Riverside Community Quality of Life Survey

Report Submitted to:

Seizing Our Destiny
The Movement for Riverside's Prosperous Future

Submitted by:

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EXECUTIVE SUMMARY

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

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

SURVEY METHODS

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

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

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

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

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

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

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

FINDINGS

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

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

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

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

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

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

    Additional highlights from the online surveys:

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

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

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

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

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

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

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

   Additional highlights from the online surveys:

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

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

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

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

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

INTRODUCTION

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

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

1) **Unified City – is Riverside a unified city where people from diverse backgrounds can feel a sense of belonging and be engaged in their city?** Topics: pride and overall satisfaction with Riverside as a place to live and/or work; evaluation of Riverside's social environment; level of engagement in the community and awareness of activities; and level of volunteerism and philanthropy.

2) **Location of Choice – is Riverside a location of choice that attracts creative and entrepreneurial people as residents and workers?** Topics: evaluation of Riverside as a place to be active and healthy; perceptions of Riverside as a place to enjoy arts and entertainment; sense of optimism and opportunity…that is, perceptions of Riverside as a "place to realize your dreams;" and perceptions of safety.

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

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

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

SURVEY METHODS

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

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

Questionnaire Construction

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

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1. It must be noted that adults with more than one telephone had a slightly higher chance to be selected for the survey than those with only one phone.
2. "Neighbors Online," by Aaron Smith, June 9, 2010; a project of the Pew Research Center.

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

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

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

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

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

Telephone Survey Methods

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

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

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

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

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

The following table shows a partial demographic breakdown of the respondents who participated in the telephone survey. The reader will note that the data are skewed toward older people (people traditionally more likely to respond to a phone survey). Further, 42.0% of the respondents reported being of Hispanic, Latino, or Spanish origin, whereas the 2014 American Community Survey update of the 2010 Census[5] reports 51.5% of Riverside's population falling into that category. In order to correct for this under-sampling and to better reflect the demographic profile of the City, a weighting factor has been applied to the data. The weighted data (cited in this report) are only slightly different from the unweighted results; however the weighting better allows us to generalize to the full population of residents.

AGE – RIVERSIDE ADULT POPULATION ONLY

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

4. Of the 42.0% of the sample reflecting respondents of Hispanic, Latino, or Spanish origin, only 14.1% required the Spanish version. The rest responded to the English version.
5. http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF

HISPANIC, LATINO, OR SPANISH ORIGIN

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

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

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

Online Survey Methods

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

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

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

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

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

AGE – RIVERSIDE ADULT POPULATION ONLY

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

HISPANIC, LATINO, OR SPANISH ORIGIN

	Census	Online Survey of Residents	Online Survey of Workers
Hispanic	51.5%	24.2%	29.7%
Non-Hispanic	48.5%	75.8%	70.3%

FINDINGS

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

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

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

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

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

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

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

Pride and Overall Satisfaction

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

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

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

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

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

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

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

Best things about **working** in Riverside (offered by online respondents *who also live* in Riverside) included:
- Good job/company (59.9%)
- A short commute (59.1%)
- Less traffic than Orange or LA County (30.0%)
- Availability of amenities (6.3%)

Those same factors were mentioned by online *non-resident* respondents although the percentages were different. They said that the best things about **working** in Riverside are:
- Good job/company (86.8%)
- A short commute (35.4%)
- Less traffic than Orange or LA County (18.4%)
- Availability of amenities (12.3%)

Although it is clear that many Riverside residents and workers enjoy Riverside as a place to live and work, Riverside still has its challenges. Respondents were asked: "What do you like least about living in Riverside?" Top answers (with changes over time noted where those changes were significant) included:
- Traffic (**22.8% -- up from 17.8% in 2013**)
- Weather, fires, floods, earthquakes (**19.9% -- up from 13.1% in 2013**)
- Crime/violence (**7.5%**), gang activity (**3.6%**), drugs (**0.8%**)
- Smog, air pollution (**10.4%**)
- Homelessness (**8.7% -- up from 4.8% in 2013**)
- Overpopulation (**7.4%**)
- Lack of entertainment, arts, and culture (**5.7%**)
- **There is NOTHING I like least (12.4%)**

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

mentioned in larger numbers than before…but obviously there isn't much that Riverside leaders can do about those negative factors. That is just a part of life in Southern California! On the other hand, Riverside leaders *can* do something to address other factors such as the perceived lack of entertainment, arts, and culture; and crime/violence, gang activity, and drugs. Further, mentions of homelessness as a negative factor increased from **4.8%** in 2013 to **8.7%** in this survey – an increase which is close to being statistically significant. In a related question, only **47.3%** of residents responding to the phone survey feel satisfied with the progress made so far in addressing homelessness in the city, even though there has been an overall decrease in the homeless count since 2005.[6] From the point of view of those respondents, more can and should be done about the issue.

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

Social Environment, Neighborhood, and Belonging

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

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6. According to the Riverside County 2015 Point-In-Time Homeless Count Report, the number of unsheltered homeless people county-wide decreased by 16% from 2013 to 2015, and decreased 33% in the City of Riverside. Factors cited which contributed to the decrease included: increased HUD funding, the VALOR initiative, an increase in HUD-permanent housing beds for homeless individuals and families, a strengthened network of homeless service providers, and changes in weather in days leading up to the count which may have caused homeless people to vacate encampment areas where the counts were conducted. Source: http://riversidehomelesscounts.com/pdf_2015/2015_RiversideCountyPITCountReport.pdf

[7] http://www.abcdinstitute.org/docs/Neighborhood Necessities 2013.pdf

[8] http://www.ncbi.nlm.nih.gov/pubmed/21669482

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

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

Engagement and Awareness

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

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

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

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

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

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

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

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

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

Volunteerism and Philanthropy

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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10. http://www.euro.who.int/en/health-topics/environment-and-health/urban-health/activities/healthy-cities/who-european-healthy-cities-network/what-is-a-healthy-city
11. http://www.riversideca.gov/utilities/news-display.asp?newsid=414
12. http://www.nbcnews.com/id/41354370/ns/business-going_green/t/us-cities-worst-drinking-water

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

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

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

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

Arts, Culture, and Entertainment

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

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

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

Do the following meet your needs?

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

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

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

Optimism and Opportunity

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

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

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

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

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

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

Perceptions of Safety

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

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

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

	2013 Phone Survey	2015 Phone Survey	2015 Online Resident Survey
Yes	82.1%	79.4%	62.6%
Somewhat	8.4%	8.5%	30.5%
No	9.5%	12.1%	6.9%

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

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

	2015 Online Resident Survey	2015 Online Worker Survey
Yes	52.8%	44.5%
Somewhat	35.7%	40.5%
No	11.5%	15.0%

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

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

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

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

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

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

How fearful are you of being victim of serious crime?

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

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

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

It is important to determine whether Riverside residents' and workers' fear of crime truly reflects the level of crime in the city. But without a detailed probing of responses there is no way of determining the reasons behind people's perceptions. It is possible that the fear of crime may not be based on objective reality, but rather on past experiences, or media hype, or generic fear that crime would increase after AB109 (prison realignment) took effect in October 2011 (which has apparently not occurred according to on an August 2015 research report from the Center on Juvenile and Criminal Justice[13] which indicates that crime actually *declined* statewide in most counties after realignment took effect). Regardless, it is worth noting that "feeling safe overall in the City" received an average importance score of 91.26 out of 100 (where 0 = not important and 100 = very important).

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

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

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

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

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

Discovery and Entrepreneurship

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

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

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

Education and Workforce Development

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

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

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

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

There are good schools in my neighborhood/in Riverside

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

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

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

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

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

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

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

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

Economy and jobs

It's no secret that the recession hit hard in the Inland Empire in 2008, with the associated increase in unemployment. Over the past few years the economy has improved (although in "fits and starts"). For example, in April 2013 the unemployment rate in the Riverside-San Bernardino-Ontario MSA (Metropolitan Statistical Area) was 9.6%, whereas it was down to 6.1% in November 2015[14] (6.0% in the City of Riverside[15]). Although the unemployment rate is

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14. http://www.calmis.ca.gov/file/lfmonth/rive$pds.pdf

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

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

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

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

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

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

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15. http://www.labormarketinfo.edd.ca.gov/data/labor-force-and-unemployment-for-cities-and-census-areas.html
16. http://www.labormarketinfo.edd.ca.gov/
17. http://data.bls.gov/timeseries/LNS14000000

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

Do the following meet your needs?

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

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

Environment and perceptions of recreational space

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

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18. Source: Air Resources Board

**# of Days Exceeding Maximum State Ozone Concentration
(1 hour standard and 8 hour standard)**
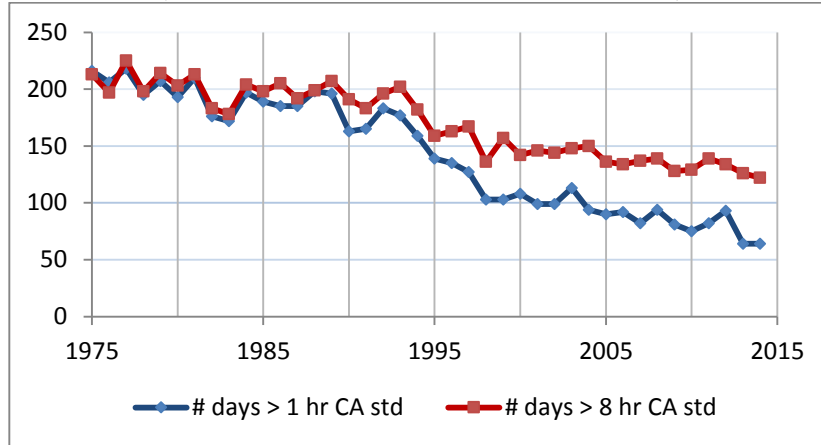
Even with objective improvement in air quality, people still perceive it as a significant problem in the region. In fact, **10.4%** of respondents mentioned smog and air pollution as the thing they like least about living in Riverside (an open-ended question for which people could mention up to 2 "negatives" about life in the City). But putting that number in perspective, **22.8%** mentioned traffic; **19.9%** mentioned weather, fires, floods, and earthquakes; and **11.9%** mentioned either crime/violence or gang activity or drugs as the thing they liked least about living in Riverside. When online survey respondents (residents) were presented with a list of potential answers from which they could select up to 2 options, 20.5% of online survey respondents selected air pollution(as opposed to 32.1% mentioning traffic, 23.5% selecting homelessness, and 29.7% selecting either drugs, crime/violence, or gang activity).

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

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

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

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

Housing

Riverside County is one of the fastest growing regions in the country, and the City of Riverside is the largest city within the County. The growth rate in 2014 and 2015 was nowhere near the growth before the recession when the population increased 4 or 5 percent per year. But it is still growing quickly. Part of the reason for that growth has historically been job growth and the availability of affordable housing. According to a report by the California Association of Realtors, sales of existing single-family detached homes in the region rose 9.1% between March 2014 and March 2015[19]. And that growth is expected to continue throughout 2016 in the Riverside area due to job growth in warehousing, transportation, logistic, and manufacturing. The median sales price of existing detached homes in Riverside during the period from October 2015 to January 2016 was $335,000[20], significantly lower than the $475,990 for California and $704,370 for Orange County, but higher than the overall Inland Empire figure of $293,090.

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

19. http://www.car.org/newsstand/newsreleases/2015releases/2016housingforecast
20. http://www.trulia.com/real_estate/Riverside-California/market-trends/

Mobility and transportation

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

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

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

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

	% of cases
Car or motorcycle ONLY	34.9%
Bus	24.4%
Bicycle	28.5%
Walk	40.1%
Streetcar	19.0%
Other	4.4%

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

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

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

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

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

Rankings: Preferred methods of traveling within the City of Riverside

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

CONCLUSION

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

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

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

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

APPENDIX I

Telephone Questionnaire

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

SHELLO   Hello, my name is _____ and I am calling from the Institute of Applied Research. I am calling to conduct the City of Riverside survey on behalf of the Riverside Survey on behalf of Riverside leaders. Have I reached [READ PHONE # FROM SCREEN]?
1.   CONTINUE
2.   DISPOSITION SCREEN
Interviewers will have a fallback statement for why the caller ID says CSUSB and who we actually are (just in case people ask)

          SHELLO2 (USED ONLY TO COMPLETE A SURVEY ALREADY STARTED)

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

SPAN   INTERVIEWER: PLEASE CODE WHICH LANGUAGE THE INTERVIEW WILL BE CONDUCTED IN:
1.   ENGLISH
2.   SPANISH

SHEAD   We are conducting a survey about your quality of life in Riverside and need the input of Riverside residents who are 18 or older. Could I speak to the adult at home who has had the most recent birthday?   Are you that person?
1.   Yes   [SKIP TO CITY]
2.   No   [CONTINUE]
8.   DON'T KNOW/NO RESPONSE
9.   REFUSED

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

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

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

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

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

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

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

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

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

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

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

                [INTERVIEWERS: PRESS ANY KEY TO CONTINUE]

Q1.   How many years have you lived in the City of Riverside? [INTERVIEWER: DON'T
         READ. LET THEM ANSWER AND PUT RESPONSE IN THE CORRECT
         CATEGORY (ROUND UP)]
         1.   LESS THAN 2 YEARS
         2.   2 TO 5 YEARS
         3.   6 TO 10 YEARS
         4.   11 TO 20 YEARS
         5.   MORE THAN 20 YEARS
         8.   DON'T KNOW
         9.   REFUSED
         [PROGRAMMING NOTE: IF REPLY IS 3, 4 OR 5, ASK Q13i]

Q2.   What is the main reason you choose to live in the City of Riverside?
[INTERVIEWER: DON'T READ OPTIONS]
         1.   CLOSE TO WORK/JOB HERE
         2.   CLOSE TO FAMILY
         3.   AFFORDABLE
         4.   LIVED HERE MY WHOLE LIFE
         5.   CAN'T AFFORD TO MOVE
         6.   NO CHOICE – LIVE WITH FAMILY/PARENTS IN RIVERSIDE
         7.   ATTENDING SCHOOL HERE
         8.   I LIKE THE SCHOOLS FOR MY KIDS
         9.   IT'S "MY KIND OF PLACE"/I LIKE IT/I CHOSE IT
         10.   OTHER (specify _____)
         11.   FEEL SAFE
         12.   JUST CAME AND NOW I'M USE TO IT
         98.   DON'T KNOW
         99.   REFUSED

Q3a.   In your opinion, what is the BEST thing about living in Riverside?
[INTERVIEWER: DON'T READ OPTIONS]
         1.   GOOD AREA, LOCATION
         2.   NICE PARKS/OUTDOOR SPACE/NATURAL SCENERY
         3.   AFFORDABLE HOUSING
         4.   GOOD CLIMATE, WEATHER
         5.   NOT CROWDED
         6.   GOOD SCHOOLS/UNIVERSITIES
         7.   LESS CRIME, FEEL SAFE
         8.   JOB AVAILABILITY
         9.   FRIENDLY PEOPLE
         10.   FAMILY AND FRIENDS LIVE HERE
         11.   CLOSE TO WORK
         12.   FAITH/RELIGIOUS COMMUNITY/CONGREGATION

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

Q3b.   Anything else? **[INTERVIEWER: DON'T READ OPTIONS]**
1.   GOOD AREA, LOCATION
2.   NICE PARKS/OUTDOOR SPACE/NATURAL SCENERY
3.   AFFORDABLE HOUSING
4.   GOOD CLIMATE, WEATHER
5.   NOT CROWDED
6.   GOOD SCHOOLS/UNIVERSITIES
7.   LESS CRIME, FEEL SAFE
8.   JOB AVAILABILITY
9.   FRIENDLY PEOPLE
10.   FAMILY AND FRIENDS LIVE HERE
11.   CLOSE TO WORK
12.   FAITH/RELIGIOUS COMMUNITY/CONGREGATION
13.   GOOD ENTERTAINMENT/ARTS/CULTURE
14.   ACTIVE COMMUNITY
15.   I LIKE BEING INVOLVED
16.   SMALL TOWN ATMOSPHERE FEELING
17.   CONVENIENCE TO STORES, RETAIL, RESTAURANTS
18.   OTHER (SPECIFY)_____
97.   NOTHING ELSE
98.   DON'T KNOW
99.   REFUSED

Q4.   In your opinion, what do you like LEAST about living in Riverside?
[INTERVIEWER: DON'T READ OPTIONS]
1.   SMOG, AIR POLLUTION
2.   TRAFFIC
3.   POOR PUBLIC TRANSPORTATION
4.   DRUGS
5.   CRIME, VIOLENCE
6.   GANG ACTIVITY
7.   BAD LOCATION
8.   LACK OF ENTERTAINMENT/ARTS/CULTURE
9.   OVERPOPULATED
10.   BAD SCHOOL SYSTEM
11.   COST OF LIVING/TO EXPENSIVE TO LIVE HERE
12.   LACK OF JOB OPPORTUNITY
13.   WEATHER, FIRES, FLOODS, EARTHQUAKES

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

Q4b. Anything else?
[INTERVIEWER: DON'T READ OPTIONS]
1.   SMOG, AIR POLLUTION
2.   TRAFFIC
3.   POOR PUBLIC TRANSPORTATION
4.   DRUGS
5.   CRIME, VIOLENCE
6.   GANG ACTIVITY
7.   BAD LOCATION
8.   LACK OF ENTERTAINMENT/ARTS/CULTURE
9.   OVERPOPULATED
10.   BAD SCHOOL SYSTEM
11.   COST OF LIVING/ TO EXENSIVE TO LIVE HERE
12.   LACK OF JOB OPPORTUNITY
13.   WEATHER, FIRES, FLOODS, EARTHQUAKES
14.   ATTITUDE OF LAW ENFORCEMENT OR IMMIGRATION OFFICERS
15.   INTOLERANCE
16.   ISOLATION…DON'T FEEL "CONNECTED"
17.   HOMELESSNESS
18.   NOT ENOUGH OPEN SPACE
19.   OTHER (SPECIFY)_____
97.   NOTHING ELSE
98.   DON'T KNOW
99.   REFUSED

TRANS   Now let's get more specific about some aspects of life in Riverside.
Q5.   For each of the following statements, please tell me if you strongly agree, agree, disagree, or strongly disagree. Here's the first one: Riverside is a good place…. **[ROTATE QUESTIONS "A" THROUGH "G"]**
a.   To bring visitors.
b.   To find a good job.
c.   To own or operate a business or nonprofit
d.   To be active and healthy.
e.   To raise children.
f.   To enjoy art and culture.
g.   To find an affordable place to live.
     1.   STRONGLY AGREE
     2.   AGREE

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

Q6. Thank you. Now on another topic, how would you rate the availability of healthy places to eat and shop for groceries in your neighborhood? Would you rate the availability as excellent, good, fair, or poor?
1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
8. DON'T KNOW
9. REFUSED

Q7. How would you rate the availability of places to exercise and be active in your neighborhood? Would you rate it excellent, good, fair, or poor?
1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
7. I DON'T EXERCISE…I'M NOT ACTIVE
8. DON'T KNOW
9. REFUSED

Q8. How about the availability of bike lanes in your neighborhood?
1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
7. DON'T USE BIKE LANES, or I ALWAYS DRIVE A CAR, WALK, DRIVE WITH FRIENDS
8. DON'T KNOW
9. REFUSED

Q9. And how would you rate the ease of getting around by bus or rail in Riverside?
1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
7. DON'T TAKE THE BUS OR RAIL, or I ALWAYS DRIVE A CAR, WALK, DRIVE WITH FRIENDS
8. DON'T KNOW
9. REFUSED

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

a.   "Riverside is an attractive place" (Fallback: beautiful surroundings)
b.   "I feel a sense of belonging to my community"
c.   "Riverside is a place where I can realize the goals I have for my future"
d.   "There are good schools in my neighborhood"
e.   "It is important for young people to go to college or trade school"
f.   "I am proud to live in Riverside."
g.   "I am satisfied with the progress made so far in addressing homelessness in the City of Riverside."
h.   "Riverside's tap water is safe to drink"
i.   **IF Q1=3, 4, 5 ASK**: "The air quality in Riverside has improved since I've lived here."
       1. STRONGLY AGREE
       2. AGREE
       3. DISAGREE
       4. STRONGLY DISAGREE
       8. DON'T KNOW
       9. REFUSED

j.   "My family and I get the medical services we need in Riverside"
       1.   STRONGLY AGREE
       2.   AGREE
       3.   DISAGREE
       4.   STRONGLY DISAGREE
       8.   DON'T KNOW
       9.   REFUSED

k.   IF Q10J = 3 OR 4, ASK: Why can't you get those services?
       1.   DON'T HAVE MEDICAL INSURANCE
       2.   CAN'T AFFORD MEDICAL SERVICES WE NEED
       3.   HAVE TO GO OUTSIDE OF RIVERSIDE TO GET SERVICES WE NEED
       4.   DON'T HAVE ENOUGH DOCTORS, WAIT IS TOO LONG FOR AN APPOINTMENT
       5.   OTHER (SPECIFY)_____
       8.   DON'T KNOW
       9.   REFUSED

