



THE NCSTM
The National Citizen SurveyTM

Richmond, CA

Comparisons by Demographic Subgroups

DRAFT
2017



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Summary

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 research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by length of residency, annual household income, race (white, black or neither), race/ethnicity (white alone, not Hispanic or Hispanic and/or another race) and age.

Responses in the following tables 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 attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. 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 have been shaded grey.

The margin of error for this report is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (568 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Differences among demographic subgroups included the following:

- Broadly, residents with the highest household incomes tended to be more critical of aspects of the community and governance than residents with lower incomes.
- Within Community Characteristics, residents who were age 55 or older tended to give more positive ratings to General aspects, Recreation and Wellness and Education and Enrichment than those who were younger. Residents who were age 35-54 were less pleased with aspects of Natural Environment than residents who were younger or older.
- Residents who had lived in the city for 6 to 20 years were more likely than others to positively rate aspects of Economy. These residents also provided higher ratings to services related to Recreation and Wellness and Education and Enrichment.
- Respondents who were white alone, not Hispanic were more likely to rate favorably aspects of Recreation and Wellness and Community Engagement than those who were Hispanic and/or another race.
- Residents who had lived in Richmond for more than 20 years exhibited lower rates of participation in Recreation and Wellness activities than those who had lived in the city for less than 20 years.
- Residents who earned less than \$50,000 per year, were black or were Hispanic and/or another race were more likely than others to positively rate the impact of City services on their health and well-being.
- Those who earned \$50,000-\$99,999 per year, were black or were Hispanic and/or another race were more supportive of City funding for children and youth programming.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
The overall quality of life in Richmond	32%	31%	34%	32%	33%	32%	40%	36%	26%	44%	29%	29%	23%	45%	33%
Overall image or reputation of Richmond	8%	19%	13%	18%	16%	5%	7%	26%	14%	5%	18%	11%	11%	19%	14%
Richmond as a place to live	48%	45%	49%	47%	50%	45%	50%	59%	41%	52%	47%	54%	35%	58%	47%
Your neighborhood as a place to live	61%	61%	61%	52%	64%	75%	70%	60%	57%	74%	57%	59%	54%	70%	61%
Richmond as a place to raise children	23%	16%	33%	25%	24%	22%	17%	39%	21%	14%	27%	22%	19%	32%	25%
Richmond as a place to retire	23%	28%	35%	33%	32%	20%	28%	31%	32%	33%	29%	30%	15%	44%	31%
Overall appearance of Richmond	5%	22%	14%	20%	13%	9%	11%	20%	17%	9%	18%	17%	11%	18%	15%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall feeling of safety in Richmond	13%	27%	26%	22%	22%	23%	16%	36%	23%	17%	25%	19%	17%	30%	23%
In your neighborhood during the day	68%	71%	74%	66%	71%	78%	77%	71%	69%	80%	68%	83%	62%	75%	72%
In Richmond's downtown/commercial area during the day	39%	41%	45%	49%	42%	28%	33%	59%	39%	33%	45%	50%	34%	45%	42%

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Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall ease of getting to the places you usually have to visit	31%	59%	61%	50%	56%	51%	49%	65%	51%	56%	53%	41%	52%	61%	52%
Traffic flow on major streets	47%	45%	38%	38%	48%	44%	44%	41%	46%	46%	42%	54%	36%	47%	44%
Ease of public parking	51%	64%	48%	47%	64%	56%	60%	57%	55%	67%	53%	59%	55%	56%	55%
Ease of travel by car in Richmond	63%	72%	50%	55%	71%	59%	66%	64%	60%	72%	60%	71%	63%	58%	63%
Ease of travel by public transportation in Richmond	15%	47%	45%	46%	43%	20%	26%	66%	36%	25%	45%	23%	48%	41%	39%
Ease of travel by bicycle in Richmond	49%	50%	38%	55%	51%	23%	34%	65%	47%	31%	52%	49%	39%	52%	46%
Ease of walking in Richmond	31%	39%	36%	39%	38%	30%	42%	46%	29%	42%	35%	35%	34%	39%	36%
Availability of paths and walking trails	36%	48%	47%	45%	53%	28%	48%	54%	37%	55%	41%	36%	43%	51%	44%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Quality of overall natural environment in Richmond	50%	42%	34%	32%	47%	47%	43%	42%	40%	47%	39%	58%	29%	45%	40%
Air quality	22%	27%	29%	31%	24%	25%	32%	30%	23%	34%	25%	28%	22%	32%	28%
Cleanliness of Richmond	2%	21%	12%	20%	10%	7%	10%	16%	16%	10%	16%	19%	8%	17%	13%

