

Riverside Community Quality of Life Survey

Report Submitted to:

Seizing Our Destiny
The Movement for Riverside's Prosperous Future

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EXECUTIVE SUMMARY

In 2013 the City of Riverside engaged in a wide-ranging survey effort to determine the perceptions of the quality of life among City residents and among those who work in the City but live elsewhere. That survey effort was designed to establish a sound baseline which would allow us in future years to measure progress toward Seizing Our Destiny's vision, stated as: "Riverside, California is a city that honors and builds on its assets to become known as a location of choice that catalyzes innovation in all forms, enjoys a high quality of life and is unified in pursuing the common good." Further, the survey was meant to spark community-wide engagement that would promote and improve the quality of life in Riverside.

The Institute of Applied Research (IAR) at California State University, San Bernardino is pleased to submit its final report on the follow-up 2015 Riverside Community Quality of Life Survey. This current survey, in combination with the results from the 2013 survey, tells a story about Riverside...its successes and its challenges.

SURVEY METHODS

Two types of survey methodologies were used in order to elicit information from Riverside City residents and non-resident workers:

1) A **telephone survey** was used in order to tap the opinions of a *statistically valid random sample* of Riverside City residents; that is, a sample drawn from the population in a way that every adult (with a telephone) living in the City had virtually the same chance to be included in the sample. The random sampling procedures used were designed to ensure that the resulting data would be unbiased and would approximate the demographic breakdown shown in the 2013 American FactFinder. In other words, the sample would reflect the profile of adults in the City of Riverside.

- A total of 523 residents were surveyed between September 10 and September 15, 2015 (with 14.1% of them conducted in Spanish), resulting in a 95 percent level of confidence and an accuracy of +/- 4.3%.
- The data were slightly skewed toward older people and non-Hispanics (people traditionally more likely to respond to a phone survey), thus in order to correct for this under-sampling and to better reflect the demographic profile of the City, a weighting factor was applied to the data.

2) An **online survey** was used to tap opinions of Riverside residents (both adults and youth) and those who work in the city. The online versions of the Riverside Community Quality of Life Survey were made active on the RiversideSurvey.com web page on October 1, 2015, and were available through October 31, 2015.

- A total of 1,483 "adult" surveys of City residents were taken online (9 of which were completed in Spanish) and 216 surveys were taken online by those who work in

Riverside and live elsewhere. Some of those surveys were incomplete, however all “usable” data were included in the results section of the report. In addition, 12 “youth” (residents younger than 18) surveys were completed (either partially or in full) online in English.

- The online survey provided an opportunity for community engagement and wide participation; however it is not random and therefore must be interpreted with caution due to possible biases in the data. If there is a discrepancy between online survey results and phone survey results, ***the phone survey results are the statistically valid results which should be relied upon.***

FINDINGS

The research objectives of the study were to elicit information from City residents and workers regarding the Seizing Our Destiny vision: “Riverside, California is a city that honors and builds on its assets to become known as a location of choice that catalyzes innovation in all forms, enjoys a high quality of life and is unified in pursuing the common good.” A questionnaire was constructed which would provide data that is useful (as opposed to simply “interesting”) and *actionable*. In this executive summary, the questions are grouped based on the four pillars of the vision (and related topics), and **focus mainly on the telephone survey results** which best reflect the profile of adults in the City.

LEGEND: **Bold** numbers are phone survey results (**statistically valid**, based on a random sample of residents); underlined numbers are online results for residents and workers. If there is a discrepancy in results between the phone and online surveys, the phone survey should take precedence.

1) **Unified City – is Riverside a unified city where people from diverse backgrounds can feel a sense of belonging and be engaged in their city?**

OVERVIEW: The vast majority of Riverside residents have a tremendous feeling of pride in their city and view the city as a good place to bring visitors. They see Riverside as a “good area/location,” a place with affordable housing, nice parks/outdoor spaces/scenery, good schools and universities, and friendly people. Residents feel a sense of belonging to their city. They are engaged in their community in the concrete – they donate to Riverside causes and volunteer in Riverside organizations. More than ever, they are using social media to find out about Riverside events and resources. Traffic, smog, crime, and homelessness are on-going concerns.

- **92.6%** strongly agreed or agreed that they are “proud to live in Riverside”
- **88.8%** (up from **83.7%** in 2013) view Riverside as a good place to bring visitors
- **88.9%** view Riverside as an attractive place

- Best things about Riverside include good area, location (**40.0%**); affordable housing (**10.1%**); nice parks, outdoor spaces, natural scenery (**10.0%**); convenience to stores, retail, and restaurants (**9.8%**); friendly people (9.1%); good schools/universities (**8.7%**); and small town atmosphere/feeling (**8.3%**)
- Things Riverside residents like least about living in Riverside include traffic (**22.8%**, up from **17.8%** in 2013); weather, fires, floods, earthquakes (**19.9%**, up from **13.1%** in 2013); crime/violence (**7.5%**)/ gang activity (**3.6%**)/ drugs (**0.8%**); and smog (**10.4%**)
- **47.3%** are satisfied with the progress in addressing homelessness in the city
- **85.2%** feel a sense of belonging to their community
- **60.9%** donate to Riverside causes or organizations, showing a strong tie to the community
- **36.3%** volunteer for Riverside causes, organizations, or schools. The average amount of time spent ranged from 1 to 120 hours per month, with a mean of 16.42 hours (up from **14.33** hours in 2013) and a median of **10** hours.

Additional highlights from the online surveys:

- 80.6% of online survey respondents said they have at least one neighbor who would help them if they needed help (and another 12.5% said they “think so” but aren’t sure).
- 42.4% of online survey respondents (down from 57.7%) say that they use the local newspaper most often to find out about events and resources in Riverside. 58.2% (up from 34.7%) find out about events through social media

2) **Location of choice – is Riverside a location of choice that attracts creative and entrepreneurial people as residents and workers?**

OVERVIEW: Most Riverside residents feel that Riverside is a good place to be active and healthy, and rate the availability of places to exercise and healthy places to eat as excellent or good. Perceptions of the quality of Riverside’s tap water have marginally improved since the 2013 survey, however a large group of residents still don’t feel the water is safe to drink, regardless of objective evaluations which show the quality meets or exceeds standards. Most feel that Riverside is a good place to enjoy arts and culture, although suggestions were made to improve the entertainment scene. Residents believe that Riverside is a place of “optimism and opportunity,” and feel better off financially than they did last year. Riverside residents feel that it is relatively safe to walk in their neighborhood, and most are not fearful that they will be the victim of a serious crime.

- **89.4%** think Riverside is a good place to be active and healthy
- **75.8%** rate the availability of places to exercise and be active in the neighborhood as excellent or good
- **71.0%** rate the availability of healthy places to eat and shop for groceries as excellent or good
- **62.4%** agree that Riverside’s tap water is safe to drink
- **89.6%** get the medical services they need in Riverside
- **85.3%** think that “Riverside is a good place to enjoy art and culture”
- **90.2%** view Riverside as a good place to raise children
- **85.5%** (up from **80.5%** in 2013) feel that “Riverside is a place where I can realize the goals I have for my future”
- **79.4%** (down slightly from **82.1%** in 2013) feel it is safe to walk in their neighborhood, with crime and gang problems cited as the top reasons for feeling only “somewhat” or “not” safe
- **67.9%** are “not at all fearful” or “not too fearful” of being the victim of a serious crime

3) **Catalyst for Innovation – how does Riverside grow its economy based on innovation, education, and entrepreneurship?**

OVERVIEW: Riverside is perceived as a good place to own or operate a business or non-profit, and that opinion has strengthened since the 2013 survey. It is also perceived as a place with good schools (K-12) and colleges/universities which prepare our youth for college or for a good job or career. Business training and support services are offered by workforce development agencies at the local, county, and state level, yet more promotion of the services is needed since many of Riverside’s workers are unaware that the services exist.

- **83.7%** (up from **75.9%** in 2013) agreed that Riverside is a good place to own or operate a business or non-profit
- **87.6%** agree that there are good schools in their neighborhood

Additional highlights from the online surveys:

- 97.5% of residents think there are good colleges/universities in the City
- 76.4% of parents think their child’s school prepares them for a good job or career

- 82.2% of parents think their child’s school helps them prepare to be a successful college student
- 64.4% of those who both live and work in Riverside indicated in the online survey that the workforce is properly trained and educated

4) **Intelligent growth – does Riverside embrace economic growth in a manner which promotes quality of life for its residents and workers?**

OVERVIEW: Objective data show that the job picture is improving in Riverside, and a majority of residents now think Riverside is a good place to find a good job and to start or grow a business. Riverside is perceived as an affordable place to live, a place where retail, restaurants, and parks and recreational spaces are all rated relatively well in terms of “meeting people’s needs.” Long-time Riverside residents acknowledge that air quality has improved. The car culture is alive and well in Riverside – most people rate a car or motorcycle as their 1st choice for traveling within the City, and a large portion of the residents and workers are unable to rate the ease of getting around by bike, bus or rail. Very few people have been willing to transition to an electric vehicle as an alternative to cars using “traditional” fuels.

- **62.1%** (up from **51.7%** in 2013) think that Riverside is a good place to find a job
- **83.6%** said retail stores in Riverside meet their needs, and **6.7%** said they “somewhat” meet needs
- **78.1%** said restaurants in Riverside meet their needs, and **8.1%** said they “somewhat” meet needs
- Smog is one of the factors people like least about living in Riverside, yet **60.3%** of long time Riverside residents believe air quality has improved since they moved here.
- **77.4%** said parks and recreational spaces in Riverside meet their needs, and **4.8%** said they “somewhat” meet needs
- **78.3%** (down from **85.1%** in 2013) feel that Riverside is a good place to find an affordable place to live
- **87.8%** prefer traveling by car or motorcycle within the City of Riverside
- **56.6%** rate the availability of bike lanes as excellent or good
- **42.8%** rated the ease of getting around by bus or rail as excellent or good, with **34.4%** saying they don’t know or don’t use those methods of “alternative” transportation. Ratings are lowest for the older age groups.

INTRODUCTION

In 2013 the City of Riverside engaged in a wide-ranging survey effort to determine the perceptions of the quality of life among City residents and among those who work in the City but live elsewhere. That survey effort was designed to establish a sound baseline which would allow us in future years to measure progress toward Seizing Our Destiny's vision, stated as: "Riverside, California is a city that honors and builds on its assets to become known as a location of choice that catalyzes innovation in all forms, enjoys a high quality of life and is unified in pursuing the common good." Further, the survey was meant to spark community-wide engagement that would promote and improve the quality of life in Riverside.

There are various dimensions of "quality of life," but most researchers would agree that any attempt to measure quality of life would need to include a person's satisfaction (or lack thereof) with the cultural, financial, physical, environmental, intellectual, emotional, and social conditions of life. More specifically, for the 2013 survey (which formed the basis of this 2015 survey), City residents and workers were asked questions based on the four pillars of the vision (and related topics):

- 1) **Unified City – is Riverside a unified city where people from diverse backgrounds can feel a sense of belonging and be engaged in their city?** Topics: pride and overall satisfaction with Riverside as a place to live and/or work; evaluation of Riverside's social environment; level of engagement in the community and awareness of activities; and level of volunteerism and philanthropy.
- 2) **Location of Choice – is Riverside a location of choice that attracts creative and entrepreneurial people as residents and workers?** Topics: evaluation of Riverside as a place to be active and healthy; perceptions of Riverside as a place to enjoy arts and entertainment; sense of optimism and opportunity...that is, perceptions of Riverside as a "place to realize your dreams;" and perceptions of safety.
- 3) **Catalyst for Innovation – how does Riverside grow its economy based on innovation, education, and entrepreneurship?** Topics: perceptions of Riverside as a place for business discovery and entrepreneurship; and evaluation of Riverside's education and workforce development services (K-12, college, and workforce training).
- 4) **Intelligent Growth – does Riverside embrace economic growth in a manner which promotes quality of life for its residents and workers?** Topics: economic health and perceptions of job availability; sustainability of the environment and perceptions of recreational space; availability of affordable housing; perceptions of retail stores and restaurants; and perceptions of traffic and availability of public transportation.

The Institute of Applied Research (IAR) at California State University, San Bernardino is pleased to submit its final report on the follow-up 2015 Riverside Community Quality of Life Survey. This current survey, in combination with the results from the 2013 survey, tells a story about Riverside...its successes and its challenges. Public and private sector leaders, residents and workers, youth and adults...all have a stake in the quality of life in Riverside, and all can use the information contained in this report both to celebrate the factors which have improved since the baseline 2013 survey and which make the City great, and to create a “call to action” to make progress addressing those areas that need improvement.

SURVEY METHODS

Two types of survey methodologies were used in order to elicit information from Riverside City residents and non-resident workers:

First, a **phone survey** was used in order to tap the opinions of a statistically valid random sample of Riverside City residents; that is, a sample drawn from the population in a way that every adult (with a telephone) living in the City had virtually the same chance to be included in the sample.¹ The random sampling procedures used were designed to ensure that the resulting data would be unbiased and would approximate the demographic breakdown shown in the 2013 American FactFinder. In other words, the sample would reflect the profile of adults in the City of Riverside. In addition, **online surveys** were used to tap opinions of Riverside residents (both adults and youth) and those who work in the city. Although such surveys are not random (and therefore must be interpreted with caution due to possible biases in the data), they do provide more of an opportunity for community engagement and wider participation than would be possible if only a phone survey had been conducted.

Questionnaire Construction

The original 2013 questionnaires were developed with the imperative/guideline that items were only included if they would **provide data that is useful (as opposed to simply “interesting”) and actionable**. IAR developed the questionnaires, in consultation with Gina Airey Consulting, using questions from the 2011 Riverside Community Quality of Life Survey, some questions from IAR’s Inland Empire Annual Survey, a question from a survey conducted by the Pew Internet & American Life Project,² and some new questions of interest to the Seizing Our Destiny Champions Council and Leadership Core. Those questions were structured to enable us to:

1. It must be noted that adults with more than one telephone had a slightly higher chance to be selected for the survey than those with only one phone.

2. “Neighbors Online,” by Aaron Smith, June 9, 2010; a project of the Pew Research Center.

- compare perceptions of different aspects of quality of life across subgroups of the population,
- compare residents' perceptions to hard data about aspects of quality of life, and
- elicit information which could result in recommended priorities for action which would have the greatest chance of making a positive difference in the quality of life of Riverside residents and non-resident workers.

The 2013 survey development process was a collaborative and painstaking process which produced questionnaires that met the needs of Seizing Our Destiny personnel and other Riverside decision-makers. For that reason (and because there was a desire to track changes in quality of life over time), the questionnaires used in this 2015 survey were based closely on the original 2013 surveys, with new questions added to address issues relevant to the current decision-making needs of City of Riverside stakeholders. Specifically, the online questionnaires used in 2013 were augmented at the direction of Teresa Rosales, Office of the City Manager, to include questions about:

- transportation within the City (e.g. preferred methods of travelling, use of public transportation, parking issues);
- electric vehicles (e.g. use, likelihood of driving an electric vehicle – and visiting City facilities – if charging stations were available; and
- participation in City government (including use of EngageRiverside.com and City of Riverside eComment).

Finally, a short online questionnaire for Riverside youth was developed in 2013, and the same survey was used in this survey effort.

The phone questionnaire for Riverside residents is attached as Appendix I, the online questionnaires are attached as Appendices II and III, and the youth survey is attached as Appendix IV.

Telephone Survey Methods

In order to generate the initial sampling frame, IAR purchased a list of randomly selected landline phone numbers likely to belong to City of Riverside residents. The list was screened to eliminate business phones, fax machines, and non-working numbers.

Further, it is well known that more and more households are becoming “cell phone only” households. Indeed, a recent survey conducted by the Centers for Disease Control indicates that nearly half (45.4) of U.S. households are “wireless only.”³ Those households may differ significantly from those households with landlines in terms of age group (younger people are more likely to be in cell phone only households), ethnicity, and socioeconomic status (renters

3. <http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201506.pdf>

and those living under the poverty line have a higher incidence of wireless only households than the national average). In order to ensure that cell phone only households were well represented in the survey, IAR purchased “enhanced wireless” phone numbers which are based on the last known address of the cell phone owner.

Finally, in order to ensure that some unlisted phone numbers were included in the sample, the original list was supplemented by using working numbers as seed numbers from which other numbers were generated by adding a constant. To the extent possible, therefore, each Riverside resident **with a telephone** (either landline or cell phone) had an equal chance of being included in the survey sample. A total of **523 residents** were surveyed (with 14.1% of them conducted in Spanish)⁴, resulting in a 95 percent level of confidence and an accuracy of +/- 4.3%. Telephone interviews were conducted by the Institute of Applied Research at California State University, San Bernardino using Computer Assisted Telephone Interviewing (CATI) equipment and software. The surveys were conducted between September 10 and September 15, 2015 (weekdays from 2 – 9 PM, Saturday from 10 AM- 6 PM, and Sunday from 1 PM to 7 PM) in order to maximize the chances of finding respondents available and willing to complete the survey.

The following table shows a partial demographic breakdown of the respondents who participated in the telephone survey. The reader will note that the data are skewed toward older people (people traditionally more likely to respond to a phone survey). Further, 42.0% of the respondents reported being of Hispanic, Latino, or Spanish origin, whereas the 2014 American Community Survey update of the 2010 Census⁵ reports 51.5% of Riverside’s population falling into that category. In order to correct for this under-sampling and to better reflect the demographic profile of the City, a weighting factor has been applied to the data. The weighted data (cited in this report) are only slightly different from the unweighted results; however the weighting better allows us to generalize to the full population of residents.

AGE – RIVERSIDE ADULT POPULATION ONLY

| | Census | Phone survey |
|-------------------|--------|--------------|
| 18 to 19 years | 2.5% | 2.4% |
| 20 to 24 years | 14.9% | 6.7% |
| 25 to 34 years | 20.4% | 10.7% |
| 35 to 44 years | 17.7% | 15.6% |
| 45 to 54 years | 17.9% | 15.4% |
| 55 to 59 years | 7.2% | 11.1% |
| 60 to 64 years | 5.9% | 10.7% |
| 65 to 74 years | 7.4% | 17.2% |
| 75 to 84 years | 4.3% | 8.3% |
| 85 years and over | 1.9% | 1.8% |

4. Of the 42.0% of the sample reflecting respondents of Hispanic, Latino, or Spanish origin, only 14.1% required the Spanish version. The rest responded to the English version.

5. <http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

HISPANIC, LATINO, OR SPANISH ORIGIN

| | Census | Phone survey |
|--------------|--------|--------------|
| Hispanic | 51.5% | 42.0% |
| Non-Hispanic | 48.5% | 58.0% |

Federal policy defines “Hispanic” not as a race, but rather as an *ethnicity*. That is why the question regarding Hispanic, Latino, or Spanish origin is asked separately from the question about race. In this survey, respondents were asked to specify both their ethnicity and their race, and were allowed to select several racial categories if they wished. Following are the major racial categories on the survey. As the reader will note in the table below, 21.2% of Hispanics also identified themselves as White, 1.4% identified themselves as Black/African American, and another 5.2% identified themselves either as American Indian, Alaska Native, or Asian. Most of the non-Hispanics surveyed identified themselves as “White.”

| | Hispanic origin | Not of Hispanic origin | Total Sample |
|----------------------------------|-----------------|------------------------|--------------|
| White | 21.2% | 74.7% | 52.2% |
| Black/African American | 1.4% | 16.7% | 10.3% |
| American Indian or Alaska Native | 2.8% | 5.7% | 4.4% |
| Asian | 1.8% | 5.3% | 3.9% |

Online Survey Methods

The online surveys for Riverside residents, for those who work in Riverside but live elsewhere, and for youth, were programmed in Qualtrics and thoroughly pre-tested. On October 1, 2015, the surveys were made active on the RiversideSurvey.com web page, with separate links for the English and Spanish versions. The survey was available through October 31, 2015. A total of **1,483 “adult” surveys of City residents were taken online** (9 of which were completed in Spanish). About half of those adults (50.5%) both live AND work in the City, and the remainder just live in the City (and either work elsewhere or are retired). Another **216 surveys** were taken online (all but one in English) by those who **work (or go to college) in Riverside but live elsewhere**. In addition, **12 “youth” surveys** (for residents younger than 18) were completed online (all in English). Unfortunately the sample size for the youth survey was too small to be analyzed with any degree of validity. Also, we must note that some online survey respondents did not complete the full survey, but all “usable” data were included in the results section of the report.

It is important to reiterate that online surveys are not random, thus results may be skewed and must be interpreted with caution. Typically online survey respondents are those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with “mid-range” attitudes. Further, people who have a vested interest in survey results are potentially able to answer an online survey more than once,

thus introducing bias into the results. Even if protocols had been put into place to block more than one survey completion per IP address, the problem would still exist since some people have access to multiple computers. Finally, it is well known in the literature that residents who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both online and phone surveys).

But does this invalidate the responses gleaned from the surveys? The answer is “no.” Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and additional validation of phone survey results if the overall trends of the two methodologies match. Further, several people made comments about how pleased they are that the City was interested in eliciting the responses of City residents and workers. Here is but one example: “Thank you for having this survey opportunity for residents to engage by providing personal data. I believe this survey also raises awareness on issues and other aspects of life, which is always a good thing to have an informed public. Thank you for allowing us to voice our concerns.” Online surveys are an important survey tool, however we must reiterate that if there is a discrepancy between online survey results and phone survey results, ***the phone survey results are the statistically valid results which should be relied upon.***

Following is some demographic information describing the respondents of the online surveys. As will be the case throughout the remainder of this report, the online survey responses are underlined and the phone survey results are in **bold** print so that the reader can easily distinguish between them.

AGE – RIVERSIDE ADULT POPULATION ONLY

| | Census | <u>Online Survey of Residents</u> | <u>Online Survey of Workers</u> |
|-------------------|--------|-----------------------------------|---------------------------------|
| 18 to 19 years | 2.5% | <u>1.3%</u> | <u>0.6%</u> |
| 20 to 24 years | 14.9% | <u>3.8%</u> | <u>4.5%</u> |
| 25 to 34 years | 20.4% | <u>19.0%</u> | <u>20.4%</u> |
| 35 to 44 years | 17.7% | <u>22.8%</u> | <u>26.1%</u> |
| 45 to 54 years | 17.9% | <u>20.5%</u> | <u>33.1%</u> |
| 55 to 59 years | 7.2% | <u>12.9%</u> | <u>7.6%</u> |
| 60 to 64 years | 5.9% | <u>9.2%</u> | <u>3.8%</u> |
| 65 to 74 years | 7.4% | <u>8.8%</u> | <u>2.5%</u> |
| 75 to 84 years | 4.3% | <u>1.6%</u> | <u>0.6%</u> |
| 85 years and over | 1.9% | <u>0.2%</u> | <u>0.6%</u> |

HISPANIC, LATINO, OR SPANISH ORIGIN

| | Census | <u>Online Survey of Residents</u> | <u>Online Survey of Workers</u> |
|--------------|--------|-----------------------------------|---------------------------------|
| Hispanic | 51.5% | <u>24.2%</u> | <u>29.7%</u> |
| Non-Hispanic | 48.5% | <u>75.8%</u> | <u>70.3%</u> |

FINDINGS

Following are the findings from the surveys of Riverside City residents and workers. The results are organized by the four pillars of the vision and related topics. Within each category the phone survey results are first presented (weighted where warranted), followed by the online results. **Telephone survey percentages are bolded** in order to reinforce the fact that these statistics are the random and generalizable figures to focus on. Online results are underlined to distinguish these from the statistically valid phone results. Significant changes from the 2013 survey results are noted and discussed in the narrative.

LEGEND: **Bold** numbers are phone survey results (**statistically valid**, based on a random sample of residents); underlined numbers are online results for residents and workers. If there is a discrepancy in results between the phone and online surveys, the phone survey should take precedence.

The reader is encouraged to view the full data displays in Appendices V - VII.

1) **Unified City – is Riverside a unified city where people from diverse backgrounds can feel a sense of belonging and be engaged in their city?**

OVERVIEW: The vast majority of Riverside residents have a tremendous feeling of pride in their city and view the city as a good place to bring visitors. They see Riverside as a “good area/location,” a place with affordable housing, nice parks/outdoor spaces/scenery, good schools and universities, and friendly people. Residents feel a sense of belonging to their city. They are engaged in their community in the concrete – they donate to Riverside causes and volunteer in Riverside organizations. More than ever, they are using social media to find out about Riverside events and resources. Traffic, smog, crime, and homelessness are on-going concerns.

The Seizing Our Destiny website states that “Riverside unifies its diverse community to accelerate the common good for the City as a whole.” The site portrays the City of Riverside as a place where “*people are brought together around common interests and concerns, while the unique character of Riverside’s neighborhoods and diverse communities are celebrated and valued... Riverside is a city for everyone and by everyone... Riversiders are working together every day to not only address local issues, but to also have a positive impact on the region, nation and world...*”

A series of questions was asked to determine whether residents and workers perceive Riverside as a Unified City. The questions elicit information about people’s pride and overall satisfaction with Riverside as a place to live and/or work; level of engagement in the community and awareness of activities; level of volunteerism and philanthropy; and evaluation of Riverside’s social environment. Following are the results of those questions.

Pride and Overall Satisfaction

Overall, what do respondents think are the best things about life in Riverside, and what are Riverside’s biggest challenges? First, it must be noted that Riverside residents have a tremendous feeling of pride in their city. More than 9 out of 10 phone survey respondents (**92.6%**) strongly agreed or agreed that they are “proud to live in Riverside,” as did well over three quarters (**83.3%**) of online survey respondents. And **90.3%** of people who work in Riverside but live elsewhere say they are proud to work in Riverside.

Of course, this latter finding begs the question: why don’t they want to live here if they are proud to work here? The answer given most often (**55.4%** of respondents) is that they simply like where they are living now...in other words it’s not that they don’t like Riverside, they just don’t see a need to move since they like their current area of residence. Another **17.8%** said they can’t afford to live in Riverside, and **18.3%** said they can’t afford to move from where they are living now. The only negatives offered by these people is the perception that there is too much crime in the area (**7.0%**, down from **13.0%** in 2013), schools seem better where they live now (**8.0%**, down from **12.8%** in 2013), they prefer a less crowded area (**6.1%**), or they “just don’t like it” (**3.8%**).

Given the pride and positive feelings expressed above, it is not surprising that Riverside residents see the city as a good place to bring visitors and an attractive place which they enjoy. In fact, as noted in the table below, ratings on those questions increased significantly since the 2013 survey. It may be that the efforts of City officials to beautify the city and spread the news that Riverside is a good place to live and work have borne fruit.

| RIVERSIDE IS.... | % Agree or Strongly Agree | | | | | |
|--------------------------------|----------------------------------|--------------|--------------|--------------|--------------|--------------|
| | 2013 | | | 2015 | | |
| | Phone | Online Live | Online Work | Phone | Online Live | Online Work |
| A good place to bring visitors | 83.7% | <u>73.8%</u> | <u>76.1%</u> | 88.8% | <u>79.8%</u> | <u>87.0%</u> |
| An attractive place | 87.8% | <u>79.7%</u> | <u>77.6%</u> | 88.9% | <u>84.9%</u> | <u>91.2%</u> |

An open-ended question was asked on the phone survey to find out what residents felt are the “best things” about **living** in Riverside, and up to 2 responses were allowed. Best things mentioned included:

- Good area, location (**40.0%**)
- Affordable housing (**10.1%**)
- Nice parks, outdoor spaces, natural scenery (**10.0%**)
- Convenience to stores, retail, restaurants (**9.8%**)
- Friendly people (**9.1%**)
- Family and friends live here (**8.9%**)

- Good schools/universities (8.7%)
- Small town atmosphere/feeling (8.3%)
- Good climate, weather (6.9%)
- Not crowded (6.3%)

Best things about **working** in Riverside (offered by online respondents *who also live in Riverside*) included:

- Good job/company (59.9%)
- A short commute (59.1%)
- Less traffic than Orange or LA County (30.0%)
- Availability of amenities (6.3%)

Those same factors were mentioned by online *non-resident* respondents although the percentages were different. They said that the best things about **working** in Riverside are:

- Good job/company (86.8%)
- A short commute (35.4%)
- Less traffic than Orange or LA County (18.4%)
- Availability of amenities (12.3%)

Although it is clear that many Riverside residents and workers enjoy Riverside as a place to live and work, Riverside still has its challenges. Respondents were asked: “What do you like least about living in Riverside?” Top answers (with changes over time noted where those changes were significant) included:

- Traffic (22.8% -- up from 17.8% in 2013)
- Weather, fires, floods, earthquakes (19.9% -- up from 13.1% in 2013)
- Crime/violence (7.5%), gang activity (3.6%), drugs (0.8%)
- Smog, air pollution (10.4%)
- Homelessness (8.7% -- up from 4.8% in 2013)
- Overpopulation (7.4%)
- Lack of entertainment, arts, and culture (5.7%)
- **There is NOTHING I like least (12.4%)**

In the 2013 survey, traffic was at the top of the list of things people like least about living in Riverside, and that hasn’t changed in this 2015 survey (and in fact more people mentioned it than before). Residents know that the traffic should ease considerably once the ongoing construction is finished, however in the meantime residents are feeling a great deal of angst relative to getting where they want to go. Weather, fires, floods, and earthquakes were also

mentioned in larger numbers than before...but obviously there isn't much that Riverside leaders can do about those negative factors. That is just a part of life in Southern California! On the other hand, Riverside leaders *can* do something to address other factors such as the perceived lack of entertainment, arts, and culture; and crime/violence, gang activity, and drugs. Further, mentions of homelessness as a negative factor increased from **4.8%** in 2013 to **8.7%** in this survey – an increase which is close to being statistically significant. In a related question, only **47.3%** of residents responding to the phone survey feel satisfied with the progress made so far in addressing homelessness in the city, even though there has been an overall decrease in the homeless count since 2005.⁶ From the point of view of those respondents, more can and should be done about the issue.

For the most part the online survey results were consistent with those from the phone survey, however the notable exception was mention of homelessness as what people like least about living in Riverside. Whereas **8.7%** of phone survey respondents mentioned homelessness, the figure is **23.5%** of online survey responses by residents. That difference may be due to methodological differences of answering an open-ended question on the phone vs. reading a question and looking at the coding categories provided.

Social Environment, Neighborhood, and Belonging

John McKnight of the Asset-Based Community Development Institute wrote: “*Ours is an era of “pulling back.” Our Institutions – not-for-profit organizations, government, and businesses – are downsizing, retracting, and sequestering. They are beginning to abandon functions they had previously claimed to perform.*” McKnight’s thesis is that neighborhoods should take back responsibility for a greater share of these activities. He believes that well organized neighborhoods can provide health through social support networks; safety through “eyes on the street” (e.g. neighborhood watch organizations); environmental resource conservation; a resilient economy through local businesses; local production and distribution of food; socialization and raising children (e.g. “it takes a village”); and community care-giving.⁷ In support of this thesis, a study by the University of Missouri indicates that trust of neighbors was associated with self-rated health status.⁸ Clearly, neighborhoods serve an important function relative to residents’ quality of life.

6. According to the Riverside County 2015 Point-In-Time Homeless Count Report, the number of unsheltered homeless people county-wide decreased by 16% from 2013 to 2015, and decreased 33% in the City of Riverside. Factors cited which contributed to the decrease included: increased HUD funding, the VALOR initiative, an increase in HUD-permanent housing beds for homeless individuals and families, a strengthened network of homeless service providers, and changes in weather in days leading up to the count which may have caused homeless people to vacate encampment areas where the counts were conducted. Source:

http://riversidehomelesscounts.com/pdf_2015/2015_RiversideCountyPITCountReport.pdf

⁷ http://www.abcdinstitute.org/docs/Neighborhood_Necessities_2013.pdf

⁸ <http://www.ncbi.nlm.nih.gov/pubmed/21669482>

Riverside has 26 neighborhoods, although these neighborhood designations are not universally known (and only 13.7% knew of the Neighborhood Postcard Project which was ongoing at the time of the survey). Nearly a quarter – 22.4% -- of residents surveyed online couldn't/didn't answer the question of which neighborhood they live in, another 3.8% said they don't know which neighborhood they live in, and 7.3% provided a neighborhood designation which doesn't actually exist. That said, do these neighborhoods (or does the community) still provide a sense of belonging? Yes. The vast majority of phone survey respondents (**85.2%**) feel a sense of belonging to their community. Online survey results show that 76.4% feel a sense of belonging to their community, and more than four out of five online survey respondents (86.2%) strongly agree or agree that Riverside is a good place to make friends. These figures are consistent with the “small town atmosphere” and feeling some respondents also mentioned as one of the best aspects of living in Riverside.

Further, in 2010 the Pew Internet & American Life Project conducted a study that showed that nationwide, 43% know most or all of their neighbors. Based on phone survey results, the figures for Riverside are virtually the same as the nationwide figures – **47.1%**, up from **42.0% in 2013**. Online survey results are similar, with 44.0% saying they know most or all of their neighbors. Even more significant is that 80.6% of online survey respondents said they have at least one neighbor who would help them if they needed help (and another 12.5% who said they “think so” but aren't sure). It is doubtful whether the results in a large city would match those statistics.⁹

Engagement and Awareness

There are many definitions of community engagement. Most of them focus on a process of public participation and involvement that promotes relationship building for the purpose of addressing issues affecting people's well-being. Community engagement often involves people working collaboratively to address social, economic, or political issues. But it also refers to people improving the quality of their lives by involving themselves in community events, classes, festivals, community center activities, sporting events, and the arts. Riverside, as the “City of Arts & Innovation” has created a multitude of “creative” tools for community engagement including social-networking, exhibits, music and theater performances, festivals, and community gatherings. These exist in addition to the more “traditional” engagement tools such as public surveys, visioning workshops, committees, and public hearings. All of these can be considered parts of an engagement strategy to explore and strengthen community values. But are residents aware of these efforts, and are they using the engagement tools available?

A question was placed on the online survey asking “what sources of information do you rely on to find out about events and resources in Riverside?” Respondents were able to select as many sources of information as they wished from a provided list. The results of that multiple

⁹ Unfortunately the Pew results are not available for geographical areas other than the nation as a whole.

response question are shown in the table below, both for 2013 (for comparison purposes) and 2015. The reader will note that the percentage of people relying on a local newspaper to find out about events and resources has significantly decreased, whereas digital media (e.g. Twitter, Facebook, online community calendar, or ExploreRiverside.com) has significantly increased as sources of information.

Since people could choose one, two, or all of the sources of information, a follow-up question asked: “Which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?” Those results are also in the table below, and again, social media (e.g. Twitter, Facebook) is the predominantly used source of information.

| Source(s) of information people rely on to find out about events and resources in Riverside (<u>Online survey respondents only</u>) | 2013 Sources of info used* | 2015 Sources of info used* | 2015 Source of info used most often |
|--|-----------------------------------|-----------------------------------|--|
| Friends and family | <u>58.5%</u> | <u>57.9%</u> | <u>12.3%</u> |
| A local newspaper | <u>57.7%</u> | <u>42.4%</u> | <u>20.1%</u> |
| Explore Riverside quarterly newsletter | <u>37.5%</u> | <u>32.8%</u> | <u>7.0%</u> |
| Social media such as Twitter or Facebook | <u>34.7%</u> | <u>58.2%</u> | <u>33.5%</u> |
| Online community calendar at RiversideCA.gov or ExploreRiverside.com | <u>33.6%</u> | <u>40.9%</u> | <u>9.4%</u> |
| Local websites | <u>26.4%</u> | <u>27.5%</u> | <u>3.4%</u> |
| Utility bill inserts | <u>24.4%</u> | <u>22.4%</u> | <u>1.3%</u> |
| Community or neighborhood groups | <u>19.2%</u> | <u>22.7%</u> | <u>3.3%</u> |
| Radio | <u>17.9%</u> | <u>16.0%</u> | <u>2.0%</u> |
| Email from the City or Councilmember | <u>17.8%</u> | <u>18.6%</u> | <u>3.0%</u> |
| Religious/Faith community | <u>14.5%</u> | <u>12.4%</u> | <u>1.0%</u> |
| Employer | <u>13.4%</u> | <u>11.7%</u> | <u>2.2%</u> |
| Channel 3, government access TV | <u>5.6%</u> | <u>3.7%</u> | <u>0.3%</u> |
| Never try to find out about things happening | <u>0.9%</u> | <u>1.4%</u> | -- |

* NOTE: Since respondents were able to indicate more than one response, the percentages do not sum to 100%.

Online survey respondents were also explicitly asked: Do you ever use the online community calendar on RiversideCA.gov or ExploreRiverside.com? Over a quarter of respondents (28.3% -- up from 21.9% in 2013) said “yes” and another 24.8% said “sometimes.” These results, in concert with those in the table above, would indicate that Riverside residents are increasingly becoming aware of the digital methods of transmitting information about events and resources being used by Riverside leaders.

Finally, this year a new question was asked regarding participation in Riverside City government, and 41.6% of residents who completed the survey online indicated that they had participated at some time. 78.8% of those individuals said they are most likely to participate in City government when something affects their neighborhood, and it appears that more people would get involved if there were more opportunities to offer opinions via technology rather than “in person.”

Volunteerism and Philanthropy

Why do people give? Studies show that there are three broad categories of reasons why people donate their time and/or money: (1) “Purely altruistic” (donating because of the social good which results from their actions); (2) “Impurely altruistic” (engaging in charitable giving because of the benefits that they derive from their acts, including internal satisfaction and enjoyment from knowing they have contributed); and (3) “Not at all altruistic” (those who donate because of the public recognition and, at times, the tax deduction they get from the donation). Studies also show that people in the lowest and highest income groups tend to give larger proportions of their incomes to charities than those in the middle income groups, and charitable giving tends to increase with age and income. Finally, studies show that “giving” increases when there is a small group of identifiable victims (as opposed to a large “abstract” group) and when the victims are local rather than far away.

Riverside residents were asked in the phone survey if they donate to Riverside causes or organizations. Most phone survey respondents (**60.9%**) indicated that they donate to Riverside causes and another **1.9%** said they donate to causes, but not in Riverside. Over half (**52.7%**) of respondents who give indicated that give to both religious institutions and other nonprofit organizations, and a third (**34.3%**) give only to non-profits, with the remaining **13.0%** giving solely to religious institutions.

The data also show that older respondents had a higher rate of giving than younger. Specifically, **42.3%** of individuals below 35 years of age reported donating to Riverside causes, whereas approximately **2/3** of middle age respondents (35 to 59 years old) and seniors (60+) reported donating. And as would be expected, income was also a factor: **45.3%** of those with incomes below \$25,000 donate, as do **59.7%** of middle income (\$25,000 - < \$65,000) and **71.3%** of those with incomes of \$65,000 or more.

Volunteerism is another indicator of the extent of people’s ties to their community, and a great many opportunities for volunteerism exist in Riverside, e.g. placing flags on graves at Veteran’s and Memorial Day, cleaning up graffiti in parks, helping at the Salvation Army, helping with the survey of homeless persons living in Riverside, working at senior centers, and many other options listed on sites such as www.justserve.org. Over a third of phone survey respondents (**36.3%**) said they volunteer for Riverside causes, organizations, or schools. The

reported number of volunteer hours per month ranged from **1 to 120** hours, with a mean of **16.42** hours (up from **14.33** hours in 2013) and a median of **10** hours (unchanged from 2013).

The online survey of Riverside residents showed relatively similar results to those above, with 61.1% reporting that they donate to Riverside causes or organizations (and another 15.5% saying they donate, but not in Riverside). Nearly half of those respondents (48.3%) indicated that 25% or less of their total charitable giving goes to Riverside causes. An amazing 53.6% said they volunteer for Riverside causes, organizations, or schools (a figure significantly higher than reported by the phone survey respondents).

2) **Location of choice – is Riverside a location of choice that attracts creative and entrepreneurial people as residents and workers?**

OVERVIEW: Most Riverside residents feel that Riverside is a good place to be active and healthy, and rate the availability of places to exercise and healthy places to eat as excellent or good. Perceptions of the quality of Riverside’s tap water have marginally improved since the 2013 survey, however a large group of residents still don’t feel the water is safe to drink, regardless of objective evaluations which show the quality meets or exceeds standards. Most feel that Riverside is a good place to enjoy arts and culture, although suggestions were made to improve the entertainment scene. Residents believe that Riverside is a place of “optimism and opportunity,” and feel better off financially than they did last year. Riverside residents feel that it is relatively safe to walk in their neighborhood, and most are not fearful that they will be the victim of a serious crime.

Every year the web site www.livability.com lists the “top 100 best places to live.” What factors enable a small to mid-size city to be placed on the list? The “LivScore” assigned to each city is a composite of “the basics” (e.g. varied and affordable housing, low crime rates, a strong economy and accessible quality health care); amenities (e.g. natural and outdoor amenities, cultural attractions, etc....basically how “fun and pleasant” the city is); the economics of the area (e.g. jobs, unemployment, affordability); availability of good education (both the K-12 system and accredited colleges/universities); social and civic capital (the level of engagement of residents); and transportation and infrastructure (e.g. commuting, availability and usage of public transportation).

This section of the report deals with how well the City of Riverside measures up on several of these variables which can make a city “livable”...that is, a “location of choice.”

Health and Public Health – Riverside as a place to be active and healthy

The World Health Organization defines a “healthy city” as a process, not an outcome. It is a commitment to health and a “process and structure for achieving it.” A healthy city is an “active city”, one that “continually creates and improves its physical and social environments and expands the community resources that enable people to mutually support each other in performing all the functions of life and developing to their maximum potential.”¹⁰ Many factors contribute to making a healthy city, but it all starts with leaders who have a commitment to: create policies which help to create/maintain a clean environment, encourage the establishment of places to exercise and buy healthy food, and do everything in their power to ensure the availability of good medical care.

As in the 2013 study, Riverside residents rate Riverside highly as a “healthy city.” For example, the vast majority of respondents either strongly agreed or agreed that Riverside is a “good place to be active and healthy” (**89.4%** of phone survey respondents and **84.6%** of online survey respondents). About three quarters of phone survey respondents (**75.8%**) said the availability of places to exercise and be active in the neighborhood is excellent or good, and a similar amount (**71.0%**) said the same about the availability of healthy places to eat and shop for groceries. Those figures were somewhat lower for online survey respondents, with **66.8%** rating the availability of places to exercise and be active as excellent or good, and **56.7%** giving those ratings to availability of healthy places to eat.

There were no significant differences in answers based on income (as some might have expected), however the data do show some differences based on zip code. Specifically, phone survey respondents from 92503 and 92506 gave the significantly higher ratings on availability of healthy places to eat and shop for groceries than those from 92501. And the lowest ratings relative to the availability of places to exercise and be active came from those in the 92504 and 92507 zip codes, whereas the highest ratings came from 92501, 92505, and 92508.

One specific factor which has historically been an issue in the county as a whole as well as the City of Riverside in particular has been the rating of tap water. In 2009, Riverside’s tap water was rated the second worst in the nation according to a report by The Environment Working Group, a non-profit public health advocacy organization. Reports from Riverside Public Utilities indicate that they have worked hard to ensure that the city’s water is safe, reliable, and high quality, and that it “meets or surpasses all state and federal standards for water quality.”¹¹ Yet the issue persists, since in January 2015, a report profiled by NBC news listed Riverside County as number 7 on the list of the ten worst water cities in the US, and the City of Riverside came in #9, with 15 chemicals that exceed health guidelines.¹²

10. <http://www.euro.who.int/en/health-topics/environment-and-health/urban-health/activities/healthy-cities/who-european-healthy-cities-network/what-is-a-healthy-city>

11. <http://www.riversideca.gov/utilities/news-display.asp?newsid=414>

12. http://www.nbcnews.com/id/41354370/ns/business-going_green/t/us-cities-worst-drinking-water

The majority of Riverside residents don't appear to be overwhelmingly concerned. When phone survey respondents were asked whether they felt that Riverside's tap water is safe to drink, more than 6 out of 10 (**62.4%**) strongly agreed or agreed. This figure is marginally higher than the **59.9%** of 2013 survey respondents who felt that way. Over a quarter of respondents (**28.0%**) disagreed and **9.6%** *strongly* disagreed. Online survey respondents who live in Riverside gave similar ratings, with 63.4% feeling the water is safe to drink. Clearly there appears to be a "disconnect" between perceptions of a sizable group of residents and the data cited in Riverside Public Utilities reports.

On another health-related topic: The vast majority of phone survey respondents (**89.6%**) and online survey respondents (84.2%) strongly agree or agree that they get the medical services they need in Riverside. Higher income individuals in the phone survey report slightly more agreement with that statement than lower income individuals (although the difference was not statistically significant), and older respondents (60+ years old) were significantly more likely to agree that they get needed medical services than individuals in the lower age groups. The big news, however, is that overall, regardless of variables such as income, zip code, or age group; most people are able to access needed medical services.

While it is encouraging that 9 out of 10 respondents are able to find the medical services they need, however it is still important to determine the reasons the other 10% *aren't* getting the needed care. Out of the **47** phone survey respondents who indicated they were unable to get care, **9** said they can't afford it or don't have medical insurance (even though the Affordable Care Act is now in place). Access to *specific* types of care also appears to be a problem for **19** people who said they have to go outside of Riverside to get the services they need. The larger online survey allowed the 191 respondents who couldn't get care the opportunity to list several reasons why that was the case, and 51 said they can't afford or don't have medical insurance. Nearly a third (57 people) said they have to go outside of Riverside to get the services they need, 48 said that there aren't enough good doctors in the City, another 46 said they have to wait too long for an appointment, and 41 said they "can't find a doctor who understands their concerns or condition.

So bottom line: most Riversiders are pleased with access to medical facilities; however the numbers still lend credence to the need for more high-quality doctors in the area.