Q11.   Now moving on to other topics….do the parks and recreational spaces in Riverside meet your needs? For this question please answer "yes," "no", or "somewhat" Or if you don't use them, let me know
       1.   YES
       2.   NO
       3.   SOMEWHAT
       4.   DON'T USE/DON'T GO TO PARKS OR RECREATIONAL SPACES
       8.   DON'T KNOW

9.   REFUSED

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

Q12.   Do the retail stores in Riverside meet your needs?
1.   YES
2.   NO
3.   SOMEWHAT
4.   DON'T USE/ DON'T DO THE SHOPPING IN MY HOUSEHOLD
8.   DON'T KNOW
9.   REFUSED

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

Q13. Do the restaurants in Riverside meet your needs?
1.   YES
2.   NO
3.   SOMEWHAT
4.   DON'T USE/DON'T GO TO RESTAURANTS
8.   DON'T KNOW
9.   REFUSED

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

Q14. Do the places in Riverside where you can hear music and dance meet your needs?
1.   YES
2.   NO
3.   SOMEWHAT
4.   DON'T USE/DON'T GO TO CLUBS
5.   DIDN'T KNOW THERE WERE PLACES TO HEAR MUSIC AND DANCE IN RIVERSIDE
8.   DON'T KNOW
9.   REFUSED

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

Q15. Do the concerts and live theater in Riverside meet your needs?
1.   YES
2.   NO
3.   SOMEWHAT
4.   DON'T USE/DON'T GO TO CONCERTS/LIVE THEATER
5.   DIDN'T KNOW THERE WERE CONCERTS/LIVE THEATER IN RIVERSIDE
8.   DON'T KNOW

9.	REFUSED

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

Q16. Do the festivals and special events in Riverside meet your needs?
1.	YES
2.	NO
3.	SOMEWHAT
4.	DON'T USE/DON'T GO TO FESTIVALS OR SPECIAL EVENTS
5.	DIDN'T KNOW THERE WERE FESTIVALS/SPECIAL EVENTS
8.	DON'T KNOW
9.	REFUSED

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

Q17.	Now, on another topic…do you know the names of your neighbors who live close to you?
[INTERVIEWER: IF THEY JUST SAY "YES" PROMPT WITH …. WOULD YOU SAY YOU KNOW ALL OF THEM, MOST OF THEM, OR SOME OF THEM?]
1.	ALL OF THEM
2.	MOST OF THEM
3.	SOME OF THEM
4.	NO, DON'T KNOW ANY
5.	DON'T HAVE ANY NEIGHBORS CLOSE BY
8.	DON'T KNOW
9.	REFUSED

Q18.	Do you feel it is safe to walk in your neighborhood?
1.	YES			**[SKIP TO Q19]**
2.	NO
3.	SOMEWHAT
8.	DON'T KNOW	**[SKIP TO Q19]**
9.	REFUSED		**[SKIP TO Q19]**

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

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

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

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

Q22.   Do you donate to Riverside causes or organizations?
1.   YES   **[CONTINUE WITH Q22B]**
2.   NO   **[SKIP TO Q23]**
3.   DONATE TO CAUSES, BUT NOT IN RIVERSIDE **[SKIP TO Q23]**
8   DON'T KNOW   **[SKIP TO Q23]**
9.   REFUSED   **[SKIP TO Q23]**

Q22B. Do your donations go to religious institutions, to other nonprofit organizations, or to both?
1.   RELIGIOUS INSTITUTIONS
2.   OTHER NONPROFIT ORGANIZATIONS
3.   BOTH
8.   DON'T KNOW
9.   REFUSED

Q23.   Do you volunteer for Riverside causes or organizations or schools?
1.   YES
2.   NO

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

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

D1.   Do you rent or own your current residence?
       1.   RENT OR LEASE
       2.   OWN
       3.   LIVE IN STUDENT HOUSING
       4.   LIVE WITH FAMILY MEMBER (PARENTS OR KIDS)
       5.   OTHER (SPECIFY)_____
       8.   DON'T KNOW
       9.   REFUSED

D2.   What is your zip code? _____

D3.   Riverside has 26 different neighborhoods. What neighborhood do you live in?
       INTERVIEWER: IF THEY PAUSE, PROMPT WITH "LIKE CANYON CREST, OR EASTSIDE, OR WOOD STREETS". IF THEY STILL PAUSE SAY "IF YOU DON'T KNOW, THAT'S FINE…"
       1.   AIRPORT
       2.   ALESSANDRO HEIGHTS
       3.   ARLANZA
       4.   ARLINGTON
       5.   ARLINGTON HEIGHTS
       6.   ARLINGTON SOUTH
       7.   CANYON CREST
       8.   CANYON SPRINGS
       9.   CASA BLANCA
       10.   DOWNTOWN
       11.   EASTSIDE
       12.   GRAND
       13.   HAWARDEN HILLS
       14.   HUNTER INDUSTRIAL PARK
       15.   LA SIERRA
       16.   LA SIERRA ACRES
       17.   LA SIERRA HILLS
       18.   LA SIERRA SOUTH
       19.   MAGNOLIA CENTER
       20.   MISSION GROVE
       21.   NORTHSIDE
       22.   ORANGECREST
       23.   PRESIDENTIAL PARK
       24   RAMONA
       25.   SYCAMORE CANYON
       26.   UNIVERSITY
       27.   VICTORIA
       28.   WOODCREST
       29.   WOOD STREETS

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

D3b: INTERVIEWER DID YOU HAVE TO PROMPT ON THE LAST QUESTION?
1.   YES
2.   NO

D4. What was the last grade of school that you completed?
1.   SOME HIGH SCHOOL OR LESS
2.   HIGH SCHOOL DEGREE OR EQUIVALENT
3.   SOME COLLEGE BUT NO DEGREE
4.   ASSOCIATE DEGREE OR TECHNICAL CERTIFICATE
5.   BACHELOR'S DEGREE
6.   GRADUATE OR PROFESSIONAL DEGREE
7.   OTHER (SPECIFY)
9.   REFUSED

D5.   Which of the following best describes your employment status? Are you….
1.   Working full-time for pay   **[CONTINUE]**
2.   Working less than 30 hours a week for pay **[CONTINUE]**
3.   Full-time student   **[SKIP TO D6]**
4.   Full-time homemaker, parent or caregiver **[SKIP TO D6]**
5.   Unemployed and looking for work   **[SKIP TO D6]**
6.   Retired, or   **[SKIP TO D6]**
7.   Disabled and not able to work?   **[SKIP TO D6]**
8.   OTHER (SPECIFY) _____   **[SKIP TO D6]**
9.   REFUSED   **[SKIP TO D6]**

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

D6.   What is your age?

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

D8.   Are you of Hispanic, Latino, or Spanish origin?
1.   YES
2.   NO
8.   DON'T KNOW
9.   REFUSED

D9.   How would you describe your race? **SELECT ALL THAT APPLY**
1.   WHITE
2.   BLACK, AFRICAN AMERICAN, OR NEGRO
3.   HISPANIC/LATINO ONLY **[INTERVIEWERS: PROBE WITH… Some**

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

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

D10. Which of the following categories best describes your total household or family income before taxes, from all sources, for 2014? Stop me when I get to the correct category.
1. Less than $25,000
2. $25,000 to less than $35,000
3. $35,000 to less than $50,000
4. $50,000 to less than $65,000
5. $65,000 to less than $80,000
6. $80,000 to $110,000
7. Over $110,000
8. DON'T KNOW
9. REFUSED

Q24. Wonderful, that's it. Is there anything else you'd like to tell Riverside community leaders about the quality of life in Riverside?
1. YES (SPECIFY): _____
2. NO

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

END

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

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

INTERVIEWER QUESTIONS

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

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

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

LNG   In what language was the interview conducted?
    1.   English
    2.   Spanish

NAME   Interviewer name?

APPENDIX II

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

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

Q127

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

❍ Agree and Continue
❍ Disagree

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

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

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

If "Work or go to college/university but live elsewhere" Is Selected, Then Skip To "Thank you for your interest in the Riverside Survey…
If "Don't live or work in the City of Riverside" Is Selected, Then Skip To "We appreciate your interest in the Riverside Survey…"

Appendix II: Online questionnaire for those who live (and perhaps work) in Riverside
Riverside Community Quality of Life Survey, 2015

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

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

Q2Live What is the MAIN reason you choose to live in the City of Riverside?
- ○ I have a job here
- ○ I live with my family here
- ○ It's close to family
- ○ It's affordable to live here
- ○ I've lived here my whole life
- ○ I can't afford to move
- ○ I attend college here
- ○ I like the schools for my kids
- ○ I just like it
- ○ Other (specify) _____
- ○ Don't know

Q3Live In your opinion, what are the BEST things about living in Riverside? (No more than 2 choices may be given)
- ❑ Good area, location
- ❑ Nice parks / outdoor space / natural scenery
- ❑ Affordable housing
- ❑ Good climate, weather
- ❑ Not crowded
- ❑ Good schools and universities
- ❑ Less crime, it's safe
- ❑ Job availability
- ❑ Friendly people
- ❑ Family and friends live here
- ❑ It's close to work
- ❑ I like the faith / religious community / congregation

Appendix II: Online questionnaire for those who live (and perhaps work) in Riverside
Riverside Community Quality of Life Survey, 2015

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

Q3Work In your opinion, what are the BEST things about WORKING in Riverside? (No more than 2 choices may be given)
- ❑ The pay is better here than in other areas
- ❑ There are more jobs than in other areas
- ❑ It's not crowded
- ❑ Less traffic than in Orange or LA County
- ❑ It's a short commute
- ❑ I work for a good company
- ❑ I have a good job
- ❑ My job gives me a good chance for advancement / promotions
- ❑ Availability of amenities (restaurants, entertainment, gyms, etc.)
- ❑ Other _____
- ❑ Don't know

Q4Live In your opinion, what do you like LEAST about living in Riverside? (No more than 2 choices may be given)
- ❑ Smog, air pollution
- ❑ Traffic
- ❑ Poor public transportation
- ❑ Drugs
- ❑ Crime / Violence
- ❑ Gang activity
- ❑ Its location
- ❑ Lack of entertainment/ arts/ culture
- ❑ It is overpopulated
- ❑ School system
- ❑ Cost of living
- ❑ Lack of job opportunities
- ❑ Weather, fires, floods, earthquakes
- ❑ Attitude of law enforcement or immigration officers
- ❑ Intolerance
- ❑ Isolation...I don't feel "connected"
- ❑ Homelessness
- ❑ Not enough open space
- ❑ There's nothing to do that I enjoy
- ❑ Nothing...I like everything about living in Riverside!

❑ Other _____
❑ Don't Know

Q4Work In your opinion, what do you like LEAST about WORKING in Riverside? (No more than 2 choices may be given)
❑ Smog, air pollution
❑ Traffic
❑ Poor public transportation
❑ Pay is not as good as jobs in other places
❑ It's not a good company / job
❑ Other employees are not skilled enough
❑ Not as much chance for advancement / promotion
❑ Long commute
❑ Poor amenities in the area (restaurants, entertainment, gyms, etc.)
❑ Not enough parking
❑ Nothing...I like everything about working in Riverside
❑ Other _____
❑ Don't know

Q119 City leaders would like to know how important certain issues are to you. Please rate each of the following by moving the sliders between 0 (not important) and 100 (very important).
_____ Feeling safe overall in the City
_____ Addressing homelessness
_____ Bringing new jobs to Riverside
_____ Access to faster internet speeds at affordable rate plans
_____ Effective communication methods between the City and its residents and workers

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

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

Q92 Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statement: Riverside is a good place to start or grow a business.
- ○ Strongly agree
- ○ Agree
- ○ Disagree
- ○ Strongly Disagree
- ○ Don't know

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

Q6Live How would you rate the availability of healthy places to eat and shop for groceries in your neighborhood?
- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Don't know

Q7Live How would you rate the availability of places to exercise and be active in your neighborhood?
- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Can't rate...I don't exercise / I'm not active
- ○ Don't Know

Health In general would you say your health is excellent, good, fair or poor?
- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Don't Know

Q8 The following set of questions deals with transportation within the City of Riverside and your neighborhood. First, how would you rate the availability of bike lanes in your neighborhood?
- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Can't rate...I don't use bike lanes

○ Don't know

Q9   How would you rate the ease of getting around by bus or rail in Riverside?
○ Excellent
○ Good
○ Fair
○ Poor
○ Can't rate...I don't take the bus or rail
○ Don't know

Q101   Suppose you wanted to travel within the City of Riverside. Besides taking a personal vehicle, what would be your preferred method(s) of traveling? Please click all that apply.
❑ I prefer traveling within the City of Riverside by car or motorcycle ONLY
❑ Bus
❑ Bicycle
❑ Walk
❑ Streetcar
❑ Other (please specify) _____

Q102   Please rank your preferred methods of traveling within the City of Riverside, with number 1 being the MOST preferred. Just "drag" the items into the most appropriate order.
_____ Car or motorcycle
_____ Bus
_____ Bicycle
_____ Walk
_____ Streetcar
_____ The "other" item you listed above

Q104   In the last few years was there ever a time when you couldn't do something you wanted to do in the City because you didn't have transportation?
○ Yes
○ No
○ Don't recall

Answer If "Yes" Is Selected in Q104
Q105   What factor(s) prevented you from making your trip?
❑ There was no available RTA bus service
❑ I didn't have a reliable personal vehicle
❑ Time of day
❑ Construction activity
❑ Freeway traffic
❑ School traffic
❑ Other (Please specify) _____

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

❍ Yes
❍ No
❍ Don't know

Q107 What are the main reasons you don't use public transportation?
❑ Have to wait too long for a bus
❑ Too crowded
❑ Not convenient to get where I need to go
❑ Takes too long to get where I need to go
❑ Too expensive to take public transportation
❑ Don't like the people who use public transportation
❑ Buses don't operate at the times I need to travel
❑ I feel unsafe on buses
❑ Don't know -- I just like taking my personal vehicle
❑ Other (Please specify) _____

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

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

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

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

Q120 Do you or anyone in your household drive an electric vehicle?
- ❍ Yes
- ❍ No

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

Q121 What is the MAIN reason no one in your household drives an electric vehicle?
- ❍ My/our current car already meets my/our needs
- ❍ Price of the vehicle
- ❍ Limited number of miles one can drive before recharging
- ❍ Not enough charging stations available
- ❍ Lack of familiarity with electric vehicles
- ❍ Not enough model choices
- ❍ Cost of maintaining the car in the future
- ❍ Other (Please specify) _____

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

Q122 What is the MAIN reason you or member of your household choose to drive an electric vehicle?
- ❍ Concern for the environment
- ❍ Save money on gas
- ❍ Less maintenance is required
- ❍ Fun to drive
- ❍ Sales tax waiver
- ❍ Use of the carpool lane for free
- ❍ Don't want to depend on other countries for oil
- ❍ Other (Please specify) _____

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

Q123 Would you be more likely to drive an electric vehicle if more public charging stations were available?
- ❍ Yes
- ❍ No
- ❍ Don't know

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

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

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

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

Insur   What are the reasons you can't get medical services in Riverside? (Check all that apply.)
- ❑ Don't have medical insurance
- ❑ Can't afford medical services we need
- ❑ Have to go outside of Riverside to get services we need
- ❑ Riverside doesn't have enough doctors
- ❑ I have to wait too long for an appointment in Riverside
- ❑ Can't find a doctor who understands my concerns or condition
- ❑ Other _____
- ❑ Don't know

Dental   What are the reasons you can't get dental health services in Riverside? (Check all that apply.)
- ❑ Don't have dental insurance
- ❑ Can't afford dental services we need
- ❑ Have to go outside of Riverside to get services we need
- ❑ Riverside doesn't have enough dentists
- ❑ I have to wait too long for an appointment in Riverside
- ❑ Can't find a dentist who understands my concerns or condition
- ❑ Can't find a dentist in Riverside who takes my insurance
- ❑ Other _____
- ❑ Don't know

Air   The air quality in Riverside has improved since I've lived here.
- ❍ Strongly Agree
- ❍ Agree
- ❍ Disagree
- ❍ Strongly Disagree
- ❍ Don't Know

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

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

Q94 Do you strongly agree, agree, disagree, or strongly disagree that Riverside's workforce is properly trained and educated?
- ○ Strongly agree
- ○ Agree
- ○ Disagree
- ○ Strongly Disagree
- ○ Don't know

Q95 Do the business training and support services In Riverside meet your needs?
- ○ Meet my needs
- ○ Partially meet my needs
- ○ Doesn't meet my needs
- ○ Don't use them
- ○ Didn't know Riverside had them

School3 Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position?
- ○ Yes
- ○ Not yet, but I plan to
- ○ No
- ○ I have no interest in internships

School3b Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help you prepare for a career position?
- ○ Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs
- ○ No, there are not enough local opportunities
- ○ I don't know yet

School4 Do you believe you will be able to find a good job in Riverside after you graduate?
- ○ Yes
- ○ No, the jobs I want aren't in Riverside
- ○ I don't want to stay in Riverside

School5 Do you think Riverside is good place to live for college students?
- ○ Yes
- ○ No

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

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

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

Answer If "Disagree" or "Strongly Disagree" that Riverside is a good place to live for those over 65
retireb What would make Riverside a better place to live for those over 65?

Q11 Do the following aspects of Riverside meet your needs?

	Meet my needs	Partially meet my needs	Don't meet my needs	Don't use them	Didn't know Riverside had them
Parks and recreational spaces in Riverside	❍	❍	❍	❍	❍
Retail stores in Riverside	❍	❍	❍	❍	❍
Restaurants in Riverside	❍	❍	❍	❍	❍
Places in Riverside where you can hear music and dance	❍	❍	❍	❍	❍
Concerts and live theater in Riverside	❍	❍	❍	❍	❍
Festivals and special events in Riverside	❍	❍	❍	❍	❍
The public libraries in Riverside	❍	❍	❍	❍	❍

Answer If Parks and recreational spaces in Riverside either "Partially meet my needs" or "Don't meet my needs"
Q11b How would you like parks and recreational spaces to be improved?

Answer If Retail stores in Riverside either "Partially meet my needs" or "Don't meet my needs"
Q12b What stores or types of stores would you like to see in Riverside?

Answer If Restaurants in Riverside either "Partially meet my needs" or "Don't meet my needs"
Q13b What particular restaurant or kind of restaurants would you like?

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

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

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

Q15b What concerts or live theater would you like?

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

Q16b What improvements would you like to festivals and events?

Lib How would you like public libraries to be improved?

INFO1 What source of information do you rely on to find out about events and resources in Riverside? (Check all that you use.)
- ❏ A local newspaper
- ❏ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com
- ❏ Explore Riverside quarterly newsletter
- ❏ Utility bill inserts
- ❏ Channel 3, government access TV
- ❏ Community or neighborhood groups
- ❏ Friends and family
- ❏ Local websites
- ❏ Social media such as Twitter or Facebook
- ❏ Email from the City or Councilmember
- ❏ Religious/Faith community
- ❏ Employer
- ❏ Radio
- ❏ Never try to find out about things happening
- ❏ Other _____

Answer If selected more than one source of information

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

Info2 Do you ever use the on-line Community Calendar on RiversideCA.gov (City's website) or ExploreRiverside.com to find out what's going on in Riverside?
- ❍ Yes
- ❍ No
- ❍ Sometimes

Q113 Have you ever been to EngageRiverside.com to share your ideas about the City?
- ❍ Yes
- ❍ No

❍ Don't recall

Q114 Have you ever used the City of Riverside's eComment feature located on the City's website?
❍ Yes
❍ No
❍ Don't recall

Q115 Have you ever participated in Riverside City government, for example by providing input online, or attending a City Council meeting, or serving on a City committee?
❍ Yes
❍ No
❍ Don't recall

Q116 What types of situations make you most likely to participate in City government?
❑ When something affects me personally
❑ When something affects my neighborhood
❑ When I don't agree on policy
❑ When I have some free time
❑ Other (Please specify) _____

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

Q17 Do you know the names of your neighbors who live close to you?
❍ All of them
❍ Most of them
❍ Some of them
❍ No, don't know any
❍ Don't have any neighbors close by
❍ Don't Know

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

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

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

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

Answer If "No, it is not safe Is Selected" or "It is somewhat safe" Is Selected
Q18b What makes you feel it is unsafe?
- ❍ Crime
- ❍ Gang problem
- ❍ No sidewalks or bad sidewalks
- ❍ Dangerous intersections
- ❍ No lighting or poor lighting
- ❍ Too much traffic
- ❍ Homeless/panhandlers
- ❍ Other (Specify) _____
- ❍ Don't know

Answer If "Both live AND work in the City of Riverside" Is Selected
Q18Work Do you feel it is safe to walk near your work location?
- ❍ Yes, it is safe
- ❍ No, it is not safe
- ❍ It is somewhat safe
- ❍ Don't walk outside, but not because of safety

Answer If "No, it is not safe Is Selected" or "It is somewhat safe" Is Selected
Q18bWork What makes you feel it is unsafe to walk near your work location?
- ❍ Crime
- ❍ Gang problem
- ❍ No sidewalks or bad sidewalks
- ❍ Dangerous intersections
- ❍ No lighting or poor lighting
- ❍ Too much traffic
- ❍ Homeless/panhandlers
- ❍ Other _____

❍ Don't know

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

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

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

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

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

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

Q22 Do you donate money to Riverside causes or organizations?

