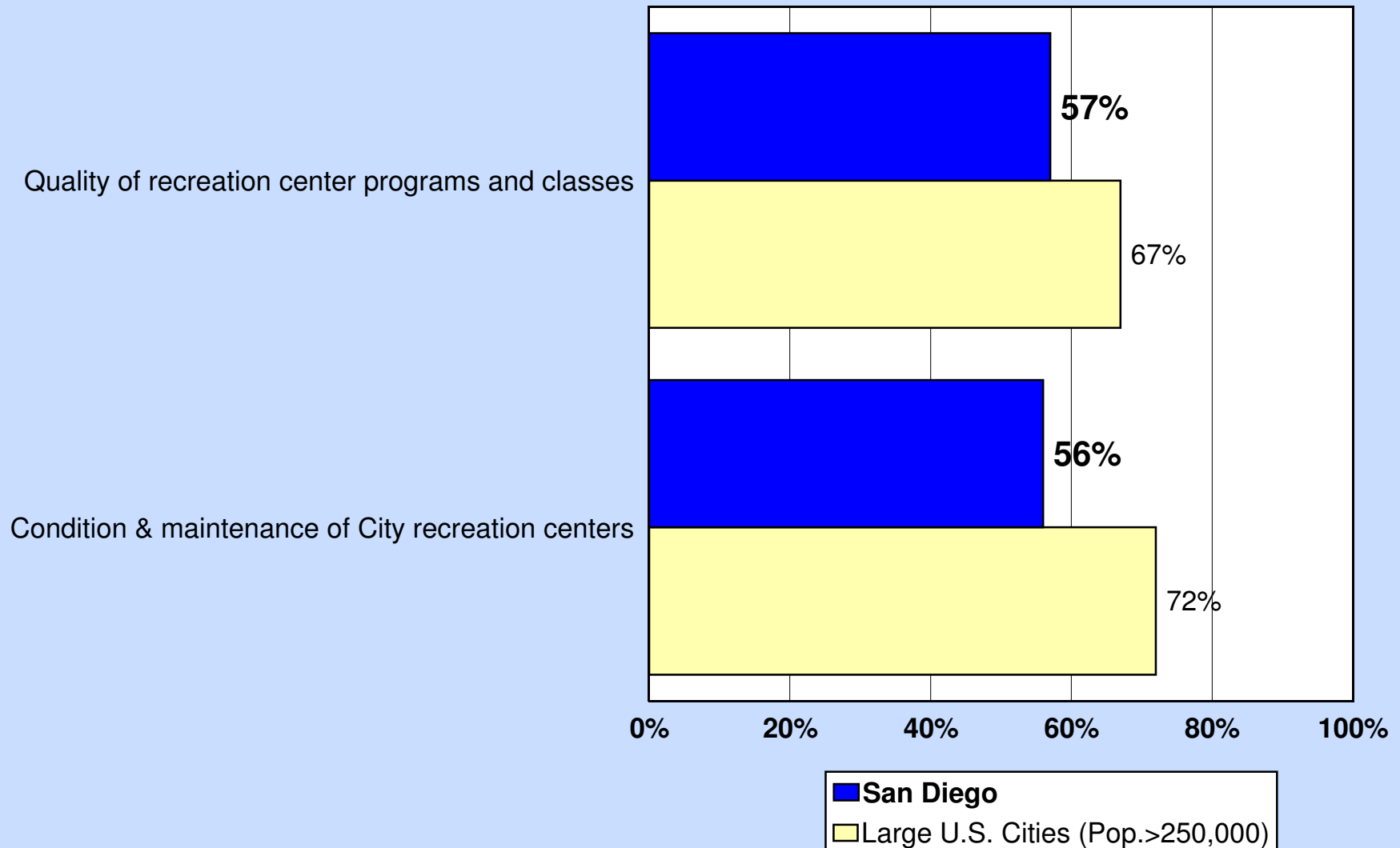


Source: 2018 ETC Institute

Overall Satisfaction with Recreation Centers

City of San Diego vs. Large U.S. Average

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

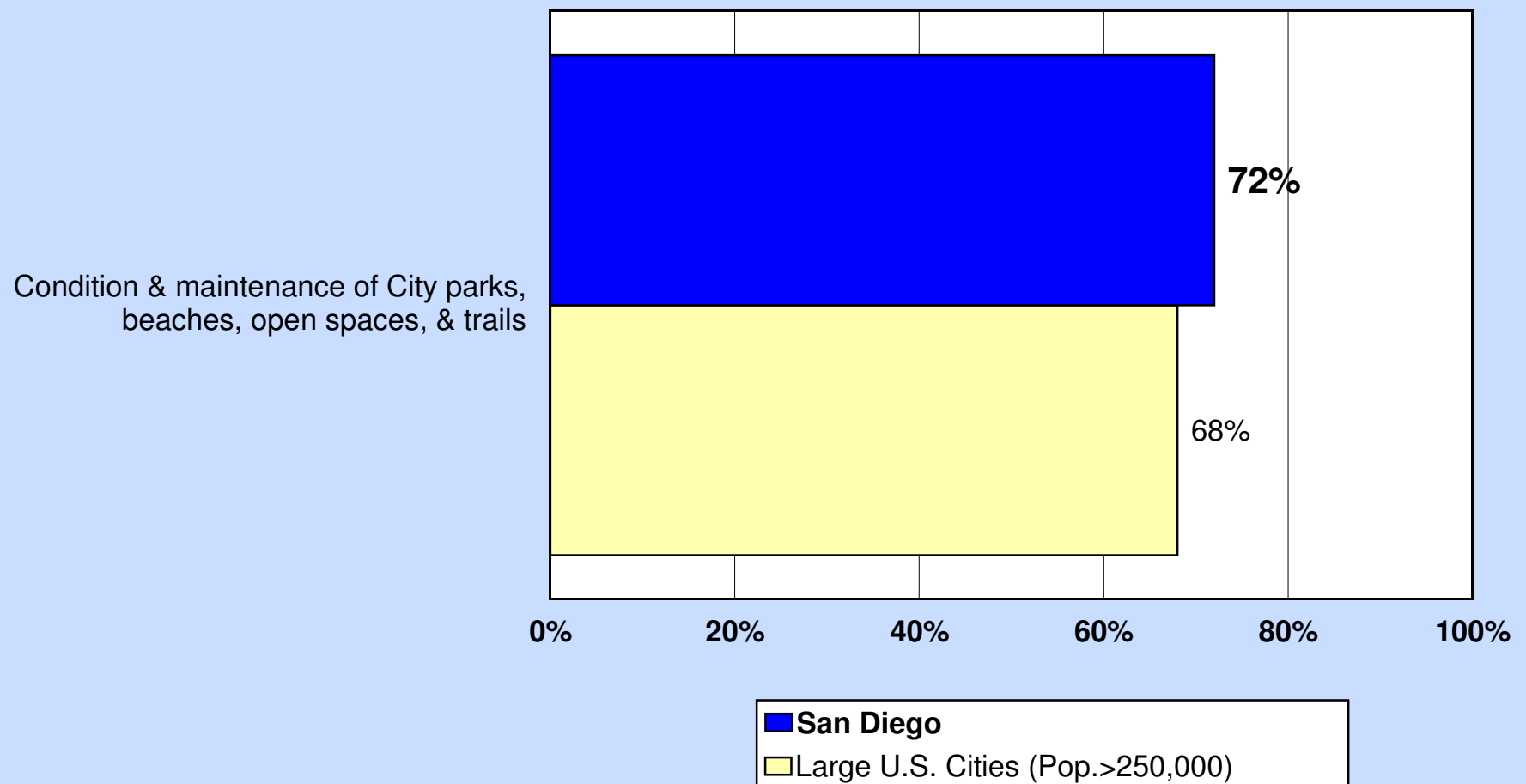


Source: 2018 ETC Institute

Overall Satisfaction with Parks, Beaches, & Open Spaces

City of San Diego vs. Large U.S. Average

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

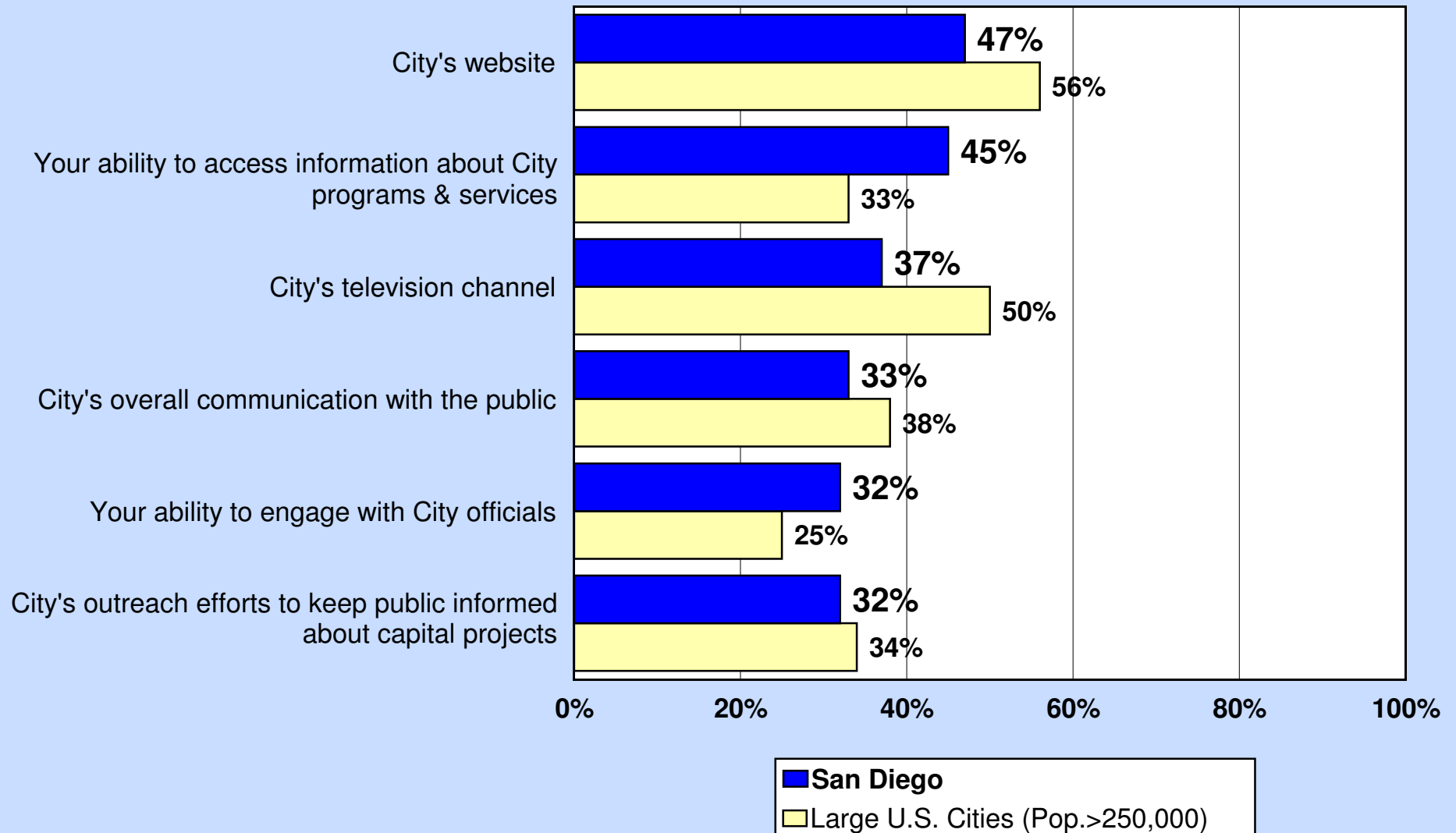


Source: 2018 ETC Institute

Overall Satisfaction with Community Engagement

