



CITY OF RICHMOND, CA 2011

Benchmark Report

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UNDERSTANDING THE BENCHMARK COMPARISONS

COMPARISON DATA

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The City of Richmond chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (jurisdictions with annual household median incomes from \$20,000 to \$44,000). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Richmond Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

| Jurisdiction Characteristic | Percent of Jurisdictions |
|---------------------------------|--------------------------|
| Region | |
| West Coast ¹ | 16% |
| West ² | 21% |
| North Central West ³ | 10% |
| North Central East ⁴ | 13% |
| South Central ⁵ | 7% |
| South ⁶ | 25% |
| Northeast West ⁷ | 2% |
| Northeast East ⁸ | 4% |
| Population | |
| Less than 40,000 | 45% |
| 40,000 to 74,999 | 20% |
| 75,000 to 149,000 | 17% |
| 150,000 or more | 19% |

¹ Alaska, Washington, Oregon, California, Hawaii

² Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

³ North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

⁴ Illinois, Indiana, Ohio, Michigan, Wisconsin

⁵ Oklahoma, Texas, Louisiana, Arkansas

⁶ West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

⁷ New York, Pennsylvania, New Jersey

⁸ Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

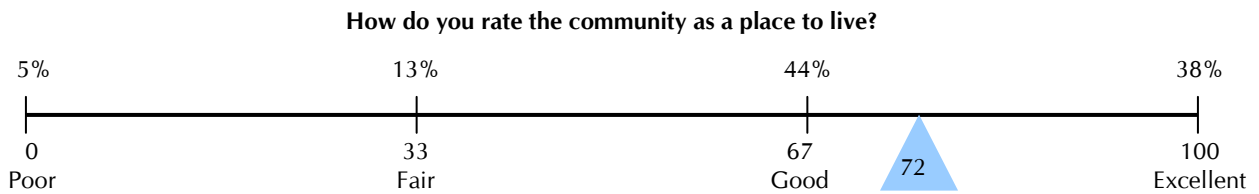
PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor”, the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

| How do you rate the community as a place to live? | | | | | | |
|---|-------------------------|--|----------------------------|-----------------------------|---|---|
| Response option | Total with “don’t know” | Step 1: Remove the percent of “don’t know” responses | Total without “don’t know” | Step 2: Assign scale values | Step 3: Multiply the percent by the scale value | Step 4: Sum to calculate the average rating |
| Excellent | 36% | = 36 ÷ (100-5) = | 38% | 100 | = 38% x 100 = | 38 |
| Good | 42% | = 42 ÷ (100-5) = | 44% | 67 | = 44% x 67 = | 30 |
| Fair | 12% | = 12 ÷ (100-5) = | 13% | 33 | = 13% x 33 = | 4 |
| Poor | 5% | = 5 ÷ (100-5) = | 5% | 0 | = 5% x 0 = | 0 |
| Don’t know | 5% | | – | | | |
| Total | 100% | | 100% | | | 72 |



INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC’s database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction’s rating on the 100-point scale. The second column is the rank assigned to your jurisdiction’s rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction’s average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Richmond’s results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as “more,” “similar” or “less” (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of the City of Richmond’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “above,” “below,” “more” or “less” if the difference between your jurisdiction’s rating and the benchmark is greater the margin of error; and “much above,” “much below,” “much more” or “much less” if the difference between your jurisdiction’s rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for jurisdictions with annual household median incomes from \$20,000 to \$44,000.

NATIONAL BENCHMARK COMPARISONS

| Overall Community Quality Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Overall quality of life in Richmond | 32 | 353 | 354 | Much below |
| Your neighborhood as place to live | 53 | 244 | 250 | Much below |
| Richmond as a place to live | 39 | 305 | 306 | Much below |
| Recommend living in Richmond to someone who asks | 44 | 150 | 153 | Much below |
| Remain in Richmond for the next five years | 60 | 148 | 153 | Much below |

| Community Transportation Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Ease of car travel in Richmond | 48 | 170 | 240 | Much below |
| Ease of bus travel in Richmond | 41 | 108 | 175 | Below |
| Ease of rail or subway travel by in Richmond | 45 | 25 | 46 | Similar |
| Ease of bicycle travel in Richmond | 35 | 198 | 236 | Much below |
| Ease of walking in Richmond | 30 | 233 | 239 | Much below |
| Availability of paths and walking trails | 39 | 126 | 155 | Much below |
| Traffic flow on major streets | 41 | 120 | 202 | Below |

| Frequency of Bus Use Benchmarks | | | | |
|------------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Ridden a local bus within Richmond | 41 | 23 | 145 | Much more |

| Drive Alone Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Average percent of work commute trips made by driving alone | 64 | 119 | 141 | Much less |

| Transportation and Parking Services Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Street repair | 21 | 336 | 350 | Much below |
| Street cleaning | 36 | 239 | 250 | Much below |
| Street lighting | 32 | 261 | 266 | Much below |
| Sidewalk maintenance | 29 | 221 | 228 | Much below |
| Traffic signal timing | 41 | 163 | 195 | Much below |
| Bus or transit services | 45 | 130 | 192 | Below |
| Amount of public parking | 45 | 100 | 177 | Similar |

| Housing Characteristics Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Availability of affordable quality housing | 36 | 182 | 259 | Below |
| Variety of housing options | 37 | 134 | 143 | Much below |

| Housing Costs Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Experiencing housing costs stress (housing costs 30% or MORE of income) | 57 | 6 | 149 | Much more |

| Built Environment Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Quality of new development in Richmond | 37 | 215 | 221 | Much below |
| Overall appearance of Richmond | 26 | 274 | 275 | Much below |

| Population Growth Benchmarks | | | | |
|------------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Population growth seen as too fast | 37 | 128 | 208 | Much less |

| Nuisance Problems Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Run down buildings, weed lots and junk vehicles seen as a "major" problem | 48 | 4 | 210 | Much more |

| Planning and Community Code Enforcement Services Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Land use, planning and zoning | 32 | 220 | 251 | Much below |
| Code enforcement (weeds, abandoned buildings, etc.) | 26 | 290 | 298 | Much below |
| Animal control | 35 | 259 | 264 | Much below |

| Economic Sustainability and Opportunities Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Employment opportunities | 19 | 225 | 249 | Much below |
| Shopping opportunities | 34 | 202 | 246 | Much below |
| Richmond as a place to work | 31 | 244 | 263 | Much below |
| Overall quality of business and service establishments in Richmond | 33 | 137 | 140 | Much below |

| Economic Development Services Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Economic development | 26 | 231 | 241 | Much below |

| Job and Retail Growth Benchmarks | | | | |
|----------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Retail growth seen as too slow | 58 | 35 | 207 | Much more |
| Jobs growth seen as too slow | 92 | 17 | 210 | Much more |

| Personal Economic Future Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Positive impact of economy on household income | 18 | 77 | 203 | Similar |

