

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

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q1-1. As a place to live

| | | | |
|------------|-------|-------|-------|
| Excellent | 60.0% | 45.4% | 47.0% |
| Good | 31.6% | 39.6% | 38.8% |
| Fair | 3.7% | 10.7% | 9.9% |
| Poor | 3.3% | 2.5% | 2.6% |
| Very poor | 0.5% | 1.0% | 1.0% |
| Don't know | 0.9% | 0.7% | 0.8% |

Q1-2. As a place to raise a family

| | | | |
|------------|-------|-------|-------|
| Excellent | 44.2% | 29.7% | 31.3% |
| Good | 38.1% | 38.7% | 38.6% |
| Fair | 8.4% | 18.1% | 17.1% |
| Poor | 2.3% | 4.9% | 4.7% |
| Very poor | 0.9% | 1.9% | 1.8% |
| Don't know | 6.0% | 6.6% | 6.6% |

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

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q1-3. As a place to retire

| | | | |
|------------|-------|-------|-------|
| Excellent | 31.6% | 24.3% | 25.1% |
| Good | 25.1% | 25.1% | 25.1% |
| Fair | 20.9% | 22.0% | 21.9% |
| Poor | 10.7% | 13.1% | 12.8% |
| Very poor | 6.5% | 7.9% | 7.8% |
| Don't know | 5.1% | 7.5% | 7.2% |

Q1-4. As a place to start a business

| | | | |
|------------|-------|-------|-------|
| Excellent | 11.2% | 10.5% | 10.5% |
| Good | 19.5% | 20.8% | 20.7% |
| Fair | 22.3% | 28.3% | 27.6% |
| Poor | 10.7% | 11.7% | 11.6% |
| Very poor | 7.0% | 6.8% | 6.8% |
| Don't know | 29.3% | 21.9% | 22.7% |

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

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q1-5. As a place to start a career

| | | | |
|------------|-------|-------|-------|
| Excellent | 18.6% | 16.0% | 16.3% |
| Good | 36.7% | 33.7% | 34.1% |
| Fair | 20.5% | 30.0% | 29.0% |
| Poor | 9.3% | 8.3% | 8.4% |
| Very poor | 2.3% | 4.0% | 3.8% |
| Don't know | 12.6% | 7.9% | 8.4% |

Q1-6. As a place to work

| | | | |
|------------|-------|-------|-------|
| Excellent | 26.0% | 22.7% | 23.1% |
| Good | 44.7% | 43.7% | 43.8% |
| Fair | 16.7% | 23.5% | 22.7% |
| Poor | 4.2% | 4.9% | 4.8% |
| Very poor | 1.4% | 2.0% | 1.9% |
| Don't know | 7.0% | 3.2% | 3.6% |

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

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q1-1. As a place to live

| | | | |
|-----------|-------|-------|-------|
| Excellent | 60.6% | 45.7% | 47.4% |
| Good | 31.9% | 39.9% | 39.1% |
| Fair | 3.8% | 10.8% | 10.0% |
| Poor | 3.3% | 2.5% | 2.6% |
| Very poor | 0.5% | 1.0% | 1.0% |

Q1-2. As a place to raise a family

| | | | |
|-----------|-------|-------|-------|
| Excellent | 47.0% | 31.9% | 33.5% |
| Good | 40.6% | 41.4% | 41.3% |
| Fair | 8.9% | 19.4% | 18.2% |
| Poor | 2.5% | 5.3% | 5.0% |
| Very poor | 1.0% | 2.0% | 1.9% |

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 | District | | Total |
|--------|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q1-3. As a place to retire

| | | | |
|-----------|-------|-------|-------|
| Excellent | 33.3% | 26.3% | 27.1% |
| Good | 26.5% | 27.2% | 27.1% |
| Fair | 22.1% | 23.8% | 23.6% |
| Poor | 11.3% | 14.1% | 13.8% |
| Very poor | 6.9% | 8.6% | 8.4% |

Q1-4. As a place to start a business

| | | | |
|-----------|-------|-------|-------|
| Excellent | 15.8% | 13.4% | 13.7% |
| Good | 27.6% | 26.7% | 26.8% |
| Fair | 31.6% | 36.3% | 35.8% |
| Poor | 15.1% | 15.0% | 15.0% |
| Very poor | 9.9% | 8.7% | 8.8% |

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 | <u>District</u> | | <u>Total</u> |
| | District 5 | Other Districts | |

Q1-5. As a place to start a career

| | | | |
|-----------|-------|-------|-------|
| Excellent | 21.3% | 17.4% | 17.8% |
| Good | 42.0% | 36.6% | 37.2% |
| Fair | 23.4% | 32.6% | 31.7% |
| Poor | 10.6% | 9.0% | 9.2% |
| Very poor | 2.7% | 4.4% | 4.2% |

Q1-6. As a place to work

| | | | |
|-----------|-------|-------|-------|
| Excellent | 28.0% | 23.5% | 24.0% |
| Good | 48.0% | 45.1% | 45.4% |
| Fair | 18.0% | 24.3% | 23.6% |
| Poor | 4.5% | 5.1% | 5.0% |
| Very poor | 1.5% | 2.1% | 2.0% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |
| <u>Q2-1. Feeling of safety in City</u> | | | |
| Very satisfied | 16.7% | 15.8% | 15.9% |
| Satisfied | 62.8% | 49.5% | 51.0% |
| Neutral | 15.3% | 22.0% | 21.2% |
| Dissatisfied | 4.2% | 8.6% | 8.1% |
| Very dissatisfied | 0.0% | 2.9% | 2.6% |
| Don't know | 0.9% | 1.2% | 1.2% |

Q2-2. Feeling of safety in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 46.0% | 24.6% | 27.0% |
| Satisfied | 40.0% | 42.8% | 42.5% |
| Neutral | 9.8% | 17.0% | 16.2% |
| Dissatisfied | 2.8% | 9.4% | 8.7% |
| Very dissatisfied | 1.4% | 5.4% | 5.0% |
| Don't know | 0.0% | 0.8% | 0.7% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q2-3. Financial stability of City government

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.6% | 5.7% | 5.7% |
| Satisfied | 33.0% | 24.6% | 25.5% |
| Neutral | 31.6% | 35.8% | 35.4% |
| Dissatisfied | 11.6% | 17.0% | 16.4% |
| Very dissatisfied | 6.5% | 7.6% | 7.5% |
| Don't know | 11.6% | 9.3% | 9.5% |

Q2-4. Reputation of City

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 27.9% | 22.2% | 22.8% |
| Satisfied | 49.3% | 44.9% | 45.4% |
| Neutral | 14.0% | 21.5% | 20.7% |
| Dissatisfied | 5.1% | 6.9% | 6.7% |
| Very dissatisfied | 0.9% | 2.2% | 2.1% |
| Don't know | 2.8% | 2.2% | 2.3% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q2-5. Quality of life in City

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 32.6% | 23.8% | 24.8% |
| Satisfied | 46.0% | 45.8% | 45.8% |
| Neutral | 12.6% | 19.4% | 18.7% |
| Dissatisfied | 5.1% | 7.2% | 7.0% |
| Very dissatisfied | 1.9% | 2.5% | 2.4% |
| Don't know | 1.9% | 1.2% | 1.3% |

Q2-6. Quality of services provided by City

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 11.6% | 9.6% | 9.8% |
| Satisfied | 43.7% | 37.8% | 38.5% |
| Neutral | 27.9% | 30.5% | 30.2% |
| Dissatisfied | 9.8% | 14.2% | 13.7% |
| Very dissatisfied | 4.7% | 5.8% | 5.6% |
| Don't know | 2.3% | 2.2% | 2.2% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q2-7. Value that you receive for your City tax & fees

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.1% | 5.5% | 5.5% |
| Satisfied | 31.2% | 23.3% | 24.2% |
| Neutral | 31.6% | 32.3% | 32.3% |
| Dissatisfied | 17.2% | 22.8% | 22.2% |
| Very dissatisfied | 9.8% | 11.9% | 11.7% |
| Don't know | 5.1% | 4.1% | 4.2% |

Q2-8. Customer service provided by City

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.6% | 7.4% | 7.2% |
| Satisfied | 31.6% | 24.2% | 25.0% |
| Neutral | 32.6% | 35.5% | 35.2% |
| Dissatisfied | 12.1% | 13.9% | 13.7% |
| Very dissatisfied | 3.3% | 8.1% | 7.6% |
| Don't know | 14.9% | 10.9% | 11.3% |

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 | District | | Total |
| | District 5 | Other Districts | |

Q2-1. Feeling of safety in City

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 16.9% | 16.0% | 16.1% |
| Satisfied | 63.4% | 50.1% | 51.6% |
| Neutral | 15.5% | 22.2% | 21.5% |
| Dissatisfied | 4.2% | 8.7% | 8.2% |
| Very dissatisfied | 0.0% | 2.9% | 2.6% |

Q2-2. Feeling of safety in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 46.0% | 24.8% | 27.2% |
| Satisfied | 40.0% | 43.2% | 42.8% |
| Neutral | 9.8% | 17.1% | 16.3% |
| Dissatisfied | 2.8% | 9.5% | 8.7% |
| Very dissatisfied | 1.4% | 5.5% | 5.0% |

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

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q2-3. Financial stability of City government

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 6.3% | 6.3% | 6.3% |
| Satisfied | 37.4% | 27.1% | 28.2% |
| Neutral | 35.8% | 39.5% | 39.1% |
| Dissatisfied | 13.2% | 18.8% | 18.2% |
| Very dissatisfied | 7.4% | 8.4% | 8.3% |

Q2-4. Reputation of City

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 28.7% | 22.7% | 23.4% |
| Satisfied | 50.7% | 45.9% | 46.4% |
| Neutral | 14.4% | 22.0% | 21.2% |
| Dissatisfied | 5.3% | 7.1% | 6.9% |
| Very dissatisfied | 1.0% | 2.3% | 2.1% |

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

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q2-5. Quality of life in City

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 33.2% | 24.1% | 25.1% |
| Satisfied | 46.9% | 46.4% | 46.4% |
| Neutral | 12.8% | 19.7% | 18.9% |
| Dissatisfied | 5.2% | 7.3% | 7.1% |
| Very dissatisfied | 1.9% | 2.5% | 2.4% |