City of San Diego vs. Large U.S. Average

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

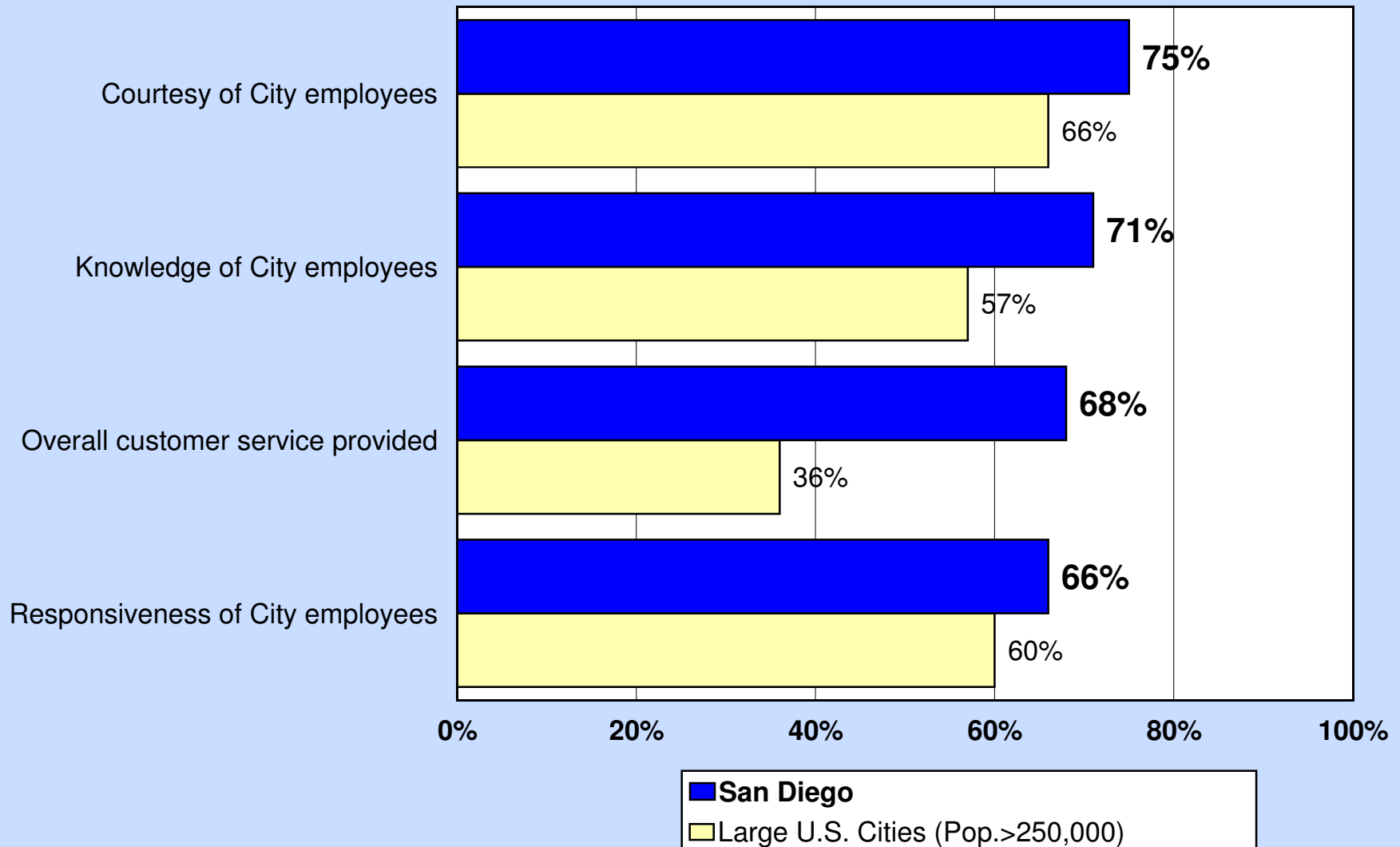


Source: 2018 ETC Institute

Overall Satisfaction with Customer Service

City of San Diego vs. Large U.S. Average

by percentage of respondents who had an interaction with a City employee in the past 12 months and rated the item a 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Source: 2018 ETC Institute

Section 3:

Tabular Data

Q1. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate the City of San Diego with regard to each of the following.