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Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall "built environment" of Richmond (including overall design, buildings, parks and transportation systems)	20%	30%	32%	35%	24%	24%	24%	36%	28%	19%	32%	27%	28%	32%	28%
Public places where people want to spend time	10%	23%	21%	20%	19%	14%	17%	27%	19%	16%	21%	19%	17%	24%	20%
Variety of housing options	24%	25%	24%	17%	23%	34%	26%	26%	23%	25%	25%	27%	27%	22%	24%
Availability of affordable quality housing	23%	27%	19%	21%	16%	36%	24%	22%	26%	21%	24%	40%	23%	17%	22%
Overall quality of new development in Richmond	23%	36%	25%	31%	31%	25%	26%	26%	35%	26%	30%	34%	33%	24%	30%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall economic health of Richmond	6%	21%	16%	25%	13%	4%	10%	26%	15%	8%	19%	16%	12%	20%	16%
Richmond as a place to work	36%	34%	38%	36%	40%	28%	44%	47%	26%	45%	34%	35%	34%	40%	36%
Richmond as a place to visit	25%	32%	27%	34%	31%	17%	26%	40%	25%	23%	31%	28%	22%	36%	29%
Employment opportunities	14%	32%	14%	25%	20%	21%	21%	11%	29%	16%	23%	34%	19%	18%	21%
Shopping opportunities	8%	27%	17%	25%	22%	4%	21%	24%	15%	19%	20%	11%	18%	25%	19%
Cost of living in Richmond	30%	35%	24%	25%	23%	40%	33%	22%	33%	35%	27%	47%	26%	26%	29%
Overall quality of business and service establishments in Richmond	20%	36%	22%	32%	28%	21%	21%	29%	34%	19%	31%	41%	25%	24%	27%
Vibrant downtown/commercial area	5%	14%	8%	18%	7%	2%	7%	12%	11%	2%	13%	13%	8%	11%	10%

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Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Health and wellness opportunities in Richmond	8%	32%	23%	29%	23%	14%	33%	30%	14%	35%	21%	12%	21%	32%	24%
Fitness opportunities (including exercise classes and paths or trails, etc.)	35%	35%	36%	43%	29%	32%	36%	38%	34%	39%	35%	39%	30%	40%	34%
Recreational opportunities	27%	37%	32%	35%	31%	33%	39%	28%	34%	44%	30%	31%	29%	39%	33%
Availability of affordable quality food	17%	37%	34%	34%	32%	24%	39%	30%	27%	41%	29%	16%	29%	43%	31%
Availability of affordable quality health care	18%	37%	34%	37%	31%	27%	36%	33%	32%	36%	33%	28%	32%	37%	33%
Availability of preventive health services	12%	40%	26%	36%	27%	20%	34%	33%	26%	33%	29%	22%	30%	35%	29%
Availability of affordable quality mental health care	3%	27%	22%	32%	14%	13%	19%	23%	23%	14%	24%	28%	17%	25%	20%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall opportunities for education and enrichment	6%	25%	26%	22%	21%	19%	20%	28%	20%	23%	22%	15%	21%	26%	21%
Availability of affordable quality child care/preschool	0%	26%	31%	32%	28%	5%	22%	40%	18%	8%	29%	20%	18%	36%	24%
K-12 education	9%	28%	20%	29%	25%	8%	15%	34%	18%	16%	24%	17%	19%	29%	22%
Adult educational opportunities	26%	40%	35%	40%	38%	24%	42%	40%	28%	51%	31%	36%	32%	41%	36%
Opportunities to attend cultural/arts/music activities	17%	39%	27%	35%	31%	15%	29%	37%	26%	29%	30%	31%	24%	35%	30%
Opportunities to participate in religious or spiritual events and activities	26%	55%	45%	48%	57%	28%	53%	58%	37%	61%	43%	43%	39%	56%	47%