Q2-6. Quality of services provided by City

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 11.9% | 9.8% | 10.1% |
| Satisfied | 44.8% | 38.6% | 39.3% |
| Neutral | 28.6% | 31.2% | 30.9% |
| Dissatisfied | 10.0% | 14.5% | 14.0% |
| Very dissatisfied | 4.8% | 5.9% | 5.8% |

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 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | <u></u> |

Q2-7. Value that you receive for your City tax & fees

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.4% | 5.8% | 5.7% |
| Satisfied | 32.8% | 24.3% | 25.2% |
| Neutral | 33.3% | 33.7% | 33.7% |
| Dissatisfied | 18.1% | 23.8% | 23.2% |
| Very dissatisfied | 10.3% | 12.4% | 12.2% |

Q2-8. Customer service provided by City

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 6.6% | 8.3% | 8.1% |
| Satisfied | 37.2% | 27.2% | 28.2% |
| Neutral | 38.3% | 39.8% | 39.7% |
| Dissatisfied | 14.2% | 15.6% | 15.5% |
| Very dissatisfied | 3.8% | 9.1% | 8.5% |

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

| | | | |
|--------|------------|-----------|-------|
| N=1953 | District | | Total |
| | | Other | |
| | District 5 | Districts | |

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

| | | | |
|-----------------|-------|-------|-------|
| Much better | 3.7% | 8.7% | 8.2% |
| A little better | 22.3% | 19.5% | 19.8% |
| About the same | 41.9% | 38.7% | 39.1% |
| A little worse | 8.8% | 11.8% | 11.5% |
| Much worse | 6.5% | 6.4% | 6.4% |
| Don't know | 16.7% | 14.8% | 15.1% |

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

| | | | |
|--------|------------|-----------|-------|
| N=1953 | District | | Total |
| | | Other | |
| | District 5 | Districts | |

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

| | | | |
|-----------------|-------|-------|-------|
| Much better | 4.5% | 10.3% | 9.6% |
| A little better | 26.8% | 22.9% | 23.3% |
| About the same | 50.3% | 45.5% | 46.0% |
| A little worse | 10.6% | 13.9% | 13.5% |
| Much worse | 7.8% | 7.5% | 7.5% |

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

| | | | |
|--------|-------------------|----------------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | <u>District 5</u> | <u>Other Districts</u> | |

Q4-1. Effectiveness of local police protection

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 20.5% | 14.7% | 15.4% |
| Satisfied | 42.8% | 40.7% | 41.0% |
| Neutral | 16.3% | 23.3% | 22.5% |
| Dissatisfied | 2.8% | 8.9% | 8.2% |
| Very dissatisfied | 2.3% | 3.9% | 3.7% |
| Don't know | 15.3% | 8.4% | 9.2% |

Q4-2. How quickly police respond

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 17.2% | 12.5% | 13.1% |
| Satisfied | 25.6% | 27.7% | 27.4% |
| Neutral | 14.9% | 20.9% | 20.3% |
| Dissatisfied | 4.2% | 11.0% | 10.2% |
| Very dissatisfied | 2.8% | 6.6% | 6.1% |
| Don't know | 35.3% | 21.3% | 22.8% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q4-3. City's overall crime prevention efforts (e.g. community outreach)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 12.1% | 9.8% | 10.0% |
| Satisfied | 35.3% | 31.3% | 31.7% |
| Neutral | 23.7% | 28.7% | 28.2% |
| Dissatisfied | 6.5% | 10.7% | 10.2% |
| Very dissatisfied | 0.9% | 5.4% | 4.9% |
| Don't know | 21.4% | 14.1% | 14.9% |

Q4-4. Visibility of police City wide

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 15.3% | 12.5% | 12.8% |
| Satisfied | 43.3% | 39.2% | 39.7% |
| Neutral | 26.0% | 28.7% | 28.4% |
| Dissatisfied | 6.0% | 11.3% | 10.7% |
| Very dissatisfied | 1.4% | 4.3% | 4.0% |
| Don't know | 7.9% | 4.0% | 4.5% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q4-5. Visibility of police in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 14.0% | 13.3% | 13.4% |
| Satisfied | 35.3% | 32.7% | 33.0% |
| Neutral | 32.1% | 28.7% | 29.1% |
| Dissatisfied | 9.8% | 13.8% | 13.3% |
| Very dissatisfied | 3.3% | 9.0% | 8.3% |
| Don't know | 5.6% | 2.5% | 2.9% |

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

| | | | |
|--------|-------------------|----------------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | <u>District 5</u> | <u>Other Districts</u> | |

Q4-1. Effectiveness of local police protection

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 24.2% | 16.1% | 16.9% |
| Satisfied | 50.5% | 44.5% | 45.1% |
| Neutral | 19.2% | 25.4% | 24.8% |
| Dissatisfied | 3.3% | 9.7% | 9.1% |
| Very dissatisfied | 2.7% | 4.3% | 4.1% |

Q4-2. How quickly police respond

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 26.6% | 15.9% | 16.9% |
| Satisfied | 39.6% | 35.2% | 35.6% |
| Neutral | 23.0% | 26.6% | 26.3% |
| Dissatisfied | 6.5% | 14.0% | 13.3% |
| Very dissatisfied | 4.3% | 8.3% | 8.0% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q4-3. City's overall crime prevention efforts (e.g. community outreach)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 15.4% | 11.4% | 11.8% |
| Satisfied | 45.0% | 36.4% | 37.3% |
| Neutral | 30.2% | 33.4% | 33.1% |
| Dissatisfied | 8.3% | 12.5% | 12.0% |
| Very dissatisfied | 1.2% | 6.3% | 5.8% |

Q4-4. Visibility of police City wide

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 16.7% | 13.0% | 13.4% |
| Satisfied | 47.0% | 40.9% | 41.5% |
| Neutral | 28.3% | 29.9% | 29.7% |
| Dissatisfied | 6.6% | 11.8% | 11.2% |
| Very dissatisfied | 1.5% | 4.5% | 4.2% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q4-5. Visibility of police in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 14.8% | 13.7% | 13.8% |
| Satisfied | 37.4% | 33.5% | 33.9% |
| Neutral | 34.0% | 29.5% | 29.9% |
| Dissatisfied | 10.3% | 14.1% | 13.7% |
| Very dissatisfied | 3.4% | 9.2% | 8.6% |

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

| | | | |
|--------|------------|-----------|-------|
| N=1953 | District | | Total |
| | | Other | |
| | District 5 | Districts | |

Q5-1. Quality of ambulance transportation & services

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 16.7% | 17.6% | 17.5% |
| Satisfied | 27.9% | 27.3% | 27.4% |
| Neutral | 9.8% | 15.7% | 15.1% |
| Dissatisfied | 1.9% | 2.4% | 2.4% |
| Very dissatisfied | 0.5% | 1.4% | 1.3% |
| Don't know | 43.3% | 35.6% | 36.4% |

Q5-2. Effectiveness of lifeguard services at City beaches & bays

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 15.8% | 18.5% | 18.2% |
| Satisfied | 36.7% | 32.6% | 33.1% |
| Neutral | 9.3% | 16.3% | 15.5% |
| Dissatisfied | 0.5% | 2.4% | 2.2% |
| Very dissatisfied | 1.4% | 0.7% | 0.8% |
| Don't know | 36.3% | 29.5% | 30.2% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q5-3. Effectiveness of local fire, rescue & emergency medical services

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 27.9% | 25.5% | 25.8% |
| Satisfied | 36.7% | 38.0% | 37.8% |
| Neutral | 7.0% | 12.5% | 11.9% |
| Dissatisfied | 0.0% | 1.2% | 1.1% |
| Very dissatisfied | 0.5% | 0.7% | 0.7% |
| Don't know | 27.9% | 22.1% | 22.7% |

Q5-4. How quickly emergency personnel respond

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 24.7% | 22.2% | 22.5% |
| Satisfied | 28.4% | 32.2% | 31.8% |
| Neutral | 8.8% | 13.1% | 12.6% |
| Dissatisfied | 1.4% | 2.4% | 2.3% |
| Very dissatisfied | 0.0% | 1.4% | 1.3% |
| Don't know | 36.7% | 28.7% | 29.5% |

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

N=1953

| | <u>District</u> | | <u>Total</u> |
|--|-------------------|------------------|--------------|
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q5-5. City's overall fire prevention efforts (e.g. outreach, inspections, brush management)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 19.1% | 17.4% | 17.6% |
| Satisfied | 41.4% | 31.0% | 32.1% |
| Neutral | 12.6% | 21.3% | 20.4% |
| Dissatisfied | 5.1% | 4.7% | 4.7% |
| Very dissatisfied | 2.3% | 2.5% | 2.5% |
| Don't know | 19.5% | 23.2% | 22.8% |

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

| N=1953 | District | | Total |
|--------|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q5-1. Quality of ambulance transportation & services

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 29.5% | 27.3% | 27.5% |
| Satisfied | 49.2% | 42.4% | 43.1% |
| Neutral | 17.2% | 24.4% | 23.7% |
| Dissatisfied | 3.3% | 3.8% | 3.7% |
| Very dissatisfied | 0.8% | 2.1% | 2.0% |

Q5-2. Effectiveness of lifeguard services at City beaches & bays

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 24.8% | 26.2% | 26.0% |
| Satisfied | 57.7% | 46.2% | 47.4% |
| Neutral | 14.6% | 23.1% | 22.2% |
| Dissatisfied | 0.7% | 3.4% | 3.2% |
| Very dissatisfied | 2.2% | 1.1% | 1.2% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q5-3. Effectiveness of local fire, rescue & emergency medical services

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 38.7% | 32.7% | 33.3% |
| Satisfied | 51.0% | 48.7% | 49.0% |
| Neutral | 9.7% | 16.0% | 15.4% |
| Dissatisfied | 0.0% | 1.6% | 1.4% |
| Very dissatisfied | 0.6% | 1.0% | 0.9% |