(N=1953)

	Excellent	Good	Fair	Poor	Very poor	Don't know
Q1-1. As a place to live	47.0%	38.8%	9.9%	2.6%	1.0%	0.8%
Q1-2. As a place to raise a family	31.3%	38.6%	17.1%	4.7%	1.8%	6.6%
Q1-3. As a place to retire	25.1%	25.1%	21.9%	12.8%	7.8%	7.2%
Q1-4. As a place to start a business	10.5%	20.7%	27.6%	11.6%	6.8%	22.7%
Q1-5. As a place to start a career	16.3%	34.1%	29.0%	8.4%	3.8%	8.4%
Q1-6. As a place to work	23.1%	43.8%	22.7%	4.8%	1.9%	3.6%

WITHOUT "DON'T KNOW"

Q1. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor," please rate the City of San Diego with regard to each of the following. (without "don't know")

(N=1953)

	Excellent	Good	Fair	Poor	Very poor
Q1-1. As a place to live	47.4%	39.1%	10.0%	2.6%	1.0%
Q1-2. As a place to raise a family	33.5%	41.3%	18.2%	5.0%	1.9%
Q1-3. As a place to retire	27.1%	27.1%	23.6%	13.8%	8.4%
Q1-4. As a place to start a business	13.7%	26.8%	35.8%	15.0%	8.8%
Q1-5. As a place to start a career	17.8%	37.2%	31.7%	9.2%	4.2%
Q1-6. As a place to work	24.0%	45.4%	23.6%	5.0%	2.0%

Q2. Please rate your satisfaction with the following items that may influence your perceptions of the City of San Diego.

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Feeling of safety in City	15.9%	51.0%	21.2%	8.1%	2.6%	1.2%
Q2-2. Feeling of safety in your neighborhood	27.0%	42.5%	16.2%	8.7%	5.0%	0.7%
Q2-3. Financial stability of City government	5.7%	25.5%	35.4%	16.4%	7.5%	9.5%
Q2-4. Reputation of City	22.8%	45.4%	20.7%	6.7%	2.1%	2.3%
Q2-5. Quality of life in City	24.8%	45.8%	18.7%	7.0%	2.4%	1.3%
Q2-6. Quality of services provided by City	9.8%	38.5%	30.2%	13.7%	5.6%	2.2%
Q2-7. Value that you receive for your City tax & fees	5.5%	24.2%	32.3%	22.2%	11.7%	4.2%
Q2-8. Customer service provided by City	7.2%	25.0%	35.2%	13.7%	7.6%	11.3%

WITHOUT "DON'T KNOW"

Q2. Please rate your satisfaction with the following items that may influence your perceptions of the City of San Diego. (without "don't know")

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Feeling of safety in City	16.1%	51.6%	21.5%	8.2%	2.6%
Q2-2. Feeling of safety in your neighborhood	27.2%	42.8%	16.3%	8.7%	5.0%
Q2-3. Financial stability of City government	6.3%	28.2%	39.1%	18.2%	8.3%
Q2-4. Reputation of City	23.4%	46.4%	21.2%	6.9%	2.1%
Q2-5. Quality of life in City	25.1%	46.4%	18.9%	7.1%	2.4%
Q2-6. Quality of services provided by City	10.1%	39.3%	30.9%	14.0%	5.8%
Q2-7. Value that you receive for your City tax & fees	5.7%	25.2%	33.7%	23.2%	12.2%
Q2-8. Customer service provided by City	8.1%	28.2%	39.7%	15.5%	8.5%

Q3. Compared to several years ago, how is the overall quality of services provided by the City of San Diego?

Q3. How is the overall quality of services provided by
City of San Diego compared to several years ago

	Number	Percent
Much better	160	8.2 %
A little better	387	19.8 %
About the same	763	39.1 %
A little worse	224	11.5 %
Much worse	125	6.4 %
Don't know	294	15.1 %
Total	1953	100.0 %

WITHOUT "DON'T KNOW"

Q3. Compared to several years ago, how is the overall quality of services provided by the City of San Diego? (without "don't know")

Q3. How is the overall quality of services provided by
City of San Diego compared to several years ago

	Number	Percent
Much better	160	9.6 %
A little better	387	23.3 %
About the same	763	46.0 %
A little worse	224	13.5 %
Much worse	125	7.5 %
Total	1659	100.0 %

Q4. Please rate your satisfaction with the following services provided by the City of San Diego.

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Effectiveness of local police protection	15.4%	41.0%	22.5%	8.2%	3.7%	9.2%
Q4-2. How quickly police respond	13.1%	27.4%	20.3%	10.2%	6.1%	22.8%
Q4-3. City's overall crime prevention efforts (e.g. community outreach)	10.0%	31.7%	28.2%	10.2%	4.9%	14.9%
Q4-4. Visibility of police City wide	12.8%	39.7%	28.4%	10.7%	4.0%	4.5%
Q4-5. Visibility of police in your neighborhood	13.4%	33.0%	29.1%	13.3%	8.3%	2.9%

WITHOUT "DON'T KNOW"**Q4. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")**

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Effectiveness of local police protection	16.9%	45.1%	24.8%	9.1%	4.1%
Q4-2. How quickly police respond	16.9%	35.6%	26.3%	13.3%	8.0%
Q4-3. City's overall crime prevention efforts (e.g. community outreach)	11.8%	37.3%	33.1%	12.0%	5.8%
Q4-4. Visibility of police City wide	13.4%	41.5%	29.7%	11.2%	4.2%
Q4-5. Visibility of police in your neighborhood	13.8%	33.9%	29.9%	13.7%	8.6%

Q5. Please rate your satisfaction with the following services provided by the City of San Diego.

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Quality of ambulance transportation & services	17.5%	27.4%	15.1%	2.4%	1.3%	36.4%
Q5-2. Effectiveness of lifeguard services at City beaches & bays	18.2%	33.1%	15.5%	2.2%	0.8%	30.2%
Q5-3. Effectiveness of local fire, rescue & emergency medical services	25.8%	37.8%	11.9%	1.1%	0.7%	22.7%
Q5-4. How quickly emergency personnel respond	22.5%	31.8%	12.6%	2.3%	1.3%	29.5%
Q5-5. City's overall fire prevention efforts (e.g. outreach, inspections, brush management)	17.6%	32.1%	20.4%	4.7%	2.5%	22.8%

WITHOUT "DON'T KNOW"

Q5. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Quality of ambulance transportation & services	27.5%	43.1%	23.7%	3.7%	2.0%
Q5-2. Effectiveness of lifeguard services at City beaches & bays	26.0%	47.4%	22.2%	3.2%	1.2%
Q5-3. Effectiveness of local fire, rescue & emergency medical services	33.3%	49.0%	15.4%	1.4%	0.9%
Q5-4. How quickly emergency personnel respond	31.9%	45.1%	18.0%	3.2%	1.8%
Q5-5. City's overall fire prevention efforts (e.g. outreach, inspections, brush management)	22.7%	41.6%	26.4%	6.1%	3.2%

Q6. Please rate your satisfaction with the following services provided by the City of San Diego.

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Accessibility of streets, sidewalks, & buildings for people with disabilities	13.9%	35.7%	21.6%	9.9%	4.7%	14.3%
Q6-2. Availability of street lights in your neighborhood	12.9%	38.1%	17.9%	18.9%	10.6%	1.6%
Q6-3. Condition & maintenance of streets City wide	3.9%	16.7%	18.9%	32.4%	26.4%	1.6%
Q6-4. Condition & maintenance of streets in your neighborhood	7.4%	23.9%	19.7%	25.3%	22.4%	1.3%
Q6-5. Condition & maintenance of bike lanes, paths, racks, & signs	8.6%	31.7%	29.0%	13.3%	7.6%	9.8%
Q6-6. Condition & maintenance of City owned buildings	6.4%	29.5%	34.7%	7.3%	3.6%	18.6%
Q6-7. Condition & maintenance of sidewalks City wide	4.7%	25.9%	29.7%	23.8%	11.4%	4.6%
Q6-8. Condition & maintenance of sidewalks in your neighborhood	9.5%	33.4%	21.9%	19.2%	13.6%	2.4%
Q6-9. Efforts to keep streets clean (e.g. street sweeping) in your neighborhood	11.8%	35.6%	22.1%	16.5%	11.4%	2.6%
Q6-10. Quality of street repairs	4.7%	19.5%	23.2%	26.7%	22.7%	3.2%

WITHOUT “DON’T KNOW”**Q6. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")**

