



CITY OF RICHMOND, CA  
2011

Supplemental Web Survey Results

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## ABOUT THIS REPORT

As part of its participation in The National Citizen Survey™ (The NCS), the City of Richmond conducted a mailed survey of 3,000 residents. Surveys were mailed to randomly selected households in March of 2011 and data was collected through early May. After the official data collection period was over and the data were reported (see the report, *The National Citizen Survey: City of Richmond, 2011*), the City made available the Web-based survey to its residents through a link on the City's Web site. Visitors to the site were able to complete the survey from May through mid-December of 2011 and 261 surveys were received.

This report contains the results of this administration of the Web-based survey and has not been weighted to current population estimates of the City.

## COMPLETE SURVEY FREQUENCIES

### FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Richmond:	Excellent	Good	Fair	Poor	Total
Richmond as a place to live	7%	45%	36%	13%	100%
Your neighborhood as a place to live	37%	39%	18%	5%	100%
Richmond as a place to raise children	1%	19%	38%	42%	100%
Richmond as a place to work	5%	40%	32%	22%	100%
Richmond as a place to retire	10%	26%	30%	35%	100%
The overall quality of life in Richmond	4%	41%	43%	13%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Richmond as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	14%	44%	26%	16%	100%
Openness and acceptance of the community towards people of diverse backgrounds	23%	49%	22%	6%	100%
Overall appearance of Richmond	0%	15%	53%	31%	100%
Cleanliness of Richmond	1%	19%	51%	30%	100%
Overall quality of new development in Richmond	8%	44%	32%	16%	100%
Variety of housing options	7%	47%	33%	14%	100%
Overall quality of business and service establishments in Richmond	0%	25%	47%	27%	100%
Shopping opportunities	1%	15%	42%	42%	100%
Opportunities to attend cultural activities	10%	35%	39%	16%	100%
Recreational opportunities	10%	38%	35%	17%	100%
Employment opportunities	1%	8%	34%	57%	100%
Educational opportunities	1%	14%	35%	49%	100%
Opportunities to participate in social events and activities	10%	42%	36%	12%	100%
Opportunities to participate in religious or spiritual events and activities	16%	55%	24%	5%	100%
Opportunities to volunteer	27%	51%	16%	5%	100%
Opportunities to participate in community matters	26%	47%	18%	8%	100%
Ease of car travel in Richmond	15%	52%	27%	6%	100%
Ease of bus travel in Richmond	5%	28%	39%	28%	100%
Ease of rail or subway travel in Richmond	10%	41%	32%	17%	100%
Ease of bicycle travel in Richmond	3%	32%	40%	25%	100%
Ease of walking in Richmond	5%	26%	37%	31%	100%
Availability of paths and walking trails	12%	38%	34%	16%	100%
Traffic flow on major streets	4%	46%	40%	11%	100%
Amount of public parking	8%	52%	32%	8%	100%
Availability of affordable quality housing	10%	37%	37%	15%	100%
Availability of affordable quality child care	2%	19%	49%	30%	100%
Availability of affordable quality health care	10%	31%	34%	25%	100%
Availability of affordable quality food	4%	28%	36%	31%	100%
Availability of preventive health services	8%	33%	36%	24%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Richmond as a whole:	Excellent	Good	Fair	Poor	Total
Air quality	4%	23%	36%	37%	100%
Quality of overall natural environment in Richmond	8%	36%	40%	16%	100%
Overall image or reputation of Richmond	1%	5%	24%	70%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Richmond over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	6%	12%	58%	17%	8%	100%
Retail growth (stores, restaurants, etc.)	34%	48%	14%	3%	1%	100%
Jobs growth	57%	36%	7%	0%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Richmond?	Percent of respondents
Not a problem	1%
Minor problem	8%
Moderate problem	37%
Major problem	54%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Richmond:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	4%	22%	18%	37%	19%	100%
Property crimes (e.g., burglary, theft)	1%	15%	11%	39%	34%	100%
Environmental hazards, including toxic waste	2%	16%	17%	39%	27%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	48%	35%	5%	9%	3%	100%
In your neighborhood after dark	19%	43%	13%	15%	10%	100%
In Richmond's downtown area during the day	16%	36%	18%	21%	10%	100%
In Richmond's downtown area after dark	2%	5%	7%	37%	49%	100%
In Richmond's parks during the day	18%	35%	19%	17%	10%	100%