Q5-4. How quickly emergency personnel respond

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 39.0% | 31.1% | 31.9% |
| Satisfied | 44.9% | 45.2% | 45.1% |
| Neutral | 14.0% | 18.4% | 18.0% |
| Dissatisfied | 2.2% | 3.3% | 3.2% |
| Very dissatisfied | 0.0% | 2.0% | 1.8% |

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

N=1953

| | <u>District</u> | | <u>Total</u> |
|--|-------------------|------------------|--------------|
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q5-5. City's overall fire prevention efforts (e.g. outreach, inspections, brush management)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 23.7% | 22.6% | 22.7% |
| Satisfied | 51.4% | 40.3% | 41.6% |
| Neutral | 15.6% | 27.8% | 26.4% |
| Dissatisfied | 6.4% | 6.1% | 6.1% |
| Very dissatisfied | 2.9% | 3.2% | 3.2% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q6-1. Accessibility of streets, sidewalks, & buildings for people with disabilities

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 15.3% | 13.7% | 13.9% |
| Satisfied | 38.1% | 35.4% | 35.7% |
| Neutral | 18.1% | 22.0% | 21.6% |
| Dissatisfied | 6.0% | 10.4% | 9.9% |
| Very dissatisfied | 1.4% | 5.1% | 4.7% |
| Don't know | 20.9% | 13.5% | 14.3% |

Q6-2. Availability of street lights in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 19.5% | 12.1% | 12.9% |
| Satisfied | 36.3% | 38.3% | 38.1% |
| Neutral | 22.8% | 17.3% | 17.9% |
| Dissatisfied | 13.5% | 19.6% | 18.9% |
| Very dissatisfied | 6.0% | 11.2% | 10.6% |
| Don't know | 1.9% | 1.6% | 1.6% |

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

| N=1953 | District | | Total |
|--------|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q6-3. Condition & maintenance of streets City wide

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.1% | 3.7% | 3.9% |
| Satisfied | 18.1% | 16.5% | 16.7% |
| Neutral | 21.9% | 18.6% | 18.9% |
| Dissatisfied | 27.9% | 33.0% | 32.4% |
| Very dissatisfied | 24.7% | 26.6% | 26.4% |
| Don't know | 2.3% | 1.6% | 1.6% |

Q6-4. Condition & maintenance of streets in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 13.5% | 6.6% | 7.4% |
| Satisfied | 23.7% | 23.9% | 23.9% |
| Neutral | 20.0% | 19.6% | 19.7% |
| Dissatisfied | 20.9% | 25.9% | 25.3% |
| Very dissatisfied | 19.5% | 22.8% | 22.4% |
| Don't know | 2.3% | 1.2% | 1.3% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q6-5. Condition & maintenance of bike lanes, paths, racks, & signs

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 12.1% | 8.1% | 8.6% |
| Satisfied | 33.0% | 31.5% | 31.7% |
| Neutral | 22.3% | 29.9% | 29.0% |
| Dissatisfied | 10.2% | 13.7% | 13.3% |
| Very dissatisfied | 7.0% | 7.7% | 7.6% |
| Don't know | 15.3% | 9.1% | 9.8% |

Q6-6. Condition & maintenance of City owned buildings

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 7.0% | 6.3% | 6.4% |
| Satisfied | 34.0% | 28.9% | 29.5% |
| Neutral | 23.7% | 36.0% | 34.7% |
| Dissatisfied | 3.7% | 7.7% | 7.3% |
| Very dissatisfied | 2.8% | 3.7% | 3.6% |
| Don't know | 28.8% | 17.3% | 18.6% |

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

| | | | |
|--------|------------|-----------|-------|
| N=1953 | District | | Total |
| | | Other | |
| | District 5 | Districts | |

Q6-7. Condition & maintenance of sidewalks City wide

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.1% | 4.6% | 4.7% |
| Satisfied | 31.2% | 25.3% | 25.9% |
| Neutral | 31.2% | 29.5% | 29.7% |
| Dissatisfied | 15.3% | 24.8% | 23.8% |
| Very dissatisfied | 8.4% | 11.7% | 11.4% |
| Don't know | 8.8% | 4.1% | 4.6% |

Q6-8. Condition & maintenance of sidewalks in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 18.1% | 8.5% | 9.5% |
| Satisfied | 42.3% | 32.3% | 33.4% |
| Neutral | 18.6% | 22.3% | 21.9% |
| Dissatisfied | 10.7% | 20.3% | 19.2% |
| Very dissatisfied | 7.4% | 14.3% | 13.6% |
| Don't know | 2.8% | 2.4% | 2.4% |

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

| | | | |
|--------|-----------------|-----------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | District 5 | Other Districts | |

Q6-9. Efforts to keep streets clean (e.g. street sweeping) in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 20.9% | 10.6% | 11.8% |
| Satisfied | 38.6% | 35.2% | 35.6% |
| Neutral | 23.3% | 22.0% | 22.1% |
| Dissatisfied | 11.2% | 17.2% | 16.5% |
| Very dissatisfied | 3.3% | 12.4% | 11.4% |
| Don't know | 2.8% | 2.5% | 2.6% |

Q6-10. Quality of street repairs

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 6.5% | 4.5% | 4.7% |
| Satisfied | 24.2% | 18.9% | 19.5% |
| Neutral | 23.3% | 23.2% | 23.2% |
| Dissatisfied | 19.5% | 27.6% | 26.7% |
| Very dissatisfied | 23.3% | 22.7% | 22.7% |
| Don't know | 3.3% | 3.2% | 3.2% |

Q6. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q6-1. Accessibility of streets, sidewalks, & buildings for people with disabilities

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 19.4% | 15.8% | 16.2% |
| Satisfied | 48.2% | 40.9% | 41.6% |
| Neutral | 22.9% | 25.5% | 25.2% |
| Dissatisfied | 7.6% | 12.0% | 11.5% |
| Very dissatisfied | 1.8% | 5.9% | 5.4% |

Q6-2. Availability of street lights in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 19.9% | 12.3% | 13.1% |
| Satisfied | 37.0% | 38.9% | 38.7% |
| Neutral | 23.2% | 17.6% | 18.2% |
| Dissatisfied | 13.7% | 19.9% | 19.2% |
| Very dissatisfied | 6.2% | 11.3% | 10.8% |

Q6. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q6-3. Condition & maintenance of streets City wide

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.2% | 3.8% | 4.0% |
| Satisfied | 18.6% | 16.8% | 17.0% |
| Neutral | 22.4% | 18.9% | 19.3% |
| Dissatisfied | 28.6% | 33.5% | 33.0% |
| Very dissatisfied | 25.2% | 27.1% | 26.9% |

Q6-4. Condition & maintenance of streets in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 13.8% | 6.7% | 7.5% |
| Satisfied | 24.3% | 24.2% | 24.2% |
| Neutral | 20.5% | 19.8% | 19.9% |
| Dissatisfied | 21.4% | 26.2% | 25.7% |
| Very dissatisfied | 20.0% | 23.1% | 22.7% |

Q6. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q6-5. Condition & maintenance of bike lanes, paths, racks, & signs

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 14.3% | 8.9% | 9.5% |
| Satisfied | 39.0% | 34.7% | 35.2% |
| Neutral | 26.4% | 32.9% | 32.2% |
| Dissatisfied | 12.1% | 15.1% | 14.8% |
| Very dissatisfied | 8.2% | 8.4% | 8.4% |

Q6-6. Condition & maintenance of City owned buildings

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 9.8% | 7.7% | 7.9% |
| Satisfied | 47.7% | 35.0% | 36.2% |
| Neutral | 33.3% | 43.6% | 42.6% |
| Dissatisfied | 5.2% | 9.3% | 8.9% |
| Very dissatisfied | 3.9% | 4.5% | 4.4% |

Q6. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q6-7. Condition & maintenance of sidewalks City wide

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.6% | 4.8% | 4.9% |
| Satisfied | 34.2% | 26.3% | 27.2% |
| Neutral | 34.2% | 30.8% | 31.1% |
| Dissatisfied | 16.8% | 25.9% | 24.9% |
| Very dissatisfied | 9.2% | 12.2% | 11.9% |

Q6-8. Condition & maintenance of sidewalks in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 18.7% | 8.7% | 9.8% |
| Satisfied | 43.5% | 33.1% | 34.2% |
| Neutral | 19.1% | 22.9% | 22.5% |
| Dissatisfied | 11.0% | 20.7% | 19.7% |
| Very dissatisfied | 7.7% | 14.7% | 13.9% |

Q6. Please rate your satisfaction with the following services provided by the City of San Diego. (without "don't know")

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q6-9. Efforts to keep streets clean (e.g. street sweeping) in your neighborhood

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 21.5% | 10.9% | 12.1% |
| Satisfied | 39.7% | 36.1% | 36.5% |
| Neutral | 23.9% | 22.6% | 22.7% |
| Dissatisfied | 11.5% | 17.7% | 17.0% |
| Very dissatisfied | 3.3% | 12.8% | 11.7% |

Q6-10. Quality of street repairs

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 6.7% | 4.6% | 4.9% |
| Satisfied | 25.0% | 19.5% | 20.1% |
| Neutral | 24.0% | 23.9% | 24.0% |
| Dissatisfied | 20.2% | 28.5% | 27.6% |
| Very dissatisfied | 24.0% | 23.4% | 23.5% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q7-1. Increasing walking, biking, & transit use

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 10.2% | 8.0% | 8.2% |
| Effective | 22.3% | 25.7% | 25.3% |
| Somewhat effective | 34.4% | 34.3% | 34.4% |
| Not effective | 12.1% | 15.4% | 15.1% |
| Not at all effective | 3.3% | 5.1% | 4.9% |
| Don't know | 17.7% | 11.4% | 12.1% |

Q7-2. Providing opportunities to increase use of renewable energy

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 8.4% | 5.8% | 6.1% |
| Effective | 24.2% | 22.7% | 22.8% |
| Somewhat effective | 29.3% | 31.8% | 31.5% |
| Not effective | 7.9% | 14.2% | 13.5% |
| Not at all effective | 0.9% | 4.1% | 3.8% |
| Don't know | 29.3% | 21.4% | 22.3% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q7-3. Preparing for anticipated climate change impacts (e.g. more frequent storms, increased flooding, extreme heat events, increased wildfires, severe drought)

