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

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.

{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?

2. Reliable delivery of drinking water

3. Providing reliable sewer and stormwater services

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

5. Please grade the City’s performance in providing green power through CleanPowerSF or Hetch Hetchy Power.
   {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.

6. The cleanliness of streets and sidewalks in your neighborhood

7. The condition of sidewalk pavement and curb ramps in your neighborhood

8. The condition of the street pavement in your neighborhood

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?

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? _______

INTERVIEWER ONLY
Name of interviewer: _____________________________
Interview date/time: _____________________________
Location: _____________________________
Language of Interview: _____________________________
Data entry code: _____________________________
RECREATION AND PARKS

10. Please grade the overall quality of the City's recreation and park system.

[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?

☐ 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

13. Please grade the overall quality of San Francisco’s Library System.

[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?

San Francisco City Survey 2022–2023

2
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?

<table>
<thead>
<tr>
<th></th>
<th>DAILY</th>
<th>3-6 DAYS A WEEK</th>
<th>1-2 DAYS A WEEK</th>
<th>LESS THAN 1 DAY A WEEK</th>
<th>NEVER</th>
<th>DON'T KNOW/UNSURE/NO RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>18. Public transportation (e.g. Muni, Bart)</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>F</td>
<td>□</td>
</tr>
<tr>
<td>19. Bike</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>F</td>
<td>□</td>
</tr>
<tr>
<td>20. Walk or roll (IF NEEEDED, CLARIFY &quot;ROLL&quot; REFERS TO MOBILITY DEVICE)</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>F</td>
<td>□</td>
</tr>
<tr>
<td>21. Regular taxi</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>F</td>
<td>□</td>
</tr>
<tr>
<td>22. Uber or Lyft</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>F</td>
<td>□</td>
</tr>
<tr>
<td>23. Drive alone</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>F</td>
<td>□</td>
</tr>
<tr>
<td>24. Carpool</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>F</td>
<td>□</td>
</tr>
<tr>
<td>25. Paratransit</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>F</td>
<td>□</td>
</tr>
</tbody>
</table>

26. How would you grade the overall quality of Muni? [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

29. In general, how safe do you feel while walking alone in your neighborhood during the day? [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 at night? [IF Q29 OR Q30=UNSAFE OR VERY UNSAFE, ASK Q31]

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

32. Please grade the quality of police services in your neighborhood. [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.

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?

36. Homelessness  
37. Street and sidewalk cleanliness  
38. Public safety  
39. Housing affordability

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

40. Please grade the City’s overall response to the COVID-19 public health emergency.

41. Please grade the City’s overall economic response to the COVID-19 public health emergency, such as supporting residents or local businesses.

42. How well are you doing financially in comparison to before March 2020?

43. How frequently have you visited San Francisco’s downtown in the last 3 months?

44. What are the primary activities you do downtown?

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.

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
<th>REFUSED/PREFER NOT TO RESPOND</th>
</tr>
</thead>
<tbody>
<tr>
<td>55. Difficulty walking or climbing steps</td>
<td>A</td>
<td>B</td>
<td>☐</td>
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<tr>
<td>56. Difficulty seeing or hearing [CLARIFY IF NEEDED: Difficulty seeing or hearing even when wearing glasses or using a hearing aid]</td>
<td>A</td>
<td>B</td>
<td>☐</td>
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<tr>
<td>57. Difficulty communicating, for example understanding or being understood</td>
<td>A</td>
<td>B</td>
<td>☐</td>
</tr>
<tr>
<td>58. Difficulty doing something else (not mentioned above) in relation to my disability?</td>
<td>A</td>
<td>B</td>
<td>☐</td>
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<tr>
<td>Note if respondent offered something else:</td>
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<tr>
<td>59. What is the biggest challenge that you face as a resident in the city?</td>
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<tr>
<td>60. What is your gender?</td>
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<tr>
<td>☐ Female</td>
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<tr>
<td>☐ Male</td>
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<tr>
<td>☐ Genderqueer/Non-Binary</td>
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<tr>
<td>☐ Trans Female</td>
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<tr>
<td>☐ Trans Male</td>
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<tr>
<td>☐ Not listed (Please Specify)</td>
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<tr>
<td>☐ Refused/Prefer not to respond</td>
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<tr>
<td>61. How would you describe your sexual orientation or sexual identity?</td>
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<tr>
<td>☐ Straight/Heterosexual</td>
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<tr>
<td>☐ Gay or lesbian</td>
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<tr>
<td>☐ Bisexual</td>
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<tr>
<td>☐ Questioning/Unsure</td>
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<tr>
<td>☐ Not listed (Please specify)</td>
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<tr>
<td>☐ Refused/Prefer not to respond</td>
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<tr>
<td>62. What is your race or ethnicity? [CODE AS APPROPRIATE; READ LIST ONLY IF NEEDED]</td>
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<tr>
<td>☐ American Indian or Alaska Native</td>
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<tr>
<td>☐ Asian or Asian American</td>
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<tr>
<td>☐ Black or African American</td>
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<tr>
<td>☐ Hispanic, Latino, or Spanish Origin</td>
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<tr>
<td>☐ Middle Eastern or North African</td>
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<tr>
<td>☐ Native Hawaiian or Other Pacific Islander</td>
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<tr>
<td>☐ White</td>
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<tr>
<td>☐ Refused/Prefer not to respond</td>
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<td></td>
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<tr>
<td>63. What language do you primarily speak at home? [CODE AS APPROPRIATE; READ LIST ONLY IF NEEDED; TRY TO GET SINGLE RESPONSE]</td>
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<tr>
<td>☐ English</td>
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<tr>
<td>☐ Chinese</td>
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<tr>
<td>☐ Spanish</td>
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<td></td>
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<tr>
<td>☐ Russian</td>
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<td></td>
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<tr>
<td>☐ Tagalog</td>
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<tr>
<td>☐ Other (specify)</td>
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<tr>
<td>☐ Refused/Prefer not to respond</td>
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<tr>
<td>64. What is the highest level of education you have completed?</td>
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<tr>
<td>☐ Less than high school</td>
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<tr>
<td>☐ High School</td>
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<tr>
<td>☐ Some college, less than a 4-year degree</td>
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<tr>
<td>☐ 4-year college degree</td>
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<tr>
<td>☐ Advanced degree</td>
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<tr>
<td>☐ Refused/Prefer not to respond</td>
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</tbody>
</table>

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!