City Survey 2022

INTRO: **Hello, my name is** _____ **, and I'm conducting a survey for the City of San Francisco to find out how people feel about issues in San Francisco. We are not trying to sell anything and are collecting this information on a scientific and completely confidential basis.**

Are you 18 years of age or older?
☐ Yes *CONTINUE*
☐ No *TERMINATE*

Do you live in San Francisco?
☐ Yes *CONTINUE*
☐ No *TERMINATE*

What is your Zip code? _____

OVERALL GRADING OF LOCAL GOVERNMENT SERVICES

	EXCELLENT	GOOD	AVERAGE	POOR	FAILING	DON'T KNOW/UNSURE/ NO RESPONSE
1. Please grade the overall job of local government in providing services, using an A through F grading scale where A means Excellent, B means Good, C is Average, D is Poor, and F is Failing.	A	B	C	D	F	☐

[INTERCEPT INTERVIEWERS TO HAVE GRADING SCALE CARD ON HAND]
[CLARIFY IF NEEDED:] "Local government services" refers to any service provided by the City and County of San Francisco; including infrastructure maintenance and cleanliness, Library services, City parks, public transportation, etc.

UTILITIES

Please grade the city's performance in the following areas, on an A through F grading scale where A means Excellent, B means Good, C is Average, D is Poor, and F is Failing.

[PROMPT IF NECESSARY:] How would you grade the city's performance in this area on an A through F grading scale where A means Excellent, B means Good, C is Average, D is Poor, and F is Failing?

	EXCELLENT	GOOD	AVERAGE	POOR	FAILING	DON'T KNOW/UNSURE/ NO RESPONSE
2. Reliable delivery of drinking water	A	B	C	D	F	☐
3. Providing reliable sewer and stormwater services	A	B	C	D	F	☐

4. Do you receive power through CleanPowerSF or Hetch Hetchy Power?
☐ Yes *Ask Q5*
☐ No *Skip to Q6*
☐ Don't know/Unsure/No response *Skip to Q6*

	EXCELLENT	GOOD	AVERAGE	POOR	FAILING	DON'T KNOW/UNSURE/ NO RESPONSE
5. Please grade the City's performance in providing green power through CleanPowerSF or Hetch Hetchy Power.	A	B	C	D	F	☐

[IF NEEDED:] Please use an A through F grading scale where A means Excellent, B means Good, C is Average, D is Poor, and F is Failing.

STREETS

Please grade the city's performance in the following areas.

[IF NEEDED:] Please use an A through F grading scale where A means Excellent, B means Good, C is Average, D is Poor, and F is Failing.

	EXCELLENT	GOOD	AVERAGE	POOR	FAILING	DON'T KNOW/UNSURE/ NO RESPONSE
6. The cleanliness of streets and sidewalks in your neighborhood	A	B	C	D	F	☐
7. The condition of sidewalk pavement and curb ramps in your neighborhood	A	B	C	D	F	☐
8. The condition of the street pavement in your neighborhood	A	B	C	D	F	☐

9. *[IF Q6 = A–F]* **You gave the cleanliness of streets and sidewalks in your neighborhood a rating of** ____ *[CARRY FORWARD FROM Q6]* **What are the main reasons you gave that grade?**

RECREATION AND PARKS

	EXCELLENT	GOOD	AVERAGE	POOR	FAILING	DON'T KNOW/UNSURE/ NO RESPONSE
10. Please grade the overall quality of the City's recreation and park system.	A	B	C	D	F	☐

[IF NEEDED:] Please use an A through F grading scale where A means Excellent, B means Good, C is Average, D is Poor, and F is Failing.

