

City and County of San Francisco
Office of the Controller
City Services Auditor

Ed Harrington, Controller

City Survey 2007

More San Franciscans Give Government
Good Ratings Than Ever

Families More Likely to Stay

Services Ratings Still Average C+

**Executive
Summary**

More San Franciscans Give Government Good Ratings Than Ever and Families Are Staying, Overall Average Ratings Stay C+

Highest Favorable Ratings for Local Government in Survey History

Forty percent of San Franciscans gave favorable ratings (A or B grades) to City government – more than in any other survey year, where favorable ratings have ranged from 32 to 37 percent. Fewer residents gave unfavorable ratings (D or F grades) as well. Key factors that show differences in opinion include length of residency in San Francisco, income, region of San Francisco, and ethnicity.

San Francisco has citizens who are frequent users of many public services – they indicate they are frequent users of the parks and libraries, and ride MUNI at least a few times a month. Frequent users of many services are more likely to give the government a higher grade than people who use one service frequently, or who don't use services frequently.

Fewer Families With Children Under Age Six Plan to Leave Than in 2005

In 2005, 45 percent of parents with children 0-5 were either very or somewhat likely to leave; in 2007, only 36 percent of these parents are considering leaving. Larger households and families are still more likely to leave than other residents, but not as likely as in 2005.

Feelings of Safety Stable From 2005, and Higher Than in the 1990s

Eighty percent of respondents report feeling safe or very safe walking alone in their neighborhoods during the daytime, down from 83 percent in 2005. Seven percent of respondents report feeling either unsafe or very unsafe during the day, up from five percent in 2005.

Muni Ratings Continue to Fall

Municipal Railway transit system ratings declined overall for the third time in the last three City surveys. Convenience of routes, fares, and communication to passengers are at their lowest point since each of the categories has been surveyed.

Muni ratings on timeliness and reliability are low and falling throughout the City but fell the most in the Western districts. While District 6 remains most satisfied with Muni (36 percent give A or B grades), it also shows a slight decrease in ratings in 2007.

The Average Grade for All Services Is a C+

Survey respondents rated services on a 5-point scale from Very Good to Very Poor, or from A to F. The following table shows average ratings of City services and a summary of major findings.

Service Area	Grade	Change From Last Year	Major Findings
Local Government Performance	C+	↔	<ul style="list-style-type: none"> • More San Francisco Residents Give Favorable Ratings Than Ever • Newer Residents Give More Favorable Grades; Opinions of Parents and Nonparents Converge • Respondents Voiced Concern on a Variety of Issues • Race/Ethnicity Affects Ratings of City Services • The City Gets Higher Grades from People Who Use More Services • Respondents Get City Information through a Variety of Sources • Most Are Pleased With Water Quality • Forty-Two Percent of Respondents Use City Disaster Preparedness Information
Safety	B-	↔	<ul style="list-style-type: none"> • Feelings of Safety Stable From 2005, and Higher Than in the 1990s • Southeastern Respondents Feel Less Safe • Feelings of Safety Vary by District and Socioeconomic Factors • Citizens Still Feel Safe Crossing the Street
Public Transportation	C	↓	<ul style="list-style-type: none"> • Muni Ratings Decline for Third Time • Ratings on Muni Timeliness and Reliability Fall Most in West of City • Demographics Affect Ratings, But Not Decision to Ride
Street and Sidewalk Cleanliness	C	↔	<ul style="list-style-type: none"> • Steady Grades for Streets and Sidewalk Cleanliness • The Southeast and District 6 Are Less Likely to See a Clean Neighborhood
Pavement	C-	↓	<ul style="list-style-type: none"> • Citywide Favorable Ratings of Pavement Conditions Continue to Decline, Grade Falls to C-
Trees	N/A	N/A	<ul style="list-style-type: none"> • Majority of Residents Want More Trees
Recreation and Parks	C+	↔	<ul style="list-style-type: none"> • Park Ratings Stable • Recreation Ratings Remain Significantly Lower Than in 2004 • Frequency and Distribution of Park Visits Are Similar to Previous Years • Parenthood, Ethnicity, Education and Tenure in San Francisco Continue to Affect Ratings
Libraries	B-	↔	<ul style="list-style-type: none"> • Library Ratings Mostly Steady, Still Positive • Frequent Users of Libraries Continue to Give Higher Ratings • Number of Frequent Users Stays the Same

Other Major Findings Include:**Children, Youth and Families**

- Fewer Families Plan to Leave San Francisco
- Stable Use of Children's Programs
- Public School and Private School Enrollments Vary by Race and Income

Health Insurance

- Most San Franciscans Are Insured, Slight Rise Since 2005
- Health Insurance Coverage Varies by Age and Income

Technology

- Much of the City Is Online, But Digital Divide Persists
- Home Internet Access Varies by Key Demographic Factors
- The Disparity in Internet Access is Increasing

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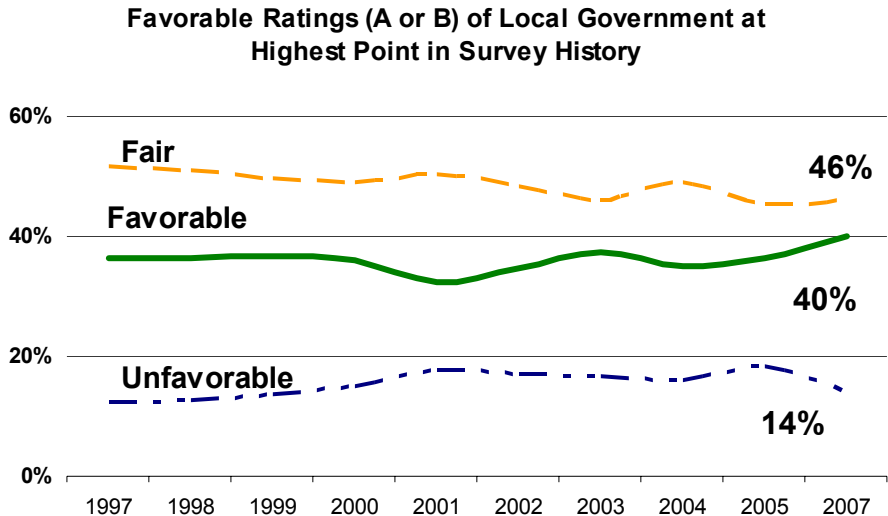
Local Government Performance

Grade
C+

Change
↔

More San Francisco Residents Give Favorable Ratings Than Ever

While most San Franciscans maintain their local government is doing only a fair or average job at providing services (an average 3.3, or C+ grade), 40 percent of San Franciscans gave the government favorable ratings (A or B grades)—more than in any other survey year. Fewer residents gave unfavorable ratings (D or F grades) as well. Key factors that show differences in opinion include length of residency in San Francisco, income, region of San Francisco, and ethnicity.

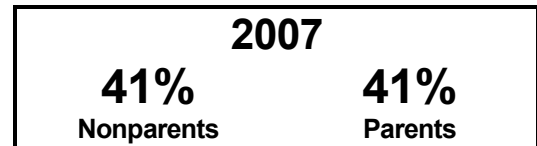


Newer Residents Give More Favorable Grades; Opinions of Parents and Nonparents Converge

The longer one lives in San Francisco, the more likely one is to be dissatisfied with general City services and give a lower grade. Two out of three residents who have lived here less than a year give San Francisco an A or a B grade—but after a year, fewer than half of residents do so. Only one in three residents who have lived here over 19 years gives San Francisco a favorable grade.

Parents and non-parents had significantly different perceptions of the City's government in 2005, but that difference diminished in 2007. Given the margin of error, parents and non-parents give the same average grade to City services.

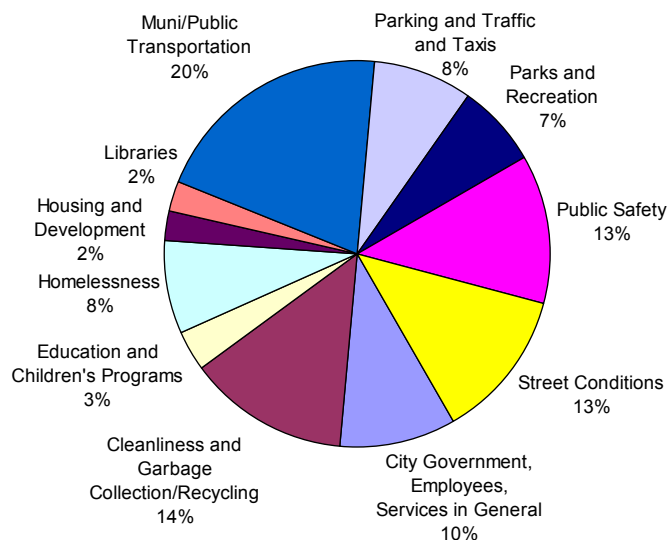
I give the local government an A or a B overall...



Respondents Voiced Concern on a Variety of Issues

Each year the survey gives respondents an opportunity to provide general comments about City services.

Respondents Commented on a Variety of Subjects (% of comments received)



These comments both support the findings in the individual survey questions and offer insight beyond questions asked by the survey.

Muni garnered the most comments, and the findings concurred with issues identified by the quantitative survey results. Respondents also had many comments on street conditions which reinforced the survey's findings about the quality of pavement.

In many areas, people expressed both positive and negative opinions on government performance.

In several cases, the comments concern areas not covered in the survey. The following are the primary areas which had a large number of comments:

- The survey had roughly 350 comments regarding public safety, and many of these requested additional police presence—whether in the form of foot patrols, bike patrols, plain-clothes officers or video surveillance.

“Our Neighborhood on the 24th Street between SF General Hosp. and Mission Streets needs the City’s help. Its growth is being stunted by the lack of police presence.” – District 9 man, age 30-44

- Over two hundred respondents also discussed concerns about homelessness in San Francisco. The survey does not directly ask about homelessness, but many respondents expressed concern about this issue. In a detailed analysis, the survey confirms that respondents who are concerned about homelessness also express concerns about safety and street/sidewalk cleanliness – and gave those items on the survey lower ratings than did other respondents.¹ The City has other ways of measuring quality of services provided to the homeless and the overall prevalence of homelessness in the City.

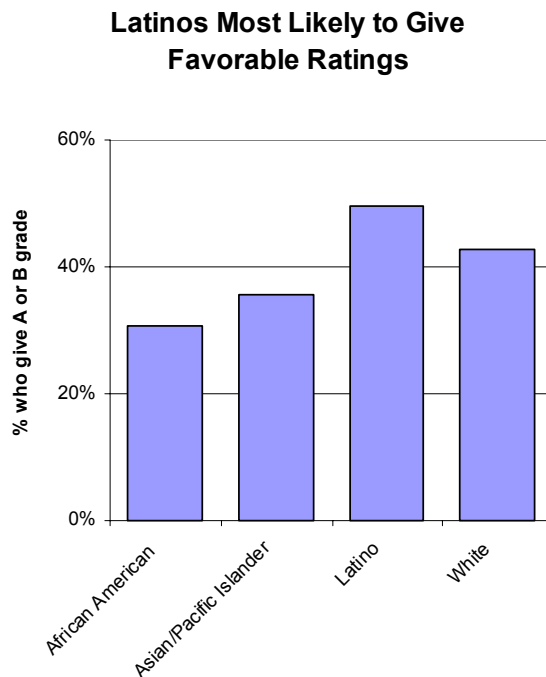
“Please continue to get the homeless off the streets. I get quite scared of homeless people at times when walking with my son in a stroller.” – District 6 woman, age 30-44

- The City needs to address bicycle lanes and how cyclist safety is assured. In particular, several survey respondents discussed safety of biking to and from work. Given the City’s goal to be a bike-friendly city, this will be an area addressed in future surveys.

“City streets are nearly unusable for bicycle riders due to their poor condition. I fear for my life every time I get on a bike in San Francisco.” District 8 man, age 45-59

¹ Thirty-five percent of those who commented about homelessness, also mentioned cleanliness. Twenty-five percent of those who commented on homelessness also mentioned safety. Of the general responses, only 15 percent and 12 percent were about those subjects respectively.

Race/Ethnicity Affects Ratings of City Services



As in previous years, **African Americans give the lowest grade** to City government overall compared to other residents. One in four African Americans gives City services a D or F grade, over twice the rate of any other ethnic/racial group in the survey.

Half of Latino residents give City Services an A or B grade, more than all other ethnic/racial groups.

The City Gets Higher Grades from People Who Use More Services

San Francisco has some citizens who are frequent users of many public services – they indicate they are regular visitors to parks and libraries, and ride MUNI at least once month. Frequent users of many public services are more likely to give the government a higher grade than people who use just one service frequently, or who don't use services frequently.

I give the local government an A or a B overall...



45%
Frequent Users

39%
All Other Users

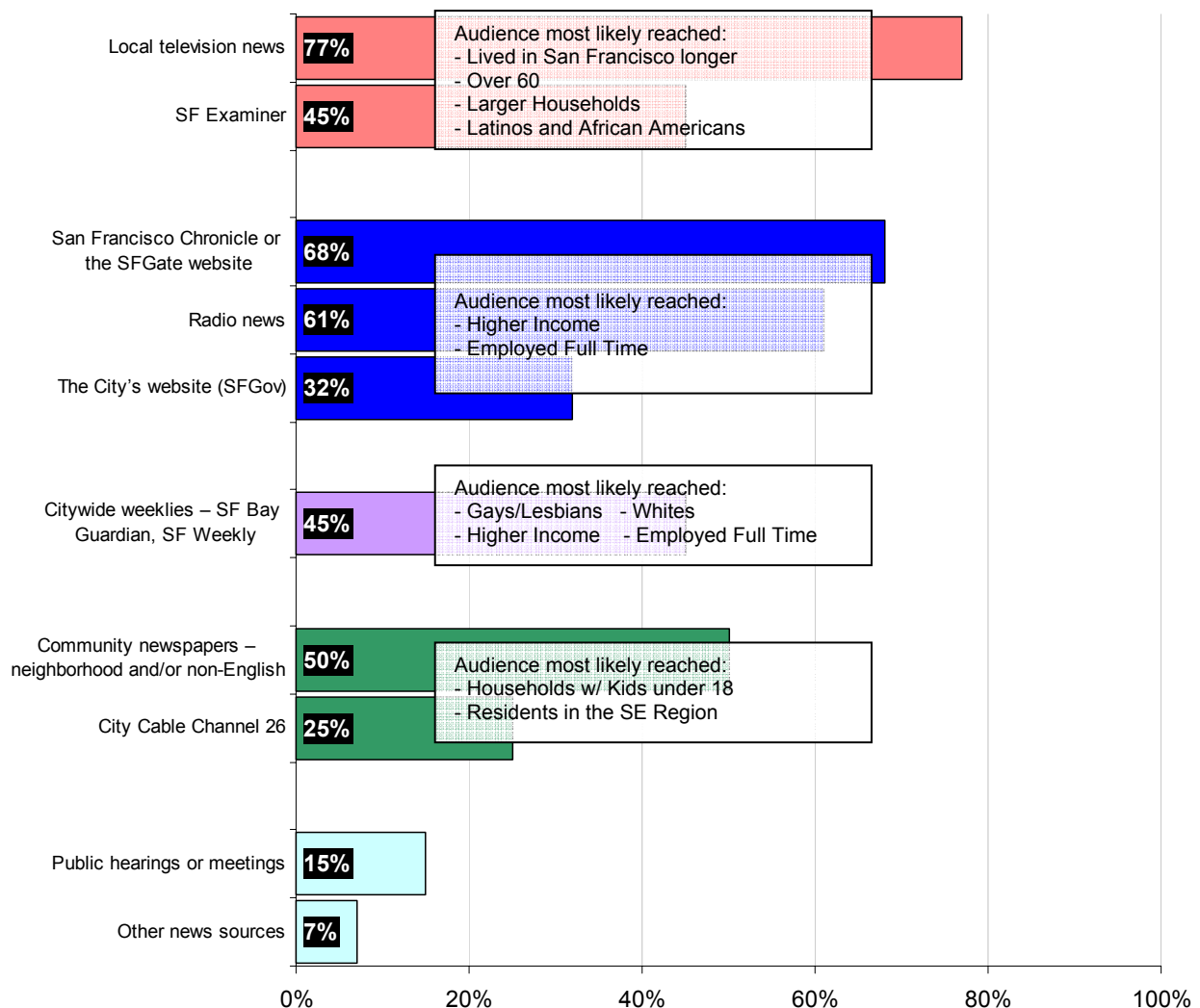
In fact, these **frequent users are 1.4 times more likely than others to give a positive rating** to the City government.

Frequent users are most likely to be from larger households, have lower incomes and live in the West or Central regions of the City. When region of the City is not considered, younger residents, those who work part-time, and those who have lived here five to nine years are more likely to use these services often.

Respondents Get City Information through a Variety of Sources

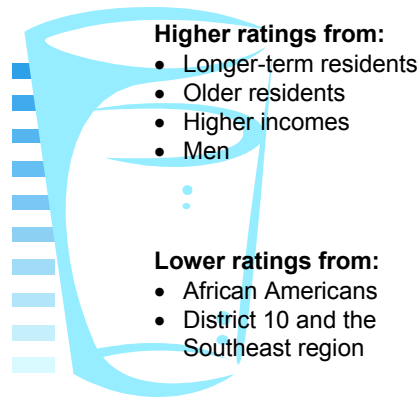
The 2007 City Survey was the first to ask respondents how they get their news and information about City programs, events and services. **The most commonly used media sources are the local television news (77 percent), the San Francisco Chronicle and its SFGate website (68 percent), and the radio (61 percent).** Audience characteristics differ by medium, according to the survey. The findings indicate that some residents may be more easily reached by one source rather than another.

Respondents Who Use Information Sources at Least Monthly



Most Are Pleased With Water Quality

Over 70 percent of the 2007 survey respondents give the water quality Good (B) or Excellent (A) ratings. Nearly as many people rated taste favorably as well. The City Survey last asked citizens about tap water quality in 1998.



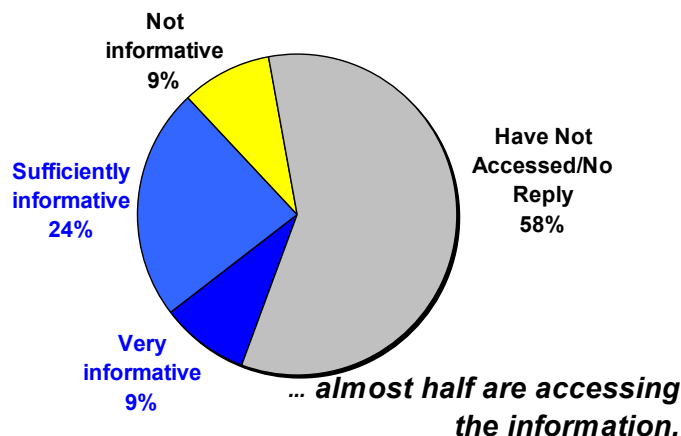
In 1998, the average scores were B- for quality and C+ for taste (asking about quality of tap water in your home).² As more people drink bottled water, the survey this year just asked about tap water in San Francisco as a whole. Scores are now higher, with a B grade for both overall quality and taste.

More than one in four people give the City an A grade for overall quality and taste, compared to just over one in ten in the 1998 Survey.

Forty-Two Percent of Respondents Use City Disaster Preparedness Information

In 2007 for the first time the survey asked respondents if they found the City's information (including the City's website <http://www.72hours.org>) helpful in preparing for a major disaster. Of surveyed respondents, forty-two percent indicate that they have accessed information or the City's website. More than three-quarters of these users found it sufficiently or very informative.

Most (77%) who access City information for a major disaster feel informed...



Large families, those who have lived in the City more than a year, Latinos, those with lower incomes and Southeastern residents are the most likely to indicate they have accessed disaster preparedness information from the City.