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

Answer If donate to Riverside causes or organizations

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

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

Answer If donate to Riverside causes or organizations

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

❍ Zero
❍ 1 - 25%
❍ 26-50%
❍ 51-75%
❍ 76-99%

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❍ 100%
Q23 Do you volunteer for Riverside causes or organizations or schools?
❍ Yes
❍ No
❍ Don't Know

Q23b How many hours per month do you volunteer?
❍ 0-8 hours
❍ 9-20 hours
❍ 21 or more hours
❍ Don't know

D1 The following questions about your background will be used for statistical purposes only.
Do you rent or own your current residence?
❍ Rent or lease
❍ Own
❍ Live in student housing
❍ Live with family member (that is, a "senior" adult living with adult children, or adult living in parent's home, etc.)
❍ Other _____

D2 What is your home zip code?

D3 Riverside has 26 different neighborhoods. What neighborhood do you live in?
❍ Airport
❍ Alessandro Heights
❍ Arlanza
❍ Arlington
❍ Arlington Heights
❍ Arlington South
❍ Canyon Crest
❍ Casa Blanca
❍ Downtown
❍ Eastside
❍ Grand
❍ Hawarden Hills
❍ Hunter Industrial Park
❍ La Sierra
❍ La Sierra Acres
❍ La Sierra Hills
❍ La Sierra South
❍ Magnolia Center
❍ Mission Grove
❍ Orangecrest

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

Q112 A project has been started which is designed to make people aware of the City's 26 neighborhoods. Have you heard about that project (called the Neighborhood Postcard project)?
❍ Yes
❍ No
❍ Don't know

D4 What was the last grade of school that you completed?
❍ Some high school or less
❍ High school degree or equivalent
❍ Some college but no degree
❍ Associate degree or technical certificate
❍ Bachelor's degree
❍ Graduate or professional degree
❍ Other (specify) _____
❍ Refuse to answer

D5 What is your age?
If Age Is Less Than 16, Then Skip To "Are you a male or female?"

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

D7 Which of the following best describes your employment status? Are you...
❍ Working full-time for pay
❍ Working less than 30 hours a week for pay
❍ Full-time student
❍ Full-time homemaker, parent or caregiver
❍ Unemployed and looking for work
❍ Retired
❍ Disabled and not able to work
❍ Other (specify) _____

Answer If "Working full-time for pay" or "Working less than 30 hours a week for pay"
D7b Do you work within the City of Riverside?
❍ Yes
❍ No
❍ As indicated at the start of the survey, I work in the City of Riverside

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

Gender Are you a male or female?
- ❍ Male
- ❍ Female

D8b Are you of Hispanic, Latino, or Spanish origin?
- ❍ Yes
- ❍ No

D9 Following are the race categories used in the U.S. Census. How would you describe your race? (Please choose all that apply)
- ❑ White
- ❑ Black, African American, or Negro
- ❑ American Indian or Alaska Native (Please specify _____)
- ❑ Asian Indian
- ❑ Chinese
- ❑ Filipino
- ❑ Japanese
- ❑ Korean
- ❑ Vietnamese
- ❑ Other Asian _____
- ❑ Native Hawaiian
- ❑ Guamanian or Chamorro
- ❑ Samoan
- ❑ Other Pacific Islander _____
- ❑ Some other race _____
- ❑ Refuse to answer

D10 Which of the following categories best describes your total household or family income before taxes, from all sources, for 2014?
- ❍ Less than $25,000
- ❍ $25,000 to less than $35,000
- ❍ $35,000 to less than $50,000
- ❍ $50,000 to less than $65,000
- ❍ $65,000 to less than $80,000
- ❍ $80,000 to $110,000
- ❍ Over $110,000
- ❍ Don't know

HEAR How did you hear about this Riverside Community Quality of Life Survey?
- ❑ A local newspaper
- ❑ On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com

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

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

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

Q82

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

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

Appendix II: Online questionnaire for those who live (and perhaps work) in Riverside
Riverside Community Quality of Life Survey, 2015

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

Q84

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

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

APPENDIX III

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

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

Q73

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

❍ Agree and Continue
❍ Disagree

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

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

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

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

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

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

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

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

Q2work Since you work or attend college/university in Riverside, what are the reasons you don't choose to live here? (Choose all that apply)
❑ Can't afford to live in Riverside
❑ Too much crime in the area
❑ Too crowded
❑ Can't afford to move from where I'm living now
❑ I like where I'm living now
❑ The schools seem better where I live now
❑ Just don't like it
❑ Other _____
❑ Don't Know

Q3work In your opinion, what are the BEST things about working/attending college in Riverside? (Choose up to 2)
❑ The pay is better here than in other areas
❑ There are more jobs than in other areas
❑ It's not crowded
❑ Less traffic than in Orange or LA County
❑ It's a short commute
❑ I work for a good company
❑ I have a good job
❑ My job gives me a good chance for advancement / promotions
❑ Availability of amenities (restaurants, entertainment, gyms, etc.)
❑ Other _____
❑ Don't Know

Q4work In your opinion, what do you like LEAST about working/attending college in Riverside? (Choose up to 2)
❑ Smog, air pollution
❑ Traffic
❑ Poor public transportation
❑ Pay is not as good as jobs in other places
❑ It's not a good company / job
❑ Other employees are not skilled enough
❑ Not as much chance for advancement / promotion
❑ Long commute

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

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

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

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

Q8 How would you rate the availability of bike lanes in Riverside?
○ Excellent
○ Good
○ Fair
○ Poor
○ Can't rate...I don't use bike lanes
○ Don't know

Q9 How would you rate the ease of getting around by bus or rail in Riverside?
○ Excellent
○ Good
○ Fair
○ Poor
○ Can't rate...I don't take the bus or rail
○ Don't know

Q78 Suppose you wanted to travel within the City of Riverside. Besides taking a personal vehicle, what would be your preferred method(s) of traveling? Please click all that apply.
- ❑ I prefer traveling within the City of Riverside by car or motorcycle ONLY
- ❑ Bus
- ❑ Bicycle
- ❑ Walk
- ❑ Streetcar
- ❑ Other (Please specify)_____

Q77 Please rank your preferred methods of traveling within the City of Riverside, with number 1 being the MOST preferred. Just "drag" the items into the most appropriate order.
___ Car or motorcycle
___ Bus
___ Bicycle
___Walk
___Streetcar
___The "other" item you listed above

Q79 In the last few years was there ever a time when you couldn't do something you wanted to do in the City because you didn't have transportation?
- ◯ Yes
- ◯ No
- ◯ Don't Know

Q80 What factor(s) prevented you from making your trip?
- ❑ There was no available RTA bus service
- ❑ I didn't have a reliable personal vehicle
- ❑ Time of day
- ❑ Construction activity
- ❑ Freeway traffic
- ❑ School traffic
- ❑ Other (Please specify)_____

Q81 Do you ever use public transportation within the City of Riverside?
- ◯ Yes
- ◯ No
- ◯ Don't Know

Q82 What are the main reasons you don't use public transportation?
- ❑ Have to wait too long for a bus
- ❑ Too crowded
- ❑ Not convenient to get where I need to go
- ❑ Takes too long to get where I need to go
- ❑ Too expensive to take public transportation
- ❑ Buses don't operate at the times I need to travel
- ❑ I feel unsafe on buses

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

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

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

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

Answer If Q85 is greater than zero
Q86 On average how long does it take you to make the trip? The total time round trip is typically…
❍ Less than 5 minutes
❍ 5 to 14 minutes
❍ 15 to 30 minutes
❍ More than 30 minutes

Q87 Do you or anyone in your household drive an electric vehicle?
❍ Yes
❍ No

Answer If "No" is Selected for "Do you or anyone in your family drive an electric vehicle?"
Q88 What is the MAIN reason no one in your household drives an electric vehicle?
❍ My/our current car already meets my/our needs
❍ Price of the vehicle
❍ Limited number of miles one can drive before recharging

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

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

Q90 Would you be more likely to drive an electric vehicle if more public charging stations were available?
- ❍ Yes
- ❍ No
- ❍ Don't Know

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
- ❍ No

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

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

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

Air The air quality in Riverside has improved since I've been here.
- ○ Strongly Agree
- ○ Agree
- ○ Disagree
- ○ Strongly Disagree
- ○ Don't Know

Answer If "College or University student" Is Selected

Q62 Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position?
- ○ Yes
- ○ No
- ○ I have no interest in internships
- ○ Not yet, but I plan to

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

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

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

Q64 Do you believe you will be able to find a good job in Riverside after you graduate?
○ Yes
○ No, the jobs I want aren't in Riverside
○ I don't want to stay in Riverside

Q65 Do you think Riverside is a good place for college students?
○ Yes
○ No

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

Q11 Do the following aspects of Riverside meet your needs?

	Meet my needs	Partially meet my needs	Don't meet my needs	Don't use them	Didn't know Riverside had them
Festivals and special events in Riverside	○	○	○	○	○
Concerts and live theater in Riverside	○	○	○	○	○
Places in Riverside where you can hear music and dance	○	○	○	○	○
Restaurants in Riverside	○	○	○	○	○
Retail stores in Riverside	○	○	○	○	○
The public libraries in Riverside	○	○	○	○	○
Parks and recreational spaces in Riverside	○	○	○	○	○
Business training and support services	○	○	○	○	○

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

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

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

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

Q15b What concerts or live theater would you like?

Q16b What improvements would you like to festivals and events?

Lib How would you like public libraries to be improved?

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

INFO1 What sources of information do you rely on to find out about events and resources in Riverside? (Choose all that apply)
- ❑ A local newspaper
- ❑ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com
- ❑ Explore Riverside quarterly newsletter
- ❑ Utility bill inserts
- ❑ Channel 3, government access TV
- ❑ Community or neighborhood groups
- ❑ Friends and family
- ❑ Local websites
- ❑ Social media such as Twitter or Facebook
- ❑ Email from the City or Councilmember
- ❑ Religious/Faith community
- ❑ Employer
- ❑ Radio
- ❑ Never try to find out about things happening
- ❑ Other _____

Infob Which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?
- ❍ A local newspaper
- ❍ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com
- ❍ Explore Riverside quarterly newsletter
- ❍ Utility bill inserts
- ❍ Channel 3, government access TV
- ❍ Community or neighborhood groups

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

Info2 Do you ever use the on-line Community Calendar on RiversideCA.gov (City's website) or ExploreRiverside.com to find out what's going on in Riverside?
○ Yes
○ No
○ Sometimes

Q94 Have you ever been to EngageRiverside.com to share your ideas about the City?
○ Yes
○ No

Q18work Do you feel it is safe to walk near your work location?
○ Yes, it is safe
○ Don't walk outside, but not because of safety
○ No, it is not safe
○ It is somewhat safe

Answer If answer to Q18work is "No, it is not safe" or "It is somewhat safe"
Q18b What makes you feel it is unsafe?
○ Crime
○ Gang problem
○ No sidewalks or bad sidewalks
○ Dangerous intersections
○ No lighting or poor lighting
○ Too much traffic
○ Other (Specify) _____
○ Don't know

Q19 In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?
○ Not at all fearful
○ Not too fearful
○ Somewhat fearful, or
○ Very fearful
○ Don't Know

Q20 In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?
- ◯ Better off
- ◯ Same
- ◯ Worse off
- ◯ Don't Know

Q21 Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?
- ◯ Better off
- ◯ Same
- ◯ Worse off
- ◯ Don't Know

Q22 Do you donate money to Riverside causes or organizations?
- ◯ Yes
- ◯ No
- ◯ Donate to causes, but not in Riverside
- ◯ Don't Know

Answer If donate to Riverside causes or organizations

Q22b Do your donations to Riverside causes go to religious/faith institutions, to other nonprofit organizations, or to both?
- ◯ Religious institutions
- ◯ Other nonprofit organizations
- ◯ Both
- ◯ Don't Know

Answer If donate to Riverside causes or organizations

Q22c Approximately what percent of your total donations go to Riverside causes or organizations?
- ◯ Zero
- ◯ 1 - 25%
- ◯ 26-50%
- ◯ 51-75%
- ◯ 76-99%
- ◯ 100%
- ◯ Don't know

Q23 Do you volunteer for Riverside causes or organizations or schools?
- ◯ Yes
- ◯ No
- ◯ Don't Know

Q23b How many hours per month do you volunteer?
- ❍ 0-8 hours
- ❍ 9-20 hours
- ❍ 21 or more hours
- ❍ Don't know

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

D2 What is your home zip code?

Q67 What is your work zip code?

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

D5 What is your age?

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

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

Gender Are you a male or female?
- ❍ Male
- ❍ Female

D8b Are you of Hispanic, Latino, or Spanish origin?
- ❍ Yes
- ❍ No

D9 Following are the race categories used in the U.S. Census. How would you describe your race? (Choose all that apply.)
- ❑ White
- ❑ Black, African American, or Negro
- ❑ American Indian or Alaska Native (Please specify _____)

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

D10 Which of the following categories best describes your total household or family income before taxes, from all sources, for 2014?
- ○ Less than $25,000
- ○ $25,000 to less than $35,000
- ○ $35,000 to less than $50,000
- ○ $50,000 to less than $65,000
- ○ $65,000 to less than $80,000
- ○ $80,000 to $110,000
- ○ Over $110,000
- ○ Don't know

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

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

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

Q56

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

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

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

APPENDIX IV

Online Questionnaire for Youth

City of Riverside Quality of Life Survey
Online Questionnaire for Youth

Q25

Welcome
DEAR PARENT/GUARDIAN:

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

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

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

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

Youth
DEAR RIVERSIDE RESIDENT, AGE 17 YEARS OLD OR YOUNGER:

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

about improving the community.

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

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

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

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

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

Q2 Do you plan to attend college or university?
- ○ Yes
- ○ No
- ○ Don't know yet

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

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

○ Yes
○ No
○ Maybe...I don't know yet

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

	They are good	They are OK but I'd like them to be better	I don't like them at all	Don't know
Restaurants in Riverside	○	○	○	○
Stores in Riverside	○	○	○	○
Parks and other places to play outside in Riverside	○	○	○	○

Answer If Parks and other places to play outside in Riverside "are OK but I'd like them to be better" or "I don't like them at all"
Q3a How could the parks be better?

Answer If Stores in Riverside "are OK but I'd like them to be better" or "I don't like them at all"
Q3b What stores or types of stores would you like to see in Riverside?

Answer If Restaurants in Riverside "are OK but I'd like them to be better" or "I don't like them at all"
Q3c What particular restaurant or kind of restaurants would you like?

Q4 Do you feel it is safe to walk in your neighborhood?
○ Yes, it is safe
○ Don't walk outside, but not because of safety
○ No, it is not safe
○ It is somewhat safe

Answer If "No, it is not safe" or "It is somewhat safe"
Q4b What makes you feel it is unsafe?
○ Crime
○ No sidewalks or bad sidewalks
○ Dangerous intersections
○ Other (Specify) _____
○ Don't know
○ Gang problem
○ No lighting or poor lighting
○ Too much traffic
Q5 What is your age?

Q6 Are you male or female?
○ Male
○ Female

Q7 What is the best thing about Riverside?

Q8 What do you like least about Riverside?

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

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

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

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

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

Q82

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

APPENDIX V

Data Display, Telephone Survey

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

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

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

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

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

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

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

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

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

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

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

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Appendix V: Data display, *statistically valid telephone survey*
Riverside Community Quality of Life Survey, 2015

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

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

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

Q5a: Riverside is a good place to bring visitors

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

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

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

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

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

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

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

Q5e: Riverside is a good place to raise children

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

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

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	73	14.0	14.5	14.5
	Agree	320	61.1	63.7	78.3
	Disagree	94	18.1	18.8	97.1
	Strongly Disagree	15	2.8	2.9	100.0
	Total	502	96.0	100.0	
Missing	Don't know	20	3.9		
	Refused	1	.2		
	Total	21	4.0		
Total		523	100.0		

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

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

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

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

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

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

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

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

10a: Riverside is an attractive place.

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

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

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

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

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

10d: There are good schools in my neighborhood

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

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

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

10f: I am proud to live in Riverside

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

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

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

Q10h: Riverside's tap water is safe to drink

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

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

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

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

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

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

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

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

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

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

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

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

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Q13: Do the restaurants in Riverside meet your needs?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Q22: Do you donate to Riverside causes or organizations?

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

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

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

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

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

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

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

Q23B: How many hours per month do you volunteer?

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

Appendix V: Data display, *statistically valid telephone survey*
Riverside Community Quality of Life Survey, 2015

D1: Do you rent or own your current residence?

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

D2: What is your zip code?

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

Appendix V: Data display, *statistically valid telephone survey*
Riverside Community Quality of Life Survey, 2015

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

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

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

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

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

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

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

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

D5b: Do you work in the City of Riverside?

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

D5b Other Cities Where Residents Work

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

Descriptive Statistics for D6:
What is your age?

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

D6: What is your age?

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

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

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

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

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

D9: How would you describe your race?

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

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

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

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

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

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

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

Gender

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

Survey conducted in English or in Spanish

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

APPENDIX VI

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

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

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

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

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

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

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

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

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

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

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
Riverside Community Quality of Life Survey, 2015

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

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

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

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

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

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

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

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

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

	Responses		Percent of Cases
	N	Percent	
Smog, air pollution	292	11.1%	20.5%
Traffic	458	17.4%	32.1%
Poor public transportation	108	4.1%	7.6%
Drugs	69	2.6%	4.8%
Crime / Violence	262	10.0%	18.4%
Gang activity	93	3.5%	6.5%
Its location	20	0.8%	1.4%
Lack of entertainment/ arts/ culture	144	5.5%	10.1%
It is overpopulated	127	4.8%	8.9%
School system	60	2.3%	4.2%
Cost of living	93	3.5%	6.5%
Lack of job opportunities	141	5.4%	9.9%
Weather, fires, floods, earthquakes	74	2.8%	5.2%
Attitude of law enforcement or immigration officers	33	1.3%	2.3%
Intolerance	21	0.8%	1.5%
Isolation...I don't feel "connected"	29	1.1%	2.0%
Homelessness	335	12.7%	23.5%
Not enough open space	35	1.3%	2.5%
Nothing...I like everything about living in Riverside!	88	3.3%	6.2%
Other	149	5.7%	10.4%
Total	2631	100.0%	184.5%

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

OTHER comments: Like LEAST about living in Riverside?