Question 7: Crime Victim	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	74%
Yes	26%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	23%
Yes	77%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Richmond?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Richmond public libraries or their services	25%	32%	29%	8%	7%	100%
Used Richmond recreation centers	51%	21%	20%	5%	2%	100%
Participated in a recreation program or activity	52%	24%	17%	4%	3%	100%
Visited a neighborhood park or City park	14%	21%	33%	13%	19%	100%
Ridden a local bus within Richmond	64%	19%	10%	3%	4%	100%
Attended a meeting of local elected officials or other local public meeting	24%	24%	34%	11%	7%	100%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	32%	24%	27%	10%	7%	100%
Read Richmond Newsletter	29%	17%	30%	14%	10%	100%
Visited the City of Richmond Web site (at <a href="http://www.ci.richmond.ca.us">www.ci.richmond.ca.us</a> )	8%	15%	39%	21%	17%	100%
Recycled used paper, cans or bottles from your home	1%	3%	8%	11%	78%	100%
Volunteered your time to some group or activity in Richmond	31%	17%	17%	12%	24%	100%
Participated in religious or spiritual activities in Richmond	63%	10%	10%	6%	11%	100%
Participated in a club or civic group in Richmond	45%	20%	14%	10%	11%	100%
Provided help to a friend or neighbor	2%	14%	39%	24%	21%	100%
Used COR Connect/COMCATE (citizen request tracking system)	71%	14%	8%	2%	5%	100%

Question 10: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	32%
Several times a week	26%
Several times a month	24%
Less than several times a month	18%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Richmond:	Excellent	Good	Fair	Poor	Total
Police services	24%	51%	17%	8%	100%
Fire services	34%	54%	9%	3%	100%
Ambulance or emergency medical services	26%	56%	15%	3%	100%
Crime prevention	7%	42%	31%	21%	100%
Fire prevention and education	9%	56%	28%	7%	100%
Traffic enforcement	3%	43%	33%	21%	100%
Street repair	1%	11%	31%	57%	100%
Street cleaning	6%	31%	40%	23%	100%
Street lighting	3%	30%	41%	26%	100%
Sidewalk maintenance	2%	19%	42%	37%	100%
Traffic signal timing	3%	39%	36%	21%	100%
Bus or transit services	1%	38%	38%	22%	100%
Garbage collection	31%	48%	18%	4%	100%
Recycling	39%	46%	13%	3%	100%
Yard waste pick-up	35%	45%	13%	8%	100%
Storm drainage	10%	35%	37%	19%	100%
Sewer services	12%	35%	37%	16%	100%
Power (electric and/or gas) utility	13%	47%	30%	10%	100%
City parks	14%	41%	35%	10%	100%
Recreation programs or classes	9%	48%	33%	10%	100%
Recreation centers or facilities	8%	48%	34%	11%	100%
Land use, planning and zoning	3%	24%	47%	27%	100%
Code enforcement (weeds, abandoned buildings, etc.)	3%	16%	38%	43%	100%
Animal control	3%	25%	42%	29%	100%
Economic development	4%	19%	41%	36%	100%
Health services	8%	30%	41%	21%	100%
Services to seniors	4%	37%	41%	17%	100%
Services to youth	3%	31%	36%	31%	100%
Services to low-income people	5%	32%	38%	25%	100%
Public library services	15%	45%	32%	7%	100%
Public information services	6%	38%	41%	15%	100%
Public schools	1%	12%	31%	57%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	30%	41%	23%	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Richmond:	Excellent	Good	Fair	Poor	Total
Preservation of natural areas such as open space, farmlands and greenbelts	13%	39%	33%	15%	100%
City-sponsored events	11%	48%	30%	11%	100%
City-maintained trees/public landscaping/street medians	7%	33%	41%	20%	100%
City-sponsored job training programs	9%	41%	31%	20%	100%
City of Richmond Web site	16%	49%	29%	6%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of Richmond	7%	46%	34%	13%	100%
The Federal Government	2%	30%	45%	23%	100%
The State Government	1%	17%	48%	34%	100%
Contra Costa County Government	2%	32%	42%	24%	100%

Question 13: Contact with City Employees	
Have you had any in-person, phone or email contact with an employee of the City of Richmond within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	21%
Yes	79%
Total	100%

