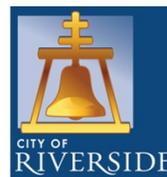


Community Quality of Life Survey 2013

What Did the Survey Tell Us About Riversiders?



SEIZING OUR DESTINY
The Movement for Riverside's Prosperous Future

www.SeizingOurDestiny.com

A full report by the research institution that conducted the Survey follows this memo, and includes all data collected. **The report is provided so that community, civic, elected, neighborhood and faith-based leaders and institutions can use it to help guide their decisions about programs, services and community-building initiatives.** This memo provides a summary of the findings with page numbers directing you to learn more about specific aspects.

Riverside Community Quality of Life Survey Measured Perceptions

The purpose of the Survey was to gather, analyze and share actionable data about the opinions of Riversiders regarding their **quality of life**, and to **spark community-wide engagement for improvements**.

The Phone Survey is a Statistically Valid Snapshot of Riversiders' Perceptions of Quality of Life

The Survey was conducted in conjunction with the Institute of Applied Research (IAR) at California State University, San Bernardino and was designed to be a research study measuring a sample of Riversiders that matched Census 2010 demographics, but that also allowed for widespread community input and engagement. Three survey methods were used in order to elicit information from a sample large enough to be analyzed: the **phone survey** represents a statistically valid random sample of residents; the online and paper surveys recorded opinions of residents and those who work here, and allowed for broader community engagement.

HEADLINE – Riversiders Have Tremendous Pride in their Community

A series of questions reveal that Riversiders, across racial/ethnic, age and income groups, have a tremendous feeling of pride in their city and a sense of belonging. **90.2%** of all respondents strongly agreed or agreed that they are “proud to live in Riverside”. (p. 12)

RIVERSIDERS FEEL POSITIVE ABOUT...

Riverside as a Good Place to Raise a Family and Prosper

Across a range of questions, respondents repeatedly showed their belief that Riverside is a good place to live, raise a family, retire and to prosper throughout life. **80.5%** feel that “Riverside is a place where I can realize the goals I have for my future”. (p. 19)

Educational Opportunities and Future for Youth

Riversiders are uniformly positive, with strong ratings for the full educational pipeline. **83.8%** strongly agree or agree that “There are good schools in my neighborhood”. (p. 24)

Riverside as a Destination for Affordable Living

Riversiders see their community as welcoming and affordable. **85.1%** strongly agreed or agreed that “Riverside is a good place to find an affordable place to live”. (p. 29)

LEGEND: **Bold** numbers are phone survey results (statistically valid, based on a random sample of residents); underlined numbers are online and paper survey results (residents and workers, but not representative of the city's population).

Riverside as an Active and Healthy Place

By a sizable majority, Riversiders (**90.4%**) strongly agreed or agreed that Riverside is a “good place to be active and healthy”. (p. 17)

Vibrant Arts and Culture Opportunities

Riversiders (**84.1%**), see their community as a good place to enjoy and participate in festivals, theater, music, dance and film. (p. 18)

RIVERSIDERS LESS POSITIVE ABOUT...

Improving Environment for Riverside Businesses

Riversiders believe Riverside is a good place to own or operate a business or a nonprofit organization (**75.9%** who felt able to respond) and the workforce is properly trained, but awareness about support services for entrepreneurs and employees is low. (p. 23)

Generosity Increasing, But Not Enough to Meet Need

Riversiders report commitment to Riverside-based causes and faith-based institutions, but need in the region has skyrocketed. **59.5%** indicated they donate to Riverside causes. (p. 16)

Neighbors Connected to One Another, But Not Their Neighborhood

Riversiders have supportive neighbors they know, but most respondents could not name their neighborhood and connections among neighbors are not higher than the national average. **42.0%** said they know most or all of their neighbors. (p. 14)

More Effort Needed to Shift Perceptions About Air and Water Quality

Riversiders still point to air quality as a negative, but **61.5%** of those who have lived here more than 20 years agree that air quality has improved. (p. 29) Similarly, negative perceptions of the tap water persist despite evidence of meeting regulatory agencies’ safety standards. (p. 17)

RIVERSIDERS MOST CONCERNED ABOUT...

Feeling Safe Overall, But Perception of Safety Varies by Geography and Age

Riversiders (**82.1%**) said they do feel it is safe to walk in their neighborhood but some neighborhoods and youth have more safety concerns. (p. 20)

More Progress Needed to Address Homelessness

Only **50.4%** of residents feel satisfied with the progress made so far in addressing homelessness in Riverside, despite citywide efforts of the private, public and nonprofit sectors. (p.14)

Good Jobs Hard to Find

Only about half of residents (**51.7%**) see Riverside as a good place to find a job. (p. 27)

Leaders Must Figure Out Effective Communication Methods

Reaching more than 300,000 residents is challenging; traditional sources such as “friends and family” (58.5%) and “local newspaper” (57.7%) still rank highest. (p. 15)

For more information on the Survey, see www.RiversideSurvey.com.

For more information about Seizing Our Destiny, see www.SeizingOurDestiny.com, “Like” us on Facebook (www.facebook.com/SeizingOurDestinyAgenda) and follow us on Twitter (@RivSide_Destiny).

LEGEND: **Bold** numbers are phone survey results (statistically valid, based on a random sample of residents); underlined numbers are online and paper survey results (residents and workers, but not representative of the city’s population).

Riverside Community Quality of Life Survey

Report Submitted to:

Seizing Our Destiny
The Movement for Riverside's Prosperous Future

Submitted by:



Principal Investigators:
Barbara Sirotnik and Shel Bockman

Project Coordinator:
Lori Aldana

City of Riverside Contractor for Seizing Our Destiny Implementation:
Gina Airey Consulting, Inc.

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LEGEND: **Bold** numbers are phone survey results (statistically valid, based on a random sample of residents); underlined numbers are online and paper survey results (residents and workers, but not representative of the city's population).

EXECUTIVE SUMMARY

The Institute of Applied Research (IAR) at California State University, San Bernardino is pleased to submit its final report on the Riverside Community Quality of Life Survey. The purpose of the survey effort was to determine perceptions of the quality of life among Riverside residents and among those who work in the City but live elsewhere. This year's survey effort was designed to establish a sound baseline which will allow us in future years to measure progress toward the Seizing Our Destiny vision of enhancing Riverside's quality of life. In addition, as noted on the Seizing Our Destiny website, the results can be used to "spark community-wide engagement that promotes and improves" the quality of life in Riverside.

SURVEY METHODS

Three 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 2010 Census. In other words, the sample would reflect the profile of adults in the City of Riverside.

- A total of 518 residents were surveyed between March 15 and March 24, 2013 (with 6.6% 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 April 1, 2013, with a special version of the survey designed for youth made available on April 15.

- A total of 2,253 "adult" surveys of City residents were completed online (10 of which were completed in Spanish) and 483 surveys were completed online by those who work in Riverside and live elsewhere. In addition, 152 "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.*

3) **Paper surveys** were made available at various events and public venues. This type of effort does not result in a random sample, however it provides an opportunity for input for those residents and workers who do not have access to a computer, are not willing or able to complete an online survey, or had not otherwise been informed about the survey.

- A total of 260 adult surveys and 44 youth surveys were completed in this “paper and pencil” format. These surveys have been included in the analysis of online surveys.

FINDINGS

The research objectives of the study were to elicit information from City residents and workers regarding the Seizing Our Destiny vision, established in 2009: “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** (the statistically valid results which reflect the profile of adults in the City as shown in the 2010 Census).

LEGEND: **Bold** numbers are phone survey results (statistically valid, based on a random sample of residents); underlined numbers are online and paper survey results (residents and workers, but not representative of the city’s population).

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 place that’s not crowded (although traffic is still an issue), has a small town atmosphere, and has good schools and universities. 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. Smog and crime are on-going concerns.

- **90.2%** strongly agreed or agreed that they are “proud to live in Riverside”
- **83.7%** view Riverside as a good place to bring visitors

- **87.8%** view Riverside as an attractive place
- Best things about Riverside include good area, location (**36.2%**); good climate, weather (**11.3%**), good schools/universities (**9.3%**); and small town atmosphere/feeling (**8.4%**)
- Things Riverside residents like least about living in Riverside include traffic (**17.8%**); smog, air pollution (**13.1%**); weather, fires, floods, earthquakes (**13.1%**); and crime/violence (**8.7%**)/ gang activity (**3.7%**)/ drugs (**1.1%**)
- **50.4%** are satisfied with the progress in addressing homelessness in the city
- **84.9%** feel a sense of belonging to their community
- Most people (**59.5%**) donate to Riverside causes or organizations, showing a strong tie to the community
- **35.2%** 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 **14.33** hours and a median of **10** hours.

Additional highlights from the online surveys:

- 77.8% of online survey respondents said they have at least one neighbor who would help them if they needed help (and another 15.8% said they “think so” but aren’t sure).
- 31.2% of online survey respondents say that they use the local newspaper most often to find out about events and resources in Riverside.

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 were lower than might be expected given that objective evaluations show the quality meets or exceeds standards. Most feel that Riverside is a good place to enjoy art and culture, although suggestions were made to improve the entertainment scene. Residents are relatively optimistic about their financial future. Riverside residents overwhelmingly feel that it is safe to walk in their neighborhood, and the majority are not fearful that they will be the victim of a serious crime.

- **90.4%** think Riverside is a good place to be active and healthy
- **76.8%** rate the availability of places to exercise and be active in the neighborhood as excellent or good

- **72.1%** rate the availability of healthy places to eat and shop for groceries as excellent or good
- Only **59.9%** agree that Riverside’s tap water is safe to drink
- **88.4%** get the medical services they need in Riverside
- **84.1%** think that “Riverside is a good place to enjoy art and culture”
- **88.6%** view Riverside as a good place to raise children
- **80.5%** feel that “Riverside is a place where I can realize the goals I have for my future”
- **82.1%** 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
- **67.3%** 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. 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.

- **75.9%** agreed that Riverside is a good place to own or operate a business or non-profit
- “Good schools and universities” were the **third most often** mentioned “best thing” about living in Riverside
- **83.8%** agree that there are good schools in their neighborhood

Additional highlights from the online surveys:

- 96.7% of online respondents living in Riverside think there are good colleges/universities in the City
- 75.4% of parents think their child’s school prepares them for a good job or career
- 78.8% of parents think their child’s school helps them prepare to be a successful college student
- 60.6% 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, but residents may not be feeling that improvement as evidenced by the fact that just over half of respondents think Riverside is a good place to find a good job. 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.” Air quality is still a concern, although long-time Riverside residents acknowledge that air quality has improved. The car culture is alive and well in Riverside – a large portion of the residents and workers are unable to rate the ease of getting around by bike, bus or rail.

- Only **51.7%** either strongly agreed or agreed that Riverside is a good place to find a job
- **81.9%** said retail stores in Riverside meet their needs, and **8.6%** said they “somewhat” meet needs
- **77.5%** said restaurants in Riverside meet their needs, and **7.4%** said they “somewhat” meet needs
- Smog is the #2 factor people like least about living in Riverside, yet **61.5%** of long time Riverside residents believe air quality has improved since they moved here.
- **78.1%** said parks and recreational spaces in Riverside meet their needs, and 5.8% said they “somewhat” meet needs
- **85.1%** feel that Riverside is a good place to find an affordable place to live
- **54.1%** rate the availability of bike lanes as excellent or good
- **42.9%** rated the ease of getting around by bus or rail as excellent or good, with **31.7%** saying they don’t know or don’t use those methods of “alternative” transportation. Ratings are lowest for the 70+ year old age group.

INTRODUCTION

The Institute of Applied Research (IAR) at California State University, San Bernardino is pleased to submit its final report on the Riverside Community Quality of Life Survey. The purpose of the survey effort was to determine perceptions of the Riverside quality of life among City residents and among those who work in the City but live elsewhere.

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. This year’s survey effort was designed to establish a sound baseline which will allow us in future years to measure progress toward the Seizing Our Destiny vision of enhancing Riverside’s quality of life. In addition, as noted on the Seizing Our Destiny website, the results can be used to “spark community-wide engagement that promotes and improves” the quality of life in Riverside.

More specifically, the research objectives of the study were to elicit information from City residents and workers regarding the Seizing Our Destiny vision, established in 2009: “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.” 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 above topics, in combination, tell 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 make the City great and to create a “call to action” to make a difference in the community in those areas that need improvement.

SURVEY METHODS

Three 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 2010 Census. In other words, the sample would reflect the profile of adults in the City of Riverside. In addition, an **online survey** was used to tap opinions of Riverside residents (both adults and youth) and those who work in the city. Although such a survey is not random (and therefore must be interpreted with caution due to possible biases in the data), it does provide an opportunity for community engagement and wider participation. Finally, **paper surveys** were made available at various events and public venues. Again, this type of effort does not result in a random sample, however it provides an opportunity for input for those residents and workers who do not have access to a computer, are not willing or able to complete an online survey, or had not otherwise been informed about the survey.

Questionnaire Construction

On January 18, a meeting was convened to discuss the content of the telephone questionnaire. Attendees were IAR, Gina Airey Consulting (contract staff for the project), and members of the Seizing Our Destiny Champions Council who volunteered to serve as the “Measure Workgroup.” Issues discussed at the meeting included:

- What makes a good research objective?
- What worked in the previous survey effort, and what didn't?
- What categories of quality of life should be measured?

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.

- What do community leaders need to know from Riverside residents and workers?

Meeting participants were asked to keep in mind the following overarching imperative: **Only include questions on the survey which will provide data that is useful (as opposed to simply “interesting”) and actionable.**

Following that meeting IAR, in consultation with Gina Airey Consulting, constructed a questionnaire which included some questions from the 2011 Riverside Community Quality of Life Survey, some questions from IAR’s Inland Empire Annual Survey, a question from the a survey conducted by the Pew Internet & American Life Project,² and some new questions of interest to the Seizing Our Destiny Champions Council or Leadership Core. Where possible, the questions were structured to enable us to:

- 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 Riverside residents’ and workers’ quality of life.

Several iterations of the telephone survey were distributed among the Measure Workgroup members before the survey was finalized on March 6. Work then began on constructing the online survey which included most of the questions from the phone survey in addition to questions which had been deemed too difficult to address by phone. The online survey was completed and approved in late March, 2013, with separate versions for those who live in Riverside and those who work (or attend college/university) in Riverside but live elsewhere. A shorter version of the survey was developed for “paper and pencil” use in early April, as was a survey for youth.

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

Telephone Survey Methods

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

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

resident **with a telephone** (either landline or cell phone) had an equal chance of being included in the survey sample. A total of 518 residents were surveyed (with 6.6% of them conducted in Spanish)³, resulting in a 95 percent level of confidence and an accuracy of +/- 4.3%.

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 slightly skewed toward older people (people traditionally more likely to respond to a phone survey). Further, only 36.4% of the respondents reported being of Hispanic, Latino, or Spanish origin, whereas the 2010 census reports 49.0% 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. Since only 514 of the 518 respondents chose to respond to the question regarding Hispanic, Latino, or Spanish origin, the application of the weighting factor reduced the table totals in the data displays to 514.

AGE – RIVERSIDE ADULT POPULATION ONLY

	Census	Phone survey
18 to 19 years	7.4%	3.8%
20 to 24 years	14.5%	6.1%
25 to 34 years	18.1%	12.9%
35 to 44 years	17.3%	15.6%
45 to 54 years	18.3%	18.4%
55 to 59 years	6.6%	11.7%
60 to 64 years	4.9%	9.3%
65 to 74 years	7.0%	13.5%
75 to 84 years	4.5%	6.5%
85 years and over	1.3%	2.2%

HISPANIC, LATINO, OR SPANISH ORIGIN

	Census	Phone survey
Hispanic	49.00%	36.4%
Non-Hispanic	51.00%	63.6%

RACE/ETHNICITY

	Census	Phone survey
White	56.50%	57.60%
Black	7.00%	9.30%
American Indian/Alaska Native	1.10%	2.60%
Asian	7.40%	4.20%
Native Hawaiian	0.40%	0.00%

³ Of the 36.4% of the sample reflecting respondents of Hispanic, Latino, or Spanish origin, only 6.6% required the Spanish version. The rest responded to the English version.

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 March 15 and March 24, 2013 (Fridays from 3 – 9 PM, Saturdays from 10 AM- 6 PM, and Sundays from 1 PM to 7 PM) in order to maximize the chances of finding respondents available and willing to complete the survey.

Online Survey Methods

The online survey was programmed in Qualtrics and thoroughly pre-tested. On April 1, 2013, links to the online version of the Riverside Community Quality of Life Survey were made active on the RiversideSurvey.com web page. One link opened up an English version of the “live in Riverside” survey and another opened up an English version of the “work in Riverside” survey. Links were also present for Spanish versions of the two surveys. Finally, on April 15 a link to a version of the survey specifically for youth was made active.⁴

The survey was supposed to close at midnight April 30, 2013, however the link was left active through May 3 since the daily completion count was still high. **A total of 2,253 “adult” surveys of City residents were completed online** (10 of which were completed in Spanish) **and 483 surveys were completed online by those who work in Riverside and live elsewhere.** In addition, **152 “youth” (residents younger than 18) surveys were completed** either partially or in full online in English.

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 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 people often have access to several 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).

Bottom line: 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. But 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.***

⁴ The youth survey was launched late due to the need to get IRB (Institutional Review Board) approval, a much more rigorous process than getting approval for research with adults.

Paper Survey Methods (both adult and youth surveys)

In order to capture the insights of City residents who were not included in the phone survey and who don't have access to or ability to use a computer, paper copies of the survey were made available at various community events (e.g., Riverside Air Show), libraries, community centers, and City Hall. **A total of 260 adult surveys and 44 youth surveys were completed in this “paper and pencil” format.**

The same caveats about lack of randomness described relative to the online surveys hold for the paper surveys. The paper surveys provided an opportunity for input from otherwise excluded residents/workers, however the information cannot be considered random and statistically representative of the population. Given these methodological problems and the small number of surveys completed on paper, these surveys have been included in the analysis of online surveys.

The following tables comparing the demographic profile of the online and paper surveys with 2010 Census figures demonstrate the lack of randomness and reinforce the fact that the phone survey yielded the only statistically valid and generalizable information in this study.

AGE – RIVERSIDE ADULT POPULATION ONLY

	Census	<u>Online and paper surveys</u>
18 to 19 years	7.4%	<u>1.9%</u>
20 to 24 years	14.5%	<u>6.6%</u>
25 to 34 years	18.1%	<u>18.1%</u>
35 to 44 years	17.3%	<u>21.8%</u>
45 to 54 years	18.3%	<u>23.6%</u>
55 to 59 years	6.6%	<u>10.7%</u>
60 to 64 years	4.9%	<u>8.3%</u>
65 to 74 years	7.0%	<u>8.5%</u>
75 to 84 years	4.5%	<u>2.0%</u>
85 years and over	1.3%	<u>0.4%</u>

HISPANIC, LATINO, OR SPANISH ORIGIN

	Census	<u>Online and paper surveys</u>
Hispanic	49.00%	<u>22.1%</u>
Non-Hispanic	51.00%	<u>77.9%</u>

RACE/ETHNICITY

	Census	<u>Online and paper surveys</u>
White	56.50%	<u>87.3%</u>
Black	7.00%	<u>5.1%</u>
American Indian/Alaska Native	1.10%	<u>2.5%</u>
Asian	7.40%	<u>4.2%</u>
Native Hawaiian	0.40%	<u>0.1%</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 combined

online/paper 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/paper results are underlined to distinguish these from the statistically valid phone results.

<p>LEGEND: Bold numbers are phone survey results (statistically valid, based on a random sample of residents); <u>underlined</u> numbers are online and paper survey results (residents and workers, but not representative of the city's population).</p>
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The reader is encouraged to view the full data displays in Appendices VI - IX.

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 place that's not crowded (although traffic is still an issue), has a small town atmosphere, and has good schools and universities. 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. Smog and crime are on-going concerns.

Natural disasters, humanitarian crises, and high profile crimes tend to result in communities pulling together to provide material and emotional support to those in need. For example, following the recent Christopher Dorner shooting attacks on police officers and their families, Riversiders came together in unity to support the police and each other. But does this sense of unity and pride transcend these types of tragic and extraordinary events and apply to “normal” day to day life?

A series of questions was asked to determine residents’ 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. Nine out of 10 phone survey respondents (**90.2%**)

strongly agreed or agreed that they are “proud to live in Riverside,” as did over three quarters (80.9%) of online survey respondents. And 89.0% 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 (61.9% 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 17.6% said they can’t afford to live in Riverside, and 17.4% 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 (13.0%), schools seem better where they live now (12.8%), they prefer a less crowded area (8.2%), or they “just don’t like it” (7.3%).

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 (83.7% of phone survey and 73.8% of online respondents)...an attractive place (87.8% of phone survey and 79.7% of online survey respondents) which they enjoy. Best things about Riverside (an open-ended question to which respondents could offer more than one answer) include:

- Good area, location (36.2%)
- Good climate, weather (11.3%)
- Good schools/universities (9.3%)
- Small town atmosphere/feeling (8.4%)
- Not crowded (7.6%)
- Affordable housing (7.3%)
- Nice parks, outdoor spaces, natural scenery (7.1%)
- Friendly people (7.0%)

Obviously Riverside’s political and educational leaders can’t take credit for the first two items on the list, however their efforts to improve Riverside through Riverside Renaissance and other initiatives have definitely helped with some of the other items. Their help will definitely be needed to help address Riverside’s challenges, summarized below in answer to the open-ended question: “What do you like least about living in Riverside?” Top answers included:

- Traffic (17.8%)
- Smog, air pollution (13.1%)
- Weather, fires, floods, earthquakes (13.1%)
- Crime/violence (8.7%), gang activity (3.7%), drugs (1.1%)
- Lack of entertainment, arts, and culture (5.9%)
- Overpopulation (4.9%)
- Homelessness (4.8%)
- There is NOTHING I like least (12.9%)

Reviewing the above list, it is not surprising that traffic is at the top given all the road construction in progress at the moment. Of course, once the construction is done the traffic should ease considerably, however in the meantime residents are feeling a great deal of angst relative to getting where they want to go. Smog is high on the list as it always is in surveys throughout the Inland Southern California region. And there isn't much that can be done about the weather, floods, or earthquakes...that is just a part of life in Southern California!

On the other hand, Riverside leaders *can* do something to address the perceived lack of entertainment, arts, and culture, and have been working hard on the ongoing challenge of improving the entertainment scene in the city. And more must be done to address homelessness in the city (especially given the concerns about the homeless relative to feelings of safety and security noted later in this report, and considering that only **50.4%** of residents responding to the phone survey feel satisfied with the progress made so far in addressing homelessness in the city). To place these figures in context, it must be noted that data from the recent "Riverside County 2013 Homeless Count and Subpopulation Survey" (released in May, 2013) indicate that there *has* been a significant decline since 2011 in the number of unsheltered adults in the City of Riverside.⁵ That report conjectured that the decrease "can be attributed, in part, to the following: a strengthened network of homeless service providers, increased funding for homeless prevention...".