| Community and Personal Public Safety Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| In your neighborhood during the day | 70 | 264 | 269 | Much below |
| In your neighborhood after dark | 48 | 261 | 265 | Much below |
| In Richmond's downtown area during the day | 45 | 232 | 233 | Much below |
| In Richmond's downtown area after dark | 17 | 241 | 242 | Much below |
| Violent crime (e.g., rape, assault, robbery) | 28 | 240 | 241 | Much below |
| Property crimes (e.g., burglary, theft) | 25 | 239 | 241 | Much below |
| Environmental hazards, including toxic waste | 36 | 149 | 150 | Much below |

| Crime Victimization and Reporting Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Victim of crime | 27 | 6 | 208 | Much more |
| Reported crimes | 76 | 122 | 206 | Similar |

| Public Safety Services Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Police services | 50 | 327 | 337 | Much below |
| Fire services | 63 | 278 | 283 | Much below |
| Ambulance or emergency medical services | 64 | 267 | 279 | Much below |
| Crime prevention | 28 | 266 | 269 | Much below |
| Fire prevention and education | 43 | 217 | 219 | Much below |
| Traffic enforcement | 39 | 290 | 292 | Much below |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 35 | 164 | 168 | Much below |

| Community Environment Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Cleanliness of Richmond | 25 | 152 | 153 | Much below |
| Quality of overall natural environment in Richmond | 35 | 150 | 151 | Much below |
| Preservation of natural areas such as open space, farmlands and greenbelts | 36 | 149 | 154 | Much below |
| Air quality | 33 | 186 | 193 | Much below |

| Frequency of Recycling Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Recycled used paper, cans or bottles from your home | 94 | 33 | 195 | Much more |

| Utility Services Benchmarks | | | | |
|-------------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Power (electric and/or gas) utility | 54 | 76 | 77 | Much below |
| Sewer services | 46 | 236 | 239 | Much below |
| Storm drainage | 43 | 240 | 282 | Much below |
| Yard waste pick-up | 56 | 157 | 199 | Much below |
| Recycling | 62 | 183 | 273 | Similar |
| Garbage collection | 60 | 271 | 291 | Much below |

| Community Recreational Opportunities Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Recreation opportunities | 33 | 246 | 253 | Much below |

| Participation in Parks and Recreation Opportunities Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Used Richmond recreation centers | 40 | 164 | 169 | Much less |
| Participated in a recreation program or activity | 32 | 190 | 197 | Much less |
| Visited a neighborhood park or City park | 73 | 201 | 203 | Much less |

| Parks and Recreation Services Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| City parks | 45 | 263 | 266 | Much below |
| Recreation programs or classes | 42 | 271 | 281 | Much below |
| Recreation centers or facilities | 41 | 219 | 226 | Much below |

| Cultural and Educational Opportunities Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Opportunities to attend cultural activities | 34 | 235 | 254 | Much below |
| Educational opportunities | 25 | 206 | 207 | Much below |

| Participation in Cultural and Educational Opportunities Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Used Richmond public libraries or their services | 59 | 172 | 181 | Much less |
| Participated in religious or spiritual activities in Richmond | 43 | 88 | 106 | Much less |

| Cultural and Educational Services Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Public schools | 26 | 212 | 214 | Much below |
| Public library services | 49 | 260 | 265 | Much below |

| Community Health and Wellness Access and Opportunities Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Availability of affordable quality health care | 33 | 195 | 206 | Much below |
| Availability of affordable quality food | 38 | 145 | 149 | Much below |
| Availability of preventive health services | 35 | 118 | 121 | Much below |

| Health and Wellness Services Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Health services | 39 | 164 | 172 | Much below |

| Community Quality and Inclusiveness Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Sense of community | 34 | 253 | 255 | Much below |
| Openness and acceptance of the community toward people of diverse backgrounds | 45 | 195 | 224 | Much below |
| Availability of affordable quality child care | 32 | 178 | 198 | Much below |
| Richmond as a place to raise kids | 22 | 296 | 297 | Much below |
| Richmond as a place to retire | 22 | 282 | 282 | Much below |

| Services Provided for Population Subgroups Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Services to seniors | 40 | 250 | 257 | Much below |
| Services to youth | 30 | 229 | 234 | Much below |
| Services to low income people | 34 | 187 | 204 | Much below |

| Civic Engagement Opportunities Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Opportunities to participate in community matters | 45 | 138 | 144 | Much below |
| Opportunities to volunteer | 48 | 145 | 147 | Much below |

| Participation in Civic Engagement Opportunities Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Attended a meeting of local elected officials or other local public meeting | 31 | 54 | 203 | More |
| Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media | 47 | 63 | 163 | More |
| Volunteered your time to some group or activity in Richmond | 34 | 160 | 206 | Much less |
| Participated in a club or civic group in Richmond | 20 | 106 | 120 | Much less |
| Provided help to a friend or neighbor | 91 | 107 | 120 | Less |

| Voter Behavior Benchmarks | | | | |
|--------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Registered to vote | 76 | 182 | 213 | Much less |
| Voted in last general election | 70 | 149 | 212 | Less |

| Use of Information Sources Benchmarks | | | | |
|---------------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Read Richmond Newsletter | 70 | 114 | 147 | Much less |
| Visited the City of Richmond Web site | 56 | 92 | 141 | Less |

| Local Government Media Services and Information Dissemination Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Public information services | 42 | 236 | 244 | Much below |

| Social Engagement Opportunities Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Opportunities to participate in social events and activities | 33 | 143 | 145 | Much below |
| Opportunities to participate in religious or spiritual events and activities | 47 | 117 | 119 | Much below |

| Contact with Immediate Neighbors Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Has contact with neighbors at least several times per week | 45 | 93 | 136 | Less |

| Public Trust Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Value of services for the taxes paid to Richmond | 30 | 312 | 315 | Much below |
| The overall direction that Richmond is taking | 37 | 241 | 266 | Much below |
| Job Richmond government does at welcoming citizen involvement | 36 | 257 | 278 | Much below |
| Overall image or reputation of Richmond | 13 | 247 | 248 | Much below |

| Services Provided by Local, State and Federal Governments Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Services provided by the City of Richmond | 38 | 338 | 341 | Much below |
| Services provided by the Federal Government | 35 | 203 | 219 | Much below |
| Services provided by the State Government | 32 | 213 | 221 | Much below |
| Services provided by Contra Costa County Government | 35 | 121 | 128 | Much below |

| Contact with City Employees Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Had contact with City employee(s) in last 12 months | 43 | 210 | 239 | Much less |

| Perceptions of City Employees (Among Those Who Had Contact) Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Knowledge | 63 | 235 | 276 | Much below |
| Responsiveness | 57 | 248 | 270 | Much below |
| Courteousness | 63 | 182 | 224 | Much below |
| Overall impression | 57 | 276 | 308 | Much below |

JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

| | | | |
|--------------------------|-----------|--|---------|
| Valdez, AK | 4,036 | Newport Beach, CA | 70,032 |
| Auburn, AL..... | 42,987 | Palm Springs, CA | 42,807 |
| Gulf Shores, AL | 5,044 | Palo Alto, CA | 58,598 |
| Tuskegee, AL..... | 11,846 | Poway, CA | 48,044 |
| Fayetteville, AR | 58,047 | Rancho Cordova, CA | 55,060 |
| Little Rock, AR | 183,133 | San Francisco, CA | 776,733 |
| Avondale, AZ | 35,883 | San Luis Obispo County, CA..... | 247,900 |
| Casa Grande, AZ..... | 25,224 | San Mateo, CA | 92,482 |
| Chandler, AZ..... | 176,581 | San Rafael, CA | 56,063 |
| Cococino County, AZ..... | 116,320 | Santa Monica, CA | 84,084 |
| Dewey-Humboldt, AZ..... | 6,295 | South Lake Tahoe, CA..... | 23,609 |
| Flagstaff, AZ | 52,894 | Stockton, CA..... | 243,771 |
| Florence, AZ | 17,054 | Sunnyvale, CA | 131,760 |
| Gilbert, AZ | 109,697 | Temecula, CA | 57,716 |
| Green Valley, AZ | 17,283 | Visalia, CA..... | 91,565 |
| Kingman, AZ | 20,069 | Walnut Creek, CA..... | 64,296 |
| Marana, AZ | 13,556 | Calgary, Canada..... | 878,866 |
| Mesa, AZ..... | 396,375 | District of Saanich,Victoria, Canada | 103,654 |
| Peoria, AZ | 108,364 | Edmonton, Canada..... | 666,104 |
| Phoenix, AZ | 1,321,045 | Guelph, Ontario, Canada..... | 114,943 |
| Pinal County, AZ..... | 179,727 | Kamloops, Canada | 77,281 |
| Prescott Valley, AZ..... | 25,535 | Kelowna, Canada | 96,288 |
| Queen Creek, AZ | 4,316 | Oakville, Canada | 144,738 |
| Scottsdale, AZ | 202,705 | Thunder Bay, Canada..... | 109,016 |
| Sedona, AZ | 10,192 | Victoria, Canada | 78,057 |
| Surprise, AZ | 30,848 | Whitehorse, Canada..... | 19,058 |
| Tempe, AZ | 158,625 | Winnipeg, Canada | 619,544 |
| Yuma, AZ..... | 77,515 | Yellowknife, Canada..... | 16,541 |
| Yuma County, AZ..... | 160,026 | Adams County, CO..... | 363,857 |
| Benicia, CA | 26,865 | Arapahoe County, CO..... | 487,967 |
| Brea, CA..... | 35,410 | Archuleta County, CO..... | 9,898 |
| Brisbane, CA | 3,597 | Arvada, CO..... | 102,153 |
| Burlingame, CA..... | 28,158 | Aspen, CO | 5,914 |
| Carlsbad, CA | 78,247 | Aurora, CO | 276,393 |
| Chula Vista, CA..... | 173,556 | Boulder, CO | 94,673 |
| Concord, CA | 121,780 | Boulder County, CO | 291,288 |
| Davis, CA..... | 60,308 | Breckenridge, CO | 2,408 |
| Del Mar, CA..... | 4,389 | Broomfield, CO | 38,272 |
| Dublin, CA..... | 29,973 | Centennial, CO | 103,000 |
| El Cerrito, CA | 23,171 | Clear Creek County, CO | 9,322 |
| Elk Grove, CA | 59,984 | Colorado Springs, CO | 360,890 |
| Galt, CA..... | 19,472 | Craig, CO..... | 9,189 |
| La Mesa, CA..... | 54,749 | Crested Butte, CO | 1,529 |
| Laguna Beach, CA | 23,727 | Denver, CO | 554,636 |
| Livermore, CA..... | 73,345 | Douglas County, CO..... | 175,766 |
| Lodi, CA..... | 56,999 | Durango, CO | 13,922 |
| Long Beach, CA..... | 461,522 | Eagle County, CO | 41,659 |
| Lynwood, CA | 69,845 | Edgewater, CO..... | 5,445 |
| Menlo Park, CA..... | 30,785 | El Paso County, CO..... | 516,929 |
| Mission Viejo, CA | 93,102 | Englewood, CO | 31,727 |
| Mountain View, CA..... | 70,708 | Estes Park, CO..... | 5,413 |

| | | | |
|-------------------------------|---------|------------------------------|-----------|
| Fort Collins, CO | 118,652 | Jupiter, FL | 39,328 |
| Frisco, CO | 2,443 | Kissimmee, FL | 47,814 |
| Fruita, CO | 6,478 | Lee County, FL | 454,918 |
| Georgetown, CO | 1,088 | Martin County, FL | 126,731 |
| Gilpin County, CO | 4,757 | Miami Beach, FL | 87,933 |
| Golden, CO | 17,159 | North Palm Beach, FL | 12,064 |
| Grand County, CO | 12,442 | Oakland Park, FL | 30,966 |
| Greenwood Village, CO | 11,035 | Ocala, FL | 45,943 |
| Gunnison County, CO | 13,956 | Oldsmar, FL | 11,910 |
| Highlands Ranch, CO | 70,931 | Oviedo, FL | 26,316 |
| Hot Sulphur Springs, CO | 521 | Palm Bay, FL | 79,413 |
| Jackson County, CO | 1,577 | Palm Beach County, FL | 1,131,184 |
| Jefferson County, CO | 527,056 | Palm Beach Gardens, FL | 35,058 |
| Lafayette, CO | 23,197 | Palm Coast, FL | 32,732 |
| Lakewood, CO | 144,126 | Panama City, FL | 36,417 |
| Lone Tree, CO | 4,873 | Pasco County, FL | 344,765 |
| Longmont, CO | 71,093 | Pinellas County, FL | 921,482 |
| Louisville, CO | 18,937 | Pinellas Park, FL | 45,658 |
| Loveland, CO | 50,608 | Port Orange, FL | 45,823 |
| Mesa County, CO | 116,255 | Port St. Lucie, FL | 88,769 |
| Montrose, CO | 12,344 | Sanford, FL | 38,291 |
| Northglenn, CO | 31,575 | Sarasota, FL | 52,715 |
| Park County, CO | 14,523 | Seminole, FL | 10,890 |
| Parker, CO | 23,558 | South Daytona, FL | 13,177 |
| Pitkin County, CO | 14,872 | St. Cloud, FL | 20,074 |
| Salida, CO | 5,504 | Tallahassee, FL | 150,624 |
| Steamboat Springs, CO | 9,815 | Titusville, FL | 40,670 |
| Sterling, CO | 11,360 | Volusia County, FL | 443,343 |
| Summit County, CO | 23,548 | Walton County, FL | 40,601 |
| Teller County, CO | 20,555 | Winter Garden, FL | 14,351 |
| Thornton, CO | 82,384 | Winter Park, FL | 24,090 |
| Westminster, CO | 100,940 | Albany, GA | 76,939 |
| Wheat Ridge, CO | 32,913 | Alpharetta, GA | 34,854 |
| Coventry, CT | 11,504 | Cartersville, GA | 15,925 |
| Hartford, CT | 121,578 | Conyers, GA | 10,689 |
| Windsor, CT | 28,237 | Decatur, GA | 18,147 |
| Dover, DE | 32,135 | Milton, GA | 30,180 |
| Belleair Beach, FL | 1,751 | Roswell, GA | 79,334 |
| Brevard County, FL | 476,230 | Sandy Springs, GA | 85,781 |
| Cape Coral, FL | 102,286 | Savannah, GA | 131,510 |
| Charlotte County, FL | 141,627 | Smyrna, GA | 40,999 |
| Clearwater, FL | 108,787 | Snellville, GA | 15,351 |
| Collier County, FL | 251,377 | Suwanee, GA | 8,725 |
| Cooper City, FL | 27,939 | Valdosta, GA | 43,724 |
| Coral Springs, FL | 117,549 | Honolulu, HI | 876,156 |
| Dania Beach, FL | 20,061 | Ames, IA | 50,731 |
| Daytona Beach, FL | 64,112 | Ankeny, IA | 27,117 |
| Delray Beach, FL | 60,020 | Bettendorf, IA | 31,275 |
| Destin, FL | 11,119 | Cedar Falls, IA | 36,145 |
| Escambia County, FL | 294,410 | Davenport, IA | 98,359 |
| Eustis, FL | 15,106 | Des Moines, IA | 198,682 |
| Gainesville, FL | 95,447 | Indianola, IA | 12,998 |
| Hillsborough County, FL | 998,948 | Muscatine, IA | 22,697 |