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Accessibility of streets, sidewalks, & buildings for people with disabilities	16.2%	41.6%	25.2%	11.5%	5.4%
Q6-2. Availability of street lights in your neighborhood	13.1%	38.7%	18.2%	19.2%	10.8%
Q6-3. Condition & maintenance of streets City wide	4.0%	17.0%	19.3%	33.0%	26.9%
Q6-4. Condition & maintenance of streets in your neighborhood	7.5%	24.2%	19.9%	25.7%	22.7%
Q6-5. Condition & maintenance of bike lanes, paths, racks, & signs	9.5%	35.2%	32.2%	14.8%	8.4%
Q6-6. Condition & maintenance of City owned buildings	7.9%	36.2%	42.6%	8.9%	4.4%
Q6-7. Condition & maintenance of sidewalks City wide	4.9%	27.2%	31.1%	24.9%	11.9%
Q6-8. Condition & maintenance of sidewalks in your neighborhood	9.8%	34.2%	22.5%	19.7%	13.9%
Q6-9. Efforts to keep streets clean (e.g. street sweeping) in your neighborhood	12.1%	36.5%	22.7%	17.0%	11.7%
Q6-10. Quality of street repairs	4.9%	20.1%	24.0%	27.6%	23.5%

Q7. How effective has the City of San Diego been in supporting economic and environmental sustainability in the community?

(N=1953)

	Very effective	Effective	Somewhat effective	Not effective	Not at all effective	Don't know
Q7-1. Increasing walking, biking, & transit use	8.2%	25.3%	34.4%	15.1%	4.9%	12.1%
Q7-2. Providing opportunities to increase use of renewable energy	6.1%	22.8%	31.5%	13.5%	3.8%	22.3%
Q7-3. Preparing for anticipated climate change impacts (e. g. more frequent storms, increased flooding, extreme heat events, increased wildfires, severe drought)	5.2%	18.4%	30.2%	17.5%	5.9%	22.8%
Q7-4. Promoting energy & water efficiency	9.8%	30.6%	32.8%	12.2%	4.6%	10.0%
Q7-5. Providing reliable water & wastewater services to your residence	17.7%	42.5%	21.8%	6.0%	2.8%	9.3%
Q7-6. Managing stormwater runoff	7.5%	26.2%	28.6%	13.3%	6.1%	18.3%
Q7-7. Preventing & responding to flood events	7.1%	22.6%	26.6%	9.8%	3.7%	30.1%

WITHOUT “DON’T KNOW”**Q7. How effective has the City of San Diego been in supporting economic and environmental sustainability in the community? (without "don't know")**

(N=1953)

	Very effective	Effective	Somewhat effective	Not effective	Not at all effective
Q7-1. Increasing walking, biking, & transit use	9.4%	28.8%	39.1%	17.1%	5.6%
Q7-2. Providing opportunities to increase use of renewable energy	7.8%	29.4%	40.6%	17.3%	4.9%
Q7-3. Preparing for anticipated climate change impacts (e.g. more frequent storms, increased flooding, extreme heat events, increased wildfires, severe drought)	6.8%	23.9%	39.1%	22.6%	7.6%
Q7-4. Promoting energy & water efficiency	10.9%	34.0%	36.4%	13.6%	5.1%
Q7-5. Providing reliable water & wastewater services to your residence	19.5%	46.8%	24.0%	6.6%	3.0%
Q7-6. Managing stormwater runoff	9.2%	32.1%	35.0%	16.2%	7.5%
Q7-7. Preventing & responding to flood events	10.2%	32.4%	38.1%	14.1%	5.3%

Q8. Does the City of San Diego provide your residence with solid waste services (e.g. trash and recycling pickup)?

Q8. Does City of San Diego provide your residence with solid waste services (e.g. trash & recycling pickup)	Number	Percent
Yes	1699	87.0 %
No	163	8.3 %
Don't know	91	4.7 %
Total	1953	100.0 %

WITHOUT "DON'T KNOW"**Q8. Does the City of San Diego provide your residence with solid waste services (e.g. trash and recycling pickup)? (without "don't know")**

Q8. Does City of San Diego provide your residence with solid waste services (e.g. trash & recycling pickup)	Number	Percent
Yes	1699	91.2 %
No	163	8.8 %
Total	1862	100.0 %

Q8a. Please rate your satisfaction with the following services provided by the City of San Diego.

(N=1699)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8a-1. Residential trash collection	44.0%	41.2%	9.5%	3.1%	1.5%	0.7%
Q8a-2. Residential recycling services	40.1%	38.6%	11.3%	4.5%	2.6%	2.8%

WITHOUT "DON'T KNOW"**Q8a. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")**

(N=1699)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8a-1. Residential trash collection	44.3%	41.5%	9.5%	3.1%	1.5%
Q8a-2. Residential recycling services	41.3%	39.7%	11.6%	4.6%	2.7%

Q9. Please rate your satisfaction with the following services provided by the City of San Diego.

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Availability of library facilities	30.3%	42.0%	11.2%	1.8%	1.3%	13.5%
Q9-2. Hours of operation offered in City libraries	21.9%	38.4%	15.7%	4.2%	1.3%	18.5%
Q9-3. Condition & maintenance of City library facilities	24.3%	36.2%	15.1%	4.2%	1.1%	19.0%
Q9-4. Quality of library programs (e.g. early literacy, story time, book discussions, community speakers)	20.0%	28.8%	15.6%	2.3%	0.7%	32.7%
Q9-5. Quality of library staff customer service	24.5%	35.5%	14.1%	1.9%	0.7%	23.2%
Q9-6. Availability & quality of library resources (e.g. computers, tablets, internet, books, e-books, CDs/DVDs, downloadable music)	21.7%	32.5%	16.9%	3.2%	0.9%	24.8%

WITHOUT "DON'T KNOW"

Q9. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Availability of library facilities	35.0%	48.5%	12.9%	2.1%	1.5%
Q9-2. Hours of operation offered in City libraries	26.8%	47.1%	19.2%	5.2%	1.6%
Q9-3. Condition & maintenance of City library facilities	30.0%	44.7%	18.7%	5.2%	1.3%
Q9-4. Quality of library programs (e.g. early literacy, story time, book discussions, community speakers)	29.7%	42.7%	23.1%	3.3%	1.1%
Q9-5. Quality of library staff customer service	31.9%	46.2%	18.4%	2.5%	0.9%
Q9-6. Availability & quality of library resources (e.g. computers, tablets, internet, books, e-books, CDs/DVDs, downloadable music)	28.9%	43.2%	22.5%	4.2%	1.2%

Q10. Please rate your satisfaction with the following services provided by the City of San Diego.

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Availability of recreation centers	15.3%	34.0%	18.6%	5.3%	1.7%	25.0%
Q10-2. Hours of operation offered in City recreation centers	12.2%	29.9%	20.6%	4.0%	1.6%	31.6%
Q10-3. Condition & maintenance of City recreation centers	10.9%	27.6%	22.4%	6.3%	2.1%	30.7%
Q10-4. Quality of recreation center programs & classes (e.g. dance classes, craft classes, youth sports, after school programs)	10.5%	24.2%	20.1%	4.6%	1.6%	39.1%
Q10-5. Quality of recreation center staff customer service	11.7%	25.9%	20.3%	3.0%	1.1%	38.0%

WITHOUT "DON'T KNOW"

Q10. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Availability of recreation centers	20.4%	45.4%	24.9%	7.1%	2.3%
Q10-2. Hours of operation offered in City recreation centers	17.9%	43.7%	30.2%	5.8%	2.4%
Q10-3. Condition & maintenance of City recreation centers	15.7%	39.8%	32.4%	9.1%	3.0%
Q10-4. Quality of recreation center programs & classes (e.g. dance classes, craft classes, youth sports, after school programs)	17.2%	39.7%	32.9%	7.6%	2.6%
Q10-5. Quality of recreation center staff customer service	18.8%	41.8%	32.7%	4.8%	1.8%

Q11. Please rate your satisfaction with the following services provided by the City of San Diego.