Social Environment, Neighborhood, and Belonging

One of the things deemed "best" about living in Riverside is its small town atmosphere and feeling. Of course, the quintessential quote about small towns comes from Garrison Keillor who states that a small town is a place "where all the women are strong, all the men are good-looking, and all the children are above average." Perhaps a better (and less tongue-in-cheek) characterization of a small town is that it is a clean community which engenders a sense of belonging, a town where you can make friends and where neighbors know each other.

So where does Riverside stand relative to that description? The vast majority of phone survey respondents (**84.9%**) feel a sense of belonging to their community. Online survey results show that 73.4% feel a sense of belonging to their community, and more than four out of five online survey respondents (85.3%) indicated that they strongly agree or agree that Riverside is a good place to make friends. These figures are consistent with the "small town atmosphere" and feeling.

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, that figure is virtually the same – **42.0%** – in the City of Riverside. Online survey results

⁵ NOTE: Different methodologies were apparently used for the 2011 and 2013 homeless counts, possibly accounting for part of the decline. However it must be noted that the 2013 count also declined from 2009 figures which used the same methodology as the 2013 data collection effort.

are similar, with 45.2% saying they know most or all of their neighbors. Even more significant is that 77.8% of online survey respondents said they have at least one neighbor who would help them if they needed help (and another 15.8% who said they “think so” but aren’t sure). It is doubtful whether the results in a large city would match those statistics.⁶

Engagement and Awareness

As will be discussed later in this report in the section on “Arts, Culture, and Entertainment,” residents are often unaware of what’s happening in their own city, even though a herculean effort has been made by Riverside leaders to keep the community informed through traditional media outlets (newspaper, TV, radio) as well as mailings, meetings and social media. 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 from a provided list as they wished. The results of that multiple response question are shown in the table below.

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.

Source(s) of information people rely on to find out about events and resources in Riverside <i>Online survey respondents only</i>	Sources of info used*	Source of info used most often
Friends and family	<u>58.5%</u>	<u>13.7%</u>
A local newspaper	<u>57.7%</u>	<u>31.2%</u>
Explore Riverside quarterly newsletter	<u>37.5%</u>	<u>10.4%</u>
Social media such as Twitter or Facebook	<u>34.7%</u>	<u>15.1%</u>
Online community calendar at RiversideCA.gov or ExploreRiverside.com	<u>33.6%</u>	<u>8.9%</u>
Local websites	<u>26.4%</u>	<u>4.8%</u>
Utility bill inserts	<u>24.4%</u>	<u>1.1%</u>
Community or neighborhood groups	<u>19.2%</u>	<u>3.3%</u>
Radio	<u>17.9%</u>	<u>2.1%</u>
Email from the City or Councilmember	<u>17.8%</u>	<u>3.8%</u>
Religious/Faith community	<u>14.5%</u>	<u>1.2%</u>
Employer	<u>13.4%</u>	<u>2.5%</u>
Channel 3, government access TV	<u>5.6%</u>	<u>0.7%</u>

* NOTE: Since respondents were able to indicate more than one response, the percentages in this column 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? Nearly a quarter of respondents (21.9%) said “yes” and another 23.9% said “sometimes.” These results, in concert

⁶ Unfortunately the Pew results are not available for geographical areas other than the nation as a whole.

with those in the table above, would indicate that Riverside leaders might increase efforts to inform residents of available sources of information.

Volunteerism and Philanthropy

Why do people give? Studies show that individuals who engage in charitable giving actually derive great benefits from their acts, including internal satisfaction and enjoyment from knowing they have contributed, public recognition for their gifts, and at times a tax deduction. 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.

Riverside residents were asked in the phone survey if they donate to Riverside causes or organizations. Most phone survey respondents (**59.5%**) indicated that they donate to Riverside causes, with the figures ranging from **46.3%** of low income respondents (incomes less than \$25,000) to **82.6%** of the highest income respondents (incomes over \$110,000). Another **39.3%** said they don't donate to Riverside causes or organizations, and the remainder (**1.2%**) said they donate to causes, but not in Riverside.

The data also show that the Riverside donations went to a combination of religious institutions and other non-profits. Specifically, **13.3%** said their donations went to religious institutions, **35.3%** said the money went to other non-profit organizations, and **51.4%** said they donate to both.

Another indicator of respondents' strong ties to the community was the fact that over a third (**35.2%**) said they 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 14.33 hours** and a **median of 10 hours**.

The online survey had similar results, with 64.7% reporting that they donate to Riverside causes or organizations. Nearly half of those respondents (47.2%) said 25% or less of their total charitable giving goes to Riverside causes. An amazing 57.4% said they volunteer for Riverside causes, organizations, or schools.

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 were lower than might be expected given that objective evaluations 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 are relatively optimistic

about their financial future. Riverside residents overwhelmingly feel that it is safe to walk in their neighborhood, and the majority are not fearful that they will be the victim of a serious crime.

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

What makes a city “healthy?” 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. And obviously individual residents must do their part to make good lifestyle choices.

The Riverside Community Quality of Life Survey did not attempt to elicit information regarding individual lifestyle choices, however there were a number of questions asking about the rating of Riverside as a “healthy city.” For example, when asked if Riverside is a “good place to be active and healthy,” the vast majority of respondents either strongly agreed or agreed (**90.4%** of phone survey respondents and **83.2%** of online survey respondents). About three quarters of phone survey respondents (**76.8%**) said the availability of places to exercise and be active in their neighborhood is excellent or good, and a similar amount (**72.1%**) said the same about the availability of healthy places to eat and shop for groceries. Those figures were somewhat lower for online survey respondents (**68.4%** rating of places to exercise and be active, and **56.2%** rating of 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. In particular, phone survey respondents from the 92507, 92508 and 92509 zip codes gave higher ratings than other residents to the City of Riverside as a “place to be active and healthy.” And phone survey respondents from zip codes 92503 and 92504 gave the *lowest* ratings when asked about the availability of places to exercise and be active in the neighborhood.

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 Riverside’s tap water. When phone survey respondents were asked whether they felt that Riverside’s tap water is safe to drink, **59.9%** strongly agreed or agreed, while **30.4%** disagreed and **9.7%** *strongly* disagreed. Online survey respondents gave similar ratings. On this issue there may be a “disconnect” between people’s perceptions and objective reality, in that Riverside Public Utilities and other sources have made it clear in published reports that Riverside water meets or exceeds state and federal drinking water standards. Unfortunately, there have been many newspaper articles about the safety of water in the *county* (including one which was published during the data collection period of the phone survey) and residents may be confusing this information with the safety data for the City’s water.

The vast majority of phone survey respondents (**88.4%**) and online survey respondents (**81.7%**) 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, however those differences are not statistically significant.

Respondents from the 92504, 92508, and 92509 zip codes report the lowest level of agreement. 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.

Although this is an encouraging finding, it is still important to determine the reasons some people aren't getting the needed care. Out of the **58** phone survey respondents who said they couldn't get care, **28** said they can't afford it or don't have medical insurance. Access to specific types of care also appears to be a problem for **12** people who said they have to go outside of Riverside to get the services they need or the **3** who said their specialist couldn't be found in Riverside. In the larger online sample, about a quarter of those who can't get medical services said they don't have medical insurance or can't afford the services they need, and 39.2% said they have to go outside of Riverside to get the services they need. Another 26.5% said they have to wait too long to get an appointment in Riverside, and 19.5% said Riverside doesn't have enough doctors. Finally, about 18.4% apparently can't find a Riverside doctor who understands their concerns or condition. So overall, most Riversiders are pleased with access to medical facilities, however the numbers lend credence to the push for the new medical school at UCR which should lead to an increase in the number of 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 (**84.1%**) and most online survey respondents (66.6%) either strongly agreed or agreed that "Riverside is a good place to enjoy art and culture." 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, and 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	38.6	5.3	19.3	36.7
	<u>Online live</u>	<u>18.0</u>	<u>30.0</u>	<u>29.8</u>	<u>22.2</u>
	<u>Online work</u>	<u>17.2</u>	<u>22.3</u>	<u>19.4</u>	<u>41.0</u>
Concerts and live theater	Phone	54.1	4.5	14.7	26.7
	<u>Online live</u>	<u>22.5</u>	<u>35.5</u>	<u>27.1</u>	<u>14.9</u>
	<u>Online work</u>	<u>21.7</u>	<u>23.1</u>	<u>20.6</u>	<u>34.6</u>
Festivals and special events	Phone	65.2	5.3	10.0	19.6
	<u>Online live</u>	<u>27.7</u>	<u>37.6</u>	<u>23.8</u>	<u>10.9</u>
	<u>Online work</u>	<u>32.0</u>	<u>24.7</u>	<u>16.4</u>	<u>26.9</u>

If these were the only questions asked on the survey, the data would be way too abstract to be “actionable.” Follow up questions were provided to those respondents whose needs were not met, asking them to specify what they would like in each of the categories. The most often offered comment indicated that they didn’t know of places to go to hear music and dance, or to attend concerts. Although there is a great deal of publicity in local newspapers and the City web site advertising these entertainment options (as well as festivals and special events), the news is apparently still not getting out to all respondents. Other comments focused on age-related needs, with requests for more options for younger individuals to “hang out” as well as settings for older people to listen to music and dance. Some respondents noted that the entertainment offerings are getting better, however there is still a need for more affordable options. And several respondents in both the phone survey and the online survey said “Bring back the Orange Blossom Festival.”⁷

Optimism and Opportunity

The final category under the heading “unified city” is measures of optimism and opportunity. That is, do people feel that Riverside is 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? The answer to these questions is “yes.”

The vast majority of respondents (**88.6%** in the phone survey and 80.5% in the online survey) either strongly agree or agree that Riverside is a good place to raise children. Further, **80.5%** of phone survey respondents feel that “Riverside is a place where I can realize the goals I have for my future.” That figure is 68.0% in the online survey. There were no significant differences in responses to these questions when analyzed separately by age, income, or ethnicity of respondent, nor were there significant differences based on whether the person has children or not.

Most college students responding to the online survey (78.9%) felt that Riverside is a good place for them to live, however they felt that more police presence would help them feel safer. They also wanted more and better night life, entertainment, sports venues, and quality of restaurants.⁸ On the other end of the age spectrum, 84.7% of online respondents who recorded their age as 65 or older rated Riverside as a “good place to live for those 65 or older.” Comments were made by respondents from this age group indicating that safety is an issue, as is the need for affordable housing, better public transportation, and affordable housing for seniors.

Finally, the category of “optimism and opportunity” includes 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 (**56.8%**) said they were the same as last year, while an encouraging **23.7%** said they are now better off than before (and **19.4%** indicated that they are worse off). To place these figures in context, IAR’s 2011

⁷ The full array of comments offered has been provided to Seizing Our Destiny and the City.

⁸ An array of specific comments have been provided to Seizing Our Destiny and the City.

Inland Empire Annual Survey showed only 17.5% saying they were financially better off than the year before, and 43.3% said they were worse off. Clearly the negative effects of the recession on personal income have eased somewhat since 2011. For a more current comparison, consider the results from selected cities surveyed in this year’s Inland Empire Annual Survey which was conducted in San Bernardino County only. The percentages of people saying they are better off than last year was 22.5% in Ontario, 15.2% in Ranch Cucamonga, 11.4% in Redlands, and 18.6% in San Bernardino. The residents of the City of Riverside appear to be more optimistic than all of those cities (although it must be noted that the sample sizes in those cities were much smaller than that of the Riverside Community Quality of Life survey, thus comparisons should be made with caution).

An important follow-up question is: “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 16 years of the Inland Empire Annual Survey, 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. In this phone survey, **50.8%** expect to be better off next year. Again, for comparison, the city of Ontario registered 45.9% expecting to be better off next year, and all other cities were less optimistic than that.

Perceptions of Safety

One of the factors that makes any city a “location of choice” is the feeling that the area is a place where a person can feel safe. Respondents were asked: “Do you feel it is safe to walk in your neighborhood” (or in the area around a person’s work place). Following are the results from the various survey methods:

Do you feel it is safe to walk in your neighborhood/near your work location?

	Phone survey Percent	<u>Online Resident Survey Percent</u>	<u>Online Worker survey Percent</u>	<u>Online Youth Survey Percent</u>
Yes	82.1	<u>63.9</u>	<u>44.5</u>	<u>47.1</u>
Somewhat	8.4	<u>29.3</u>	<u>39.3</u>	<u>38.4</u>
No	9.5	<u>6.1</u>	<u>16.2</u>	<u>12.8</u>

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. Those individuals (especially those who work in the downtown area, the area near the University of California, and the La Sierra area) appear to feel

less of a sense of safety than do those who actually live in Riverside.

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.

Zip code	% who feel safe
92506	92.9
92505	87.8
92504	87.1
92508	82.8
92501	80.0
92503	76.0
92509	74.5
92507	70.6

There wasn't a sufficient sample size in all neighborhoods to conduct a full analysis by neighborhood (especially since many respondents weren't able to indicate what neighborhood they live in), however it will be no surprise to those familiar with Riverside that the areas with the highest feelings of safety are Orangecrest, Canyon Crest, and Woodcrest, whereas the lowest ratings of safety are given by residents in Eastside, Arlanza, Arlington, and Downtown. Overall it appears that people aged 46 or older felt safest (**94.2%** "safe" or "somewhat safe") and the younger age group of 18 to 29 year olds felt least safe (**84.4%** "safe" or "somewhat safe").

Those respondents who felt that it is somewhat safe or not safe to walk in the neighborhood were asked to indicate what contributes to their feeling that the area is unsafe. Following are the main reasons offered (although many people offered more than just one reason):

Top reasons for feeling somewhat or not safe

	Phone survey Percent	Online Resident Survey Percent	Online Worker survey Percent	Online Youth Survey Percent
Crime	53.4	<u>40.1</u>	<u>37.2</u>	<u>35.3</u>
Gang problems	17.6	<u>10.6</u>	<u>6.5</u>	<u>17.6</u>
Lack of lighting	9.9	<u>9.3</u>	<u>4.5</u>	<u>3.5</u>
Animal control issues	3.6	<u>5.2</u>	--	--
No/bad sidewalks	2.7	<u>11.0</u>	<u>4.0</u>	<u>10.6</u>

In addition to the above comments, many respondents (especially in the "work in Riverside" online survey) noted that the presence of apparently homeless people made them feel unsafe, especially during evening hours.

A follow-up question on the surveys 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 of being victim of serious crime

	Phone survey Percent	<u>Online Resident Survey Percent</u>	<u>Online Work Survey Percent</u>
Not at all fearful	28.0	<u>14.1</u>	<u>14.5</u>
Not too fearful	39.3	<u>46.0</u>	<u>49.2</u>
Somewhat fearful	28.6	<u>34.5</u>	<u>31.0</u>
Very fearful	4.2	<u>5.4</u>	<u>5.3</u>

The above table shows that the majority of respondents are not fearful that they will be the victim of a serious crime. In future years this survey will be able to track responses to determine whether the level of fear is changing due to changing levels of police presence, community efforts, and other actions. In the meantime, it is useful to compare these figures to other regional surveys to determine whether there is cause for concern. For example, in the recent Inland Empire Annual Survey conducted throughout San Bernardino County, over 55% of San Bernardino City residents and 39% of county-wide respondents reported being somewhat or very fearful, as opposed to the **32.8%** in the comparable Riverside City phone survey. This comparison may be encouraging at first glance, however it must be noted that this year's data *is* an increase in measures of fear from 2011 when 25.8% of City of Riverside residents included in the Inland Empire Annual Survey reported feeling very or somewhat fearful. These results clearly call out for continued action on the part of Riverside leaders and residents to help make Riverside the safest place it can be.

It is important to determine whether the perceptions of safety and increased levels of fear of crime are truly a reflection of the state of the City, or just generic fears of the residents which may be based on past experiences, recent high profile crimes, and perhaps media hype rather than objective reality. But without a detailed probing of responses there is no way of determining the reasons behind people's perceptions. In this case there may be objective reality behind the perceptions since an analysis of crime data for the first quarter of 2013 versus the year before *does* indicate that there has indeed been an increase in total violent crime. This year there were 348 total violent crimes whereas during the same period in 2012 the figure was 295. Total crimes (including burglary and theft) increased from 2,700 in 2012 to 3,166 in 2013 (source: Riverside Police Department). It is possible that AB109⁹ may be part of the reason for this increase, a trend which can hopefully be reversed in the near future.

⁹ AB109 is the state's prison realignment program designed to reduce overcrowding in California's prison system. Some law enforcement members believe that early releases due to crowded county jails have resulted in increases in crime in some communities.

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. 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. To cite a few examples, SmartRiverside has received accolades for providing city-wide Wi-Fi access to the internet and helping low-income residents by offering computer equipment and training resources. The City has collaborated with UCR and Innovation Economy Corporation to help launch and grow technology-based businesses. Riverside has recently been involved in a Riverside Startup Weekend during which “developers, coders, designer, marketers, product managers and startup enthusiasts come together to share ideas, form teams, build products and create startups.”¹⁰ Examples such as these have enabled Riverside 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). 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 many respondents (**about a quarter**) had no idea how to answer that 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). The results from those who *were* able to answer were different based on survey modality. For example, 3 out of 4 people who were able to respond to the question on the phone survey (**75.9%**) agreed that Riverside is, indeed, a good place to own or operate a business or non-profit, with no meaningful differences in results based on age, income, or educational attainment. That figure was 61.2% in the online survey of residents and 70.4% in the online survey of people who work in Riverside but live elsewhere. As was noted earlier, when there are

¹⁰ <http://www.riversideca.gov/econdev/startup-weekend-riverside-kicks-off-on-friday-may-2nd/>

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, however more can be done to enhance the perception that Riverside is a “business-friendly” place. The next section details some suggestions to accomplish that aim.

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), “good schools/universities” came in **third** on the list (**9.3%** of phone survey respondents mentioned it, a figure only lower than the abstract factors of “good area/location” and “good climate/weather”).

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

	Phone Survey Percent	<u>Online Resident Survey Percent</u>	<u>Online Worker survey Percent</u>	<u>Online Youth Survey Percent</u>
Strongly Agree	68.0	<u>71.3</u>	<u>68.5</u>	<u>67.5</u>
Agree	30.7	<u>26.8</u>	<u>28.2</u>	<u>30.8</u>
Disagree	1.3	<u>1.4</u>	<u>2.6</u>	<u>1.8</u>
Strongly Disagree	0.0	<u>0.5</u>	<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

	Phone Survey Percent	<u>Online Resident Survey Percent</u>	<u>Online Worker survey Percent</u>	<u>Online Youth Survey Percent</u>
Strongly Agree	26.3	<u>20.8</u>	<u>12.2</u>	<u>25.7</u>
Agree	57.5	<u>55.6</u>	<u>64.3</u>	<u>56.3</u>
Disagree	13.4	<u>16.3</u>	<u>17.7</u>	<u>11.4</u>
Strongly Disagree	2.8	<u>7.4</u>	<u>5.8</u>	<u>6.6</u>

There are good colleges/universities in Riverside

	<u>Online Resident Survey Percent</u>	<u>Online Worker survey Percent</u>
Strongly Agree	<u>42.0</u>	<u>35.2</u>
Agree	<u>54.7</u>	<u>60.7</u>
Disagree	<u>2.2</u>	<u>2.3</u>
Strongly Disagree	<u>1.1</u>	<u>1.8</u>

To get further information regarding people’s perceptions of the school system in Riverside, parents of a child 18 years old or younger were asked (in the online survey) whether their child’s school prepares them for a good job or career, and 75.4% strongly agreed or agreed. And 78.8% agreed that the child’s school prepares him or her to be a successful college student.

Of course it is important to hear from the youth themselves regarding their perceptions of Riverside schools. Summarizing the views:

- 82.0% strongly agree or agree that there are good schools in their neighborhood
- 86.3% agree that their school prepares them to get a good job in the future
- 93.4% strongly agree or agree that their school helps them prepare to be a successful college student

But before the educational system celebrates its apparent successes in the minds of its students, these statistics must be placed in context: the sample size of the youth survey was relatively small (202 online and paper, some of which were not completely filled out), and 93.1% of those respondents plan to attend college or university (not exactly a representative sampling of Riverside’s youth). That said, the above statistics are encouraging, and in the next survey more of an attempt should be made to gather the opinions of a larger and more representative sample of youth.

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 business training and support, all of which help to improve the city’s standing as a “business-friendly” place. Although business training and support are not “city services,” it might behoove the City to be more involved in heavily promoting the services since 15.8% of the online “work in Riverside but don’t live here” survey respondents didn’t even know that such services existed in Riverside and another 40.7% said they don’t use them. Of those who *could* rate those services, nearly a quarter (24.5%) said the services don’t meet their needs, 28.9% said the services meet needs, and 46.6% said that the services *partially* meet their needs. Results are similar for the online survey of residents.

A variety of suggestions for desired classes/training were mentioned by Riverside residents and workers who completed the online survey. But it is interesting to note that workforce development agencies at the local, county, and state level already *do* offer many of those training services to help employers, employees, and job seekers alike. This reinforces the need to promote services more effectively. And perhaps more/different services are needed, particularly in light of the fact that only 60.6% of those who both live and work in Riverside indicated in the online survey that the workforce is properly trained and educated (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 (73.2%) 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, but residents may not be feeling that improvement as evidenced by the fact that just over half of respondents think Riverside is a good place to find a good job. 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.” Air quality is still a concern, although long-time Riverside residents acknowledge that air quality has improved. The car culture is alive and well in Riverside – a large portion of the residents and workers are unable to rate the ease of getting around by bike, bus or rail.

Economy and jobs

It's no secret that the recession hit hard in the Inland Empire, with the associated increase in unemployment. Over the past several years California has had an unemployment rate between 2 and 3 percentage points higher than the U.S. unemployment rate, and the unemployment rate in the Inland Empire has been significantly higher than other Southern California areas (e.g. coastal counties) by 3 to 4 percentage points.¹¹ The good news, however, is that the Inland Empire economy is improving (source: IAR's *Inland Empire Report on Business* for May, 2013). Further, as noted in a recent Employment Development Department report, “the unemployment rate in the Riverside-San Bernardino-Ontario MSA [metropolitan statistical area] was 9.6 percent

¹¹ Unemployment figures are often difficult to interpret since they are based on where a person lives; when Riverside residents commute outside of the City for work, jobs lost elsewhere are reflected in Riverside's unemployment rate. This can be significant considering that a May 2013 SCAG report indicates that 71.19% of Riverside residents commute outside their local jurisdiction to work.

in April 2013, down from a revised 10.5 percent in March 2013, and below the year-ago estimate of 11.6 percent. This compares with an unadjusted unemployment rate of 8.5 percent for California and 7.1 percent for the nation during the same period.”¹² Things are 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? Just over half of phone survey respondents (**51.7%**) either strongly agreed or agreed that Riverside is a good place to find a job. Although these figures can be interpreted as the “glass half full” or the “glass half empty,” most objective observers would agree that there is a need for improvement in this area. One would have hoped that younger respondents (likely to be looking for their first career job) might be more positive about the job prospects in Riverside than other age groups, but that was not the case. Between **45%** and **50%** of the 18 – 29, 46 – 60, and 61 or older age groups think Riverside is a good place to find a job, and **62%** of the 30 – 45 year old age group felt that way. Analyzing the data based on educational attainment, it appears that those with a Bachelor’s degree or with some college but no degree agree most strongly that Riverside is a good place to find a good job.