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Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18- 34	35- 54	55+	
Opportunities to participate in social events and activities	18%	39%	29%	33%	28%	22%	33%	37%	25%	35%	29%	20%	33%	33%	31%
Opportunities to volunteer	35%	53%	43%	42%	44%	54%	55%	47%	41%	66%	40%	45%	39%	53%	46%
Opportunities to participate in community matters	39%	56%	37%	47%	40%	50%	55%	41%	43%	60%	40%	54%	40%	46%	46%
Openness and acceptance of the community toward people of diverse backgrounds	62%	57%	40%	48%	48%	68%	62%	36%	55%	67%	47%	71%	43%	51%	53%
Neighborliness of residents in Richmond	40%	46%	32%	38%	41%	45%	46%	34%	39%	56%	34%	39%	37%	42%	41%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18- 34	35- 54	55+	
The City of Richmond	21%	39%	36%	38%	32%	30%	39%	33%	31%	44%	31%	28%	31%	40%	34%
The value of services for the taxes paid to Richmond	11%	25%	24%	24%	21%	15%	21%	31%	17%	18%	23%	14%	21%	26%	22%
The overall direction that Richmond is taking	38%	42%	34%	33%	45%	43%	41%	33%	41%	47%	36%	52%	36%	35%	39%
The job Richmond government does at welcoming citizen involvement	31%	44%	35%	41%	37%	36%	43%	40%	36%	47%	36%	45%	38%	38%	39%
Overall confidence in Richmond government	15%	32%	25%	28%	24%	25%	25%	31%	26%	28%	25%	24%	25%	29%	26%
Generally acting in the best interest of the community	21%	35%	30%	29%	30%	32%	31%	33%	32%	33%	30%	32%	29%	33%	31%
Being honest	25%	35%	30%	32%	30%	34%	34%	27%	33%	38%	29%	36%	31%	31%	31%
Treating all residents fairly	32%	35%	31%	31%	32%	37%	33%	28%	37%	34%	34%	43%	24%	37%	33%

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Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall customer service by Richmond employees (police, receptionists, planners, etc.)	37%	49%	38%	43%	43%	40%	40%	39%	47%	43%	41%	49%	37%	43%	42%
The Federal Government	17%	29%	32%	36%	24%	26%	21%	23%	34%	20%	30%	31%	22%	31%	27%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Police/Sheriff services	49%	52%	56%	50%	55%	51%	57%	49%	52%	63%	49%	50%	45%	60%	53%
Fire services	76%	84%	77%	76%	86%	77%	88%	81%	75%	87%	78%	77%	76%	84%	80%
Ambulance or emergency medical services	38%	74%	78%	69%	72%	67%	72%	75%	65%	78%	68%	58%	61%	83%	70%
Crime prevention	23%	32%	31%	34%	27%	28%	25%	38%	29%	24%	31%	36%	18%	38%	29%
Fire prevention and education	33%	59%	61%	53%	62%	55%	49%	61%	57%	52%	58%	38%	57%	63%	55%
Animal control	14%	33%	26%	28%	29%	20%	23%	31%	26%	25%	27%	21%	27%	29%	27%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	28%	34%	27%	40%	22%	30%	29%	28%	37%	28%	27%	24%	36%	30%

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Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Traffic enforcement	22%	24%	40%	36%	34%	16%	22%	38%	30%	21%	33%	23%	21%	41%	29%
Street repair	10%	12%	10%	10%	12%	5%	9%	13%	12%	10%	11%	13%	7%	14%	10%
Street cleaning	14%	27%	35%	31%	18%	25%	21%	32%	29%	23%	29%	33%	21%	29%	26%
Street lighting	25%	35%	39%	38%	31%	35%	37%	29%	35%	45%	30%	35%	31%	37%	34%
Sidewalk maintenance	20%	26%	27%	32%	22%	19%	17%	30%	30%	19%	27%	38%	22%	22%	25%
Traffic signal timing	30%	44%	36%	34%	46%	31%	34%	38%	41%	36%	39%	43%	35%	40%	38%
Bus or transit services	21%	57%	38%	44%	57%	15%	34%	53%	43%	36%	45%	37%	46%	45%	42%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Garbage collection	60%	75%	66%	61%	67%	78%	72%	68%	68%	75%	66%	67%	64%	75%	68%
Recycling	60%	71%	67%	59%	67%	75%	70%	69%	65%	73%	65%	59%	66%	73%	67%
Yard waste pick-up	55%	67%	59%	51%	62%	74%	68%	60%	57%	71%	58%	52%	59%	70%	62%
Preservation of natural areas such as open space, farmlands and greenbelts	36%	47%	43%	34%	51%	45%	50%	36%	42%	54%	39%	37%	44%	45%	43%
Richmond open space	44%	54%	45%	37%	60%	48%	49%	41%	51%	55%	46%	58%	40%	52%	48%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Storm drainage	42%	54%	41%	45%	52%	37%	47%	44%	48%	50%	45%	43%	49%	46%	46%
Sewer services	54%	64%	53%	47%	65%	61%	63%	55%	57%	68%	55%	58%	57%	59%	58%
Power (electric and/or gas) utility	38%	71%	54%	54%	60%	59%	58%	56%	59%	64%	56%	45%	61%	62%	58%
Utility billing	48%	62%	42%	47%	59%	52%	52%	53%	52%	60%	49%	48%	51%	55%	52%
Land use, planning and zoning	11%	31%	24%	35%	26%	12%	18%	29%	30%	19%	27%	29%	26%	22%	25%
Code enforcement (weeds, abandoned)	1%	21%	18%	24%	15%	7%	7%	16%	22%	7%	19%	23%	15%	12%	15%

