Riverside Community Quality of Life Survey

Report Submitted to:

City of Riverside (Office of Economic Development)

Submitted by:

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EXECUTIVE SUMMARY

In 2013 and 2015, the City of Riverside engaged in wide-ranging survey efforts to determine the perceptions of the quality of life among City residents and among those who work in the City but live elsewhere. Those survey efforts were designed to measure progress toward Seizing Our Destiny's vision, stated as: "Riverside, California is a city that honors and builds on its assets to become known as a location of choice that catalyzes innovation in all forms, enjoys a high quality of life and is unified in pursuing the common good." Further, the survey was meant to spark community-wide engagement that would promote and improve the quality of life in Riverside.

The Institute of Applied Research (IAR) at California State University, San Bernardino is pleased to submit its final report on the third Riverside Community Quality of Life Survey conducted in 2019. This current survey, in combination with the results from the 2013 and 2015 surveys, tells a story about Riverside…its successes and its challenges.

SURVEY METHODS

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

1) A **telephone survey** was used in order to tap the opinions of a *statistically valid random sample* of Riverside City residents; that is, a sample drawn from the population in a way that every adult (with a telephone) living in the City had virtually the same chance to be included in the sample. The random sampling procedures used were designed to ensure that the resulting data would be unbiased and would reflect the profile of adults in the City of Riverside. A total of 513 residents were surveyed between April 11 and April 28, 2019 (with 14.1% of them conducted in Spanish), resulting in a 95 percent level of confidence and an accuracy of +/- 4.3%. A weighting factor was applied to the data to correct for oversampling of older people and non-Hispanics (people traditionally more likely to respond to a phone survey).

2) An **online survey methodology** was used to tap opinions of Riverside adult residents who did not have an opportunity to participate in the phone survey. In addition, a separate online survey was designed to elicit the views of people who work in the city but live elsewhere. Although such surveys are not random (and therefore must be interpreted with caution due to possible biases in the data), they do provide more of an opportunity for community engagement and wider participation than would be possible if only a phone survey had been conducted. The online versions of the Riverside Community Quality of Life Survey were made active on the RiversideSurvey.com web page on April 22, 2019 and were available through June 7, 2019. A total of 1,405 "adult" surveys of City residents were taken online (8 of which were completed in Spanish) and 278 surveys were taken online by those who work in Riverside and live elsewhere.

NOTE: 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.***

HIGHLIGHTS OF FINDINGS

The questionnaires for the Riverside Quality of Life Survey effort were constructed to provide data that is useful (as opposed to simply "interesting") and *actionable*. In this executive summary, the questions are grouped based on the four pillars of the vision (and related topics) and **focus mainly on the telephone survey results** which best reflect the profile of adults in the City. Following are overviews and a few highlights from the surveys of Riverside City residents and non-resident workers.

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

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

OVERVIEW: Residents and non-residents alike have a tremendous feeling of pride in their city as a place to live and work. They see the City as a good place to bring visitors, and an attractive place with nice parks and outdoor spaces. But concerns about traffic and homelessness have significantly increased over time. People feel a strong sense of belonging to their community and are engaged in the community in the concrete. Participation in City government may increase with more options to use technology. People participate especially when something affects their neighborhood. The *eComment* feature needs to be promoted more and be more easily found on the City website.

Proud to live in Riverside

90.2% 2013
92.6% 2015
92.8% 2019

Satisfied with progress addressing homelessness

50.4% 2013
47.3% 2015
30.7% 2019

Good place to bring visitors

83.7% 2013
88.8% 2015
89.3% 2019

Complaints about traffic

17.8% 2013
22.8% 2015
34.9% 2019

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

OVERVIEW: Most Riverside residents feel that Riverside is a good place to be active and healthy. Perceptions of the quality of Riverside's tap water have improved since the 2013 and 2015 surveys. Most feel that Riverside is a good place to enjoy arts and culture and believe that Riverside is doing a good job coordinating and promoting festivals and special events. That said, people would like *more* events and more *variety* in events, and strongly feel that safety needs to be improved. Residents believe that Riverside is a place of "optimism and opportunity," and see the City as a good place to own and operate a business, to raise children, and to realize the goals they have for the future. People on both ends of the age spectrum (college students and seniors) believe that affordability and crime/safety are issues that need to be addressed. Feelings of safety walking in the neighborhood have declined significantly over time, as have feelings of safety walking near people's work location in the City.

Good place to raise children

88.6% 2013
90.2% 2015
90.4% 2019

Place to realize goals

80.5% 2013
85.5% 2015
81.1% 2019

Safe to walk in neighborhood

82.1% 2013
79.4% 2015
70.0% 2019

Festivals/events meet needs

65.2% 2013
63.1% 2015
72.7% 2019

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

OVERVIEW: Riverside is perceived as a good place to start or grow a business, and that opinion has strengthened since the 2013 survey. But some are frustrated with high taxes and rents; and would like better incentives from the City. People expressed concerns about the effect of the homeless population on businesses (especially downtown). Use of the City's innovative

311 system by both residents and non-residents has increased over time, and those who have used the system rate it as "excellent" or "good." Riverside is perceived as a place with good schools (K-12), but over time there has been a decline in the percentage believing that schools prepare youth for a good job/career or to be a successful college student. The vast majority of residents and non-residents believe that there are good colleges, universities, and trade schools in Riverside. 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.

Riverside's 311 system

37.7% have used

89.8% say "Excellent/Good"

Good place to start/grow a business

60.6% 2013
64.2% 2015
76.8% 2019

Workforce properly trained and educated

60.6% 2013
64.4% 2015
69.3% 2019

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

OVERVIEW: Riverside is perceived as an affordable place to live, but the number holding that perception has decreased over time. It is seen as a place where retail, restaurants, and parks and recreational spaces are all rated relatively well in terms of "meeting people's needs." Long-time Riverside residents acknowledge that air quality has improved. The car culture is alive and well in Riverside, but a large number of people expressed a willingness to get out of their cars and use alternative methods of transportation within the City (especially bus, ride-hailing apps, and bicycles). Relatively few respondents have used electric scooters or electric bikes within the City. Mentions of parking issues in downtown Riverside have increased, with people especially noting a lack of parking both on the street and in parking

garages or lots. Relatively few residents and non-residents drive an electric vehicle, but that percentage has significantly increased since the 2015 survey.

Retail stores meet needs

81.9%	2013
83.6%	2015
82.6%	**2019**

Restaurants meet needs

77.5%	2013
78.1%	2015
75.2%	**2019**

Affordable place to live

85.1%	2013
78.3%	2015
57.8%	**2019**

Parking on downtown streets

N/A	2013
64.5%	2015
58.2%	**2019**

Used (or considered using) electric scooters of electric bikes

15.5% 2019

INTRODUCTION

In 2009, Riverside's business and civic leaders joined the community in forming "Seizing our Destiny," an organization dedicated to creating "an even better quality of life in our community" and telling Riverside's story.[1] That organization apparently understood the statement "if you can't measure it, you can't improve it," because in 2013 the City of Riverside engaged in a wide-ranging survey effort to determine the perceptions of the quality of life among City residents and among those who work in the City but live elsewhere. That survey effort was designed to establish a sound baseline which would allow us in future years to measure progress toward Seizing Our Destiny's vision, stated as: "Riverside, California is a city that honors and builds on its assets to become known as a location of choice that catalyzes innovation in all forms, enjoys a high quality of life and is unified in pursuing the common good." Further, the survey was meant to spark community-wide engagement that would promote and improve the quality of life in Riverside. That effort was successful, both in 2013 and in 2015 when the survey was repeated.

Communities thrive and prosper when the economy is strong and residents enjoy a good quality of life. But what does "quality of life" really mean? Typically, researchers define quality of life as a multidimensional construct including factors such as physical health, family and friends, education, financial stability, religious beliefs, satisfaction with employment, a sense of optimism, availability of local services and transport, housing and the environment. A web search of "quality of life survey" reveals literally hundreds of instruments that have been used throughout the world to measure one or more of the above factors. For the Riverside Community Quality of Life Survey, City residents and workers were asked questions based on the four pillars of Seizing Our Destiny's 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, neighborhood, and belonging; 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, culture, and entertainment; sense of optimism and opportunity…that is, perceptions of Riverside as a "place to realize your dreams;" and perceptions of safety.

1. https://riversideca.gov/sod/

3) **Catalyst for Innovation – how does Riverside grow its economy based on innovation, education, and entrepreneurship?** Topics: use of the City's 311 system as a way to get information and "connect;" perceptions of Riverside as a place for business discovery and entrepreneurship; and evaluation of Riverside's education and workforce development services (K-12, college, and workforce training).

4) **Intelligent Growth – does Riverside embrace economic growth in a manner which promotes quality of life for its residents and workers?** Topics: economic health and perceptions of job availability; sustainability of the environment and perceptions of recreational space; availability of affordable housing; perceptions of retail stores and restaurants; and perceptions of traffic and availability of public transportation.

The Institute of Applied Research (IAR) at California State University, San Bernardino is pleased to submit its final report on the third Riverside Community Quality of Life Survey conducted in 2019. This current survey, in combination with the results from the 2013 and 2015 surveys, tells a story about Riverside…its successes and its challenges. Public and private sector leaders, residents and workers, youth and adults…all have a stake in the quality of life in Riverside. All can use the information contained in this report both to celebrate the factors which have improved since the baseline 2013 survey and which make the City great, and to create a "call to action" to make progress addressing those areas that need improvement.

SURVEY METHODS

How was the survey conducted?

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

1) The **phone survey** methodology 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.[2] 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 American Community Survey. In other words, the sample would reflect the profile of adults in the City of Riverside.

- A total of 513 residents were surveyed between April 11 and April 28, 2019 (with 14.1% of them conducted in Spanish), resulting in a 95 percent level of confidence and an accuracy of +/- 4.3%.

2. 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.

- 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) **Online surveys** were used to tap opinions of Riverside adult residents who did not have an opportunity to participate in the phone survey. In addition, a separate online survey was designed to elicit the views of people who work in the city but live elsewhere. Although such surveys are not random (and therefore must be interpreted with caution due to possible biases in the data), they do provide more of an opportunity for community engagement and wider participation than would be possible if only a phone survey had been conducted.

- The online versions of the Riverside Community Quality of Life Survey were made active on the RiversideSurvey.com web page on April 22, 2019 and were available through June 7, 2019.
- A total of 1,405 "adult" surveys of City residents were taken online (8 of which were completed in Spanish) and 278 surveys were taken online by those who work in Riverside and live elsewhere. Some of those surveys were incomplete, however all "usable" data were included in the results section of the report.

NOTE: 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.***
See **Appendix I** for further detail about the survey methodology.

How was the questionnaire constructed?

The original 2013 questionnaires were developed with the imperative/guideline that items were only included if they would **provide data that is *useful* (as opposed to simply "interesting") and *actionable***. IAR developed the questionnaires, in consultation with Gina Airey Consulting, using questions from the 2011 Riverside Community Quality of Life Survey, some questions from IAR's Inland Empire Annual Survey, a question from a survey conducted by the Pew Internet & American Life Project,[3] and some new questions of interest to the Seizing Our Destiny Champions Council and Leadership Core. Those 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

3. "Neighbors Online," by Aaron Smith, June 9, 2010; a project of the Pew Research Center.

- elicit information which could result in recommended priorities for action which would have the greatest chance of making a positive difference in the quality of life of Riverside residents and non-resident workers.

The 2013 survey development process was a collaborative and painstaking process, but it produced questionnaires that met the needs of Seizing Our Destiny personnel and other Riverside decision-makers. For that reason (and because there was a desire to track changes in quality of life over time), the questionnaires used in the 2015 and 2019 surveys were based closely on the original 2013 surveys, with new questions added to address issues relevant to the current decision-making needs of City of Riverside stakeholders.

The 2019 phone questionnaire for Riverside residents is attached as Appendix II, the online questionnaire for City residents is attached as Appendix III, and the online survey for people who work (or attend college) in Riverside but live elsewhere is attached as Appendix IV.

FINDINGS

Following are the findings from the surveys of Riverside City residents and non-resident 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 by age and ethnicity), followed by the online results. **Telephone survey percentages are bolded** in order to reinforce the fact that these statistics are the statistically valid and generalizable figures to focus on. Online results are underlined to distinguish these from the phone results. Significant changes from the 2013 and the 2015 survey results are noted and discussed in the narrative, where appropriate.

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

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

OVERVIEW: Residents and non-residents alike have a tremendous feeling of pride in their city as a place to live and work. They see the City as a good place to bring visitors, and an attractive place with nice parks and outdoor spaces. But concerns about traffic and homelessness have significantly increased over time. People feel a strong sense of belonging to their community and are engaged in the community in the concrete. Participation in City government may increase with more options to use technology. People participate especially when something affects their neighborhood. The *eComment* feature needs to be promoted more and be more easily found on the City website.

The Seizing Our Destiny website portrays the City of Riverside as a place where "*people are brought together around common interests and concerns, while the unique character of Riverside's neighborhoods and diverse communities are celebrated and valued…*[4] This vision of unity has become increasingly important over the years, as media headlines constantly provide stark examples of the opposite of the vision: gender and ethnic discrimination in public and private organizations, the rise of the #MeToo movement in response to sexual harassment and assault, and an uptick in hate crimes from coast to coast. In the face of this "disunity," Riverside has chosen to strive to be a city that represents and appreciates the full spectrum of differences based on demographic and socio-economic variables. Further, Riverside's mission focuses on inclusion – the feeling of belonging.

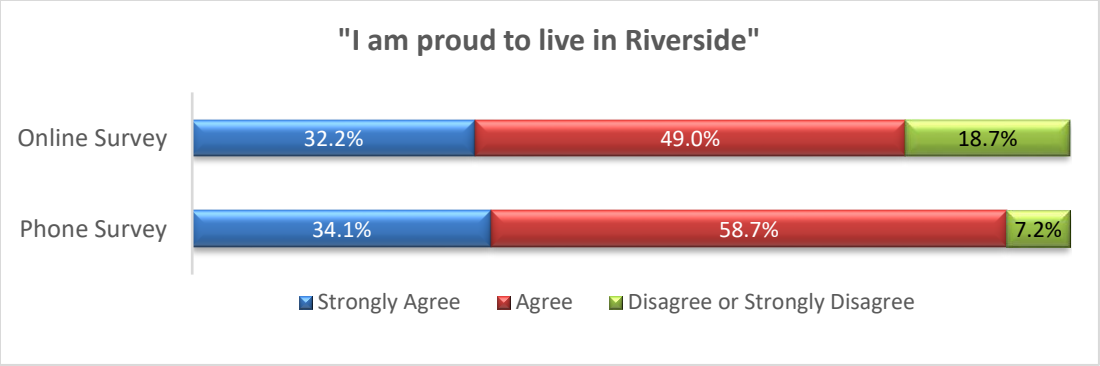
A series of questions was asked to determine whether residents and workers perceive Riverside as a Unified City. The questions elicit information about people's pride and overall satisfaction with Riverside as a place to live and/or work; level of engagement in the community and awareness of activities;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

Pride and Overall Satisfaction

In May 2018, The Pew Research Center published a research study entitled "What Unites and Divides Urban, Suburban and Rural Communities: Americans' satisfaction with and attachment to their communities."[5] The introduction to that well-written piece states: "Americans are fairly satisfied with life in their local communities today, but their level of satisfaction varies widely according to how attached they feel to their community and the strength of their social connections. Older adults tend to feel more satisfied with their communities and more attached to them. Young adults are more restless and mobile." Specifically, that report shows that whites voice higher satisfaction levels than non-whites with the quality of life in their local community, and older adults (ages 65 or older) are more satisfied than younger adults. As will become clear in the discussion below, those trends were *not* present in the Riverside data.

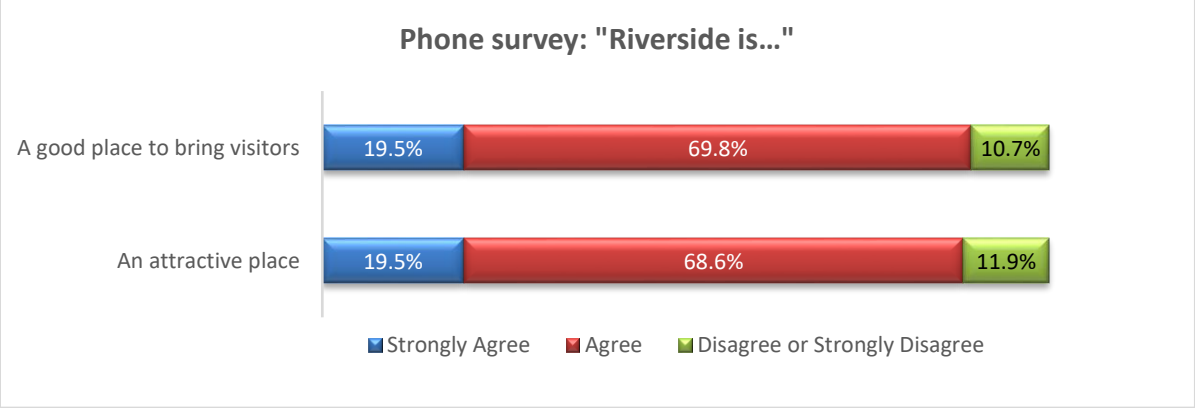
Do these trends hold true in the City of Riverside? Overall, what do respondents think are the best things about life in Riverside, and what are Riverside's biggest challenges? First, it must be noted that Riverside residents have a tremendous feeling of pride in their city. More than 9 out of 10 phone survey respondents **(92.8%,** virtually unchanged from **92.6%** in 2015**)** strongly agreed or agreed that they are "proud to live in Riverside," as did most online resident survey respondents (81.3%).

4. https://riversideca.gov/sod/
5. https://www.pewsocialtrends.org/2018/05/22/americans-satisfaction-with-and-attachment-to-their-communities/



Further, 90.6% 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 (57.7%) 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 27.0% (up from 17.8% in 2015) said they can't afford to live in Riverside, and 15.0% said they can't afford to move from where they are living now. In addition, some non-resident workers perceive that there is too much crime in the area (13.5%, up sharply from 7.0% in 2015), schools seem better where they live now (10.6%), they prefer a less crowded area (6.6%), or they "just don't like it" (8.4%, up from 3.8% in 2015).

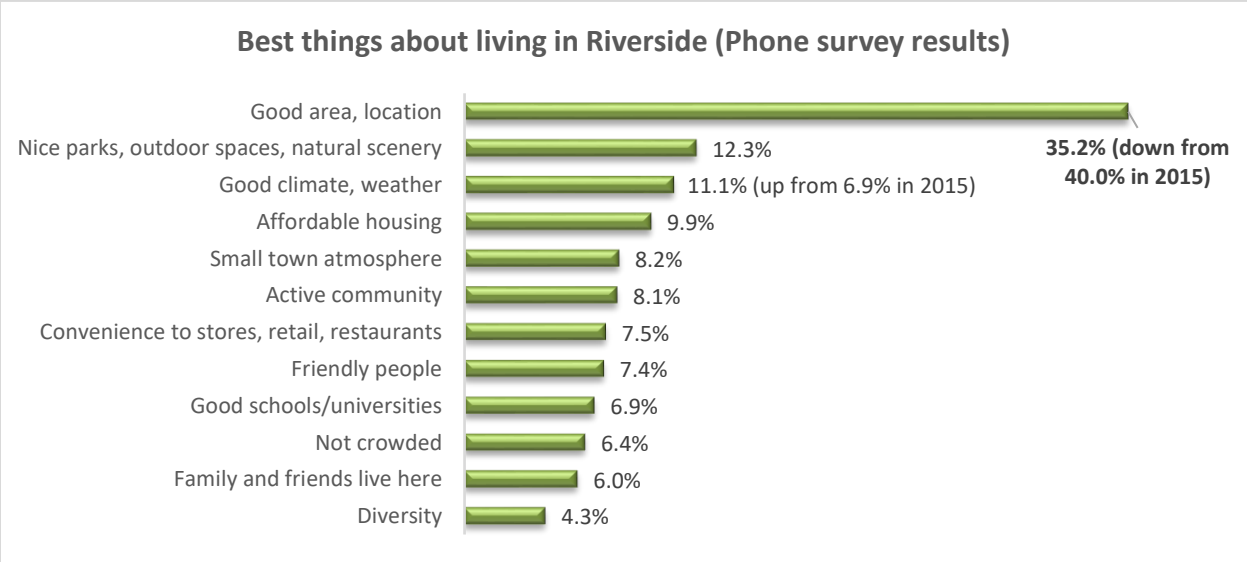
Given the pride and overall positive feelings expressed above, it is not surprising that Riverside residents and non-resident workers see the city as a good place to bring visitors and an attractive place that they enjoy. It may be that the efforts of City officials to beautify the city and spread the news that Riverside is a good place to live and work have borne fruit.



% Agree or Strongly Agree

		2019	2015	2013
Riverside is a good place to bring visitors	**Phone**	**89.3%**	**88.8%**	**83.7%**
	Online resident	N/A	79.8%	73.8%
	Online non-resident	71.9%	87.0%	76.1%
Riverside is an attractive place	**Phone**	**88.1%**	**88.9%**	**87.8%**
	Online resident	83.3%	84.9%	79.7%
	Online non-resident	77.0%	91.2%	77.6%

An open-ended question was asked on the phone survey to find out what residents felt are the "best things" about **living** in Riverside, and up to 2 responses were allowed. Best things mentioned by more than 4% of respondents (with changes over time noted where those changes were significant) are shown in the graph below:



For the most part, these are the same factors of pride and satisfaction that were mentioned in 2015, with small differences in percentages. The only factor that was not mentioned in 2015 was diversity (**4.3%**). Sadly, 3% of the respondents indicating that there was "nothing" best about living in Riverside.

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

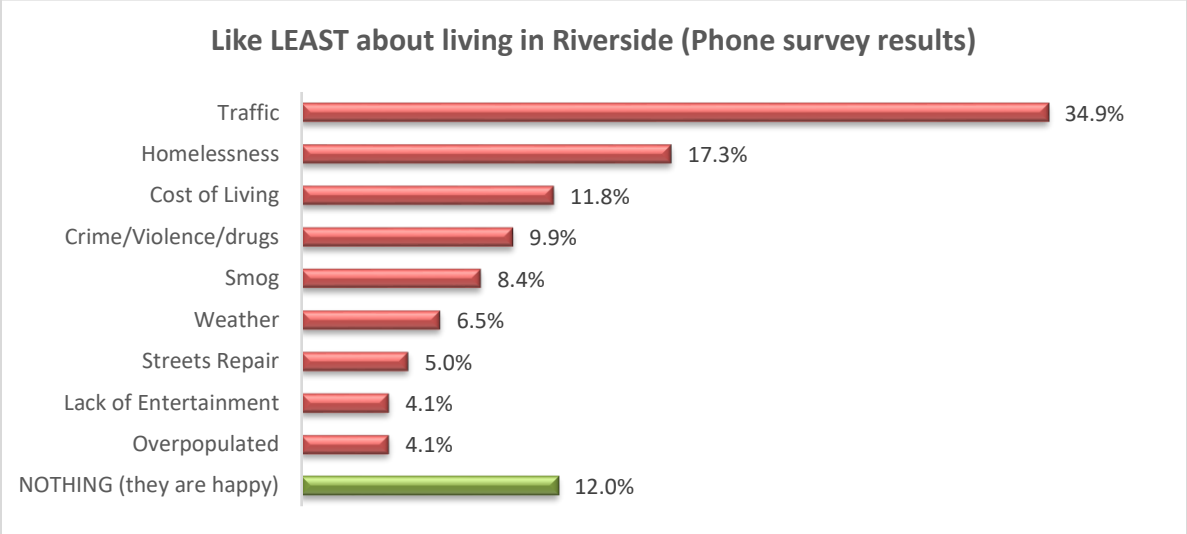
- A short commute (61.4%, virtually unchanged from 59.1% in 2015)
- I have a good job/work for a good company (59.6%, virtually unchanged from 59.9% in 2015)
- Less traffic than Orange or LA County (26.3%, down from 30.0% in 2015)

- Availability of amenities such as restaurants, entertainment, or gyms (8.2%, up from 6.3% in 2015)

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

- Good job/company (77.4%, down significantly from 86.8% in 2015)
- A short commute (30.2%, down slightly from 35.4% in 2015)
- Less traffic than Orange or LA County (18.1%)
- Availability of amenities (4.9%, down from 12.3% in 2015)
- In addition, 12.8% of non-resident workers said that the "pay is better here than in other areas" (which contradicts results from residents indicating that the pay is *not* as good as jobs in other places).

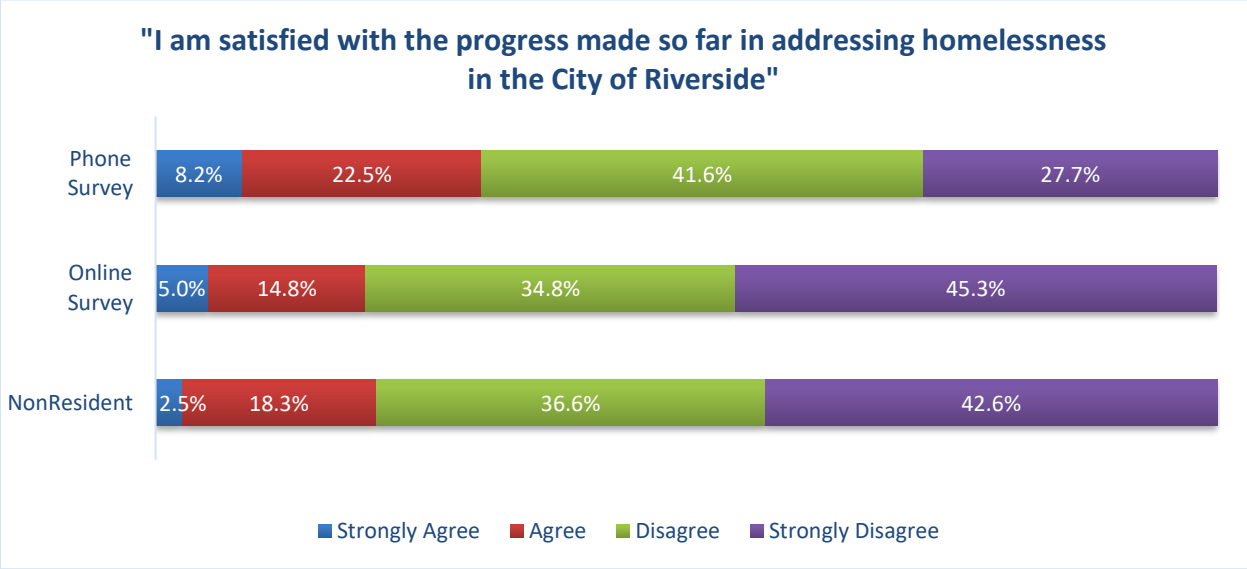
Although it is clear that many Riverside residents and workers enjoy Riverside as a place to live and work, Riverside still has its challenges. Respondents were asked via an open-ended question: "What do you like *least* about living in Riverside?" The following graph shows the "top" answers provided to the question about what residents like *least*:



In the 2013 and 2015 surveys, traffic was at the top of the list of things people like least about living in Riverside, and the number mentioning it jumped from **17.8%** in 2013 to **22.8%** in 2015 to **34.9%** this year. A large proportion of online resident respondents (27.9%) and non-resident workers (15.1%) also mentioned traffic as their top issue. It is assumed that this complaint does not refer to the City of Riverside itself, but rather the surrounding freeways respondents must take when travelling to work, school, shopping and entertainment venues outside the city, etc. Road closures, accidents, and rush hour traffic create a traffic nightmare for

City of Riverside residents. Considering the major construction project for the 60 freeway that just launched, complaints about traffic are sure to increase significantly in the near future.

The "homeless population" was second on the list of negatives about living in Riverside. Mentions of that issue increased significantly between the 2013 and 2015 surveys (from **4.8%** to **8.7%**) and jumped to **17.3%** in 2019. Homelessness was not provided as part of the list of possible negatives offered to respondents on the online surveys; thus, any mention of the issue came from 4.7% of respondents people who chose to write that in the "other" category. Mentions of this issue will not be surprising to those who are aware that the "2019 Point in Time Count found 19.9 percent more homeless individuals in Riverside than in the prior year, slightly less than the 21 percent increase that was seen across Riverside County."[6] Part of that increase can be attributed to changes in methodology of counting and deploying volunteer interviewers. In addition, it may be that even though the Inland economy continues to flourish, individuals with mental health or substance abuse issues are not accessing programs to get the help they need. The presence of these individuals has been clearly noticed and is creating a sense of fear and discomfort for those who live, work, and play in Riverside.

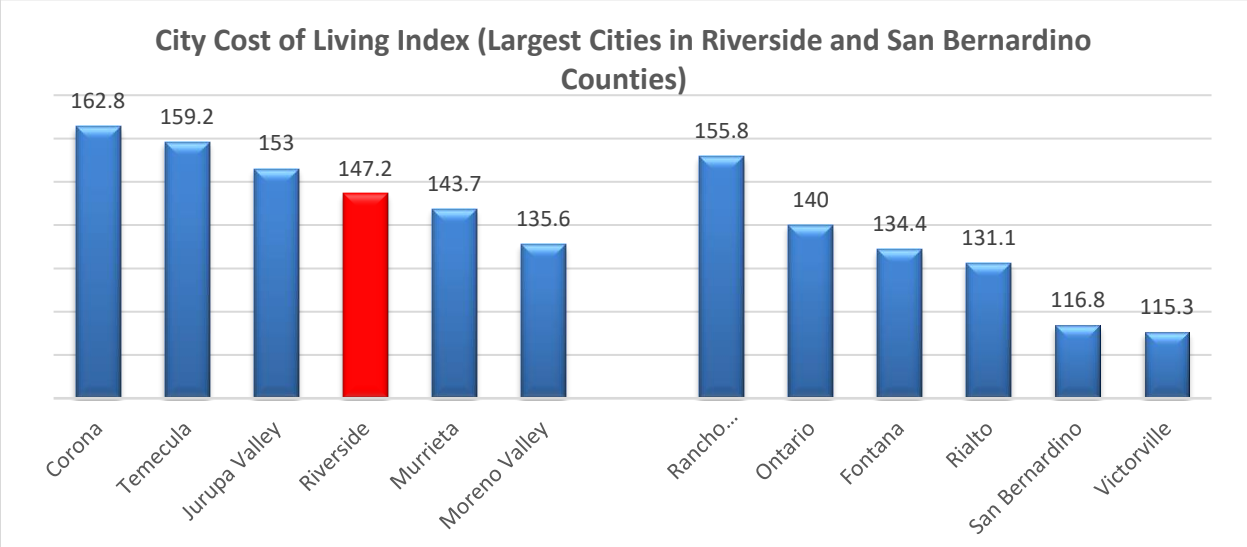


In a related question, only **30.7%** of telephone survey respondents (down from **47.3%** in 2015) feel satisfied with the progress made so far in addressing homelessness in the city (see graph above). That figure is only 19.9% among online resident respondents (down from 30.9% in 2015) and 20.8% among non-residents. Further, online residents were asked to address the issue of dealing with homelessness on an "importance scale" ranging from 0 to 100, 100 being a "very important issue." The average score was 86.2. From the point of view of those respondents (and many respondents who mentioned the issue when responding to open-ended

6. https://riversideca.gov/press/2019-point-time-count-indicates-increase-homelessness-city-county

questions about improving the City's quality-of-life), more can and should be done about the issue. News that the City of Riverside received more than $32 million in state funding for new affordable housing through the "No Place Like Home" and "Affordable Housing and Sustainable Communities" programs is quite welcome.[7]

For the first time this year, "cost of living" made the list of "top negatives" about living in the City for **11.8%** of phone survey respondents. According to the bestplaces.net website, Riverside's cost of living index for food and groceries is 100.4, just slightly above (more expensive than) the US average set at 100.[8] The big cost-of-living issue appears to be housing (median cost of an area's average home, for both buying and renting), with an index of 211.9. Transportation (the average cost of gas, car insurance and maintenance, and mass transit fare) is also an issue, with an index of 166.8. Overall, Riverside's cost of living index is 147.2, which is the fourth highest of the major cities (by population) in the county, and the fifth highest of the major cities (by population) in the two county Riverside-San Bernardino area. Thus, when people say that cost of living is a negative, their perspective may be understandable.



Crime/violence, gang activity, and drugs were also mentioned in relatively large numbers (**9.9%**). Placing this figure in context, however, that figure was 29% among San Bernardino County respondents in this year's San Bernardino County Annual Survey.

Some of the other negatives mentioned above are outside the control of Riverside leaders to solve (e.g. smog, weather, fires, flood, earthquakes). That is just a part of life in Southern California! On the other hand, Riverside leaders *can* and *do* address other factors such as the perceived lack of entertainment, arts, and culture; streets needing to be repaired; homelessness; and crime/violence, gang activity, and drugs. In addition, the online surveys revealed that people

7. https://www.riversideca.gov/press/city-riverside-receives-more-32-million-state-funds-new-affordable-housing
8. https://www.bestplaces.net/cost_of_living/city/california/riverside

perceive the pay to be "not as good as jobs in other places" places (23.8% of residents, 17.7% of non-resident workers), and some complained about a lack of parking (12.7% of residents, 9.1% of non-resident workers) and poor public transportation (12.1% of residents, 4.5% of non-resident workers).

Finally (to end this section of the report on a high note), **12.0%** of phone respondents, 15.2% of online resident respondents, and 12.5% of non-resident online respondents said that there is NOTHING they like the least – in other words, they are happy living and working in the City!

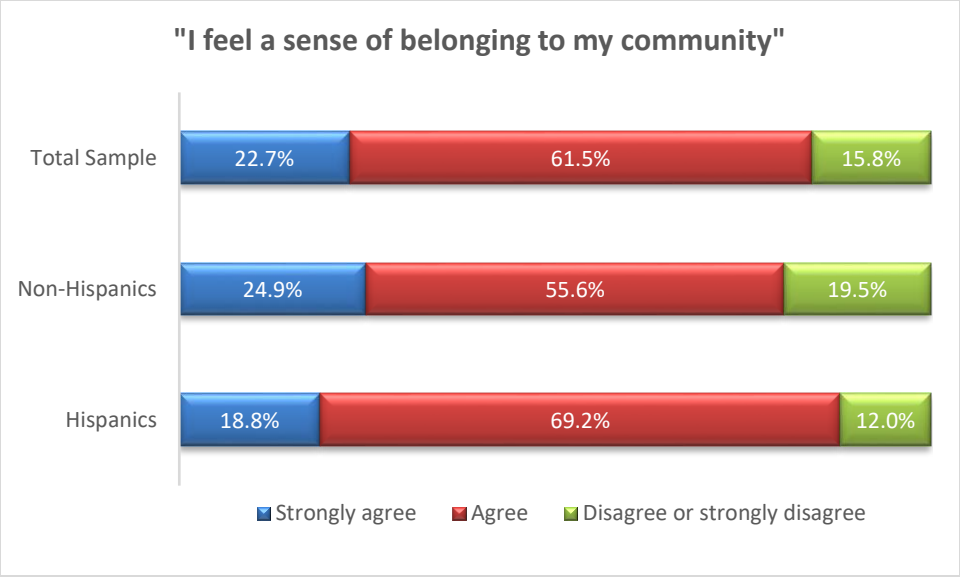
Social Environment, Neighborhood, and Belonging

In 1943, Maslow introduced the concept of a 5-tier "hierarchy of needs." In the middle of that hierarchy is the need for "belonging" – for relationships, friends, and community. Research shows that people with a strong sense of belonging are generally healthier, and that a sense of belonging improves motivation, physical and mental health, and happiness.[9] The flip side of this is that the lack of a sense of belonging can lead to feelings of nervousness, anxiety, and unhappiness. And people who don't feel "connected" – who don't feel that they "belong" – won't be motivated to spend time and energy trying to improve the community.

Research also shows that "neighborhoods that are more walkable, with accessible public transportation, and amenities such as parks that promote physical and social activity are associated with better health."[10] And John McKnight of the Asset-Based Community Development Institute, has written that well organized neighborhoods can provide health through social support networks; safety through "eyes on the street" (e.g. neighborhood watch organizations); environmental resource conservation; a resilient economy through local businesses; local production and distribution of food; socialization and raising children (e.g. "it takes a village"); and community care-giving.[11] These are just a few citations of research which show that neighborhoods and a feeling of "belonging" serve an important function relative to residents' quality of life.

The vast majority of Riverside residents (**84.2%**) either agreed or strongly agreed that they feel a sense of belonging to their community. There were no significant differences in that statistic based on age (contrary to findings from the national Pew study cited earlier), however there were differences based on ethnicity. Specifically, whereas **88.0%** of Hispanics strongly agreed or agreed that they feel a sense of belonging, **80.5%** of non-Hispanics felt that way. That figure was 77.3% among online respondents. Placing these figures in context, a survey published by the Pew Research Center in 2018 showed that the majority of Americans (59%) feel at least somewhat attached to their local community.