| | | | |
|-------------------------|---------|-------------------------------------|---------|
| Urbandale, IA..... | 29,072 | Needham, MA | 28,911 |
| Boise, ID | 185,787 | Shrewsbury, MA | 31,640 |
| Moscow, ID | 21,291 | Worcester, MA..... | 172,648 |
| Post Falls, ID | 17,247 | Baltimore County, MD | 754,292 |
| Twin Falls, ID..... | 34,469 | Gaithersburg, MD | 52,613 |
| Batavia, IL | 23,866 | La Plata, MD | 6,551 |
| Bloomington, IL..... | 64,808 | Montgomery County, MD | 873,341 |
| Centralia, IL..... | 14,136 | Ocean City, MD..... | 7,173 |
| Collinsville, IL | 24,707 | Prince George's County, MD | 801,515 |
| Crystal Lake, IL..... | 38,000 | Rockville, MD..... | 47,388 |
| DeKalb, IL | 39,018 | Takoma Park, MD | 17,299 |
| Elmhurst, IL | 42,762 | Saco, ME..... | 16,822 |
| Evanston, IL | 74,239 | Ann Arbor, MI..... | 114,024 |
| Freeport, IL..... | 26,443 | Battle Creek, MI | 53,364 |
| Gurnee, IL | 28,834 | Delhi Township, MI | 22,569 |
| Highland Park, IL..... | 31,365 | Escanaba, MI..... | 13,140 |
| Lincolnwood, IL | 12,359 | Flushing, MI..... | 8,348 |
| Naperville, IL | 128,358 | Gladstone, MI | 5,032 |
| Normal, IL | 45,386 | Howell, MI | 9,232 |
| Oak Park, IL | 39,803 | Jackson County, MI | 158,422 |
| O'Fallon, IL | 21,910 | Kalamazoo County, MI | 238,603 |
| Palatine, IL | 65,479 | Meridian Charter Township, MI | 38,987 |
| Park Ridge, IL..... | 37,775 | Novi, MI | 47,386 |
| Peoria County, IL..... | 183,433 | Oakland Township, MI | 13,071 |
| Riverside, IL | 8,895 | Ottawa County, MI | 238,314 |
| Sherman, IL | 2,871 | Petoskey, MI | 6,080 |
| Shorewood, IL..... | 7,686 | Rochester, MI..... | 10,467 |
| Skokie, IL | 63,348 | Sault Sainte Marie, MI | 16,542 |
| Sugar Grove, IL | 3,909 | South Haven, MI..... | 5,021 |
| Wilmington, IL | 5,134 | Village of Howard City, MI | 1,585 |
| Woodridge, IL | 30,934 | Blue Earth, MN | 3,621 |
| Fishers, IN | 37,835 | Carver County, MN..... | 70,205 |
| Munster, IN | 21,511 | Chanhassen, MN..... | 20,321 |
| Noblesville, IN..... | 28,590 | Dakota County, MN..... | 355,904 |
| Arkansas City, KS..... | 11,963 | Duluth, MN | 86,918 |
| Fairway, KS | 3,952 | Fridley, MN | 27,449 |
| Gardner, KS..... | 9,396 | Hutchinson, MN | 13,080 |
| Lawrence, KS..... | 80,098 | Maple Grove, MN..... | 50,365 |
| Merriam, KS | 11,008 | Mayer, MN | 554 |
| Mission, KS | 9,727 | Medina, MN | 4,005 |
| Olathe, KS..... | 92,962 | Minneapolis, MN | 382,618 |
| Overland Park, KS | 149,080 | Olmsted County, MN..... | 124,277 |
| Roeland Park, KS..... | 6,817 | Scott County, MN | 89,498 |
| Salina, KS | 45,679 | St. Louis County, MN..... | 200,528 |
| Wichita, KS | 344,284 | Washington County, MN | 201,130 |
| Bowling Green, KY..... | 49,296 | Woodbury, MN | 46,463 |
| Daviess County, KY..... | 91,545 | Blue Springs, MO..... | 48,080 |
| New Orleans, LA..... | 484,674 | Branson, MO | 6,050 |
| Andover, MA..... | 31,247 | Clay County, MO..... | 184,006 |
| Barnstable, MA..... | 47,821 | Clayton, MO..... | 12,825 |
| Bedford, MA..... | 12,595 | Ellisville, MO | 9,104 |
| Burlington, MA..... | 22,876 | Joplin, MO..... | 45,504 |
| Cambridge, MA..... | 101,355 | Lee's Summit, MO | 70,700 |