	Frequency
Neighbor issues	6
Government, City Officials	19
Immigration issues	7
Poor streets, roads, sidewalks they need to be repaired	11
Noise	2
Lack of good restaurants and healthy choices	9
Need more safe bike lanes	2
Decrepit city, trash, rundown buildings	3
Graffiti	3
Lack of shopping	4
Lack of shopping and restaurants, better quality and healthy choices	9
Traffic is also my second choice/poor planning of traffic design	4
Aggressive Beggars/Panhandlers	8
Other	60
Total	147

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

	Responses		Percent of Cases
	N	Percent	
Smog, air pollution	96	9.5%	14.5%
Traffic	204	20.1%	30.9%
Poor public transportation	59	5.8%	8.9%
Pay is not as good as jobs in other places	167	16.5%	25.3%
It's not a good company / job	10	1.0%	1.5%
Other employees are not skilled enough	37	3.7%	5.6%
Not as much chance for advancement / promotion	74	7.3%	11.2%
Long commute	3	0.3%	0.5%
Poor amenities in the area (restaurants, entertainment, gyms, etc.)	77	7.6%	11.7%
Not enough parking	76	7.5%	11.5%
Nothing...I like everything about working in Riverside	158	15.6%	23.9%
Other	52	5.1%	7.9%
Total	1013	100.0%	153.5%

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

Q4Work: Other comments regarding what they like LEAST about working in Riverside

	Frequency
Homelessness, panhandle, beggars	7
Lack of job opportunities, no jobs in Riverside	9
Cost of doing business, fees, licenses, fees	5
Construction (noise, inconvenience, dirty)	2
city official issues	2
Poor street and road conditions, sidewalks in bad shape	1
Have to pay to park to work, meter parking, lack of parking spaces	5
Signal lights need to be synchronized for better traffic flow	2
Retired/work from home/not applicable	6
Lack of customers, type of customers	2
Other	9
Total	50

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

	N		Minimum	Maximum	Mean	Median	Std. Deviation
	Valid	Missing					
Feeling safe overall in the City	1387	96	0	100	91.26	100.00	16.425
Addressing homelessness	1364	119	0	100	76.97	82.00	24.449
Bringing new jobs to Riverside	1346	137	0	100	77.37	82.00	23.883
Access to faster internet speeds at affordable rate plans	1272	211	0	100	59.89	61.00	31.136
Effective communication methods between the City and its residents and workers	1356	127	0	100	72.59	78.00	25.242

Q5_5: Riverside is a good place to bring visitors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	285	19.2	21.5	21.5
	Agree	773	52.1	58.3	79.8
	Disagree	209	14.1	15.8	95.6
	Strongly Disagree	59	4.0	4.4	100.0
	Total	1326	89.4	100.0	
Missing	Don't know	37	2.5		
	System	120	8.1		
	Total	157	10.6		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	91	6.1	7.8	7.8
	Agree	534	36.0	45.7	53.5
	Disagree	386	26.0	33.0	86.6
	Strongly Disagree	157	10.6	13.4	100.0
	Total	1168	78.8	100.0	
Missing	Don't know	187	12.6		
	System	128	8.6		
	Total	315	21.2		
Total		1483	100.0		

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Q5_3: Riverside is a good place to own or operate a business or nonprofit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	117	7.9	12.4	12.4
	Agree	519	35.0	55.2	67.6
	Disagree	201	13.6	21.4	88.9
	Strongly Disagree	104	7.0	11.1	100.0
	Total	941	63.5	100.0	
Missing	Don't know	414	27.9		
	System	128	8.6		
	Total	542	36.5		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	318	21.4	23.8	23.8
	Agree	811	54.7	60.8	84.6
	Disagree	155	10.5	11.6	96.3
	Strongly Disagree	50	3.4	3.7	100.0
	Total	1334	90.0	100.0	
Missing	Don't know	25	1.7		
	System	124	8.4		
	Total	149	10.0		
Total		1483	100.0		

Q5_1: Riverside is a good place to raise children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	298	20.1	23.7	23.7
	Agree	758	51.1	60.4	84.1
	Disagree	136	9.2	10.8	95.0
	Strongly Disagree	63	4.2	5.0	100.0
	Total	1255	84.6	100.0	
Missing	Don't know	103	6.9		
	System	125	8.4		
	Total	228	15.4		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	261	17.6	20.2	20.2
	Agree	713	48.1	55.1	75.3
	Disagree	227	15.3	17.5	92.8
	Strongly Disagree	93	6.3	7.2	100.0
	Total	1294	87.3	100.0	
Missing	Don't know	64	4.3		
	System	125	8.4		
	Total	189	12.7		
Total		1483	100.0		

Q5_7: Riverside is a good place to find an affordable place to live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	268	18.1	20.3	20.3
	Agree	721	48.6	54.6	74.9
	Disagree	232	15.6	17.6	92.4
	Strongly Disagree	100	6.7	7.6	100.0
	Total	1321	89.1	100.0	
Missing	Don't know	39	2.6		
	System	123	8.3		
	Total	162	10.9		
Total		1483	100.0		

Q5_8: Riverside is a good place to make friends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	298	20.1	23.2	23.2
	Agree	810	54.6	63.0	86.2
	Disagree	147	9.9	11.4	97.7
	Strongly Disagree	30	2.0	2.3	100.0
	Total	1285	86.6	100.0	
Missing	Don't know	72	4.9		
	System	126	8.5		
	Total	198	13.4		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	75	5.1	15.3	15.3
	Agree	240	16.2	48.9	64.2
	Disagree	126	8.5	25.7	89.8
	Strongly Disagree	50	3.4	10.2	100.0
	Total	491	33.1	100.0	
Missing	Don't know	185	12.5		
	System	807	54.4		
	Total	992	66.9		
Total		1483	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Taxes too high, lower taxes	13	6.7%	9.6%
Get rid of homelessness	4	2.1%	2.9%
No response given/don't know how	10	5.2%	7.4%
To many regulations	20	10.3%	14.7%
Economy, economy needs to improve	10	5.2%	7.4%
Higher Incomes, less unemployment, to help people have money to spend	9	4.6%	6.6%
Less red tape, ease the process to start a business	27	13.9%	19.9%
Lower the crime rate	2	1.0%	1.5%
Incentive programs	11	5.7%	8.1%
Riverside become business friendly and be supportive	14	7.2%	10.3%
Locals to be more supportive	4	2.1%	2.9%
Fees are too high to start a business or do businesses in Riverside	12	6.2%	8.8%
City employees to be more helpful....	14	7.2%	10.3%
City to encourage, seminars, assist in getting started	2	1.0%	1.5%
Affordable business space	12	6.2%	8.8%
Parking issues, what's the plan for parking, less meter parking	2	1.0%	1.5%
Better educated population	5	2.6%	3.7%
Standard rules and regulations for all businesses	2	1.0%	1.5%
Other	21	10.8%	15.4%
Total	194	100.0%	142.6%

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

Q6LIVE: How would you rate the availability of healthy places to eat and shop for groceries in your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	260	17.5	19.3	19.3
	Good	503	33.9	37.4	56.7
	Fair	370	24.9	27.5	84.2
	Poor	212	14.3	15.8	100.0
	Total	1345	90.7	100.0	
Missing	Don't know	6	.4		
	System	132	8.9		
	Total	138	9.3		
Total		1483	100.0		

Q7LIVE: How would you rate the availability of places to exercise and be active in your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	374	25.2	27.9	27.9
	Good	521	35.1	38.9	66.8
	Fair	311	21.0	23.2	90.0
	Poor	113	7.6	8.4	98.4
	Can't rate...I don't exercise / I'm not active	21	1.4	1.6	100.0
	Total	1340	90.4	100.0	
Missing	Don't Know	10	.7		
	System	133	9.0		
	Total	143	9.6		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	263	17.7	19.6	19.6
	Good	765	51.6	56.9	76.5
	Fair	276	18.6	20.5	97.0
	Poor	40	2.7	3.0	100.0
	Total	1344	90.6	100.0	
Missing	Don't Know	6	.4		
	System	133	9.0		
	Total	139	9.4		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	177	11.9	13.3	13.3
	Good	420	28.3	31.7	45.0
	Fair	234	15.8	17.6	62.7
	Poor	154	10.4	11.6	74.3
	Can't rate...I don't use bike lanes	325	21.9	24.5	98.8
	Don't know	16	1.1	1.2	100.0
	Total	1326	89.4	100.0	
Missing	System	157	10.6		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	78	5.3	5.9	5.9
	Good	208	14.0	15.7	21.5
	Fair	205	13.8	15.4	37.0
	Poor	231	15.6	17.4	54.4
	Can't rate...I don't take the bus or rail	525	35.4	39.5	93.9
	Don't know	81	5.5	6.1	100.0
	Total	1328	89.5	100.0	
Missing	System	155	10.5		
Total		1483	100.0		

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

	Responses		Percent of Cases
	N	Percent	
I prefer traveling within the City of Riverside by car or motorcycle ONLY	460	23.1%	34.9%
Bus	321	16.1%	24.4%
Bicycle	375	18.8%	28.5%
Walk	528	26.5%	40.1%
Streetcar	251	12.6%	19.0%
Other	58	2.9%	4.4%
Total	1993	100.0%	151.2%

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

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Q102: Preference ranking of using CAR OR MOTORCYCLE to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1102	74.3	87.8	87.8
	2	56	3.8	4.5	92.3
	3	39	2.6	3.1	95.4
	4	31	2.1	2.5	97.8
	5	25	1.7	2.0	99.8
	6	2	.1	.2	100.0
	Total	1255	84.6	100.0	
Missing	System	228	15.4		
Total		1483	100.0		

Q102: Preference ranking of using BUS to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	19	1.3	1.5	1.5
	2	278	18.7	22.2	23.7
	3	237	16.0	18.9	42.5
	4	361	24.3	28.8	71.3
	5	294	19.8	23.4	94.7
	6	66	4.5	5.3	100.0
	Total	1255	84.6	100.0	
Missing	System	228	15.4		
Total		1483	100.0		

Q102: Preference ranking of using BICYCLE to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	40	2.7	3.2	3.2
	2	271	18.3	21.6	24.8
	3	429	28.9	34.2	59.0
	4	307	20.7	24.5	83.4
	5	179	12.1	14.3	97.7
	6	29	2.0	2.3	100.0
	Total	1255	84.6	100.0	
Missing	System	228	15.4		
Total		1483	100.0		

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Q102: Preference ranking of WALKING to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	58	3.9	4.6	4.6
	2	453	30.5	36.1	40.7
	3	384	25.9	30.6	71.3
	4	251	16.9	20.0	91.3
	5	103	6.9	8.2	99.5
	6	6	.4	.5	100.0
	Total	1255	84.6	100.0	
Missing	System	228	15.4		
Total		1483	100.0		

Q102: Preference ranking of using STREETCAR to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	29	2.0	2.3	2.3
	2	166	11.2	13.2	15.5
	3	149	10.0	11.9	27.4
	4	272	18.3	21.7	49.1
	5	556	37.5	44.3	93.4
	6	83	5.6	6.6	100.0
	Total	1255	84.6	100.0	
Missing	System	228	15.4		
Total		1483	100.0		

Q102: Preference ranking of using OTHER METHODS respondent listed to travel within the City of Riverside (1= MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	.5	.6	.6
	2	31	2.1	2.5	3.0
	3	17	1.1	1.4	4.4
	4	33	2.2	2.6	7.0
	5	98	6.6	7.8	14.8
	6	1069	72.1	85.2	100.0
	Total	1255	84.6	100.0	
Missing	System	228	15.4		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	203	13.7	15.3	15.3
	No	987	66.6	74.4	89.7
	Don't recall	136	9.2	10.3	100.0
	Total	1326	89.4	100.0	
Missing	System	157	10.6		
Total		1483	100.0		

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

	Responses		Percent of Cases
	N	Percent	
There was no available RTA bus service	78	21.5%	38.6%
I didn't have a reliable personal vehicle	102	28.1%	50.5%
Time of day	52	14.3%	25.7%
Construction activity	29	8.0%	14.4%
Freeway traffic	59	16.3%	29.2%
School traffic	17	4.7%	8.4%
Other	26	7.2%	12.9%
Total	363	100.0%	179.7%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	350	23.6	26.5	26.5
	No	970	65.4	73.5	100.0
	Total	1320	89.0	100.0	
Missing	Don't know	4	.3		
	System	159	10.7		
	Total	163	11.0		
Total		1483	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Have to wait too long for a bus	180	9.9%	18.8%
Too crowded	43	2.4%	4.5%
Not convenient to get where I need to go	312	17.2%	32.6%
Takes too long to get where I need to go	295	16.2%	30.8%
Too expensive to take public transportation	24	1.3%	2.5%
Don't like the people who use public transportation	144	7.9%	15.0%
Buses don't operate at the times I need to travel	108	5.9%	11.3%
I feel unsafe on buses	237	13.0%	24.7%
Don't know -- I just like taking my personal vehicle	418	23.0%	43.6%
Other (Please specify)	56	3.1%	5.8%
Total	1817	100.0%	189.7%

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

Q107_Recode: Other reasons for not using public transportation

		Frequency
Valid	Too far away, unable to walk to bus stop	10
	Don't know how, never investigated how to use	8
	Get motion sick	3
	Weather, too hot outside	2
	No need	7
	Have children	5
	Not easy to use bus, easier to use car	3
	Seems confusing	2
	Other	16
	Total	56

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

	Responses		Percent of Cases
	N	Percent	
I don't drive so I have no idea	14	0.7%	1.1%
There are no parking issues that I'm aware of	251	12.8%	19.2%
Parking is too expensive	377	19.3%	28.9%
There isn't enough "off-street" parking (that is, parking garages or lots)	400	20.4%	30.6%
There isn't enough parking on the street	464	23.7%	35.5%
The affordable parking is too far from where I need to go	241	12.3%	18.5%
Other (Please specify)	111	5.7%	8.5%
Don't know	99	5.1%	7.6%
Total	1957	100.0%	149.8%

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

Q108_Recode: Other parking issues in downtown Riverside

		Frequency
Valid	Safety issues	11
	Handicap parking	4
	Don't park downtown	5
	Meter parking, far from car, only an hour	8
	Parking should be free, incentives, shopping and free parking validation	18
	Not enough parking	8
	Adequate parking except during events/festival lights	4
	Other	52
	Total	110

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

	Responses		Percent of Cases
	N	Percent	
Install more bike lanes	290	13.4%	22.5%
Improve bike lane connectivity	393	18.2%	30.5%
Install more sidewalks	347	16.1%	26.9%
Make public transportation (that is, RTA and/or Metrolink) more affordable	253	11.7%	19.6%
Encourage schools to offer incentives or programs for children to walk and bike to school	352	16.3%	27.3%
It is unsafe	78	3.6%	6.0%
There is NOTHING that would encourage increased walking or biking	235	10.9%	18.2%
Other (Please specify)	209	9.7%	22.3%
Total	2157	100.0%	167.5%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	785	52.9	59.9	59.9
	1 or 2 times	347	23.4	26.5	86.3
	3 or 4 times	104	7.0	7.9	94.3
	5 or more times per week	75	5.1	5.7	100.0
	Total	1311	88.4	100.0	
Missing	System	172	11.6		
Total		1483	100.0		

Q111: On average how long does it take you to make the trip (round trip)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 5 minutes	17	1.1	3.3	3.3
	5 to 14 minutes	118	8.0	22.8	26.1
	15 to 30 minutes	231	15.6	44.6	70.7
	More than 30 minutes	152	10.2	29.3	100.0
	Total	518	34.9	100.0	
Missing	System	965	65.1		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	3.3	3.8	3.8
	No	1257	84.8	96.2	100.0
	Total	1306	88.1	100.0	
Missing	System	177	11.9		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	My/our current car already meets my/our needs	485	32.7	39.0	39.0
	Price of the vehicle	384	25.9	30.9	69.9
	Limited number of miles one can drive before recharging	121	8.2	9.7	79.6
	Not enough charging stations available	63	4.2	5.1	84.6
	Lack of familiarity with electric vehicles	64	4.3	5.1	89.8
	Not enough model choices	17	1.1	1.4	91.2
	Cost of maintaining the car in the future	58	3.9	4.7	95.8
	All of the above	3	.2	.2	96.1
	Don't believe it	4	.3	.3	96.4
	Other	45	3.1	3.6	100.0
	Total	1244	83.9	100.0	
Missing	System	239	16.1		
Total		1483	100.0		

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
Riverside Community Quality of Life Survey, 2015

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Concern for the environment	18	1.2	37.5	37.5
	Save money on gas	17	1.1	35.4	72.9
	Less maintenance is required	1	.1	2.1	75.0
	Fun to drive	2	.1	4.2	79.2
	Use of the carpool lane for free	5	.3	10.4	89.6
	Don't want to depend on other countries for oil	2	.1	4.2	93.8
	Other (Please specify)	3	.2	6.3	100.0
	Total	48	3.2	100.0	
Missing	System	1435	96.8		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	429	28.9	52.3	52.3
	No	391	26.4	47.7	100.0
	Total	820	55.3	100.0	
Missing	Don't know	426	28.7		
	System	237	16.0		
	Total	663	44.7		
Total		1483	100.0		

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
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Q124_Recode: Where would you like to see electric vehicle charging stations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Near parks, libraries	16	1.1	4.7	5.0
	Riverside plaza	16	1.1	4.7	9.7
	Near shopping centers	48	3.2	14.1	23.8
	UCR, RCC, Schools	18	1.2	5.3	29.1
	Near parks	11	.7	3.2	32.4
	Near parks, libraries, shopping	18	1.2	5.3	37.6
	Near parks and shopping	7	.5	2.1	39.7
	Not sure, don't know, no response	5	.3	1.5	41.2
	Downtown	31	2.1	9.1	50.3
	Canyon Crest	4	.3	1.2	51.5
	Grocery Stores	24	1.6	7.1	58.5
	University and Market	1	.1	.3	58.8
	Mission area, Convention Center, Fox Theater, places where people gather and spend time at	30	2.0	8.8	67.6
	Parking Structures, parking lots	16	1.1	4.7	72.4
	Hospitals	4	.3	1.2	73.5
	Gas stations, freeway on/off ramps	18	1.2	5.3	78.8
	restaurants, shopping centers, public gathering locations, public parking lots	45	3.0	13.2	92.1
	Other	27	1.8	7.9	100.0
	Total	340	22.9	100.0	
Missing	System	1143	77.1		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	335	22.6	26.6	26.6
	No	925	62.4	73.4	100.0
	Total	1260	85.0	100.0	
Missing	System	223	15.0		
Total		1483	100.0		

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
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Q10_6: Riverside is an attractive place

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	321	21.6	25.6	25.6
	Agree	744	50.2	59.3	84.9
	Disagree	151	10.2	12.0	97.0
	Strongly Disagree	38	2.6	3.0	100.0
	Total	1254	84.6	100.0	
Missing	Don't know	5	.3		
	System	224	15.1		
	Total	229	15.4		
Total		1483	100.0		

Q10_5: Riverside is a place where I can realize the goals I have for my future

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	212	14.3	18.2	18.2
	Agree	623	42.0	53.6	71.8
	Disagree	256	17.3	22.0	93.8
	Strongly Disagree	72	4.9	6.2	100.0
	Total	1163	78.4	100.0	
Missing	Don't know	92	6.2		
	System	228	15.4		
	Total	320	21.6		
Total		1483	100.0		

Q10_4: There are good schools in my neighborhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	255	17.2	23.1	23.1
	Agree	563	38.0	51.0	74.2
	Disagree	192	12.9	17.4	91.6
	Strongly Disagree	93	6.3	8.4	100.0
	Total	1103	74.4	100.0	
Missing	Don't know	153	10.3		
	System	227	15.3		
	Total	380	25.6		
Total		1483	100.0		

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Q10_11: There are good colleges/ universities in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	581	39.2	47.5	47.5
	Agree	612	41.3	50.0	97.5
	Disagree	23	1.6	1.9	99.4
	Strongly Disagree	7	.5	.6	100.0
	Total	1223	82.5	100.0	
Missing	Don't know	30	2.0		
	System	230	15.5		
	Total	260	17.5		
Total		1483	100.0		

Q10_3: It is important for young people to go to college or trade school

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	857	57.8	68.5	68.5
	Agree	357	24.1	28.5	97.0
	Disagree	30	2.0	2.4	99.4
	Strongly Disagree	8	.5	.6	100.0
	Total	1252	84.4	100.0	
Missing	Don't know	6	.4		
	System	225	15.2		
	Total	231	15.6		
Total		1483	100.0		

Q10_2: I am proud to live in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	477	32.2	39.3	39.3
	Agree	535	36.1	44.0	83.3
	Disagree	158	10.7	13.0	96.3
	Strongly Disagree	45	3.0	3.7	100.0
	Total	1215	81.9	100.0	
Missing	Don't know	43	2.9		
	System	225	15.2		
	Total	268	18.1		
Total		1483	100.0		

Q10_1: I am satisfied with the progress made so far in addressing homelessness in the City of Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	53	3.6	5.1	5.1
	Agree	266	17.9	25.8	30.9
	Disagree	421	28.4	40.8	71.7
	Strongly Disagree	292	19.7	28.3	100.0
	Total	1032	69.6	100.0	
Missing	Don't know	223	15.0		
	System	228	15.4		
	Total	451	30.4		
Total		1483	100.0		

Q10_7: Riverside's tap water is safe to drink

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	198	13.4	18.1	18.1
	Agree	494	33.3	45.3	63.4
	Disagree	223	15.0	20.4	83.9
	Strongly Disagree	176	11.9	16.1	100.0
	Total	1091	73.6	100.0	
Missing	Don't know	163	11.0		
	System	229	15.4		
	Total	392	26.4		
Total		1483	100.0		

Q10_8: I feel a sense of belonging to my community

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	277	18.7	23.1	23.1
	Agree	641	43.2	53.4	76.4
	Disagree	213	14.4	17.7	94.2
	Strongly Disagree	70	4.7	5.8	100.0
	Total	1201	81.0	100.0	
Missing	Don't know	54	3.6		
	System	228	15.4		
	Total	282	19.0		
Total		1483	100.0		