Families with children were most likely to give the City's information and website a positive rating, while older and Asian/Pacific Islander residents rated the resources lower.

² In 1998 the survey used a rating scale. These scores are adjusted for comparison to 2007 data. Also, in 1998 the survey asked people about water quality "in the home," whereas in 2007 the survey asked about water quality "in San Francisco." After reviewing the data and considering SFPUC outreach efforts, the survey concludes that the increase in ratings is plausible and not primarily attributable to the change in question wording.

SURVEY RESPONSES

Overall, how good a job do you think local government is doing at providing services?

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
	3%	11%	46%	37%	4%	3,454	3.28/C+

How often do you get news and information about City programs, services and events from the following sources? (answers are consolidated)

	At least once a month	Have Not Used/No Response	Number of Responses
The City's website (SFGov)	32%	68%	3,670
San Francisco Chronicle or the SFGate website	68%	32%	3,669
Local television news	77%	23%	3,670
City Cable 26	25%	75%	3,670
SF Examiner	45%	55%	3,670
Community newspapers – neighborhood and/or non-English	50%	50%	3,670
Radio news	61%	39%	3,670
Public hearings or meetings	15%	85%	3,099
Citywide weeklies – SF Bay Guardian, SF Weekly	45%	55%	3,670
Other News Source	7%	93%	2,473

How do you rate the quality of tap water in San Francisco?

	Failing F	Poor D	Average C	Good B	Excellent A	Mean Grade	Number of Responses
Overall Quality	2%	4%	24%	44%	27%	3.9/B	3,444
Taste	2%	7%	25%	41%	25%	3.8/B	3,331

How do you rate the City's information (including website) in helping you prepare for a major disaster?

	Very Informative	Sufficiently Informative	Not Informative	Have Not Accessed	Number of Responses
Of those who accessed	21%	56%	22%	n/a	1,539
Among all respondents	9%	24%	9%	58%	3,675

Note: Figures may not total to 100% due to rounding.

Chapter 2

Safety

Grade Change

B-



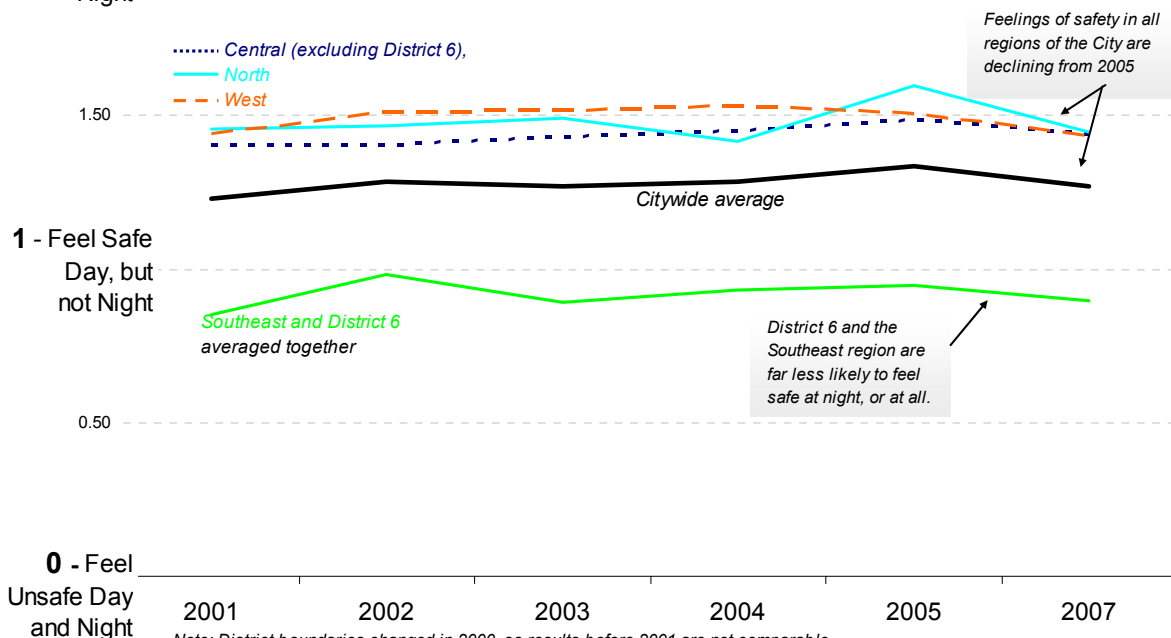
Feelings of Safety Stable From 2005, and Higher Than in the 1990s

In the last survey year (2005), San Franciscans reported feeling safer than in any previous year. In 2007, residents report feeling just as safe than they did two years ago—and still more than half of residents (57 percent) feel safe both day and night.

Eighty percent of respondents report feeling safe or very safe walking alone in their neighborhoods during the daytime, down from 83 percent in 2005. Seven percent of respondents report feeling either unsafe or very unsafe during the day, up from five percent in 2005.

In 1997, the survey's lowest safety ratings year for safety in the survey, only eight percent of residents felt very safe walking alone at night compared to 12 percent in 2007.

2 - Feel Safe Day and Night Feelings of Safety Decline from 2005, Still Lowest in Southeast

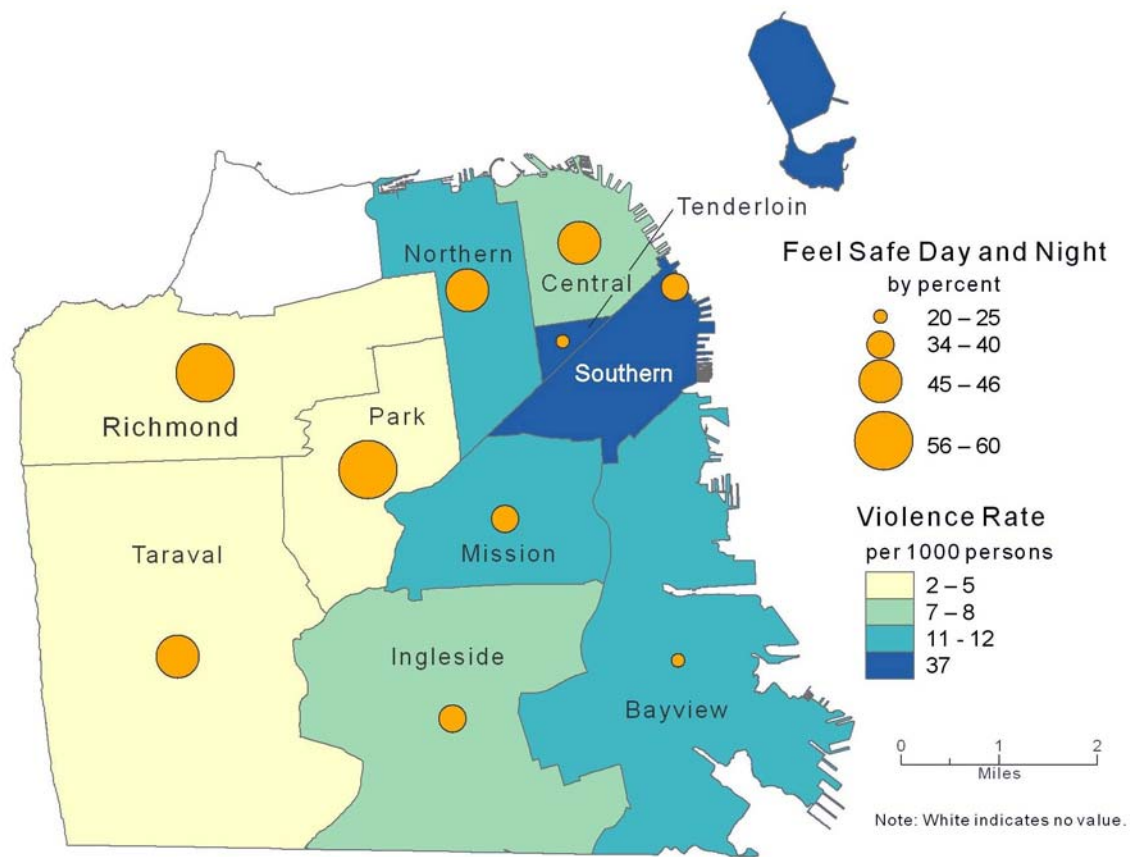


Note: District boundaries changed in 2000, so results before 2001 are not comparable.
In general, perception of safety citywide increased through 2001 and began to fall in 2002.

Southeastern Respondents Feel Less Safe

As in previous years, respondents from District 10 and the other Southeastern supervisorial districts are least likely to report feeling safe. Western residents are 1.4 times more likely to feel safe than those in the Southeastern part of the City. These findings are consistent with the violent crime rate variances among the neighborhoods.³

The following map illustrates that the percentage of people who feel safe both day and night drops as the crime rate rises. Data is shown by police station boundaries:



Note: Treasure Island is included in the Southern region.

Feelings of Safety Vary by District and Socioeconomic Factors

In addition to the area of the City in which one lives, race, income, and age are tied to how safe one feels. Detailed statistical analysis indicates that some of the disparity is attributable to where people live rather than other socioeconomic factors, however these differences still offer meaningful insight.

³ The violent crime rate is as reported by the San Francisco Police Department for calendar year 2006.

- **Gender: More women feel safe this year** than in previous years – 46 percent compared to 44 percent in 2005, but are still less likely than men to feel safe. Men's feelings of safety are decreasing – down two percent from 2005 to 55 percent. After accounting for income and education, women are just as likely to feel as safe as men.
- **Age: Fewer than 30 percent of residents over 74 feel safe** day and night, compared to 52 percent of residents under the age of 74 who feel safe at both times. This difference persists even when considering other factors – those over 60 are 1.5 times more likely to feel unsafe day and night than their younger neighbors.
- **Race/Ethnicity: 18 percent of Latinos and 19 percent of African Americans feel unsafe** both day and night in their neighborhoods, compared to less than four percent of Whites.

The reason for this disparity has less to do with race than with other factors, such as where people live, as well as education, income, and gender. After accounting for all of those factors, African-Americans are about as likely as Whites to feel unsafe.

Interestingly, African American residents are 1.5 times more likely to feel safe in their own neighborhood at night than white residents, when considering all the socioeconomic indicators.

- **Income and Education: Respondents with higher income and higher education are more likely to feel safe** both day and night – 60 percent of those earning \$100,000 or more annually and 56 percent of those with four or more years of college or post-graduate education. These respondents are also much less likely to report feeling unsafe both day and night (two percent and four percent respectively, compared to 25 percent of those making less than \$10,000 per year and 19 percent of those who have not completed high school).

When considered with other factors, education no longer explains any differences in the perception of safety, but those who make less than \$50,000 per year are still twice as likely to feel unsafe both day and night as those who make more.

The Board of Supervisors Office of the Legislative Analyst issued a report in 2002 that analyzed demographics by supervisorial district based on 2000 Census data, looking at issues such as race/ethnicity and income distribution.⁴ Districts vary in their composition of these factors; however the districts are still diverse enough in and of themselves that the Controller's City survey does not fully link a specific racial/ethnic, income or education profile with a particular district.

"I never see police foot traffic, and their presence does and will make a difference." – District 3 man, age 60-74.

⁴ 2000 Census Data by District (Follow-up to File No. 012214), OLA Report #:068-01B

Citizens Still Feel Safe Crossing the Street

As in 2005, nearly half of respondents feel safe or very safe crossing the street. The average 2007 grade of C+ is also slightly higher than a 2001 low grade of C, but slightly lower than 2005's grade. Asians/Pacific Islanders and households with children are less likely to feel safe crossing the street.

As reported by the San Francisco Police Department, the number of pedestrian accidents decreased only nominally between 2005 and 2006, from 737 to 732. Included in this total is the number of fatal injuries, which has increased from 14 to 16 in the same period.

SURVEY RESPONSES***How safe would you feel walking alone in your neighborhood:***

	Very Unsafe 1	Unsafe 2	Neither Safe nor Unsafe 3	Safe 4	Very Safe 5	Number of Responses	Mean Score
During the day?	1%	6%	13%	41%	39%	3,640	4.11/B
At night?	9%	19%	27%	33%	12%	3,534	3.20/C+

Neighborhood Safety Ratings Index

	Unsafe Day and Night	Safe During Day, Unsafe at Night	Unsafe During Day, Safe at Night	Safe Day and Night	Number of Responses
	13%	29%	<1%	57%	1,570

The Neighborhood Safety Ratings Index combines responses to feelings of safety walking alone during the day and night. It was not an actual question on the survey questionnaire. In the index, "safe" includes safe or very safe, and "unsafe" includes unsafe, very unsafe, and neither safe nor unsafe.

How safe do you feel crossing the street?

	Very Unsafe 1	Unsafe 2	Neither Safe Nor Unsafe 3	Safe 4	Very Safe 5	Number of Responses	Mean Score
	5%	20%	27%	37%	11%	3,602	3.29/C+

Chapter 3

Public Transportation

Grade
C

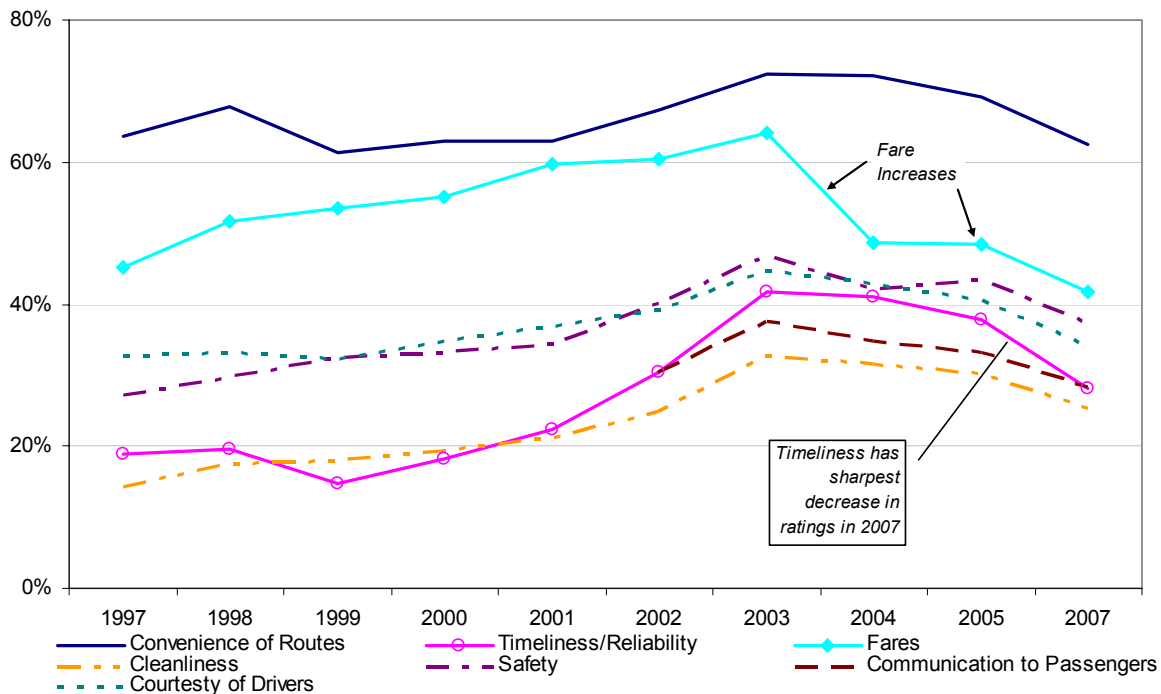
Change
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Muni Ratings Decline for Third Time

Municipal Railway transit system ratings declined overall for the third time in the last three City Surveys. Convenience of routes, fares and communication to passengers are at their lowest points since each of the categories has been surveyed. San Franciscans' positive opinions of Muni are falling towards those of earlier survey years. Respondents are most dissatisfied with cleanliness, timeliness and communication to passengers.

The Municipal Transportation Agency, which operates Muni, is working with the Controller's Office on the Transit Effectiveness Project (TEP)—a comprehensive review of the Muni system to be completed by the end of 2007.¹ The TEP has separately conducted customer surveys, which are consistent with the City Survey findings and offer additional insight into relative priorities of Muni riders. The TEP's preliminary findings indicate that customers are most concerned about timeliness and reliability.

Percentage of Riders Who Give Favorable Ratings (A or B Grades) Declines



¹ Additional information on the Transit Effectiveness Project can be found at <http://www.sftep.com>.

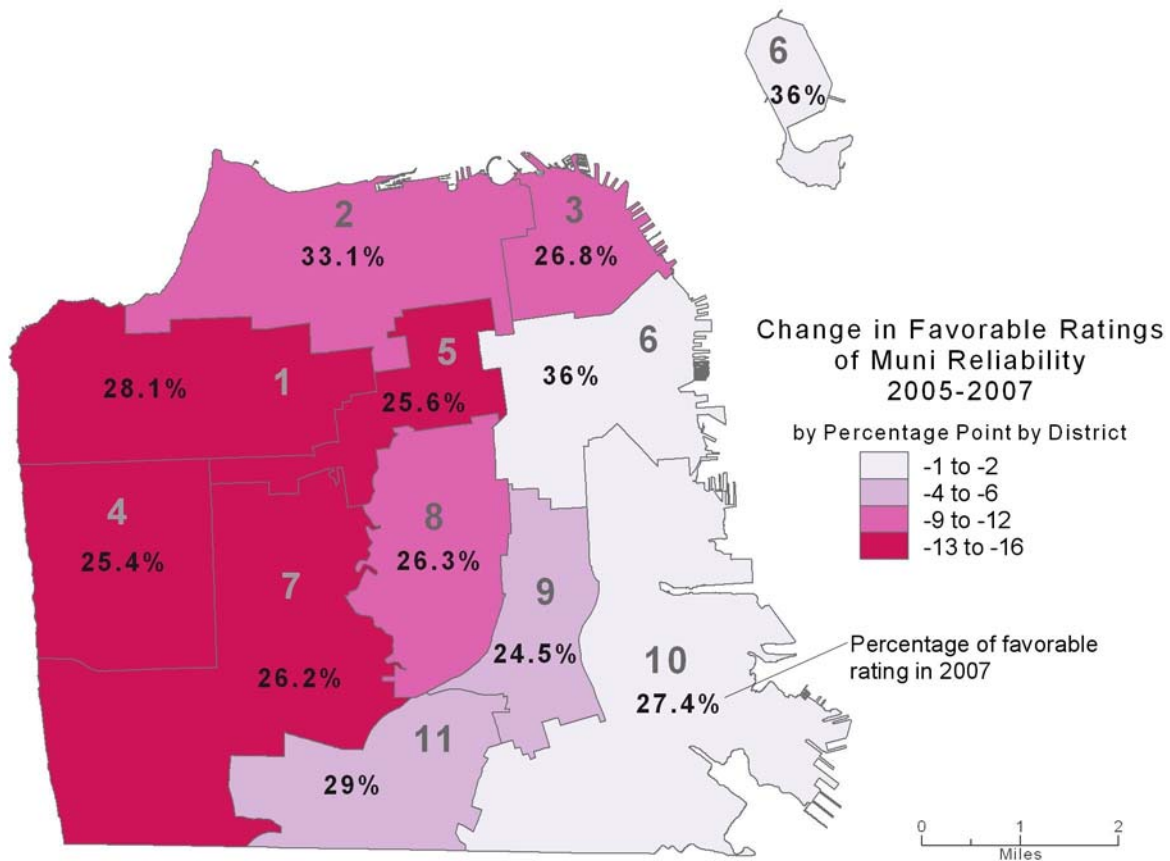
Convenience of Routes	B-	↔	69 percent of riders give good marks for routes, and, as in previous survey years, this category gets the most favorable remarks compared to other categories.
Timeliness	C-	↓	Timeliness and reliability saw the sharpest drop in ratings, with this category losing 10 percent of its positive ratings and going from an average C grade to a C-. More people gave unfavorable grades (36 percent) than favorable grades (28 percent). As reported by Muni, on-time performance has stayed at approximately 70 percent for the last three years, with a slight (two percent) increase in the most recent quarter. Muni defines “on time” as no more than one minute early or four minutes late.
Cleanliness	C	↔	The cleanliness of Muni historically has been a poorly rated feature in this survey and continues to be rated so in 2007. Nearly a third of respondents (32 percent) give it a poor or failing grade – though it is still significantly higher than the 1997 low of 45 percent.
Fares	C+	↔	The continued effects of the fare increase in September 2005, combined with decreasing satisfaction, could be reflected in the decline in ratings regarding fares. Only 42 percent of respondents give fares a favorable rating, down from 48 percent in 2005.
Safety	C	↓	Respondents feel less safe on Muni this year than in 2005. Safety experienced a six percent drop in favorable ratings, though the survey does not ask which aspect of Muni makes people feel unsafe. Muni’s recorded crime incidents have steadily decreased over the last several years and dropped by four percent between fiscal year 2004-05 and fiscal year 2005-06. Disorderly conduct and pickpocketing remain the primary types of reported crimes, although robbery increased from 25 to 72 cases in fiscal year 2005-06.
Communication to Passengers	C	↔	Communication scores continue to decline, and slightly more people give unfavorable (32 percent) than favorable (28 percent) ratings.
Courtesy	C	↓	Just over a third of Muni passengers give positive ratings to the courtesy of the drivers (34 percent), while one in four passengers give courtesy a poor or failing grade.