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Availability of parks, beaches, open spaces, & trails	36.5%	45.3%	9.7%	3.6%	1.4%	3.5%
Q11-2. Hours of access at parks, beaches, open spaces, & trails	31.3%	47.6%	11.5%	3.1%	1.6%	4.8%
Q11-3. Condition & maintenance of City parks, beaches, open spaces, & trails	23.1%	46.3%	16.8%	6.9%	2.5%	4.4%
Q11-4. Quality of park, beach, open space, & trail programs & classes (e.g. junior lifeguards, nature classes, etc.)	21.3%	36.2%	16.0%	3.1%	1.2%	22.2%

WITHOUT "DON'T KNOW"**Q11. Please rate your satisfaction with the following services provided by the City of San Diego. without "don't know")**

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Availability of parks, beaches, open spaces, & trails	37.8%	46.9%	10.0%	3.8%	1.5%
Q11-2. Hours of access at parks, beaches, open spaces, & trails	32.9%	50.0%	12.1%	3.3%	1.7%
Q11-3. Condition & maintenance of City parks, beaches, open spaces, & trails	24.1%	48.4%	17.6%	7.2%	2.6%
Q11-4. Quality of park, beach, open space, & trail programs & classes (e.g. junior lifeguards, nature classes, etc.)	27.4%	46.5%	20.5%	3.9%	1.6%

Q12. In the past 12 months, have you utilized a City aquatic center (i.e. swimming pools)?

Q12. Have you utilized a City aquatic center (i.e. swimming pools) in past 12 months	Number	Percent
Yes	180	9.2 %
No	1519	77.8 %
Don't know	254	13.0 %
Total	1953	100.0 %

WITHOUT "DON'T KNOW"**Q12. In the past 12 months, have you utilized a City aquatic center (i.e. swimming pools)? (without "don't know")**

Q12. Have you utilized a City aquatic center (i.e. swimming pools) in past 12 months	Number	Percent
Yes	180	10.6 %
No	1519	89.4 %
Total	1699	100.0 %

Q13. Please rate your overall satisfaction with aquatic center services provided by the City of San Diego.

Q13. Your overall satisfaction with aquatic center services provided by City of San Diego	Number	Percent
Very satisfied	48	26.7 %
Satisfied	83	46.1 %
Neutral	37	20.6 %
Dissatisfied	10	5.6 %
Very dissatisfied	2	1.1 %
Total	180	100.0 %

Q14. Please rate your satisfaction with the following services provided by the City of San Diego.

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Your ability to engage with City officials	4.1%	17.9%	30.9%	10.4%	4.4%	32.3%
Q14-2. Your ability to access information about City programs & services	6.6%	30.1%	31.2%	9.3%	3.7%	19.2%
Q14-3. City's outreach efforts to keep public informed about capital projects (e.g. street paving, sewer line replacement, library construction)	5.0%	21.8%	31.5%	18.6%	7.5%	15.6%
Q14-4. City's website (www.sandiego.gov)	7.6%	28.4%	31.5%	6.5%	2.8%	23.2%
Q14-5. City's television channel (CityTV 24)	3.4%	12.2%	22.2%	2.6%	2.2%	57.5%
Q14-6. City's overall communication with the public	5.0%	22.0%	37.5%	12.6%	4.6%	18.3%

WITHOUT "DON'T KNOW"
Q14. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Your ability to engage with City officials	6.1%	26.4%	45.7%	15.4%	6.5%
Q14-2. Your ability to access information about City programs & services	8.1%	37.2%	38.6%	11.5%	4.6%
Q14-3. City's outreach efforts to keep public informed about capital projects (e.g. street paving, sewer line replacement, library construction)	5.9%	25.8%	37.3%	22.0%	8.9%
Q14-4. City's website (www.sandiego.gov)	9.9%	36.9%	41.1%	8.4%	3.7%
Q14-5. City's television channel (CityTV 24)	7.9%	28.6%	52.1%	6.1%	5.2%
Q14-6. City's overall communication with the public	6.1%	26.9%	45.9%	15.5%	5.6%

Q15. Please rate your satisfaction with the following.

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Efforts to build & promote cross-border ties & international relationships	6.2%	21.0%	28.7%	7.4%	5.0%	31.7%
Q15-2. Revitalization efforts (e.g. repurposing vacant lots & buildings)	3.8%	16.4%	29.5%	16.8%	5.9%	27.6%
Q15-3. On street parking enforcement (e.g. abandoned vehicle removal, violation of parking regulation, etc.)	6.2%	26.0%	25.7%	16.4%	10.0%	15.7%
Q15-4. Obtaining development & construction permits	3.3%	10.0%	21.8%	9.2%	6.9%	48.8%
Q15-5. Efforts to address homelessness	4.1%	11.5%	17.1%	25.3%	30.4%	11.5%
Q15-6. Programs to assist low to moderate income residents & communities	4.8%	12.0%	22.7%	13.6%	11.2%	35.7%
Q15-7. Efforts to provide affordable housing options	3.6%	9.1%	22.9%	21.1%	18.6%	24.6%
Q15-8. Community planning efforts for future growth	3.4%	13.0%	28.4%	15.9%	10.5%	28.7%
Q15-9. Efforts to support job creation & investment by local businesses	2.9%	13.1%	27.3%	14.8%	9.9%	32.1%
Q15-10. Gang prevention efforts	4.4%	15.2%	23.3%	9.9%	8.1%	39.1%
Q15-11. Graffiti removal	5.7%	22.6%	24.5%	14.1%	8.9%	24.2%
Q15-12. Historic preservation efforts	7.9%	26.9%	28.1%	4.8%	3.1%	29.2%
Q15-13. Music, dance, & theater performances, visual art & cultural exhibitions, parades, festivals, art classes, & public art	12.1%	34.9%	25.6%	5.0%	2.5%	19.9%
Q15-14. Online services (e.g. paying a bill, getting a business license)	13.8%	36.7%	21.5%	4.9%	3.6%	19.5%

Q15. Please rate your satisfaction with the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-15. Quality/variety of entertainment & expositions at Convention Center	10.5%	32.7%	25.6%	3.6%	2.0%	25.6%
Q15-16. Quality/variety of entertainment, expositions, & sporting events at Petco Park	13.9%	36.1%	23.0%	3.7%	1.9%	21.2%
Q15-17. Quality/variety of entertainment, expositions, & sporting events at SDCCU Stadium	8.8%	25.3%	26.6%	7.1%	3.9%	28.3%
Q15-18. Traffic on City streets	3.6%	15.3%	26.1%	27.0%	23.4%	4.6%
Q15-19. Efforts to address illegal dumping (e.g. mattresses left in alleys)	3.2%	12.7%	22.1%	21.2%	16.2%	24.5%

WITHOUT “DON’T KNOW”**Q15. Please rate your satisfaction with the following. (without "don't know")**

(N=1953)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Efforts to build & promote cross-border ties & international relationships	9.1%	30.7%	42.1%	10.8%	7.3%
Q15-2. Revitalization efforts (e.g. repurposing vacant lots & buildings)	5.2%	22.6%	40.7%	23.2%	8.2%
Q15-3. On street parking enforcement (e.g. abandoned vehicle removal, violation of parking regulation, etc.)	7.4%	30.8%	30.5%	19.4%	11.9%
Q15-4. Obtaining development & construction permits	6.4%	19.6%	42.5%	18.0%	13.5%
Q15-5. Efforts to address homelessness	4.7%	13.0%	19.3%	28.6%	34.4%
Q15-6. Programs to assist low to moderate income residents & communities	7.5%	18.7%	35.3%	21.1%	17.4%
Q15-7. Efforts to provide affordable housing options	4.8%	12.1%	30.4%	28.0%	24.6%
Q15-8. Community planning efforts for future growth	4.8%	18.2%	39.9%	22.3%	14.8%
Q15-9. Efforts to support job creation & investment by local businesses	4.2%	19.2%	40.2%	21.9%	14.5%
Q15-10. Gang prevention efforts	7.2%	25.0%	38.2%	16.2%	13.4%
Q15-11. Graffiti removal	7.6%	29.8%	32.3%	18.6%	11.7%
Q15-12. Historic preservation efforts	11.1%	38.0%	39.7%	6.7%	4.4%
Q15-13. Music, dance, & theater performances, visual art & cultural exhibitions, parades, festivals, art classes, & public art	15.2%	43.5%	32.0%	6.2%	3.1%
Q15-14. Online services (e.g. paying a bill, getting a business license)	17.1%	45.6%	26.7%	6.1%	4.5%
Q15-15. Quality/variety of entertainment & expositions at Convention Center	14.2%	43.9%	34.3%	4.9%	2.8%
Q15-16. Quality/variety of entertainment, expositions, & sporting events at Petco Park	17.6%	45.9%	29.3%	4.7%	2.5%

WITHOUT "DON'T KNOW"**Q15. Please rate your satisfaction with the following. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-17. Quality/variety of entertainment, expositions, & sporting events at SDCCU Stadium	12.2%	35.4%	37.1%	9.9%	5.4%
Q15-18. Traffic on City streets	3.8%	16.0%	27.3%	28.3%	24.5%
Q15-19. Efforts to address illegal dumping (e. g. mattresses left in alleys)	4.3%	16.8%	29.2%	28.2%	21.5%

Q16. In the past 12 months, have you had an interaction with a City of San Diego employee?

