

City Survey 2017

Every two years, the City of San Francisco surveys its residents to objectively assess their use of and satisfaction with various city services. Corey, Canapary, & Galanis administered the survey from December 2016 to February 2017.

All telephone respondents received either the Transportation or Infrastructure sections. Half of telephone respondents received the Safety section. Online respondents received all sections. For all questions, respondents could answer “Don't Know” or “Never,” though the option was not verbalized by interviewers.

LOCAL GOVERNMENT

How would you grade the...	Excellent	Good	Average	Poor	Failing
Overall job of local government in providing services?	A	B	C	D	F

INFRASTRUCTURE

Please grade the City's performance in the following areas:	Excellent	Good	Average	Poor	Failing
Quality of Water Services	A	B	C	D	F
Reliability of Sewer Services	A	B	C	D	F
Cleanliness of streets and sidewalks in your neighborhood	A	B	C	D	F
Condition of the street pavement in your neighborhood	A	B	C	D	F
Condition of sidewalk pavement and curb ramps in your neighborhood	A	B	C	D	F
Adequacy of street lighting in your neighborhood	A	B	C	D	F

PARKS

How would you grade the...	Excellent	Good	Average	Poor	Failing
Overall quality of the City's recreation and park system?	A	B	C	D	F

In the past 12 months, how often did you visit a City park?	At least once a week	At least once a month	Several times a year	Once or twice a year
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How would you grade City parks on:	Excellent	Good	Average	Poor	Failing
Quality of Landscaping and Plantings	A	B	C	D	F
Quality of Athletic Fields and Courts	A	B	C	D	F
Cleanliness	A	B	C	D	F

In the past 12 months, have you or anyone in your household participated in a Recreation and Parks Department program, or used a Recreation and Parks Department recreation center or clubhouse?	Yes	No
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How would you grade the:	Excellent	Good	Average	Poor	Failing
Condition of recreation center and clubhouse buildings	A	B	C	D	F
Quality of recreation programs and activities	A	B	C	D	F

LIBRARY

How would you grade the...	Excellent	Good	Average	Poor	Failing
Overall quality of the San Francisco library system?	A	B	C	D	F

During the past 12 months, how frequently have you visited or used:	At least once a week	At least once a month	Several times a year	Once or twice a year
The City's Main Library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A branch library/bookmobile?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online library services, including the SF Library website, catalog, eBooks, databases, etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please grade the Library's:	Excellent	Good	Average	Poor	Failing
Collections of books, DVDs, CDs, etc.	A	B	C	D	F
Online library services, including the SF Library website, catalog, eBooks, databases, etc.	A	B	C	D	F
Internet Access	A	B	C	D	F
Assistance from library staff	A	B	C	D	F
Condition of the main library (cleanliness, maintenance)	A	B	C	D	F
Condition of your neighborhood branch library (cleanliness, maintenance)	A	B	C	D	F

TRANSPORTATION

On average, how often do you use [X] as a means of transportation in San Francisco?

	Daily	Several times a week	Once or twice a week	Several times a month	Once or twice a month
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Transportation (e.g. Muni, BART)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regular Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive Alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paratransit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uber, Lyft, or other ridesharing (TNC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you grade the...

	Excellent	Good	Average	Poor	Failing
Overall quality of Muni?	A	B	C	D	F

Have you used Muni in the past year?

Yes No

Please grade Muni on:

	Excellent	Good	Average	Poor	Failing
Frequency/Reliability	A	B	C	D	F
Cleanliness	A	B	C	D	F
Safety	A	B	C	D	F
Managing crowding	A	B	C	D	F
Courtesy of drivers	A	B	C	D	F

SAFETY

Please grade your feeling of safety while:	Excellent	Good	Average	Poor	Failing
Walking alone in your neighborhood during the day	A	B	C	D	F
Walking alone in your neighborhood at night	A	B	C	D	F

CHILDREN

Do you have any children under 18 who live with you in San Francisco?	Yes	No			
Do you have any children...	Yes	No			
0 to 5 years old?	<input type="checkbox"/>	<input type="checkbox"/>			
6 to 18 years old?	<input type="checkbox"/>	<input type="checkbox"/>			

How would you grade...	Excellent	Good	Average	Poor	Failing
The quality of the school(s) your child(ren) attend?	A	B	C	D	F

311 SERVICES

Have you heard of 311, the City's customer service phone number or website for information on City services?	Yes	No			
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Please indicate how often you have done the following during the past year:	At least once a week	At least once a month	Several times a year	Once or twice a year
Contacted 311 by phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used 311 service on the web or mobile app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please grade your experience:	Excellent	Good	Average	Poor	Failing
Calling 311	A	B	C	D	F
Using the 311 website or mobile app	A	B	C	D	F

GENERAL INFORMATION

Including yourself, how many people live in your household?

1 2 3 4 5 6+

Do you own or rent your home?

Own Rent Other (Specify)

How many years have you lived in San Francisco?

<2 years 3 to 5 years 6 to 10 years 11 to 20 years 21 to 30 years >30 years

In the next three years, how likely are you to move out of San Francisco?

Very likely Somewhat likely Not too likely Not likely at all

What was your household's total income before taxes in 2014?

\$10,000 or less \$10,001 to \$25,000 \$25,001 to \$35,000 \$35,001 to \$50,000
\$100,001 to \$200,000 \$200,000 or more

What is your age?

18 to 24 years old 25 to 34 years old 35 to 44 years old 45 to 54 years old
55 to 59 years old 60 to 64 years old Over 65 years old

Do you have any (long term) physical conditions that limit your activities?

Yes No

Do you have any (long term) mental or emotional conditions that limit your activities?

Yes No

What gender do you identify with?

Male Female Other (Specify)

What is your sexual orientation? Is it...

Heterosexual or Straight Gay or Lesbian Bisexual Other (Specify)

What is your racial or ethnic background? (All that apply)

African-American or Black Asian Arab, Middle Eastern, or South Asian
Caucasian or White Hispanic or Latino Native American Pacific Islander
Other (Specify)

GENERAL INFORMATION (...CONT)

What language do you primarily speak at home? (One preferred; two accepted)

English Chinese Spanish Russian Tagalog Other (Specify)

What is the highest level of education you have completed?

Less than High School High School Less than 4 years of college
4 years of college or more

What is your home zip code?

Who is your Supervisor or what is your District number?

District One (Sandra Lee Fewer)	District Two (Mark Farrell)
District Three (Aaron Peskin)	District Four (Katy Tang)
District Five (London Breed)	District Six (Jane Kim)
District Seven (Norman Yee)	District Eight (Scott Weiner)
District Nine (Hillary Ronen)	District Nine (Malia Cohen)
District Eleven (Asha Safai)	Don't Know (Ask: "Could you give me a cross street near your home?")

And finally, what would you say is the **most important** issue facing the City of San Francisco today?*

*The answers to the most important issue facing San Francisco were recorded and coded into broad categories by Corey, Canapary, & Galanis. Respondents were asked to identify one top issue, but a maximum of two were recorded, if offered.