Q10_9: My family and I get the medical services we need in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	383	25.8	31.6	31.6
	Agree	638	43.0	52.6	84.2
	Disagree	125	8.4	10.3	94.6
	Strongly Disagree	66	4.5	5.4	100.0
	Total	1212	81.7	100.0	
Missing	Don't know	42	2.8		
	System	229	15.4		
	Total	271	18.3		
Total		1483	100.0		

Q10_10: My family and I get the dental services we need in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	378	25.5	31.3	31.3
	Agree	645	43.5	53.5	84.8
	Disagree	130	8.8	10.8	95.6
	Strongly Disagree	53	3.6	4.4	100.0
	Total	1206	81.3	100.0	
Missing	Don't know	48	3.2		
	System	229	15.4		
	Total	277	18.7		
Total		1483	100.0		

Q10_19: I would be willing to live in downtown Riverside if there were good housing options.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	387	26.1	33.6	33.6
	Agree	344	23.2	29.8	63.4
	Disagree	230	15.5	19.9	83.3
	Strongly Disagree	192	12.9	16.7	100.0
	Total	1153	77.7	100.0	
Missing	Don't know	104	7.0		
	System	226	15.2		
	Total	330	22.3		
Total		1483	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Don't have medical insurance	19	6.4%	10.7%
Can't afford medical services we need	32	10.8%	18.0%
Have to go outside of Riverside to get services we need	57	19.2%	32.0%
Other	68	22.9%	38.2%
Riverside doesn't have enough doctors	34	11.4%	19.1%
I have to wait too long for an appointment in Riverside	46	15.5%	25.8%
Can't find a doctor who understands my concerns or condition	41	13.8%	23.0%
Total	297	100.0%	166.9%

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

Insur_4Recode: Other reasons you can't get
medical services in Riverside

	Frequency
Lack of good doctors in Riverside	14
Have a doctor already in other city (knows me and trust them)	17
Poor quality of health care especially hospitals	8
Poor health care	7
Other	11
Don't take my insurance	7
VA no local office	2
Total	66

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

	Responses		Percent of Cases
	N	Percent	
Don't have dental insurance	46	18.9%	26.4%
Can't afford dental services we need	51	20.9%	29.3%
Have to go outside of Riverside to get services we need	37	15.2%	21.3%
Riverside doesn't have enough dentists	9	3.7%	5.2%
I have to wait too long for an appointment in Riverside	12	4.9%	6.9%
Can't find a dentist who understands my concerns or condition	22	9.0%	12.6%
Other	53	21.7%	30.5%
Can't find a dentist in Riverside who takes my insurance	14	5.7%	8.0%
Total	244	100.0%	140.2%

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

Other reasons you can't get dental services in Riverside

		Frequency
Valid	I prefer to stay with my dentist (yes he is out of town)	32
	Don't like, or trust dentist, or stand low in Riverside	1
	Lack of quality dentist	9
	Insurance issues	4
	Other	4
	No response/not sure/don't know	1
	Total	51
Missing	System	1432
Total		1483

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	245	16.5	26.8	26.8
	Agree	375	25.3	41.0	67.8
	Disagree	210	14.2	23.0	90.8
	Strongly Disagree	84	5.7	9.2	100.0
	Total	914	61.6	100.0	
Missing	Don't Know	148	10.0		
	System	421	28.4		
	Total	569	38.4		
Total		1483	100.0		

Q85_1: My child(ren)'s school prepares them for a good job or career

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	102	6.9	27.6	27.6
	Agree	180	12.1	48.8	76.4
	Disagree	60	4.0	16.3	92.7
	Strongly Disagree	27	1.8	7.3	100.0
	Total	369	24.9	100.0	
Missing	Don't Know	66	4.5		
	System	1048	70.7		
	Total	1114	75.1		
Total		1483	100.0		

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
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Q85_2: My child(ren)'s school prepares her / him / them to be successful college students

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	114	7.7	30.7	30.7
	Agree	191	12.9	51.5	82.2
	Disagree	44	3.0	11.9	94.1
	Strongly Disagree	22	1.5	5.9	100.0
	Total	371	25.0	100.0	
Missing	Don't Know	64	4.3		
	System	1048	70.7		
	Total	1112	75.0		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	29	2.0	5.7	5.7
	Agree	296	20.0	58.6	64.4
	Disagree	141	9.5	27.9	92.3
	Strongly Disagree	39	2.6	7.7	100.0
	Total	505	34.1	100.0	
Missing	Don't know	111	7.5		
	System	867	58.5		
	Total	978	65.9		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	108	7.3	17.5	17.5
	Partially meet my needs	136	9.2	22.0	39.5
	Doesn't meet my needs	49	3.3	7.9	47.4
	Don't use them	192	12.9	31.1	78.5
	Didn't know Riverside had them	133	9.0	21.5	100.0
	Total	618	41.7	100.0	
Missing	System	865	58.3		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	32	2.2	32.7	32.7
	No	28	1.9	28.6	61.2
	I have no interest in internships	11	.7	11.2	72.4
	Not yet, but I plan to	27	1.8	27.6	100.0
	Total	98	6.6	100.0	
Missing	System	1385	93.4		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs	10	.7	17.2	17.2
	No, there are not enough local opportunities	33	2.2	56.9	74.1
	I don't know yet	15	1.0	25.9	100.0
	Total	58	3.9	100.0	
Missing	System	1425	96.1		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	3.2	50.0	50.0
	No, the jobs I want aren't in Riverside	30	2.0	31.3	81.3
	I don't want to stay in Riverside	18	1.2	18.8	100.0
	Total	96	6.5	100.0	
Missing	System	1387	93.5		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	69	4.7	71.9	71.9
	No	27	1.8	28.1	100.0
	Total	96	6.5	100.0	
Missing	System	1387	93.5		
Total		1483	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Make it safer, less crime	6	17.1%	24.0%
Better night life entertainment, sport venue, better quality of restaurants	4	11.4%	16.0%
Internship and job opportunities	3	8.6%	12.0%
Some college students are homeless, cost of living, food, school is too much	1	2.9%	4.0%
Affordability, not only school but living, apartments,	9	25.7%	36.0%
Other	12	34.3%	48.0%
Total	35	100.0%	140.0%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	30	2.0	22.7	22.7
	Agree	75	5.1	56.8	79.5
	Disagree	20	1.3	15.2	94.7
	Strongly Disagree	7	.5	5.3	100.0
	Total	132	8.9	100.0	
Missing	Don't know	5	.3		
	System	1346	90.8		
	Total	1351	91.1		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	33	2.2	26.0	26.0
	Agree	75	5.1	59.1	85.0
	Disagree	11	.7	8.7	93.7
	Strongly Disagree	8	.5	6.3	100.0
	Total	127	8.6	100.0	
Missing	Don't know	9	.6		
	System	1347	90.8		
	Total	1356	91.4		
Total		1483	100.0		

Q11_1: Festivals and special events in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	432	29.1	35.2	35.2
	Partially meet my needs	439	29.6	35.7	70.9
	Don't meet my needs	226	15.2	18.4	89.3
	Don't use them	111	7.5	9.0	98.4
	Didn't know Riverside had them	20	1.3	1.6	100.0
	Total	1228	82.8	100.0	
Missing	System	255	17.2		
Total		1483	100.0		

Q16b: What improvements would you like to festivals and events?

	Responses		Percent of Cases
	N	Percent	
More of them, multi-cultural, bigger, often, etc.	67	13.5%	15.6%
Art cultural, educational, health	9	1.8%	2.1%
Don't know/not sure/no response/not interested	12	2.4%	2.8%
Better public transportation to them	4	0.8%	0.9%
We have some? / Better advertisement before the event happens	45	9.0%	10.5%
Improve safety, more police, security	38	7.6%	8.8%
Orange Blossom	76	15.3%	17.7%
None	6	1.2%	1.4%
More family events/kids activities/low cost	20	4.0%	4.7%
Orange Blossom (with conditions and changes)	14	2.8%	3.3%
More festivals, like Dickens, Wednesday Nights Lights	5	1.0%	1.2%
Events like Festival of Lights, the past events Riverside use to do	1	0.2%	0.2%
Parking and Traffic issues (more, better flow, not so expensive, trolleys, handicap)	34	6.8%	7.9%
In other locations not only downtown Riverside	12	2.4%	2.8%
Better control of homeless, panhandler, no dogs, gangs, etc.	11	2.2%	2.6%
Greek, Coachella, Stagecoach, Rose Parade types	2	0.4%	0.5%
Improved restroom and cleaner	2	0.4%	0.5%
Improve food at events, more variety, allow more ethnic flavor	6	1.2%	1.4%
Affordable for all, cost conscious of families too	9	1.8%	2.1%
Better organization	2	0.4%	0.5%
More variety, different age groups not always family orientated	8	1.6%	1.9%
Music, concerts, better entertainment	14	2.8%	3.3%
Better city relationships, easier permit process and vendor ease	1	0.2%	0.2%
Food Truck, Farmer Market style events	7	1.4%	1.6%
They are too crowded, crowds too big, control the crowds	8	1.6%	1.9%
More than 1 day long, longer hours, Friday-Sunday	5	1.0%	1.2%
Don't serve alcohol	6	1.2%	1.4%
Other	74	14.9%	17.2%
Total	498	100.0%	115.8%

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

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
Riverside Community Quality of Life Survey, 2015

Q11_2: Concerts and live theater in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	389	26.2	31.7	31.7
	Partially meet my needs	441	29.7	35.9	67.6
	Don't meet my needs	232	15.6	18.9	86.6
	Don't use them	139	9.4	11.3	97.9
	Didn't know Riverside had them	26	1.8	2.1	100.0
	Total	1227	82.7	100.0	
Missing	System	256	17.3		
Total		1483	100.0		

Q15b: What concerts or live theater would you like?

	Responses		Percent of Cases
	N	Percent	
Any, all types, something	15	3.4%	3.6%
Jazz	23	5.2%	5.6%
Classical	16	3.6%	3.9%
Larger location for big concerts and well know names	21	4.8%	5.1%
Larger venue with enough parking	1	0.2%	0.2%
Could Fox Theater bring in...variety, quality, top, etc.	52	11.8%	12.6%
Outside large concerts, band performance'	13	2.9%	3.1%
Amphitheater	7	1.6%	1.7%
Broadway Shows	27	6.1%	6.5%
Comedy	10	2.3%	2.4%
Country	24	5.4%	5.8%
Family friendly, kid shows, Lion King, etc.	15	3.4%	3.6%
Hard Rock	3	0.7%	0.7%
Rock and Roll	9	2.0%	2.2%
Affordable	23	5.2%	5.6%
Blue Grass	7	1.6%	1.7%
Folk music	3	0.7%	0.7%
Current, Top 40's	7	1.6%	1.7%
More variety of venues, options, choices	31	7.0%	7.5%
Musicals	16	3.6%	3.9%
Other	119	26.9%	28.7%
Total	442	100.0%	106.8%

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

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
Riverside Community Quality of Life Survey, 2015

Q11_3: Places in Riverside where you can hear music and dance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	316	21.3	25.8	25.8
	Partially meet my needs	374	25.2	30.5	56.2
	Don't meet my needs	273	18.4	22.2	78.5
	Don't use them	225	15.2	18.3	96.8
	Didn't know Riverside had them	39	2.6	3.2	100.0
	Total	1227	82.7	100.0	
Missing	System	256	17.3		
Total		1483	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Don't know where to go	28	6.3%	6.4%
To hear Jazz, lounge style	14	3.1%	3.2%
Cost too much	28	6.3%	6.4%
Type of place or the music not to my liking	28	6.3%	6.4%
Not enough of them	94	21.1%	21.6%
Lack variety of style of places and options for my age group	74	16.6%	17.0%
Don't feel safe	20	4.5%	4.6%
No large venue for concerts and well name bands	45	10.1%	10.3%
Advertise	7	1.6%	1.6%
Fox Theater good but...	5	1.1%	1.1%
Parking issues	7	1.6%	1.6%
outdoor venues	5	1.1%	1.1%
Other	91	20.4%	20.9%
Total	446	100.0%	102.3%

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

Q11_4: Restaurants in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	546	36.8	44.5	44.5
	Partially meet my needs	464	31.3	37.8	82.2
	Don't meet my needs	209	14.1	17.0	99.3
	Don't use them	9	.6	.7	100.0
	Total	1228	82.8	100.0	
Missing	System	255	17.2		
Total		1483	100.0		

Q13b: What particular restaurants would you like?

	Responses		Percent of Cases
	N	Percent	
Affordable (Family, fresh, healthier)	30	5.2%	5.7%
Ethnic	54	9.4%	10.2%
No more fast food	9	1.6%	1.7%
Better quality	8	1.4%	1.5%
Don't know/don't care	5	0.9%	0.9%
Food trucks	2	0.3%	0.4%
Healthier Restaurants, (Vegan, Gluten free, Organic options)	107	18.6%	20.2%
Family style sit down, good quality	11	1.9%	2.1%
High end restaurants, upscale	26	4.5%	4.9%
More trendy and unique	17	3.0%	3.2%
More variety	41	7.1%	7.8%
No more chain restaurants	24	4.2%	4.5%
None, no more	4	0.7%	0.8%
Good quality deli restaurants	3	0.5%	0.6%
Steak houses	33	5.7%	6.2%
Soup Plantation	8	1.4%	1.5%
More mom & pops, independently owned, less chains	41	7.1%	7.8%
Medium price restaurants, family sit down	8	1.4%	1.5%
Salted Pig, Lucille's, Fuddruckers, Famous Dave's, Wahoo type	22	3.8%	4.2%
Family nice sit downs Bubba Gump's, Claim Jumper, Mimi's, Miguel's Jr.	19	3.3%	3.6%
Other	103	17.9%	19.5%
Total	575	100.0%	108.7%

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

Q11_5: Stores in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	611	41.2	49.8	49.8
	Partially meet my needs	478	32.2	39.0	88.8
	Don't meet my needs	128	8.6	10.4	99.2
	Don't use them	10	.7	.8	100.0
	Total	1227	82.7	100.0	
Missing	System	256	17.3		
Total		1483	100.0		

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
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Q12b: What stores or types of stores would you like to see in Riverside?

	Responses		Percent of Cases
	N	Percent	
Whole foods	49	9.6%	11.3%
Walmart / Target super store	24	4.7%	5.5%
Upscale stores	5	1.0%	1.1%
Healthy food stores/Trader Joes	28	5.5%	6.4%
Specialty food stores	7	1.4%	1.6%
Nordstrom Rack	1	0.2%	0.2%
Bass Pro shop	3	0.6%	0.7%
More independent stores	16	3.1%	3.7%
More mom and pop stores/boutiques	42	8.2%	9.7%
IKEA (and others)	18	3.5%	4.1%
REI	11	2.1%	2.5%
Bev Mo and others like it	3	0.6%	0.7%
Apple Store, Fry's, a store like that	39	7.6%	9.0%
Bookstores	16	3.1%	3.7%
Costco	24	4.7%	5.5%
Higher end department stores	16	3.1%	3.7%
Organic stores	8	1.6%	1.8%
Higher end/upscale	20	3.9%	4.6%
Hobby stores	13	2.5%	3.0%
Home Goods	9	1.8%	2.1%
Pottery Barn type	16	3.1%	3.7%
A regular grocery store (Ralphs, Stater bros.)	14	2.7%	3.2%
Quality stores including (grocery, clothing, furniture)	40	7.8%	9.2%
Old Navy, Gap, Nike, professional clothing, plus sizes, etc.	18	3.5%	4.1%
Music store	8	1.6%	1.8%
Shopping like (Victoria Gardens, Lake Elsinore, OC, RC, Old Pasadena, etc.)	19	3.7%	4.4%
Other	45	8.8%	10.3%
Total	512	100.0%	117.7%

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

Q11_6: Parks and recreational spaces in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	695	46.9	56.8	56.8
	Partially meet my needs	378	25.5	30.9	87.7
	Don't meet my needs	68	4.6	5.6	93.2
	Don't use them	77	5.2	6.3	99.5
	Didn't know Riverside had them	6	.4	.5	100.0
	Total	1224	82.5	100.0	
Missing	System	259	17.5		
Total		1483	100.0		

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

	Responses		Percent of Cases
	N	Percent	
More parks	40	10.4%	12.1%
More lighting	9	2.3%	2.7%
Do not feel safe (drug dealing, gangs, homelessness, panhandler)	116	30.3%	35.0%
Clean up the parks, maintain them	33	8.6%	10.0%
More bike/hiking/jogging/walking trails	26	6.8%	7.9%
More dog friendly parks	8	2.1%	2.4%
More activities, events	6	1.6%	1.8%
Covered play areas, and more pools, water parks (summers are hot here)	17	4.4%	5.1%
More shade, more trees	14	3.7%	4.2%
Parks need restrooms	13	3.4%	3.9%
Lack of parking or parking issue	8	2.1%	2.4%
More open space parks	15	3.9%	4.5%
More activities/for all age groups	12	3.1%	3.6%
Longer hours/more accessible	7	1.8%	2.1%
Skate Park	2	0.5%	0.6%
Parks with more areas with basketball, baseball, tennis, etc.	5	1.3%	1.5%
Other	52	13.6%	15.7%
Total	383	100.0%	115.7%

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

Q11_8: The public libraries in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	579	39.0	47.2	47.2
	Partially meet my needs	345	23.3	28.1	75.4
	Don't meet my needs	101	6.8	8.2	83.6
	Don't use them	192	12.9	15.7	99.3
	Didn't know Riverside had them	9	.6	.7	100.0
	Total	1226	82.7	100.0	
Missing	System	257	17.3		
Total		1483	100.0		

LibRecode: How would you like the public libraries to be improved?

	Responses		Percent of Cases
	N	Percent	
7 days a week, better hours, extended hours	26	8.2%	9.9%
Clean them up, they are dirty and they smell. Remodel don't move it or tear down.	30	9.4%	11.4%
Safety, remove the homeless, panhandlers	36	11.3%	13.7%
Don't know/don't use	11	3.5%	4.2%
Greater selection of books, articles, current reading, for all ages	50	15.7%	19.0%
Update the library, better technology, better resources, more inviting, modern	79	24.8%	30.0%
New library	9	2.8%	3.4%
Improve parking, parking should be free, more parking	14	4.4%	5.3%
Promote Library, events for all ages, tutoring, counseling	23	7.2%	8.7%
Other	40	12.6%	15.2%
Total	318	100.0%	120.9%

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

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

	Responses		Percent of Cases
	N	Percent	
A local newspaper	499	11.3%	42.4%
On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	481	10.9%	40.9%
Explore Riverside quarterly newsletter	386	8.8%	32.8%
Utility bill inserts	264	6.0%	22.4%
Channel 3, government access TV	43	1.0%	3.7%
Community or neighborhood groups	267	6.1%	22.7%
Friends and family	681	15.5%	57.9%
Local websites	323	7.3%	27.5%
Social media such as Twitter or Facebook	685	15.6%	58.2%
Email from the City or Councilmember	219	5.0%	18.6%
Religious/Faith community	146	3.3%	12.4%
Employer	138	3.1%	11.7%
Radio	188	4.3%	16.0%
Never try to find out about things happening	16	0.4%	1.4%
Other	67	1.5%	5.7%
Total	4403	100.0%	374.4%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A local newspaper	231	15.6	20.1	20.1
	On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	108	7.3	9.4	29.5
	Explore Riverside quarterly newsletter	81	5.5	7.0	36.5
	Utility bill inserts	15	1.0	1.3	37.8
	Channel 3, government access TV	3	.2	.3	38.1
	Community or neighborhood groups	38	2.6	3.3	41.4
	Friends and family	142	9.6	12.3	53.7
	Local websites	39	2.6	3.4	57.1
	Social media such as Twitter or Facebook	385	26.0	33.5	90.6
	Email from the City or Council member	34	2.3	3.0	93.6
	Religious/Faith community	11	.7	1.0	94.5
	Employer	25	1.7	2.2	96.7
	Radio	23	1.6	2.0	98.7
	Other	13	.9	1.1	99.8
	PE.com	2	.1	.2	100.0
	Total	1150	77.5	100.0	
Missing	System	333	22.5		
Total		1483	100.0		

Info2: Do you ever use the on-line Community Calendar on RiversideCA.gov (City's website) or ExploreRiverside.com?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	332	22.4	28.3	28.3
	No	549	37.0	46.8	75.2
	Sometimes	291	19.6	24.8	100.0
	Total	1172	79.0	100.0	
Missing	System	311	21.0		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	71	4.8	6.1	6.1
	No	1036	69.9	88.5	94.6
	Don't recall	63	4.2	5.4	100.0
	Total	1170	78.9	100.0	
Missing	System	313	21.1		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	83	5.6	7.1	7.1
	No	1038	70.0	88.7	95.8
	Don't recall	49	3.3	4.2	100.0
	Total	1170	78.9	100.0	
Missing	System	313	21.1		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	488	32.9	41.6	41.6
	No	662	44.6	56.4	98.0
	Don't recall	24	1.6	2.0	100.0
	Total	1174	79.2	100.0	
Missing	System	309	20.8		
Total		1483	100.0		

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

	Responses		Percent of Cases
	N	Percent	
When something affects me personally	299	29.9%	62.0%
When something affects my neighborhood	380	38.0%	78.8%
When I don't agree on policy	209	20.9%	43.4%
Other	34	3.4%	7.1%
When I have some free time	79	7.9%	16.4%
Total	1001	100.0%	207.7%

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

Q117Alt: What can the City do to make it easier for you to participate in City government?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Directly e-mail or send text messages about the opportunities available	274	18.5	25.0	25.0
	Provide information further in advance	188	12.7	17.1	42.1
	Provide greater opportunities to participate via technology, instead of attending meetings	393	26.5	35.8	77.9
	Change meeting times	26	1.8	2.4	80.2
	Come to my neighborhood	149	10.0	13.6	93.8
	Other (Please specify)	68	4.6	6.2	100.0
	Total	1098	74.0	100.0	
Missing	System	385	26.0		
Total		1483	100.0		

Suggestions for meeting times (or other suggestions to make it easier to participate in City Government)

	Frequency
During the day	2
All of the above	3
Listen to what we have to say	7
Evenings, after 5 pm, after 6 pm, at 7 pm	15
Not interested	11
Don't know, no idea	5
Advertise in advance so we can...not the day of	7
Weekends, weekends prefer, or at least after 5 pm	5
Post on Social Media	2
Notice inside Utility bills	3
I am involved, you do a good job	7
Other	26
Total	93

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All of them	143	9.6	12.3	12.3
	Most of them	367	24.7	31.7	44.0
	Some of them	565	38.1	48.7	92.8
	No, don't know any	82	5.5	7.1	99.8
	Don't have any neighbors close by	2	.1	.2	100.0
	Total	1159	78.2	100.0	
Missing	Don't Know	5	.3		
	System	319	21.5		
	Total	324	21.8		
Total		1483	100.0		

Q17b: Do you have at least one neighbor who would help you if you needed help?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	938	63.3	80.6	80.6
	No	81	5.5	7.0	87.5
	I think so but I'm not sure	145	9.8	12.5	100.0
	Total	1164	78.5	100.0	
Missing	System	319	21.5		
Total		1483	100.0		

Q17c: In the past 12 months, which of the following ways have you used (if any to communicate with your neighbors about community issues? Please choose all that apply.