"I would drive less if it were more convenient to take Muni or light rail, but in general, public transportation triples or quadruples the time it takes to get to destination by car." – District 2, woman, age 20-29.

"Muni is the city service most in need for improvement. If transit was more reliable, more people would use it." – District 8, woman, 30-44



Ratings on Muni Timeliness and Reliability Fall Most in West of City





























While District 6 is the most satisfied with Muni and remains so despite a slight decrease in ratings, ratings in most of the City are low and falling. The Western portion of the City is witnessing the most drastic drop in satisfaction.



Demographics Affect Ratings, But Not Decision to Ride

The following table gives an overview of different demographic groups' ratings of the Muni system, relative to all the survey respondents. While overall Muni gets average grades, opinions vary significantly among groups, as shown.

-  more likely to give a higher rating (A or B)
-  more likely to give a lower rating (D or F)

	Residents over the age of 60	Larger Households <u>Or</u> Households with Children	Residents who have lived in SF for 10 years or more	More Education (college degree)	South- East Region*	Latino	Frequent Riders
Convenience							
Timeliness							
Cleanliness							
Fares							
Safety							
Communication							
Courtesy							
Percentage of riders in each grouping who ride several times a week or more	40.2%	50.7% larger household 45.1% has kids	42.5%	44%	39.1%	54.7%	—

*This category refers either to the individual districts 6, 9, 10, 11 and/or the Southeast region.

The table reflects that different groups can have differing views on how well Muni is doing, and is not entirely a function of frequency of ridership.

The data confirm trends from previous survey years in income patterns, geography of ridership, and race/ethnicity.

SURVEY RESPONSES

In general, how do you rate the quality of the Muni transit system in the following categories?

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
Convenience of routes	3%	8%	27%	46%	16%	3,301	3.64/B-
Timeliness/reliability	12%	24%	36%	24%	4%	3,283	2.84/C-
Cleanliness	9%	24%	41%	23%	2%	3,295	2.86/C
Fares	4%	10%	44%	33%	9%	3,292	3.33/C+
Safety	6%	16%	41%	32%	5%	3,286	3.15/C
Communication to passengers	9%	22%	40%	24%	4%	3,214	2.92/C
Courtesy of drivers	9%	16%	41%	28%	6%	3,304	3.06/C

Note: Figures may add up to more than 100% due to rounding.

Typically, how often do you ride Muni?

	Never	Once or Twice/ Month	Several Times/ Month	Once or Twice/ Week	Several Times/Week	Daily	Number of Responses
	10%	20%	14%	10%	16%	30%	3,605

Chapter 4

Streets and Sidewalks

Cleanliness

Grade Change

C ⇔

Pavement

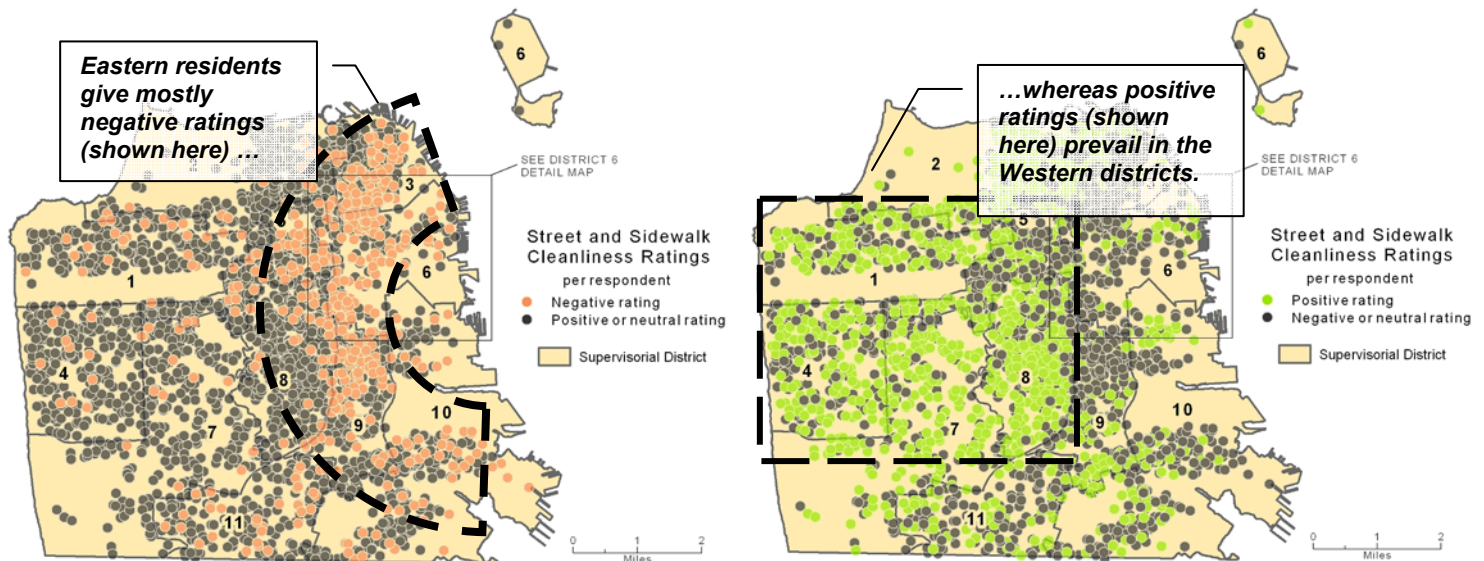
C- ↓

Steady Grades for Streets and Sidewalk Cleanliness

In 2007, street and sidewalks cleanliness ratings are close to their 2005 levels. Forty-nine percent of respondents consider the cleanliness of their neighborhood streets as good or excellent compared to 50 percent in 2005. Regarding cleanliness of neighborhood sidewalks, 45 percent of San Franciscans think they are in good or excellent condition compared to 47 percent in 2005. Similarities of the results are even stronger when residents are asked to rate citywide street and sidewalks cleanliness.

Residents with at least college degrees, longer term residents and lesbians and gays tend to rate the overall street and sidewalks cleanliness less favorably, as do residents living in the Central, North and Southeast regions. African Americans are less likely to give a favorable rating to street and sidewalk cleanliness in their neighborhood than are Whites, Latinos and Asians/Pacific Islanders.

San Franciscans Living in the West of the City (Districts 1, 4 and 7) Are More Likely to Give Favorable Ratings to Street Cleanliness in Their Neighborhoods.



"Clean the streets, they are filthy." District 9, Woman, Age 45-59.

"I think litter and trash dumping are big problems throughout the City. More outreach needs to be done to educate . . . folks. Littering should be as aggressively prosecuted as drug selling." District 3, Woman, Age 30-44.

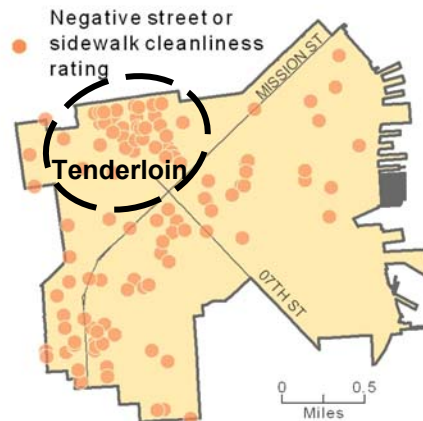
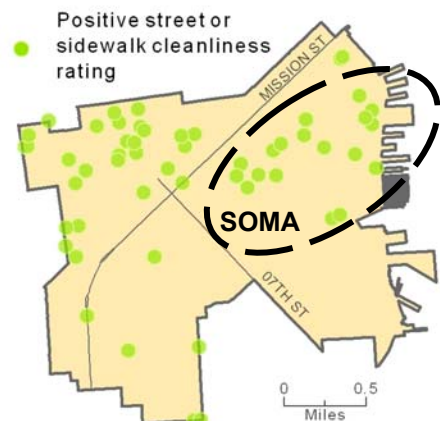
"I live in the Mission, which means I walk through garbage every day. The amount of trash on the sidewalks and on the street is simply overwhelming." District 9, Man, Age 30-44.

The Southeast and District 6 Are Less Likely to See a Clean Neighborhood

San Franciscans who previously gave favorable ratings to street cleanliness in their neighborhood continue to do so in 2007; however, those who used to rate cleanliness less favorably are giving even lower ratings this year. As a result, the average ratings in Districts 1, 2, 3, 4, 5, 7 and 8 are significantly lower in 2007 than in 2004 and 2005. The drop is particularly dramatic in Districts 2 and 7 where this average rating decreases from B to C (District 2) and B to C+ (District 7) between 2005 and 2007.

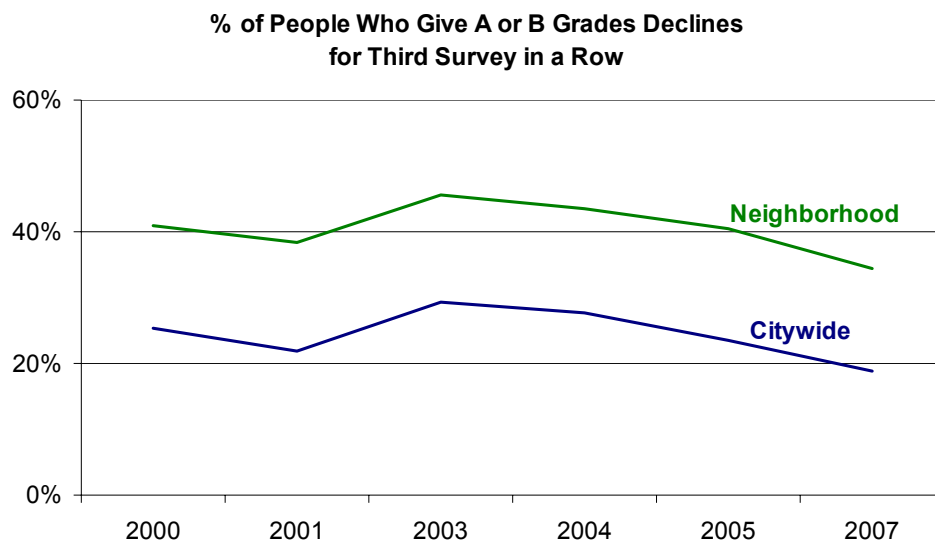
Residents in Districts 3, 6, 9 and 10 continue to give the lowest ratings in the City. District 6 is unique in that favorable and unfavorable ratings tend to cluster by neighborhoods.

**District 6 Detail Map:
Residents of South of Market Are More Likely to Give Favorable
Rating Than Those Living in the Mission and the Tenderloin.**



Improving street cleanliness in the City has been an ongoing effort since 2005, when the Controller's Office and the Department of Public Works developed and implemented street cleanliness standards under the City Services Auditor (Charter-Appendix F) mandate. Inspections of streets using these new standards have shown that some areas of the City were likely to pass the standards at any inspection time—in other words, even before a scheduled weekly sweeping. These areas include but are not limited to: Richmond (District 1), Marina (District 2), Parkside (District 4), Park Merced (District 7), and Lakeview (District 11). Additional inspections and a study led by the Department of Public Works are underway in 2007 to help determine whether street cleanliness could be improved by reallocating the City's mechanical sweeping efforts.

Citywide Favorable Ratings of Pavement Conditions Continue to Decline, Grade Falls to C-



In 2007, overall pavement conditions received their lowest average ratings since 2000. The drop is particularly significant in Districts 2, 3 and 11.

According to the City's Ten Year Capital Plan fiscal year 2007-08 to fiscal year 2016-17, adopted by the Board of Supervisors in March 2007, the City should spend over \$36 million annually for street resurfacing to maintain the current average level of pavement condition. Until fiscal year 2006-07 when funding increased to \$30 million, actual funding for street resurfacing was at an annual average of just \$20 million.¹ The Department of Public Works estimates the current pavement maintenance backlog at over \$400 million.

"I rarely use my car in the City but when I do, I'm just shocked at the condition of the streets. It makes my car feel like a bucket of bolts." District 5 woman, age 60-74.

"The condition of the City streets is atrocious. You cannot drive without hitting potholes. I ride a bicycle as well and the potholes, glass and trash make riding extremely dangerous." District 9 man, age 30-44.

¹ Average is based on funding amounts for fiscal year 2004-05, fiscal year 2005-06 and fiscal year 2006-07.

Majority of Residents Want More Trees

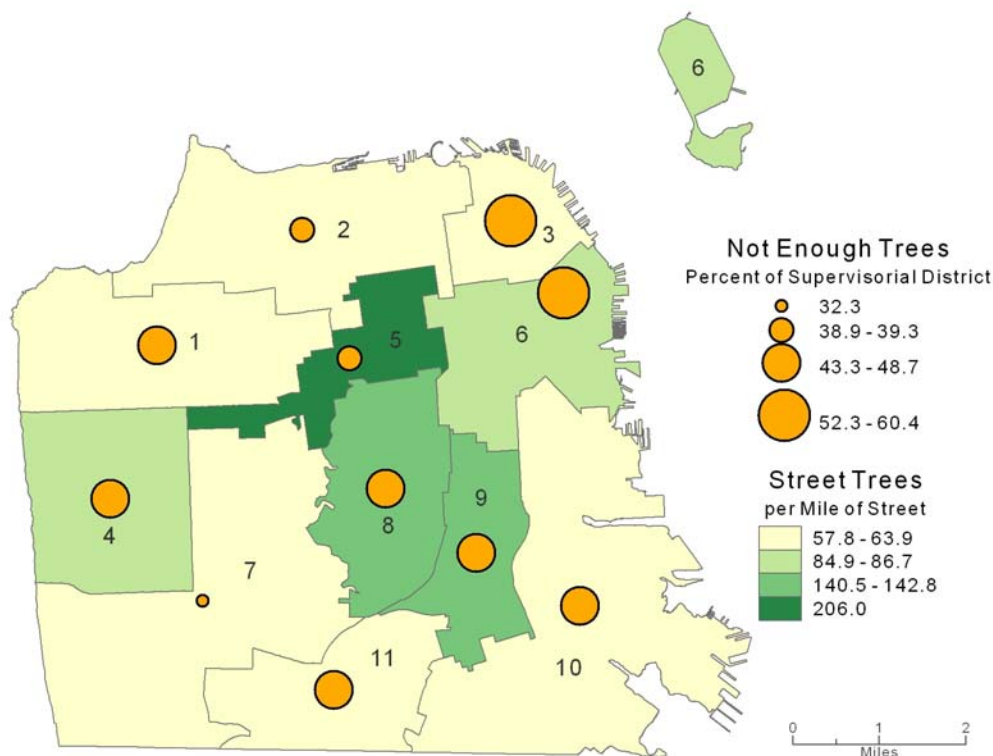
The question regarding trees was first introduced in the 2005 survey. In 2007, 58 percent of residents feel that San Francisco does not have enough trees citywide. However, 50 percent think the number is “about right” in their neighborhood. As in 2005, very few say there are “too many” trees in their neighborhoods (three percent) or citywide (five percent).

In 2005, the Mayor launched a tree planting initiative to plant an additional 5,000 trees annually for the next five years. This program has added about 12,000 street trees citywide since its inception.

Whites and residents with higher incomes are more likely to say there are not enough trees citywide. Perceptions also vary among districts. Residents in Districts 6 (60 percent) and 3 (52 percent) are the most likely to say there are not enough trees in their neighborhood. In District 3, the actual number of trees per 1,000 residents is the lowest in the City. Districts 2, 5, 7, 8 and 9, which have higher ratios of trees per resident, are more likely to say there are enough or too many trees in their neighborhoods.

“Please plant more trees along Bush Street from Van Ness to downtown as they will help slow down speeding drivers and clean the air.” District 3, Man, Age 45-59.

Desire for More Trees in a Neighborhood Relates to the Actual Number of Trees in the District.



SURVEY RESPONSES

How do you rate the cleanliness of the sidewalks:

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
In your neighborhood?	7%	17%	31%	35%	10%	3,615	3.23/C+
Citywide?	7%	27%	47%	17%	2%	3,412	2.81/C-

How do you rate the cleanliness of the streets:

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
In your neighborhood?	5%	14%	33%	38%	10%	3,608	3.36/C+
Citywide?	5%	20%	47%	25%	3%	3,401	3.01/C

How do you rate the condition of the pavement of the streets:

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
In your neighborhood?	8%	22%	36%	28%	6%	3,589	3.02/C
Citywide?	12%	31%	39%	17%	1%	3,397	2.65/C-

How do you feel about the current number of trees:

	Not Enough 1	About Right 2	Too Many 3	Number of Responses
In your neighborhood?	45%	50%	5%	3,579
Citywide?	58%	39%	3%	3,397

Chapter 5

Parks and Recreation

Grade
C+

Change
↔

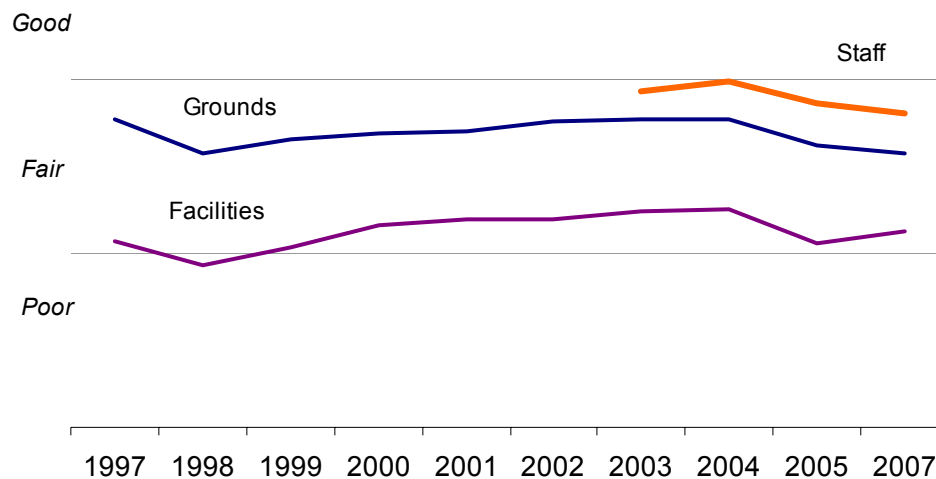
Park Ratings Stable

After decreasing sharply between 2004 and 2005, ratings of park grounds, facilities and interaction with Recreation and Park staff remain stable in 2007.