Q16. Have you had an interaction with a City of San Diego employee in past 12 months	Number	Percent
Yes	952	48.7 %
No	877	44.9 %
Don't know	124	6.3 %
Total	1953	100.0 %

WITHOUT "DON'T KNOW"**Q16. In the past 12 months, have you had an interaction with a City of San Diego employee? (without "don't know")**

Q16. Have you had an interaction with a City of San Diego employee in past 12 months	Number	Percent
Yes	952	52.1 %
No	877	47.9 %
Total	1829	100.0 %

Q17. How would you rate your most recent interaction with a City employee(s), in terms of...

(N=952)

	Excellent	Good	Fair	Poor	Very poor	Don't know
Q17-1. Courtesy	35.6%	38.3%	14.8%	6.5%	4.1%	0.6%
Q17-2. Knowledge	29.4%	39.4%	16.7%	7.2%	4.2%	3.0%
Q17-3. Responsiveness	28.7%	36.1%	17.4%	9.0%	7.2%	1.5%
Q17-4. Overall customer service	29.7%	37.1%	17.2%	8.9%	5.4%	1.7%

WITHOUT "DON'T KNOW"**Q17. How would you rate your most recent interaction with a City employee(s), in terms of... (without "don't know")**

(N=952)

	Excellent	Good	Fair	Poor	Very poor
Q17-1. Courtesy	35.8%	38.6%	14.9%	6.6%	4.1%
Q17-2. Knowledge	30.3%	40.6%	17.2%	7.5%	4.3%
Q17-3. Responsiveness	29.1%	36.7%	17.7%	9.2%	7.4%
Q17-4. Overall customer service	30.2%	37.7%	17.5%	9.1%	5.4%

Q18. Are you satisfied with the process of reporting problems (e.g. potholes, graffiti, abandoned vehicles) to the City?

Q18. Are you satisfied with the process of reporting problems (e.g. potholes, graffiti, abandoned vehicles) to

City	Number	Percent
Yes	513	26.3 %
No	592	30.3 %
Don't know	848	43.4 %
Total	1953	100.0 %

WITHOUT "DON'T KNOW"**Q18. Are you satisfied with the process of reporting problems (e.g. potholes, graffiti, abandoned vehicles) to the City? (without "don't know")**

Q18. Are you satisfied with the process of reporting problems (e.g. potholes, graffiti, abandoned vehicles) to

City	Number	Percent
Yes	513	46.4 %
No	592	53.6 %
Total	1105	100.0 %

Q19. What would be your preferred method for reporting problems to the City?

Q19. What would be your preferred method for reporting problems

	Number	Percent
Mobile application (e.g. Get It Done)	534	27.3 %
Website	603	30.9 %
Telephone call	556	28.5 %
Text message	133	6.8 %
Social media (e.g. Facebook, Twitter)	41	2.1 %
Not provided	86	4.4 %
Total	1953	100.0 %

WITHOUT "NOT PROVIDED"**Q19. What would be your preferred method for reporting problems to the City? (without "not provided")**

Q19. What would be your preferred method for reporting problems

	Number	Percent
Mobile application (e.g. Get It Done)	534	28.6 %
Website	603	32.3 %
Telephone call	556	29.8 %
Text message	133	7.1 %
Social media (e.g. Facebook, Twitter)	41	2.2 %
Total	1867	100.0 %

Q20. Is there anything we did not ask in this survey, related to resident satisfaction, that you would like the City of San Diego to know?

Q20. Is there anything you would like City of San Diego to know regarding resident satisfaction	Number	Percent
Yes	548	28.1 %
No	1405	71.9 %
Total	1953	100.0 %

Q21. Which of the following best describes your age?

Q21. What is your age	Number	Percent
18-34 years old	402	20.6 %
35-44 years old	404	20.7 %
45-54 years old	392	20.1 %
55-64 years old	379	19.4 %
65+ years old	322	16.5 %
Not provided	54	2.8 %
Total	1953	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Which of the following best describes your age? (without "not provided")**

Q21. What is your age	Number	Percent
18-34 years old	402	21.2 %
35-44 years old	404	21.3 %
45-54 years old	392	20.6 %
55-64 years old	379	20.0 %
65+ years old	322	17.0 %
Total	1899	100.0 %

Q22. How many years have you lived in San Diego?

Q22. How many years have you lived in San Diego	Number	Percent
Less than 5 years	203	10.4 %
5-10 years	241	12.3 %
11-20 years	361	18.5 %
21-30 years	362	18.5 %
30+ years	691	35.4 %
Not provided	95	4.9 %
Total	1953	100.0 %

WITHOUT "NOT PROVIDED"**Q22. How many years have you lived in San Diego? (without "not provided")**

Q22. How many years have you lived in San Diego	Number	Percent
Less than 5 years	203	10.9 %
5-10 years	241	13.0 %
11-20 years	361	19.4 %
21-30 years	362	19.5 %
30+ years	691	37.2 %
Total	1858	100.0 %

Q23. Combining all persons living in your household, which of the following best describes your household's annual, taxable income?

Q23. What is your household's annual taxable income	Number	Percent
Less than \$25K	195	10.0 %
\$25K-\$49,999	242	12.4 %
\$50K-\$74,999	309	15.8 %
\$75K-\$99,999	254	13.0 %
\$100K-\$149,999	395	20.2 %
\$150K+	385	19.7 %
Not provided	173	8.9 %
Total	1953	100.0 %

WITHOUT "NOT PROVIDED"**Q23. Combining all persons living in your household, which of the following best describes your household's annual, taxable income? (without "not provided")**

Q23. What is your household's annual taxable income	Number	Percent
Less than \$25K	195	11.0 %
\$25K-\$49,999	242	13.6 %
\$50K-\$74,999	309	17.4 %
\$75K-\$99,999	254	14.3 %
\$100K-\$149,999	395	22.2 %
\$150K+	385	21.6 %
Total	1780	100.0 %

Q24. Do you own or rent your home?

Q24. Do you own or rent your home	Number	Percent
Own	1190	60.9 %
Rent	733	37.5 %
Not provided	30	1.5 %
Total	1953	100.0 %

WITHOUT “NOT PROVIDED”**Q24. Do you own or rent your home? (without "not provided")**

Q24. Do you own or rent your home	Number	Percent
Own	1190	61.9 %
Rent	733	38.1 %
Total	1923	100.0 %

Q25. What is your primary means or method of transportation to work?

Q25. Your primary means or method of transportation to work	Number	Percent
Personal motorized vehicle (e.g. car, van, motorcycle) single driver	1395	71.4 %
Public transportation (e.g. train, trolley, bus)	69	3.5 %
Carpool	23	1.2 %
Vanpool	2	0.1 %
Ride-share service (e.g. Uber, Lyft)	4	0.2 %
Walk	15	0.8 %
Bike	19	1.0 %
Other	2	0.1 %
Do not work/retired	309	15.8 %
Do not commute/work from home	58	3.0 %
Not provided	57	2.9 %
Total	1953	100.0 %

WITHOUT "NOT PROVIDED"**Q25. What is your primary means or method of transportation to work? (without "not provided")**

Q25. Your primary means or method of transportation to work	Number	Percent
Personal motorized vehicle (e.g. car, van, motorcycle) single driver	1395	73.6 %
Public transportation (e.g. train, trolley, bus)	69	3.6 %
Carpool	23	1.2 %
Vanpool	2	0.1 %
Ride-share service (e.g. Uber, Lyft)	4	0.2 %
Walk	15	0.8 %
Bike	19	1.0 %
Other	2	0.1 %
Do not work/retired	309	16.3 %
<u>Do not commute/work from home</u>	<u>58</u>	<u>3.1 %</u>
Total	1896	100.0 %

Q25. Other

Q25. Other	Number	Percent
<u>Airplane</u>	<u>2</u>	<u>100.0 %</u>
Total	2	100.0 %

Q26. What is your primary means or method of transportation for reasons other than getting to work?