9. https://www.psychologytoday.com/us/blog/pieces-mind/201403/create-sense-belonging
10. https://www.prb.org/health-promoting-improvements-concentrated-in-more-advantaged-u-s-neighborhoods/
11. http://www.abcdinstitute.org/docs/Neighborhood Necessities 2013.pdf



Further, in 2010 the Pew Internet & American Life Project conducted a study that showed that nationwide, 43% know most or all of their neighbors (another measure of "belonging"). That figure declined to 31% nationwide in the 2018 Pew study cited above. The figures for City of Riverside are somewhat more encouraging than those nationwide figures – **40.0%** of phone survey respondents reported that they know the names of "most" or "all" of the neighbors who live close the them (down from the **47.1%** in 2015 and **42.0%** in 2013). Online survey results are similar, with 45.0% saying they know most or all of their neighbors. Even more significant is that 92.1% of online resident respondents (up from 80.6% in 2015) said they have at least one neighbor who would help them if they needed help. It is doubtful whether the results in a large city like LA or New York would match those statistics.[12]

Engagement and Awareness

There are many definitions of the term "community." People can perceive "community" to be an institution, or a place, or relationships. Similarly, there are many definitions of community engagement, most of which focus on a process of public participation and involvement that promotes relationship building for the purpose of addressing issues affecting people's well-being. Community engagement often involves people working collaboratively to address social, economic, or political issues. However, it also refers to people improving the quality of their lives by involving themselves in community events, classes, festivals, community center activities, sporting events, and the arts.

Riverside, as the "City of Arts & Innovation" has created a multitude of "creative" tools for community engagement including social-networking, exhibits, music and theater performances, festivals, and community gatherings. These exist in addition to the more

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

"traditional" engagement tools such as public surveys, visioning workshops, committees, and public hearings. All of these can be considered parts of an engagement strategy to explore and strengthen community values. But are residents aware of these efforts, and are they using the engagement tools available?

A question was placed on the online survey asking, "what source of information do you use MOST OFTEN to find out about events and resources in Riverside?" Although the question was originally written to elicit only one answer from the respondent, over a third of respondents (**37.5%**) did not wish to be restricted to the single answer. Thus, we have analyzed the question as a multiple response question (with percentages that do not sum to 100%) rather than a single question.

Source of information used MOST OFTEN to find out about events and resources in Riverside

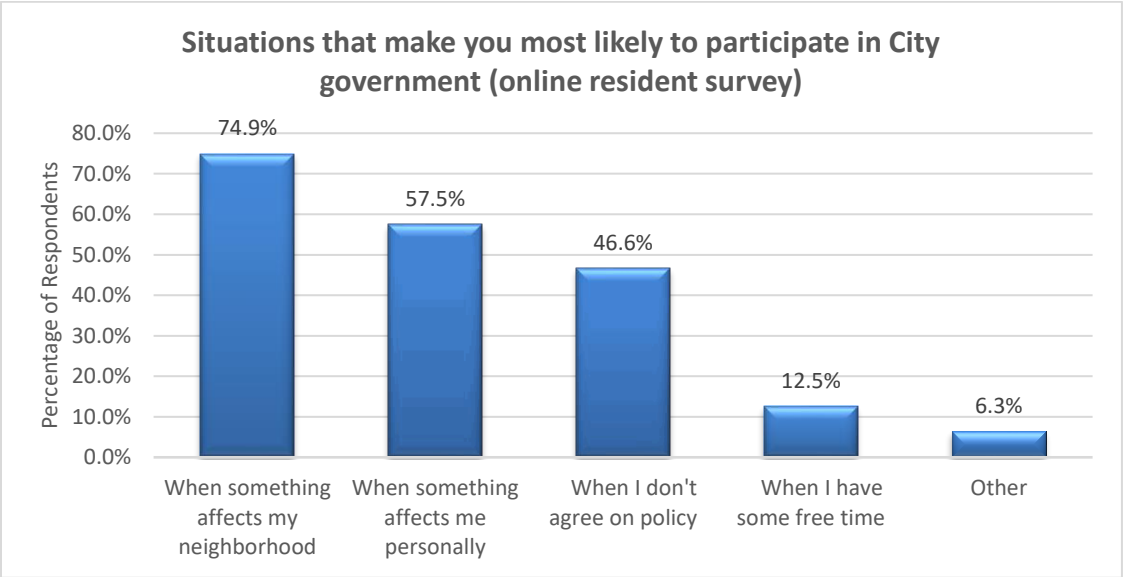
	2019 Phone Survey	**2019 Online Resident Survey**	**2019 Online Non-Resident Survey**
Social media such as Twitter or Facebook	**39.5%**	66.7%	44.6%
A local newspaper	**21.5%**	19.9%	14.2%
Online community calendar at RiversideCA.gov or ExploreRiverside.com	**21.0%**	35.4%	29.6%
Local websites	**14.2%**	22.8%	23.2%
Friends and family	**13.6%**	47.4%	39.1%
Explore Riverside quarterly newsletter	**9.2%**	30.5%	8.2%
Community or neighborhood groups	**8.1%**	26.3%	9.0%
Email from the City or Councilmember	**5.2%**	14.5%	13.3%
Employer	**N/A**	13.2%	41.6%
Utility bill inserts	**0.8%**	21.7%	2.6%

NOTE: these figures do not reflect the great diversity of "other" responses offered to this multiple response question, thus percentages do not sum to 100%

As might be anticipated, digital media (e.g. social media such as Twitter and Facebook, the online community calendar, and local websites) are used the most as sources of information about events and resources (**39.5% + 21.0% + 14.2% = 74.7%**). Online respondents mentioned digital media, however "friends and family" were also mentioned in large numbers (47.4%). Newspapers have diminished as a major information source – only **21.5%** indicated that they use this source most often (virtually the same as the **20.1%** in the 2015 survey).

Another measure of community engagement is the level of participation in Riverside City Government. Online survey respondents were asked whether they have ever participated in

Riverside City Government, either by providing input online, or attending a City Council meeting, or serving on a City committee. A large proportion of respondents (44.5%, up from 41.6% in 2015) said "yes." Those individuals were then asked about the kind(s) of situations that would make them most likely to participate in City Government. The results below may surprise the reader – self-interest does not seem to be the predominant response.

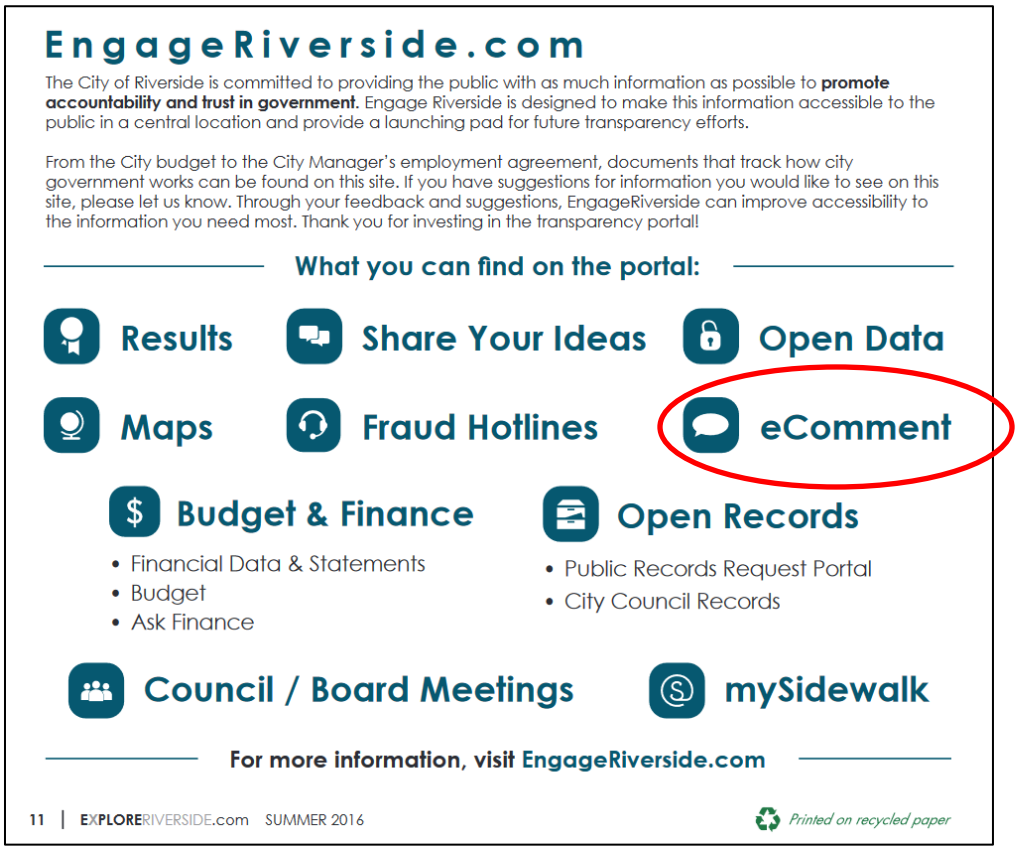


All online survey participants were then asked what the City might do to make it easier to participate in City Government, and 38.8% suggested providing greater opportunities to participate via technology instead of making time in their busy lives to attend an in-person meeting. Another 24.0% suggested directly e-mailing or sending text messages about the opportunities to participate, and 16.0% suggested providing information "further in advance." Finally, 10.5% want government to come to THEM ("come to my neighborhood").

A total of 58 people asked for a change in meeting times in order to encourage greater resident participation. These are presumably people who *want* to participate but prefer to do so in person rather than via technology. Thirty-one (31) of those people requested evening meetings since they are working during the day and unable to attend. Another 14 people requested that the City go back to holding weekly meetings.

One person provided an interesting comment when asked what the city could do to make it easier to participate: "Provide a forum to give input online without attending meetings." That is the idea behind e-governance – the use of information and communication technology for delivering government services and exchanging information between government and residents. And the City has already provided for such a forum on its website. Online survey respondents were asked: "Have you ever used the City of Riverside's *eComment* feature located on the City's website?" Only 6.4% said "yes," a surprisingly low number considering the finding that 38.8% had indicated that it would be easier to participate via technology. Or perhaps it is *not*

surprisingly low considering that it is quite difficult for people to find out how to participate unless they know that they must go into "Engage Riverside" and click on "Council/Board Meetings" (list view) to find it. Many may think that there is a central portal for *eComment*, and give up when they don't find it (especially since putting "*eComment*" in the search feature of www.riversideca.gov does not even direct the user to the location where they can participate). The City may wish to create a more direct way for people to access the function, perhaps through a portal similar to what once was printed in the Explore Riverside Magazine, Summer Edition, 2016:



EngageRiverside.com

The City of Riverside is committed to providing the public with as much information as possible to **promote accountability and trust in government.** Engage Riverside is designed to make this information accessible to the public in a central location and provide a launching pad for future transparency efforts.

From the City budget to the City Manager's employment agreement, documents that track how city government works can be found on this site. If you have suggestions for information you would like to see on this site, please let us know. Through your feedback and suggestions, EngageRiverside can improve accessibility to the information you need most. Thank you for investing in the transparency portal!

What you can find on the portal:

Results
Share Your Ideas
Open Data
Maps
Fraud Hotlines
eComment
Budget & Finance
- Financial Data & Statements
- Budget
- Ask Finance

Open Records
- Public Records Request Portal
- City Council Records

Council / Board Meetings
mySidewalk

For more information, visit EngageRiverside.com

11 | EXPLORERIVERSIDE.com SUMMER 2016

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Volunteerism and Philanthropy

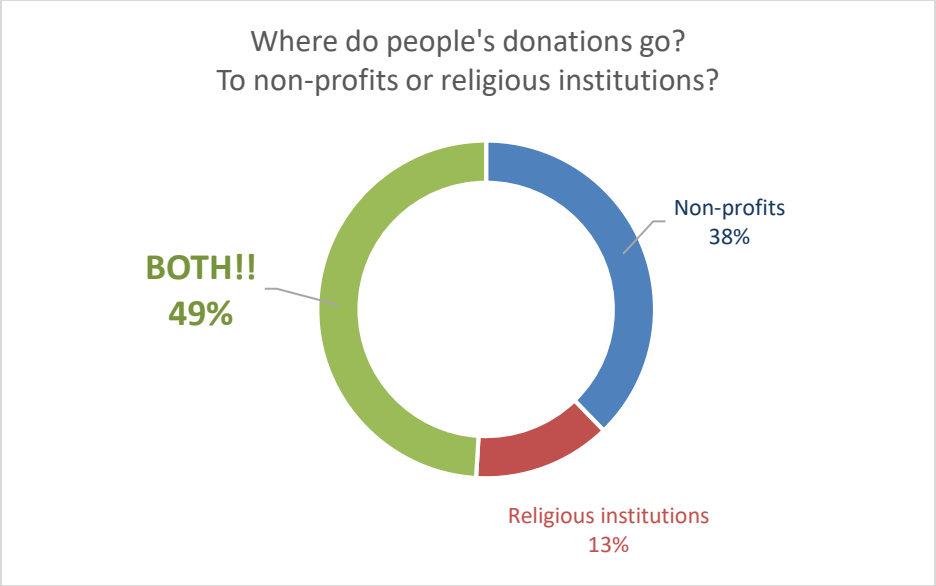
Participating in community engagement often requires people to sacrifice/donate their time and/or money for the greater good in order to address social, economic, or political issues. Volunteering and philanthropy support the greater community; however, those activities also give meaning and purpose to life and help make the individual donating their time/money happier.

More specifically, why do people give? Studies show that there are three broad categories of reasons why people donate their time and/or money: (1) "Purely altruistic" (volunteering and/or donating because of the social good which results from their actions); (2) "Impurely altruistic" (engaging in charitable giving because of the benefits that *they* derive from

their acts, including internal satisfaction and enjoyment from knowing they have contributed); and (3) "Not at all altruistic" (those who donate because of the public recognition and, at times, the tax deduction they get from the donation). Studies also show charitable giving tends to increase with age and income. Finally, studies show that "giving" increases when there is a small group of identifiable victims (as opposed to a large "abstract" group) and when the victims are local rather than far away.

Riverside residents were asked in the phone survey if they donate to Riverside causes or organizations. Most phone survey respondents **(59.8%**) indicated that they donate to Riverside causes and another **1.4%** said they donate to causes, but not in Riverside. To place those results in context, Riverside residents are a bit more philanthropic than San Bernardino County residents, 55.8% of whom reported donating to causes within that county.

And what types of organizations are the beneficiaries of those donations?



The data also show that older respondents had a higher rate of giving than younger respondents. Specifically, **47.5%** of individuals below 35 years of age reported donating to Riverside causes, whereas approximately **69.2%** of middle age respondents (35 to 59 years old) and **70.1%** of seniors (60+) reported donating**.** And as would be expected, income was also a factor: **56.8%** of those with incomes below $35,000 donate, as do **60.2%** of middle income ($35,000 - < $65,000) individuals, **74.2%** of those with incomes of $65,000 to $110,000, and **83.3%** of those with incomes of $65,000 or more.

Volunteerism is another indicator of the extent of people's ties to their community, and a great many opportunities for volunteerism exist in Riverside, e.g. placing flags on Riverside National Cemetery graves at Veteran's and Memorial Day, "adopting" a park (participating with an organization to help cleaning up parks), doing data entry for "Keep Riverside Clean and

Beautiful," making baby blankets for the NICU at Riverside Community Hospital, donating time at senior centers, and many other options listed on sites such as www.justserve.org. Over a third of phone survey respondents **(37.1%)** said they volunteer for Riverside causes, organizations, or schools. The reported number of volunteer hours per month ranged from **1 to 100** hours, with a mean of **11.93** hours per month (down from **16.42** hours in 2015 and **14.33** hours in 2013) and a median of **8** hours (down from 10 in 2015).

The online survey of Riverside residents showed relatively similar results to those above, with 58.4% reporting that they donate to Riverside causes or organizations (and another 18.0% saying they donate, but not in Riverside). Nearly half of those respondents (49.8%) indicated that 25% or less of their total charitable giving goes to Riverside causes. Donating money is not as difficult as volunteering time, yet an amazing 48.9% said they volunteer for Riverside causes, organizations, or schools (a figure significantly higher than reported by the phone survey respondents). Most of those individuals (66.0%) volunteer 8 or fewer hours per month.

Even non-residents report donating their time and money to Riverside causes or organizations. A third (32.0%) said that they donate, and 63.4% of those people donate to non-profit organizations in the City (while another 26.8% donate to both religious organizations and non-profits). About a quarter of non-residents (26.2%) volunteer their time for Riverside causes or organizations, with most (80.0%) spending 8 hours or less per month. From one perspective it is amazing that non-residents would be engaged in the community at these relatively high levels, however we must realize that many of these non-residents live just outside of the boundaries of the City and may identify closely with the City (and therefore want to participate in making the City a better place to live).

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. Perceptions of the quality of Riverside's tap water have improved since the 2013 and 2015 surveys. Most feel that Riverside is a good place to enjoy arts and culture and believe that Riverside is doing a good job coordinating and promoting festivals and special events. That said, people would like *more* events and more *variety* in events, and strongly feel that safety needs to be improved. Residents believe that Riverside is a place of "optimism and opportunity," and see the City as a good place to own and operate a business, to raise children, and to realize the goals they have for the future. People on both ends of the age spectrum (college students and seniors) believe that affordability and crime/safety are issues that need to be addressed. Feelings of safety walking in the neighborhood have declined significantly over time, as have feelings of safety walking near people's work location in the City.

What makes a city a "location of choice?" Ratings organizations such as U.S. News and World Reports, Niche, livability.com, and others give "livability ratings"/ "report cards" based on variables such as:

- varied and affordable housing
- overall cost of living
- the job market
- safety/a low crime rate
- climate/weather
- access to quality education
- availability of quality health care
- local amenities
- opportunity
- desirability (people's interest in living there)
- overall quality of life

How do these organizations rate the City of Riverside? Bestplaces.net indicates that Riverside scores well on its year-round climate, recreation opportunities, and diverse economy. Negatives include "growth and sprawl," traffic and crowding, and air quality. Livability.com (which uses surveys of millennials to perform its rankings) cites Riverside's good "walkability"

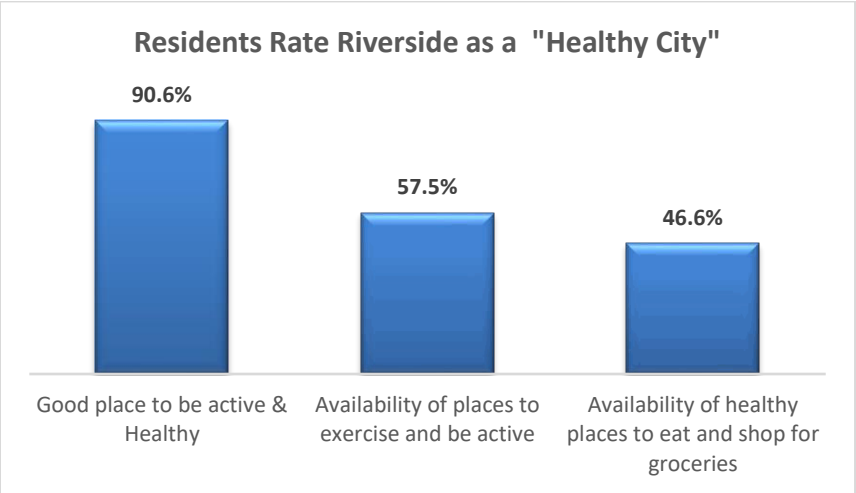
score. Niche.com gives Riverside an A+ for diversity and weather, an A for outdoor activities, a B+ for health and fitness and nightlife, but a C for crime & safety and a C- for housing.

But what is perhaps more important than these online rankings is the perceptions of people who actually live and/or work in the City. This section of the report deals with how well the City of Riverside measures up on several of these variables that make a city "livable" – in other words, a "location of choice."

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

The World Health Organization defines a "healthy city" as a process, not an outcome. It is a commitment to health and a "process and structure for achieving it." A healthy city is an "active city", one that "continually creates and improves its physical and social environments and expands the community resources that enable people to mutually support each other in performing all the functions of life and developing to their maximum potential."[13] Many factors contribute to making a healthy city, but it all starts with leaders who have a commitment to: create policies that 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.

Results of the 2019 survey show that Riverside residents rate Riverside highly as a "healthy city." For example, the vast majority of phone survey respondents either strongly agreed or agreed that Riverside is a "good place to be active and healthy" **(90.6**%, up slightly from **89.4%** in 2015). About three quarters of phone survey respondents **(75.7%)** said the availability of places to exercise and be active in the neighborhood is excellent or good, and about two-thirds **(67.9**%, down slightly from **71.0%** in 2015) said the same about the availability of healthy places to eat and shop for groceries.

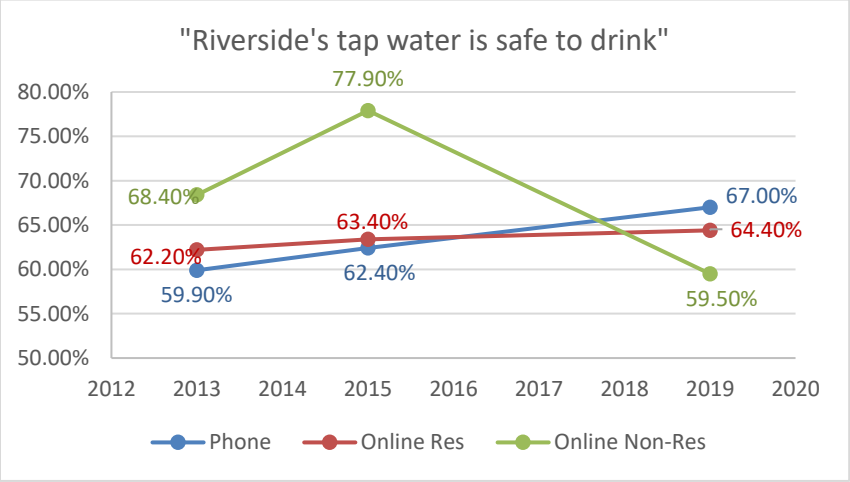


13. http://www.euro.who.int/en/health-topics/environment-and-health/urban-health/activities/healthy-cities/who-european-healthy-cities-network/what-is-a-healthy-city

There were no significant differences in answers based on age or income (as some might have expected), however the data do show some differences based on zip code. Specifically, phone survey respondents from 92506 and 92508 gave the significantly higher ratings on availability of healthy places to eat, shop for groceries, and exercise than those from 92501 and 92503.

The availability of clean and safe tap water is another characteristic of healthy cities. Californians were concerned, therefore, when a study published in May of this year by the Environmental Working Group (EWG) found that "drinking California tap water may increase the number of cancer cases statewide by more than 15,000 over the course of a lifetime."[14] Officials from the California Water Service have assured the public that the water complies with quality standards, yet the article notes that that evaluation is typically based on evaluating contaminants one at a time rather than in total. Fortunately, EWG's Tap Water Database indicated that the tap water in the City of Riverside was in compliance with federal health-based drinking water standards (even though there were some individual contaminants detected above health guidelines).[15]

The majority of Riverside residents don't appear to be overwhelmingly concerned about the safety of their tap water. When phone survey respondents were asked whether they felt that Riverside's tap water is safe to drink, two-thirds of respondents **(67.0**%, up significantly from **62.4%** in 2015 and **59.9%** in 2013**)** strongly agreed or agreed. Online survey respondents who live in Riverside gave similar ratings, with 64.4% feeling the water is safe to drink (and the figure is 59.5% for non-residents). Clearly there appears to be a "disconnect" between perceptions of the **33.0%** of respondents who expressed concerns about the water and the data cited in scientific reports.



14. https://www.mercurynews.com/2019/05/02/california-tap-water-may-increase-risk-of-cancer-study-says/
15. https://www.ewg.org/tapwater/system.php?pws=CA3310031

On another health-related topic: The vast majority of online resident respondents age 65 or older (86.3%) agreed or strongly agreed with the statement: "My medical care providers help me deal with aging-related concerns."

Arts, Culture, and Entertainment

It is perhaps a truism that arts and culture enrich our inner lives, our health and well-being, and our emotions. Research confirms that. For example, a study by the University of Pennsylvania showed that "Low- and moderate-income residents in New York City neighborhoods with many cultural resources are healthier, better educated, and safer overall than those in similar communities with fewer creative resources. This research confirms and builds on what we've seen about the power of art to shape communities and improve lives."[16] Other research has termed arts and culture a "strategic national resource."[17]

In FY 2005 – 2006, the City Council formed the new Arts & Cultural Affairs division, consistent with Riverside's moniker as "the City of Arts and Innovation." The city actively promotes art-related events and venues, and its arts and culture organizations. Riverside has become known for its historic background, architecture, museums, festivals, art galleries, parks, theaters, restaurants, and more. The vast majority of phone survey respondents (**87.6%,** up slightly from **85.3%** in 2015) and online non-resident survey respondents (81.8%) either strongly agreed or agreed that "Riverside is a good place to enjoy art and culture." There were no significant differences in responses based on income or age, but a slight difference based on ethnicity (**91.3%** of Hispanics vs **82.8%** of non-Hispanics either agreed or strongly agreed). A decade ago it was common to hear 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.

The table on the next page shows the results of the questions placed on the survey to elicit residents' and workers' views of various aspects of arts, culture, and entertainment in Riverside. The question about places to hear music, dance, and live theater was changed slightly from the 2015 to the 2019 survey, thus we cannot make a comparison over time. The question about festivals and special events, however, didn't change, and we must note that the percentage saying that festivals and special events met needs increased significantly from **63.1%** in 2015 to **72.7%.** The percent saying that they don't know these activities exist or "don't go" decreased from **19.8%** in 2015 to **11.3%** in the 2019 survey. The data show that Riverside is doing a better job coordinating and promoting these events.

16. https://www.sp2.upenn.edu/new-research-shows-arts-culture-improve-health-safety-well/
17. https://www.americansforthearts.org/by-program/reports-and-data/legislation-policy/naappd/the-value-of-arts-and-culture-to-people-and-society-an-evidence-review

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, dance, and watch live theater	**Phone**	**62.6%**	**7.7%**	**14.0%**	**15.7%**
	Online resident	36.3%	32.3%	17.2%	14.2%
	Online non-resident	41.3%	21.3%	8.3%	29.1%
Festivals and special events	**Phone**	**72.7%**	**7.9%**	**8.0%**	**11.3%**
	Online resident	42.6%	33.3%	13.5%	10.5%
	Online non-resident	46.8%	22.7%	7.7%	22.7%

It is not enough to simply ask if people's cultural and entertainment needs are being met. Those data are interesting; however, they aren't especially "actionable." Follow up questions were provided to those respondents who indicated that their needs were *not* met (or were only "somewhat" met), asking them to specify what they would like in each of the categories. A full array of comments has been provided to City staff, however it is worth noting in this report that many of the responses indicated a desire for *more*…e.g. "more places spread out in other communities," "bring more current artists," "not enough choices," "not enough." Comments were made about needing more variety: e.g. "more places to represent cultures and diversity," "more entertainment for older generations, like jazz," "more to appeal to older people," "not my type of music," "more diverse, variety." Several people focused on the need for more affordable entertainment: e.g. "the Fox is too expensive," "less expensive and happen more often," "the ones that are available are really expensive and there is nothing in the middle." And some said they "don't feel safe" or have concerns about the parking or homeless population. Some suggested getting ideas for programs from the Segerstrom Center for the Arts, or Cerritos Center for the Performing Arts, or Pomona Center for the Arts.

Comments regarding festivals and events seemed to cover the same themes – more festivals/events and more variety is needed. In addition, several people indicated the need for better advertisement of events. But another theme which emerged was the perception of a need for improving safety: "festival is not safe anymore," "need to increase police patrols," "need better safety measures in place." Considering the mass shootings over the past few years at large events (e.g. the Gilroy Festival in 2019, the 2017 Las Vegas Route 91 Harvest music festival) as well as the more "mundane" issues of thefts, fights, and low-level assaults, it is not surprising that this theme would arise in comments. Further, this year's phone survey also included comments about the Orange Blossom Festival, evenly split between positives ("bring back the Orange Blossom festival") and negatives ("it was good for the first couple of years, and then the last one was bad")…online survey respondents were almost uniformly positive about the festival,

and want it back in its original form. Finally, people called for better/more advertising of events, better crowd management, and parking access at festivals/events.

Finally, in a digital era when some might be tempted to cut back on library services as a cost-cutting measure, it is important to note that libraries continue to be an integral part of life in a city. As noted in a blog by Brookings,[18] the reason public libraries are so important "is that they and their librarians have gradually taken on other functions well beyond lending out books. In many communities, librarians are also ad hoc social workers and navigators. They help local people figure out the complexities of life, from navigating the health system to helping those with housing needs. This "go-to" role has influenced library programming and events, with libraries providing advice and connections to health, housing, literacy, and other areas." Further, many libraries serve the function of being a "front-line" institution for addressing the needs of the homeless (an important issue considering the increasing level of poverty and homelessness in Riverside). More relevant for *this* section of the report, libraries encourage reading and exploration of culture. Some host "Writers in Residence" programs. Some collect, display, and/or promote local music and art. Some host readings and performances. In short, libraries are community builders – vital resources in cities that care about promoting community health, art, and culture. All of this needs to be communicated to the community so that they don't think of the library simply as "a place to check out books."

This year for the first time, phone respondents were asked whether public libraries in Riverside meet their needs. Some respondents **(16.3%)** were unable to answer the question, but **85.6%** of those able to respond agreed or strongly agreed that their needs are met.

The online survey of residents also asked whether public libraries meet their needs. Nearly a quarter of respondents (21.6%) said they don't use them, 55.5% said the libraries DO meet their needs, and another 17.0% said libraries "somewhat meet" their needs. Only 5.9% said their needs were not being met. Non-residents surveyed online also responded to that question. As might be expected a large group of non-residents (43.7%) said they don't use them, but 42.9% said that they DO use Riverside's libraries and the libraries meet their needs.

When asked how the libraries could be improved, various themes appeared among residents and non-residents. The main ideas are captured within the following interesting comments:

- "I believe one HUGE way these libraries can be improved is by expanding their digital collections including offering Kanopy (film streaming app) and PressReader which offers news sites to readers. This will greatly improve civic engagement and maintain an informed population."
- "Better maintained and more events at the library…it should feel like a part of the community."
- "Bigger, brighter, and safer."

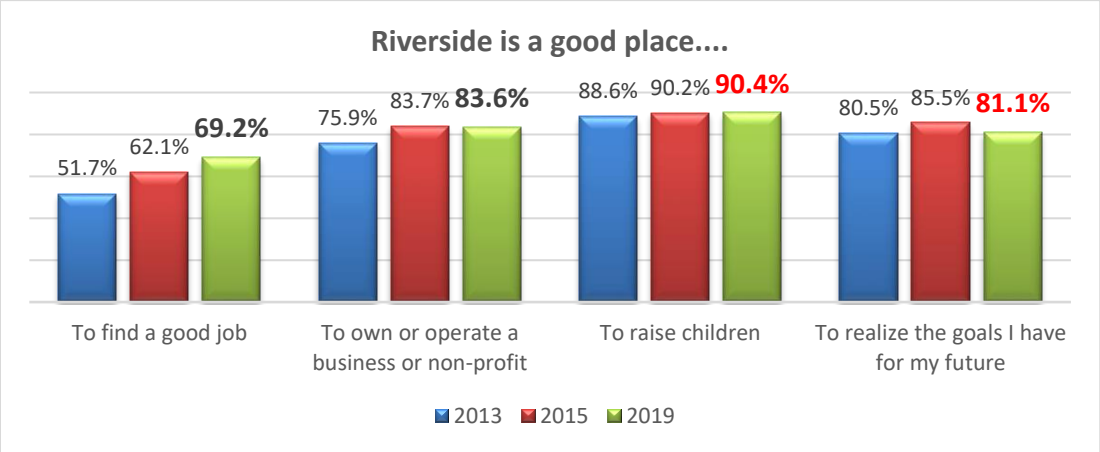
18. https://www.brookings.edu/blog/up-front/2017/03/30/how-public-libraries-help-build-healthy-communities/

- "They often look dirty and rundown. Please provide more funding! More story times and events that working parents can attend."
- "Clean up the homeless that hang out front and loiter inside."
- "I'm looking forward to the new downtown library. PLEASE bring it up to date: new vegan cookbooks, books on sustainability, bring Joan Didion and current trending authors to the library."
- "I have not visited a traditional library in many years. With the advent of smart phones and social media, I have not had a use for the library."

Optimism and Opportunity

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

As seen in the table below, more than two-thirds of phone survey respondents agreed or strongly agreed that Riverside IS a good place to find a good job. And most respondents believe that Riverside is a good place to own or operate a business or non-profit. But the most impressive and "optimistic" statement is that Riverside is a good place to raise children (**90.4%**) and to realize goals for the future (**81.1**%)…direct measures of optimism and opportunity.



The online survey also included specific questions answered only by college students to determine their feelings about Riverside. First, the 78 college students who responded to the online survey were asked "Do you think Riverside is a good place to live for college students?" The majority (83.3%) answered in the affirmative. Those who said "no" were asked to offer

suggestions about what would make Riverside a better place to live for college students like themselves. Affordability of living was mentioned most often: "Dorms that are more affordable," "Housing costs are too high." In addition, crime and safety are big issues for students: "Making it safe to go out at night or be on campus and not worry about safety," "Riverside is dangerous, dirty, and full of homeless people, especially near UCR." Students also requested more entertainment and shopping locally downtown or near the colleges. One person noted that the sidewalk from UCR to University Village needs to be widened."

% Agree or Strongly Agree: "Riverside is a good place …"

		2019	2015	2013
To live for college students (answered only by college students)	**Phone**	**N/A**	**N/A**	**N/A**
	Online resident	83.3%	71.9%	78.9%
	Online non-resident	87.5%	N/A	N/A
To retire (phone survey & online non-resident)/ To live for those over 65 (asked only of 65+ resident online)	**Phone**	**69.9%**	**N/A**	**N/A**
	Online resident	82.3%	79.5%	84.7%
	Online non-resident	29.6%	N/A	N/A

The 78 college students were also asked whether they had applied for internships or part-time jobs in Riverside that would help them prepare for a career position. Twenty-seven (27) indicated that they had done so, and another 21 said that they hadn't *yet*, but planned to. Over half of those 48 people (28 college students) said they were not satisfied with the local opportunities, 10 said they simply don't know yet, and 9 indicated that they are satisfied.

Finally, there appears to be somewhat of a "brain drain" of our college-going population: 36.0% indicated that the jobs they want aren't in Riverside and another 9.3% said they don't want to stay in the area. A bit over half (54.7%) said they believe they will be able to find a good job in Riverside after they graduate.

On the other end of the age spectrum, 82.3% of online respondents who indicated that they are 65 years old or older believe that Riverside is a "good place to live" for people in their age group. Affordability was a theme for this residential subgroup, just as it was for the college students. Several people mentioned crime and the "homeless problem." Others talked about the need for improved public transportation.

The above figures definitely exemplify optimism and opportunity, factors that make a city a "location of choice."

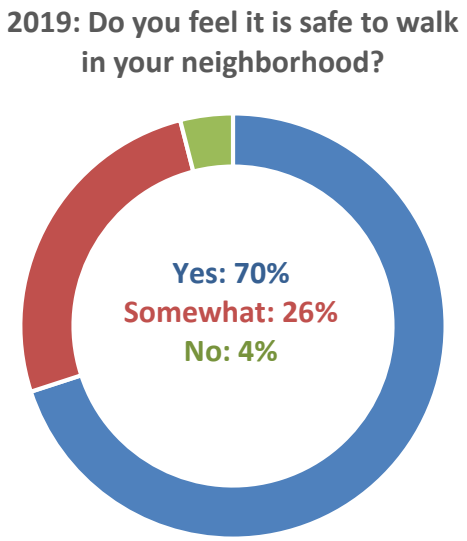
Perceptions of Safety

Safety (i.e. a low crime rate) is a big component of quality of life in a community. In fact, it may be one of the *major* components of ranking scales. For example, the US News and World Report ratings of the "Best Places to Live" combines five indices to create its rankings: a Job

Market Index (20%), a Value Index (25%), a Desirability Index (15%), a Net Migration Index (10%), and a **Quality of Life Index** (30%). Within the heaviest weighted Quality of Life Index, the Crime Rate is a 30% factor among the five possible factors.[19]

Often people's perceptions of safety do not correspond to the actual crime rate of an area. That is the reason for including a question on the survey regarding people's fear of crime. If an area is perceived to be unsafe, the community's attractiveness as a place to live and work suffers. Healthy behaviors such as exercising and socializing outdoors diminish, stress increases, residents and visitors begin to abandon the area, and businesses often follow that exodus.

Riverside residents were asked: "Do you feel it is safe to walk in your neighborhood," and people who work in Riverside but live elsewhere were asked to evaluate the safety (or lack thereof) of the area near their workplace. In general, people believe that they are relatively safe, but the graphs and table below show that those who answered with an unqualified "yes" has declined from **82.1%** in 2013 to **79.4%** in 2015, to **70.0%** in the 2019 survey.



