



CITY OF RICHMOND, CA 2013

Report of Demographic Subgroup Comparisons



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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Richmond staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Richmond staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Richmond chose was to have crosstabulations of evaluative questions 1-25 by demographic questions D3 (length of residency), D9 (household income), D11 (race) and D12 (age).

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")																
Please rate each of the following aspects of quality of life in Richmond:	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55 +	Overall
Richmond as a place to live	34%	38%	36%	36%	38%	40%	30%	37%	38%	39%	37%	38%	28%	34%	47%	37%
Your neighborhood as a place to live	47%	59%	54%	54%	52%	51%	71%	55%	62%	54%	49%	54%	48%	51%	63%	54%
Richmond as a place to raise children	24%	6%	14%	14%	20%	7%	15%	15%	14%	23%	9%	15%	14%	11%	19%	15%
Richmond as a place to work	8%	21%	31%	21%	21%	17%	11%	19%	21%	17%	26%	22%	14%	11%	38%	21%
Richmond as a place to retire	28%	16%	34%	27%	29%	26%	20%	26%	33%	40%	18%	29%	24%	12%	46%	27%
The overall quality of life in Richmond	34%	35%	22%	30%	33%	30%	17%	29%	30%	31%	32%	31%	32%	23%	36%	30%

Question 2: Community Characteristics (Percent "excellent" or "good")																
Please rate each of the following characteristics as they relate to Richmond as a whole:	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55 +	Overall
Sense of community	23%	34%	24%	28%	27%	31%	24%	28%	28%	20%	34%	28%	14%	33%	31%	28%
Openness and acceptance of the community toward diversity	43%	61%	40%	48%	47%	46%	65%	50%	38%	50%	59%	50%	50%	57%	36%	48%
Overall appearance of Richmond	19%	28%	10%	18%	19%	20%	14%	19%	16%	18%	23%	19%	19%	22%	14%	19%
Cleanliness of Richmond	17%	16%	15%	16%	17%	15%	13%	16%	14%	15%	19%	16%	16%	15%	17%	16%
Overall quality of new development in Richmond	16%	17%	31%	22%	25%	18%	12%	20%	37%	15%	20%	23%	14%	17%	37%	23%
Variety of housing options	30%	22%	34%	28%	27%	34%	24%	29%	41%	40%	13%	30%	28%	17%	43%	29%
Overall quality of business and service establishments in Richmond	13%	24%	28%	23%	29%	18%	4%	21%	19%	27%	24%	24%	33%	10%	30%	23%
Shopping opportunities	12%	39%	33%	30%	25%	37%	23%	29%	17%	26%	46%	31%	19%	34%	34%	30%
Opportunities to attend cultural activities	22%	24%	20%	22%	24%	22%	14%	22%	20%	18%	28%	23%	17%	20%	30%	22%
Recreational opportunities	21%	37%	24%	28%	27%	19%	49%	27%	33%	22%	30%	29%	15%	29%	39%	28%
Employment opportunities	8%	6%	13%	9%	13%	5%	5%	10%	10%	10%	10%	10%	8%	5%	15%	10%
Educational opportunities	7%	16%	15%	13%	18%	11%	1%	13%	16%	19%	8%	14%	8%	8%	24%	14%
Opportunities to participate in social events/activities	19%	30%	22%	24%	33%	15%	12%	24%	25%	18%	29%	24%	15%	24%	34%	24%
Opportunities to participate in religious or spiritual events and activities	34%	63%	65%	57%	63%	47%	59%	57%	53%	64%	59%	59%	61%	48%	66%	57%
Opportunities to volunteer	58%	54%	53%	54%	52%	56%	61%	55%	76%	44%	51%	56%	57%	43%	66%	55%
Opportunities to participate in community matters	31%	44%	49%	43%	46%	37%	54%	44%	47%	37%	47%	44%	41%	33%	57%	43%
Ease of car travel in Richmond	54%	73%	48%	58%	60%	54%	78%	61%	49%	59%	66%	58%	54%	64%	54%	58%
Ease of bus travel in Richmond	26%	48%	47%	42%	52%	45%	9%	45%	32%	56%	41%	42%	57%	35%	40%	43%
Ease of rail or subway travel in Richmond	38%	44%	49%	44%	59%	38%	25%	46%	35%	64%	39%	44%	51%	43%	41%	45%
Ease of bicycle travel in Richmond	27%	27%	40%	32%	48%	23%	20%	34%	34%	50%	21%	33%	37%	28%	34%	32%