Anecdotal evidence from the online survey paints a slightly more pessimistic picture. In the online survey, only 44.6% felt that Riverside is a good place to find a job. Further, only 39.9% of college students expressed confidence that they will be able to find a good job in Riverside after graduation, another 43.9% said that the jobs they want aren’t in Riverside, and the remainder (16.2%) said they simply have no desire to stay in Riverside. Internships or part-time jobs can be a good way of improving college students’ chances of finding a good career position in Riverside, however the majority of those who had sought such opportunities (55.3%), indicated that they perceived there were just not enough local opportunities. About a quarter (21.4%) were satisfied with the opportunities and the other 23.3% “didn’t know yet.”

These results, in combination with the fact that 11.7% of online survey respondents and **4.2%** of phone survey respondents said that “lack of job opportunities” was the thing they like least about living in Riverside, are clearly a call to action for Riverside leaders. This is especially the case for the City’s Office of Economic Development which works with businesses considering relocating, expanding, or developing new projects in Riverside, all of which potentially increases the job pool and improves the economic health of the City.

But shifting the analysis from Riverside residents as potential workers to Riverside residents as *consumers*, the question is: Do the City’s businesses 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 online surveys of residents and workers relative to whether retail stores and restaurants meet their needs.

¹² May 17, 2013, report from the State of California Employment Development Department

Do the following meet your needs?

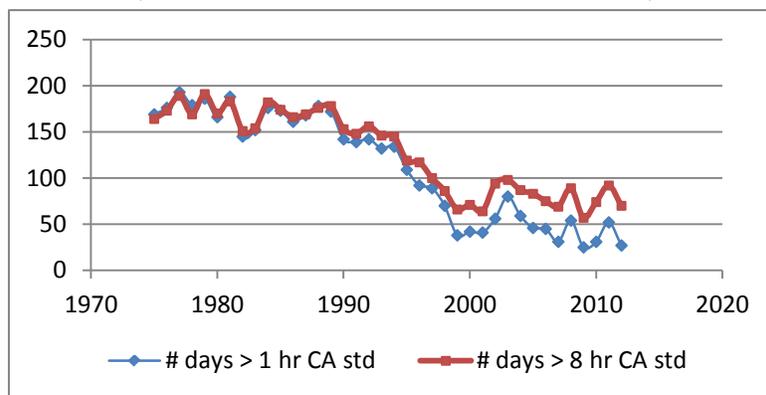
		% meets needs	% somewhat meets needs	% doesn't meet needs	% don't shop/go to restaurants
Retail stores	Phone	81.9	8.6	8.5	1.0
	Online live	40.2	43.5	15.4	0.8
	Online work	48.5	36.1	9.0	6.4
Restaurants	Phone	77.5	7.4	12.3	2.8
	Online live	38.1	42.4	18.7	0.9
	Online work	50.4	36.4	10.9	2.3

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 more electronics stores, high end retail establishments, and more “Mom and Pop” stores. In terms of restaurants, people appear to want more “healthy food places” and places where they can get ethnic food (e.g. Chinese, Vietnamese, Brazilian BBQ, Middle East, Thai, sushi) as well as more restaurants in the Mission Grove, Van Buren, and Orangecrest areas.

Environment and perceptions of recreational space

Over the past three decades, the air quality has dramatically improved as shown in the graph below (number of days the city exceeded the maximum state 1-hour and 8-hour average ozone concentration).¹³ Indeed, in the 1970’s when someone mentioned “Riverside,” one of the first things people thought of was “smog,” and that perception was warranted at the time.

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



¹³ Source: Air Resources Board

Even with objective improvement in air quality, people still perceive it as a significant problem in the region. For example, since 1999 the authors of this report have conducted an annual Inland Empire quality of life survey in San Bernardino County and sometimes in Riverside County, and virtually every year air quality is mentioned as one of the top 3 or 4 aspects of life in the county respondents like least. Similarly, in the phone survey we are reporting on here, smog/air pollution was mentioned by **13.1%** of respondents when asked what they like least about living in Riverside (it was the **#2** answer provided to an open-ended question). And 29.0% of online survey respondents mentioned it (the **#1** answer selected from a list of potential answers).

Yes, air quality is still perceived as a large problem, but the question is: Do residents perceive that there has been an objective *improvement* over time? The answer, based on the phone survey results, is *yes*. Only **47.2%** of the people who have lived in Riverside between 6 and 10 years have noticed an improvement (probably since the main decrease in days exceeding the pollutant standard was between the 1970's and 2000, a period before they arrived in the City). In contrast, **53.9%** of people who have lived in Riverside between 11 and 20 years feel that way, and **61.5%** 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 are more willing 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/rec spaces
Parks and recreational spaces	Phone	78.1	5.8	4.2	12.0
	<u>Online live</u>	<u>55.7</u>	<u>31.3</u>	<u>6.8</u>	<u>6.3</u>
	<u>Online work</u>	<u>39.1</u>	<u>20.0</u>	<u>3.6</u>	<u>37.3</u>

The above ratings are relatively strong; however respondents provided some comments to make parks/recreational spaces even better. Those comments revolved around the need for more safety and security, and the desire for more activities and biking/hiking/jogging/walking trails and better access for the handicapped and elderly.

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 (and the 12th largest in the state). Part of the reason for that growth has historically been the availability of affordable housing. That fact is no surprise to the **85.1%** of phone survey respondents and 81.5% of online respondents who

strongly agreed or agreed that Riverside is a good place to find an affordable place to live. Even in the youngest age group (18 – 29 years old), **81.2%** find Riverside affordable. City leaders can make use of these statistics as they “market” Riverside to businesses considering relocating or expanding.

Mobility and transportation

Navigating the traffic in Southern California is an ongoing challenge. The City of Riverside is an active participant in the Riverside County Transportation Commission (RCTC) and is responsible for the transportation system within City boundaries, with the exception of the freeways. Through the Riverside Renaissance almost \$500 million was invested in transportation overall and the City’s current Riverside Pavement Rehabilitation Program invests \$32 million to improve 50% of arterial street and 42% of local streets. Transportation solutions include improvements to roads and freeways as well as modalities considered to be more “environmentally sound” such as bus rapid transit, light rail, and bikeways.

What do Riverside residents think about those “environmentally sound” ways of getting around town? As seen in the tables below, a sizable group of residents were unable to rate the availability of these alternative modes of transportation (a not unexpected finding given the “car culture” which exists in Southern California in general). Those who *could* rate them tended to think the availability is excellent or good, with somewhat higher ratings being given by the random sample of phone survey respondents than the respondents of the online survey.

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

Rating	Phone Survey Percent	Online Resident Survey Percent
Excellent	19.6	<u>12.3</u>
Good	34.5	<u>29.9</u>
Fair	17.9	<u>23.2</u>
Poor	19.1	<u>17.9</u>
Don't know/Don't use	9.1	<u>16.7</u>

As might be expected, responses differed slightly by age. Whereas **23.3%** of phone survey respondents in the 18 – 29 age group rated availability of bike lanes as excellent, only **12.7%** of the 61 or older group did so.

A large amount of respondents were unable to answer a similar question rating the ease of getting around by bus or rail in Riverside. Those phone survey respondents who *were* able to rate were somewhat positive (**42.9%** gave ratings of “excellent” or “good” in contrast to **25.4%** “fair” or “poor”), whereas online survey respondents gave more negative ratings (37.6% “fair” or “poor” as opposed to 20.5% “excellent” or “good”).

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

Rating	Phone Survey Percent	Online Resident Survey Percent
Excellent	16.3	<u>5.5</u>
Good	26.6	<u>15.0</u>
Fair	11.5	<u>17.2</u>
Poor	13.9	<u>20.4</u>
Don't know/Don't use	31.7	<u>41.9</u>

U.S. Department of Transportation data¹⁴ shows that “estimated vehicle miles driven” is down from its peak in 2005. This decline may be partially due to climbing gas prices, however there appears to be an “age factor” involved as well. Miles driven by younger people has declined, partially due to social interaction revolving around cell phones rather than face-to-face interaction, living in big cities where cars are unnecessary, and lack of job availability (and therefore fewer car purchases). On the other end of the age spectrum, baby boomers are now getting to the point in their lives where they are driving less (and therefore need alternative forms of transportation).¹⁵

It is unknown whether this national trend holds for Riverside residents. If it does hold, however, then it is important to view the breakdown by age group of responses relative to the availability of getting around by bus or rail. As seen in the tables below, people in the older age group have the lowest ratings *and* had the largest percent of respondents indicating they don't use bus or rail and either walk, get rides, or drive instead.

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

Rating	% 18 – 29 yrs	% 30 – 45 yrs	% 46 – 60 yrs	% 61 or older
Excellent	22.1	13.6	16.4	16.3
Good	34.7	29.5	28.1	17.1
Fair	12.6	12.1	13.7	7.8
Poor	12.6	12.9	11.6	17.1
Don't know/Don't use	17.9	31.8	30.2	41.9

And focusing for a moment on the oldest residents (residents in the 70+ age group – people who are most likely to have given up their cars due to health reasons and therefore perhaps most need alternative transportation), we note that the ratings are the lowest of all age groups.

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

Rating	% 70 or older
Excellent	12.8
Good	15.8
Fair	8.4
Poor	18.7
Don't know/Don't use	44.3

¹⁴ <http://www.fhwa.dot.gov/policyinformation/nhts.cfm>

¹⁵ <http://www.washingtonpost.com/blogs/wonkblog/wp/2013/04/22/why-arent-younger-americans-driving-anymore/>

CONCLUSION

The data described in this report reflect only a portion of the rich data set from this year's Riverside Community Quality of Life Survey effort, a data set which serves as a strong baseline from which to celebrate the good aspects of life in Riverside and measure in future years the progress which hopefully will have been made relative to the Riverside's challenges.

The best marketing of a city is residents' satisfaction, and there were many areas of satisfaction expressed by residents in the survey. Residents perceive Riverside 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. As several respondents noted, they came to Riverside for a job or to attend college, and simply never left! And one said: "We traveled all over the world and we ended up here." Respondents expressed that they are relatively pleased with the restaurants and stores in Riverside, however they would like more upscale stores and restaurants, and would prefer a better selection of restaurants that includes more ethnic offerings. They are relatively pleased with access to medical facilities, however there are clearly some residents unable to find the specific services they need in the area or have to wait too long to get an appointment in Riverside (all of which lends support to the push for the new medical school at UCR).

Of course there were challenges highlighted in the survey results, and at the top of the list is the need to step up job creation efforts and to better promote (and perhaps expand) business training and support services. Further, although the Riverside is making headway in addressing homelessness, there is still a great deal to be done before Riverside is a city where *all* residents have a safe and secure place to live and work. Riverside leaders have done a wonderful job in recent years attempting to increase the entertainment and cultural offerings, however more of an effort should be made to advertise those events since relatively few people know about the online calendar available at RiversideCA.gov or ExploreRiverside.com. And, based on popular demand, consider bringing back the Orange Blossom Festival!

This research was commissioned by Seizing Our Destiny, the "movement for Riverside's prosperous future." There has been an active group of Champions involved in the research effort. They have consistently verbalized that they want to know what Riverside residents and workers think, and are ready to understand and act upon these results. Now Riversiders have had a "voice," and hopefully public leaders will listen....as one respondent said at the end of the survey, "I want to know if you're going to pay attention!" This survey has established a baseline, and the next survey will measure the progress made in addressing the Riverside's challenges.

In conclusion, just recently (4/28/2013), Forbes published an article indicating that Riverside was mentioned as one of the 10 “happiest cities for young professionals” based on a scale including relationship with the boss, work environment, company culture, etc. It is hoped that as action is taken to address residents’ concerns (at the same time residents' accolades are being used to market the city), the City of Riverside will become one of the 10 “happiest cities” for *all* of its residents and workers.

APPENDIX I

Telephone Questionnaire

SEIZING OUR DESTINY
RIVERSIDE COMMUNITY QUALITY OF LIFE SURVEY, 2013
March 14, 2013 Final version

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 with 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]

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]

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?
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 _____)
 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
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
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
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. CASA BLANCA
9. DOWNTOWN
10. EASTSIDE
11. GRAND
12. HAWARDEN HILLS
13. HUNTER INDUSTRIAL PARK
14. LA SIERRA
15. LA SIERRA ACRES
16. LA SIERRA HILLS
17. LA SIERRA SOUTH
18. MAGNOLIA CENTER
19. MISSION GROVE
20. NORTHSIDE
21. ORANGECREST
22. PRESIDENTIAL PARK
23. RAMONA
24. UNIVERSITY
25. VICTORIA
26. WOODCREST
27. WOOD STREETS
28. 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

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 2012? 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 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

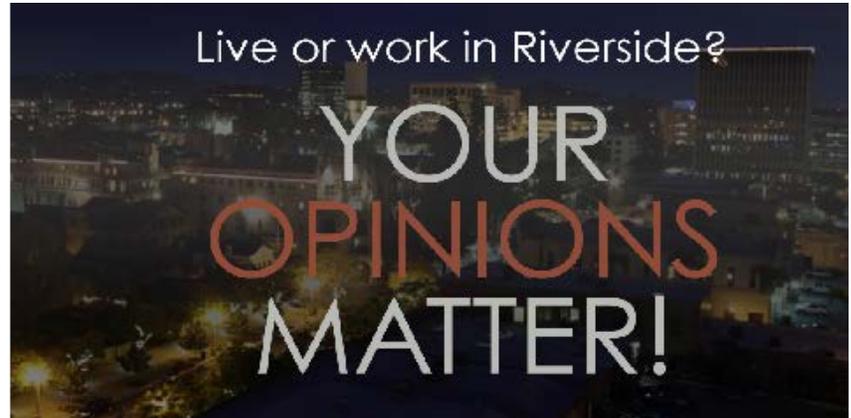
NAME Interviewer name?

APPENDIX II

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

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

Q86



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

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 answered)

- 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 answered)

- 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 answered)

- 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 answered)

- 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

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 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

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	<input type="radio"/>				

realize the goals I have for my future					
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
- Other _____
- Don't know
- 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

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
- Other _____
- Can't find a dentist in Riverside who takes my insurance
- 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" And Do NOT think Riverside is a good place to live for College students

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
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"/>
Parks and recreational spaces in Riverside	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The City's Wi-Fi system	<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?

Answer If The City's Wi-Fi system either “Partially meet my needs” or “Don't meet my needs”

WiFi In what way doesn't the City's Wi-Fi system meet your needs?

- Don't know how to access it
- It's unreliable

- It's too slow
- Don't live/work in coverage area
- Never tried it
- Other _____
- Don't Know

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?

- 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

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
- 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 Is Selected" Or "It is somewhat safe" Is Selected

Q18b 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

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
- 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 or schools

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
- Northside
- Orangecrest
- Presidential Park
- Ramona
- University
- Victoria
- Wood Streets
- Other (specify) _____
- 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-Print name of enrolled or principal tribe in box provided

- 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 2012?

- 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
- Channel3, 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 this summer for updates...Thank you!



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!



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

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

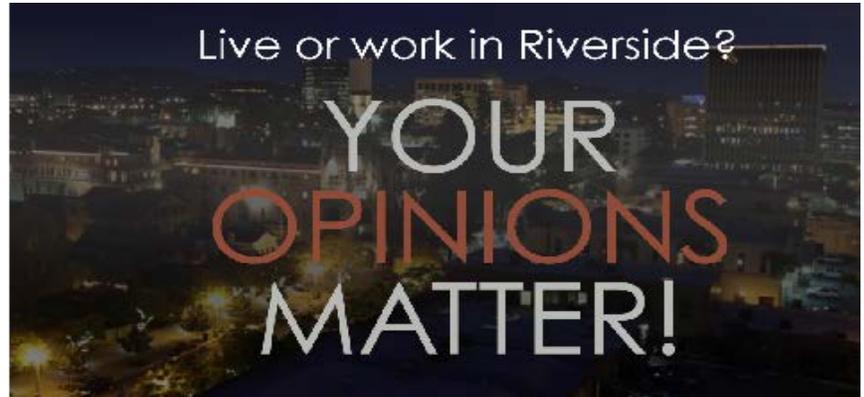
not a resident, worker, or college student in Riverside, we welcome you to learn more about Seizing Our Destiny at www.SeizingOurDestiny.com. If you are curious about the results of this survey, check www.RiversideSurvey.com this summer for updates. Thank you!

APPENDIX III

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

Work in City of Riverside Quality of Life Survey
Online Questionnaire for those who Work (or Go to 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

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 City's Wi-Fi system	<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 The City's Wi-Fi system “Partially meet my needs” or “Don't meet my needs”

WiFi In what way doesn't the City's Wi-Fi system meet your needs?

- Don't know how to access it
- It's unreliable
- It's too slow
- Don't live/work in coverage area
- Never tried it
- Other _____
- Don't Know

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

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

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-Print name of enrolled or principal tribe in box provided

- 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 2012?

- 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!

Q55



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

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

Paper Questionnaire for those who Live, Work, or Go to College in Riverside

RIVERSIDE COMMUNITY QUALITY OF LIFE SURVEY

For those who Live, Work or go to College in Riverside



Two options to return completed surveys

Mail in (postage required):

Riverside Survey
3900 Main Street
Riverside, CA 92501

Drop off at City Hall:

Concierge, 1st Floor OR
City Clerk, 7th Floor

Want to take the Riverside Survey online? Go to www.RiversideSurvey.com

Thank you for agreeing to participate in the Riverside Community Quality of Life Survey. Community and civic leaders want to know what you think about Riverside’s areas of excellence and areas of needed improvement. Your answers will help create a “call to action” for those who live and work here to make Riverside better together. Your identity and your responses will remain completely confidential, and of course, you are free to decline to answer any particular survey question.

1. To begin the survey, please check the one circle 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
- Both live AND work in the City of Riverside
- Do NOT live NOR work in the City of Riverside ***Sorry! This Survey is for Riversiders only!***

2. How many years have you lived/worked in the City of Riverside? (Check one.)

- Less than 2 years 2 - 5 years 6 - 10 years 11 to 20 years More than 20 yrs

3. Following are some statements about Riverside. For the statement in each row, check off if you strongly agree, agree, disagree, strongly disagree or don’t know.

RIVERSIDE IS A GOOD PLACE...

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
To bring visitors					
To find a good job					
To own or operate a business or nonprofit					
To be active and healthy					
To raise children					
To enjoy art and culture					
To find an affordable place to live					
To make friends					
To start or grow a business					

4. How would you rate the following aspects of your neighborhood (if you live

info@seizingourdestiny.com | www.SeizingOurDestiny.com | www.RiversideSurvey.com Page 81



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here) or the city in general (if you work here)?

	Excellent	Good	Fair	Poor	Don't Know
Availability of healthy places to eat and shop for groceries					
Availability of places to exercise and be active					
Availability of bike lanes					
Ease of getting around by bus or rail					

5a. Do the following aspects of Riverside meet your needs?

	Meets my needs	Partially meets my needs	Doesn't meet my needs	I don't use them	Didn't know Riverside had them
Parks and recreational spaces in Riverside					
Retail stores in Riverside					
Restaurants in Riverside					
Places in Riverside where you can hear music and dance					
Concerts and live theater in Riverside					
Festivals and special events in Riverside					
The City's Wi-Fi system					
Business training and support services in Riverside					

5b. If you marked "Partially meet my needs" or "Doesn't meet my needs" for any of the above, please comment on what could be done to improve things in Riverside and better meet your needs.

6. 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"					
"I am proud to live/work in Riverside"					
"Riverside is a place where I can realize the goals I have for my future"					
"There are good colleges/universities in Riverside"					
"It is important for young people to go to college or trade school"					
"Riverside's workforce is properly trained and educated"					
"There are good schools in my neighborhood", or if you Work here only: "There are good K-12 schools in Riverside"					
"I am satisfied with the progress made so far in addressing homelessness in the City of Riverside"					
"Riverside's tap water is safe to drink"					
"The air quality in Riverside has improved since I've been in Riverside"					

ANSWER THESE ONLY IF YOU LIVE/GO TO COLLEGE IN RIVERSIDE:

"I feel a sense of belonging to my community"					
"My family and I get the medical services we need in Riverside"					
"My family and I get the dental health services we need in Riverside"					
"I would be willing to live in downtown Riverside if there were good housing options"					

FOR ALL: If you marked "Disagree" or "Strongly Disagree" for any of the statements on this page, please feel free to comment here.

7a. Do you feel it is safe to walk in your neighborhood or near your work location? (Choose one.)

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

7b. If your answer was "No" or "Somewhat", what makes you feel it is unsafe? (Choose one.)

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

7c. 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? (Choose 1.)

- Not at all fearful Not too fearful Somewhat fearful Very fearful

8a. 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

8b. 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

9a. Do you donate money to Riverside causes or organizations?

- Yes No Donate to causes, but not in Riverside

9b. Do you volunteer for Riverside causes or organizations or schools?

- Yes No

10. What sources of information do you rely on most often to find out about events and resources in Riverside? Think about all sources: people, organizations, print, radio, online, social media.

11. Do you 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

IF YOU DO NOT LIVE IN RIVERSIDE, PLEASE SKIP TO THE TOP OF THE NEXT PAGE THAT STARTS WITH QUESTION “A”.

RESIDENTS CONTINUE HERE:

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

- Excellent Good Fair Poor

13a. Do you know the names of your neighbors who live close to you? (Choose one.)

- Yes, all of them Yes, most of them Yes, some of them No, don't know any No, don't have any neighbors close by

13b. 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

13c. In the past 12 months, which of the following ways have you used (if any) to communicate with your neighbors about community issues? (Choose all that apply.)

- | | | | | |
|--|---|---|---|---|
| <input type="checkbox"/> I don't communicate with neighbors | <input type="checkbox"/> Talking face-to-face | <input type="checkbox"/> Talking on the phone | <input type="checkbox"/> Exchanging emails | <input type="checkbox"/> Exchanging text messages |
| <input type="checkbox"/> Joining a community group on a social networking site | <input type="checkbox"/> Using Twitter | <input type="checkbox"/> Reading a community blog | <input type="checkbox"/> Participating in a community meeting | |

14. Riverside has 26 distinct neighborhoods. Which Riverside neighborhood do you live in? (Choose one.)

- | | | |
|--|--|---|
| <input type="radio"/> Airport | <input type="radio"/> Eastside | <input type="radio"/> Mission Grove |
| <input type="radio"/> Alessandro Heights | <input type="radio"/> Grand | <input type="radio"/> Northside |
| <input type="radio"/> Arlanza | <input type="radio"/> Hawaiian Hills | <input type="radio"/> Orangecrest |
| <input type="radio"/> Arlington | <input type="radio"/> Hunter Industrial Park | <input type="radio"/> Presidential Park |
| <input type="radio"/> Arlington Heights | <input type="radio"/> La Sierra | <input type="radio"/> Ramona |
| <input type="radio"/> Arlington South | <input type="radio"/> La Sierra Acres | <input type="radio"/> University |
| <input type="radio"/> Canyon Crest | <input type="radio"/> La Sierra Hills | <input type="radio"/> Victoria |
| <input type="radio"/> Casa Blanca | <input type="radio"/> La Sierra South | <input type="radio"/> Wood Streets |
| <input type="radio"/> Downtown | <input type="radio"/> Magnolia Center | <input type="radio"/> Other _____ |

You are almost done! Keep going!