Arts, Culture, and Entertainment

Riverside is known as the City of Arts and Innovation, a city which boasts about its historic background, architecture, museums, festivals, art galleries, parks, theaters, restaurants, and more. The good news is that the vast majority of phone respondents (**85.3%**) and most online survey respondents (75.3% -- up from 66.6% in 2013) either strongly agreed or agreed that "Riverside is a good place to enjoy art and culture." There were no significant differences in responses based on income or age. One often hears in casual conversation (especially among

young people) the phrase “there’s nothing to do in Riverside,” yet these survey results indicate that this persistent thought is not shared by the statistically valid random sample of respondents.

Getting more specific, the following table shows the results of the questions placed on the survey to elicit residents’ and workers’ views of various aspects of arts, culture, and entertainment in Riverside:

Do the following meet your needs?

| | | Meets needs | Somewhat meets needs | Doesn't meet needs | Don't use or didn't know it exists |
|--------------------------------|--------------------|--------------|----------------------|--------------------|------------------------------------|
| Places to hear music and dance | Phone | 41.5% | 4.3% | 16.6% | 37.6% |
| | <u>Online live</u> | <u>25.8%</u> | <u>30.5%</u> | <u>22.2%</u> | <u>21.5%</u> |
| | <u>Online work</u> | <u>30.8%</u> | <u>25.4%</u> | <u>11.4%</u> | <u>32.4%</u> |
| Concerts and live theater | Phone | 56.8% | 6.8% | 10.1% | 26.3% |
| | <u>Online live</u> | <u>31.7%</u> | <u>35.9%</u> | <u>18.9%</u> | <u>13.4%</u> |
| | <u>Online work</u> | <u>39.1%</u> | <u>26.6%</u> | <u>7.6%</u> | <u>26.7%</u> |
| Festivals and special events | Phone | 63.1% | 9.1% | 8.0% | 19.8% |
| | <u>Online live</u> | <u>35.2%</u> | <u>35.7%</u> | <u>18.4%</u> | <u>10.6%</u> |
| | <u>Online work</u> | <u>39.9%</u> | <u>28.4%</u> | <u>9.8%</u> | <u>21.8%</u> |

Responses from phone survey respondents remained relatively stable since 2013, however residents who responded to the survey online were much more likely in 2015 than in 2013 to say that their needs were met relative to places to hear music and dance, places to see concerts and live theater, and festivals and special events. Online respondents who work in Riverside but live elsewhere also showed dramatic increases in percentages saying their needs were met. From one point of view the numbers in the table above are positive in that the needs of most people appear to be met. However the right hand column indicates that much more needs to be done to advertise Riverside’s cultural opportunities. Although there is a great deal of publicity in local newspapers and City web sites advertising these entertainment options (as well as festivals and special events), the news is apparently still not getting out to all respondents.

It is not enough to simply ask if people’s cultural and entertainment needs are being met. Those data are interesting; however they aren’t especially “actionable.” Follow up questions were provided to those respondents who indicated that their needs were not met (or were only “somewhat” met), asking them to specify what they would like in each of the categories. A full array of comments has been provided to Seizing Our Destiny staff, however it is worth noting in this report that many of the responses indicated a desire for more variety, more family friendly shows and events, more affordable options, and better security and safety. And several respondents in both the phone survey and the online survey said “Bring back the Orange Blossom Festival...but with changes.”

Optimism and Opportunity

Countless studies have shown that people with an optimistic outlook have healthier relationships, enjoy better mental and physical health, and have a better overall quality of life than those who are not optimistic. Thus this quality-of-life study included questions evaluating people's level of optimism and the extent to which they see future opportunity to thrive. Specifically, the survey elicited people's views on questions such as: Is Riverside seen as a good place to raise children? Is it a good place to realize one's goals and dreams? Is it a good place for students in college, and retirees? Is it a good place to thrive financially? The survey results indicate that the answer to these questions is "yes."

The vast majority of respondents (**90.2%** in the phone survey and 84.1% in the online survey) either "strongly agree" or "agree" that Riverside is a good place to raise children. Further, **85.5%** (up from **80.5%** in 2013) of phone survey respondents feel that "Riverside is a place where I can realize the goals I have for my future." That figure is 71.8% in the online survey. These figures definitely exemplify optimism and opportunity, factors which make a city a "location of choice."

The survey also included questions about respondents' perceptions of their past and future financial stability. When phone survey respondents were asked "In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off", most respondents (**55.6%**) said they were the same as last year, while an encouraging **30.2%** (up from **23.7%** in 2013) said they are now better off than before. Only **14.2%** (down from **19.4%** in 2013) indicated that they are worse off. The results from the online survey of residents were comparable, with 34.2% feeling they would be better off next year and 15.5% indicating that things have gotten worse. To place these figures in context, IAR's 2015 Inland Empire Annual Survey of San Bernardino County residents revealed that only 24.1% were financially better off than the year before. A citywide analysis of that annual survey shows that the residents of the City of Riverside appear to be more upbeat about their current financial health than those in major San Bernardino County cities such as Ontario, Rancho Cucamonga, and Redlands.

The above question looked at a comparison of this year's financial situation with last year's. But how about the future? Riverside respondents were asked: "Now looking ahead, do you think that a year from now you and your family will be better off, the same, or worse off than you are now?" After asking that question on the Inland Empire Annual Survey for the past 18 years, we still find it amazing that regardless of people's evaluations of their current financial condition, they still continue to be encouraged about their future financial prospects. Nearly half of phone survey respondents (**49.3%**) and 42.8% of online respondents expect to be better off financially by next year. Again, for comparison purposes, only Inland Empire Annual Survey respondents from the cities of Ontario, Rialto, and (interestingly) bankrupt San Bernardino were more optimistic than Riversiders about their financial futures.

The online survey also included specific questions answered only by college students and older residents to determine their feelings about the future. First, the 96 college students who responded to the online survey were asked “Do you think Riverside is a good place to live for college students?” The majority (71.9%) answered in the affirmative. Those who said “no” were asked to offer suggestions about what would make Riverside a better place to live for college students like themselves. Affordability of living was mentioned most often: “Better affordable housing, and more valuable internships,” “More affordable tuition options and housing,” “I have to choose between a paycheck and taking classes.” In addition, crime and safety are big issues for students: “Really dangerous and feels unsafe...people get mugged before it is even dark...it’s scary to live here,” “University Ave. is a mess...there are so many homeless people and crack addicts and creepy men who stare at us university girls,” “We need more police presence.” Of course, as one might anticipate, comments were also made regarding the need for better night life and entertainment, and more job opportunities and internships. But the time line, as has been quoted relative to UCR’s medical school, is: “Train here, stay here.” College students will only stay/settle in Riverside if they have had a good experience in Riverside while going to school and if they see opportunity within the City.

On the other end of the age spectrum, online respondents who indicated that they are 65 years old or older were asked if Riverside is a “good place to live” for people in their age group. More than three-quarters (79.5%, down from 84.7% in 2013) agreed or strongly agreed that Riverside as a “good place to live for those 65 or older.” The following comments reflect the suggestions which were offered for making Riverside a better place to live for those over 65: “More police drive-bys on my street to feel safe in my home, day and night,” “Services for seniors is not the priority for Riverside,” “Better sidewalks, better road maintenance,” “more activities and social events for seniors...our senior centers are lacking in exercise equipment and programs,” “More senior housing,” and “More affordable housing and public transportation.”

Perceptions of Safety

Safety is an important condition for the economic and social development of an area and the *perception* of safety is important as well. If an area is perceived as unsafe, residents and visitors begin to abandon the area, and businesses often follow the exodus.

Riverside residents were asked: “Do you feel it is safe to walk in your neighborhood,” and people who work in Riverside but live elsewhere were asked to evaluate the safety (or lack thereof) of the area near their workplace. In general, people believe that they are relatively safe, and the statistics haven’t changed much since the 2013 survey. Following are the results from the various survey methods:

Do you feel it is safe to walk *in your neighborhood*?

| | 2013 Phone Survey | 2015 Phone Survey | <u>2015 Online Resident Survey</u> |
|----------|----------------------------------|----------------------------------|--|
| Yes | 82.1% | 79.4% | <u>62.6%</u> |
| Somewhat | 8.4% | 8.5% | <u>30.5%</u> |
| No | 9.5% | 12.1% | <u>6.9%</u> |

Those who answered that they don't feel safe (or feel only "somewhat safe") were asked the follow-up question: "What makes you feel it is unsafe?" Most of the answers from the phone survey (**61.8%**) revolved around crime (including gang issues), with another **12.4%** listing "the homeless" and **6.3%** mentioning "poor lighting" in the area. The percentages mentioning these factors were different in the online survey, however crime, the homeless, and lighting issues were still listed, in addition to no/bad sidewalks, dangerous intersections, and too much traffic.

Do you feel it is safe to walk *near your work location*?

| | <u>2015 Online Resident Survey</u> | <u>2015 Online Worker Survey</u> |
|----------|--|--|
| Yes | <u>52.8%</u> | <u>44.5%</u> |
| Somewhat | <u>35.7%</u> | <u>40.5%</u> |
| No | <u>11.5%</u> | <u>15.0%</u> |

Reasons given for feeling unsafe walking near the *work location* are basically the same as those given relative to walking in residents' *neighborhoods*, predominantly crime, traffic, and no/bad sidewalks.

There is clearly a discrepancy in responses on this question based on the survey modality, a discrepancy most likely due to the fact that *hearing* a question is different than *reading* a question. Phone survey respondents hearing the question probably thought it was a "yes/no" question and didn't perceive initially that an answer of "somewhat" was acceptable. Online survey respondents obviously saw that "somewhat" was a possible option. Thus the reader is encouraged to focus on the fact that the combination of "yes" and "somewhat" responses are relatively consistent (and within the margin of error) for all but the online survey of those who work in Riverside but live elsewhere.

Focusing on the phone survey respondents (since that represents the most representative sample of all techniques), there are clearly some differences in perceptions of safety based on zip code, and there are significant differences between the 2013 and 2015 data. Specifically, the 92505 and 92504 zip codes showed a significant decrease in percent feeling safe walking in the neighborhood, while 92508 showed a significant increase.

| Zip code | % Feeling safe walking in the neighborhood | |
|----------|--|-------|
| | 2013 | 2015 |
| 92501 | 80.0% | 77.0% |
| 92503 | 76.0% | 80.3% |
| 92504 | 87.1% | 71.8% |
| 92505 | 87.8% | 79.8% |
| 92506 | 92.9% | 92.8% |
| 92507 | 70.6% | 76.5% |
| 92508 | 82.8% | 90.0% |

There wasn't a sufficient sample size in all neighborhoods to conduct a full analysis by neighborhood (especially since 30% of respondents weren't able to indicate what neighborhood they live in, and many who DID give a neighborhood designation had to be prompted or mentioned a neighborhood which doesn't actually exist). On the other hand, it will be no surprise that people in Canyon Crest had the highest percentage of people feeling safe (**97.3%**), whereas the lowest ratings of safety are given by residents in Eastside Arlanza, Arlington, and Downtown. There was no statistically significant relationship between age and feelings of safety, however there was a relationship between income and feelings of safety, with people in the income category of \$65,000 or higher having more of a feeling of safety than those making less than \$25,000 (**87.6%** feeling safe vs. **68.4%**).

Respondents were also asked: "How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?" The options for answers were "not at all fearful," "not too fearful," "somewhat fearful," or "very fearful."

How fearful are you of being victim of serious crime?

| | 2013 Phone survey | 2015 Phone Survey | 2015 Online Resident Survey | 2015 Online Worker Survey |
|--------------------|-------------------------|-------------------------|--------------------------------------|------------------------------------|
| Not at all fearful | 28.0% | 32.4% | 13.6% | 17.0% |
| Not too fearful | 39.3% | 35.6% | 44.4% | 49.7% |
| Somewhat fearful | 28.6% | 27.4% | 35.0% | 25.1% |
| Very fearful | 4.2% | 4.6% | 7.0% | 8.2% |

The above table shows that the majority of Riverside residents and workers are not overwhelmingly fearful that they will be the victim of a serious crime. It also shows that the fear of crime has marginally decreased between 2013 and 2015. Further, rates of fear are significantly lower in the City of Riverside than in cities surveyed in the recent Inland Empire Annual Survey conducted throughout San Bernardino County. In the San Bernardino County

survey, 61.3% of San Bernardino City residents and 38.6% of county-wide respondents reported being somewhat or very fearful, as opposed to the **32.1%** in this comparable Riverside City phone survey. There have been improvements over time, and hopefully those improvements will continue.

It is important to determine whether Riverside residents' and workers' fear of crime truly reflects the level of crime in the city. But without a detailed probing of responses there is no way of determining the reasons behind people's perceptions. It is possible that the fear of crime may not be based on objective reality, but rather on past experiences, or media hype, or generic fear that crime would increase after AB109 (prison realignment) took effect in October 2011 (which has apparently not occurred according to an August 2015 research report from the Center on Juvenile and Criminal Justice¹³ which indicates that crime actually *declined* statewide in most counties after realignment took effect). Regardless, it is worth noting that "feeling safe overall in the City" received an average importance score of 91.26 out of 100 (where 0 = not important and 100 = very important).

3) **Catalyst for Innovation – how does Riverside grow its economy based on innovation, education, and entrepreneurship?**

OVERVIEW: Riverside is perceived as a good place to own or operate a business or non-profit, and that opinion has strengthened since the 2013 survey. It is also perceived as a place with good schools (K-12) and colleges/universities which prepare our youth for college or for a good job or career. Business training and support services are offered by workforce development agencies at the local, county, and state level, yet more promotion of the services is needed since many of Riverside's workers are unaware that the services exist.

Over the past several years, Riverside leaders have put forth a great deal of effort into collaborations with the community to encourage business start-ups, new jobs, and new technologies. Examples abound in the Riverside media, e.g. an EPA grant given to UCR students for the development of a reusable storm drain filter; The Inland Empire Small Business Development Center which provides consulting, training, and access to resources; and the "Spirit of the Entrepreneur" event held recently at the Riverside Convention Center to celebrate the best entrepreneurs of the region. Examples such as these have enabled Riverside in past years to be ranked one of the "best-connected cities in the U.S." (Source: "State of the Internet" report by Akamai Technologies), and Intelligent Community of the Year 2013 (source: Intelligent Communities Forum). In 2014 the City received the "#5 Best Government Website" award by

13. www.cjcj.org/uploads/cjcj/documents/realignment_and_crime_in_2014_californias_violent_crime_in_decline.pdf

Government Technology. And more recently (2015) Riverside received 6th place in the Digital cities Awards from the Center for Digital Government and the 2015 Harvard Innovation Award for Mobile Applications. But do Riverside residents and workers perceive the city as a “catalyst for innovation?”

Discovery and Entrepreneurship

Survey respondents were asked if they think Riverside is a good place to own or operate a business or non-profit, and about a quarter were unable to answer the question (a finding not unexpected since it is difficult to answer this question if one has never owned or operated a business/nonprofit, or if one doesn't have a close friend or family member who has). Focusing only on the results from those who *were* able to answer, we see that the vast majority of respondents to the statistically valid phone survey (**83.7%** -- up from **75.9%** in 2013) agreed (or strongly agreed) that Riverside is, indeed, a good place to own or operate a business or non-profit. There were no meaningful differences in results based on age, income, or educational attainment; however there was a statistically significant difference between the opinions of Hispanics vs. non-Hispanics. Specifically, **89.6%** of Hispanics agreed with the statement as opposed to **77.5%** of non-Hispanics.

Online survey results were different from phone survey figures. Specifically, 67.6% (up from 61.2% in 2013) of the *resident* online survey respondents and 84.2% (up from 70.4% in 2013) of the non-resident survey respondents who *work* in Riverside agreed that Riverside is a good place to own or operate a business or non-profit. As was noted earlier, when there are discrepancies in results, the phone survey must be taken as the most reliable and representative information.

But regardless of the survey modality, the bottom line is that most of the respondents felt that Riverside is a good place to own or operate a business or non-profit, and the numbers have improved significantly since the 2013 survey. Of course, it is always possible to do more to enhance the perception that Riverside is a “business-friendly” place.

Education and Workforce Development

Education and training are clearly important to Riverside residents and workers. In fact, when respondents were asked to name “the best things about living in Riverside” (an open-ended – not prompted – question), **8.7%** of phone survey respondents mentioned “good schools/universities.” And respondents to all versions of the Riverside Community Survey agree that it is important for young people to go to college or trade school.

It is important for young people to go to college or trade school

| | 2013 Phone survey | 2015 Phone Survey | <u>2015 Online Resident Survey</u> | <u>2015 Online Worker Survey</u> |
|-------------------|----------------------------------|----------------------------------|--|--|
| Strongly Agree | 68.0% | 64.5% | <u>68.5%</u> | <u>65.6%</u> |
| Agree | 30.7% | 34.0% | <u>28.5%</u> | <u>32.2%</u> |
| Disagree | 1.3% | 1.3% | <u>2.4%</u> | <u>2.2%</u> |
| Strongly Disagree | 0.0% | 0.2% | <u>0.6%</u> | <u>0.0%</u> |

They also rate Riverside’s K-12 system and college system relatively well (although one must note that answers to the online survey for those who work in Riverside but live elsewhere were most probably based on word of mouth rather than direct observation).

There are good schools in my neighborhood/in Riverside

| | 2013 Phone survey | 2015 Phone Survey | <u>2015 Online Resident Survey</u> | <u>2015 Online Worker Survey</u> |
|-------------------|----------------------------------|----------------------------------|--|--|
| Strongly Agree | 26.3% | 26.2% | <u>23.1%</u> | <u>16.2%</u> |
| Agree | 57.5% | 61.4% | <u>51.0%</u> | <u>64.7%</u> |
| Disagree | 13.4% | 11.2% | <u>17.4%</u> | <u>13.2%</u> |
| Strongly Disagree | 2.8% | 1.2% | <u>8.4%</u> | <u>5.9%</u> |

Further, virtually all online survey respondents (97.5% of residents and 97.7% of those who work in Riverside but live elsewhere) agree or strongly agree that there are good *colleges and universities* in Riverside.

As noted earlier, some survey questions were only asked of a particular profile of respondents. For example, only parents of children 18 years old or younger were asked more specific questions on the online survey regarding the quality of education in Riverside schools (since these people presumably have the most experience with the schools). When asked whether their child’s school prepares them for a good job or career, 76.4% strongly agreed or agreed. And 82.2% agreed that the child’s school prepares him or her to be a successful college student.

Obviously education does not stop after a person leaves the K-12 or college/university system. There are many public, non-profit, and private sector agencies which provide training and support to business and residents, all of which help to improve the city’s standing as a “business-friendly” place and a “catalyst for innovation.” Although business training and support are not “City services,” it might behoove the City to be more involved in promoting the services since 21.5% of residents and 12.6% of people who work in Riverside but live elsewhere didn’t know that Riverside had such services. Of the 113 people able to rate those services, only 50 said the services met their needs (41 said they “partially” met needs and 22 said they don’t

meet their needs). Suggestions for additional support services included: “Attention is paid to higher education, but can’t current businesses partner with the City to teach the basics like cooking, cleaning, and balancing checkbooks? Classes that used to be taught in school but now are not done,” “More affordable training options for students who aren’t drawn to college/university education,” and “Concisely written handbooks and instructions for operating a business in compliance with the regulations of the City.” The full array of comments has been provided to the City in an Excel file.

Finally, residents answering the online survey were asked whether they felt that Riverside’s workforce is properly trained and educated. Only about a third of respondents chose to answer that question, and of that group about two-thirds (64.4%) answered in the affirmative (with no meaningful significant differences noted in the responses by age, income, or educational attainment subgroup). The results are a bit better in the online survey of those who work in Riverside but live elsewhere...nearly three-quarters of the respondents (79.7% -- up from 73.2% in 2013) who were able to answer that question thought Riverside’s workforce is properly trained and educated.

4) **Intelligent growth – does Riverside embrace economic growth in a manner which promotes quality of life for its residents and workers?**

OVERVIEW: Objective data show that the job picture is improving in Riverside, and a majority of residents now think Riverside is a good place to find a good job and to start or grow a business. Riverside is perceived as an affordable place to live, a place where retail, restaurants, and parks and recreational spaces are all rated relatively well in terms of “meeting people’s needs.” Long-time Riverside residents acknowledge that air quality has improved. The car culture is alive and well in Riverside – most people rate a car or motorcycle as their 1st choice for traveling within the City, and a large portion of the residents and workers are unable to rate the ease of getting around by bike, bus or rail. Very few people have been willing to transition to an electric vehicle as an alternative to cars using “traditional” fuels.

Economy and jobs

It’s no secret that the recession hit hard in the Inland Empire in 2008, with the associated increase in unemployment. Over the past few years the economy has improved (although in “fits and starts”). For example, in April 2013 the unemployment rate in the Riverside-San Bernardino-Ontario MSA (Metropolitan Statistical Area) was 9.6%, whereas it was down to 6.1% in November 2015¹⁴ (6.0% in the City of Riverside¹⁵). Although the unemployment rate is

14. [http://www.calmis.ca.gov/file/1fmonth/rive\\$pds.pdf](http://www.calmis.ca.gov/file/1fmonth/rive$pds.pdf)

improving, it is still above California's unemployment rate of 5.7%¹⁶ and the nationwide unemployment rate of 5.0%.¹⁷ The economy is improving, but the lack of jobs is still an issue in Riverside.

What do City residents think about Riverside as a place to find a good job? A majority of phone survey respondents (**62.1%** -- up from **51.7%** in 2013) either strongly agreed or agreed that Riverside is a "good place to find a job." Although this year's figures are a significant improvement over the 2013 results, there is a need for further improvement in this area.

Anecdotal evidence from the online survey paints a slightly more pessimistic picture than phone survey results, although again this year's online figures are an improvement from the 2013 figures. Only 53.5% of online resident survey respondents (up from 44.6%) felt that Riverside is a good place to find a job. Further, only 50.0% of college students (up from 39.9% in 2013) expressed confidence that they will be able to find a good job in Riverside after graduation, another 31.3% (down from 43.9%) said that the jobs they want aren't in Riverside, and the remainder (18.8%) said they simply have no desire to stay in Riverside. This is a "brain drain" which Riverside cannot afford.

Internships or part-time jobs can be a good way of improving college students' chances of finding a good career position in Riverside, however only about a third of college students responding to the survey (32.7%) have sought such opportunities, and another 27.6% plan to do so in the future. A large portion of these students (56.9%) feel that there aren't enough local opportunities for internships or part-time jobs. Perhaps the City could serve as the intermediary between local businesses and area colleges/universities to increase the amount of opportunities for Riverside's college students.

Earlier, data were presented regarding Riverside as a place to own or operate an already existing business. Many people were unable to answer that question. Similarly, most of the online resident respondents were unable to evaluate whether Riverside is a "good place to start or grow a business," but of those who were able to respond, 64.2% answered in the affirmative. And 85.8% of those who work in Riverside but live elsewhere feel that way. Suggestions for making Riverside a better place to start or grow a business include: "A business incubator," "business incentives," "affordable licensing that would make the product/service pricing more affordable and appealing," and "less red tape."

Shifting the analysis from the "business" focus (Riverside residents as potential workers and employers) to Riverside residents as *consumers*, the question is: Do the City's businesses (specifically retail stores and restaurants) meet their needs? And if not, what could be done by the City to improve things? The following table shows responses from the phone survey and the

15. <http://www.labormarketinfo.edd.ca.gov/data/labor-force-and-unemployment-for-cities-and-census-areas.html>

16. <http://www.labormarketinfo.edd.ca.gov/>

17. <http://data.bls.gov/timeseries/LNS14000000>

online surveys of residents and workers relative to whether retail stores and restaurants meet their needs.

Do the following meet your needs?

| | | Meets needs | Somewhat meets needs | Doesn't meet needs | Don't shop/go to restaurants |
|---------------|--------------|--------------|----------------------|--------------------|------------------------------|
| Retail stores | Phone | 83.6% | 6.7% | 8.0% | 1.7% |
| | Online live | 49.8% | 39.0% | 10.4% | 0.8% |
| | Online work | 51.1% | 37.5% | 8.2% | 3.3% |
| Restaurants | Phone | 78.1% | 8.1% | 10.9% | 2.8% |
| | Online live | 44.5% | 37.8% | 17.0% | 0.7% |
| | Online work | 51.4% | 37.3% | 8.6% | 2.7% |

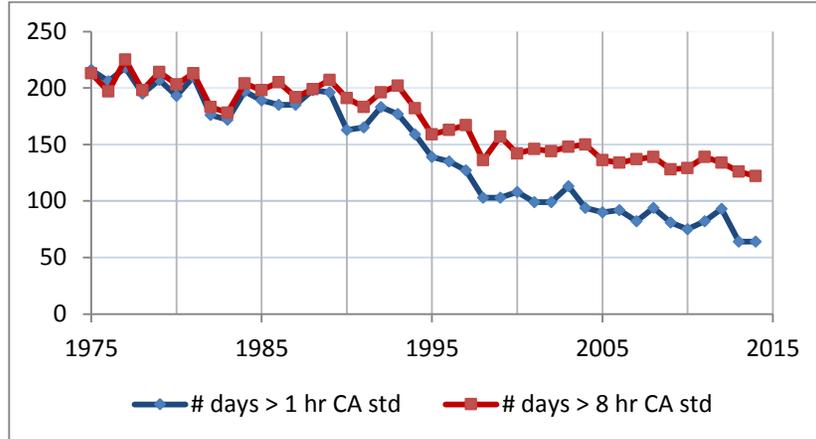
Respondents provided a “laundry list” of retail establishments and restaurants they would like to frequent in Riverside (the full list was provided to the City). It was interesting that many of the stores and restaurants mentioned by respondents already exist in Riverside! It would appear that people commented on the lack of particular stores/restaurants in their own immediate area/neighborhood rather than in the City as a whole. That said, respondents mentioned a desire for “Mom and Pop” stores and more “quality” stores for groceries, clothing, and furniture. They also want a Whole Foods market and “healthy food stores” such as Trader Joe’s. In terms of restaurants, people appear to want more “healthy food places” where there are vegan, gluten free, and organic options. They also want places where they can get ethnic food (e.g. Chinese, Vietnamese, Brazilian BBQ, Middle East, Thai, and sushi) and affordable, independently owned “Mom and Pop” places (i.e. fewer chains).

Environment and perceptions of recreational space

In the 1970’s when someone mentioned “Inland Empire,” one of the first things people thought of was “smog,” and that perception was warranted at the time. But over the past three decades, the air quality has dramatically improved as shown in the graph below portraying the number of days the city exceeded the maximum state 1-hour and 8-hour average ozone concentration.¹⁸

18. Source: Air Resources Board

**# of Days Exceeding Maximum State Ozone Concentration
(1 hour standard and 8 hour standard)**



Even with objective improvement in air quality, people still perceive it as a significant problem in the region. In fact, **10.4%** of respondents mentioned smog and air pollution as the thing they like least about living in Riverside (an open-ended question for which people could mention up to 2 “negatives” about life in the City). But putting that number in perspective, **22.8%** mentioned traffic; **19.9%** mentioned weather, fires, floods, and earthquakes; and **11.9%** mentioned either crime/violence or gang activity or drugs as the thing they liked least about living in Riverside. When online survey respondents (residents) were presented with a list of potential answers from which they could select up to 2 options, 20.5% of online survey respondents selected air pollution (as opposed to 32.1% mentioning traffic, 23.5% selecting homelessness, and 29.7% selecting either drugs, crime/violence, or gang activity).

Yes, air quality is still perceived as a problem by a sizable group of people, but the question is: Do residents who have lived in Riverside for 6 or more years perceive that there has been an objective *improvement* over time? The answer, based on the phone survey results, is “yes.” Overall, six out of 10 (**60.3%**) of respondents agree or strongly agree that the air quality in Riverside has improved since they have lived in Riverside. Looking at some subgroupings of respondents, **54.4%** of the people who have lived in Riverside between 6 and 10 years have noticed an improvement, as have **52.0%** of people who have lived in Riverside between 11 and 20 years. But about two-thirds (**66.2%**) of the “long-time” residents (people who have been in Riverside more than 20 years – the people who are best in a position to make comparisons over time) feel that the air quality has improved since they’ve lived in Riverside.

With the improvement in air quality, one would think that people want to spend time outside in parks and recreational spaces. How do Riverside residents and workers rate those facilities?

| | | Meets needs | Somewhat meets needs | Doesn't meet needs | Don't go to parks/recreation spaces |
|-------------------------------|--------------------|--------------|----------------------|--------------------|-------------------------------------|
| Parks and recreational spaces | Phone | 77.4% | 4.8% | 4.0% | 13.7% |
| | <u>Online live</u> | <u>56.8%</u> | <u>30.9%</u> | <u>5.6%</u> | <u>6.8%</u> |
| | <u>Online work</u> | <u>54.3%</u> | <u>19.6%</u> | <u>2.2%</u> | <u>23.9%</u> |

The above ratings are relatively strong, and are consistent with the 2013 figures *other than* the stats for people who work in Riverside but live elsewhere which have improved significantly since the 2013 survey. Respondents did provide some comments to make parks/recreational spaces even better. Those comments revolved around the need for *more* parks, parks without the fear of encountering homeless individuals, safety and security in general, and the desire for more activities, equipment, and biking/hiking/jogging/walking trails.

Housing

Riverside County is one of the fastest growing regions in the country, and the City of Riverside is the largest city within the County. The growth rate in 2014 and 2015 was nowhere near the growth before the recession when the population increased 4 or 5 percent per year. But it is still growing quickly. Part of the reason for that growth has historically been job growth and the availability of affordable housing. According to a report by the California Association of Realtors, sales of existing single-family detached homes in the region rose 9.1% between March 2014 and March 2015¹⁹. And that growth is expected to continue throughout 2016 in the Riverside area due to job growth in warehousing, transportation, logistic, and manufacturing. The median sales price of existing detached homes in Riverside during the period from October 2015 to January 2016 was \$335,000²⁰, significantly lower than the \$475,990 for California and \$704,370 for Orange County, but higher than the overall Inland Empire figure of \$293,090.

The fact that Riverside is an affordable place to find a home (especially relative to Orange County or LA County) is no surprise to the **78.3%** of phone survey respondents (down from **85.1%** in 2013) and 74.9% of online resident respondents (down from 81.5% in 2013) who strongly agreed or agreed that Riverside is a good place to find an affordable place to live. There were no significant differences in opinion on that question based on age group. Even in the youngest age group (18 – 29 years old), **77.8%** find Riverside affordable. City leaders can make use of these statistics as they “market” Riverside to businesses considering relocating or expanding.

19. <http://www.car.org/newsstand/newsreleases/2015releases/2016housingforecast>

20. http://www.trulia.com/real_estate/Riverside-California/market-trends/

Mobility and transportation

As already noted in this report, traffic is considered to be the aspect of life in Riverside that people like least about the area, and that feeling has gotten worse since the 2013 report. Indeed, navigating the traffic in the City of Riverside (and in Southern California in general) is an ongoing challenge. Yet in order for residents and workers to be able to fully participate in society and enhance their quality of life, people need to be mobile.

As can be seen every weekday during rush hour, the car culture is alive and well in Riverside. But public transportation options also exist. The Riverside Transit Agency provides buses, trolleys, and dial-a-ride vehicles to serve people in cities throughout western Riverside County. The City provides “special transportation” to seniors and those with disabilities. And there are a variety of private organizations providing shuttle, taxi, or van service to Riverside residents and workers. Bike paths also provide circulation within the City.

Further, the City of Riverside is an active participant in the Riverside County Transportation Commission (RCTC). As noted on RCTC’s web site, “Getting to work and school or delivering goods and services may seem like simple daily activities but sometimes the routes we travel take decades of planning and hundreds of millions of dollars to implement. Since 1976, when RCTC was created by the state legislature, local voices have had an important and critical role in deciding our transportation future.” The City’s General Plan includes an acknowledgement of the importance of a “circulation and community mobility element” and addresses what it calls a “comprehensive approach to mobility.”

Some new questions were added to this year’s online survey to determine residents’ and workers’ preferred methods of travelling within the City of Riverside. The following table shows the results of a multiple response question for the residents asking: “Suppose you wanted to travel within the City of Riverside. Besides taking a personal vehicle, what would be your preferred method(s) of traveling?”²¹

| | % of cases |
|------------------------|--------------|
| Car or motorcycle ONLY | <u>34.9%</u> |
| Bus | <u>24.4%</u> |
| Bicycle | <u>28.5%</u> |
| Walk | <u>40.1%</u> |
| Streetcar | <u>19.0%</u> |
| Other | <u>4.4%</u> |

NOTE: the percentages do not sum to 100% since respondents were able to select more than one option

The data show that many respondents (34.9%) did not feel that there was any viable option other than a personal vehicle for travelling within the City. Four out of ten people *did* list

²¹ The survey of people who work in Riverside but live elsewhere provided similar priorities, although the specific numbers are slightly different.

walking as a method of travel, however that assumes that the places to which a person needs to travel are close to home or work. And a quarter of respondents said that their preferred method of travelling (other than a personal vehicle) would be bus or bicycle. About half of the few “other” choices were Uber or Lyft (actually a personal vehicle – just not one owned by the respondent).

But these data, although interesting, do not tell the full story. When online respondents were asked to rank preferred methods of travelling within the City without excluding a personal vehicle from consideration, the picture becomes clearer. A person’s own car or motorcycle is the first choice of the vast majority of people, with bus, bicycle, and walking seen as significantly lower priorities for travel. Streetcars were seen as a distant fourth or fifth choice.

Rankings: Preferred methods of traveling within the City of Riverside

| | 1st choice | 2 nd choice | 3 rd choice | 4 th choice | 5 th choice | 6 th choice |
|----------------|--------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Car/motorcycle | <u>87.8%</u> | <u>4.5%</u> | <u>3.1%</u> | <u>2.5%</u> | <u>2.0%</u> | <u>0.2%</u> |
| Bus | <u>1.5%</u> | <u>22.2%</u> | <u>18.9%</u> | <u>28.8%</u> | <u>23.4%</u> | <u>5.3%</u> |
| Bicycle | <u>3.2%</u> | <u>21.6%</u> | <u>34.2%</u> | <u>24.5%</u> | <u>14.3%</u> | <u>2.3%</u> |
| Walk | <u>4.6%</u> | <u>36.1%</u> | <u>30.6%</u> | <u>20.0%</u> | <u>8.2%</u> | <u>0.5%</u> |
| Streetcar | <u>2.3%</u> | <u>13.2%</u> | <u>11.9%</u> | <u>21.7%</u> | <u>44.3%</u> | <u>6.6%</u> |
| “Other” | <u>0.6%</u> | <u>2.5%</u> | <u>1.4%</u> | <u>2.6%</u> | <u>7.8%</u> | <u>85.2%</u> |

Residents were also asked: “In the last few years was there ever a time when you couldn't do something you wanted to do in the City because you didn't have transportation?” Most (84.7%) said “no” or they “don't recall” (meaning that if it DID happen, it wasn't such an inconvenience that the event would have been retained in his/her memory). Of the 15.3% that said “yes,” the most-often mentioned factor that prevented the person from making the trip was not having a reliable personal vehicle. People also talked about the lack of available RTA bus service, and complained about freeway traffic and/or construction activity.

Only about a quarter (26.5%) of residents reported that they use public transportation within the City of Riverside. The predominant reason for not using public transportation (asked as a multiple response question) was “Don't know – I just like taking my personal vehicle” (43.6%) Yes, as indicated above, the car culture is alive and well! Other reasons for not using public transportation included:

- “Not convenient to get where I need to go” (32.6%)
- “Takes too long to get where I need to go” (30.8%)
- “I feel unsafe on buses” (24.7%) or “Don't like the people who use public transportation” (15.0%)
- “Have to wait too long for a bus” (18.8%) or “Buses don't operate at the times I need to travel” (11.3%)

Most respondents prefer using their own car to travel within the City, yet that brings up another “mobility” issue: parking. Residents were asked: “From your perspective, what are the main parking issues in downtown Riverside?” Nearly one in five people (19.2%) said that “there are no parking issues” they are aware of. Other responses include:

- “There isn’t enough parking on the street” (35.5%)
- “There isn’t enough “off-street” parking (i.e. parking garages or lots)” (30.6%)
- “Parking is too expensive” (28.9%)
- “The affordable parking is too far from where I need to go” (18.5%)

Some specific questions were asked to determine what Riverside residents think about the more “environmentally sound” ways of getting around town (i.e. availability of bike lanes and ease of travelling using public transportation). As seen in the tables below, a sizable group of residents was unable to rate these alternative modes of transportation. Those who *could* rate availability of bike lanes tended to give a rating of excellent or good, with somewhat higher ratings being given by the random sample of phone survey respondents than the respondents of the online survey. The ratings of ease of travelling by bus or rail were somewhat lower, especially in the online survey in which nearly half of respondents couldn’t answer the question, and those who could tended to rate “fair” or “poor” rather than “excellent” or “good.”

How would you rate the availability of *bike lanes* in Riverside?

| | 2013 Phone survey | 2015 Phone Survey | <u>2015 Online Resident Survey</u> |
|----------------------|----------------------------------|----------------------------------|--|
| Excellent | 19.6% | 22.4% | <u>13.3%</u> |
| Good | 34.5% | 34.2% | <u>31.7%</u> |
| Fair | 17.9% | 15.1% | <u>17.6%</u> |
| Poor | 19.1% | 15.2% | <u>11.6%</u> |
| Don't know/Don't use | 9.1% | 13.1% | <u>25.7%</u> |

How would you rate the ease of getting around by *bus or rail* in Riverside?

| | 2013 Phone survey | 2015 Phone Survey | <u>2015 Online Resident Survey</u> |
|----------------------|----------------------------------|----------------------------------|--|
| Excellent | 16.3% | 14.6% | <u>5.9%</u> |
| Good | 26.6% | 28.2% | <u>15.7%</u> |
| Fair | 11.5% | 12.8% | <u>15.4%</u> |
| Poor | 13.9% | 10.0% | <u>17.4%</u> |
| Don't know/Don't use | 31.7% | 34.4% | <u>45.6%</u> |

As might be expected, responses to these questions differed slightly by age. Whereas **27.2%** of phone survey respondents in the 18 – 29 age group rated availability of bike lanes as excellent, only **18.1%** of the 61 or older group did so. Similarly, **23.1%** of respondents in the

younger age group rated the ease of using bus or rail as “excellent,” whereas only **12.9%** of the seniors did so. The relative enthusiasm of young people is probably not surprising as discussed in an interesting report by the American Public Transportation Association.²² Among the key findings is that millennials are “multimodal” (that is, they choose between driving, transit, biking, or walking depending on the type of trip they need to take). They see transit as advantageous since they can work as they travel and appreciate the need to save money and to “save the environment.” These considerations apparently change as people progress through life stages.

Most of the online resident respondents (59.9%) indicated that they don’t walk or bike in the City when doing errands. Those who choose to walk or bike one or more times per week, on average, were asked how long it takes to make the round trip. About a quarter of those people (26.1%) said it takes less than 15 minutes (i.e. it is a very short trip). Another 44.6% said the round trip time is 15 to 30 minutes, and 29.3% said it takes more than 30 minutes, on average, to make the trip.

What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more? The answers provided most often are to improve bike lane connectivity (30.5%), encourage schools to offer incentives or programs for children to walk and bike to school (27.3%), and install more sidewalks (26.9%). Another 18.2% said that there is *nothing* that would encourage increased walking or biking.

On another transportation-related topic: The City of Riverside has become involved in offering special local incentives to people who drive an electric vehicle as an alternative to “traditional” cars. And recently Riverside unveiled a state-of-the-art “fast electric vehicle charging station” at City Hall as an example of the City’s commitment to intelligent growth while being “green.”

City leaders were interested to find out via this survey about people’s attitudes regarding electric vehicles. The results: very few online survey respondents (3.8%) indicated that they (or someone in their household) drive an electric vehicle. Reasons offered for driving an electric vehicle include concern for the environment (37.5%), the desire to save money on gas (35.4%), and usage of the carpool lane for free (10.4%). The main reason offered for *not* driving such a vehicle is that their current car already meets their needs (39.0%). Another 30.9% expressed concerns about the price of the vehicle, and 9.7% said that the limitation on the number of miles one can drive before recharging is problematic. About half of respondents (52.3%) indicated that they would be *more likely* (however that is quantified) to drive an electric vehicle if more public charging stations were available (especially near shopping centers, grocery stores, and downtown), however it is a “chicken and egg” argument – for the most part, unless proactive steps (such as Riverside’s) are taken, charging stations won’t be made available until more

22. <http://www.apta.com/resources/reportsandpublications/Documents/APTA-Millennials-and-Mobility.pdf>

people buy electric vehicles, and people won't buy the vehicles until there are more charging stations.

CONCLUSION

- “I'm glad you created this survey to get people involved and get their input.”
- “Love riverside leadership for always looking for ways to make us shine. Love what is being done to make our city run smoothly in ALL areas. This survey is one of many ways Riverside listens and is attentive to our needs. I'm really appreciative.”
- “We are very proud to live in Riverside. We spend a lot of time downtown, our boys play little league here, our son is starting the police explorer program, and we have an awesome councilman. We are very excited about all the new planned developments, events and activities downtown and how it will improve the surrounding neighborhoods and property values.”
- “I love living in downtown Riverside. The historic buildings, restaurants, and community events are some of the main reasons my family decided to make Riverside home.”
- “You guys have made great improvements over the past few years in making Riverside ‘hip’ ...I wish I could work in Riverside and not have to commute to LA, but I have never been able to find work here....Keep up the great work.”
- “There are a lot of pros about living in Riverside, but my major cons are: (1) homelessness is really bad, (2) public transportation takes way too long to be efficient.
- “Great community.”

These are but a few of the concluding comments people made on this year's Riverside Community Quality of Life Survey effort. This survey, a follow-up of the 2013 survey, documents the good aspects of life in Riverside and demonstrates some of Riverside's challenges which need further attention from Riverside leaders and stakeholders.

As was the case in the 2013 Riverside Community Quality of Life Survey, Riverside is perceived as a good place to be active and healthy, to enjoy art and culture, to bring visitors, to find an affordable place to live, and to raise children. Riverside residents feel a tremendous sense of pride in their city, a sense of belonging. Awards and recognition for the City abounds, including designation by Forbes as “the eighth coolest city in America.”

That said there is still a great deal of work to be done before Riverside is a city where *all* residents have a safe and secure place to live and work. Riverside has its challenges, and we look forward to documenting progress on dealing with those challenges in the next Riverside Community Quality of Life Survey.

APPENDIX I

Telephone Questionnaire

SEIZING OUR DESTINY
RIVERSIDE COMMUNITY QUALITY OF LIFE SURVEY, 2015
September 10, 2015 Afternoon, Final version+ Final Edits

Note to reader about formatting:

- This is a script for telephone interviewers of the Institute of Applied Research, CSUSB.
- Lower case = what is actually read to the interviewee, the Riverside resident responding.
- CAPITALS = instructions for the interviewers or technical coding for their system. These are not read to interviewee.
- When answer options are in CAPS, they are coding categories for researcher only; they will not be read aloud. The interviewer listens to the answer and then marks the closest answer code – which may be DON'T KNOW or REFUSED. If they give an answer that doesn't match a pre-determined category, then they type in the answer. They categories are still important to review but they will impact what answers we will be able to analyze.

SHELLO Hello, my name is _____ and I am calling from the Institute of Applied Research. I am calling to conduct the City of Riverside survey on behalf of the Riverside Survey on behalf of Riverside leaders. Have I reached [READ PHONE # FROM SCREEN]?

1. CONTINUE
2. DISPOSITION SCREEN

Interviewers will have a fallback statement for why the caller ID says CSUSB and who we actually are (just in case people ask)

SHELLO2 (USED ONLY TO COMPLETE A SURVEY ALREADY STARTED)

Hello, this is _____. Have I reached [READ PHONE NUMBER]? I'm calling regarding the Riverside Survey about quality of life that we recently started with a [MALE/FEMALE] in the household and I'm calling back to complete that interview. Is that person available?

SPAN INTERVIEWER: PLEASE CODE WHICH LANGUAGE THE INTERVIEW WILL BE CONDUCTED IN:

1. ENGLISH
2. SPANISH

SHEAD We are conducting a survey about your quality of life in Riverside and need the input of Riverside residents who are 18 or older. Could I speak to the adult at home who has had the most recent birthday? Are you that person?

1. Yes [SKIP TO CITY]
2. No [CONTINUE]
8. DON'T KNOW/NO RESPONSE
9. REFUSED

SHEAD2 Can I speak to that person?
Yes [SKIP TO CITY]

- No [CONTINUE]
- 1. DON'T KNOW/NO RESPONSE
- 9. REFUSED

- CALLBK Is there a better time I could call back to reach that person?
- 1. Yes [SKIP TO APPT]
 - 2. No [ENDQUEST]

- CITY First, I would like to confirm you currently live in the City of Riverside?
- 1. Yes
 - 2. No [QSORRY2]

- ZIPD2 What is your zip code?
- 1. 92501 JUST IN CASE P.O. BOX ZIPS
 - 2. 92502 13. 92513
 - 3. 92503 14. 92514
 - 4. 92504 15. 92515
 - 5. 92505 16. 92516
 - 6. 92506 17. 92517
 - 7. 92507 19. 92519
 - 8. 92508 21. 92521
 - 9. 92509 22. 92522

- 97. ZIP CODE NOT ON OUR LIST[SKIPTO QSORRY2]
- 98. DON'T KNOW
- 99. REFUSE

- AGEQAL Next, I'd like to verify that you are at least 18 years of age.
- 1. Yes
 - 2. No [SKIPTO QSORRY]

INTRO2 I'm calling on behalf of community leaders who want to know what YOU think about Riverside's quality of life so they can set priorities for the coming year. This survey takes about 10 minutes to complete. Your identity and your responses will remain completely confidential, and of course, you are free to decline to answer any particular question.

I should also mention that this call may be monitored by my supervisor for quality control purposes only. Is it alright to ask you these questions now?

- 1. Yes [CONTINUE]
- 2. No [SKIP TO APPT]

- APPT Is it possible to make an appointment to ask you the survey questions at a more convenient time?
- 1. Yes (SPECIFY)_____
 - 2. No [ENDQUEST]

BEGIN I'd like to begin by asking you some general questions.