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 5.6% | 5.2% | 5.2% |
| Effective | 23.7% | 17.8% | 18.4% |
| Somewhat effective | 29.8% | 30.2% | 30.2% |
| Not effective | 12.1% | 18.1% | 17.5% |
| Not at all effective | 2.3% | 6.3% | 5.9% |
| Don't know | 26.5% | 22.4% | 22.8% |

Q7-4. Promoting energy & water efficiency

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 13.0% | 9.4% | 9.8% |
| Effective | 27.0% | 31.0% | 30.6% |
| Somewhat effective | 36.3% | 32.3% | 32.8% |
| Not effective | 8.4% | 12.7% | 12.2% |
| Not at all effective | 2.8% | 4.8% | 4.6% |
| Don't know | 12.6% | 9.7% | 10.0% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q7-5. Providing reliable water & wastewater services to your residence

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 20.9% | 17.3% | 17.7% |
| Effective | 44.7% | 42.2% | 42.5% |
| Somewhat effective | 17.2% | 22.4% | 21.8% |
| Not effective | 4.2% | 6.2% | 6.0% |
| Not at all effective | 1.9% | 2.9% | 2.8% |
| Don't know | 11.2% | 9.0% | 9.3% |

Q7-6. Managing stormwater runoff

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 7.4% | 7.5% | 7.5% |
| Effective | 34.9% | 25.1% | 26.2% |
| Somewhat effective | 20.0% | 29.6% | 28.6% |
| Not effective | 11.2% | 13.5% | 13.3% |
| Not at all effective | 4.7% | 6.3% | 6.1% |
| Don't know | 21.9% | 17.9% | 18.3% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q7-7. Preventing & responding to flood events

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 7.0% | 7.1% | 7.1% |
| Effective | 23.7% | 22.5% | 22.6% |
| Somewhat effective | 23.3% | 27.0% | 26.6% |
| Not effective | 6.0% | 10.3% | 9.8% |
| Not at all effective | 2.3% | 3.9% | 3.7% |
| Don't know | 37.7% | 29.1% | 30.1% |

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 | <u>District</u> | | <u>Total</u> |
| | District 5 | Other Districts | |

Q7-1. Increasing walking, biking, & transit use

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 12.4% | 9.0% | 9.4% |
| Effective | 27.1% | 29.0% | 28.8% |
| Somewhat effective | 41.8% | 38.8% | 39.1% |
| Not effective | 14.7% | 17.4% | 17.1% |
| Not at all effective | 4.0% | 5.8% | 5.6% |

Q7-2. Providing opportunities to increase use of renewable energy

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 11.8% | 7.4% | 7.8% |
| Effective | 34.2% | 28.8% | 29.4% |
| Somewhat effective | 41.4% | 40.5% | 40.6% |
| Not effective | 11.2% | 18.0% | 17.3% |
| Not at all effective | 1.3% | 5.3% | 4.9% |

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

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q7-3. Preparing for anticipated climate change impacts (e.g. more frequent storms, increased flooding, extreme heat events, increased wildfires, severe drought)

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 7.6% | 6.7% | 6.8% |
| Effective | 32.3% | 22.9% | 23.9% |
| Somewhat effective | 40.5% | 38.9% | 39.1% |
| Not effective | 16.5% | 23.4% | 22.6% |
| Not at all effective | 3.2% | 8.2% | 7.6% |

Q7-4. Promoting energy & water efficiency

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 14.9% | 10.4% | 10.9% |
| Effective | 30.9% | 34.4% | 34.0% |
| Somewhat effective | 41.5% | 35.8% | 36.4% |
| Not effective | 9.6% | 14.1% | 13.6% |
| Not at all effective | 3.2% | 5.4% | 5.1% |

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

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q7-5. Providing reliable water & wastewater services to your residence

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 23.6% | 19.0% | 19.5% |
| Effective | 50.3% | 46.4% | 46.8% |
| Somewhat effective | 19.4% | 24.6% | 24.0% |
| Not effective | 4.7% | 6.8% | 6.6% |
| Not at all effective | 2.1% | 3.2% | 3.0% |

Q7-6. Managing stormwater runoff

| | | | |
|----------------------|-------|-------|-------|
| Very effective | 9.5% | 9.1% | 9.2% |
| Effective | 44.6% | 30.6% | 32.1% |
| Somewhat effective | 25.6% | 36.1% | 35.0% |
| Not effective | 14.3% | 16.5% | 16.2% |
| Not at all effective | 6.0% | 7.7% | 7.5% |

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 | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |
| <u>Q7-7. Preventing & responding to flood events</u> | | | |
| Very effective | 11.2% | 10.1% | 10.2% |
| Effective | 38.1% | 31.7% | 32.4% |
| Somewhat effective | 37.3% | 38.1% | 38.1% |
| Not effective | 9.7% | 14.5% | 14.1% |
| Not at all effective | 3.7% | 5.5% | 5.3% |

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

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

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

| | | | |
|------------|-------|-------|-------|
| Yes | 84.2% | 87.3% | 87.0% |
| No | 11.2% | 8.0% | 8.3% |
| Don't know | 4.7% | 4.7% | 4.7% |

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

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

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

| | | | |
|-----|-------|-------|-------|
| Yes | 88.3% | 91.6% | 91.2% |
| No | 11.7% | 8.4% | 8.8% |

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

| | | | |
|--------|-------------------|----------------------------|--------------|
| N=1699 | <u>District</u> | | <u>Total</u> |
| | <u>District 5</u> | <u>Other Districts</u> | |

Q8a-1. Residential trash collection

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 51.4% | 43.1% | 44.0% |
| Satisfied | 38.1% | 41.6% | 41.2% |
| Neutral | 5.5% | 9.9% | 9.5% |
| Dissatisfied | 2.8% | 3.1% | 3.1% |
| Very dissatisfied | 1.7% | 1.5% | 1.5% |
| Don't know | 0.6% | 0.7% | 0.7% |

Q8a-2. Residential recycling services

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 44.2% | 39.7% | 40.1% |
| Satisfied | 36.5% | 38.9% | 38.6% |
| Neutral | 9.4% | 11.5% | 11.3% |
| Dissatisfied | 4.4% | 4.5% | 4.5% |
| Very dissatisfied | 2.2% | 2.7% | 2.6% |
| Don't know | 3.3% | 2.8% | 2.8% |

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

| N=1699 | District | | Total |
|--------|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q8a-1. Residential trash collection

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 51.7% | 43.5% | 44.3% |
| Satisfied | 38.3% | 41.9% | 41.5% |
| Neutral | 5.6% | 10.0% | 9.5% |
| Dissatisfied | 2.8% | 3.1% | 3.1% |
| Very dissatisfied | 1.7% | 1.5% | 1.5% |

Q8a-2. Residential recycling services

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 45.7% | 40.8% | 41.3% |
| Satisfied | 37.7% | 40.0% | 39.7% |
| Neutral | 9.7% | 11.9% | 11.6% |
| Dissatisfied | 4.6% | 4.6% | 4.6% |
| Very dissatisfied | 2.3% | 2.8% | 2.7% |

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

| | | | |
|--------|------------|-----------------|-------|
| N=1953 | District | | Total |
| | District 5 | Other Districts | |

Q9-1. Availability of library facilities

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 33.0% | 29.9% | 30.3% |
| Satisfied | 42.8% | 41.9% | 42.0% |
| Neutral | 9.8% | 11.3% | 11.2% |
| Dissatisfied | 0.5% | 2.0% | 1.8% |
| Very dissatisfied | 0.5% | 1.4% | 1.3% |
| Don't know | 13.5% | 13.5% | 13.5% |

Q9-2. Hours of operation offered in City libraries

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 25.6% | 21.4% | 21.9% |
| Satisfied | 41.9% | 38.0% | 38.4% |
| Neutral | 12.1% | 16.1% | 15.7% |
| Dissatisfied | 2.8% | 4.4% | 4.2% |
| Very dissatisfied | 0.5% | 1.4% | 1.3% |
| Don't know | 17.2% | 18.7% | 18.5% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q9-3. Condition & maintenance of City library facilities

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 32.6% | 23.3% | 24.3% |
| Satisfied | 35.8% | 36.2% | 36.2% |
| Neutral | 12.1% | 15.5% | 15.1% |
| Dissatisfied | 1.4% | 4.6% | 4.2% |
| Very dissatisfied | 0.0% | 1.2% | 1.1% |
| Don't know | 18.1% | 19.2% | 19.0% |

Q9-4. Quality of library programs (e.g. early literacy, story time, book discussions, community speakers)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 27.0% | 19.2% | 20.0% |
| Satisfied | 29.3% | 28.7% | 28.8% |
| Neutral | 9.3% | 16.3% | 15.6% |
| Dissatisfied | 0.9% | 2.4% | 2.3% |
| Very dissatisfied | 0.0% | 0.8% | 0.7% |
| Don't know | 33.5% | 32.6% | 32.7% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q9-5. Quality of library staff customer service

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 29.8% | 23.9% | 24.5% |
| Satisfied | 39.5% | 35.0% | 35.5% |
| Neutral | 6.5% | 15.1% | 14.1% |
| Dissatisfied | 0.0% | 2.2% | 1.9% |
| Very dissatisfied | 0.5% | 0.7% | 0.7% |
| Don't know | 23.7% | 23.1% | 23.2% |

Q9-6. Availability & quality of library resources (e.g. computers, tablets, internet, books, e-books, CDs/DVDs, downloadable music)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 27.0% | 21.1% | 21.7% |
| Satisfied | 32.6% | 32.5% | 32.5% |
| Neutral | 12.6% | 17.5% | 16.9% |
| Dissatisfied | 2.3% | 3.3% | 3.2% |
| Very dissatisfied | 0.0% | 1.0% | 0.9% |
| Don't know | 25.6% | 24.7% | 24.8% |

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

| N=1953 | District | | Total |
|--------|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q9-1. Availability of library facilities