THESE FINAL QUESTIONS ABOUT YOUR BACKGROUND WILL BE USED FOR STATISTICAL PURPOSES ONLY.

A. Do you rent or own your current residence? (Choose one.)

- Rent or lease Own Live in student housing Live with family member (parents or kids) Other _____

B. What is your home zip code? _____

C. What was the last grade of school that you completed? (Choose one.)

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

D. Which of the following best describes your employment status? (Choose one.)

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

E. What is your age? _____

F. How many children age 18 and younger do you have living at home? _____

G. Are you male or female? Male Female

H. Are you of Hispanic, Latino, or Spanish origin? Yes No

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

- | | |
|---|---|
| <input type="checkbox"/> White or Caucasian | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Black, African American or Negro | <input type="checkbox"/> Other Asian |
| <input type="checkbox"/> Hispanic/Latino | <input type="checkbox"/> Native Hawaiian |
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Guamanian or Chamorro |
| <input type="checkbox"/> Asian Indian | <input type="checkbox"/> Samoan |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Other pacific islander (specify) _____ |
| <input type="checkbox"/> Filipino | <input type="checkbox"/> Some other race (specify) _____ |
| <input type="checkbox"/> Japanese | |
| <input type="checkbox"/> Korean | |

J. Which of the following categories best describes your total household or family income before taxes, from all sources, for 2012? (Choose one.)

- 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

K. Is there anything else you'd like to tell Riverside community leaders about the quality of life in Riverside? If yes, please write your comments here or on the back of this page.

Thank you! Your answers will inform 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, business, and visitors.

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

If you are curious about the results, check www.RiversideSurvey.com this summer for updates. Again, thanks for your time! Your opinions matter!

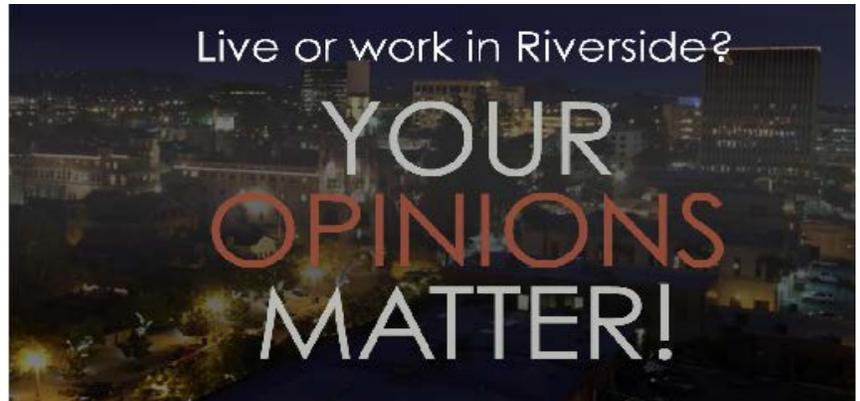


APPENDIX V

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



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

APPENDIX VI

Data Display, Telephone Survey

Riverside Community Quality of Life Survey

Data Display, Weighted Frequency Distributions, Phone Survey

Following are frequency tables for the telephone version of the 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 reader should note that certain subgroups of the population are traditionally under-represented in survey research...that was the case in this survey in which only 36.4% of the respondents reported being of Hispanic, Latino, or Spanish origin, whereas the 2010 census reports 49.0% 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 (which resulted in only slight changes in results). Since only 514 of the 518 respondents chose to respond to the question regarding Hispanic, Latino, or Spanish origin, the application of the weighting factor reduced the table totals to 514.
- The "simple" frequency tables below, produced by SPSS 19.0 (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 514 (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 5.1% have lived in the City less than 2 years, 18.6% 5 years or less, 34.7% 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?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	26	5.1	5.1	5.1
	2 to 5 years	69	13.5	13.5	18.6
	6 to 10 years	83	16.1	16.1	34.7
	11 to 20 years	111	21.7	21.7	56.4
	More than 20 years	224	43.6	43.6	100.0
	Total	514	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Close to work/job here	96	18.7	18.8	18.8
	Close to family	105	20.4	20.5	39.4
	Affordable	89	17.4	17.5	56.9
	Lived here my whole life	61	11.8	11.9	68.8
	No choice live with family/parents in Riverside	18	3.6	3.6	72.3
	Attending school here	15	2.9	2.9	75.3
	I like the schools for my kids	14	2.8	2.8	78.1
	It's "my kind of place"/I like it/I chose it	51	9.9	9.9	88.0
	Other (Specify)	12	2.3	2.4	90.4
	Good climate	3	.6	.6	91.0
	Feel safe	9	1.7	1.7	92.7
	Convenience (close to everything)	6	1.3	1.3	94.0
	Quiet/peaceful place	5	1.0	1.1	95.0
	Less traffic and crowds	4	.8	.8	95.8
	Rural area with horses	2	.4	.4	96.3
	Property with lots of land	4	.8	.8	97.1
	Good quality of life	5	1.0	1.0	98.1
	Friends, social life	1	.2	.2	98.2
	Just came, and now I'm used to it	9	1.8	1.8	100.0
	Total	511	99.3	100.0	
Missing	Don't Know	2	.4		
	Refused	1	.3		
	Total	3	.7		
Total	514	100.0			

Q3a: In your opinion, what is the best thing about living in Riverside? FIRST RESPONSE ONLY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good area, location	132	25.7	28.0	28.0
	Nice parks/outdoor space/natural scenery	14	2.8	3.0	31.1
	Affordable housing	25	4.9	5.3	36.4
	Good climate, weather	35	6.9	7.5	43.9
	Not crowded	24	4.6	5.0	48.9
	Good schools/universities	18	3.5	3.9	52.8
	Less crime, feel safe	13	2.5	2.7	55.5
	Job Availability	6	1.2	1.3	56.8
	Friendly people	22	4.3	4.7	61.5
	Family and friends live here	16	3.0	3.3	64.8
	Close to work	9	1.8	1.9	66.8
	Faith/religious community/congregation	3	.6	.6	67.4
	Good entertainment/arts/culture	14	2.7	2.9	70.3
	Active community	18	3.5	3.8	74.1
	I like being involved	1	.3	.3	74.4
	Small town atmosphere feeling	28	5.4	5.9	80.3
	Convenience to stores, retail, restaurants	20	3.8	4.2	84.5
	Other (Specify)	21	4.1	4.4	88.9
	Nothing	21	4.1	4.5	93.4
	I like it here, everything is good	7	1.4	1.5	95.0
	Like the improvements made	3	.6	.6	95.6
	Public Transportation, able to get around	3	.6	.6	96.2
	Proud Riverside owns its own utility company	2	.4	.5	96.7
	Cost of living	2	.4	.5	97.2
	Rural area with horses	3	.6	.6	97.8
	Less traffic and congestion than other areas	1	.2	.2	98.0
	Quiet/Peaceful place	4	.8	.9	98.9
Quality of life	2	.3	.3	99.2	
Good community	2	.3	.3	99.5	
Good doctors, hospital	2	.4	.5	100.0	
Total	471	91.6	100.0		
Missing	Don't Know	41	8.0		
	Refused	2	.4		
	Total	43	8.4		
Total	514	100.0			

**Q3: In your opinion, what is the best thing about living in Riverside?
MULTIPLE RESPONSES TABULATED – UP TO 2 RESPONSES ALLOWED**

	Responses		Percent of Cases
	N	Percent	
Good area, location	171	23.4%	36.2%
Nice parks/outdoor space/natural scenery	34	4.6%	7.1%
Affordable housing	34	4.7%	7.3%
Good climate, weather	53	7.3%	11.3%
Not crowded	36	4.9%	7.6%
Good schools/universities	44	6.0%	9.3%
Less crime, feel safe	22	3.1%	4.7%
Job Availability	13	1.8%	2.8%
Friendly people	33	4.5%	7.0%
Family and friends live here	31	4.2%	6.5%
Close to work	25	3.4%	5.3%
Faith/religious community/congregation	3	.4%	.6%
Good entertainment/arts/culture	24	3.2%	5.0%
Active community	29	4.0%	6.2%
I like being involved	3	.4%	.6%
Small town atmosphere feeling	40	5.4%	8.4%
Convenience to stores, retail, restaurants	32	4.5%	6.9%
Other (Specify)	39	5.3%	8.2%
Nothing	21	2.9%	4.5%
I like it here, everything is good	8	1.1%	1.7%
Like the improvements made	4	.5%	.8%
Public Transportation, able to get around	3	.4%	.6%
Proud Riverside owns its own utility company	3	.4%	.6%
Cost of living	3	.4%	.6%
Rural area with horses	3	.4%	.6%
Less traffic and congestion than other areas	1	.1%	.2%
Quiet/Peaceful place	6	.8%	1.3%
Property with lots of land	1	.1%	.2%
Quality of life	2	.3%	.5%
Good community	2	.2%	.3%
Good doctors, hospital	3	.5%	.7%
Family oriented	4	.6%	.9%
Total	729	100.0%	154.7%

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.

Q4: In your opinion, what do you like least about living in Riverside? FIRST RESPONSE ONLY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Smog, Air Pollution	51	10.0	10.6	10.6
	Traffic	67	13.1	14.0	24.6
	Poor public transportation	9	1.8	1.9	26.5
	Drugs	4	.8	.8	27.4
	Crime, violence	27	5.3	5.7	33.0
	Gang activity	11	2.1	2.2	35.3
	Bad location	11	2.1	2.3	37.6
	Lack of entertainment/arts/culture	21	4.1	4.4	41.9
	Overpopulated	17	3.2	3.5	45.4
	Bad school system	5	1.0	1.1	46.5
	Cost of living	9	1.8	2.0	48.5
	Lack of job opportunity	10	2.0	2.2	50.6
	Weather, fires, floods, earthquakes	45	8.8	9.4	60.0
	Attitude of law enforcement or immigration officers	9	1.7	1.8	61.8
	Intolerance	2	.3	.3	62.1
	Isolation don't feel "connected"	5	.9	.9	63.1
	Homelessness	21	4.1	4.4	67.4
	Not enough open space	2	.3	.3	67.7
	Other (Specify)	24	4.6	4.9	72.6
	Nothing	62	12.1	12.9	85.5
	Immigration issues	5	1.0	1.1	86.6
	Graffiti	5	.9	.9	87.6
	Lack of restaurants, stores, things close to early	11	2.1	2.2	89.8
	Freeways. access to freeways difficult	4	.8	.8	90.6
	Construction everywhere	7	1.3	1.4	92.0
	Streets need repair/potholes	12	2.3	2.5	94.5
	Train tracks and noise	5	.9	1.0	95.5
People, negative attitudes	8	1.5	1.6	97.0	
Dirty city, maintenance of local areas	6	1.1	1.2	98.2	
Politics	5	.9	1.0	99.2	
Lack of orange groves, cutting to many down	3	.6	.6	99.8	
Lack of diversity	1	.2	.2	100.0	
Total	482	93.7	100.0		
Missing	Don't Know	30	5.9		
	Refused	2	.4		
Total	32	6.3			
Total	514	100.0			

**Q4: In your opinion, what do you like least about living in Riverside?
MULTIPLE RESPONSES TABULATED – UP TO 2 RESPONSES ALLOWED**

	Responses		Percent of Cases
	N	Percent	
Smog, Air Pollution	63	9.7%	13.1%
Traffic	86	13.2%	17.8%
Poor public transportation	16	2.4%	3.3%
Drugs	5	.8%	1.1%
Crime, violence	42	6.5%	8.7%
Gang activity	18	2.8%	3.7%
Bad location	14	2.1%	2.8%
Lack of entertainment/arts/culture	28	4.4%	5.9%
Overpopulated	24	3.6%	4.9%
Bad school system	8	1.2%	1.6%
Cost of living	17	2.6%	3.6%
Lack of job opportunity	20	3.1%	4.2%
Weather, fires, floods, earthquakes	63	9.7%	13.1%
Attitude of law enforcement or immigration officers	9	1.4%	2.0%
Intolerance	3	.5%	.6%
Isolation don't feel "connected"	6	.9%	1.2%
Homelessness	23	3.6%	4.8%
Not enough open space	5	.8%	1.1%
Other (Specify)	52	8.0%	10.8%
Nothing	62	9.6%	12.9%
Immigration issues	8	1.2%	1.6%
Graffiti	5	.8%	1.1%
Lack of restaurants, stores, things close to early	12	1.8%	2.4%
Freeways. access to freeways difficult	6	.9%	1.2%
Construction everywhere	8	1.2%	1.6%
Streets need repair/potholes	13	1.9%	2.6%
Train tracks and noise	5	.7%	1.0%
People, negative attitudes	8	1.3%	1.7%
Dirty city, maintenance of local areas	9	1.4%	1.9%
Politics	8	1.2%	1.6%
Lack of orange groves, cutting to many down	3	.5%	.6%
Lack of diversity	1	.1%	.2%
Total	649	100.0%	134.8%

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.

Q5a: Riverside is a good place to bring visitors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	98	19.0	19.3	19.3
	Agree	327	63.7	64.4	83.7
	Disagree	80	15.5	15.7	99.4
	Strongly Disagree	3	.6	.6	100.0
	Total	508	98.9	100.0	
Missing	Don't know	6	1.1		
Total		514	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	23	4.4	5.0	5.0
	Agree	209	40.7	46.7	51.7
	Disagree	183	35.7	40.9	92.6
	Strongly Disagree	33	6.4	7.4	100.0
	Total	448	87.1	100.0	
Missing	Don't know	66	12.9		
Total		514	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	45	8.8	11.5	11.5
	Agree	254	49.4	64.4	75.9
	Disagree	88	17.1	22.2	98.1
	Strongly Disagree	8	1.5	1.9	100.0
	Total	394	76.7	100.0	
Missing	Don't know	119	23.1		
	Refused	1	.2		
Total		514	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	103	20.1	20.5	20.5
	Agree	352	68.4	69.8	90.4
	Disagree	41	8.0	8.2	98.6
	Strongly Disagree	7	1.4	1.4	100.0
	Total	503	97.9	100.0	
Missing	Don't know	10	1.9		
	Refused	1	.2		
Total		514	100.0		

Q5e: Riverside is a good place to raise children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	113	22.0	23.2	23.2
	Agree	319	62.0	65.4	88.6
	Disagree	50	9.6	10.2	98.7
	Strongly Disagree	6	1.2	1.3	100.0
	Total	487	94.8	100.0	
Missing	Don't know	26	5.0		
	Refused	1	.2		
	Total	27	5.2		
Total		514	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	92	17.9	19.1	19.1
	Agree	313	61.0	65.0	84.1
	Disagree	69	13.5	14.3	98.4
	Strongly Disagree	8	1.5	1.6	100.0
	Total	482	93.8	100.0	
Missing	Don't know	32	6.2		
	Total	514	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	83	16.1	16.6	16.6
	Agree	342	66.5	68.5	85.1
	Disagree	68	13.2	13.5	98.6
	Strongly Disagree	7	1.4	1.4	100.0
	Total	499	97.1	100.0	
Missing	Don't know	14	2.7		
	Refused	1	.2		
	Total	15	2.9		
Total		514	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	146	28.3	28.4	28.4
	Good	224	43.6	43.7	72.1
	Fair	111	21.7	21.7	93.8
	Poor	32	6.2	6.2	100.0
	Total	513	99.8	100.0	
Missing	Don't know	1	.2		
Total		514	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	180	35.1	35.3	35.3
	Good	211	41.1	41.4	76.8
	Fair	86	16.8	16.9	93.6
	Poor	25	4.8	4.8	98.5
	don't exercise	8	1.5	1.5	100.0
	Total	510	99.2	100.0	
Missing	Don't know	4	.8		
Total		514	100.0		

Q8: How would you rate the availability of bike lanes in your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	101	19.6	20.1	20.1
	Good	177	34.5	35.4	55.5
	Fair	92	17.9	18.4	73.9
	Poor	98	19.1	19.6	93.5
	Don't use bike lanes (I ALWAYS DRIVE, OR GET RIDES, WALK, ETC.)	33	6.4	6.5	100.0
	Total	500	97.3	100.0	
Missing	Don't know	14	2.7		
Total		514	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	84	16.3	17.1	17.1
	Good	137	26.6	28.0	45.2
	Fair	59	11.5	12.1	57.3
	Poor	71	13.9	14.6	71.9
	Don't use (I ALWAYS DRIVE, WALK, RIDES FROM FRIENDS, ETC)	138	26.8	28.1	100.0
	Total	489	95.1	100.0	
Missing	Don't know	25	4.9		
Total		514	100.0		

10a: Riverside is an attractive place

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	102	19.8	20.1	20.1
	Agree	343	66.8	67.7	87.8
	Disagree	54	10.5	10.6	98.4
	Strongly Disagree	8	1.6	1.6	100.0
	Total	507	98.6	100.0	
Missing	Don't know	7	1.4		
Total		514	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	109	21.2	21.7	21.7
	Agree	319	62.0	63.3	84.9
	Disagree	67	13.0	13.3	98.2
	Strongly Disagree	9	1.7	1.8	100.0
	Total	504	98.0	100.0	
Missing	Don't know	10	2.0		
Total		514	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	65	12.7	13.4	13.4
	Agree	327	63.6	67.1	80.5
	Disagree	83	16.2	17.1	97.5
	Strongly Disagree	12	2.4	2.5	100.0
	Total	487	94.8	100.0	
Missing	Don't know	25	4.9		
	Refused	2	.3		
Total		514	100.0		

10d: There are good schools in my neighborhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	122	23.7	26.3	26.3
	Agree	267	51.9	57.5	83.8
	Disagree	62	12.1	13.4	97.2
	Strongly Disagree	13	2.6	2.8	100.0
	Total	464	90.3	100.0	
Missing	Don't know	49	9.5		
	Refused	1	.2		
Total		514	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	347	67.6	68.0	68.0
	Agree	157	30.5	30.7	98.7
	Disagree	7	1.3	1.3	100.0
	Total	511	99.4	100.0	
Missing	Don't know	3	.6		
Total		514	100.0		

10f: I am proud to live in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	161	31.3	32.0	32.0
	Agree	293	57.0	58.2	90.2
	Disagree	41	7.9	8.1	98.3
	Strongly Disagree	9	1.7	1.7	100.0
	Total	503	97.9	100.0	
Missing	Don't know	11	2.1		
Total		514	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	27	5.3	6.2	6.2
	Agree	195	38.0	44.3	50.4
	Disagree	144	28.1	32.7	83.1
	Strongly Disagree	74	14.5	16.9	100.0
	Total	441	85.8	100.0	
Missing	Don't know	72	14.0		
	Refused	1	.3		
Total		514	100.0		

Q10h: Riverside's tap water is safe to drink.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	49	9.4	10.9	10.9
	Agree	219	42.6	49.0	59.9
	Disagree	136	26.4	30.4	90.3
	Strongly Disagree	43	8.5	9.7	100.0
	Total	447	87.0	100.0	
Missing	Don't know	66	12.9		
	Refused	1	.2		
Total		514	100.0		

Water: Was your response changed at all by a March 16 newspaper article about the water in the county?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	7.2	11.3	11.3
	No	290	56.4	88.7	100.0
	Total	327	63.6	100.0	
Missing	Don't Know	90	17.5		
	Refused	1	.3		
	System	96	18.7		
Total		514	100.0		

q10i: The air quality in Riverside has improved since I've lived here [ONLY ANSWERED IF RESPONDENT LIVED IN RIVERSIDE AT LEAST 6 YEARS]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	47	9.2	12.5	12.5
	Agree	168	32.8	44.3	56.8
	Disagree	132	25.6	34.7	91.5
	Strongly Disagree	32	6.3	8.5	100.0
	Total	380	74.0	100.0	
Missing	Don't know	38	7.3		
	Refused	1	.2		
	System	95	18.6		
Total		134	26.0		
Total		514	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	124	24.1	24.6	24.6
	Agree	320	62.3	63.7	88.4
	Disagree	45	8.7	8.9	97.3
	Strongly Disagree	14	2.7	2.7	100.0
	Total	502	97.7	100.0	
Missing	Don't know	12	2.3		
Total		514	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't have medical insurance	11	2.1	19.1	19.1
	Can't afford medical services we need	17	3.3	29.3	48.5
	Have to go outside of Riverside to get services we need	12	2.2	20.0	68.4
	Don't have enough doctors, wait is too long for an appointment	3	.5	4.7	73.1
	Other (Specify)	10	1.9	17.2	90.3
	Insurance "Loma Linda"	2	.5	4.2	94.4
	Certified Specialist not found in Riverside	3	.6	5.6	100.0
	Total	58	11.2	100.0	
Missing	Don't Know	1	.2		
	System	456	88.6		
Total		456	88.8		
Total		514	100.0		

q10KOTHERS: Why can't you get those services? [ONLY ANSWERED IF Q10J = DISAGREE OR STRONGLY DISAGREE]

Always look for low income families to go first than others
Board certified specialists are not really found in Riverside
Can't afford it and do not have medical insurance
Comfortable with previous doctors
Doctors don't communicate, no true cancer centers, no caring, no trained oncologist in riverside
Don't have the quality for cancer care
Don't want to, was going to a different doctor outside of Riverside all her life
Family members don't have any
Goes to Loma Linda
Has health care elsewhere
Have unique illness and need special type of doctors
HMO's are set up with my medical providers, they pick certain place, I have no control over what the provider picks
Insurance goes to Loma Linda
Loma Linda is way better for those services
Over burden on programs, not enough resources
Own property
The nearest hospital doesn't give adequate care. Parkview doesn't do enough.
Too many people in a small area; not enough resources
Total

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	397	77.2	78.1	78.1
	No	21	4.2	4.2	82.3
	Somewhat	29	5.7	5.8	88.0
	Don't use, go to parks or recreational spaces	61	11.8	12.0	100.0
	Total	508	98.9	100.0	
Missing	Don't know	6	1.1		
Total		514	100.0		

Q11bResponse: How would you like parks and recreational spaces to be improved?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Response	41	8.0	100.0	100.0
Missing	Don't know	9	1.7		
	Refused	1	.2		
	System	463	90.1		
	Total	473	92.0		
Total		514	100.0		

NOTE: If a respondent indicated “doesn’t meet needs” or “somewhat meets needs” in questions 12 through 16, they were asked to indicate what improvements they would like. A full listing of their responses has been provided to the City.

q12: Do the retail stores in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	421	81.9	81.9	81.9
	No	44	8.5	8.5	90.4
	Somewhat	44	8.6	8.6	99.0
	Don't use/don't do shopping in my household	5	1.0	1.0	100.0
	Total	514	100.0	100.0	