Question 14: City Employees					
What was your impression of the employee(s) of the City of Richmond in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	36%	41%	15%	8%	100%
Responsiveness	33%	38%	14%	15%	100%
Courtesy	40%	41%	12%	6%	100%
Overall impression	33%	42%	16%	9%	100%

Question 15: Government Performance					
Please rate the following categories of Richmond government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Richmond	7%	34%	36%	23%	100%
The overall direction that Richmond is taking	24%	36%	21%	18%	100%
The job Richmond government does at welcoming citizen involvement	22%	37%	24%	18%	100%

Question 16: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Richmond to someone who asks	27%	38%	17%	18%	100%
Remain in Richmond for the next five years	54%	25%	9%	12%	100%

Question 17: Impact of the Economy	
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:	Percent of respondents
Very positive	2%
Somewhat positive	17%
Neutral	35%
Somewhat negative	35%
Very negative	11%
Total	100%

Question 18a: Custom Question 1	
In general, how would you rate your health?	Percent of respondents
Excellent	23%
Very good	39%
Good	26%
Fair	8%
Poor	3%
Total	100%

Question 18b: Custom Question 2	
Compared to one year ago, how would you rate your health in general now?	Percent of respondents
Much better now than one year ago	5%
Somewhat better now than one year ago	15%
About the same	68%
Somewhat worse now than one year ago	11%
Much worse now than one year ago	1%
Total	100%

Question 18c: Custom Question 3					
How important, if at all, are the following issues for the City to address?	Essential	Very important	Somewhat important	Not at all important	Total
Improving traffic flow and pedestrian safety	13%	38%	40%	9%	100%
Preserving historic buildings and completing the Rosie the Riveter WWII National Homefront Park	13%	30%	42%	14%	100%
Improving Richmond Parkway	7%	25%	46%	22%	100%
Improving parking conditions/providing more parks/open space	23%	40%	31%	7%	100%
Increasing paratransit service	11%	33%	40%	16%	100%
Displaying more public art	10%	28%	37%	25%	100%
Improving street pavement conditions	49%	39%	11%	1%	100%
Increasing street lighting	34%	38%	22%	6%	100%
Building a new library facility	13%	26%	34%	26%	100%
Renovating community centers and expanding programming	17%	36%	34%	12%	100%

Question 18c: Custom Question 3					
How important, if at all, are the following issues for the City to address?	Essential	Very important	Somewhat important	Not at all important	Total
Upgrading existing and developing more athletic fields	14%	32%	37%	17%	100%
Installing surveillance cameras throughout the City	22%	37%	24%	16%	100%
Improving infrastructure to prevent flooding	22%	33%	35%	9%	100%
Increasing job training and development programs	41%	33%	20%	6%	100%
Expanding after school programs (K-12)	43%	35%	14%	7%	100%
Improving environmental quality	46%	32%	18%	4%	100%

Question 18d: Custom Question 4	
Would you be willing to support a tax increase to support the following? Please check all that apply	Percent of respondents
Preserving neighborhood schools	63%
Building a new police headquarters	21%
Infrastructure bonds for public facility and road repairs	65%
Special assessment districts for lighting and landscaping	42%
Library facilities	50%
Stormwater facilities to restore creeks and prevent flooding	52%
Paramedics	37%
Recreation and park development	55%
Total may exceed 100% as respondents could select more than one option	

Question 18e: Custom Question 5	
In which area of the City of Richmond do you live?	Percent of respondents
Point Richmond and Marina Bay	24%
Santa Fe, Coranado, Cortez/Stege	3%
Laurel Park, Eastshore, Pullman, Park Plaza, Parkview, Panhandle Annex, Richmond Annex, Southwest Annex	18%
N. Richmond, Iron Triangle, Forest Park, Civic Center, Atchison Village	8%
Metro/Richmore Village, North and East Richmond, Richmond Heights, Belding Woods	37%
Hilltop Village, Hilltop Bayview, Fairmede	3%
May Valley, El Sobrante, Greenbrair, Greenridge Carriage Hills N and S, Castro Heights, Quail Hills	7%
Parchester Village	0%
Total	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	37%
Yes, full-time	44%
Yes, part-time	20%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	53%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	12%
Bus, rail, subway or other public transportation	11%
Walk	2%
Bicycle	3%
Work at home	18%
Other	1%