| | | | |
|-----------------------------|-----------|-------------------------------------|-----------|
| Liberty, MO..... | 26,232 | Oklahoma City, OK | 506,132 |
| Maryland Heights, MO..... | 25,756 | Stillwater, OK..... | 39,065 |
| Maryville, MO..... | 10,581 | Albany, OR | 40,852 |
| Platte City, MO | 3,866 | Ashland, OR | 19,522 |
| Raymore, MO | 11,146 | Bend, OR..... | 52,029 |
| Richmond Heights, MO | 9,602 | Corvallis, OR | 49,322 |
| Starkville, MS | 21,869 | Eugene, OR..... | 137,893 |
| Billings, MT..... | 89,847 | Hermiston, OR..... | 13,154 |
| Bozeman, MT..... | 27,509 | Jackson County, OR..... | 181,269 |
| Missoula, MT | 57,053 | Keizer, OR..... | 32,203 |
| Asheville, NC..... | 68,889 | Lane County, OR | 322,959 |
| Cary, NC | 94,536 | McMinnville, OR | 26,499 |
| Charlotte, NC..... | 540,828 | Multnomah County, OR..... | 660,486 |
| Concord, NC..... | 55,977 | Portland, OR..... | 529,121 |
| Davidson, NC | 7,139 | Tualatin, OR | 22,791 |
| High Point, NC..... | 85,839 | Borough of Ebensburg, PA | 3,091 |
| Kannapolis, NC | 36,910 | Cranberry Township, PA | 23,625 |
| Mecklenburg County, NC..... | 695,454 | Cumberland County, PA | 213,674 |
| Mooresville, NC..... | 18,823 | Kutztown Borough, PA..... | 5,067 |
| Winston-Salem, NC..... | 185,776 | Lower Providence Township, PA | 22,390 |
| Wahpeton, ND..... | 8,586 | Peters Township, PA | 17,556 |
| Cedar Creek, NE..... | 396 | Philadelphia, PA | 1,517,550 |
| Grand Island, NE | 42,940 | State College, PA..... | 38,420 |
| La Vista, NE..... | 11,699 | Upper Merion Township, PA | 28,863 |
| Dover, NH | 26,884 | East Providence, RI..... | 48,688 |
| Lebanon, NH | 12,568 | Newport, RI | 26,475 |
| Lyme, NH | 1,679 | Rock Hill, SC | 49,765 |
| Alamogordo, NM | 35,582 | Rapid City, SD | 59,607 |
| Albuquerque, NM | 448,607 | Sioux Falls, SD..... | 123,975 |
| Bloomfield, NM | 6,417 | Johnson City, TN..... | 55,469 |
| Farmington, NM..... | 37,844 | Nashville, TN..... | 545,524 |
| Rio Rancho, NM | 51,765 | Oak Ridge, TN | 27,387 |
| San Juan County, NM..... | 113,801 | White House, TN..... | 7,220 |
| Carson City, NV | 52,457 | Arlington, TX | 332,969 |
| Henderson, NV | 175,381 | Austin, TX | 656,562 |
| North Las Vegas, NV | 115,488 | Benbrook, TX..... | 20,208 |
| Reno, NV | 180,480 | Bryan, TX..... | 65,660 |
| Washoe County, NV | 339,486 | Corpus Christi, TX..... | 277,454 |
| Beekman, NY | 11,452 | Dallas, TX | 1,188,580 |
| Canandaigua, NY | 11,264 | Denton, TX | 80,537 |
| New York City, NY..... | 8,008,278 | Duncanville, TX | 36,081 |
| Blue Ash, OH..... | 12,513 | El Paso, TX..... | 563,662 |
| Delaware, OH..... | 25,243 | Flower Mound, TX | 50,702 |
| Dublin, OH..... | 31,392 | Fort Worth, TX | 534,694 |
| Kettering, OH..... | 57,502 | Georgetown, TX..... | 28,339 |
| Lebanon, OH | 16,962 | Grand Prairie, TX | 127,427 |
| Orange Village, OH | 3,236 | Houston, TX..... | 1,953,631 |
| Sandusky, OH | 27,844 | Hurst, TX | 36,273 |
| Springboro, OH..... | 12,380 | Hutto, TX | 1,250 |
| Sylvania Township, OH | 44,253 | Irving, TX | 191,615 |
| Upper Arlington, OH | 33,686 | League City, TX..... | 45,444 |
| Broken Arrow, OK..... | 74,839 | McAllen, TX..... | 106,414 |
| Edmond, OK | 68,315 | Pasadena, TX | 141,674 |

| | | | |
|---------------------------------|---------|-----------------------------|---------|
| Plano, TX | 222,030 | Williamsburg, VA..... | 11,998 |
| Round Rock, TX | 61,136 | Chittenden County, VT | 146,571 |
| Rowlett, TX | 44,503 | Montpelier, VT..... | 8,035 |
| San Marcos, TX | 34,733 | Auburn, WA | 40,314 |
| Shenandoah, TX | 1,503 | Bellevue, WA..... | 109,569 |
| Southlake, TX..... | 21,519 | Bellingham, WA..... | 67,171 |
| Sugar Land, TX..... | 63,328 | Clark County, WA..... | 345,238 |
| Temple, TX..... | 54,514 | Federal Way, WA..... | 83,259 |
| Tomball, TX | 9,089 | Gig Harbor, WA..... | 6,465 |
| Farmington, UT | 12,081 | Hoquiam, WA..... | 9,097 |
| Riverdale, UT | 7,656 | Kirkland, WA | 45,054 |
| Salt Lake City, UT..... | 181,746 | Kitsap County, WA..... | 231,969 |
| Sandy City, UT..... | 88,418 | Lynnwood, WA..... | 33,847 |
| Saratoga Springs, UT | 1,003 | Mountlake Terrace, WA | 20,362 |
| Springville, UT | 20,424 | Olympia, WA..... | 42,514 |
| Washington City, UT..... | 8,186 | Pasco, WA | 32,066 |
| Albemarle County, VA | 79,236 | Redmond, WA | 45,256 |
| Arlington County, VA..... | 189,453 | Renton, WA | 50,052 |
| Blacksburg, VA..... | 39,573 | Snoqualmie, WA..... | 1,631 |
| Botetourt County, VA | 30,496 | Spokane Valley, WA | 75,203 |
| Chesapeake, VA | 199,184 | Tacoma, WA..... | 193,556 |
| Chesterfield County, VA..... | 259,903 | Vancouver, WA | 143,560 |
| Fredericksburg, VA..... | 19,279 | Columbus, WI..... | 4,479 |
| Hampton, VA..... | 146,437 | De Pere, WI | 20,559 |
| Hanover County, VA..... | 86,320 | Eau Claire, WI..... | 61,704 |
| Hopewell, VA | 22,354 | Merrill, WI | 10,146 |
| James City County, VA | 48,102 | Racine, WI..... | 81,855 |
| Lexington, VA | 6,867 | Suamico, WI | 8,686 |
| Lynchburg, VA | 65,269 | Wausau, WI..... | 38,426 |
| Newport News, VA..... | 180,150 | Morgantown, WV | 26,809 |
| Prince William County, VA | 280,813 | Cheyenne, WY..... | 53,011 |
| Radford, VA | 15,859 | Gillette, WY..... | 19,646 |
| Roanoke, VA | 94,911 | Laramie, WY..... | 27,204 |
| Stafford County, VA..... | 92,446 | Teton County, WY | 18,251 |
| Virginia Beach, VA..... | 425,257 | | |