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Percent rating positively (e.g., excellent/good) buildings, etc.)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Economic development	11%	25%	22%	27%	26%	3%	15%	24%	23%	14%	23%	16%	23%	22%	21%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
City parks	41%	57%	46%	47%	48%	48%	58%	50%	44%	62%	45%	49%	49%	49%	49%
Recreation programs or classes	29%	48%	37%	36%	38%	42%	49%	41%	36%	56%	36%	37%	36%	47%	40%
Recreation centers or facilities	19%	46%	33%	33%	37%	33%	38%	39%	36%	46%	34%	28%	38%	40%	37%
Health services	23%	39%	33%	38%	37%	21%	34%	36%	33%	32%	34%	30%	32%	37%	34%

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Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Public library services	38%	69%	47%	53%	68%	32%	64%	61%	47%	59%	54%	43%	56%	59%	55%
City-sponsored special events	34%	49%	31%	39%	42%	31%	34%	35%	49%	37%	40%	42%	34%	43%	39%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Public information services	32%	37%	38%	36%	40%	43%	35%	37%	39%	38%	37%	30%	31%	46%	37%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Sense of community	23%	37%	24%	24%	31%	31%	28%	36%	25%	31%	28%	26%	25%	34%	29%
Recommend living in Richmond to someone who asks	74%	61%	54%	58%	65%	60%	61%	67%	59%	63%	62%	76%	50%	65%	62%
Remain in Richmond for the next five years	69%	67%	75%	61%	76%	71%	76%	80%	61%	78%	68%	65%	66%	77%	71%
Contacted the City of Richmond (in-person, phone, email or web) for help or information	47%	49%	45%	41%	48%	53%	46%	55%	45%	48%	47%	33%	46%	56%	48%

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Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18- 34	35- 54	55+	
Was NOT the victim of a crime	80%	78%	75%	76%	75%	80%	73%	87%	76%	75%	78%	76%	74%	81%	78%
Did NOT report a crime	69%	58%	58%	52%	64%	64%	61%	62%	60%	62%	60%	66%	52%	67%	61%
Stocked supplies in preparation for an emergency	44%	59%	55%	51%	55%	56%	56%	61%	48%	58%	53%	39%	55%	61%	54%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18- 34	35- 54	55+	
Walked or biked instead of driving	59%	50%	55%	45%	60%	54%	55%	43%	58%	58%	52%	69%	55%	45%	54%
Carpooled with other adults or children instead of driving alone	36%	47%	37%	43%	44%	33%	36%	27%	50%	34%	43%	55%	43%	31%	41%
Used bus, rail, subway or other public transportation instead of driving	76%	53%	51%	51%	56%	69%	63%	44%	62%	67%	55%	83%	48%	55%	58%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18- 34	35- 54	55+	
Recycle at home	98%	96%	97%	94%	97%	100%	98%	93%	98%	100%	96%	96%	96%	98%	97%
Made efforts to make your home more energy efficient	75%	81%	77%	79%	81%	72%	73%	82%	80%	72%	80%	64%	81%	81%	78%
Made efforts to conserve water	95%	95%	96%	91%	97%	98%	100%	97%	91%	99%	94%	89%	96%	98%	95%