Question 2: Community Characteristics (Percent "excellent" or "good")																
Please rate each of the following characteristics as they relate to Richmond as a whole:	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Ease of walking in Richmond	21%	31%	36%	30%	36%	37%	9%	32%	26%	41%	30%	32%	30%	29%	33%	31%
Availability of paths and walking trails	41%	31%	38%	36%	45%	31%	19%	36%	44%	45%	26%	37%	50%	21%	44%	37%
Traffic flow on major streets	38%	33%	33%	34%	30%	48%	28%	36%	36%	38%	31%	35%	26%	38%	38%	35%
Amount of public parking	48%	69%	40%	52%	52%	46%	75%	53%	52%	48%	57%	53%	47%	58%	49%	52%
Availability of affordable quality housing	34%	39%	27%	33%	30%	47%	22%	34%	36%	31%	34%	34%	33%	33%	35%	34%
Availability of affordable quality child care	15%	40%	19%	24%	28%	26%	4%	26%	20%	26%	27%	25%	40%	18%	12%	25%
Availability of affordable quality health care	30%	20%	28%	26%	35%	20%	14%	28%	34%	33%	17%	27%	28%	15%	36%	26%
Availability of affordable quality food	21%	51%	30%	35%	39%	31%	34%	35%	22%	34%	47%	35%	28%	43%	34%	36%
Availability of preventive health services	28%	43%	27%	33%	37%	17%	46%	32%	38%	25%	37%	34%	38%	27%	35%	33%
Air quality	28%	19%	26%	24%	27%	29%	15%	25%	22%	34%	20%	25%	33%	18%	25%	24%
Quality of overall natural environment in Richmond	13%	32%	23%	24%	29%	24%	12%	24%	26%	22%	24%	24%	26%	22%	22%	23%
Overall image or reputation of Richmond	5%	6%	6%	6%	9%	4%	0%	6%	5%	7%	5%	6%	5%	4%	9%	6%

Question 3: Growth (Percent of respondents)																
Please rate the speed of growth in the following categories in Richmond over the past 2 years:	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Population growth too fast	13%	19%	35%	25%	33%	19%	18%	26%	27%	23%	21%	23%	18%	20%	37%	25%
Retail growth too slow	70%	40%	65%	57%	53%	62%	61%	58%	69%	77%	34%	56%	70%	45%	60%	56%
Job growth too slow	76%	90%	78%	81%	86%	84%	83%	85%	90%	90%	69%	82%	92%	82%	70%	81%

Question 4: Code Enforcement (Percent a "major" problem)																
	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Run down buildings, weed lots or junk vehicle a major problem in Richmond	53%	31%	36%	39%	34%	37%	49%	37%	52%	19%	33%	36%	31%	44%	39%	38%

Question 5: Community Safety (Percent "very" or "somewhat" safe)																
Please rate how safe or unsafe you feel from the following in Richmond:	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Violent crime (e.g., rape, assault, robbery)	26%	24%	14%	21%	19%	27%	9%	20%	12%	37%	19%	21%	21%	17%	24%	21%
Property crimes (e.g., burglary, theft)	21%	13%	11%	14%	17%	15%	5%	14%	6%	36%	7%	14%	20%	6%	19%	14%
Environmental hazards, including toxic waste	25%	8%	17%	16%	19%	15%	6%	15%	17%	27%	10%	17%	20%	7%	23%	16%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)																
Please rate how safe or unsafe you feel:	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55 +	Overall
In your neighborhood during the day	80%	65%	68%	70%	66%	73%	74%	70%	78%	74%	64%	71%	74%	55%	87%	71%
In your neighborhood after dark	36%	49%	42%	43%	41%	36%	57%	42%	35%	55%	44%	44%	43%	33%	56%	43%
In Richmond's downtown area during the day	34%	51%	29%	37%	47%	28%	24%	37%	36%	46%	32%	37%	43%	34%	37%	37%
In Richmond's downtown area after dark	6%	14%	10%	10%	13%	11%	0%	10%	3%	14%	15%	11%	11%	5%	17%	10%