Question D3: Length of Residency	
How many years have you lived in Richmond?	Percent of respondents
Less than 2 years	4%
2 to 5 years	9%
6 to 10 years	16%
11 to 20 years	28%
More than 20 years	43%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	81%
House attached to one or more houses (e.g., a duplex or townhome)	8%
Building with two or more apartments or condominiums	11%
Mobile home	0%
Other	1%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	13%
Owned by you or someone in this house with a mortgage or free and clear	87%
Total	100%

Question D6: Monthly Housing Cost	
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	9%
\$300 to \$599 per month	9%
\$600 to \$999 per month	15%
\$1,000 to \$1,499 per month	22%
\$1,500 to \$2,499 per month	28%
\$2,500 or more per month	17%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	82%
Yes	18%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	68%
Yes	32%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	10%
\$25,000 to \$49,999	20%
\$50,000 to \$99,999	41%
\$100,000 to \$149,000	18%
\$150,000 or more	11%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	94%
Yes, I consider myself to be Spanish, Hispanic or Latino	6%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	2%
Asian, Asian Indian or Pacific Islander	5%
Black or African American	12%
White	78%
Other	8%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	2%
25 to 34 years	5%
35 to 44 years	13%
45 to 54 years	19%
55 to 64 years	37%
65 to 74 years	20%
75 years or older	5%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	63%
Male	37%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	3%
Yes	96%
Ineligible to vote	1%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	4%
Yes	95%
Ineligible to vote	1%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	9%
Yes	91%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	16%
Yes	84%
Total	100%

Question D18: Primary Phone	
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents
Cell	24%
Land line	51%
Both	26%
Total	100%

### FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Richmond:	Excellent		Good		Fair		Poor		Don't know		Total	
Richmond as a place to live	7%	17	44%	115	35%	92	13%	34	1%	2	100%	260
Your neighborhood as a place to live	37%	96	39%	101	18%	46	5%	14	0%	1	100%	258
Richmond as a place to raise children	1%	2	17%	44	34%	89	38%	98	10%	27	100%	260
Richmond as a place to work	4%	10	30%	78	24%	62	17%	43	26%	67	100%	260
Richmond as a place to retire	8%	22	23%	59	26%	67	31%	79	12%	32	100%	259
The overall quality of life in Richmond	4%	10	41%	105	42%	110	13%	33	0%	1	100%	259

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Richmond as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	14%	35	44%	112	25%	65	16%	40	1%	3	100%	255
Openness and acceptance of the community towards people of diverse backgrounds	23%	59	49%	126	22%	56	6%	16	0%	1	100%	258
Overall appearance of Richmond	0%	1	15%	40	53%	137	31%	81	0%	0	100%	259
Cleanliness of Richmond	1%	2	19%	49	51%	130	30%	76	0%	0	100%	257
Overall quality of new development in Richmond	7%	18	38%	98	28%	72	14%	36	14%	36	100%	260
Variety of housing options	6%	15	42%	108	29%	75	13%	32	10%	26	100%	256
Overall quality of business and service establishments in Richmond	0%	1	25%	64	46%	119	27%	69	2%	5	100%	258
Shopping opportunities	1%	3	15%	38	41%	106	42%	108	2%	4	100%	259
Opportunities to attend cultural activities	10%	26	34%	88	38%	97	15%	39	3%	7	100%	257
Recreational opportunities	9%	24	36%	93	33%	86	16%	41	5%	13	100%	257
Employment opportunities	0%	1	6%	15	24%	63	41%	106	28%	73	100%	258
Educational opportunities	1%	3	12%	32	31%	79	42%	109	13%	34	100%	257
Opportunities to participate in social events and activities	9%	23	38%	98	34%	86	11%	29	8%	20	100%	256
Opportunities to participate in religious or spiritual events and activities	11%	28	38%	97	17%	43	3%	8	32%	81	100%	257
Opportunities to volunteer	24%	62	45%	116	14%	37	5%	12	12%	30	100%	257
Opportunities to participate in community matters	26%	66	46%	119	18%	45	8%	21	2%	6	100%	257