[INTERVIEWERS: PRESS ANY KEY TO CONTINUE]

Q1. How many years have you lived in the City of Riverside? [INTERVIEWER: DON'T READ. LET THEM ANSWER AND PUT RESPONSE IN THE CORRECT CATEGORY (ROUND UP)]

1. LESS THAN 2 YEARS
2. 2 TO 5 YEARS
3. 6 TO 10 YEARS
4. 11 TO 20 YEARS
5. MORE THAN 20 YEARS
8. DON'T KNOW
9. REFUSED

[PROGRAMMING NOTE: IF REPLY IS 3, 4 OR 5, ASK Q13i]

Q2. What is the main reason you choose to live in the City of Riverside?
[INTERVIEWER: DON'T READ OPTIONS]

1. CLOSE TO WORK/JOB HERE
2. CLOSE TO FAMILY
3. AFFORDABLE
4. LIVED HERE MY WHOLE LIFE
5. CAN'T AFFORD TO MOVE
6. NO CHOICE – LIVE WITH FAMILY/PARENTS IN RIVERSIDE
7. ATTENDING SCHOOL HERE
8. I LIKE THE SCHOOLS FOR MY KIDS
9. IT'S "MY KIND OF PLACE"/I LIKE IT/I CHOSE IT
10. OTHER (specify _____)
11. FEEL SAFE
12. JUST CAME AND NOW I'M USE TO IT
98. DON'T KNOW
99. REFUSED

Q3a. In your opinion, what is the BEST thing about living in Riverside?
[INTERVIEWER: DON'T READ OPTIONS]

1. GOOD AREA, LOCATION
2. NICE PARKS/OUTDOOR SPACE/NATURAL SCENERY
3. AFFORDABLE HOUSING
4. GOOD CLIMATE, WEATHER
5. NOT CROWDED
6. GOOD SCHOOLS/UNIVERSITIES
7. LESS CRIME, FEEL SAFE
8. JOB AVAILABILITY
9. FRIENDLY PEOPLE
10. FAMILY AND FRIENDS LIVE HERE
11. CLOSE TO WORK
12. FAITH/RELIGIOUS COMMUNITY/CONGREGATION

13. GOOD ENTERTAINMENT/ARTS/CULTURE
14. ACTIVE COMMUNITY
15. I LIKE BEING INVOLVED
16. SMALL TOWN ATMOSPHERE FEELING
17. CONVENIENCE TO STORES, RETAIL, RESTAURANTS
18. OTHER (SPECIFY) _____
19. NOTHING [SKIP TO Q4]
98. DON'T KNOW [SKIP TO Q4]
99. REFUSED [SKIP TO Q4]

Q3b. Anything else? **[INTERVIEWER: DON'T READ OPTIONS]**

1. GOOD AREA, LOCATION
2. NICE PARKS/OUTDOOR SPACE/NATURAL SCENERY
3. AFFORDABLE HOUSING
4. GOOD CLIMATE, WEATHER
5. NOT CROWDED
6. GOOD SCHOOLS/UNIVERSITIES
7. LESS CRIME, FEEL SAFE
8. JOB AVAILABILITY
9. FRIENDLY PEOPLE
10. FAMILY AND FRIENDS LIVE HERE
11. CLOSE TO WORK
12. FAITH/RELIGIOUS COMMUNITY/CONGREGATION
13. GOOD ENTERTAINMENT/ARTS/CULTURE
14. ACTIVE COMMUNITY
15. I LIKE BEING INVOLVED
16. SMALL TOWN ATMOSPHERE FEELING
17. CONVENIENCE TO STORES, RETAIL, RESTAURANTS
18. OTHER (SPECIFY) _____
97. NOTHING ELSE
98. DON'T KNOW
99. REFUSED

Q4. In your opinion, what do you like LEAST about living in Riverside?
[INTERVIEWER: DON'T READ OPTIONS]

1. SMOG, AIR POLLUTION
2. TRAFFIC
3. POOR PUBLIC TRANSPORTATION
4. DRUGS
5. CRIME, VIOLENCE
6. GANG ACTIVITY
7. BAD LOCATION
8. LACK OF ENTERTAINMENT/ARTS/CULTURE
9. OVERPOPULATED
10. BAD SCHOOL SYSTEM
11. COST OF LIVING/TO EXPENSIVE TO LIVE HERE
12. LACK OF JOB OPPORTUNITY
13. WEATHER, FIRES, FLOODS, EARTHQUAKES

14. ATTITUDE OF LAW ENFORCEMENT OR IMMIGRATION OFFICERS
15. INTOLERANCE
16. ISOLATION...DON'T FEEL "CONNECTED"
17. HOMELESSNESS
18. NOT ENOUGH OPEN SPACE
19. OTHER (SPECIFY)_____
20. NOTHING [SKIP TO TRANS]
98. DON'T KNOW [SKIP TO TRANS]
99. REFUSED [SKIP TO TRANS]

Q4b. Anything else?

[INTERVIEWER: DON'T READ OPTIONS]

1. SMOG, AIR POLLUTION
2. TRAFFIC
3. POOR PUBLIC TRANSPORTATION
4. DRUGS
5. CRIME, VIOLENCE
6. GANG ACTIVITY
7. BAD LOCATION
8. LACK OF ENTERTAINMENT/ARTS/CULTURE
9. OVERPOPULATED
10. BAD SCHOOL SYSTEM
11. COST OF LIVING/ TO EXENSIVE TO LIVE HERE
12. LACK OF JOB OPPORTUNITY
13. WEATHER, FIRES, FLOODS, EARTHQUAKES
14. ATTITUDE OF LAW ENFORCEMENT OR IMMIGRATION OFFICERS
15. INTOLERANCE
16. ISOLATION...DON'T FEEL "CONNECTED"
17. HOMELESSNESS
18. NOT ENOUGH OPEN SPACE
19. OTHER (SPECIFY)_____
97. NOTHING ELSE
98. DON'T KNOW
99. REFUSED

TRANS Now let's get more specific about some aspects of life in Riverside.

Q5. For each of the following statements, please tell me if you strongly agree, agree, disagree, or strongly disagree. Here's the first one: Riverside is a good place.... **[ROTATE QUESTIONS "A" THROUGH "G"]**

- a. To bring visitors.
- b. To find a good job.
- c. To own or operate a business or nonprofit
- d. To be active and healthy.
- e. To raise children.
- f. To enjoy art and culture.
- g. To find an affordable place to live.
 1. STRONGLY AGREE
 2. AGREE

- 3. DISAGREE
- 4. STRONGLY DISAGREE
- 8. DON'T KNOW
- 9. REFUSED

Q6. Thank you. Now on another topic, how would you rate the availability of healthy places to eat and shop for groceries in your neighborhood? Would you rate the availability as excellent, good, fair, or poor?

- 1. EXCELLENT
- 2. GOOD
- 3. FAIR
- 4. POOR
- 8. DON'T KNOW
- 9. REFUSED

Q7. How would you rate the availability of places to exercise and be active in your neighborhood? Would you rate it excellent, good, fair, or poor?

- 1. EXCELLENT
- 2. GOOD
- 3. FAIR
- 4. POOR
- 7. I DON'T EXERCISE...I'M NOT ACTIVE
- 8. DON'T KNOW
- 9. REFUSED

Q8. How about the availability of bike lanes in your neighborhood?

- 1. EXCELLENT
- 2. GOOD
- 3. FAIR
- 4. POOR
- 7. DON'T USE BIKE LANES, or I ALWAYS DRIVE A CAR, WALK, DRIVE WITH FRIENDS
- 8. DON'T KNOW
- 9. REFUSED

Q9. And how would you rate the ease of getting around by bus or rail in Riverside?

- 1. EXCELLENT
- 2. GOOD
- 3. FAIR
- 4. POOR
- 7. DON'T TAKE THE BUS OR RAIL, or I ALWAYS DRIVE A CAR, WALK, DRIVE WITH FRIENDS
- 8. DON'T KNOW
- 9. REFUSED

Q10Tran: Now for the next few statements, please tell me if you strongly agree, agree, disagree, or strongly disagree. Here's the first statement: [ROTATE ITEMS A – G]

- a. “Riverside is an attractive place” (Fallback: beautiful surroundings)
- b. “I feel a sense of belonging to my community”
- c. “Riverside is a place where I can realize the goals I have for my future”
- d. “There are good schools in my neighborhood”
- e. “It is important for young people to go to college or trade school”
- f. “I am proud to live in Riverside.”
- g. “I am satisfied with the progress made so far in addressing homelessness in the City of Riverside.”
- h. “Riverside’s tap water is safe to drink”
- i. **IF Q1=3, 4, 5 ASK:** “The air quality in Riverside has improved since I’ve lived here.”

- 1. STRONGLY AGREE
- 2. AGREE
- 3. DISAGREE
- 4. STRONGLY DISAGREE
- 8. DON’T KNOW
- 9. REFUSED

- j. “My family and I get the medical services we need in Riverside”

- 1. STRONGLY AGREE
- 2. AGREE
- 3. DISAGREE
- 4. STRONGLY DISAGREE
- 8. DON’T KNOW
- 9. REFUSED

- k. IF Q10J = 3 OR 4, ASK: Why can’t you get those services?

- 1. DON’T HAVE MEDICAL INSURANCE
- 2. CAN’T AFFORD MEDICAL SERVICES WE NEED
- 3. HAVE TO GO OUTSIDE OF RIVERSIDE TO GET SERVICES WE NEED
- 4. DON’T HAVE ENOUGH DOCTORS, WAIT IS TOO LONG FOR AN APPOINTMENT
- 5. OTHER (SPECIFY) _____
- 8. DON’T KNOW
- 9. REFUSED

Q11. Now moving on to other topics....do the parks and recreational spaces in Riverside meet your needs? For this question please answer “yes,” “no”, or “somewhat” Or if you don’t use them, let me know

- 1. YES
- 2. NO
- 3. SOMEWHAT
- 4. DON’T USE/DON’T GO TO PARKS OR RECREATIONAL SPACES
- 8. DON’T KNOW

9. REFUSED

Q11B. IF "NO" OR "SOMEWHAT": How would you like parks and recreational spaces to be improved? _____

Q12. Do the retail stores in Riverside meet your needs?

1. YES
2. NO
3. SOMEWHAT
4. DON'T USE/ DON'T DO THE SHOPPING IN MY HOUSEHOLD
8. DON'T KNOW
9. REFUSED

Q12B. IF "NO" OR "SOMEWHAT": What stores or types of stores would you like to see in Riverside? _____

Q13. Do the restaurants in Riverside meet your needs?

1. YES
2. NO
3. SOMEWHAT
4. DON'T USE/DON'T GO TO RESTAURANTS
8. DON'T KNOW
9. REFUSED

Q13B. IF "NO" OR "SOMEWHAT": What restaurant or kind of restaurants would you like?

Q14. Do the places in Riverside where you can hear music and dance meet your needs?

1. YES
2. NO
3. SOMEWHAT
4. DON'T USE/DON'T GO TO CLUBS
5. DIDN'T KNOW THERE WERE PLACES TO HEAR MUSIC AND DANCE IN RIVERSIDE
8. DON'T KNOW
9. REFUSED

Q14B. IF "NO" OR "SOMEWHAT": In what way don't they meet your needs?

Q15. Do the concerts and live theater in Riverside meet your needs?

1. YES
2. NO
3. SOMEWHAT
4. DON'T USE/DON'T GO TO CONCERTS/LIVE THEATER
5. DIDN'T KNOW THERE WERE CONCERTS/LIVE THEATER IN RIVERSIDE
8. DON'T KNOW

9. REFUSED

Q15B. IF "NO" OR "SOMEWHAT": What concerts or live theater would you like?

Q16. Do the festivals and special events in Riverside meet your needs?

1. YES
2. NO
3. SOMEWHAT
4. DON'T USE/DON'T GO TO FESTIVALS OR SPECIAL EVENTS
5. DIDN'T KNOW THERE WERE FESTIVALS/SPECIAL EVENTS
8. DON'T KNOW
9. REFUSED

Q16B. IF "NO" OR "SOMEWHAT": What improvements would you like to make?

Q17. Now, on another topic...do you know the names of your neighbors who live close to you?

[INTERVIEWER: IF THEY JUST SAY "YES" PROMPT WITH WOULD YOU SAY YOU KNOW ALL OF THEM, MOST OF THEM, OR SOME OF THEM?]

1. ALL OF THEM
2. MOST OF THEM
3. SOME OF THEM
4. NO, DON'T KNOW ANY
5. DON'T HAVE ANY NEIGHBORS CLOSE BY
8. DON'T KNOW
9. REFUSED

Q18. Do you feel it is safe to walk in your neighborhood?

1. YES [SKIP TO Q19]
2. NO
3. SOMEWHAT
8. DON'T KNOW [SKIP TO Q19]
9. REFUSED [SKIP TO Q19]

Q18B: What makes you feel it is unsafe?

1. CRIME/PEOPLE WHO MIGHT HARM ME
2. GANG PROBLEM
3. NO SIDEWALKS OR BAD SIDEWALKS
4. DANGEROUS INTERSECTIONS
5. SOMETHING ELSE (SPECIFY)
6. NO LIGHTING/POOR LIGHTING OR TOO DARK
7. DOGS, WILD ANIMALS
8. DON'T KNOW
9. REFUSED

- Q19. In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside? Would you say that you are...
1. Not at all fearful
 2. Not too fearful
 3. Somewhat fearful, or
 4. Very fearful
 8. DON'T KNOW
 9. REFUSED
- Q20. In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?
1. BETTER OFF
 2. SAME
 3. WORSE OFF
 8. DON'T KNOW
 9. REFUSED
- Q21. Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?
1. BETTER OFF
 2. SAME
 3. WORSE OFF
 8. DON'T KNOW
 9. REFUSED
- Q22. Do you donate to Riverside causes or organizations?
1. YES **[CONTINUE WITH Q22B]**
 2. NO **[SKIP TO Q23]**
 3. DONATE TO CAUSES, BUT NOT IN RIVERSIDE **[SKIP TO Q23]**
 8. DON'T KNOW **[SKIP TO Q23]**
 9. REFUSED **[SKIP TO Q23]**
- Q22B. Do your donations go to religious institutions, to other nonprofit organizations, or to both?
1. RELIGIOUS INSTITUTIONS
 2. OTHER NONPROFIT ORGANIZATIONS
 3. BOTH
 8. DON'T KNOW
 9. REFUSED
- Q23. Do you volunteer for Riverside causes or organizations or schools?
1. YES
 2. NO
- Q23b. IF YES TO Q23...How many hours per month do you volunteer? _____

TRANS We're almost done. I just need to get a bit of information about your background for statistical purposes.

D1. Do you rent or own your current residence?

1. RENT OR LEASE
2. OWN
3. LIVE IN STUDENT HOUSING
4. LIVE WITH FAMILY MEMBER (PARENTS OR KIDS)
5. OTHER (SPECIFY) _____
8. DON'T KNOW
9. REFUSED

D2. What is your zip code? _____

D3. Riverside has 26 different neighborhoods. What neighborhood do you live in?

INTERVIEWER: IF THEY PAUSE, PROMPT WITH "LIKE CANYON CREST, OR EASTSIDE, OR WOOD STREETS". IF THEY STILL PAUSE SAY "IF YOU DON'T KNOW, THAT'S FINE..."

1. AIRPORT
2. ALESSANDRO HEIGHTS
3. ARLANZA
4. ARLINGTON
5. ARLINGTON HEIGHTS
6. ARLINGTON SOUTH
7. CANYON CREST
8. CANYON SPRINGS
9. CASA BLANCA
10. DOWNTOWN
11. EASTSIDE
12. GRAND
13. HAWARDEN HILLS
14. HUNTER INDUSTRIAL PARK
15. LA SIERRA
16. LA SIERRA ACRES
17. LA SIERRA HILLS
18. LA SIERRA SOUTH
19. MAGNOLIA CENTER
20. MISSION GROVE
21. NORTHSIDE
22. ORANGECREST
23. PRESIDENTIAL PARK
24. RAMONA
25. SYCAMORE CANYON
26. UNIVERSITY
27. VICTORIA
28. WOODCREST
29. WOOD STREETS

- 30. OTHER (SPECIFY) _____
- 98. DON'T KNOW [SKIP TO D4]
- 99. REFUSED [SKIP TO D4]

D3b: INTERVIEWER DID YOU HAVE TO PROMPT ON THE LAST QUESTION?

- 1. YES
- 2. NO

D4. What was the last grade of school that you completed?

- 1. SOME HIGH SCHOOL OR LESS
- 2. HIGH SCHOOL DEGREE OR EQUIVALENT
- 3. SOME COLLEGE BUT NO DEGREE
- 4. ASSOCIATE DEGREE OR TECHNICAL CERTIFICATE
- 5. BACHELOR'S DEGREE
- 6. GRADUATE OR PROFESSIONAL DEGREE
- 7. OTHER (SPECIFY)
- 9. REFUSED

D5. Which of the following best describes your employment status? Are you....

- 1. Working full-time for pay [CONTINUE]
- 2. Working less than 30 hours a week for pay [CONTINUE]
- 3. Full-time student [SKIP TO D6]
- 4. Full-time homemaker, parent or caregiver [SKIP TO D6]
- 5. Unemployed and looking for work [SKIP TO D6]
- 6. Retired, or [SKIP TO D6]
- 7. Disabled and not able to work? [SKIP TO D6]
- 8. OTHER (SPECIFY) _____ [SKIP TO D6]
- 9. REFUSED [SKIP TO D6]

D5B: Do you work in the City of Riverside?

- 1. YES
- 2. NO (May I ask what city?) [TYPE IN THE ANSWER THEY SAY]

D6. What is your age?

D7. How many children ages 18 and under do you have living at home? _____

D8. Are you of Hispanic, Latino, or Spanish origin?

- 1. YES
- 2. NO
- 8. DON'T KNOW
- 9. REFUSED

D9. How would you describe your race? **SELECT ALL THAT APPLY**

- 1. WHITE
- 2. BLACK, AFRICAN AMERICAN, OR NEGRO
- 3. HISPANIC/LATINO ONLY [INTERVIEWERS: PROBE WITH... Some

Hispanics or Latinos also identify themselves as Caucasian or African American or some other race. Do you?]

4. AMERICAN INDIAN OR ALASKA NATIVE
5. ASIAN INDIAN
6. CHINESE
7. FILIPINO
8. JAPANESE
9. KOREAN
10. VIETNAMESE
11. OTHER ASIAN
12. NATIVE HAWAIIAN
13. GUAMANIAN OR CHAMORRO
14. SAMOAN
15. OTHER PACIFIC ISLANDER (SPECIFY)
16. SOME OTHER RACE (SPECIFY)
99. REFUSED

D10. Which of the following categories best describes your total household or family income before taxes, from all sources, for 2014? Stop me when I get to the correct category.

1. Less than \$25,000
2. \$25,000 to less than \$35,000
3. \$35,000 to less than \$50,000
4. \$50,000 to less than \$65,000
5. \$65,000 to less than \$80,000
6. \$80,000 to \$110,000
7. Over \$110,000
8. DON'T KNOW
9. REFUSED

Q24. Wonderful, that's it. Is there anything else you'd like to tell Riverside community leaders about the quality of life in Riverside?

1. YES (SPECIFY): _____
2. NO

Great. On behalf of Seizing Our Destiny, a group that works towards the vision of a prosperous future for everyone in Riverside, I want to thank you for completing the survey. Have a great day!

END

QSORRY I'm sorry, but currently we are interviewing people 18 years of age and older. Thank you for your time. [ENDQUEST]

QSORRY2 I'm sorry, but we are only surveying people who live in the City limits of Riverside at this time. Thank you for your time. [ENDQUEST]

INTERVIEWER QUESTIONS

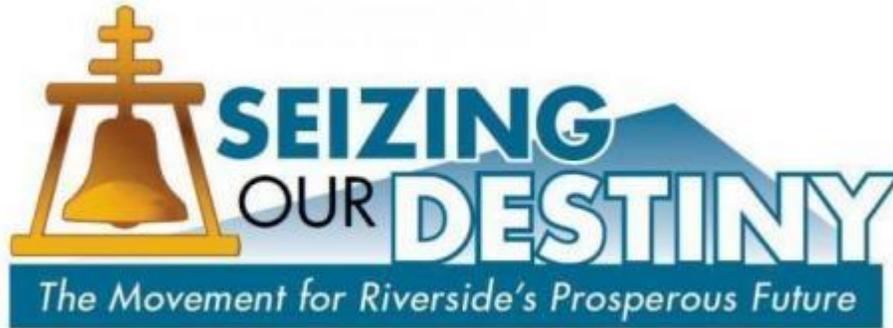
- GENDER The respondent was...
1. Male
 2. Female
 3. Couldn't tell
- COOP How cooperative was the respondent?
1. Cooperative
 2. Uncooperative
 3. Very Uncooperative
- UNDSTD How well did the respondent understand the questions?
1. Very easily
 2. Easily
 3. Some difficulty
 4. Great deal of difficulty
- LNG In what language was the interview conducted?
1. English
 2. Spanish
- NAME Interviewer name?

APPENDIX II

**Online Questionnaire for those who
Live (and Perhaps Work) in Riverside**

2015 City of Riverside Quality of Life Survey
Online Questionnaire for those who Live
(and Perhaps Work) in Riverside

Q127



Welcome Welcome to the Riverside Community Quality of Life Survey, a survey designed to find out what residents think about Riverside’s areas of excellence and areas of needed improvement. This survey should take less than 15 minutes to complete. Your answers will help evaluate the quality of life in Riverside. The results will be a “call to action” for Riversiders to make improvements where needed. Your identity and your responses will remain completely confidential and, of course, you are free to decline to answer any particular survey question. I acknowledge that I have been informed of, and understand, the true nature and purpose of this study, and I freely consent to participate. Further, I acknowledge that I am 18 years of age or older. Please indicate your desire to participate by selecting "Agree and Continue." Selecting “Disagree” will end the survey.

- Agree and Continue
- Disagree

If “Disagree” Is Selected, Then Skip To End of Survey
If “Agree and Continue” Is Not Selected, Then Skip To End of Survey

LIVEWORK Your survey answers will be recorded as you go. If you lose your connection or need to complete the survey later, simply go back to www.RiversideSurvey.com from the same computer and start again. To begin the survey, please select the option that best describes you:

- Live in the City of Riverside (including college / university students living in Riverside while going to school)
- Work or go to college / university in the City of Riverside but live elsewhere
- Don't live or work in the City of Riverside
- Both live AND work in the City of Riverside

If “Work or go to college/university but live elsewhere” Is Selected, Then Skip To “Thank you for your interest in the Riverside Survey...”

If “Don't live or work in the City of Riverside” Is Selected, Then Skip To “We appreciate your interest in the Riverside Survey...”

Profile Also, please check the categories that best describe you (check all that apply):

- Parent of a child 18 years old or younger
- Adult age 65 or older
- Adult age 18 - 64
- College or university student
- In the first 10 years of my working career (a young professional)

Q1 How many years have you lived in the City of Riverside?

- Less than 2 years
- 2 to 5 years
- 6 to 10 years
- 11 to 20 years
- More than 20 years
- Don't know

Q2Live What is the MAIN reason you choose to live in the City of Riverside?

- I have a job here
- I live with my family here
- It's close to family
- It's affordable to live here
- I've lived here my whole life
- I can't afford to move
- I attend college here
- I like the schools for my kids
- I just like it
- Other (specify) _____
- Don't know

Q3Live In your opinion, what are the BEST things about living in Riverside? (No more than 2 choices may be given)

- Good area, location
- Nice parks / outdoor space / natural scenery
- Affordable housing
- Good climate, weather
- Not crowded
- Good schools and universities
- Less crime, it's safe
- Job availability
- Friendly people
- Family and friends live here
- It's close to work
- I like the faith / religious community / congregation

- Good entertainment / arts / culture
- It's an active community with lots going on, I like being involved
- It has a small town atmosphere / feeling
- Convenient access to stores, retail, restaurants
- There is nothing good about living in Riverside
- Other _____
- Don't Know

Answer If "Both live AND work in the City of Riverside" Is Selected

Q3Work In your opinion, what are the BEST things about WORKING in Riverside? (No more than 2 choices may be given)

- The pay is better here than in other areas
- There are more jobs than in other areas
- It's not crowded
- Less traffic than in Orange or LA County
- It's a short commute
- I work for a good company
- I have a good job
- My job gives me a good chance for advancement / promotions
- Availability of amenities (restaurants, entertainment, gyms, etc.)
- Other _____
- Don't know

Q4Live In your opinion, what do you like LEAST about living in Riverside? (No more than 2 choices may be given)

- Smog, air pollution
- Traffic
- Poor public transportation
- Drugs
- Crime / Violence
- Gang activity
- Its location
- Lack of entertainment/ arts/ culture
- It is overpopulated
- School system
- Cost of living
- Lack of job opportunities
- Weather, fires, floods, earthquakes
- Attitude of law enforcement or immigration officers
- Intolerance
- Isolation...I don't feel "connected"
- Homelessness
- Not enough open space
- There's nothing to do that I enjoy
- Nothing...I like everything about living in Riverside!

- Other _____
- Don't Know

Answer If "Both live AND work in the City of Riverside" Is Selected

Q4Work In your opinion, what do you like LEAST about WORKING in Riverside? (No more than 2 choices may be given)

- Smog, air pollution
- Traffic
- Poor public transportation
- Pay is not as good as jobs in other places
- It's not a good company / job
- Other employees are not skilled enough
- Not as much chance for advancement / promotion
- Long commute
- Poor amenities in the area (restaurants, entertainment, gyms, etc.)
- Not enough parking
- Nothing...I like everything about working in Riverside
- Other _____
- Don't know

Q119 City leaders would like to know how important certain issues are to you. Please rate each of the following by moving the sliders between 0 (not important) and 100 (very important).

- _____ Feeling safe overall in the City
- _____ Addressing homelessness
- _____ Bringing new jobs to Riverside
- _____ Access to faster internet speeds at affordable rate plans
- _____ Effective communication methods between the City and its residents and workers

Q5 Following are some statements about Riverside. For each statement, please indicate if you strongly agree, agree, disagree, or strongly disagree. RIVERSIDE IS A GOOD PLACE.....

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't know |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| To bring visitors | <input type="radio"/> |
| To find a good job | <input type="radio"/> |
| To own or operate a business or nonprofit | <input type="radio"/> |
| To be active and healthy | <input type="radio"/> |
| To raise children | <input type="radio"/> |
| To enjoy art and culture | <input type="radio"/> |
| To find an affordable place to live | <input type="radio"/> |
| To make friends | <input type="radio"/> |

Answer If "Both live AND work in the City of Riverside" Is Selected

Q92 Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statement: Riverside is a good place to start or grow a business.

- Strongly agree
- Agree
- Disagree
- Strongly Disagree
- Don't know

Answer If "Disagree" or "Strongly Disagree" Is Selected for Q92

Q93 What would make Riverside a better place to start or grow a business?

Q6Live How would you rate the availability of healthy places to eat and shop for groceries in your neighborhood?

- Excellent
- Good
- Fair
- Poor
- Don't know

Q7Live How would you rate the availability of places to exercise and be active in your neighborhood?

- Excellent
- Good
- Fair
- Poor
- Can't rate...I don't exercise / I'm not active
- Don't Know

Health In general would you say your health is excellent, good, fair or poor?

- Excellent
- Good
- Fair
- Poor
- Don't Know

Q8 The following set of questions deals with transportation within the City of Riverside and your neighborhood. First, how would you rate the availability of bike lanes in your neighborhood?

- Excellent
- Good
- Fair
- Poor
- Can't rate...I don't use bike lanes

Don't know

Q9 How would you rate the ease of getting around by bus or rail in Riverside?

- Excellent
- Good
- Fair
- Poor
- Can't rate...I don't take the bus or rail
- Don't know

Q101 Suppose you wanted to travel within the City of Riverside. Besides taking a personal vehicle, what would be your preferred method(s) of traveling? Please click all that apply.

- I prefer traveling within the City of Riverside by car or motorcycle ONLY
- Bus
- Bicycle
- Walk
- Streetcar
- Other (please specify) _____

Q102 Please rank your preferred methods of traveling within the City of Riverside, with number 1 being the MOST preferred. Just "drag" the items into the most appropriate order.

- _____ Car or motorcycle
- _____ Bus
- _____ Bicycle
- _____ Walk
- _____ Streetcar
- _____ The "other" item you listed above

Q104 In the last few years was there ever a time when you couldn't do something you wanted to do in the City because you didn't have transportation?

- Yes
- No
- Don't recall

Answer If "Yes" Is Selected in Q104

Q105 What factor(s) prevented you from making your trip?

- There was no available RTA bus service
- I didn't have a reliable personal vehicle
- Time of day
- Construction activity
- Freeway traffic
- School traffic
- Other (Please specify) _____

Q106 Do you ever use public transportation within the City of Riverside?

- Yes
- No
- Don't know

Answer If "No" or "Don't know" Is Selected in Q106

Q107 What are the main reasons you don't use public transportation?

- Have to wait too long for a bus
- Too crowded
- Not convenient to get where I need to go
- Takes too long to get where I need to go
- Too expensive to take public transportation
- Don't like the people who use public transportation
- Buses don't operate at the times I need to travel
- I feel unsafe on buses
- Don't know -- I just like taking my personal vehicle
- Other (Please specify) _____

Q108 From your perspective, what are the main parking issues in downtown Riverside?

- I don't drive so I have no idea
- There are no parking issues that I'm aware of
- Parking is too expensive
- There isn't enough "off-street" parking (that is, parking garages or lots)
- There isn't enough parking on the street
- The affordable parking is too far from where I need to go
- Don't know
- Other (Please specify) _____

Q109 What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more?

- Install more bike lanes
- Improve bike lane connectivity
- Install more sidewalks
- Make public transportation (that is, RTA and/or Metrolink) more affordable
- Encourage schools to offer incentives or programs for children to walk and bike to school
- Other (Please specify) _____
- There is NOTHING that would encourage increased walking or biking

Q110 On average, how many times per week do you walk or bike in the City of Riverside instead of taking your personal vehicle for errands?

- 0
- 1 or 2 times
- 3 or 4 times
- 5 or more times per week

Answer If "How many times per week do you walk or bike in the City of Riverside instead of taking your

own personal vehicle" is greater than 0

Q111 On average how long does it take you to make the trip? The total time round trip is typically....

- Less than 5 minutes
- 5 to 14 minutes
- 15 to 30 minutes
- More than 30 minutes

Q120 Do you or anyone in your household drive an electric vehicle?

- Yes
- No

Answer If "No" is Selected for "Do you or anyone in your family drive an electric vehicle?"

Q121 What is the MAIN reason no one in your household drives an electric vehicle?

- My/our current car already meets my/our needs
- Price of the vehicle
- Limited number of miles one can drive before recharging
- Not enough charging stations available
- Lack of familiarity with electric vehicles
- Not enough model choices
- Cost of maintaining the car in the future
- Other (Please specify) _____

Answer If "Yes" is Selected for "Do you or anyone in your family drive an electric vehicle?"

Q122 What is the MAIN reason you or member of your household choose to drive an electric vehicle?

- Concern for the environment
- Save money on gas
- Less maintenance is required
- Fun to drive
- Sales tax waiver
- Use of the carpool lane for free
- Don't want to depend on other countries for oil
- Other (Please specify) _____

Answer If "No" is Selected for "Do you or anyone in your family drive an electric vehicle?"

Q123 Would you be more likely to drive an electric vehicle if more public charging stations were available?

- Yes
- No
- Don't know

Answer If “Yes” is Selected for “Would you be more likely to drive an electric vehicle if more public charging stations were available?”

Q124 Where would you like to see electric vehicle charging stations? Please be as specific as you can. For example, don't say "At or near work." Rather, say "near XXX Main Street in Riverside." Or you can keep it general with a response such as "near parks and libraries."

Q125 Would you be more likely to visit City facilities (like libraries or parks) if they had public electric vehicle charging stations?

- Yes
- No

Q10 Do you strongly agree, agree, disagree, or strongly disagree with the following statements?

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't know |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Riverside is an attractive place | <input type="radio"/> |
| Riverside is a place where I can realize the goals I have for my future | <input type="radio"/> |
| There are good schools in my neighborhood | <input type="radio"/> |
| There are good colleges/ universities in Riverside | <input type="radio"/> |
| It is important for young people to go to college or trade school | <input type="radio"/> |
| I am proud to live in Riverside | <input type="radio"/> |
| I am satisfied with the progress made so far in addressing homelessness in the City of Riverside | <input type="radio"/> |
| Riverside's tap water is safe to drink | <input type="radio"/> |
| I feel a sense of belonging to my community | <input type="radio"/> |
| My family and I get the medical services we need in Riverside | <input type="radio"/> |
| My family and I get the dental services we need in Riverside | <input type="radio"/> |
| I would be willing to live in downtown Riverside if there were good housing options. | <input type="radio"/> |

Answer If “Disagree” or “Strongly Disagree” Is Selected for question about medical services

Insur What are the reasons you can't get medical services in Riverside? (Check all that apply.)

- Don't have medical insurance
- Can't afford medical services we need
- Have to go outside of Riverside to get services we need
- Riverside doesn't have enough doctors
- I have to wait too long for an appointment in Riverside
- Can't find a doctor who understands my concerns or condition
- Other _____
- Don't know

Answer If “Disagree” or “Strongly Disagree” Is Selected for question about dental services

Dental What are the reasons you can't get dental health services in Riverside? (Check all that apply.)

- Don't have dental insurance
- Can't afford dental services we need
- Have to go outside of Riverside to get services we need
- Riverside doesn't have enough dentists
- I have to wait too long for an appointment in Riverside
- Can't find a dentist who understands my concerns or condition
- Can't find a dentist in Riverside who takes my insurance
- Other _____
- Don't know

Answer If lived in Riverside 6 or more years

Air The air quality in Riverside has improved since I've lived here.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Don't Know

Answer If “Parent of a child 18 years old or younger” Is Selected

Q85 Do you strongly agree, agree, disagree, or strongly disagree with the following statements?

| | Strongly agree | Agree | Disagree | Strongly Disagree | Don't Know |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| My child(ren)'s school prepares them for a good job or career | <input type="radio"/> |
| My child(ren)'s school prepares her / him / them to be successful college students | <input type="radio"/> |

Answer If "Both live AND work in the City of Riverside" Is Selected

Q94 Do you strongly agree, agree, disagree, or strongly disagree that Riverside's workforce is properly trained and educated?

- Strongly agree
- Agree
- Disagree
- Strongly Disagree
- Don't know

Answer If "Both live AND work in the City of Riverside" Is Selected

Q95 Do the business training and support services In Riverside meet your needs?

- Meet my needs
- Partially meet my needs
- Doesn't meet my needs
- Don't use them
- Didn't know Riverside had them

Answer If "College or university student" Is Selected

School3 Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position?

- Yes
- Not yet, but I plan to
- No
- I have no interest in internships

Answer If School3 is "Yes" or "Not yet, but I plan to"

School3b Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help you prepare for a career position?

- Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs
- No, there are not enough local opportunities
- I don't know yet

Answer If "College or University student" Is Selected

School4 Do you believe you will be able to find a good job in Riverside after you graduate?

- Yes
- No, the jobs I want aren't in Riverside
- I don't want to stay in Riverside

Answer If "College or University student" Is Selected

School5 Do you think Riverside is good place to live for college students?

- Yes
- No

Answer If "College or University student "Is Selected

School5b What would make Riverside a better place to live for college students?

Answer If "Adult age 65 or older" Is Selected

retire Do you strongly agree, agree, disagree, or strongly disagree with the following statements?

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't know |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Riverside is a good place to live for those over 65 | <input type="radio"/> |
| My medical care providers help me deal with aging related concerns | <input type="radio"/> |

Answer If "Disagree" or "Strongly Disagree" that Riverside is a good place to live for those over 65

retireb What would make Riverside a better place to live for those over 65?

Q11 Do the following aspects of Riverside meet your needs?

| | Meet my needs | Partially meet my needs | Don't meet my needs | Don't use them | Didn't know Riverside had them |
|--|-----------------------|-------------------------|-----------------------|-----------------------|--------------------------------|
| Parks and recreational spaces in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Retail stores in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Restaurants in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Places in Riverside where you can hear music and dance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Concerts and live theater in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Festivals and special events in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The public libraries in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Answer If Parks and recreational spaces in Riverside either "Partially meet my needs" or "Don't meet my needs"

Q11b How would you like parks and recreational spaces to be improved?

Answer If Retail stores in Riverside either "Partially meet my needs" or "Don't meet my needs"

Q12b What stores or types of stores would you like to see in Riverside?

Answer If Restaurants in Riverside either "Partially meet my needs" or "Don't meet my needs"

Q13b What particular restaurant or kind of restaurants would you like?

Answer If Places in Riverside where you can hear music and dance either “Partially meet my needs” or “Don’t meet my needs”

Q14b In what way don't the places to hear music and dance meet your needs?

Answer If Concerts and live theater in Riverside either “Partially meet my needs” or “Don’t meet my needs”

Q15b What concerts or live theater would you like?

Answer If Festivals and special events in Riverside either “Partially meet my needs” or “Don’t meet my needs”

Q16b What improvements would you like to festivals and events?

Lib How would you like public libraries to be improved?

INFO1 What source of information do you rely on to find out about events and resources in Riverside? (Check all that you use.)

- A local newspaper
- On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com
- Explore Riverside quarterly newsletter
- Utility bill inserts
- Channel 3, government access TV
- Community or neighborhood groups
- Friends and family
- Local websites
- Social media such as Twitter or Facebook
- Email from the City or Councilmember
- Religious/Faith community
- Employer
- Radio
- Never try to find out about things happening
- Other _____

Answer If selected more than one source of information

Info1b Which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?

Info2 Do you ever use the on-line Community Calendar on RiversideCA.gov (City's website) or ExploreRiverside.com to find out what's going on in Riverside?

- Yes
- No
- Sometimes

Q113 Have you ever been to EngageRiverside.com to share your ideas about the City?

- Yes
- No

- Don't recall

Q114 Have you ever used the City of Riverside's eComment feature located on the City's website?

- Yes
- No
- Don't recall

Q115 Have you ever participated in Riverside City government, for example by providing input online, or attending a City Council meeting, or serving on a City committee?

- Yes
- No
- Don't recall

Answer If "Yes" Is Selected in Q115

Q116 What types of situations make you most likely to participate in City government?

- When something affects me personally
- When something affects my neighborhood
- When I don't agree on policy
- When I have some free time
- Other (Please specify) _____

Q117alt What can the City do to make it easier for you to participate in City government?

- Directly e-mail or send text messages about the opportunities available
- Provide information further in advance
- Provide greater opportunities to participate via technology, instead of attending meetings
- Change meeting times (Please specify) _____
- Come to my neighborhood
- Other (Please specify) _____

Q17 Do you know the names of your neighbors who live close to you?

- All of them
- Most of them
- Some of them
- No, don't know any
- Don't have any neighbors close by
- Don't Know

17b Do you have at least one neighbor who would help you if you needed help?

- Yes
- No
- I think so but I'm not sure

17c In the past 12 months, which of the following ways have you used (if any) to communicate with your neighbors about community issues? Please choose all that apply.

- I don't communicate with neighbors
- Talking face to face
- Talking on the phone
- Exchanging text messages
- Joining a community group on a social networking site
- Using Twitter
- Reading a community blog
- Participating in a community meeting
- Exchanging e-mails

Q18 Do you feel it is safe to walk in your neighborhood?

- Yes, it is safe
- No, it is not safe
- It is somewhat safe
- Don't walk outside, but not because of safety

Answer If "No, it is not safe Is Selected" or "It is somewhat safe" Is Selected

Q18b What makes you feel it is unsafe?

- Crime
- Gang problem
- No sidewalks or bad sidewalks
- Dangerous intersections
- No lighting or poor lighting
- Too much traffic
- Homeless/panhandlers
- Other (Specify) _____
- Don't know

Answer If "Both live AND work in the City of Riverside" Is Selected

Q18Work Do you feel it is safe to walk near your work location?

- Yes, it is safe
- No, it is not safe
- It is somewhat safe
- Don't walk outside, but not because of safety

Answer If "No, it is not safe Is Selected" or "It is somewhat safe" Is Selected

Q18bWork What makes you feel it is unsafe to walk near your work location?

- Crime
- Gang problem
- No sidewalks or bad sidewalks
- Dangerous intersections
- No lighting or poor lighting
- Too much traffic
- Homeless/panhandlers
- Other _____

Don't know

Q19 In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?

Not at all fearful

Not too fearful

Somewhat fearful, or

Very fearful

Don't Know

Q20 In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

Better off

Same

Worse off

Don't Know

Q21 Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

Better off

Same

Worse off

Don't Know

Q22 Do you donate money to Riverside causes or organizations?

Yes

No

Donate to causes, but not in Riverside

Don't Know

Answer If donate to Riverside causes or organizations

Q22b Do your donations to Riverside causes go to religious/faith institutions, to other nonprofit organizations, or to both?

Religious institutions

Other nonprofit organizations

Both

Don't Know

Answer If donate to Riverside causes or organizations

Q22c Approximately what percent of your total donations go to Riverside causes or organizations?

Zero

1 - 25%

26-50%

51-75%

76-99%

100%

Q23 Do you volunteer for Riverside causes or organizations or schools?

Yes

No

Don't Know

Answer If volunteer for Riverside causes or organizations

Q23b How many hours per month do you volunteer?

0-8 hours

9-20 hours

21 or more hours

Don't know

D1 The following questions about your background will be used for statistical purposes only.

Do you rent or own your current residence?

Rent or lease

Own

Live in student housing

Live with family member (that is, a "senior" adult living with adult children, or adult living in parent's home, etc.)

Other _____

D2 What is your home zip code?

D3 Riverside has 26 different neighborhoods. What neighborhood do you live in?

Airport

Alessandro Heights

Arlanza

Arlington

Arlington Heights

Arlington South

Canyon Crest

Casa Blanca

Downtown

Eastside

Grand

Hawarden Hills

Hunter Industrial Park

La Sierra

La Sierra Acres

La Sierra Hills

La Sierra South

Magnolia Center

Mission Grove

Orangecrest

- Presidential Park
- Ramona
- Sycamore Canyon/Canyon Springs
- University
- Victoria
- Wood Streets
- Other (specify) _____
- Don't Know

Q112 A project has been started which is designed to make people aware of the City's 26 neighborhoods. Have you heard about that project (called the Neighborhood Postcard project)?

- Yes
- No
- Don't know

D4 What was the last grade of school that you completed?

- Some high school or less
- High school degree or equivalent
- Some college but no degree
- Associate degree or technical certificate
- Bachelor's degree
- Graduate or professional degree
- Other (specify) _____
- Refuse to answer

D5 What is your age?

If Age Is Less Than 16, Then Skip To "Are you a male or female?"

D6 How many children ages 18 and under do you have living at home?

D7 Which of the following best describes your employment status? Are you...

- Working full-time for pay
- Working less than 30 hours a week for pay
- Full-time student
- Full-time homemaker, parent or caregiver
- Unemployed and looking for work
- Retired
- Disabled and not able to work
- Other (specify) _____

Answer If "Working full-time for pay" or "Working less than 30 hours a week for pay"

D7b Do you work within the City of Riverside?

- Yes
- No
- As indicated at the start of the survey, I work in the City of Riverside

Answer If Don't work in the City of Riverside

D7c What are the reasons you don't work within the City of Riverside?

Gender Are you a male or female?

- Male
- Female

D8b Are you of Hispanic, Latino, or Spanish origin?

- Yes
- No

D9 Following are the race categories used in the U.S. Census. How would you describe your race? (Please choose all that apply)

- White
- Black, African American, or Negro
- American Indian or Alaska Native (Please specify _____)
- Asian Indian
- Chinese
- Filipino
- Japanese
- Korean
- Vietnamese
- Other Asian _____
- Native Hawaiian
- Guamanian or Chamorro
- Samoan
- Other Pacific Islander _____
- Some other race _____
- Refuse to answer

D10 Which of the following categories best describes your total household or family income before taxes, from all sources, for 2014?

- Less than \$25,000
- \$25,000 to less than \$35,000
- \$35,000 to less than \$50,000
- \$50,000 to less than \$65,000
- \$65,000 to less than \$80,000
- \$80,000 to \$110,000
- Over \$110,000
- Don't know

HEAR How did you hear about this Riverside Community Quality of Life Survey?

- A local newspaper
- On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com

- Riverside quarterly newsletter
- Utility bill inserts
- Channel 3, Government Access TV
- Community or neighborhood group
- Friends and family
- Local websites
- Social media such as Twitter or Facebook
- Email from the City or Councilmember
- Religious/Faith community
- Employer
- Radio
- Freeway sign
- Other (specify) _____

Q24 Is there anything else you'd like to tell Riverside community leaders about the quality of life in Riverside?

END Thank you for your answers. Please click the forward button (>>) at the bottom right to have your answers recorded. Your answers will inform community groups and decision makers who champion Seizing Our Destiny, the strategic vision for a prosperous future for Riverside, California. Community, business and civic leaders work together to creatively tackle local issues, implement solutions, and promote Riverside success stories. We are proudly committed to ensuring Riverside remains a place attractive to dynamic and diverse families, business and visitors. If you are curious about the results, check RiversideSurvey.com early in 2016 for updates...Thank you!

Q82



If Sod printlogo hires alt2 Is Displayed, Then Skip To End of Survey

Sorry Thank you for your interest in the Riverside Survey. You might have reached this screen in error. Let us help you to the right page. You have started the version for those who LIVE within the City of Riverside. If you do LIVE in Riverside, click the back button (<<) on the lower right corner of this page and choose the first option: "Live in the City of Riverside (including college/university students living in Riverside while going to school)." If you LIVE and WORK in Riverside, you can also click the back button (<<) on the lower right corner of this

page and choose the first option: "Live in the City of Riverside (including college/ university students living in Riverside while going to school)". In this version you will have an opportunity to answer questions for both residents and workers. If you do NOT live in Riverside and need the version for those who WORK or go to college here only, click the following link to start again. Please click here: Thank you! Your opinions matter!