MEDIAN INCOME \$20,000 TO \$44,000 BENCHMARK COMPARISONS

| Overall Community Quality Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Overall quality of life in Richmond | 32 | 153 | 153 | Much below |
| Your neighborhood as place to live | 53 | 112 | 117 | Much below |
| Richmond as a place to live | 39 | 142 | 142 | Much below |
| Recommend living in Richmond to someone who asks | 44 | 66 | 67 | Much below |
| Remain in Richmond for the next five years | 60 | 63 | 67 | Much below |

| Community Transportation Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Ease of car travel in Richmond | 48 | 79 | 114 | Below |
| Ease of bus travel in Richmond | 41 | 48 | 76 | Below |
| Ease of rail or subway travel by in Richmond | 45 | 5 | 12 | Above |
| Ease of bicycle travel in Richmond | 35 | 87 | 107 | Much below |
| Ease of walking in Richmond | 30 | 103 | 106 | Much below |
| Availability of paths and walking trails | 39 | 55 | 68 | Much below |
| Traffic flow on major streets | 41 | 48 | 82 | Similar |

| Frequency of Bus Use Benchmarks | | | | |
|------------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Ridden a local bus within Richmond | 41 | 14 | 68 | Much more |

| Drive Alone Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Average percent of work commute trips made by driving alone | 64 | 54 | 63 | Much less |

| Transportation and Parking Services Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Street repair | 21 | 152 | 159 | Much below |
| Street cleaning | 36 | 103 | 112 | Much below |
| Street lighting | 32 | 119 | 122 | Much below |
| Sidewalk maintenance | 29 | 98 | 102 | Much below |
| Traffic signal timing | 41 | 68 | 90 | Below |
| Bus or transit services | 45 | 63 | 93 | Much below |
| Amount of public parking | 45 | 40 | 92 | Similar |

| Housing Characteristics Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Availability of affordable quality housing | 36 | 76 | 119 | Below |
| Variety of housing options | 37 | 56 | 62 | Much below |

| Housing Costs Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Experiencing housing costs stress (housing costs 30% or MORE of income) | 57 | 4 | 67 | Much more |

| Built Environment Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Quality of new development in Richmond | 37 | 101 | 106 | Much below |
| Overall appearance of Richmond | 26 | 129 | 129 | Much below |

| Population Growth Benchmarks | | | | |
|------------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Population growth seen as too fast | 37 | 54 | 97 | Less |

| Nuisance Problems Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Run down buildings, weed lots and junk vehicles seen as a "major" problem | 48 | 3 | 101 | Much more |

| Planning and Community Code Enforcement Services Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Land use, planning and zoning | 32 | 94 | 116 | Much below |
| Code enforcement (weeds, abandoned buildings, etc.) | 26 | 133 | 138 | Much below |
| Animal control | 35 | 115 | 118 | Much below |

| Economic Sustainability and Opportunities Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Employment opportunities | 19 | 101 | 116 | Much below |
| Shopping opportunities | 34 | 93 | 118 | Much below |
| Richmond as a place to work | 31 | 111 | 121 | Much below |
| Overall quality of business and service establishments in Richmond | 33 | 61 | 62 | Much below |

| Economic Development Services Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Economic development | 26 | 107 | 114 | Much below |

| Job and Retail Growth Benchmarks | | | | |
|----------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Retail growth seen as too slow | 58 | 19 | 97 | Much more |
| Jobs growth seen as too slow | 92 | 14 | 98 | Much more |

| Personal Economic Future Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Positive impact of economy on household income | 18 | 40 | 96 | Similar |

| Community and Personal Public Safety Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| In your neighborhood during the day | 70 | 119 | 122 | Much below |
| In your neighborhood after dark | 48 | 120 | 122 | Much below |
| In Richmond's downtown area during the day | 45 | 110 | 110 | Much below |
| In Richmond's downtown area after dark | 17 | 116 | 116 | Much below |
| Violent crime (e.g., rape, assault, robbery) | 28 | 112 | 112 | Much below |
| Property crimes (e.g., burglary, theft) | 25 | 111 | 112 | Much below |
| Environmental hazards, including toxic waste | 36 | 67 | 67 | Much below |

| Crime Victimization and Reporting Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Victim of crime | 27 | 5 | 100 | Much more |
| Reported crimes | 76 | 57 | 99 | Similar |

| Public Safety Services Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Police services | 50 | 145 | 152 | Much below |
| Fire services | 63 | 130 | 133 | Much below |
| Ambulance or emergency medical services | 64 | 122 | 129 | Much below |
| Crime prevention | 28 | 124 | 125 | Much below |
| Fire prevention and education | 43 | 102 | 103 | Much below |
| Traffic enforcement | 39 | 128 | 129 | Much below |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 35 | 71 | 73 | Much below |

| Community Environment Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Cleanliness of Richmond | 25 | 66 | 66 | Much below |
| Quality of overall natural environment in Richmond | 35 | 64 | 64 | Much below |
| Preservation of natural areas such as open space, farmlands and greenbelts | 36 | 65 | 67 | Much below |
| Air quality | 33 | 86 | 92 | Much below |

| Frequency of Recycling Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Recycled used paper, cans or bottles from your home | 94 | 11 | 92 | Much more |

| Utility Services Benchmarks | | | | |
|-------------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Power (electric and/or gas) utility | 54 | 39 | 40 | Much below |
| Sewer services | 46 | 114 | 115 | Much below |
| Storm drainage | 43 | 100 | 134 | Much below |
| Yard waste pick-up | 56 | 66 | 94 | Below |
| Recycling | 62 | 63 | 115 | Similar |
| Garbage collection | 60 | 121 | 134 | Much below |

| Community Recreational Opportunities Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Recreation opportunities | 33 | 115 | 119 | Much below |

| Participation in Parks and Recreation Opportunities Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Used Richmond recreation centers | 40 | 78 | 79 | Much less |
| Participated in a recreation program or activity | 32 | 88 | 92 | Much less |
| Visited a neighborhood park or City park | 73 | 97 | 97 | Much less |

| Parks and Recreation Services Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| City parks | 45 | 121 | 121 | Much below |
| Recreation programs or classes | 42 | 124 | 130 | Much below |
| Recreation centers or facilities | 41 | 102 | 107 | Much below |

| Cultural and Educational Opportunities Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Opportunities to attend cultural activities | 34 | 110 | 120 | Much below |
| Educational opportunities | 25 | 96 | 96 | Much below |

| Participation in Cultural and Educational Opportunities Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Used Richmond public libraries or their services | 59 | 83 | 88 | Much less |
| Participated in religious or spiritual activities in Richmond | 43 | 42 | 47 | Much less |