11. In the past 12 months, how often did you visit a City park? *[DO NOT READ LIST, CODE RESPONSES AS APPROPRIATE]*

☐ At least once a week *Skip to Q13*
☐ At least once a month *Skip to Q13*
☐ Several times a year *Skip to Q13*
☐ Once or twice a year *Skip to Q13*
☐ Never *ASK Q12*
☐ Don't know/Unsure/No response *Skip to Q13*

12. Why haven't you visited a City park in the last 12 months?

_____

_____

LIBRARY

	EXCELLENT	GOOD	AVERAGE	POOR	FAILING	DON'T KNOW/UNSURE/ NO RESPONSE
13. Please grade the overall quality of San Francisco's Library System.	A	B	C	D	F	☐

[IF NEEDED:] Please use an A through F grading scale where A means Excellent, B means Good, C is Average, D is Poor, and F is Failing.

14. In the past 12 months, how frequently have you visited or used The City's main library?
[DO NOT READ LIST, CODE RESPONSES AS APPROPRIATE]

☐ At least once a week
☐ At least once a month
☐ Several times a year
☐ Once or twice a year
☐ Never
☐ Don't know/Unsure/No response

15. Again, in the past 12 months, how frequently have you visited or used a branch library or bookmobile?
[DO NOT READ LIST, CODE RESPONSES AS APPROPRIATE]

☐ At least once a week
☐ At least once a month
☐ Several times a year
☐ Once or twice a year
☐ Never
☐ Don't know/Unsure/No response

16. And in the past 12 months, how frequently have you visited or used the online library services, including the SF library website, eBooks, and apps? *[DO NOT READ LIST, CODE RESPONSES AS APPROPRIATE]*

☐ At least once a week
☐ At least once a month
☐ Several times a year
☐ Once or twice a year
☐ Never
☐ Don't know/Unsure/No response

17. *[IF Q14-16=Never]* **Why haven't you visited or used City library facilities or services during the last 12 months?**

_____

_____

TRANSPORTATION

Next, I will read you a list of transportation options. For each, please tell me how often you use it as a means of transportation in San Francisco, on average. *[DO NOT READ LIST, CODE RESPONSES AS APPROPRIATE]*

[PROMPT IF NECESSARY] On average, how often do you use *[Qx]* as a means of transportation in San Francisco?

	DAILY	3–6 DAYS A WEEK	1–2 DAYS A WEEK	LESS THAN 1 DAY A WEEK	NEVER	DON'T KNOW/UNSURE/ NO RESPONSE
18. Public transportation (e.g. Muni, Bart)	A	B	C	D	F	☐
19. Bike	A	B	C	D	F	☐
20. Walk or roll *[IF NEEDED, CLARIFY "ROLL" REFERS TO MOBILITY DEICE]*	A	B	C	D	F	☐
21. Regular taxi	A	B	C	D	F	☐
22. Uber or Lyft	A	B	C	D	F	☐
23. Drive alone	A	B	C	D	F	☐
24. Carpool	A	B	C	D	F	☐
25. Paratransit	A	B	C	D	F	☐

	EXCELLENT	GOOD	AVERAGE	POOR	FAILING	DON'T KNOW/UNSURE/ NO RESPONSE
26. How would you grade the overall quality of Muni?	A	B	C	D	F	☐

[IF NEEDED:] Please use an A through F grading scale where A means Excellent, B means Good, C is Average, D is Poor, and F is Failing.

27. Have you used Muni in the past year? *[DO NOT READ LIST, CODE RESPONSES AS APPROPRIATE]*

☐ Yes *Skip to Q29*
☐ No *Ask Q28*
☐ Don't know/Unsure/No response *Skip to Q29*

28. Why haven't you used Muni in the past year?

_____

_____

SAFETY

	VERY SAFE	SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE	VERY UNSAFE	DON'T KNOW/UNSURE/ NO RESPONSE
29. In general, how safe do you feel while walking alone in your neighborhood <u>during the day</u>?	A	B	C	D	F	☐

[IF NEEDED:] Please use an A through F grading scale where A means Very Safe, B means Safe, C is Neither Safe nor Unsafe, D is Unsafe, and F is Very Unsafe.