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

	2019 Phone Survey	2015 Phone Survey	2013 Phone Survey	2019 Online Resident Survey*	2015 Online Resident Survey
Yes	**70.0%**	**79.4%**	**82.1%**	62.9%	62.6%
Somewhat	**26.0%**	**8.5%**	**8.4%**	29.8%	30.5%
No	**4.0%**	**12.1%**	**9.5%**	7.3%	6.9%

[19]. https://realestate.usnews.com/places/methodology

Phone survey respondents who answered that they don't feel safe (or feel only "somewhat safe") were asked the follow-up question: "What makes you feel it is unsafe?" The question was asked as an open-ended question with no prompts or categories provided (thus answers were "top of the mind" responses). Most of the answers from the phone survey revolved around crime and gang issues (**56.8%**), with another **13.4%** listing "the homeless," and **5.7%** mentioning "poor lighting" in the area.

In the online respondent survey, the categories were presented for viewing and the respondent simply selected the main reason for the feeling of lack of safety. The results reflect the fact that *hearing* a question is different than *reading* a question. In the online survey, 44.6% felt unsafe due to homeless individuals and panhandlers. Another 19.3% were concerned about crime, and 3.2% were concerned about gangs. Further, 4.8% complained about no lighting or poor lighting.

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. Whereas the vast majority of respondents in the 92506 (Canyon Crest) zip code seemed to feel safe walking in their neighborhood, that was not the case for respondents in the 92501 (downtown), 92503 (Arlington South), and 92507 (University) zip code regions. But we must note that the feelings of safety have declined in all zip codes over time.

	% Feeling safe walking in the neighborhood			Trend Over Time
	2013	2015	2019	
92501	80.00%	77.00%	59.40%	
92503	76.00%	80.30%	63.50%	
92504	87.10%	71.80%	71.10%	
92505	87.80%	79.80%	72.90%	
92506	92.90%	92.80%	85.30%	
92507	70.60%	76.50%	62.70%	
92508	82.80%	90.00%	76.60%	

Drilling down a bit more, homeowners reported feeling safe in higher numbers than renters (**75.6%** vs. **58.0%**), and people with higher incomes tended to feel safer than those with lower incomes (**82.8%** of those with incomes over $110,000 vs. **66.5%** of those with incomes below $65,000 feel safe walking in the neighborhood). There was no statistically significant relationship between feelings of safety and education, age, or ethnicity.

Residents and non-residents responding to the online survey were asked a related question regarding feelings of safety near the *work* location. Feelings of safety have apparently declined since the 2015 survey.

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

	2019 Online Resident Survey	2015 Online Resident Survey*	2019 Online Non-Resident Survey*	2015 Online Non-Resident Survey
Yes	41.2%	52.8%	36.9%	44.5%
Somewhat	40.7%	35.7%	42.2%	40.5%
No	18.0%	11.5%	20.9%	15.0%

* NOTE: the remaining group indicated that they don't walk outside, but not because of safety

Reasons given by residents for feeling unsafe walking near the *work location* are basically the same as those given relative to walking in residents' *neighborhoods*, predominantly homeless population and panhandlers (61.1%) and crime (12.9%).

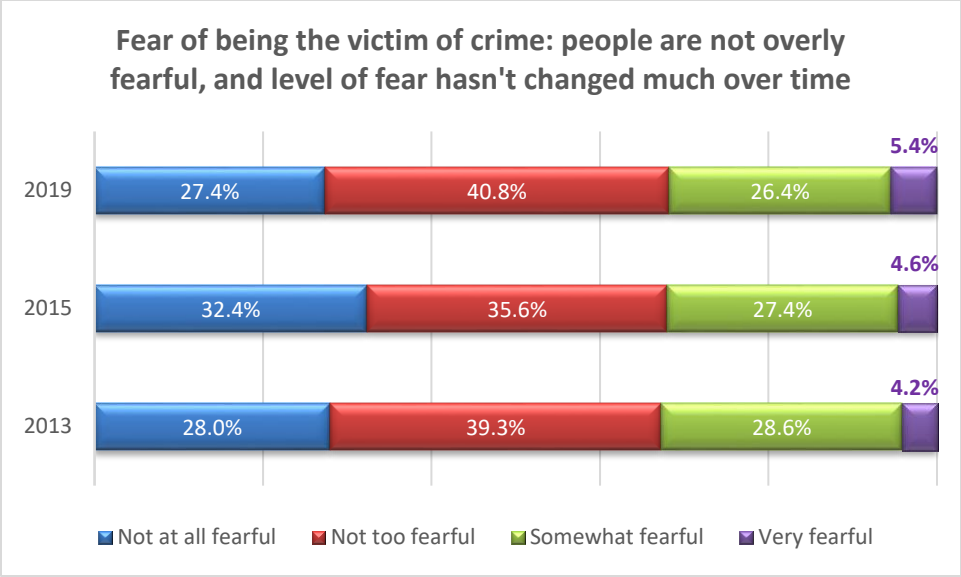
Respondents were also asked: "How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?" The options for answers were "not at all fearful," "not too fearful," "somewhat fearful," or "very fearful."

How fearful are you of being victim of serious crime?
Phone Survey Results

	2019 Phone Survey	2015 Phone Survey	2013 Phone Survey
Not at all fearful	**27.4%**	**32.4%**	**28.0%**
Not too fearful	**40.8%**	**35.6%**	**39.3%**
Somewhat fearful	**26.4%**	**27.4%**	**28.6%**
Very fearful	**5.4%**	**4.6%**	**4.2%**

How fearful are you of being victim of serious crime?
Online Survey Results

	2019 Online Resident Survey	2019 Online Non-Resident Survey	2015 Online Resident Survey	2015 Online Non-Resident Survey
Not at all fearful	13.0%	15.0%	13.6%	17.0%
Not too fearful	39.2%	38.1%	44.4%	49.7%
Somewhat fearful	38.8%	38.1%	35.0%	25.1%
Very fearful	9.0%	8.8%	7.0%	8.2%



The above tables show that the majority of Riverside residents and workers are not overwhelmingly fearful that they will be the victim of a serious crime. Further, to place these statistics in context, rates of fear are significantly lower in the City of Riverside than in cities surveyed in the recent Inland Empire Annual Survey conducted throughout San Bernardino County. This year 36.4% of San Bernardino County residents reported being somewhat or very fearful (with citywide levels of fear ranging from 26% to 50% in the major cities), as opposed to the **31.8%** in this comparable Riverside City phone survey. This figure has remained relatively stable over time (**32.8%** of phone survey respondents in 2013 were "somewhat" or "very" fearful, vs. **32.0%** in 2015, and **31.8%** in this survey). In other words, **68.2%** are not overly fearful. We must note, however, that the fear of crime statistics are significantly higher among online respondents than the phone survey respondents.

It is important to determine whether Riverside residents' and workers' fear of crime truly reflects the level of crime in the city. But without a detailed probing of responses there is no way of determining the reasons behind people's perceptions. It is possible that the fear of crime may not actually reflect objective reality. Rather, it is possible that respondents' past experiences or media hype may be responsible for their fear. Regardless, it is worth noting that "feeling safe overall in the City" received an average importance score of 91.33 out of 100 (where 0 = not important and 100 = very important), so it is vital that City leaders take heed.

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 start or grow a business, and that opinion has strengthened since the 2013 survey. But some

are frustrated with high taxes and rents; and would like better incentives from the City. People expressed concerns about the effect of the homeless population on businesses (especially downtown). Use of the City's innovative 311 system by both residents and non-residents has increased over time, and those who have used the system rate it as "excellent" or "good." Riverside is perceived as a place with good schools (K-12), but over time there has been a decline in the percentage believing that schools prepare youth for a good job/career or to be a successful college student. The vast majority of residents and non-residents believe that there are good colleges, universities, and trade schools in Riverside. 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.

"Business as usual" is no longer an acceptable model for accommodating growth. "Smart cities" must address the benefits and risks of new technology and encourage entrepreneurship by those who have the knowledge to use that technology effectively. Riverside is a city that has apparently taken this to heart as it has begun to mobilize technology to engage its residents and improve the business environment. For a few examples:

- Riverside has created "innovation districts across the city as a way to attract new investment, retain local talent and create jobs."[20]
- Riverside has received a "Best of California 2017" award from the Center for Digital Government, an award that "recognizes cities using technology to improve citizen services, enhance transparent, and encourage citizen engagement."[21]
- Riverside's ExCITE program is "organized for the purpose of facilitating the successful acceleration of startup companies engaged in entrepreneurial research and development of advanced technologies with the intent to create high technology jobs in the county of Riverside."[22]
- The City has a 24 x 7 "virtual city hall" to provide services online
- The City's EngageRiverside.com encourages public participation and community engagement by providing online access to government information.
- The City's 311 (available as a mobile app, website, or call center) allows the community to report problem areas (e.g. potholes and graffiti), pay utility bills, and check the City's social media feed.

20. https://riversideca.gov/press/city-riverside-embraces-innovation-district-approach-creating-jobs
21. https://www.govtech.com/dc/digital-cities/digital-cities-survey-2017-winners-announced.html
22. https://exciteriverside.org/#team

Examples such as these have enabled Riverside in past years to be ranked one of the "best-connected cities in the U.S." (Source: "State of the Internet" report by Akamai Technologies). But do Riverside residents and workers perceive the city as a "catalyst for innovation?"

Technology and Connectivity

In 2004, the City's 311 service-request website was introduced as a "one-call-does-it-all" center for non-emergency services and information. At that time they received approximately 500 calls per month. Since that time, the system has been updated to include cell and online access for people who wish to submit comments, complaints, or requests for City services. In addition, residents can pay their utility bills through the website and/or check the City's social media feed. According to the City's website, in 2018 over 14,000 calls/contacts were made per month for service across all seven wards.

Only **37.7%** of phone survey respondents indicated that they have used the 311 system for City services, and the vast majority of those individuals rated it as "excellent" (**41.2%**) or "good" (**48.6%**). There is a relationship between 311 usage and various demographic variables: Only **33.3%** of those with a high school degree or less had used the service, as opposed to **50.2%** of those with at least a Bachelor's degree (with similar differences based on income). Further, **30.8%** of those 34 years old or younger reported having used it, vs. **47.8%** of those 60 years old or older (although one might have expected that younger people would be *more* likely to use the online system than older people). There was also an "ethnic divide": **35.6%** of Hispanics had used it, vs. **48.5%** of non-Hispanics. It would be worth trying to promote this valuable service more heavily within certain subgroups of the population.

Respondents to the online resident survey had used Riverside's 311 in greater numbers than those in the phone survey. Specifically, 62.7% reported having used it, and ratings of "excellent" were awarded by 43.1%, whereas 42.1% rated it as "good." Non-resident respondents also had experience with the 311 system – 39.7% reported having used it, and 53.8% rated it as "excellent" (with another 33.3% rating it as "good"). It is possible that those responding to the online survey are more "tech savvy" than those responding to the phone survey, and that may account for the difference in usage of the 311 system.

Discovery and Entrepreneurship

Earlier in this report under the heading of "Optimism and Opportunity," we addressed the issue of opinions regarding whether Riverside is a good place to *own or operate a business* or non-profit. Those opinions are equally valid under this heading of "Discovery and Entrepreneurship," although the focus of this section of the report is opinions regarding whether Riverside is a good place to *start or grow* a business.

Online resident survey results also showed that 76.8% (up from 60.6% in 2013) agree or strongly agree that Riverside is a good place to start or grow a business. The survey also probed the reasons for disagreement with that statement. Some people took the time to write huge paragraphs in response (reflecting the passion and frustration they have apparently experienced). The most-often-mentioned complaint has to do with financial issues…high taxes, high rents, need for better incentives from the City, etc. But dealing with the homeless population is a close second in terms of mentions. Consider just one comment representative of this concern: "Downtown is a mecca for homeless who panhandle patrons, litter, blatantly loiter and camp without recourse. This detours shoppers…the merchants are suffering." There were also many complaints about the red tape/ permit process for opening and operating a business, and people requested better communication and outreach from the City regarding information necessary to start and run a business. Of course, parking and safety were mentioned, however the numbers pale in comparison to the concerns mentioned above.

The results among online non-resident respondents were similar, with 69.9% saying that Riverside is a good place to start or grow a business. But regardless of the survey modality, the bottom line is that most of the respondents felt that Riverside *is* a good place to own or operate a business or non-profit, and the numbers have improved significantly since the 2013 survey. Of course, it is always possible to do more to enhance the perception that Riverside is a "business-friendly" place.

Being an entrepreneur can be difficult endeavor. The entrepreneur needs to deal with employee issues, disgruntled customers, new ways of selling, a fluctuating economy, and ever-changing technology. Creating an entrepreneurship culture that includes the availability of support services and training can increase the chances of businesses succeeding and improve the City's standing as a "business-friendly" place and a "catalyst for innovation." Most online resident respondents either didn't know that Riverside had such services and training (23.1%) or don't use them (32.9%) – probably because they are not entrepreneurs! Of those that were able to rate the services, 46.2% said the services meet their needs, and another 43.3% said their needs are "partially met." Only 10.5% said the services do not meet their needs. The numbers for the non-resident respondents were relatively consistent with these figures.

Several online non-resident respondents who had indicated that these services do not meet their needs (or only somewhat meet needs) said that they were not even aware that the City had such services (thus they feel there is a need for better advertisement). One person said "The only business training and support services I am aware of are those offered by the Chamber or the colleges/ universities. If the City offers them, I am unaware of that, so if they are offered, they should be better promoted." One suggested inviting banks to participate in the trainings to guide small business owners on how to be successful. Several pointed out the need for more hands-on training for the younger generation that would include "life skills" (i.e. "soft skills").

Education and Workforce Development

Riverside, as a catalyst for innovation, is the home of higher education institutions and K-12 schools that boast academic excellence, STEM programs, AP classes, opportunities to engage in sports and the arts, and easy articulation to well-regarded institutions of higher education. As seen in the table below, the vast majority (**81.8%)** of phone survey respondents rate Riverside's K-12 system relatively well (although we 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 Results

	2019 Phone Survey	2015 Phone Survey	2013 Phone Survey
Strongly Agree	**23.5%**	**26.2%**	**26.3%**
Agree	**58.3%**	**61.4%**	**57.5%**
Disagree	**16.1%**	**11.2%**	**13.4%**
Strongly Disagree	**2.1%**	**1.2%**	**2.8%**

There are good schools in Riverside
Online Survey Results

	2019 Online Resident Survey	2019 Online Non-Resident Survey	2015 Online Resident Survey	2015 Online Non-Resident Survey
Strongly Agree	21.6%	13.3%	23.1%	16.2%
Agree	54.1%	53.3%	51.0%	64.7%
Disagree	16.8%	18.5%	17.4%	13.2%
Strongly Disagree	7.4%	14.8%	8.4%	5.9%

As noted earlier, some survey questions were only asked of a particular profile of respondents. For example, only parents of children 18 years old or younger were asked more specific questions on the online survey regarding the *quality of education* in Riverside schools (since these people presumably have the most experience with the schools). When asked whether their child's school prepares them for a good job or career, 67.7% (down from 76.4% in 2015) strongly agreed or agreed. And 75.1% (down from 82.2% in 2015) agreed that the child's school prepares him or her to be a successful college student.

When asked to respond to a statement regarding higher education, **93.2%** of phone respondents agreed or strongly agreed that "Riverside is a good place for young people to go to college or trade school." The vast majority (88.8%) of the online resident respondents also

agreed or strongly agreed with that statement. And 98.6% of non-resident respondents agreed or strongly agreed that that are "good colleges, universities, and trade schools in Riverside."

Finally, residents answering the online survey were asked whether they felt that Riverside's workforce is properly trained and educated. Only about a third of respondents chose to answer that question, and 69.3% of those individuals answered in the affirmative (up from 64.4% in 2015). Drilling down a bit, 62.3% of those who actually work within the City of Riverside indicated that Riverside's workforce is properly trained and educated. There were 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 who were able to answer that question (73.8%, down slightly from 79.7% in 2015) 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: Riverside is perceived as an affordable place to live, but the number holding that perception has decreased over time. It is seen as a place where retail, restaurants, and parks and recreational spaces are all rated relatively well in terms of "meeting people's needs." Long-time Riverside residents acknowledge that air quality has improved. The car culture is alive and well in Riverside, but a large number of people expressed a willingness to get out of their cars and use alternative methods of transportation within the City (especially bus, ride-hailing apps, and bicycles). Relatively few respondents have used electric scooters or electric bikes within the City. Mentions of parking issues in downtown Riverside have increased, with people especially noting a lack of parking both on the street and in parking garages or lots. Relatively few residents and non-residents drive an electric vehicle, but that percentage has significantly increased since the 2015 survey.

Economy and Jobs

In June 2019, the California unemployment rate was 4.2% and Riverside County's unemployment rate was 4.4%.[23] The "picture" was a bit brighter for the City of Riverside where the unemployment rate in June 2019 was 3.9%. This is certainly an improvement from the 6.0% unemployment rate when the 2015 Quality of Life report for the City was written.

23. https://www.labormarketinfo.edd.ca.gov/geography/california-statewide.html and https://www.labormarketinfo.edd.ca.gov/geography/riverside-county.html

Most of the residents responding to the online survey (71.0%) reported that they work either full- or part-time. Another 1.6% are either small business owners or are "self-employed." But it is noteworthy that 14.2% of Riverside online respondents are making ends meet by working more than one job. According to the census, that figure is only 8.3% nationwide.

Most of those that are employed said that they within the City of Riverside (71.1%). What about the other 28.9%? What are their reasons for commuting outside of Riverside to work? A large group of respondents didn't really answer the question…they simply said that the "job is located elsewhere." It is possible that they may not have even looked for a job in Riverside and wouldn't want to leave their current job at this point. But many were clear about finding better pay and opportunities elsewhere, or about the inability to find a good job in the City.

Of course, the 28.9% that leave the city to work are faced with the daily challenge of fighting traffic during their commute. Long commutes are a way of life for many Southern California residents. Over time, working adults have had to spend more and more of their day sitting in traffic on the freeway and city streets (even if commute distance has remained the same). That means that there is less time to spend with family and friends, less opportunity to exercise, and increased levels of depression, stress, obesity and other health issues. The most current "official" data available from the American Community Survey (estimates from 2011 to 2017) show that 85.7% of City residents had road trip commutes of less than one hour, and that the mean travel time to work is 30.4 minutes.[24] But those data are old, and the site does not include data on *miles travelled* in addition to the travel *time* data already shown. That was the reason for including a commuting question on the online survey of residents.

Average commute miles (one-way) for phone survey respondents is **14.90** miles, with an average of **4.81** days of commuting (an average commute of **143.3** miles *round trip* each week). Commute distance for the online resident sample is 12.25 miles, with an average of 4.71 days of commuting. That means the average worker travels 115.4 miles *round trip* each week for work. For people *working within the City of Riverside*, the average one-way commute to work is 6.54 miles with an average of 4.76 days of commuting (62.3 miles *round trip* each week). People working in the City enjoy an obvious savings of money for gas and wear and tear on the car, as well as the advantage of spending less time in the car in traffic (an obvious quality of life detractor).

The above statistics focus on workers, but it is equally important to shift the focus to *consumers* of the products and services provided in Riverside. The question is: do the organizations that provide jobs in Riverside meet the needs of consumers? In other words, does the City's economic growth promote a good quality-of-life for its residents and workers? And if not, what can the City do to improve things?

24. https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF

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.

Do Riverside's retail stores and restaurants meet your needs?

		Meets needs	Somewhat meets needs	Doesn't meet needs	Don't shop/go to restaurants
Retail stores	**Phone**	**82.6%**	**10.1%**	**5.8%**	**1.5%**
	Online resident	52.7%	36.2%	9.6%	1.5%
	Online non-resident	49.6%	32.5%	9.0%	9.0%
Restaurants	**Phone**	**75.2%**	**11.5%**	**13.0%**	**0.3%**
	Online resident	46.7%	36.4%	16.1%	0.8%
	Online non-resident	56.6%	31.1%	9.4%	3.0%

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). And many respondents simply said they want "more" …more stores, more variety, more upscale restaurants, etc. It was interesting that many of the specific stores and restaurants mentioned by respondents already exist in Riverside (e.g. Macy's, Trader Joe's, Costco, "grocery stores," "dinner type of restaurants")! It is possible that people commented on the lack of particular stores/restaurants in their own immediate area/neighborhood rather than in the City as a whole.

One final comment: there were comments throughout the survey regarding the homeless population and its effect on quality of life. Those comments are relevant here. Simply consider the June 27, 2019 article in the Press Enterprise entitled "Original Roadhouse Grill to close Sunday."[25] The article says: "The restaurant sent an email to loyalty customers last week saying that homelessness has made the area unsafe for its employees and that its owners would seek 'a more secure location in the Riverside area.' " In order for the business community (and residents) to thrive, the City must do even more than it is already doing to reduce and prevent homelessness.

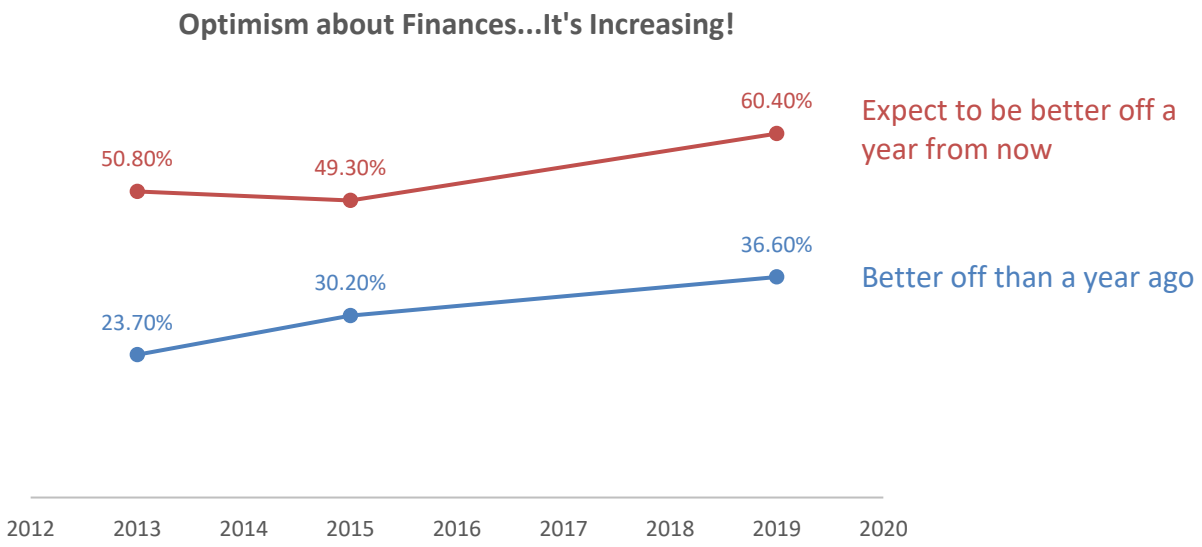
Finally, it is not enough to simply talk about the healthy economy of a City. One must also look at the financial stability of those who live and work there. When phone survey respondents were asked "In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off", most respondents **(53.5%**) said they were the same as last year, while an encouraging **(36.6%,** up from **30.2%** in 2015 and **23.7%** in 2013**)** said they are now better off than before. The results from the online survey of residents were comparable. To place these figures in context, IAR's 2019 Inland Empire Annual Survey of San Bernardino County residents revealed that only 32.0% were financially better off than the year before. A citywide analysis of that annual survey shows that the residents of the City of

25. https://www.pe.com/2019/06/27/original-roadhouse-grill-in-riverside-to-close-june-30/

Riverside appear to be more upbeat about their current financial health than those in major San Bernardino County cities such as Rancho Cucamonga and Redlands.

2010: Financial Status Compared With a Year Ago

	Better Off	Same	Worse Off
Phone	**36.6%**	**53.5%**	**9.9%**
Online Resident	32.4%	54.0%	13.6%
Online Non-Resident	45.0%	45.8%	9.2%



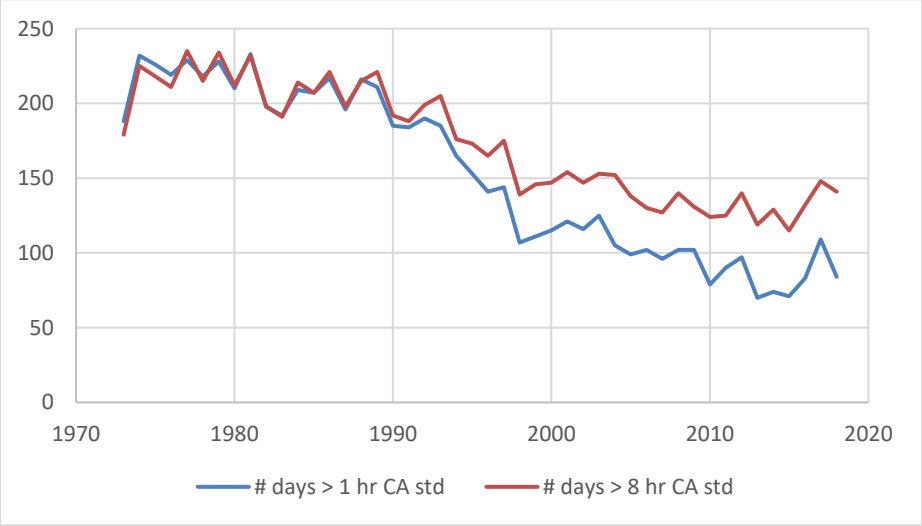
The above question looked at a comparison of this year's financial situation with last year's. But how about the future? Are respondents optimistic about their future financial status? Riverside respondents were asked: "*Now looking ahead*, do you think that a year from now you and your family will be better off, the same, or worse off than you are now?" After asking that question on the Inland Empire Annual Survey for the past 22 years, we still find it amazing that regardless of people's evaluations of their current financial condition, they still continue to be encouraged about their future financial prospects. Indeed, well over half of phone survey respondents **(60.4%,** a significant improvement from **49.3%** in 2015), 38.5% of online respondents, and 42.1% of non-residents expect to be better off financially by next year.

Environment and Perceptions of Recreational Space

In the 1970's when someone mentioned "Inland Empire," one of the first things people thought of was "smog," and that perception was warranted at the time. Smog was a significant

concern given that ozone exposure can irritate the respiratory system, aggravate asthma, and reduce lung function making it more difficult to work and exercise outdoors. But over the past three and a half decades, the air quality has dramatically improved as shown in the graph below portraying the number of days the city exceeded the maximum state 1-hour and 8-hour average ozone concentration in the South Coast Air Basin.[26] Getting outside to enjoy the environment and recreational spaces in and around the City has become a healthier activity.

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



Even with objective improvement in air quality, people still perceive it as a significant problem in the region. In fact, as mentioned earlier in this report, **8.4%** of phone survey respondents mentioned smog and air pollution as the thing they like least about living in Riverside (an open-ended question for which people could mention up to 2 "negatives" about life in the City). This is down slightly from **10.4%** in the 2015 survey. But putting that number in perspective, **34.9%** mentioned traffic and **9.9%** mentioned crime/violence, gang activity, or drugs as the thing they like least about living in Riverside – and both of THOSE complaints are more within the City's control than smog.

Yes, air quality is still perceived as a problem by a sizable group of people, but it is important to note that over half (**56.6%)** of respondents who had lived in Riverside for 6 or more years perceived that there had been an objective improvement over time. Looking at some subgroupings of respondents, **56.3%** of the people who have lived in Riverside between 6 and 10 years have noticed an improvement over time, as have **67.1%** of people who have lived in Riverside between 11 and 20 years and **68.5%** of the "long-time" residents (people who have been in Riverside more than 20 years and are best in a position to make comparisons over time).

26. Source: Air Resources Board, https://www.arb.ca.gov/adam/trends/trends2.php

Online survey results are consistent with those figures – 62.8% of residents that have lived in Riverside for 6 or more years agreed or strongly agreed that the air quality has improved. Only 49.0% of non-residents agreed or strongly agreed with that statement.

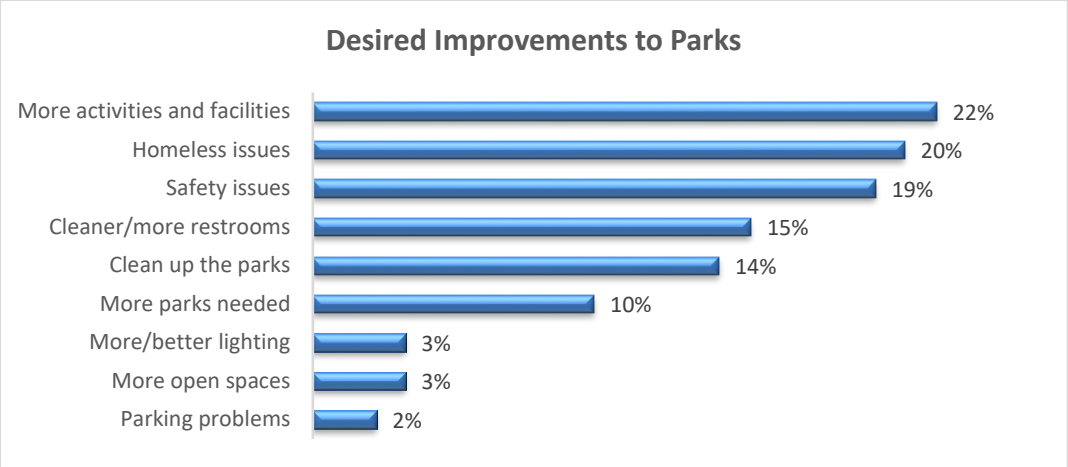
With the improvement in air quality, it is healthier and more pleasant for people to spend time outside in Riverside's parks and recreational spaces. A new question was added to the survey this year asking: "About how many times a year do you visit the parks and recreational spaces in the City of Riverside?" **41.6%** of the respondents stated they use the parks and recreational spaces *more than* once a month, and another **15.8%** visit "about once a month." Only **10.3%** indicated that they never visit the parks. It would be interesting in the next survey to directly query those people (or the **32.3%** that only visit a few times a year) to find out whether their reason for not visiting is that they are too busy, or don't enjoy the outdoors, or are concerned about safety, or some other issue.

Those respondents that indicated that they visit the parks and recreational spaces at least a few times a year were then asked whether those facilities meet their needs. Almost three-quarters of those people (**73.4%)** said "yes." The level of satisfaction was not quite as high for those residents that completed the survey online.

Do Riverside's parks and recreational spaces meet your needs?*				
	Meets needs	Somewhat meets needs	Doesn't meet needs	Don't go to parks/recreation spaces
Phone	**73.4%**	**21.9%**	**4.4%**	**0.3%**
Online resident	54.4%	33.4%	12.2%	N/A

* NOTE: this question was not on the non-resident survey

As we commented earlier, surveys are only useful if they are *actionable*. It is for that reason that we asked a follow-up question of those who said that their needs in this area were not met (or only somewhat met). Many comments (**21.5%)** revolved around the need for more activities and facilities for the general public, for children, and for seniors. People cited the desire for a wider range of activities, more baseball and softball fields, public pools, and running tracks. Almost as many comments (**20.4%)** addressed the perception that the homeless population using the parks is a problem. Related to that latter point, **19.4%** said the parks need to be safer. Cleanliness/maintenance of the parks and restrooms was also noted. It is possible that these issues are at the core of reasons why a sizable number of Riverside residents said they never (or rarely) visit the parks and recreation spaces.



The titles of these coded categories are relatively obvious, but not so obvious is the passion with which people provided their input on the online surveys. The main themes of the sometimes quite extensive comments (provided to the City in an Excel file) focused on: (1) the perceived lack of safety at the parks, and (2) concerns about the homeless encampments in the parks. Consider the following examples of those comments:

- "Fairmont Park is out of control with illegal activities, homeless encampments, and disregard for safety. It needs regular police patrol and/or park rangers. Heavy use periods create chaos, illegal activities, a circus atmosphere that is a threat to public safety."
- "Address the homeless issue at the parks. It can be intimidating when there are homeless loitering throughout the park. The homeless issue has gotten out of hand. I rather go work out at the gym than to go outdoors and use the park for exercise and recreational use."
- "It is hard to find a park that is not taken over by the homeless, drug addicts and gang members. The parks are no longer safe or clean."
- "The bike paths along the Santa Ana River are terrifying due to all the menacing homeless people."
- "Need better security at parks. Maybe install cameras!"
- "Clean out the drug users, criminals, and vagrants."
- "I fear for my life walking for exercise in Ryan Bonaminio Park with all the crazy, mentally ill, talking to themselves, acting strange, shouting at me, threatening me for walking too close to the camp."
- "Just make us feel like going to the park will be safe and free from violence. It is not that way now at Fairmont, White, Reid, or Bordwell."

There were also various comments about activities and facilities desired:

- "A downtown skatepark for the kids"
- "Better quality playgrounds"

- "There should be opportunities for community-driven exercise programs at parks, like yoga, walk and talks, and intramural pick up sports available to everyone"
- "Covers for play equipment…they get too hot to use in the summer"
- "Equipment…water features"
- "More picnic tables"
- "Programs in the summer like jewelry making, clay pottery classes…"
- "Install innovative play structures (see New Zealand parks), install fitness areas (see San Francisco and muscle Beach)"
- "More soccer fields/playing fields"
- "More dog-friendly parks"
- "Running tracks"
- "Big splash pads"

Another issue that was raised by a great number of respondents was the lack of availability and cleanliness of restrooms at the parks:

- "Need bathrooms available at all parks"
- "Bathrooms are a joke, especially at Shamel Park"
- "Can't stay too long due to the restrooms being destroyed"
- "Please install bathrooms in parks (e.g. Sycamore Highlands, Highland Park)"

Other interesting comments included:

- "Add more shaded walking trails – so many of the parks are unusable during the summer as it is so hot"
- "More wild, natural spaces with hiking and birdwatching possibilities"
- "Arlington Sports Park for example is a great exercise park but I would like to see better lighting along the walking trail"
- "More accessible parking for Mt. Rubidoux. And perhaps have a music festival or other events at the top of Mt. Rubidoux."

Often when people have time to get out of their homes and explore, they travel outside the region rather than visiting the "hidden gems" that exist (figuratively) "in their own backyard." To investigate this, the survey included a question about whether respondents have ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park. An incredible **94.7%** of phone survey respondents and 98.4% of online resident respondents answered in the affirmative. In addition, 93.6% of online non-resident respondents had visited at least one of these destinations. Clearly these spots are well-known and *not* "under the radar" of Riverside residents.

An interesting blog cited "5 Reasons You Need to Become a Tourist in your Own City,"[27] and pointed out that we all get so absorbed in our day-to-day routines that we become blind to the beauties of our own hometown. Riverside has a lot to offer, and the more residents reach out and take advantage of its history and beauty, the more their perspective about life in the region can change. Leaders may consider launching a campaign to "tour our town" or "make a date with Riverside" or "staycation weekend." Social media could incorporate people's "selfies" in front of interesting spots in Riverside. It would be fun, educational, community-building, and good for business. However, that effort will only succeed if people's concerns about safety are addressed.

Housing

Riverside County is one of the fastest growing regions in the country, ranked fifth for population growth according to a report released April 18, 2019 from U.S. Census Bureau.[28] Historically, part of the reason for that population growth has been the availability of affordable housing. The Traditional Housing Affordability Index compiled by the California Association of Realtors shows an index of 42 for the Inland Empire second quarter of 2019.[29] That means that 42% of households can afford to purchase the median priced home in the two-county area. For comparison, consider the following indices:

- US: 55
- Riverside County: 39
- San Bernardino County: 50
- LA County: 29
- Orange County: 24

Riverside residents apparently find the City to be an affordable place to live (especially relative to cities in Orange County or LA County). Indeed, **57.8%** of phone survey respondents (and 47.0% of non-residents) agreed or strongly agreed that Riverside is "a good place to find an affordable place to live." Although the phone survey results are encouraging, we must note that the figure is a significant decline from **78.3%** in 2015 and **85.1%** in 2013. There was no significant difference in opinion based on age group, ethnicity, or education, but as one might expect there were differences based on income and current homeownership (i.e.; current homeowners or those with higher incomes are more likely to agree with the statement than renters or those with lower incomes).

As a final point in this section regarding housing, we must note that **9.9%** of respondents said that affordable housing is the BEST thing about living in Riverside. And **9.6%** said that the

27. https://www.under30experiences.com/blog/5-reasons-you-need-to-become-a-tourist-in-your-own-city
28. https://www.census.gov/newsroom/press-releases/2019/estimates-county-metro.html?cid=CBSM
29. https://www.car.org/marketdata/data/haitraditional

MAIN reason they choose to live in Riverside is affordable housing. These are not small numbers, especially given the fact that the questions were designed to elicit a wide array of answers (e.g. "close to family," "good area," "nice parks," "good schools and universities," "friendly people," "a small town atmosphere").

Mobility and transportation

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

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

This year's survey questions focused on residents' and workers' preferred method(s) of travelling within the City of Riverside. There was also a new series of questions focusing on electric vehicles (including electric bikes and electric scooters). To begin, the table below shows the results of the following multiple response question: "Suppose you wanted to travel within the City of Riverside. Besides taking a personal car or motorcycle, is there any other way you would consider travelling within the city?" Two thirds (**66.4%)** of phone survey respondents and 57.3% of online residents (up significantly from 34.9% in the 2015 survey) answered in the affirmative, as did 42.1% of non-residents.