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 38.2% | 34.6% | 35.0% |
| Satisfied | 49.5% | 48.4% | 48.5% |
| Neutral | 11.3% | 13.1% | 12.9% |
| Dissatisfied | 0.5% | 2.3% | 2.1% |
| Very dissatisfied | 0.5% | 1.6% | 1.5% |

Q9-2. Hours of operation offered in City libraries

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 30.9% | 26.3% | 26.8% |
| Satisfied | 50.6% | 46.7% | 47.1% |
| Neutral | 14.6% | 19.8% | 19.2% |
| Dissatisfied | 3.4% | 5.4% | 5.2% |
| Very dissatisfied | 0.6% | 1.8% | 1.6% |

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

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q9-3. Condition & maintenance of City library facilities

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 39.8% | 28.8% | 30.0% |
| Satisfied | 43.8% | 44.8% | 44.7% |
| Neutral | 14.8% | 19.1% | 18.7% |
| Dissatisfied | 1.7% | 5.7% | 5.2% |
| Very dissatisfied | 0.0% | 1.5% | 1.3% |

Q9-4. Quality of library programs (e.g. early literacy, story time, book discussions, community speakers)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 40.6% | 28.4% | 29.7% |
| Satisfied | 44.1% | 42.6% | 42.7% |
| Neutral | 14.0% | 24.2% | 23.1% |
| Dissatisfied | 1.4% | 3.6% | 3.3% |
| Very dissatisfied | 0.0% | 1.2% | 1.1% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q9-5. Quality of library staff customer service

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 39.0% | 31.1% | 31.9% |
| Satisfied | 51.8% | 45.5% | 46.2% |
| Neutral | 8.5% | 19.6% | 18.4% |
| Dissatisfied | 0.0% | 2.8% | 2.5% |
| Very dissatisfied | 0.6% | 1.0% | 0.9% |

Q9-6. Availability & quality of library resources (e.g. computers, tablets, internet, books, e-books, CDs/DVDs, downloadable music)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 36.3% | 28.0% | 28.9% |
| Satisfied | 43.8% | 43.1% | 43.2% |
| Neutral | 16.9% | 23.2% | 22.5% |
| Dissatisfied | 3.1% | 4.4% | 4.2% |
| Very dissatisfied | 0.0% | 1.3% | 1.2% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q10-1. Availability of recreation centers

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 16.3% | 15.1% | 15.3% |
| Satisfied | 37.7% | 33.5% | 34.0% |
| Neutral | 15.3% | 19.0% | 18.6% |
| Dissatisfied | 4.2% | 5.5% | 5.3% |
| Very dissatisfied | 0.9% | 1.8% | 1.7% |
| Don't know | 25.6% | 25.0% | 25.0% |

Q10-2. Hours of operation offered in City recreation centers

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 13.5% | 12.1% | 12.2% |
| Satisfied | 32.6% | 29.6% | 29.9% |
| Neutral | 18.6% | 20.9% | 20.6% |
| Dissatisfied | 2.8% | 4.1% | 4.0% |
| Very dissatisfied | 1.4% | 1.7% | 1.6% |
| Don't know | 31.2% | 31.6% | 31.6% |

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

| | | | |
|--------|------------|--------------------|-------|
| N=1953 | District | | Total |
| | District 5 | Other Districts | |

Q10-3. Condition & maintenance of City recreation centers

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 13.0% | 10.6% | 10.9% |
| Satisfied | 33.5% | 26.9% | 27.6% |
| Neutral | 18.1% | 23.0% | 22.4% |
| Dissatisfied | 2.8% | 6.7% | 6.3% |
| Very dissatisfied | 0.9% | 2.2% | 2.1% |
| Don't know | 31.6% | 30.6% | 30.7% |

Q10-4. Quality of recreation center programs & classes (e.g. dance classes, craft classes, youth sports, after school programs)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 13.0% | 10.2% | 10.5% |
| Satisfied | 26.0% | 23.9% | 24.2% |
| Neutral | 17.2% | 20.4% | 20.1% |
| Dissatisfied | 2.8% | 4.8% | 4.6% |
| Very dissatisfied | 0.5% | 1.7% | 1.6% |
| Don't know | 40.5% | 38.9% | 39.1% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q10-5. Quality of recreation center staff customer service

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 10.7% | 11.8% | 11.7% |
| Satisfied | 30.7% | 25.3% | 25.9% |
| Neutral | 16.3% | 20.8% | 20.3% |
| Dissatisfied | 1.4% | 3.2% | 3.0% |
| Very dissatisfied | 0.5% | 1.2% | 1.1% |
| Don't know | 40.5% | 37.7% | 38.0% |

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

| | | | |
|--------|-----------------|-----------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | District 5 | Other Districts | |

Q10-1. Availability of recreation centers

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 21.9% | 20.2% | 20.4% |
| Satisfied | 50.6% | 44.7% | 45.4% |
| Neutral | 20.6% | 25.4% | 24.9% |
| Dissatisfied | 5.6% | 7.3% | 7.1% |
| Very dissatisfied | 1.3% | 2.5% | 2.3% |

Q10-2. Hours of operation offered in City recreation centers

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 19.6% | 17.7% | 17.9% |
| Satisfied | 47.3% | 43.3% | 43.7% |
| Neutral | 27.0% | 30.6% | 30.2% |
| Dissatisfied | 4.1% | 6.1% | 5.8% |
| Very dissatisfied | 2.0% | 2.4% | 2.4% |

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

| | | | |
|--------|------------|-----------|-------|
| N=1953 | District | | Total |
| | | Other | |
| | District 5 | Districts | |

Q10-3. Condition & maintenance of City recreation centers

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 19.0% | 15.3% | 15.7% |
| Satisfied | 49.0% | 38.7% | 39.8% |
| Neutral | 26.5% | 33.1% | 32.4% |
| Dissatisfied | 4.1% | 9.7% | 9.1% |
| Very dissatisfied | 1.4% | 3.2% | 3.0% |

Q10-4. Quality of recreation center programs & classes (e.g. dance classes, craft classes, youth sports, after school programs)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 21.9% | 16.7% | 17.2% |
| Satisfied | 43.8% | 39.2% | 39.7% |
| Neutral | 28.9% | 33.4% | 32.9% |
| Dissatisfied | 4.7% | 7.9% | 7.6% |
| Very dissatisfied | 0.8% | 2.8% | 2.6% |

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

| N=1953 | District | | Total |
|---|------------|-----------------|-------|
| | District 5 | Other Districts | |
| <u>Q10-5. Quality of recreation center staff customer service</u> | | | |
| Very satisfied | 18.0% | 18.9% | 18.8% |
| Satisfied | 51.6% | 40.7% | 41.8% |
| Neutral | 27.3% | 33.4% | 32.7% |
| Dissatisfied | 2.3% | 5.1% | 4.8% |
| Very dissatisfied | 0.8% | 1.9% | 1.8% |

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

| | | | |
|--------|------------|-----------------|-------|
| N=1953 | District | | Total |
| | District 5 | Other Districts | |

Q11-1. Availability of parks, beaches, open spaces, & trails

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 40.5% | 36.0% | 36.5% |
| Satisfied | 44.7% | 45.4% | 45.3% |
| Neutral | 9.8% | 9.7% | 9.7% |
| Dissatisfied | 1.9% | 3.9% | 3.6% |
| Very dissatisfied | 0.5% | 1.6% | 1.4% |
| Don't know | 2.8% | 3.6% | 3.5% |

Q11-2. Hours of access at parks, beaches, open spaces, & trails

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 34.9% | 30.8% | 31.3% |
| Satisfied | 48.8% | 47.5% | 47.6% |
| Neutral | 8.4% | 11.9% | 11.5% |
| Dissatisfied | 0.9% | 3.4% | 3.1% |
| Very dissatisfied | 1.4% | 1.7% | 1.6% |
| Don't know | 5.6% | 4.7% | 4.8% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q11-3. Condition & maintenance of City parks, beaches, open spaces, & trails

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 30.2% | 22.2% | 23.1% |
| Satisfied | 47.4% | 46.2% | 46.3% |
| Neutral | 14.0% | 17.2% | 16.8% |
| Dissatisfied | 4.7% | 7.1% | 6.9% |
| Very dissatisfied | 0.5% | 2.8% | 2.5% |
| Don't know | 3.3% | 4.5% | 4.4% |

Q11-4. Quality of park, beach, open space, & trail programs & classes (e.g. junior lifeguards, nature classes, etc.)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 23.7% | 21.0% | 21.3% |
| Satisfied | 40.9% | 35.6% | 36.2% |
| Neutral | 10.2% | 16.7% | 16.0% |
| Dissatisfied | 2.8% | 3.1% | 3.1% |
| Very dissatisfied | 0.0% | 1.4% | 1.2% |
| Don't know | 22.3% | 22.2% | 22.2% |

Q11. Please rate your satisfaction with the following services provided by the City of San Diego, without "don't know")

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q11-1. Availability of parks, beaches, open spaces, & trails

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 41.6% | 37.3% | 37.8% |
| Satisfied | 45.9% | 47.1% | 46.9% |
| Neutral | 10.0% | 10.0% | 10.0% |
| Dissatisfied | 1.9% | 4.0% | 3.8% |
| Very dissatisfied | 0.5% | 1.6% | 1.5% |

Q11-2. Hours of access at parks, beaches, open spaces, & trails

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 36.9% | 32.4% | 32.9% |
| Satisfied | 51.7% | 49.8% | 50.0% |
| Neutral | 8.9% | 12.5% | 12.1% |
| Dissatisfied | 1.0% | 3.6% | 3.3% |
| Very dissatisfied | 1.5% | 1.8% | 1.7% |

Q11. Please rate your satisfaction with the following services provided by the City of San Diego, without "don't know")

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q11-3. Condition & maintenance of City parks, beaches, open spaces, & trails

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 31.3% | 23.3% | 24.1% |
| Satisfied | 49.0% | 48.4% | 48.4% |
| Neutral | 14.4% | 18.0% | 17.6% |
| Dissatisfied | 4.8% | 7.5% | 7.2% |
| Very dissatisfied | 0.5% | 2.9% | 2.6% |