Q13: Do the restaurants in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	397	77.2	77.5	77.5
	No	63	12.3	12.3	89.8
	Somewhat	38	7.4	7.4	97.2
	Don't go to restaurants	14	2.8	2.8	100.0
	Total	512	99.7	100.0	
Missing	Don't know	2	.3		
Total		514	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	192	37.4	38.6	38.6
	No	96	18.7	19.3	58.0
	Somewhat	27	5.2	5.3	63.3
	Don't go to places to hear music and dance	176	34.3	35.4	98.7
	Didn't know there were such places in Riverside	6	1.3	1.3	100.0
	Total	498	96.9	100.0	
Missing	Don't know refused	15	3.0		
	refused	1	.2		
	Total	16	3.1		
Total		514	100.0		

q15: Do the concerts and live theater in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	268	52.1	54.1	54.1
	No	73	14.2	14.7	68.8
	Somewhat	22	4.3	4.5	73.3
	Don't go to concerts/live theater	126	24.5	25.5	98.8
	Didn't know there were concerts/live theater in Riverside	6	1.2	1.2	100.0
	Total	495	96.4	100.0	
Missing	Don't know refused	18	3.4		
	Total	19	3.6		
Total		514	100.0		

q16: Do the festivals and special events in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	323	62.8	65.2	65.2
	No	50	9.6	10.0	75.2
	Somewhat	26	5.1	5.3	80.4
	Don't go to festivals or special events	89	17.3	18.0	98.4
	Didn't know there were festivals or special events in Riverside	8	1.5	1.6	100.0
	Total	495	96.4	100.0	
Missing	Don't know refused	17	3.3		
	Total	19	3.6		
Total		514	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	67	12.9	12.9	12.9
	Most of them	150	29.1	29.1	42.0
	Some of them	220	42.9	42.9	84.9
	No, don't know any	77	14.9	14.9	99.8
	Don't have any neighbors close by	1	.2	.2	100.0
	Total	514	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	420	81.7	82.1	82.1
	No	49	9.5	9.5	91.6
	Somewhat	43	8.3	8.4	100.0
	Total	511	99.5	100.0	
Missing	Don't know	3	.5		
Total		514	100.0		

q18b: What makes you feel it is unsafe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Crime / people who might harm me	48	9.3	53.4	53.4
	Gang problem	16	3.1	17.6	71.0
	No sidewalks or bad sidewalks	2	.5	2.7	73.7
	Dangerous intersections	1	.2	.9	74.6
	Something else (Specify)	9	1.7	9.6	84.2
	No lighting/poor lighting or too dark	9	1.7	9.9	94.0
	Dogs, wild animals	3	.6	3.6	97.6
	Corrupted police department, cops, police with guns drawn	2	.4	2.4	100.0
	Total	90	17.5	100.0	
	Missing	Don't know	2	.3	
System		422	82.2		
Total		424	82.5		
Total		514	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	143	27.8	28.0	28.0
	Not too fearful	200	39.0	39.3	67.2
	Somewhat fearful	146	28.4	28.6	95.8
	Very fearful	21	4.1	4.2	100.0
	Total	510	99.3	100.0	
Missing	Don't know	4	.7		
Total		514	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	120	23.4	23.7	23.7
	Same	288	56.0	56.8	80.6
	Worse off	98	19.2	19.4	100.0
	Total	506	98.5	100.0	
Missing	Don't know	6	1.1		
	Refused	2	.3		
	Total	8	1.5		
Total		514	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	252	49.1	50.8	50.8
	Same	207	40.4	41.8	92.6
	Worse off	37	7.2	7.4	100.0
	Total	497	96.7	100.0	
Missing	Don't know	16	3.0		
	Refused	2	.3		
	Total	17	3.3		
Total		514	100.0		

q22: Do you donate to Riverside causes or organizations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	305	59.3	59.5	59.5
	No	202	39.2	39.3	98.8
	Donate to causes, but not in Riverside	6	1.1	1.2	100.0
	Total	512	99.7	100.0	
Missing	Don't know	2	.3		
Total		514	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	7.9	13.3	13.3
	Other nonprofit organizations	107	20.9	35.3	48.6
	Both	156	30.4	51.4	100.0
	Total	304	59.2	100.0	
Missing	Refused	1	.2		
	System	209	40.7		
	Total	210	40.8		
Total		514	100.0		

q23:Do you volunteer for Riverside causes or organizations or schools?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	180	35.1	35.2	35.2
	No	332	64.7	64.8	100.0
	Total	513	99.7	100.0	
Missing	Don't know	1	.3		
Total		514	100.0		

q23B: How many hours per month do you volunteer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	1.4	4.3	4.3
	2	11	2.1	6.4	10.8
	3	8	1.5	4.5	15.3
	4	15	2.9	9.0	24.2
	5	17	3.4	10.4	34.7
	6	7	1.3	4.0	38.7
	7	2	.4	1.3	39.9
	8	11	2.1	6.4	46.4
	10	21	4.1	12.7	59.1
	12	4	.7	2.2	61.3
	13	4	.8	2.6	63.9
	14	1	.2	.5	64.4
	15	9	1.8	5.5	69.8
	16	4	.7	2.2	72.1
	20	16	3.1	9.5	81.5
	24	3	.5	1.6	83.2
	25	7	1.3	4.0	87.2
	30	7	1.4	4.3	91.5
	32	3	.5	1.6	93.1
	40	5	1.0	3.1	96.2
42	1	.2	.5	96.6	
50	2	.3	1.0	97.6	
64	1	.2	.5	98.1	
70	1	.2	.5	98.6	
100	2	.3	1.0	99.5	
120	1	.2	.5	100.0	
Total		167	32.5	100.0	
Missing	Don't know	12	2.2		
	Refused	2	.3		
	System	334	64.9		
Total		347	67.5		
Total		514	100.0		

d1: Do you rent or own your current residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rent or lease	176	34.3	34.7	34.7
	Own	305	59.4	60.0	94.7
	Live in Student housing	1	.2	.2	94.9
	Live with family members (adult living with parents, or elderly person living with kids, etc.)	24	4.8	4.8	99.7
	Live with roommate that owns property	1	.2	.2	99.8
	Caregiver	1	.2	.2	100.0
	Total	509	99.0	100.0	
Missing	Don't know	3	.5		
	Refused	3	.5		
	Total	5	1.0		
Total	514	100.0			

d2: What is your zip code?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	91752	11	2.1	2.1	2.1
	92405	1	.2	.2	2.3
	92501	25	5.0	5.0	7.3
	92503	101	19.6	19.6	26.9
	92504	71	13.8	13.8	40.7
	92505	65	12.7	12.7	53.5
	92506	79	15.3	15.4	68.8
	92507	66	12.9	12.9	81.8
	92508	44	8.5	8.5	90.3
	92509	42	8.2	8.2	98.5
	92519	1	.2	.2	98.7
	92551	1	.3	.3	99.0
	92553	2	.4	.4	99.4
	92557	2	.3	.3	99.7
	92570	2	.3	.3	100.0
	Total	512	99.7	100.0	
	Missing	Refused	1	.2	
System		1	.2		
Total		2	.3		
Total	514	100.0			

d3:Riverside has 26 different neighborhoods. What neighborhood do you live in?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Airport	3	.6	.7	1.0
Alessandro Heights	2	.3	.4	1.4
Arlanza	16	3.1	3.9	5.3
Arlington	41	8.0	10.0	15.3
Arlington Heights	9	1.7	2.1	17.4
Arlington South	1	.2	.2	17.6
Canyon Crest	39	7.6	9.5	27.1
Casa Blanca	6	1.2	1.5	28.6
Downtown	24	4.7	5.8	34.5
Eastside	13	2.5	3.1	37.5
Grand	2	.4	.5	38.1
Hawarden Hills	8	1.5	1.9	39.9
La Sierra	48	9.3	11.6	51.6
La Sierra Hills	7	1.3	1.6	53.2
La Sierra South	2	.4	.5	53.7
Magnolia Center	13	2.5	3.1	56.8
Mission Grove	15	2.9	3.6	60.5
Northside	6	1.3	1.6	62.0
Orangecrest	28	5.4	6.8	68.8
Presidential Park	2	.3	.4	69.2
Ramona	7	1.3	1.6	70.8
University	6	1.2	1.5	72.3
Victoria	18	3.5	4.4	76.7
Woodcrest	12	2.2	2.8	79.4
Wood Streets	10	2.0	2.5	81.9
Other (Specify)	34	6.6	8.2	90.1
Jurupa	3	.6	.7	90.8
Jurupa Hills	2	.3	.4	91.2
Jurupa Valley	9	1.7	2.1	93.4
Lake Matthews	2	.5	.6	93.9
Riverwalk	5	1.0	1.2	95.2
Rubidoux	10	2.0	2.5	97.7
Whitegate	2	.3	.4	98.1
Mira Loma	4	.8	1.0	99.2
Highgrove	3	.7	.8	100.0
Total	412	80.2	100.0	
Missing				
Don't know	98	19.1		
Refused	4	.7		
Total	102	19.8		
Total	514	100.0		

d3b: Interviewer: did you have to prompt on the last question?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	114	22.1	27.6	27.6
	No	299	58.1	72.4	100.0
	Total	412	80.2	100.0	
Missing	System	102	19.8		
Total		514	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	70	13.7	13.7	13.7
	High school degree or equivalent	120	23.3	23.3	37.1
	Some college but no degree	128	25.0	25.0	62.1
	Associate degree or technical certificate	53	10.2	10.2	72.3
	Bachelor's degree	74	14.5	14.5	86.9
	Graduate or professional degree	67	13.0	13.0	99.8
	Immigrated here	1	.2	.2	100.0
	Total	513	99.8	100.0	
Missing	Refused	1	.2		
Total		514	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	205	39.9	40.0	40.0
	Working less than 30 hours a week for pay	48	9.3	9.3	49.4
	Full-time student	32	6.3	6.3	55.7
	Full-time homemaker, parent or caregiver	53	10.4	10.4	66.0
	Unemployed and looking for work	41	7.9	7.9	73.9
	Retired	104	20.2	20.2	94.1
	Disabled and not able to work	30	5.8	5.9	100.0
	Total	513	99.7	100.0	
Missing	Refused	1	.3		
Total		514	100.0		

D5b: Do you work in the City of Riverside?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	125	24.3	51.0	51.0
	No	120	23.3	49.0	100.0
	Total	245	47.6	100.0	
Missing	Refused	2	.3		
	System	268	52.1		
	Total	269	52.4		
Total		514	100.0		

Statistics

d6: What is your age?

N	Valid	503
	Missing	11
Mean		47.72
Median		48.00
Std. Deviation		17.796
Minimum		18
Maximum		100

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 19 years old	23	4.4	4.5	4.5
	20 to 24 years	37	7.2	7.3	11.9
	25 to 34 years	72	14.1	14.4	26.2
	35 to 44 years	86	16.8	17.1	43.4
	45 to 54 years	95	18.4	18.8	62.2
	55 to 59 years	52	10.1	10.3	72.5
	60 to 64 years	40	7.9	8.0	80.5
	65 to 74 years	61	11.8	12.0	92.6
	75 to 84 years	29	5.6	5.7	98.2
	85 years and over	9	1.7	1.8	100.0
	Total	503	97.9	100.0	
Missing	System	11	2.1		
Total		514	100.0		

d7: How many children ages 18 and under do you have living at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	268	52.2	52.3	52.3
	1	94	18.3	18.3	70.6
	2	71	13.9	13.9	84.6
	3	50	9.8	9.8	94.4
	4	16	3.1	3.1	97.5
	5	7	1.4	1.4	98.9
	6	3	.6	.6	99.5
	7	3	.5	.5	100.0
	Total	513	99.7	100.0	
Missing	Refused	1	.3		
Total		514	100.0		

d8: Are you Hispanic, Latino, or Spanish origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	252	49.0	49.0	49.0
	No	262	51.0	51.0	100.0
	Total	514	100.0	100.0	

D9: How would you describe your race?

	Responses		Percent of Cases
	N	Percent	
White	247	43.3%	49.0%
Black, African American or Negro	38	6.7%	7.5%
Hispanic/Latino (Follow-up question asked for other ethnicity)	220	38.6%	43.6%
American Indian or Alaska Native (Specify)	14	2.4%	2.7%
Asian Indian	2	.3%	.3%
Chinese	1	.1%	.2%
Filipino	4	.7%	.8%
Japanese	3	.5%	.6%
Korean	3	.6%	.6%
Vietnamese	2	.3%	.3%
Other Asian (Specify)	3	.6%	.6%
Other Pacific Islander (Specify)	5	.9%	1.1%
: Some other race (Specify)	28	5.0%	5.6%
Total	570	100.0%	113.0%

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.

D10: Which of the following categories best describes your total household or family income before taxes, for 2012?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$25,000	92	17.9	21.8	21.8
	\$25,000 to less than \$35,000	62	12.1	14.7	36.5
	\$35,000 to less than \$50,000	62	12.1	14.7	51.2
	\$50,000 to less than \$65,000	48	9.4	11.4	62.6
	\$65,000 to less than \$80,000	49	9.5	11.6	74.2
	\$80,000 to \$110,000	55	10.7	13.1	87.3
	Over \$110,000	54	10.5	12.7	100.0
Total		422	82.1	100.0	
Missing	Don't know	28	5.5		
	Refused	63	12.3		
Total		92	17.9		
Total		514	100.0		

Q24: 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	212	41.2	41.4	41.4
	No	299	58.2	58.6	100.0
	Total	511	99.4	100.0	
Missing	Don't Know	1	.3		
	Refused	2	.3		
Total		3	.6		
Total		514	100.0		

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

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	185	36.0	36.1	36.1
	Female	327	63.7	63.9	100.0
	Total	512	99.7	100.0	
Missing	Interviewer couldn't tell	2	.3		
Total		514	100.0		

APPENDIX VII

Data Display, Online & Paper Surveys for those who Live (and Perhaps Work) in Riverside

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

Following are frequency tables for the online and paper versions 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 VI.**
- The “simple” frequency tables below, produced by SPSS 19.0 (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 2,513 (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 5.4% have lived in the City less than 2 years, 14.3% 5 years or less, 26.0% 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

Live in the 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)	1122	44.6	45.1	45.1
	Both live AND work in Riverside	1364	54.3	54.9	100.0
	Total	2486	98.9	100.0	
Missing	System	27	1.1		
Total		2513	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	135	5.4	5.4	5.4
	2 to 5 years	220	8.8	8.8	14.3
	6 to 10 years	291	11.6	11.7	26.0
	11 to 20 years	475	18.9	19.1	45.0
	More than 20 years	1368	54.4	55.0	100.0
	Total	2489	99.0	100.0	
Missing	Don't know	2	.1		
	System	22	.9		
	Total	24	1.0		
Total		2513	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	423	16.8	18.8	18.8
	I live with my family here	275	10.9	12.2	31.0
	It's close to family	221	8.8	9.8	40.9
	It's affordable to live here	218	8.7	9.7	50.6
	I've lived here my whole life	472	18.8	21.0	71.6
	I can't afford to move	76	3.0	3.4	75.0
	I attend college here	65	2.6	2.9	77.8
	I like the schools for my kids	29	1.2	1.3	79.1
	I just like it	235	9.4	10.5	89.6
	Other (specify)	27	1.1	1.2	90.8
	Don't know	3	.1	.1	90.9
	Spouse got a job here	23	.9	1.0	91.9
	Use to work in Riverside now retired	29	1.2	1.3	93.2
	Use to work in Riverside now work else where	2	.1	.1	93.3
	Attended school and never left	18	.7	.8	94.1
	Spouse attended school here and we never left	2	.1	.1	94.2
	Stationed at March AFB and never left	5	.2	.2	94.4
	Centrally located between our families and our jobs	4	.2	.2	94.6
	No response given	3	.1	.1	94.8
	Close to friends	8	.3	.4	95.1
	It was affordable back then, bought a home in the past, I own my home	39	1.6	1.7	96.8
	Partner lived here so I moved here	33	1.3	1.5	98.3
	Close to job but not in Riverside	13	.5	.6	98.9
	Faith Community/Church	5	.2	.2	99.1
	Weather, centrally located between mountains and ocean	8	.3	.4	99.5
	Own business here	6	.2	.3	99.7
	Rich cultural arts, history	3	.1	.1	99.9
	Open space	1	.0	.0	99.9
	Community feel	2	.1	.1	100.0
	Total	2248	89.5	100.0	
Missing	System	265	10.5		
Total		2513	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	515	12.2%	23.2%
Nice parks / outdoor space / natural scenery	229	5.4%	10.3%
Affordable housing	345	8.2%	15.5%
Good climate, weather	323	7.6%	14.5%
Not crowded	74	1.7%	3.3%
Good schools and universities	139	3.3%	6.3%
Less crime, it's safe	38	.9%	1.7%
Job availability	31	.7%	1.4%
Friendly people	77	1.8%	3.5%
Family and friends live here	810	19.1%	36.4%
It's close to work	497	11.7%	22.3%
I like the faith / religious community / congregation	155	3.7%	7.0%
Good entertainment / arts / culture	82	1.9%	3.7%
It's an active community with lots going on, I like being involved	219	5.2%	9.8%
It has a small town atmosphere / feeling	354	8.4%	15.9%
Convenient access to stores, retail, restaurants	184	4.3%	8.3%
There is nothing good about living in Riverside	81	1.9%	3.6%
Other	78	1.8%	3.5%
Total	4231	100.0%	190.2%

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.

**Q3work: In your opinion, 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	44	2.0%	3.6%
There are more jobs than in other areas	10	.5%	.8%
It's not crowded	62	2.9%	5.0%
Less traffic than in Orange or LA County	307	14.2%	24.9%
It's a short commute	793	36.7%	64.4%
I work for a good company	290	13.4%	23.5%
I have a good job	472	21.9%	38.3%
My job gives me a good chance for advancement / promotions	53	2.5%	4.3%
Availability of amenities (restaurants, entertainment, gyms, etc.)	49	2.3%	4.0%
Other	80	3.7%	6.5%
Total	2160	100.0%	175.3%

**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	647	15.3%	29.0%
Traffic	592	14.0%	26.5%
Poor public transportation	197	4.7%	8.8%
Drugs	87	2.1%	3.9%
Crime / Violence	368	8.7%	16.5%
Gang activity	204	4.8%	9.1%
Its location	35	.8%	1.6%
Lack of entertainment/ arts/ culture	344	8.2%	15.4%
It is overpopulated	143	3.4%	6.4%
School system	101	2.4%	4.5%
Cost of living	98	2.3%	4.4%
Lack of job opportunities	260	6.2%	11.7%
Weather, fires, floods, earthquakes	87	2.1%	3.9%
Attitude of law enforcement or immigration officers	81	1.9%	3.6%
Intolerance	55	1.3%	2.5%
Isolation...I don't feel "connected"	62	1.5%	2.8%
Homelessness	367	8.7%	16.5%
Not enough open space	38	.9%	1.7%
There's nothing to do that I enjoy	82	1.9%	3.7%
Nothing...I like everything about living in Riverside!	89	2.1%	4.0%
Other	278	6.6%	12.5%
Total	4215	100.0%	188.9%

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.

OTHER comments: Like LEAST about living in Riverside?

	Frequency
Valid All of the above/everything	9
Neighbor issues	2
Government, City Officials	35
Water issues, bad, chemicals, taste, smell	7
Immigration Issues, loitering around businesses	17
Poor streets, roads, sidewalks they need to be repaired	15
Noise	9
Lack of good restaurants	25
Stop light issues, sync them, red light traffic cameras	7
Need more safe bike lanes	4
Decrepit city, trash, rundown buildings	6
High utility prices	3
Graffiti	2
Lack of code enforcement to clean up neighborhoods	8
Lack of shopping	4
Lack of shopping and restaurants	10
Far from family and friends	3
Lack of educated people, community	5
Too much construction	4
Total	175

**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	259	13.7%	21.7%
Traffic	303	16.0%	25.3%
Poor public transportation	126	6.7%	10.5%
Pay is not as good as jobs in other places	318	16.8%	26.6%
It's not a good company / job	26	1.4%	2.2%
Other employees are not skilled enough	64	3.4%	5.4%
Not as much chance for advancement / promotion	175	9.2%	14.6%
Long commute	7	.4%	.6%
Poor amenities in the area (restaurants, entertainment, gyms, etc.)	175	9.2%	14.6%
Not enough parking	112	5.9%	9.4%
Nothing...I like everything about working in Riverside	230	12.2%	19.2%
Other	97	5.1%	8.1%
Total	1892	100.0%	158.2%

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.