Q84



If Sod printlogo hires alt2 Is Displayed, Then Skip To End of Survey

Q87 We appreciate your interest in the Riverside Survey. You might have reached this screen in error. Let us help you to the right page. If you LIVE in Riverside, click the back button (<<) on the lower right corner of this page and choose the first option: "Live in the City of Riverside (including college/ university students living in Riverside while going to school)". In this version you will have an opportunity to answer questions for both residents and workers. If you are not a resident but you WORK or go to college in Riverside, click the following link to start again. Please click here: This survey is only for those who LIVE or WORK in Riverside. If you are not a resident, worker, or college student in Riverside, we welcome you to learn more about Seizing Our Destiny at www.SeizingOurDestiny.com. If you are curious about the results of this survey, check www.RiversideSurvey.com early in 2016 for updates. Thank you!

APPENDIX III

**Online Questionnaire for those who
Work (or attend College/University) in
Riverside but Live Elsewhere**

2015 Work in City of Riverside Quality of Life Survey
Online Questionnaire for those who Work
(or Attend College/University) in Riverside but Live Elsewhere

Q73



Welcome Welcome to the Riverside Community Quality of Life Survey, a survey designed to find out what you think about Riverside's areas of excellence and areas of needed improvement. This survey should take less than 5 minutes to complete. Your answers will help evaluate the quality of life in Riverside. The results will be a "call to action" for Riversiders to make improvements where needed. Your identity and your responses will remain completely confidential and, of course, you are free to decline to answer any particular survey question. I acknowledge that I have been informed of, and understand, the true nature and purpose of this study, and I freely consent to participate. Please indicate your desire to participate by selecting "Agree and Continue." Selecting "Disagree" will end the survey.

- Agree and Continue
- Disagree

If Disagree Is Selected, Then Skip To End of Survey

If Agree and Continue Is Not Selected, Then Skip To End of Survey

LIVEWORK Your survey answers will be recorded as you go. If you lose your connection or need to complete the survey later, simply go back to www.RiversideSurvey.com from the same computer and start again. To begin the survey, please select the option that best describes you:

- Live in the City of Riverside (including college/university students living in Riverside while going to school)
- Work or go to college / university in the City of Riverside BUT LIVE ELSEWHERE
- Don't live or work in the City of Riverside

If Live in the City of Riverside Is Selected, Then Skip To "Thank you for your interest in the Survey"

If Don't live or work in the City of Riverside Is Selected, Then Skip To "We appreciate your interest in the Survey..."

Profile Also, please check the categories that best describe you (choose all that apply):

- Parent of a child 18 years old or younger
- Adult age 65 or older
- Adult age 18 - 64
- College or university student

In the first 10 years of my working career (a "young professional")

Q1 How many years have you worked or attended college/university in the City of Riverside?

- Less than 2 years
- 2 to 5 years
- 6 to 10 years
- 11 to 20 years
- More than 20 years
- Don't know

Q2work Since you work or attend college/university in Riverside, what are the reasons you don't choose to live here? (Choose all that apply)

- Can't afford to live in Riverside
- Too much crime in the area
- Too crowded
- Can't afford to move from where I'm living now
- I like where I'm living now
- The schools seem better where I live now
- Just don't like it
- Other _____
- Don't Know

Q3work In your opinion, what are the BEST things about working/attending college in Riverside? (Choose up to 2)

- The pay is better here than in other areas
- There are more jobs than in other areas
- It's not crowded
- Less traffic than in Orange or LA County
- It's a short commute
- I work for a good company
- I have a good job
- My job gives me a good chance for advancement / promotions
- Availability of amenities (restaurants, entertainment, gyms, etc.)
- Other _____
- Don't Know

Q4work In your opinion, what do you like LEAST about working/attending college in Riverside? (Choose up to 2)

- Smog, air pollution
- Traffic
- Poor public transportation
- Pay is not as good as jobs in other places
- It's not a good company / job
- Other employees are not skilled enough
- Not as much chance for advancement / promotion
- Long commute

- Poor amenities in the area (restaurants, entertainment, gyms, etc.)
- Not enough parking
- Nothing...I like everything about working in Riverside!
- Other (specify) _____
- Don't know

Q5 For each statement, please indicate if you strongly agree, agree, disagree, or strongly disagree. RIVERSIDE IS A GOOD PLACE.....

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't Know |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| To bring visitors | <input type="radio"/> |
| To find a good job | <input type="radio"/> |
| To own or operate a business or nonprofit | <input type="radio"/> |
| To be active and healthy | <input type="radio"/> |
| To raise children | <input type="radio"/> |
| To enjoy art and culture | <input type="radio"/> |
| To find an affordable place to live | <input type="radio"/> |
| To make friends | <input type="radio"/> |
| To start or grow a business | <input type="radio"/> |

Answer if "Disagree" or "Strongly Disagree" that Riverside is a good place to start or grow a business
6work What would make Riverside a better place to start or grow a business?

Q8 How would you rate the availability of bike lanes in Riverside?

- Excellent
- Good
- Fair
- Poor
- Can't rate...I don't use bike lanes
- Don't know

Q9 How would you rate the ease of getting around by bus or rail in Riverside?

- Excellent
- Good
- Fair
- Poor
- Can't rate...I don't take the bus or rail
- Don't know

Q78 Suppose you wanted to travel within the City of Riverside. Besides taking a personal vehicle, what would be your preferred method(s) of traveling? Please click all that apply.

- I prefer traveling within the City of Riverside by car or motorcycle ONLY
- Bus
- Bicycle
- Walk
- Streetcar
- Other (Please specify)_____

Q77 Please rank your preferred methods of traveling within the City of Riverside, with number 1 being the MOST preferred. Just “drag” the items into the most appropriate order.

- ___ Car or motorcycle
- ___ Bus
- ___ Bicycle
- ___ Walk
- ___ Streetcar
- ___ The “other” item you listed above

Q79 In the last few years was there ever a time when you couldn’t do something you wanted to do in the City because you didn’t have transportation?

- Yes
- No
- Don't Know

Q80 What factor(s) prevented you from making your trip?

- There was no available RTA bus service
- I didn’t have a reliable personal vehicle
- Time of day
- Construction activity
- Freeway traffic
- School traffic
- Other (Please specify)_____

Q81 Do you ever use public transportation within the City of Riverside?

- Yes
- No
- Don't Know

Q82 What are the main reasons you don’t use public transportation?

- Have to wait too long for a bus
- Too crowded
- Not convenient to get where I need to go
- Takes too long to get where I need to go
- Too expensive to take public transportation
- Buses don’t operate at the times I need to travel
- I feel unsafe on buses

- Don't know...I just like taking my personal vehicle
- Other (Please specify)_____

Q83 From your perspective what are the main parking issues in downtown Riverside?

- I don't drive so I have no idea
- There are no parking issues that I'm aware of
- Parking is too expensive
- There isn't enough "off-street" parking (that is, parking garages or lots)
- The affordable parking is too far from where I need to go
- Don't know
- Other (Please specify)_____

Q84 What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more?

- Install more bike lanes
- Improve bike lane connectivity
- Install more sidewalks
- Make public transportation (that is, RTA and/or Metrolink) more affordable
- Encourage schools to offer incentives or programs for children to walk and bike to school
- Other (Please specify) _____
- There is NOTHING that would encourage increased walking or biking

Q85 On average, how many times per week do you walk or bike in the City of Riverside instead of taking your personal vehicle for errands?

- 0
- 1 or 2 times
- 3 or 4 times
- 5 or more times per week

Answer If Q85 is greater than zero

Q86 On average how long does it take you to make the trip? The total time round trip is typically...

- Less than 5 minutes
- 5 to 14 minutes
- 15 to 30 minutes
- More than 30 minutes

Q87 Do you or anyone in your household drive an electric vehicle?

- Yes
- No

Answer If "No" is Selected for "Do you or anyone in your family drive an electric vehicle?"

Q88 What is the MAIN reason no one in your household drives an electric vehicle?

- My/our current car already meets my/our needs
- Price of the vehicle
- Limited number of miles one can drive before recharging

- Not enough model choices
- Cost of maintaining the car in the future
- Other (Please specify)_____

Answer If “Yes” is Selected for “Do you or anyone in your family drive an electric vehicle?”

Q89 What is the MAIN reason you or a member of your household choose to drive an electric vehicle?

- Concern for the environment
- Save money on gas
- Less maintenance is required
- Fun to drive
- Sales tax waiver
- Use of the carpool lane for free
- Don’t want to depend on other countries for oil
- Other (Please specify)_____

Q90 Would you be more likely to drive an electric vehicle if more public charging stations were available?

- Yes
- No
- Don't Know

Answer If “Yes” to Q90

Q91 Where would you like to see electric vehicle charging stations? Please be as specific as you can. For example, don’t say “At or near work.” Rather say, “near XXX Main Street in Riverside.” Or you can keep it general with a response such as “near parks and libraries.”

Answer If “Yes” to Q90

Q92 Would you be more likely to visit City facilities (like libraries or parks) if they had public electric vehicle charging stations?

- Yes
- No

Q10 Do you strongly agree, agree, disagree, or strongly disagree with the following statements?

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't know |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Riverside is an attractive place | <input type="radio"/> |
| Riverside is a place where I can realize the goals I have for my future | <input type="radio"/> |
| There are good schools in Riverside | <input type="radio"/> |
| There are good colleges/universities in Riverside | <input type="radio"/> |
| It is important for young people to go to college or trade school | <input type="radio"/> |
| I am proud to work in Riverside" | <input type="radio"/> |
| I am satisfied with the progress made so far in addressing homelessness in the City of Riverside | <input type="radio"/> |
| Riverside's tap water is safe to drink | <input type="radio"/> |
| Riverside's workforce is properly trained and educated | <input type="radio"/> |

Answer If worked/attended college in Riverside 6 or more years

Air The air quality in Riverside has improved since I've been here.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Don't Know

Answer If "College or University student" Is Selected

Q62 Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position?

- Yes
- No
- I have no interest in internships
- Not yet, but I plan to

Answer If "Yes" Or "Not yet, but I plan to" Is Selected for Q62

Q63 Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help you prepare for a career position?

- Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs

- No, there are not enough local opportunities
- I don't know yet

Answer If "College or University student" Is Selected

Q64 Do you believe you will be able to find a good job in Riverside after you graduate?

- Yes
- No, the jobs I want aren't in Riverside
- I don't want to stay in Riverside

Answer If "College or University student" Is Selected

Q65 Do you think Riverside is a good place for college students?

- Yes
- No

Answer If "No," don't think Riverside is a good place for college students

Q66 What would make Riverside a better place for college students?

Q11 Do the following aspects of Riverside meet your needs?

| | Meet my needs | Partially meet my needs | Don't meet my needs | Don't use them | Didn't know Riverside had them |
|--|-----------------------|-------------------------|-----------------------|-----------------------|--------------------------------|
| Festivals and special events in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Concerts and live theater in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Places in Riverside where you can hear music and dance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Restaurants in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Retail stores in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The public libraries in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Parks and recreational spaces in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Business training and support services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Answer If Parks and recreational spaces in Riverside "Partially meet my needs" or "Don't meet my needs"

11b How would you like parks and recreational spaces to be improved?

Answer If Retail stores in Riverside "Partially meet my needs" or "Don't meet my needs"

Q12b What stores or types of stores would you like to see in Riverside?

Answer If Restaurants in Riverside “Partially meet my needs” or “Don't meet my needs”

Q13b What particular restaurant or kind of restaurants would you like?

Answer If Places in Riverside where you can hear music and dance “Partially meet my needs” or “Don't meet my needs”

Q14b In what way don't the places to hear music and dance meet your needs?

Answer If Concerts and live theater in Riverside “Partially meet my needs” or “Don't meet my needs”

Q15b What concerts or live theater would you like?

Answer If Festivals and special events in Riverside “Partially meet my needs” or “Don't meet my needs”

Q16b What improvements would you like to festivals and events?

Answer If public libraries in Riverside “Partially meet my needs” or “Don't meet my needs”

Lib How would you like public libraries to be improved?

Answer If Business training and support services “Partially meet my needs” or “Don't meet my needs”

17b What additional business training or support services would you like?

INFO1 What sources of information do you rely on to find out about events and resources in Riverside? (Choose all that apply)

- A local newspaper
- On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com
- Explore Riverside quarterly newsletter
- Utility bill inserts
- Channel 3, government access TV
- Community or neighborhood groups
- Friends and family
- Local websites
- Social media such as Twitter or Facebook
- Email from the City or Councilmember
- Religious/Faith community
- Employer
- Radio
- Never try to find out about things happening
- Other _____

Answer If more than one information source was selected

Infob Which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?

- A local newspaper
- On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com
- Explore Riverside quarterly newsletter
- Utility bill inserts
- Channel 3, government access TV
- Community or neighborhood groups

- Friends and family
- Local websites
- Social media such as Twitter or Facebook
- Email from the City or Councilmember
- Religious/Faith community
- Employer
- Radio
- Never try to find out about things happening
- Other _____

Info2 Do you ever use the on-line Community Calendar on RiversideCA.gov (City's website) or ExploreRiverside.com to find out what's going on in Riverside?

- Yes
- No
- Sometimes

Q94 Have you ever been to EngageRiverside.com to share your ideas about the City?

- Yes
- No

Q18work Do you feel it is safe to walk near your work location?

- Yes, it is safe
- Don't walk outside, but not because of safety
- No, it is not safe
- It is somewhat safe

Answer if answer to Q18work is "No, it is not safe" or "It is somewhat safe"

Q18b What makes you feel it is unsafe?

- Crime
- Gang problem
- No sidewalks or bad sidewalks
- Dangerous intersections
- No lighting or poor lighting
- Too much traffic
- Other (Specify) _____
- Don't know

Q19 In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?

- Not at all fearful
- Not too fearful
- Somewhat fearful, or
- Very fearful
- Don't Know

Q20 In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

- Better off
- Same
- Worse off
- Don't Know

Q21 Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

- Better off
- Same
- Worse off
- Don't Know

Q22 Do you donate money to Riverside causes or organizations?

- Yes
- No
- Donate to causes, but not in Riverside
- Don't Know

Answer If donate to Riverside causes or organizations

Q22b Do your donations to Riverside causes go to religious/faith institutions, to other nonprofit organizations, or to both?

- Religious institutions
- Other nonprofit organizations
- Both
- Don't Know

Answer If donate to Riverside causes or organizations

Q22c Approximately what percent of your total donations go to Riverside causes or organizations?

- Zero
- 1 - 25%
- 26-50%
- 51-75%
- 76-99%
- 100%
- Don't know

Q23 Do you volunteer for Riverside causes or organizations or schools?

- Yes
- No
- Don't Know

Answer If volunteer for Riverside causes or organizations or schools

Q23b How many hours per month do you volunteer?

- 0-8 hours
- 9-20 hours
- 21 or more hours
- Don't know

Q95 The following questions about your background will be used for statistical purposes only.

D2 What is your home zip code?

Q67 What is your work zip code?

D4 What was the last grade of school that you completed?

- Some high school or less
- High school degree or equivalent
- Some college but no degree
- Associate degree or technical certificate
- Bachelor's degree
- Graduate or professional degree
- Other (specify) _____

D5 What is your age?

If Age Is Less Than 16, Then Skip To "Are you a male or female?"

D6 How many children ages 18 and under do you have living at home?

D7 Which of the following best describes your employment status? Are you...

- Working full-time for pay
- Working less than 30 hours a week for pay
- Full-time student
- Other (specify) _____

Gender Are you a male or female?

- Male
- Female

D8b Are you of Hispanic, Latino, or Spanish origin?

- Yes
- No

D9 Following are the race categories used in the U.S. Census. How would you describe your race? (Choose all that apply.)

- White
- Black, African American, or Negro
- American Indian or Alaska Native (Please specify _____)

- Asian Indian
- Chinese
- Filipino
- Japanese
- Korean
- Vietnamese
- Other Asian _____
- Native Hawaiian
- Guamanian or Chamorro
- Samoan
- Other Pacific Islander _____
- Some other race _____

D10 Which of the following categories best describes your total household or family income before taxes, from all sources, for 2014?

- Less than \$25,000
- \$25,000 to less than \$35,000
- \$35,000 to less than \$50,000
- \$50,000 to less than \$65,000
- \$65,000 to less than \$80,000
- \$80,000 to \$110,000
- Over \$110,000
- Don't know

HEAR How did you hear about this Riverside Community Quality of Life Survey?

- A local newspaper
- On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com
- Explore Riverside quarterly newsletter
- Utility bill inserts
- Channel 3, Government Access TV
- Community or neighborhood group
- Friends and family
- Local websites
- Social media such as Twitter or Facebook
- Email from the city or Councilmember
- Religious/Faith community
- Employer
- Radio
- Freeway sign
- Other _____
- Don't remember

Q24 Is there anything else you'd like to tell Riverside community leaders about the quality of life in Riverside?

END Thank you for your answers. Please click the "forward" button (>>) on the bottom right of the page to have your answers recorded. Your answers will inform community groups and decision makers who champion Seizing Our Destiny, the strategic vision for a prosperous future for Riverside, California. Community, business and civic leaders work together to creatively tackle local issues, implement solutions, and promote Riverside success stories. We are proudly committed to ensuring Riverside remains a place attractive to dynamic and diverse families, businesses and visitors. If you are curious about the results, check RiversideSurvey.com this summer for updates... Thank you!

Q56



If Sod printlogo hires alt2 Is Displayed, Then Skip To End of Survey

Sorry Thank you for your interest in the Riverside Survey. You might have reached this screen in error. Let us help you to the right page. You have started the version for those who **WORK** within the City of Riverside. If you do **WORK** in Riverside, click the back button (<<) on the lower right corner of this page and choose the second option: "Work or go to college/university in the City of Riverside but live elsewhere". If you **LIVE** in Riverside, click here to complete the survey. When you get to the next page, choose the first option: "Live in the City of Riverside (including college/ university students living in Riverside while going to school)". In this version you will have an opportunity to answer questions for both residents and workers. If you are not a resident but you **WORK** or go to college in Riverside, click the back button (<<) on the lower right corner of this page to continue. Thank you! Your opinions matter!

Q74 We appreciate your interest in the Riverside Survey. You might have reached this screen in error. Let us help you to the right page. This survey is only for those who **LIVE** or **WORK** in Riverside. If you are not a resident, worker, or college student in Riverside, we welcome you to learn more about Seizing Our Destiny at www.SeizingOurDestiny.com. If you are curious about the results of this survey, check www.RiversideSurvey.com this summer for updates. If you **LIVE** in Riverside, click here to complete the survey. If you are not a resident but you **WORK** or go to college in Riverside, click the back button (<<) on the lower right corner of this page and choose the second option: "Work or go to college/university in the City of Riverside but live elsewhere".

APPENDIX IV

Online Questionnaire for Youth

City of Riverside Quality of Life Survey
Online Questionnaire for Youth

Q25



Welcome

DEAR PARENT/GUARDIAN:

You may have already seen (or completed) the Riverside Community Quality of Life Survey, a survey designed to find out what adult Riverside citizens think about Riverside’s areas of excellence and areas of needed improvement. THIS survey is meant to gather the opinions of Riverside’s youth (age 17 or under). The questions on the survey deal with what young people like and don’t like about Riverside, what their plans are for college, and what they think about how well their school prepares them for a job and for college. The opinions of these young people, in addition to those of the adults who filled out a different survey, will serve as a “call to action” for Riversiders to make improvements where needed. The survey will take only a few minutes to complete.

Please indicate your consent for your child to complete the survey by selecting “Agree and Continue” below. Selecting “Disagree” will end the survey. Be aware that your child’s identity and responses will remain completely confidential, and of course, he/she is free to decline to answer any particular survey question.

I acknowledge that I have been informed of, and understand the true nature and purpose of this study, and I consent to have my child participate.

- Agree and Continue
- Disagree

If Disagree Is Selected, Then Skip To End of Survey

If Agree and Continue Is Not Selected, Then Skip To End of Survey

Youth

DEAR RIVERSIDE RESIDENT, AGE 17 YEARS OLD OR YOUNGER:

Welcome to the Riverside Community Quality of Life Survey. Riverside community leaders want to know what you like and don’t like about Riverside so that they can make better decisions

about improving the community.

Your parent/guardian has said it is OK to ask you these questions. You don't have to answer all the questions. If you don't understand a question or don't want to answer one, skip it and go to the next question. Please know that once you complete the survey, no one will know what your answers are.

Please click "Agree and Continue" below to tell us you are willing to answer. If you don't want to do the survey, just click "Disagree" to end the survey.

- Agree and Continue
- Disagree

If Disagree Is Selected, Then Skip To End of Survey
 If Agree and Continue Is Not Selected, Then Skip To End of Survey

Q1 Following are some statements about Riverside. For each statement, please click to tell us whether you strongly agree, agree, disagree, or strongly disagree. If you don't know, that is OK. Just click "Don't know" and go to the next question.

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't know |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Riverside is a good place to be active and healthy | <input type="radio"/> |
| Riverside is a good place to make friends | <input type="radio"/> |
| Riverside is an attractive place | <input type="radio"/> |
| Riverside is a place where I can realize the goals I have for my future | <input type="radio"/> |
| There are good schools in my neighborhood | <input type="radio"/> |
| It is important for young people to go to college or trade school | <input type="radio"/> |
| My school prepares me to get a good job when I am an adult | <input type="radio"/> |
| My school helps me prepare to be a successful college student | <input type="radio"/> |
| I am proud to live in Riverside | <input type="radio"/> |

Q2 Do you plan to attend college or university?

- Yes
- No
- Don't know yet

Answer If plan to attend college or university

Q2a Would you like to go to college or university in Riverside? These are the places you could

go: Riverside Community College, University of California, Riverside, La Sierra University, California Baptist University.

- Yes
- No
- Maybe...I don't know yet

Q3 Following are some questions about things in Riverside. What do you think about them?

| | They are good | They are OK but I'd like them to be better | I don't like them at all | Don't know |
|---|-----------------------|--|--------------------------|-----------------------|
| Restaurants in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Stores in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Parks and other places to play outside in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Answer If Parks and other places to play outside in Riverside “are OK but I'd like them to be better” or “I don't like them at all”

Q3a How could the parks be better?

Answer If Stores in Riverside “are OK but I'd like them to be better” or “I don't like them at all”

Q3b What stores or types of stores would you like to see in Riverside?

Answer If Restaurants in Riverside “are OK but I'd like them to be better” or “I don't like them at all”

Q3c What particular restaurant or kind of restaurants would you like?

Q4 Do you feel it is safe to walk in your neighborhood?

- Yes, it is safe
- Don't walk outside, but not because of safety
- No, it is not safe
- It is somewhat safe

Answer If “No, it is not safe” or “It is somewhat safe”

Q4b What makes you feel it is unsafe?

- Crime
- No sidewalks or bad sidewalks
- Dangerous intersections
- Other (Specify) _____
- Don't know
- Gang problem
- No lighting or poor lighting
- Too much traffic

Q5 What is your age?

Q6 Are you male or female?

- Male
- Female

Q7 What is the best thing about Riverside?

Q8 What do you like least about Riverside?

Q9 Is there anything else you'd like to tell Riverside community leaders about how to make Riverside a great place for youth?

END Thank you for your answers. They will be helpful to community groups and decision makers who champion Seizing Our Destiny, the movement for Riverside's prosperous future. Community, business and civic leaders work together to creatively tackle local issues, implement solutions, and promote Riverside success stories. We are proudly committed to ensuring Riverside remains a place attractive to dynamic and diverse families, businesses and visitors.

Learn more about Seizing Our Destiny here: www.SeizingOurDestiny.com

If you are curious about the results, check RiversideSurvey.com this summer for updates. Thank you!

Please click the forward button (>>) at the bottom right to have your answers recorded.

Q82



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APPENDIX V

Data Display, Telephone Survey

2015 Riverside Community Quality of Life Survey **Data Display, Weighted Frequency Distributions, Phone Survey**

Following are frequency tables for the telephone version of the 2015 Riverside Community Quality of Life Survey, the only version which is statistically valid and representative of the population in the City of Riverside. A few comments about this data display are in order:

- The “simple” frequency tables below, produced by SPSS 22.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
 - **Frequency** – the weighted number of respondents providing a particular response
 - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 523 (that is, with “don’t know” and “refused” included in the totals)
 - **Valid Percent** – the percentage of people providing a particular response, with “don’t know” and “refused” *excluded* from the calculation
 - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn’t have a meaningful interpretation. In others, such as number of years a person has lived in the City, it is meaningful to note that 4.6% have lived in the City less than 2 years, 13.8% 5 years or less, 25.6% 10 years or less, etc.

- For some questions, respondents had the opportunity to provide multiple answers (questions such as Q3, perceptions of the best things about living in the City). The tables for those multiple response questions show three columns of numbers:
 - **Responses, N** – The weighted number of respondents providing a particular response
 - **Responses, Percent** – the percentage of the total number of responses in a category, calculated as the N figure divided by the total number of responses to the question (the bottom of the “N” column).
 - **Percent of Cases** – the percentage of people who responded with a particular answer, calculated as the N figure divided by the total number of people who responded to the question with one or more answers

Q1: How many years have you lived in the City of Riverside? (Round-up)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Less than 2 years | 24 | 4.6 | 4.6 | 4.6 |
| | 2 to 5 years | 48 | 9.2 | 9.2 | 13.8 |
| | 6 to 10 years | 62 | 11.9 | 11.9 | 25.6 |
| | 11 to 20 years | 131 | 25.0 | 25.0 | 50.7 |
| | More than 20 years | 258 | 49.3 | 49.3 | 100.0 |
| | Total | 523 | 100.0 | 100.0 | |

Q2: What is the main reason you live in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Close to work/job here | 94 | 17.9 | 18.2 | 18.2 |
| | Close to family | 99 | 18.9 | 19.1 | 37.3 |
| | Affordable/Good housing | 86 | 16.4 | 16.6 | 53.9 |
| | Lived here my whole life | 75 | 14.4 | 14.6 | 68.5 |
| | Can't afford to move | 1 | .2 | .2 | 68.7 |
| | No choice live with family/parents in Riverside | 37 | 7.0 | 7.1 | 75.8 |
| | Attending school here | 7 | 1.4 | 1.4 | 77.2 |
| | I like the schools for my kids | 15 | 2.8 | 2.9 | 80.1 |
| | It's "my kind of place"/I like it/I chose it | 43 | 8.1 | 8.3 | 88.4 |
| | Other (Specify) | 25 | 4.8 | 4.9 | 93.2 |
| | Feel Safe | 16 | 3.0 | 3.0 | 96.2 |
| | Just came and now I'm used to it | 2 | .4 | .4 | 96.6 |
| | Convenience (close to everything) | 3 | .6 | .6 | 97.3 |
| | Quiet/peaceful place | 4 | .7 | .7 | 98.0 |
| | Less traffic and crowds | 4 | .8 | .8 | 98.8 |
| | Rural area with horses | 4 | .8 | .8 | 99.6 |
| | Friends, social life | 2 | .4 | .4 | 100.0 |
| | Total | 516 | 98.7 | 100.0 | |
| Missing | Don't Know | 7 | 1.3 | | |
| | Total | 523 | 100.0 | | |

**Q3: What are the BEST things about living in Riverside?
MULTIPLE RESPONSES TABULATED – UP TO 2 RESPONSES ALLOWED**

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| Good area, location | 198 | 25.2% | 40.0% |
| Nice parks/outdoor space/natural scenery | 50 | 6.3% | 10.0% |
| Affordable housing | 50 | 6.3% | 10.1% |
| Good climate, weather | 34 | 4.3% | 6.9% |
| Not crowded | 31 | 4.0% | 6.3% |
| Good schools/universities | 43 | 5.5% | 8.7% |
| Less crime, feel safe | 29 | 3.7% | 5.9% |
| Job Availability | 9 | 1.1% | 1.8% |
| Friendly people | 45 | 5.7% | 9.1% |
| Family and friends live here | 44 | 5.6% | 8.9% |
| Close to work | 14 | 1.7% | 2.8% |
| Faith/religious community/congregation | 5 | 0.6% | 1.0% |
| Good entertainment/arts/culture | 24 | 3.0% | 4.8% |
| Active community | 26 | 3.3% | 5.2% |
| I like being involved | 3 | 0.4% | 0.6% |
| Small town atmosphere feeling | 41 | 5.2% | 8.3% |
| Convenience to stores, retail, restaurants | 49 | 6.2% | 9.8% |
| Other (Specify) | 21 | 2.7% | 4.3% |
| Nothing | 13 | 1.7% | 2.7% |
| I like it here, everything is good | 6 | 0.8% | 1.2% |
| Like the improvements made | 5 | 0.6% | 0.9% |
| Public Transportation, able to get around | 8 | 1.0% | 1.6% |
| Proud Riverside owns their own utility company | 5 | 0.6% | 0.9% |
| Rural area with horses | 1 | 0.1% | 0.2% |
| Less traffic and congestion than other areas | 1 | 0.1% | 0.2% |
| Quiet/Peaceful place | 9 | 1.2% | 1.9% |
| Property with lots of land | 2 | 0.3% | 0.5% |
| Quality of life | 1 | 0.1% | 0.2% |
| Good community | 2 | 0.2% | 0.3% |
| Good doctors, hospital | 2 | 0.2% | 0.3% |
| Family oriented | 1 | 0.1% | 0.2% |
| History of Riverside | 6 | 0.7% | 1.2% |
| Diversity | 5 | 0.6% | 1.0% |
| Clean city | 4 | 0.5% | 0.8% |
| Slower pace of life, relaxed | 3 | 0.3% | 0.5% |
| Total | 788 | 100.0% | 159.1% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

**Q4: What are the things you like LEAST about living in Riverside?
MULTIPLE RESPONSES TABULATED – UP TO 2 RESPONSES ALLOWED**

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| Smog, Air Pollution | 51 | 7.6% | 10.4% |
| Traffic | 111 | 16.6% | 22.8% |
| Poor public transportation | 9 | 1.4% | 1.9% |
| Drugs | 4 | 0.6% | 0.8% |
| Crime, violence | 37 | 5.5% | 7.5% |
| Gang activity | 18 | 2.7% | 3.6% |
| Bad location | 7 | 1.0% | 1.4% |
| Lack of entertainment/arts/culture | 28 | 4.2% | 5.7% |
| Overpopulated | 36 | 5.4% | 7.4% |
| Bad school system | 5 | 0.7% | 1.0% |
| Cost of living/Too expensive to live here | 17 | 2.6% | 3.5% |
| Lack of job opportunity | 18 | 2.7% | 3.7% |
| Weather, fires, floods, earthquakes | 97 | 14.5% | 19.9% |
| Attitude of law enforcement or immigration officers | 6 | 0.9% | 1.3% |
| Intolerance | 1 | 0.2% | 0.2% |
| Homelessness | 43 | 6.4% | 8.7% |
| Not enough open space | 2 | 0.3% | 0.3% |
| Nothing I like least | 61 | 9.0% | 12.4% |
| Lack of restaurants, stores, things close to early | 7 | 1.0% | 1.4% |
| Freeways. access to freeways difficult | 3 | 0.4% | 0.6% |
| Construction everywhere | 6 | 0.9% | 1.3% |
| Streets need repair/pot holes | 6 | 0.8% | 1.1% |
| Train tracks and noise | 3 | 0.4% | 0.6% |
| Dirty city, maintenance of local areas | 7 | 1.1% | 1.5% |
| Politics | 6 | 0.9% | 1.2% |
| Lack of orange groves, cutting to many down | 1 | 0.1% | 0.2% |
| Lack of diversity | 2 | 0.3% | 0.3% |
| Other | 78 | 11.7% | 16.0% |
| Total | 670 | 100.0% | 136.7% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q5a: Riverside is a good place to bring visitors

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 100 | 19.2 | 19.8 | 19.8 |
| | Agree | 350 | 66.8 | 69.0 | 88.8 |
| | Disagree | 51 | 9.8 | 10.1 | 98.9 |
| | Strongly Disagree | 6 | 1.1 | 1.1 | 100.0 |
| | Total | 507 | 96.9 | 100.0 | |
| Missing | Don't know | 15 | 2.9 | | |
| | Refused | 1 | .2 | | |
| | Total | 16 | 3.1 | | |
| Total | | 523 | 100.0 | | |

Q5b: Riverside is a good place to find a good job

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 23 | 4.3 | 5.1 | 5.1 |
| | Agree | 252 | 48.1 | 57.0 | 62.1 |
| | Disagree | 146 | 27.9 | 33.0 | 95.1 |
| | Strongly Disagree | 22 | 4.1 | 4.9 | 100.0 |
| | Total | 442 | 84.5 | 100.0 | |
| Missing | Don't know | 80 | 15.4 | | |
| | Refused | 1 | .2 | | |
| | Total | 81 | 15.5 | | |
| Total | | 523 | 100.0 | | |

Q5c: Riverside is a good place to own or operate a business or nonprofit

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 50 | 9.5 | 12.5 | 12.5 |
| | Agree | 284 | 54.3 | 71.2 | 83.7 |
| | Disagree | 57 | 10.9 | 14.4 | 98.1 |
| | Strongly Disagree | 8 | 1.5 | 1.9 | 100.0 |
| | Total | 398 | 76.2 | 100.0 | |
| Missing | Don't know | 123 | 23.5 | | |
| | Refused | 2 | .3 | | |
| | Total | 125 | 23.8 | | |
| Total | | 523 | 100.0 | | |

Q5d: Riverside is a good place to be active and healthy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 102 | 19.5 | 19.8 | 19.8 |
| | Agree | 357 | 68.3 | 69.6 | 89.4 |
| | Disagree | 47 | 9.0 | 9.2 | 98.6 |
| | Strongly Disagree | 7 | 1.4 | 1.4 | 100.0 |
| | Total | 514 | 98.3 | 100.0 | |
| Missing | Don't know | 9 | 1.7 | | |
| Total | | 523 | 100.0 | | |

Q5e: Riverside is a good place to raise children

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 108 | 20.7 | 22.3 | 22.3 |
| | Agree | 330 | 63.2 | 67.9 | 90.2 |
| | Disagree | 41 | 7.9 | 8.5 | 98.7 |
| | Strongly Disagree | 6 | 1.2 | 1.3 | 100.0 |
| | Total | 486 | 93.0 | 100.0 | |
| Missing | Don't know | 33 | 6.3 | | |
| | Refused | 4 | .8 | | |
| | Total | 37 | 7.0 | | |
| Total | | 523 | 100.0 | | |

Q5f: Riverside is a good place to enjoy art and culture

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 92 | 17.5 | 18.7 | 18.7 |
| | Agree | 327 | 62.6 | 66.6 | 85.3 |
| | Disagree | 66 | 12.6 | 13.5 | 98.8 |
| | Strongly Disagree | 6 | 1.2 | 1.2 | 100.0 |
| | Total | 491 | 93.9 | 100.0 | |
| Missing | Don't know | 32 | 6.1 | | |
| Total | | 523 | 100.0 | | |

Q5g: Riverside is a good place to find an affordable place to live

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 73 | 14.0 | 14.5 | 14.5 |
| | Agree | 320 | 61.1 | 63.7 | 78.3 |
| | Disagree | 94 | 18.1 | 18.8 | 97.1 |
| | Strongly Disagree | 15 | 2.8 | 2.9 | 100.0 |
| | Total | 502 | 96.0 | 100.0 | |
| Missing | Don't know | 20 | 3.9 | | |
| | Refused | 1 | .2 | | |
| Total | | 523 | 100.0 | | |

Q6: How would you rate the availability of healthy places to eat and shop for groceries in your neighborhood?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 156 | 29.9 | 30.2 | 30.2 |
| | Good | 211 | 40.4 | 40.8 | 71.0 |
| | Fair | 118 | 22.6 | 22.9 | 93.9 |
| | Poor | 32 | 6.1 | 6.1 | 100.0 |
| | Total | 518 | 99.0 | 100.0 | |
| Missing | Don't know | 5 | 1.0 | | |
| Total | | 523 | 100.0 | | |

Q7: How would you rate the availability of places to exercise and be active in your neighborhood?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 178 | 34.0 | 35.3 | 35.3 |
| | Good | 204 | 39.0 | 40.4 | 75.8 |
| | Fair | 100 | 19.2 | 19.9 | 95.7 |
| | Poor | 22 | 4.1 | 4.3 | 100.0 |
| | Total | 504 | 96.3 | 100.0 | |
| Missing | Don't exercise | 12 | 2.2 | | |
| | Don't know | 7 | 1.4 | | |
| | Total | 19 | 3.7 | | |
| Total | | 523 | 100.0 | | |

Q8: How about the availability of bike lanes in your neighborhood?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Excellent | 116 | 22.2 | 22.4 | 22.4 |
| | Good | 178 | 34.0 | 34.2 | 56.6 |
| | Fair | 79 | 15.1 | 15.1 | 71.7 |
| | Poor | 79 | 15.1 | 15.2 | 86.9 |
| | Don't use bike lanes (I ALWAYS DRIVE, OR GET RIDES, WALK, ETC.) | 37 | 7.0 | 7.0 | 93.9 |
| | Don't know | 32 | 6.0 | 6.1 | 100.0 |
| | Total | 520 | 99.5 | 100.0 | |
| Missing | Refused | 3 | .5 | | |
| Total | | 523 | 100.0 | | |

Q9: How would you rate the ease of getting around by bus or rail in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Excellent | 76 | 14.5 | 14.6 | 14.6 |
| | Good | 147 | 28.1 | 28.2 | 42.8 |
| | Fair | 67 | 12.8 | 12.8 | 55.6 |
| | Poor | 52 | 10.0 | 10.0 | 65.6 |
| | Don't use (I ALWAYS DRIVE, WALK, RIDES FROM FRIENDS, ETC) | 136 | 26.0 | 26.1 | 91.7 |
| | Don't know | 44 | 8.3 | 8.3 | 100.0 |
| | Total | 522 | 99.8 | 100.0 | |
| Missing | Refused | 1 | .2 | | |
| Total | | 523 | 100.0 | | |

10a: Riverside is an attractive place.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 113 | 21.5 | 21.7 | 21.7 |
| | Agree | 348 | 66.5 | 67.2 | 88.9 |
| | Disagree | 52 | 9.9 | 10.0 | 98.9 |
| | Strongly Disagree | 6 | 1.1 | 1.1 | 100.0 |
| | Total | 518 | 99.1 | 100.0 | |
| Missing | Don't know | 5 | .9 | | |
| Total | | 523 | 100.0 | | |

10b: I feel a sense of belonging to my community

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 101 | 19.4 | 19.8 | 19.8 |
| | Agree | 335 | 64.1 | 65.4 | 85.2 |
| | Disagree | 63 | 12.1 | 12.4 | 97.5 |
| | Strongly Disagree | 13 | 2.4 | 2.5 | 100.0 |
| | Total | 513 | 98.0 | 100.0 | |
| Missing | Don't know | 10 | 1.8 | | |
| | Refused | 1 | .2 | | |
| | Total | 10 | 2.0 | | |
| Total | | 523 | 100.0 | | |

10c: Riverside is a place where I can realize the goals I have for my future

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 92 | 17.6 | 18.9 | 18.9 |
| | Agree | 325 | 62.2 | 66.6 | 85.5 |
| | Disagree | 59 | 11.3 | 12.1 | 97.6 |
| | Strongly Disagree | 12 | 2.3 | 2.4 | 100.0 |
| | Total | 489 | 93.5 | 100.0 | |
| Missing | Don't know | 34 | 6.5 | | |
| Total | | 523 | 100.0 | | |

10d: There are good schools in my neighborhood

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 122 | 23.3 | 26.2 | 26.2 |
| | Agree | 286 | 54.7 | 61.4 | 87.6 |
| | Disagree | 52 | 9.9 | 11.2 | 98.8 |
| | Strongly Disagree | 6 | 1.1 | 1.2 | 100.0 |
| | Total | 466 | 89.0 | 100.0 | |
| Missing | Don't know | 57 | 11.0 | | |
| Total | | 523 | 100.0 | | |

10e: It is important for young people to go to college or trade school

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 336 | 64.2 | 64.5 | 64.5 |
| | Agree | 177 | 33.9 | 34.0 | 98.5 |
| | Disagree | 7 | 1.3 | 1.3 | 99.8 |
| | Strongly Disagree | 1 | .2 | .2 | 100.0 |
| | Total | 521 | 99.6 | 100.0 | |
| Missing | Don't know | 2 | .4 | | |
| Total | | 523 | 100.0 | | |

10f: I am proud to live in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 151 | 28.9 | 29.6 | 29.6 |
| | Agree | 322 | 61.6 | 63.0 | 92.6 |
| | Disagree | 32 | 6.2 | 6.3 | 98.9 |
| | Strongly Disagree | 5 | 1.0 | 1.1 | 100.0 |
| | Total | 511 | 97.7 | 100.0 | |
| Missing | Don't know | 9 | 1.7 | | |
| | Refused | 3 | .6 | | |
| | Total | 12 | 2.3 | | |
| Total | | 523 | 100.0 | | |

**10g: I am satisfied with the progress made so far in addressing homelessness
in the City of Riverside**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 22 | 4.3 | 5.3 | 5.3 |
| | Agree | 175 | 33.5 | 42.0 | 47.3 |
| | Disagree | 154 | 29.5 | 36.9 | 84.3 |
| | Strongly Disagree | 66 | 12.6 | 15.7 | 100.0 |
| | Total | 417 | 79.8 | 100.0 | |
| Missing | Don't know | 106 | 20.2 | | |
| Total | | 523 | 100.0 | | |

Q10h: Riverside's tap water is safe to drink

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 48 | 9.2 | 10.9 | 10.9 |
| | Agree | 229 | 43.8 | 51.6 | 62.4 |
| | Disagree | 124 | 23.7 | 28.0 | 90.4 |
| | Strongly Disagree | 43 | 8.1 | 9.6 | 100.0 |
| | Total | 444 | 84.9 | 100.0 | |
| Missing | Don't know | 76 | 14.5 | | |
| | Refused | 3 | .6 | | |
| Total | | 79 | 15.1 | | |
| Total | | 523 | 100.0 | | |

**q10i: The air quality in Riverside has improved since I've lived here
[ONLY ANSWERED IF LIVED IN RIV >= 6 YEARS]**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 60 | 11.4 | 14.6 | 14.6 |
| | Agree | 187 | 35.8 | 45.7 | 60.3 |
| | Disagree | 131 | 25.0 | 31.9 | 92.2 |
| | Strongly Disagree | 32 | 6.1 | 7.8 | 100.0 |
| | Total | 409 | 78.2 | 100.0 | |
| Missing | Don't know | 41 | 7.8 | | |
| | Refused | 1 | .2 | | |
| | System | 72 | 13.8 | | |
| Total | | 114 | 21.8 | | |
| Total | | 523 | 100.0 | | |

q10j: My family and I get the medical services we need in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 139 | 26.6 | 26.7 | 26.7 |
| | Agree | 327 | 62.4 | 62.9 | 89.6 |
| | Disagree | 43 | 8.2 | 8.3 | 97.9 |
| | Strongly Disagree | 11 | 2.1 | 2.1 | 100.0 |
| | Total | 519 | 99.3 | 100.0 | |
| Missing | Don't know | 4 | .7 | | |
| Total | | 523 | 100.0 | | |

q10K: Why can't you get those services
[ONLY ANSWERED IF Q10J = DISAGREE OR STRONGLY DISAGREE]

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Don't have medical insurance | 4 | .7 | 7.7 | 7.7 |
| | Can't afford medical services we need | 6 | 1.2 | 13.0 | 20.7 |
| | Have to go outside of Riverside to get services we need | 19 | 3.7 | 40.8 | 61.6 |
| | Don't have enough doctors, wait is too long for an appointment | 1 | .2 | 1.8 | 63.3 |
| | Other (Specify) | 10 | 2.0 | 21.9 | 85.2 |
| | Poor quality of service | 7 | 1.3 | 14.8 | 100.0 |
| | Total | 47 | 9.1 | 100.0 | |
| Missing | Don't Know | 6 | 1.1 | | |
| | Refused | 1 | .2 | | |
| | System | 469 | 89.7 | | |
| Total | 475 | 90.9 | | | |
| Total | 523 | 100.0 | | | |

NOTE: If a respondent indicated “doesn't meet needs” or “somewhat meets needs” in questions 11 through 16, they were asked to indicate what improvements they would like. A full listing of their responses has been provided to the City.