Table 23: Participation - Built Environment

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
NOT under housing cost stress	39%	35%	43%	23%	32%	71%	41%	37%	38%	49%	35%	31%	42%	40%	39%
Did NOT observe a code violation	35%	33%	29%	38%	31%	24%	31%	28%	34%	30%	32%	29%	34%	31%	33%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Purchase goods or services from a business located in Richmond	89%	93%	93%	95%	93%	87%	86%	95%	95%	82%	96%	92%	94%	90%	92%
Economy will have positive impact on income	22%	29%	22%	22%	24%	26%	24%	21%	26%	23%	25%	25%	27%	22%	25%
Work in Richmond	33%	39%	33%	34%	31%	45%	35%	28%	40%	29%	38%	37%	44%	26%	36%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Used Richmond recreation centers or their services	45%	52%	35%	50%	42%	40%	36%	41%	54%	37%	48%	44%	54%	36%	45%
Visited a neighborhood park or City park	94%	78%	63%	78%	74%	77%	83%	72%	74%	89%	73%	90%	84%	63%	77%
Eat at least 5 portions of fruits and vegetables a day	91%	85%	78%	83%	81%	86%	88%	82%	81%	85%	83%	80%	87%	83%	84%
Participate in moderate or vigorous physical activity	83%	86%	82%	83%	80%	94%	87%	79%	84%	86%	83%	86%	87%	79%	83%
Reported being in "very good" or "excellent" health	55%	46%	39%	41%	51%	49%	53%	37%	44%	61%	41%	54%	45%	42%	46%

Table 26: Participation - Education and Enrichment

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Used Richmond public libraries or their services	50%	49%	51%	55%	49%	44%	41%	51%	56%	44%	52%	66%	52%	40%	50%
Participated in religious or spiritual activities in Richmond	19%	47%	39%	40%	40%	29%	27%	55%	35%	25%	42%	37%	39%	36%	37%
Attended a City-sponsored event	47%	46%	44%	36%	51%	47%	34%	58%	47%	38%	48%	58%	45%	39%	45%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Campaigned or advocated for an issue, cause or candidate	36%	39%	35%	38%	35%	40%	36%	38%	36%	42%	35%	37%	34%	40%	37%
Contacted Richmond elected officials (in-person, phone, email or web) to express your opinion	23%	33%	24%	19%	29%	35%	30%	31%	22%	30%	26%	16%	25%	34%	28%
Volunteered your time to some group/activity in Richmond	25%	35%	35%	31%	39%	29%	29%	39%	32%	31%	33%	32%	27%	38%	33%
Participated in a club	12%	19%	19%	19%	17%	17%	16%	17%	18%	16%	18%	22%	14%	19%	18%
Talked to or visited with your immediate neighbors	84%	85%	84%	82%	84%	88%	89%	86%	80%	95%	81%	73%	85%	89%	84%
Done a favor for a neighbor	88%	77%	77%	76%	80%	84%	83%	79%	76%	88%	77%	75%	76%	84%	79%
Attended a local public meeting	26%	43%	33%	30%	44%	37%	34%	36%	37%	40%	34%	43%	30%	38%	35%
Watched (online or on television) a local public meeting	29%	41%	41%	41%	44%	28%	26%	48%	41%	26%	42%	43%	29%	44%	39%
Read or watch local news (via television, paper, computer, etc.)	90%	96%	97%	94%	94%	98%	94%	95%	95%	93%	96%	97%	93%	95%	95%
Vote in local elections	83%	84%	93%	77%	90%	94%	97%	93%	74%	96%	83%	86%	80%	93%	87%

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Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall feeling of safety in Richmond	91%	93%	95%	95%	90%	97%	93%	89%	97%	92%	94%	95%	97%	90%	93%
Overall ease of getting to the places you usually have to visit	64%	73%	75%	73%	70%	70%	66%	78%	73%	64%	75%	72%	75%	68%	72%
Quality of overall natural environment in Richmond	93%	87%	73%	78%	89%	83%	91%	83%	80%	88%	83%	94%	88%	75%	84%
Overall "built environment" of Richmond (including overall design, buildings, parks and transportation systems)	80%	79%	75%	71%	77%	85%	79%	76%	78%	75%	79%	79%	80%	75%	78%
Health and wellness opportunities in Richmond	76%	85%	85%	89%	85%	72%	80%	91%	81%	75%	86%	85%	79%	86%	83%
Overall opportunities for education and enrichment	73%	87%	85%	86%	82%	81%	77%	89%	85%	72%	87%	79%	89%	80%	83%
Overall economic health of Richmond	96%	93%	87%	89%	95%	90%	94%	93%	90%	92%	92%	93%	96%	88%	92%
Sense of community	78%	85%	80%	80%	89%	74%	76%	94%	78%	77%	83%	72%	86%	81%	82%