Question 7: Contact with Police Department (Percent "yes")																
Have you had any in-person or phone contact with an employee of the City of Richmond Police Department within the last 12 months?	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55 +	Overall
Have you had any in-person or phone contact with an employee of the City of Richmond Police Department within the last 12 months?	36%	38%	36%	36%	41%	38%	22%	36%	37%	34%	34%	35%	29%	41%	35%	36%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")																
	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55 +	Overall
What was your overall impression of your most recent contact with the City of Richmond Police Department?	57%	42%	29%	41%	34%	35%	83%	39%	61%	19%	40%	42%	21%	51%	42%	42%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")																
	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55 +	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	35%	22%	12%	22%	17%	29%	23%	22%	33%	9%	16%	20%	29%	18%	18%	21%
If yes, was this crime (these crimes) reported to the police?	77%	64%	89%	75%	70%	85%	54%	74%	91%	45%	59%	76%	87%	58%	76%	74%

Question 11: Resident Behaviors (Percent at least once in past 12 months)																
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Richmond?	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Used Richmond public libraries or their services	44%	49%	59%	52%	61%	42%	40%	51%	65%	48%	41%	51%	50%	49%	55%	51%
Used Richmond recreation centers	42%	41%	37%	40%	51%	35%	15%	39%	36%	50%	36%	40%	54%	32%	37%	40%
Participated in a recreation program or activity	20%	32%	28%	27%	36%	20%	8%	26%	19%	38%	29%	28%	23%	27%	32%	27%
Visited a neighborhood park or City park	64%	81%	65%	70%	79%	57%	81%	71%	62%	89%	71%	73%	77%	73%	63%	71%
Ridden a local bus within Richmond	23%	37%	29%	30%	29%	27%	33%	29%	34%	33%	29%	32%	18%	33%	39%	30%
Attended a meeting of local elected officials or other local public meeting	30%	30%	35%	32%	32%	34%	16%	30%	48%	31%	18%	32%	28%	20%	46%	31%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	29%	26%	53%	37%	35%	45%	13%	35%	34%	61%	21%	36%	45%	20%	48%	36%
Visited the City of Richmond Web site (at www.ci.richmond.ca.us)	50%	55%	48%	51%	52%	51%	44%	51%	53%	65%	38%	50%	64%	41%	50%	51%
Recycled used paper, cans or bottles from your home	91%	93%	85%	90%	93%	85%	91%	90%	90%	94%	86%	90%	96%	85%	89%	90%
Volunteered your time to some group or activity in Richmond	18%	30%	33%	28%	33%	21%	16%	26%	29%	29%	23%	26%	13%	22%	46%	27%
Participated in religious or spiritual activities in Richmond	26%	45%	49%	41%	46%	32%	39%	40%	30%	30%	57%	41%	15%	54%	48%	41%
Participated in a club or civic group in Richmond	14%	28%	26%	24%	25%	14%	26%	21%	25%	20%	23%	23%	9%	19%	39%	23%
Provided help to a friend or neighbor	84%	91%	90%	89%	85%	90%	95%	88%	95%	82%	86%	88%	81%	90%	94%	89%

Question 12: Neighborliness (Percent at least several times a week)																
	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Visit with neighbors at least several times a week	35%	55%	40%	44%	45%	36%	49%	42%	56%	29%	42%	43%	24%	51%	52%	44%

Question 13: Service Quality (Percent "excellent" or "good")																
Please rate the quality of each of the following services in Richmond:	Number of years in Richmond				Household income				Race/Ethnicity				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Police services	69%	48%	55%	56%	46%	69%	49%	55%	63%	55%	55%	58%	55%	47%	68%	57%
Fire services	57%	77%	71%	68%	68%	68%	63%	67%	70%	78%	63%	71%	59%	63%	84%	69%
Crime prevention	37%	17%	28%	27%	29%	22%	17%	25%	25%	32%	25%	27%	24%	18%	40%	28%
Fire prevention and education	44%	43%	49%	46%	48%	40%	34%	44%	53%	58%	38%	48%	39%	40%	57%	46%
Traffic enforcement	50%	18%	46%	38%	42%	26%	27%	35%	31%	52%	34%	39%	35%	34%	45%	38%
Street repair	20%	18%	9%	15%	12%	7%	36%	14%	15%	9%	20%	16%	7%	18%	17%	15%
Street cleaning	35%	54%	38%	43%	42%	45%	55%	45%	58%	28%	44%	45%	19%	48%	56%	44%
Street lighting	37%	42%	29%	36%	35%	33%	48%	36%	38%	28%	41%	37%	26%	43%	36%	36%
Sidewalk maintenance	30%	42%	19%	30%	27%	29%	47%	31%	38%	13%	39%	32%	14%	40%	31%	30%
Traffic signal timing	30%	57%	30%	39%	42%	34%	53%	41%	43%	32%	45%	41%	33%	44%	41%	40%
Bus or transit services	23%	43%	51%	41%	51%	34%	13%	39%	29%	56%	43%	42%	43%	33%	48%	41%
Garbage collection	67%	68%	65%	67%	71%	66%	59%	67%	80%	62%	64%	69%	70%	59%	73%	67%
Recycling	70%	71%	69%	70%	69%	75%	67%	70%	79%	70%	69%	73%	70%	62%	81%	70%
Storm drainage	55%	45%	52%	50%	54%	42%	64%	52%	68%	51%	42%	53%	52%	44%	56%	50%
Sewer services	59%	38%	55%	50%	56%	55%	39%	52%	69%	54%	42%	54%	62%	38%	58%	51%