Q11: Do the parks and recreational spaces in Riverside meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 400 | 76.4 | 77.4 | 77.4 |
| | No | 21 | 4.0 | 4.0 | 81.5 |
| | Somewhat | 25 | 4.7 | 4.8 | 86.3 |
| | Don't use, go to parks or recreational spaces | 71 | 13.6 | 13.7 | 100.0 |
| | Total | 516 | 98.7 | 100.0 | |
| Missing | Don't know | 7 | 1.3 | | |
| Total | | 523 | 100.0 | | |

Q12: Do the retail stores in Riverside meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 435 | 83.2 | 83.6 | 83.6 |
| | No | 42 | 8.0 | 8.0 | 91.6 |
| | Somewhat | 35 | 6.7 | 6.7 | 98.3 |
| | Don't use/don't do shopping in my household | 9 | 1.6 | 1.7 | 100.0 |
| | Total | 520 | 99.4 | 100.0 | |
| Missing | Don't know | 3 | .6 | | |
| Total | | 523 | 100.0 | | |

Q13: Do the restaurants in Riverside meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 405 | 77.4 | 78.1 | 78.1 |
| | No | 57 | 10.8 | 10.9 | 89.0 |
| | Somewhat | 42 | 8.1 | 8.1 | 97.2 |
| | Don't go to restaurants | 15 | 2.8 | 2.8 | 100.0 |
| | Total | 518 | 99.1 | 100.0 | |
| Missing | Don't know | 4 | .7 | | |
| | Refused | 1 | .2 | | |
| | Total | 5 | .9 | | |
| Total | | 523 | 100.0 | | |

Q14: Do the places in Riverside where you can hear music and dance meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 210 | 40.2 | 41.5 | 41.5 |
| | No | 84 | 16.0 | 16.6 | 58.1 |
| | Somewhat | 22 | 4.2 | 4.3 | 62.4 |
| | Don't go to places to hear music and dance | 165 | 31.6 | 32.7 | 95.1 |
| | Didn't know there were such places in Riverside | 25 | 4.7 | 4.9 | 100.0 |
| | Total | 506 | 96.7 | 100.0 | |
| Missing | Don't know | 16 | 3.1 | | |
| | Refused | 1 | .2 | | |
| | Total | 17 | 3.3 | | |
| Total | | 523 | 100.0 | | |

Q15: Do the concerts and live theater in Riverside meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 287 | 54.9 | 56.8 | 56.8 |
| | No | 51 | 9.8 | 10.1 | 66.9 |
| | Somewhat | 34 | 6.6 | 6.8 | 73.7 |
| | Don't go to concerts/live theater | 128 | 24.6 | 25.4 | 99.1 |
| | Didn't know there were concerts/live theater in Riverside | 5 | .9 | .9 | 100.0 |
| | Total | 506 | 96.7 | 100.0 | |
| Missing | Don't know | 16 | 3.0 | | |
| | Refused | 2 | .3 | | |
| | Total | 17 | 3.3 | | |
| Total | | 523 | 100.0 | | |

Q16: Do the festivals and special events in Riverside meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 323 | 61.7 | 63.1 | 63.1 |
| | No | 41 | 7.8 | 8.0 | 71.1 |
| | Somewhat | 46 | 8.9 | 9.1 | 80.2 |
| | Don't go to festivals or special events | 88 | 16.8 | 17.2 | 97.4 |
| | Didn't know there were festivals or special events in Riverside | 13 | 2.6 | 2.6 | 100.0 |
| Total | | 511 | 97.8 | 100.0 | |
| Missing | Don't know | 12 | 2.2 | | |
| Total | | 523 | 100.0 | | |

q17: Do you know the names of your neighbors who live close to you?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | All of them | 61 | 11.6 | 14.2 | 14.2 |
| | Most of them | 141 | 27.0 | 33.0 | 47.1 |
| | Some of them | 227 | 43.4 | 52.9 | 100.0 |
| | Total | 429 | 82.0 | 100.0 | |
| Missing | No, don't know any | 92 | 17.5 | | |
| | Don't have any neighbors close by | 1 | .2 | | |
| | Don't know | 1 | .2 | | |
| | Total | 94 | 18.0 | | |
| Total | | 523 | 100.0 | | |

Q18: Do you feel it is safe to walk in your neighborhood?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 412 | 78.8 | 79.4 | 79.4 |
| | No | 63 | 12.0 | 12.1 | 91.5 |
| | Somewhat | 44 | 8.4 | 8.5 | 100.0 |
| | Total | 519 | 99.3 | 100.0 | |
| Missing | Don't know | 4 | .7 | | |
| Total | | 523 | 100.0 | | |

**Q18b: What makes you feel it is unsafe?
ANSWERED ONLY IF ANSWER TO Q18 IS "NO" OR "SOMEWHAT"**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Crime / people who might harm me | 51 | 9.7 | 49.0 | 49.0 |
| | Gang problem | 13 | 2.6 | 12.9 | 61.8 |
| | No sidewalks or bad sidewalks | 1 | .2 | 1.2 | 63.0 |
| | Dangerous intersections | 3 | .6 | 2.8 | 65.8 |
| | Something else (Specify) | 12 | 2.3 | 11.5 | 77.4 |
| | No lighting/poor lighting or too dark | 7 | 1.3 | 6.3 | 83.7 |
| | Dogs, wild animals | 4 | .8 | 4.0 | 87.6 |
| | Homeless | 13 | 2.5 | 12.4 | 100.0 |
| | Total | 104 | 19.9 | 100.0 | |
| Missing | Don't know | 2 | .5 | | |
| | Refused | 1 | .2 | | |
| | System | 416 | 79.5 | | |
| | Total | 419 | 80.1 | | |
| Total | 523 | 100.0 | | | |

Q19: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all fearful | 167 | 31.9 | 32.4 | 32.4 |
| | Not too fearful | 183 | 35.0 | 35.6 | 67.9 |
| | Somewhat fearful | 141 | 27.0 | 27.4 | 95.4 |
| | Very fearful | 24 | 4.6 | 4.6 | 100.0 |
| | Total | 515 | 98.5 | 100.0 | |
| Missing | Don't know | 7 | 1.3 | | |
| | Refused | 1 | .2 | | |
| | Total | 8 | 1.5 | | |
| Total | 523 | 100.0 | | | |

Q20: In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 156 | 29.9 | 30.2 | 30.2 |
| | Same | 288 | 55.2 | 55.6 | 85.8 |
| | Worse off | 74 | 14.1 | 14.2 | 100.0 |
| | Total | 518 | 99.1 | 100.0 | |
| Missing | Don't know | 5 | .9 | | |
| Total | 523 | 100.0 | | | |

Q21: Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 244 | 46.7 | 49.3 | 49.3 |
| | Same | 214 | 40.8 | 43.1 | 92.4 |
| | Worse off | 38 | 7.2 | 7.6 | 100.0 |
| | Total | 495 | 94.7 | 100.0 | |
| Missing | Don't know | 28 | 5.3 | | |
| Total | | 523 | 100.0 | | |

Q22: Do you donate to Riverside causes or organizations?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Yes | 315 | 60.3 | 60.9 | 60.9 |
| | No | 193 | 36.8 | 37.2 | 98.1 |
| | Donate to causes, but not in Riverside | 10 | 1.9 | 1.9 | 100.0 |
| | Total | 518 | 99.1 | 100.0 | |
| Missing | Don't know | 5 | .9 | | |
| Total | | 523 | 100.0 | | |

Q22b: Do your donations go to religious institutions, to other nonprofit organizations, or both?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------|-----------|---------|---------------|--------------------|
| Valid | Religious institutions | 41 | 7.8 | 13.0 | 13.0 |
| | Other nonprofit organizations | 108 | 20.6 | 34.3 | 47.3 |
| | Both | 165 | 31.6 | 52.7 | 100.0 |
| | Total | 314 | 60.0 | 100.0 | |
| Missing | Don't know | 2 | .3 | | |
| | System | 208 | 39.7 | | |
| Total | Total | 209 | 40.0 | | |
| Total | | 523 | 100.0 | | |

Q23: Do you volunteer for Riverside causes or organizations or schools?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 188 | 36.0 | 36.3 | 36.3 |
| | No | 330 | 63.2 | 63.7 | 100.0 |
| | Total | 519 | 99.2 | 100.0 | |
| Missing | Don't know | 2 | .4 | | |
| | Refused | 2 | .4 | | |
| | Total | 4 | .8 | | |
| Total | | 523 | 100.0 | | |

**Descriptive Statistics for Q23B:
How many hours per month do you
volunteer?**

| | | |
|----------------|---------|--------|
| N | Valid | 157 |
| | Missing | 366 |
| Mean | | 16.42 |
| Median | | 10.00 |
| Std. Deviation | | 20.274 |
| Range | | 119 |
| Minimum | | 1 |
| Maximum | | 120 |

Q23B: How many hours per month do you volunteer?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | 1 | 4 | .7 | 2.4 | 2.4 |
| | 2 | 8 | 1.6 | 5.3 | 7.7 |
| | 3 | 12 | 2.4 | 7.8 | 15.5 |
| | 4 | 21 | 4.1 | 13.6 | 29.1 |
| | 5 | 11 | 2.2 | 7.3 | 36.5 |
| | 6 | 10 | 1.8 | 6.1 | 42.5 |
| | 7 | 1 | .2 | .8 | 43.3 |
| | 8 | 9 | 1.7 | 5.8 | 49.1 |
| | 10 | 19 | 3.6 | 11.9 | 61.0 |
| | 12 | 4 | .7 | 2.4 | 63.4 |
| | 13 | 1 | .2 | .8 | 64.2 |
| | 14 | 1 | .2 | .5 | 64.7 |
| | 15 | 3 | .6 | 2.1 | 66.8 |
| | 16 | 4 | .7 | 2.5 | 69.3 |
| | 20 | 17 | 3.2 | 10.6 | 79.9 |
| | 22 | 1 | .2 | .8 | 80.7 |
| | 24 | 2 | .3 | 1.1 | 81.7 |
| | 25 | 4 | .7 | 2.4 | 84.1 |
| | 30 | 4 | .7 | 2.4 | 86.5 |
| | 32 | 1 | .2 | .5 | 87.0 |
| 40 | 6 | 1.2 | 3.9 | 91.0 | |
| 45 | 1 | .2 | .5 | 91.5 | |
| 50 | 3 | .6 | 1.9 | 93.4 | |
| 55 | 1 | .2 | .5 | 93.9 | |
| 60 | 3 | .5 | 1.6 | 95.5 | |
| 65 | 1 | .2 | .5 | 96.1 | |
| 70 | 1 | .2 | .8 | 96.8 | |
| 80 | 3 | .6 | 2.1 | 98.9 | |
| 120 | 2 | .3 | 1.1 | 100.0 | |
| | Total | 157 | 30.0 | 100.0 | |
| Missing | Don't know | 32 | 6.1 | | |
| | System | 334 | 64.0 | | |
| | Total | 366 | 70.0 | | |
| Total | | 523 | 100.0 | | |

D1: Do you rent or own your current residence?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Rent or lease | 192 | 36.7 | 36.9 | 36.9 |
| | Own | 314 | 60.0 | 60.4 | 97.3 |
| | Live with family members (adult living with parents, or elderly person living with kids, etc.) | 13 | 2.5 | 2.5 | 99.8 |
| | Caregiver | 1 | .2 | .2 | 100.0 |
| | Total | 520 | 99.4 | 100.0 | |
| Missing | Refused | 3 | .6 | | |
| Total | | 523 | 100.0 | | |

D2: What is your zip code?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------|-----------|---------|---------------|--------------------|
| Valid | 92501 | 31 | 5.9 | 6.0 | 6.0 |
| | 92503 | 100 | 19.1 | 19.3 | 25.3 |
| | 92504 | 86 | 16.4 | 16.6 | 41.9 |
| | 92505 | 56 | 10.7 | 10.8 | 52.7 |
| | 92506 | 81 | 15.5 | 15.6 | 68.3 |
| | 92507 | 63 | 12.0 | 12.2 | 80.5 |
| | 92508 | 40 | 7.6 | 7.7 | 88.2 |
| | 92509 | 60 | 11.5 | 11.6 | 99.8 |
| | 92513 | 1 | .2 | .2 | 100.0 |
| | Total | 518 | 99.0 | 100.0 | |
| Missing | Refused | 5 | 1.0 | | |
| Total | | 523 | 100.0 | | |

D3: Riverside has 26 different neighborhoods. What neighborhood do you live in?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|--|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Airport | 5 | 1.0 | 1.4 | 1.4 |
| | Alessandro Heights | 6 | 1.1 | 1.6 | 3.0 |
| | Arlanza | 10 | 1.9 | 2.7 | 5.7 |
| | Arlington | 54 | 10.3 | 14.7 | 20.4 |
| | Arlington Heights | 5 | 1.0 | 1.4 | 21.7 |
| | Canyon Crest | 35 | 6.7 | 9.5 | 31.3 |
| | Canyon Springs | 1 | .2 | .3 | 31.5 |
| | Casa Blanca | 4 | .8 | 1.1 | 32.6 |
| | Downtown | 19 | 3.6 | 5.2 | 37.8 |
| | Eastside | 13 | 2.5 | 3.5 | 41.3 |
| | Grand | 1 | .2 | .3 | 41.6 |
| | Hawarden Hills | 6 | 1.1 | 1.6 | 43.2 |
| | Hunter Industrial Park | 1 | .2 | .3 | 43.5 |
| | La Sierra | 43 | 8.2 | 11.7 | 55.2 |
| | La Sierra Hills | 6 | 1.1 | 1.6 | 56.8 |
| | La Sierra South | 4 | .8 | 1.1 | 57.9 |
| | Magnolia Center | 15 | 2.9 | 4.1 | 62.0 |
| | Mission Grove | 14 | 2.7 | 3.8 | 65.8 |
| | Northside | 7 | 1.3 | 1.9 | 67.7 |
| | Orangecrest | 19 | 3.6 | 5.2 | 72.8 |
| | Ramona | 6 | 1.1 | 1.6 | 74.5 |
| | Sycamore Canyon | 4 | .8 | 1.1 | 75.5 |
| | University | 14 | 2.7 | 3.8 | 79.3 |
| | Victoria | 10 | 1.9 | 2.7 | 82.1 |
| | Woodcrest | 22 | 4.2 | 6.0 | 88.0 |
| | Wood Streets | 12 | 2.3 | 3.3 | 91.3 |
| Other (Specify__) | 7 | 1.3 | 1.9 | 93.2 | |
| People who stated Jurupa Valley (92506 zip code and believe they live in Riverside after questioned) | 18 | 3.4 | 4.9 | 98.1 | |
| Indian Hills | 3 | .6 | .8 | 98.9 | |
| Whitegate | 2 | .4 | .5 | 99.5 | |
| Highgrove | 2 | .4 | .5 | 100.0 | |
| Total | 368 | 70.4 | 100.0 | | |
| Missing | Hung up no response given | 2 | .4 | | |
| | Don't know | 150 | 28.7 | | |
| | Refused | 3 | .6 | | |
| | Total | 155 | 29.6 | | |
| Total | 523 | 100.0 | | | |

D3b: Interviewer: Did you have to prompt on the last question?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 109 | 20.8 | 29.6 | 29.6 |
| | No | 259 | 49.5 | 70.4 | 100.0 |
| | Total | 368 | 70.4 | 100.0 | |
| Missing | System | 155 | 29.6 | | |
| Total | | 523 | 100.0 | | |

D4: What was your last grade of school that you completed?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Some high school or less | 74 | 14.1 | 14.3 | 14.3 |
| | High school degree or equivalent | 91 | 17.4 | 17.6 | 31.9 |
| | Some college but no degree | 147 | 28.1 | 28.4 | 60.3 |
| | Associate degree or technical certificate | 59 | 11.3 | 11.4 | 71.8 |
| | Bachelor's degree | 68 | 13.0 | 13.2 | 84.9 |
| | Graduate or professional degree | 75 | 14.3 | 14.5 | 99.4 |
| | Immigrated here | 3 | .6 | .6 | 100.0 |
| | Total | 517 | 98.9 | 100.0 | |
| Missing | Refused | 4 | .8 | | |
| | Hung up no response given | 2 | .4 | | |
| | Total | 6 | 1.1 | | |
| Total | | 523 | 100.0 | | |

D5: Which of the following best describes your employment status? Are you...

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Working full-time for pay | 199 | 38.0 | 38.3 | 38.3 |
| | Working less than 30 hours a week for pay | 50 | 9.6 | 9.6 | 47.9 |
| | Full-time student | 26 | 5.0 | 5.0 | 52.9 |
| | Full-time homemaker, parent or caregiver | 52 | 9.9 | 10.0 | 62.9 |
| | Unemployed and looking for work | 19 | 3.6 | 3.7 | 66.5 |
| | Retired, or | 145 | 27.7 | 27.9 | 94.4 |
| | Disabled and not able to work | 29 | 5.5 | 5.6 | 100.0 |
| | Total | 520 | 99.4 | 100.0 | |
| Missing | Refused | 1 | .2 | | |
| | Hung up no response given | 2 | .4 | | |
| | Total | 3 | .6 | | |
| Total | | 523 | 100.0 | | |

D5b: Do you work in the City of Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 130 | 24.9 | 53.7 | 53.7 |
| | No | 112 | 21.4 | 46.3 | 100.0 |
| | Total | 242 | 46.3 | 100.0 | |
| Missing | Hung up no response given | 2 | .4 | | |
| | System | 279 | 53.3 | | |
| | Total | 281 | 53.7 | | |
| Total | | 523 | 100.0 | | |

D5b Other Cities Where Residents Work

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | All over, different cities | 10 | 1.9 | 9.0 | 9.0 |
| | Anaheim | 4 | .8 | 3.6 | 12.6 |
| | Colton | 4 | .8 | 3.6 | 16.2 |
| | Corona | 5 | 1.0 | 4.5 | 20.7 |
| | Riverside County | 3 | .6 | 2.7 | 23.4 |
| | Fontana | 4 | .8 | 3.6 | 27.0 |
| | Hemet | 2 | .4 | 1.8 | 28.8 |
| | Irvine | 2 | .4 | 1.8 | 30.6 |
| | Los Angeles | 7 | 1.3 | 6.3 | 36.9 |
| | March AF Base | 2 | .4 | 1.8 | 38.7 |
| | Mira Loma | 2 | .4 | 1.8 | 40.5 |
| | Moreno Valley | 9 | 1.7 | 8.1 | 48.6 |
| | Norco | 3 | .6 | 2.7 | 51.4 |
| | Ontario | 6 | 1.1 | 5.4 | 56.8 |
| | Orange County | 11 | 2.1 | 9.9 | 66.7 |
| | Palm Springs | 2 | .4 | 1.8 | 68.5 |
| | Rancho Cucamonga | 4 | .8 | 3.6 | 72.1 |
| | San Bernardino | 10 | 1.9 | 9.0 | 81.1 |
| | Others Specified | 21 | 4.0 | 18.9 | 100.0 |
| | Total | 111 | 21.2 | 100.0 | |
| Missing | No Response | 1 | .2 | | |
| | System | 411 | 78.6 | | |
| | Total | 412 | 78.8 | | |
| Total | | 523 | 100.0 | | |

Descriptive Statistics for D6:
What is your age?

| | | |
|----------------|---------|--------|
| N | Valid | 505 |
| | Missing | 18 |
| Mean | | 51.91 |
| Median | | 53.00 |
| Std. Deviation | | 17.960 |
| Minimum | | 18 |
| Maximum | | 99 |

D6: What is your age?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------|-----------|---------|---------------|--------------------|
| Valid | 18 to 19 | 12 | 2.3 | 2.4 | 2.4 |
| | 20 to 24 | 34 | 6.5 | 6.7 | 9.1 |
| | 25 to 34 | 54 | 10.3 | 10.7 | 19.8 |
| | 35 to 44 | 79 | 15.1 | 15.6 | 35.4 |
| | 45 to 54 | 78 | 14.9 | 15.4 | 50.9 |
| | 55 to 59 | 56 | 10.7 | 11.1 | 62.0 |
| | 60 to 64 | 54 | 10.3 | 10.7 | 72.7 |
| | 65 to 74 | 87 | 16.6 | 17.2 | 89.9 |
| | 75 to 84 | 42 | 8.0 | 8.3 | 98.2 |
| | 85 or older | 9 | 1.7 | 1.8 | 100.0 |
| | Total | 505 | 96.6 | 100.0 | |
| Missing | System | 18 | 3.4 | | |
| | Total | 523 | 100.0 | | |

D7: How many children ages 18 and under do you have living at home?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | 0 | 325 | 62.1 | 62.9 | 62.9 |
| | 1 | 58 | 11.1 | 11.2 | 74.1 |
| | 2 | 66 | 12.6 | 12.8 | 86.8 |
| | 3 | 45 | 8.6 | 8.7 | 95.6 |
| | 4 | 16 | 3.1 | 3.1 | 98.6 |
| | 5 | 5 | 1.0 | 1.0 | 99.6 |
| | 6 | 2 | .4 | .4 | 100.0 |
| | Total | 517 | 98.9 | 100.0 | |
| Missing | Hung up no response given | 2 | .4 | | |
| | Refused | 4 | .8 | | |
| | Total | 6 | 1.1 | | |
| | Total | 523 | 100.0 | | |

D8: Are you Hispanic, Latino, or Spanish origin?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 217 | 41.5 | 42.0 | 42.0 |
| | No | 300 | 57.4 | 58.0 | 100.0 |
| | Total | 517 | 98.9 | 100.0 | |
| Missing | Hung up no response given | 2 | .4 | | |
| | Refused | 4 | .8 | | |
| | Total | 6 | 1.1 | | |
| Total | | 523 | 100.0 | | |

D9: How would you describe your race?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| White | 271 | 45.5% | 53.3% |
| Black, African American or Negro | 53 | 8.9% | 10.4% |
| Hispanic/Latino (Follow-up question asked for other ethnicity) | 218 | 36.6% | 42.9% |
| American Indian or Alaska Native | 23 | 3.9% | 4.5% |
| Asian Indian | 7 | 1.2% | 1.4% |
| Chinese | 2 | 0.3% | 0.4% |
| Filipino | 8 | 1.3% | 1.6% |
| Korean | 2 | 0.3% | 0.4% |
| Vietnamese | 2 | 0.3% | 0.4% |
| Native Hawaiian | 3 | 0.5% | 0.6% |
| Other Asian (Specify) | 2 | 0.3% | 0.4% |
| Other Pacific Islander (Specify) | 1 | 0.2% | 0.2% |
| Some other race (Specify) | 3 | 0.5% | 0.6% |
| Total | 595 | 100.0% | 117.1% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

D10: Which of the following categories best describes your total household or family income before taxes, 2014.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Less than \$25,000 | 96 | 18.4 | 22.5 | 22.5 |
| | \$25,000 to less than \$35,000 | 59 | 11.3 | 13.8 | 36.4 |
| | \$35,000 to less than \$50,000 | 61 | 11.7 | 14.3 | 50.7 |
| | \$50,000 to less than \$65,000 | 41 | 7.8 | 9.6 | 60.3 |
| | \$65,000 to less than \$80,000 | 53 | 10.1 | 12.4 | 72.8 |
| | \$80,000 to \$110,000 | 52 | 9.9 | 12.2 | 85.0 |
| | Over \$110,000 | 64 | 12.2 | 15.0 | 100.0 |
| | Total | 426 | 81.5 | 100.0 | |
| Missing | Don't know | 48 | 9.2 | | |
| | Refused | 47 | 9.0 | | |
| | Hung up no response given | 2 | .4 | | |
| | Total | 97 | 18.5 | | |
| Total | | 523 | 100.0 | | |

D24: Is there anything else you'd like to tell Riverside community leaders about the quality of life in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 230 | 44.0 | 44.4 | 44.4 |
| | No | 288 | 55.1 | 55.6 | 100.0 |
| | Total | 518 | 99.0 | 100.0 | |
| Missing | Hung up no response given | 2 | .4 | | |
| | Don't Know | 2 | .4 | | |
| | Refused | 1 | .2 | | |
| | Total | 5 | 1.0 | | |
| Total | | 523 | 100.0 | | |

NOTE: A full listing of responses has been provided to the City.

Gender

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Male | 189 | 36.1 | 36.3 | 36.3 |
| | Female | 329 | 62.9 | 63.1 | 99.4 |
| | Interviewer couldn't tell | 3 | .6 | .6 | 100.0 |
| | Total | 521 | 99.6 | 100.0 | |
| Missing | Hung up unable to fill in | 2 | .4 | | |
| Total | | 523 | 100.0 | | |

Survey conducted in English or in Spanish

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------|-----------|---------|---------------|--------------------|
| Valid | English | 449 | 85.9 | 85.9 | 85.9 |
| | Spanish | 74 | 14.1 | 14.1 | 100.0 |
| | Total | 523 | 100.0 | 100.0 | |

APPENDIX VI

Data Display, Online Survey for those who Live (and Perhaps Work) in Riverside

Riverside Community Quality of Life Survey Data Display, Online Survey for those who Live (and Perhaps Work) in Riverside

Following are frequency tables for the online version of the Riverside Community Quality of Life Survey for people who live (and perhaps work) in Riverside. A few comments about this data display are in order:

- Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are NOT, however, random, thus results may be skewed and must be interpreted with caution. For example, online survey respondents tend to be those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with “mid-range” attitudes. Further, people who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both on-line and phone surveys). **The reader is encouraged to view the results of the statistically valid telephone survey in Appendix V.**

- The “simple” frequency tables below, produced by SPSS 22.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
 - **Frequency** – the number of respondents providing a particular response
 - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 1,483 (that is, with “don’t know” and “refused” included in the totals)
 - **Valid Percent** – the percentage of people providing a particular response, with “don’t know” and “refused” *excluded* from the calculation
 - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn’t have a meaningful interpretation. In others, such as number of years a person has lived in the City, it is meaningful to note that 5.6% have lived in the City less than 2 years, 14.9% have lived in the City 5 years or less, 23.6% have lived in the City 10 years or less, etc.

- For some questions, respondents had the opportunity to provide multiple answers (questions such as Q3, perceptions of the best things about living in the City). The tables for those multiple response questions show three columns of numbers:
 - **Responses, N** – The weighted number of respondents providing a particular response
 - **Responses, Percent** – the percentage of the total number of responses in a category, calculated as the N figure divided by the total number of responses to the question (the bottom of the “N” column).
 - **Percent of Cases** – the percentage of people who responded with a particular answer, calculated as the N figure divided by the total number of people who responded to the question with one or more answers

LIVEWORK: Live in City of Riverside / Live and Work in the City of Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---|-----------|---------|---------------|--------------------|
| Valid | Live in the City of Riverside (including college / university students living in Riverside while going to school) | 734 | 49.5 | 49.5 | 49.5 |
| | Both live AND work in the City of Riverside | 749 | 50.5 | 50.5 | 100.0 |
| | Total | 1483 | 100.0 | 100.0 | |

Q1: How many years have you lived in the City of Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Less than 2 years | 82 | 5.5 | 5.6 | 5.6 |
| | 2 to 5 years | 138 | 9.3 | 9.3 | 14.9 |
| | 6 to 10 years | 129 | 8.7 | 8.7 | 23.6 |
| | 11 to 20 years | 244 | 16.5 | 16.5 | 40.1 |
| | More than 20 years | 884 | 59.6 | 59.9 | 100.0 |
| | Total | 1477 | 99.6 | 100.0 | |
| Missing | Don't know | 5 | .3 | | |
| | No response given | 1 | .1 | | |
| | Total | 6 | .4 | | |
| Total | | 1483 | 100.0 | | |

Q2LIVE: What is the MAIN reason you choose to live in the City of Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|--|---|-----------|---------|---------------|--------------------|
| Valid | I have a job here | 212 | 14.3 | 14.4 | 14.4 |
| | I live with my family here | 216 | 14.6 | 14.7 | 29.0 |
| | It's close to family | 162 | 10.9 | 11.0 | 40.0 |
| | It's affordable to live here | 181 | 12.2 | 12.3 | 52.3 |
| | I've lived here my whole life | 317 | 21.4 | 21.5 | 73.8 |
| | I can't afford to move | 46 | 3.1 | 3.1 | 76.9 |
| | I attend college here | 26 | 1.8 | 1.8 | 78.7 |
| | I like the schools for my kids | 21 | 1.4 | 1.4 | 80.1 |
| | I just like it | 167 | 11.3 | 11.3 | 91.5 |
| | Other (specify) | 36 | 2.4 | 2.4 | 93.9 |
| | Spouse got a job here | 20 | 1.3 | 1.4 | 95.3 |
| | Use to work in Riverside now retired | 3 | .2 | .2 | 95.5 |
| | Attended school and never left | 8 | .5 | .5 | 96.0 |
| | Stationed at March AFB and never left | 2 | .1 | .1 | 96.1 |
| | Centrally located between our families and our jobs | 3 | .2 | .2 | 96.3 |
| | Close to friends | 3 | .2 | .2 | 96.5 |
| | It was affordable back then, bought a home in the past, I own my home | 8 | .5 | .5 | 97.1 |
| | Partner lived here so I moved here | 8 | .5 | .5 | 97.6 |
| | Close to job but not in Riverside | 6 | .4 | .4 | 98.0 |
| | Faith Community/Church | 3 | .2 | .2 | 98.2 |
| Weather, centrally located between mountains and ocean | 2 | .1 | .1 | 98.4 | |
| Own business here | 8 | .5 | .5 | 98.9 | |
| Rich cultural arts, history | 3 | .2 | .2 | 99.1 | |
| Community feel | 4 | .3 | .3 | 99.4 | |
| Fell in love with house and property, love my home, home owner | 9 | .6 | .6 | 100.0 | |
| Total | 1474 | 99.4 | 100.0 | | |
| Missing | Don't know | 8 | .5 | | |
| | No response given | 1 | .1 | | |
| | Total | 9 | .6 | | |
| Total | | 1483 | 100.0 | | |

**Q3Live: In your opinion, what are the BEST things about LIVING in Riverside?
(No more than 2 choices may be answered)**

| | Responses | | Percent of Cases |
|--|-------------|---------------|------------------|
| | N | Percent | |
| Good area, location | 318 | 11.6% | 21.9% |
| Nice parks / outdoor space / natural scenery | 181 | 6.6% | 12.5% |
| Affordable housing | 251 | 9.1% | 17.3% |
| Good climate, weather | 129 | 4.7% | 8.9% |
| Not crowded | 51 | 1.9% | 3.5% |
| Good schools and universities | 111 | 4.0% | 7.7% |
| Less crime, it's safe | 31 | 1.1% | 2.1% |
| Job availability | 19 | 0.7% | 1.3% |
| Friendly people | 60 | 2.2% | 4.1% |
| Family and friends live here | 527 | 19.2% | 36.3% |
| It's close to work | 238 | 8.7% | 16.4% |
| I like the faith / religious community / congregation | 82 | 3.0% | 5.7% |
| Good entertainment / arts / culture | 109 | 4.0% | 7.5% |
| It's an active community with lots going on, I like being involved | 169 | 6.1% | 11.7% |
| It has a small town atmosphere / feeling | 223 | 8.1% | 15.4% |
| Convenient access to stores, retail, restaurants | 148 | 5.4% | 10.2% |
| There is nothing good about living in Riverside | 47 | 1.7% | 3.2% |
| Other | 56 | 2.0% | 3.9% |
| Total | 2750 | 100.0% | 189.7% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q3work: In your opinion, what are the BEST things about working/attending college in Riverside? (Choose up to2)

| | Responses | | Percent of Cases |
|--|-------------|---------------|------------------|
| | N | Percent | |
| The pay is better here than in other areas | 25 | 2.0% | 3.5% |
| There are more jobs than in other areas | 8 | 0.6% | 1.1% |
| It's not crowded | 38 | 3.0% | 5.3% |
| Less traffic than in Orange or LA County | 214 | 17.0% | 30.0% |
| It's a short commute | 422 | 33.5% | 59.1% |
| I work for a good company | 168 | 13.3% | 23.5% |
| I have a good job | 260 | 20.7% | 36.4% |
| My job gives me a good chance for advancement / promotions | 36 | 2.9% | 5.0% |
| Availability of amenities (restaurants, entertainment, gyms, etc.) | 45 | 3.6% | 6.3% |
| Other | 43 | 3.4% | 6.0% |
| Total | 1259 | 100.0% | 176.3% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

**Q4Live: In your opinion, what do you like LEAST about living in Riverside?
(No more than 2 choices may be answered)**

| | Responses | | Percent of Cases |
|--|-------------|---------------|------------------|
| | N | Percent | |
| Smog, air pollution | 292 | 11.1% | 20.5% |
| Traffic | 458 | 17.4% | 32.1% |
| Poor public transportation | 108 | 4.1% | 7.6% |
| Drugs | 69 | 2.6% | 4.8% |
| Crime / Violence | 262 | 10.0% | 18.4% |
| Gang activity | 93 | 3.5% | 6.5% |
| Its location | 20 | 0.8% | 1.4% |
| Lack of entertainment/ arts/ culture | 144 | 5.5% | 10.1% |
| It is overpopulated | 127 | 4.8% | 8.9% |
| School system | 60 | 2.3% | 4.2% |
| Cost of living | 93 | 3.5% | 6.5% |
| Lack of job opportunities | 141 | 5.4% | 9.9% |
| Weather, fires, floods, earthquakes | 74 | 2.8% | 5.2% |
| Attitude of law enforcement or immigration officers | 33 | 1.3% | 2.3% |
| Intolerance | 21 | 0.8% | 1.5% |
| Isolation...I don't feel "connected" | 29 | 1.1% | 2.0% |
| Homelessness | 335 | 12.7% | 23.5% |
| Not enough open space | 35 | 1.3% | 2.5% |
| Nothing...I like everything about living in Riverside! | 88 | 3.3% | 6.2% |
| Other | 149 | 5.7% | 10.4% |
| Total | 2631 | 100.0% | 184.5% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

OTHER comments: Like LEAST about living in Riverside?

| | Frequency |
|--|------------|
| Neighbor issues | 6 |
| Government, City Officials | 19 |
| Immigration issues | 7 |
| Poor streets, roads, sidewalks they need to be repaired | 11 |
| Noise | 2 |
| Lack of good restaurants and healthy choices | 9 |
| Need more safe bike lanes | 2 |
| Decrepit city, trash, rundown buildings | 3 |
| Graffiti | 3 |
| Lack of shopping | 4 |
| Lack of shopping and restaurants, better quality and healthy choices | 9 |
| Traffic is also my second choice/poor planning of traffic design | 4 |
| Aggressive Beggars/Panhandlers | 8 |
| Other | 60 |
| Total | 147 |

Q4work: In your opinion, what do you like LEAST about working/attending college in Riverside? (Choose up to 2)

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| Smog, air pollution | 96 | 9.5% | 14.5% |
| Traffic | 204 | 20.1% | 30.9% |
| Poor public transportation | 59 | 5.8% | 8.9% |
| Pay is not as good as jobs in other places | 167 | 16.5% | 25.3% |
| It's not a good company / job | 10 | 1.0% | 1.5% |
| Other employees are not skilled enough | 37 | 3.7% | 5.6% |
| Not as much chance for advancement / promotion | 74 | 7.3% | 11.2% |
| Long commute | 3 | 0.3% | 0.5% |
| Poor amenities in the area (restaurants, entertainment, gyms, etc.) | 77 | 7.6% | 11.7% |
| Not enough parking | 76 | 7.5% | 11.5% |
| Nothing...I like everything about working in Riverside | 158 | 15.6% | 23.9% |
| Other | 52 | 5.1% | 7.9% |
| Total | 1013 | 100.0% | 153.5% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q4Work: Other comments regarding what they like LEAST about working in Riverside

| | Frequency |
|--|-----------|
| Homelessness, panhandle, beggars | 7 |
| Lack of job opportunities, no jobs in Riverside | 9 |
| Cost of doing business, fees, licenses, fees | 5 |
| Construction (noise, inconvenience, dirty) | 2 |
| city official issues | 2 |
| Poor street and road conditions, sidewalks in bad shape | 1 |
| Have to pay to park to work, meter parking, lack of parking spaces | 5 |
| Signal lights need to be synchronized for better traffic flow | 2 |
| Retired/work from home/not applicable | 6 |
| Lack of customers, type of customers | 2 |
| Other | 9 |
| Total | 50 |

**Statistics for Q119: City leaders would like to know how important certain issues are to you.
(Please rate each of the following by moving the sliders between 0 (not important) and 100 (very important))**

| | N | | Minimum | Maximum | Mean | Median | Std. Deviation |
|--|-------|---------|---------|---------|-------|--------|----------------|
| | Valid | Missing | | | | | |
| Feeling safe overall in the City | 1387 | 96 | 0 | 100 | 91.26 | 100.00 | 16.425 |
| Addressing homelessness | 1364 | 119 | 0 | 100 | 76.97 | 82.00 | 24.449 |
| Bringing new jobs to Riverside | 1346 | 137 | 0 | 100 | 77.37 | 82.00 | 23.883 |
| Access to faster internet speeds at affordable rate plans | 1272 | 211 | 0 | 100 | 59.89 | 61.00 | 31.136 |
| Effective communication methods between the City and its residents and workers | 1356 | 127 | 0 | 100 | 72.59 | 78.00 | 25.242 |

Q5_5: Riverside is a good place to bring visitors

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 285 | 19.2 | 21.5 | 21.5 |
| | Agree | 773 | 52.1 | 58.3 | 79.8 |
| | Disagree | 209 | 14.1 | 15.8 | 95.6 |
| | Strongly Disagree | 59 | 4.0 | 4.4 | 100.0 |
| | Total | 1326 | 89.4 | 100.0 | |
| Missing | Don't know | 37 | 2.5 | | |
| | System | 120 | 8.1 | | |
| | Total | 157 | 10.6 | | |
| Total | | 1483 | 100.0 | | |

Q5_4: Riverside is a good place to find a good job

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 91 | 6.1 | 7.8 | 7.8 |
| | Agree | 534 | 36.0 | 45.7 | 53.5 |
| | Disagree | 386 | 26.0 | 33.0 | 86.6 |
| | Strongly Disagree | 157 | 10.6 | 13.4 | 100.0 |
| | Total | 1168 | 78.8 | 100.0 | |
| Missing | Don't know | 187 | 12.6 | | |
| | System | 128 | 8.6 | | |
| | Total | 315 | 21.2 | | |
| Total | | 1483 | 100.0 | | |

Q5_3: Riverside is a good place to own or operate a business or nonprofit

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 117 | 7.9 | 12.4 | 12.4 |
| | Agree | 519 | 35.0 | 55.2 | 67.6 |
| | Disagree | 201 | 13.6 | 21.4 | 88.9 |
| | Strongly Disagree | 104 | 7.0 | 11.1 | 100.0 |
| | Total | 941 | 63.5 | 100.0 | |
| Missing | Don't know | 414 | 27.9 | | |
| | System | 128 | 8.6 | | |
| | Total | 542 | 36.5 | | |
| Total | | 1483 | 100.0 | | |

Q5_2: Riverside is a good place to be active and healthy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 318 | 21.4 | 23.8 | 23.8 |
| | Agree | 811 | 54.7 | 60.8 | 84.6 |
| | Disagree | 155 | 10.5 | 11.6 | 96.3 |
| | Strongly Disagree | 50 | 3.4 | 3.7 | 100.0 |
| | Total | 1334 | 90.0 | 100.0 | |
| Missing | Don't know | 25 | 1.7 | | |
| | System | 124 | 8.4 | | |
| | Total | 149 | 10.0 | | |
| Total | | 1483 | 100.0 | | |

Q5_1: Riverside is a good place to raise children

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 298 | 20.1 | 23.7 | 23.7 |
| | Agree | 758 | 51.1 | 60.4 | 84.1 |
| | Disagree | 136 | 9.2 | 10.8 | 95.0 |
| | Strongly Disagree | 63 | 4.2 | 5.0 | 100.0 |
| | Total | 1255 | 84.6 | 100.0 | |
| Missing | Don't know | 103 | 6.9 | | |
| | System | 125 | 8.4 | | |
| | Total | 228 | 15.4 | | |
| Total | | 1483 | 100.0 | | |

Q5_6: Riverside is a good place to enjoy art and culture

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 261 | 17.6 | 20.2 | 20.2 |
| | Agree | 713 | 48.1 | 55.1 | 75.3 |
| | Disagree | 227 | 15.3 | 17.5 | 92.8 |
| | Strongly Disagree | 93 | 6.3 | 7.2 | 100.0 |
| | Total | 1294 | 87.3 | 100.0 | |
| Missing | Don't know | 64 | 4.3 | | |
| | System | 125 | 8.4 | | |
| | Total | 189 | 12.7 | | |
| Total | | 1483 | 100.0 | | |

Q5_7: Riverside is a good place to find an affordable place to live

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 268 | 18.1 | 20.3 | 20.3 |
| | Agree | 721 | 48.6 | 54.6 | 74.9 |
| | Disagree | 232 | 15.6 | 17.6 | 92.4 |
| | Strongly Disagree | 100 | 6.7 | 7.6 | 100.0 |
| | Total | 1321 | 89.1 | 100.0 | |
| Missing | Don't know | 39 | 2.6 | | |
| | System | 123 | 8.3 | | |
| | Total | 162 | 10.9 | | |
| Total | | 1483 | 100.0 | | |

Q5_8: Riverside is a good place to make friends

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 298 | 20.1 | 23.2 | 23.2 |
| | Agree | 810 | 54.6 | 63.0 | 86.2 |
| | Disagree | 147 | 9.9 | 11.4 | 97.7 |
| | Strongly Disagree | 30 | 2.0 | 2.3 | 100.0 |
| | Total | 1285 | 86.6 | 100.0 | |
| Missing | Don't know | 72 | 4.9 | | |
| | System | 126 | 8.5 | | |
| | Total | 198 | 13.4 | | |
| Total | | 1483 | 100.0 | | |

Q92: Riverside is a good place to start or grow a business?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 75 | 5.1 | 15.3 | 15.3 |
| | Agree | 240 | 16.2 | 48.9 | 64.2 |
| | Disagree | 126 | 8.5 | 25.7 | 89.8 |
| | Strongly Disagree | 50 | 3.4 | 10.2 | 100.0 |
| | Total | 491 | 33.1 | 100.0 | |
| Missing | Don't know | 185 | 12.5 | | |
| | System | 807 | 54.4 | | |
| | Total | 992 | 66.9 | | |
| Total | | 1483 | 100.0 | | |

Q93: What would make Riverside a better place to start or grow a business?

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| Taxes too high, lower taxes | 13 | 6.7% | 9.6% |
| Get rid of homelessness | 4 | 2.1% | 2.9% |
| No response given/don't know how | 10 | 5.2% | 7.4% |
| To many regulations | 20 | 10.3% | 14.7% |
| Economy, economy needs to improve | 10 | 5.2% | 7.4% |
| Higher Incomes, less unemployment, to help people have money to spend | 9 | 4.6% | 6.6% |
| Less red tape, ease the process to start a business | 27 | 13.9% | 19.9% |
| Lower the crime rate | 2 | 1.0% | 1.5% |
| Incentive programs | 11 | 5.7% | 8.1% |
| Riverside become business friendly and be supportive | 14 | 7.2% | 10.3% |
| Locals to be more supportive | 4 | 2.1% | 2.9% |
| Fees are too high to start a business or do businesses in Riverside | 12 | 6.2% | 8.8% |
| City employees to be more helpful.... | 14 | 7.2% | 10.3% |
| City to encourage, seminars, assist in getting started | 2 | 1.0% | 1.5% |
| Affordable business space | 12 | 6.2% | 8.8% |
| Parking issues, what's the plan for parking, less meter parking | 2 | 1.0% | 1.5% |
| Better educated population | 5 | 2.6% | 3.7% |
| Standard rules and regulations for all businesses | 2 | 1.0% | 1.5% |
| Other | 21 | 10.8% | 15.4% |
| Total | 194 | 100.0% | 142.6% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q6LIVE: How would you rate the availability of healthy places to eat and shop for groceries in your neighborhood?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 260 | 17.5 | 19.3 | 19.3 |
| | Good | 503 | 33.9 | 37.4 | 56.7 |
| | Fair | 370 | 24.9 | 27.5 | 84.2 |
| | Poor | 212 | 14.3 | 15.8 | 100.0 |
| | Total | 1345 | 90.7 | 100.0 | |
| Missing | Don't know | 6 | .4 | | |
| | System | 132 | 8.9 | | |
| | Total | 138 | 9.3 | | |
| Total | | 1483 | 100.0 | | |

Q7LIVE: How would you rate the availability of places to exercise and be active in your neighborhood?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Excellent | 374 | 25.2 | 27.9 | 27.9 |
| | Good | 521 | 35.1 | 38.9 | 66.8 |
| | Fair | 311 | 21.0 | 23.2 | 90.0 |
| | Poor | 113 | 7.6 | 8.4 | 98.4 |
| | Can't rate...I don't exercise / I'm not active | 21 | 1.4 | 1.6 | 100.0 |
| | Total | 1340 | 90.4 | 100.0 | |
| Missing | Don't Know | 10 | .7 | | |
| | System | 133 | 9.0 | | |
| | Total | 143 | 9.6 | | |
| Total | | 1483 | 100.0 | | |

HEALTH: In general would you say your health is excellent, good, fair or poor?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 263 | 17.7 | 19.6 | 19.6 |
| | Good | 765 | 51.6 | 56.9 | 76.5 |
| | Fair | 276 | 18.6 | 20.5 | 97.0 |
| | Poor | 40 | 2.7 | 3.0 | 100.0 |
| | Total | 1344 | 90.6 | 100.0 | |
| Missing | Don't Know | 6 | .4 | | |
| | System | 133 | 9.0 | | |
| | Total | 139 | 9.4 | | |
| Total | | 1483 | 100.0 | | |

Q8: How would you rate the availability of bike lanes in your neighborhood?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 177 | 11.9 | 13.3 | 13.3 |
| | Good | 420 | 28.3 | 31.7 | 45.0 |
| | Fair | 234 | 15.8 | 17.6 | 62.7 |
| | Poor | 154 | 10.4 | 11.6 | 74.3 |
| | Can't rate...I don't use bike lanes | 325 | 21.9 | 24.5 | 98.8 |
| | Don't know | 16 | 1.1 | 1.2 | 100.0 |
| | Total | 1326 | 89.4 | 100.0 | |
| Missing | System | 157 | 10.6 | | |
| Total | | 1483 | 100.0 | | |

Q9: How would you rate the ease of getting around by bus or rail in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Excellent | 78 | 5.3 | 5.9 | 5.9 |
| | Good | 208 | 14.0 | 15.7 | 21.5 |
| | Fair | 205 | 13.8 | 15.4 | 37.0 |
| | Poor | 231 | 15.6 | 17.4 | 54.4 |
| | Can't rate...I don't take the bus or rail | 525 | 35.4 | 39.5 | 93.9 |
| | Don't know | 81 | 5.5 | 6.1 | 100.0 |
| | Total | 1328 | 89.5 | 100.0 | |
| Missing | System | 155 | 10.5 | | |
| Total | | 1483 | 100.0 | | |

Q101: Suppose you wanted to travel within the City of Riverside. Besides taking a personal vehicle, what would be your preferred method(s) of traveling? Please click all that apply.