Question 2: Community Characteristics													
Please rate each of the following characteristics as they relate to Richmond as a whole:	Excellent		Good		Fair		Poor		Don't know		Total		
	Ease of car travel in Richmond	15%	38	52%	132	27%	68	6%	16	1%	2	100%	256
Ease of bus travel in Richmond	3%	8	19%	48	26%	66	18%	47	34%	87	100%	256	
Ease of rail or subway travel in Richmond	9%	22	35%	88	27%	68	14%	36	16%	41	100%	255	
Ease of bicycle travel in Richmond	3%	7	26%	65	32%	81	21%	52	19%	48	100%	253	
Ease of walking in Richmond	5%	13	25%	65	36%	92	30%	77	3%	8	100%	255	
Availability of paths and walking trails	12%	30	36%	92	32%	81	15%	38	5%	14	100%	255	
Traffic flow on major streets	4%	9	45%	116	40%	102	11%	27	1%	2	100%	256	
Amount of public parking	8%	20	48%	123	29%	75	7%	18	8%	20	100%	256	
Availability of affordable quality housing	8%	20	29%	74	29%	74	12%	30	23%	58	100%	256	
Availability of affordable quality child care	1%	2	7%	19	19%	50	12%	31	60%	156	100%	258	
Availability of affordable quality health care	7%	19	23%	59	25%	65	18%	47	26%	66	100%	256	
Availability of affordable quality food	4%	11	27%	70	35%	89	30%	77	4%	10	100%	257	
Availability of preventive health services	5%	14	21%	55	23%	60	16%	40	34%	88	100%	257	
Air quality	4%	10	23%	58	35%	89	35%	91	4%	9	100%	257	
Quality of overall natural environment in Richmond	8%	21	35%	90	39%	100	16%	41	1%	3	100%	255	
Overall image or reputation of Richmond	1%	3	5%	12	23%	59	68%	176	3%	7	100%	257	

Question 3: Growth														
Please rate the speed of growth in the following categories in Richmond over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	4%	10	8%	21	41%	105	12%	30	5%	14	30%	76	100%
Retail growth (stores, restaurants, etc.)	31%	78	43%	110	13%	32	2%	6	1%	3	10%	26	100%	255
Jobs growth	46%	118	29%	74	5%	14	0%	0	0%	0	20%	52	100%	258

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Richmond?	Percent of respondents	Count
Not a problem	1%	2
Minor problem	8%	21
Moderate problem	36%	94
Major problem	53%	139
Don't know	2%	5
Total	100%	261

Question 5: Community Safety															
Please rate how safe or unsafe you feel from the following in Richmond:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total		
Violent crime (e.g., rape, assault, robbery)	4%	11	22%	57	18%	46	37%	97	19%	49	0%	1	100%	261	
Property crimes (e.g., burglary, theft)	1%	3	15%	38	11%	29	38%	100	34%	89	1%	2	100%	261	
Environmental hazards, including toxic waste	2%	5	15%	40	17%	43	38%	100	27%	70	1%	2	100%	260	

Question 6: Personal Safety															
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total		
In your neighborhood during the day	48%	126	35%	91	5%	12	9%	24	3%	7	0%	0	100%	260	
In your neighborhood after dark	19%	49	43%	112	13%	34	15%	40	10%	25	0%	1	100%	261	
In Richmond's downtown area during the day	15%	39	34%	89	18%	46	20%	52	9%	24	4%	10	100%	260	
In Richmond's downtown area after dark	2%	4	5%	12	7%	17	34%	89	45%	118	8%	20	100%	260	
In Richmond's parks during the day	17%	43	32%	84	17%	45	16%	41	9%	24	9%	23	100%	260	

Question 7: Crime Victim		
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	74%	194
Yes	26%	67
Don't know	0%	0
Total	100%	261

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	23%	15
Yes	76%	50
Don't know	2%	1
Total	100%	66