Question 13: Service Quality (Percent "excellent" or "good")																
Please rate the quality of each of the following services in Richmond:	Number of years in Richmond				Household income				Race/Ethnicity				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
City parks	59%	35%	47%	46%	55%	36%	35%	45%	52%	52%	43%	48%	52%	36%	54%	46%
Recreation programs or classes	41%	47%	43%	44%	49%	35%	32%	43%	44%	57%	43%	48%	59%	28%	50%	45%
Recreation centers or facilities	36%	46%	41%	42%	50%	19%	49%	40%	41%	51%	42%	44%	56%	29%	46%	43%
Land use, planning and zoning	36%	24%	17%	23%	24%	17%	14%	20%	32%	16%	25%	25%	34%	16%	24%	24%
Code enforcement (weeds, abandoned buildings, etc.)	23%	8%	15%	15%	20%	13%	4%	16%	9%	23%	15%	15%	17%	8%	22%	15%
Animal control	47%	25%	13%	25%	34%	16%	24%	26%	30%	35%	18%	27%	30%	20%	28%	25%
Economic development	24%	23%	15%	20%	22%	13%	16%	18%	30%	10%	23%	22%	22%	17%	24%	21%
Health services	33%	32%	27%	30%	33%	23%	26%	29%	45%	26%	27%	32%	25%	26%	41%	31%
Services to seniors	35%	26%	43%	36%	45%	23%	11%	35%	33%	56%	33%	40%	40%	34%	37%	37%
Services to youth	23%	35%	26%	28%	36%	12%	5%	26%	36%	16%	34%	29%	20%	27%	38%	28%
Services to low-income people	28%	38%	36%	35%	38%	29%	7%	33%	42%	31%	34%	35%	45%	20%	39%	35%
Public library services	60%	52%	46%	52%	59%	34%	64%	52%	59%	47%	47%	52%	64%	48%	51%	53%
Public information services	30%	43%	42%	40%	49%	21%	36%	39%	48%	43%	35%	41%	54%	28%	45%	41%
Public schools	13%	29%	17%	20%	28%	6%	1%	18%	16%	14%	30%	21%	17%	20%	23%	20%
Emergency preparedness (planning for natural disasters)	41%	31%	41%	38%	53%	15%	14%	37%	33%	46%	42%	40%	46%	31%	39%	38%
Preservation of natural areas such as open space and greenbelts	35%	31%	40%	36%	46%	22%	30%	36%	50%	37%	21%	37%	48%	28%	37%	36%
City-sponsored events	39%	32%	38%	36%	39%	28%	28%	34%	40%	32%	38%	37%	20%	33%	46%	37%

Question 13: Service Quality (Percent "excellent" or "good")																
Please rate the quality of each of the following services in Richmond:	Number of years in Richmond				Household income				Race/Ethnicity				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
City-maintained trees/public landscaping/street medians	45%	44%	22%	35%	37%	35%	33%	36%	37%	36%	37%	37%	38%	33%	36%	35%
City-sponsored job training programs	22%	23%	18%	20%	29%	10%	6%	22%	31%	15%	21%	21%	10%	23%	25%	21%
City of Richmond Web site	47%	43%	41%	43%	56%	29%	35%	43%	38%	61%	37%	44%	55%	40%	38%	44%