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| I prefer traveling within the City of Riverside by car or motorcycle ONLY | 460 | 23.1% | 34.9% |
| Bus | 321 | 16.1% | 24.4% |
| Bicycle | 375 | 18.8% | 28.5% |
| Walk | 528 | 26.5% | 40.1% |
| Streetcar | 251 | 12.6% | 19.0% |
| Other | 58 | 2.9% | 4.4% |
| Total | 1993 | 100.0% | 151.2% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q102: Preference ranking of using CAR OR MOTORCYCLE to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 1102 | 74.3 | 87.8 | 87.8 |
| | 2 | 56 | 3.8 | 4.5 | 92.3 |
| | 3 | 39 | 2.6 | 3.1 | 95.4 |
| | 4 | 31 | 2.1 | 2.5 | 97.8 |
| | 5 | 25 | 1.7 | 2.0 | 99.8 |
| | 6 | 2 | .1 | .2 | 100.0 |
| | Total | 1255 | 84.6 | 100.0 | |
| Missing | System | 228 | 15.4 | | |
| Total | | 1483 | 100.0 | | |

Q102: Preference ranking of using BUS to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 19 | 1.3 | 1.5 | 1.5 |
| | 2 | 278 | 18.7 | 22.2 | 23.7 |
| | 3 | 237 | 16.0 | 18.9 | 42.5 |
| | 4 | 361 | 24.3 | 28.8 | 71.3 |
| | 5 | 294 | 19.8 | 23.4 | 94.7 |
| | 6 | 66 | 4.5 | 5.3 | 100.0 |
| | Total | 1255 | 84.6 | 100.0 | |
| Missing | System | 228 | 15.4 | | |
| Total | | 1483 | 100.0 | | |

Q102: Preference ranking of using BICYCLE to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 40 | 2.7 | 3.2 | 3.2 |
| | 2 | 271 | 18.3 | 21.6 | 24.8 |
| | 3 | 429 | 28.9 | 34.2 | 59.0 |
| | 4 | 307 | 20.7 | 24.5 | 83.4 |
| | 5 | 179 | 12.1 | 14.3 | 97.7 |
| | 6 | 29 | 2.0 | 2.3 | 100.0 |
| | Total | 1255 | 84.6 | 100.0 | |
| Missing | System | 228 | 15.4 | | |
| Total | | 1483 | 100.0 | | |

**Q102: Preference ranking of WALKING to travel within the City of Riverside
(1= MOST preferred, 6 = LEAST preferred)**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 58 | 3.9 | 4.6 | 4.6 |
| | 2 | 453 | 30.5 | 36.1 | 40.7 |
| | 3 | 384 | 25.9 | 30.6 | 71.3 |
| | 4 | 251 | 16.9 | 20.0 | 91.3 |
| | 5 | 103 | 6.9 | 8.2 | 99.5 |
| | 6 | 6 | .4 | .5 | 100.0 |
| | Total | 1255 | 84.6 | 100.0 | |
| Missing | System | 228 | 15.4 | | |
| Total | | 1483 | 100.0 | | |

Q102: Preference ranking of using STREETCAR to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 29 | 2.0 | 2.3 | 2.3 |
| | 2 | 166 | 11.2 | 13.2 | 15.5 |
| | 3 | 149 | 10.0 | 11.9 | 27.4 |
| | 4 | 272 | 18.3 | 21.7 | 49.1 |
| | 5 | 556 | 37.5 | 44.3 | 93.4 |
| | 6 | 83 | 5.6 | 6.6 | 100.0 |
| | Total | 1255 | 84.6 | 100.0 | |
| Missing | System | 228 | 15.4 | | |
| Total | | 1483 | 100.0 | | |

Q102: Preference ranking of using OTHER METHODS respondent listed to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 7 | .5 | .6 | .6 |
| | 2 | 31 | 2.1 | 2.5 | 3.0 |
| | 3 | 17 | 1.1 | 1.4 | 4.4 |
| | 4 | 33 | 2.2 | 2.6 | 7.0 |
| | 5 | 98 | 6.6 | 7.8 | 14.8 |
| | 6 | 1069 | 72.1 | 85.2 | 100.0 |
| | Total | 1255 | 84.6 | 100.0 | |
| Missing | System | 228 | 15.4 | | |
| Total | | 1483 | 100.0 | | |

Q104: In the last few years was there ever a time when you couldn't do something you wanted to do in the City because you didn't have transportation?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 203 | 13.7 | 15.3 | 15.3 |
| | No | 987 | 66.6 | 74.4 | 89.7 |
| | Don't recall | 136 | 9.2 | 10.3 | 100.0 |
| | Total | 1326 | 89.4 | 100.0 | |
| Missing | System | 157 | 10.6 | | |
| Total | | 1483 | 100.0 | | |

Q105: What factor(s) prevented you from making your trip?

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| There was no available RTA bus service | 78 | 21.5% | 38.6% |
| I didn't have a reliable personal vehicle | 102 | 28.1% | 50.5% |
| Time of day | 52 | 14.3% | 25.7% |
| Construction activity | 29 | 8.0% | 14.4% |
| Freeway traffic | 59 | 16.3% | 29.2% |
| School traffic | 17 | 4.7% | 8.4% |
| Other | 26 | 7.2% | 12.9% |
| Total | 363 | 100.0% | 179.7% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q106: Do you ever use public transportation within the City of Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 350 | 23.6 | 26.5 | 26.5 |
| | No | 970 | 65.4 | 73.5 | 100.0 |
| | Total | 1320 | 89.0 | 100.0 | |
| Missing | Don't know | 4 | .3 | | |
| | System | 159 | 10.7 | | |
| | Total | 163 | 11.0 | | |
| Total | | 1483 | 100.0 | | |

Q107: What are the main reasons you don't use public transportation?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| Have to wait too long for a bus | 180 | 9.9% | 18.8% |
| Too crowded | 43 | 2.4% | 4.5% |
| Not convenient to get where I need to go | 312 | 17.2% | 32.6% |
| Takes too long to get where I need to go | 295 | 16.2% | 30.8% |
| Too expensive to take public transportation | 24 | 1.3% | 2.5% |
| Don't like the people who use public transportation | 144 | 7.9% | 15.0% |
| Buses don't operate at the times I need to travel | 108 | 5.9% | 11.3% |
| I feel unsafe on buses | 237 | 13.0% | 24.7% |
| Don't know -- I just like taking my personal vehicle | 418 | 23.0% | 43.6% |
| Other (Please specify) | 56 | 3.1% | 5.8% |
| Total | 1817 | 100.0% | 189.7% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q107_ Recode: Other reasons for not using public transportation

| | | Frequency |
|-------|---|-----------|
| Valid | Too far away, unable to walk to bus stop | 10 |
| | Don't know how, never investigated how to use | 8 |
| | Get motion sick | 3 |
| | Weather, too hot outside | 2 |
| | No need | 7 |
| | Have children | 5 |
| | Not easy to use bus, easier to use car | 3 |
| | Seems confusing | 2 |
| | Other | 16 |
| | Total | 56 |

Q108: From your perspective, what are the main parking issues in downtown Riverside?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| I don't drive so I have no idea | 14 | 0.7% | 1.1% |
| There are no parking issues that I'm aware of | 251 | 12.8% | 19.2% |
| Parking is too expensive | 377 | 19.3% | 28.9% |
| There isn't enough "off-street" parking (that is, parking garages or lots) | 400 | 20.4% | 30.6% |
| There isn't enough parking on the street | 464 | 23.7% | 35.5% |
| The affordable parking is too far from where I need to go | 241 | 12.3% | 18.5% |
| Other (Please specify) | 111 | 5.7% | 8.5% |
| Don't know | 99 | 5.1% | 7.6% |
| Total | 1957 | 100.0% | 149.8% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q108 Recode: Other parking issues in downtown Riverside

| | | Frequency |
|-------|--|-----------|
| Valid | Safety issues | 11 |
| | Handicap parking | 4 |
| | Don't park downtown | 5 |
| | Meter parking, far from car, only an hour | 8 |
| | Parking should be free, incentives, shopping and free parking validation | 18 |
| | Not enough parking | 8 |
| | Adequate parking except during events/festival lights | 4 |
| | Other | 52 |
| | Total | 110 |

Q109: What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more?

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| Install more bike lanes | 290 | 13.4% | 22.5% |
| Improve bike lane connectivity | 393 | 18.2% | 30.5% |
| Install more sidewalks | 347 | 16.1% | 26.9% |
| Make public transportation (that is, RTA and/or Metrolink) more affordable | 253 | 11.7% | 19.6% |
| Encourage schools to offer incentives or programs for children to walk and bike to school | 352 | 16.3% | 27.3% |
| It is unsafe | 78 | 3.6% | 6.0% |
| There is NOTHING that would encourage increased walking or biking | 235 | 10.9% | 18.2% |
| Other (Please specify) | 209 | 9.7% | 22.3% |
| Total | 2157 | 100.0% | 167.5% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q110: On average, how many times per week do you walk or bike in the City of Riverside instead of taking your personal vehicle for errands?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------|-----------|---------|---------------|--------------------|
| Valid 0 | 785 | 52.9 | 59.9 | 59.9 |
| 1 or 2 times | 347 | 23.4 | 26.5 | 86.3 |
| 3 or 4 times | 104 | 7.0 | 7.9 | 94.3 |
| 5 or more times per week | 75 | 5.1 | 5.7 | 100.0 |
| Total | 1311 | 88.4 | 100.0 | |
| Missing System | 172 | 11.6 | | |
| Total | 1483 | 100.0 | | |

Q111: On average how long does it take you to make the trip (round trip)?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------------------------|-----------|---------|---------------|--------------------|
| Valid Less than 5 minutes | 17 | 1.1 | 3.3 | 3.3 |
| 5 to 14 minutes | 118 | 8.0 | 22.8 | 26.1 |
| 15 to 30 minutes | 231 | 15.6 | 44.6 | 70.7 |
| More than 30 minutes | 152 | 10.2 | 29.3 | 100.0 |
| Total | 518 | 34.9 | 100.0 | |
| Missing System | 965 | 65.1 | | |
| Total | 1483 | 100.0 | | |

Q120: Do you or anyone in your household drive an electric vehicle?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-----------|---------|---------------|--------------------|
| Valid Yes | 49 | 3.3 | 3.8 | 3.8 |
| No | 1257 | 84.8 | 96.2 | 100.0 |
| Total | 1306 | 88.1 | 100.0 | |
| Missing System | 177 | 11.9 | | |
| Total | 1483 | 100.0 | | |

Q121: What is the MAIN reason no one in your household drives an electric vehicle?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|-----------|---------|---------------|--------------------|
| Valid My/our current car already meets my/our needs | 485 | 32.7 | 39.0 | 39.0 |
| Price of the vehicle | 384 | 25.9 | 30.9 | 69.9 |
| Limited number of miles one can drive before recharging | 121 | 8.2 | 9.7 | 79.6 |
| Not enough charging stations available | 63 | 4.2 | 5.1 | 84.6 |
| Lack of familiarity with electric vehicles | 64 | 4.3 | 5.1 | 89.8 |
| Not enough model choices | 17 | 1.1 | 1.4 | 91.2 |
| Cost of maintaining the car in the future | 58 | 3.9 | 4.7 | 95.8 |
| All of the above | 3 | .2 | .2 | 96.1 |
| Don't believe it | 4 | .3 | .3 | 96.4 |
| Other | 45 | 3.1 | 3.6 | 100.0 |
| Total | 1244 | 83.9 | 100.0 | |
| Missing System | 239 | 16.1 | | |
| Total | 1483 | 100.0 | | |

Q122: What is the MAIN reason you or member of your household choose to drive an electric vehicle?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Concern for the environment | 18 | 1.2 | 37.5 | 37.5 |
| | Save money on gas | 17 | 1.1 | 35.4 | 72.9 |
| | Less maintenance is required | 1 | .1 | 2.1 | 75.0 |
| | Fun to drive | 2 | .1 | 4.2 | 79.2 |
| | Use of the carpool lane for free | 5 | .3 | 10.4 | 89.6 |
| | Don't want to depend on other countries for oil | 2 | .1 | 4.2 | 93.8 |
| | Other (Please specify) | 3 | .2 | 6.3 | 100.0 |
| | Total | 48 | 3.2 | 100.0 | |
| Missing | System | 1435 | 96.8 | | |
| Total | | 1483 | 100.0 | | |

Q123: Would you be more likely to drive an electric vehicle if more public charging stations were available?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 429 | 28.9 | 52.3 | 52.3 |
| | No | 391 | 26.4 | 47.7 | 100.0 |
| | Total | 820 | 55.3 | 100.0 | |
| Missing | Don't know | 426 | 28.7 | | |
| | System | 237 | 16.0 | | |
| | Total | 663 | 44.7 | | |
| Total | | 1483 | 100.0 | | |

Q124_Recode: Where would you like to see electric vehicle charging stations?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--|-----------|---------|---------------|--------------------|
| Valid | Near parks, libraries | 16 | 1.1 | 4.7 | 5.0 |
| | Riverside plaza | 16 | 1.1 | 4.7 | 9.7 |
| | Near shopping centers | 48 | 3.2 | 14.1 | 23.8 |
| | UCR, RCC, Schools | 18 | 1.2 | 5.3 | 29.1 |
| | Near parks | 11 | .7 | 3.2 | 32.4 |
| | Near parks, libraries, shopping | 18 | 1.2 | 5.3 | 37.6 |
| | Near parks and shopping | 7 | .5 | 2.1 | 39.7 |
| | Not sure, don't know, no response | 5 | .3 | 1.5 | 41.2 |
| | Downtown | 31 | 2.1 | 9.1 | 50.3 |
| | Canyon Crest | 4 | .3 | 1.2 | 51.5 |
| | Grocery Stores | 24 | 1.6 | 7.1 | 58.5 |
| | University and Market | 1 | .1 | .3 | 58.8 |
| | Mission area, Convention Center, Fox Theater, places where people gather and spend time at | 30 | 2.0 | 8.8 | 67.6 |
| | Parking Structures, parking lots | 16 | 1.1 | 4.7 | 72.4 |
| | Hospitals | 4 | .3 | 1.2 | 73.5 |
| | Gas stations, freeway on/off ramps | 18 | 1.2 | 5.3 | 78.8 |
| | restaurants, shopping centers, public gathering locations, public parking lots | 45 | 3.0 | 13.2 | 92.1 |
| | Other | 27 | 1.8 | 7.9 | 100.0 |
| | Total | 340 | 22.9 | 100.0 | |
| | Missing | System | 1143 | 77.1 | |
| Total | | 1483 | 100.0 | | |

Q125: Would you be more likely to visit City facilities (like libraries or parks) if they had public electric vehicle charging stations?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 335 | 22.6 | 26.6 | 26.6 |
| | No | 925 | 62.4 | 73.4 | 100.0 |
| | Total | 1260 | 85.0 | 100.0 | |
| Missing | System | 223 | 15.0 | | |
| Total | | 1483 | 100.0 | | |

Q10_6: Riverside is an attractive place

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 321 | 21.6 | 25.6 | 25.6 |
| | Agree | 744 | 50.2 | 59.3 | 84.9 |
| | Disagree | 151 | 10.2 | 12.0 | 97.0 |
| | Strongly Disagree | 38 | 2.6 | 3.0 | 100.0 |
| | Total | 1254 | 84.6 | 100.0 | |
| Missing | Don't know | 5 | .3 | | |
| | System | 224 | 15.1 | | |
| | Total | 229 | 15.4 | | |
| Total | | 1483 | 100.0 | | |

Q10_5: Riverside is a place where I can realize the goals I have for my future

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 212 | 14.3 | 18.2 | 18.2 |
| | Agree | 623 | 42.0 | 53.6 | 71.8 |
| | Disagree | 256 | 17.3 | 22.0 | 93.8 |
| | Strongly Disagree | 72 | 4.9 | 6.2 | 100.0 |
| | Total | 1163 | 78.4 | 100.0 | |
| Missing | Don't know | 92 | 6.2 | | |
| | System | 228 | 15.4 | | |
| | Total | 320 | 21.6 | | |
| Total | | 1483 | 100.0 | | |

Q10_4: There are good schools in my neighborhood

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 255 | 17.2 | 23.1 | 23.1 |
| | Agree | 563 | 38.0 | 51.0 | 74.2 |
| | Disagree | 192 | 12.9 | 17.4 | 91.6 |
| | Strongly Disagree | 93 | 6.3 | 8.4 | 100.0 |
| | Total | 1103 | 74.4 | 100.0 | |
| Missing | Don't know | 153 | 10.3 | | |
| | System | 227 | 15.3 | | |
| | Total | 380 | 25.6 | | |
| Total | | 1483 | 100.0 | | |

Q10_11: There are good colleges/ universities in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 581 | 39.2 | 47.5 | 47.5 |
| | Agree | 612 | 41.3 | 50.0 | 97.5 |
| | Disagree | 23 | 1.6 | 1.9 | 99.4 |
| | Strongly Disagree | 7 | .5 | .6 | 100.0 |
| | Total | 1223 | 82.5 | 100.0 | |
| Missing | Don't know | 30 | 2.0 | | |
| | System | 230 | 15.5 | | |
| | Total | 260 | 17.5 | | |
| Total | | 1483 | 100.0 | | |

Q10_3: It is important for young people to go to college or trade school

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 857 | 57.8 | 68.5 | 68.5 |
| | Agree | 357 | 24.1 | 28.5 | 97.0 |
| | Disagree | 30 | 2.0 | 2.4 | 99.4 |
| | Strongly Disagree | 8 | .5 | .6 | 100.0 |
| | Total | 1252 | 84.4 | 100.0 | |
| Missing | Don't know | 6 | .4 | | |
| | System | 225 | 15.2 | | |
| | Total | 231 | 15.6 | | |
| Total | | 1483 | 100.0 | | |

Q10_2: I am proud to live in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 477 | 32.2 | 39.3 | 39.3 |
| | Agree | 535 | 36.1 | 44.0 | 83.3 |
| | Disagree | 158 | 10.7 | 13.0 | 96.3 |
| | Strongly Disagree | 45 | 3.0 | 3.7 | 100.0 |
| | Total | 1215 | 81.9 | 100.0 | |
| Missing | Don't know | 43 | 2.9 | | |
| | System | 225 | 15.2 | | |
| | Total | 268 | 18.1 | | |
| Total | | 1483 | 100.0 | | |

Q10_1: I am satisfied with the progress made so far in addressing homelessness in the City of Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 53 | 3.6 | 5.1 | 5.1 |
| | Agree | 266 | 17.9 | 25.8 | 30.9 |
| | Disagree | 421 | 28.4 | 40.8 | 71.7 |
| | Strongly Disagree | 292 | 19.7 | 28.3 | 100.0 |
| | Total | 1032 | 69.6 | 100.0 | |
| Missing | Don't know | 223 | 15.0 | | |
| | System | 228 | 15.4 | | |
| | Total | 451 | 30.4 | | |
| Total | | 1483 | 100.0 | | |

Q10_7: Riverside's tap water is safe to drink

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 198 | 13.4 | 18.1 | 18.1 |
| | Agree | 494 | 33.3 | 45.3 | 63.4 |
| | Disagree | 223 | 15.0 | 20.4 | 83.9 |
| | Strongly Disagree | 176 | 11.9 | 16.1 | 100.0 |
| | Total | 1091 | 73.6 | 100.0 | |
| Missing | Don't know | 163 | 11.0 | | |
| | System | 229 | 15.4 | | |
| | Total | 392 | 26.4 | | |
| Total | | 1483 | 100.0 | | |

Q10_8: I feel a sense of belonging to my community

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 277 | 18.7 | 23.1 | 23.1 |
| | Agree | 641 | 43.2 | 53.4 | 76.4 |
| | Disagree | 213 | 14.4 | 17.7 | 94.2 |
| | Strongly Disagree | 70 | 4.7 | 5.8 | 100.0 |
| | Total | 1201 | 81.0 | 100.0 | |
| Missing | Don't know | 54 | 3.6 | | |
| | System | 228 | 15.4 | | |
| | Total | 282 | 19.0 | | |
| Total | | 1483 | 100.0 | | |

Q10_9: My family and I get the medical services we need in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 383 | 25.8 | 31.6 | 31.6 |
| | Agree | 638 | 43.0 | 52.6 | 84.2 |
| | Disagree | 125 | 8.4 | 10.3 | 94.6 |
| | Strongly Disagree | 66 | 4.5 | 5.4 | 100.0 |
| | Total | 1212 | 81.7 | 100.0 | |
| Missing | Don't know | 42 | 2.8 | | |
| | System | 229 | 15.4 | | |
| | Total | 271 | 18.3 | | |
| Total | | 1483 | 100.0 | | |

Q10_10: My family and I get the dental services we need in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 378 | 25.5 | 31.3 | 31.3 |
| | Agree | 645 | 43.5 | 53.5 | 84.8 |
| | Disagree | 130 | 8.8 | 10.8 | 95.6 |
| | Strongly Disagree | 53 | 3.6 | 4.4 | 100.0 |
| | Total | 1206 | 81.3 | 100.0 | |
| Missing | Don't know | 48 | 3.2 | | |
| | System | 229 | 15.4 | | |
| | Total | 277 | 18.7 | | |
| Total | | 1483 | 100.0 | | |

Q10_19: I would be willing to live in downtown Riverside if there were good housing options.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 387 | 26.1 | 33.6 | 33.6 |
| | Agree | 344 | 23.2 | 29.8 | 63.4 |
| | Disagree | 230 | 15.5 | 19.9 | 83.3 |
| | Strongly Disagree | 192 | 12.9 | 16.7 | 100.0 |
| | Total | 1153 | 77.7 | 100.0 | |
| Missing | Don't know | 104 | 7.0 | | |
| | System | 226 | 15.2 | | |
| | Total | 330 | 22.3 | | |
| Total | | 1483 | 100.0 | | |

**Insur: What are the reasons you can't get medical services in Riverside?
Check all that apply**

| | Responses | | Percent of Cases |
|--|------------|---------------|------------------|
| | N | Percent | |
| Don't have medical insurance | 19 | 6.4% | 10.7% |
| Can't afford medical services we need | 32 | 10.8% | 18.0% |
| Have to go outside of Riverside to get services we need | 57 | 19.2% | 32.0% |
| Other | 68 | 22.9% | 38.2% |
| Riverside doesn't have enough doctors | 34 | 11.4% | 19.1% |
| I have to wait too long for an appointment in Riverside | 46 | 15.5% | 25.8% |
| Can't find a doctor who understands my concerns or condition | 41 | 13.8% | 23.0% |
| Total | 297 | 100.0% | 166.9% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Insur_4Recode: Other reasons you can't get medical services in Riverside

| | Frequency |
|---|-----------|
| Lack of good doctors in Riverside | 14 |
| Have a doctor already in other city (knows me and trust them) | 17 |
| Poor quality of health care especially hospitals | 8 |
| Poor health care | 7 |
| Other | 11 |
| Don't take my insurance | 7 |
| VA no local office | 2 |
| Total | 66 |

Dental: What are the reasons you can't get dental health services in Riverside? (check all that apply)

| | Responses | | Percent of Cases |
|---|------------|---------------|------------------|
| | N | Percent | |
| Don't have dental insurance | 46 | 18.9% | 26.4% |
| Can't afford dental services we need | 51 | 20.9% | 29.3% |
| Have to go outside of Riverside to get services we need | 37 | 15.2% | 21.3% |
| Riverside doesn't have enough dentists | 9 | 3.7% | 5.2% |
| I have to wait too long for an appointment in Riverside | 12 | 4.9% | 6.9% |
| Can't find a dentist who understands my concerns or condition | 22 | 9.0% | 12.6% |
| Other | 53 | 21.7% | 30.5% |
| Can't find a dentist in Riverside who takes my insurance | 14 | 5.7% | 8.0% |
| Total | 244 | 100.0% | 140.2% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Other reasons you can't get dental services in Riverside

| | | Frequency |
|---------|--|-----------|
| Valid | I prefer to stay with my dentist (yes he is out of town) | 32 |
| | Don't like, or trust dentist, or stand low in Riverside | 1 |
| | Lack of quality dentist | 9 |
| | Insurance issues | 4 |
| | Other | 4 |
| | No response/not sure/don't know | 1 |
| | Total | 51 |
| Missing | System | 1432 |
| Total | | 1483 |

Air: The air quality in Riverside has improved since I've lived here.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 245 | 16.5 | 26.8 | 26.8 |
| | Agree | 375 | 25.3 | 41.0 | 67.8 |
| | Disagree | 210 | 14.2 | 23.0 | 90.8 |
| | Strongly Disagree | 84 | 5.7 | 9.2 | 100.0 |
| | Total | 914 | 61.6 | 100.0 | |
| Missing | Don't Know | 148 | 10.0 | | |
| | System | 421 | 28.4 | | |
| | Total | 569 | 38.4 | | |
| Total | | 1483 | 100.0 | | |

Q85_1: My child(ren)'s school prepares them for a good job or career

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 102 | 6.9 | 27.6 | 27.6 |
| | Agree | 180 | 12.1 | 48.8 | 76.4 |
| | Disagree | 60 | 4.0 | 16.3 | 92.7 |
| | Strongly Disagree | 27 | 1.8 | 7.3 | 100.0 |
| | Total | 369 | 24.9 | 100.0 | |
| Missing | Don't Know | 66 | 4.5 | | |
| | System | 1048 | 70.7 | | |
| | Total | 1114 | 75.1 | | |
| Total | | 1483 | 100.0 | | |

Q85_2: My child(ren)'s school prepares her / him / them to be successful college students

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 114 | 7.7 | 30.7 | 30.7 |
| | Agree | 191 | 12.9 | 51.5 | 82.2 |
| | Disagree | 44 | 3.0 | 11.9 | 94.1 |
| | Strongly Disagree | 22 | 1.5 | 5.9 | 100.0 |
| | Total | 371 | 25.0 | 100.0 | |
| Missing | Don't Know | 64 | 4.3 | | |
| | System | 1048 | 70.7 | | |
| | Total | 1112 | 75.0 | | |
| Total | | 1483 | 100.0 | | |

Q94: Riverside's workforce is properly trained and educated.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 29 | 2.0 | 5.7 | 5.7 |
| | Agree | 296 | 20.0 | 58.6 | 64.4 |
| | Disagree | 141 | 9.5 | 27.9 | 92.3 |
| | Strongly Disagree | 39 | 2.6 | 7.7 | 100.0 |
| | Total | 505 | 34.1 | 100.0 | |
| Missing | Don't know | 111 | 7.5 | | |
| | System | 867 | 58.5 | | |
| | Total | 978 | 65.9 | | |
| Total | | 1483 | 100.0 | | |

Q95: Do the business training and support services In Riverside meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 108 | 7.3 | 17.5 | 17.5 |
| | Partially meet my needs | 136 | 9.2 | 22.0 | 39.5 |
| | Doesn't meet my needs | 49 | 3.3 | 7.9 | 47.4 |
| | Don't use them | 192 | 12.9 | 31.1 | 78.5 |
| | Didn't know Riverside had them | 133 | 9.0 | 21.5 | 100.0 |
| | Total | 618 | 41.7 | 100.0 | |
| Missing | System | 865 | 58.3 | | |
| Total | | 1483 | 100.0 | | |

School3: Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 32 | 2.2 | 32.7 | 32.7 |
| | No | 28 | 1.9 | 28.6 | 61.2 |
| | I have no interest in internships | 11 | .7 | 11.2 | 72.4 |
| | Not yet, but I plan to | 27 | 1.8 | 27.6 | 100.0 |
| | Total | 98 | 6.6 | 100.0 | |
| Missing | System | 1385 | 93.4 | | |
| Total | | 1483 | 100.0 | | |

School3b: Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help you prepare for a career position?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs | 10 | .7 | 17.2 | 17.2 |
| | No, there are not enough local opportunities | 33 | 2.2 | 56.9 | 74.1 |
| | I don't know yet | 15 | 1.0 | 25.9 | 100.0 |
| | Total | 58 | 3.9 | 100.0 | |
| Missing | System | 1425 | 96.1 | | |
| Total | | 1483 | 100.0 | | |

School4: Do you believe you will be able to find a good job in Riverside after you graduate?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 48 | 3.2 | 50.0 | 50.0 |
| | No, the jobs I want aren't in Riverside | 30 | 2.0 | 31.3 | 81.3 |
| | I don't want to stay in Riverside | 18 | 1.2 | 18.8 | 100.0 |
| | Total | 96 | 6.5 | 100.0 | |
| Missing | System | 1387 | 93.5 | | |
| Total | | 1483 | 100.0 | | |

School5: Do you think Riverside is good place to live for college students?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 69 | 4.7 | 71.9 | 71.9 |
| | No | 27 | 1.8 | 28.1 | 100.0 |
| | Total | 96 | 6.5 | 100.0 | |
| Missing | System | 1387 | 93.5 | | |
| Total | | 1483 | 100.0 | | |

School5b: What would make Riverside a better place to live for college students?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| Make it safer, less crime | 6 | 17.1% | 24.0% |
| Better night life entertainment, sport venue, better quality of restaurants | 4 | 11.4% | 16.0% |
| Internship and job opportunities | 3 | 8.6% | 12.0% |
| Some college students are homeless, cost of living, food, school is too much | 1 | 2.9% | 4.0% |
| Affordability, not only school but living, apartments, | 9 | 25.7% | 36.0% |
| Other | 12 | 34.3% | 48.0% |
| Total | 35 | 100.0% | 140.0% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Retire_1: Riverside is a good place to live for those over 65

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 30 | 2.0 | 22.7 | 22.7 |
| | Agree | 75 | 5.1 | 56.8 | 79.5 |
| | Disagree | 20 | 1.3 | 15.2 | 94.7 |
| | Strongly Disagree | 7 | .5 | 5.3 | 100.0 |
| | Total | 132 | 8.9 | 100.0 | |
| Missing | Don't know | 5 | .3 | | |
| | System | 1346 | 90.8 | | |
| | Total | 1351 | 91.1 | | |
| Total | 1483 | 100.0 | | | |

Retire_2: My medical care providers help me deal with aging related concerns

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 33 | 2.2 | 26.0 | 26.0 |
| | Agree | 75 | 5.1 | 59.1 | 85.0 |
| | Disagree | 11 | .7 | 8.7 | 93.7 |
| | Strongly Disagree | 8 | .5 | 6.3 | 100.0 |
| | Total | 127 | 8.6 | 100.0 | |
| Missing | Don't know | 9 | .6 | | |
| | System | 1347 | 90.8 | | |
| | Total | 1356 | 91.4 | | |
| Total | 1483 | 100.0 | | | |

Q11_1: Festivals and special events in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 432 | 29.1 | 35.2 | 35.2 |
| | Partially meet my needs | 439 | 29.6 | 35.7 | 70.9 |
| | Don't meet my needs | 226 | 15.2 | 18.4 | 89.3 |
| | Don't use them | 111 | 7.5 | 9.0 | 98.4 |
| | Didn't know Riverside had them | 20 | 1.3 | 1.6 | 100.0 |
| | Total | 1228 | 82.8 | 100.0 | |
| Missing | System | 255 | 17.2 | | |
| Total | | 1483 | 100.0 | | |

Q16b: What improvements would you like to festivals and events?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| More of them, multi-cultural, bigger, often, etc. | 67 | 13.5% | 15.6% |
| Art cultural, educational, health | 9 | 1.8% | 2.1% |
| Don't know/not sure/no response/not interested | 12 | 2.4% | 2.8% |
| Better public transportation to them | 4 | 0.8% | 0.9% |
| We have some? / Better advertisement before the event happens | 45 | 9.0% | 10.5% |
| Improve safety, more police, security | 38 | 7.6% | 8.8% |
| Orange Blossom | 76 | 15.3% | 17.7% |
| None | 6 | 1.2% | 1.4% |
| More family events/kids activities/low cost | 20 | 4.0% | 4.7% |
| Orange Blossom (with conditions and changes) | 14 | 2.8% | 3.3% |
| More festivals, like Dickens, Wednesday Nights Lights | 5 | 1.0% | 1.2% |
| Events like Festival of Lights, the past events Riverside use to do | 1 | 0.2% | 0.2% |
| Parking and Traffic issues (more, better flow, not so expensive, trolleys, handicap) | 34 | 6.8% | 7.9% |
| In other locations not only downtown Riverside | 12 | 2.4% | 2.8% |
| Better control of homeless, panhandler, no dogs, gangs, etc. | 11 | 2.2% | 2.6% |
| Greek, Coachella, Stagecoach, Rose Parade types | 2 | 0.4% | 0.5% |
| Improved restroom and cleaner | 2 | 0.4% | 0.5% |
| Improve food at events, more variety, allow more ethnic flavor | 6 | 1.2% | 1.4% |
| Affordable for all, cost conscious of families too | 9 | 1.8% | 2.1% |
| Better organization | 2 | 0.4% | 0.5% |
| More variety, different age groups not always family orientated | 8 | 1.6% | 1.9% |
| Music, concerts, better entertainment | 14 | 2.8% | 3.3% |
| Better city relationships, easier permit process and vendor ease | 1 | 0.2% | 0.2% |
| Food Truck, Farmer Market style events | 7 | 1.4% | 1.6% |
| They are too crowded, crowds too big, control the crowds | 8 | 1.6% | 1.9% |
| More than 1 day long, longer hours, Friday-Sunday | 5 | 1.0% | 1.2% |
| Don't serve alcohol | 6 | 1.2% | 1.4% |
| Other | 74 | 14.9% | 17.2% |
| Total | 498 | 100.0% | 115.8% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q11_2: Concerts and live theater in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 389 | 26.2 | 31.7 | 31.7 |
| | Partially meet my needs | 441 | 29.7 | 35.9 | 67.6 |
| | Don't meet my needs | 232 | 15.6 | 18.9 | 86.6 |
| | Don't use them | 139 | 9.4 | 11.3 | 97.9 |
| | Didn't know Riverside had them | 26 | 1.8 | 2.1 | 100.0 |
| | Total | 1227 | 82.7 | 100.0 | |
| Missing | System | 256 | 17.3 | | |
| Total | | 1483 | 100.0 | | |

Q15b: What concerts or live theater would you like?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| Any, all types, something | 15 | 3.4% | 3.6% |
| Jazz | 23 | 5.2% | 5.6% |
| Classical | 16 | 3.6% | 3.9% |
| Larger location for big concerts and well know names | 21 | 4.8% | 5.1% |
| Larger venue with enough parking | 1 | 0.2% | 0.2% |
| Could Fox Theater bring in...variety, quality, top, etc. | 52 | 11.8% | 12.6% |
| Outside large concerts, band performance' | 13 | 2.9% | 3.1% |
| Amphitheater | 7 | 1.6% | 1.7% |
| Broadway Shows | 27 | 6.1% | 6.5% |
| Comedy | 10 | 2.3% | 2.4% |
| Country | 24 | 5.4% | 5.8% |
| Family friendly, kid shows, Lion King, etc. | 15 | 3.4% | 3.6% |
| Hard Rock | 3 | 0.7% | 0.7% |
| Rock and Roll | 9 | 2.0% | 2.2% |
| Affordable | 23 | 5.2% | 5.6% |
| Blue Grass | 7 | 1.6% | 1.7% |
| Folk music | 3 | 0.7% | 0.7% |
| Current, Top 40's | 7 | 1.6% | 1.7% |
| More variety of venues, options, choices | 31 | 7.0% | 7.5% |
| Musicals | 16 | 3.6% | 3.9% |
| Other | 119 | 26.9% | 28.7% |
| Total | 442 | 100.0% | 106.8% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q11_3: Places in Riverside where you can hear music and dance

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 316 | 21.3 | 25.8 | 25.8 |
| | Partially meet my needs | 374 | 25.2 | 30.5 | 56.2 |
| | Don't meet my needs | 273 | 18.4 | 22.2 | 78.5 |
| | Don't use them | 225 | 15.2 | 18.3 | 96.8 |
| | Didn't know Riverside had them | 39 | 2.6 | 3.2 | 100.0 |
| | Total | 1227 | 82.7 | 100.0 | |
| Missing | System | 256 | 17.3 | | |
| Total | | 1483 | 100.0 | | |

Q14b: In what way don't the places to hear music and dance meet your needs?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| Don't know where to go | 28 | 6.3% | 6.4% |
| To hear Jazz, lounge style | 14 | 3.1% | 3.2% |
| Cost too much | 28 | 6.3% | 6.4% |
| Type of place or the music not to my liking | 28 | 6.3% | 6.4% |
| Not enough of them | 94 | 21.1% | 21.6% |
| Lack variety of style of places and options for my age group | 74 | 16.6% | 17.0% |
| Don't feel safe | 20 | 4.5% | 4.6% |
| No large venue for concerts and well name bands | 45 | 10.1% | 10.3% |
| Advertise | 7 | 1.6% | 1.6% |
| Fox Theater good but... | 5 | 1.1% | 1.1% |
| Parking issues | 7 | 1.6% | 1.6% |
| outdoor venues | 5 | 1.1% | 1.1% |
| Other | 91 | 20.4% | 20.9% |
| Total | 446 | 100.0% | 102.3% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q11_4: Restaurants in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 546 | 36.8 | 44.5 | 44.5 |
| | Partially meet my needs | 464 | 31.3 | 37.8 | 82.2 |
| | Don't meet my needs | 209 | 14.1 | 17.0 | 99.3 |
| | Don't use them | 9 | .6 | .7 | 100.0 |
| | Total | 1228 | 82.8 | 100.0 | |
| Missing | System | 255 | 17.2 | | |
| Total | | 1483 | 100.0 | | |

Q13b: What particular restaurants would you like?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| Affordable (Family, fresh, healthier) | 30 | 5.2% | 5.7% |
| Ethnic | 54 | 9.4% | 10.2% |
| No more fast food | 9 | 1.6% | 1.7% |
| Better quality | 8 | 1.4% | 1.5% |
| Don't know/don't care | 5 | 0.9% | 0.9% |
| Food trucks | 2 | 0.3% | 0.4% |
| Healthier Restaurants, (Vegan, Gluten free, Organic options) | 107 | 18.6% | 20.2% |
| Family style sit down, good quality | 11 | 1.9% | 2.1% |
| High end restaurants, upscale | 26 | 4.5% | 4.9% |
| More trendy and unique | 17 | 3.0% | 3.2% |
| More variety | 41 | 7.1% | 7.8% |
| No more chain restaurants | 24 | 4.2% | 4.5% |
| None, no more | 4 | 0.7% | 0.8% |
| Good quality deli restaurants | 3 | 0.5% | 0.6% |
| Steak houses | 33 | 5.7% | 6.2% |
| Soup Plantation | 8 | 1.4% | 1.5% |
| More mom & pops, independently owned, less chains | 41 | 7.1% | 7.8% |
| Medium price restaurants, family sit down | 8 | 1.4% | 1.5% |
| Salted Pig, Lucille's, Fuddruckers, Famous Dave's, Wahoo type | 22 | 3.8% | 4.2% |
| Family nice sit downs Bubba Gump's, Claim Jumper, Mimi's, Miguel's Jr. | 19 | 3.3% | 3.6% |
| Other | 103 | 17.9% | 19.5% |
| Total | 575 | 100.0% | 108.7% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q11_5: Stores in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 611 | 41.2 | 49.8 | 49.8 |
| | Partially meet my needs | 478 | 32.2 | 39.0 | 88.8 |
| | Don't meet my needs | 128 | 8.6 | 10.4 | 99.2 |
| | Don't use them | 10 | .7 | .8 | 100.0 |
| | Total | 1227 | 82.7 | 100.0 | |
| Missing | System | 256 | 17.3 | | |
| Total | | 1483 | 100.0 | | |

Q12b: What stores or types of stores would you like to see in Riverside?

| | Responses | | Percent of Cases |
|---|------------|---------------|------------------|
| | N | Percent | |
| Whole foods | 49 | 9.6% | 11.3% |
| Walmart / Target super store | 24 | 4.7% | 5.5% |
| Upscale stores | 5 | 1.0% | 1.1% |
| Healthy food stores/Trader Joes | 28 | 5.5% | 6.4% |
| Specialty food stores | 7 | 1.4% | 1.6% |
| Nordstrom Rack | 1 | 0.2% | 0.2% |
| Bass Pro shop | 3 | 0.6% | 0.7% |
| More independent stores | 16 | 3.1% | 3.7% |
| More mom and pop stores/boutiques | 42 | 8.2% | 9.7% |
| IKEA (and others) | 18 | 3.5% | 4.1% |
| REI | 11 | 2.1% | 2.5% |
| Bev Mo and others like it | 3 | 0.6% | 0.7% |
| Apple Store, Fry's, a store like that | 39 | 7.6% | 9.0% |
| Bookstores | 16 | 3.1% | 3.7% |
| Costco | 24 | 4.7% | 5.5% |
| Higher end department stores | 16 | 3.1% | 3.7% |
| Organic stores | 8 | 1.6% | 1.8% |
| Higher end/upscale | 20 | 3.9% | 4.6% |
| Hobby stores | 13 | 2.5% | 3.0% |
| Home Goods | 9 | 1.8% | 2.1% |
| Pottery Barn type | 16 | 3.1% | 3.7% |
| A regular grocery store (Ralphs, Stater bros.) | 14 | 2.7% | 3.2% |
| Quality stores including (grocery, clothing, furniture) | 40 | 7.8% | 9.2% |
| Old Navy, Gap, Nike, professional clothing, plus sizes, etc. | 18 | 3.5% | 4.1% |
| Music store | 8 | 1.6% | 1.8% |
| Shopping like (Victoria Gardens, Lake Elsinore, OC, RC, Old Pasadena, etc.) | 19 | 3.7% | 4.4% |
| Other | 45 | 8.8% | 10.3% |
| Total | 512 | 100.0% | 117.7% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q11_6: Parks and recreational spaces in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-------------|--------------|---------------|--------------------|
| Valid | Meet my needs | 695 | 46.9 | 56.8 | 56.8 |
| | Partially meet my needs | 378 | 25.5 | 30.9 | 87.7 |
| | Don't meet my needs | 68 | 4.6 | 5.6 | 93.2 |
| | Don't use them | 77 | 5.2 | 6.3 | 99.5 |
| | Didn't know Riverside had them | 6 | .4 | .5 | 100.0 |
| | Total | 1224 | 82.5 | 100.0 | |
| Missing | System | 259 | 17.5 | | |
| | Total | 1483 | 100.0 | | |

Q11b: How would you like parks and recreational spaces to be improved?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| More parks | 40 | 10.4% | 12.1% |
| More lighting | 9 | 2.3% | 2.7% |
| Do not feel safe (drug dealing, gangs, homelessness, panhandler) | 116 | 30.3% | 35.0% |
| Clean up the parks, maintain them | 33 | 8.6% | 10.0% |
| More bike/hiking/jogging/walking trails | 26 | 6.8% | 7.9% |
| More dog friendly parks | 8 | 2.1% | 2.4% |
| More activities, events | 6 | 1.6% | 1.8% |
| Covered play areas, and more pools, water parks (summers are hot here) | 17 | 4.4% | 5.1% |
| More shade, more trees | 14 | 3.7% | 4.2% |
| Parks need restrooms | 13 | 3.4% | 3.9% |
| Lack of parking or parking issue | 8 | 2.1% | 2.4% |
| More open space parks | 15 | 3.9% | 4.5% |
| More activities/for all age groups | 12 | 3.1% | 3.6% |
| Longer hours/more accessible | 7 | 1.8% | 2.1% |
| Skate Park | 2 | 0.5% | 0.6% |
| Parks with more areas with basketball, baseball, tennis, etc. | 5 | 1.3% | 1.5% |
| Other | 52 | 13.6% | 15.7% |
| Total | 383 | 100.0% | 115.7% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q11_8: The public libraries in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 579 | 39.0 | 47.2 | 47.2 |
| | Partially meet my needs | 345 | 23.3 | 28.1 | 75.4 |
| | Don't meet my needs | 101 | 6.8 | 8.2 | 83.6 |
| | Don't use them | 192 | 12.9 | 15.7 | 99.3 |
| | Didn't know Riverside had them | 9 | .6 | .7 | 100.0 |
| | Total | 1226 | 82.7 | 100.0 | |
| Missing | System | 257 | 17.3 | | |
| Total | | 1483 | 100.0 | | |

LibRecode: How would you like the public libraries to be improved?

| | Responses | | Percent of Cases |
|---|------------|---------------|------------------|
| | N | Percent | |
| 7 days a week, better hours, extended hours | 26 | 8.2% | 9.9% |
| Clean them up, they are dirty and they smell. Remodel don't move it or tear down. | 30 | 9.4% | 11.4% |
| Safety, remove the homeless, panhandlers | 36 | 11.3% | 13.7% |
| Don't know/don't use | 11 | 3.5% | 4.2% |
| Greater selection of books, articles, current reading, for all ages | 50 | 15.7% | 19.0% |
| Update the library, better technology, better resources, more inviting, modern | 79 | 24.8% | 30.0% |
| New library | 9 | 2.8% | 3.4% |
| Improve parking, parking should be free, more parking | 14 | 4.4% | 5.3% |
| Promote Library, events for all ages, tutoring, counseling | 23 | 7.2% | 8.7% |
| Other | 40 | 12.6% | 15.2% |
| Total | 318 | 100.0% | 120.9% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses." Therefore, sums to 100% but "Percent of cases" will not.

INFO1: What source of information do you rely on to find out about events and resources in Riverside? (Check all that you use.)

| | Responses | | Percent of Cases |
|--|-------------|---------------|------------------|
| | N | Percent | |
| A local newspaper | 499 | 11.3% | 42.4% |
| On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com | 481 | 10.9% | 40.9% |
| Explore Riverside quarterly newsletter | 386 | 8.8% | 32.8% |
| Utility bill inserts | 264 | 6.0% | 22.4% |
| Channel 3, government access TV | 43 | 1.0% | 3.7% |
| Community or neighborhood groups | 267 | 6.1% | 22.7% |
| Friends and family | 681 | 15.5% | 57.9% |
| Local websites | 323 | 7.3% | 27.5% |
| Social media such as Twitter or Facebook | 685 | 15.6% | 58.2% |
| Email from the City or Councilmember | 219 | 5.0% | 18.6% |
| Religious/Faith community | 146 | 3.3% | 12.4% |
| Employer | 138 | 3.1% | 11.7% |
| Radio | 188 | 4.3% | 16.0% |
| Never try to find out about things happening | 16 | 0.4% | 1.4% |
| Other | 67 | 1.5% | 5.7% |
| Total | 4403 | 100.0% | 374.4% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses." Therefore, sums to 100% but "Percent of cases" will not.