30. And using the same scale, how safe do you feel while walking alone in your neighborhood <u>at night</u>?	A	B	C	D	F	☐

[IF Q29 OR Q30=UNSAFE OR VERY UNSAFE, ASK Q31]

31. What are the main reasons you feel unsafe walking alone in your neighborhood?

_____

_____

	EXCELLENT	GOOD	AVERAGE	POOR	FAILING	DON'T KNOW/UNSURE/ NO RESPONSE
32. Please grade the quality of police services in your neighborhood.	A	B	C	D	F	☐

[IF NEEDED:] Please use an A through F grading scale where A means Excellent, B means Good, C is Average, D is Poor, and F is Failing.

33. Please grade your feelings of trust in San Francisco police officers.	A	B	C	D	F	☐

34. When did you last interact with a San Francisco police officer?
"Interaction" includes any exchange you may have had with a police officer, whether formal or informal, including informally saying hello, requesting help from an officer, or being stopped by police.

☐ In the last 12 months
☐ More than 12 months ago
☐ No change
☐ Don't know/Refused/No response

GENERAL INFORMATION

35. In general, not only in relation to the City services mentioned in this survey, what would you say is the most important issue facing the City of San Francisco today?

_____

_____

Next, I will read you a list of issues in San Francisco. For each, please tell me if that issue has gotten better or worse in the last few years, or if there has been no change?

	BETTER	WORSE	NO CHANGE	DON'T KNOW/REFUSED/ NO RESPONSE
36. Homelessness	A	B	C	☐
37. Street and sidewalk cleanliness	A	B	C	☐
38. Public safety	A	B	C	☐
39. Housing affordability	A	B	C	☐

Now I would like to ask you a couple questions about the COVID-19 pandemic.

	EXCELLENT	GOOD	AVERAGE	POOR	FAILING	DON'T KNOW/UNSURE/ NO RESPONSE
40. Please grade the City's overall response to the COVID-19 public health emergency.	A	B	C	D	F	☐

[IF NEEDED:] Please use an A through F grading scale where A means Excellent, B means Good, C is Average, D is Poor, and F is Failing.

	EXCELLENT	GOOD	AVERAGE	POOR	FAILING	DON'T KNOW/UNSURE/ NO RESPONSE
41. Please grade the City's overall economic response to the COVID-19 public health emergency, such as supporting residents or local businesses.	A	B	C	D	F	☐

42. How well are you doing financially in comparison to before March 2020?
- ☐ Better
- ☐ Same
- ☐ Worse
- ☐ Don't know/Refused/No response

43. How frequently have you visited San Francisco's downtown in the last 3 months?
- ☐ 6–7 days a week _ASK Q44_
- ☐ 4–5 days a week _ASK Q44_
- ☐ 2–3 days a week _ASK Q44_
- ☐ At least once a week _ASK Q44_
- ☐ At least once a month _ASK Q44_
- ☐ Never _SKIP TO Q45_
- ☐ I live downtown _ASK Q44_
- ☐ Don't know/Refused/No response _SKIP TO Q45_

44. What are the primary activities you do downtown?
You can give more than one answer. _[ALLOW MULTIPLE RESPONSES; READ LIST IF NEEDED]_
- ☐ Work
- ☐ Shopping (including grocery shopping)
- ☐ Dining or nightlife (bars, clubs, etc.)
- ☐ Live entertainment (theater, concerts, etc.)
- ☐ One-time public events (festivals, parades, protests, etc,)
- ☐ Museums, libraries, temporary exhibitions, or other cultural institutions
- ☐ Other
- ☐ Don't know/Refused/No response

45. Why have you not visited San Francisco's downtown in the last 3 months?

_____

_____

DEMOGRAPHICS

Next, I will ask you some demographic questions for statistical purposes only. These questions will help the City improve the services it offers to residents. Your individual answers will remain strictly confidential.

46. Do you own or rent your home?

- ☐ Own
- ☐ Rent
- ☐ Other (Please specify) _____
- ☐ Refused/Prefer not to respond

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

_____

48. In the next 3 years, how likely are you to move out of San Francisco? Would you say you are very likely, somewhat likely, not too likely, not likely at all to move out in the next 3 years?