As in previous years, **San Franciscans view the quality of park grounds more favorably than park facilities.** Fifty-seven percent of respondents believe that grounds are either in good or excellent condition while only 35 percent give high marks to the cleanliness and maintenance of park facilities. However, this rating has increased from 32 percent in 2005.

Districts 1, 2, 5, 7 and 8 give higher grades to parks than other districts. However, the likelihood of giving a favorable rating in 2007 is either the same or lower than in previous years for all districts, except for District 1.

Slight Change in Average Rating of Parks Between 2005 and 2007



Survey ratings declined steadily between 2004 and 2007 while quarterly inspections of parks conducted by the Recreation and Park Department and the Controller's Office revealed that some parks are currently insufficiently staffed. These inspections pointed to **major variances among parks** with regards to maintenance of grounds and facilities. Major cuts in the budget forced the

Recreation and Park Department to **reduce the number of gardeners before 2005 and the number further declined from 2005 to 2007.**

"I have seen the park system improve somewhat with new equipment but there is a dismal lack of upkeep and bathroom availability." District 8 woman age 30-44.

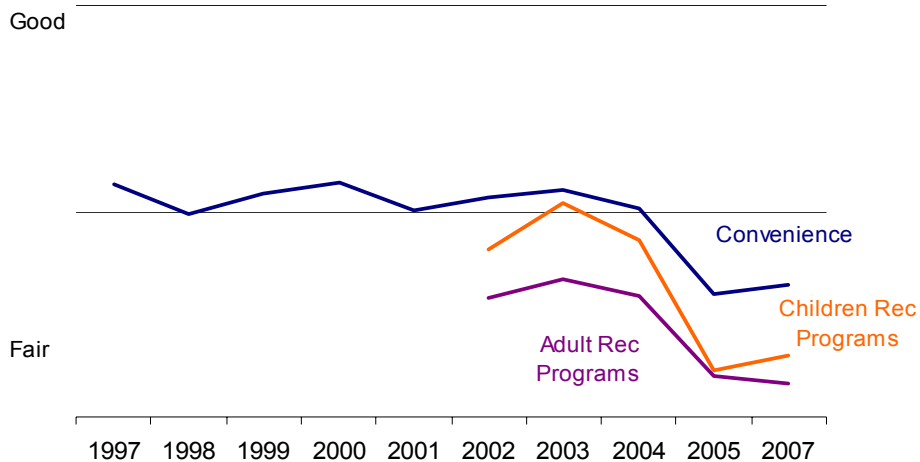
"Not enough police patrolling parks, parks are not for kids . . . because dog owners do not keep their dogs on leash". District 1 man, age 30-44.

Recreation Ratings Remain Significantly Lower Than in 2004

Following a sharp drop in 2005, **ratings of the overall quality of recreation programs increased slightly in 2007.** The combined recreation programs rating, representing the convenience of programs, the quality of programs for adults and the quality of those for children remains a C+. However, programs for children received better grades this year than in 2005 in District 5, 8 and 9.

Of the 28 percent of respondents who report having an interaction with Recreation and Park staff over the last 12 months, 69 percent rate those interactions favorably.

Children's Recreation Programs Are Rated Better Than in 2005



"I like the community building at Parque Ninos Unidos. The music and art classes for toddlers and young children are great. More classes like that are needed. They fill up fast." District 9, Woman, Age 30-44.

Frequency and Distribution of Park Visits Are Similar to Previous Years

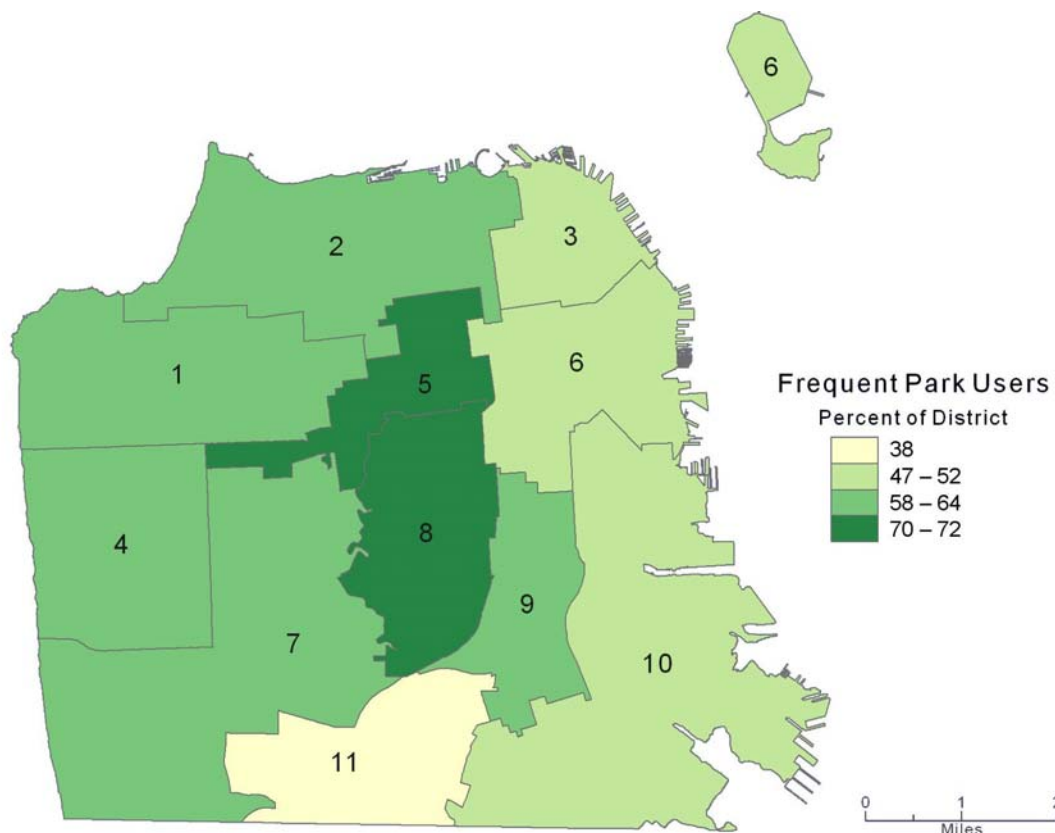
San Franciscans are visiting parks and participating in recreation programs at rates similar to those of previous years. Thirty-four percent of respondents report going to a City park at least once a week in the past year and an additional 24 percent visit parks at least one a month. Forty-eight percent of households with children report visiting a park at least once a week versus 30 percent of nonparents.

As in 2005, Southeast region residents are least likely to visit City parks and are more likely to give them negative ratings. Residents in this region have access to as many parks as residents in other regions. However when compared to the citywide average percentage of park maintenance standards met (84 percent in fiscal year 2006-07) two-thirds of the parks located in this area get a lower score.

Residents living in Districts 5 and 8 are the most likely to visit a park at least once a month.

The park across the street from where I live is falling apart, the grass is too high, the sand is flea-infested, and the structures are old and worn." District 10 woman, age 30-44.

Residents of South and Eastern Districts Are Less Likely to Visit Parks At Least Once a Month



Parenthood, Ethnicity, Education and Tenure in San Francisco Continue to Affect Ratings

Respondents in households with children are 1.6 times more likely to visit a park than nonparents and tend to rate them lower.

African Americans are the least likely ethnic group to visit a City park. They rate the quality of grounds, facilities, programs for children as well as their interaction with staff the lowest. Whites are the most likely to visit a park: **41 percent of white respondents visit a park at least once a week** and are 2.4 times more likely than African Americans to visit a park at least once a month.

People with higher education and those who have lived in San Francisco for less than 10 years are also significantly more likely to be frequent park users.

SURVEY RESPONSES

How do you rate the City's parks and/or recreational programs in the following categories?

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
Quality of grounds (landscaping, plantings)	2%	8%	33%	46%	11%	3,357	3.57/B-
Condition of Rec and Park facilities such as buildings and structures (cleanliness, maintenance)	5%	19%	41%	30%	5%	3,116	3.12/C
Convenience of recreation programs (location, hours)	3%	13%	39%	39%	6%	2,236	3.32/C+
Quality of programs and activities for adults (18 and over)	6%	20%	38%	31%	5%	1,728	3.08/C
Quality of programs and activities for children (under 18)	6%	18%	37%	33%	6%	1,595	3.15/C/C+

In the past year, how often did you visit a City park?

	Never	Once or Twice/Year	Several Times/Year	At Least Once/Month	At Least Once/Week	Number of Responses
	7%	13%	22%	24%	34%	3,632

In the past year, have you or anyone in your household participated in a program or activity of the Recreation and Park Department (such as classes, athletic leagues, art programs, swimming, child development and latchkey programs)?

	Yes	No	Number of Responses
	22%	78%	3,607

In your use of City parks, recreation programs, and facilities, did you have any interaction with City Recreation and Park staff?

	Yes	No	Number of Responses
	28%	72%	3,258

If YES, how would you describe the overall quality of your interaction with Recreation and Park staff?

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
	2%	6%	23%	47%	22%	949	3.8/B-

Note: In 2007, wording of the question related to the condition of Recreation and Park facilities was changed which may have slightly affected some of the responses.

Chapter 6

Libraries

Grade Change

B-

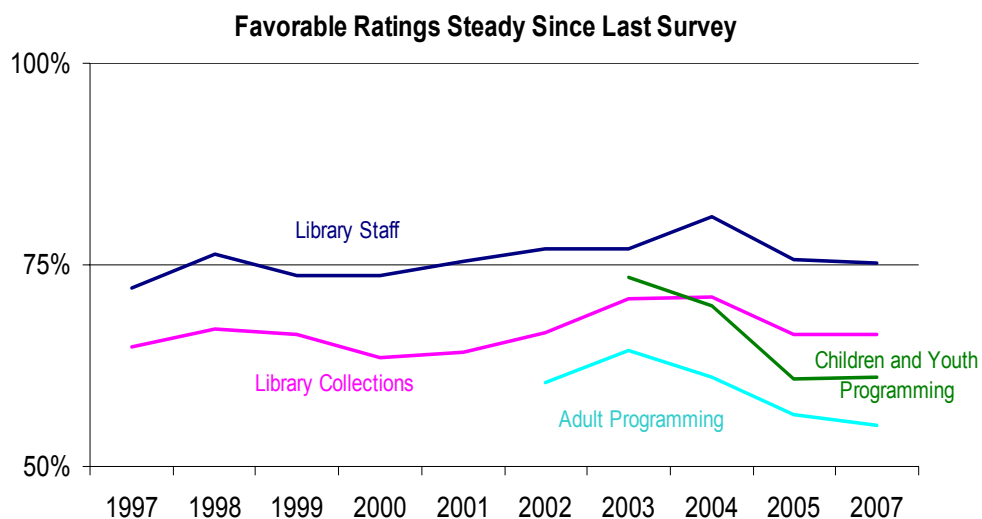


Library Ratings Mostly Steady, Still Positive

In 2007, **perceptions of San Francisco's public library system remain at their 2005 levels**—positive but lower than in 2004. Sixty-six percent of San Franciscans rate the quality of collections as good or excellent, and 75 percent give favorable ratings to the quality of assistance from library staff. According to the Public Library, circulation of materials has increased by about two percent whereas the number of persons entering a library (main and branches) between fiscal year 2004-05 and fiscal year 2005-06 has decreased.

Similarly, 60 percent of respondents **favorably rate programs for children and youth** versus 61 percent in 2005. These programs have received consistently higher ratings than those for adults since a specific question was introduced in 2002. This year, people again rated the adult programs lower and the percentage of favorable ratings decreased from 57 percent in 2005 to 55 percent.

The Branch Library Improvement Program (BLIP), funded by the Branch Library Improvements Bond passed in 2000, includes renovation of 19 libraries and construction of five new ones. Construction work and closure of select branches began in late 2004. The survey found lower ratings where branches were closed in 2006 for BLIP renovation: Marina (District 2), Sunset and Western Addition (District 5), West Portal (District 7) and Noe Valley (District 8).



"I love the main library, and think it is a wonderful institution, but it is under funded and poorly maintained." District 6 woman, age 45-59.

"I use the libraries often and am frustrated that so many books are not shelved, misshelved or missing." District 5 man, age 30-44.

Frequent Users of Libraries Continue to Give Higher Ratings

As in 2005, respondents who visit the main or a branch library at least once a month rate collections, assistance from library staff and quality of programs higher than less frequent users. They are respectively 1.5 and 1.7 times more likely to give favorable ratings to collections and staff assistance than other types of users.

Those giving lower ratings include longer term residents and Asians/Pacific Islanders, who are the most likely among all ethnic groups to be more frequent library users.

Residents near the Central districts, where the main library is located, give the highest ratings and are 1.4 times more likely than residents in the Western region of the City to give favorable ratings.

Number of Frequent Users Stays the Same

The 2007 survey shows that the likelihood of visiting either the main or a branch library is lower in 2007 than in 2005.¹ Fifty-nine percent of respondents say they did visit the main library (versus 63 percent in 2005) and 62 percent report visiting a branch library (versus 64 percent in 2005) over the last 12 months.

San Franciscans remain as likely as they were in 2005 to be a **frequent user** of the library, but less likely than in 2004.² Fourteen percent are reportedly frequent users of the main library while 24 percent use a branch library.

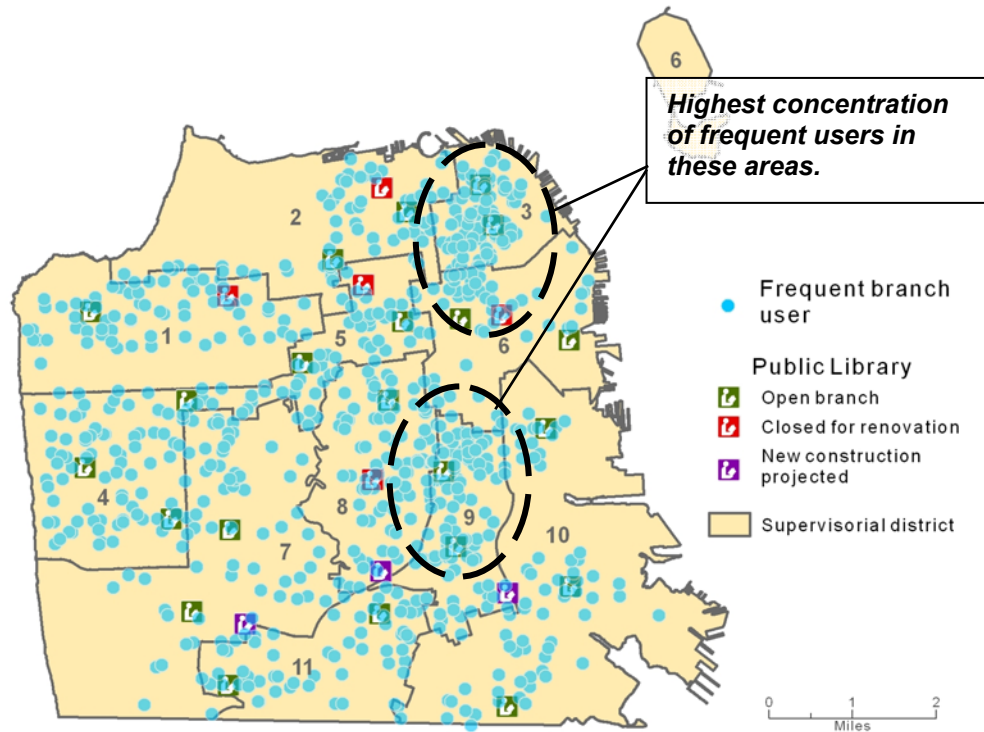
Larger households (three people and more) visit libraries most frequently, as do longer term residents, and lower income households.

Residents of Districts 2, 5 and 10 **are the least likely** to visit any library. In Districts 2 and 5, the Marina, the Sunset and the Western Addition library branches have been closed for renovation during the last calendar year.

¹ The Public Library also reports a decrease in attendance, and finds a 20% drop between fiscal year 2004-05 and fiscal year 2005-06.

² Frequent users are those who visit at least once a month.

Frequent Library Users Are Spread Throughout the City With
Particular Concentration in Districts 3 and 9



SURVEY RESPONSES

In general, how do you rate the City's libraries in the following categories?

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
Collections of books, tapes, etc.	1%	6%	27%	48%	18%	2,587	3.76/B
Assistance from library staff	1%	4%	21%	49%	26%	2,479	3.97/B
Programs and activities for adults (18 and over)	2%	9%	34%	41%	14%	1,319	3.57/B-
Programs and activities for children (under 18)	2%	7%	30%	43%	18%	1,226	3.68/B-

In the past year, how often did you visit the City's libraries?

	Never 1	Once or Twice per Year 2	Several Times per Year 3	At Least Once per Month 4	At Least Once per Week 5	Number of Responses
Main Library	41%	26%	20%	10%	4%	3,506
Branch Libraries	38%	18%	20%	16%	8%	3,390

Note: Percentages may not total to 100% due to rounding.

Children, Youth and Families

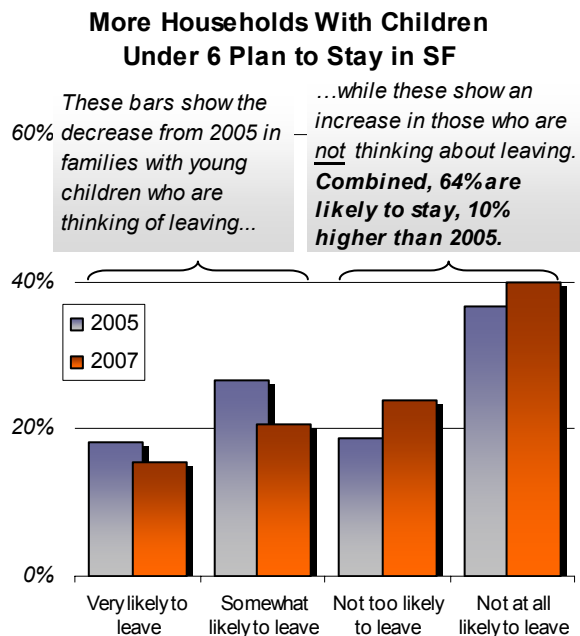
Fewer Families Plan to Leave San Francisco

The survey findings for 2007 did not differ significantly for most service areas from the 2005 survey, however, **respondents, particularly families, indicate they are less likely to leave San Francisco than in 2005.**

In 2005, 33 percent of San Franciscans were either Very or Somewhat Likely to leave – In 2007, only 28 percent of respondents say that.

Larger households and families are still more likely to leave than other residents, but less likely than in 2005.

In 2005, 45 percent of parents with children 0-5 were either very or somewhat likely to leave; in 2007, only 36 percent of these parents are considering leaving.



Parents of children under 18 make up 21 percent of respondents, a slight increase from 2005 when 20 percent of respondents were parents.

“[We] need to create more affordable housing for the middle class members with children in San Francisco.” – District 11 woman, age 30-44

San Franciscans with college degrees and those living in District 6 are most likely to consider leaving the City. Those least likely to consider moving include Asian/Pacific Islanders, those living in districts in the Southeast and those with no employment (which may also include those who are retired).

Stable Use of Children's Programs

Parents are using City programs in 2007 at about the same rate as in 2005.

- **Childcare:** More than half of parents with children under five years old use childcare.
- **Afterschool:** Forty-four percent of parents with children aged 6-13 use after school programs. African Americans are more likely than other ethnic groups to use after school programs.
- **Academic Enrichment:** Nearly one-third of respondents (30 percent) use academic enrichment programs. Of those not using these programs, 37 percent of respondents feel their children do not need them. Older parents and long-term residents are more likely to use these programs.
- **Youth employment/career development (14-17):** Thirty-seven percent of respondents indicate they do not need youth employment/career development services while 15 percent believe that these services are not available.
- **Counseling:** Nearly half of respondents (48 percent) indicate they do not need this program while only 13 percent of parents use counseling services for their children.