INFOb: Which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | A local newspaper | 231 | 15.6 | 20.1 | 20.1 |
| | On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com | 108 | 7.3 | 9.4 | 29.5 |
| | Explore Riverside quarterly newsletter | 81 | 5.5 | 7.0 | 36.5 |
| | Utility bill inserts | 15 | 1.0 | 1.3 | 37.8 |
| | Channel 3, government access TV | 3 | .2 | .3 | 38.1 |
| | Community or neighborhood groups | 38 | 2.6 | 3.3 | 41.4 |
| | Friends and family | 142 | 9.6 | 12.3 | 53.7 |
| | Local websites | 39 | 2.6 | 3.4 | 57.1 |
| | Social media such as Twitter or Facebook | 385 | 26.0 | 33.5 | 90.6 |
| | Email from the City or Council member | 34 | 2.3 | 3.0 | 93.6 |
| | Religious/Faith community | 11 | .7 | 1.0 | 94.5 |
| | Employer | 25 | 1.7 | 2.2 | 96.7 |
| | Radio | 23 | 1.6 | 2.0 | 98.7 |
| | Other | 13 | .9 | 1.1 | 99.8 |
| | PE.com | 2 | .1 | .2 | 100.0 |
| Total | 1150 | 77.5 | 100.0 | | |
| Missing | System | 333 | 22.5 | | |
| Total | | 1483 | 100.0 | | |

Info2: Do you ever use the on-line Community Calendar on RiversideCA.gov (City's website) or ExploreRiverside.com?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 332 | 22.4 | 28.3 | 28.3 |
| | No | 549 | 37.0 | 46.8 | 75.2 |
| | Sometimes | 291 | 19.6 | 24.8 | 100.0 |
| | Total | 1172 | 79.0 | 100.0 | |
| Missing | System | 311 | 21.0 | | |
| Total | | 1483 | 100.0 | | |

Q113: Have you ever been to EngageRiverside.com to share your ideas about the City?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 71 | 4.8 | 6.1 | 6.1 |
| | No | 1036 | 69.9 | 88.5 | 94.6 |
| | Don't recall | 63 | 4.2 | 5.4 | 100.0 |
| | Total | 1170 | 78.9 | 100.0 | |
| Missing | System | 313 | 21.1 | | |
| Total | | 1483 | 100.0 | | |

Q114: Have you ever used the City of Riverside's eComment feature located on the City's website?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 83 | 5.6 | 7.1 | 7.1 |
| | No | 1038 | 70.0 | 88.7 | 95.8 |
| | Don't recall | 49 | 3.3 | 4.2 | 100.0 |
| | Total | 1170 | 78.9 | 100.0 | |
| Missing | System | 313 | 21.1 | | |
| Total | | 1483 | 100.0 | | |

Q115: Have you ever participated in Riverside City government, for example by providing input online, or attending a City Council meeting, or serving on a City committee?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 488 | 32.9 | 41.6 | 41.6 |
| | No | 662 | 44.6 | 56.4 | 98.0 |
| | Don't recall | 24 | 1.6 | 2.0 | 100.0 |
| | Total | 1174 | 79.2 | 100.0 | |
| Missing | System | 309 | 20.8 | | |
| Total | | 1483 | 100.0 | | |

Q116: What types of situations make you most likely to participate in City government?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| When something affects me personally | 299 | 29.9% | 62.0% |
| When something affects my neighborhood | 380 | 38.0% | 78.8% |
| When I don't agree on policy | 209 | 20.9% | 43.4% |
| Other | 34 | 3.4% | 7.1% |
| When I have some free time | 79 | 7.9% | 16.4% |
| Total | 1001 | 100.0% | 207.7% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q117Alt: What can the City do to make it easier for you to participate in City government?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Directly e-mail or send text messages about the opportunities available | 274 | 18.5 | 25.0 | 25.0 |
| | Provide information further in advance | 188 | 12.7 | 17.1 | 42.1 |
| | Provide greater opportunities to participate via technology, instead of attending meetings | 393 | 26.5 | 35.8 | 77.9 |
| | Change meeting times | 26 | 1.8 | 2.4 | 80.2 |
| | Come to my neighborhood | 149 | 10.0 | 13.6 | 93.8 |
| | Other (Please specify) | 68 | 4.6 | 6.2 | 100.0 |
| | Total | 1098 | 74.0 | 100.0 | |
| Missing | System | 385 | 26.0 | | |
| Total | | 1483 | 100.0 | | |

Suggestions for meeting times (or other suggestions to make it easier to participate in City Government)

| | Frequency |
|---|-----------|
| During the day | 2 |
| All of the above | 3 |
| Listen to what we have to say | 7 |
| Evenings, after 5 pm, after 6 pm, at 7 pm | 15 |
| Not interested | 11 |
| Don't know, no idea | 5 |
| Advertise in advance so we can...not the day of | 7 |
| Weekends, weekends prefer, or at least after 5 pm | 5 |
| Post on Social Media | 2 |
| Notice inside Utility bills | 3 |
| I am involved, you do a good job | 7 |
| Other | 26 |
| Total | 93 |

Q17: Do you know the names of your neighbors who live close to you?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | All of them | 143 | 9.6 | 12.3 | 12.3 |
| | Most of them | 367 | 24.7 | 31.7 | 44.0 |
| | Some of them | 565 | 38.1 | 48.7 | 92.8 |
| | No, don't know any | 82 | 5.5 | 7.1 | 99.8 |
| | Don't have any neighbors close by | 2 | .1 | .2 | 100.0 |
| | Total | 1159 | 78.2 | 100.0 | |
| Missing | Don't Know | 5 | .3 | | |
| | System | 319 | 21.5 | | |
| | Total | 324 | 21.8 | | |
| Total | | 1483 | 100.0 | | |

Q17b: Do you have at least one neighbor who would help you if you needed help?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 938 | 63.3 | 80.6 | 80.6 |
| | No | 81 | 5.5 | 7.0 | 87.5 |
| | I think so but I'm not sure | 145 | 9.8 | 12.5 | 100.0 |
| | Total | 1164 | 78.5 | 100.0 | |
| Missing | System | 319 | 21.5 | | |
| Total | | 1483 | 100.0 | | |

Q17c: In the past 12 months, which of the following ways have you used (if any) to communicate with your neighbors about community issues? Please choose all that apply.

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| I don't communicate with neighbors | 138 | 6.2% | 12.0% |
| Talking face to face | 945 | 42.6% | 82.0% |
| Talking on the phone | 234 | 10.5% | 20.3% |
| Exchanging text messages | 266 | 12.0% | 23.1% |
| Joining a community group on a social networking site | 271 | 12.2% | 23.5% |
| Using Twitter | 6 | 0.3% | 0.5% |
| Reading a community blog | 79 | 3.6% | 6.9% |
| Participating in a community meeting | 132 | 5.9% | 11.5% |
| Exchanging e-mails | 148 | 6.7% | 12.8% |
| Total | 2219 | 100.0% | 192.6% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Do you feel it is safe to walk in your neighborhood?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes, it is safe | 726 | 49.0 | 62.6 | 62.6 |
| | No, it is not safe | 80 | 5.4 | 6.9 | 69.5 |
| | It is somewhat safe | 354 | 23.9 | 30.5 | 100.0 |
| | Total | 1160 | 78.2 | 100.0 | |
| Missing | Don't walk outside, but not because of safety | 5 | .3 | | |
| | System | 318 | 21.4 | | |
| | Total | 323 | 21.8 | | |
| Total | | 1483 | 100.0 | | |

Q18b: What makes you feel unsafe?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| Crime | 126 | 26.6% | 29.4% |
| No sidewalks or bad sidewalks | 48 | 10.1% | 11.2% |
| Dangerous intersections | 13 | 2.7% | 3.0% |
| Other (Specify) | 12 | 2.5% | 2.8% |
| Don't know | 1 | 0.2% | 0.2% |
| Gang problem | 31 | 6.5% | 7.2% |
| No lighting or poor lighting | 46 | 9.7% | 10.7% |
| Too much traffic | 27 | 5.7% | 6.3% |
| Stray dogs, pit bulls, coyotes | 18 | 3.8% | 4.2% |
| Crime, drugs, gangs | 3 | 0.6% | 0.7% |
| Homelessness, pan handlers | 103 | 21.7% | 24.1% |
| All of the above | 12 | 2.5% | 2.8% |
| Traffic, too fast, not paying attention | 8 | 1.7% | 1.9% |
| Suspicious people | 10 | 2.1% | 2.3% |
| Police who discriminate | 1 | 0.2% | 0.2% |
| Issues with Neighbors | 1 | 0.2% | 0.2% |
| Drugs, Drug house, drug dealing | 6 | 1.3% | 1.4% |
| Sex offenders, Megan's Law issues, ex-cons | 1 | 0.2% | 0.2% |
| Illegals makes me uncomfortable | 1 | 0.2% | 0.2% |
| Dirty, the smell, needs to be washed down and cleaned up | 2 | 0.4% | 0.5% |
| Lack of police presence | 4 | 0.8% | 0.9% |
| Total | 474 | 100.0% | 110.7% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q18Work: Do you feel it is safe to walk near your work location?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Yes, it is safe | 293 | 19.8 | 52.8 | 52.8 |
| | No, it is not safe | 64 | 4.3 | 11.5 | 64.3 |
| | It is somewhat safe | 198 | 13.4 | 35.7 | 100.0 |
| | Total | 555 | 37.4 | 100.0 | |
| Missing | Don't walk outside, but not because of safety System | 23 | 1.6 | | |
| | | 905 | 61.0 | | |
| | Total | 928 | 62.6 | | |
| Total | | 1483 | 100.0 | | |

Q18bWork: What makes you feel unsafe walking at work?

| | Responses | | Percent of Cases |
|---------------------------------|-----------|---------|------------------|
| | N | Percent | |
| Crime | 67 | 24.6% | 26.2% |
| Gang problem | 17 | 6.3% | 6.6% |
| No sidewalks or bad sidewalks | 11 | 4.0% | 4.3% |
| Dangerous intersections | 10 | 3.7% | 3.9% |
| No lighting or poor lighting | 11 | 4.0% | 4.3% |
| Too much traffic | 28 | 10.3% | 10.9% |
| Other | 16 | 5.9% | 6.3% |
| Homeless/panhandlers | 99 | 36.4% | 38.7% |
| Most or all of the above | 5 | 1.8% | 2.0% |
| Suspicious people | 2 | 0.7% | 0.8% |
| Drugs, Drug house, Drug dealing | 6 | 2.2% | 2.3% |
| Total | 272 | 100.0% | 106.3% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Q19: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all fearful | 156 | 10.5 | 13.6 | 13.6 |
| | Not too fearful | 510 | 34.4 | 44.4 | 58.0 |
| | Somewhat fearful | 402 | 27.1 | 35.0 | 93.0 |
| | Very fearful | 80 | 5.4 | 7.0 | 100.0 |
| | Total | 1148 | 77.4 | 100.0 | |
| Missing | Don't Know | 8 | .5 | | |
| | System | 327 | 22.0 | | |
| | Total | 335 | 22.6 | | |
| Total | | 1483 | 100.0 | | |

Q20: In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 390 | 26.3 | 34.2 | 34.2 |
| | Same | 572 | 38.6 | 50.2 | 84.5 |
| | Worse off | 177 | 11.9 | 15.5 | 100.0 |
| | Total | 1139 | 76.8 | 100.0 | |
| Missing | Don't Know | 18 | 1.2 | | |
| | System | 326 | 22.0 | | |
| | Total | 344 | 23.2 | | |
| Total | | 1483 | 100.0 | | |

Q21: Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 463 | 31.2 | 42.8 | 42.8 |
| | Same | 537 | 36.2 | 49.7 | 92.5 |
| | Worse off | 81 | 5.5 | 7.5 | 100.0 |
| | Total | 1081 | 72.9 | 100.0 | |
| Missing | Don't Know | 75 | 5.1 | | |
| | System | 327 | 22.0 | | |
| | Total | 402 | 27.1 | | |
| Total | | 1483 | 100.0 | | |

Q22: Do you donate money to Riverside causes or organizations?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Yes | 689 | 46.5 | 61.1 | 61.1 |
| | No | 264 | 17.8 | 23.4 | 84.5 |
| | Donate to causes, but not in Riverside | 175 | 11.8 | 15.5 | 100.0 |
| | Total | 1128 | 76.1 | 100.0 | |
| Missing | Don't Know | 30 | 2.0 | | |
| | System | 325 | 21.9 | | |
| | Total | 355 | 23.9 | | |
| Total | | 1483 | 100.0 | | |

22b: Do your donations to Riverside causes go to religious/faith institutions, to other nonprofit organization, or both?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------|-----------|---------|---------------|--------------------|
| Valid | Religious institutions | 61 | 4.1 | 9.0 | 9.0 |
| | Other nonprofit organizations | 323 | 21.8 | 47.5 | 56.5 |
| | Both | 296 | 20.0 | 43.5 | 100.0 |
| | Total | 680 | 45.9 | 100.0 | |
| Missing | Don't Know | 4 | .3 | | |
| | System | 799 | 53.9 | | |
| | Total | 803 | 54.1 | | |
| Total | | 1483 | 100.0 | | |

Q22c: Approximately what percent of your total donations go to Riverside causes or organizations?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------|-----------|---------|---------------|--------------------|
| Valid | Zero | 7 | .5 | 1.0 | 1.0 |
| | 1 - 25% | 320 | 21.6 | 47.3 | 48.3 |
| | 26-50% | 93 | 6.3 | 13.7 | 62.0 |
| | 51-75% | 85 | 5.7 | 12.6 | 74.6 |
| | 76-99% | 107 | 7.2 | 15.8 | 90.4 |
| | 100% | 65 | 4.4 | 9.6 | 100.0 |
| Total | | 677 | 45.7 | 100.0 | |
| Missing | System | 806 | 54.3 | | |
| Total | | 1483 | 100.0 | | |

Q23: Do you volunteer for Riverside causes or organizations or schools?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 610 | 41.1 | 53.6 | 53.6 |
| | No | 529 | 35.7 | 46.4 | 100.0 |
| | Total | 1139 | 76.8 | 100.0 | |
| Missing | Don't Know | 19 | 1.3 | | |
| | System | 325 | 21.9 | | |
| | Total | 344 | 23.2 | | |
| Total | | 1483 | 100.0 | | |

Q23b: How many hours per month do you volunteer?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid | 0-8 hours | 376 | 25.4 | 64.1 | 64.1 |
| | 9-20 hours | 148 | 10.0 | 25.2 | 89.3 |
| | 21 or more hours | 63 | 4.2 | 10.7 | 100.0 |
| | Total | 587 | 39.6 | 100.0 | |
| Missing | Don't know | 17 | 1.1 | | |
| | System | 879 | 59.3 | | |
| | Total | 896 | 60.4 | | |
| Total | | 1483 | 100.0 | | |

Do you rent or own your current residence?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Rent or lease | 260 | 17.5 | 22.6 | 22.6 |
| | Own | 803 | 54.1 | 69.7 | 92.3 |
| | Live in student housing | 7 | .5 | .6 | 92.9 |
| | Live with family member (that is, a "senior" adult living with adult children, or adult living in parent's home, etc.) | 78 | 5.3 | 6.8 | 99.7 |
| | Other | 4 | .3 | .3 | 100.0 |
| | Total | 1152 | 77.7 | 100.0 | |
| Missing | No response given | 3 | .2 | | |
| | System | 328 | 22.1 | | |
| | Total | 331 | 22.3 | | |
| Total | | 1483 | 100.0 | | |

Riverside has 26 different neighborhoods. What neighborhood do you live in?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|------------------------|-----------|---------|---------------|--------------------|
| Valid | Airport | 18 | 1.2 | 1.6 | 1.6 |
| | Alessandro Heights | 13 | .9 | 1.1 | 2.7 |
| | Arlanza | 23 | 1.6 | 2.0 | 4.7 |
| | Arlington | 43 | 2.9 | 3.7 | 8.4 |
| | Arlington Heights | 26 | 1.8 | 2.3 | 10.7 |
| | Arlington South | 11 | .7 | 1.0 | 11.6 |
| | Canyon Crest | 101 | 6.8 | 8.8 | 20.4 |
| | Casa Blanca | 10 | .7 | .9 | 21.3 |
| | Downtown | 92 | 6.2 | 8.0 | 29.3 |
| | Eastside | 27 | 1.8 | 2.3 | 31.6 |
| | Grand | 31 | 2.1 | 2.7 | 34.3 |
| | Hawarden Hills | 19 | 1.3 | 1.7 | 36.0 |
| | Hunter Industrial Park | 2 | .1 | .2 | 36.1 |
| | La Sierra | 47 | 3.2 | 4.1 | 40.2 |
| | La Sierra Acres | 7 | .5 | .6 | 40.8 |
| | La Sierra Hills | 15 | 1.0 | 1.3 | 42.1 |
| | La Sierra South | 27 | 1.8 | 2.3 | 44.5 |
| | Magnolia Center | 77 | 5.2 | 6.7 | 51.2 |
| | Mission Grove | 51 | 3.4 | 4.4 | 55.6 |
| | Orangetown | 89 | 6.0 | 7.7 | 63.3 |
| | Presidential Park | 8 | .5 | .7 | 64.0 |
| | Ramona | 39 | 2.6 | 3.4 | 67.4 |
| | University | 41 | 2.8 | 3.6 | 71.0 |
| | Victoria | 62 | 4.2 | 5.4 | 76.4 |
| | Wood Streets | 119 | 8.0 | 10.3 | 86.7 |
| | Other (specify) | 41 | 2.8 | 3.6 | 90.3 |
| Don't Know | 44 | 3.0 | 3.8 | 94.1 | |
| Sycamore Canyon/Canyon Springs | 17 | 1.1 | 1.5 | 95.6 | |
| Rubidoux/Mt. Rubidoux | 9 | .6 | .8 | 96.4 | |

| | | | | | |
|---------|----------------|------|-------|-------|-------|
| | Jurupa Valley | 8 | .5 | .7 | 97.0 |
| | Victoria Woods | 4 | .3 | .3 | 97.4 |
| | UCR | 3 | .2 | .3 | 97.7 |
| | Woodcrest | 12 | .8 | 1.0 | 98.7 |
| | Northside | 8 | .5 | .7 | 99.4 |
| | Sierra Heights | 3 | .2 | .3 | 99.7 |
| | Highgrove | 4 | .3 | .3 | 100.0 |
| | Total | 1151 | 77.6 | 100.0 | |
| Missing | System | 332 | 22.4 | | |
| Total | | 1483 | 100.0 | | |

Q112: A project has been started which is designed to make people aware of the City's 26 neighborhoods. Have you heard about Neighborhood Postcard project.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 156 | 10.5 | 13.7 | 13.7 |
| | No | 984 | 66.4 | 86.3 | 100.0 |
| | Total | 1140 | 76.9 | 100.0 | |
| Missing | Don't know | 13 | .9 | | |
| | System | 330 | 22.3 | | |
| | Total | 343 | 23.1 | | |
| Total | | 1483 | 100.0 | | |

What was the last grade of school that you completed?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Some high school or less | 9 | .6 | .8 | .8 |
| | High school degree or equivalent | 75 | 5.1 | 6.6 | 7.3 |
| | Some college but no degree | 291 | 19.6 | 25.5 | 32.8 |
| | Associate degree or technical certificate | 164 | 11.1 | 14.3 | 47.2 |
| | Bachelor's degree | 275 | 18.5 | 24.1 | 71.2 |
| | Graduate or professional degree | 327 | 22.0 | 28.6 | 99.8 |
| | Other (specify) | 2 | .1 | .2 | 100.0 |
| | Total | 1143 | 77.1 | 100.0 | |
| Missing | Refuse to answer | 14 | .9 | | |
| | System | 326 | 22.0 | | |
| | Total | 340 | 22.9 | | |
| Total | | 1483 | 100.0 | | |

Age categories

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | 18 to 19 years old | 14 | .9 | 1.3 | 1.3 |
| | 20 to 24 years old | 42 | 2.8 | 3.8 | 5.0 |
| | 25 to 34 years old | 211 | 14.2 | 19.0 | 24.0 |
| | 35 to 44 years old | 253 | 17.1 | 22.8 | 46.8 |
| | 45 to 54 years old | 228 | 15.4 | 20.5 | 67.3 |
| | 55 to 59 years old | 144 | 9.7 | 12.9 | 80.2 |
| | 60 to 64 years old | 102 | 6.9 | 9.2 | 89.4 |
| | 65 to 74 years old | 98 | 6.6 | 8.8 | 98.2 |
| | 75 to 84 years old | 18 | 1.2 | 1.6 | 99.8 |
| | 85 years and older | 2 | .1 | .2 | 100.0 |
| | Total | 1112 | 75.0 | 100.0 | |
| Missing | No response | 64 | 4.3 | | |
| | System | 307 | 20.7 | | |
| | Total | 371 | 25.0 | | |
| Total | | 1483 | 100.0 | | |

How many children ages 18 and under do you have living at home?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 0 | 657 | 44.3 | 59.1 | 59.1 |
| | 1 | 201 | 13.6 | 18.1 | 77.2 |
| | 2 | 163 | 11.0 | 14.7 | 91.9 |
| | 3 | 68 | 4.6 | 6.1 | 98.0 |
| | 4 | 16 | 1.1 | 1.4 | 99.5 |
| | 5 | 5 | .3 | .5 | 99.9 |
| | 6 | 1 | .1 | .1 | 100.0 |
| | | Total | 1111 | 74.9 | 100.0 |
| Missing | System | 372 | 25.1 | | |
| Total | | 1483 | 100.0 | | |

Which of the following best describes your employment status? Are you...

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Working full-time for pay | 715 | 48.2 | 62.1 | 62.1 |
| | Working less than 30 hours a week for pay | 114 | 7.7 | 9.9 | 72.0 |
| | Full-time student | 33 | 2.2 | 2.9 | 74.9 |
| | Full-time homemaker, parent or caregiver | 85 | 5.7 | 7.4 | 82.3 |
| | Unemployed and looking for work | 39 | 2.6 | 3.4 | 85.7 |
| | Retired | 141 | 9.5 | 12.3 | 97.9 |
| | Disabled and not able to work | 16 | 1.1 | 1.4 | 99.3 |
| | Other (specify) | 8 | .5 | .7 | 100.0 |
| | | Total | 1151 | 77.6 | 100.0 |
| Missing | System | 332 | 22.4 | | |
| Total | | 1483 | 100.0 | | |

Do you work within the City of Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Yes | 384 | 25.9 | 50.7 | 50.7 |
| | No | 234 | 15.8 | 30.9 | 81.6 |
| | As indicated at the start of the survey, I work in the City of Riverside | 139 | 9.4 | 18.4 | 100.0 |
| | Total | 757 | 51.0 | 100.0 | |
| Missing | System | 726 | 49.0 | | |
| Total | | 1483 | 100.0 | | |

D7c_ Recode: What are the reasons you don't work within the City of Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | No jobs, limited opportunities, lack opportunities | 39 | 2.6 | 18.8 | 18.8 |
| | No jobs in my field | 31 | 2.1 | 15.0 | 33.8 |
| | No job pays what I make outside the city | 29 | 2.0 | 14.0 | 47.8 |
| | No reason given, did not look in Riverside, no reason to look | 8 | .5 | 3.9 | 51.7 |
| | Had a job already outside Riverside/Like where I work/invested | 78 | 5.3 | 37.7 | 89.4 |
| | Other | 22 | 1.5 | 10.6 | 100.0 |
| | Total | 207 | 14.0 | 100.0 | |
| Missing | System | 1276 | 86.0 | | |
| Total | | 1483 | 100.0 | | |

Are you a male or female?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Male | 368 | 24.8 | 32.6 | 32.6 |
| | Female | 761 | 51.3 | 67.4 | 100.0 |
| | Total | 1129 | 76.1 | 100.0 | |
| Missing | System | 354 | 23.9 | | |
| Total | | 1483 | 100.0 | | |

Are you of Hispanic, Latino, or Spanish origin?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | No | 853 | 57.5 | 75.8 | 75.8 |
| | Yes | 272 | 18.3 | 24.2 | 100.0 |
| | Total | 1125 | 75.9 | 100.0 | |
| Missing | System | 358 | 24.1 | | |
| Total | | 1483 | 100.0 | | |

Total household or family income before taxes for 2014

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Less than \$25,000 | 85 | 5.7 | 8.2 | 8.2 |
| | \$25,000 to less than \$35,000 | 61 | 4.1 | 5.9 | 14.0 |
| | \$35,000 to less than \$50,000 | 131 | 8.8 | 12.6 | 26.6 |
| | \$50,000 to less than \$65,000 | 101 | 6.8 | 9.7 | 36.3 |
| | \$65,000 to less than \$80,000 | 112 | 7.6 | 10.8 | 47.1 |
| | \$80,000 to \$110,000 | 221 | 14.9 | 21.2 | 68.3 |
| | Over \$110,000 | 330 | 22.3 | 31.7 | 100.0 |
| | Total | 1041 | 70.2 | 100.0 | |
| Missing | Don't know | 61 | 4.1 | | |
| | System | 381 | 25.7 | | |
| | Total | 442 | 29.8 | | |
| Total | | 1483 | 100.0 | | |

How would you describe your race? NOTE: Consistent with the Federal policy for the census, Hispanic origin is not a race but rather an ethnicity

| | Responses | | Percent of Cases |
|-----------------------------------|-----------|---------|------------------|
| | N | Percent | |
| White | 885 | 77.7% | 81.9% |
| Black, African American, or Negro | 37 | 3.2% | 3.4% |
| American Indian or Alaska Native | 27 | 2.4% | 2.5% |
| Asian Indian | 4 | 0.4% | 0.4% |
| Chinese | 12 | 1.1% | 1.1% |
| Filipino | 13 | 1.1% | 1.2% |
| Japanese | 12 | 1.1% | 1.1% |
| Korean | 3 | 0.3% | 0.3% |
| Other Asian | 8 | 0.7% | 0.7% |
| Native Hawaiian | 4 | 0.4% | 0.4% |
| Other Pacific Islander | 2 | 0.2% | 0.2% |
| Some other race | 60 | 5.3% | 5.6% |
| Refuse to answer | 72 | 6.3% | 6.7% |
| Total | 1139 | 100.0% | 105.4% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

HEAR: How did you hear about this Riverside Community Quality of Life Survey?

| | Responses | | Percent of Cases |
|--|-------------|---------------|------------------|
| | N | Percent | |
| A local newspaper | 57 | 4.6% | 5.0% |
| On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com | 93 | 7.4% | 8.2% |
| Riverside quarterly newsletter | 9 | 0.7% | 0.8% |
| Utility bill inserts | 11 | 0.9% | 1.0% |
| Channel 3, Government Access TV | 3 | 0.2% | 0.3% |
| Community or neighborhood group | 47 | 3.8% | 4.2% |
| Friends and family | 116 | 9.3% | 10.3% |
| Local websites | 56 | 4.5% | 5.0% |
| Social media such as Twitter or Facebook | 561 | 44.8% | 49.6% |
| Email from the City or Councilmember | 169 | 13.5% | 15.0% |
| Religious/Faith community | 3 | 0.2% | 0.3% |
| Employer | 57 | 4.6% | 5.0% |
| Radio | 4 | 0.3% | 0.4% |
| Freeway sign | 1 | 0.1% | 0.1% |
| Other (specify) | 65 | 5.2% | 5.8% |
| Total | 1252 | 100.0% | 110.8% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

Other ways people heard about the Riverside Community Quality of Life survey

| | Frequency |
|---|-----------|
| PE.com | 3 |
| Chamber of Commerce | 2 |
| City Hall/City council member/city bulletin board | 2 |
| Google News/MSN home page | 1 |
| Email | 10 |
| Website | 1 |
| Instagram | 10 |
| Nextdoor.com | 19 |
| Word of mouth, friend, family, at work | 6 |
| Other | 10 |
| Total | 64 |

APPENDIX VII

Data Display, Online Survey for those who Work (or Attend College/University) in Riverside but Live Elsewhere

Riverside Community Quality of Life Survey Data Display, Online Survey for those who Work (or Attend College/University) in Riverside but Live Elsewhere

Following are frequency tables for the online version of the Riverside Community Quality of Life Survey for people who work or attend college/university in Riverside but live elsewhere. A few comments about this data display are in order:

- Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are NOT, however, random, thus results may be skewed and must be interpreted with caution. For example, online survey respondents tend to be those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with “mid-range” attitudes. Further, people who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both on-line and phone surveys). **The reader is encouraged to view the results of the statistically valid telephone survey in Appendix V.**
- The “simple” frequency tables below, produced by SPSS 22.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
 - **Frequency** – the number of respondents providing a particular response
 - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 216 (that is, with “don’t know” and “refused” included in the totals)
 - **Valid Percent** – the percentage of people providing a particular response, with “don’t know” and “refused” *excluded* from the calculation
 - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn’t have a meaningful interpretation. In others, such as number of years a person has worked or attended college/university in the City, it is meaningful to note that 12.7% have worked/attended college in Riverside for less than 2 years, 26.9% 5 years or less, 55.2% 10 years or less, etc.
- For some questions, respondents had the opportunity to provide multiple answers (questions such as Q3, perceptions of the best things about living in the City). The tables for those multiple response questions show three columns of numbers:
 - **Responses, N** – The weighted number of respondents providing a particular response
 - **Responses, Percent** – the percentage of the total number of responses in a category, calculated as the N figure divided by the total number of responses to the question (the bottom of the “N” column).
 - **Percent of Cases** – the percentage of people who responded with a particular answer, calculated as the N figure divided by the total number of people who responded to the question with one or more answers

**Q1: How many years have you worked or attended college/university
in the City of Riverside?**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|-----------------------|
| Valid | Less than 2 years | 27 | 12.5 | 12.7 | 12.7 |
| | 2 to 5 years | 30 | 13.9 | 14.2 | 26.9 |
| | 6 to 10 years | 60 | 27.8 | 28.3 | 55.2 |
| | 11 to 20 years | 51 | 23.6 | 24.1 | 79.2 |
| | More than 20 years | 44 | 20.4 | 20.8 | 100.0 |
| | Total | 212 | 98.1 | 100.0 | |
| Missing | Don't know | 4 | 1.9 | | |
| Total | | 216 | 100.0 | | |

**Q2Work: Since you work or attend college/university in Riverside, what are the
reasons you don't choose to live here?**

| | Responses | | Percent of Cases |
|---|-----------|---------|---------------------|
| | N | Percent | |
| Can't afford to live in Riverside | 38 | 12.5% | 17.8% |
| Too much crime in the area | 15 | 4.9% | 7.0% |
| Too crowded | 13 | 4.3% | 6.1% |
| Can't afford to move from where I'm living now | 39 | 12.8% | 18.3% |
| I like where I'm living now | 118 | 38.8% | 55.4% |
| The schools seem better where I live now | 17 | 5.6% | 8.0% |
| Just don't like it | 8 | 2.6% | 3.8% |
| Other | 56 | 18.4% | 26.3% |
| Total | 304 | 100.0% | 142.7% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Other reasons for not choosing to live in Riverside

| | Frequency |
|--|-----------|
| Too many Homeless/panhandlers | 2 |
| Daycare is here / family obligations where I live now | 4 |
| Trying to buy a house in Riverside or looking into moving | 8 |
| Thought I did/ on the borderline/County but I think Riverside | 18 |
| Did live in Riverside in the past moved to expensive | 8 |
| Other | 12 |
| Total | 52 |

**Q3Work: What are the BEST things about working/attending college in Riverside?
(Choose up to 2)**

| | Responses | | Percent of Cases |
|--|------------|---------------|------------------|
| | N | Percent | |
| The pay is better here than in other areas | 13 | 3.4% | 6.1% |
| There are more jobs than in other areas | 8 | 2.1% | 3.8% |
| It's not crowded | 8 | 2.1% | 3.8% |
| Less traffic than in Orange or LA County | 39 | 10.1% | 18.4% |
| It's a short commute | 75 | 19.4% | 35.4% |
| I work for a good company | 77 | 19.9% | 36.3% |
| I have a good job | 107 | 27.7% | 50.5% |
| My job gives me a good chance for advancement / promotions | 23 | 6.0% | 10.8% |
| Availability of amenities (restaurants, entertainment, gyms, etc.) | 26 | 6.7% | 12.3% |
| Other | 10 | 2.6% | 4.7% |
| Total | 386 | 100.0% | 182.1% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q4Work: What do you like LEAST about working/attending college in Riverside? (Choose up to 2)

| | Responses | | Percent of Cases |
|---|------------|---------------|------------------|
| | N | Percent | |
| Smog, air pollution | 36 | 10.9% | 17.4% |
| Traffic | 85 | 25.8% | 41.1% |
| Poor public transportation | 14 | 4.3% | 6.8% |
| Pay is not as good as jobs in other places | 38 | 11.6% | 18.4% |
| It's not a good company / job | 5 | 1.5% | 2.4% |
| Other employees are not skilled enough | 7 | 2.1% | 3.4% |
| Not as much chance for advancement / promotion | 19 | 5.8% | 9.2% |
| Long commute | 26 | 7.9% | 12.6% |
| Poor amenities in the area (restaurants, entertainment, gyms, etc.) | 21 | 6.4% | 10.1% |
| Not enough parking | 22 | 6.7% | 10.6% |
| Homeless problem, crime, lack of safety | 14 | 4.3% | 6.5% |
| Nothing...I like everything about working in Riverside! | 35 | 10.6% | 16.9% |
| Other (specify) | 7 | 2.1% | 10.1% |
| Total | 329 | 100.0% | 158.9% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q5_1: Riverside is a good place to bring visitors

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 46 | 21.3 | 24.0 | 24.0 |
| | Agree | 121 | 56.0 | 63.0 | 87.0 |
| | Disagree | 17 | 7.9 | 8.9 | 95.8 |
| | Strongly Disagree | 8 | 3.7 | 4.2 | 100.0 |
| | Total | 192 | 88.9 | 100.0 | |
| Missing | Don't Know | 11 | 5.1 | | |
| | System | 13 | 6.0 | | |
| | Total | 24 | 11.1 | | |
| Total | | 216 | 100.0 | | |

Q5_2: Riverside is a good place to find a good job

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 28 | 13.0 | 15.5 | 15.5 |
| | Agree | 128 | 59.3 | 70.7 | 86.2 |
| | Disagree | 18 | 8.3 | 9.9 | 96.1 |
| | Strongly Disagree | 7 | 3.2 | 3.9 | 100.0 |
| | Total | 181 | 83.8 | 100.0 | |
| Missing | Don't Know | 22 | 10.2 | | |
| | System | 13 | 6.0 | | |
| | Total | 35 | 16.2 | | |
| Total | | 216 | 100.0 | | |

Q5_3: Riverside is a good place to own or operate a business or nonprofit

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 36 | 16.7 | 25.9 | 25.9 |
| | Agree | 81 | 37.5 | 58.3 | 84.2 |
| | Disagree | 19 | 8.8 | 13.7 | 97.8 |
| | Strongly Disagree | 3 | 1.4 | 2.2 | 100.0 |
| | Total | 139 | 64.4 | 100.0 | |
| Missing | Don't Know | 64 | 29.6 | | |
| | System | 13 | 6.0 | | |
| | Total | 77 | 35.6 | | |
| Total | | 216 | 100.0 | | |

Q5_4: Riverside is a good place to be active and healthy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 46 | 21.3 | 25.0 | 25.0 |
| | Agree | 122 | 56.5 | 66.3 | 91.3 |
| | Disagree | 15 | 6.9 | 8.2 | 99.5 |
| | Strongly Disagree | 1 | .5 | .5 | 100.0 |
| | Total | 184 | 85.2 | 100.0 | |
| Missing | Don't Know | 19 | 8.8 | | |
| | System | 13 | 6.0 | | |
| | Total | 32 | 14.8 | | |
| Total | | 216 | 100.0 | | |

Q5_5: Riverside is a good place to raise children

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 35 | 16.2 | 21.9 | 21.9 |
| | Agree | 99 | 45.8 | 61.9 | 83.8 |
| | Disagree | 17 | 7.9 | 10.6 | 94.4 |
| | Strongly Disagree | 9 | 4.2 | 5.6 | 100.0 |
| | Total | 160 | 74.1 | 100.0 | |
| Missing | Don't Know | 42 | 19.4 | | |
| | System | 14 | 6.5 | | |
| | Total | 56 | 25.9 | | |
| Total | | 216 | 100.0 | | |

Q5_6: Riverside is a good place to enjoy art and culture

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 54 | 25.0 | 28.3 | 28.3 |
| | Agree | 112 | 51.9 | 58.6 | 86.9 |
| | Disagree | 21 | 9.7 | 11.0 | 97.9 |
| | Strongly Disagree | 4 | 1.9 | 2.1 | 100.0 |
| | Total | 191 | 88.4 | 100.0 | |
| Missing | Don't Know | 13 | 6.0 | | |
| | System | 12 | 5.6 | | |
| | Total | 25 | 11.6 | | |
| Total | | 216 | 100.0 | | |

Q5_7: Riverside is a good place to find an affordable place to live

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 31 | 14.4 | 17.3 | 17.3 |
| | Agree | 81 | 37.5 | 45.3 | 62.6 |
| | Disagree | 42 | 19.4 | 23.5 | 86.0 |
| | Strongly Disagree | 25 | 11.6 | 14.0 | 100.0 |
| | Total | 179 | 82.9 | 100.0 | |
| Missing | Don't Know | 24 | 11.1 | | |
| | System | 13 | 6.0 | | |
| | Total | 37 | 17.1 | | |
| Total | | 216 | 100.0 | | |

Q5_8: Riverside is a good place to make friends

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 39 | 18.1 | 22.0 | 22.0 |
| | Agree | 130 | 60.2 | 73.4 | 95.5 |
| | Disagree | 3 | 1.4 | 1.7 | 97.2 |
| | Strongly Disagree | 5 | 2.3 | 2.8 | 100.0 |
| | Total | 177 | 81.9 | 100.0 | |
| Missing | Don't Know | 26 | 12.0 | | |
| | System | 13 | 6.0 | | |
| | Total | 39 | 18.1 | | |
| Total | | 216 | 100.0 | | |

Q5_9: Riverside is a good place to start or grow a business

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 39 | 18.1 | 29.1 | 29.1 |
| | Agree | 76 | 35.2 | 56.7 | 85.8 |
| | Disagree | 15 | 6.9 | 11.2 | 97.0 |
| | Strongly Disagree | 4 | 1.9 | 3.0 | 100.0 |
| | Total | 134 | 62.0 | 100.0 | |
| Missing | Don't Know | 68 | 31.5 | | |
| | System | 14 | 6.5 | | |
| | Total | 82 | 38.0 | | |
| Total | | 216 | 100.0 | | |

Comments: What would make Riverside a better place to start or grow a business?

| | Frequency |
|---|-----------|
| A business incubator or more cost effective office solutions and business incentives. | 1 |
| Affordable licensing that would make the product/service pricing more affordable and appealing. More businesses would mean a larger variety of products and services. | 1 |
| An environment conducive to a start-up business. From my experience the HOOPS to jump through are overwhelming and meant for someone who is already well-off. | 1 |
| Better tax rates in the state of California | 1 |
| Clean up the environment (vagrants) and make city hall less cumbersome | 1 |
| Increase pay would allow employees to move into city limits. | 1 |
| Lowering the cost of fees, business license, etc. Relaxation of laws and regulations in running a business (especially home-based business) | 3 |

How would you rate the availability of bike lanes in Riverside?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | | | | |
| Excellent | 17 | 7.9 | 8.4 | 8.4 |
| Good | 47 | 21.8 | 23.3 | 31.7 |
| Fair | 28 | 13.0 | 13.9 | 45.5 |
| Poor | 9 | 4.2 | 4.5 | 50.0 |
| Can't rate...I don't use bike lanes | 91 | 42.1 | 45.0 | 95.0 |
| Don't know | 10 | 4.6 | 5.0 | 100.0 |
| Total | 202 | 93.5 | 100.0 | |
| Missing | | | | |
| System | 14 | 6.5 | | |
| Total | 216 | 100.0 | | |

How would you rate the ease of getting around by bus or rail in Riverside?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|-----------|---------|---------------|--------------------|
| Valid | | | | |
| Excellent | 7 | 3.2 | 3.5 | 3.5 |
| Good | 30 | 13.9 | 14.9 | 18.3 |
| Fair | 20 | 9.3 | 9.9 | 28.2 |
| Poor | 25 | 11.6 | 12.4 | 40.6 |
| Can't rate...I don't take the bus or rail | 106 | 49.1 | 52.5 | 93.1 |
| Don't know | 14 | 6.5 | 6.9 | 100.0 |
| Total | 202 | 93.5 | 100.0 | |
| Missing | | | | |
| System | 14 | 6.5 | | |
| Total | 216 | 100.0 | | |

Q78: Besides taking a personal vehicle, what would be your preferred method(s) of traveling? Please click all that apply.

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| I prefer traveling within the City of Riverside by car or motorcycle ONLY | 79 | 26.9% | 39.5% |
| Bus | 30 | 10.2% | 15.0% |
| Bicycle | 37 | 12.6% | 18.5% |
| Walk | 95 | 32.3% | 47.5% |
| Streetcar | 39 | 13.3% | 19.5% |
| Uber/Car sharing | 5 | 1.7% | 2.5% |
| Other (Please specify) | 9 | 3.1% | 4.5% |
| Total | 294 | 100.0% | 147.0% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q77: Preference ranking of using CAR OR MOTORCYCLE to travel within the City of Riverside (1 = MOST preferred, 6 = LEAST preferred)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 151 | 69.9 | 83.0 | 83.0 |
| | 2 | 15 | 6.9 | 8.2 | 91.2 |
| | 3 | 7 | 3.2 | 3.8 | 95.1 |
| | 4 | 3 | 1.4 | 1.6 | 96.7 |
| | 5 | 4 | 1.9 | 2.2 | 98.9 |
| | 6 | 2 | .9 | 1.1 | 100.0 |
| | Total | 182 | 84.3 | 100.0 | |
| Missing | System | 34 | 15.7 | | |
| Total | | 216 | 100.0 | | |

Q77: Preference ranking of using BUS to travel within the City of Riverside (1 = MOST preferred, 6 = LEAST preferred)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 4 | 1.9 | 2.2 | 2.2 |
| | 2 | 38 | 17.6 | 20.9 | 23.1 |
| | 3 | 37 | 17.1 | 20.3 | 43.4 |
| | 4 | 50 | 23.1 | 27.5 | 70.9 |
| | 5 | 45 | 20.8 | 24.7 | 95.6 |
| | 6 | 8 | 3.7 | 4.4 | 100.0 |
| | Total | 182 | 84.3 | 100.0 | |
| Missing | System | 34 | 15.7 | | |
| Total | | 216 | 100.0 | | |

**Q77: Preference ranking of using BICYCLE to travel within the City of Riverside
(1 = MOST preferred, 6 = LEAST preferred)**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 5 | 2.3 | 2.7 | 2.7 |
| | 2 | 29 | 13.4 | 15.9 | 18.7 |
| | 3 | 54 | 25.0 | 29.7 | 48.4 |
| | 4 | 56 | 25.9 | 30.8 | 79.1 |
| | 5 | 35 | 16.2 | 19.2 | 98.4 |
| | 6 | 3 | 1.4 | 1.6 | 100.0 |
| | Total | 182 | 84.3 | 100.0 | |
| Missing | System | 34 | 15.7 | | |
| Total | | 216 | 100.0 | | |

**Q77: Preference ranking of WALKING to travel within the City of Riverside
(1 = MOST preferred, 6 = LEAST preferred)**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 12 | 5.6 | 6.6 | 6.6 |
| | 2 | 72 | 33.3 | 39.6 | 46.2 |
| | 3 | 47 | 21.8 | 25.8 | 72.0 |
| | 4 | 33 | 15.3 | 18.1 | 90.1 |
| | 5 | 16 | 7.4 | 8.8 | 98.9 |
| | 6 | 2 | .9 | 1.1 | 100.0 |
| | Total | 182 | 84.3 | 100.0 | |
| Missing | System | 34 | 15.7 | | |
| Total | | 216 | 100.0 | | |

**Q77: Preference ranking of using STREETCAR to travel within the City of Riverside
(1 = MOST preferred, 6 = LEAST preferred)**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 8 | 3.7 | 4.4 | 4.4 |
| | 2 | 23 | 10.6 | 12.6 | 17.0 |
| | 3 | 35 | 16.2 | 19.2 | 36.3 |
| | 4 | 35 | 16.2 | 19.2 | 55.5 |
| | 5 | 71 | 32.9 | 39.0 | 94.5 |
| | 6 | 10 | 4.6 | 5.5 | 100.0 |
| | Total | 182 | 84.3 | 100.0 | |
| Missing | System | 34 | 15.7 | | |
| Total | | 216 | 100.0 | | |

Q77: Preference ranking of using THE "OTHER" ITEM you listed above to travel within the City of Riverside (1 = MOST preferred, 6 = LEAST preferred)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 | 2 | .9 | 1.1 | 1.1 |
| | 2 | 5 | 2.3 | 2.7 | 3.8 |
| | 3 | 2 | .9 | 1.1 | 4.9 |
| | 4 | 5 | 2.3 | 2.7 | 7.7 |
| | 5 | 11 | 5.1 | 6.0 | 13.7 |
| | 6 | 157 | 72.7 | 86.3 | 100.0 |
| Total | | 182 | 84.3 | 100.0 | |
| Missing | System | 34 | 15.7 | | |
| Total | | 216 | 100.0 | | |

Q79: In the last few years was there ever a time when you couldn't do something you wanted to do in the City because you didn't have transportation?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 26 | 12.0 | 12.9 | 12.9 |
| | No | 151 | 69.9 | 74.8 | 87.6 |
| | Don't recall | 25 | 11.6 | 12.4 | 100.0 |
| | Total | 202 | 93.5 | 100.0 | |
| Missing | System | 14 | 6.5 | | |
| Total | | 216 | 100.0 | | |

Q80: What factor(s) prevented you from making your trip?