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Richmond?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Used Richmond public libraries or their services	25%	64	32%	83	29%	74	8%	20	7%	18	100%
Used Richmond recreation centers	51%	132	21%	54	20%	52	5%	13	2%	6	100%	257
Participated in a recreation program or activity	52%	134	24%	62	17%	44	4%	9	3%	8	100%	257
Visited a neighborhood park or City park	14%	36	21%	54	33%	85	13%	35	19%	50	100%	260
Ridden a local bus within Richmond	64%	161	19%	49	10%	26	3%	8	4%	9	100%	253
Attended a meeting of local elected officials or other local public meeting	24%	62	24%	63	34%	88	11%	28	7%	17	100%	258
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	32%	83	24%	61	27%	71	10%	27	7%	17	100%	259
Read Richmond Newsletter	29%	74	17%	44	30%	78	14%	37	10%	25	100%	258
Visited the City of Richmond Web site (at www.ci.richmond.ca.us)	8%	21	15%	40	39%	100	21%	55	17%	43	100%	259
Recycled used paper, cans or bottles from your home	1%	2	3%	7	8%	20	11%	28	78%	202	100%	259
Volunteered your time to some group or activity in Richmond	31%	79	17%	44	17%	43	12%	30	24%	61	100%	257
Participated in religious or spiritual activities in Richmond	63%	164	10%	27	10%	25	6%	15	11%	28	100%	259
Participated in a club or civic group in Richmond	45%	116	20%	52	14%	37	10%	27	11%	28	100%	260
Provided help to a friend or neighbor	2%	5	14%	35	39%	100	24%	62	21%	54	100%	256
Used COR Connect/COMCATE (citizen request tracking system)	71%	182	14%	37	8%	21	2%	6	5%	12	100%	258

Question 10: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	32%	82
Several times a week	26%	68
Several times a month	24%	63
Less than several times a month	18%	47
Total	100%	260

Question 11: Service Quality												
Please rate the quality of each of the following services in Richmond:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	23%	60	49%	126	17%	43	8%	20	4%	10	100%	259
Fire services	26%	66	41%	106	7%	18	2%	5	24%	62	100%	257
Ambulance or emergency medical services	15%	39	33%	84	9%	23	2%	5	41%	107	100%	258
Crime prevention	6%	15	36%	93	27%	69	18%	47	13%	34	100%	258
Fire prevention and education	6%	15	35%	90	17%	45	5%	12	37%	97	100%	259
Traffic enforcement	2%	6	34%	87	26%	66	17%	43	21%	55	100%	257
Street repair	1%	3	11%	27	31%	80	56%	144	1%	3	100%	257
Street cleaning	6%	16	29%	76	39%	100	22%	57	3%	9	100%	258
Street lighting	3%	8	29%	76	40%	103	26%	67	2%	5	100%	259
Sidewalk maintenance	2%	5	18%	47	40%	103	35%	91	5%	13	100%	259
Traffic signal timing	3%	8	37%	95	33%	87	20%	51	7%	19	100%	260
Bus or transit services	1%	2	22%	56	22%	56	13%	32	43%	109	100%	255
Garbage collection	31%	80	47%	122	17%	45	3%	9	2%	4	100%	260
Recycling	38%	99	45%	117	12%	32	3%	8	2%	4	100%	260
Yard waste pick-up	31%	81	40%	104	12%	30	7%	18	10%	26	100%	259
Storm drainage	8%	21	29%	76	31%	81	16%	41	15%	40	100%	259
Sewer services	9%	24	28%	73	30%	77	13%	34	19%	49	100%	257
Power (electric and/or gas) utility	12%	32	45%	117	29%	75	10%	25	4%	10	100%	259
City parks	13%	32	36%	93	31%	79	9%	22	11%	29	100%	255
Recreation programs or classes	5%	14	30%	77	21%	54	7%	17	37%	94	100%	256

Question 11: Service Quality												
Please rate the quality of each of the following services in Richmond:	Excellent		Good		Fair		Poor		Don't know		Total	
	Recreation centers or facilities	5%	13	32%	82	23%	58	7%	19	33%	84	100%
Land use, planning and zoning	2%	5	18%	47	36%	94	21%	54	23%	59	100%	259
Code enforcement (weeds, abandoned buildings, etc.)	2%	6	13%	34	32%	81	36%	93	17%	43	100%	257
Animal control	2%	6	19%	48	31%	80	21%	55	27%	69	100%	258
Economic development	3%	9	15%	39	32%	83	28%	73	21%	55	100%	259
Health services	5%	12	17%	44	24%	61	12%	32	42%	110	100%	259
Services to seniors	2%	6	20%	52	22%	57	9%	24	46%	120	100%	259
Services to youth	2%	4	17%	43	19%	50	17%	43	46%	117	100%	257
Services to low-income people	3%	7	16%	42	19%	49	12%	32	49%	127	100%	257
Public library services	13%	34	39%	100	27%	70	6%	16	15%	38	100%	258
Public information services	4%	11	28%	71	30%	77	11%	29	26%	67	100%	255
Public schools	0%	1	9%	24	24%	61	45%	114	22%	56	100%	256
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	5%	13	22%	57	31%	79	17%	44	25%	65	100%	258
Preservation of natural areas such as open space, farmlands and greenbelts	12%	31	36%	93	31%	79	14%	36	8%	20	100%	259
City-sponsored events	10%	25	42%	108	26%	68	9%	24	13%	33	100%	258
City-maintained trees/public landscaping/street medians	7%	17	31%	80	39%	101	19%	48	5%	12	100%	258
City-sponsored job training programs	4%	11	20%	52	16%	40	10%	25	50%	129	100%	257
City of Richmond Web site	14%	37	45%	114	26%	67	5%	14	9%	24	100%	256