	Responses		Percent of Cases
	N	Percent	
I don't communicate with neighbors	138	6.2%	12.0%
Talking face to face	945	42.6%	82.0%
Talking on the phone	234	10.5%	20.3%
Exchanging text messages	266	12.0%	23.1%
Joining a community group on a social networking site	271	12.2%	23.5%
Using Twitter	6	0.3%	0.5%
Reading a community blog	79	3.6%	6.9%
Participating in a community meeting	132	5.9%	11.5%
Exchanging e-mails	148	6.7%	12.8%
Total	2219	100.0%	192.6%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	726	49.0	62.6	62.6
	No, it is not safe	80	5.4	6.9	69.5
	It is somewhat safe	354	23.9	30.5	100.0
	Total	1160	78.2	100.0	
Missing	Don't walk outside, but not because of safety	5	.3		
	System	318	21.4		
	Total	323	21.8		
Total		1483	100.0		

Q18b: What makes you feel unsafe?

	Responses		Percent of Cases
	N	Percent	
Crime	126	26.6%	29.4%
No sidewalks or bad sidewalks	48	10.1%	11.2%
Dangerous intersections	13	2.7%	3.0%
Other (Specify)	12	2.5%	2.8%
Don't know	1	0.2%	0.2%
Gang problem	31	6.5%	7.2%
No lighting or poor lighting	46	9.7%	10.7%
Too much traffic	27	5.7%	6.3%
Stray dogs, pit bulls, coyotes	18	3.8%	4.2%
Crime, drugs, gangs	3	0.6%	0.7%
Homelessness, pan handlers	103	21.7%	24.1%
All of the above	12	2.5%	2.8%
Traffic, too fast, not paying attention	8	1.7%	1.9%
Suspicious people	10	2.1%	2.3%
Police who discriminate	1	0.2%	0.2%
Issues with Neighbors	1	0.2%	0.2%
Drugs, Drug house, drug dealing	6	1.3%	1.4%
Sex offenders, Megan's Law issues, ex-cons	1	0.2%	0.2%
Illegals makes me uncomfortable	1	0.2%	0.2%
Dirty, the smell, needs to be washed down and cleaned up	2	0.4%	0.5%
Lack of police presence	4	0.8%	0.9%
Total	474	100.0%	110.7%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	293	19.8	52.8	52.8
	No, it is not safe	64	4.3	11.5	64.3
	It is somewhat safe	198	13.4	35.7	100.0
	Total	555	37.4	100.0	
Missing	Don't walk outside, but not because of safety	23	1.6		
	System	905	61.0		
	Total	928	62.6		
Total		1483	100.0		

Q18bWork: What makes you feel unsafe walking at work?

	Responses		Percent of Cases
	N	Percent	
Crime	67	24.6%	26.2%
Gang problem	17	6.3%	6.6%
No sidewalks or bad sidewalks	11	4.0%	4.3%
Dangerous intersections	10	3.7%	3.9%
No lighting or poor lighting	11	4.0%	4.3%
Too much traffic	28	10.3%	10.9%
Other	16	5.9%	6.3%
Homeless/panhandlers	99	36.4%	38.7%
Most or all of the above	5	1.8%	2.0%
Suspicious people	2	0.7%	0.8%
Drugs, Drug house, Drug dealing	6	2.2%	2.3%
Total	272	100.0%	106.3%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all fearful	156	10.5	13.6	13.6
	Not too fearful	510	34.4	44.4	58.0
	Somewhat fearful	402	27.1	35.0	93.0
	Very fearful	80	5.4	7.0	100.0
	Total	1148	77.4	100.0	
Missing	Don't Know	8	.5		
	System	327	22.0		
	Total	335	22.6		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better off	390	26.3	34.2	34.2
	Same	572	38.6	50.2	84.5
	Worse off	177	11.9	15.5	100.0
	Total	1139	76.8	100.0	
Missing	Don't Know	18	1.2		
	System	326	22.0		
	Total	344	23.2		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better off	463	31.2	42.8	42.8
	Same	537	36.2	49.7	92.5
	Worse off	81	5.5	7.5	100.0
	Total	1081	72.9	100.0	
Missing	Don't Know	75	5.1		
	System	327	22.0		
	Total	402	27.1		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	689	46.5	61.1	61.1
	No	264	17.8	23.4	84.5
	Donate to causes, but not in Riverside	175	11.8	15.5	100.0
	Total	1128	76.1	100.0	
Missing	Don't Know	30	2.0		
	System	325	21.9		
	Total	355	23.9		
Total		1483	100.0		

22b: Do your donations to Riverside causes go to religious/faith institutions, to other nonprofit organization, or both?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Religious institutions	61	4.1	9.0	9.0
	Other nonprofit organizations	323	21.8	47.5	56.5
	Both	296	20.0	43.5	100.0
	Total	680	45.9	100.0	
Missing	Don't Know	4	.3		
	System	799	53.9		
	Total	803	54.1		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Zero	7	.5	1.0	1.0
	1 - 25%	320	21.6	47.3	48.3
	26-50%	93	6.3	13.7	62.0
	51-75%	85	5.7	12.6	74.6
	76-99%	107	7.2	15.8	90.4
	100%	65	4.4	9.6	100.0
	Total	677	45.7	100.0	
Missing	System	806	54.3		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	610	41.1	53.6	53.6
	No	529	35.7	46.4	100.0
	Total	1139	76.8	100.0	
Missing	Don't Know	19	1.3		
	System	325	21.9		
	Total	344	23.2		
Total		1483	100.0		

Q23b: How many hours per month do you volunteer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-8 hours	376	25.4	64.1	64.1
	9-20 hours	148	10.0	25.2	89.3
	21 or more hours	63	4.2	10.7	100.0
	Total	587	39.6	100.0	
Missing	Don't know	17	1.1		
	System	879	59.3		
	Total	896	60.4		
Total		1483	100.0		

Do you rent or own your current residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rent or lease	260	17.5	22.6	22.6
	Own	803	54.1	69.7	92.3
	Live in student housing	7	.5	.6	92.9
	Live with family member (that is, a "senior" adult living with adult children, or adult living in parent's home, etc.)	78	5.3	6.8	99.7
	Other	4	.3	.3	100.0
	Total	1152	77.7	100.0	
Missing	No response given	3	.2		
	System	328	22.1		
	Total	331	22.3		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Airport	18	1.2	1.6	1.6
	Alessandro Heights	13	.9	1.1	2.7
	Arlanza	23	1.6	2.0	4.7
	Arlington	43	2.9	3.7	8.4
	Arlington Heights	26	1.8	2.3	10.7
	Arlington South	11	.7	1.0	11.6
	Canyon Crest	101	6.8	8.8	20.4
	Casa Blanca	10	.7	.9	21.3
	Downtown	92	6.2	8.0	29.3
	Eastside	27	1.8	2.3	31.6
	Grand	31	2.1	2.7	34.3
	Hawarden Hills	19	1.3	1.7	36.0
	Hunter Industrial Park	2	.1	.2	36.1
	La Sierra	47	3.2	4.1	40.2
	La Sierra Acres	7	.5	.6	40.8
	La Sierra Hills	15	1.0	1.3	42.1
	La Sierra South	27	1.8	2.3	44.5
	Magnolia Center	77	5.2	6.7	51.2
	Mission Grove	51	3.4	4.4	55.6
	Orangecrest	89	6.0	7.7	63.3
	Presidential Park	8	.5	.7	64.0
	Ramona	39	2.6	3.4	67.4
	University	41	2.8	3.6	71.0
	Victoria	62	4.2	5.4	76.4
	Wood Streets	119	8.0	10.3	86.7
	Other (specify)	41	2.8	3.6	90.3
	Don't Know	44	3.0	3.8	94.1
	Sycamore Canyon/Canyon Springs	17	1.1	1.5	95.6
	Rubidoux/Mt. Rubidoux	9	.6	.8	96.4

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		Frequency	Percent	Valid Percent	Cumulative Percent
	Jurupa Valley	8	.5	.7	97.0
	Victoria Woods	4	.3	.3	97.4
	UCR	3	.2	.3	97.7
	Woodcrest	12	.8	1.0	98.7
	Northside	8	.5	.7	99.4
	Sierra Heights	3	.2	.3	99.7
	Highgrove	4	.3	.3	100.0
	Total	1151	77.6	100.0	
Missing	System	332	22.4		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	156	10.5	13.7	13.7
	No	984	66.4	86.3	100.0
	Total	1140	76.9	100.0	
Missing	Don't know	13	.9		
	System	330	22.3		
	Total	343	23.1		
Total		1483	100.0		

What was the last grade of school that you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school or less	9	.6	.8	.8
	High school degree or equivalent	75	5.1	6.6	7.3
	Some college but no degree	291	19.6	25.5	32.8
	Associate degree or technical certificate	164	11.1	14.3	47.2
	Bachelor's degree	275	18.5	24.1	71.2
	Graduate or professional degree	327	22.0	28.6	99.8
	Other (specify)	2	.1	.2	100.0
	Total	1143	77.1	100.0	
Missing	Refuse to answer	14	.9		
	System	326	22.0		
	Total	340	22.9		
Total		1483	100.0		

Age categories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 19 years old	14	.9	1.3	1.3
	20 to 24 years old	42	2.8	3.8	5.0
	25 to 34 years old	211	14.2	19.0	24.0
	35 to 44 years old	253	17.1	22.8	46.8
	45 to 54 years old	228	15.4	20.5	67.3
	55 to 59 years old	144	9.7	12.9	80.2
	60 to 64 years old	102	6.9	9.2	89.4
	65 to74 years old	98	6.6	8.8	98.2
	75 to 84 years old	18	1.2	1.6	99.8
	85 years and older	2	.1	.2	100.0
	Total	1112	75.0	100.0	
Missing	No response	64	4.3		
	System	307	20.7		
	Total	371	25.0		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	657	44.3	59.1	59.1
	1	201	13.6	18.1	77.2
	2	163	11.0	14.7	91.9
	3	68	4.6	6.1	98.0
	4	16	1.1	1.4	99.5
	5	5	.3	.5	99.9
	6	1	.1	.1	100.0
	Total	1111	74.9	100.0	
Missing	System	372	25.1		
Total		1483	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full-time for pay	715	48.2	62.1	62.1
	Working less than 30 hours a week for pay	114	7.7	9.9	72.0
	Full-time student	33	2.2	2.9	74.9
	Full-time homemaker, parent or caregiver	85	5.7	7.4	82.3
	Unemployed and looking for work	39	2.6	3.4	85.7
	Retired	141	9.5	12.3	97.9
	Disabled and not able to work	16	1.1	1.4	99.3
	Other (specify)	8	.5	.7	100.0
	Total	1151	77.6	100.0	
Missing	System	332	22.4		
Total		1483	100.0		

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
Riverside Community Quality of Life Survey, 2015

Do you work within the City of Riverside?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	384	25.9	50.7	50.7
	No	234	15.8	30.9	81.6
	As indicated at the start of the survey, I work in the City of Riverside	139	9.4	18.4	100.0
	Total	757	51.0	100.0	
Missing	System	726	49.0		
Total		1483	100.0		

D7c_Recode: What are the reasons you don't work within the City of Riverside?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No jobs, limited opportunities, lack opportunities	39	2.6	18.8	18.8
	No jobs in my field	31	2.1	15.0	33.8
	No job pays what I make outside the city	29	2.0	14.0	47.8
	No reason given, did not look in Riverside, no reason to look	8	.5	3.9	51.7
	Had a job already outside Riverside/Like where I work/invested	78	5.3	37.7	89.4
	Other	22	1.5	10.6	100.0
	Total	207	14.0	100.0	
Missing	System	1276	86.0		
Total		1483	100.0		

Are you a male or female?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	368	24.8	32.6	32.6
	Female	761	51.3	67.4	100.0
	Total	1129	76.1	100.0	
Missing	System	354	23.9		
Total		1483	100.0		

Are you of Hispanic, Latino, or Spanish origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	853	57.5	75.8	75.8
	Yes	272	18.3	24.2	100.0
	Total	1125	75.9	100.0	
Missing	System	358	24.1		
Total		1483	100.0		

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
Riverside Community Quality of Life Survey, 2015

Total household or family income before taxes for 2014

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	85	5.7	8.2	8.2
	$25,000 to less than $35,000	61	4.1	5.9	14.0
	$35,000 to less than $50,000	131	8.8	12.6	26.6
	$50,000 to less than $65,000	101	6.8	9.7	36.3
	$65,000 to less than $80,000	112	7.6	10.8	47.1
	$80,000 to $110,000	221	14.9	21.2	68.3
	Over $110,000	330	22.3	31.7	100.0
	Total	1041	70.2	100.0	
Missing	Don't know	61	4.1		
	System	381	25.7		
	Total	442	29.8		
Total		1483	100.0		

How would you describe your race? NOTE: Consistent with the Federal policy for the census, Hispanic origin is not a race but rather an ethnicity

	Responses		Percent of Cases
	N	Percent	
White	885	77.7%	81.9%
Black, African American, or Negro	37	3.2%	3.4%
American Indian or Alaska Native	27	2.4%	2.5%
Asian Indian	4	0.4%	0.4%
Chinese	12	1.1%	1.1%
Filipino	13	1.1%	1.2%
Japanese	12	1.1%	1.1%
Korean	3	0.3%	0.3%
Other Asian	8	0.7%	0.7%
Native Hawaiian	4	0.4%	0.4%
Other Pacific Islander	2	0.2%	0.2%
Some other race	60	5.3%	5.6%
Refuse to answer	72	6.3%	6.7%
Total	1139	100.0%	105.4%

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

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
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HEAR: How did you hear about this Riverside Community Quality of Life Survey?

	Responses		Percent of Cases
	N	Percent	
A local newspaper	57	4.6%	5.0%
On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com	93	7.4%	8.2%
Riverside quarterly newsletter	9	0.7%	0.8%
Utility bill inserts	11	0.9%	1.0%
Channel 3, Government Access TV	3	0.2%	0.3%
Community or neighborhood group	47	3.8%	4.2%
Friends and family	116	9.3%	10.3%
Local websites	56	4.5%	5.0%
Social media such as Twitter or Facebook	561	44.8%	49.6%
Email from the City or Councilmember	169	13.5%	15.0%
Religious/Faith community	3	0.2%	0.3%
Employer	57	4.6%	5.0%
Radio	4	0.3%	0.4%
Freeway sign	1	0.1%	0.1%
Other (specify)	65	5.2%	5.8%
Total	1252	100.0%	110.8%

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

Other ways people heard about the Riverside Community Quality of Life survey

	Frequency
PE.com	3
Chamber of Commerce	2
City Hall/City council member/city bulletin board	2
Google News/MSN home page	1
Email	10
Website	1
Instagram	10
Nextdoor.com	19
Word of mouth, friend, family, at work	6
Other	10
Total	64

Appendix VI: Data display, Online survey of those who live (and perhaps work) in Riverside
Riverside Community Quality of Life Survey, 2015

APPENDIX VII

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

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

Following are frequency tables for the online version of the Riverside Community Quality of Life Survey for people who work or attend college/university in Riverside but live elsewhere. A few comments about this data display are in order:

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

- The "simple" frequency tables below, produced by SPSS 22.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
    - **Frequency** – the number of respondents providing a particular response
    - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 216 (that is, with "don't know" and "refused" included in the totals)
    - **Valid Percent** – the percentage of people providing a particular response, with "don't know" and "refused" *excluded* from the calculation
    - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn't have a meaningful interpretation. In others, such as number of years a person has worked or attended college/university in the City, it is meaningful to note that 12.7% have worked/attended college in Riverside for less than 2 years, 26.9% 5 years or less, 55.2% 10 years or less, etc.