Q26. Your primary means or method of transportation for reasons other than getting to work	Number	Percent
Personal motorized vehicle (e.g. car, van, motorcycle) single driver	1643	84.1 %
Public transportation (e.g. train, trolley, bus)	92	4.7 %
Ride-share service (e.g. Uber, Lyft)	53	2.7 %
Walk	66	3.4 %
Bike	34	1.7 %
Other	3	0.2 %
<u>Not provided</u>	<u>62</u>	<u>3.2 %</u>
Total	1953	100.0 %

WITHOUT "NOT PROVIDED"**Q26. What is your primary means or method of transportation for reasons other than getting to work? (without "not provided")**

Q26. Your primary means or method of transportation for reasons other than getting to work	Number	Percent
Personal motorized vehicle (e.g. car, van, motorcycle) single driver	1643	86.9 %
Public transportation (e.g. train, trolley, bus)	92	4.9 %
Ride-share service (e.g. Uber, Lyft)	53	2.8 %
Walk	66	3.5 %
Bike	34	1.8 %
Other	3	0.2 %
Total	1891	100.0 %

Q26. Other

Q26. Other	Number	Percent
Retired	1	50.0 %
Scooter	1	50.0 %
Total	2	100.0 %

Q27. Which of the following best describes your race/ethnicity?

Q27. Your race/ethnicity	Number	Percent
Black or African American	144	7.4 %
American Indian or Alaskan Native	24	1.2 %
Asian	377	19.3 %
Hawaiian or Pacific Islander	36	1.8 %
Hispanic or Latino/a	596	30.5 %
White or Caucasian	1287	65.9 %
Other	62	3.2 %
Total	2526	

Q27. Other

<u>Q27. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	34	54.8 %
Filipino	7	11.3 %
Portuguese	5	8.1 %
Middle Eastern	2	3.2 %
Mexican	2	3.2 %
Greek and Mexican	1	1.6 %
Dutch /Indonesia	1	1.6 %
French	1	1.6 %
Eastern European	1	1.6 %
White, Filipino, Mexican	1	1.6 %
Bi-racial	1	1.6 %
Italian Hispanic	1	1.6 %
Filipino, Mexican & Scottish	1	1.6 %
Asian White	1	1.6 %
Black & White	1	1.6 %
Dominican Indian Creole	1	1.6 %
Indian	1	1.6 %
Total	62	100.0 %

Q28. Your gender:

<u>Q28. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	963	49.3 %
Female	980	50.2 %
Non-binary	10	0.5 %
Total	1953	100.0 %

Section 4:

Survey Instrument



CITY OF SAN DIEGO

SCOTT CHADWICK
CHIEF OPERATING OFFICER

January 9, 2018

Dear San Diego Resident,

For the City of San Diego, customer input helps us improve our services and better meet our mission to effectively serve and support our communities. After completing our first, comprehensive Resident Satisfaction Survey in 2015, it is time to conduct this biennial effort again. Your household has been randomly selected to participate in this survey. Please take a few minutes and tell your City government what you think of our programs, services, and staff.

Methods and Results

The City has engaged ETC Institute to administer the survey. Please complete the version online at www.SD2018Survey.org or return the survey in the enclosed postage-paid envelope. If you do not mail-in or complete it online within two weeks of receiving this letter, you may receive a follow-up phone call with further encouragement.

While individual responses will remain confidential, all responses will be analyzed and compared against our 2015 Resident Satisfaction Survey results so we can monitor our progress in serving your needs. Once complete, the results will be presented to the public and published on the City of San Diego's website (www.sandiego.gov).

Questions

If you have any questions, please call ETC Institute's customer service desk at (888) 801-5368.

Your input is extremely important. Thank you very much for taking the time to share your thoughts with us, and helping make San Diego a world-class city for all!

Scott Chadwick
Chief Operating Officer

La ciudad de San Diego quiere saber que tan bien está proporcionando servicios a la comunidad, así que le está pidiendo su opinión. Su opinion es importante! Sus respuestas individuales serán mantenidas de forma confidencial. Si usted prefiere hacer la encuesta en español, par favor llame gratis at (844) 811-0411. Necesitamos recibir sus respuestas en los próximos días. Muchas gracias.

2018 City of San Diego Resident Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's effort to identify and respond to residents' concerns, as well as enhance services that the City provides. Please return completed surveys in the postage-paid envelope that has been provided or complete it online by visiting SD2018Survey.org. If you have any questions, please call (888) 801-5368.

Living and Working in San Diego

1. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor", please rate the City of San Diego with regard to each of the following.

	Excellent	Good	Fair	Poor	Very Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise a family	5	4	3	2	1	9
3. As a place to retire	5	4	3	2	1	9
4. As a place to start a business	5	4	3	2	1	9
5. As a place to start a career	5	4	3	2	1	9
6. As a place to work	5	4	3	2	1	9

Perceptions of the Community

2. Please rate your satisfaction with the following items that may influence your perceptions of the City of San Diego.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Feeling of safety in the City	5	4	3	2	1	9
2. Feeling of safety in YOUR neighborhood	5	4	3	2	1	9
3. Financial stability of the City government	5	4	3	2	1	9
4. Reputation of the City	5	4	3	2	1	9
5. Quality of life in the City	5	4	3	2	1	9
6. Quality of services provided by the City	5	4	3	2	1	9
7. Value that you receive for your City tax dollars and fees	5	4	3	2	1	9
8. Customer service provided by the City	5	4	3	2	1	9

3. Compared to several years ago, how is the overall quality of services provided by the City of San Diego?

____ (5) Much better ____ (3) About the same ____ (1) Much worse
 ____ (4) A little better ____ (2) A little worse ____ (9) Don't know

Police

4. Please rate your satisfaction with the following services provided by the City of San Diego.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Effectiveness of local police protection	5	4	3	2	1	9
2. How quickly police respond	5	4	3	2	1	9
3. The City's overall crime prevention efforts (e.g. community outreach)	5	4	3	2	1	9
4. The visibility of police citywide	5	4	3	2	1	9
5. The visibility of police in YOUR neighborhood	5	4	3	2	1	9

Fire-Rescue**5. Please rate your satisfaction with the following services provided by the City of San Diego.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of ambulance transportation & services	5	4	3	2	1	9
2.	Effectiveness of lifeguard services at City beaches & bays	5	4	3	2	1	9
3.	Effectiveness of local fire, rescue & emergency medical services	5	4	3	2	1	9
4.	How quickly emergency personnel respond	5	4	3	2	1	9
5.	The City's overall fire prevention efforts (e.g. outreach, inspections, brush management)	5	4	3	2	1	9

City Streets, Sidewalks, and Infrastructure**6. Please rate your satisfaction with the following services provided by the City of San Diego.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Accessibility of streets, sidewalks, and buildings for people with disabilities	5	4	3	2	1	9
02.	Availability of street lights in YOUR neighborhood	5	4	3	2	1	9
03.	Condition and maintenance of streets citywide	5	4	3	2	1	9
04.	Condition and maintenance of streets in YOUR neighborhood	5	4	3	2	1	9
05.	Condition and maintenance of bike lanes, paths, racks, and signs	5	4	3	2	1	9
06.	Condition and maintenance of City-owned buildings	5	4	3	2	1	9
07.	Condition and maintenance of sidewalks citywide	5	4	3	2	1	9
08.	Condition and maintenance of sidewalks in YOUR neighborhood	5	4	3	2	1	9
09.	Efforts to keep streets clean (e.g. street sweeping) in YOUR neighborhood	5	4	3	2	1	9
10.	Quality of street repairs	5	4	3	2	1	9