Q5_5: Riverside is a good place to bring visitors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	376	15.0	15.6	15.6
	Agree	1398	55.6	58.1	73.8
	Disagree	477	19.0	19.8	93.6
	Strongly Disagree	154	6.1	6.4	100.0
	Total	2405	95.7	100.0	
Missing	Don't know	58	2.3		
	System	50	2.0		
	Total	108	4.3		
Total		2513	100.0		

Q5_4: Riverside is a good place to find a good job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	106	4.2	5.0	5.0
	Agree	838	33.3	39.6	44.6
	Disagree	835	33.2	39.4	84.0
	Strongly Disagree	338	13.5	16.0	100.0
	Total	2117	84.2	100.0	
Missing	Don't know	338	13.5		
	System	58	2.3		
	Total	396	15.8		
Total		2513	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	163	6.5	9.6	9.6
	Agree	875	34.8	51.6	61.2
	Disagree	461	18.3	27.2	88.3
	Strongly Disagree	198	7.9	11.7	100.0
	Total	1697	67.5	100.0	
Missing	Don't know	745	29.6		
	System	71	2.8		
	Total	816	32.5		
Total		2513	100.0		

Q5_2: Riverside is a good place to be active and healthy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	468	18.6	19.5	19.5
	Agree	1528	60.8	63.7	83.2
	Disagree	299	11.9	12.5	95.7
	Strongly Disagree	104	4.1	4.3	100.0
	Total	2399	95.5	100.0	
Missing	Don't know	59	2.3		
	System	55	2.2		
	Total	114	4.5		
Total		2513	100.0		

Q5_1: Riverside is a good place to raise children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	439	17.5	19.5	19.5
	Agree	1368	54.4	60.9	80.5
	Disagree	323	12.9	14.4	94.8
	Strongly Disagree	116	4.6	5.2	100.0
	Total	2246	89.4	100.0	
Missing	Don't know	211	8.4		
	System	56	2.2		
	Total	267	10.6		
Total		2513	100.0		

Q5_6: Riverside is a good place to enjoy art and culture

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	307	12.2	13.1	13.1
	Agree	1251	49.8	53.5	66.6
	Disagree	570	22.7	24.4	91.0
	Strongly Disagree	211	8.4	9.0	100.0
	Total	2339	93.1	100.0	
Missing	Don't know	110	4.4		
	System	64	2.5		
	Total	174	6.9		
Total		2513	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	410	16.3	17.3	17.3
	Agree	1520	60.5	64.2	81.5
	Disagree	335	13.3	14.1	95.7
	Strongly Disagree	103	4.1	4.3	100.0
	Total	2368	94.2	100.0	
Missing	Don't know	91	3.6		
	System	54	2.1		
	Total	145	5.8		
Total		2513	100.0		

Q5_8: Riverside is a good place to make friends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	474	18.9	20.3	20.3
	Agree	1520	60.5	65.0	85.3
	Disagree	264	10.5	11.3	96.5
	Strongly Disagree	81	3.2	3.5	100.0
	Total	2339	93.1	100.0	
Missing	Don't know	120	4.8		
	System	54	2.1		
	Total	174	6.9		
Total		2513	100.0		

Q92: Riverside is a good place to start or grow a business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	123	4.9	8.3	8.3
	Agree	514	20.5	34.6	42.9
	Disagree	304	12.1	20.5	63.4
	Strongly Disagree	111	4.4	7.5	70.8
	Don't know	433	17.2	29.2	100.0
	Total	1485	59.1	100.0	
Missing	System	1028	40.9		
Total		2513	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	42	13.9%	15.6%
Get rid of homelessness	9	3.0%	3.3%
No response given/don't know how	14	4.6%	5.2%
To many regulations	17	5.6%	6.3%
Economy, economy needs to improve	5	1.7%	1.9%
Higher Incomes, less unemployment, to help people have money to spend	18	5.9%	6.7%
Less red tape, ease the process to start a business	24	7.9%	8.9%
Lower the crime rate	5	1.7%	1.9%
Incentive programs	16	5.3%	5.9%
Riverside become business friendly and be supportive	36	11.9%	13.4%
Locals to be more supportive	10	3.3%	3.7%
Too many restrictions	2	.7%	.7%
Fees are too high to start a business or do businesses in Riverside	13	4.3%	4.8%
City employees to be more helpful...	5	1.7%	1.9%
City to encourage, seminars, assist in getting started	4	1.3%	1.5%
Get rid of corruption	3	1.0%	1.1%
Other	65	21.5%	24.2%
Affordable business space	10	3.3%	3.7%
Parking issues, what's the plan for parking, less meter parking	5	1.7%	1.9%
Total	303	100.0%	112.6%

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	480	19.1	19.5	19.5
	Good	903	35.9	36.7	56.2
	Fair	728	29.0	29.6	85.8
	Poor	349	13.9	14.2	100.0
	Total	2460	97.9	100.0	
Missing	Don't know	4	.2		
	System	49	1.9		
	Total	53	2.1		
Total		2513	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	641	25.5	26.3	26.3
	Good	1026	40.8	42.1	68.4
	Fair	532	21.2	21.8	90.2
	Poor	206	8.2	8.5	98.7
	Can't rate...I don't exercise / I'm not active	32	1.3	1.3	100.0
	Total	2437	97.0	100.0	
Missing	Don't Know	20	.8		
	System	56	2.2		
	Total	76	3.0		
Total		2513	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	514	20.5	21.1	21.1
	Good	1398	55.6	57.4	78.6
	Fair	462	18.4	19.0	97.5
	Poor	60	2.4	2.5	100.0
	Total	2434	96.9	100.0	
Missing	Don't Know	4	.2		
	System	75	3.0		
	Total	79	3.1		
Total		2513	100.0		

Q8: How would you rate the availability of bike lanes in your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	303	12.1	14.4	14.4
	Good	734	29.2	35.0	49.4
	Fair	570	22.7	27.2	76.6
	Poor	440	17.5	21.0	97.6
	Don't know	51	2.0	2.4	100.0
	Total	2098	83.5	100.0	
Missing	Can't rate...I don't use bike lanes	359	14.3		
	System	56	2.2		
	Total	415	16.5		
Total		2513	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	136	5.4	8.5	8.5
	Good	369	14.7	23.1	31.6
	Fair	423	16.8	26.5	58.0
	Poor	501	19.9	31.3	89.4
	Don't know	170	6.8	10.6	100.0
	Total	1599	63.6	100.0	
Missing	Can't rate...I don't take the bus or rail	860	34.2		
	System	54	2.1		
	Total	914	36.4		
Total		2513	100.0		

Q10_6: Riverside is an attractive place

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	469	18.7	19.4	19.4
	Agree	1460	58.1	60.3	79.7
	Disagree	402	16.0	16.6	96.3
	Strongly Disagree	90	3.6	3.7	100.0
	Total	2421	96.3	100.0	
Missing	Don't know	25	1.0		
	System	67	2.7		
	Total	92	3.7		
Total		2513	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	305	12.1	13.6	13.6
	Agree	1216	48.4	54.4	68.0
	Disagree	563	22.4	25.2	93.2
	Strongly Disagree	153	6.1	6.8	100.0
	Total	2237	89.0	100.0	
Missing	Don't know	202	8.0		
	System	74	2.9		
	Total	276	11.0		
Total		2513	100.0		

Q10_4: There are good schools in my neighborhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	438	17.4	20.8	20.8
	Agree	1171	46.6	55.6	76.4
	Disagree	343	13.6	16.3	92.6
	Strongly Disagree	155	6.2	7.4	100.0
	Total	2107	83.8	100.0	
Missing	Don't know	331	13.2		
	System	75	3.0		
	Total	406	16.2		
Total		2513	100.0		

Q10_11: There are good colleges/ universities in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	996	39.6	42.0	42.0
	Agree	1297	51.6	54.7	96.8
	Disagree	51	2.0	2.2	98.9
	Strongly Disagree	26	1.0	1.1	100.0
	Total	2370	94.3	100.0	
Missing	Don't know	69	2.7		
	System	74	2.9		
	Total	143	5.7		
Total		2513	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	1725	68.6	71.3	71.3
	Agree	650	25.9	26.8	98.1
	Disagree	34	1.4	1.4	99.5
	Strongly Disagree	12	.5	.5	100.0
	Total	2421	96.3	100.0	
Missing	Don't know	21	.8		
	System	71	2.8		
	Total	92	3.7		
Total		2513	100.0		

Q10_2: I am proud to live in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	746	29.7	31.9	31.9
	Agree	1148	45.7	49.0	80.9
	Disagree	350	13.9	14.9	95.8
	Strongly Disagree	98	3.9	4.2	100.0
	Total	2342	93.2	100.0	
Missing	Don't know	96	3.8		
	System	75	3.0		
	Total	171	6.8		
Total		2513	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	125	5.0	6.5	6.5
	Agree	544	21.6	28.1	34.6
	Disagree	776	30.9	40.1	74.8
	Strongly Disagree	488	19.4	25.2	100.0
	Total	1933	76.9	100.0	
Missing	Don't know	505	20.1		
	System	75	3.0		
	Total	580	23.1		
Total		2513	100.0		

Q10_7: Riverside's tap water is safe to drink

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	354	14.1	16.6	16.6
	Agree	970	38.6	45.6	62.2
	Disagree	494	19.7	23.2	85.5
	Strongly Disagree	309	12.3	14.5	100.0
	Total	2127	84.6	100.0	
Missing	Don't know	310	12.3		
	System	76	3.0		
	Total	386	15.4		
Total		2513	100.0		

Q10_8: I feel a sense of belonging to my community

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	466	18.5	20.2	20.2
	Agree	1228	48.9	53.2	73.4
	Disagree	463	18.4	20.1	93.5
	Strongly Disagree	151	6.0	6.5	100.0
	Total	2308	91.8	100.0	
Missing	Don't know	77	3.1		
	System	128	5.1		
	Total	205	8.2		
Total		2513	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	650	25.9	28.2	28.2
	Agree	1233	49.1	53.5	81.7
	Disagree	264	10.5	11.4	93.1
	Strongly Disagree	159	6.3	6.9	100.0
	Total	2306	91.8	100.0	
Missing	Don't know	73	2.9		
	System	134	5.3		
	Total	207	8.2		
Total		2513	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	652	25.9	28.7	28.7
	Agree	1217	48.4	53.6	82.3
	Disagree	251	10.0	11.1	93.4
	Strongly Disagree	150	6.0	6.6	100.0
	Total	2270	90.3	100.0	
Missing	Don't know	114	4.5		
	System	129	5.1		
	Total	243	9.7		
Total		2513	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	622	24.8	28.0	28.0
	Agree	678	27.0	30.5	58.5
	Disagree	480	19.1	21.6	80.0
	Strongly Disagree	444	17.7	20.0	100.0
	Total	2224	88.5	100.0	
Missing	Don't know	162	6.4		
	System	127	5.1		
	Total	289	11.5		
Total		2513	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	89	13.2%	23.1%
Can't afford medical services we need	84	12.5%	21.8%
Have to go outside of Riverside to get services we need	151	22.4%	39.2%
Riverside doesn't have enough doctors	75	11.1%	19.5%
I have to wait too long for an appointment in Riverside	102	15.1%	26.5%
Can't find a doctor who understands my concerns or condition	71	10.5%	18.4%
Lack of good doctors in Riverside	15	2.2%	3.9%
Have a doctor already in other city (knows me and trust them)	31	4.6%	8.1%
Poor quality of health care especially hospitals	12	1.8%	3.1%
Poor health care	9	1.3%	2.3%
Other	31	4.6%	8.1%
Total	674	100.0%	175.1%

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.

**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	107	21.2%	31.5%
Can't afford dental services we need	112	22.2%	32.9%
Have to go outside of Riverside to get services we need	77	15.3%	22.6%
Riverside doesn't have enough dentists	18	3.6%	5.3%
I have to wait too long for an appointment in Riverside	29	5.8%	8.5%
Can't find a dentist who understands my concerns or condition	34	6.7%	10.0%
Can't find a dentist in Riverside who takes my insurance	20	4.0%	5.9%
I prefer to stay with my dentist (yes he is out of town)	73	14.5%	21.5%
Don't like, or trust dentist, or standard low in Riverside	13	2.6%	2.6%
Other	21	4.2%%	4.2%
Total	504	100.0%	148.2%

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.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	452	18.0	24.5	24.5
	Agree	823	32.7	44.6	69.0
	Disagree	385	15.3	20.8	89.9
	Strongly Disagree	187	7.4	10.1	100.0
	Total	1847	73.5	100.0	
Missing	Don't Know	309	12.3		
	System	357	14.2		
	Total	666	26.5		
Total		2513	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	125	5.0	22.6	22.6
	Agree	291	11.6	52.7	75.4
	Disagree	103	4.1	18.7	94.0
	Strongly Disagree	33	1.3	6.0	100.0
	Total	552	22.0	100.0	
Missing	Don't Know	105	4.2		
	System	1856	73.9		
	Total	1961	78.0		
Total		2513	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	142	5.7	25.7	25.7
	Agree	293	11.7	53.1	78.8
	Disagree	88	3.5	15.9	94.7
	Strongly Disagree	29	1.2	5.3	100.0
	Total	552	22.0	100.0	
Missing	Don't Know	106	4.2		
	System	1855	73.8		
Total		1961	78.0		
Total		2513	100.0		

Q94: Riverside's workforce is properly trained and educated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	103	4.1	8.3	8.3
	Agree	647	25.7	52.3	60.6
	Disagree	367	14.6	29.6	90.2
	Strongly Disagree	121	4.8	9.8	100.0
	Total	1238	49.3	100.0	
Missing	Don't know	233	9.3		
	System	1042	41.5		
Total		1275	50.7		
Total		2513	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	271	10.8	18.6	18.6
	Partially meet my needs	326	13.0	22.3	40.9
	Doesn't meet my needs	132	5.3	9.0	50.0
	Don't use them	469	18.7	32.1	82.1
	Didn't know Riverside had them	261	10.4	17.9	100.0
	Total	1459	58.1	100.0	
Missing	System	1054	41.9		
Total		2513	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	65	2.6	36.5	36.5
	No	47	1.9	26.4	62.9
	I have no interest in internships	27	1.1	15.2	78.1
	Not yet, but I plan to	39	1.6	21.9	100.0
	Total	178	7.1	100.0	
Missing	System	2335	92.9		
Total		2513	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	22	.9	21.4	21.4
	No, there are not enough local opportunities	57	2.3	55.3	76.7
	I don't know yet	24	1.0	23.3	100.0
	Total	103	4.1	100.0	
Missing	System	2410	95.9		
Total		2513	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	69	2.7	39.9	39.9
	No, the jobs I want aren't in Riverside	76	3.0	43.9	83.8
	I don't want to stay in Riverside	28	1.1	16.2	100.0
	Total	173	6.9	100.0	
Missing	System	2340	93.1		
Total		2513	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	138	5.5	78.9	78.9
	No	37	1.5	21.1	100.0
	Total	175	7.0	100.0	
Missing	System	2338	93.0		
Total		2513	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. more police presence	13	26.0%	36.1%
Better public transportation (so you don't need a car)	3	6.0%	8.3%
Better night life entertainment, sport venue, better quality of restaurants	19	38.0%	52.8%
Other	9	18.0%	25.0%
Improve shopping near campuses	2	4.0%	5.6%
Affordable housing, cost of living	1	2.0%	2.8%
Better job opportunities	3	6.0%	8.3%
Total	50	100.0%	138.9%

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.

Retire_1: Riverside is a good place to live for those over 65

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	62	2.5	25.6	25.6
	Agree	143	5.7	59.1	84.7
	Disagree	28	1.1	11.6	96.3
	Strongly Disagree	9	.4	3.7	100.0
	Total	242	9.6	100.0	
Missing	Don't know	7	.3		
	System	2264	90.1		
Total		2271	90.4		
Total		2513	100.0		

Retire_2: My medical care providers help me deal with aging related concerns

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	73	2.9	32.2	32.2
	Agree	125	5.0	55.1	87.2
	Disagree	22	.9	9.7	96.9
	Strongly Disagree	7	.3	3.1	100.0
	Total	227	9.0	100.0	
Missing	Don't know	20	.8		
	System	2266	90.2		
Total		2286	91.0		
Total		2513	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Safety is an issue	6	.2	24.0	24.0
	Senior activities	3	.1	12.0	36.0
	Better public transportation	4	.2	16.0	52.0
	Affordable housing for 55 and up but not just low income	4	.2	16.0	68.0
	Better air quality	3	.1	12.0	80.0
	Better hospitals and medical treatment	2	.1	8.0	88.0
	Other	3	.1	12.0	100.0
	Total	25	1.0	100.0	
Missing	System	2488	99.0		
Total		2513	100.0		

Q11: Do festivals and special events in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	673	26.8	27.7	27.7
	Partially meet my needs	914	36.4	37.6	65.4
	Don't meet my needs	577	23.0	23.8	89.1
	Don't use them	219	8.7	9.0	98.1
	Didn't know Riverside had them	45	1.8	1.9	100.0
	Total	2428	96.6	100.0	
Missing	System	85	3.4		
Total		2513	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.	156	14.7%	16.9%
Art, cultural, educational, health	48	4.5%	5.2%
Don't know/not sure/no response/not interested	60	5.7%	6.5%
Better public transportation to them	11	1.0%	1.2%
We have some? / Better advertisement before the event happens	107	10.1%	11.6%
Improve safety, more police, security	72	6.8%	7.8%
Orange Blossom	113	10.7%	12.2%
None	15	1.4%	1.6%
More family events/kid activities/low cost	48	4.5%	5.2%
Orange Blossom with conditions and changes	88	8.3%	9.5%
More festivals, like Dickens, Wednesday Nights Lights	53	5.0%	5.7%
Events like Festival of Lights, the past events Riverside use to do	8	.8%	.9%
Parking and Traffic Issues (more, better flow, not so expensive, trolleys, handicap)	56	5.3%	6.1%
In other locations not only downtown Riverside	18	1.7%	2.0%
Better control of homeless, pan handlers, no dogs, gangs, etc.	15	1.4%	1.6%
Greek, Coachella, Stagecoach, Rose Parade types	3	.3%	.3%
Improved restroom and cleaner	8	.8%	.9%
Improve food at events, more variety, allow more ethnic flavor	27	2.5%	2.9%
Affordable, cost conscious for families	17	1.6%	1.8%
Better organization	6	.6%	.7%
More variety, different age groups not always family orientated	22	2.1%	2.4%
Music, concerts, better entertainment	43	4.1%	4.7%
Better city relationships, easier permit process and vendor ease	12	1.1%	1.3%
Other	54	5.1%	5.9%
Total	1060	100.0%	114.8%

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	546	21.7	22.5	22.5
	Partially meet my needs	863	34.3	35.5	57.9
	Don't meet my needs	660	26.3	27.1	85.1
	Don't use them	294	11.7	12.1	97.2
	Didn't know Riverside had them	69	2.7	2.8	100.0
	Total	2432	96.8	100.0	
Missing	System	81	3.2		
Total		2513	100.0		

Q15b: What concerts or live theater would you like?

	Responses		Percent of Cases
	N	Percent	
Any, all types, something	26	2.2%	2.5%
Jazz	49	4.2%	4.8%
Classical	41	3.5%	4.0%
Larger location for big concerts and well-known names	103	8.8%	10.1%
Larger venue with enough parking	8	.7%	.8%
Could Fox Theater bring in...?variety, quality, top, etc.	203	17.3%	19.8%
Outside large concerts, band performance	67	5.7%	6.5%
Amphitheater	5	.4%	.5%
Not interested/no response	27	2.3%	2.6%
Broadway Shows	53	4.5%	5.2%
Comedy	22	1.9%	2.1%
Country	26	2.2%	2.5%
Family friendly, kid shows, puppets, etc.	39	3.3%	3.8%
Dinner Theater	9	.8%	.9%
Hard Rock	1	.1%	.1%
Rock and Roll	48	4.1%	4.7%
Affordable	59	5.0%	5.8%
Blue Grass	9	.8%	.9%
Folk music	13	1.1%	1.3%
Current, Top 40's	58	4.9%	5.7%
More variety	177	15.1%	17.3%
More variety of venues, options, choices	46	3.9%	4.5%
Other	84	7.2%	8.2%
Total	1173	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.

Q11: Do places in Riverside where you can hear music and dance meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	436	17.3	18.0	18.0
	Partially meet my needs	728	29.0	30.0	47.9
	Don't meet my needs	724	28.8	29.8	77.8
	Don't use them	460	18.3	18.9	96.7
	Didn't know Riverside had them	80	3.2	3.3	100.0
	Total	2428	96.6	100.0	
Missing	System	85	3.4		
Total		2513	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		93	7.9%	9.0%
To hear Jazz, lounge style		43	3.6%	4.2%
Cost too much		38	3.2%	3.7%
Type of place or the music not to my liking		136	11.5%	13.1%
No response/not interested		40	3.4%	3.9%
Not enough of them		254	21.5%	24.5%
Lack variety of style of places and options for my age group		253	21.4%	24.4%
Don't feel safe		57	4.8%	5.5%
No large venue for concerts and well name bands		57	4.8%	5.5%
Advertise		26	2.2%	2.5%
Fox Theater good but.....		106	9.0%	10.2%
Parking issues		12	1.0%	1.2%
Outdoor venues		29	2.4%	2.8%
Other		40	3.4%	3.9%
Total		1184	100.0%	114.3%

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: Do restaurants in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	923	36.7	38.1	38.1
	Partially meet my needs	1027	40.9	42.4	80.4
	Don't meet my needs	453	18.0	18.7	99.1
	Don't use them	17	.7	.7	99.8
	Didn't know Riverside had them	4	.2	.2	100.0
	Total	2424	96.5	100.0	
Missing	System	89	3.5		
Total		2513	100.0		

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

	Responses		Percent of Cases
	N	Percent	
More of them, multi-cultural, bigger, often, etc.	156	14.7%	16.9%
Art, cultural, educational, health	48	4.5%	5.2%
Don't know/not sure/no response/not interested	60	5.7%	6.5%
Better public transportation to them	11	1.0%	1.2%
We have some? / Better advertisement before the event happens	107	10.1%	11.6%
Improve safety, more police, security	72	6.8%	7.8%
Orange Blossom	113	10.7%	12.2%
None	15	1.4%	1.6%
More family events/kid activities/low cost	48	4.5%	5.2%
Orange Blossom with conditions and changes	88	8.3%	9.5%
More festivals, like Dickens, Wednesday Nights Lights	53	5.0%	5.7%
Events like Festival of Lights, the past events Riverside use to do	8	.8%	.9%
Parking and Traffic Issues (more, better flow, not so expensive, trolleys, handicap)	56	5.3%	6.1%
In other locations not only downtown Riverside	18	1.7%	2.0%
Better control of homeless, pan handlers, no dogs, gangs, etc.	15	1.4%	1.6%
Greek, Coachella, Stagecoach, Rose Parade types	3	.3%	.3%
Improved restroom and cleaner	8	.8%	.9%
Improve food at events, more variety, allow more ethnic flavor	27	2.5%	2.9%
Affordable, cost conscious for families	17	1.6%	1.8%
Better organization	6	.6%	.7%
More variety, different age groups not always family orientated	22	2.1%	2.4%
Music, concerts, better entertainment	43	4.1%	4.7%
Better city relationships, easier permit process and vendor ease	12	1.1%	1.3%
Other	54	5.1%	5.9%
Total	1060	100.0%	114.8%

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: Do retail stores in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	979	39.0	40.2	40.2
	Partially meet my needs	1060	42.2	43.5	83.8
	Don't meet my needs	375	14.9	15.4	99.2
	Don't use them	18	.7	.7	99.9
	Didn't know Riverside had them	2	.1	.1	100.0
	Total	2434	96.9	100.0	
Missing	System	79	3.1		
Total		2513	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Whole foods	17	8.0%	8.0%
Wal-Mart super store	3	1.4%	1.4%
Upscale stores	15	7.0%	7.0%
Trader Joes and healthy food stores	18	8.5%	8.5%
Specialty food stores	2	.9%	.9%
Don't know/can't think if any	9	4.2%	4.2%
Nordstrom Rack	3	1.4%	1.4%
No more/none	4	1.9%	1.9%
No response	5	2.3%	2.3%
More independent stores	35	16.4%	16.4%
More mom and pop stores	16	7.5%	7.5%
IKEA (and others)	10	4.7%	4.7%
REI	3	1.4%	1.4%
Bev Mo and others like it	4	1.9%	1.9%
Apple Store, Fry's, a store like that	24	11.3%	11.3%
Bookstores	8	3.8%	3.8%
Costco	19	8.9%	8.9%
Higher end department stores	18	8.5%	8.5%
Total	213	100.0%	100.0%

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.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	1355	53.9	55.7	55.7
	Partially meet my needs	761	30.3	31.3	87.0
	Don't meet my needs	165	6.6	6.8	93.8
	Don't use them	140	5.6	5.8	99.5
	Didn't know Riverside had them	12	.5	.5	100.0
	Total	2433	96.8	100.0	
Missing	System	80	3.2		
Total		2513	100.0		

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

	Responses		Percent of Cases
	N	Percent	
More parks	65	12.8%	14.0%
More lighting	10	2.0%	2.2%
Do not feel safe (drug dealing, gangs, homelessness, panhandlers)	187	36.8%	40.3%
Clean up the parks/maintain them	46	9.1%	9.9%
More bike/hiking/jogging/walking trails	53	10.4%	11.4%
More dog friendly parks	23	4.5%	5.0%
More activities, events	20	3.9%	4.3%
Covered play areas, and more pools, water parks (summers are hot here)	21	4.1%	4.5%
More shade, more trees	17	3.3%	3.7%
Parks need restrooms	10	2.0%	2.2%
Lack of parking or parking issue	26	5.1%	5.6%
More open space parks	12	2.4%	2.6%
More activities/ for all age groups	9	1.8%	1.9%
Longer hours/more accessible	7	1.4%	1.5%
Skate Park	1	.2%	.2%
Less organized sports taking over the parks	1	.2%	.2%
Total	508	100.0%	109.5%

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.