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Table 29: Custom Items in Question 10

Please rate the quality of each of the following services in Richmond: Percent rating positively (e.g., excellent/good)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
City-sponsored job training program	26%	41%	33%	36%	40%	29%	20%	34%	44%	24%	37%	37%	37%	33%	35%
City-maintained trees/public landscaping/street medians	31%	31%	26%	34%	23%	30%	24%	21%	40%	22%	32%	51%	26%	23%	29%

Table 30: Ratings for General Health

Percent rating positively (e.g., much/somewhat better now than one year ago)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Compared to one year ago, how would you rate your health in general now?	19%	37%	29%	42%	25%	25%	31%	40%	22%	27%	31%	30%	32%	28%	29%

Table 31: Impact of City Services on Health and Well-being

Please rate the impact of the following City services on your health and well-being: Percent rating positively (e.g., very/moderate positive impact).	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Parks	85%	72%	56%	69%	67%	67%	70%	66%	70%	69%	68%	76%	69%	65%	69%
Recreation programs	43%	48%	45%	57%	42%	29%	35%	61%	45%	28%	51%	45%	45%	47%	46%
Police	52%	61%	56%	68%	60%	39%	51%	64%	58%	46%	61%	47%	54%	65%	58%
Fire	40%	60%	58%	67%	54%	35%	44%	70%	55%	40%	60%	36%	52%	68%	56%
Street quality	44%	54%	50%	59%	48%	41%	44%	56%	52%	36%	55%	49%	46%	56%	50%
Street lighting	47%	61%	62%	68%	60%	38%	50%	69%	60%	45%	63%	58%	54%	64%	58%
Library services	41%	56%	54%	58%	53%	35%	41%	65%	54%	33%	58%	50%	50%	55%	52%
Affordable and quality housing	43%	47%	41%	56%	40%	31%	37%	48%	46%	27%	50%	44%	40%	48%	44%
Traffic safety	52%	61%	58%	61%	60%	46%	56%	70%	54%	48%	62%	50%	53%	68%	58%
Blight abatement	38%	48%	38%	51%	41%	30%	41%	44%	41%	36%	45%	32%	40%	50%	42%

Table 32: Important City Issues to Address

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How important, if at all, are the following issues for the City to address within the next two years? Percent rating positively (e.g., essential/very important)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Improving traffic flow and pedestrian safety	62%	73%	82%	80%	69%	68%	65%	84%	74%	60%	79%	75%	70%	76%	74%
Preserving historic buildings	48%	48%	42%	51%	44%	34%	38%	59%	43%	33%	49%	44%	44%	47%	46%
Improving park conditions	76%	84%	75%	77%	76%	80%	76%	81%	78%	71%	81%	77%	78%	78%	79%
Providing more parks and open space	64%	72%	60%	62%	58%	75%	67%	60%	67%	58%	67%	65%	71%	59%	66%
Renovating community centers and expanding programming	70%	70%	61%	67%	71%	57%	62%	83%	61%	53%	71%	65%	70%	64%	67%
Upgrading existing and developing more athletic fields	45%	66%	48%	62%	51%	44%	45%	62%	58%	33%	61%	39%	65%	52%	55%
Improving street and pedestrian lighting	67%	84%	78%	78%	82%	70%	71%	89%	77%	62%	83%	73%	79%	78%	78%
Developing job training opportunities	68%	76%	76%	73%	83%	62%	73%	93%	65%	67%	77%	74%	70%	78%	75%
Addressing blighted properties	64%	83%	83%	74%	87%	72%	74%	89%	76%	78%	79%	61%	86%	81%	79%
Reducing crime	92%	98%	90%	92%	95%	92%	94%	96%	93%	93%	94%	89%	95%	94%	94%
Increasing transportation options (i.e. car/bike share, shuttles)	65%	70%	64%	73%	67%	54%	62%	73%	67%	56%	70%	67%	66%	67%	67%
Positively marketing the City	64%	72%	68%	66%	71%	65%	57%	82%	71%	47%	76%	65%	75%	64%	68%
Improving downtown Richmond	70%	80%	75%	75%	74%	77%	70%	81%	76%	64%	79%	73%	80%	71%	76%
Improving street paving conditions	77%	91%	82%	85%	85%	81%	83%	95%	81%	80%	87%	72%	87%	89%	85%
Improving environmental quality	90%	85%	83%	86%	85%	84%	85%	91%	85%	81%	87%	89%	88%	82%	86%