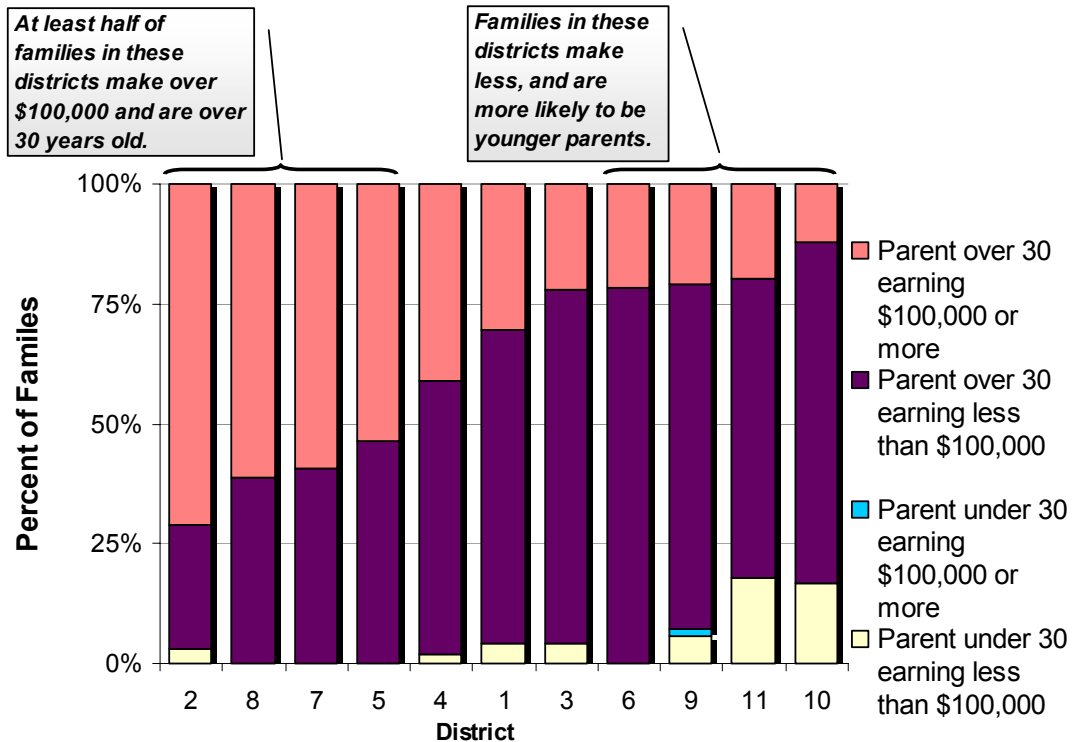
"Increase Family Appreciation Day more than once per year." District 5 woman, age 30-44

"Compared to other cities I/we have lived in, SF's city services are OK. Of course there's room for improvement. My big problem with our city is that it is not a family friendly city. It is mostly a city of childless, affluent peoples."
District 7 man, age 30-44

Public School and Private School Enrollments Vary by Race and Income

Over half (53 percent) of parents of school age children send them to San Francisco public schools and Asians/Pacific Islanders are up to three times more likely than Whites to send their children to public school. In 2005, the area where respondents were living factored into the decision to send children to public schools, but this did not appear to be a significant factor in 2007.

Income and Age of Parents Vary by District



Income is strongly related to public or private school choice. Three of four respondents with incomes over \$100,000 send their kids to private school or outside San Francisco—compared to less than one in three of respondents with incomes under \$50,000. Also, as parents get older, they become more likely to send their children to a private school.

"I love San Francisco and would love to stay in the city but I have two small children (1 and 2 1/2) and school and the cost of housing are major problems. The public schools are competitive and if you don't get in, private school is too expensive." – District 5 man, age 30-44

SURVEY RESPONSES

Do you have any children in the following age groups who live in San Francisco?

Circle all that apply.*

No Kids/No Kids in SF	0-5 years	6-13 years	14-17 years	Number of Responses
1	2	3	4	
79%	9%	10%	8%	3,685

Do your children attend school in San Francisco (Kindergarten through 12th grade)?*

No	Yes – Public School	Yes - Private School	Number of Responses
1	2	3	
23%	53%	28%	685

Are you using the following services for your children (private or public)? *

	Yes	No - Don't Need	No - Other (see below)	Number of Responses
	1	2	3-7	
Childcare (0-5)	51%	27%	22%	314
Afterschool program (6-17)	44%	29%	27%	450
Academic enrichment	30%	37%	32%	495
Youth employment/career development	18%	37%	45%	210
Counseling	13%	48%	26%	713

* One respondent can have children in more than one category.

	No - Too Expensive	No - Not Available	No - Too Far	No - Poor Quality	No - Other Reasons
	3	4	5	6	7
Childcare (0-5)	9%	4%	0%	1%	8%
Afterschool program (6-13)	5%	3%	3%	3%	13%
Academic enrichment	7%	5%	1%	2%	17%
Youth employment/career development	2%	15%	2%	1%	25%
Counseling	2%	5%	1%	2%	16%

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

Very Likely	Somewhat Likely	Not Too Likely	Not Likely at All	Number of Responses
1	2	3	4	
10%	19%	28%	44%	3,592

Note: percentages may not total to 100% due to rounding.

Chapter 8

Health Insurance

Most San Franciscans Are Insured, Slight Rise Since 2005

Eighty-nine percent of respondents say they currently have some form of health insurance, including Medi-Cal or Medicare, while 11 percent state that they are uninsured. The 11 percent figure is slightly higher than the 9.4 percent found by the 2005 California Health Interview Study (CHIS), which looked at the level of adult health insurance coverage for San Francisco's population. However, given the margin of error that applies to the results of that statewide survey (6.8 percent - 12 percent), both results are reasonably close. Compared to the 2005 survey results, the 2007 survey shows the rate of insured residents has risen slightly.

What percent of San Franciscans are uninsured?



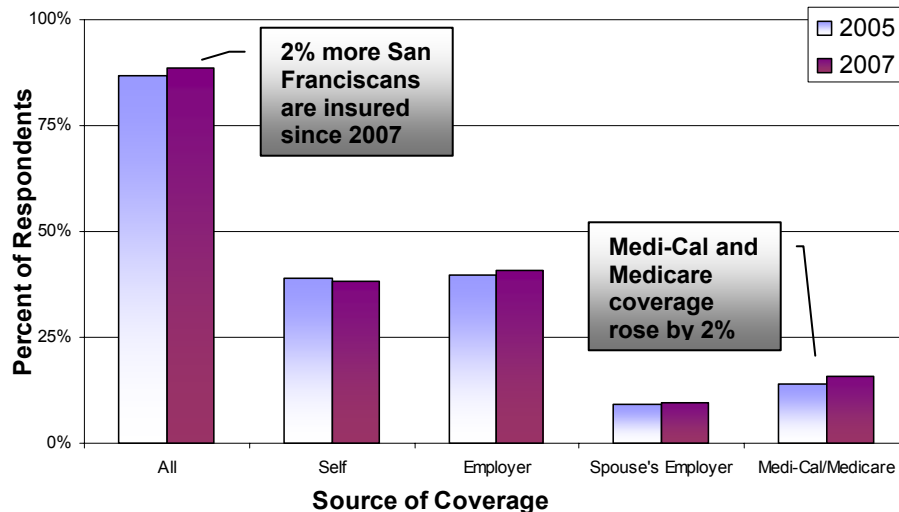
11%
2007 City Survey
Respondents

9%
2005 CHIS

13%
2005 City Survey
Respondents

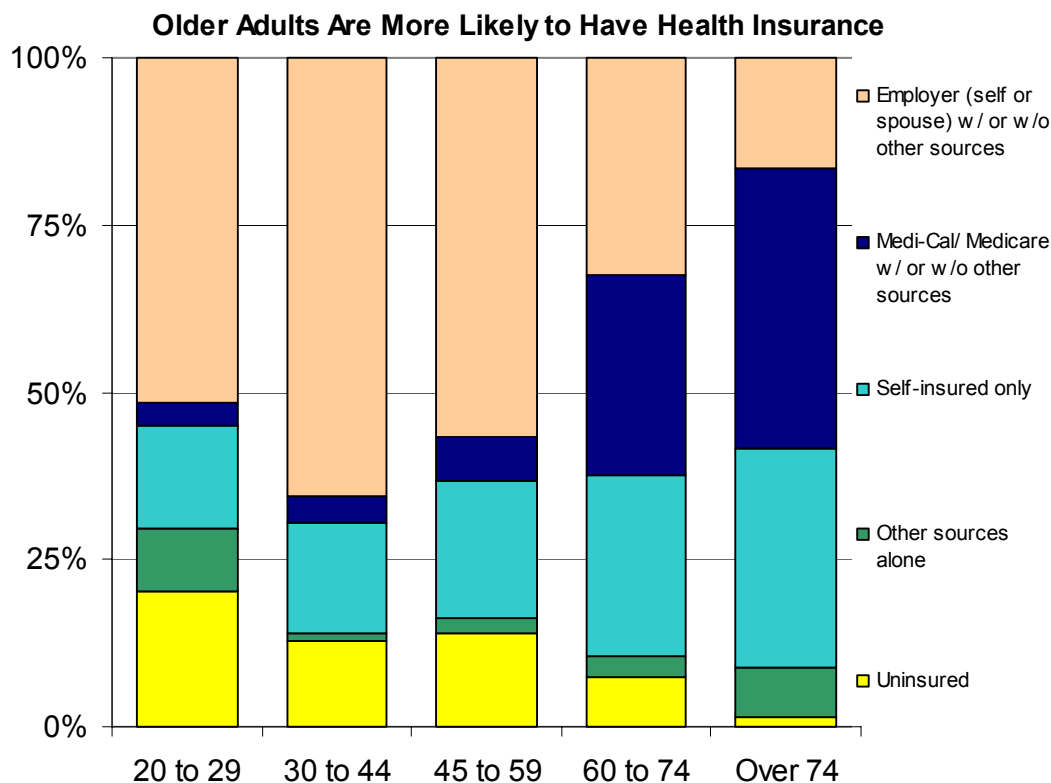
In 2005, roughly half of insured respondents had their insurance covered by their employer or spouse/partner's employer; that percentage has not changed in 2007. The number of the self-insured still comprise nearly 40 percent of the insured. The only increase, reflective of the overall increase in the rate of insured, is for respondents covered by Medi-Cal and Medicare. This figure rose two percent to 15 percent between 2005 and 2007.

Slight Increase in Number of Insured



Health Insurance Coverage Varies by Age and Income

Levels of insurance coverage vary depending on age and income. Younger adults are less likely to be insured. Ninety-four percent of respondents age 60 and over say they are insured (same as in 2005), compared to 88 percent of 30-59 year-olds and 78 percent of those 20-29.



Not surprisingly, higher income and higher education levels indicate a higher likelihood that a resident will be insured. Latinos were less likely to be insured than Whites.

Among uninsured residents, 16 percent are under 29 and 19 percent have been in San Francisco for less than five years.

SURVEY RESPONSES

Do you have any health insurance, including Medi-Cal or Medicare?					
	Yes	No	Number of Responses		
	1	2			
	89%	11%	3,685		
If YES, who pays for the insurance premium? Circle all that apply.*					
I Do	My Employer	My Spouse or Partner's Employer	Medi-Cal or Medicare	Other	Number of Responses
1	2	3	4	5	
44%	47%	11%	18%	4%	3,982

* Respondents checked as many responses as applied in the previous question. This table represents an analysis of sources of insurance with shared coverage, including those who are covered at least partially by an employer, those who are covered solely on their own, through Medi-Cal/Medicare, or other sources and combinations. Respondents chose all options that applied to them, so figures do not sum to 100%.

Chapter 9

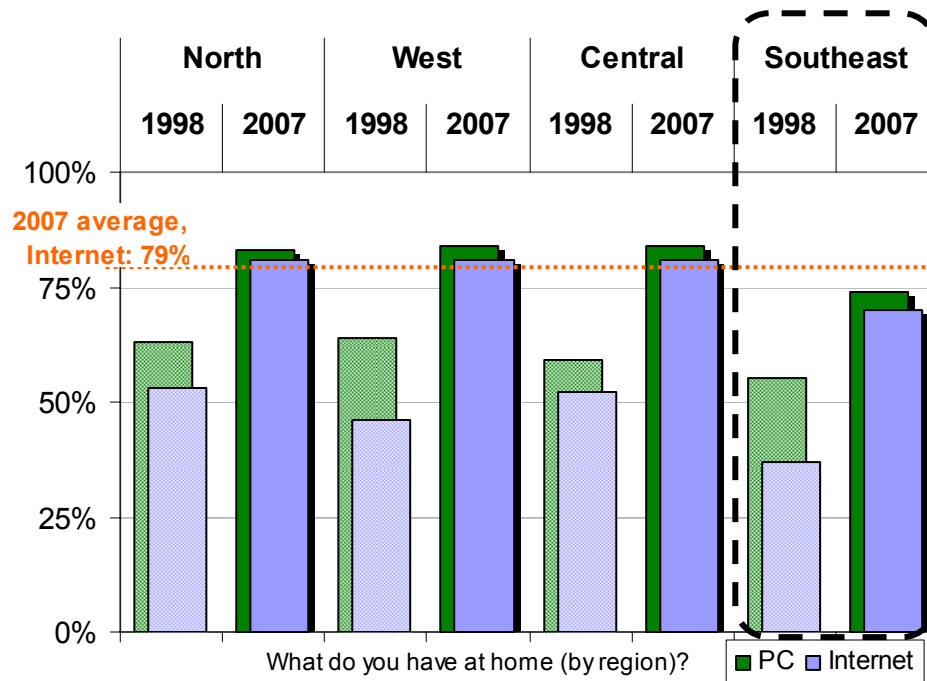
Technology and San Franciscans

Much of the City Is Online, But Digital Divide Persists

The 2007 City Survey asked citizens about their computer and Internet use for the first time since 1999.¹ When the City first asked in 1998, about 60 percent of City residents used a personal computer (PC) at home and less than half (46 percent) had Internet access at home. In **2007, more than four-fifths of the population uses a computer at home (82 percent), and nearly all of them are using it to access the Internet (80 percent).**

While home PC and Internet use at home is reaching a vast majority of San Franciscans, **the pattern of disparity for use remains.** While over 80 percent of the North, Central and West regions are connecting to the Internet at home, only 70 percent are doing so in the Southeast. Between 1998 and 2007, Southeast residents bought home PCs at a slower pace.

Even With Increased Prevalence of PCs at Home, the Southeast Has Fewer Online

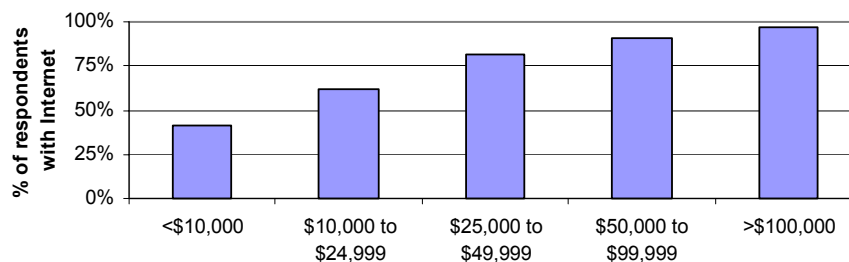


¹ The survey asked a similar question on Internet access in 2002, which is used to validate some trends, but is not directly comparable to the questions asked in 1998 and 1999.

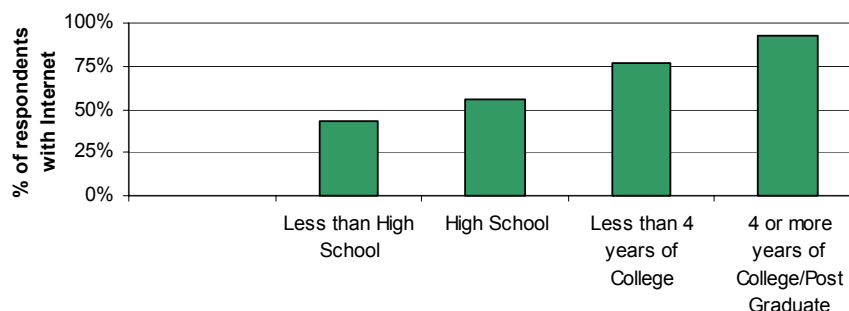
Home Internet Access Varies by Key Demographic Factors

Looking solely at demographic factors, the disparity in Internet access at home between groups based on income, education and race/ethnicity is clear.

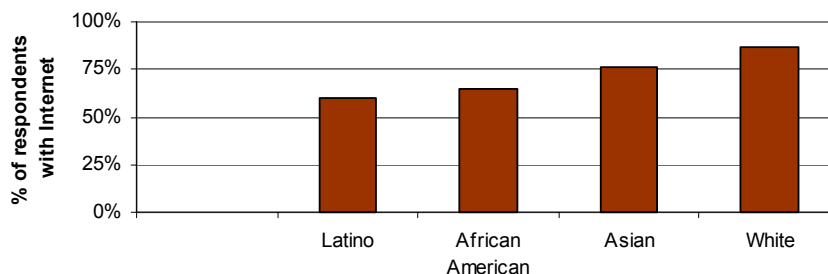
Total Income Before Taxes in 2006



Highest Level of Education Completed



Race/Ethnic Background

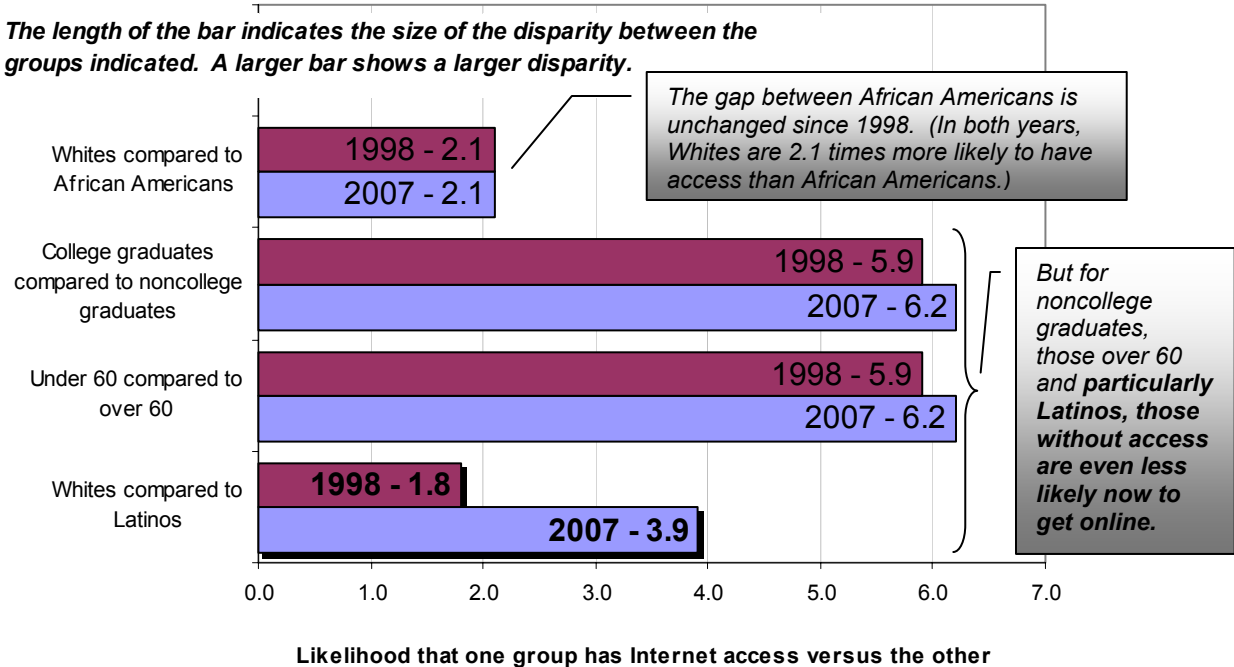


The Disparity in Internet Access is Increasing

Though the prevalence of home PC ownership and Internet access has greatly increased for all demographic groups in the City, the “digital divide” seems to be growing. In other words, those

least likely to have access to the Internet at home are even less likely to have it now than they were nearly 10 years ago when the City first asked these questions. For example, even though ownership of PCs is increasing overall, the disparity in the likelihood of PC ownership between Latinos and Whites is actually increasing.