Question 14: Government Services Overall (Percent "excellent" or "good")																
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
The City of Richmond	51%	32%	25%	34%	39%	27%	32%	35%	37%	44%	25%	34%	35%	27%	40%	34%
The Federal Government	45%	23%	23%	28%	32%	24%	13%	27%	27%	40%	23%	29%	30%	20%	36%	28%
The State Government	46%	21%	24%	29%	35%	20%	20%	28%	28%	39%	25%	30%	29%	22%	36%	29%
Contra Costa County Government	47%	24%	24%	30%	36%	20%	21%	29%	29%	40%	26%	31%	32%	25%	35%	31%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)																
Please indicate how likely or unlikely you are to do each of the following:	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Recommend living in Richmond to someone who asks	71%	57%	39%	54%	53%	59%	48%	54%	57%	50%	59%	56%	56%	48%	61%	54%
Remain in Richmond for the next five years	54%	74%	71%	67%	56%	76%	82%	67%	76%	51%	75%	69%	52%	63%	86%	67%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)																
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
	21%	24%	21%	22%	23%	13%	29%	20%	10%	18%	31%	21%	14%	23%	28%	22%

Question 17: Contact with City Employees (Percent "yes")																
	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Have you had any in-person, phone or email with an employee of the City of Richmond within the last 12 months (including police, receptionists, planners or any others)?	27%	44%	33%	35%	28%	34%	46%	33%	37%	27%	41%	36%	12%	38%	50%	35%

Question 18: City Employees (Percent "excellent" or "good")																
What was your impression of the employee(s) of the City of Richmond in your most recent contact?	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Knowledge	64%	69%	59%	64%	62%	47%	91%	63%	77%	34%	70%	65%	43%	80%	57%	66%
Responsiveness	66%	55%	58%	59%	43%	49%	91%	57%	76%	44%	53%	59%	47%	66%	56%	60%
Courtesy	75%	57%	62%	63%	53%	51%	94%	62%	79%	48%	59%	64%	62%	68%	62%	65%
Overall impression	75%	55%	57%	60%	48%	50%	90%	59%	76%	43%	58%	61%	62%	68%	55%	62%

Question 19: Government Performance (Percent "excellent" or "good")																
Please rate the following categories of Richmond government performance:	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55 +	Overall
The value of services for the taxes paid to Richmond	47%	31%	33%	35%	38%	39%	19%	35%	35%	48%	32%	37%	49%	36%	26%	36%
The overall direction that Richmond is taking	50%	32%	29%	36%	33%	40%	35%	36%	41%	31%	37%	37%	28%	43%	37%	37%
The job Richmond government does at welcoming citizen involvement	34%	34%	28%	31%	26%	30%	46%	31%	37%	15%	38%	32%	16%	40%	34%	32%

Question 20: Custom Question 1 (Percent "excellent" or "very good")																
	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55 +	Overall
In general, how would you rate your health?	56%	56%	36%	48%	44%	46%	74%	49%	56%	54%	39%	49%	48%	53%	42%	48%

Question 21: Custom Question 2 (Percent "much better now than one year ago" or "somewhat better now than one year ago")																
	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Compared to one year ago, how would you rate your health in general now?	36%	24%	30%	29%	34%	31%	11%	29%	19%	43%	28%	29%	60%	15%	21%	29%

Question 22: Custom Question 3 (Percent "very positive impact" or "moderate positive impact")																
Please rate the impact of the following City services on your health and well-being:	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Parks	49%	56%	49%	51%	65%	39%	49%	53%	54%	56%	45%	51%	52%	45%	59%	51%
Recreation programs	27%	34%	32%	31%	42%	23%	19%	32%	17%	49%	29%	30%	38%	24%	34%	31%
Police	56%	60%	37%	50%	49%	45%	74%	51%	65%	39%	46%	50%	46%	50%	55%	50%
Fire	43%	59%	47%	50%	56%	33%	68%	50%	54%	48%	49%	50%	43%	51%	54%	50%
Street quality	42%	51%	33%	42%	37%	41%	63%	43%	51%	38%	38%	42%	38%	38%	50%	42%
Street lighting	44%	40%	31%	38%	32%	35%	57%	37%	45%	35%	32%	37%	39%	36%	39%	38%
Library services	34%	43%	44%	41%	57%	23%	39%	42%	41%	50%	33%	40%	44%	32%	51%	41%
Affordable and quality housing	44%	40%	28%	37%	37%	36%	38%	37%	49%	33%	30%	37%	35%	33%	43%	37%
Traffic safety	46%	48%	38%	43%	40%	34%	64%	42%	47%	44%	41%	44%	46%	40%	46%	44%
Blight abatement	37%	35%	25%	32%	24%	33%	53%	32%	38%	27%	27%	31%	25%	34%	35%	32%