| Cultural and Educational Services Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Public schools | 26 | 101 | 102 | Much below |
| Public library services | 49 | 118 | 120 | Much below |

| Community Health and Wellness Access and Opportunities Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Availability of affordable quality health care | 33 | 89 | 97 | Much below |
| Availability of affordable quality food | 38 | 68 | 71 | Much below |
| Availability of preventive health services | 35 | 54 | 55 | Much below |

| Health and Wellness Services Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Health services | 39 | 80 | 85 | Much below |

| Community Quality and Inclusiveness Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Sense of community | 34 | 114 | 115 | Much below |
| Openness and acceptance of the community toward people of diverse backgrounds | 45 | 82 | 107 | Much below |
| Availability of affordable quality child care | 32 | 80 | 93 | Much below |
| Richmond as a place to raise kids | 22 | 134 | 134 | Much below |
| Richmond as a place to retire | 22 | 130 | 130 | Much below |

| Services Provided for Population Subgroups Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Services to seniors | 40 | 111 | 114 | Much below |
| Services to youth | 30 | 103 | 106 | Much below |
| Services to low income people | 34 | 82 | 93 | Much below |

| Civic Engagement Opportunities Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Opportunities to participate in community matters | 45 | 61 | 65 | Much below |
| Opportunities to volunteer | 48 | 63 | 64 | Much below |

| Participation in Civic Engagement Opportunities Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Attended a meeting of local elected officials or other local public meeting | 31 | 27 | 97 | Similar |
| Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media | 47 | 46 | 79 | Similar |
| Volunteered your time to some group or activity in Richmond | 34 | 87 | 98 | Much less |
| Participated in a club or civic group in Richmond | 20 | 50 | 53 | Much less |
| Provided help to a friend or neighbor | 91 | 47 | 49 | Less |

| Voter Behavior Benchmarks | | | | |
|--------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Registered to vote | 76 | 87 | 103 | Much less |
| Voted in last general election | 70 | 67 | 103 | Less |

| Use of Information Sources Benchmarks | | | | |
|---------------------------------------|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Read Richmond Newsletter | 70 | 40 | 61 | Less |
| Visited the City of Richmond Web site | 56 | 30 | 59 | Similar |

| Local Government Media Services and Information Dissemination Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Public information services | 42 | 105 | 111 | Much below |

| Social Engagement Opportunities Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Opportunities to participate in social events and activities | 33 | 64 | 65 | Much below |
| Opportunities to participate in religious or spiritual events and activities | 47 | 55 | 56 | Much below |

| Contact with Immediate Neighbors Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Has contact with neighbors at least several times per week | 45 | 39 | 59 | Less |

| Public Trust Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Value of services for the taxes paid to Richmond | 30 | 133 | 135 | Much below |
| The overall direction that Richmond is taking | 37 | 108 | 124 | Much below |
| Job Richmond government does at welcoming citizen involvement | 36 | 110 | 123 | Much below |
| Overall image or reputation of Richmond | 13 | 115 | 115 | Much below |

| Services Provided by Local, State and Federal Governments Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Services provided by the City of Richmond | 38 | 148 | 150 | Much below |
| Services provided by the Federal Government | 35 | 96 | 106 | Much below |
| Services provided by the State Government | 32 | 105 | 107 | Much below |
| Services provided by Contra Costa County Government | 35 | 55 | 55 | Much below |

| Contact with City Employees Benchmarks | | | | |
|---|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Had contact with City employee(s) in last 12 months | 43 | 101 | 109 | Much less |

| Perceptions of City Employees (Among Those Who Had Contact) Benchmarks | | | | |
|--|-------------------------|------|--|-------------------------|
| | Richmond average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Knowledge | 63 | 96 | 120 | Below |
| Responsiveness | 57 | 111 | 125 | Much below |
| Courteousness | 63 | 76 | 106 | Below |
| Overall impression | 57 | 116 | 132 | Much below |

JURISDICTIONS INCLUDED IN MEDIAN INCOME \$20,000 TO \$44,000 BENCHMARK COMPARISONS

| | | | |
|----------------------------------|-----------|-------------------------------|-----------|
| Gulf Shores, AL | 5,044 | Cape Coral, FL | 102,286 |
| Fayetteville, AR | 58,047 | Charlotte County, FL | 141,627 |
| Little Rock, AR | 183,133 | Clearwater, FL | 108,787 |
| Casa Grande, AZ | 25,224 | Dania Beach, FL | 20,061 |
| Cococino County, AZ | 116,320 | Daytona Beach, FL | 64,112 |
| Dewey-Humboldt, AZ | 6,295 | Delray Beach, FL | 60,020 |
| Flagstaff, AZ | 52,894 | Escambia County, FL | 294,410 |
| Florence, AZ | 17,054 | Eustis, FL | 15,106 |
| Green Valley, AZ | 17,283 | Gainesville, FL | 95,447 |
| Kingman, AZ | 20,069 | Hillsborough County, FL | 998,948 |
| Mesa, AZ | 396,375 | Kissimmee, FL | 47,814 |
| Phoenix, AZ | 1,321,045 | Lee County, FL | 454,918 |
| Pinal County, AZ | 179,727 | Martin County, FL | 126,731 |
| Prescott Valley, AZ | 25,535 | Miami Beach, FL | 87,933 |
| Tempe, AZ | 158,625 | Oakland Park, FL | 30,966 |
| Yuma, AZ | 77,515 | Ocala, FL | 45,943 |
| Yuma County, AZ | 160,026 | Palm Bay, FL | 79,413 |
| Davis, CA | 60,308 | Palm Beach County, FL | 1,131,184 |
| La Mesa, CA | 54,749 | Palm Coast, FL | 32,732 |
| Lodi, CA | 56,999 | Panama City, FL | 36,417 |
| Long Beach, CA | 461,522 | Pasco County, FL | 344,765 |
| Lynwood, CA | 69,845 | Pinellas County, FL | 921,482 |
| Palm Springs, CA | 42,807 | Pinellas Park, FL | 45,658 |
| Rancho Cordova, CA | 55,060 | Port Orange, FL | 45,823 |
| San Luis Obispo County, CA | 247,900 | Port St. Lucie, FL | 88,769 |
| South Lake Tahoe, CA | 23,609 | Sanford, FL | 38,291 |
| Stockton, CA | 243,771 | Sarasota, FL | 52,715 |
| Visalia, CA | 91,565 | Seminole, FL | 10,890 |
| Archuleta County, CO | 9,898 | South Daytona, FL | 13,177 |
| Breckenridge, CO | 2,408 | St. Cloud, FL | 20,074 |
| Craig, CO | 9,189 | Tallahassee, FL | 150,624 |
| Crested Butte, CO | 1,529 | Titusville, FL | 40,670 |
| Denver, CO | 554,636 | Volusia County, FL | 443,343 |
| Durango, CO | 13,922 | Walton County, FL | 40,601 |
| Edgewater, CO | 5,445 | Winter Garden, FL | 14,351 |
| Englewood, CO | 31,727 | Albany, GA | 76,939 |
| Fruita, CO | 6,478 | Cartersville, GA | 15,925 |
| Georgetown, CO | 1,088 | Conyers, GA | 10,689 |
| Grand County, CO | 12,442 | Savannah, GA | 131,510 |
| Gunnison County, CO | 13,956 | Valdosta, GA | 43,724 |
| Hot Sulphur Springs, CO | 521 | Ames, IA | 50,731 |
| Jackson County, CO | 1,577 | Cedar Falls, IA | 36,145 |
| Mesa County, CO | 116,255 | Davenport, IA | 98,359 |
| Montrose, CO | 12,344 | Des Moines, IA | 198,682 |
| Salida, CO | 5,504 | Indianola, IA | 12,998 |
| Sterling, CO | 11,360 | Muscatine, IA | 22,697 |
| Wheat Ridge, CO | 32,913 | Boise, ID | 185,787 |
| Hartford, CT | 121,578 | Moscow, ID | 21,291 |
| Dover, DE | 32,135 | Post Falls, ID | 17,247 |
| Brevard County, FL | 476,230 | Twin Falls, ID | 34,469 |