The Disparity in Internet Access Is Increasing



The disparity is similar for PC ownership. In 1998, Whites were 1.6 times more likely to have a PC at home than Latinos. In 2007, Whites are now 3.4 times more likely to own a PC.²

² Given that the analysis does not include income, the analysts considered 2002 and 2007 data to ensure that the reporting of this digital divide is accurate. Income as a part of the analysis explains some of the divide – but not all of it. Considering that PCs and Internet access are much less expensive now and accessible to more people, it is reasonable to consider that income would be a less important factor in these questions now than it was in 1998.

SURVEY RESPONSES

Does anyone in your household:

	Yes 1	No 2	Number of Responses
Have a personal computer at home?	81%	19%	3,617
Use a personal computer to reach the Internet from home?	79%	21%	3,653
Buy or sell goods and/or services on the Internet?	58%	42%	3,540

Chapter 10

Demographic Information

Survey Respondents and the San Francisco Population

The following tables show the demographic characteristics of survey respondents. Where available, information on the San Francisco population is included to show how well the survey sample represents the population. Unless otherwise indicated, comparison data refer to adult San Franciscans. Data come from the decennial U.S. Census or the American Community Survey, which is conducted annually by the Census Bureau.

Chapter 11 discusses how the sampling method attempts to correct for the differences between the survey population and the general population.

Individual Characteristics

As in previous years, the survey sample includes fewer people under 45, fewer men, fewer African-American, Asian/Pacific Islander and Latino/Hispanic respondents, and more white respondents than the general population.

What is your age?

	Under 20	20-29	30-44	45-59	60-74	Over 74	Number of Responses
2007 City Survey	0%	8%	31%	30%	20%	11%	3,531
2005 American Community Survey	2%	17%	35%	24%	14%	9%	

What is your sex?

	Female	Male	Number of Responses
2007 City Survey	54%	46%	3,489
2005 American Community Survey	50%	50%	

Which of these comes closest to describing your ethnic background?

	African-American / Black	Asian or Pacific Islander	Latino/ Hispanic	Native American/ Indian	White/ Caucasian	Mixed Ethnicity	Other	Number of Responses
2007 City Survey	5%	23%	7%	0%	58%	2%	5%	3,511
CA Dept of Finance Estimation 2002-2004	7%	31%	12%	<1%	48%	2%	<1%	

Which of these comes closest to describing your sexual orientation?

	Bisexual	Gay/ Lesbian	Heterosexual/ Straight	Number of Responses
2007 City Survey	3%	14%	83%	2,970

No statistics on sexual orientation are available for comparison.

Employment, Income and Education

Compared to the general population of San Francisco, a slightly lower percentage of survey respondents work full-time. Income distribution is similar to the 2005 American Community Survey estimate, with a lower proportion of households earning less than \$10,000 in annual income. City Survey respondents are, on average, more educated than the general population, which is common in surveys.

How many hours a week do you work in paid employment?

	None	1 to 14	15 to 34	35 or more	Number of Responses
2007 City Survey	30%	4%	11%	56%	3,478
2005 American Community Survey (population 16 years and over)	18%	3%	14%	65%	

What was your household's total income before taxes in 2004?

	Less than \$10,000	\$10,000 to \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Number of Responses
2007 City Survey	7%	12%	19%	30%	32%	3,063
2005 American Community Survey (Household income and benefits in 2003 inflation-adjusted dollars.)	10%	15%	18%	28%	28%	

What is the highest level of education you have completed?

	Less than high school	High school	Less than 4 years of college	4 or more years of college/ post graduate	Number of Responses
2007 City Survey	4%	11%	20%	65%	3,559
2005 American Community Survey (population 25 years and over)	13%	13%	21%	53%	

Household and Family Status

The 2005 American Community Survey shows that 42 percent of San Francisco households consist of one person, compared to 33 percent of City Survey respondents. Twenty percent of survey respondents indicate that they have one or more children in their household, the same proportion as the general population and no change from the 2005 survey.

How many people live in your household?

	1	2	3	4	5 or more	Number of Responses
2007 City Survey	33%	37%	15%	10%	6%	3,477
2005 American Community Survey (households)	42%	32%	12%	8%	6%	

Are there any children under age 18 in your household?

	Yes	No	Number of Responses
2007 City Survey	20%	80%	3,685
2005 American Community Survey (households)	18%	82%	

Residence in San Francisco

As in previous years, the survey underrepresents newly arrived residents.

How long have you lived in San Francisco?

	Less than 1 Year	1-4 Years	5-9 Years	10-19 Years	Over 19 Years	Number of Responses
2007 City Survey	2%	12%	13%	20%	53%	3,596
City Survey categories combined:	14% Less Than 5 Years		86% Five or More Years			
2000 Census	50% Less Than 5 Years		50% Five or More Years			

Note: percentages may not total to 100% due to rounding.

**Chapter
11**

Survey Process and Methodology

Purpose of the Survey

The 2007 City Survey is part of an ongoing effort to measure and improve the performance of City government in San Francisco. Increasingly, government auditor-controllers are reporting on “service efforts and accomplishments” as well as financial performance. In San Francisco, this coincides with the 2003 passage of Proposition C—a voter-approved charter amendment that designated the Controller as “City Services Auditor,” charged with monitoring the level and effectiveness of City services. The City Survey helps the Controller’s Office meet its Prop. C mandate by directly asking the users of these City services for their opinions.

This is San Francisco’s tenth City Survey (formerly called Citizen Survey). Our core set of questions about streets and sidewalks, parks and recreation, libraries, public transportation, public safety, and overall ratings of local government remains the same.

This year we asked again a series of questions introduced in 2005 about children’s services, health insurance coverage for adults, trees, and likelihood of leaving the City. We also asked questions that have not been asked in several years about personal computer ownership, Internet access and tap water quality. We introduced new questions regarding how the public accesses information about city events and services, and how sufficiently informed the public feels about preparing for a major disaster.

Last year, we introduced the rating scale (A, B, C, D, F) in place of number ratings and made accommodations in our quantitative analysis to ensure we capture trends appropriately. We decided to keep the graded rating methodology and continue using the “report card” for City services in the Executive Summary of this report. With several years of data for comparison, we can better evaluate the success of policy and budget initiatives and continue to monitor effectiveness.

How Survey Results Are Used

Several City departments use results of our annual survey to measure performance toward their service goals. These departments include the Municipal Transportation Agency (Muni), the Department of Public Works, the Police Department, the Recreation and Park Department, and the Public Library. Their performance measures are included each year in the Mayor’s budget presentation and have been part of the Board of Supervisors’ budget discussions. Starting this year, several departments will also incorporate relevant survey results into SFStat meetings with

the Mayor and SFStat panel.¹ The survey results are most useful when considered in combination with other indicators—for example, feelings of safety may be tracked along with crime rates, and satisfaction with Muni along with the department's own measures of on-time performance.

How the Survey Questions Are Developed

The 2007 City Survey covers streets and sidewalks, parks, recreation programs, libraries, public transportation (Muni), public safety, health insurance, City government and life in San Francisco. Survey questions were developed to meet the following criteria:

- (1) the services or issues in question are of concern to a large number of San Franciscans;
- (2) services are visible to or used by enough people that a large number of survey respondents can rate them;
- (3) survey questions provide information that is not more easily obtained from another source; and
- (4) all questions fit on a one-piece mailer and do not take so long to complete as to discourage responses.

The omission of a service area does not necessarily reflect a lack of importance to the City, but may result from limits on the length of the survey, or an assessment that a citywide survey is not the best way to measure performance in that area. For example, we removed questions about the Fire Department from the survey after learning in 1996 that only a small proportion of our sample had sufficient experience to give an opinion of these services. In interpreting the results of the survey, it is worth noting that many factors influence the ratings of a particular service, including different expectations for different types of services. Similar surveys in other cities have found that certain services are consistently rated more highly than others. For example, libraries get higher ratings than transit in other cities, as well as in San Francisco.

Survey Methods and Response Rates

We surveyed a total of 3,685 San Franciscans using a mailed questionnaire, telephone interviews and, for the second year in a row, the option to complete the survey over the Internet. Of the total sample, 73 percent were surveyed by mail, 20 percent by telephone, and 7 percent on the Internet. Only those who had been contacted by telephone or mail were eligible to complete the survey on the Internet.

The survey research industry has documented a decline in cooperation rates in recent years, a trend consistent with the City Survey's overall cooperation rates. Compared to 2005, this year's cooperation rate remained stable for the telephone respondents and improved for mail respondents.

¹ SFStat, Mayor Newsom's data-driven management and information initiative includes a variety of data on City operations. Tracking, reporting and discussing indicators is intended to help City departmental managers identify problems, make improvements and reallocate resources where needed. Periodic surveys of citizens help monitor the effectiveness of these changes.

The City Survey's telephone respondents give higher quality ratings than mail respondents on most items. Internet respondents do not follow a specific pattern: on some questions they respond more like mail respondents and on others they answer similarly to the phone respondents.

Written Questionnaire

In January 2007, the Controller's Office sent questionnaires to 11,000 randomly selected San Franciscans, with a letter explaining the purpose of the survey and how to complete it. We also sent a second copy of the survey and a reminder postcard a few weeks later. The number of potential respondents dropped to 10,564 due to surveys that were undeliverable because of incorrect or out-of-date addresses. By early March (our cutoff point to start analyzing results), we had received 2,872 responses, for a cooperation rate of 27 percent (compared to 27 percent in 2005 and 23 percent in 2004). The cooperation rate for mail respondents measures the number of survey questionnaires returned out of the total number of valid addresses.

Before mailing the survey, we sent a postcard with telephone numbers to call for a survey in Chinese or Spanish. There were 31 requests for Chinese-language questionnaires and six requests for the Spanish-language version. The postcard also provided the website address to complete the survey online in English, Chinese or Spanish. We numbered each questionnaire to track responses, but asked respondents to remove the page with their address. Mailing labels also included a password that, along with the questionnaire number, would allow respondents to complete the survey on the Internet. Individual responses have been kept confidential. The numbering system enables us to send follow-up mailings only to those who have not responded. It also allows us to analyze responses by area of the City.

Telephone Interviews

For the eighth year, we also surveyed San Franciscans by telephone. The 813 interviews included the same questions as the written questionnaire. The cooperation rate was 40 percent, out of 2,013 individuals who were contacted and asked to participate in a telephone interview. The cooperation rate was 36 percent in 2005, 53 percent in 2004 and 38 percent the two prior years. The telephone cooperation rate measures the percentage of respondents who at least partially complete a telephone interview out of the number of eligible respondents reached. Cooperation rates have been declining in the telephone survey industry for the past seven years, largely due to increased telemarketing activity.

The Public Research Institute at San Francisco State University conducted the telephone interviews between January 18 and February 23, 2007. Respondents were screened for age (18 or older), San Francisco residency, and ability to understand English or another available language. Of the 746 telephone interviews, 49 were conducted in Spanish and 86 in Chinese. Sixty-seven people from the telephone sample completed the survey on the Internet.

Sample Sources

In previous years we used a named address list compiled from both the California Department of Motor Vehicles and from voter registration records. This year's mail sample was drawn from the Delivery Sequence File (DSF), a list of all deliverable addresses from the US Postal Service. We

addressed surveys to “San Francisco Resident.” The change in source and lack of name on the mailing label does not seem to have adversely affected response rate. The number drawn in each zip code reflects that area’s proportion of the adult population of the City, adjusted for low response rates in some zip codes in previous years.

Genesys, a professional telephone sampling company, randomly generated telephone numbers for interviews. The numbers were drawn from a comprehensive cross-section of listed and unlisted residential telephone numbers. Telephone numbers were selected in the same proportion that each zip code contributes to the San Francisco population. Telephone respondents were asked their cross-streets, but not names or addresses.

How Well Do the Survey Respondents Represent San Franciscans?

Respondents to the 2007 City Survey differ in some respects from the San Francisco population. In comparing demographic characteristics with data on San Franciscans as a whole, we find that survey respondents:

- are more educated;
- include fewer Asian/Pacific Islander, Latino/Hispanic, African American, and more White respondents;
- are more likely to be over 44 years old;
- have lived in San Francisco longer; and
- are less likely to live alone.

Some of the distortion in our sample is a result of the population we are able to reach—the composition of our mailing list and the distribution of telephone numbers. Another source is non-response bias, which occurs when those who choose to respond differ in demographic characteristics, and opinions, from those who do not respond.

Mail and telephone survey samples are selected by zip codes, and some zip codes were oversampled to correct for historical response rates. In areas where response rate is historically lower than average, a higher percentage of addresses or telephone numbers are selected, and fewer are selected from zip codes where the survey traditionally has higher than average response rates. Post-stratification weights were used to correct for uneven zip code and racial/ethnic group representation in the sample so that the respondents are effectively distributed geographically and demographically in proportion to the actual population.

Interpreting the Results

The survey data were analyzed using statistical methods to decide whether differences of opinion between groups observed in the sample represent real differences in the population of San Franciscans. Unless otherwise noted, differences between groups described in this report are “statistically significant,” that is, they indicate differences in the population. A statistically significant difference between groups is greater than its margin of error. It is large enough, compared to the difference that sampling error alone might produce, that we can be confident it represents a difference in the population of San Franciscans.

With a total sample size of 3,685, the estimated sampling error for this survey is about ± 1.3 percent at the 95 percent confidence level. This means that we are 95 percent confident that all adult San Francisco residents would produce responses to each survey question within approximately one percentage point of the results obtained from this sample. For example, 46.4 percent of survey respondents rated the quality of library collections as “good/excellent.” Statistical theory states that if we repeated random samples of this size of San Francisco households, we could expect between 45.1 percent and 47.7 percent of the population to rate the quality of library collections as “good/excellent” 95 percent of the time.

Sampling errors are larger for subgroups of the sample, such as the residents of a supervisorial district, where the margin of error is between ± 4.5 and ± 5.9 percentage points.

Analysis by Neighborhood and Supervisorial District

For the fifth survey year, we have included analyses by the City’s 11 supervisorial districts. Our larger sample size allows us to draw conclusions about how residents of districts differ from each other in their opinions of City services more confidently for some questions than we could in the past.

We also grouped the districts into four larger regions to allow for geographic analysis with larger sample sizes.² The four areas are as follows:

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

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

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

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

The few responses from people who could not be associated with a district are excluded from the neighborhood analysis.

Appendix A includes survey responses by district.

Changes Over Time

Throughout the report, our observations on trends in the responses to the City Survey cover the years 1997 through 2007. Although we conducted a survey in 1996, we used a different sampling method, and consequently the people who responded to the survey differed from the respondents

² Using large areas allows for sample sizes large enough to detect differences among groups. Boundaries were chosen to provide demographic as well as geographic similarity. No grouping scheme is ideal for all questions; for example, Southeast District 10 is more like Central District 6 for safety and some services than it is like District 9, which is considered Southeast.

in subsequent years, in both opinions and demographic characteristics. The 1996 findings are not comparable to the later surveys for measuring trends.

Data presented in this report for the years 1997 through 2005 have been weighted to adjust for disproportionate representation of some districts of the City, using the most recently available demographic data. The results presented in this report supersede those of previous years.

Acknowledgments

The Public Research Institute (PRI) at San Francisco State University conducted the telephone interviews, developed the Web interface and performed the statistical analyses for this report. Holley Shafer coordinated the project and performed the analysis, with guidance from James Wiley, Director, and John Rogers, Associate Director of PRI. Monique Nakagawa provided research assistance and map design; Kevin Adcock managed the data collection; Rebecca Lee administered the Web survey and translated surveys to and from Chinese. Elisa Overholt, Janet Harris, and Maynard Alido of TempTime (Monroe Personnel Service) assisted with mailing, coding, and data entry.

In the Controller's Office, Betsy Baum and Claire Kramme directed the project, administered the mail survey, analyzed the data and wrote the report. Peg Stevenson, Marti Paschal, Esther Reyes, Jodi Darby, John Haskell, Harriet Richardson, Sally Allen and Mark Tipton edited the survey instrument and read drafts of the report. Monica Wu, Alexandra Bidot-Cruz, Liz Garcia, Pablo Federico, Peter Wong, Lorita Chung, Mirna Palma and Jane Yuan assisted with translation and taking calls for surveys in Spanish and Chinese. Corey Marshall and Joanne Held assisted with testing the web-based version of survey. We extend thanks to David German, Salla Vaerma, Linda Zane, and other staff of the City's Reproduction and Mail Services for the design, printing and mailing of the survey questionnaire.

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APPENDICES

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Local government's job of providing service

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	1%	9%	52%	34%	3%	262	3.28
D2	3%	10%	49%	35%	3%	392	3.23
D3	3%	11%	48%	35%	3%	373	3.26
D4	3%	8%	54%	32%	2%	269	3.22
D5	3%	9%	46%	39%	4%	328	3.32
D6	4%	10%	38%	43%	4%	331	3.33
D7	3%	11%	51%	31%	4%	276	3.22
D8	2%	11%	42%	40%	5%	451	3.35
D9	2%	9%	43%	41%	4%	296	3.36
D10	5%	12%	44%	33%	7%	270	3.25
D11	1%	16%	45%	34%	4%	180	3.24
Citywide Total	3%	11%	47%	36%	4%	3,454	3.28

Access to City's information in helping you prepare for a major disaster

	Have Accessed	Have Not Accessed	Number of Responses
D1	45%	55%	316
D2	38%	62%	413
D3	42%	58%	419
D4	45%	55%	282
D5	44%	56%	340
D6	44%	56%	388
D7	42%	58%	318
D8	37%	63%	368
D9	51%	49%	265
D10	47%	53%	280
D11	51%	49%	259
Citywide Total	44%	56%	3,648

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Overall quality of tap water in San Francisco

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	1%	4%	26%	44%	25%	265	3.87
D2	1%	3%	19%	50%	27%	395	4.00
D3	1%	6%	25%	48%	20%	376	3.81
D4	0%	3%	26%	46%	24%	262	3.90
D5	3%	3%	28%	39%	26%	326	3.82
D6	3%	6%	22%	43%	26%	330	3.83
D7	1%	3%	18%	44%	34%	284	4.09
D8	2%	4%	18%	38%	39%	467	4.08
D9	1%	3%	24%	45%	27%	288	3.93
D10	6%	7%	29%	36%	22%	258	3.62
D11	1%	5%	29%	43%	22%	171	3.80
Citywide Total	2%	4%	24%	44%	27%	3,444	3.89

Taste of tap water in San Francisco

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	2%	4%	27%	44%	23%	251	3.81
D2	1%	8%	19%	45%	27%	378	3.88
D3	2%	7%	26%	43%	22%	363	3.77
D4	0%	5%	29%	41%	24%	255	3.82
D5	4%	6%	29%	35%	26%	321	3.75
D6	3%	9%	24%	40%	24%	324	3.72
D7	1%	4%	21%	43%	32%	278	4.01
D8	3%	6%	18%	38%	35%	457	3.96
D9	2%	7%	25%	43%	23%	279	3.78
D10	7%	10%	27%	35%	21%	244	3.55
D11	1%	6%	30%	46%	18%	160	3.72
Citywide Total	2%	7%	24%	41%	25%	3,331	3.80

Unless otherwise indicated, mean scale is from A-Excellent(5) to F-Failing(1). Percentages may not total to 100% due to rounding.
Citywide totals include responses for which the district is not known.