Question 12: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	The City of Richmond	7%	17	44%	113	32%	83	12%	32	5%	14	100%
The Federal Government	2%	5	27%	69	40%	103	21%	53	11%	28	100%	258
The State Government	1%	2	15%	39	44%	113	31%	80	9%	22	100%	256
Contra Costa County Government	2%	5	25%	64	33%	84	19%	48	22%	56	100%	257

Question 13: Contact with City Employees		
Have you had any in-person, phone or email contact with an employee of the City of Richmond within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	21%	55
Yes	79%	205
Total	100%	260

Question 14: City Employees												
What was your impression of the employee(s) of the City of Richmond in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	35%	72	40%	82	15%	30	8%	17	1%	3	100%
Responsiveness	33%	67	38%	77	14%	29	15%	30	1%	2	100%	205
Courtesy	40%	82	41%	84	12%	24	6%	13	0%	1	100%	204
Overall impression	33%	68	41%	85	16%	32	9%	18	1%	2	100%	205

Question 15: Government Performance												
Please rate the following categories of Richmond government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Richmond	7%	17	31%	81	34%	87	21%	54	8%	20	100%	259
The overall direction that Richmond is taking	23%	60	34%	89	20%	52	17%	45	5%	14	100%	260
The job Richmond government does at welcoming citizen involvement	19%	48	32%	82	20%	53	15%	40	14%	36	100%	259

Question 16: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Recommend living in Richmond to someone who asks	27%	69	37%	96	16%	42	18%	46	2%	4	100%
Remain in Richmond for the next five years	53%	136	25%	63	9%	23	12%	30	2%	5	100%	257

Question 17: Impact of the Economy		
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:	Percent of respondents	Count
Very positive	2%	6
Somewhat positive	17%	43
Neutral	35%	91
Somewhat negative	35%	91
Very negative	11%	28
Total	100%	259

Question 18a: Custom Question 1		
In general, how would you rate your health?	Percent of respondents	Count
Excellent	23%	61
Very good	39%	101
Good	26%	68
Fair	8%	22
Poor	3%	8
Total	100%	260

Question 18b: Custom Question 2		
Compared to one year ago, how would you rate your health in general now?	Percent of respondents	Count
Much better now than one year ago	5%	13
Somewhat better now than one year ago	15%	39
About the same	68%	177
Somewhat worse now than one year ago	11%	28
Much worse now than one year ago	1%	2
Total	100%	259

Question 18c: Custom Question 3												
How important, if at all, are the following issues for the City to address?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	Improving traffic flow and pedestrian safety	13%	34	37%	96	39%	100	9%	22	2%	5	100%
Preserving historic buildings and completing the Rosie the Riveter WWII National Homefront Park	13%	34	30%	77	41%	106	14%	36	2%	5	100%	258
Improving Richmond Parkway	7%	18	23%	60	43%	112	20%	53	7%	17	100%	260
Improving parking conditions/providing more parks/open space	22%	57	38%	100	30%	79	7%	17	3%	7	100%	260
Increasing paratransit service	8%	22	25%	66	31%	79	12%	32	23%	60	100%	259
Displaying more public art	10%	26	27%	69	35%	91	24%	62	4%	9	100%	257
Improving street pavement conditions	48%	126	38%	100	11%	28	1%	3	1%	3	100%	260
Increasing street lighting	33%	85	37%	95	21%	54	5%	14	4%	10	100%	258
Building a new library facility	12%	32	24%	63	32%	83	25%	64	7%	17	100%	259
Renovating community centers and expanding programming	16%	41	34%	87	32%	82	11%	29	8%	20	100%	259
Upgrading existing and developing more athletic fields	13%	33	29%	75	34%	87	16%	41	9%	23	100%	259
Installing surveillance cameras throughout the City	20%	53	34%	88	22%	58	15%	39	8%	22	100%	260
Improving infrastructure to prevent flooding	20%	52	31%	79	32%	83	9%	22	9%	22	100%	258
Increasing job training and development programs	39%	100	32%	82	19%	49	5%	14	5%	12	100%	257
Expanding after school programs (K-12)	41%	105	33%	85	14%	35	7%	17	6%	16	100%	258
Improving environmental quality	46%	118	32%	82	18%	45	4%	11	0%	1	100%	257