Q11-4. Quality of park, beach, open space, & trail programs & classes (e.g. junior lifeguards, nature classes, etc.)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 30.5% | 27.0% | 27.4% |
| Satisfied | 52.7% | 45.8% | 46.5% |
| Neutral | 13.2% | 21.4% | 20.5% |
| Dissatisfied | 3.6% | 4.0% | 3.9% |
| Very dissatisfied | 0.0% | 1.8% | 1.6% |

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

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q12. Have you utilized a City aquatic center (i.e. swimming pools) in past 12 months?

| | | | |
|------------|-------|-------|-------|
| Yes | 9.8% | 9.1% | 9.2% |
| No | 72.6% | 78.4% | 77.8% |
| Don't know | 17.7% | 12.4% | 13.0% |

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

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q12. Have you utilized a City aquatic center (i.e. swimming pools) in past 12 months?

| | | | |
|-----|-------|-------|-------|
| Yes | 11.9% | 10.4% | 10.6% |
| No | 88.1% | 89.6% | 89.4% |

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

| N=180 | District | | Total |
|-------|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q13. Your overall satisfaction with aquatic center services provided by City of San Diego

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 28.6% | 26.4% | 26.7% |
| Satisfied | 38.1% | 47.2% | 46.1% |
| Neutral | 19.0% | 20.8% | 20.6% |
| Dissatisfied | 14.3% | 4.4% | 5.6% |
| Very dissatisfied | 0.0% | 1.3% | 1.1% |

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

| | | | |
|--------|-------------------|----------------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | <u>District 5</u> | <u>Other Districts</u> | |

Q14-1. Your ability to engage with City officials

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 3.7% | 4.1% | 4.1% |
| Satisfied | 20.0% | 17.6% | 17.9% |
| Neutral | 27.9% | 31.3% | 30.9% |
| Dissatisfied | 6.5% | 10.9% | 10.4% |
| Very dissatisfied | 3.3% | 4.5% | 4.4% |
| Don't know | 38.6% | 31.5% | 32.3% |

Q14-2. Your ability to access information about City programs & services

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 7.4% | 6.4% | 6.6% |
| Satisfied | 34.0% | 29.6% | 30.1% |
| Neutral | 25.6% | 31.9% | 31.2% |
| Dissatisfied | 7.9% | 9.5% | 9.3% |
| Very dissatisfied | 1.4% | 4.0% | 3.7% |
| Don't know | 23.7% | 18.6% | 19.2% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q14-3. City's outreach efforts to keep public informed about capital projects (e.g. street paving, sewer line replacement, library construction)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.6% | 4.9% | 5.0% |
| Satisfied | 23.3% | 21.6% | 21.8% |
| Neutral | 25.6% | 32.2% | 31.5% |
| Dissatisfied | 22.3% | 18.1% | 18.6% |
| Very dissatisfied | 7.4% | 7.5% | 7.5% |
| Don't know | 15.8% | 15.6% | 15.6% |

Q14-4. City's website (www.sandiego.gov)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 8.8% | 7.5% | 7.6% |
| Satisfied | 29.8% | 28.2% | 28.4% |
| Neutral | 28.8% | 31.9% | 31.5% |
| Dissatisfied | 7.0% | 6.4% | 6.5% |
| Very dissatisfied | 0.9% | 3.0% | 2.8% |
| Don't know | 24.7% | 23.0% | 23.2% |

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

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q14-5. City's television channel (CityTV 24)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 3.7% | 3.3% | 3.4% |
| Satisfied | 9.8% | 12.5% | 12.2% |
| Neutral | 16.3% | 22.9% | 22.2% |
| Dissatisfied | 5.1% | 2.3% | 2.6% |
| Very dissatisfied | 1.4% | 2.3% | 2.2% |
| Don't know | 63.7% | 56.7% | 57.5% |

Q14-6. City's overall communication with the public

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 4.2% | 5.1% | 5.0% |
| Satisfied | 24.2% | 21.7% | 22.0% |
| Neutral | 38.1% | 37.4% | 37.5% |
| Dissatisfied | 11.6% | 12.8% | 12.6% |
| Very dissatisfied | 3.7% | 4.7% | 4.6% |
| Don't know | 18.1% | 18.3% | 18.3% |

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

| | | | |
|--------|-----------------|-----------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | District 5 | Other Districts | |

Q14-1. Your ability to engage with City officials

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 6.1% | 6.1% | 6.1% |
| Satisfied | 32.6% | 25.7% | 26.4% |
| Neutral | 45.5% | 45.7% | 45.7% |
| Dissatisfied | 10.6% | 15.9% | 15.4% |
| Very dissatisfied | 5.3% | 6.6% | 6.5% |

Q14-2. Your ability to access information about City programs & services

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 9.8% | 7.9% | 8.1% |
| Satisfied | 44.5% | 36.3% | 37.2% |
| Neutral | 33.5% | 39.2% | 38.6% |
| Dissatisfied | 10.4% | 11.7% | 11.5% |
| Very dissatisfied | 1.8% | 4.9% | 4.6% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q14-3. City's outreach efforts to keep public informed about capital projects (e.g. street paving, sewer line replacement, library construction)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 6.6% | 5.9% | 5.9% |
| Satisfied | 27.6% | 25.6% | 25.8% |
| Neutral | 30.4% | 38.2% | 37.3% |
| Dissatisfied | 26.5% | 21.5% | 22.0% |
| Very dissatisfied | 8.8% | 8.9% | 8.9% |

Q14-4. City's website (www.sandiego.gov)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 11.7% | 9.7% | 9.9% |
| Satisfied | 39.5% | 36.6% | 36.9% |
| Neutral | 38.3% | 41.4% | 41.1% |
| Dissatisfied | 9.3% | 8.3% | 8.4% |
| Very dissatisfied | 1.2% | 4.0% | 3.7% |

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

| | | | |
|--------|-------------------|----------------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | <u>District 5</u> | <u>Other Districts</u> | |

Q14-5. City's television channel (CityTV 24)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 10.3% | 7.7% | 7.9% |
| Satisfied | 26.9% | 28.8% | 28.6% |
| Neutral | 44.9% | 52.9% | 52.1% |
| Dissatisfied | 14.1% | 5.3% | 6.1% |
| Very dissatisfied | 3.8% | 5.3% | 5.2% |

Q14-6. City's overall communication with the public

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.1% | 6.3% | 6.1% |
| Satisfied | 29.5% | 26.6% | 26.9% |
| Neutral | 46.6% | 45.8% | 45.9% |
| Dissatisfied | 14.2% | 15.6% | 15.5% |
| Very dissatisfied | 4.5% | 5.7% | 5.6% |

Q15. Please rate your satisfaction with the following.

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q15-1. Efforts to build & promote cross-border ties & international relationships

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.6% | 6.3% | 6.2% |
| Satisfied | 22.3% | 20.8% | 21.0% |
| Neutral | 25.6% | 29.1% | 28.7% |
| Dissatisfied | 4.7% | 7.7% | 7.4% |
| Very dissatisfied | 4.7% | 5.1% | 5.0% |
| Don't know | 37.2% | 31.0% | 31.7% |

Q15-2. Revitalization efforts (e.g. repurposing vacant lots & buildings)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 2.3% | 4.0% | 3.8% |
| Satisfied | 15.8% | 16.5% | 16.4% |
| Neutral | 28.8% | 29.6% | 29.5% |
| Dissatisfied | 11.6% | 17.4% | 16.8% |
| Very dissatisfied | 2.3% | 6.4% | 5.9% |
| Don't know | 39.1% | 26.2% | 27.6% |

Q15. Please rate your satisfaction with the following.

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q15-3. On street parking enforcement (e.g. abandoned vehicle removal, violation of parking regulation, etc.)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 6.0% | 6.3% | 6.2% |
| Satisfied | 25.6% | 26.0% | 26.0% |
| Neutral | 26.5% | 25.6% | 25.7% |
| Dissatisfied | 7.4% | 17.5% | 16.4% |
| Very dissatisfied | 4.2% | 10.8% | 10.0% |
| Don't know | 30.2% | 13.9% | 15.7% |

Q15-4. Obtaining development & construction permits

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 2.3% | 3.4% | 3.3% |
| Satisfied | 8.4% | 10.2% | 10.0% |
| Neutral | 17.7% | 22.3% | 21.8% |
| Dissatisfied | 8.4% | 9.3% | 9.2% |
| Very dissatisfied | 4.2% | 7.2% | 6.9% |
| Don't know | 59.1% | 47.5% | 48.8% |

Q15. Please rate your satisfaction with the following.

| | | | |
|--------|-------------------|------------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | <u>District 5</u> | <u>Other Districts</u> | |

Q15-5. Efforts to address homelessness

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 2.8% | 4.3% | 4.1% |
| Satisfied | 16.3% | 10.9% | 11.5% |
| Neutral | 22.8% | 16.4% | 17.1% |
| Dissatisfied | 22.3% | 25.7% | 25.3% |
| Very dissatisfied | 17.2% | 32.0% | 30.4% |
| Don't know | 18.6% | 10.6% | 11.5% |

Q15-6. Programs to assist low to moderate income residents & communities

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 3.3% | 5.0% | 4.8% |
| Satisfied | 13.0% | 11.9% | 12.0% |
| Neutral | 27.0% | 22.2% | 22.7% |
| Dissatisfied | 9.8% | 14.0% | 13.6% |
| Very dissatisfied | 5.1% | 11.9% | 11.2% |
| Don't know | 41.9% | 35.0% | 35.7% |

Q15. Please rate your satisfaction with the following.

| N=1953 | District | | Total |
|--------|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q15-7. Efforts to provide affordable housing options

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 3.3% | 3.7% | 3.6% |
| Satisfied | 9.3% | 9.1% | 9.1% |
| Neutral | 26.0% | 22.6% | 22.9% |
| Dissatisfied | 15.8% | 21.8% | 21.1% |
| Very dissatisfied | 10.7% | 19.6% | 18.6% |
| Don't know | 34.9% | 23.3% | 24.6% |

Q15-8. Community planning efforts for future growth

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 2.8% | 3.5% | 3.4% |
| Satisfied | 15.3% | 12.7% | 13.0% |
| Neutral | 27.9% | 28.5% | 28.4% |
| Dissatisfied | 12.6% | 16.3% | 15.9% |
| Very dissatisfied | 7.4% | 10.9% | 10.5% |
| Don't know | 34.0% | 28.1% | 28.7% |

Q15. Please rate your satisfaction with the following.