Question 23: Custom Question 4 (Percent "essential" or "very important")																
How important, if at all, are the following issues for the City to address within the next two years?	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55+	Overall
Improving traffic flow and pedestrian safety	75%	63%	72%	70%	79%	65%	47%	70%	65%	71%	72%	70%	76%	68%	66%	70%
Preserving historic buildings	43%	40%	57%	47%	66%	30%	23%	46%	39%	57%	45%	46%	48%	47%	47%	47%
Improving park conditions	55%	74%	68%	67%	76%	58%	51%	66%	65%	64%	68%	66%	60%	73%	64%	66%
Providing more parks and open space	70%	58%	59%	62%	68%	64%	31%	61%	70%	52%	58%	60%	75%	62%	49%	62%
Renovating community centers and expanding programming	82%	81%	69%	77%	76%	77%	73%	76%	70%	91%	73%	77%	90%	82%	57%	77%
Upgrading existing and developing more athletic fields	65%	62%	69%	65%	73%	61%	45%	64%	58%	77%	61%	65%	80%	62%	54%	65%
Improving street and pedestrian lighting	75%	87%	76%	80%	76%	81%	87%	79%	78%	66%	88%	79%	68%	90%	78%	80%
Developing job training opportunities	74%	88%	87%	84%	81%	87%	86%	84%	79%	85%	87%	84%	82%	89%	80%	84%
Addressing blighted properties	87%	87%	84%	86%	84%	83%	93%	85%	86%	89%	82%	85%	93%	90%	76%	86%
Reducing crime	97%	94%	98%	96%	96%	95%	99%	96%	96%	94%	98%	96%	100%	98%	91%	96%
Increasing transportation options (i.e. car/bike share, shuttles)	72%	67%	59%	66%	67%	68%	41%	64%	78%	48%	64%	65%	51%	66%	78%	65%
Positively marketing the City	67%	70%	75%	71%	74%	72%	51%	70%	71%	69%	68%	69%	73%	61%	81%	71%
Improving downtown Richmond	61%	69%	69%	67%	74%	61%	51%	66%	59%	70%	66%	65%	62%	67%	70%	67%
Improving street paving conditions	82%	83%	91%	86%	87%	93%	55%	85%	83%	97%	79%	85%	96%	77%	87%	86%
Improving environmental quality	82%	82%	86%	84%	85%	86%	65%	83%	90%	82%	78%	83%	89%	80%	82%	83%
Establishing a link between Richmond and Lawrence Berkeley National Lab	57%	76%	57%	64%	67%	49%	92%	64%	87%	42%	57%	63%	48%	65%	75%	64%

Question 24: Custom Question 5 (Percent "strongly support" or "somewhat support")																
To what extent would you support or oppose a tax increase to fund each of the following?	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55 +	Overall
Street and road repairs and construction	67%	71%	61%	66%	76%	49%	70%	65%	63%	56%	74%	66%	56%	70%	71%	66%
Enhanced street lighting and landscaping	72%	74%	61%	69%	75%	49%	90%	68%	66%	54%	78%	68%	59%	75%	71%	69%
Library services	66%	68%	75%	70%	81%	53%	75%	70%	64%	83%	65%	69%	78%	65%	69%	70%
Storm water facilities to restore creeks and prevent flooding	63%	67%	63%	64%	75%	51%	52%	63%	63%	54%	70%	63%	55%	66%	71%	64%
Paramedics	71%	73%	63%	69%	75%	56%	68%	67%	74%	59%	69%	68%	66%	64%	78%	69%
Recreation and park development	85%	71%	68%	74%	79%	65%	76%	73%	79%	72%	68%	73%	84%	67%	73%	74%

Question 25: Custom Question 6 (Percent "most of the time" or "some of the time")																
In the last year, how often, if at all, did you worry about you, someone in your family or any other person of your same race, ethnicity or nationality experiencing unfair treatment because of your race, ethnicity, or color?	Number of years in Richmond				Household income				Race				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	White	Black	Not white or black	Overall	18-34	35-54	55 +	Overall
In the last year, how often, if at all, did you worry about you, someone in your family or any other person of your same race, ethnicity or nationality experiencing unfair treatment because of your race, ethnicity, or color?	52%	45%	55%	51%	55%	57%	29%	51%	37%	84%	41%	51%	75%	41%	43%	51%