Phone survey respondents willing to consider alternative modes of travel were then asked a follow-up question: "What method of travel do you prefer? Bus or scooter or bicycle or walking?" Of course, people were also free to provide an "other" answer (e.g. streetcar, ride-hailing apps Uber or Lyft, train, etc.). Traveling by bus was the predominant method of choice (**47.3%),** followed by bicycle (**19.6%)** and ride-hailing apps (**16.8%).** The online residential survey results were quite different, probably due to differences between *hearing* a question and *seeing* the question and options. For those individuals, Uber/Lyft was the top choice, followed by walking, some sort of bicycle, and bus. The following table shows the distribution of those responses. No comparisons could be made to the 2015 survey since the wording of the question changed, however we would venture to say that more and more individuals are using ride-hailing apps which were launched about 7 years ago.

Preferred method of travel (other than personal car or motorcycle)

	Phone Survey	Online Resident Survey	Online Non-Resident Survey
Bus	**47.3%**	17.0%	23.8%
Scooter	**2.2%**	3.8%*	7.9%
Bicycle (traditional or electric)	**19.6%**	19.3%	14.9%
Walking	**4.9%**	20.7%	21.8%
Streetcar	**2.9%**	10.4%	6.9%
Uber or Lyft	**16.8%**	24.1%	17.8%
Train or Trolley	**5.7%**	1.9%	5.9%
Other	**0.8%**	2.7%	1.0%

* NOTE: in the online survey, people were given the option of *electric* scooter or *electric* bicycle, whereas in the phone survey they question did not specify "electric."

Respondents were then asked whether they had used or considered using the electric scooters or electric bikes offered by private companies within the City. Only **15.5%** of phone survey respondents, 25.3% of online resident respondents, and 21.5% of non-residents said "yes," and those individuals were asked what the City could do to improve the experience of using those modes of transportation (an **open-ended** multiple-response question with no prompts in the phone survey, and a list of options presented in the online survey). About a quarter of respondents thought it is necessary to protect lanes from vehicles (**26.3%)** or improve lane connectivity (**25.2%**). Some wanted more lanes installed **(20.9%)** or requested more availability of scooters/bikes. The percentages in the online resident survey were somewhat different, probably due to differences in survey modality ("hearing" rather than "seeing" the options), but the preferences for improvement are the consistent with those responding to the phone survey. There were too few responses in the non-resident survey to be statistically valid, thus we will not address those results here.

Ways to improve the experience of using electric scooters or electric bikes

	Phone Survey	Online Resident Survey
Install more electric hike/scooter lanes	**20.9%**	44.2%
Improve bike/scooter lane connectivity	**25.2%**	13.6%
Protect bike/scooter lanes from vehicles	**26.3%**	15.6%
More electric bike/scooter parking	**4.0%**	9.6%
Bike/scooter user education	**4.7%**	13.1%
Driver education and traffic enforcement	**4.0%**	10.5%
Lower vehicle speeds	**0.0%**	3.8%
More availability of electric bikes or scooters	**19.5%**	13.7%
Other	**39.7%**	4.1%

* NOTE: Percentage differences may partially due to differences in survey mode

Other comments included:

- "Make it more affordable"
- "Create a phone app"
- "Have a wider distribution of scooters/bikes and bike racks all over town"
- "Keep them off pedestrian walk lanes"
- "Advertise more"
- "Better inventory and placement of electric scooters"
- "Scooters are just thrown everywhere – pushed over and look like garbage"
- "The electric bike and electric scooter experiences are completely different. I think you're speaking to two different audiences: bikes for adults, scooters for youth."
- "Get rid of them"

As for walking or biking instead of taking a personal vehicle for errands: only about a third (32.2%, down from 40.1% in 2015) replied that they walk or bike *at all*, and only 9.5% could be considered "avid" walkers/bikers (i.e. using that mode of transportation 3 or more times per week). Those who walk or bike at all were then asked how long it typically takes them to

make the trip. About a quarter of those online respondents (27.2%) said it took less than 15 minutes, and a similar number (27.0%) reported trips of more than 30 minutes.

What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more? The answers provided most often by residents completing the online survey are to encourage schools to offer incentives or programs for children to walk and bike to school (27.8%), improve bike lane connectivity (26.1%), and install more sidewalks (23.8%). Another 20.8% said that there is *nothing* that would encourage increased walking or biking. A number of people that chose to write comments instead of "checking a box" referred to the homeless issue, specifically a concern about individuals blocking sidewalks and bike paths, and lack of safety. As one commented: "Are you kidding? Have you seen the homeless population? They are everywhere and I do not feel safe walking by them." Several comments focused on the lack of continuous sidewalks on streets (e.g. Arlington, Central, Victoria, Van Buren, Washington).

Residents were also asked (only on the online survey): "In the last few years was there ever a time when you couldn't do something you wanted to do in the City because you didn't have transportation?" Most (86.4%) said "no" or they "don't recall" (meaning that if it DID happen, it wasn't such an inconvenience that the event would have been retained in his/her memory). Of the 13.6% that said "yes," the most-often mentioned factor that prevented the person from making the trip was the lack of available RTA bus service (39.5%), followed by freeway traffic (31.9%) and time of day (27.0%). The results for non-residents were similar, although the predominant factor preventing this group from making the trip was freeway traffic (41.7%).

Less than a quarter (22.7%, down from 26.5% in 2015) of residents reported in the online survey that they use public transportation within the City of Riverside. The predominant reason for *not* using public transportation (asked as a multiple response question) was "Don't know – I just like taking my personal vehicle" (44.0%). Yes, Californian's love affair with their vehicles is alive and well (with no significant differences noted based on age group). Other reasons for not using public transportation included:

- "Not convenient to get where I need to go" (36.6%)
- "Takes too long to get where I need to go" (29.4%)
- "I feel unsafe on buses" (28.9%, up from 24.7% in 2015) or "Don't like the people who use public transportation" (13.9%)
- "Have to wait too long for a bus" (16.9%) or "Buses don't operate at the times I need to travel" (8.8%)

Non-residents were even less engaged with public transportation than the residents: 16.3% use(d) public transportation within the City, 39.0% said it is just not convenient, 33.3% said it takes too long, and another 33.3% said they simply like taking their own vehicle.

Most respondents prefer using their own car to travel within the City, yet that brings up another "mobility" issue: parking. Residents were asked: "From your perspective, what are the main parking issues in downtown Riverside?" Nearly one in five people (18.2%) said that "there are no parking issues" they are aware of. Other resident responses included:

- "There isn't enough parking on the street" (41.8%, up significantly from 35.5% in 2015)
- "There isn't enough "off-street" parking (i.e. parking garages or lots)" (38.5%, up significantly from 30.6% in 2015)
- "Parking is too expensive" (28.6%)
- "The affordable parking is too far from where I need to go" (17.7%)

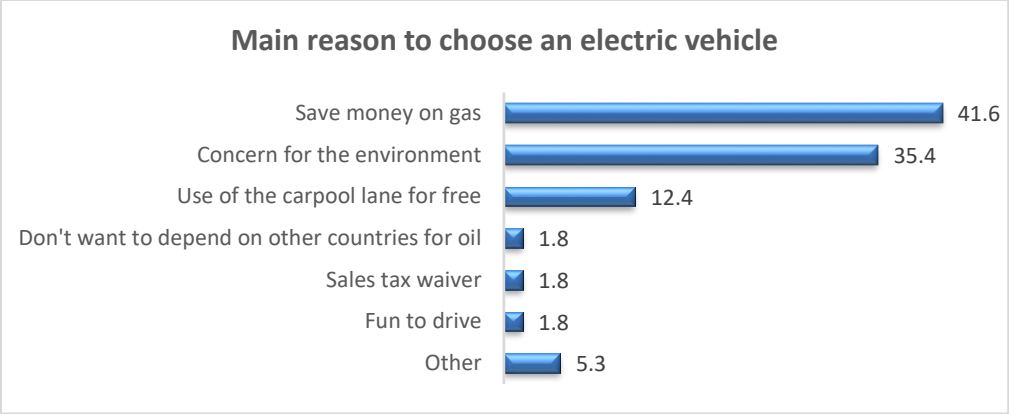
The main parking issues for non-residents are similar to those of residents shown above, with the predominant complaint being "not enough parking on the street" (36.1%).

Turning to another issue: California is one of the leaders in embracing electric vehicles (EVs), with efforts to provide vehicle charging stations, rebates, and consumer incentives for buying/leasing an electric vehicle. As noted in this piece by the Office of Energy Efficiency and Renewable Energy, "Fueling with electricity offers some advantages not available in conventional internal combustion engine vehicles. Because electric motors react quickly, EVs are very responsive and have very good torque. EVs are often more digitally connected than conventional vehicles, with many EV charging stations providing the option to control charging from a smartphone app… EVs can also reduce the emissions that contribute to climate change and smog, improving public health and reducing ecological damage."[30]

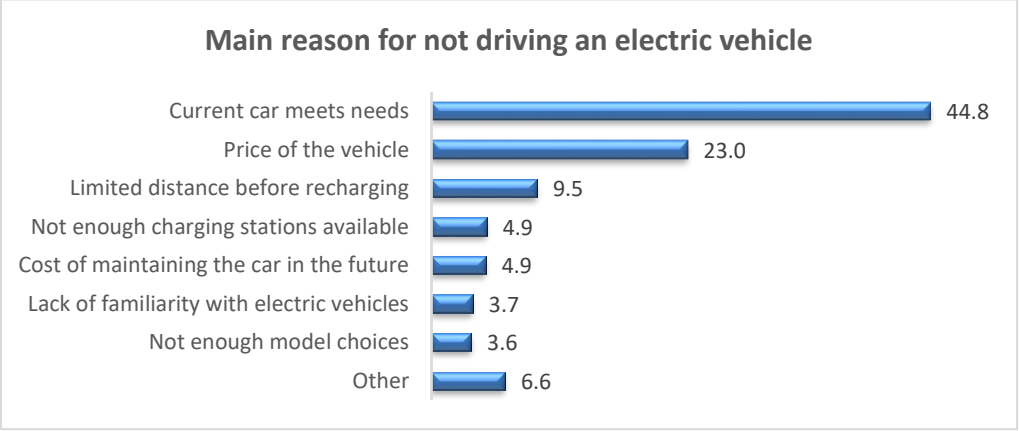
In 2015, we noted that the City of Riverside had become involved in offering special local incentives to people who drive an electric vehicle as an alternative to a "traditional" car, and had unveiled a state-of-the-art "fast electric vehicle charging station" at City Hall as an example of the City's commitment to intelligent growth while being "green." A few questions were asked about attitudes regarding electric vehicles, questions that have been repeated this year to determine whether residents' attitudes have changed.

A relatively small percent of residents (8.5%) and non-residents (7.1%) indicated that they or a member of their household drive an electric vehicle. Although this number is relatively small, we must note that it is a significant increase from 3.8% in the 2015 resident survey. What motivates these individuals to drive an electric vehicle rather than a conventional vehicle? The predominant answer is financial in nature…people simply want to save money on gas, use the carpool lane for free, or get a sales tax waiver. Of course, there is also a large group of people (35.4%) who have a concern for the environment – people who believe that it is an *individual* responsibility to do what they can to reduce emissions and improve public health.

30. https://www.energy.gov/eere/electricvehicles/electric-vehicle-benefits



The vast majority of residents reside in households where no one drives an electric vehicle. When those individuals were asked for the main reason for *not* driving such a vehicle, the predominant answer was that their current car already meets their needs (44.8%). The graph below shows the array of reasons offered by residents (which follow a similar pattern as the reasons stated by non-residents):



Only 4.9% of online residents cited the lack of charging stations as their *main* reason for not driving, however the question is: Would people be *more likely* to drive an electric vehicle if more public charging stations were available? Nearly half of residents (47.1%) and 54.1% of non-residents said "yes," with a follow-up question provided asking for the desired location of those stations. Some gave general responses (i.e. grocery stores, hospitals, restaurants, downtown, near freeway exits) but many gave more specific suggestions for locations. All comments have been provided to the City in an Excel file. Of course, we have a "chicken and egg" situation here – for the most part, unless proactive steps (such as Riverside's) are taken, charging stations won't be made available until more people buy electric vehicles, yet people won't buy the vehicles until there are more charging stations.

Finally, all online respondents were asked whether they would be more likely to visit City facilities (e.g. libraries or parks) if those facilities had public electric vehicle charging stations. A sizable group (29.0% of residents and 31.1% of non-residents) said "yes." Residents are apparently recognizing the paradigm shift occurring in the car industry. Electric cars are not just an environmentally friendly way to drive – rather some in the industry would call it a "business reality." As prices fall and EV models diversify, the City can expect to see more of these cars on the road (with a call for increasing demand for charging stations within the City).

CONCLUSION

"Riverside is the best kept secret – the biggest small town I've ever lived in. Love the way the City works with citizens to make this a great place to live, work & play."

"Great quality of life…appreciate it!"

"Thank you for the opportunity to weigh in"

"Keep up the good work"

"I personally love living in Riverside and would say that my quality of life is very high. Especially with the new developments that have taken place (the Riverside Food Lab, Downtown Lofts, etc.) I believe that it will only get better from here. Living in Riverside really does feel like living in a small town in a lot of ways to me, and I love that there is a big emphasis on community here."

These are but a few of the concluding comments people made on this year's Riverside Community Quality of Life Survey effort. This survey, a follow-up of the 2013 and 2015 surveys, documents the good aspects of life in Riverside and demonstrates some of Riverside's challenges (particularly an increase in traffic and lack of public safety) which need further attention from Riverside leaders and stakeholders.

Based on the results of this edition of the Riverside Community Quality of Life Survey, Riverside is perceived as a good place to be active and healthy, to enjoy art and culture, to bring visitors, to find an affordable place to live, and to raise children. Riverside residents feel a tremendous sense of pride in their city, and a sense of belonging. But one challenge that was mentioned throughout the surveys in a variety of contexts (and with *great* passion) is summarized by one quote from a resident: "Homelessness is the single greatest threat to quality of life that city leadership can directly affect." And many quotes began with the words "I love living and working here, but….", and continued with comments about concerns about growing homeless issues that are "driving the city downhill."

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

APPENDIX I

Survey Methodology

Survey Methodology

Two types of survey methodologies were used in order to elicit information from Riverside City residents and non-resident workers: a phone survey and an online survey. The **phone survey** methodology 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.[31] 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 American Community Survey.

In addition, **online surveys** were used to tap opinions of Riverside adult residents who did not have an opportunity to participate in the phone survey. A separate online survey elicited the views of people who work in the city but live elsewhere. Although such surveys are not random (and therefore must be interpreted with caution due to possible biases in the data), they do provide more of an opportunity for community engagement and wider participation than would be possible if only a phone survey had been conducted.

Telephone Survey Methods

As in the past, IAR began to assemble its initial sampling frame for the survey of City of Riverside residents by purchasing a list of **randomly selected landline phone numbers** likely to belong to City residents. The list was screened to eliminate business phones, fax machines, and non-working numbers.

But in this day and age, it is not sufficient (i.e. scientifically valid) to conduct a telephone survey by relying solely on listings of landline phones. In fact, the 2018 National Health Interview Survey (NHIS) conducted from January to June of 2018 by the National Center for Health Statistics indicated that over half of U.S. households (54.9%) are "wireless only" (an increase of 4.1% since the second half of 2016).[32] Thus in order to ensure that cell-phone only households were well represented in the survey, IAR enhanced the landline phone list by purchasing **"enhanced wireless"** phone numbers which are based on the last known address of the cell phone owner. Research shows that including such numbers is vital since the demographics in wireless only households differ significantly from those households with landlines. Consider the following statistics:

- More than three in four adults in the U.S. aged 25-34 (77.3%) were living in wireless-only households – that figure decreased as age increased (65.7% for those aged 35 – 44, 50.7% for those 45 -64, and 29.2% for those 65 or over)

31. 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.
32. https://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201812.pdf

- More than three in four adults in the U.S. renting their homes (74.4%) were living in wireless-only households
- About two thirds of U.S. adults living in poverty (67.1%) live in households with only wireless telephones
- Hispanic adults (69.1%) were more likely than non-Hispanic white (51.6%), non-Hispanic black (55.6%), or non-Hispanic Asian (53.8%) adults to be living in households with only wireless telephones

Finally, in order to ensure that some **unlisted phone numbers** were included in the sample, the landline and wireless lists were supplemented by using working numbers as seed numbers from which other numbers were generated by adding a constant. To the extent possible, therefore, each City of Riverside resident **with a telephone** (either landline or cell phone) had an equal chance of being included in the survey sample.

A total of **513 residents** were surveyed (with 5.3% of the surveys conducted in Spanish)[33], resulting in a 95 percent level of confidence and an accuracy of +/-4.3%. Telephone interviews were conducted by the Institute of Applied Research at California State University, San Bernardino using Computer Assisted Telephone Interviewing (CATI) equipment and software. The surveys were conducted between April 11 and April 28, 2019 (weekdays from 4 – 9 PM, Saturdays from 12 PM- 5 PM, and Sundays from 2 PM to 7 PM) in order to maximize the chances of finding respondents available and willing to complete the survey.

The following table shows a partial demographic breakdown of the respondents who participated in the telephone survey and census figures (for comparison). The reader will note that the data are skewed toward older people and non-Hispanics (people traditionally more likely to respond to a phone survey). In order to correct for this under-sampling of young people and Hispanics and to better reflect the demographic profile of the City, a weighting factor has been applied to the data. The weighted results (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 and to ensure that the results reflect the profile of adults in the City of Riverside.

33. Of the 27.1% of the sample reflecting respondents of Hispanic, Latino, or Spanish origin (137 people), only 19.7% (27 people) required the Spanish version. The rest responded to the English version.

AGE – RIVERSIDE ADULT POPULATION ONLY

Age Category	Phone survey 2019	Census[34]
18 to 19 years	**1.2%**	5.9%
20 to 24 years	**1.0%**	13.7%
25 to 29 years	**3.2%**	11.3%
30 to 34 years	**2.6%**	9.6%
35 to 39 years	**4.6%**	8.1%
40 to 44 years	**3.2%**	8.3%
45 to 49 years	**6.1%**	8.5%
50 to 54 years	**8.7%**	8.1%
55 to 59 years	**9.9%**	7.1%
60 to 64 years	**11.3%**	6.1%
65 to 69 years	**14.3%**	4.4%
70 to 74 years	**13.1%**	3.1%
75 to 79 years	**8.5%**	2.2%
80 to 84 years	**7.1%**	1.9%
85 years and over	**5.1%**	1.7%

HISPANIC, LATINO, OR SPANISH ORIGIN

	Phone survey 2019	Census[35]
Hispanic	**27.1%**	52.8%
Non-Hispanic	**72.9%**	47.2%

Online Survey Methods

Over the past decade there has been a tremendous increase in the use of the internet and social media to communicate, gather information, and enhance relationships. Not surprisingly, the use of online surveys has skyrocketed. Indeed, over the past few years of conducting survey research for public and private organizations in the Inland Empire, IAR has found that such surveys offer the advantages of speed, efficiency, broadly-based community participation, and lower costs of data collection. Online surveys allow the researcher to provide access to "hard to access" populations (such as people who work in Riverside but live elsewhere) – groups and individuals who might be difficult (or impossible) to reach via more traditional methods (e.g. telephone surveys). Further, it provides an opportunity for respondents to write more in-depth comments than would be possible on a phone survey.

Unfortunately, however, IAR must be clear that there are also some significant

34. 2013 – 2017 American Community Survey 5-Year Estimates, https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_5YR_S0101&prodType=table
35. 2013 – 2017 American Community Survey 5-Year Estimates, https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_5YR_B03003&prodType=table

disadvantages associated with online survey research, the main one being the fact that online survey participants are **not randomly selected**, thus limiting the researchers' ability to make generalizations about the findings and track results over time. Often people who choose to respond to online surveys 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. 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).

In order to maximize community engagement and provide maximum opportunity for Riverside residents to provide input, the City of Riverside chose to augment the telephone survey of residents described above with an online survey. In addition, a separate online survey was developed for people who work in Riverside but live elsewhere. Both surveys were programmed in Qualtrics (a leading industry provider of online survey software). On April 22, 2019, the surveys were made active on the **RiversideSurvey.com** web page, with separate links for the English and Spanish versions. The survey was available through June 7, 2019.

A total of **1,405** "adult" surveys of **City residents** were taken online (8 of which were completed in Spanish). About half of those adults (44.6%) both live AND work in the City, and the remainder just live in the City (and either work elsewhere, are full time students/ homemakers/ parents/ caregivers, are unemployed, or are disabled or retired). Another **278** surveys were taken online (all but one in English) by those who **work (or go to college) in Riverside but live elsewhere.**

It is important to reiterate that online surveys are not random, thus results may be skewed and must be interpreted with caution. But does this invalidate the responses gleaned from the surveys? The answer is "no." Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and additional validation of phone survey results if the overall trends of the two methodologies match. The importance of including non-residents in this effort was reinforced in the following comment by one City respondent: "Riverside needs to pay more attention to the comments from current and past employees of this city. We are the eyes and front lines to your residents. We care for your customers/ residents/ constituents at the main level: human contact. We are often brushed aside as not having the intelligence to contribute, when most times we have better insight that management." And another said: "As an employee of the city of Riverside, I care about this city. As I have grown, I have watched this city grow. I pray that each leader involved in the building of this great city acts on behalf of what is right for the city as a whole, not just special interests. I ask that community leaders remember that a majority of employees that work for the city also live in the surrounding area and stimulate the economy. It is very important to take care of your employees so they won't want to leave. They are an asset to this community."

Bottom line: Online surveys are an important survey tool for community engagement and input from people who otherwise would not be included in the analysis of quality-of-life in the

city, however we must reiterate that if there is a discrepancy between online survey results and phone survey results, ***the phone survey results are the statistically valid results which should be relied upon.***

Following is some demographic information describing the respondents of the online surveys.

AGE – RIVERSIDE ADULT POPULATION ONLY

Age Category	Online Resident 2019	Online Non-Resident 2019
18 to 19 years	**0.5%**	**1.0%**
20 to 24 years	**2.3%**	**2.0%**
25 to 29 years	**6.6%**	**6.0%**
30 to 34 years	**9.0%**	**10.0%**
35 to 39 years	**13.4%**	**17.5%**
40 to 44 years	**10.8%**	**15.5%**
45 to 49 years	**11.0%**	**15.5%**
50 to 54 years	**10.6%**	**12.0%**
55 to 59 years	**13.2%**	**13.5%**
60 to 64 years	**10.5%**	**6.5%**
65 to 69 years	**6.9%**	**0.0%**
70 to 74 years	**3.2%**	**0.5%**
75 to 79 years	**1.4%**	**0.0%**
80 to 84 years	**0.5%**	**0.0%**
85 years and over	**0.2%**	**0.0%**

HISPANIC, LATINO, OR SPANISH ORIGIN

	Online Survey of Residents	Online Survey of Workers
Hispanic	25.8%	30.6%
Non-Hispanic	74.2%	69.4%

APPENDIX II

Telephone Questionnaire

RIVERSIDE COMMUNITY QUALITY OF LIFE SURVEY, 2019
Final, April 11, 2019

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

SHELLO Hello, my name is _____ and I am calling from the Institute of Applied Research to conduct the CITY of 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). Emphasize "CITY" so that they don't think it is the entire county of Riverside.

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 the City of Riverside and need the input of Riverside residents who are 18 or older. 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]
3. I MOVED FROM RIVERSIDE

ZIPD2 What is your zip code?

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

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

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

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

I should also mention that this call may be monitored by my supervisor for quality control purposes only. Is it alright to ask you these questions now**?**
1. YES [CONTINUE]
2. NO [SKIP TO APPT]

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

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

[INTERVIEWERS: PRESS ANY KEY TO CONTINUE]

Q1. How many years have you lived in the CITY of Riverside? [INTERVIEWER: DON'T READ. LET THEM ANSWER AND PUT RESPONSE IN THE CORRECT CATEGORY, ROUND UP 5 ½ EQUALS 6 YEARS]

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 Q10tran_i]

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

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

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

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

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

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

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

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

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

15. INTOLERANCE
16. ISOLATION…DON'T FEEL "CONNECTED"
17. HOMELESSNESS
18. NOT ENOUGH OPEN SPACE
19. OTHER (SPECIFY)_____
20. NOTHING (**SKIP TO TRANS**)
98. DON'T KNOW (**SKIP TO TRANS**)
99. REFUSED (**SKIP TO TRANS**)

Q4b. Anything else?
[INTERVIEWER: DON'T READ OPTIONS]

1. SMOG, AIR POLLUTION
2. TRAFFIC
3. POOR PUBLIC TRANSPORTATION
4. DRUGS
5. CRIME, VIOLENCE
6. GANG ACTIVITY
7. BAD LOCATION
8. LACK OF ENTERTAINMENT/ARTS/CULTURE
9. OVERPOPULATED
10. BAD SCHOOL SYSTEM
11. COST OF LIVING/ TOO EXPENSIVE TO LIVE HERE
12. LACK OF JOB OPPORTUNITY
13. WEATHER, FIRES, FLOODS, EARTHQUAKES
14. ATTITUDE OF LAW ENFORCEMENT OR IMMIGRATION OFFICERS
15. INTOLERANCE
16. ISOLATION…DON'T FEEL "CONNECTED"
17. HOMELESSNESS
18. NOT ENOUGH OPEN SPACE
19. OTHER (SPECIFY)_____
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 "H".

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.
h. To retire

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

Q82019. Suppose you wanted to travel within the city of Riverside. Besides taking a personal car or motorcycle, is there any other way you would consider travelling within the city?

1. YES
2. NO **SKIPTO Q9a2019**
8. DON'T KNOW **SKIPTO Q9a2019**
9. REFUSED **SKIPTO Q9a2019**

Q8aPROBE
What method of travel do you prefer? Bus or scooter or bicycle or walking?

1. BUS
2. SCOOTER
3. BICYCLE
4. WALKING
5. OTHER (Specify) _____
8. DON'T KNOW
9. REFUSED

Q9a2019. Have you used or considered using the electric scooters or electric bikes offered by private companies within the city?

1. YES
2. NO **SKIPTO Q10TRAN**

9. REFUSED **SKIPTO Q10TRAN**

Q9b2019 What can the city do to improve the experience of using electric scooters or electric bikes for residents and visitors?
DON'T READ…JUST CHECK ALL THAT APPLY

1. INSTALL MORE LANES
2. IMPROVE LANE CONNECTIVITY
3. PROTECT LANES FROM VEHICLES
4. MORE PARKING
5. USER EDUCATION
6. DRIVER EDUCATION AND TRAFFIC ENFORCEMENT
7. LOWER VEHICLE SPEEDS
8. MORE AVAILABILITY
9. OTHER IMPROVEMENTS (SPECIFY)
98. DON'T KNOW
99. 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 – J]

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. "Riverside is a good place 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 (LIVED MORE THAN 6 YEARS) ASK**: "The air quality in Riverside has improved since I've lived here."
j. "The public libraries in Riverside meet my needs"
    1. STRONGLY AGREE
    2. AGREE
    3. DISAGREE
    4. STRONGLY DISAGREE
    8. DON'T KNOW
    9. REFUSED

Q11. Now moving on to another topic…about how many times a year do you visit the parks and recreational spaces in the City of Riverside?

1. Never **SKIPTO Q12**
2. A few time a year
3. About once a month
4. More than once a month
8. DON'T KNOW/CAN'T ESTIMATE **SKIPTO Q12**
9. REFUSED **SKIPTO Q12**

Q11A: ASK ONLY IF Q11>1 NEVER. IF Q11 > 4, SKIP TO Q12
NOTE: [Q11-116 IF ANSWER = 1 OR > 3 SKIP THE B PART OF THE QUESTIONS]

Do the parks and recreational spaces in Riverside meet your needs? For this question please answer "yes," "no", or "somewhat"

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. Now I have some questions about whether shopping and entertainment in Riverside meet your needs. First, do the retail stores in the city 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. How about the restaurants in the city…do they 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. How about places to hear music, dance and watch live theater in the city?

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?

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?

Q311. Have you ever used Riverside’s 311 for City services?
[INTERVIEWER: IF ASKED WHAT IS 311? It is a way for residents to request services or make comments by phone or online.]

1. YES
2. NO
8. DON’T KNOW
9. REFUSED

Q311A: ASK ONLY IF Q311= 1. IF Q311 > 1, SKIP TO ATTRACTN
Would you rate 311 as excellent, good, fair, or poor?

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

ATTRACTN Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?

1. YES
2. NO
8. DON’T KNOW
9. REFUSED

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, somewhat safe, or not safe to walk in your neighborhood?
1. YES SAFE– **SKIP TO Q19**
2. NOT SAFE
3. SOMEWHAT SAFE
8. DON'T KNOW – **SKIP TO Q19**
9. REFUSED – **SKIP TO Q19**

Q18B: What makes you feel it is unsafe?
1. CRIME/PEOPLE WHO MIGHT HARM ME
2. GANG PROBLEM
3. NO SIDEWALKS OR BAD SIDEWALKS
4. DANGEROUS INTERSECTIONS
5. SOMETHING ELSE (SPECIFY)
6. NO LIGHTING/POOR LIGHTING OR TOO DARK
7. DOGS, WILD ANIMALS
8. DON'T KNOW
9. REFUSED

Q19. In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside? Would you say that you are...
1. Not at all fearful
2. Not too fearful
3. Somewhat fearful, or
4. Very fearful
8. DON'T KNOW
9. REFUSED

Q20. In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?
1. BETTER OFF
2. SAME
3. WORSE OFF
8. DON'T KNOW
9. REFUSED

Q21. Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?
1. BETTER OFF
2. SAME
3. WORSE OFF
8. DON'T KNOW

9. REFUSED

Q22. Do you donate to Riverside causes or organizations?

1. YES **CONTINUE WITH Q22B**
2. NO **SKIPTO Q23**
3. DONATE TO CAUSES, BUT NOT IN RIVERSIDE (SKIP TO Q23)
8 DON'T KNOW **SKIPTO Q23**
9. REFUSED **SKIPTO Q23**

Q22B. Do those 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 **SKIPTO INFO1**

Q23b. IF YES TO Q23…How many hours per month do you volunteer? _____

INFO1 What source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?

1. A LOCAL NEWSPAPER
2. ON-LINE COMMUNITY CALENDAR AT RIVERSIDECA.GOV, EXPLORERIVRSIDE.COM
3. EXPLORE RIVERSIDE QUARTERLY NEWSLETTER
4. UTILITY BILL INSERTS
5. FRIENDS AND FAMILY
6. SOCIAL MEDIA (TWITTER, FACEBOOK)
7. LOCAL WEBSITES
8. COMMUNITY OR NEIGHBORHOOD GROUPS
9. E-MAIL FROM THE CITY OR COUNCILMEMBER
10 OTHER (SPECIFY)
11. NOT INTERESTED
98. DON'T KNOW
99. REFUSED

D1. We're almost done. I just need a bit of information about your background for statistical purposes only.

Do you rent or own your current residence?

1. RENT OR LEASE
2. OWN [I PAY THE BANK]
3. LIVE IN STUDENT HOUSING

4. LIVE WITH FAMILY MEMBER (PARENTS OR KIDS, ETC.)
5. OTHER (SPECIFY)_____
8. DON'T KNOW
9. REFUSED

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]**

D5A: Do you have more than one job?
1. YES
2. NO
9. REFUSED

D5B: Do you work in the CITY of Riverside?
1. YES
2. NO (May I ask what city?) [TYPE IN THE ANSWER THEY SAY]
9. REFUSED

D5MILES How many miles do you commute to work ONE WAY? ____ Miles

997. I DON'T DRIVE, or I WORK FROM HOME
998. DON'T KNOW
999. REFUSE

IF D5MILES > 996 SKIPTO D6

D5DAYS How many days a week do you commute to work?
1. 1 day
2. 2 days

3. 3 days
4. 4 days
5. 5 days
6. 6 days
7. 7 days
8. Other (specify…for example, enter a range)
9. REFUSE

D6. May I ask your age?
1. AGE____
2. YEAR GIVEN_____
8. DON'T KNOW
9. REFUSED

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

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. AFRICAN AMERICAN
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 income before taxes, from all sources, for 2018? 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

D10B. How many people contribute to the household income? _____
999. 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
8. DON'T KNOW
9. REFUSED

Great. On behalf of the City of Riverside, I want to thank you for completing the survey. Have a great day!

END

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

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

INTERVIEWER QUESTIONS

GENDER The respondent was...
1. Male
2. Female
3. Couldn't tell

COOP How cooperative was the respondent?
1. Cooperative
2. Uncooperative
3. Very Uncooperative

UNDSTD How well did the respondent understand the questions?
1. Very easily
2. Easily
3. Some difficulty
4. Great deal of difficulty

LNG In what language was the interview conducted?

1. English
2. Spanish

NAME Interviewer your name so if I have questions?

APPENDIX III

Online Questionnaire for Residents

2019 City of Riverside Quality of Life Survey - Residents

Welcome
Welcome to the Riverside Community Quality of Life Survey, a survey designed to find out what residents think about Riverside's areas of excellence and areas of needed improvement. This survey should take less than 15 minutes to complete. Your answers will help evaluate the quality of life in Riverside. The results will be a "call to action" for Riversiders to make improvements where needed.

Your identity and your responses will remain completely confidential and, of course, you are free to decline to answer any particular survey question.

I acknowledge that I have been informed of, and understand, the true nature and purpose of this study, and I freely consent to participate. Further, I acknowledge that I am 18 years of age or older. Please indicate your desire to participate by selecting "Agree and Continue." Selecting "Disagree" will end the survey.
- ❍ Agree and Continue (1)
- ❍ Disagree (2)

Skip To: End of Survey If Disagree or if Agree and Continue is NOT clicked

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 (1)
- ❍ Work or go to college / university in the City of Riverside but live elsewhere (2)
- ❍ Don't live or work in the City of Riverside (3)
- ❍ Both live AND work in the City of Riverside (4)

Skip To: Non-resident survey if Work or go to college / university in the City of Riverside but live elsewhere
Skip To: Q87 If Don't live or work in the City of Riverside

Profile
Also, please check the categories that best describe you (check all that apply):
- ❑ Parent of a child 18 years old or younger (1)
- ❑ Adult age 65 or older (6)
- ❑ Adult age 18 - 64 (11)

- ❑ College or university student (2)
- ❑ In the first 10 years of my working career (a young professional) (5)

Q1
How many years have you lived in the City of Riverside?
- ❍ Less than 2 years (1)
- ❍ 2 to 5 years (2)
- ❍ 6 to 10 years (3)
- ❍ 11 to 20 years (4)
- ❍ More than 20 years (5)
- ❍ Don't know (6)

Q147
Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:

	Strongly agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't know (5)
"Riverside is an attractive place" (1)	❍	❍	❍	❍	❍
"I feel a sense of belonging to my community" (2)	❍	❍	❍	❍	❍
"Riverside is a place where I can realize the goals I have for my future" (3)	❍	❍	❍	❍	❍
"There are good schools in my neighborhood" (4)	❍	❍	❍	❍	❍
"Riverside is a good place for young people to go to college or trade school" (5)	❍	❍	❍	❍	❍
"I am proud to live in Riverside" (6)	❍	❍	❍	❍	❍
"I am satisfied with the progress made so far in addressing homelessness in the City of Riverside" (7)	❍	❍	❍	❍	❍
"Riverside's tap water is safe to drink" (8)	❍	❍	❍	❍	❍

Display This Question if Both live AND work in the City of Riverside

Q3Work
In your opinion, what are the BEST things about WORKING in Riverside? (***No more than 2***

choices may be given)

- ❑ The pay is better here than in other areas (1)
- ❑ There are more jobs than in other areas (2)
- ❑ It's not crowded (3)
- ❑ Less traffic than in Orange or LA County (4)
- ❑ It's a short commute (5)
- ❑ I work for a good company (6)
- ❑ I have a good job (7)
- ❑ My job gives me a good chance for advancement / promotions (8)
- ❑ Availability of amenities (restaurants, entertainment, gyms, etc) (9)
- ❑ Other (please specify) (10) _____
- ❑ Don't know (11)

Display This Question if Both live AND work in the City of Riverside

Q4Work

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

- ❑ Smog, air pollution (1)
- ❑ Traffic (2)
- ❑ Poor public transportation (3)
- ❑ Pay is not as good as jobs in other places (4)
- ❑ It's not a good company / job (5)
- ❑ Other employees are not skilled enough (6)
- ❑ Not as much chance for advancement / promotion (7)
- ❑ Long commute (8)
- ❑ Poor amenities in the area (restaurants, entertainment, gyms, etc.) (9)
- ❑ Not enough parking (10)
- ❑ Nothing...I like everything about working in Riverside (11)
- ❑ Other (please specify) (12) _____
- ❑ Don't know (13)

Q119

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

	Not important — Very important 0 10 20 30 40 50 60 70 80 90 100
Feeling safe overall in the City ()	
Addressing homelessness ()	
Bringing new jobs to Riverside ()	
Effective communication methods between the City and its residents and workers ()	

Display This Question if Both live AND work in the City of Riverside

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 (1)
- ❍ Agree (2)
- ❍ Disagree (3)
- ❍ Strongly Disagree (6)
- ❍ Don't know (7)

Display This Question if Disagree or Strongly Disagree Riverside is a good place to start or grow a business

Q93

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

_____

_____

Q101

Suppose you wanted to travel within the City of Riverside. ***Besides taking a personal car or motorcycle***, is there any other way you would consider traveling within the city?