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

Appendix VII: Data display, Online survey of those who (or attend college) in Riverside but live elsewhere
Riverside Community Quality of Life Survey, 2015

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	27	12.5	12.7	12.7
	2 to 5 years	30	13.9	14.2	26.9
	6 to 10 years	60	27.8	28.3	55.2
	11 to 20 years	51	23.6	24.1	79.2
	More than 20 years	44	20.4	20.8	100.0
	Total	212	98.1	100.0	
Missing	Don't know	4	1.9		
Total		216	100.0		

**Q2Work: Since you work or attend college/university in Riverside, what are the
reasons you don't choose to live here?**

	Responses		Percent of Cases
	N	Percent	
Can't afford to live in Riverside	38	12.5%	17.8%
Too much crime in the area	15	4.9%	7.0%
Too crowded	13	4.3%	6.1%
Can't afford to move from where I'm living now	39	12.8%	18.3%
I like where I'm living now	118	38.8%	55.4%
The schools seem better where I live now	17	5.6%	8.0%
Just don't like it	8	2.6%	3.8%
Other	56	18.4%	26.3%
Total	304	100.0%	142.7%

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

Other reasons for not choosing to live in Riverside

	Frequency
Too many Homeless/panhandlers	2
Daycare is here / family obligations where I live now	4
Trying to buy a house in Riverside or looking into moving	8
Thought I did/ on the borderline/County but I think Riverside	18
Did live in Riverside in the past moved to expensive	8
Other	12
Total	52

Appendix VII: Data display, Online survey of those who (or attend college) in Riverside but live elsewhere
Riverside Community Quality of Life Survey, 2015

Q3Work: What are the BEST things about working/attending college in Riverside? (Choose up to 2)

	Responses		Percent of Cases
	N	Percent	
The pay is better here than in other areas	13	3.4%	6.1%
There are more jobs than in other areas	8	2.1%	3.8%
It's not crowded	8	2.1%	3.8%
Less traffic than in Orange or LA County	39	10.1%	18.4%
It's a short commute	75	19.4%	35.4%
I work for a good company	77	19.9%	36.3%
I have a good job	107	27.7%	50.5%
My job gives me a good chance for advancement / promotions	23	6.0%	10.8%
Availability of amenities (restaurants, entertainment, gyms, etc.)	26	6.7%	12.3%
Other	10	2.6%	4.7%
Total	386	100.0%	182.1%

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

Q4Work: What do you like LEAST about working/attending college in Riverside? (Choose up to 2)

	Responses		Percent of Cases
	N	Percent	
Smog, air pollution	36	10.9%	17.4%
Traffic	85	25.8%	41.1%
Poor public transportation	14	4.3%	6.8%
Pay is not as good as jobs in other places	38	11.6%	18.4%
It's not a good company / job	5	1.5%	2.4%
Other employees are not skilled enough	7	2.1%	3.4%
Not as much chance for advancement / promotion	19	5.8%	9.2%
Long commute	26	7.9%	12.6%
Poor amenities in the area (restaurants, entertainment, gyms, etc.)	21	6.4%	10.1%
Not enough parking	22	6.7%	10.6%
Homeless problem, crime, lack of safety	14	4.3%	6.5%
Nothing...I like everything about working in Riverside!	35	10.6%	16.9%
Other (specify)	7	2.1%	10.1%
Total	329	100.0%	158.9%

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

Appendix VII: Data display, Online survey of those who (or attend college) in Riverside but live elsewhere
Riverside Community Quality of Life Survey, 2015

Q5_1: Riverside is a good place to bring visitors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	46	21.3	24.0	24.0
	Agree	121	56.0	63.0	87.0
	Disagree	17	7.9	8.9	95.8
	Strongly Disagree	8	3.7	4.2	100.0
	Total	192	88.9	100.0	
Missing	Don't Know	11	5.1		
	System	13	6.0		
	Total	24	11.1		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	28	13.0	15.5	15.5
	Agree	128	59.3	70.7	86.2
	Disagree	18	8.3	9.9	96.1
	Strongly Disagree	7	3.2	3.9	100.0
	Total	181	83.8	100.0	
Missing	Don't Know	22	10.2		
	System	13	6.0		
	Total	35	16.2		
Total		216	100.0		

Q5_3: Riverside is a good place to own or operate a business or nonprofit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	36	16.7	25.9	25.9
	Agree	81	37.5	58.3	84.2
	Disagree	19	8.8	13.7	97.8
	Strongly Disagree	3	1.4	2.2	100.0
	Total	139	64.4	100.0	
Missing	Don't Know	64	29.6		
	System	13	6.0		
	Total	77	35.6		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	46	21.3	25.0	25.0
	Agree	122	56.5	66.3	91.3
	Disagree	15	6.9	8.2	99.5
	Strongly Disagree	1	.5	.5	100.0
	Total	184	85.2	100.0	
Missing	Don't Know	19	8.8		
	System	13	6.0		
	Total	32	14.8		
Total		216	100.0		

Q5_5: Riverside is a good place to raise children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	35	16.2	21.9	21.9
	Agree	99	45.8	61.9	83.8
	Disagree	17	7.9	10.6	94.4
	Strongly Disagree	9	4.2	5.6	100.0
	Total	160	74.1	100.0	
Missing	Don't Know	42	19.4		
	System	14	6.5		
	Total	56	25.9		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	54	25.0	28.3	28.3
	Agree	112	51.9	58.6	86.9
	Disagree	21	9.7	11.0	97.9
	Strongly Disagree	4	1.9	2.1	100.0
	Total	191	88.4	100.0	
Missing	Don't Know	13	6.0		
	System	12	5.6		
	Total	25	11.6		
Total		216	100.0		

Appendix VII: Data display, Online survey of those who (or attend college) in Riverside but live elsewhere
Riverside Community Quality of Life Survey, 2015

Q5_7: Riverside is a good place to find an affordable place to live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	31	14.4	17.3	17.3
	Agree	81	37.5	45.3	62.6
	Disagree	42	19.4	23.5	86.0
	Strongly Disagree	25	11.6	14.0	100.0
	Total	179	82.9	100.0	
Missing	Don't Know	24	11.1		
	System	13	6.0		
	Total	37	17.1		
Total		216	100.0		

Q5_8: Riverside is a good place to make friends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	39	18.1	22.0	22.0
	Agree	130	60.2	73.4	95.5
	Disagree	3	1.4	1.7	97.2
	Strongly Disagree	5	2.3	2.8	100.0
	Total	177	81.9	100.0	
Missing	Don't Know	26	12.0		
	System	13	6.0		
	Total	39	18.1		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	39	18.1	29.1	29.1
	Agree	76	35.2	56.7	85.8
	Disagree	15	6.9	11.2	97.0
	Strongly Disagree	4	1.9	3.0	100.0
	Total	134	62.0	100.0	
Missing	Don't Know	68	31.5		
	System	14	6.5		
	Total	82	38.0		
Total		216	100.0		

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

	Frequency
A business incubator or more cost effective office solutions and business incentives.	1
Affordable licensing that would make the product/service pricing more affordable and appealing. More businesses would mean a larger variety of products and services.	1
An environment conducive to a start-up business. From my experience the HOOPS to jump through are overwhelming and meant for someone who is already well-off.	1
Better tax rates in the state of California	1
Clean up the environment (vagrants) and make city hall less cumbersome	1
Increase pay would allow employees to move into city limits.	1
Lowering the cost of fees, business license, etc. Relaxation of laws and regulations in running a business (especially home-based business)	3

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	17	7.9	8.4	8.4
	Good	47	21.8	23.3	31.7
	Fair	28	13.0	13.9	45.5
	Poor	9	4.2	4.5	50.0
	Can't rate...I don't use bike lanes	91	42.1	45.0	95.0
	Don't know	10	4.6	5.0	100.0
	Total	202	93.5	100.0	
Missing	System	14	6.5		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	7	3.2	3.5	3.5
	Good	30	13.9	14.9	18.3
	Fair	20	9.3	9.9	28.2
	Poor	25	11.6	12.4	40.6
	Can't rate...I don't take the bus or rail	106	49.1	52.5	93.1
	Don't know	14	6.5	6.9	100.0
	Total	202	93.5	100.0	
Missing	System	14	6.5		
Total		216	100.0		

Appendix VII: Data display, Online survey of those who (or attend college) in Riverside but live elsewhere
Riverside Community Quality of Life Survey, 2015

Q78: Besides taking a personal vehicle, what would be your preferred method(s) of traveling? Please click all that apply.

	Responses		Percent of Cases
	N	Percent	
I prefer traveling within the City of Riverside by car or motorcycle ONLY	79	26.9%	39.5%
Bus	30	10.2%	15.0%
Bicycle	37	12.6%	18.5%
Walk	95	32.3%	47.5%
Streetcar	39	13.3%	19.5%
Uber/Car sharing	5	1.7%	2.5%
Other (Please specify)	9	3.1%	4.5%
Total	294	100.0%	147.0%

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

Q77: Preference ranking of using CAR OR MOTORCYCLE to travel within the City of Riverside (1 = MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	151	69.9	83.0	83.0
	2	15	6.9	8.2	91.2
	3	7	3.2	3.8	95.1
	4	3	1.4	1.6	96.7
	5	4	1.9	2.2	98.9
	6	2	.9	1.1	100.0
	Total	182	84.3	100.0	
Missing	System	34	15.7		
Total		216	100.0		

Q77: Preference ranking of using BUS to travel within the City of Riverside (1 = MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.9	2.2	2.2
	2	38	17.6	20.9	23.1
	3	37	17.1	20.3	43.4
	4	50	23.1	27.5	70.9
	5	45	20.8	24.7	95.6
	6	8	3.7	4.4	100.0
	Total	182	84.3	100.0	
Missing	System	34	15.7		
Total		216	100.0		

Q77: Preference ranking of using BICYCLE to travel within the City of Riverside (1 = MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	2.3	2.7	2.7
	2	29	13.4	15.9	18.7
	3	54	25.0	29.7	48.4
	4	56	25.9	30.8	79.1
	5	35	16.2	19.2	98.4
	6	3	1.4	1.6	100.0
	Total	182	84.3	100.0	
Missing	System	34	15.7		
Total		216	100.0		

Q77: Preference ranking of WALKING to travel within the City of Riverside (1 = MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	12	5.6	6.6	6.6
	2	72	33.3	39.6	46.2
	3	47	21.8	25.8	72.0
	4	33	15.3	18.1	90.1
	5	16	7.4	8.8	98.9
	6	2	.9	1.1	100.0
	Total	182	84.3	100.0	
Missing	System	34	15.7		
Total		216	100.0		

Q77: Preference ranking of using STREETCAR to travel within the City of Riverside (1 = MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	8	3.7	4.4	4.4
	2	23	10.6	12.6	17.0
	3	35	16.2	19.2	36.3
	4	35	16.2	19.2	55.5
	5	71	32.9	39.0	94.5
	6	10	4.6	5.5	100.0
	Total	182	84.3	100.0	
Missing	System	34	15.7		
Total		216	100.0		

Q77: Preference ranking of using THE "OTHER" ITEM you listed above to travel within the City of Riverside (1 = MOST preferred, 6 = LEAST preferred)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.9	1.1	1.1
	2	5	2.3	2.7	3.8
	3	2	.9	1.1	4.9
	4	5	2.3	2.7	7.7
	5	11	5.1	6.0	13.7
	6	157	72.7	86.3	100.0
	Total	182	84.3	100.0	
Missing	System	34	15.7		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	12.0	12.9	12.9
	No	151	69.9	74.8	87.6
	Don't recall	25	11.6	12.4	100.0
	Total	202	93.5	100.0	
Missing	System	14	6.5		
Total		216	100.0		

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

	Responses		Percent of Cases
	N	Percent	
There was no available RTA bus service	13	24.5%	50.0%
I didn't have a reliable personal vehicle	8	15.1%	30.8%
Time of day	10	18.9%	38.5%
Construction activity	6	11.3%	23.1%
Freeway traffic	8	15.1%	30.8%
School traffic	4	7.5%	15.4%
Other (Please specify)	4	7.5%	15.4%
Total	53	100.0%	203.8%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	35	16.2	17.4	17.4
	No	166	76.9	82.6	100.0
	Total	201	93.1	100.0	
Missing	Don't know	1	.5		
	System	14	6.5		
	Total	15	6.9		
Total		216	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Have to wait too long for a bus	25	8.0%	15.4%
Too crowded	11	3.5%	6.8%
Not convenient to get where I need to go	72	22.9%	44.4%
Takes too long to get where I need to go	58	18.5%	35.8%
Too expensive to take public transportation	2	0.6%	1.2%
Don't like the people who use public transportation	28	8.9%	17.3%
Buses don't operate at the times I need to travel	17	5.4%	10.5%
I feel unsafe on buses	30	9.6%	18.5%
Don't know...I just like taking my personal vehicle	65	20.7%	40.1%
Other (Please specify)	6	1.9%	3.7%
Total	314	100.0%	193.8%

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

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

	Responses		Percent of Cases
	N	Percent	
I don't drive so I have no idea	1	0.4%	0.6%
There are no parking issues that I'm aware of	41	14.7%	23.0%
Parking is too expensive	58	20.9%	32.6%
There isn't enough "off-street" parking (that is, parking garages or lots)	59	21.2%	33.1%
There isn't enough parking on the street	67	24.1%	37.6%
The affordable parking is too far from where I need to go	38	13.7%	21.3%
Crime/Break-ins/Homeless in parking garages	5	1.8%	2.8%
Other (Please specify)	9	3.2%	5.1%
Total	278	100.0%	156.2%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Install more bike lanes	7	3.2	3.6	3.6
	Improve bike lane connectivity	32	14.8	16.7	20.3
	Install more sidewalks	15	6.9	7.8	28.1
	Make public transportation (that is, RTA and/or Metrolink) more affordable	33	15.3	17.2	45.3
	Encourage schools to offer incentives or programs for children to walk and bike to school	32	14.8	16.7	62.0
	There is NOTHING that would encourage increased walking or biking	41	19.0	21.4	83.3
	Improve the safety (crime, homeless)	7	3.2	3.6	87.0
	Rent-a-bike program (Examples: San Diego, Miami)	4	1.9	2.1	89.1
	Install lights, shade trees (improve the walking, biking paths)	4	1.9	2.1	91.1
	Other	17	7.9	8.9	100.0
	Total	192	88.9	100.0	
Missing	System	24	11.1		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	128	59.3	65.3	65.3
	1 or 2 times	41	19.0	20.9	86.2
	3 or 4 times	17	7.9	8.7	94.9
	5 or more times per week	10	4.6	5.1	100.0
	Total	196	90.7	100.0	
Missing	System	20	9.3		
Total		216	100.0		

Q86: On average how long does it take you to make the trip (*round* trip)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 5 minutes	1	.5	1.5	1.5
	5 to 14 minutes	25	11.6	37.3	38.8
	15 to 30 minutes	21	9.7	31.3	70.1
	More than 30 minutes	20	9.3	29.9	100.0
	Total	67	31.0	100.0	
Missing	System	149	69.0		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	5.1	5.6	5.6
	No	184	85.2	94.4	100.0
	Total	195	90.3	100.0	
Missing	System	21	9.7		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	My/our current car already meets my/our needs	56	25.9	30.6	30.6
	Price of the vehicle	56	25.9	30.6	61.2
	Limited number of miles one can drive before recharging	24	11.1	13.1	74.3
	Not enough charging stations available	11	5.1	6.0	80.3
	Lack of familiarity with electric vehicles	13	6.0	7.1	87.4
	Not enough model choices	4	1.9	2.2	89.6
	Cost of maintaining the car in the future	10	4.6	5.5	95.1
	Other	9	4.2	4.9	100.0
	Total	183	84.7	100.0	
Missing	System	33	15.3		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Concern for the environment	1	.5	9.1	9.1
	Save money on gas	7	3.2	63.6	72.7
	Use of the carpool lane for free	3	1.4	27.3	100.0
	Total	11	5.1	100.0	
Missing	System	205	94.9		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	70	32.4	54.3	54.3
	No	59	27.3	45.7	100.0
	Total	129	59.7	100.0	
Missing	Don't know	54	25.0		
	System	33	15.3		
	Total	87	40.3		
Total		216	100.0		

Q91 Comments Recode: Where would you like to see electric vehicle charging stations? Please be as specific as possible.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3750 University Ave	5	2.3	9.6	9.6
	Downtown, City Hall, parking garages, parking lots	14	6.5	26.9	36.5
	Libraries, parks	8	3.7	15.4	51.9
	Gas stations	4	1.9	7.7	59.6
	Market Street	3	1.4	5.8	65.4
	RCC, UCR, Schools	2	.9	3.8	69.2
	Shopping, restaurants, bars, where people gather	10	4.6	19.2	88.5
	Other	6	2.8	11.5	100.0
	Total	52	24.1	100.0	
Missing	System	164	75.9		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	62	28.7	32.3	32.3
	No	130	60.2	67.7	100.0
	Total	192	88.9	100.0	
Missing	System	24	11.1		
Total		216	100.0		

Q10_1: Riverside is an attractive place

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	39	18.1	21.4	21.4
	Agree	127	58.8	69.8	91.2
	Disagree	13	6.0	7.1	98.4
	Strongly Disagree	3	1.4	1.6	100.0
	Total	182	84.3	100.0	
Missing	Don't know	3	1.4		
	System	31	14.4		
	Total	34	15.7		
Total		216	100.0		

Q10_2: Riverside is a place where I can realize the goals I have for my future

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	26	12.0	15.5	15.5
	Agree	105	48.6	62.5	78.0
	Disagree	32	14.8	19.0	97.0
	Strongly Disagree	5	2.3	3.0	100.0
	Total	168	77.8	100.0	
Missing	Don't know	15	6.9		
	System	33	15.3		
	Total	48	22.2		
Total		216	100.0		

Q10_3: There are good schools in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	22	10.2	16.2	16.2
	Agree	88	40.7	64.7	80.9
	Disagree	18	8.3	13.2	94.1
	Strongly Disagree	8	3.7	5.9	100.0
	Total	136	63.0	100.0	
Missing	Don't know	47	21.8		
	System	33	15.3		
	Total	80	37.0		
Total		216	100.0		

Q10_4: There are good colleges/universities in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	72	33.3	40.7	40.7
	Agree	101	46.8	57.1	97.7
	Disagree	3	1.4	1.7	99.4
	Strongly Disagree	1	.5	.6	100.0
	Total	177	81.9	100.0	
Missing	Don't know	7	3.2		
	System	32	14.8		
	Total	39	18.1		
Total		216	100.0		

Q10_5: It is important for young people to go to college or trade school

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	118	54.6	65.6	65.6
	Agree	58	26.9	32.2	97.8
	Disagree	4	1.9	2.2	100.0
	Total	180	83.3	100.0	
Missing	Don't know	3	1.4		
	System	33	15.3		
	Total	36	16.7		
Total		216	100.0		

10_6: I am proud to work in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	81	37.5	46.3	46.3
	Agree	77	35.6	44.0	90.3
	Disagree	13	6.0	7.4	97.7
	Strongly Disagree	4	1.9	2.3	100.0
	Total	175	81.0	100.0	
Missing	Don't know	8	3.7		
	System	33	15.3		
	Total	41	19.0		
Total		216	100.0		

Q10_7: I am satisfied with the progress made so far in addressing homelessness in the City of Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	13	6.0	8.9	8.9
	Agree	48	22.2	32.9	41.8
	Disagree	41	19.0	28.1	69.9
	Strongly Disagree	44	20.4	30.1	100.0
	Total	146	67.6	100.0	
Missing	Don't know	39	18.1		
	System	31	14.4		
	Total	70	32.4		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	39	18.1	28.7	28.7
	Agree	67	31.0	49.3	77.9
	Disagree	24	11.1	17.6	95.6
	Strongly Disagree	6	2.8	4.4	100.0
	Total	136	63.0	100.0	
Missing	Don't know	48	22.2		
	System	32	14.8		
	Total	80	37.0		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	25	11.6	15.8	15.8
	Agree	101	46.8	63.9	79.7
	Disagree	25	11.6	15.8	95.6
	Strongly Disagree	7	3.2	4.4	100.0
	Total	158	73.1	100.0	
Missing	Don't know	26	12.0		
	System	32	14.8		
	Total	58	26.9		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	19	8.8	19.2	19.2
	Agree	50	23.1	50.5	69.7
	Disagree	21	9.7	21.2	90.9
	Strongly Disagree	9	4.2	9.1	100.0
	Total	99	45.8	100.0	
Missing	Don't Know	34	15.7		
	System	83	38.4		
	Total	117	54.2		
Total		216	100.0		

Appendix VII: Data display, Online survey of those who (or attend college) in Riverside but live elsewhere
Riverside Community Quality of Life Survey, 2015

Q62: Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position? [ANSWERED ONLY BY COLLEGE STUDENTS]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	1.9	30.8	30.8
	No	5	2.3	38.5	69.2
	I have no interest in internships	3	1.4	23.1	92.3
	Not yet, but I plan to	1	.5	7.7	100.0
	Total	13	6.0	100.0	
Missing	System	203	94.0		
Total		216	100.0		

Q63: Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help prepare for a career position? [ANSWERED ONLY BY COLLEGE STUDENTS WHO HAVE EITHER SOUGHT AN INTERNSHIP/PART TIME JOB OR PLAN TO DO SO]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs	3	1.4	60.0	60.0
	No, there are not enough local opportunities	1	.5	20.0	80.0
	I don't know yet	1	.5	20.0	100.0
	Total	5	2.3	100.0	
Missing	System	211	97.7		
Total		216	100.0		

Q64: Do you believe you will be able to find a good job in Riverside after you graduate? [ANSWERED ONLY BY COLLEGE STUDENTS]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	5.6	92.3	92.3
	No, the jobs I want aren't in Riverside	1	.5	7.7	100.0
	Total	13	6.0	100.0	
Missing	System	203	94.0		
Total		216	100.0		

Q65: Do you think Riverside is a good place for college students? [ANSWERED ONLY BY COLLEGE STUDENTS]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	6.0	100.0	100.0
Missing	System	203	94.0		
Total		216	100.0		

Appendix VII: Data display, Online survey of those who (or attend college) in Riverside but live elsewhere
Riverside Community Quality of Life Survey, 2015

Q11_1: Do Festivals and special events in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	73	33.8	39.9	39.9
	Partially meet my needs	52	24.1	28.4	68.3
	Don't meet my needs	18	8.3	9.8	78.1
	Don't use them	37	17.1	20.2	98.4
	Didn't know Riverside had them	3	1.4	1.6	100.0
	Total	183	84.7	100.0	
Missing	System	33	15.3		
Total		216	100.0		

Q16b: What improvements would you like to festivals and events?

	Responses		Percent of Cases
	N	Percent	
More/more variety(Octoberfest, Entertainment, Educational	14	30.4%	36.8%
None	3	6.5%	7.9%
Safer	5	10.9%	13.2%
Orange Blossom, Orange Blossom with changes (safer)	5	10.9%	13.2%
Better parking, more parking, organized parking	4	8.7%	10.5%
Too expensive, entrance fees, and parking fees to watch	1	2.2%	2.6%
Cleaner, more restrooms, cleaner bathrooms	1	2.2%	2.6%
Bigger Venues, larger locations to support large crowds and parking	3	6.5%	7.9%
Other	10	21.7%	26.3%
Total	46	100.0%	121.1%

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

Q11_2: Do concerts and live theater in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	72	33.3	39.1	39.1
	Partially meet my needs	49	22.7	26.6	65.8
	Don't meet my needs	14	6.5	7.6	73.4
	Don't use them	43	19.9	23.4	96.7
	Didn't know Riverside had them	6	2.8	3.3	100.0
	Total	184	85.2	100.0	
Missing	System	32	14.8		
Total		216	100.0		

Q15b: What concerts or live theater would you like?