Sustainability**7. How effective has the City of San Diego been in supporting economic and environmental sustainability in the community?**

		Very Effective	Effective	Somewhat Effective	Not Effective	Not at All Effective	Don't Know
1.	Increasing walking, biking, and transit use	5	4	3	2	1	9
2.	Providing opportunities to increase the use of renewable energy	5	4	3	2	1	9
3.	Preparing for anticipated climate change impacts (e.g. more frequent storms, increased flooding, extreme heat events, increased wildfires, severe drought)	5	4	3	2	1	9
4.	Promoting energy and water efficiency	5	4	3	2	1	9
5.	Providing reliable water and wastewater services to your residence	5	4	3	2	1	9
6.	Managing storm water runoff	5	4	3	2	1	9
7.	Preventing and responding to flood events	5	4	3	2	1	9

Solid Waste Services

8. Does the City of San Diego provide your residence with solid waste services (e.g. trash and recycling pickup)?

____(1) Yes [Answer Q8a.] ____ (2) No [Skip to Q9.] ____ (9) Don't know [Skip to Q9.]

- 8a. Please rate your satisfaction with the following services provided by the City of San Diego.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Residential trash collection	5	4	3	2	1	9
2.	Residential recycling services	5	4	3	2	1	9

Libraries

9. Please rate your satisfaction with the following services provided by the City of San Diego.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of library facilities	5	4	3	2	1	9
2.	Hours of operation offered at City libraries	5	4	3	2	1	9
3.	Condition and maintenance of City library facilities	5	4	3	2	1	9
4.	Quality of library programs (e.g. early literacy, story time, book discussions, community speakers)	5	4	3	2	1	9
5.	Quality of library staff customer service	5	4	3	2	1	9
6.	Availability and quality of library resources (e.g. computers, tablets, the Internet, books, e-books, CDs/DVDs, downloadable music)	5	4	3	2	1	9

Recreation Centers

10. Please rate your satisfaction with the following services provided by the City of San Diego.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of recreation centers	5	4	3	2	1	9
2.	Hours of operation offered at City recreation centers	5	4	3	2	1	9
3.	Condition and maintenance of City recreation centers	5	4	3	2	1	9
4.	Quality of recreation center programs and classes (e.g. dance classes, craft classes, youth sports, after school programs)	5	4	3	2	1	9
5.	Quality of recreation center staff customer service	5	4	3	2	1	9

Parks, Beaches, and Open Spaces

11. Please rate your satisfaction with the following services provided by the City of San Diego.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of parks, beaches, open spaces, and trails	5	4	3	2	1	9
2.	Hours of access at parks, beaches, open spaces, and trails	5	4	3	2	1	9
3.	Condition and maintenance of City parks, beaches, open spaces, and trails	5	4	3	2	1	9
4.	Quality of park, beach, open space, and trail programs and classes (e.g. junior lifeguards, nature classes, etc.)	5	4	3	2	1	9

12. In the past 12 months, have you utilized a City aquatic center (i.e. swimming pools)?

____(1) Yes ____ (2) No ____ (9) Don't know

13. Please rate your overall satisfaction with aquatic center services provided by the City of San Diego.

____(5) Very Satisfied
____(4) Satisfied

____(3) Neutral
____(2) Dissatisfied

____(1) Very Dissatisfied

Community Engagement

14. Please rate your satisfaction with the following services provided by the City of San Diego.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Your ability to engage with City officials	5	4	3	2	1	9
2.	Your ability to access information about City programs and services	5	4	3	2	1	9
3.	The City's outreach efforts to keep the public informed about capital projects (e.g. street paving, sewer line replacement, library construction)	5	4	3	2	1	9
4.	The City's website (www.sandiego.gov)	5	4	3	2	1	9
5.	The City's television channel (CityTV 24)	5	4	3	2	1	9
6.	The City's overall communication with the public	5	4	3	2	1	9

Other Services

15. Please rate your satisfaction with the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Efforts to build and promote cross-border ties and international relationships	5	4	3	2	1	9
2.	Revitalization efforts (e.g. repurposing vacant lots and buildings)	5	4	3	2	1	9
3.	On street parking enforcement (e.g. abandoned vehicle removal, violation of parking regulation, etc.)	5	4	3	2	1	9
4.	Obtaining development and construction permits	5	4	3	2	1	9
5.	Efforts to address homelessness	5	4	3	2	1	9
6.	Programs to assist low to moderate-income residents and communities (e.g. "H20 SD" utility bill payment assistance program, Housing & Urban Development programs)	5	4	3	2	1	9
7.	Efforts to provide affordable housing options	5	4	3	2	1	9
8.	Community planning efforts for future growth	5	4	3	2	1	9
9.	Efforts to support job creation and investment by local businesses	5	4	3	2	1	9
10.	Gang prevention efforts	5	4	3	2	1	9
11.	Graffiti removal	5	4	3	2	1	9
12.	Historic preservation efforts	5	4	3	2	1	9
13.	Music, dance, and theater performances; visual art and cultural exhibitions; parades, festivals, art classes, and public art	5	4	3	2	1	9
14.	Online services (e.g. paying a bill, getting a business license)	5	4	3	2	1	9
15.	Quality/variety of entertainment and expositions at the Convention Center	5	4	3	2	1	9
16.	Quality/variety of entertainment, expositions, and sporting events at Petco Park	5	4	3	2	1	9
17.	Quality/variety of entertainment, expositions, and sporting events at SDCCU Stadium	5	4	3	2	1	9
18.	Traffic on City streets	5	4	3	2	1	9
19.	Efforts to address illegal dumping (e.g. mattresses left in alleys)	5	4	3	2	1	9

____(1) Yes ____ (2) No ____ (9) Don't know

		Excellent	Good	Fair	Poor	Very Poor	Don't Know
1.	Courtesy	5	4	3	2	1	9
2.	Knowledge	5	4	3	2	1	9
3.	Responsiveness	5	4	3	2	1	9
4.	Overall customer service	5	4	3	2	1	9

____(1) Yes ____ (2) No ____ (9) Don't know

_____ (1) Yes (If so, what? _____) _____ (2) No

____(01) Personal motorized vehicle (e.g. car, van, motorcycle)
single driver

____(02) Public transportation (e.g. train, trolley, bus)

____(03) Carpool

____(04) Vanpool

____(05) Workplace shuttle

____(06) Ride-share service (e.g. Uber, Lyft)

____(07) Walk

____(08) Bike

____(09) Other: _____

____(10) Do Not Work/Retired

____(11) Do Not Commute/Work from home

26. What is your primary means or method of transportation for reasons other than getting to work?

- | | |
|--|---|
| <input type="checkbox"/> (1) Personal motorized vehicle (e.g. car, van, motorcycle)
single driver | <input type="checkbox"/> (4) Walk |
| <input type="checkbox"/> (2) Public transportation (e.g. train, trolley, bus) | <input type="checkbox"/> (5) Bike |
| <input type="checkbox"/> (3) Ride-share service (e.g. Uber, Lyft) | <input type="checkbox"/> (6) Other: _____ |

27. Which of the following best describes your race/ethnicity? [Check all that apply.]

- | | |
|--|---|
| <input type="checkbox"/> (1) Black or African American | <input type="checkbox"/> (5) Hispanic or Latino/a |
| <input type="checkbox"/> (2) American Indian or Alaskan Native | <input type="checkbox"/> (6) White or Caucasian |
| <input type="checkbox"/> (3) Asian | <input type="checkbox"/> (7) Other: _____ |
| <input type="checkbox"/> (4) Hawaiian or Pacific Islander | |

28. Your gender: ☐ (1) Male ☐ (2) Female ☐ (3) Non-binary

29. If you prefer not to provide your address (which is captured on page 7), and know which Council District you live in, please provide your Council District: [If you don't know which Council District you live in, please visit <http://sdgo.io/cd-check> and type in your address.]

Council District: _____

This concludes the survey – Thank you for your time!

Please return your survey in the postage-paid envelope addressed to:

ETC Institute 725 W Frontier Lane Olathe, KS 66061

Individual responses to the survey will remain confidential. The information printed to the right will ONLY be used by the City to understand differences in the experience based on geography. Thank you.