- ☐ Very likely
- ☐ Somewhat likely
- ☐ Not too likely
- ☐ Not likely at all
- ☐ Refused/Prefer not to respond

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

_____

50. What was your total household income before taxes for 2021? *[READ LIST IF NECESSARY]*

- ☐ $25,000 or below
- ☐ $25,001–$50,000
- ☐ $50,001–$75,000
- ☐ $75,001–$100,000
- ☐ $100,001–$150,000
- ☐ $150,001–$200,000
- ☐ More than $200,000
- ☐ Refused/Prefer not to respond

51. What is your age?

- ☐ 18–24
- ☐ 25–29
- ☐ 30–34
- ☐ 35–39
- ☐ 40–44
- ☐ 45–49
- ☐ 50–54
- ☐ 55–59
- ☐ 60–64
- ☐ 65–69
- ☐ 70–74
- ☐ 75+
- ☐ Refused/Prefer not to respond

52. Do you have children between 0 and 5 years old who live with you in San Francisco at least part of the time?

- ☐ Yes
- ☐ No
- ☐ Refused/Prefer not to respond

53. And do you have children between 6 and 17 years old who live with you in San Francisco at least part of the time?

- ☐ Yes
- ☐ No
- ☐ Refused/Prefer not to respond

54. Do you have any disabilities or functional limitations that may impact your ability to interact with or benefit from any of the City services we've asked you about today?

- ☐ Yes *ASK Q55 THROUGH Q58*
- ☐ No *SKIP TO Q59*
- ☐ Refused/Prefer not to respond *SKIP TO Q59*

Please answer Yes or No as to whether you experience any of the following.

	YES	NO	REFUSED/PREFER NOT TO RESPOND
55. Difficulty walking or climbing steps	A	B	☐
56. Difficulty seeing or hearing *[CLARIFY IF NEEDED: Difficulty seeing or hearing even when wearing glasses or using a hearing aid]*	A	B	☐
57. Difficulty communicating, for example understanding or being understood	A	B	☐
58. Difficulty doing something else (not mentioned above) in relation to my disability?	A	B	☐

Note if respondent offered something else: _____

59. What is the biggest challenge that you face as a resident in the city?

_____

_____

60. What is your gender?
- ☐ Female
- ☐ Male
- ☐ Genderqueer/Non-Binary
- ☐ Trans Female
- ☐ Trans Male
- ☐ Not listed (Please Specify) _____
- ☐ Refused/Prefer not to respond

61. How would you describe your sexual orientation or sexual identity?
- ☐ Straight/Heterosexual
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Questioning/Unsure
- ☐ Not listed (Please specify) _____
- ☐ Refused/Prefer not to respond

62. What is your race or ethnicity? *[CODE AS APPROPRIATE; READ LIST ONLY IF NEEDED]*
- ☐ American Indian or Alaska Native
- ☐ Asian or Asian American
- ☐ Black or African American
- ☐ Hispanic, Latino, or Spanish Origin
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Refused/Prefer not to respond

63. What language do you primarily speak at home? *[CODE AS APPROPRIATE; READ LIST ONLY IF NEEDED; TRY TO GET SINGLE RESPONSE]*
- ☐ English
- ☐ Chinese
- ☐ Spanish
- ☐ Russian
- ☐ Tagalog
- ☐ Other (specify) _____
- ☐ Refused/Prefer not to respond

64. What is the highest level of education you have completed?
- ☐ Less than high school
- ☐ High School
- ☐ Some college, less than a 4-year degree
- ☐ 4-year college degree
- ☐ Advanced degree
- ☐ Refused/Prefer not to respond

The City wants to prioritize its efforts where it matters most to residents, and they understand different areas have different needs. To help these efforts, please tell me an intersection (two cross streets) that is close to your primary residence. Any specific information you provide will only be used to help the City improve its services, and will not be tied to any other personal data.

65. What is an intersection (two cross streets) that is close to your primary residence?

_____ **&** _____

THANK YOU!