- ❍ Yes (1)
- ❍ No (9)
- ❍ DON'T KNOW (2)

Display This Question if Yes, would consider other methods of travel

Q131

What method of travel would you prefer?

- ❍ Bus (1)
- ❍ Bicycle (14)
- ❍ Electric scooter (9)
- ❍ Electric bicycle (10)
- ❍ Walk (2)
- ❍ Streetcar (11)
- ❍ Uber or Lyft (12)
- ❍ Other (please specify) (13) _____

Q132

Have you used or considered using the electric scooters or electric bikes offered by private companies within the city?

- ❍ Yes (1)
- ❍ No (2)

Display This Question if Yes, have or would use electric scooters or bikes

Q133

What can the City do to improve the experience of using electric scooters or electric bikes for residents and visitors? Please check all that apply.

- ❑ Install more electric bike/scooter lanes (1)
- ❑ Improve bike/scooter lane connectivity (2)
- ❑ Protect bike/scooter lanes from vehicles (3)
- ❑ More electric bike/scooter parking (4)
- ❑ Bike/scooter user education (5)
- ❑ Driver education and traffic enforcement (6)
- ❑ Lower vehicle speeds (7)
- ❑ More availability of electric bikes or scooters (8)
- ❑ Other improvements (please specify) (9) _____

Q104

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

- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't recall (3)

Display This Question if Yes, there was a time couldn't do something

Q105

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

- ❑ There was no available RTA bus service (1)
- ❑ I didn't have a reliable personal vehicle (2)
- ❑ Time of day (3)
- ❑ Construction activity (4)
- ❑ Freeway traffic (5)
- ❑ School traffic (6)
- ❑ Other (Please specify) (7) _____

Q106

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

- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't know (3)

Display This Question if Don't use public transportation or Don't Know

Q107

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

- ❑ Have to wait too long for a bus (1)
- ❑ Too crowded (2)
- ❑ Not convenient to get where I need to go (3)
- ❑ Takes too long to get where I need to go (4)
- ❑ Too expensive to take public transportation (5)

- ❑ Don't like the people who use public transportation (6)
- ❑ Buses don't operate at the times I need to travel (7)
- ❑ I feel unsafe on buses (8)
- ❑ Don't know -- I just like taking my personal vehicle (9)
- ❑ Other (please specify) (10) _____

Q108
From your perspective, what are the main parking issues in downtown Riverside?
- ❑ I don't drive so I have no idea (1)
- ❑ There are no parking issues that I'm aware of (2)
- ❑ Parking is too expensive (3)
- ❑ There isn't enough "off-street" parking (that is, parking garages or lots) (4)
- ❑ There isn't enough parking on the street (5)
- ❑ The affordable parking is too far from where I need to go (6)
- ❑ Don't know (8)
- ❑ Other (please specify) (7) _____

Q109
What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more?
- ❑ Install more bike lanes (1)
- ❑ Improve bike lane connectivity (2)
- ❑ Install more sidewalks (3)
- ❑ Make public transportation (that is, RTA and/or Metrolink) more affordable (4)
- ❑ Encourage schools to offer incentives or programs for children to walk and bike to school (5)
- ❑ Other (please specify) (6) _____
- ❑ There is NOTHING that would encourage increased walking or biking (7)

Q110
On average, how many times per week do you walk or bike in the City of Riverside instead of taking your personal vehicle for errands?
- ❍ 0 (1)
- ❍ 1 or 2 times (2)
- ❍ 3 or 4 times (3)
- ❍ 5 or more times per week (4)

Display This Question if walk or bike at least once a week

Q111
On average how long does it take you to make the trip? The total time ***round trip*** is typically....
- ❍ Less than 5 minutes (1)
- ❍ 5 to 14 minutes (2)
- ❍ 15 to 30 minutes (3)
- ❍ More than 30 minutes (4)

Q120

Do you or anyone in your household drive an electric vehicle?
- ❍ Yes (1)
- ❍ No (2)

Display This Question if no one in house drives an electric vehicle

Q121

What is the MAIN reason no one in your household drives an electric vehicle?
- ❍ My/our current car already meets my/our needs (1)
- ❍ Price of the vehicle (2)
- ❍ Limited number of miles one can drive before recharging (3)
- ❍ Not enough charging stations available (4)
- ❍ Lack of familiarity with electric vehicles (5)
- ❍ Not enough model choices (6)
- ❍ Cost of maintaining the car in the future (8)
- ❍ Other (Please specify) (7) _____

Display This Question if someone in the household drives an electric vehicle

Q122

What is the MAIN reason you or member of your household choose to drive an electric vehicle?
- ❍ Concern for the environment (1)
- ❍ Save money on gas (2)
- ❍ Less maintenance is required (3)
- ❍ Fun to drive (4)
- ❍ Sales tax waiver (5)
- ❍ Use of the carpool lane for free (6)
- ❍ Don't want to depend on other countries for oil (7)
- ❍ Other (please specify) (8) _____

Display This Question if no one in the household drives an electric vehicle

Q123

Would you be more likely to drive an electric vehicle if more public charging stations were available?
- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't know (3)

Display This Question if more likely to drive an electric vehicle if more public charging stations were available

Q124

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

_____

_____

Q125
Would you be more likely to visit City facilities (like libraries or parks) if they had public electric vehicle charging stations?
❍ Yes (1)
❍ No (2)

Display This Question if lived in Riverside 6 or more years

Air
Do you agree with this statement? "The air quality in Riverside has improved since I've lived here."
❍ Strongly Agree (1)
❍ Agree (2)
❍ Disagree (3)
❍ Strongly Disagree (4)
❍ Don't Know (5)

Display This Question if parent of a child 18 years old or younger

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

	Strongly agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't Know (5)
My child(ren)'s school prepares them for a good job or career (1)	❍	❍	❍	❍	❍
My child(ren)'s school prepares her / him / them to be successful college students (2)	❍	❍	❍	❍	❍

Display This Question if Both live AND work in the City of Riverside

Q94
Do you strongly agree, agree, disagree, or strongly disagree that Riverside's workforce is properly trained and educated?
❍ Strongly agree (1)
❍ Agree (2)
❍ Disagree (4)
❍ Strongly Disagree (5)
❍ Don't know (3)

Display This Question if Both live AND work in the City of Riverside

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

- ❍ Meet my needs (1)
- ❍ Partially meet my needs (2)
- ❍ Doesn't meet my needs (3)
- ❍ Don't use them (4)
- ❍ Didn't know Riverside had them (5)

Display This Question if College or university student

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 (1)
- ❍ Not yet, but I plan to (4)
- ❍ No (2)
- ❍ I have no interest in internships (3)

Display This Question if sought internships or part time jobs or 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 (1)
- ❍ No, there are not enough local opportunities (2)
- ❍ I don't know yet (3)

Display This Question if College or university student

School4

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

- ❍ Yes (1)
- ❍ No, the jobs I want aren't in Riverside (2)
- ❍ I don't want to stay in Riverside (3)

Display This Question if College or university student

School5

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

- ❍ Yes (1)
- ❍ No (2)

Display This Question if College or university student AND don't think Riverside is a good place to live for college students

School5b

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

_____

_____

Display This Question if Adult age 65 or older

retire

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

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't know (5)
Riverside is a good place to live for those over 65 (1)	❍	❍	❍	❍	❍
My medical care providers help me deal with aging related concerns (2)	❍	❍	❍	❍	❍

Display This Question 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?

_____

_____

Q134

Now moving on to another topic: About how many times a year do you visit the parks and recreational spaces in the City of Riverside?

❍ Never (1)
❍ A few times a year (2)
❍ About once a month (3)
❍ More than one time a month (4)
❍ Can't estimate (5)

Display This Question if visit parks and recreational spaces at least a few times a year

Q135

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

❍ Yes (1)
❍ No (2)
❍ Somewhat (3)

Display This Question if parks and recreational spaces in Riverside don't meet your needs or only somewhat meet needs

Q136

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

_____

_____

Q11
Do the following aspects of Riverside's shopping and entertainment meet your needs?

	Yes (1)	No (2)	Somewhat (3)	Don't use them (4)	Didn't know Riverside had them (5)
Retail stores in the City (5)	❍	❍	❍	❍	❍
Restaurants in the City (4)	❍	❍	❍	❍	❍
Places in the City to hear music, dance, and watch live theater (3)	❍	❍	❍	❍	❍
Festivals and special events in the City (1)	❍	❍	❍	❍	❍
Public libraries in the City (9)	❍	❍	❍	❍	❍

Display This Question if retail stores don't meet needs or somewhat meet needs:

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

_____
_____

Display This Question if restaurants don't meet needs or somewhat meet needs

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

_____
_____

Display This Question if places in the City to hear music, dance, and watch live theater don't meet needs or somewhat meet needs

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

_____
_____

Display This Question if festivals and special events in the City don't meet needs or somewhat meet needs

Q16b
What improvements would you like to festivals and events?

_____
_____

Display This Question if Public Libraries in the City don't meet needs or somewhat meet needs

Q16c

How would you like public libraries to be improved?

_____

_____

Q137

Have you ever used Riverside's 311 for City services? NOTE: Riverside's 311 is a way for residents to request services or make comments by phone or online.

❍ Yes (1)
❍ No (2)

Display This Question if used Riverside's 311 for City services

Q138

How would you rate 311?

❍ Excellent (1)
❍ Good (2)
❍ Fair (6)
❍ Poor (4)

Q139

Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?

❍ Yes (1)
❍ No (2)

INFO1

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

❑ A local newspaper (1)
❑ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com (2)
❑ Explore Riverside quarterly newsletter (15)
❑ Utility bill inserts (3)
❑ Friends and family (6)
❑ Social media such as Twitter or Facebook (16)
❑ Local Websites (23)
❑ Community or neighborhood groups (24)
❑ Email from the City or Councilmember (8)
❑ Religious/Faith community (9)
❑ Employer (10)
❑ Radio (11)
❑ Channel 3, government access TV (25)
❑ Never try to find out about things happening (12)
❑ Other (please specify) (13) _____

Display This Question if checked more than 1 source of information (sources carried forward)

Info1b

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

- ❍ A local newspaper (1)
- ❍ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com (2)
- ❍ Explore Riverside quarterly newsletter (3)
- ❍ Utility bill inserts (4)
- ❍ Friends and family (5)
- ❍ Social media such as Twitter or Facebook (6)
- ❍ Local Websites (7)
- ❍ Community or neighborhood groups (8)
- ❍ Email from the City or Councilmember (9)
- ❍ Religious/Faith community (10)
- ❍ Employer (11)
- ❍ Radio (12)
- ❍ Channel 3, government access TV (13)
- ❍ Never try to find out about things happening (14)
- ❍ Other (please specify) (15) _____

Q114

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

- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't recall (3)

Q115

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

- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't recall (3)

Display This Question if have participated in City Government

Q116

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

- ❑ When something affects me personally (1)
- ❑ When something affects my neighborhood (2)
- ❑ When I don't agree on policy (3)
- ❑ When I have some free time (5)
- ❑ Other (please specify) (4) _____

Q117alt
What can the City do to make it easier for you to participate in City government?
- ❍ Directly e-mail or send text messages about the opportunities available (1)
- ❍ Provide information further in advance (2)
- ❍ Provide greater opportunities to participate via technology, instead of attending meetings (3)
- ❍ Change meeting times (Please specify) (4) _____
- ❍ Come to my neighborhood (5)
- ❍ Other (please specify) (6) _____

Q17
Do you know the names of your neighbors who live close to you?
- ❍ All of them (1)
- ❍ Most of them (2)
- ❍ Some of them (3)
- ❍ No, don't know any (4)
- ❍ Don't have any neighbors close by (5)
- ❍ Don't Know (6)

17b
Do you have at least one neighbor who would help you if you needed help?
- ❍ Yes (1)
- ❍ No (2)
- ❍ I think so but I'm not sure (3)

Q18
Do you feel it is safe to walk in your neighborhood?
- ❍ Yes, it is safe (1)
- ❍ No, it is not safe (3)
- ❍ It is somewhat safe (4)
- ❍ Don't walk outside, but not because of safety (2)

Display This Question if not safe to walk in the neighborhood or only somewhat safe

Q18b
What is the MAIN reason you feel it is unsafe?
- ❍ Crime (1)
- ❍ Gang problem (7)
- ❍ No sidewalks or bad sidewalks (2)
- ❍ Dangerous intersections (3)
- ❍ No lighting or poor lighting (8)
- ❍ Too much traffic (9)
- ❍ Homeless/panhandlers (12)
- ❍ Other (please specify) (4) _____
- ❍ Don't know (5)

Display This Question if Both live AND work in the City of Riverside

Q18Work

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

- ❍ Yes, it is safe (1)
- ❍ No, it is not safe (2)
- ❍ It is somewhat safe (3)
- ❍ Don't walk outside, but not because of safety (4)

Display This Question if not safe to walk near work or only somewhat safe

Q18bWork

What makes you feel it is unsafe to walk near your work location? Please list the MAIN reason.

- ❍ Crime (1)
- ❍ Gang problem (2)
- ❍ No sidewalks or bad sidewalks (3)
- ❍ Dangerous intersections (4)
- ❍ No lighting or poor lighting (5)
- ❍ Too much traffic (6)
- ❍ Homeless/panhandlers (9)
- ❍ Other (please specify) (7) _____
- ❍ Don't know (8)

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 (1)
- ❍ Not too fearful (2)
- ❍ Somewhat fearful, or (3)
- ❍ Very fearful (4)
- ❍ Don't Know (5)

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 (1)
- ❍ Same (2)
- ❍ Worse off (3)
- ❍ Don't Know (4)

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 (1)
- ❍ Same (2)
- ❍ Worse off (3)
- ❍ Don't Know (4)

Q22
Do you donate money to Riverside causes or organizations?
- ❍ Yes (1)
- ❍ No (2)
- ❍ Donate to causes, but not in Riverside (3)
- ❍ Don't Know (4)

Display This Question if donate money 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 (1)
- ❍ Other nonprofit organizations (2)
- ❍ Both (3)
- ❍ Don't Know (4)

Display This Question if donate money to Riverside causes or organizations

Q22c
Approximately what percent of your total donations go to Riverside causes or organizations?
- ❍ Zero (1)
- ❍ 1 - 25% (2)
- ❍ 26-50% (3)
- ❍ 51-75% (4)
- ❍ 76-99% (5)
- ❍ 100% (6)

Q23
Do you volunteer for Riverside causes or organizations or schools?
- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't Know (3)

Display This Question if volunteer for Riverside causes or organizations or schools

Q23b
How many hours per month do you volunteer?
- ❍ 0-8 hours (1)
- ❍ 9-20 hours (2)
- ❍ 21 or more hours (3)
- ❍ Don't know (4)

Q149
How much confidence do you have that the elected officials in your city or community will adopt policies that will benefit the general community?

- ❍ A great deal of confidence (1)
- ❍ Some confidence (2)
- ❍ Not much confidence (3)
- ❍ No confidence (4)

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 (1)
- ❍ Own (2)
- ❍ Live in student housing (3)
- ❍ Live with family member (that is, a "senior" adult living with adult children, or adult living in parent's home, etc.) (4)
- ❍ Other (please specify) (5) _____

D2
What is your home zip code?_____

D4
What was the last grade of school that you completed?
- ❍ Some high school or less (1)
- ❍ High school degree or equivalent (2)
- ❍ Some college but no degree (3)
- ❍ Associate degree or technical certificate (4)
- ❍ Bachelor's degree (5)
- ❍ Graduate or professional degree (6)
- ❍ Other (please specify) (8) _____
- ❍ Refuse to answer (7)

D5
What is your age?

_____

Skip To: Gender If age < 16

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 (1)
- ❍ Working less than 30 hours a week for pay (2)
- ❍ Full-time student (3)
- ❍ Full-time homemaker, parent or caregiver (4)
- ❍ Unemployed and looking for work (5)

- ❍ Retired (6)
- ❍ Disabled and not able to work (7)
- ❍ Other (please specify) (8) _____

Skip To: Gender if not working (i.e. Full-time student, Full-time homemaker, parent or caregiver, Unemployed and looking for work, Retired, Disabled and not able to work, or Other

Display This Question if working full or part time

D7b

Do you work within the City of Riverside?

- ❍ Yes (1)
- ❍ No (2)

Display This Question if don't work in the City of Riverside

D7c

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

_____

_____

Display This Question if working full or part time

Q140

Do you have more than one job?

- ❍ Yes (1)
- ❍ No (2)

Display This Question if working full or part time

Q141

How many miles do you commute to work ONE WAY? Please enter a number. *If you work from home, just enter 0.*_____

Q143

How many days a week do you commute to work?

- ❍ 1 day (1)
- ❍ 2 days (2)
- ❍ 3 days (3)
- ❍ 4 days (4)
- ❍ 5 days (5)
- ❍ 6 days (6)
- ❍ 7 days (8)
- ❍ It varies (please specify) (7) _____

Gender

Are you a male or female?

- ❍ Male (1)
- ❍ Female (2)

D8b
Are you of Hispanic, Latino, or Spanish origin?
❍ Yes (5)
❍ No (4)

D9
Following are the race categories used in the U.S. Census. How would you describe your race? (Please choose all that apply)
❑ White (1)
❑ African American (2)
❑ Hispanic/Latino (17)
❑ American Indian or Alaska Native-Print name of enrolled or principal tribe in box provided (3) _____
❑ Asian Indian (4)
❑ Chinese (5)
❑ Filipino (6)
❑ Japanese (7)
❑ Korean (8)
❑ Vietnamese (9)
❑ Other Asian (10) _____
❑ Native Hawaiian (11)
❑ Guamanian or Chamorro (12)
❑ Samoan (13)
❑ Other Pacific Islander (14) _____
❑ Some other race (15) _____
❑ Refuse to answer (16)

D10
Which of the following categories best describes your total household or family income before taxes, from all sources, for 2018?
❍ Less than $25,000 (1)
❍ $25,000 to less than $35,000 (2)
❍ $35,000 to less than $50,000 (3)
❍ $50,000 to less than $65,000 (4)
❍ $65,000 to less than $80,000 (5)
❍ $80,000 to $110,000 (6)
❍ Over $110,000 (7)
❍ Don't know (8)

Q142
How many people contribute to the household income, INCLUDING YOURSELF? Please enter a number._____

HEAR
Finally, how did you hear about this Riverside Community Quality of Life Survey?
- ❑ A local newspaper (1)
- ❑ On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com (2)
- ❑ Riverside quarterly newsletter (23)
- ❑ Utility bill inserts (3)
- ❑ Channel 3, Government Access TV (4)
- ❑ Community or neighborhood group (5)
- ❑ Friends and family (14)
- ❑ Local websites (6)
- ❑ Social media such as Twitter or Facebook (24)
- ❑ Email from the City or Councilmember (7)
- ❑ Religious/Faith community (8)
- ❑ Employer (9)
- ❑ Radio (10)
- ❑ Freeway sign (11)
- ❑ Other (please specify) (12) _____

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 City decision makers who champion 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 late in 2019 for updates...Thank you!

Skip To: End of Survey If Riverside logo Is Displayed

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."

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 fourth option: "Both live AND work in the City of Riverside." 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!

Skip To: End of Survey If Riverside logo Is Displayed

Q87
We appreciate your interest in the Riverside Survey. 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 the City of Riverside at www.Riversideca.gov. If you are curious about the results of this survey, check www.RiversideSurvey.com late in 2019 for updates.

If you LIVE in Riverside, click the back button (<<) on the lower right corner of this page and choose either the first option: "Live in the City of Riverside" or the fourth option: "Both live AND work in the City of Riverside" (which will give you the 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:

Thank you!

APPENDIX IV

Online Questionnaire for Non-Residents

2019 City of Riverside Quality of Life Survey - Nonresident workers

Welcome
Welcome to the Riverside Community Quality of Life Survey for those who work or attend college in Riverside. This survey is designed to find out what you think about Riverside's areas of excellence and areas of needed improvement. This survey should take about 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. Please indicate your desire to participate by selecting "Agree and Continue." Selecting "Disagree" will end the survey.
- ❍ Agree and Continue (1)
- ❍ Disagree (2)

Skip To: End of Survey If If Disagree or if Agree and Continue is NOT clicked

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) (1)
- ❍ Work or go to college / university in the City of Riverside BUT LIVE ELSEWHERE (2)
- ❍ Don't live or work in the City of Riverside (3)

Skip To: Sorry If Live in the City of Riverside (including college/university students living in Riverside while going to school)
Skip To: Q74 If Don't live or work in the City of Riverside

Profile
Also, please check the categories that best describe you (choose all that apply):
- ❑ Parent of a child 18 years old or younger (1)
- ❑ Adult age 65 or older (2)
- ❑ Adult age 18 - 64 (3)
- ❑ College or university student (4)
- ❑ In the first 10 years of my working career (a "young professional") (5)

Q1
How many years have you worked or attended college/university in the City of Riverside?
- ❍ Less than 2 years (1)
- ❍ 2 to 5 years (2)
- ❍ 6 to 10 years (3)
- ❍ 11 to 20 years (4)
- ❍ More than 20 years (5)
- ❍ Don't know (6)

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 (1)
- ❑ Too much crime in the area (2)
- ❑ Too crowded (3)
- ❑ Can't afford to move from where I'm living now (4)
- ❑ I like where I'm living now (5)
- ❑ The schools seem better where I live now (6)
- ❑ Just don't like it (7)
- ❑ Other (please specify) (8) _____
- ❑ Don't Know (9)

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 (1)
- ❑ There are more jobs than in other areas (2)
- ❑ It's not crowded (3)
- ❑ Less traffic than in Orange or LA County (4)
- ❑ It's a short commute (5)
- ❑ I work for a good company (6)
- ❑ I have a good job (7)
- ❑ My job gives me a good chance for advancement / promotions (8)
- ❑ Availability of amenities (restaurants, entertainment, gyms, etc.) (9)
- ❑ Other (please specify) (10) _____
- ❑ Don't Know (11)

Q4work
In your opinion, what do you like LEAST about working/attending college in Riverside? (Choose up to 2)
- ❑ Smog, air pollution (1)
- ❑ Traffic (2)
- ❑ Poor public transportation (3)
- ❑ Pay is not as good as jobs in other places (4)
- ❑ It's not a good company / job (5)
- ❑ Other employees are not skilled enough (6)

- ❑ Not as much chance for advancement / promotion (7)
- ❑ Long commute (8)
- ❑ Poor amenities in the area (restaurants, entertainment, gyms, etc.) (9)
- ❑ Not enough parking (10)
- ❑ Nothing...I like everything about working in Riverside! (11)
- ❑ Other (please specify) (12) _____
- ❑ Don't know (13)

Q5
For each statement, please indicate if you strongly agree, agree, disagree, or strongly disagree.

RIVERSIDE IS A GOOD PLACE.....

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't Know (5)
To bring visitors (1)	❍	❍	❍	❍	❍
To find a good job (2)	❍	❍	❍	❍	❍
To own or operate a business or nonprofit (3)	❍	❍	❍	❍	❍
To be active and healthy (4)	❍	❍	❍	❍	❍
To raise children (5)	❍	❍	❍	❍	❍
To enjoy art and culture (6)	❍	❍	❍	❍	❍
To find an affordable place to live (7)	❍	❍	❍	❍	❍
To retire (8)	❍	❍	❍	❍	❍
To start or grow a business (9)	❍	❍	❍	❍	❍

Display This Question if Disagree or Strongly Disagree

6work
What would make Riverside a better place to start or grow a business?

_____

_____

Q82019
Suppose you wanted to travel within the City of Riverside. ***Besides taking a personal car or motorcycle***, is there any other way you would consider traveling within the city?
- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't know (4)

Display This Question if yes, would consider other methods of traveling

Q8probe

What method of travel would you prefer?

- ❍ Bus (2)
- ❍ Bicycle (3)
- ❍ Electric scooter (9)
- ❍ Electric bicycle (10)
- ❍ Walk (4)
- ❍ Streetcar (5)
- ❍ Uber or Lyft (7)
- ❍ Other (please specify) (6) _____

Q9a2019

Have you used or considered using the electric scooters or electric bikes offered by private companies within the city?

- ❍ Yes (1)
- ❍ No (2)

Display This Question if yes, considered using electric scooters or electric bikes

Q9b2019

What can the City do to improve the experience of using electric scooters or electric bikes for residents and visitors? Please check all that apply.

- ❍ Install more electric bike/scooter lanes (1)
- ❍ Improve bike/scooter lane connectivity (2)
- ❍ Protect bike/scooter lanes from vehicles (3)
- ❍ More electric bike/scooter parking (4)
- ❍ Bike/scooter user education (5)
- ❍ Driver education and traffic enforcement (6)
- ❍ Lower vehicle speeds (7)
- ❍ More availability of electric bikes or scooter (8)
- ❍ Other improvements (please specify) (9) _____

Q79

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

- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't recall (3)

Display This Question if yes, there was a time couldn't do something because of transportation

Q80

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

- ❑ There was no available RTA bus service (1)
- ❑ I didn't have a reliable personal vehicle (2)
- ❑ Time of day (3)
- ❑ Construction activity (4)

- ❑ Freeway traffic (5)
- ❑ School traffic (6)
- ❑ Other (please specify) (7) _____

Q81
Do you ever use public transportation within the City of Riverside?
- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't know (3)

Display This Question if don't use public transportation (or don't know)

Q82
What are the main reasons you don't use public transportation?
- ❑ Have to wait too long for a bus (1)
- ❑ Too crowded (2)
- ❑ Not convenient to get where I need to go (3)
- ❑ Takes too long to get where I need to go (4)
- ❑ Too expensive to take public transportation (5)
- ❑ Don't like the people who use public transportation (6)
- ❑ Buses don't operate at the times I need to travel (7)
- ❑ I feel unsafe on buses (8)
- ❑ Don't know...I just like taking my personal vehicle (9)
- ❑ Other (please specify) (10) _____

Q83
From your perspective what are the main parking issues in downtown Riverside?
- ❑ I don't drive so I have no idea (1)
- ❑ There are no parking issues that I'm aware of (2)
- ❑ Parking is too expensive (3)
- ❑ There isn't enough "off-street" parking (that is, parking garages or lots) (4)
- ❑ There isn't enough parking on the street (5)
- ❑ The affordable parking is too far from where I need to go (6)
- ❑ Don't know (7)
- ❑ Other (please specify) (8) _____

Q84
What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more?
- ❍ Install more bike lanes (1)
- ❍ Improve bike lane connectivity (2)
- ❍ Install more sidewalks (3)
- ❍ Make public transportation (that is, RTA and/or Metrolink) more affordable (4)
- ❍ Encourage schools to offer incentives or programs for children to walk and bike to school (5)
- ❍ Other (please specify) (6) _____
- ❍ There is NOTHING that would encourage increased walking or biking (7)

Q85
On average, how many times per week do you walk or bike in the City of Riverside instead of taking your personal vehicle for errands?
- ❍ 0 (1)
- ❍ 1 or 2 times (2)
- ❍ 3 or 4 times (3)
- ❍ 5 or more times per week (4)

Display This Question if walk or bike at least once a week

Q86
On average how long does it take you to make the trip? The total time round trip is typically....
- ❍ Less than 5 minutes (1)
- ❍ 5 to 14 minutes (2)
- ❍ 15 to 30 minutes (3)
- ❍ More than 30 minutes (4)

Q87
Do you or anyone in your household drive an electric vehicle?
- ❍ Yes (1)
- ❍ No (2)

Display This Question if no one drives an electric vehicle

Q88
What is the MAIN reason no one in your household drives an electric vehicle?
- ❍ My/our current car already meets my/our needs (1)
- ❍ Price of the vehicle (2)
- ❍ Limited number of miles one can drive before recharging (3)
- ❍ Not enough charging stations available (4)
- ❍ Lack of familiarity with electric vehicles (5)
- ❍ Not enough model choices (6)
- ❍ Cost of maintaining the car in the future (8)
- ❍ Other (please specify) (7) _____

Display This Question if someone DOES drive an electric vehicle

Q89
What is the MAIN reason you or a member of your household choose to drive an electric vehicle?
- ❍ Concern for the environment (1)
- ❍ Save money on gas (2)
- ❍ Less maintenance is required (3)
- ❍ Fun to drive (4)
- ❍ Sales tax waiver (5)
- ❍ Use of the carpool lane for free (6)
- ❍ Don't want to depend on other countries for oil (7)
- ❍ Other (please specify) (8) _____

Display This Question if no one drives an electric vehicle

Q90

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

- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't know (3)

Display This Question if more likely to drive an electric vehicle if more public charging stations were available

Q91

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

_____

_____

Q92

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

- ❍ Yes (1)
- ❍ No (2)

Q10

On other topics....do you strongly agree, agree, disagree, or strongly disagree with the following statements?

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't know (5)
"Riverside is an attractive place" (1)	❍	❍	❍	❍	❍
"Riverside is a place where I can realize the goals I have for my future" (2)	❍	❍	❍	❍	❍
"There are good K-12 schools in Riverside" (3)	❍	❍	❍	❍	❍
"There are good colleges/ universities/ trade schools in Riverside" (4)	❍	❍	❍	❍	❍
"I am proud to work in Riverside" (6)	❍	❍	❍	❍	❍

"I am satisfied with the progress made so far in addressing homelessness in the City of Riverside" (7)	❍	❍	❍	❍	❍
"Riverside's tap water is safe to drink" (8)	❍	❍	❍	❍	❍
"Riverside's workforce is properly trained and educated" (9)	❍	❍	❍	❍	❍

Display This Question if worked or attended college 6 or more years

Air

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

❍ Strongly Agree (1)
❍ Agree (2)
❍ Disagree (3)
❍ Strongly Disagree (4)
❍ Don't Know (5)

Display This Question if College or university student

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 (1)
❍ No (2)
❍ I have no interest in internships (3)
❍ Not yet, but I plan to (4)

Display This Question if have sought internships or part time jobs, or plan to

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 (1)
❍ No, there are not enough local opportunities (2)
❍ I don't know yet (3)

Display This Question if College or university student

Q64

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

❍ Yes (1)
❍ No, the jobs I want aren't in Riverside (2)
❍ I don't want to stay in Riverside (3)

Display This Question if College or university student

Q65

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

❍ Yes (1)
❍ No (2)

Display This Question 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?

	Yes (1)	No (2)	Somewhat (3)	Don't use them (4)	Didn't know Riverside had them (5)
Retail stores in the City (5)	❍	❍	❍	❍	❍
Restaurants in the City (4)	❍	❍	❍	❍	❍
Places in the City to hear music, dance, and watch live theater (3)	❍	❍	❍	❍	❍
Festivals and special events in the City (1)	❍	❍	❍	❍	❍
The public libraries in the City (10)	❍	❍	❍	❍	❍
Business training and support services in the City (11)	❍	❍	❍	❍	❍

Display This if retail stores don't meet needs or somewhat meet needs:

Q12b

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

_____

_____

Display This Question if restaurants don't meet needs or somewhat meet needs:

Q13b

What particular restaurant or kind of restaurants would you like?

_____

_____

Display This Question if places in the city to hear music, dance, and watch live theater don't meet needs or somewhat meet needs:

Q14b

In what way don't the places to hear music, dance, and watch live theater meet your needs?

_____

_____

Display This Question if festivals and special events don't meet needs or somewhat meet needs:

Q16b

What improvements would you like to festivals and events?

_____

_____

Display This Question if public libraries don't meet needs or somewhat meet needs:

Lib How would you like public libraries to be improved?

_____

_____

Display This Question if business training and support services don't meet needs or somewhat meet needs:

Q106

What improvements do you want in the City's business training and support services?

_____

_____

Q107

Have you ever used Riverside's 311 for City services? NOTE: Riverside's 311 is a way for the public to request services or make comments by phone or online.

- ❍ Yes (1)
- ❍ No (2)

Display This Question if yes, used 311

Q108

How would you rate 311?

- ❍ Excellent (1)
- ❍ Good (2)
- ❍ Fair (3)
- ❍ Poor (4)

Q109
Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?
❍ Yes (1)
❍ No (2)

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 (1)
❑ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com (2)
❑ Explore Riverside quarterly newsletter (3)
❑ Utility bill inserts (4)
❑ Friends and family (7)
❑ Social media such as Twitter or Facebook (9)
❑ Local Websites (16)
❑ Community or neighborhood groups (17)
❑ Email from the City or Councilmember (10)
❑ Religious/Faith community (11)
❑ Employer (12)
❑ Radio (13)
❑ Channel 3, government access TV (18)
❑ Never try to find out about things happening (14)
❑ Other (please specify) (15) _____

Display This Question if checked more than 1 source of information (sources carried forward)
Infob
Which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?
❍ A local newspaper (1)
❍ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com (2)
❍ Explore Riverside quarterly newsletter (3)
❍ Utility bill inserts (4)
❍ Friends and family (5)
❍ Social media such as Twitter or Facebook (6)
❍ Local Websites (7)
❍ Community or neighborhood groups (8)
❍ Email from the City or Councilmember (9)
❍ Religious/Faith community (10)
❍ Employer (11)
❍ Radio (12)
❍ Channel 3, government access TV (13)
❍ Never try to find out about things happening (14)
❍ Other (please specify) (15) _____

Q18work
Do you feel it is safe to walk near your work location?
- ❍ Yes, it is safe (1)
- ❍ No, it is not safe (3)
- ❍ It is somewhat safe (4)
- ❍ Don't walk outside, but not because of safety (2)

Display This Question if not safe or somewhat safe

Q18b
What makes you feel it is unsafe? Please list the MAIN reason.
- ❍ Crime (1)
- ❍ Gang problem (2)
- ❍ No sidewalks or bad sidewalks (3)
- ❍ Dangerous intersections (4)
- ❍ No lighting or poor lighting (5)
- ❍ Too much traffic (6)
- ❍ Homeless/panhandlers (9)
- ❍ Other (please specify) (7) _____
- ❍ Don't know (8)

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 (1)
- ❍ Not too fearful (2)
- ❍ Somewhat fearful, or (3)
- ❍ Very fearful (4)
- ❍ Don't Know (5)

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 (1)
- ❍ Same (2)
- ❍ Worse off (3)
- ❍ Don't Know (4)

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 (1)
- ❍ Same (2)
- ❍ Worse off (3)
- ❍ Don't Know (4)

Q22
Do you donate money to Riverside causes or organizations?
❍ Yes (1)
❍ No (2)
❍ Donate to causes, but not in Riverside (3)
❍ Don't Know (4)

Display This Question 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 (1)
❍ Other nonprofit organizations (2)
❍ Both (3)
❍ Don't Know (4)

Display This Question if money to Riverside causes or organizations

Q22c
Approximately what percent of your total donations go to Riverside causes or organizations?
❍ Zero (1)
❍ 1 - 25% (2)
❍ 26-50% (3)
❍ 51-75% (4)
❍ 76-99% (5)
❍ 100% (6)
❍ Don't know (7)

Q23
Do you volunteer for Riverside causes or organizations or schools?
❍ Yes (1)
❍ No (2)
❍ Don't Know (3)

Display This Question if volunteer for Riverside causes or organizations or schools

Q23b
How many hours per month do you volunteer?
❍ 0-8 hours (1)
❍ 9-20 hours (2)
❍ 21 or more hours (3)
❍ Don't know (4)

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

D2
What is your home zip code?_____

Q67
What is your work zip code?_____

D4
What was the last grade of school that you completed?
- ❍ Some high school or less (1)
- ❍ High school degree or equivalent (2)
- ❍ Some college but no degree (3)
- ❍ Associate degree or technical certificate (4)
- ❍ Bachelor's degree (5)
- ❍ Graduate or professional degree (6)
- ❍ Other (please specify) (7) _____

D5
What is your age?_____

Skip To: Gender If age < 16

D7
Which of the following best describes your employment status? Are you...
- ❍ Working full-time for pay (1)
- ❍ Working less than 30 hours a week for pay (2)
- ❍ Full-time student (3)
- ❍ Other (please specify) (4) _____

Display This Question if working full- or part-time for pay

Q110
Are you working more than one job?
- ❍ Yes (1)
- ❍ No (2)

Gender
Are you a male or female?
- ❍ Male (1)
- ❍ Female (2)

D8b
Are you of Hispanic, Latino, or Spanish origin?
- ❍ Yes (1)
- ❍ No (2)

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

- ❑ White (1)
- ❑ African American (2)
- ❑ Hispanic/Latino (16)
- ❑ American Indian or Alaska Native-Print name of enrolled or principal tribe in box provided (3) _____
- ❑ Asian Indian (4)
- ❑ Chinese (5)
- ❑ Filipino (6)
- ❑ Japanese (7)
- ❑ Korean (8)
- ❑ Vietnamese (9)
- ❑ Other Asian (10) _____
- ❑ Native Hawaiian (11)
- ❑ Guamanian or Chamorro (12)
- ❑ Samoan (13)
- ❑ Other Pacific Islander (14) _____
- ❑ Refuse to answer (17)

D10
Which of the following categories best describes your total household or family income before taxes, from all sources, for 2018?

- ❍ Less than $25,000 (1)
- ❍ $25,000 to less than $35,000 (2)
- ❍ $35,000 to less than $50,000 (3)
- ❍ $50,000 to less than $65,000 (4)
- ❍ $65,000 to less than $80,000 (5)
- ❍ $80,000 to $110,000 (6)
- ❍ Over $110,000 (7)
- ❍ Don't know (8)

Q111
How many people contribute to the household income, INCLUDING YOURSELF? Please enter a number.