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q15-9. Efforts to support job creation & investment by local businesses

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 2.8% | 2.9% | 2.9% |
| Satisfied | 12.6% | 13.1% | 13.1% |
| Neutral | 27.0% | 27.3% | 27.3% |
| Dissatisfied | 13.0% | 15.1% | 14.8% |
| Very dissatisfied | 6.0% | 10.4% | 9.9% |
| Don't know | 38.6% | 31.2% | 32.1% |

Q15-10. Gang prevention efforts

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 3.3% | 4.5% | 4.4% |
| Satisfied | 17.7% | 14.9% | 15.2% |
| Neutral | 20.9% | 23.6% | 23.3% |
| Dissatisfied | 5.6% | 10.4% | 9.9% |
| Very dissatisfied | 3.3% | 8.7% | 8.1% |
| Don't know | 49.3% | 37.8% | 39.1% |

Q15. Please rate your satisfaction with the following.

| | | | |
|--------|------------|-----------------|-------|
| N=1953 | District | | Total |
| | District 5 | Other Districts | |

Q15-11. Graffiti removal

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.1% | 5.8% | 5.7% |
| Satisfied | 20.5% | 22.9% | 22.6% |
| Neutral | 24.7% | 24.5% | 24.5% |
| Dissatisfied | 12.1% | 14.4% | 14.1% |
| Very dissatisfied | 1.4% | 9.8% | 8.9% |
| Don't know | 36.3% | 22.7% | 24.2% |

Q15-12. Historic preservation efforts

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 8.4% | 7.8% | 7.9% |
| Satisfied | 27.9% | 26.8% | 26.9% |
| Neutral | 24.2% | 28.6% | 28.1% |
| Dissatisfied | 1.4% | 5.2% | 4.8% |
| Very dissatisfied | 0.5% | 3.5% | 3.1% |
| Don't know | 37.7% | 28.2% | 29.2% |

Q15. Please rate your satisfaction with the following.

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q15-13. Music, dance, & theater performances, visual art & cultural exhibitions, parades, festivals, art classes, & public art

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 10.2% | 12.4% | 12.1% |
| Satisfied | 44.7% | 33.7% | 34.9% |
| Neutral | 19.5% | 26.4% | 25.6% |
| Dissatisfied | 1.4% | 5.4% | 5.0% |
| Very dissatisfied | 0.5% | 2.8% | 2.5% |
| Don't know | 23.7% | 19.4% | 19.9% |

Q15-14. Online services (e.g. paying a bill, getting a business license)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 12.6% | 13.9% | 13.8% |
| Satisfied | 42.3% | 36.0% | 36.7% |
| Neutral | 16.7% | 22.1% | 21.5% |
| Dissatisfied | 3.3% | 5.1% | 4.9% |
| Very dissatisfied | 1.9% | 3.8% | 3.6% |
| Don't know | 23.3% | 19.0% | 19.5% |

Q15. Please rate your satisfaction with the following.

| | | | |
|--------|-------------------|----------------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | <u>District 5</u> | <u>Other Districts</u> | |

Q15-15. Quality/variety of entertainment & expositions at Convention Center

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 11.2% | 10.5% | 10.5% |
| Satisfied | 36.3% | 32.2% | 32.7% |
| Neutral | 24.2% | 25.7% | 25.6% |
| Dissatisfied | 1.9% | 3.9% | 3.6% |
| Very dissatisfied | 1.4% | 2.1% | 2.0% |
| Don't know | 25.1% | 25.6% | 25.6% |

**Q15-16. Quality/variety of entertainment, expositions, & sporting events at
Petco Park**

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 16.3% | 13.6% | 13.9% |
| Satisfied | 39.5% | 35.7% | 36.1% |
| Neutral | 22.3% | 23.1% | 23.0% |
| Dissatisfied | 2.3% | 3.9% | 3.7% |
| Very dissatisfied | 1.4% | 2.0% | 1.9% |
| Don't know | 18.1% | 21.6% | 21.2% |

Q15. Please rate your satisfaction with the following.

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q15-17. Quality/variety of entertainment, expositions, & sporting events at SDCCU Stadium

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 9.8% | 8.6% | 8.8% |
| Satisfied | 24.2% | 25.5% | 25.3% |
| Neutral | 27.9% | 26.5% | 26.6% |
| Dissatisfied | 7.4% | 7.0% | 7.1% |
| Very dissatisfied | 2.3% | 4.1% | 3.9% |
| Don't know | 28.4% | 28.3% | 28.3% |

Q15-18. Traffic on City streets

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 3.3% | 3.7% | 3.6% |
| Satisfied | 18.1% | 14.9% | 15.3% |
| Neutral | 34.4% | 25.0% | 26.1% |
| Dissatisfied | 22.3% | 27.6% | 27.0% |
| Very dissatisfied | 18.6% | 24.0% | 23.4% |
| Don't know | 3.3% | 4.8% | 4.6% |

Q15. Please rate your satisfaction with the following.

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q15-19. Efforts to address illegal dumping (e.g. mattresses left in alleys)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 3.3% | 3.2% | 3.2% |
| Satisfied | 14.0% | 12.5% | 12.7% |
| Neutral | 23.3% | 21.9% | 22.1% |
| Dissatisfied | 11.2% | 22.5% | 21.2% |
| Very dissatisfied | 7.0% | 17.4% | 16.2% |
| Don't know | 41.4% | 22.4% | 24.5% |

Q15. Please rate your satisfaction with the following. (without "don't know")

N=1953

| | <u>District</u> | | <u>Total</u> |
|--|-------------------|------------------|--------------|
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q15-1. Efforts to build & promote cross-border ties & international relationships

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 8.9% | 9.1% | 9.1% |
| Satisfied | 35.6% | 30.2% | 30.7% |
| Neutral | 40.7% | 42.2% | 42.1% |
| Dissatisfied | 7.4% | 11.2% | 10.8% |
| Very dissatisfied | 7.4% | 7.3% | 7.3% |

Q15-2. Revitalization efforts (e.g. repurposing vacant lots & buildings)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 3.8% | 5.4% | 5.2% |
| Satisfied | 26.0% | 22.3% | 22.6% |
| Neutral | 47.3% | 40.1% | 40.7% |
| Dissatisfied | 19.1% | 23.6% | 23.2% |
| Very dissatisfied | 3.8% | 8.7% | 8.2% |

Q15. Please rate your satisfaction with the following. (without "don't know")

N=1953

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q15-3. On street parking enforcement (e.g. abandoned vehicle removal, violation of parking regulation, etc.)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 8.7% | 7.3% | 7.4% |
| Satisfied | 36.7% | 30.2% | 30.8% |
| Neutral | 38.0% | 29.7% | 30.5% |
| Dissatisfied | 10.7% | 20.3% | 19.4% |
| Very dissatisfied | 6.0% | 12.5% | 11.9% |

Q15-4. Obtaining development & construction permits

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.7% | 6.5% | 6.4% |
| Satisfied | 20.5% | 19.5% | 19.6% |
| Neutral | 43.2% | 42.4% | 42.5% |
| Dissatisfied | 20.5% | 17.8% | 18.0% |
| Very dissatisfied | 10.2% | 13.8% | 13.5% |

Q15. Please rate your satisfaction with the following. (without "don't know")

| | | | |
|--------|-----------------|-----------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | District 5 | Other Districts | |

Q15-5. Efforts to address homelessness

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 3.4% | 4.8% | 4.7% |
| Satisfied | 20.0% | 12.2% | 13.0% |
| Neutral | 28.0% | 18.3% | 19.3% |
| Dissatisfied | 27.4% | 28.8% | 28.6% |
| Very dissatisfied | 21.1% | 35.8% | 34.4% |

Q15-6. Programs to assist low to moderate income residents & communities

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.6% | 7.7% | 7.5% |
| Satisfied | 22.4% | 18.3% | 18.7% |
| Neutral | 46.4% | 34.1% | 35.3% |
| Dissatisfied | 16.8% | 21.6% | 21.1% |
| Very dissatisfied | 8.8% | 18.3% | 17.4% |

Q15. Please rate your satisfaction with the following. (without "don't know")

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q15-7. Efforts to provide affordable housing options

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.0% | 4.8% | 4.8% |
| Satisfied | 14.3% | 11.9% | 12.1% |
| Neutral | 40.0% | 29.4% | 30.4% |
| Dissatisfied | 24.3% | 28.4% | 28.0% |
| Very dissatisfied | 16.4% | 25.5% | 24.6% |

Q15-8. Community planning efforts for future growth

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 4.2% | 4.9% | 4.8% |
| Satisfied | 23.2% | 17.6% | 18.2% |
| Neutral | 42.3% | 39.6% | 39.9% |
| Dissatisfied | 19.0% | 22.7% | 22.3% |
| Very dissatisfied | 11.3% | 15.2% | 14.8% |

Q15. Please rate your satisfaction with the following. (without "don't know")

N=1953

| | <u>District</u> | | <u>Total</u> |
|--|-----------------|-----------------|--------------|
| | District 5 | Other Districts | |

Q15-9. Efforts to support job creation & investment by local businesses

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 4.5% | 4.2% | 4.2% |
| Satisfied | 20.5% | 19.1% | 19.2% |
| Neutral | 43.9% | 39.7% | 40.2% |
| Dissatisfied | 21.2% | 21.9% | 21.9% |
| Very dissatisfied | 9.8% | 15.1% | 14.5% |

Q15-10. Gang prevention efforts

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 6.4% | 7.3% | 7.2% |
| Satisfied | 34.9% | 24.0% | 25.0% |
| Neutral | 41.3% | 37.9% | 38.2% |
| Dissatisfied | 11.0% | 16.7% | 16.2% |
| Very dissatisfied | 6.4% | 14.1% | 13.4% |

Q15. Please rate your satisfaction with the following. (without "don't know")

| | | | |
|--------|-------------------|----------------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | <u>District 5</u> | <u>Other Districts</u> | |