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| Centralia, IL..... | 14,136 | Reno, NV..... | 180,480 |
| Collinsville, IL..... | 24,707 | Washoe County, NV..... | 339,486 |
| DeKalb, IL..... | 39,018 | Canandaigua, NY..... | 11,264 |
| Freeport, IL..... | 26,443 | Geneva, NY..... | 13,617 |
| Normal, IL..... | 45,386 | New York City, NY..... | 8,008,278 |
| Peoria County, IL..... | 183,433 | Sandusky, OH..... | 27,844 |
| Arkansas City, KS..... | 11,963 | Oklahoma City, OK..... | 506,132 |
| Lawrence, KS..... | 80,098 | Stillwater, OK..... | 39,065 |
| Mission, KS..... | 9,727 | Albany, OR..... | 40,852 |
| Salina, KS..... | 45,679 | Ashland, OR..... | 19,522 |
| Wichita, KS..... | 344,284 | Bend, OR..... | 52,029 |
| Bowling Green, KY..... | 49,296 | Corvallis, OR..... | 49,322 |
| Daviess County, KY..... | 91,545 | Eugene, OR..... | 137,893 |
| New Orleans, LA..... | 484,674 | Hermiston, OR..... | 13,154 |
| Worcester, MA..... | 172,648 | Jackson County, OR..... | 181,269 |
| Ocean City, MD..... | 7,173 | Lane County, OR..... | 322,959 |
| Battle Creek, MI..... | 53,364 | McMinnville, OR..... | 26,499 |
| Escanaba, MI..... | 13,140 | Multnomah County, OR..... | 660,486 |
| Gladstone, MI..... | 5,032 | Portland, OR..... | 529,121 |
| Howell, MI..... | 9,232 | Borough of Ebensburg, PA..... | 3,091 |
| Jackson County, MI..... | 158,422 | Kutztown Borough, PA..... | 5,067 |
| Kalamazoo County, MI..... | 238,603 | Philadelphia, PA..... | 1,517,550 |
| Petoskey, MI..... | 6,080 | State College, PA..... | 38,420 |
| Sault Sainte Marie, MI..... | 16,542 | East Providence, RI..... | 48,688 |
| South Haven, MI..... | 5,021 | Newport, RI..... | 26,475 |
| Village of Howard City, MI..... | 1,585 | Rock Hill, SC..... | 49,765 |
| Blue Earth, MN..... | 3,621 | Rapid City, SD..... | 59,607 |
| Duluth, MN..... | 86,918 | Sioux Falls, SD..... | 123,975 |
| Hutchinson, MN..... | 13,080 | Johnson City, TN..... | 55,469 |
| Minneapolis, MN..... | 382,618 | Nashville, TN..... | 545,524 |
| St. Louis County, MN..... | 200,528 | Oak Ridge, TN..... | 27,387 |
| Branson, MO..... | 6,050 | Bryan, TX..... | 65,660 |
| Joplin, MO..... | 45,504 | Corpus Christi, TX..... | 277,454 |
| Maryville, MO..... | 10,581 | Dallas, TX..... | 1,188,580 |
| Starkville, MS..... | 21,869 | Denton, TX..... | 80,537 |
| Billings, MT..... | 89,847 | El Paso, TX..... | 563,662 |
| Bozeman, MT..... | 27,509 | Fort Worth, TX..... | 534,694 |
| Missoula, MT..... | 57,053 | Houston, TX..... | 1,953,631 |
| Asheville, NC..... | 68,889 | Pasadena, TX..... | 141,674 |
| High Point, NC..... | 85,839 | San Marcos, TX..... | 34,733 |
| Kannapolis, NC..... | 36,910 | Temple, TX..... | 54,514 |
| Mooresville, NC..... | 18,823 | Tomball, TX..... | 9,089 |
| Winston-Salem, NC..... | 185,776 | Salt Lake City, UT..... | 181,746 |
| Wahpeton, ND..... | 8,586 | Washington City, UT..... | 8,186 |
| Grand Island, NE..... | 42,940 | Blacksburg, VA..... | 39,573 |
| Dover, NH..... | 26,884 | Fredericksburg, VA..... | 19,279 |
| Lebanon, NH..... | 12,568 | Hampton, VA..... | 146,437 |
| Alamogordo, NM..... | 35,582 | Hopewell, VA..... | 22,354 |
| Albuquerque, NM..... | 448,607 | Lexington, VA..... | 6,867 |
| Bloomfield, NM..... | 6,417 | Lynchburg, VA..... | 65,269 |
| Farmington, NM..... | 37,844 | Newport News, VA..... | 180,150 |
| San Juan County, NM..... | 113,801 | Radford, VA..... | 15,859 |
| Carson City, NV..... | 52,457 | Roanoke, VA..... | 94,911 |

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| Williamsburg, VA..... | 11,998 | Vancouver, WA | 143,560 |
| Montpelier, VT..... | 8,035 | Columbus, WI..... | 4,479 |
| Auburn, WA..... | 40,314 | Eau Claire, WI..... | 61,704 |
| Bellingham, WA..... | 67,171 | Merrill, WI..... | 10,146 |
| Gig Harbor, WA..... | 6,465 | Racine, WI..... | 81,855 |
| Hoquiam, WA..... | 9,097 | Wausau, WI..... | 38,426 |
| Lynnwood, WA..... | 33,847 | Morgantown, WV | 26,809 |
| Olympia, WA..... | 42,514 | Cheyenne, WY..... | 53,011 |
| Pasco, WA..... | 32,066 | Laramie, WY | 27,204 |
| Tacoma, WA | 193,556 | | |