_____

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

- ❑ A local newspaper (1)
- ❑ On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com (2)
- ❑ Explore Riverside quarterly newsletter (3)
- ❑ Utility bill inserts (4)
- ❑ Channel 3, Government Access TV (5)
- ❑ Community or neighborhood group (6)
- ❑ Friends and family (7)
- ❑ Local websites (8)
- ❑ Social media such as Twitter or Facebook (9)

- ❑ Email from the city or Councilmember (10)
- ❑ Religious/Faith community (11)
- ❑ Employer (12)
- ❑ Radio (13)
- ❑ Freeway sign (14)
- ❑ Other (please specify) (15) _____
- ❑ Don't remember (16)

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 City decision makers who champion 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 late in 2019 for updates...Thank you!

Skip To: End of Survey If Riverside logo Is Displayed

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." 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!

Skip To: End of Survey If Riverside logo Is Displayed

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 the City of Riverside at www.Riversideca.gov. If you are curious about the results of this survey, check www.RiversideSurvey.com late in 2019 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 V

Data Display, Telephone Survey

2019 Riverside Community Quality of Life Survey
Data Display, Weighted Frequency Distributions, Phone Survey

Following are frequency tables for the telephone version of the 2019 Riverside Community Quality of Life Survey, the only version which is statistically valid and representative of the population in the City of Riverside. A few comments about this data display are in order:

- The "simple" frequency tables below, produced by SPSS 25.0 (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 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 5.1% have lived in the City less than 2 years, 11.0% 5 years or less, 25.4% 10 years or less, etc.

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

Q1: How many years have you lived in the City of Riverside? (Round-up)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	26	5.1	5.1	5.1
	2 to 5 years	30	5.9	5.9	11.0
	6 to 10 years	74	14.4	14.4	25.4
	11 to 20 years	105	20.4	20.4	45.7
	More than 20 years	278	54.3	54.3	100.0
	Total	513	100.0	100.0	

Q2: What is the MAIN reason you choose to live in the City of Riverside?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Close to work/job here	83	16.2	16.4	16.4
	Close to family	124	24.1	24.5	40.9
	Affordable	49	9.5	9.6	50.5
	Lived here my whole life	104	20.2	20.5	71.0
	Can't afford to move	2	.4	.4	71.4
	No choice lives with family/parents in Riverside	44	8.5	8.6	80.0
	Attending school here	20	3.9	3.9	83.9
	I like the schools for my kids	7	1.3	1.3	85.3
	It's "my kind of place"/ I like it / I chose it	29	5.7	5.8	91.1
	Feel safe	5	1.1	1.1	92.1
	Just came and now I'm used to it	9	1.7	1.7	93.9
	Convenience (close to everything)	12	2.3	2.4	96.2
	Quiet/peaceful place	4	.7	.7	97.0
	Less traffic and crowds	0	.0	.0	97.0
	Property with lots of land	1	.1	.1	97.1
	Good quality of life	2	.4	.4	97.6
	Just came, and now I'm used to it	3	.6	.6	98.1
	Military brought me here	2	.3	.3	98.4
	Married a person from here and stayed	6	1.1	1.1	99.5
	Church brought me	0	.0	.0	99.6
	Other (Specify)	2	.4	.4	100.0
	Total	505	98.5	100.0	
Missing	Don't Know	8	1.5		
Total		513	100.0		

NOTE: a full array of verbatim “other” comments for Q2 has been provided to the City in an Excel file.

Q3: In your opinion, what is the best thing about living in Riverside? MULTI RESPONSES TABULATED – UP TO 2 RESPONSES ALLOWED			
	Responses		Percent of Cases
	N	Percent	
Good area, location	172	22.6%	35.2%
Nice parks/outdoor space/natural scenery	60	7.9%	12.3%
Affordable housing	48	6.4%	9.9%
Good climate, weather	54	7.1%	11.1%
Not crowded	31	4.1%	6.4%
Good schools/universities	34	4.5%	6.9%
Less crime, feel safe	11	1.4%	2.2%
Job Availability	11	1.4%	2.2%
Friendly people	36	4.8%	7.4%
Family and friends live here	29	3.8%	6.0%
Close to work	19	2.5%	4.0%
Faith/religious community/congregation	11	1.5%	2.3%
Good entertainment/arts/culture	18	2.4%	3.8%
Active community	39	5.2%	8.1%
Small town atmosphere feeling	40	5.3%	8.2%
Convenience to stores, retail, restaurants	36	4.8%	7.5%
I like it here, everything is good	14	1.8%	2.8%
Like the improvements made	1	0.2%	0.3%
Public Transportation, able to get around	5	0.6%	0.9%
Proud Riverside owns their own utility company	0	0.0%	0.0%
Cost of living	0	0.0%	0.0%
Rural area with horses	1	0.2%	0.3%
Less traffic and congestion than other areas	2	0.2%	0.3%
Quiet/Peaceful place	14	1.9%	2.9%
Property with lots of land	0	0.0%	0.0%
Quality of life	1	0.2%	0.3%
Good community	1	0.1%	0.2%
Good doctors, hospital	1	0.2%	0.3%
History of Riverside	1	0.2%	0.2%
Diversity	21	2.7%	4.3%
Clean city	6	0.8%	1.2%
Mission Inn, Mission Inn Festival of Lights	2	0.3%	0.4%
Other (Specify)	24	3.1%	4.9%
Nothing	15	1.9%	3.0%
Total	761	100.0%	155.8%

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.

NOTE: a full array of verbatim “other” comments for Q3 has been provided to the City in an Excel file.

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	41	5.9%	8.4%
Traffic	171	24.7%	34.9%
Poor public transportation	5	0.7%	0.9%
Drugs	7	1.0%	1.3%
Crime, violence	39	5.6%	7.9%
Gang activity	4	0.5%	0.7%
Bad location	7	1.0%	1.4%
Lack of entertainment/arts/culture	20	2.9%	4.1%
Overpopulated	20	2.9%	4.1%
Bad school system	5	0.7%	1.0%
Cost of living/too expensive to live here	58	8.4%	11.8%
Lack of job opportunity	9	1.3%	1.8%
Weather, fires, floods, earthquakes	32	4.6%	6.5%
Attitude of law enforcement or immigration officers	5	0.8%	1.1%
Intolerance	5	0.8%	1.1%
Isolation don't feel "connected"	3	0.5%	0.7%
Homelessness	85	12.2%	17.3%
Not enough open space	1	0.1%	0.1%
Other (Specify)	56	8.1%	11.4%
Nothing	59	8.5%	12.0%
Lack of restaurants, stores, things close to early	11	1.6%	2.3%
Construction everywhere	6	0.8%	1.2%
Streets need repair/pot holes	24	3.5%	5.0%
Train tracks and noise	1	0.2%	0.2%
People, negative attitudes	6	0.9%	1.3%
Dirty city, maintenance of local areas	8	1.2%	1.7%
Politics	4	0.6%	0.8%
Lack of diversity	1	0.1%	0.2%
Spending too much money	0	0.1%	0.1%
Total	693	100.0%	141.3%

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.

NOTE: a full array of verbatim “other” comments for Q4 has been provided to the City in an Excel file.

Q5a: Riverside is a good place to bring visitors					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	99	19.4	19.5	19.5
	Agree	355	69.3	69.8	89.3
	Disagree	47	9.2	9.3	98.6
	Strongly Disagree	7	1.4	1.4	100.0
	Total	509	99.3	100.0	
Missing	Don't know	4	.7		
Total		513	100.0		

Q5b: Riverside is a good place to find a good job					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	48	9.3	10.5	10.5
	Agree	267	52.1	58.7	69.2
	Disagree	128	25.0	28.1	97.3
	Strongly Disagree	12	2.4	2.7	100.0
	Total	455	88.7	100.0	
Missing	Don't know	58	11.3		
Total		513	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	55	10.7	13.3	13.3
	Agree	289	56.3	70.3	83.6
	Disagree	55	10.8	13.4	97.1
	Strongly Disagree	12	2.4	2.9	100.0
	Total	411	80.1	100.0	
Missing	Don't know	101	19.7		
	Refused	1	.3		
	Total	102	19.9		
Total		513	100.0		

Q5d: Riverside is a good place to be active and healthy					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	114	22.2	22.5	22.5
	Agree	345	67.3	68.2	90.6
	Disagree	42	8.3	8.4	99.0
	Strongly Disagree	5	1.0	1.0	100.0
	Total	506	98.7	100.0	
Missing	Don't know	7	1.3		
	Total	513	100.0		

Q5e: Riverside is a good place to raise children					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	115	22.4	23.3	23.3
	Agree	331	64.5	67.1	90.4
	Disagree	36	6.9	7.2	97.6
	Strongly Disagree	12	2.3	2.4	100.0
	Total	493	96.2	100.0	
Missing	Don't know	18	3.5		
	Refused	2	.3		
	Total	20	3.8		
Total		513	100.0		

Q5f: Riverside is a good place to enjoy art and culture					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	103	20.2	21.2	21.2
	Agree	325	63.3	66.4	87.6
	Disagree	50	9.8	10.3	97.8
	Strongly Disagree	11	2.1	2.2	100.0
	Total	489	95.3	100.0	
Missing	Don't know	24	4.6		
	Refused	0	.0		
	Total	24	4.7		
Total		513	100.0		

Q5g: Riverside is a good place to find an affordable place to live					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	50	9.8	10.1	10.1
	Agree	236	46.0	47.7	57.8
	Disagree	159	31.1	32.2	89.9
	Strongly Disagree	50	9.7	10.1	100.0
	Total	496	96.6	100.0	
Missing	Don't know	17	3.4		
Total		513	100.0		

Q5h: Riverside is a good place to retire					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	78	15.3	16.2	16.2
	Agree	258	50.3	53.4	69.6
	Disagree	117	22.7	24.1	93.7
	Strongly Disagree	30	5.9	6.3	100.0
	Total	483	94.2	100.0	
Missing	Don't know	30	5.8		
	Refused	0	.0		
	Total	30	5.8		
Total		513	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	151	29.5	29.7	29.7
	Good	195	38.0	38.2	67.9
	Fair	132	25.7	25.9	93.8
	Poor	32	6.2	6.2	100.0
	Total	510	99.4	100.0	
Missing	Don't know	3	.6		
Total		513	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	169	33.0	33.5	33.5
	Good	213	41.6	42.2	75.7
	Fair	89	17.3	17.6	93.3
	Poor	34	6.6	6.7	100.0
	Total	506	98.6	100.0	
Missing	Don't exercise	5	1.0		
	Don't know	2	.4		
	Total	7	1.4		
Total		513	100.0		

Q82019: Suppose you wanted to travel within the city of Riverside. Besides taking a personal car or motorcycle, is there any other way you would consider travelling within the city?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	333	65.0	66.4	66.4
	No	169	32.9	33.6	100.0
	Total	502	97.9	100.0	
Missing	Don't know	11	2.1		
	Refused	0	.1		
	Total	11	2.1		
Total		513	100.0		

Q8aPROBE: What method of travel would you prefer? ASKED ONLY OF THOSE WHO SAID YES TO Q82019					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bus	156	30.3	47.3	47.3
	Scooter	7	1.4	2.2	49.4
	Bicycle	64	12.6	19.6	69.0
	Walking	16	3.1	4.9	73.9
	Streetcar	9	1.8	2.9	76.7
	Uber or Lyft	55	10.8	16.8	93.6
	Train	18	3.6	5.6	99.1
	Train or Trolley	0	.0	.1	99.2
	Disabled Van/Senior transportation	1	.1	.2	99.4
	Taxi	0	.0	.1	99.5
	Carpool	2	.3	.5	100.0
	Total	329	64.2	100.0	
Missing	Don't know	4	.8		
	System	180	35.0		
	Total	184	35.8		
Total		513	100.0		

NOTE: a full array of verbatim "other" comments for Q8aPROBE has been provided to the City in an Excel file.

Q9a2019: Have you used or considered using the electric scooters or electric bikes offered by private companies within the city?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	79	15.5	15.5	15.5
	No	434	84.5	84.5	100.0
	Total	513	100.0	100.0	
Missing	Refused	0	.0		
Total		513	100.0		

Q9B2019: What can the City do to improve the experience of using electric scooters or electric bikes for residents and visitors? (Please check all that apply) ASKED ONLY OF THOSE WHO SAID YES TO Q9A2019			
	Responses		Percent of Cases
	N	Percent	
Install more lanes	14	14.5%	20.9%
Improve lane connectivity	17	17.5%	25.2%
Protect lanes from vehicles	17	18.3%	26.3%
More parking	3	2.8%	4.0%
User education	3	3.2%	4.7%
Driver education and traffic enforcement	3	2.8%	4.0%
More availability	13	13.5%	19.5%
Other improvements	26	27.5%	39.7%
Total	95	100.0%	144.2%

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.

NOTE: a full array of verbatim "other" comments for Q9B2019 has been provided to the City in an Excel file.

Q10a: Riverside is an attractive place					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	100	19.5	19.5	19.5
	Agree	350	68.3	68.6	88.1
	Disagree	55	10.8	10.8	98.9
	Strongly Disagree	6	1.1	1.1	100.0
	Total	511	99.6	100.0	
Missing	Don't know	2	.4		
Total		513	100.0		

Q10b: I feel a sense of belonging to my community					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	114	22.2	22.7	22.7
	Agree	309	60.2	61.5	84.2
	Disagree	72	14.0	14.3	98.5
	Strongly Disagree	7	1.4	1.5	100.0
	Total	502	97.8	100.0	
Missing	Don't know	10	1.9		
	Refused	1	.3		
	Total	11	2.2		
Total		513	100.0		

Q10c: Riverside is a place where I can realize the goals I have for my future					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	104	20.2	21.6	21.6
	Agree	285	55.6	59.5	81.1
	Disagree	79	15.4	16.5	97.7
	Strongly Disagree	11	2.2	2.3	100.0
	Total	479	93.4	100.0	
Missing	Don't know	31	6.1		
	Refused	3	.5		
	Total	34	6.6		
Total		513	100.0		

Q10d: There are good schools in my neighborhood					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	114	22.2	23.5	23.5
	Agree	284	55.3	58.3	81.8
	Disagree	78	15.2	16.1	97.9
	Strongly Disagree	10	2.0	2.1	100.0
	Total	486	94.8	100.0	
Missing	Don't know	27	5.2		
Total		513	100.0		

Q10e: Riverside is a good place for young people to go to college or trade school					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	164	32.0	32.9	32.9
	Agree	302	58.8	60.3	93.2
	Disagree	20	3.9	4.0	97.2
	Strongly Disagree	14	2.7	2.8	100.0
	Total	500	97.4	100.0	
Missing	Don't know	12	2.4		
	Refused	1	.2		
	Total	13	2.6		
Total		513	100.0		

Q10f: I am proud to live in Riverside					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	174	34.0	34.1	34.1
	Agree	300	58.4	58.7	92.8
	Disagree	31	6.1	6.1	98.9
	Strongly Disagree	6	1.1	1.1	100.0
	Total	511	99.6	100.0	
Missing	Don't know	2	.4		
	Refused	0	.0		
	Total	2	.4		
Total		513	100.0		

Q10g: 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	38	7.4	8.2	8.2
	Agree	105	20.5	22.5	30.7
	Disagree	194	37.8	41.6	72.3
	Strongly Disagree	129	25.2	27.7	100.0
	Total	467	91.0	100.0	
Missing	Don't know	44	8.7		
	Refused	2	.3		
	Total	46	9.0		
Total		513	100.0		

Q10h: Riverside's tap water is safe to drink					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	49	9.5	11.2	11.2
	Agree	243	47.4	55.9	67.0
	Disagree	87	17.0	20.0	87.1
	Strongly Disagree	56	10.9	12.9	100.0
	Total	435	84.8	100.0	
Missing	Don't know	78	15.1		
	Refused	0	.0		
	Total	78	15.2		
Total		513	100.0		

Q10i: The air quality in Riverside has improved since I've lived here [ONLY ASKED IF LIVED IN RIV >= 6 YEARS]					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	52	10.1	12.7	12.7
	Agree	179	35.0	43.9	56.6
	Disagree	142	27.8	34.8	91.5
	Strongly Disagree	35	6.8	8.5	100.0
	Total	409	79.7	100.0	
Missing	Don't know	48	9.4		
	System	56	11.0		
	Total	104	20.3		
Total		513	100.0		

Q10j: The public libraries in Riverside meet my needs					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	113	22.0	26.3	26.3
	Agree	255	49.6	59.3	85.6
	Disagree	52	10.1	12.0	97.6
	Strongly Disagree	10	2.0	2.4	100.0
	Total	430	83.7	100.0	
Missing	Don't know	83	16.2		
	Refused	0	.1		
	Total	83	16.3		
Total		513	100.0		

Q11: About how many times a year do you visit the parks and recreational spaces in the City of Riverside?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	53	10.3	10.3	10.3
	A few times a year	165	32.2	32.3	42.6
	About once a month	81	15.8	15.8	58.4
	More than once a month	213	41.5	41.6	100.0
	Total	512	99.7	100.0	
Missing	Don't know/Can't estimate	1	.3		
Total		513	100.0		

Q11A: Do the parks and recreational spaces in Riverside meet your needs? ASKED ONLY OF THOSE WHO SAID VISITED AT LEAST A FEW TIMES A YEAR					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	336	65.5	73.4	73.4
	No	20	4.0	4.4	77.9
	Somewhat	100	19.5	21.9	99.7
	Don't go to parks/recreational spaces	1	.2	.3	100.0
	Total	458	89.2	100.0	
Missing	Don't know	1	.2		
	System	54	10.6		
	Total	55	10.8		

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

Q12: Do the retail stores in the city meet your needs?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	419	81.6	82.6	82.6
	No	30	5.8	5.8	88.4
	Somewhat	51	9.9	10.1	98.5
	Don't use/don't do the shopping	8	1.5	1.5	100.0
	Total	507	98.8	100.0	
Missing	Don't know	6	1.2		
Total		513	100.0		

Q13: Do the restaurants in Riverside meet your needs?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	384	74.9	75.2	75.2
	No	66	12.9	13.0	88.2
	Somewhat	59	11.5	11.5	99.7
	Don't use/Don't go to restaurants	1	.3	.3	100.0
	Total	511	99.6	100.0	
Missing	Don't know	2	.4		
Total		513	100.0		

Q14: How about places to hear music, dance and watch live theater in the city?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	310	60.5	62.6	62.6
	No	70	13.6	14.0	76.6
	Somewhat	38	7.4	7.7	84.3
	Don't use/Don't go to clubs	69	13.4	13.8	98.1
	Didn't know there were places to hear music and dance in Riverside	9	1.8	1.9	100.0
	Total	496	96.6	100.0	
Missing	Don't know	17	3.4		
Total		513	100.0		

Q16: Do the festivals and special events in Riverside meet your needs?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	365	71.2	72.7	72.7
	No	40	7.9	8.0	80.7
	Somewhat	40	7.8	7.9	88.7
	Don't go to festivals or special events	48	9.4	9.6	98.3
	Didn't know there were festivals or special events in Riverside	8	1.6	1.7	100.0
	Total	502	97.9	100.0	
Missing	Don't know	11	2.1		
Total		513	100.0		

Q311: Have you ever used Riverside's 311 for City services?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	191	37.2	37.7	37.7
	No	316	61.6	62.3	100.0
	Total	507	98.8	100.0	
Missing	Don't know	6	1.2		
Total		513	100.0		

Q311a: Would you rate 311 as excellent, good, fair, or poor? ASKED ONLY OF THOSE THAT USED 311					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	77	15.0	41.2	41.2
	Good	91	17.7	48.6	89.8
	Fair	9	1.7	4.7	94.5
	Poor	10	2.0	5.5	100.0
	Total	187	36.5	100.0	
Missing	Don't know	4	.8		
	System	322	62.8		
	Total	326	63.5		
Total		513	100.0		

ATTRACTN: Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	486	94.7	94.7	94.7
	No	27	5.3	5.3	100.0
	Total	513	100.0	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	62	12.1	12.1	12.1
	Most of them	143	27.9	28.0	40.0
	Some of them	217	42.3	42.4	82.4
	No, don't know any	90	17.5	17.6	100.0
	Don't have any neighbors close by	0	.0	.0	100.0
	Total	512	99.8	100.0	
Missing	Don't know	1	.2		
Total		513	100.0		

Q18: Do you feel it is safe, somewhat safe, or not safe to walk in your neighborhood?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes Safe	359	69.9	70.0	70.0
	Not safe	21	4.0	4.0	74.0
	Somewhat safe	133	26.0	26.0	100.0
	Total	512	99.9	100.0	
Missing	Don't know	1	.1		
Total		513	100.0		

Q18b: What makes you feel it is unsafe? ASKED ONLY IF ANSWER TO Q18 IS "NO" OR "SOMEWHAT"					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Crime / people who might harm me	67	13.0	45.7	45.7
	Gang problem	16	3.1	11.0	56.8
	No sidewalks or bad sidewalks	5	.9	3.2	60.0
	Dangerous intersections	9	1.8	6.3	66.3
	Something else (Specify)	14	2.7	9.6	75.8
	No lighting/poor lighting or too dark	8	1.6	5.7	81.6
	Dogs, wild animals	7	1.3	4.5	86.1
	Homeless	20	3.8	13.4	99.5
	Not enough police, slow response time	1	.1	.5	100.0
	Total	146	28.4	100.0	
Missing	Don't know	8	1.6		
	System	359	70.1		
	Total	367	71.6		
Total		513	100.0		

NOTE: a full array of verbatim "other" comments for Q18b has been provided to the City in an Excel file.

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	140	27.2	27.4	27.4
	Not too fearful	208	40.5	40.8	68.2
	Somewhat fearful	135	26.2	26.4	94.6
	Very fearful	28	5.4	5.4	100.0
	Total	510	99.4	100.0	
Missing	Don't know	2	.4		
	Refused	1	.2		
	Total	3	.6		
Total		513	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	186	36.3	36.6	36.6
	Same	272	53.0	53.5	90.1
	Worse off	51	9.9	9.9	100.0
	Total	509	99.2	100.0	
Missing	Don't know	4	.7		
	Refused	0	.1		
	Total	4	.8		
Total		513	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	298	58.1	60.4	60.4
	Same	174	33.9	35.3	95.6
	Worse off	22	4.2	4.4	100.0
	Total	494	96.2	100.0	
Missing	Don't know	19	3.7		
	Refused	1	.1		
	Total	19	3.8		
Total		513	100.0		

Q22: Do you donate to Riverside causes or organizations?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	305	59.4	59.8	59.8
	No	198	38.5	38.8	98.6
	Donate to causes, but not in Riverside	7	1.4	1.4	100.0
	Total	510	99.4	100.0	
Missing	Don't know	2	.4		
	Refused	1	.2		
	Total	3	.6		
Total		513	100.0		

Q22b: Do those donations go to religious institutions, to other nonprofit organizations, or both? ASKED ONLY OF THOSE WHO STATED THEY DONATE TO RIVERSIDE CAUSES					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Religious institutions	39	7.6	13.2	13.2
	Other nonprofit organizations	111	21.6	37.7	51.0
	Both	144	28.1	49.0	100.0
	Total	294	57.3	100.0	
Missing	Don't know	10	2.0		
	Refused	0	.0		
	System	208	40.6		
	Total	219	42.7		
Total		513	100.0		

Q23: Do you volunteer for Riverside causes, organizations or schools?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	190	37.0	37.1	37.1
	No	322	62.8	62.9	100.0
	Total	512	99.9	100.0	
Missing	Don't know	1	.1		
	Refused	0	.0		
	Total	1	.1		
Total		513	100.0		

Descriptive Statistics for Q23B Q23B: How many hours per month do you volunteer? **ASKED ONLY OF THOSE THAT VOLUNTEER**		
N	Valid	181
	Missing	332
Mean		9.48
Median		5.00
Std. Deviation		9.301
Range		99
Minimum		1
Maximum		100

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	108	14.3%	21.5%
On-line community calendar at Riversideca.gov or Exploreriverside.com	105	13.9%	21.0%
Explore Riverside quarterly newsletter	46	6.1%	9.2%
Utility bill inserts	4	0.5%	0.8%
Friends and family	68	9.0%	13.6%
Social media (Twitter, Facebook)	198	26.1%	39.5%
Local websites	71	9.4%	14.2%
Community or neighborhood groups	40	5.4%	8.1%
E-mail from the city or councilmember	26	3.5%	5.2%
Other (Specify)	89	11.8%	17.9%
Total	757	100.0%	151.0%

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.

NOTE: a full array of verbatim “other” comments for INFO1 has been provided to the City in an Excel file.

D1: Do you rent or own your current residence?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rent or lease	160	31.2	31.7	31.7
	Own	316	61.5	62.6	94.3
	Live with family members (adult living with parents, or elderly person living with kids, etc.)	29	5.6	5.7	100.0
	Total	504	98.3	100.0	
Missing	Refused	9	1.7		
Total		513	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	42	8.2	8.2	8.2
	High school degree or equivalent	128	25.0	25.0	33.1
	Some college but no degree	115	22.4	22.4	55.6
	Associate degree or technical certificate	56	11.0	11.0	66.6
	Bachelor's degree	77	14.9	14.9	81.5
	Graduate or professional degree	93	18.1	18.1	99.6
	Immigrated here	2	.4	.4	100.0
	Total	512	99.9	100.0	
Missing	Refused	1	.1		
Total		513	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	277	53.9	53.9	53.9
	Working less than 30 hours a week for pay	67	13.2	13.2	67.1
	Full-time student	14	2.7	2.7	69.8
	Full-time homemaker, parent or caregiver	33	6.4	6.4	76.2
	Unemployed and looking for work	17	3.2	3.2	79.4
	Retired, or	87	16.9	16.9	96.3
	Disabled and not able to work	19	3.7	3.7	100.0
	Total	513	100.0	100.0	

Q5a: Do you have more than one job? ASKED ONLY IF THEY ARE WORKING FULL OR PART-TIME.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	56	10.9	16.2	16.2
	No	288	56.2	83.8	100.0
	Total	344	67.1	100.0	
Missing	System	169	32.9		
Total		513	100.0		

D5b: Do you work in the City of Riverside? ASKED ONLY IF THEY ARE WORKING FULL OR PART-TIME					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	173	33.7	54.1	54.1
	No	146	28.5	45.9	100.0
	Total	319	62.2	100.0	
Missing	Refused	25	4.9		
	System	169	32.9		
	Total	194	37.8		
Total		513	100.0		

D5b: Other Cities Where Residents Work ASKED ONLY IF THEY ARE WORKING FULL OR PART-TIME, NOT IN RIVERSIDE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All over, different cities	10	1.9	6.7	6.7
	Anaheim	7	1.4	5.0	11.7
	Corona	25	4.9	17.0	28.7
	Riverside County	3	.7	2.3	31.0
	Fontana	8	1.6	5.6	36.6
	Irvine	6	1.2	4.3	40.9
	Los Angeles	0	.0	.1	41.0
	Mira Loma	2	.3	1.2	42.1
	Moreno Valley	13	2.6	9.0	51.2
	Norco	6	1.1	4.0	55.2
	Ontario	4	.8	2.7	57.9
	Rancho Cucamonga	2	.4	1.4	59.3
	San Bernardino	12	2.4	8.4	67.7
	Perris	1	.2	.8	68.5
	Loma Linda	6	1.2	4.1	72.6
	Van Nuys	2	.4	1.3	73.9
	West Covina	1	.2	.8	74.6
	Mission Viejo	5	1.1	3.7	78.4
	Chino	4	.8	3.0	81.4
	Bloomington	1	.2	.7	82.1
	Rialto	7	1.3	4.6	86.7
	Redlands	2	.4	1.3	88.0
	No Response	1	.2	.6	88.6
	Others	17	3.2	11.3	100.0
	Total	146	28.5	100.0	
Missing	System	367	71.5		
Total		513	100.0		

NOTE: a full array of verbatim "other" comments for D5b has been provided to the City in an Excel file.

Descriptive Statistics for D5miles: How many miles do you commute to work ONE WAY? ASKED ONLY IF THEY ARE WORKING FULL OR PART-TIME		
N	Valid	289
	Missing	224
Mean		14.90
Median		10.00
Std. Deviation		15.721
Range		299
Minimum		1
Maximum		300

D5Days: How many days a week do you commute to work? ASKED ONLY IF THEY ARE WORKING FULL OR PART-TIME					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Day	4	.8	1.5	1.5
	2 Days	6	1.1	2.0	3.5
	3 days	17	3.3	5.7	9.3
	4 days	36	6.9	12.2	21.5
	5 days	186	36.2	64.0	85.5
	6 days	21	4.1	7.2	92.7
	7 days	15	2.9	5.1	97.9
	Other (a range of days)	6	1.2	2.1	100.0
	Total	290	56.6	100.0	
Missing	Don't drive/Work from home	16	3.2		
	Don't know	12	2.4		
	Refused	2	.4		
	System	192	37.4		
	Total	223	43.4		
Total		513	100.0		

NOTE: a full array of verbatim “other” comments for D5Days has been provided to the City in an Excel file.

Descriptive Statistics for D5Days: How many days a week do you commute to work? ASKED ONLY IF THEY ARE WORKING FULL OR PART-TIME		
N	Valid	284
	Missing	229
Mean		4.81
Median		5.00
Std. Deviation		1.021
Range		6
Minimum		1
Maximum		7

D6: AGE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 19 years	29	5.7	5.9	5.9
	20 to 24 years	25	4.8	5.0	10.9
	25 to 29 years	80	15.6	16.2	27.1
	30 to 34 years	64	12.5	12.9	40.0
	35 to 39 years	32	6.3	6.5	46.5
	40 to 44 years	21	4.1	4.3	50.8
	45 to 49 years	37	7.1	7.4	58.2
	50 to 54 years	53	10.3	10.6	68.8
	55 to 59 years	55	10.8	11.2	80.0
	60 to 64 years	18	3.5	3.6	83.7
	65 to 69 years	29	5.6	5.8	89.4
	70 to 74 years	21	4.0	4.2	93.6
	75 to 79 years	13	2.5	2.6	96.2
	80 to 84 years	13	2.6	2.7	98.9
	85 years and over	5	1.1	1.1	100.0
	Total	495	96.5	100.0	
Missing	System	18	3.5		
Total		513	100.0		

Descriptive Statistics for		
D6AGE: What is your age?		
N	Valid	495
	Missing	18
Mean		44.74
Median		44.00
Std. Deviation		17.847
Range		77
Minimum		18
Maximum		95

D7: How many children ages 18 and under do you have living at home?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	282	55.0	55.6	55.6
	1	79	15.3	15.5	71.1
	2	91	17.7	17.7	89.0
	3	31	6.0	6.0	95.0
	4	17	3.3	3.4	98.4
	5	4	.8	.9	99.3
	6	3	.5	.5	99.8
	8	1	.2	.2	100.0
	Total	507	98.9	100.0	
Missing	Hung up no response given	1	.2		
	Refused	5	.9		
	Total	6	1.1		
Total		513	100.0		

D8: Are you of Hispanic, Latino, or Spanish origin?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	262	51.1	51.8	51.8
	No	244	47.5	48.2	100.0
	Total	506	98.6	100.0	
Missing	Don't Know	1	.2		
	Refused	5	1.0		
	System	1	.2		
	Total	7	1.4		
Total		513	100.0		

D9: How would you describe your race?			
	Responses		Percent of Cases
	N	Percent	
White	227	38.1%	45.4%
African American	36	6.1%	7.3%
Hispanic/Latino	262	44.0%	52.4%
American Indian or Alaska Native	20	3.3%	4.0%
Asian Indian	23	3.8%	4.5%
Chinese	1	0.1%	0.1%
Filipino	0	0.0%	0.0%
Japanese	7	1.2%	1.4%
Korean	1	0.2%	0.2%
Other Asian	17	2.8%	3.3%
Other Native Hawaiian	0	0.1%	0.1%
Some other race	2	0.3%	0.3%
Total	595	100.0%	118.9%

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.

NOTE: a full array of verbatim "other" comments for D9 has been provided to the City in an Excel file.

D10: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2018?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	53	10.3	12.8	12.8
	$25,000 to less than $35,000	61	11.8	14.7	27.5
	$35,000 to less than $50,000	49	9.6	12.0	39.5
	$50,000 to less than $65,000	29	5.6	7.0	46.5
	$65,000 to less than $80,000	44	8.6	10.8	57.2
	$80,000 to $110,000	68	13.2	16.4	73.7
	Over $110,000	108	21.1	26.3	100.0
	Total	411	80.2	100.0	
Missing	Don't know	36	7.0		
	Refused	65	12.6		
	Hung up no response given	1	.2		
	Total	102	19.8		
Total		513	100.0		

D10b: How many people contribute to the household income?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	163	31.9	31.9	31.9
	2	235	45.7	45.8	77.7
	3	41	8.0	8.0	85.8
	4	29	5.6	5.6	91.4
	5	8	1.5	1.6	93.0
	Refused	36	7.0	7.0	100.0
	Total	512	99.8	100.0	
Missing	System	1	.2		
Total		513	100.0		

D24: Is there anything else you'd like to tell Riverside community leaders about the quality of life in Riverside?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	230	44.9	45.4	45.4
	No	277	54.0	54.6	100.0
	Total	507	98.9	100.0	
Missing	Don't Know	5	1.0		
	System	1	.2		
	Total	6	1.1		
Total		513	100.0		

NOTE: as a final question Q24 people were asked “Is there anything else you’d like to tell Riverside community leaders about the quality of life in Riverside?” A full array of verbatim comments has been provided to the City in an Excel file.

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	170	33.1	33.1	33.1
	Female	342	66.8	66.9	100.0
	Total	512	99.8	100.0	
Missing	System	1	.2		
Total		513	100.0		

Survey conducted in English or in Spanish					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	469	91.4	91.4	91.4
	Spanish	44	8.6	8.6	100.0
	Total	513	100.0	100.0	

Zip Code: What is your zip code?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	92501	30	5.8	5.9	5.9
	92503	123	23.9	24.4	30.3
	92504	90	17.6	18.0	48.3
	92505	48	9.4	9.6	57.9
	92506	81	15.8	16.1	74.0
	92507	63	12.4	12.6	86.7
	92508	60	11.6	11.9	98.6
	92513	1	.2	.2	98.8
	92515	6	1.1	1.2	100.0
	Total	502	97.8	100.0	
Missing	Don't know	7	1.5		
	Refused	4	.8		
	Total	11	2.2		
Total		513	100.0		

APPENDIX VI

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

2019 Riverside Community Quality of Life Survey
Data Display, Online Survey
for those who Live (and Perhaps Work) in Riverside

Following are frequency tables for the online version of the 2019 Riverside Community Quality of Life Survey for people who live (and perhaps work) in Riverside. A few comments about this data display are in order:

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

- The "simple" frequency tables below, produced by SPSS 25.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
    - **Frequency** – the number of respondents providing a particular response
    - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 1,405 (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 5.9% have lived in the City less than 2 years, 16.3% have lived in the City 5 years or less, 25.5% have lived in the City 10 years or less, etc.