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Safety walking alone during the day in your neighborhood

	Very Unsafe	Unsafe	Neither Unsafe nor Safe	Safe	Very Safe	Number of Responses	Mean Rating
D1	0%	2%	9%	38%	51%	275	4.38
D2	0%	1%	4%	31%	63%	407	4.56
D3	0%	3%	11%	50%	35%	400	4.17
D4	0%	2%	14%	48%	36%	278	4.18
D5	1%	4%	13%	35%	47%	340	4.25
D6	4%	14%	19%	41%	22%	348	3.62
D7	0%	2%	9%	41%	48%	292	4.35
D8	0%	1%	7%	31%	60%	481	4.50
D9	2%	10%	17%	46%	26%	315	3.84
D10	4%	19%	23%	37%	18%	291	3.45
D11	0%	10%	22%	54%	13%	186	3.70
Citywide Total	1%	6%	13%	41%	40%	3,640	4.11

Safety walking alone at night in your neighborhood

	Very Unsafe	Unsafe	Neither Unsafe nor Safe	Safe	Very Safe	Number of Responses	Mean Rating
D1	3%	10%	28%	44%	15%	303	3.59
D2	1%	11%	30%	41%	17%	404	3.61
D3	5%	12%	35%	38%	10%	404	3.36
D4	2%	12%	35%	42%	9%	264	3.44
D5	6%	20%	24%	40%	10%	329	3.27
D6	22%	27%	24%	19%	8%	378	2.65
D7	3%	14%	26%	37%	20%	306	3.55
D8	2%	14%	27%	35%	22%	355	3.62
D9	16%	28%	27%	23%	5%	261	2.72
D10	27%	34%	18%	14%	7%	262	2.40
D11	15%	38%	26%	20%	2%	234	2.57
Citywide Total	9%	19%	27%	33%	12%	3,534	3.20

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Safety index - walking alone day and night (scale is 0 to 2)

	Less than Safe Day or Night (0)	Safe Day or Night but not Both (1)	Safe Day and Night (2)	Number of Responses	Mean Rating
D1	10%	30%	61%	249	1.60
D2	7%	31%	62%	390	1.59
D3	12%	34%	54%	358	1.49
D4	13%	35%	52%	241	1.53
D5	17%	36%	47%	302	1.51
D6	38%	34%	28%	278	1.10
D7	9%	31%	60%	268	1.60
D8	8%	29%	63%	451	1.59
D9	30%	41%	29%	263	1.20
D10	45%	35%	20%	215	1.00
D11	33%	38%	29%	139	1.13
Citywide Total	20%	34%	47%	3,175	1.42

Safety crossing the street

	Very Unsafe	Unsafe	Neither Unsafe nor Safe	Safe	Very Safe	Number of Responses	Mean Rating
D1	6%	15%	28%	39%	12%	273	3.38
D2	4%	18%	29%	35%	14%	407	3.36
D3	4%	18%	32%	38%	9%	396	3.31
D4	5%	17%	27%	45%	6%	276	3.30
D5	5%	20%	27%	35%	13%	338	3.30
D6	9%	25%	22%	33%	12%	345	3.14
D7	3%	19%	25%	39%	14%	283	3.42
D8	3%	17%	27%	37%	16%	478	3.45
D9	7%	21%	27%	38%	8%	308	3.19
D10	5%	26%	29%	34%	7%	295	3.11
D11	6%	20%	28%	37%	9%	177	3.24
Citywide Total	5%	20%	27%	37%	11%	3,602	3.29

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Muni - convenience of routes

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	2%	4%	26%	48%	19%	254	3.79
D2	4%	8%	26%	47%	16%	371	3.64
D3	3%	5%	30%	50%	13%	374	3.65
D4	3%	6%	29%	48%	14%	254	3.64
D5	2%	6%	25%	49%	18%	328	3.74
D6	4%	9%	26%	44%	18%	315	3.64
D7	3%	8%	27%	46%	15%	258	3.62
D8	3%	7%	24%	47%	19%	454	3.72
D9	6%	11%	26%	42%	15%	279	3.49
D10	5%	13%	29%	36%	18%	247	3.48
D11	3%	9%	24%	50%	14%	144	3.62
Citywide Total	3%	8%	27%	46%	16%	3,301	3.64

Muni - timeliness and reliability

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	7%	21%	45%	24%	4%	256	2.98
D2	13%	22%	31%	30%	3%	366	2.87
D3	11%	22%	40%	25%	2%	374	2.85
D4	9%	26%	40%	23%	3%	251	2.84
D5	13%	27%	35%	21%	4%	327	2.78
D6	13%	23%	28%	30%	6%	315	2.93
D7	13%	26%	35%	23%	3%	254	2.77
D8	15%	26%	33%	23%	3%	448	2.73
D9	13%	29%	34%	23%	2%	272	2.71
D10	14%	20%	39%	20%	8%	254	2.87
D11	11%	24%	37%	26%	4%	142	2.87
Citywide Total	12%	24%	36%	24%	4%	3,283	2.84

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Muni - cleanliness

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	9%	25%	44%	21%	2%	256	2.83
D2	8%	25%	41%	23%	3%	366	2.88
D3	10%	24%	45%	20%	2%	373	2.79
D4	5%	22%	48%	23%	2%	253	2.95
D5	10%	27%	39%	21%	2%	328	2.78
D6	13%	24%	31%	29%	3%	313	2.85
D7	8%	23%	46%	21%	2%	257	2.88
D8	7%	23%	40%	28%	2%	447	2.96
D9	11%	27%	41%	20%	1%	274	2.74
D10	11%	26%	37%	24%	3%	253	2.84
D11	9%	19%	46%	22%	4%	151	2.93
Citywide Total	9%	24%	41%	23%	2%	3,295	2.86

Muni - fares

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	2%	8%	45%	34%	11%	258	3.43
D2	2%	8%	42%	37%	11%	368	3.45
D3	3%	12%	42%	34%	8%	371	3.33
D4	2%	12%	50%	26%	11%	253	3.32
D5	6%	8%	42%	36%	8%	327	3.32
D6	7%	13%	41%	29%	10%	313	3.22
D7	3%	10%	49%	28%	10%	260	3.32
D8	4%	8%	40%	37%	11%	448	3.43
D9	6%	12%	43%	32%	8%	271	3.26
D10	7%	10%	42%	34%	8%	254	3.27
D11	6%	10%	50%	29%	5%	146	3.17
Citywide Total	4%	10%	44%	33%	9%	3,292	3.33

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Muni - safety

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	3%	16%	42%	34%	5%	259	3.21
D2	3%	14%	46%	33%	4%	361	3.21
D3	6%	16%	37%	36%	5%	371	3.16
D4	4%	13%	46%	33%	4%	253	3.21
D5	5%	14%	40%	37%	4%	324	3.21
D6	10%	15%	36%	32%	8%	319	3.14
D7	6%	15%	47%	25%	8%	255	3.14
D8	4%	13%	42%	35%	6%	446	3.26
D9	8%	23%	39%	28%	2%	271	2.93
D10	11%	19%	36%	30%	5%	253	2.99
D11	9%	17%	41%	29%	4%	149	3.02
Citywide Total	6%	15%	41%	32%	5%	3,286	3.15

Muni - communication to passengers

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	6%	22%	39%	28%	5%	251	3.06
D2	6%	24%	42%	24%	4%	361	2.98
D3	9%	21%	41%	25%	3%	358	2.92
D4	7%	24%	43%	23%	3%	245	2.91
D5	12%	20%	41%	22%	6%	322	2.89
D6	11%	22%	33%	29%	5%	314	2.94
D7	10%	24%	39%	22%	5%	252	2.89
D8	11%	25%	36%	24%	4%	439	2.85
D9	14%	21%	39%	23%	4%	270	2.84
D10	12%	18%	42%	24%	4%	241	2.90
D11	6%	26%	48%	16%	4%	138	2.86
Citywide Total	9%	22%	40%	24%	4%	3,214	2.92

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Muni - courtesy of drivers

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	6%	14%	44%	29%	6%	260	3.16
D2	5%	18%	43%	30%	5%	366	3.12
D3	10%	16%	42%	27%	5%	370	3.02
D4	7%	16%	46%	25%	5%	253	3.05
D5	10%	15%	41%	27%	7%	328	3.07
D6	12%	16%	34%	31%	7%	318	3.03
D7	10%	15%	41%	26%	7%	257	3.05
D8	7%	17%	41%	30%	5%	450	3.07
D9	13%	20%	36%	25%	5%	277	2.89
D10	7%	16%	38%	31%	8%	254	3.16
D11	9%	15%	44%	27%	5%	147	3.06
Citywide Total	9%	16%	41%	28%	6%	3,304	3.07

Muni - frequency of riding

	Never	Once or Twice a Month	Several Times a Month	Once or Twice a Week	Several Times/Week	Daily	Number of Responses	Mean Rating
D1	6%	24%	10%	10%	15%	35%	271	4.09
D2	10%	21%	18%	9%	17%	24%	404	3.74
D3	6%	17%	12%	13%	22%	30%	394	4.19
D4	10%	23%	14%	10%	12%	32%	277	3.86
D5	6%	15%	12%	11%	22%	34%	340	4.32
D6	7%	15%	11%	10%	17%	40%	345	4.34
D7	11%	28%	18%	12%	12%	19%	283	3.44
D8	8%	17%	15%	13%	17%	30%	478	4.05
D9	11%	22%	17%	8%	15%	28%	315	3.77
D10	18%	23%	15%	7%	12%	25%	292	3.46
D11	26%	19%	11%	6%	12%	25%	182	3.37
Citywide Total	10%	20%	14%	10%	16%	30%	3,605	3.91

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Cleanliness of sidewalks in your neighborhood

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	4%	12%	33%	41%	11%	272	3.43
D2	4%	10%	22%	49%	15%	403	3.62
D3	8%	25%	33%	29%	5%	391	3.00
D4	1%	9%	38%	42%	10%	278	3.52
D5	8%	22%	34%	32%	5%	340	3.04
D6	20%	27%	28%	21%	4%	348	2.61
D7	1%	8%	21%	48%	21%	290	3.79
D8	4%	11%	27%	43%	14%	481	3.52
D9	13%	23%	35%	25%	5%	309	2.87
D10	10%	21%	34%	28%	7%	295	3.02
D11	5%	20%	40%	29%	7%	182	3.11
Citywide Total	7%	17%	31%	35%	10%	3,615	3.23

Cleanliness of sidewalks citywide

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	7%	25%	52%	14%	2%	260	2.78
D2	10%	31%	44%	13%	2%	389	2.66
D3	8%	31%	47%	12%	1%	367	2.66
D4	4%	32%	49%	14%	1%	260	2.75
D5	7%	29%	46%	18%	1%	320	2.77
D6	7%	20%	42%	28%	2%	319	2.98
D7	8%	26%	52%	13%	2%	280	2.75
D8	7%	28%	44%	20%	1%	470	2.81
D9	5%	22%	47%	23%	4%	298	2.99
D10	7%	19%	53%	18%	4%	263	2.92
D11	3%	27%	48%	21%	1%	162	2.92
Citywide Total	7%	27%	47%	18%	2%	3,412	2.81

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Cleanliness of streets in your neighborhood

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	3%	9%	36%	43%	10%	274	3.49
D2	3%	5%	25%	51%	15%	403	3.71
D3	7%	22%	36%	29%	7%	393	3.07
D4	1%	7%	35%	46%	10%	276	3.58
D5	5%	15%	35%	36%	8%	338	3.27
D6	15%	20%	30%	30%	5%	344	2.89
D7	1%	4%	27%	46%	22%	291	3.83
D8	2%	9%	27%	46%	16%	481	3.65
D9	8%	20%	37%	30%	5%	308	3.05
D10	8%	17%	37%	31%	7%	293	3.12
D11	2%	19%	37%	31%	10%	181	3.28
Citywide Total	5%	13%	33%	38%	11%	3,608	3.36

Cleanliness of streets citywide

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	5%	23%	48%	22%	3%	260	2.94
D2	7%	23%	46%	22%	2%	392	2.88
D3	6%	22%	55%	16%	2%	369	2.85
D4	4%	24%	49%	22%	2%	256	2.93
D5	4%	22%	43%	27%	5%	324	3.07
D6	3%	16%	43%	34%	4%	314	3.20
D7	5%	22%	50%	20%	3%	275	2.92
D8	4%	19%	48%	27%	3%	467	3.06
D9	2%	19%	44%	31%	3%	289	3.14
D10	5%	16%	51%	25%	4%	268	3.06
D11	2%	22%	42%	30%	4%	162	3.12
Citywide Total	4%	21%	47%	25%	3%	3,401	3.01

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Pavement condition of streets in your neighborhood

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	4%	23%	40%	26%	7%	269	3.10
D2	8%	19%	32%	33%	9%	401	3.15
D3	7%	19%	38%	31%	6%	388	3.10
D4	6%	17%	45%	27%	5%	276	3.07
D5	9%	23%	33%	28%	7%	342	3.00
D6	12%	24%	34%	26%	4%	340	2.87
D7	6%	22%	28%	36%	8%	286	3.19
D8	7%	20%	36%	31%	7%	480	3.12
D9	13%	26%	33%	23%	5%	309	2.79
D10	12%	28%	31%	25%	4%	291	2.82
D11	8%	20%	42%	23%	7%	181	3.00
Citywide Total	8%	22%	36%	29%	6%	3,589	3.02

Pavement condition of streets citywide

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	13%	34%	39%	13%	1%	254	2.56
D2	21%	37%	29%	13%	0%	383	2.33
D3	8%	28%	47%	17%	1%	368	2.73
D4	12%	30%	48%	10%	0%	256	2.57
D5	15%	27%	33%	23%	2%	322	2.67
D6	8%	21%	41%	29%	3%	316	2.97
D7	11%	38%	37%	12%	1%	279	2.54
D8	13%	34%	35%	18%	1%	467	2.60
D9	10%	26%	42%	20%	3%	295	2.81
D10	12%	25%	43%	17%	3%	268	2.74
D11	9%	36%	35%	19%	2%	164	2.70
Citywide Total	12%	31%	38%	17%	2%	3,397	2.65

Feeling about number of trees in your neighborhood

	Not Enough	About Right	Too Many	Number of Responses
D1	49%	47%	4%	269
D2	39%	57%	4%	403
D3	52%	42%	6%	387
D4	45%	51%	4%	273
D5	39%	57%	4%	336
D6	60%	37%	3%	341
D7	32%	62%	6%	288
D8	45%	52%	3%	477
D9	43%	52%	5%	310
D10	47%	46%	7%	288
D11	44%	49%	7%	180
Citywide Total	45%	50%	5%	3,579

Feeling about number of trees citywide

	Not Enough	About Right	Too Many	Number of Responses
D1	57%	41%	2%	255
D2	66%	32%	2%	391
D3	57%	38%	4%	367
D4	53%	42%	4%	258
D5	64%	35%	2%	318
D6	61%	36%	3%	310
D7	55%	42%	4%	275
D8	69%	30%	2%	468
D9	56%	41%	4%	296
D10	45%	49%	6%	268
D11	47%	48%	5%	165
Citywide Total	58%	39%	3%	3,397

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Quality of the grounds at City parks

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	0%	6%	29%	52%	13%	258	3.71
D2	3%	5%	31%	50%	11%	377	3.63
D3	2%	7%	35%	47%	9%	347	3.55
D4	1%	9%	39%	40%	11%	252	3.50
D5	2%	7%	27%	51%	13%	336	3.65
D6	2%	9%	31%	48%	11%	320	3.57
D7	2%	7%	34%	46%	11%	271	3.59
D8	2%	7%	30%	50%	11%	456	3.61
D9	2%	7%	35%	43%	14%	286	3.59
D10	3%	13%	39%	37%	7%	259	3.32
D11	1%	10%	44%	37%	8%	172	3.41
Citywide Total	2%	8%	33%	46%	11%	3,357	3.57

Cleanliness and maintenance of the facilities at City parks

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	1%	15%	40%	40%	4%	241	3.29
D2	6%	20%	40%	31%	4%	347	3.08
D3	5%	15%	44%	29%	7%	321	3.18
D4	4%	19%	47%	24%	5%	230	3.08
D5	2%	24%	36%	33%	5%	316	3.15
D6	4%	17%	37%	35%	7%	302	3.22
D7	4%	23%	39%	31%	4%	250	3.09
D8	7%	21%	46%	22%	4%	415	2.96
D9	4%	22%	42%	30%	2%	265	3.05
D10	5%	17%	43%	31%	5%	249	3.15
D11	8%	18%	45%	25%	5%	159	3.01
Citywide Total	5%	19%	41%	30%	5%	3,116	3.11

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Convenience of City recreation programs

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	0%	9%	39%	45%	6%	177	3.47
D2	1%	12%	37%	45%	5%	220	3.41
D3	2%	13%	41%	37%	6%	223	3.31
D4	2%	11%	48%	30%	8%	187	3.30
D5	4%	15%	35%	39%	8%	219	3.33
D6	4%	13%	33%	44%	6%	232	3.35
D7	4%	17%	37%	37%	5%	180	3.21
D8	5%	12%	39%	38%	6%	254	3.29
D9	2%	16%	35%	41%	6%	214	3.35
D10	3%	15%	38%	40%	5%	199	3.28
D11	1%	17%	43%	30%	9%	117	3.27
Citywide Total	3%	13%	39%	39%	6%	2,236	3.32

Quality of City recreation programs and activities for adults

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	2%	16%	41%	38%	3%	127	3.25
D2	3%	20%	34%	41%	2%	168	3.19
D3	5%	17%	41%	33%	4%	189	3.14
D4	3%	24%	42%	24%	6%	146	3.07
D5	9%	19%	33%	30%	9%	159	3.10
D6	9%	18%	34%	35%	4%	184	3.07
D7	9%	22%	38%	24%	7%	136	2.97
D8	5%	18%	39%	32%	6%	181	3.16
D9	6%	20%	32%	37%	5%	168	3.15
D10	11%	25%	42%	16%	5%	160	2.79
D11	3%	27%	44%	22%	4%	95	3.00
Citywide Total	6%	20%	38%	31%	5%	1,728	3.08

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Quality of City recreation programs and activities for children and youth

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	5%	19%	30%	40%	5%	129	3.21
D2	5%	17%	37%	37%	4%	132	3.17
D3	4%	15%	45%	29%	7%	155	3.19
D4	5%	25%	32%	29%	9%	142	3.10
D5	7%	16%	36%	34%	8%	124	3.20
D6	9%	18%	31%	38%	4%	154	3.11
D7	6%	16%	40%	30%	8%	142	3.17
D8	5%	14%	37%	36%	8%	154	3.27
D9	5%	14%	34%	39%	8%	171	3.30
D10	7%	20%	39%	30%	3%	177	3.04
D11	6%	22%	44%	22%	5%	101	2.99
Citywide Total	6%	18%	37%	33%	6%	1,595	3.15

Frequency of visting City parks

	Never	Once or Twice a Year	Several Times a Year	At Least Once a Month	At Least Once a Week	Number of Responses	Mean Rating
D1	9%	8%	18%	19%	45%	275	3.84
D2	4%	13%	21%	26%	37%	408	3.77
D3	8%	15%	25%	20%	31%	396	3.50
D4	7%	13%	22%	27%	32%	280	3.63
D5	3%	8%	16%	25%	48%	341	4.07
D6	6%	15%	26%	31%	22%	343	3.48
D7	7%	13%	20%	27%	32%	293	3.64
D8	3%	10%	16%	33%	37%	482	3.91
D9	6%	11%	24%	22%	37%	311	3.73
D10	13%	15%	25%	16%	31%	295	3.39
D11	10%	24%	27%	17%	22%	182	3.19
Citywide Total	7%	13%	22%	24%	34%	3,632	3.66

Household member(s) participated in a Recreation and Park program or activity

	Yes	No	Number of Responses
D1	27%	73%	272
D2	18%	82%	407
D3	20%	80%	392
D4	26%	74%	279
D5	19%	81%	342
D6	15%	85%	340
D7	23%	77%	290
D8	18%	82%	481
D9	25%	75%	309
D10	27%	73%	289
D11	26%	74%	180
Citywide Total	22%	78%	3,607

Interacted with Recreation and Park staff

	Yes	No	Number of Responses
D1	30%	70%	167
D2	28%	72%	267
D3	27%	73%	260
D4	27%	73%	173
D5	31%	69%	219
D6	22%	78%	240
D7	33%	67%	165
D8	25%	75%	329
D9	32%	68%	182
D10	32%	68%	177
D11	28%	72%	110
Citywide Total	28%	72%	3,258

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Quality of the interaction with Recreation and Park staff

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	0%	5%	18%	48%	30%	78	4.02
D2	4%	3%	26%	45%	22%	98	3.77
D3	0%	6%	27%	52%	15%	89	3.75
D4	1%	4%	21%	54%	19%	74	3.87
D5	3%	9%	19%	44%	26%	100	3.82
D6	3%	4%	20%	55%	19%	68	3.83
D7	4%	5%	27%	42%	21%	86	3.71
D8	0%	8%	16%	55%	21%	119	3.87
D9	1%	6%	21%	45%	26%	99	3.89
D10	3%	8%	27%	43%	19%	82	3.70
D11	0%	11%	33%	36%	20%	48	3.65
Citywide Total	2%	6%	23%	47%	22%	949%	3.80

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Library collection of books, tapes, etc.