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	1241	15.6%	57.7%
On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	722	9.1%	33.6%
Explore Riverside quarterly newsletter	806	10.1%	37.5%
Utility bill inserts	524	6.6%	24.4%
Channel 3, government access TV	120	1.5%	5.6%
Community or neighborhood groups	413	5.2%	19.2%
Friends and family	1257	15.8%	58.5%
Local websites	568	7.2%	26.4%
Social media such as Twitter or Facebook	745	9.4%	34.7%
Email from the City or Councilmember	382	4.8%	17.8%
Religious/Faith community	311	3.9%	14.5%
Employer	288	3.6%	13.4%
Radio	384	4.8%	17.9%
Never try to find out about things happening	20	.3%	.9%
Other	163	2.1%	7.6%
Total	7944	100.0%	369.5%

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.

Info1b: 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	571	22.7	31.2	31.2
	On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	163	6.5	8.9	40.1
	Explore Riverside quarterly newsletter	190	7.6	10.4	50.5
	Utility bill inserts	20	.8	1.1	51.6
	Channel 3, government access TV	13	.5	.7	52.3
	Community or neighborhood groups	61	2.4	3.3	55.6
	Friends and family	250	9.9	13.7	69.3
	Local websites	88	3.5	4.8	74.1
	Social media such as Twitter or Facebook	276	11.0	15.1	89.1
	Email from the City or Councilmember	69	2.7	3.8	92.9
	Religious/Faith community	22	.9	1.2	94.1
	Employer	46	1.8	2.5	96.6
	Radio	39	1.6	2.1	98.7
	Never try to find out about things happening	2	.1	.1	98.9
	Other	14	.6	.8	99.6
	UCR	2	.1	.1	99.7
	PE.com	3	.1	.2	99.9
	Chamber of Commerce	2	.1	.1	100.0
	Total	1831	72.9	100.0	
Missing	System	682	27.1		
Total		2513	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	522	20.8	21.9	21.9
	No	1292	51.4	54.2	76.1
	Sometimes	571	22.7	23.9	100.0
	Total	2385	94.9	100.0	
Missing	System	128	5.1		
Total		2513	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	319	12.7	13.4	13.4
	Most of them	760	30.2	31.9	45.2
	Some of them	1104	43.9	46.3	91.5
	No, don't know any	192	7.6	8.1	99.6
	Don't have any neighbors close by	10	.4	.4	100.0
	Total	2385	94.9	100.0	
Missing	Don't Know	10	.4		
	System	118	4.7		
	Total	128	5.1		
Total		2513	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	1858	73.9	77.8	77.8
	No	153	6.1	6.4	84.2
	I think so but I'm not sure	378	15.0	15.8	100.0
	Total	2389	95.1	100.0	
Missing	System	124	4.9		
Total		2513	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	313	7.3%	13.2%
Talking face to face	1944	45.6%	82.2%
Talking on the phone	509	11.9%	21.5%
Exchanging text messages	354	8.3%	15.0%
Joining a community group on a social networking site	322	7.5%	13.6%
Using Twitter	21	.5%	.9%
Reading a community blog	97	2.3%	4.1%
Participating in a community meeting	315	7.4%	13.3%
Exchanging e-mails	392	9.2%	16.6%
Total	4267	100.0%	180.5%

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.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	1537	61.2	63.9	63.9
	Don't walk outside, but not because of safety	16	.6	.7	64.6
	No, it is not safe	147	5.8	6.1	70.7
	It is somewhat safe	704	28.0	29.3	100.0
	Total	2404	95.7	100.0	
Missing	System	109	4.3		
Total		2513	100.0		

Q18b: What makes you feel your neighborhood is unsafe?

	Responses		Percent of Cases
	N	Percent	
Crime	333	36.8%	40.1%
No sidewalks or bad sidewalks	91	10.1%	11.0%
Dangerous intersections	26	2.9%	3.1%
Other (Specify)	31	3.4%	3.7%
Don't know	12	1.3%	1.4%
Gang problem	88	9.7%	10.6%
No lighting or poor lighting	77	8.5%	9.3%
Too much traffic	51	5.6%	6.1%
Stray dogs, pit bulls, coyotes	43	4.8%	5.2%
Crime, Drugs, Gangs	2	.2%	.2%
Homelessness, panhandlers	47	5.2%	5.7%
All of the above	15	1.7%	1.8%
Traffic, too fast, not paying attention	14	1.5%	1.7%
Traffic, crime, gangs, drugs	2	.2%	.2%
Suspicious people	27	3.0%	3.2%
Police	10	1.1%	1.2%
Neighbors	11	1.2%	1.3%
Drugs, Drug house, drug dealing	19	2.1%	2.3%
Sex offenders, Megan's Law issues, ex-cons	6	.7%	.7%
Total	905	100.0%	108.9%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	577	23.0	48.1	48.1
	No, it is not safe	183	7.3	15.3	63.3
	It is somewhat safe	402	16.0	33.5	96.8
	Don't walk outside, but not because of safety	38	1.5	3.2	100.0
	Total	1200	47.8	100.0	
Missing	System	1313	52.2		
Total		2513	100.0		

Q18b: What makes you feel your work location is unsafe?

	Responses		Percent of Cases
	N	Percent	
Crime	246	40.1%	42.3%
Gang problem	59	9.6%	10.2%
No sidewalks or bad sidewalks	25	4.1%	4.3%
Dangerous intersections	35	5.7%	6.0%
No lighting or poor lighting	23	3.7%	4.0%
Too much traffic	64	10.4%	11.0%
Other	27	4.4%	4.6%
Don't know/no response	9	1.5%	1.5%
All of the above	8	1.3%	1.4%
Stray dogs, pit bulls, coyotes	5	.8%	.9%
Homelessness, panhandlers	90	14.7%	15.5%
Traffic, to fast, not paying attention	5	.8%	.9%
Suspicious people	10	1.6%	1.7%
Neighbors	1	.2%	.2%
Drugs, Drug house, drug dealing	5	.8%	.9%
Sex offenders, Megan's Law issues, ex-cons	2	.3%	.3%
Total	614	100.0%	105.7%

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.

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	336	13.4	14.1	14.1
	Not too fearful	1098	43.7	46.0	60.1
	Somewhat fearful, or	823	32.7	34.5	94.6
	Very fearful	130	5.2	5.4	100.0
	Total	2387	95.0	100.0	
Missing	Don't Know	17	.7		
	System	109	4.3		
	Total	126	5.0		
Total		2513	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	557	22.2	23.4	23.4
	Same	1212	48.2	50.8	74.2
	Worse off	615	24.5	25.8	100.0
	Total	2384	94.9	100.0	
Missing	Don't Know	16	.6		
	System	113	4.5		
	Total	129	5.1		
Total		2513	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	854	34.0	38.7	38.7
	Same	1136	45.2	51.4	90.1
	Worse off	219	8.7	9.9	100.0
	Total	2209	87.9	100.0	
Missing	Don't Know	184	7.3		
	System	120	4.8		
	Total	304	12.1		
Total		2513	100.0		

Q22: Do you donate money to Riverside causes or organizations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1524	60.6	64.7	64.7
	No	504	20.1	21.4	86.0
	Donate to causes, but not in Riverside	329	13.1	14.0	100.0
	Total	2357	93.8	100.0	
Missing	Don't Know	41	1.6		
	System	115	4.6		
	Total	156	6.2		
Total		2513	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Religious institutions	135	5.4	9.6	9.6
	Other nonprofit organizations	613	24.4	43.5	53.1
	Both	661	26.3	46.9	100.0
	Total	1409	56.1	100.0	
Missing	Don't Know	12	.5		
	System	1092	43.5		
	Total	1104	43.9		
Total		2513	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Zero	16	.6	1.1	1.1
	1 - 25%	647	25.7	46.0	47.2
	26-50%	177	7.0	12.6	59.8
	51-75%	180	7.2	12.8	72.6
	76-99%	217	8.6	15.4	88.0
	100%	168	6.7	12.0	100.0
	Total	1405	55.9	100.0	
Missing	System	1108	44.1		
Total		2513	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1359	54.1	57.4	57.4
	No	1008	40.1	42.6	100.0
	Total	2367	94.2	100.0	
Missing	Don't Know	25	1.0		
	System	121	4.8		
	Total	146	5.8		
Total		2513	100.0		

Q23b: How many hours per month do you volunteer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-8 hours	720	28.7	60.5	60.5
	9-20 hours	346	13.8	29.1	89.6
	21 or more hours	124	4.9	10.4	100.0
	Total	1190	47.4	100.0	
Missing	Don't know	49	1.9		
	System	1274	50.7		
	Total	1323	52.6		
Total		2513	100.0		

Do you rent or own your current residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rent or lease	541	21.5	22.7	22.7
	Own	1637	65.1	68.6	91.3
	Live in student housing	18	.7	.8	92.0
	Live with family member (that is, a "senior" adult living with adult children, or adult living in parent's home, etc.)	162	6.4	6.8	98.8
	Other	21	.8	.9	99.7
	No response given	7	.3	.3	100.0
	Total	2386	94.9	100.0	
	Missing	System	127	5.1	
Total		2513	100.0		

What was the last grade of school that you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school or less	54	2.1	2.3	2.3
	High school degree or equivalent	200	8.0	8.4	10.7
	Some college but no degree	504	20.1	21.1	31.8
	Associate degree or technical certificate	332	13.2	13.9	45.7
	Bachelor's degree	543	21.6	22.8	68.5
	Graduate or professional degree	735	29.2	30.8	99.4
	Refuse to answer	13	.5	.5	99.9
	Other (specify)	2	.1	.1	100.0
	Total	2383	94.8	100.0	
Missing	System	130	5.2		
Total		2513	100.0		

Age categories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 19 years	43	1.7	1.9	1.9
	20 to 24 years	106	4.2	4.7	6.6
	25 to 34 years	409	16.3	18.1	24.7
	35 to 44 years	492	19.6	21.8	46.5
	45 to 54 years	532	21.2	23.6	70.1
	55 to 59 years	242	9.6	10.7	80.9
	60 to 64 years	187	7.4	8.3	89.1
	65 to 74 years	191	7.6	8.5	97.6
	75 to 84 years	46	1.8	2.0	99.6
	85 years and over	8	.3	.4	100.0
Total		2256	89.8	100.0	
Missing	System	257	10.2		
Total		2513	100.0		

Employment status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full-time for pay	1391	55.4	58.4	58.4
	Working less than 30 hours a week for pay	272	10.8	11.4	69.9
	Full-time student	93	3.7	3.9	73.8
	Full-time homemaker, parent or caregiver	140	5.6	5.9	79.7
	Unemployed and looking for work	122	4.9	5.1	84.8
	Retired	287	11.4	12.1	96.8
	Disabled and not able to work	35	1.4	1.5	98.3
	Other (specify)	40	1.6	1.7	100.0
	Total	2380	94.7	100.0	
	Missing	System	133	5.3	
Total		2513	100.0		

Do you work within the City of Riverside?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	763	30.4	52.2	52.2
	No	366	14.6	25.0	77.2
	As indicated at the start of the survey, I work in the City of Riverside	333	13.3	22.8	100.0
	Total	1462	58.2	100.0	
	Missing	System	1051	41.8	
Total		2513	100.0		

Are you a male or female?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	853	33.9	36.1	36.1
	Female	1511	60.1	63.9	100.0
	Total	2364	94.1	100.0	
Missing	System	149	5.9		
Total		2513	100.0		

Are you of Hispanic, Latino, or Spanish origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1817	72.3	77.9	77.9
	Yes	515	20.5	22.1	100.0
	Total	2332	92.8	100.0	
Missing	System	181	7.2		
Total		2513	100.0		

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

	Responses		Percent of Cases
	N	Percent	
White	1746	76.9%	81.7%
Black, African American, or Negro	102	4.5%	4.8%
American Indian or Alaska Native	50	2.2%	2.3%
Asian Indian	10	.4%	.5%
Chinese	21	.9%	1.0%
Filipino	32	1.4%	1.5%
Japanese	21	.9%	1.0%
Korean	7	.3%	.3%
Vietnamese	7	.3%	.3%
Other Asian	17	.7%	.8%
Native Hawaiian	2	.1%	.1%
Guamanian or Chamorro	1	.0%	.0%
Samoan	4	.2%	.2%
Other Pacific Islander	3	.1%	.1%
Some other race	110	4.8%	5.1%
Refuse to answer	137	6.0%	6.4%
Total	2270	100.0%	106.2%

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.

APPENDIX VIII

**Data Display,
Online & Paper Surveys
for those who Work (or Attend
College/University) in Riverside but
Live Elsewhere**

Riverside Community Quality of Life Survey
Data Display, Online and Paper Surveys
for those who Work or Attend College/University in Riverside
but Live Elsewhere

Following are frequency tables for the online and paper versions 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 VI.**
- The “simple” frequency tables below, produced by SPSS 19.0 (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 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 worked or attended college/university in the City, it is meaningful to note that 12.1% have lived in the City less than 2 years, 28.4% 5 years or less, 55.7% 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 working 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	58	12.0	12.1	12.1
	2 to 5 years	78	16.1	16.3	28.4
	6 to 10 years	131	27.1	27.3	55.7
	11 to 20 years	120	24.8	25.1	80.8
	More than 20 years	92	19.0	19.2	100.0
	Total	479	99.2	100.0	
Missing	Don't know	2	.4		
	System	2	.4		
	Total	4	.8		
Total		483	100.0		

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.

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	84	11.0%	17.6%
Too much crime in the area	62	8.1%	13.0%
Too crowded	39	5.1%	8.2%
Can't afford to move from where I'm living now	83	10.9%	17.4%
I like where I'm living now	296	38.8%	61.9%
The schools seem better where I live now	61	8.0%	12.8%
Just don't like it	35	4.6%	7.3%
Other	103	13.5%	21.5%
Total	763	100.0%	159.6%

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.

**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	54	6.6%	11.4%
There are more jobs than in other areas	14	1.7%	3.0%
It's not crowded	13	1.6%	2.7%
Less traffic than in Orange or LA County	81	9.9%	17.1%
It's a short commute	135	16.4%	28.5%
I work for a good company	157	19.1%	33.1%
I have a good job	271	33.0%	57.2%
My job gives me a good chance for advancement / promotions	47	5.7%	9.9%
Availability of amenities (restaurants, entertainment, gyms, etc.)	23	2.8%	4.9%
Other	27	3.3%	5.7%
Total	822	100.0%	173.4%

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.

**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	93	12.5%	19.7%
Traffic	195	26.2%	41.4%
Poor public transportation	34	4.6%	7.2%
Pay is not as good as jobs in other places	60	8.1%	12.7%
It's not a good company / job	9	1.2%	1.9%
Other employees are not skilled enough	17	2.3%	3.6%
Not as much chance for advancement / promotion	63	8.5%	13.4%
Long commute	69	9.3%	14.6%
Poor amenities in the area (restaurants, entertainment, gyms, etc.)	41	5.5%	8.7%
Not enough parking	46	6.2%	9.8%
I like everything about working in Riverside!	71	9.6%	15.1%
Other (specify)	45	6.1%	9.6%
Total	743	100.0%	157.7%

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.

Q5_1: Riverside is a good place to bring visitors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	59	12.2	13.2	13.2
	Agree	282	58.4	62.9	76.1
	Disagree	82	17.0	18.3	94.4
	Strongly Disagree	25	5.2	5.6	100.0
	Total	448	92.8	100.0	
Missing	Don't Know	26	5.4		
	System	9	1.9		
	Total	35	7.2		
Total		483	100.0		

Q5_2: Riverside is a good place to find a good job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	48	9.9	11.2	11.2
	Agree	277	57.3	64.7	75.9
	Disagree	84	17.4	19.6	95.6
	Strongly Disagree	19	3.9	4.4	100.0
	Total	428	88.6	100.0	
Missing	Don't Know	45	9.3		
	System	10	2.1		
	Total	55	11.4		
Total		483	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	33	6.8	11.3	11.3
	Agree	172	35.6	59.1	70.4
	Disagree	66	13.7	22.7	93.1
	Strongly Disagree	20	4.1	6.9	100.0
	Total	291	60.2	100.0	
Missing	Don't Know	181	37.5		
	System	11	2.3		
	Total	192	39.8		
Total		483	100.0		

Q5_4: Riverside is a good place to be active and healthy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	64	13.3	14.7	14.7
	Agree	285	59.0	65.5	80.2
	Disagree	67	13.9	15.4	95.6
	Strongly Disagree	19	3.9	4.4	100.0
	Total	435	90.1	100.0	
Missing	Don't Know	39	8.1		
	System	9	1.9		
	Total	48	9.9		
Total		483	100.0		

Q5_5: Riverside is a good place to raise children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	36	7.5	9.5	9.5
	Agree	237	49.1	62.7	72.2
	Disagree	71	14.7	18.8	91.0
	Strongly Disagree	34	7.0	9.0	100.0
	Total	378	78.3	100.0	
Missing	Don't Know	93	19.3		
	System	12	2.5		
	Total	105	21.7		
Total		483	100.0		

Q5_6: Riverside is a good place to enjoy art and culture

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	62	12.8	14.3	14.3
	Agree	273	56.5	63.0	77.4
	Disagree	80	16.6	18.5	95.8
	Strongly Disagree	18	3.7	4.2	100.0
	Total	433	89.6	100.0	
Missing	Don't Know	40	8.3		
	System	10	2.1		
	Total	50	10.4		
Total		483	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	43	8.9	10.8	10.8
	Agree	220	45.5	55.1	65.9
	Disagree	104	21.5	26.1	92.0
	Strongly Disagree	32	6.6	8.0	100.0
	Total	399	82.6	100.0	
Missing	Don't Know	75	15.5		
	System	9	1.9		
	Total	84	17.4		
Total		483	100.0		

Q5_8: Riverside is a good place to make friends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	61	12.6	15.5	15.5
	Agree	283	58.6	71.8	87.3
	Disagree	36	7.5	9.1	96.4
	Strongly Disagree	14	2.9	3.6	100.0
	Total	394	81.6	100.0	
Missing	Don't Know	78	16.1		
	System	11	2.3		
	Total	89	18.4		
Total		483	100.0		

Q5_9: Riverside is a good place to start or grow a business.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	33	6.8	12.0	12.0
	Agree	158	32.7	57.2	69.2
	Disagree	67	13.9	24.3	93.5
	Strongly Disagree	18	3.7	6.5	100.0
	Total	276	57.1	100.0	
Missing	Don't Know	193	40.0		
	System	14	2.9		
	Total	207	42.9		
Total		483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	14	2.9	3.0	3.0
	Good	94	19.5	19.9	22.8
	Fair	91	18.8	19.2	42.1
	Poor	35	7.2	7.4	49.5
	Can't rate...I don't use bike lanes	198	41.0	41.9	91.3
	Don't know	41	8.5	8.7	100.0
	Total	473	97.9	100.0	
Missing	System	10	2.1		
Total		483	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	22	4.6	4.7	4.7
	Good	65	13.5	13.7	18.4
	Fair	69	14.3	14.6	33.0
	Poor	58	12.0	12.3	45.2
	Can't rate...I don't take the bus or rail	205	42.4	43.3	88.6
	Don't know	54	11.2	11.4	100.0
Total		473	97.9	100.0	
Missing	System	10	2.1		
Total		483	100.0		

Q10_1: "Riverside is an attractive place"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	69	14.3	14.9	14.9
	Agree	291	60.2	62.7	77.6
	Disagree	84	17.4	18.1	95.7
	Strongly Disagree	20	4.1	4.3	100.0
	Total	464	96.1	100.0	
Missing	Don't know	8	1.7		
	System	11	2.3		
Total		19	3.9		
Total		483	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	45	9.3	10.9	10.9
	Agree	249	51.6	60.3	71.2
	Disagree	98	20.3	23.7	94.9
	Strongly Disagree	21	4.3	5.1	100.0
	Total	413	85.5	100.0	
Missing	Don't know	57	11.8		
	System	13	2.7		
Total		70	14.5		
Total		483	100.0		

Q10_3: "There are good schools in Riverside"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	40	8.3	12.2	12.2
	Agree	211	43.7	64.3	76.5
	Disagree	58	12.0	17.7	94.2
	Strongly Disagree	19	3.9	5.8	100.0
	Total	328	67.9	100.0	
Missing	Don't know	143	29.6		
	System	12	2.5		
Total		155	32.1		
Total		483	100.0		

Q10_4: "There are good colleges/universities in Riverside"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	156	32.3	35.2	35.2
	Agree	269	55.7	60.7	95.9
	Disagree	10	2.1	2.3	98.2
	Strongly Disagree	8	1.7	1.8	100.0
	Total	443	91.7	100.0	
Missing	Don't know	27	5.6		
	System	13	2.7		
	Total	40	8.3		
Total		483	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	318	65.8	68.5	68.5
	Agree	131	27.1	28.2	96.8
	Disagree	12	2.5	2.6	99.4
	Strongly Disagree	3	.6	.6	100.0
	Total	464	96.1	100.0	
Missing	Don't know	8	1.7		
	System	11	2.3		
	Total	19	3.9		
Total		483	100.0		

Q10_6: "I am proud to work in Riverside"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	161	33.3	36.2	36.2
	Agree	235	48.7	52.8	89.0
	Disagree	39	8.1	8.8	97.8
	Strongly Disagree	10	2.1	2.2	100.0
	Total	445	92.1	100.0	
Missing	Don't know	26	5.4		
	System	12	2.5		
	Total	38	7.9		
Total		483	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	18	3.7	5.3	5.3
	Agree	104	21.5	30.7	36.0
	Disagree	130	26.9	38.3	74.3
	Strongly Disagree	87	18.0	25.7	100.0
	Total	339	70.2	100.0	
Missing	Don't know	133	27.5		
	System	11	2.3		
	Total	144	29.8		
Total		483	100.0		

Q10_8: "Riverside's tap water is safe to drink"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	55	11.4	17.7	17.7
	Agree	157	32.5	50.6	68.4
	Disagree	65	13.5	21.0	89.4
	Strongly Disagree	33	6.8	10.6	100.0
	Total	310	64.2	100.0	
Missing	Don't know	161	33.3		
	System	12	2.5		
	Total	173	35.8		
Total		483	100.0		

Q10_9: "Riverside's workforce is properly trained and educated"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	59	12.2	15.2	15.2
	Agree	225	46.6	58.0	73.2
	Disagree	83	17.2	21.4	94.6
	Strongly Disagree	21	4.3	5.4	100.0
	Total	388	80.3	100.0	
Missing	Don't know	81	16.8		
	System	14	2.9		
	Total	95	19.7		
Total		483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	50	10.4	19.0	19.0
	Agree	129	26.7	49.0	68.1
	Disagree	73	15.1	27.8	95.8
	Strongly Disagree	11	2.3	4.2	100.0
	Total	263	54.5	100.0	
Missing	Don't Know	74	15.3		
	System	146	30.2		
	Total	220	45.5		
Total		483	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	12	2.5	28.6	28.6
	No	15	3.1	35.7	64.3
	I have no interest in internships	4	.8	9.5	73.8
	Not yet, but I plan to	11	2.3	26.2	100.0
	Total	42	8.7	100.0	
Missing	System	441	91.3		
Total		483	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	9	1.9	40.9	40.9
	No, there are not enough local opportunities	6	1.2	27.3	68.2
	I don't know yet	7	1.4	31.8	100.0
	Total	22	4.6	100.0	
Missing	System	461	95.4		
Total		483	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	27	5.6	64.3	64.3
	No, the jobs I want aren't in Riverside	9	1.9	21.4	85.7
	I don't want to stay in Riverside	6	1.2	14.3	100.0
	Total	42	8.7	100.0	
Missing	System	441	91.3		
Total		483	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	35	7.2	83.3	83.3
	No	7	1.4	16.7	100.0
	Total	42	8.7	100.0	
Missing	System	441	91.3		
Total		483	100.0		