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

LIVEWORK: Live in City of Riverside / Live and Work in the City of Riverside?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Live in the City of Riverside	741	52.7	52.7	52.7
	Both live AND work in the City of Riverside	664	47.3	47.3	100.0
	Total	1405	100.0	100.0	

Q1: How many years have you lived in the City of Riverside?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	83	5.9	5.9	5.9
	2 to 5 years	145	10.3	10.3	16.3
	6 to 10 years	129	9.2	9.2	25.5
	11 to 20 years	245	17.4	17.5	42.9
	More than 20 years	800	56.9	57.1	100.0
	Total	1402	99.8	100.0	
Missing	System	3	.2		
Total		1405	100.0		

Q147_1: Riverside is an attractive place					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	278	19.8	20.0	20.0
	Agree	890	63.3	63.9	83.8
	Disagree	182	13.0	13.1	96.9
	Strongly Disagree	43	3.1	3.1	100.0
	Total	1393	99.1	100.0	
Missing	Don't know	10	.7		
	System	2	.1		
	Total	12	.9		
Total		1405	100.0		

Q147_2: I feel a sense of belonging to my community					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	299	21.3	22.1	22.1
	Agree	748	53.2	55.2	77.3
	Disagree	249	17.7	18.4	95.6
	Strongly Disagree	59	4.2	4.4	100.0
	Total	1355	96.4	100.0	
Missing	Don't know	43	3.1		
	System	7	.5		
	Total	50	3.6		
Total		1405	100.0		

Q147_3: Riverside is a place where I can realize the goals I have for my future					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	223	15.9	17.6	17.6
	Agree	667	47.5	52.6	70.1
	Disagree	279	19.9	22.0	92.1
	Strongly Disagree	100	7.1	7.9	100.0
	Total	1269	90.3	100.0	
Missing	Don't know	133	9.5		
	System	3	.2		
	Total	136	9.7		
Total		1405	100.0		

Q147_4: There are good schools in my neighborhood					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	258	18.4	21.6	21.6
	Agree	647	46.0	54.1	75.7
	Disagree	201	14.3	16.8	92.6
	Strongly Disagree	89	6.3	7.4	100.0
	Total	1195	85.1	100.0	
Missing	Don't know	206	14.7		
	System	4	.3		
	Total	210	14.9		
Total		1405	100.0		

Q147_5: Riverside is a good place for young people to go to college or trade school					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	425	30.2	32.1	32.1
	Agree	753	53.6	56.8	88.8
	Disagree	112	8.0	8.4	97.3
	Strongly Disagree	36	2.6	2.7	100.0
	Total	1326	94.4	100.0	
Missing	Don't know	77	5.5		
	System	2	.1		
	Total	79	5.6		
Total		1405	100.0		

Q147_6: I am proud to live in Riverside					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	428	30.5	32.2	32.2
	Agree	654	46.5	49.1	81.3
	Disagree	192	13.7	14.4	95.7
	Strongly Disagree	57	4.1	4.3	100.0
	Total	1331	94.7	100.0	
Missing	Don't know	68	4.8		
	System	6	.4		
	Total	74	5.3		
Total		1405	100.0		

Q147_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	65	4.6	5.0	5.0
	Agree	192	13.7	14.8	19.9
	Disagree	450	32.0	34.8	54.7
	Strongly Disagree	586	41.7	45.3	100.0
	Total	1293	92.0	100.0	
Missing	Don't know	112	8.0		
Total		1405	100.0		

Q147_8: Riverside's tap water is safe to drink					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	182	13.0	15.6	15.6
	Agree	569	40.5	48.8	64.4
	Disagree	284	20.2	24.3	88.7
	Strongly Disagree	132	9.4	11.3	100.0
	Total	1167	83.1	100.0	
Missing	Don't know	236	16.8		
	System	2	.1		
	Total	238	16.9		
Total		1405	100.0		

Q3work: In your opinion, what are the BEST things about WORKING in Riverside? (No more than 2 choices may be given) ASKED ONLY IF BOTH LIVE AND WORK IN RIVERSIDE			
	Responses		Percent of Cases
	N	Percent	
The pay is better here than in other areas	39	3.3%	5.9%
There are more jobs than in other areas	7	0.6%	1.1%
It's not crowded	33	2.8%	5.0%
Less traffic than in Orange or LA County	174	14.7%	26.3%
It's a short commute	406	34.3%	61.4%
I work for a good company	145	12.2%	21.9%
I have a good job	249	21.0%	37.7%
My job gives me a good chance for advancement / promotions	34	2.9%	5.1%
Availability of amenities (restaurants, entertainment, gyms, etc.)	54	4.6%	8.2%
Other	43	3.6%	6.5%
Total	1184	100.0%	179.1%

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.

NOTE: a full array of verbatim “other” comments for Q3work has been provided to the City in an Excel file.

Q4work: In your opinion, what do you like LEAST about WORKING in Riverside? (No more than 2 choices may be given) ASKED ONLY IF BOTH LIVE AND WORK IN RIVERSIDE			
	Responses		Percent of Cases
	N	Percent	
Smog, air pollution	178	17.1%	27.9%
Traffic	178	17.1%	27.9%
Poor public transportation	77	7.4%	12.1%
Pay is not as good as jobs in other places	152	14.6%	23.8%
It's not a good company / job	6	0.6%	0.9%
Other employees are not skilled enough	25	2.4%	3.9%
Not as much chance for advancement / promotion	73	7.0%	11.4%
Long commute	4	0.4%	0.6%
Poor amenities in the area (restaurants, entertainment, gyms, etc.)	98	9.4%	15.4%
Not enough parking	81	7.8%	12.7%
Nothing...I like everything about working in Riverside	97	9.3%	15.2%
Other	69	6.6%	10.8%
Total	1038	100.0%	162.7%

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.

NOTE: a full array of verbatim “other” comments for Q4work has been provided to the City in an Excel file.

Descriptive Statistics for Q119 Q119: City leaders would like to know how important certain issues are to you. Please rate each of the following by moving the sliders between 0 (not important) and 100 (VERY important)							
	N		Mean	Median	Std. Deviation	Minimum	Maximum
	Valid	Missing					
Feeling safe overall in the City	1380	25	91.33	100	16.52	0	100
Addressing homelessness	1375	30	86.22	100	21.23	0	100
Bringing new jobs to Riverside	1348	57	75.29	81	24.52	0	100
Effective communication methods	1354	51	78.25	83	22.63	0	100

Q92: Riverside is a good place to start or grow a business ASKED ONLY IF BOTH LIVE AND WORK IN RIVERSIDE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	83	5.9	17.2	17.2
	Agree	287	20.4	59.5	76.8
	Disagree	89	6.3	18.5	95.2
	Strongly Disagree	23	1.6	4.8	100.0
	Total	482	34.3	100.0	
Missing	System	923	65.7		
Total		1405	100.0		

NOTE: a full array of verbatim comments about “what would make Riverside a better place to start or grow a business” Q93 has been provided to the City in an Excel file.

Q101: Suppose you wanted to travel within the City of Riverside. Besides taking a personal car or motorcycle, is there any other way you would consider traveling within the City?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	738	52.5	57.3	57.3
	No	549	39.1	42.7	100.0
	Total	1287	91.6	100.0	
Missing	Don’t know	94	6.7		
	System	24	1.7		
	Total	118	8.4		
Total		1405	100.0		

Q131: What method of travel would you prefer? ASKED IF THEY WOULD CONSIDER OTHER METHODS OF TRAVEL IN Q101					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bus	125	8.9	17.0	17.0
	Walk	152	10.8	20.7	37.7
	Electric scooter	28	2.0	3.8	41.6
	Electric bicycle	20	1.4	2.7	44.3
	Streetcar	76	5.4	10.4	54.6
	Uber or Lyft	178	12.7	24.3	78.9
	Other (please specify)	20	1.4	2.7	81.6
	Bicycle	122	8.7	16.6	98.2
	Train or Trolley	13	.9	1.8	100.0
	Total	734	52.2	100.0	
Missing	System	671	47.8		
Total		1405	100.0		

NOTE: a full array of verbatim "other" comments for Q131 has been provided to the City in an Excel file.

Q132: Have you used or considered using the electric scooters or electric bikes offered by private companies within the city?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	348	24.8	25.3	25.3
	No	1028	73.2	74.7	100.0
	Total	1376	97.9	100.0	
Missing	System	29	2.1		
	Total	1405	100.0		

Q133: What can the City do to improve the experience of using electric scooters or electric bikes for residents and visitors? Check all that apply ASKED ONLY IF THEY HAVE OR WOULD USE ELECTRIC SCOOTERS OR ELECTRIC BIKES			
	Responses		Percent of Cases
	N	Percent	
Install more electric bike/scooter lanes	146	16.1%	44.2%
Improve bike/scooter lane connectivity	123	13.6%	37.3%
Protect bike/scooter lanes from vehicles	141	15.6%	42.7%
More electric bike/scooter parking	87	9.6%	26.4%
Bike/scooter user education	119	13.1%	36.1%
Driver education and traffic enforcement	95	10.5%	28.8%
Lower vehicle speeds	34	3.8%	10.3%
More availability of electric bikes or scooters	124	13.7%	37.6%
Other	37	4.1%	11.2%
Total	906	100.0%	274.5%

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.

NOTE: a full array of verbatim "other" comments for Q133 has been provided to the City in an Excel file.

Q104: In the last few years was there ever a time when you couldn't do something you wanted to do in the City because you didn't have enough options for transportation?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	186	13.2	13.6	13.6
	No	1045	74.4	76.3	89.9
	Don't recall	139	9.9	10.1	100.0
	Total	1370	97.5	100.0	
Missing	System	35	2.5		
Total		1405	100.0		

Q105: What factor(s) prevented you from making your trip? ASKED ONLY IF THEY DIDN'T HAVE OPTIONS FOR TRANSPORTATION			
	Responses		Percent of Cases
	N	Percent	
There was no available RTA bus service	73	23.5%	39.5%
I didn't have a reliable personal vehicle	34	10.9%	18.4%
Time of day	50	16.1%	27.0%
Construction activity	26	8.4%	14.1%
Freeway traffic	59	19.0%	31.9%
School traffic	32	10.3%	17.3%
Other	37	11.9%	20.0%
Total	311	100.0%	168.1%

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.

NOTE: a full array of verbatim "other" comments for Q105 has been provided to the City in an Excel file.

Q106: Do you ever use public transportation within the City of Riverside?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	308	21.9	22.7	22.7
	No	1051	74.8	77.3	100.0
	Total	1359	96.7	100.0	
Missing	System	46	3.3		
Total		1405	100.0		

Q107: What are the main reasons you don't use public transportation? ASKED ONLY IF DON'T USE PUBLIC TRANSPORTATION			
	Responses		Percent of Cases
	N	Percent	
Have to wait to long for a bus	176	8.8%	16.9%
Too crowded	31	1.5%	3.0%
Not convenient to get where I need to go	381	19.0%	36.6%
Takes too long to get where I need to go	306	15.2%	29.4%
Too expensive to take public transportation	18	0.9%	1.7%
Don't like the people who use public transportation	145	7.2%	13.9%
Buses don't operate at the times I need to travel	92	4.6%	8.8%
I feel unsafe on buses	301	15.0%	28.9%
Don't know -- I just like taking my personal vehicle	459	22.8%	44.0%
Other	101	5.0%	9.7%
Total	2010	100.0%	192.9%

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.

NOTE: a full array of verbatim "other" comments for Q107 has been provided to the City in an Excel file.

Q108: From your perspective, what are the main parking issues in downtown Riverside?			
	Responses		Percent of Cases
	N	Percent	
There are no parking issues that I'm aware of	225	11.8%	18.2%
Parking is too expensive	353	18.6%	28.6%
There isn't enough "off-street" parking (that is, parking garages or lots)	475	25.0%	38.5%
There isn't enough parking on the street	516	27.2%	41.8%
The affordable parking is too far from where I need to go	218	11.5%	17.7%
Other	112	5.9%	9.1%
Total	1899	100.0%	153.8%

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.

NOTE: a full array of verbatim "other" comments for Q108 has been provided to the City in an Excel file.

Q109: What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more?			
	Responses		Percent of Cases
	N	Percent	
Install more bike lanes	267	12.7%	20.4%
Improve bike lane connectivity	341	16.2%	26.1%
Install more sidewalks	311	14.8%	23.8%
Make public transportation (that is, RTA and/or Metrolink) more affordable	235	11.2%	18.0%
Encourage schools to offer incentives or programs for children to walk and bike to school	364	17.3%	27.8%
Other	310	14.8%	23.7%
There is NOTHING that would encourage increased walking or biking	272	13.0%	20.8%
Total	2100	100.0%	160.4%

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.

NOTE: a full array of verbatim "other" comments for Q109 has been provided to the City in an Excel file.

Q110: On average, how many times per week do you walk or bike in the City of Riverside instead of taking your personal vehicle for errands?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	917	65.3	67.8	67.8
	1 or 2 times	308	21.9	22.8	90.5
	3 or 4 times	65	4.6	4.8	95.3
	5 or more times per week	63	4.5	4.7	100.0
	Total	1353	96.3	100.0	
Missing	System	52	3.7		
Total		1405	100.0		

Q111: On average how long does it take you to make the trip (typical total time *round trip* time) ASKED ONLY IF WALK OR BIKE INSTEAD OF TAKING PERSONAL VEHICLE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 5 minutes	8	.6	1.9	1.9
	5 to 14 minutes	109	7.8	25.3	27.2
	15 to 30 minutes	197	14.0	45.8	73.0
	More than 30 minutes	116	8.3	27.0	100.0
	Total	430	30.6	100.0	
Missing	System	975	69.4		
Total		1405	100.0		

Q120: Do you or anyone in your household drive an electric vehicle?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	114	8.1	8.5	8.5
	No	1232	87.7	91.5	100.0
	Total	1346	95.8	100.0	
Missing	System	59	4.2		
Total		1405	100.0		

Q121: What is the MAIN reason no one in your household drives an electric vehicle? ASKED ONLY IF NO ONE IN HOUSEHOLD DRIVES AN EV					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	My/our current car already meets my/our needs	544	38.7	44.8	44.8
	Price of the vehicle	279	19.9	23.0	67.8
	Limited number of miles one can drive before recharging	115	8.2	9.5	77.3
	Not enough charging stations available	60	4.3	4.9	82.3
	Lack of familiarity with electric vehicles	45	3.2	3.7	86.0
	Not enough model choices	31	2.2	2.6	88.5
	Other (Please specify)	80	5.7	6.6	95.1
	Cost of maintaining the car in the future	59	4.2	4.9	100.0
	Total	1213	86.3	100.0	
Missing	System	192	13.7		
Total		1405	100.0		

NOTE: a full array of verbatim "other" comments for Q121 has been provided to the City in an Excel file.

Q122: What is the MAIN reason you or member of your household choose to drive an electric vehicle? ASKED ONLY IF SOMEONE IN THE HOUSEHOLD DRIVES AN EVE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Concern for the environment	40	2.8	35.4	35.4
	Save money on gas	47	3.3	41.6	77.0
	Fun to drive	2	.1	1.8	78.8
	Sales tax waiver	2	.1	1.8	80.5
	Use of the carpool lane for free	14	1.0	12.4	92.9
	Don't want to depend on other countries for oil	2	.1	1.8	94.7
	Other (please specify)	6	.4	5.3	100.0
	Total	113	8.0	100.0	
Missing	System	1292	92.0		
Total		1405	100.0		

NOTE: a full array of verbatim "other" comments for Q122 has been provided to the City in an Excel file.

Q123: Would you be more likely to drive an electric vehicle if more public charging stations were available? ASKED ONLY IF NO ONE IN THE HOUSEHOLD DRIVES AN EV					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	388	27.6	47.1	47.1
	No	435	31.0	52.9	100.0
	Total	823	58.6	100.0	
Missing	System	582	41.4		
Total		1405	100.0		

NOTE: a full array of suggestions for charging station locations Q124 has been provided to the City in an Excel file.

Q125: Would you be more likely to visit City facilities (like libraries or parks) if they had public electric vehicle charging stations?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	378	26.9	29.0	29.0
	No	926	65.9	71.0	100.0
	Total	1304	92.8	100.0	
Missing	System	101	7.2		
Total		1405	100.0		

AIR: The air quality in Riverside has improved since I've lived here ASKED ONLY IF RESPONDENT HAS LIVED IN RIVERSIDE ≥ 6 YEARS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	187	13.3	19.6	19.6
	Agree	413	29.4	43.2	62.8
	Disagree	241	17.2	25.2	88.0
	Strongly Disagree	115	8.2	12.0	100.0
	Total	956	68.0	100.0	
Missing	System	449	32.0		
Total		1405	100.0		

Q85_1: My child(ren)'s school prepares them for a good job or career ASKED ONLY IF PARENT OF A CHILD 18 YEARS OLD OR YOUNGER					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	65	4.6	19.5	19.5
	Agree	161	11.5	48.2	67.7
	Disagree	63	4.5	18.9	86.5
	Strongly Disagree	45	3.2	13.5	100.0
	Total	334	23.8	100.0	
Missing	Don't Know	62	4.4		
	System	1009	71.8		
	Total	1071	76.2		
Total		1405	100.0		

Q85_2: My child(ren)'s school prepares her/ him/ them to be successful college students ASKED ONLY IF PARENT OF A CHILD 18 YEARS OLD OR YOUNGER					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	86	6.1	25.1	25.1
	Agree	171	12.2	50.0	75.1
	Disagree	52	3.7	15.2	90.4
	Strongly Disagree	33	2.3	9.6	100.0
	Total	342	24.3	100.0	
Missing	Don't Know	55	3.9		
	System	1008	71.7		
	Total	1063	75.7		
Total		1405	100.0		

Q94: Riverside's workforce is properly trained and educated? ASKED IF BOTH LIVE AND WORK IN RIVERSIDE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	39	2.8	7.7	7.7
	Agree	311	22.1	61.6	69.3
	Disagree	122	8.7	24.2	93.5
	Strongly Disagree	33	2.3	6.5	100.0
	Total	505	35.9	100.0	
Missing	System	900	64.1		
Total		1405	100.0		

Q95: Do the business training and support services In Riverside meet your needs? ASKED ONLY IF BOTH LIVE AND WORK IN RIVERSIDE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	128	9.1	46.2	46.2
	Partially meet my needs	120	8.5	43.3	89.5
	Doesn't meet my needs	29	2.1	10.5	100.0
	Total	277	19.7	100.0	
Missing	Don't use them	207	14.7		
	Didn't know Riverside had them	145	10.3		
	System	776	55.2		
	Total	1128	80.3		
Total		1405	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? ASKED ONLY IF A COLLEGE OR UNIVERSITY STUDENT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	27	1.9	34.2	34.2
	No	23	1.6	29.1	63.3
	I have no interest in internships	8	.6	10.1	73.4
	Not yet, but I plan to	21	1.5	26.6	100.0
	Total	79	5.6	100.0	
Missing	System	1326	94.4		
Total		1405	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? ASKED ONLY IF A COLLEGE/UNIVERSITY STUDENT WHO SOUGHT INTERNSHIPS OR PLAN TO					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs	9	.6	19.1	19.1
	No, there are not enough local opportunities	28	2.0	59.6	78.7
	I don't know yet	10	.7	21.3	100.0
	Total	47	3.3	100.0	
Missing	System	1358	96.7		
Total		1405	100.0		

School4: Do you believe you will be able to find a good job in Riverside after you graduate? ASK ONLY IF A COLLEGE OR UNIVERSITY STUDENT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	41	2.9	54.7	54.7
	No, the jobs I want aren't in Riverside	27	1.9	36.0	90.7
	I don't want to stay in Riverside	7	.5	9.3	100.0
	Total	75	5.3	100.0	
Missing	System	1330	94.7		
Total		1405	100.0		

School 5: Do you think Riverside is good place to live for college students? ASK ONLY IF A COLLEGE OR UNIVERSITY STUDENT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	65	4.6	83.3	83.3
	No	13	.9	16.7	100.0
	Total	78	5.6	100.0	
Missing	System	1327	94.4		
Total		1405	100.0		

NOTE: a full array of suggestions for making Riverside a better place to live for college students (School5b) has been provided to the City in an Excel file.

RETIRE_1: Riverside is a good place to live for those over 65 ASKED ONLY IF AGE 65 OR OLDER					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	35	2.5	21.3	21.3
	Agree	100	7.1	61.0	82.3
	Disagree	21	1.5	12.8	95.1
	Strongly Disagree	8	.6	4.9	100.0
	Total	164	11.7	100.0	
Missing	Don't know	7	.5		
	System	1234	87.8		
	Total	1241	88.3		
Total		1405	100.0		

RETIRE_2: My medical care providers help me deal with aging related concerns ASKED ONLY IF AGE 65 OR OLDER					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	45	3.2	29.4	29.4
	Agree	87	6.2	56.9	86.3
	Disagree	15	1.1	9.8	96.1
	Strongly Disagree	6	.4	3.9	100.0
	Total	153	10.9	100.0	
Missing	Don't know	15	1.1		
	System	1237	88.0		
	Total	1252	89.1		
Total		1405	100.0		

NOTE: a full array of suggestions for making Riverside a better place to live for those over 65 (retireb) has been provided to the City in an Excel file.

Q134: Now moving on to another topic: About how many times a year do you visit the parks and recreational spaces in the City of Riverside?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	100	7.1	7.6	7.6
	A few times a year	549	39.1	41.5	49.0
	About once a month	216	15.4	16.3	65.3
	More than one time a month	437	31.1	33.0	98.3
	Can't estimate	22	1.6	1.7	100.0
	Total	1324	94.2	100.0	
Missing	System	81	5.8		
Total		1405	100.0		

Q135: Do the parks and recreational spaces in Riverside meet your needs? ASKED ONLY IF VISIT AT LEAST A FEW TIMES A YEAR					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	665	47.3	54.4	54.4
	No	149	10.6	12.2	66.6
	Somewhat	408	29.0	33.4	100.0
	Total	1222	87.0	100.0	
Missing	System	183	13.0		
Total		1405	100.0		

NOTE: a full array of suggestions for improving various aspects of city life (Q135 and Q11_1 to Q11_5) has been provided to the City in an Excel file.

Q11_1: Retail stores in the City					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	689	49.0	52.7	52.7
	No	125	8.9	9.6	62.2
	Somewhat	474	33.7	36.2	98.5
	Don't use them	20	1.4	1.5	100.0
	Total	1308	93.1	100.0	
Missing	System	97	6.9		
Total		1405	100.0		

Q11_2: Restaurants in the City					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	611	43.5	46.7	46.7
	No	211	15.0	16.1	62.8
	Somewhat	476	33.9	36.4	99.2
	Don't use them	11	.8	.8	100.0
	Total	1309	93.2	100.0	
Missing	System	96	6.8		
Total		1405	100.0		

Q11_3: Places in the City to hear music, dance, and watch live theater					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	471	33.5	36.3	36.3
	No	223	15.9	17.2	53.5
	Somewhat	418	29.8	32.3	85.8
	Don't use them	184	13.1	14.2	100.0
	Total	1296	92.2	100.0	
Missing	System	109	7.8		
Total		1405	100.0		

Q11_4: Festivals and special events in the City					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	554	39.4	42.6	42.6
	No	175	12.5	13.5	56.1
	Somewhat	433	30.8	33.3	89.5
	Don't use them	137	9.8	10.5	100.0
	Total	1299	92.5	100.0	
Missing	System	106	7.5		
Total		1405	100.0		

Q11_5: Public libraries in the City					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	725	51.6	55.5	55.5
	No	77	5.5	5.9	61.4
	Somewhat	222	15.8	17.0	78.4
	Don't use them	282	20.1	21.6	100.0
	Total	1306	93.0	100.0	
Missing	System	99	7.0		
Total		1405	100.0		

Q137: Have you ever used Riverside's 311 for City services?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	806	57.4	62.7	62.7
	No	479	34.1	37.3	100.0
	Total	1285	91.5	100.0	
Missing	System	120	8.5		
Total		1405	100.0		

Q138: How would you rate 311? ASKED ONLY IF USED 311 FOR CITY SERVICES					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	347	24.7	43.1	43.1
	Good	339	24.1	42.1	85.2
	Poor	28	2.0	3.5	88.7
	Fair	91	6.5	11.3	100.0
	Total	805	57.3	100.0	
Missing	System	600	42.7		
Total		1405	100.0		

Q139: Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1267	90.2	98.4	98.4
	No	20	1.4	1.6	100.0
	Total	1287	91.6	100.0	
Missing	System	118	8.4		
Total		1405	100.0		

INFO1: What source(s) 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	253	6.2%	19.9%
On-line community calendar at RiversideCA.gov (City's website or ExploreRiverside.com)	450	11.0%	35.4%
Explore Riverside quarterly newsletter	387	9.5%	30.5%
Utility bill inserts	275	6.7%	21.7%
Friends and family	602	14.7%	47.4%
Social media such as Twitter or Facebook	847	20.7%	66.7%
Local Websites	290	7.1%	22.8%
Community or neighborhood groups	334	8.2%	26.3%
Email from the City or Councilmember	184	4.5%	14.5%
Religious/Faith community	101	2.5%	8.0%
Employer	168	4.1%	13.2%
Radio	89	2.2%	7.0%
Channel 3, government access TV	26	0.6%	2.0%
Other	79	1.9%	6.2%
Total	4085	100.0%	321.7%

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.

NOTE: a full array of verbatim “other” comments for INFO1 & INFO1b has been provided to the City in an Excel file.

Q114: Have you ever used the City of Riverside's *eComment* feature located on the City's website?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	82	5.8	6.4	6.4
	No	1135	80.8	88.7	95.1
	Don't recall	63	4.5	4.9	100.0
	Total	1280	91.1	100.0	
Missing	System	125	8.9		
Total		1405	100.0		

Q115: Have you ever participated in Riverside City government, for example by providing input online, or attending a City Council meeting, or serving on a City committee?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	568	40.4	44.5	44.5
	No	680	48.4	53.2	97.7
	Don't recall	29	2.1	2.3	100.0
	Total	1277	90.9	100.0	
Missing	System	128	9.1		
Total		1405	100.0		

Q116: What types of situations make you most likely to participate in City government? ASKED ONLY IF HAVE PARTICIPATED IN CITY GOVERNMENT			
	Responses		Percent of Cases
	N	Percent	
When something affects me personally	321	29.1%	57.5%
When something affects my neighborhood	418	37.9%	74.9%
When I don't agree on policy	260	23.6%	46.6%
When I have some free time	70	6.3%	12.5%
Other (please specify)	35	3.2%	6.3%
Total	1104	100.0%	197.8%

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.

NOTE: a full array of verbatim "other" comments for Q116 has been provided to the City in an Excel file.

Q117alt: What can the City do to make it easier for you to participate in City government?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Directly e-mail or send text messages about the opportunities available	282	20.1	24.0	24.0
	Provide information further in advance	188	13.4	16.0	40.0
	Provide greater opportunities to participate via technology, instead of attending meetings	456	32.5	38.8	78.7
	Change meeting times (Please specify)	58	4.1	4.9	83.7
	Come to my neighborhood	123	8.8	10.5	94.1
	Other (please specify)	69	4.9	5.9	100.0
	Total	1176	83.7	100.0	
Missing	System	229	16.3		
Total		1405	100.0		

NOTE: a full array of verbatim suggestions changing meeting times and for making it easier to participate in City government Q117Alt have been provided to the City in an Excel file.

Q17: Do you know the names of your neighbors who live close to you?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All of them	136	9.7	10.7	10.7
	Most of them	434	30.9	34.2	45.0
	Some of them	600	42.7	47.3	92.3
	No, don't know any	97	6.9	7.6	99.9
	Don't have any neighbors close by	1	.1	.1	100.0
	Total	1268	90.2	100.0	
Missing	System	137	9.8		
Total		1405	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	1019	72.5	92.1	92.1
	No	87	6.2	7.9	100.0
	Total	1106	78.7	100.0	
Missing	System	299	21.3		
Total		1405	100.0		

Q18: Do you feel it is safe to walk in your neighborhood?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	797	56.7	62.9	62.9
	No, it is not safe	92	6.5	7.3	70.2
	It is somewhat safe	378	26.9	29.8	100.0
	Total	1267	90.1	100.0	
Missing	Don't walk outside, but not because of safety	9	.6		
	System	129	9.2		
	Total	137	9.8		
Total		1405	100.0		

Q18B: What is the MAIN reason you feel it is unsafe? ASKED ONLY IF THEY FEEL IT IS NOT SAFE OR ONLY SOMEWHAT SAFE TO WALK IN THE NEIGHBORHOOD					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Crime	89	6.3	19.3	19.3
	No sidewalks or bad sidewalks	22	1.6	4.8	24.0
	Dangerous intersections	7	.5	1.5	25.5
	Gang problem	15	1.1	3.2	28.7
	No lighting or poor lighting	22	1.6	4.8	33.5
	Too much traffic	21	1.5	4.5	38.0
	Homeless/panhandlers	206	14.7	44.6	82.6
	Other (please specify)	80	5.7	17.3	100.0
	Total	462	32.9	100.0	
Missing	System	943	67.1		
Total		1405	100.0		

NOTE: a full array of verbatim “other” comments for Q18B has been provided to the City in an Excel file.

Q18Work: Do you feel it is safe to walk near your work location? ASKED ONLY IF BOTH LIVE AND WORK IN RIVERSIDE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	245	17.4	41.2	41.2
	No, it is not safe	107	7.6	18.0	59.3
	It is somewhat safe	242	17.2	40.7	100.0
	Total	594	42.3	100.0	
Missing	Don't walk outside, but not because of safety	9	.6		
	System	802	57.1		
	Total	811	57.7		
Total		1405	100.0		

Q18bWork: What makes you feel it is unsafe to walk near your work location? Please list the MAIN reason. ASKED ONLY IF THEY FEEL IT IS NOT SAFE OR ONLY SOMEWHAT SAFE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Crime	44	3.1	12.9	12.9
	Gang problem	2	.1	.6	13.5
	No sidewalks or bad sidewalks	10	.7	2.9	16.4
	Dangerous intersections	11	.8	3.2	19.6
	No lighting or poor lighting	12	.9	3.5	23.1
	Too much traffic	17	1.2	5.0	28.1
	Other (please specify)	37	2.6	10.8	38.9
	Homeless/panhandlers	209	14.9	61.1	100.0
	Total	342	24.3	100.0	
Missing	System	1063	75.7		
Total		1405	100.0		

NOTE: a full array of verbatim “other” comments for Q18bWork has been provided to the City in an Excel file.

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	164	11.7	13.0	13.0
	Not too fearful	495	35.2	39.2	52.2
	Somewhat fearful, or	490	34.9	38.8	91.0
	Very fearful	113	8.0	9.0	100.0
	Total	1262	89.8	100.0	
Missing	System	143	10.2		
Total		1405	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	407	29.0	32.4	32.4
	Same	678	48.3	54.0	86.4
	Worse off	171	12.2	13.6	100.0
	Total	1256	89.4	100.0	
Missing	System	149	10.6		
Total		1405	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	451	32.1	38.5	38.5
	Same	624	44.4	53.2	91.7
	Worse off	97	6.9	8.3	100.0
	Total	1172	83.4	100.0	
Missing	System	233	16.6		
Total		1405	100.0		

Q22: Do you donate money to Riverside causes or organizations?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	724	51.5	58.4	58.4
	No	292	20.8	23.6	82.0
	Donate to causes, but not in Riverside	223	15.9	18.0	100.0
	Total	1239	88.2	100.0	
Missing	System	166	11.8		
Total		1405	100.0		

Q22B: Do your donations to Riverside causes go to religious/faith institutions, to other nonprofit organizations, or to both? ASKED ONLY IF DONATE MONEY TO RIVERSIDE CAUSES/ORGANIZATIONS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Religious institutions	87	6.2	12.1	12.1
	Other nonprofit organizations	339	24.1	47.3	59.4
	Both	291	20.7	40.6	100.0
	Total	717	51.0	100.0	
Missing	System	688	49.0		
Total		1405	100.0		

Q22c: Approximately what percent of your total donations go to Riverside causes or organizations? ASKED ONLY IF DONATE MONEY TO RIVERSIDE CAUSES/ORGANIZATIONS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Zero	11	.8	1.6	1.6
	1 - 25%	352	25.1	49.8	51.3
	26 - 50%	95	6.8	13.4	64.8
	51 - 75%	86	6.1	12.2	76.9
	76 - 99%	72	5.1	10.2	87.1
	100%	91	6.5	12.9	100.0
	Total	707	50.3	100.0	
Missing	System	698	49.7		
Total		1405	100.0		

Q23: Do you volunteer for Riverside causes, organizations or schools?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	609	43.3	48.9	48.9
	No	636	45.3	51.1	100.0
	Total	1245	88.6	100.0	
Missing	System	160	11.4		
Total		1405	100.0		

Q23b: How many hours per month do you volunteer? ASKED ONLY IF VOLUNTEER FOR RIVERSIDE CAUSES, ORGANIZATIONS, OR SCHOOLS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 - 8 hours	383	27.3	66.0	66.0
	9 - 20 hours	143	10.2	24.7	90.7
	21 or more hours	54	3.8	9.3	100.0
	Total	580	41.3	100.0	
Missing	System	825	58.7		
Total		1405	100.0		

Q149: How much confidence do you have that the elected officials in your city or community will adopt policies that will benefit the general community?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A great deal of confidence	136	9.7	10.9	10.9
	Some confidence	671	47.8	53.6	64.4
	Not much confidence	351	25.0	28.0	92.4
	No confidence	95	6.8	7.6	100.0
	Total	1253	89.2	100.0	
Missing	System	152	10.8		
Total		1405	100.0		

D1: The following questions about your background will be used for statistical purposes only. Do you rent or own your current residence?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rent or lease	255	18.1	20.3	20.3
	Own	932	66.3	74.3	94.6
	Live in student housing	2	.1	.2	94.7
	Live with family member (that is, a "senior" adult living with adult children, or adult living in parent's home, etc.)	58	4.1	4.6	99.4
	Other (please specify)	8	.6	.6	100.0
	Total	1255	89.3	100.0	
Missing	System	150	10.7		
Total		1405	100.0		

NOTE: a full array of verbatim “other” comments for D1 has been provided to the City in an Excel file.

D2: What is your home zip code?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused to state	195	13.9	13.9	13.9
	92501	153	10.9	10.9	24.8
	92502	1	.1	.1	24.8
	92503	156	11.1	11.1	35.9
	92504	171	12.2	12.2	48.1
	92505	96	6.8	6.8	54.9
	92506	383	27.3	27.3	82.2
	92507	120	8.5	8.5	90.7
	92508	119	8.5	8.5	99.2
	92509	11	.8	.8	100.0
	Total	1405	100.0	100.0	

D4: What was the last grade of school that you completed?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school or less	8	.6	.6	.6
	High school degree or equivalent	58	4.1	4.6	5.2
	Some college but no degree	275	19.6	21.8	27.0
	Associate degree or technical certificate	184	13.1	14.6	41.6
	Bachelor's degree	330	23.5	26.1	67.7
	Graduate or professional degree	386	27.5	30.6	98.3
	Refuse to answer	12	.9	1.0	99.3
	Other (please specify)	9	.6	.7	100.0
	Total	1262	89.8	100.0	
Missing	System	143	10.2		
Total		1405	100.0		

Age breakdown					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	6	.4	.5	.5
	20-24	26	1.9	2.3	2.8
	25-29	75	5.3	6.6	9.4
	30-34	102	7.3	9.0	18.4
	35-39	152	10.8	13.4	31.8
	40-44	123	8.8	10.8	42.6
	45-49	125	8.9	11.0	53.6
	50-54	120	8.5	10.6	64.2
	55-59	150	10.7	13.2	77.4
	60-64	119	8.5	10.5	87.9
	65-69	78	5.6	6.9	94.7
	70-74	36	2.6	3.2	97.9
	75-79	16	1.1	1.4	99.3
	80-84	6	.4	.5	99.8
	85 and older	2	.1	.2	100.0
	Total	1136	80.9	100.0	
Missing	System	269	19.1		
Total		1405	100.0		

D6: How many children ages 18 and under do you have living at home?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	687	48.9	59.0	59.0
	1	218	15.5	18.7	77.7
	2	187	13.3	16.1	93.8
	3	57	4.1	4.9	98.7
	4	8	.6	.7	99.4
	5	5	.4	.4	99.8
	7	1	.1	.1	99.9
	9	1	.1	.1	100.0
	Total	1164	82.8	100.0	
Missing	System	241	17.2		
Total		1405	100.0		

D7: Which of the following best describes your employment status?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full-time for pay	786	55.9	62.3	62.3
	Working less than 30 hours a week for pay	95	6.8	7.5	69.8
	Full-time student	21	1.5	1.7	71.5
	Full-time homemaker, parent or caregiver	65	4.6	5.2	76.6
	Unemployed and looking for work	23	1.6	1.8	78.4
	Retired	195	13.9	15.5	93.9
	Disabled and not able to work	19	1.4	1.5	95.4
	Other (please specify)	58	4.1	4.6	100.0
	Total	1262	89.8	100.0	
Missing	System	143	10.2		
Total		1405	100.0		

NOTE: a full array of verbatim "other" comments for D7 has been provided to the City in an Excel file.

D7b: Do you work within the City of Riverside? ASKED ONLY IF WORKING FULL- OR PART-TIME					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	626	44.6	71.1	71.1
	No	254	18.1	28.9	100.0
	Total	880	62.6	100.0	
Missing	System	525	37.4		
Total		1405	100.0		

NOTE: a full array of verbatim comments/reasons for NOT working within the City of Riverside (D7c) has been provided to the City in an Excel file.

Q140: Do you have more than one job? ASKED ONLY IF WORKING FULL- OR PART-TIME					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	122	8.7	14.2	14.2
	No	735	52.3	85.8	100.0
	Total	857	61.0	100.0	
Missing	System	548	39.0		
Total		1405	100.0		

Descriptive Statistics for Q141: How many miles do you commute to work ONE WAY? If work from home, enter 0. ASKED ONLY IF WORK FULL- OR PART-TIME		
N	Valid	812
	Missing	593
Mean		12.2478
Median		8.0000
Std. Deviation		13.98452
Range		100.00
Minimum		.00
Maximum		100.00

Q143 Recode: Number of days commute ASKED ONLY IF COMMUTE TO WORK					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	18	1.3	2.3	2.3
	2	11	.8	1.4	3.7
	3	47	3.3	6.0	9.6
	4	83	5.9	10.5	20.2
	5	587	41.8	74.4	94.6
	6	30	2.1	3.8	98.4
	7	13	.9	1.6	100.0
	Total	789	56.2	100.0	
Missing	“It varies”	52	3.7		
	System	564	40.1		
Total		1405	100.0		

NOTE: a full array of verbatim “it varies” comments for Q143 has been provided to the City in an Excel file.