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Table 33: Frequency of Unfair Treatment Due to Race, Ethnicity or Color

Percent rating positively (e.g., most/some of the time)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
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?	54%	43%	55%	62%	49%	36%	29%	72%	53%	22%	59%	50%	52%	46%	50%

Table 34: City Funding for Children and Youth Programs

Please rate how important it is for the City to provide the following programs for children, youth and young adults within its annual operating budget: Percent rating positively (e.g., essential/very important)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
After-school care/programs	80%	79%	77%	75%	90%	65%	73%	98%	71%	71%	81%	85%	72%	81%	78%
School break programs/summer camps	70%	82%	77%	77%	88%	61%	68%	97%	72%	67%	80%	77%	74%	82%	78%
Nature-based education and exploration	75%	75%	73%	71%	80%	66%	77%	84%	67%	73%	74%	82%	71%	73%	74%
Transportation to access recreation and education programs	68%	78%	71%	74%	80%	57%	65%	91%	67%	57%	77%	73%	72%	74%	73%
Summer meals for children in low-income households	85%	76%	75%	79%	83%	69%	68%	93%	77%	68%	81%	92%	70%	80%	78%
Programs for youth with special needs (youth with physical or developmental disabilities)	84%	86%	76%	84%	89%	64%	80%	95%	76%	77%	83%	84%	79%	82%	82%
Subsidy for program enrollment (fee waivers, scholarships, discounts, etc.)	79%	89%	67%	79%	87%	66%	73%	91%	75%	67%	82%	83%	84%	72%	79%
Swimming and other water activities	53%	81%	74%	77%	81%	48%	61%	94%	67%	56%	77%	63%	74%	75%	73%
Sports programs (tennis, basketball, soccer, football, etc.)	70%	80%	73%	78%	81%	59%	67%	91%	71%	57%	80%	68%	78%	75%	75%
Fitness classes (weights, Zumba, etc.)	47%	68%	60%	61%	71%	43%	50%	79%	55%	42%	64%	50%	61%	65%	60%

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Please rate how important it is for the City to provide the following programs for children, youth and young adults within its annual operating budget: Percent rating positively (e.g., essential/very important)	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Dance classes	44%	66%	56%	62%	63%	35%	47%	75%	51%	42%	61%	46%	62%	56%	58%
Music classes	70%	69%	67%	66%	76%	57%	65%	82%	61%	61%	69%	76%	68%	64%	68%
Arts & crafts classes	64%	72%	71%	66%	75%	64%	67%	85%	62%	63%	71%	78%	70%	64%	70%
Computer room access/computer literacy classes	73%	88%	86%	83%	88%	79%	82%	96%	80%	77%	87%	82%	89%	80%	84%
Language classes	78%	81%	76%	82%	83%	64%	73%	87%	78%	68%	82%	90%	77%	74%	79%

Table 35: Question D18: Distance from Work to Home

About how far is your home from work?	Number of years in Richmond			Household income			Race			Race/Ethnicity		Age			Overall
	5 years or less	6 to 20 years	More than 20 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	White	Black	Not white or black	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
5 miles or less	24%	42%	55%	53%	34%	34%	42%	55%	33%	41%	41%	33%	36%	54%	41%
6 to 10 miles	20%	19%	11%	6%	22%	23%	17%	9%	21%	18%	17%	20%	18%	12%	17%
11 to 20 miles	43%	17%	18%	21%	23%	31%	29%	26%	21%	29%	22%	36%	24%	17%	24%
More than 20 miles	12%	22%	17%	19%	21%	12%	12%	10%	25%	12%	20%	11%	21%	17%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%