Q15-11. Graffiti removal

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 8.0% | 7.5% | 7.6% |
| Satisfied | 32.1% | 29.6% | 29.8% |
| Neutral | 38.7% | 31.6% | 32.3% |
| Dissatisfied | 19.0% | 18.6% | 18.6% |
| Very dissatisfied | 2.2% | 12.6% | 11.7% |

Q15-12. Historic preservation efforts

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 13.4% | 10.9% | 11.1% |
| Satisfied | 44.8% | 37.3% | 38.0% |
| Neutral | 38.8% | 39.8% | 39.7% |
| Dissatisfied | 2.2% | 7.2% | 6.7% |
| Very dissatisfied | 0.7% | 4.8% | 4.4% |

Q15. Please rate your satisfaction with the following. (without "don't know")

N=1953

| | <u>District</u> | | <u>Total</u> |
|--|-----------------|-----------------|--------------|
| | District 5 | Other Districts | |

Q15-13. Music, dance, & theater performances, visual art & cultural exhibitions, parades, festivals, art classes, & public art

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 13.4% | 15.4% | 15.2% |
| Satisfied | 58.5% | 41.8% | 43.5% |
| Neutral | 25.6% | 32.7% | 32.0% |
| Dissatisfied | 1.8% | 6.7% | 6.2% |
| Very dissatisfied | 0.6% | 3.4% | 3.1% |

Q15-14. Online services (e.g. paying a bill, getting a business license)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 16.4% | 17.2% | 17.1% |
| Satisfied | 55.2% | 44.5% | 45.6% |
| Neutral | 21.8% | 27.3% | 26.7% |
| Dissatisfied | 4.2% | 6.3% | 6.1% |
| Very dissatisfied | 2.4% | 4.7% | 4.5% |

Q15. Please rate your satisfaction with the following. (without "don't know")

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q15-15. Quality/variety of entertainment & expositions at Convention Center

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 14.9% | 14.1% | 14.2% |
| Satisfied | 48.4% | 43.3% | 43.9% |
| Neutral | 32.3% | 34.6% | 34.3% |
| Dissatisfied | 2.5% | 5.2% | 4.9% |
| Very dissatisfied | 1.9% | 2.9% | 2.8% |

Q15-16. Quality/variety of entertainment, expositions, & sporting events at Petco Park

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 19.9% | 17.3% | 17.6% |
| Satisfied | 48.3% | 45.6% | 45.9% |
| Neutral | 27.3% | 29.5% | 29.3% |
| Dissatisfied | 2.8% | 5.0% | 4.7% |
| Very dissatisfied | 1.7% | 2.6% | 2.5% |

Q15. Please rate your satisfaction with the following. (without "don't know")

N=1953

| | <u>District</u> | | <u>Total</u> |
|--|-----------------|-----------------|--------------|
| | District 5 | Other Districts | |

Q15-17. Quality/variety of entertainment, expositions, & sporting events at SDCCU Stadium

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 13.6% | 12.0% | 12.2% |
| Satisfied | 33.8% | 35.6% | 35.4% |
| Neutral | 39.0% | 36.9% | 37.1% |
| Dissatisfied | 10.4% | 9.8% | 9.9% |
| Very dissatisfied | 3.2% | 5.7% | 5.4% |

Q15-18. Traffic on City streets

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 3.4% | 3.9% | 3.8% |
| Satisfied | 18.8% | 15.6% | 16.0% |
| Neutral | 35.6% | 26.3% | 27.3% |
| Dissatisfied | 23.1% | 29.0% | 28.3% |
| Very dissatisfied | 19.2% | 25.2% | 24.5% |

Q15. Please rate your satisfaction with the following. (without "don't know")

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

Q15-19. Efforts to address illegal dumping (e.g. mattresses left in alleys)

| | | | |
|-------------------|-------|-------|-------|
| Very satisfied | 5.6% | 4.2% | 4.3% |
| Satisfied | 23.8% | 16.2% | 16.8% |
| Neutral | 39.7% | 28.3% | 29.2% |
| Dissatisfied | 19.0% | 29.0% | 28.2% |
| Very dissatisfied | 11.9% | 22.4% | 21.5% |

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

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q16. Have you had an interaction with a City of San Diego employee in past 12 months?

| | | | |
|------------|-------|-------|-------|
| Yes | 44.2% | 49.3% | 48.7% |
| No | 50.2% | 44.2% | 44.9% |
| Don't know | 5.6% | 6.4% | 6.3% |

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

| | | | |
|--------|-------------------|------------------|--------------|
| N=1953 | <u>District</u> | | <u>Total</u> |
| | | Other | |
| | <u>District 5</u> | <u>Districts</u> | |

Q16. Have you had an interaction with a City of San Diego employee in past 12 months?

| | | | |
|-----|-------|-------|-------|
| Yes | 46.8% | 52.7% | 52.1% |
| No | 53.2% | 47.3% | 47.9% |

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

N=952

| | District | | Total |
|------------------------|------------|-----------------|-------|
| | District 5 | Other Districts | |
| <u>Q17-1. Courtesy</u> | | | |
| Excellent | 38.9% | 35.2% | 35.6% |
| Good | 43.2% | 37.8% | 38.3% |
| Fair | 11.6% | 15.2% | 14.8% |
| Poor | 5.3% | 6.7% | 6.5% |
| Very poor | 1.1% | 4.4% | 4.1% |
| Don't know | 0.0% | 0.7% | 0.6% |

Q17-2. Knowledge

| | | | |
|------------|-------|-------|-------|
| Excellent | 33.7% | 28.9% | 29.4% |
| Good | 44.2% | 38.9% | 39.4% |
| Fair | 9.5% | 17.5% | 16.7% |
| Poor | 7.4% | 7.2% | 7.2% |
| Very poor | 2.1% | 4.4% | 4.2% |
| Don't know | 3.2% | 3.0% | 3.0% |

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

N=952

| | District | | Total |
|--|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q17-3. Responsiveness

| | | | |
|------------|-------|-------|-------|
| Excellent | 31.6% | 28.4% | 28.7% |
| Good | 40.0% | 35.7% | 36.1% |
| Fair | 17.9% | 17.4% | 17.4% |
| Poor | 6.3% | 9.3% | 9.0% |
| Very poor | 3.2% | 7.7% | 7.2% |
| Don't know | 1.1% | 1.5% | 1.5% |

Q17-4. Overall customer service

| | | | |
|------------|-------|-------|-------|
| Excellent | 30.5% | 29.6% | 29.7% |
| Good | 45.3% | 36.2% | 37.1% |
| Fair | 13.7% | 17.6% | 17.2% |
| Poor | 6.3% | 9.2% | 8.9% |
| Very poor | 3.2% | 5.6% | 5.4% |
| Don't know | 1.1% | 1.8% | 1.7% |

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

| N=952 | District | | Total |
|-----------------------------|------------|-----------------|-------|
| | District 5 | Other Districts | |
| <u>Q17-1. Courtesy</u> | | | |
| Excellent | 38.9% | 35.5% | 35.8% |
| Good | 43.2% | 38.1% | 38.6% |
| Fair | 11.6% | 15.3% | 14.9% |
| Poor | 5.3% | 6.7% | 6.6% |
| Very poor | 1.1% | 4.5% | 4.1% |
| <u>Q17-2. Knowledge</u> | | | |
| Excellent | 34.8% | 29.8% | 30.3% |
| Good | 45.7% | 40.1% | 40.6% |
| Fair | 9.8% | 18.1% | 17.2% |
| Poor | 7.6% | 7.5% | 7.5% |
| Very poor | 2.2% | 4.6% | 4.3% |

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

| N=952 | District | | Total |
|-------|------------|-----------------|-------|
| | District 5 | Other Districts | |

Q17-3. Responsiveness

| | | | |
|-----------|-------|-------|-------|
| Excellent | 31.9% | 28.8% | 29.1% |
| Good | 40.4% | 36.3% | 36.7% |
| Fair | 18.1% | 17.7% | 17.7% |
| Poor | 6.4% | 9.5% | 9.2% |
| Very poor | 3.2% | 7.8% | 7.4% |

Q17-4. Overall customer service

| | | | |
|-----------|-------|-------|-------|
| Excellent | 30.9% | 30.2% | 30.2% |
| Good | 45.7% | 36.8% | 37.7% |
| Fair | 13.8% | 17.9% | 17.5% |
| Poor | 6.4% | 9.4% | 9.1% |
| Very poor | 3.2% | 5.7% | 5.4% |

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

| | | | |
|--------|------------|-----------------|-------|
| N=1953 | District | | Total |
| | District 5 | Other Districts | |
| | | | |

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

| | | | |
|------------|-------|-------|-------|
| Yes | 20.5% | 27.0% | 26.3% |
| No | 25.1% | 31.0% | 30.3% |
| Don't know | 54.4% | 42.1% | 43.4% |

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

| | | | |
|--------|------------|-----------------|-------|
| N=1953 | District | | Total |
| | District 5 | Other Districts | |
| | | | |

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

| | | | |
|-----|-------|-------|-------|
| Yes | 44.9% | 46.6% | 46.4% |
| No | 55.1% | 53.4% | 53.6% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

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

| | | | |
|---------------------------------------|-------|-------|-------|
| Mobile application (e.g. Get It Done) | 20.5% | 28.2% | 27.3% |
| Website | 44.2% | 29.2% | 30.9% |
| Telephone call | 21.9% | 29.3% | 28.5% |
| Text message | 7.9% | 6.7% | 6.8% |
| Social media (e.g. Facebook, Twitter) | 2.3% | 2.1% | 2.1% |
| Not provided | 3.3% | 4.5% | 4.4% |

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

N=1953

| District | Total |
|------------|-----------------|
| District 5 | Other Districts |

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

| | | | |
|---------------------------------------|-------|-------|-------|
| Mobile application (e.g. Get It Done) | 21.2% | 29.5% | 28.6% |
| Website | 45.7% | 30.6% | 32.3% |
| Telephone call | 22.6% | 30.7% | 29.8% |
| Text message | 8.2% | 7.0% | 7.1% |
| Social media (e.g. Facebook, Twitter) | 2.4% | 2.2% | 2.2% |