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	414	29.5	34.0	34.0
	Female	804	57.2	66.0	100.0
	Total	1218	86.7	100.0	
Missing	System	187	13.3		
Total		1405	100.0		

D8b: Are you of Hispanic, Latino, or Spanish origin?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	894	63.6	74.2	74.2
	Yes	311	22.1	25.8	100.0
	Total	1205	85.8	100.0	
Missing	System	200	14.2		
Total		1405	100.0		

D9: 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	867	68.9%	74.9%
African American	37	2.9%	3.2%
Hispanic	247	19.6%	21.3%
American Indian	24	1.9%	2.1%
Asian Indian	5	0.4%	0.4%
Chinese	5	0.4%	0.4%
Filipino	17	1.4%	1.5%
Japanese	11	0.9%	1.0%
Korean	5	0.4%	0.4%
Vietnamese	3	0.2%	0.3%
Asian Other	6	0.5%	0.5%
Native Hawaiian	4	0.3%	0.3%
Guamanian or Chamorro	1	0.1%	0.1%
Pacific Islander	6	0.5%	0.5%
Other race	21	1.7%	1.8%
Total	1259	100.0%	108.8%

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.

NOTE: a full array of verbatim "other" comments for D9 has been provided to the City in an Excel file.

D10: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2018?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	41	2.9	3.6	3.6
	$25,000 to less than $35,000	49	3.5	4.3	7.9
	$35,000 to less than $50,000	91	6.5	8.0	15.9
	$50,000 to less than $65,000	104	7.4	9.1	25.0
	$65,000 to less than $80,000	134	9.5	11.7	36.7
	$80,000 to $110,000	248	17.7	21.7	58.5
	Over $110,000	474	33.7	41.5	100.0
	Total	1141	81.2	100.0	
Missing	System	264	18.8		
Total		1405	100.0		

Q142: How many people contribute to the household income, INCLUDING YOURSELF? Please enter a number.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	15	1.1	1.3	1.3
	1	369	26.3	31.6	32.9
	2	694	49.4	59.5	92.4
	3	67	4.8	5.7	98.1
	4	16	1.1	1.4	99.5
	5	4	.3	.3	99.8
	6	1	.1	.1	99.9
	7	1	.1	.1	100.0
	Total	1167	83.1	100.0	
Missing	System	238	16.9		
Total		1405	100.0		

Hear: Finally, how did you hear about this Riverside Community Quality of Life Survey?			
	Responses		Percent of Cases
	N	Percent	
A local newspaper	13	1.0%	1.1%
On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com	120	9.0%	9.8%
Riverside quarterly newsletter	12	0.9%	1.0%
Utility bill inserts	6	0.5%	0.5%
Channel 3, Government Access TV	1	0.1%	0.1%
Community or neighborhood group	43	3.2%	3.5%
Friends and family	104	7.8%	8.5%
Local websites	36	2.7%	3.0%
Social media such as Twitter or Facebook	586	44.0%	48.1%
Email from the City or Councilmember	174	13.1%	14.3%
Religious/Faith community	1	0.1%	0.1%
Employer	136	10.2%	11.2%
Radio	1	0.1%	0.1%
Freeway sign	6	0.5%	0.5%
Other (please specify)	92	6.9%	7.5%
Total	1331	100.0%	109.2%

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.

NOTE: a full array of verbatim “other” comments for Hear_About has been provided to the City in an Excel file.

NOTE: as a final question, Q24 people were asked “Is there anything else you’d like to tell Riverside community leaders about the quality of life in Riverside?” A full array of verbatim comments has been provided to the City in an Excel file.

In what language was the survey completed?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	1397	99.4	99.4	99.4
	Spanish	8	.6	.6	100.0
	Total	1405	100.0	100.0	

APPENDIX VII

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

2019 Riverside Community Quality of Life Survey
Data Display, Online Survey for those who Work
(or Attend College/University) in Riverside but Live Elsewhere

Following are frequency tables for the online version of the 2019 Riverside Community Quality of Life Survey for people who work or attend college/university in Riverside but live elsewhere. A few comments about this data display are in order:

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

- The "simple" frequency tables below, produced by SPSS 25.0 (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 278 (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 15.9% have worked/attended college in Riverside for less than 2 years, 38.0% 5 years or less, 53.3% 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 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	44	15.8	15.9	15.9
	2 to 5 years	61	21.9	22.1	38.0
	6 to 10 years	42	15.1	15.2	53.3
	11 to 20 years	86	30.9	31.2	84.4
	More than 20 years	43	15.5	15.6	100.0
	Total	276	99.3	100.0	
Missing	System	2	.7		
Total		278	100.0		

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)			
	Responses		Percent of Cases
	N	Percent	
Can't afford to live in Riverside	74	17.2%	27.0%
Too much crime in the area	37	8.6%	13.5%
Too crowded	18	4.2%	6.6%
Can't afford to move from where I'm living now	41	9.6%	15.0%
I like where I'm living now	158	36.8%	57.7%
The schools seem better where I live now	29	6.8%	10.6%
Just don't like it	23	5.4%	8.4%
Other (please specify)	49	11.4%	17.9%
Total	429	100.0%	156.6%

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.

NOTE: a full array of verbatim "other" comments for Q2work has been provided to the City in an Excel file.

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	34	7.7%	12.8%
There are more jobs than in other areas	12	2.7%	4.5%
It's not crowded	5	1.1%	1.9%
Less traffic than in Orange or LA County	48	10.9%	18.1%
It's a short commute	80	18.2%	30.2%
I work for a good company	72	16.4%	27.2%
I have a good job	133	30.2%	50.2%
My job gives me a good chance for advancement / promotions	43	9.8%	16.2%
Availability of amenities (restaurants, entertainment, gyms, etc.)	13	3.0%	4.9%
Total	440	100.0%	166.0%

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.

NOTE: a full array of verbatim "other" comments for Q3work has been provided to the City in an Excel file.

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	40	9.4%	15.1%
Traffic	106	24.9%	40.0%
Poor public transportation	12	2.8%	4.5%
Pay is not as good as jobs in other places	47	11.0%	17.7%
It's not a good company / job	3	0.7%	1.1%
Other employees are not skilled enough	16	3.8%	6.0%
Not as much chance for advancement / promotion	40	9.4%	15.1%
Long commute	54	12.7%	20.4%
Poor amenities in the area (restaurants, entertainment, gyms, etc.)	20	4.7%	7.5%
Not enough parking	24	5.6%	9.1%
Nothing...I like everything about working in Riverside!	33	7.7%	12.5%
Other (please specify)	31	7.3%	11.7%
Total	426	100.0%	160.8%

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.

NOTE: a full array of verbatim "other" comments for Q4work has been provided to the City in an Excel file.

Q5_1: Riverside is a good place to bring visitors					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	33	11.9	13.4	13.4
	Agree	156	56.1	63.4	76.8
	Disagree	40	14.4	16.3	93.1
	Strongly Disagree	17	6.1	6.9	100.0
	Total	246	88.5	100.0	
Missing	Don't Know	17	6.1		
	System	15	5.4		
	Total	32	11.5		
Total		278	100.0		

Q5_2: Riverside is a good place to find a good job					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	22	7.9	9.1	9.1
	Agree	181	65.1	74.5	83.5
	Disagree	33	11.9	13.6	97.1
	Strongly Disagree	7	2.5	2.9	100.0
	Total	243	87.4	100.0	
Missing	Don't Know	20	7.2		
	System	15	5.4		
	Total	35	12.6		
Total		278	100.0		

Q5_3: Riverside is a good place to own and operate a business or nonprofit					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	14	5.0	9.9	9.9
	Agree	96	34.5	68.1	78.0
	Disagree	23	8.3	16.3	94.3
	Strongly Disagree	8	2.9	5.7	100.0
	Total	141	50.7	100.0	
Missing	Don't Know	120	43.2		
	System	17	6.1		
	Total	137	49.3		
Total		278	100.0		

Q5_4: Riverside is a good place to be active and healthy					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	26	9.4	11.1	11.1
	Agree	163	58.6	69.7	80.8
	Disagree	31	11.2	13.2	94.0
	Strongly Disagree	14	5.0	6.0	100.0
	Total	234	84.2	100.0	
Missing	Don't Know	27	9.7		
	System	17	6.1		
	Total	44	15.8		
Total		278	100.0		

Q5_5 : Riverside is a good place to raise children					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	15	5.4	7.7	7.7
	Agree	110	39.6	56.4	64.1
	Disagree	47	16.9	24.1	88.2
	Strongly Disagree	23	8.3	11.8	100.0
	Total	195	70.1	100.0	
Missing	Don't Know	65	23.4		
	System	18	6.5		
	Total	83	29.9		
Total		278	100.0		

Q5_6: Riverside is a good place to enjoy art and culture					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	34	12.2	14.4	14.4
	Agree	159	57.2	67.4	81.8
	Disagree	33	11.9	14.0	95.8
	Strongly Disagree	10	3.6	4.2	100.0
	Total	236	84.9	100.0	
Missing	Don't Know	26	9.4		
	System	16	5.8		
	Total	42	15.1		
Total		278	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	12	4.3	5.2	5.2
	Agree	97	34.9	41.8	47.0
	Disagree	82	29.5	35.3	82.3
	Strongly Disagree	41	14.7	17.7	100.0
	Total	232	83.5	100.0	
Missing	Don't Know	30	10.8		
	System	16	5.8		
	Total	46	16.5		
Total		278	100.0		

Q5_8 : Riverside is a good place to retire					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	6	2.2	3.1	3.1
	Agree	52	18.7	26.5	29.6
	Disagree	80	28.8	40.8	70.4
	Strongly Disagree	58	20.9	29.6	100.0
	Total	196	70.5	100.0	
Missing	Don't Know	67	24.1		
	System	15	5.4		
	Total	82	29.5		
Total		278	100.0		

Q5_9: Riverside is a good place to start or grow a business					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	7	2.5	4.9	4.9
	Agree	93	33.5	65.0	69.9
	Disagree	28	10.1	19.6	89.5
	Strongly Disagree	15	5.4	10.5	100.0
	Total	143	51.4	100.0	
Missing	Don't Know	119	42.8		
	System	16	5.8		
	Total	135	48.6		
Total		278	100.0		

NOTE: a full array of verbatim suggestions from those who disagreed or strongly disagreed that "Riverside is a good place to start or grow a business (6work)."

Q82019: Suppose you wanted to travel within the City of Riverside. Besides taking a personal car or motorcycle, is there any other way you would consider traveling within the city?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	101	36.3	42.1	42.1
	No	139	50.0	57.9	100.0
	Total	240	86.3	100.0	
Missing	System	38	13.7		
Total		278	100.0		

Q8probe: What method of travel would you prefer? ASKED ONLY OF PEOPLE THAT WOULD CONSIDER OTHER METHODS OF TRAVELING WITHIN THE CITY					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bus	24	8.6	23.8	23.8
	Bicycle	11	4.0	10.9	34.7
	Walk	22	7.9	21.8	56.4
	Streetcar	7	2.5	6.9	63.4
	Other	1	.4	1.0	64.4
	Uber or Lyft	18	6.5	17.8	82.2
	Electric scooter	8	2.9	7.9	90.1
	Electric bicycle	4	1.4	4.0	94.1
	Train or Trolley	6	2.2	5.9	100.0
	Total	101	36.3	100.0	
Missing	System	177	63.7		
Total		278	100.0		

NOTE: a full array of verbatim "other" comments for Q8PROBE has been provided to the City in an Excel file.

Q9a2019: Have you used or considered using the electric scooters or electric bikes offered by private companies within the city?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	19.8	21.5	21.5
	No	201	72.3	78.5	100.0
	Total	256	92.1	100.0	
Missing	System	22	7.9		
Total		278	100.0		

Q9b2019: What can the City do to improve the experience of using electric scooters or electric bikes for residents and visitors? Please check all that apply ASKED ONLY OF PEOPLE WHO HAVE USED OR CONSIDERED USING ELECTRIC SCOOTERS OR ELECTRIC BIKES					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Install more electric bike/scooter lanes	6	2.2	12.0	12.0
	Improve bike/scooter lane connectivity	5	1.8	10.0	22.0
	Protect bike/scooter lanes from vehicles	8	2.9	16.0	38.0
	Bike/scooter user education	6	2.2	12.0	50.0
	Driver education and traffic enforcement	6	2.2	12.0	62.0
	Lower vehicle speeds	2	.7	4.0	66.0
	More availability of electric bikes or scooter	12	4.3	24.0	90.0
	Other improvements (please specify)	5	1.8	10.0	100.0
	Total	50	18.0	100.0	
Missing	System	228	82.0		
Total		278	100.0		

NOTE: a full array of verbatim "other" comments for Q9b2019 has been provided to the City in an Excel file.

Q79: In the last few years was there ever a time when you couldn't do something you wanted to do in the City because you didn't have enough options for transportation?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	8.6	9.3	9.3
	No	188	67.6	72.9	82.2
	Don't recall	46	16.5	17.8	100.0
	Total	258	92.8	100.0	
Missing	System	20	7.2		
Total		278	100.0		

Q80: What factor(s) prevented you from making your trip? ASKED ONLY IF THERE WAS A TIME THEY COULDN'T DO SOMETHING BECAUSE NO OPTION OF TRANSPORTATION			
	Responses		Percent of Cases
	N	Percent	
There was no available RTA bus service	8	25.0%	33.3%
I didn't have a reliable personal vehicle	2	6.3%	8.3%
Time of day	5	15.6%	20.8%
Freeway traffic	10	31.3%	41.7%
School traffic	3	9.4%	12.5%
Other (please specify)	4	12.5%	16.7%
Total	32	100.0%	133.3%

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.

NOTE: a full array of verbatim "other" comments for Q80 has been provided to the City in an Excel file.

Q81: Do you ever use public transportation within the City of Riverside?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	15.1	16.3	16.3
	No	215	77.3	83.7	100.0
	Total	257	92.4	100.0	
Missing	System	21	7.6		
Total		278	100.0		

Q82: What are the main reasons you don't use public transportation? ASKED ONLY IF DON'T USE PUBLIC TRANSPORTATION			
	Responses		Percent of Cases
	N	Percent	
Have to wait too long for a bus	22	5.6%	10.3%
Too crowded	5	1.3%	2.3%
Not convenient to get where I need to go	83	21.0%	39.0%
Takes too long to get where I need to go	71	18.0%	33.3%
Too expensive to take public transportation	2	0.5%	0.9%
Don't like the people who use public transportation	40	10.1%	18.8%
Buses don't operate at the times I need to travel	22	5.6%	10.3%
I feel unsafe on buses	58	14.7%	27.2%
Don't know...I just like taking my personal vehicle	71	18.0%	33.3%
Other	21	5.3%	9.9%
Total	395	100.0%	185.4%

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.

NOTE: a full array of verbatim "other" comments for Q82 has been provided to the City in an Excel file.

Q83: From your perspective what are the main parking issues in downtown Riverside?			
	Responses		Percent of Cases
	N	Percent	
There are no parking issues that I'm aware of	34	9.5%	13.5%
Parking is too expensive	63	17.6%	25.0%
There isn't enough "off-street" parking (that is, parking garages or lots)	80	22.4%	31.7%
There isn't enough parking on the street	91	25.5%	36.1%
The affordable parking is too far from where I need to go	43	12.0%	17.1%
Don't know	31	8.7%	12.3%
Other	15	4.2%	6.0%
Total	357	100.0%	141.7%

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.

NOTE: a full array of verbatim "other" comments for Q83 has been provided to the City in an Excel file.

Q84: What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Install more bike lanes	23	8.3	9.6	9.6
	Improve bike lane connectivity	33	11.9	13.8	23.3
	Install more sidewalks	19	6.8	7.9	31.3
	Make public transportation (that is, RTA and/or Metrolink) more affordable	28	10.1	11.7	42.9
	Encourage schools to offer incentives or programs for children to walk and bike to school	33	11.9	13.8	56.7
	Other (please specify)	48	17.3	20.0	76.7
	There is NOTHING that would encourage increased walking or biking	56	20.1	23.3	100.0
	Total	240	86.3	100.0	
Missing	System	38	13.7		
Total		278	100.0		

NOTE: a full array of verbatim "other" comments for Q84 has been provided to the City in an Excel file.

Q85: On average, how many times per week do you walk or bike in the City of Riverside instead of taking your personal vehicle for errands?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	192	69.1	75.9	75.9
	1 or 2 times	35	12.6	13.8	89.7
	3 or 4 times	18	6.5	7.1	96.8
	5 or more times per week	8	2.9	3.2	100.0
	Total	253	91.0	100.0	
Missing	System	25	9.0		
Total		278	100.0		

Q86: On average how long does it take you to make the trip (typical total time *round trip*) ASKED ONLY OF THOSE THAT WALK OR BIKE AT LEAST ONCE A WEEK					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 5 minutes	2	.7	3.4	3.4
	5 to 14 minutes	26	9.4	44.1	47.5
	15 to 30 minutes	18	6.5	30.5	78.0
	More than 30 minutes	13	4.7	22.0	100.0
	Total	59	21.2	100.0	
Missing	System	219	78.8		
Total		278	100.0		

Q87: Do you or anyone in your household drive an electric vehicle?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	6.5	7.1	7.1
	No	236	84.9	92.9	100.0
	Total	254	91.4	100.0	
Missing	System	24	8.6		
Total		278	100.0		

Q88: What is the MAIN reason no one in your household drives an electric vehicle? ASKED ONLY IF NO ONE IN THE HOUSEHOLD DRIVES AN EV					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	My/our current car already meets my/our needs	86	30.9	37.2	37.2
	Price of the vehicle	61	21.9	26.4	63.6
	Limited number of miles one can drive before recharging	20	7.2	8.7	72.3
	Not enough charging stations available	16	5.8	6.9	79.2
	Lack of familiarity with electric vehicles	14	5.0	6.1	85.3
	Not enough model choices	6	2.2	2.6	87.9
	Cost of maintaining the car in the future	13	4.7	5.6	93.5
	Other (please specify)	15	5.4	6.5	100.0
	Total	231	83.1	100.0	
Missing	System	47	16.9		
Total		278	100.0		

NOTE: a full array of verbatim "other" comments for Q88 has been provided to the City in an Excel file.

Q89: What is the MAIN reason you or a member of your household choose to drive an electric vehicle? ASKED ONLY IF SOMEONE IN THE HOUSEHOLD DRIVES AN EV					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Concern for the environment	5	1.8	29.4	29.4
	Save money on gas	5	1.8	29.4	58.8
	Less maintenance is required	2	.7	11.8	70.6
	Sales tax waiver	1	.4	5.9	76.5
	Use of the carpool lane for free	4	1.4	23.5	100.0
	Total	17	6.1	100.0	
Missing	System	261	93.9		
Total		278	100.0		

NOTE: a full array of verbatim "other" comments for Q89 has been provided to the City in an Excel file.

Q90: Would you be more likely to drive an electric vehicle if more public charging stations were available? ASKED ONLY IF NO ONE IN THE HOUSEHOLD DRIVES AN EV					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	92	33.1	54.1	54.1
	No	78	28.1	45.9	100.0
	Total	170	61.2	100.0	
Missing	System	108	38.8		
Total		278	100.0		

NOTE: a full array of suggestions for charging station locations Q91 has been provided to the City in an Excel file.

Q92: Would you be more likely to visit City facilities (like libraries or parks) if they had public electric vehicle charging stations? ASKED ONLY IF NO ONE IN THE HOUSEHOLD DRIVES AN EV					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	76	27.3	31.1	31.1
	No	168	60.4	68.9	100.0
	Total	244	87.8	100.0	
Missing	System	34	12.2		
Total		278	100.0		

Q10_1: Riverside is an attractive place					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	27	9.7	11.7	11.7
	Agree	150	54.0	65.2	77.0
	Disagree	43	15.5	18.7	95.7
	Strongly Disagree	10	3.6	4.3	100.0
	Total	230	82.7	100.0	
Missing	System	48	17.3		
Total		278	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	17	6.1	8.4	8.4
	Agree	119	42.8	58.9	67.3
	Disagree	47	16.9	23.3	90.6
	Strongly Disagree	19	6.8	9.4	100.0
	Total	202	72.7	100.0	
Missing	System	76	27.3		
Total		278	100.0		

Q10_3: There are good K-12 schools in Riverside					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	18	6.5	13.3	13.3
	Agree	72	25.9	53.3	66.7
	Disagree	25	9.0	18.5	85.2
	Strongly Disagree	20	7.2	14.8	100.0
	Total	135	48.6	100.0	
Missing	System	143	51.4		
Total		278	100.0		

Q10_4: There are good colleges/ universities/ trade schools in Riverside					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	73	26.3	33.8	33.8
	Agree	140	50.4	64.8	98.6
	Disagree	2	.7	.9	99.5
	Strongly Disagree	1	.4	.5	100.0
	Total	216	77.7	100.0	
Missing	System	62	22.3		
Total		278	100.0		

Q10_6: I am proud to work in Riverside					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	72	25.9	32.1	32.1
	Agree	131	47.1	58.5	90.6
	Disagree	18	6.5	8.0	98.7
	Strongly Disagree	3	1.1	1.3	100.0
	Total	224	80.6	100.0	
Missing	System	54	19.4		
Total		278	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	5	1.8	2.5	2.5
	Agree	37	13.3	18.3	20.8
	Disagree	74	26.6	36.6	57.4
	Strongly Disagree	86	30.9	42.6	100.0
	Total	202	72.7	100.0	
Missing	System	76	27.3		
Total		278	100.0		

Q10_8: Riverside's tap water is safe to drink					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	23	8.3	15.5	15.5
	Agree	65	23.4	43.9	59.5
	Disagree	36	12.9	24.3	83.8
	Strongly Disagree	24	8.6	16.2	100.0
	Total	148	53.2	100.0	
Missing	System	130	46.8		
Total		278	100.0		

Q10_9: Riverside's workforce is properly trained and educated					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	21	7.6	10.8	10.8
	Agree	123	44.2	63.1	73.8
	Disagree	40	14.4	20.5	94.4
	Strongly Disagree	11	4.0	5.6	100.0
	Total	195	70.1	100.0	
Missing	System	83	29.9		
Total		278	100.0		

Air: The air quality in Riverside has improved since I've been here ASKED ONLY IF WORKED OR ATTENDED COLLEGE FOR ≥ 6 YEARS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	9	3.2	8.7	8.7
	Agree	42	15.1	40.4	49.0
	Disagree	41	14.7	39.4	88.5
	Strongly Disagree	12	4.3	11.5	100.0
	Total	104	37.4	100.0	
Missing	System	174	62.6		
Total		278	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? ASKED ONLY IF A COLLEGE OR UNIVERSITY STUDENT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	1.4	25.0	25.0
	No	6	2.2	37.5	62.5
	I have no interest in internships	4	1.4	25.0	87.5
	Not yet, but I plan to	2	.7	12.5	100.0
	Total	16	5.8	100.0	
Missing	System	262	94.2		
Total		278	100.0		

Q63: Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help you prepare for a career position? ASKED ONLY IF A COLLEGE/UNIVERSITY STUDENT WHO SOUGHT INTERNSHIPS OR PART-TIME JOBS, OR PLAN TO					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes,	1	.4	16.7	16.7
	No, there are not enough local opportunities	4	1.4	66.7	83.3
	I don't know yet	1	.4	16.7	100.0
	Total	6	2.2	100.0	
Missing	System	272	97.8		
Total		278	100.0		

Q64: Do you believe you will be able to find a good job in Riverside after you graduate? ASKED ONLY IF A COLLEGE OR UNIVERSITY STUDENT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	2.2	42.9	42.9
	No, the jobs I want aren't in Riverside	4	1.4	28.6	71.4
	I don't want to stay in Riverside	4	1.4	28.6	100.0
	Total	14	5.0	100.0	
Missing	System	264	95.0		
Total		278	100.0		

Q65: Do you think Riverside is a good place for college students? ASKED ONLY IF A COLLEGE OR UNIVERSITY STUDENT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	5.0	87.5	87.5
	No	2	.7	12.5	100.0
	Total	16	5.8	100.0	
Missing	System	262	94.2		
Total		278	100.0		

NOTE: a full array of suggestions for making Riverside a better place for college students Q66 has been provided to the City in an Excel file.

NOTE: If a respondent indicated “doesn’t meet needs” or “somewhat meets needs” in questions Q11_1 through Q11_6, they were asked to indicate what improvements they would like. A full listing has been provided to the City in an Excel file.

Q11_1: Do retail stores in the City meet your needs?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	116	41.7	49.6	49.6
	No	21	7.6	9.0	58.5
	Somewhat	76	27.3	32.5	91.0
	Don't use them	21	7.6	9.0	100.0
	Total	234	84.2	100.0	
Missing	System	44	15.8		
Total		278	100.0		

Q11_2: Do restaurants in the City meet your needs?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	133	47.8	56.6	56.6
	No	22	7.9	9.4	66.0
	Somewhat	73	26.3	31.1	97.0
	Don't use them	7	2.5	3.0	100.0
	Total	235	84.5	100.0	
Missing	System	43	15.5		
Total		278	100.0		

Q11_3: Do places in the City to hear music, dance, and watch live theater meet your needs?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	95	34.2	41.3	41.3
	No	19	6.8	8.3	49.6
	Somewhat	49	17.6	21.3	70.9
	Don't use them	67	24.1	29.1	100.0
	Total	230	82.7	100.0	
Missing	System	48	17.3		
Total		278	100.0		

Q11_4: Do festivals and special events in the City meet your needs?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	109	39.2	46.8	46.8
	No	18	6.5	7.7	54.5
	Somewhat	53	19.1	22.7	77.3
	Don't use them	53	19.1	22.7	100.0
	Total	233	83.8	100.0	
Missing	System	45	16.2		
Total		278	100.0		

Q11_5: Do the public libraries in the City meet your needs?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	99	35.6	76.2	76.2
	No	13	4.7	10.0	86.2
	Somewhat	18	6.5	13.8	100.0
	Total	130	46.8	100.0	
Missing	Don't use them	101	36.3		
	System	47	16.9		
	Total	148	53.2		
Total		278	100.0		

Q11_6: Do business training and support services in the City meet your needs?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	17.3	46.6	46.6
	No	15	5.4	14.6	61.2
	Somewhat	40	14.4	38.8	100.0
	Total	103	37.1	100.0	
Missing	Don't use them	105	37.8		
	System	70	25.2		
	Total	175	62.9		
Total		278	100.0		

NOTE: a full array of verbatim “other” comments for What improvements do you want in the City's business training and support services (Q106) has been provided to the City in an Excel file.

Q107: Have you ever used Riverside's 311 for City services?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	93	33.5	39.7	39.7
	No	141	50.7	60.3	100.0
	Total	234	84.2	100.0	
Missing	System	44	15.8		
Total		278	100.0		

Q108: How would you rate 311? ASKED ONLY IF USED 311					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	50	18.0	53.8	53.8
	Good	31	11.2	33.3	87.1
	Fair	11	4.0	11.8	98.9
	Poor	1	.4	1.1	100.0
	Total	93	33.5	100.0	
Missing	System	185	66.5		
Total		278	100.0		

Q109: Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	220	79.1	93.6	93.6
	No	15	5.4	6.4	100.0
	Total	235	84.5	100.0	
Missing	System	43	15.5		
Total		278	100.0		

INFO1: What source 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	33	5.7%	14.2%
On-line community calendar at RiversideCA.gov (City's website	69	11.8%	29.6%
Explore Riverside quarterly newsletter	19	3.3%	8.2%
Utility bill inserts	6	1.0%	2.6%
Friends and family	91	15.6%	39.1%
Social media such as Twitter or Facebook	104	17.8%	44.6%
Local Websites	54	9.2%	23.2%
Community or neighborhood groups	21	3.6%	9.0%
Email from the City or Councilmember	31	5.3%	13.3%
Religious/Faith community	9	1.5%	3.9%
Employer	97	16.6%	41.6%
Radio	25	4.3%	10.7%
Channel 3, government access TV	4	0.7%	1.7%
Never try to find out about things happening	13	2.2%	5.6%
Other	8	1.4%	3.4%
Total	584	100.0%	250.6%

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.

NOTE: a full array of verbatim “other” comments for INFO1 & INFOB has been provided to the City in an Excel file.

Q18work: Do you feel it is safe to walk near your work location?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	83	29.9	36.9	36.9
	No, it is not safe	47	16.9	20.9	57.8
	It is somewhat safe	95	34.2	42.2	100.0
	Total	225	80.9	100.0	
Missing	Don't walk outside, but not because of safety	9	3.2		
	System	44	15.8		
	Total	53	19.1		
Total		278	100.0		

Q18b: What makes you feel it is unsafe? Please list the MAIN reason. ASKED ONLY IF FEEL NOT SAFE OR ONLY SOMEWHAT SAFE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Crime	12	4.3	8.5	8.5
	Gang problem	2	.7	1.4	9.9
	No sidewalks or bad sidewalks	1	.4	.7	10.6
	Dangerous intersections	3	1.1	2.1	12.8
	Too much traffic	3	1.1	2.1	14.9
	Homeless/panhandlers	115	41.4	81.6	96.5
	Other (please specify)	5	1.8	3.5	100.0
	Total	141	50.7	100.0	
Missing	System	137	49.3		
Total		278	100.0		

NOTE: a full array of verbatim “other” comments for Q18b has been provided to the City in an Excel file.

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	34	12.2	15.0	15.0
	Not too fearful	86	30.9	38.1	53.1
	Somewhat fearful, or	86	30.9	38.1	91.2
	Very fearful	20	7.2	8.8	100.0
	Total	226	81.3	100.0	
Missing	System	52	18.7		
Total		278	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	103	37.1	45.0	45.0
	Same	105	37.8	45.9	90.8
	Worse off	21	7.6	9.2	100.0
	Total	229	82.4	100.0	
Missing	System	49	17.6		
Total		278	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	93	33.5	42.1	42.1
	Same	118	42.4	53.4	95.5
	Worse off	10	3.6	4.5	100.0
	Total	221	79.5	100.0	
Missing	System	57	20.5		
Total		278	100.0		

Q22: Do you donate money to Riverside causes or organizations?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	73	26.3	32.0	32.0
	No	74	26.6	32.5	64.5
	Donate to causes, but not in Riverside	81	29.1	35.5	100.0
	Total	228	82.0	100.0	
Missing	System	50	18.0		
Total		278	100.0		

Q22b: Do your donations to Riverside causes go to religious/faith institutions, to other nonprofit organizations, or to both? ASKED ONLY IF DONATE MONEY TO RIVERSIDE CAUSES/ORGANIZATIONS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Religious institutions	7	2.5	9.9	9.9
	Other nonprofit organizations	45	16.2	63.4	73.2
	Both	19	6.8	26.8	100.0
	Total	71	25.5	100.0	
Missing	System	207	74.5		
Total		278	100.0		

Q22c: Approximately what percent of your total donations go to Riverside causes or organizations? ASKED ONLY IF DONATE MONEY TO RIVERSIDE CAUSES OR ORGANIZATIONS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - 25%	45	16.2	65.2	65.2
	26 - 50%	10	3.6	14.5	79.7
	51 - 75%	3	1.1	4.3	84.1
	76 - 99%	6	2.2	8.7	92.8
	100%	5	1.8	7.2	100.0
	Total	69	24.8	100.0	
Missing	System	209	75.2		
Total		278	100.0		

Q23: Do you volunteer for Riverside causes, organizations or schools?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	60	21.6	26.2	26.2
	No	169	60.8	73.8	100.0
	Total	229	82.4	100.0	
Missing	System	49	17.6		
Total		278	100.0		

Q23b How many hours per month do you volunteer? ASKED ONLY IF THEY VOLUNTEER FOR RIVERSIDE CAUSES, ORGANIZATIONS, OR SCHOOLS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 - 8 hours	48	17.3	80.0	80.0
	9 - 20 hours	10	3.6	16.7	96.7
	21 or more hours	2	.7	3.3	100.0
	Total	60	21.6	100.0	
Missing	System	218	78.4		
Total		278	100.0		

Q67 What is your work zip code?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused to state	69	24.8	24.8	24.8
	92501	86	30.9	30.9	55.8
	92502	3	1.1	1.1	56.8
	92503	7	2.5	2.5	59.4
	92504	35	12.6	12.6	71.9
	92505	14	5.0	5.0	77.0
	92506	15	5.4	5.4	82.4
	92507	13	4.7	4.7	87.1
	92508	3	1.1	1.1	88.1
	92509	1	.4	.4	88.5
	92521	2	.7	.7	89.2
	92522	29	10.4	10.4	99.6
	92552	1	.4	.4	100.0
	Total	278	100.0	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	5.8	7.0	7.0
	Some college but no degree	34	12.2	14.9	21.9
	Associate degree or technical certificate	41	14.7	18.0	39.9
	Bachelor's degree	85	30.6	37.3	77.2
	Graduate or professional degree	50	18.0	21.9	99.1
	Other (please specify)	2	.7	.9	100.0
	Total	228	82.0	100.0	
Missing	System	50	18.0		
Total		278	100.0		

D5: Age distribution					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	2	.7	1.0	1.0
	20-24	4	1.4	2.0	3.0
	25-29	12	4.3	6.0	9.0
	30-34	20	7.2	10.0	19.0
	35-39	35	12.6	17.5	36.5
	40-44	31	11.2	15.5	52.0
	45-49	31	11.2	15.5	67.5
	50-54	24	8.6	12.0	79.5
	55-59	27	9.7	13.5	93.0
	60-64	13	4.7	6.5	99.5
	70-74	1	.4	.5	100.0
	Total	200	71.9	100.0	
Missing	System	78	28.1		
Total		278	100.0		

D7: Which of the following best describes your employment status?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full-time for pay	212	76.3	92.6	92.6
	Working less than 30 hours a week for pay	8	2.9	3.5	96.1
	Full-time student	4	1.4	1.7	97.8
	Other (please specify)	5	1.8	2.2	100.0
	Total	229	82.4	100.0	
Missing	System	49	17.6		
Total		278	100.0		

Q110: Are you working more than one job? ASKED ONLY IF WORKING FULL- OR PART-TIME					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19	6.8	8.6	8.6
	No	201	72.3	91.4	100.0
	Total	220	79.1	100.0	
Missing	System	58	20.9		
Total		278	100.0		

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	106	38.1	47.3	47.3
	Female	118	42.4	52.7	100.0
	Total	224	80.6	100.0	
Missing	System	54	19.4		
Total		278	100.0		

D8b: Are you of Hispanic, Latino, or Spanish origin?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	67	24.1	30.6	30.6
	No	152	54.7	69.4	100.0
	Total	219	78.8	100.0	
Missing	System	59	21.2		
Total		278	100.0		

D9: Following are the race categories used in the U.S. Census. How would you describe your race? (Choose all that apply).			
	Responses		Percent of Cases
	N	Percent	
White	138	59.7%	64.8%
African American	13	5.6%	6.1%
Hispanic/Latino	53	22.9%	24.9%
American Indian or Alaska Native-	3	1.3%	1.4%
Asian Indian	3	1.3%	1.4%
Chinese	2	0.9%	0.9%
Filipino	5	2.2%	2.3%
Korean	1	0.4%	0.5%
Vietnamese	4	1.7%	1.9%
Other Asian	1	0.4%	0.5%
Other Pacific Islander	2	0.9%	0.9%
Some other race	6	2.6%	2.8%
Total	231	100.0%	108.5%

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.

NOTE: a full array of verbatim “other” comments for D9 has been provided to the City in an Excel file.

D10: Which of the following categories best describes your total household or family income before taxes, from all sources, for 2018?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	4	1.4	1.9	1.9
	$25,000 to less than $35,000	3	1.1	1.4	3.3
	$35,000 to less than $50,000	19	6.8	8.9	12.1
	$50,000 to less than $65,000	21	7.6	9.8	22.0
	$65,000 to less than $80,000	26	9.4	12.1	34.1
	$80,000 to $110,000	42	15.1	19.6	53.7
	Over $110,000	99	35.6	46.3	100.0
	Total	214	77.0	100.0	
Missing	System	64	23.0		
Total		278	100.0		

Q111: How many people contribute to the household income, INCLUDING YOURSELF?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		77	27.7	27.7	27.7
	0	6	2.2	2.2	29.9
	1	52	18.7	18.7	48.6
	2	128	46.1	46.1	94.6
	3	11	4.0	4.0	98.6
	4	2	.7	.7	99.3
	5	1	.4	.4	99.6
	6	1	.4	.4	100.0
	Total	278	100.0	100.0	

Hear: How did you hear about this Riverside Community Quality of Life Survey?			
	Responses		Percent of Cases
	N	Percent	
A local newspaper	1	0.4%	0.4%
On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com	11	4.7%	4.9%
Explore Riverside quarterly newsletter	3	1.3%	1.3%
Community or neighborhood group	1	0.4%	0.4%
Friends and family	12	5.1%	5.3%
Local websites	4	1.7%	1.8%
Social media such as Twitter or Facebook	23	9.8%	10.2%
Email from the city or Councilmember	62	26.4%	27.6%
Employer	102	43.4%	45.3%
Freeway sign	1	0.4%	0.4%
Other (please specify)	12	5.1%	5.3%
Don't remember	3	1.3%	1.3%
Total	235	100.0%	104.4%

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.

NOTE: a full array of verbatim “other” comments for the variable “Hear_About” has been provided to the City in an Excel file.

NOTE: as a final question Q24 people were asked “Is there anything else you’d like to tell Riverside community leaders about the quality of life in Riverside?” A full array of verbatim comments has been provided to the City in an Excel file.

In what language was the survey completed?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	276	99.3	99.3	99.3
	Spanish	2	.7	.7	100.0
	Total	278	100.0	100.0	