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| There was no available RTA bus service | 13 | 24.5% | 50.0% |
| I didn't have a reliable personal vehicle | 8 | 15.1% | 30.8% |
| Time of day | 10 | 18.9% | 38.5% |
| Construction activity | 6 | 11.3% | 23.1% |
| Freeway traffic | 8 | 15.1% | 30.8% |
| School traffic | 4 | 7.5% | 15.4% |
| Other (Please specify) | 4 | 7.5% | 15.4% |
| Total | 53 | 100.0% | 203.8% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q81: Do you ever use public transportation within the City of Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 35 | 16.2 | 17.4 | 17.4 |
| | No | 166 | 76.9 | 82.6 | 100.0 |
| | Total | 201 | 93.1 | 100.0 | |
| Missing | Don't know | 1 | .5 | | |
| | System | 14 | 6.5 | | |
| | Total | 15 | 6.9 | | |
| Total | | 216 | 100.0 | | |

Q82: What are the main reasons you don't use public transportation?

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| Have to wait too long for a bus | 25 | 8.0% | 15.4% |
| Too crowded | 11 | 3.5% | 6.8% |
| Not convenient to get where I need to go | 72 | 22.9% | 44.4% |
| Takes too long to get where I need to go | 58 | 18.5% | 35.8% |
| Too expensive to take public transportation | 2 | 0.6% | 1.2% |
| Don't like the people who use public transportation | 28 | 8.9% | 17.3% |
| Buses don't operate at the times I need to travel | 17 | 5.4% | 10.5% |
| I feel unsafe on buses | 30 | 9.6% | 18.5% |
| Don't know...I just like taking my personal vehicle | 65 | 20.7% | 40.1% |
| Other (Please specify) | 6 | 1.9% | 3.7% |
| Total | 314 | 100.0% | 193.8% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q83: From your perspective what are the main parking issues in downtown Riverside?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| I don't drive so I have no idea | 1 | 0.4% | 0.6% |
| There are no parking issues that I'm aware of | 41 | 14.7% | 23.0% |
| Parking is too expensive | 58 | 20.9% | 32.6% |
| There isn't enough "off-street" parking (that is, parking garages or lots) | 59 | 21.2% | 33.1% |
| There isn't enough parking on the street | 67 | 24.1% | 37.6% |
| The affordable parking is too far from where I need to go | 38 | 13.7% | 21.3% |
| Crime/Break-ins/Homeless in parking garages | 5 | 1.8% | 2.8% |
| Other (Please specify) | 9 | 3.2% | 5.1% |
| Total | 278 | 100.0% | 156.2% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q84: What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Install more bike lanes | 7 | 3.2 | 3.6 | 3.6 |
| | Improve bike lane connectivity | 32 | 14.8 | 16.7 | 20.3 |
| | Install more sidewalks | 15 | 6.9 | 7.8 | 28.1 |
| | Make public transportation (that is, RTA and/or Metrolink) more affordable | 33 | 15.3 | 17.2 | 45.3 |
| | Encourage schools to offer incentives or programs for children to walk and bike to school | 32 | 14.8 | 16.7 | 62.0 |
| | There is NOTHING that would encourage increased walking or biking | 41 | 19.0 | 21.4 | 83.3 |
| | Improve the safety (crime, homeless) | 7 | 3.2 | 3.6 | 87.0 |
| | Rent-a-bike program (Examples: San Diego, Miami) | 4 | 1.9 | 2.1 | 89.1 |
| | Install lights, shade trees (improve the walking, biking paths) | 4 | 1.9 | 2.1 | 91.1 |
| | Other | 17 | 7.9 | 8.9 | 100.0 |
| | Total | 192 | 88.9 | 100.0 | |
| Missing | System | 24 | 11.1 | | |
| Total | | 216 | 100.0 | | |

Q85: On average, how many times per week do you walk or bike in the City of Riverside instead of taking your personal vehicle for errands?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------|-----------|---------|---------------|--------------------|
| Valid | 0 | 128 | 59.3 | 65.3 | 65.3 |
| | 1 or 2 times | 41 | 19.0 | 20.9 | 86.2 |
| | 3 or 4 times | 17 | 7.9 | 8.7 | 94.9 |
| | 5 or more times per week | 10 | 4.6 | 5.1 | 100.0 |
| | Total | 196 | 90.7 | 100.0 | |
| Missing | System | 20 | 9.3 | | |
| Total | | 216 | 100.0 | | |

Q86: On average how long does it take you to make the trip (round trip)?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------|-----------|---------|---------------|--------------------|
| Valid | Less than 5 minutes | 1 | .5 | 1.5 | 1.5 |
| | 5 to 14 minutes | 25 | 11.6 | 37.3 | 38.8 |
| | 15 to 30 minutes | 21 | 9.7 | 31.3 | 70.1 |
| | More than 30 minutes | 20 | 9.3 | 29.9 | 100.0 |
| | Total | 67 | 31.0 | 100.0 | |
| Missing | System | 149 | 69.0 | | |
| Total | | 216 | 100.0 | | |

Q87: Do you or anyone in your household drive an electric vehicle?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 11 | 5.1 | 5.6 | 5.6 |
| | No | 184 | 85.2 | 94.4 | 100.0 |
| | Total | 195 | 90.3 | 100.0 | |
| Missing | System | 21 | 9.7 | | |
| Total | | 216 | 100.0 | | |

Q88: What is the MAIN reason *no one in your household* drives an electric vehicle?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | My/our current car already meets my/our needs | 56 | 25.9 | 30.6 | 30.6 |
| | Price of the vehicle | 56 | 25.9 | 30.6 | 61.2 |
| | Limited number of miles one can drive before recharging | 24 | 11.1 | 13.1 | 74.3 |
| | Not enough charging stations available | 11 | 5.1 | 6.0 | 80.3 |
| | Lack of familiarity with electric vehicles | 13 | 6.0 | 7.1 | 87.4 |
| | Not enough model choices | 4 | 1.9 | 2.2 | 89.6 |
| | Cost of maintaining the car in the future | 10 | 4.6 | 5.5 | 95.1 |
| | Other | 9 | 4.2 | 4.9 | 100.0 |
| Total | | 183 | 84.7 | 100.0 | |
| Missing | System | 33 | 15.3 | | |
| Total | | 216 | 100.0 | | |

Q89: What is the MAIN reason you or a member of your household *choose to drive* an electric vehicle?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Concern for the environment | 1 | .5 | 9.1 | 9.1 |
| | Save money on gas | 7 | 3.2 | 63.6 | 72.7 |
| | Use of the carpool lane for free | 3 | 1.4 | 27.3 | 100.0 |
| | Total | 11 | 5.1 | 100.0 | |
| Missing | System | 205 | 94.9 | | |
| Total | | 216 | 100.0 | | |

Q90: Would you be more likely to drive an electric vehicle if more public charging stations were available?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 70 | 32.4 | 54.3 | 54.3 |
| | No | 59 | 27.3 | 45.7 | 100.0 |
| | Total | 129 | 59.7 | 100.0 | |
| Missing | Don't know | 54 | 25.0 | | |
| | System | 33 | 15.3 | | |
| | Total | 87 | 40.3 | | |
| Total | | 216 | 100.0 | | |

**Q91 Comments Recode: Where would you like to see electric vehicle charging stations?
Please be as specific as possible.**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | 3750 University Ave | 5 | 2.3 | 9.6 | 9.6 |
| | Downtown, City Hall, parking garages, parking lots | 14 | 6.5 | 26.9 | 36.5 |
| | Libraries, parks | 8 | 3.7 | 15.4 | 51.9 |
| | Gas stations | 4 | 1.9 | 7.7 | 59.6 |
| | Market Street | 3 | 1.4 | 5.8 | 65.4 |
| | RCC, UCR, Schools | 2 | .9 | 3.8 | 69.2 |
| | Shopping, restaurants, bars, where people gather | 10 | 4.6 | 19.2 | 88.5 |
| | Other | 6 | 2.8 | 11.5 | 100.0 |
| | Total | 52 | 24.1 | 100.0 | |
| Missing | System | 164 | 75.9 | | |
| Total | | 216 | 100.0 | | |

Q92: Would you be more likely to visit City facilities (like libraries or parks) if they had public electric vehicle charging stations?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 62 | 28.7 | 32.3 | 32.3 |
| | No | 130 | 60.2 | 67.7 | 100.0 |
| | Total | 192 | 88.9 | 100.0 | |
| Missing | System | 24 | 11.1 | | |
| Total | | 216 | 100.0 | | |

Q10_1: Riverside is an attractive place

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 39 | 18.1 | 21.4 | 21.4 |
| | Agree | 127 | 58.8 | 69.8 | 91.2 |
| | Disagree | 13 | 6.0 | 7.1 | 98.4 |
| | Strongly Disagree | 3 | 1.4 | 1.6 | 100.0 |
| | Total | 182 | 84.3 | 100.0 | |
| Missing | Don't know | 3 | 1.4 | | |
| | System | 31 | 14.4 | | |
| | Total | 34 | 15.7 | | |
| Total | | 216 | 100.0 | | |

Q10_2: Riverside is a place where I can realize the goals I have for my future

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 26 | 12.0 | 15.5 | 15.5 |
| | Agree | 105 | 48.6 | 62.5 | 78.0 |
| | Disagree | 32 | 14.8 | 19.0 | 97.0 |
| | Strongly Disagree | 5 | 2.3 | 3.0 | 100.0 |
| | Total | 168 | 77.8 | 100.0 | |
| Missing | Don't know | 15 | 6.9 | | |
| | System | 33 | 15.3 | | |
| | Total | 48 | 22.2 | | |
| Total | | 216 | 100.0 | | |

Q10_3: There are good schools in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 22 | 10.2 | 16.2 | 16.2 |
| | Agree | 88 | 40.7 | 64.7 | 80.9 |
| | Disagree | 18 | 8.3 | 13.2 | 94.1 |
| | Strongly Disagree | 8 | 3.7 | 5.9 | 100.0 |
| | Total | 136 | 63.0 | 100.0 | |
| Missing | Don't know | 47 | 21.8 | | |
| | System | 33 | 15.3 | | |
| | Total | 80 | 37.0 | | |
| Total | | 216 | 100.0 | | |

Q10_4: There are good colleges/universities in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 72 | 33.3 | 40.7 | 40.7 |
| | Agree | 101 | 46.8 | 57.1 | 97.7 |
| | Disagree | 3 | 1.4 | 1.7 | 99.4 |
| | Strongly Disagree | 1 | .5 | .6 | 100.0 |
| | Total | 177 | 81.9 | 100.0 | |
| Missing | Don't know | 7 | 3.2 | | |
| | System | 32 | 14.8 | | |
| | Total | 39 | 18.1 | | |
| Total | | 216 | 100.0 | | |

Q10_5: It is important for young people to go to college or trade school

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 118 | 54.6 | 65.6 | 65.6 |
| | Agree | 58 | 26.9 | 32.2 | 97.8 |
| | Disagree | 4 | 1.9 | 2.2 | 100.0 |
| | Total | 180 | 83.3 | 100.0 | |
| Missing | Don't know | 3 | 1.4 | | |
| | System | 33 | 15.3 | | |
| | Total | 36 | 16.7 | | |
| Total | | 216 | 100.0 | | |

10_6: I am proud to work in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 81 | 37.5 | 46.3 | 46.3 |
| | Agree | 77 | 35.6 | 44.0 | 90.3 |
| | Disagree | 13 | 6.0 | 7.4 | 97.7 |
| | Strongly Disagree | 4 | 1.9 | 2.3 | 100.0 |
| | Total | 175 | 81.0 | 100.0 | |
| Missing | Don't know | 8 | 3.7 | | |
| | System | 33 | 15.3 | | |
| | Total | 41 | 19.0 | | |
| Total | | 216 | 100.0 | | |

Q10_7: I am satisfied with the progress made so far in addressing homelessness in the City of Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 13 | 6.0 | 8.9 | 8.9 |
| | Agree | 48 | 22.2 | 32.9 | 41.8 |
| | Disagree | 41 | 19.0 | 28.1 | 69.9 |
| | Strongly Disagree | 44 | 20.4 | 30.1 | 100.0 |
| | Total | 146 | 67.6 | 100.0 | |
| Missing | Don't know | 39 | 18.1 | | |
| | System | 31 | 14.4 | | |
| | Total | 70 | 32.4 | | |
| Total | | 216 | 100.0 | | |

Q10_8: Riverside's tap water is safe to drink"

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 39 | 18.1 | 28.7 | 28.7 |
| | Agree | 67 | 31.0 | 49.3 | 77.9 |
| | Disagree | 24 | 11.1 | 17.6 | 95.6 |
| | Strongly Disagree | 6 | 2.8 | 4.4 | 100.0 |
| | Total | 136 | 63.0 | 100.0 | |
| Missing | Don't know | 48 | 22.2 | | |
| | System | 32 | 14.8 | | |
| | Total | 80 | 37.0 | | |
| Total | | 216 | 100.0 | | |

Q10_9: Riverside's workforce is properly trained and educated"

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 25 | 11.6 | 15.8 | 15.8 |
| | Agree | 101 | 46.8 | 63.9 | 79.7 |
| | Disagree | 25 | 11.6 | 15.8 | 95.6 |
| | Strongly Disagree | 7 | 3.2 | 4.4 | 100.0 |
| | Total | 158 | 73.1 | 100.0 | |
| Missing | Don't know | 26 | 12.0 | | |
| | System | 32 | 14.8 | | |
| | Total | 58 | 26.9 | | |
| Total | | 216 | 100.0 | | |

Air: The air quality in Riverside has improved since I've been here.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 19 | 8.8 | 19.2 | 19.2 |
| | Agree | 50 | 23.1 | 50.5 | 69.7 |
| | Disagree | 21 | 9.7 | 21.2 | 90.9 |
| | Strongly Disagree | 9 | 4.2 | 9.1 | 100.0 |
| | Total | 99 | 45.8 | 100.0 | |
| Missing | Don't Know | 34 | 15.7 | | |
| | System | 83 | 38.4 | | |
| | Total | 117 | 54.2 | | |
| Total | | 216 | 100.0 | | |

Q62: Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position? [ANSWERED ONLY BY COLLEGE STUDENTS]

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 4 | 1.9 | 30.8 | 30.8 |
| | No | 5 | 2.3 | 38.5 | 69.2 |
| | I have no interest in internships | 3 | 1.4 | 23.1 | 92.3 |
| | Not yet, but I plan to | 1 | .5 | 7.7 | 100.0 |
| | Total | 13 | 6.0 | 100.0 | |
| Missing | System | 203 | 94.0 | | |
| Total | | 216 | 100.0 | | |

Q63: Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help prepare for a career position? [ANSWERED ONLY BY COLLEGE STUDENTS WHO HAVE EITHER SOUGHT AN INTERNSHIP/PART TIME JOB OR PLAN TO DO SO]

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs | 3 | 1.4 | 60.0 | 60.0 |
| | No, there are not enough local opportunities | 1 | .5 | 20.0 | 80.0 |
| | I don't know yet | 1 | .5 | 20.0 | 100.0 |
| | Total | 5 | 2.3 | 100.0 | |
| Missing | System | 211 | 97.7 | | |
| Total | | 216 | 100.0 | | |

Q64: Do you believe you will be able to find a good job in Riverside after you graduate? [ANSWERED ONLY BY COLLEGE STUDENTS]

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 12 | 5.6 | 92.3 | 92.3 |
| | No, the jobs I want aren't in Riverside | 1 | .5 | 7.7 | 100.0 |
| | Total | 13 | 6.0 | 100.0 | |
| Missing | System | 203 | 94.0 | | |
| Total | | 216 | 100.0 | | |

Q65: Do you think Riverside is a good place for college students? [ANSWERED ONLY BY COLLEGE STUDENTS]

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 13 | 6.0 | 100.0 | 100.0 |
| Missing | System | 203 | 94.0 | | |
| Total | | 216 | 100.0 | | |

Q11_1: Do Festivals and special events in Riverside meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 73 | 33.8 | 39.9 | 39.9 |
| | Partially meet my needs | 52 | 24.1 | 28.4 | 68.3 |
| | Don't meet my needs | 18 | 8.3 | 9.8 | 78.1 |
| | Don't use them | 37 | 17.1 | 20.2 | 98.4 |
| | Didn't know Riverside had them | 3 | 1.4 | 1.6 | 100.0 |
| | Total | 183 | 84.7 | 100.0 | |
| Missing | System | 33 | 15.3 | | |
| Total | | 216 | 100.0 | | |

Q16b: What improvements would you like to festivals and events?

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| More/more variety(Octoberfest, Entertainment, Educational | 14 | 30.4% | 36.8% |
| None | 3 | 6.5% | 7.9% |
| Safer | 5 | 10.9% | 13.2% |
| Orange Blossom, Orange Blossom with changes (safer) | 5 | 10.9% | 13.2% |
| Better parking, more parking, organized parking | 4 | 8.7% | 10.5% |
| Too expensive, entrance fees, and parking fees to watch | 1 | 2.2% | 2.6% |
| Cleaner, more restrooms, cleaner bathrooms | 1 | 2.2% | 2.6% |
| Bigger Venues, larger locations to support large crowds and parking | 3 | 6.5% | 7.9% |
| Other | 10 | 21.7% | 26.3% |
| Total | 46 | 100.0% | 121.1% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response," therefore, sums to 100% but "percent of cases" will not.

Q11_2: Do concerts and live theater in Riverside meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 72 | 33.3 | 39.1 | 39.1 |
| | Partially meet my needs | 49 | 22.7 | 26.6 | 65.8 |
| | Don't meet my needs | 14 | 6.5 | 7.6 | 73.4 |
| | Don't use them | 43 | 19.9 | 23.4 | 96.7 |
| | Didn't know Riverside had them | 6 | 2.8 | 3.3 | 100.0 |
| | Total | 184 | 85.2 | 100.0 | |
| Missing | System | 32 | 14.8 | | |
| Total | | 216 | 100.0 | | |

Q15b: What concerts or live theater would you like?

| | Responses | | Percent of Cases |
|--|-----------|---------------|------------------|
| | N | Percent | |
| More variety, more improved acts, | 2 | 5.7% | 6.3% |
| Affordable / affordable for families | 3 | 8.6% | 9.4% |
| Blues, Bluegrass, Jazz | 2 | 5.7% | 6.3% |
| Comedy | 1 | 2.9% | 3.1% |
| Country | 1 | 2.9% | 3.1% |
| Symphony, Broadway shows, musicals, upscale | 8 | 22.9% | 25.0% |
| More Concerts (Country, Rock, Pop, Punk, Ska, Fold rock) | 5 | 14.3% | 15.6% |
| Names that LA, San Manuel, Hollywood Bowl (Amy Schumer, Kathy Griffin) | 6 | 17.1% | 18.8% |
| Other | 7 | 20.0% | 21.9% |
| Total | 35 | 100.0% | 109.4% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q11_3: Do places in Riverside where you can hear music and dance meet your needs?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|------------|--------------|---------------|--------------------|
| Valid Meet my needs | 57 | 26.4 | 30.8 | 30.8 |
| Partially meet my needs | 47 | 21.8 | 25.4 | 56.2 |
| Don't meet my needs | 21 | 9.7 | 11.4 | 67.6 |
| Don't use them | 53 | 24.5 | 28.6 | 96.2 |
| Didn't know Riverside had them | 7 | 3.2 | 3.8 | 100.0 |
| Total | 185 | 85.6 | 100.0 | |
| Missing System | 31 | 14.4 | | |
| Total | 216 | 100.0 | | |

Q14b: In what way don't the places to hear music and dance meet your needs?

| | Responses | | Percent of Cases |
|---|-----------|---------------|------------------|
| | N | Percent | |
| Didn't know they had places | 4 | 6.9% | 9.1% |
| They are not safe | 2 | 3.4% | 4.5% |
| Not enough places (Heroes is great, Fox is good but...) | 12 | 20.7% | 27.3% |
| More frequent | 3 | 5.2% | 6.8% |
| Not my type of location or type of music I like | 7 | 12.1% | 15.9% |
| No places for my age group | 4 | 6.9% | 9.1% |
| More variety (Jazz Club, Country, Line Dancing, Small/Large Venues) | 18 | 31.0% | 40.9% |
| Too expensive | 2 | 3.4% | 4.5% |
| Other | 6 | 10.3% | 13.6% |
| Total | 58 | 100.0% | 131.8% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q11_4: Do restaurants in Riverside meet your needs

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 95 | 44.0 | 51.4 | 51.4 |
| | Partially meet my needs | 69 | 31.9 | 37.3 | 88.6 |
| | Don't meet my needs | 16 | 7.4 | 8.6 | 97.3 |
| | Don't use them | 5 | 2.3 | 2.7 | 100.0 |
| | Total | 185 | 85.6 | 100.0 | |
| Missing | System | 31 | 14.4 | | |
| Total | | 216 | 100.0 | | |

Q13b: What particular restaurant or kind of restaurants would you like?

| | | Responses | | Percent of Cases |
|-------|--|-----------|---------|------------------|
| | | N | Percent | |
| | Organic, garden to table, vegan healthy choices | 6 | 12.8% | 14.6% |
| | More, more mom and pop unique type not always big chain type | 12 | 25.5% | 29.3% |
| | Higher end, Donavan's Morton's, Ruth's Christy, type | 4 | 8.5% | 9.8% |
| | Salted Pig, Lucille, BBQ, variety | 2 | 4.3% | 4.9% |
| | Breakfast places, sit-down affordable | 5 | 10.6% | 12.2% |
| | Diversity, Ethnic | 3 | 6.4% | 7.3% |
| | Corner Bakery, BJ's, Wahoo, Chick-fil-A | 6 | 12.8% | 14.6% |
| | Other | 9 | 19.1% | 22.0% |
| Total | | 47 | 100.0% | 114.6% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Retail stores in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 94 | 43.5 | 51.1 | 51.1 |
| | Partially meet my needs | 69 | 31.9 | 37.5 | 88.6 |
| | Don't meet my needs | 15 | 6.9 | 8.2 | 96.7 |
| | Don't use them | 6 | 2.8 | 3.3 | 100.0 |
| | Total | 184 | 85.2 | 100.0 | |
| Missing | Didn't know Riverside had them | 1 | .5 | | |
| | System | 31 | 14.4 | | |
| | Total | 32 | 14.8 | | |
| Total | | 216 | 100.0 | | |

Q12b: What stores or types of stores would you like to see in Riverside?

| | Responses | | Percent of Cases |
|--|-----------|---------------|------------------|
| | N | Percent | |
| Whole Foods | 5 | 7.8% | 9.6% |
| Trader Joes / healthy option stores | 3 | 4.7% | 5.8% |
| Good Homes /TJ Max | 1 | 1.6% | 1.9% |
| Grocery store downtown | 1 | 1.6% | 1.9% |
| Bookstore / Bookstore w/ cafe style | 4 | 6.3% | 7.7% |
| Department stores, restaurants, not chain stores | 4 | 6.3% | 7.7% |
| Boutiques, specialty stores, hobby, unique type | 3 | 4.7% | 5.8% |
| Antique stores left downtown and not rundown buildings it looks terrible | 4 | 6.3% | 7.7% |
| Apple Store | 6 | 9.4% | 11.5% |
| Allow more mom and pop, unique, independent stores downtown in old empty spots | 9 | 14.1% | 17.3% |
| Art Colliers downtown | 2 | 3.1% | 3.8% |
| Need Costco, Automotive, home improvement store other side of Riverside | 3 | 4.7% | 5.8% |
| Target, Wal-Mart, Kohl's | 4 | 6.3% | 7.7% |
| GAP, Old Navy, Carters, Plus size, professional clothing | 3 | 4.7% | 5.8% |
| No more, where would you put them Plaza is full, parking issues already | 2 | 3.1% | 3.8% |
| Higher end, Dillard's, Niemen Marcus, Sack's Fifth Ave, Nicer Mall | 5 | 7.8% | 9.6% |
| Other | 5 | 7.8% | 9.6% |
| Total | 64 | 100.0% | 123.1% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses, "therefore, sums to 100% but "percent of cases" will not.

Q11_8: Do parks and recreational spaces in Riverside meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------|--------------------------------|------------|--------------|---------------|--------------------|
| Valid | Meet my needs | 100 | 46.3 | 54.3 | 54.3 |
| | Partially meet my needs | 36 | 16.7 | 19.6 | 73.9 |
| | Don't meet my needs | 4 | 1.9 | 2.2 | 76.1 |
| | Don't use them | 43 | 19.9 | 23.4 | 99.5 |
| | Didn't know Riverside had them | 1 | .5 | .5 | 100.0 |
| | Total | 184 | 85.2 | 100.0 | |
| Missing | System | 32 | 14.8 | | |
| Total | | 216 | 100.0 | | |

Q11b: How would you like parks and recreational spaces to be improved?

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| Make them safer / add police security / lock them | 7 | 20.6% | 31.8% |
| Homeless problem | 10 | 29.4% | 45.5% |
| Gang problems / crime | 2 | 5.9% | 9.1% |
| Cleaner parks / maintain them | 6 | 17.6% | 27.3% |
| Add Restrooms/ Cleaner restrooms | 1 | 2.9% | 4.5% |
| More parks | 2 | 5.9% | 9.1% |
| Other | 6 | 17.6% | 27.3% |
| Total | 34 | 100.0% | 154.5% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q11_9: Do business training and support services meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 50 | 23.1 | 27.3 | 27.3 |
| | Partially meet my needs | 41 | 19.0 | 22.4 | 49.7 |
| | Don't meet my needs | 22 | 10.2 | 12.0 | 61.7 |
| | Don't use them | 47 | 21.8 | 25.7 | 87.4 |
| | Didn't know Riverside had them | 23 | 10.6 | 12.6 | 100.0 |
| | Total | 183 | 84.7 | 100.0 | |
| Missing | System | 33 | 15.3 | | |
| | Total | 216 | 100.0 | | |

Q11_10: The public libraries in Riverside meet your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 78 | 36.1 | 42.6 | 42.6 |
| | Partially meet my needs | 39 | 18.1 | 21.3 | 63.9 |
| | Don't meet my needs | 10 | 4.6 | 5.5 | 69.4 |
| | Don't use them | 51 | 23.6 | 27.9 | 97.3 |
| | Didn't know Riverside had them | 5 | 2.3 | 2.7 | 100.0 |
| | Total | 183 | 84.7 | 100.0 | |
| Missing | System | 33 | 15.3 | | |
| | Total | 216 | 100.0 | | |

Lib: How would you like public libraries to be improved?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| Deal with homeless, drugs, illegal activity | 6 | 20.0% | 22.2% |
| Upgrade them, new technology, better Wi-Fi, modern | 9 | 30.0% | 33.3% |
| Increase the books, DVD's, resources | 6 | 20.0% | 22.2% |
| Other | 9 | 30.0% | 33.3% |
| Total | 30 | 100.0% | 111.1% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

INFO1: What source(s) of information do you rely on to find out about events and resources in Riverside? [CHOOSE ALL THAT APPLY]

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| A local newspaper | 68 | 11.2% | 38.0% |
| On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com | 76 | 12.5% | 42.5% |
| Explore Riverside quarterly newsletter | 34 | 5.6% | 19.0% |
| Utility bill inserts | 7 | 1.2% | 3.9% |
| Channel 3, government access TV | 4 | 0.7% | 2.2% |
| Community or neighborhood groups | 19 | 3.1% | 10.6% |
| Friends and family | 94 | 15.5% | 52.5% |
| Local websites | 52 | 8.6% | 29.1% |
| Social media such as Twitter or Facebook | 70 | 11.5% | 39.1% |
| Email from the City or Councilmember | 37 | 6.1% | 20.7% |
| Religious/Faith community | 10 | 1.6% | 5.6% |
| Employer | 86 | 14.2% | 48.0% |
| Radio | 35 | 5.8% | 19.6% |
| Never try to find out about things happening | 6 | 1.0% | 3.4% |
| Library | 2 | 0.3% | 1.1% |
| Electronic Billboards | 2 | 0.3% | 1.1% |
| Other | 5 | 0.8% | 2.8% |
| Total | 607 | 100.0% | 339.1% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

INFOb: Which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | A local newspaper | 17 | 7.9 | 11.4 | 11.4 |
| | On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com | 20 | 9.3 | 13.4 | 24.8 |
| | Explore Riverside quarterly newsletter | 3 | 1.4 | 2.0 | 26.8 |
| | Community or neighborhood groups | 3 | 1.4 | 2.0 | 28.9 |
| | Friends and family | 17 | 7.9 | 11.4 | 40.3 |
| | Local websites | 13 | 6.0 | 8.7 | 49.0 |
| | Social media such as Twitter or Facebook | 29 | 13.4 | 19.5 | 68.5 |
| | Email from the City or Councilmember | 10 | 4.6 | 6.7 | 75.2 |
| | Employer | 31 | 14.4 | 20.8 | 96.0 |
| | Radio | 3 | 1.4 | 2.0 | 98.0 |
| | Library | 2 | .9 | 1.3 | 99.3 |
| | Electronic Billboards | 1 | .5 | .7 | 100.0 |
| | Total | 149 | 69.0 | 100.0 | |
| Missing | System | 67 | 31.0 | | |
| Total | | 216 | 100.0 | | |

INFO2: Do you ever use the on-line Community Calendar on RiversideCA.gov (City's website) or ExploreRiverside.com to find out what's going on in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 45 | 20.8 | 25.4 | 25.4 |
| | No | 86 | 39.8 | 48.6 | 74.0 |
| | Sometimes | 46 | 21.3 | 26.0 | 100.0 |
| | Total | 177 | 81.9 | 100.0 | |
| Missing | System | 39 | 18.1 | | |
| Total | | 216 | 100.0 | | |

Q94: Have you ever been to EngageRiverside.com to share your ideas about the City?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 13 | 6.0 | 7.3 | 7.3 |
| | No | 165 | 76.4 | 92.7 | 100.0 |
| | Total | 178 | 82.4 | 100.0 | |
| Missing | System | 38 | 17.6 | | |
| Total | | 216 | 100.0 | | |

Q18work: Do you feel it is safe to walk near your work location?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes, it is safe | 77 | 35.6 | 44.5 | 44.5 |
| | No, it is not safe | 26 | 12.0 | 15.0 | 59.5 |
| | It is somewhat safe | 70 | 32.4 | 40.5 | 100.0 |
| | Total | 173 | 80.1 | 100.0 | |
| Missing | Don't walk outside, but not because of safety | 5 | 2.3 | | |
| | System | 38 | 17.6 | | |
| | Total | 43 | 19.9 | | |
| Total | | 216 | 100.0 | | |

Q18b: What makes you feel it is unsafe?

| | Responses | | Percent of Cases |
|-------------------------------|-----------|---------|------------------|
| | N | Percent | |
| Crime | 13 | 13.3% | 14.0% |
| Gang problem | 2 | 2.0% | 2.2% |
| No sidewalks or bad sidewalks | 4 | 4.1% | 4.3% |
| Dangerous intersections | 3 | 3.1% | 3.2% |
| No lighting or poor lighting | 3 | 3.1% | 3.2% |
| Too much traffic | 7 | 7.1% | 7.5% |
| Homeless/panhandlers | 58 | 59.2% | 62.4% |
| Drug activity | 6 | 6.1% | 6.5% |
| Wild life | 1 | 1.0% | 1.1% |
| Other | 1 | 1.0% | 1.1% |
| Total | 98 | 100.0% | 105.4% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q19: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all fearful | 29 | 13.4 | 17.0 | 17.0 |
| | Not too fearful | 85 | 39.4 | 49.7 | 66.7 |
| | Somewhat fearful, or | 43 | 19.9 | 25.1 | 91.8 |
| | Very fearful | 14 | 6.5 | 8.2 | 100.0 |
| | Total | 171 | 79.2 | 100.0 | |
| Missing | Don't Know | 5 | 2.3 | | |
| | System | 40 | 18.5 | | |
| | Total | 45 | 20.8 | | |
| Total | | 216 | 100.0 | | |

Q20: In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 62 | 28.7 | 35.8 | 35.8 |
| | Same | 91 | 42.1 | 52.6 | 88.4 |
| | Worse off | 20 | 9.3 | 11.6 | 100.0 |
| | Total | 173 | 80.1 | 100.0 | |
| Missing | Don't Know | 3 | 1.4 | | |
| | System | 40 | 18.5 | | |
| | Total | 43 | 19.9 | | |
| Total | | 216 | 100.0 | | |

Q21: Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 78 | 36.1 | 46.2 | 46.2 |
| | Same | 86 | 39.8 | 50.9 | 97.0 |
| | Worse off | 5 | 2.3 | 3.0 | 100.0 |
| | Total | 169 | 78.2 | 100.0 | |
| Missing | Don't Know | 8 | 3.7 | | |
| | System | 39 | 18.1 | | |
| | Total | 47 | 21.8 | | |
| Total | | 216 | 100.0 | | |

Q22: Do you donate money to Riverside causes or organizations?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Yes | 106 | 49.1 | 59.9 | 59.9 |
| | No | 41 | 19.0 | 23.2 | 83.1 |
| | Donate to causes, but not in Riverside | 30 | 13.9 | 16.9 | 100.0 |
| | Total | 177 | 81.9 | 100.0 | |
| Missing | System | 39 | 18.1 | | |
| Total | | 216 | 100.0 | | |

Q22b: Do your donations to Riverside causes go to religious/faith institutions, to other nonprofit organizations, or to both?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------|-----------|---------|---------------|--------------------|
| Valid | Religious institutions | 6 | 2.8 | 5.8 | 5.8 |
| | Other nonprofit organizations | 68 | 31.5 | 66.0 | 71.8 |
| | Both | 29 | 13.4 | 28.2 | 100.0 |
| | Total | 103 | 47.7 | 100.0 | |
| Missing | Don't Know | 2 | .9 | | |
| | System | 111 | 51.4 | | |
| | Total | 113 | 52.3 | | |
| Total | | 216 | 100.0 | | |

Q22c: Approximately what percent of your total donations go to Riverside causes or organizations?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | 1 - 25% | 46 | 21.3 | 46.0 | 46.0 |
| | 26-50% | 15 | 6.9 | 15.0 | 61.0 |
| | 51-75% | 13 | 6.0 | 13.0 | 74.0 |
| | 76-99% | 10 | 4.6 | 10.0 | 84.0 |
| | 100% | 16 | 7.4 | 16.0 | 100.0 |
| | Total | 100 | 46.3 | 100.0 | |
| Missing | Don't know | 5 | 2.3 | | |
| | System | 111 | 51.4 | | |
| | Total | 116 | 53.7 | | |
| Total | | 216 | 100.0 | | |

Q23: Do you volunteer for Riverside causes or organizations or schools?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 75 | 34.7 | 42.9 | 42.9 |
| | No | 100 | 46.3 | 57.1 | 100.0 |
| | Total | 175 | 81.0 | 100.0 | |
| Missing | Don't Know | 1 | .5 | | |
| | System | 40 | 18.5 | | |
| | Total | 41 | 19.0 | | |
| Total | | 216 | 100.0 | | |

Q23b: How many hours per month do you volunteer?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid | 0-8 hours | 58 | 26.9 | 81.7 | 81.7 |
| | 9-20 hours | 12 | 5.6 | 16.9 | 98.6 |
| | 21 or more hours | 1 | .5 | 1.4 | 100.0 |
| | Total | 71 | 32.9 | 100.0 | |
| Missing | Don't know | 3 | 1.4 | | |
| | System | 142 | 65.7 | | |
| | Total | 145 | 67.1 | | |
| Total | | 216 | 100.0 | | |

What was the last grade of school that you completed?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Some high school or less | 1 | .5 | .6 | .6 |
| | High school degree or equivalent | 4 | 1.9 | 2.3 | 2.9 |
| | Some college but no degree | 46 | 21.3 | 26.3 | 29.1 |
| | Associate degree or technical certificate | 33 | 15.3 | 18.9 | 48.0 |
| | Bachelor's degree | 59 | 27.3 | 33.7 | 81.7 |
| | Graduate or professional degree | 32 | 14.8 | 18.3 | 100.0 |
| | Total | 175 | 81.0 | 100.0 | |
| Missing | System | 41 | 19.0 | | |
| Total | | 216 | 100.0 | | |

Age categories

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | 18 to 19 years old | 1 | .5 | .6 | .6 |
| | 20 to 24 years old | 7 | 3.2 | 4.5 | 5.1 |
| | 25 to 34 years old | 32 | 14.8 | 20.4 | 25.5 |
| | 35 to 44 years old | 41 | 19.0 | 26.1 | 51.6 |
| | 45 to 54 years old | 52 | 24.1 | 33.1 | 84.7 |
| | 55 to 59 years old | 12 | 5.6 | 7.6 | 92.4 |
| | 60 to 64 years old | 6 | 2.8 | 3.8 | 96.2 |
| | 65 to 74 years old | 4 | 1.9 | 2.5 | 98.7 |
| | 75 to 84 years old | 1 | .5 | .6 | 99.4 |
| | 85 years and older | 1 | .5 | .6 | 100.0 |
| Total | | 157 | 72.7 | 100.0 | |
| Missing | No response | 1 | .5 | | |
| | System | 58 | 26.9 | | |
| | Total | 59 | 27.3 | | |
| Total | | 216 | 100.0 | | |

How many children ages 18 and under do you have living at home?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | 0 | 91 | 42.1 | 55.5 | 55.5 |
| | 1 | 33 | 15.3 | 20.1 | 75.6 |
| | 2 | 24 | 11.1 | 14.6 | 90.2 |
| | 3 | 12 | 5.6 | 7.3 | 97.6 |
| | 4 | 2 | .9 | 1.2 | 98.8 |
| | 5 | 1 | .5 | .6 | 99.4 |
| | 6 | 1 | .5 | .6 | 100.0 |
| | Total | 164 | 75.9 | 100.0 | |
| Missing | No response given | 52 | 24.1 | | |
| Total | | 216 | 100.0 | | |

Which of the following best describes your employment status?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Working full-time for pay | 162 | 75.0 | 92.0 | 92.0 |
| | Working less than 30 hours a week for pay | 8 | 3.7 | 4.5 | 96.6 |
| | Full-time student | 1 | .5 | .6 | 97.2 |
| | Other (specify) | 5 | 2.3 | 2.8 | 100.0 |
| | Total | 176 | 81.5 | 100.0 | |
| Missing | System | 40 | 18.5 | | |
| Total | | 216 | 100.0 | | |

Gender: Are you a male or female?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Male | 77 | 35.6 | 45.0 | 45.0 |
| | Female | 94 | 43.5 | 55.0 | 100.0 |
| | Total | 171 | 79.2 | 100.0 | |
| Missing | System | 45 | 20.8 | | |
| Total | | 216 | 100.0 | | |

Are you of Hispanic, Latino, or Spanish origin?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 51 | 23.6 | 29.7 | 29.7 |
| | No | 121 | 56.0 | 70.3 | 100.0 |
| | Total | 172 | 79.6 | 100.0 | |
| Missing | System | 44 | 20.4 | | |
| Total | | 216 | 100.0 | | |

How would you describe your race or ethnicity?

| | Responses | | Percent of Cases |
|-----------------------------------|-----------|---------|------------------|
| | N | Percent | |
| White | 133 | 75.1% | 83.6% |
| Black, African American, or Negro | 6 | 3.4% | 3.8% |
| American Indian or Alaska Native | 3 | 1.7% | 1.9% |
| Asian Indian | 2 | 1.1% | 1.3% |
| Chinese | 6 | 3.4% | 3.8% |
| Filipino | 4 | 2.3% | 2.5% |
| Japanese | 3 | 1.7% | 1.9% |
| Korean | 1 | 0.6% | 0.6% |
| Vietnamese | 2 | 1.1% | 1.3% |
| Other Asian | 1 | 0.6% | 0.6% |
| Native Hawaiian | 1 | 0.6% | 0.6% |
| Hispanic, Latino, Spanish | 11 | 6.2% | 6.9% |
| Some other race | 4 | 2.3% | 2.5% |
| Total | 177 | 100.0% | 111.3% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Total household or family income before taxes for 2014?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Less than \$25,000 | 3 | 1.4 | 1.9 | 1.9 |
| | \$25,000 to less than \$35,000 | 12 | 5.6 | 7.5 | 9.4 |
| | \$35,000 to less than \$50,000 | 22 | 10.2 | 13.8 | 23.1 |
| | \$50,000 to less than \$65,000 | 15 | 6.9 | 9.4 | 32.5 |
| | \$65,000 to less than \$80,000 | 11 | 5.1 | 6.9 | 39.4 |
| | \$80,000 to \$110,000 | 42 | 19.4 | 26.3 | 65.6 |
| | Over \$110,000 | 55 | 25.5 | 34.4 | 100.0 |
| | Total | 160 | 74.1 | 100.0 | |
| Missing | Don't know | 6 | 2.8 | | |
| | System | 50 | 23.1 | | |
| | Total | 56 | 25.9 | | |
| Total | | 216 | 100.0 | | |

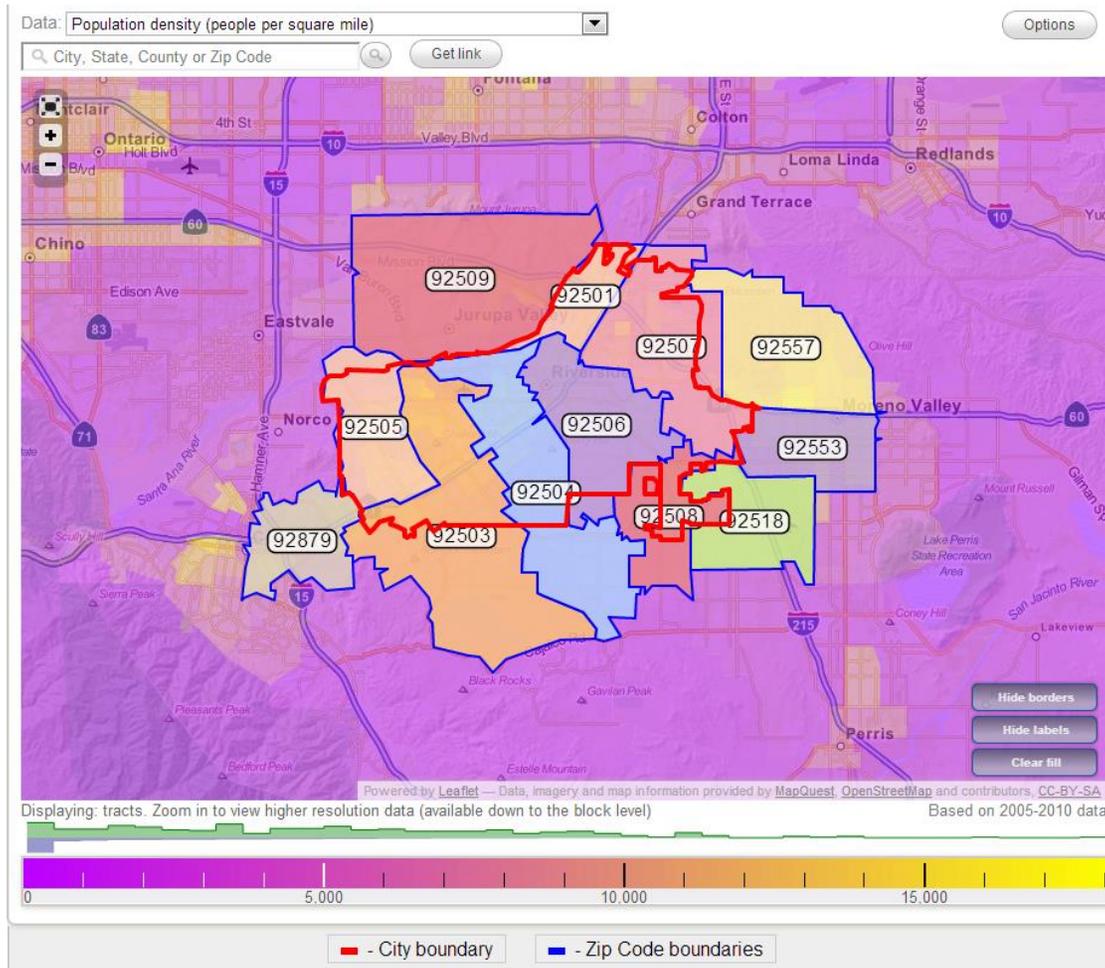
HEAR: How did you hear about this Riverside Community Quality of Life Survey?

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| A local newspaper | 2 | 1.0% | 1.1% |
| On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com | 10 | 5.0% | 5.7% |
| Explore Riverside quarterly newsletter | 1 | 0.5% | 0.6% |
| Utility bill inserts | 1 | 0.5% | 0.6% |
| Community or neighborhood group | 1 | 0.5% | 0.6% |
| Friends and family | 24 | 12.1% | 13.6% |
| Local websites | 6 | 3.0% | 3.4% |
| Social media such as Twitter or Facebook | 30 | 15.1% | 17.0% |
| Email from the city or Councilmember | 43 | 21.6% | 24.4% |
| Religious/Faith community | 1 | 0.5% | 0.6% |
| Employer | 77 | 38.7% | 43.8% |
| Chamber of Commerce | 2 | 1.0% | 1.1% |
| Don't remember | 1 | 0.5% | 0.6% |
| Total | 199 | 100.0% | 113.1% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses." Therefore, sums to 100% but "percent of cases" will not.

APPENDIX VIII

Riverside City Zip Code Map



Source: www.city-data.com/zipmaps/Riverside-California.html