

# 2018 City of San Diego Resident Survey *District 5 Crosstabular Data*

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**Submitted to the City of San Diego, CA**

**by:**

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**June 2018**



**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
		Other	
	District 5	Districts	
<u>Q1-3. As a place to retire</u>			
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
		Other	
	District 5	Districts	
<u>Q1-5. As a place to start a career</u>			
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%

<u>Q1-6. As a place to work</u>			
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
	Other	
	District 5	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
		Other	
	District 5	Districts	
<u>Q1-3. As a place to retire</u>			
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	District		Total
		Other	
	District 5	Districts	
<u>Q1-5. As a place to start a career</u>			
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
	Other		
	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
		Other	
	District 5	Districts	
<u>Q2-3. Financial stability of City government</u>			
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
	Other		
	District 5	Other Districts	
<u>Q2-5. Quality of life in City</u>			
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
	Other		
	District 5	Other Districts	
<u>Q2-7. Value that you receive for your City tax &amp; fees</u>			
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	District		Total
	District 5	Other Districts	

**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
District 5	Other 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
District 5	Other 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	District		Total
		Other	
	District 5	Districts	

**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
	Other		
	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
	Other		
	District 5	Other Districts	
<u>Q4-5. Visibility of police in your neighborhood</u>			
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	District		Total
	District 5	Other Districts	
<u>Q4-1. Effectiveness of local police protection</u>			
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
		Other	
	District 5	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
	District 5	Other Districts	
<u>Q5-1. Quality of ambulance transportation &amp; services</u>			
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
	Other		
	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

District		Total
District 5	Other Districts	

**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	
<u>Q5-1. Quality of ambulance transportation &amp; services</u>			
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
		Other	
	District 5	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

District		Total
District 5	Other Districts	

**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
	Other		
	District 5	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	
<u>Q6-3. Condition &amp; maintenance of streets City wide</u>			
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
	Other		
	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	
<u>Q6-7. Condition &amp; maintenance of sidewalks City wide</u>			
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	District		Total
	Other		
	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
		Other	
	District 5	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	District		Total
		Other	
	District 5	Districts	

**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
		Other	
	District 5	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	District		Total
	District 5	Other Districts	
<u>Q6-7. Condition &amp; maintenance of sidewalks City wide</u>			
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	District		Total
	Other		
	District 5	Districts	

**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	
<u>Q7-1. Increasing walking, biking, &amp; transit use</u>			
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
	Other	
	District 5	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
	Other		
	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
	Other		
	District 5	Districts	
<u>Q7-7. Preventing &amp; responding to flood events</u>			
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	District		Total
	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	

**Q7-7. Preventing & responding to flood events**

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	District		Total
		Other	
	District 5	Districts	

**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	District		Total
		Other	
	District 5	Districts	

**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	District		Total
		Other	
	District 5	Districts	
<u>Q8a-1. Residential trash collection</u>			
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
		Other	
	District 5	Districts	
<u>Q9-1. Availability of library facilities</u>			
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
	Other		
	District 5	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	
<u>Q9-5. Quality of library staff customer service</u>			
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	District		Total
		Other	
	District 5	Districts	

**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
		Other	
	District 5	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
		Other	
	District 5	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
		Other	
	District 5	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
	Other		
	District 5	Other Districts	
<u>Q10-5. Quality of recreation center staff customer service</u>			
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	District		Total
	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
	District 5	Other 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
	Other		
	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	
<u>Q11-1. Availability of parks, beaches, open spaces, &amp; trails</u>			
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
		Other	
	District 5	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	
<u>Q11-1. Availability of parks, beaches, open spaces, &amp; trails</u>			
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
		Other	
	District 5	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

District		Total
District 5	Other Districts	

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

District		Total
District 5	Other Districts	

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
	Other		
	District 5	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	District		Total
	Other		
	District 5	Other Districts	
<u>Q14-1. Your ability to engage with City officials</u>			
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	
<u>Q14-5. City's television channel (CityTV 24)</u>			
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	District		Total
	District 5	Other Districts	
<u>Q14-1. Your ability to engage with City officials</u>			
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
	Other		
	District 5	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	District		Total
		Other	
	District 5	Districts	

**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
	Other		
	District 5	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
	Other		
	District 5	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	District		Total
	District 5	Other Districts	

**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
		Other	
	District 5	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	District		Total
	Other		
	District 5	Other Districts	

**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
		Other	
	District 5	Districts	
<u>Q15-11. Graffiti removal</u>			
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	District		Total
	Other		
	District 5	Districts	

**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
	Other		
	District 5	Other Districts	
<u>Q15-19. Efforts to address illegal dumping (e.g. mattresses left in alleys)</u>			
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	District		Total
	Other		
	District 5	Districts	

**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	District		Total
		Other	
	District 5	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	District		Total
	Other		
	District 5	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	District		Total
	District 5	Other Districts	
<u>Q15-11. Graffiti removal</u>			
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

District		Total
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	District		Total
	Other		
	District 5	Other Districts	

**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

District	Total
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
	Other		
	District 5	Other Districts	
<u>Q15-19. Efforts to address illegal dumping (e.g. mattresses left in alleys)</u>			
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

District		Total
District 5	Other Districts	

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

District		Total
District 5	Other Districts	

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
		Other	
	District 5	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
		Other	
	District 5	Districts	
<u>Q17-3. Responsiveness</u>			
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%

Q17-2. Knowledge

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	
<u>Q17-3. Responsiveness</u>			
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
		Other	
	District 5	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
		Other	
	District 5	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%