	Responses		Percent of Cases
	N	Percent	
More variety, more improved acts,	2	5.7%	6.3%
Affordable / affordable for families	3	8.6%	9.4%
Blues, Bluegrass, Jazz	2	5.7%	6.3%
Comedy	1	2.9%	3.1%
Country	1	2.9%	3.1%
Symphony, Broadway shows, musicals, upscale	8	22.9%	25.0%
More Concerts (Country, Rock, Pop, Punk, Ska, Fold rock)	5	14.3%	15.6%
Names that LA, San Manuel, Hollywood Bowl (Amy Schumer, Kathy Griffin)	6	17.1%	18.8%
Other	7	20.0%	21.9%
Total	35	100.0%	109.4%

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

Q11_3: Do places in Riverside where you can hear music and dance meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	57	26.4	30.8	30.8
	Partially meet my needs	47	21.8	25.4	56.2
	Don't meet my needs	21	9.7	11.4	67.6
	Don't use them	53	24.5	28.6	96.2
	Didn't know Riverside had them	7	3.2	3.8	100.0
	Total	185	85.6	100.0	
Missing	System	31	14.4		
Total		216	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Didn't know they had places	4	6.9%	9.1%
They are not safe	2	3.4%	4.5%
Not enough places (Heroes is great, Fox is good but...)	12	20.7%	27.3%
More frequent	3	5.2%	6.8%
Not my type of location or type of music I like	7	12.1%	15.9%
No places for my age group	4	6.9%	9.1%
More variety (Jazz Club, Country, Line Dancing, Small/Large Venues)	18	31.0%	40.9%
Too expensive	2	3.4%	4.5%
Other	6	10.3%	13.6%
Total	58	100.0%	131.8%

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

Appendix VII: Data display, Online survey of those who (or attend college) in Riverside but live elsewhere
Riverside Community Quality of Life Survey, 2015

Q11_4: Do restaurants in Riverside meet your needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	95	44.0	51.4	51.4
	Partially meet my needs	69	31.9	37.3	88.6
	Don't meet my needs	16	7.4	8.6	97.3
	Don't use them	5	2.3	2.7	100.0
	Total	185	85.6	100.0	
Missing	System	31	14.4		
Total		216	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Organic, garden to table, vegan healthy choices	6	12.8%	14.6%
More, more mom and pop unique type not always big chain type	12	25.5%	29.3%
Higher end, Donavan's Morton's, Ruth's Christy, type	4	8.5%	9.8%
Salted Pig, Lucille, BBQ, variety	2	4.3%	4.9%
Breakfast places, sit-down affordable	5	10.6%	12.2%
Diversity, Ethnic	3	6.4%	7.3%
Corner Bakery, BJ's, Wahoo, Chick-fil-A	6	12.8%	14.6%
Other	9	19.1%	22.0%
Total	47	100.0%	114.6%

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

Retail stores in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	94	43.5	51.1	51.1
	Partially meet my needs	69	31.9	37.5	88.6
	Don't meet my needs	15	6.9	8.2	96.7
	Don't use them	6	2.8	3.3	100.0
	Total	184	85.2	100.0	
Missing	Didn't know Riverside had them	1	.5		
	System	31	14.4		
	Total	32	14.8		
Total		216	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Whole Foods	5	7.8%	9.6%
Trader Joes / healthy option stores	3	4.7%	5.8%
Good Homes /TJ Max	1	1.6%	1.9%
Grocery store downtown	1	1.6%	1.9%
Bookstore / Bookstore w/ cafe style	4	6.3%	7.7%
Department stores, restaurants, not chain stores	4	6.3%	7.7%
Boutiques, specialty stores, hobby, unique type	3	4.7%	5.8%
Antique stores left downtown and not rundown buildings it looks terrible	4	6.3%	7.7%
Apple Store	6	9.4%	11.5%
Allow more mom and pop, unique, independent stores downtown in old empty spots	9	14.1%	17.3%
Art Colliers downtown	2	3.1%	3.8%
Need Costco, Automotive, home improvement store other side of Riverside	3	4.7%	5.8%
Target, Wal-Mart, Kohl's	4	6.3%	7.7%
GAP, Old Navy, Carters, Plus size, professional clothing	3	4.7%	5.8%
No more, where would you put them Plaza is full, parking issues already	2	3.1%	3.8%
Higher end, Dillard's, Niemen Marcus, Sack's Fifth Ave, Nicer Mall	5	7.8%	9.6%
Other	5	7.8%	9.6%
Total	64	100.0%	123.1%

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

Q11_8: Do parks and recreational spaces in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	100	46.3	54.3	54.3
	Partially meet my needs	36	16.7	19.6	73.9
	Don't meet my needs	4	1.9	2.2	76.1
	Don't use them	43	19.9	23.4	99.5
	Didn't know Riverside had them	1	.5	.5	100.0
	Total	184	85.2	100.0	
Missing	System	32	14.8		
Total		216	100.0		

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

	Responses		Percent of Cases
	N	Percent	
Make them safer / add police security / lock them	7	20.6%	31.8%
Homeless problem	10	29.4%	45.5%
Gang problems / crime	2	5.9%	9.1%
Cleaner parks / maintain them	6	17.6%	27.3%
Add Restrooms/ Cleaner restrooms	1	2.9%	4.5%
More parks	2	5.9%	9.1%
Other	6	17.6%	27.3%
Total	34	100.0%	154.5%

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

Q11_9: Do business training and support services meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	50	23.1	27.3	27.3
	Partially meet my needs	41	19.0	22.4	49.7
	Don't meet my needs	22	10.2	12.0	61.7
	Don't use them	47	21.8	25.7	87.4
	Didn't know Riverside had them	23	10.6	12.6	100.0
	Total	183	84.7	100.0	
Missing	System	33	15.3		
Total		216	100.0		

Q11_10: The public libraries in Riverside meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meet my needs	78	36.1	42.6	42.6
	Partially meet my needs	39	18.1	21.3	63.9
	Don't meet my needs	10	4.6	5.5	69.4
	Don't use them	51	23.6	27.9	97.3
	Didn't know Riverside had them	5	2.3	2.7	100.0
	Total	183	84.7	100.0	
Missing	System	33	15.3		
Total		216	100.0		

Lib: How would you like public libraries to be improved?

	Responses		Percent of Cases
	N	Percent	
Deal with homeless, drugs, illegal activity	6	20.0%	22.2%
Upgrade them, new technology, better Wi-Fi, modern	9	30.0%	33.3%
Increase the books, DVD's, resources	6	20.0%	22.2%
Other	9	30.0%	33.3%
Total	30	100.0%	111.1%

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

INFO1: What source(s) of information do you rely on to find out about events and resources in Riverside? [CHOOSE ALL THAT APPLY]

	Responses		Percent of Cases
	N	Percent	
A local newspaper	68	11.2%	38.0%
On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	76	12.5%	42.5%
Explore Riverside quarterly newsletter	34	5.6%	19.0%
Utility bill inserts	7	1.2%	3.9%
Channel 3, government access TV	4	0.7%	2.2%
Community or neighborhood groups	19	3.1%	10.6%
Friends and family	94	15.5%	52.5%
Local websites	52	8.6%	29.1%
Social media such as Twitter or Facebook	70	11.5%	39.1%
Email from the City or Councilmember	37	6.1%	20.7%
Religious/Faith community	10	1.6%	5.6%
Employer	86	14.2%	48.0%
Radio	35	5.8%	19.6%
Never try to find out about things happening	6	1.0%	3.4%
Library	2	0.3%	1.1%
Electronic Billboards	2	0.3%	1.1%
Other	5	0.8%	2.8%
Total	607	100.0%	339.1%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A local newspaper	17	7.9	11.4	11.4
	On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	20	9.3	13.4	24.8
	Explore Riverside quarterly newsletter	3	1.4	2.0	26.8
	Community or neighborhood groups	3	1.4	2.0	28.9
	Friends and family	17	7.9	11.4	40.3
	Local websites	13	6.0	8.7	49.0
	Social media such as Twitter or Facebook	29	13.4	19.5	68.5
	Email from the City or Councilmember	10	4.6	6.7	75.2
	Employer	31	14.4	20.8	96.0
	Radio	3	1.4	2.0	98.0
	Library	2	.9	1.3	99.3
	Electronic Billboards	1	.5	.7	100.0
	Total	149	69.0	100.0	
Missing	System	67	31.0		
Total		216	100.0		

INFO2: Do you ever use the on-line Community Calendar on RiversideCA.gov (City's website) or ExploreRiverside.com to find out what's going on in Riverside

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	45	20.8	25.4	25.4
	No	86	39.8	48.6	74.0
	Sometimes	46	21.3	26.0	100.0
	Total	177	81.9	100.0	
Missing	System	39	18.1		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	6.0	7.3	7.3
	No	165	76.4	92.7	100.0
	Total	178	82.4	100.0	
Missing	System	38	17.6		
Total		216	100.0		

Appendix VII: Data display, Online survey of those who (or attend college) in Riverside but live elsewhere
Riverside Community Quality of Life Survey, 2015

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	77	35.6	44.5	44.5
	No, it is not safe	26	12.0	15.0	59.5
	It is somewhat safe	70	32.4	40.5	100.0
	Total	173	80.1	100.0	
Missing	Don't walk outside, but not because of safety	5	2.3		
	System	38	17.6		
	Total	43	19.9		
Total		216	100.0		

Q18b: What makes you feel it is unsafe?

	Responses		Percent of Cases
	N	Percent	
Crime	13	13.3%	14.0%
Gang problem	2	2.0%	2.2%
No sidewalks or bad sidewalks	4	4.1%	4.3%
Dangerous intersections	3	3.1%	3.2%
No lighting or poor lighting	3	3.1%	3.2%
Too much traffic	7	7.1%	7.5%
Homeless/panhandlers	58	59.2%	62.4%
Drug activity	6	6.1%	6.5%
Wild life	1	1.0%	1.1%
Other	1	1.0%	1.1%
Total	98	100.0%	105.4%

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all fearful	29	13.4	17.0	17.0
	Not too fearful	85	39.4	49.7	66.7
	Somewhat fearful, or	43	19.9	25.1	91.8
	Very fearful	14	6.5	8.2	100.0
	Total	171	79.2	100.0	
Missing	Don't Know	5	2.3		
	System	40	18.5		
	Total	45	20.8		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better off	62	28.7	35.8	35.8
	Same	91	42.1	52.6	88.4
	Worse off	20	9.3	11.6	100.0
	Total	173	80.1	100.0	
Missing	Don't Know	3	1.4		
	System	40	18.5		
	Total	43	19.9		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better off	78	36.1	46.2	46.2
	Same	86	39.8	50.9	97.0
	Worse off	5	2.3	3.0	100.0
	Total	169	78.2	100.0	
Missing	Don't Know	8	3.7		
	System	39	18.1		
	Total	47	21.8		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	106	49.1	59.9	59.9
	No	41	19.0	23.2	83.1
	Donate to causes, but not in Riverside	30	13.9	16.9	100.0
	Total	177	81.9	100.0	
Missing	System	39	18.1		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Religious institutions	6	2.8	5.8	5.8
	Other nonprofit organizations	68	31.5	66.0	71.8
	Both	29	13.4	28.2	100.0
	Total	103	47.7	100.0	
Missing	Don't Know	2	.9		
	System	111	51.4		
	Total	113	52.3		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - 25%	46	21.3	46.0	46.0
	26-50%	15	6.9	15.0	61.0
	51-75%	13	6.0	13.0	74.0
	76-99%	10	4.6	10.0	84.0
	100%	16	7.4	16.0	100.0
	Total	100	46.3	100.0	
Missing	Don't know	5	2.3		
	System	111	51.4		
	Total	116	53.7		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	75	34.7	42.9	42.9
	No	100	46.3	57.1	100.0
	Total	175	81.0	100.0	
Missing	Don't Know	1	.5		
	System	40	18.5		
	Total	41	19.0		
Total		216	100.0		

Q23b: How many hours per month do you volunteer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-8 hours	58	26.9	81.7	81.7
	9-20 hours	12	5.6	16.9	98.6
	21 or more hours	1	.5	1.4	100.0
	Total	71	32.9	100.0	
Missing	Don't know	3	1.4		
	System	142	65.7		
	Total	145	67.1		
Total		216	100.0		

What was the last grade of school that you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school or less	1	.5	.6	.6
	High school degree or equivalent	4	1.9	2.3	2.9
	Some college but no degree	46	21.3	26.3	29.1
	Associate degree or technical certificate	33	15.3	18.9	48.0
	Bachelor's degree	59	27.3	33.7	81.7
	Graduate or professional degree	32	14.8	18.3	100.0
	Total	175	81.0	100.0	
Missing	System	41	19.0		
Total		216	100.0		

Age categories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 19 years old	1	.5	.6	.6
	20 to 24 years old	7	3.2	4.5	5.1
	25 to 34 years old	32	14.8	20.4	25.5
	35 to 44 years old	41	19.0	26.1	51.6
	45 to 54 years old	52	24.1	33.1	84.7
	55 to 59 years old	12	5.6	7.6	92.4
	60 to 64 years old	6	2.8	3.8	96.2
	65 to74 years old	4	1.9	2.5	98.7
	75 to 84 years old	1	.5	.6	99.4
	85 years and older	1	.5	.6	100.0
	Total	157	72.7	100.0	
Missing	No response	1	.5		
	System	58	26.9		
	Total	59	27.3		
Total		216	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	91	42.1	55.5	55.5
	1	33	15.3	20.1	75.6
	2	24	11.1	14.6	90.2
	3	12	5.6	7.3	97.6
	4	2	.9	1.2	98.8
	5	1	.5	.6	99.4
	6	1	.5	.6	100.0
	Total	164	75.9	100.0	
Missing	No response given	52	24.1		
Total		216	100.0		

Which of the following best describes your employment status?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full-time for pay	162	75.0	92.0	92.0
	Working less than 30 hours a week for pay	8	3.7	4.5	96.6
	Full-time student	1	.5	.6	97.2
	Other (specify)	5	2.3	2.8	100.0
	Total	176	81.5	100.0	
Missing	System	40	18.5		
Total		216	100.0		

Gender: Are you a male or female?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	77	35.6	45.0	45.0
	Female	94	43.5	55.0	100.0
	Total	171	79.2	100.0	
Missing	System	45	20.8		
Total		216	100.0		

Are you of Hispanic, Latino, or Spanish origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	51	23.6	29.7	29.7
	No	121	56.0	70.3	100.0
	Total	172	79.6	100.0	
Missing	System	44	20.4		
Total		216	100.0		

How would you describe your race or ethnicity?

	Responses		Percent of Cases
	N	Percent	
White	133	75.1%	83.6%
Black, African American, or Negro	6	3.4%	3.8%
American Indian or Alaska Native	3	1.7%	1.9%
Asian Indian	2	1.1%	1.3%
Chinese	6	3.4%	3.8%
Filipino	4	2.3%	2.5%
Japanese	3	1.7%	1.9%
Korean	1	0.6%	0.6%
Vietnamese	2	1.1%	1.3%
Other Asian	1	0.6%	0.6%
Native Hawaiian	1	0.6%	0.6%
Hispanic, Latino, Spanish	11	6.2%	6.9%
Some other race	4	2.3%	2.5%
Total	177	100.0%	111.3%

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

Appendix VII: Data display, Online survey of those who (or attend college) in Riverside but live elsewhere
Riverside Community Quality of Life Survey, 2015

Total household or family income before taxes for 2014?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	3	1.4	1.9	1.9
	$25,000 to less than $35,000	12	5.6	7.5	9.4
	$35,000 to less than $50,000	22	10.2	13.8	23.1
	$50,000 to less than $65,000	15	6.9	9.4	32.5
	$65,000 to less than $80,000	11	5.1	6.9	39.4
	$80,000 to $110,000	42	19.4	26.3	65.6
	Over $110,000	55	25.5	34.4	100.0
	Total	160	74.1	100.0	
Missing	Don't know	6	2.8		
	System	50	23.1		
	Total	56	25.9		
Total		216	100.0		

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

	Responses		Percent of Cases
	N	Percent	
A local newspaper	2	1.0%	1.1%
On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com	10	5.0%	5.7%
Explore Riverside quarterly newsletter	1	0.5%	0.6%
Utility bill inserts	1	0.5%	0.6%
Community or neighborhood group	1	0.5%	0.6%
Friends and family	24	12.1%	13.6%
Local websites	6	3.0%	3.4%
Social media such as Twitter or Facebook	30	15.1%	17.0%
Email from the city or Councilmember	43	21.6%	24.4%
Religious/Faith community	1	0.5%	0.6%
Employer	77	38.7%	43.8%
Chamber of Commerce	2	1.0%	1.1%
Don't remember	1	0.5%	0.6%
Total	199	100.0%	113.1%

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

APPENDIX VIII

Riverside City Zip Code Map
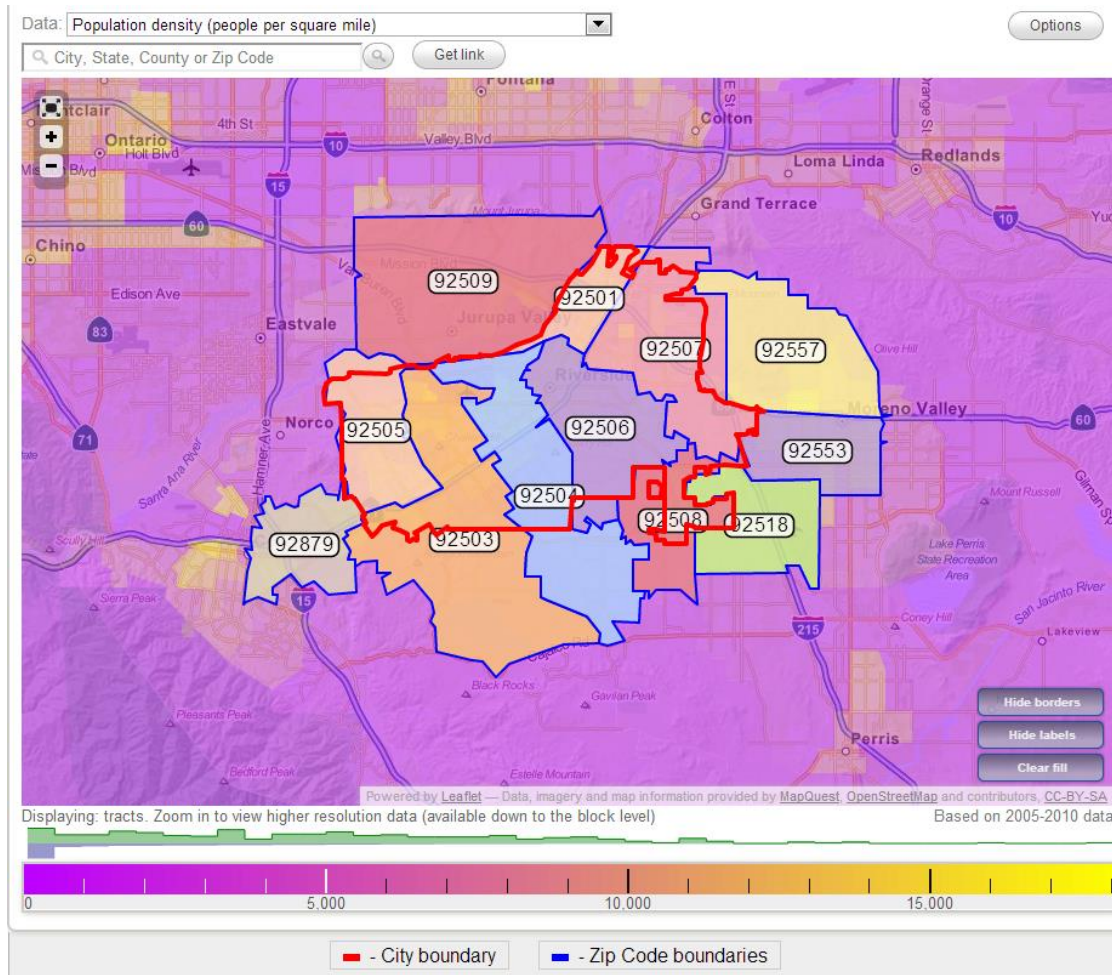
Source:www.city-data.com/zipmaps/Riverside-California.html