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	1%	7%	33%	46%	12%	207	3.62
D2	2%	7%	28%	47%	16%	269	3.69
D3	1%	4%	28%	50%	16%	268	3.76
D4	1%	8%	31%	42%	18%	193	3.68
D5	2%	7%	26%	49%	16%	245	3.71
D6	0%	7%	17%	49%	27%	268	3.96
D7	2%	4%	31%	49%	15%	195	3.72
D8	1%	4%	28%	45%	22%	327	3.84
D9	2%	4%	22%	54%	18%	247	3.82
D10	0%	6%	30%	46%	18%	214	3.76
D11	0%	7%	24%	52%	17%	133	3.79
Citywide Total	1%	6%	27%	48%	18%	2,587	3.76

Assistance from Library staff

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	0%	4%	24%	51%	21%	198	3.90
D2	2%	2%	20%	51%	26%	256	3.97
D3	1%	5%	21%	50%	22%	255	3.88
D4	0%	4%	18%	55%	22%	184	3.94
D5	0%	7%	22%	45%	26%	235	3.89
D6	2%	3%	22%	37%	36%	259	4.01
D7	0%	6%	20%	47%	26%	188	3.93
D8	0%	2%	18%	50%	31%	309	4.10
D9	0%	0%	14%	54%	32%	240	4.17
D10	0%	3%	20%	54%	22%	210	3.94
D11	0%	1%	27%	51%	21%	125	3.92
Citywide Total	1%	4%	21%	49%	26%	2,479	3.97

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Library programs and activities for adults

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	2%	13%	33%	43%	10%	108	3.46
D2	1%	13%	34%	42%	10%	104	3.46
D3	2%	12%	37%	37%	13%	144	3.46
D4	2%	11%	43%	38%	6%	103	3.35
D5	2%	9%	29%	43%	17%	122	3.64
D6	1%	5%	30%	35%	29%	149	3.85
D7	3%	7%	49%	35%	5%	88	3.30
D8	0%	9%	30%	48%	13%	143	3.64
D9	2%	4%	32%	49%	14%	138	3.71
D10	2%	9%	37%	41%	12%	141	3.50
D11	0%	10%	27%	47%	17%	69	3.68
Citywide Total	2%	9%	34%	41%	14%	1,319	3.57

Library programs and activities for children and youth

	Very Poor/ Failing	Poor	Fair/ Average	Good	Very Good/ Excellent	Number of Responses	Mean Rating
D1	4%	12%	32%	37%	16%	95	3.48
D2	0%	5%	38%	44%	14%	84	3.67
D3	2%	7%	35%	42%	13%	115	3.58
D4	1%	6%	27%	50%	16%	106	3.75
D5	2%	5%	27%	46%	20%	104	3.79
D6	1%	7%	30%	37%	26%	127	3.80
D7	0%	5%	35%	39%	21%	92	3.77
D8	4%	9%	21%	47%	19%	124	3.69
D9	2%	6%	24%	51%	16%	145	3.75
D10	1%	9%	31%	41%	18%	144	3.64
D11	4%	6%	32%	44%	15%	79	3.58
Citywide Total	2%	7%	30%	43%	18%	1,226	3.68

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Frequency of visits to main library

	Never	Once or Twice a Year	Several Times a Year	At Least Once a Month	At Least Once a Week	Number of Responses	Mean Rating
D1	42%	26%	22%	9%	1%	262	2.016576
D2	49%	25%	17%	7%	2%	398	1.87983
D3	37%	29%	19%	8%	7%	381	2.179003
D4	45%	25%	18%	10%	2%	272	2.009132
D5	37%	26%	21%	10%	5%	331	2.21225
D6	27%	18%	25%	18%	12%	334	2.706214
D7	46%	29%	16%	8%	2%	275	1.906172
D8	39%	31%	19%	10%	2%	471	2.056025
D9	37%	32%	21%	8%	3%	302	2.085628
D10	46%	22%	20%	9%	4%	283	2.03731
D11	47%	24%	16%	10%	3%	173	1.973991
Citywide Total	41%	26%	20%	10%	4%	3,506	2.11

Frequency of visits to branch libraries

	Never	Once or Twice a Year	Several Times a Year	At Least Once a Month	At Least Once a Week	Number of Responses	Mean Rating
D1	30%	18%	23%	20%	8%	258	2.59
D2	44%	18%	21%	11%	5%	397	2.14
D3	41%	18%	13%	16%	12%	359	2.41
D4	30%	13%	25%	21%	11%	267	2.70
D5	49%	18%	16%	12%	6%	319	2.07
D6	49%	18%	16%	13%	5%	313	2.06
D7	33%	17%	23%	17%	10%	266	2.53
D8	42%	20%	20%	14%	5%	453	2.20
D9	25%	20%	23%	19%	13%	295	2.74
D10	33%	18%	23%	17%	9%	271	2.49
D11	31%	13%	22%	22%	12%	168	2.70
Citywide Total	38%	18%	20%	16%	8%	3,390	2.39

Have health insurance

	Yes	No	Number of Responses
D1	90%	10%	275
D2	93%	7%	408
D3	84%	16%	396
D4	89%	11%	278
D5	92%	8%	344
D6	84%	16%	347
D7	96%	4%	290
D8	92%	8%	480
D9	87%	13%	314
D10	83%	17%	295
D11	85%	15%	180
Citywide Total	89%	11%	3,632

Likelihood of moving away from SF in the next 3 years

	Very Likely	Somewhat Likely	Not Too Likely	Not at All Likely	Number of Responses
D1	7%	20%	28%	45%	270
D2	13%	18%	27%	41%	405
D3	9%	20%	28%	43%	389
D4	9%	19%	25%	48%	273
D5	11%	22%	29%	39%	340
D6	12%	24%	29%	35%	344
D7	9%	19%	26%	47%	288
D8	7%	17%	30%	46%	478
D9	8%	15%	26%	51%	312
D10	12%	15%	23%	50%	285
D11	9%	12%	31%	47%	181
Citywide Total	10%	19%	28%	44%	3,592

San Francisco City Survey 2007
Appendix A - Survey Responses by District

Access to the Internet

	Personal Computer at Home		Reach the Internet from Home		Buy or Sell Goods or Services on the Internet		Number of Responses
	Yes	No	Yes	No	Yes	No	
D1	83%	17%	78%	22%	50%	50%	274
D2	89%	11%	89%	11%	72%	28%	404
D3	76%	24%	73%	27%	51%	49%	394
D4	85%	15%	81%	19%	60%	40%	276
D5	88%	12%	86%	14%	70%	30%	343
D6	74%	26%	71%	29%	54%	46%	341
D7	85%	15%	84%	16%	59%	41%	292
D8	90%	10%	88%	12%	71%	29%	483
D9	77%	23%	76%	24%	53%	47%	310
D10	68%	32%	64%	36%	42%	58%	292
D11	77%	23%	71%	29%	46%	54%	183
Citywide Total	81%	19%	79%	21%	58%	42%	3,617

Note: Number of responses above reflects answers to personal computer at home question. Responses to other questions had similar response rates.

San Francisco City Survey 2007
Appendix B - Open-Ended Responses

Category	Count of Comments	% of Comments	% of Respondents
City Government, Employees, Services in General			
Elected Officials	117	8%	3%
City Employees, Public Servants, and Their Offices	64	4%	2%
City Services--Multiple Service Area Comments	88	6%	2%
Muni/Public Transportation			
Muni Conductors' Courtesy or Lack of Courtesy	61	4%	2%
Muni Safety	24	2%	1%
Muni Cleanliness	28	2%	1%
Muni Timeliness and Reliability	118	8%	3%
Muni Specific Routes or Neighborhoods	83	5%	2%
Muni General or Multiple-topic Comments	245	16%	7%
Parking and Traffic and Taxis			
Parking	87	6%	2%
Traffic/Driving	45	3%	1%
Taxicabs	8	1%	0%
Parking and Traffic General Comments	13	1%	0%
Traffic/parking enforcement	76	5%	2%
Cleanliness and Garbage Collection/Recycling			
Specific Neighborhoods or Streets	56	4%	2%
Dirty Streets and Sidewalks	148	10%	4%
Garbage/Recycling Services	38	2%	1%
Other Comments	140	9%	4%
Public Safety			
Police-Related	152	10%	4%
Specific Neighborhoods or Locations	27	2%	1%
Public Safety General or Multiple-topic Comments	53	3%	1%
Crime	62	4%	2%
Drug use	57	4%	2%

One respondent comment may count in multiple categories.

San Francisco City Survey 2007
Appendix B - Open-Ended Responses

Homelessness

Specific Neighborhoods or Locations	8	1%	0%
Need More Services/Solution to Homelessness	24	2%	1%
Homelessness General Comments	187	12%	5%

Parks and Recreation

Specific Parks and Facilities	65	4%	2%
Dogs in City Parks	8	1%	0%
Recreation Facilities and Programs	34	2%	1%
Other Parks and Recreation Comments	82	5%	2%

Street Conditions

Pavement Conditions	170	11%	5%
Specific Streets	63	4%	2%
Pavement Not Repaired After Construction	6	0%	0%
Other Street Condition Comments	111	7%	3%

Libraries

Hours	7	0%	0%
Main Library	11	1%	0%
Other Library Comments	51	3%	1%

Housing and Development

Housing	55	4%	1%
Development	13	1%	0%

Education and Children's Programs

Children and Youth Services	23	1%	1%
Schools	71	5%	2%

One respondent comment may count in multiple categories.



CITY & COUNTY OF SAN FRANCISCO

January 10, 2007

Dear San Franciscan,

We need your help.

One of the best ways to evaluate our City's government is to ask the people who live here what they think.

What's working in San Francisco?

What needs to change?

You can help make the City a better place. Please take a few minutes to complete the enclosed survey.

It addresses some of the services that City residents use the most – such as parks, libraries, Muni – and conditions that affect our quality of life.

You have been randomly selected to receive this survey. Your answers will be confidential.

Please tear off this page and refold the completed survey so that the City's address shows. The postage is already paid. Or if you prefer, complete the survey online at <http://citysurvey.sfgov.org>.

Thank you! Your answers will be part of a report card to the Mayor, the Board of Supervisors, the City's managers, the media, and other citizens.

If you have any questions, please feel free to write or phone me.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Ed Harrington".

Ed Harrington
City Controller

S A N F R A N C I S C O CITY SURVEY 2007

Unless otherwise instructed, please circle the one number or letter that best fits your opinion or experience.

1. How do you rate the cleanliness of the sidewalks:		Excellent	Good	Average	Poor	Failing	
In your neighborhood?		A	B	C	D	F	
Citywide?		A	B	C	D	F	
2. Considering the street from curb to curb (excluding sidewalks), how do you rate the cleanliness of the streets:		Excellent	Good	Average	Poor	Failing	
In your neighborhood?		A	B	C	D	F	
Citywide?		A	B	C	D	F	
3. How do you rate the condition of the pavement of the streets (excluding sidewalks):		Excellent	Good	Average	Poor	Failing	
In your neighborhood?		A	B	C	D	F	
Citywide?		A	B	C	D	F	
4. How do you feel about the current number of trees:				Not Enough	About Right	Too Many	
In your neighborhood?				1	2	3	
Citywide?				1	2	3	
5. How do you rate the City's parks and/or recreational programs in the following categories?		Excellent	Good	Average	Poor	Failing	Have Not Used
Quality of grounds (landscaping, plantings)		A	B	C	D	F	X
Condition of Recreation and Park facilities such as buildings and structures (cleanliness, maintenance)		A	B	C	D	F	X
Convenience of recreation programs (location, hours)		A	B	C	D	F	X
Quality of programs and activities for adults (18 and over)		A	B	C	D	F	X
Quality of programs and activities for children and youth (under 18)		A	B	C	D	F	X
6. In the past year, how often did you visit a City park?		At Least Once/Week	At Least Once/Month	Several Times/Year	Once or Twice/Year	Never	
		1	2	3	4	5	
7. In the past year, have you or anyone in your household participated in a program or activity of the Recreation and Park Department (such as classes, athletic leagues, art programs, swimming, child development and latchkey programs)?					Yes 1	No 2	
8. In your use of City parks, recreation programs, and facilities, did you have any interaction with City Recreation and Park staff?					Yes 1	No 2	
If YES, how would you describe the overall quality of your interactions with Recreation and Park staff?		Excellent A	Good B	Average C	Poor D	Failing F	
9. In general, how do you rate the City's libraries in the following categories?		Excellent	Good	Average	Poor	Failing	Have Not Used
Collections of books, tapes, etc.		A	B	C	D	F	X
Assistance from library staff		A	B	C	D	F	X
Programs and activities for adults (18 and over)		A	B	C	D	F	X
Programs and activities for children and youth (under 18)		A	B	C	D	F	X

10. In the past year, how often did you:		At Least Once/Week	At Least Once/Month	Several Times/Year	Once or Twice/Year	Never
Visit the City's Main library?		1	2	3	4	5
Visit a branch library?		1	2	3	4	5

11. In general, how do you rate the quality of the Muni transit system in the following categories?		Excellent	Good	Average	Poor	Failing	Have Not Used
Convenience of routes		A	B	C	D	F	X
Timeliness/reliability		A	B	C	D	F	X
Cleanliness		A	B	C	D	F	X
Fares		A	B	C	D	F	X
Safety		A	B	C	D	F	X
Communication to passengers		A	B	C	D	F	X
Courtesy of drivers		A	B	C	D	F	X

12. Typically, how often do you ride Muni?		Daily	Several Times/Week	Once or Twice/Week	Several Times/Month	Once or Twice/Month	Never
		1	2	3	4	5	6

13. How safe would you feel walking alone in your neighborhood:		Very Safe	Safe	Neither Safe Nor Unsafe	Unsafe	Very Unsafe
During the day?		1	2	3	4	5
At night?		1	2	3	4	5

14. How safe do you feel crossing the street?		1	2	3	4	5
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15. Do you have any health insurance, including Medi-Cal or Medicare?		Yes 1	No 2
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16. If YES, who pays for the insurance premium? CIRCLE ALL THAT APPLY.		I do	My employer	My spouse or partner's employer	Medi-Cal or Medicare	Other
		1	2	3	4	5

17. Do you have any children in the following age groups who live in San Francisco? CIRCLE ALL THAT APPLY.		No Kids/No Kids in SF (Skip to 20)	0-5 years	6-13 years	14-17 years
		1	2	3	4

18. Do your children attend school in San Francisco (Kindergarten through 12th grade)? CIRCLE ALL THAT APPLY.		No	Yes-Public School	Yes-Private School
		1	2	3

19. Are you using the following services for your children (private or public)?		Yes	No- Don't Need	No-Too Expensive	No-Not Available	No-Too Far	No-Poor Quality	No-Other
Childcare (0-5)		1	2	3	4	5	6	7
Afterschool program (6-13)		1	2	3	4	5	6	7
Academic enrichment		1	2	3	4	5	6	7
Youth employment/career development		1	2	3	4	5	6	7
Counseling		1	2	3	4	5	6	7
Other _____		1	2	3	4	5	6	7

20. In the next three years, how likely are you to move out of San Francisco?		Very Likely	Somewhat Likely	Not Too Likely	Not Likely at All
		1	2	3	4

21. How do you rate the quality of the tap water in San Francisco?		Excellent	Good	Average	Poor	Failing
Overall quality		A	B	C	D	F
Taste		A	B	C	D	F

22. Does anyone in your household:		Yes	No
Have a personal computer at home?		1	2
Use a personal computer to reach the Internet from home?		1	2
Buy or sell goods and/or services on the Internet?		1	2

23. How do you rate the City's information (including website) in helping you prepare for a major disaster?		Very Informative 1	Sufficiently Informative 2	Not Informative 3	Have Not Accessed 4
24. How often do you get news and information about City programs, services and events from the following sources?	Once a Month	Twice a Month	Every Week	Every Day	Have Not Used
The City's website (SFGov)	1	2	3	4	5
San Francisco Chronicle or the SFGate website	1	2	3	4	5
Local television news	1	2	3	4	5
City Cable 26	1	2	3	4	5
San Francisco Examiner	1	2	3	4	5
Community newspapers – neighborhood and/or non-English	1	2	3	4	5
Radio news	1	2	3	4	5
Public hearings or meetings	1	2	3	4	5
Citywide weeklies – SF Bay Guardian, SF Weekly	1	2	3	4	5
Other: _____	1	2	3	4	5

25. What news and information would you like to receive on a regular basis from the City? _____

26. Overall, how good a job do you think local government is doing at providing services?	Excellent A	Good B	Average C	Poor D	Failing F
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GENERAL INFORMATION

The following questions are included to help us know how well the respondents to this survey represent all the residents of San Francisco. If you object to any question, please leave it blank.

How many people live in your household?			1	2	3	4	5 or more	
How long have you lived in San Francisco?			Less Than 1 Yr. 1		1-4 Yrs. 2	5-9 Yrs. 3	10-19 Yrs. 4	Over 19 Yrs. 5
What is your age?			Under 20 1	20-29 2	30-44 3	45-59 4	60-74 5	Over 74 6
What is your sex?	Female 1	Male 2	Which of these comes closest to describing your sexual orientation?		Bisexual 1	Gay/Lesbian 2	Heterosexual/Straight 3	
Which of these comes closest to describing your ethnic background?	African American/Black 1		Asian or Pacific Islander 2	Latino/Hispanic 3	Native American/Indian 4	White/Caucasian 5	Mixed Ethnicity* 6	Other* 7
*If mixed or other, please specify: _____								
What is the highest level of education you have completed?				Less Than High School 1	High School 2	Less than 4 Yrs. College 3	4 or More Years College or Post Graduate 4	
How many hours a week do you work in paid employment?				None 1	1 to 14 2	15 to 34 3	35 or More 4	
What was your household's total income before taxes in 2006?			Less Than \$10,000 1	\$10,000 to \$24,999 2	\$25,000 to \$49,999 3	\$50,000 to \$99,999 4	\$100,000 or More 5	

COMMENTS ABOUT CITY SERVICES?