Question 18d: Custom Question 4		
Would you be willing to support a tax increase to support the following? Please check all that apply	Percent of respondents	Count
Preserving neighborhood schools	63%	128
Building a new police headquarters	21%	43
Infrastructure bonds for public facility and road repairs	65%	131
Special assessment districts for lighting and landscaping	42%	84
Library facilities	50%	101
Stormwater facilities to restore creeks and prevent flooding	52%	106
Paramedics	37%	74
Recreation and park development	55%	112
Total may exceed 100% as respondents could select more than one option		

Question 18e: Custom Question 5		
In which area of the City of Richmond do you live?	Percent of respondents	Count
Point Richmond and Marina Bay	24%	62
Santa Fe, Coranado, Cortez/Stege	3%	8
Laurel Park, Eastshore, Pullman, Park Plaza, Parkview, Panhandle Annex, Richmond Annex, Southwest Annex	18%	48
N. Richmond, Iron Triangle, Forest Park, Civic Center, Atchison Village	8%	21
Metro/Richmore Village, North and East Richmond, Richmond Heights, Belding Woods	37%	95
Hilltop Village, Hilltop Bayview, Fairmede	3%	8
May Valley, El Sobrante, Greenbrair, Greenridge Carriage Hills N and S, Castro Heights, Quail Hills	7%	17
Parchester Village	0%	1
Total	100%	260

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	37%	95
Yes, full-time	44%	114
Yes, part-time	20%	51
Total	100%	260

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	53%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	12%
Bus, rail, subway or other public transportation	11%
Walk	2%
Bicycle	3%
Work at home	18%
Other	1%

Question D3: Length of Residency		
How many years have you lived in Richmond?	Percent of respondents	Count
Less than 2 years	4%	10
2 to 5 years	9%	24
6 to 10 years	16%	42
11 to 20 years	28%	72
More than 20 years	43%	110
Total	100%	258

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	81%	210
House attached to one or more houses (e.g., a duplex or townhome)	8%	20
Building with two or more apartments or condominiums	11%	28
Mobile home	0%	0
Other	1%	2
Total	100%	260

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	13%	32
Owned by you or someone in this house with a mortgage or free and clear	87%	223
Total	100%	255

Question D6: Monthly Housing Cost		
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	9%	24
\$300 to \$599 per month	9%	23
\$600 to \$999 per month	15%	38
\$1,000 to \$1,499 per month	22%	56
\$1,500 to \$2,499 per month	28%	70
\$2,500 or more per month	17%	42
Total	100%	253

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	82%	214
Yes	18%	47
Total	100%	261

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	68%	177
Yes	32%	84
Total	100%	261

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$24,999	10%	24
\$25,000 to \$49,999	20%	49
\$50,000 to \$99,999	41%	101
\$100,000 to \$149,000	18%	43
\$150,000 or more	11%	28
Total	100%	245

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	94%	240
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	16
Total	100%	256

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	2%	4
Asian, Asian Indian or Pacific Islander	5%	13
Black or African American	12%	29
White	78%	195
Other	8%	19
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	2%	4
25 to 34 years	5%	13
35 to 44 years	13%	33
45 to 54 years	19%	48
55 to 64 years	37%	95
65 to 74 years	20%	51
75 years or older	5%	14
Total	100%	258

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	63%	159
Male	37%	94
Total	100%	253

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	3%	8
Yes	96%	249
Ineligible to vote	1%	2
Don't know	0%	0
Total	100%	259

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	4%	10
Yes	95%	249
Ineligible to vote	1%	2
Don't know	0%	0
Total	100%	261

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	9%	23
Yes	91%	235
Total	100%	258

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	16%	41
Yes	84%	217
Total	100%	258

Question D18: Primary Phone		
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents	Count
Cell	24%	47
Land line	51%	100
Both	26%	51
Total	100%	198