Q66: What would make Riverside a better place for college students? [ONLY 4 RESPONSES WERE GIVEN]

- More activities
- More local internships with a variety of internships ranging from the arts to science fields, art based internships are lacking in Riverside. Additionally more local job creations to help graduating students attain employment.
- Riverside seems or appears old, dirty, and unsafe....I would focus more on cleaning up the city.
- Safer environment

Q11: Do festivals and special events in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	150	31.1	32.0	32.0
	Partially meet my needs	116	24.0	24.7	56.7
	Don't meet my needs	77	15.9	16.4	73.1
	Don't use them	110	22.8	23.5	96.6
	Didn't know Riverside had them	16	3.3	3.4	100.0
	Total	469	97.1	100.0	
Missing	System	14	2.9		
Total		483	100.0		

Q11: Do concerts and live theater in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	102	21.1	21.7	21.7
	Partially meet my needs	109	22.6	23.1	44.8
	Don't meet my needs	97	20.1	20.6	65.4
	Don't use them	144	29.8	30.6	96.0
	Didn't know Riverside had them	19	3.9	4.0	100.0
	Total	471	97.5	100.0	
Missing	System	12	2.5		
Total		483	100.0		

Q11: Do places in Riverside where you can hear music and dance meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	81	16.8	17.2	17.2
	Partially meet my needs	105	21.7	22.3	39.6
	Don't meet my needs	91	18.8	19.4	58.9
	Don't use them	158	32.7	33.6	92.6
	Didn't know Riverside had them	35	7.2	7.4	100.0
	Total	470	97.3	100.0	
Missing	System	13	2.7		
Total		483	100.0		

Q11: Do restaurants in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	237	49.1	50.4	50.4
	Partially meet my needs	171	35.4	36.4	86.8
	Don't meet my needs	51	10.6	10.9	97.7
	Don't use them	11	2.3	2.3	100.0
	Total	470	97.3	100.0	
Missing	System	13	2.7		
Total		483	100.0		

Q11: Do retail stores in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	227	47.0	48.5	48.5
	Partially meet my needs	169	35.0	36.1	84.6
	Don't meet my needs	42	8.7	9.0	93.6
	Don't use them	29	6.0	6.2	99.8
	Didn't know Riverside had them	1	.2	.2	100.0
	Total	468	96.9	100.0	
Missing	System	15	3.1		
Total		483	100.0		

Q11: Does the City's Wi-Fi system meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	66	13.7	14.0	14.0
	Partially meet my needs	77	15.9	16.3	30.3
	Don't meet my needs	155	32.1	32.8	63.1
	Don't use them	139	28.8	29.4	92.6
	Didn't know Riverside had them	35	7.2	7.4	100.0
	Total	472	97.7	100.0	
Missing	System	11	2.3		
Total		483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	184	38.1	39.1	39.1
	Partially meet my needs	94	19.5	20.0	59.0
	Don't meet my needs	17	3.5	3.6	62.6
	Don't use them	164	34.0	34.8	97.5
	Didn't know Riverside had them	12	2.5	2.5	100.0
	Total	471	97.5	100.0	
Missing	System	12	2.5		
Total		483	100.0		

Q11: Do business training and support services meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	59	12.2	12.6	12.6
	Partially meet my needs	95	19.7	20.3	32.8
	Don't meet my needs	50	10.4	10.7	43.5
	Don't use them	191	39.5	40.7	84.2
	Didn't know Riverside had them	74	15.3	15.8	100.0
	Total	469	97.1	100.0	
Missing	System	14	2.9		
Total		483	100.0		

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	238	16.0%	51.0%
On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	175	11.8%	37.5%
Explore Riverside quarterly newsletter	78	5.3%	16.7%
Utility bill inserts	12	.8%	2.6%
Channel 3, government access TV	23	1.6%	4.9%
Community or neighborhood groups	35	2.4%	7.5%
Friends and family	213	14.4%	45.6%
Local websites	137	9.2%	29.3%
Social media such as Twitter or Facebook	85	5.7%	18.2%
Email from the City or Councilmember	105	7.1%	22.5%
Religious/Faith community	22	1.5%	4.7%
Employer	230	15.5%	49.3%
Radio	89	6.0%	19.1%
Never try to find out about things happening	20	1.3%	4.3%
Other	21	1.4%	4.5%
Total	1483	100.0%	317.6%

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.

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	86	17.8	23.0	23.0
	On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	49	10.1	13.1	36.1
	Explore Riverside quarterly newsletter	10	2.1	2.7	38.8
	Community or neighborhood groups	2	.4	.5	39.3
	Friends and family	45	9.3	12.0	51.3
	Local websites	27	5.6	7.2	58.6
	Social media such as Twitter or Facebook	27	5.6	7.2	65.8
	Email from the City or Councilmember	26	5.4	7.0	72.7
	Religious/Faith community	1	.2	.3	73.0
	Employer	80	16.6	21.4	94.4
	Radio	14	2.9	3.7	98.1
	Never try to find out about things happening	1	.2	.3	98.4
	Other	6	1.2	1.6	100.0
	Total	374	77.4	100.0	
	Missing	System	109	22.6	
Total		483	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	97	20.1	20.7	20.7
	No	254	52.6	54.3	75.0
	Sometimes	117	24.2	25.0	100.0
	Total	468	96.9	100.0	
Missing	System	15	3.1		
Total		483	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	204	42.2	44.5	44.5
	No, it is not safe	74	15.3	16.2	60.7
	It is somewhat safe	180	37.3	39.3	100.0
	Total	458	94.8	100.0	
Missing	Don't walk outside, but not because of safety	11	2.3		
	System	14	2.9		
Total		25	5.2		
Total		483	100.0		

Q18b: What makes you feel it is unsafe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Crime	92	19.0	37.2	37.2
	Gang problem	16	3.3	6.5	43.7
	No sidewalks or bad sidewalks	10	2.1	4.0	47.8
	Dangerous intersections	10	2.1	4.0	51.8
	No lighting or poor lighting	11	2.3	4.5	56.3
	Too much traffic	19	3.9	7.7	64.0
	Other (Specify)	89	18.4	36.0	100.0
	Total	247	51.1	100.0	
Missing	Don't know	5	1.0		
	System	231	47.8		
Total		236	48.9		
Total		483	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	66	13.7	14.5	14.5
	Not too fearful	224	46.4	49.2	63.7
	Somewhat fearful, or	141	29.2	31.0	94.7
	Very fearful	24	5.0	5.3	100.0
	Total	455	94.2	100.0	
Missing	Don't Know	11	2.3		
	System	17	3.5		
Total		28	5.8		
Total		483	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	123	25.5	27.0	27.0
	Same	243	50.3	53.3	80.3
	Worse off	90	18.6	19.7	100.0
	Total	456	94.4	100.0	
Missing	Don't Know	9	1.9		
	System	18	3.7		
	Total	27	5.6		
Total		483	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	189	39.1	44.5	44.5
	Same	205	42.4	48.2	92.7
	Worse off	31	6.4	7.3	100.0
	Total	425	88.0	100.0	
Missing	Don't Know	41	8.5		
	System	17	3.5		
	Total	58	12.0		
Total		483	100.0		

Q22: Do you donate money to Riverside causes or organizations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	233	48.2	50.8	50.8
	No	98	20.3	21.4	72.1
	Donate to causes, but not in Riverside	128	26.5	27.9	100.0
	Total	459	95.0	100.0	
Missing	Don't Know	8	1.7		
	System	16	3.3		
	Total	24	5.0		
Total		483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Religious institutions	19	3.9	8.3	8.3
	Other nonprofit organizations	138	28.6	60.5	68.9
	Both	71	14.7	31.1	100.0
	Total	228	47.2	100.0	
Missing	Don't Know	4	.8		
	System	251	52.0		
	Total	255	52.8		
Total		483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Zero	1	.2	.5	.5
	1 - 25%	123	25.5	59.1	59.6
	26-50%	26	5.4	12.5	72.1
	51-75%	16	3.3	7.7	79.8
	76-99%	21	4.3	10.1	89.9
	100%	21	4.3	10.1	100.0
	Total	208	43.1	100.0	
Missing	Don't know	24	5.0		
	System	251	52.0		
	Total	275	56.9		
Total		483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	146	30.2	31.9	31.9
	No	312	64.6	68.1	100.0
	Total	458	94.8	100.0	
Missing	Don't Know	7	1.4		
	System	18	3.7		
	Total	25	5.2		
Total		483	100.0		

Q23b: How many hours per month do you volunteer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-8 hours	112	23.2	77.2	77.2
	9-20 hours	22	4.6	15.2	92.4
	21 or more hours	7	1.4	4.8	97.2
	Don't know	4	.8	2.8	100.0
	Total	145	30.0	100.0	
Missing	System	338	70.0		
Total		483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High school degree or equivalent	16	3.3	3.4	3.4
	Some college but no degree	109	22.6	23.3	26.8
	Associate degree or technical certificate	85	17.6	18.2	45.0
	Bachelor's degree	148	30.6	31.7	76.7
	Graduate or professional degree	105	21.7	22.5	99.1
	Other (specify)	4	.8	.9	100.0
	Total	467	96.7	100.0	
Missing	System	16	3.3		
Total		483	100.0		

D5: What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 19	5	1.0	1.2	1.2
	20 to 24	18	3.7	4.2	5.4
	25 to 34	83	17.2	19.5	24.9
	35 to 44	111	23.0	26.1	50.9
	45 to 54	138	28.6	32.4	83.3
	55 to 59	51	10.6	12.0	95.3
	60 to 64	16	3.3	3.8	99.1
	65 to 74	4	.8	.9	100.0
	Total	426	88.2	100.0	
Missing	System	57	11.8		
Total		483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	241	49.9	53.9	53.9
	1	100	20.7	22.4	76.3
	2	67	13.9	15.0	91.3
	3	32	6.6	7.2	98.4
	4	5	1.0	1.1	99.6
	5	1	.2	.2	99.8
	6	1	.2	.2	100.0
	Total	447	92.5	100.0	
Missing	System	36	7.5		
Total		483	100.0		

D7: Employment status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full-time for pay	411	85.1	88.2	88.2
	Working less than 30 hours a week for pay	28	5.8	6.0	94.2
	Full-time student	9	1.9	1.9	96.1
	Other (specify)	18	3.7	3.9	100.0
	Total	466	96.5	100.0	
Missing	System	17	3.5		
Total		483	100.0		

Gender: Are you a male or female?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	223	46.2	48.4	48.4
	Female	238	49.3	51.6	100.0
	Total	461	95.4	100.0	
Missing	System	22	4.6		
Total		483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	109	22.6	24.1	24.1
	No	344	71.2	75.9	100.0
	Total	453	93.8	100.0	
Missing	System	30	6.2		
Total		483	100.0		

How would you describe your race or ethnicity?

	Responses		Percent of Cases
	N	Percent	
White	336	75.3%	80.2%
Black, African American, or Negro	37	8.3%	8.8%
American Indian or Alaska Native-Print name of enrolled or principal tribe in box provided	9	2.0%	2.1%
Asian Indian	5	1.1%	1.2%
Chinese	3	.7%	.7%
Filipino	14	3.1%	3.3%
Japanese	4	.9%	1.0%
Korean	1	.2%	.2%
Vietnamese	2	.4%	.5%
Other Asian	3	.7%	.7%
Native Hawaiian	1	.2%	.2%
Guamanian or Chamorro	1	.2%	.2%
Other Pacific Islander	2	.4%	.5%
Some other race	28	6.3%	6.7%
Total	446	100.0%	106.4%

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.

Total household or family income before taxes for 2012

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$25,000	18	3.7	3.9	3.9
	\$25,000 to less than \$35,000	11	2.3	2.4	6.4
	\$35,000 to less than \$50,000	38	7.9	8.3	14.7
	\$50,000 to less than \$65,000	55	11.4	12.1	26.8
	\$65,000 to less than \$80,000	65	13.5	14.3	41.0
	\$80,000 to \$110,000	106	21.9	23.2	64.3
	Over \$110,000	149	30.8	32.7	96.9
	Don't know	14	2.9	3.1	100.0
Total		456	94.4	100.0	
Missing	System	27	5.6		
Total		483	100.0		

APPENDIX IX

Data Display, Online & Paper Surveys for Youth

Riverside Community Quality of Life Survey Data Display, Online and Paper Surveys for Youth

Following are frequency tables for the online and paper versions of the Riverside Community Quality of Life Survey for youth (designed for age 18 and below, although a 19 year old and a 20 year old also responded to the survey). 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 VI.**

- The “simple” frequency tables below, produced by SPSS 19.0 (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 196 (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 can be helpful to know that X% has lived in the city for a certain amount of years. **In this printout, the cumulative percentage column can be ignored.**

Riverside is a good place to be active and healthy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	41	20.9	24.6	24.6
	Agree	108	55.1	64.7	89.2
	Disagree	14	7.1	8.4	97.6
	Strongly Disagree	4	2.0	2.4	100.0
	Total	167	85.2	100.0	
Missing	Don't know	6	3.1		
	System	23	11.7		
	Total	29	14.8		
Total		196	100.0		

Riverside is a good place to make friends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	37	18.9	22.3	22.3
	Agree	116	59.2	69.9	92.2
	Disagree	13	6.6	7.8	100.0
	Total	166	84.7	100.0	
Missing	Don't know	7	3.6		
	System	23	11.7		
	Total	30	15.3		
Total		196	100.0		

Riverside is an attractive place

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	24	12.2	15.1	15.1
	Agree	92	46.9	57.9	73.0
	Disagree	38	19.4	23.9	96.9
	Strongly Disagree	5	2.6	3.1	100.0
	Total	159	81.1	100.0	
Missing	Don't know	12	6.1		
	System	25	12.8		
	Total	37	18.9		
Total		196	100.0		

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	13.3	16.7	16.7
	Agree	82	41.8	52.6	69.2
	Disagree	44	22.4	28.2	97.4
	Strongly Disagree	4	2.0	2.6	100.0
	Total	156	79.6	100.0	
Missing	Don't know	16	8.2		
	System	24	12.2		
	Total	40	20.4		
Total		196	100.0		

There are good schools in my neighborhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	43	21.9	25.7	25.7
	Agree	94	48.0	56.3	82.0
	Disagree	19	9.7	11.4	93.4
	Strongly Disagree	11	5.6	6.6	100.0
	Total	167	85.2	100.0	
Missing	Don't know	5	2.6		
	System	24	12.2		
	Total	29	14.8		
Total		196	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	114	58.2	67.5	67.5
	Agree	52	26.5	30.8	98.2
	Disagree	3	1.5	1.8	100.0
	Total	169	86.2	100.0	
Missing	Don't know	4	2.0		
	System	23	11.7		
	Total	27	13.8		
Total		196	100.0		

My school prepares me to get a good job when I am an adult

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	48	24.5	30.0	30.0
	Agree	90	45.9	56.3	86.3
	Disagree	16	8.2	10.0	96.3
	Strongly Disagree	6	3.1	3.8	100.0
	Total	160	81.6	100.0	
Missing	Don't know	13	6.6		
	System	23	11.7		
	Total	36	18.4		
Total		196	100.0		

My school helps me prepare to be a successful college student

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	64	32.7	38.6	38.6
	Agree	91	46.4	54.8	93.4
	Disagree	8	4.1	4.8	98.2
	Strongly Disagree	3	1.5	1.8	100.0
	Total	166	84.7	100.0	
Missing	Don't know	5	2.6		
	System	25	12.8		
	Total	30	15.3		
Total		196	100.0		

I am proud to live in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	59	30.1	37.6	37.6
	Agree	75	38.3	47.8	85.4
	Disagree	17	8.7	10.8	96.2
	Strongly Disagree	6	3.1	3.8	100.0
	Total	157	80.1	100.0	
Missing	Don't know	15	7.7		
	System	24	12.2		
Total		196	100.0		

Do you plan to attend college or university?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	158	80.6	91.3	91.3
	No	3	1.5	1.7	93.1
	Don't know yet	12	6.1	6.9	100.0
	Total	173	88.3	100.0	
Missing	System	23	11.7		
Total		196	100.0		

Would you like to go to college or university in Riverside?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	19.9	24.7	24.7
	No	69	35.2	43.7	68.4
	Maybe...I don't know yet	50	25.5	31.6	100.0
	Total	158	80.6	100.0	
Missing	System	38	19.4		
Total		196	100.0		

What do you think about the restaurants in Riverside?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	They are good	106	54.1	62.4	62.4
	They are OK but I'd like them to be better	54	27.6	31.8	94.1
	I don't like them at all	6	3.1	3.5	97.6
	Don't know	4	2.0	2.4	100.0
	Total	170	86.7	100.0	
Missing	System	26	13.3		
Total		196	100.0		

What do you think about the stores in Riverside?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	They are good	92	46.9	53.8	53.8
	They are OK but I'd like them to be better	68	34.7	39.8	93.6
	I don't like them at all	10	5.1	5.8	99.4
	Don't know	1	.5	.6	100.0
	Total	171	87.2	100.0	
Missing	System	25	12.8		
Total		196	100.0		

What do you think about the parks and other places to play outside in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	They are good	81	41.3	47.4	47.4
	They are OK but I'd like them to be better	74	37.8	43.3	90.6
	I don't like them at all	11	5.6	6.4	97.1
	Don't know	5	2.6	2.9	100.0
	Total	171	87.2	100.0	
Missing	System	25	12.8		
Total		196	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	81	41.3	47.1	47.1
	Don't walk outside, but not because of safety	3	1.5	1.7	48.8
	No, it is not safe	22	11.2	12.8	61.6
	It is somewhat safe	66	33.7	38.4	100.0
	Total	172	87.8	100.0	
Missing	System	24	12.2		
Total		196	100.0		

What makes you feel it is unsafe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Crime	35	17.9	41.2	41.2
	No sidewalks or bad sidewalks	9	4.6	10.6	51.8
	Dangerous intersections	3	1.5	3.5	55.3
	Homeless people	3	1.5	3.5	58.8
	Other (Specify)	11	5.6	12.9	71.8
	Don't know	8	4.1	9.4	81.2
	Gang problem	8	4.1	9.4	90.6
	No lighting or poor lighting	5	2.6	5.9	96.5
	Too much traffic	3	1.5	3.5	100.0
	Total	85	43.4	100.0	
	Missing	System	111	56.6	
Total		196	100.0		

What is your age?

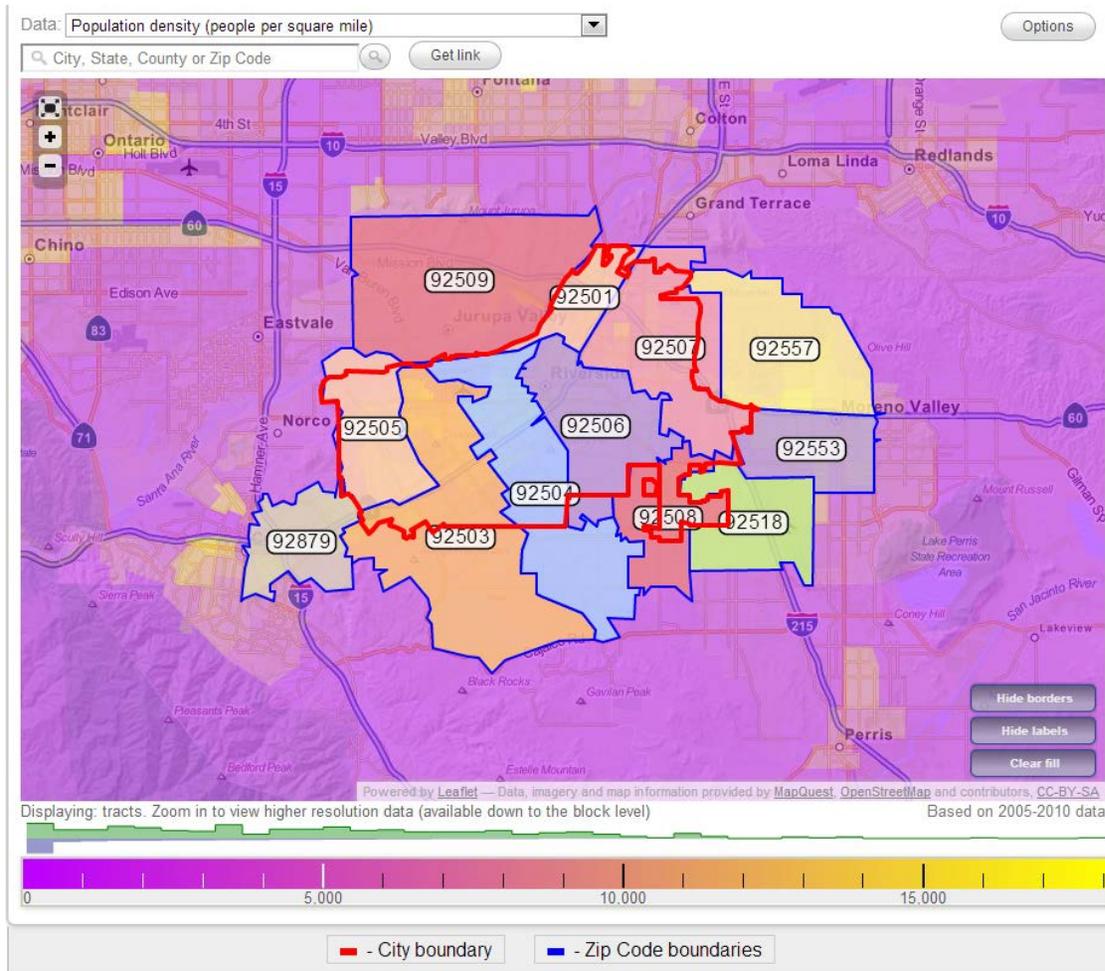
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	8	1	.5	.6	.6
	9	1	.5	.6	1.2
	11	2	1.0	1.2	2.4
	12	2	1.0	1.2	3.6
	13	6	3.1	3.6	7.3
	14	19	9.7	11.5	18.8
	15	50	25.5	30.3	49.1
	16	49	25.0	29.7	78.8
	17	28	14.3	17.0	95.8
	18	3	1.5	1.8	97.6
	19	3	1.5	1.8	99.4
	20	1	.5	.6	100.0
Total		165	84.2	100.0	
Missing	System	31	15.8		
Total		196	100.0		

Are you male or female?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	72	36.7	42.1	42.1
	Female	99	50.5	57.9	100.0
	Total	171	87.2	100.0	
Missing	System	25	12.8		
Total		196	100.0		

APPENDIX X

Riverside City Zip Code Map



Source: www.city-data.com/zipmaps/Riverside-California.html