

Community Quality of Life Survey 2013

What Did the Survey Tell Us About Riversiders?



SEIZING OUR DESTINY
The Movement for Riverside's Prosperous Future

www.SeizingOurDestiny.com

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

Riverside Community Quality of Life Survey Measured Perceptions

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

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

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

HEADLINE – Riversiders Have Tremendous Pride in their Community

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

RIVERSIDERS FEEL POSITIVE ABOUT...

Riverside as a Good Place to Raise a Family and Prosper

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

Educational Opportunities and Future for Youth

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

Riverside as a Destination for Affordable Living

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

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

Riverside as an Active and Healthy Place

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

Vibrant Arts and Culture Opportunities

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

RIVERSIDERS LESS POSITIVE ABOUT...

Improving Environment for Riverside Businesses

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

Generosity Increasing, But Not Enough to Meet Need

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

Neighbors Connected to One Another, But Not Their Neighborhood

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

More Effort Needed to Shift Perceptions About Air and Water Quality

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

RIVERSIDERS MOST CONCERNED ABOUT...

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

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

More Progress Needed to Address Homelessness

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

Good Jobs Hard to Find

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

Leaders Must Figure Out Effective Communication Methods

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

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

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

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

Riverside Community Quality of Life Survey

Report Submitted to:

Seizing Our Destiny
The Movement for Riverside's Prosperous Future

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

EXECUTIVE SUMMARY

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

SURVEY METHODS

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

1) A **telephone survey** was used in order to tap the opinions of a *statistically valid random sample* of Riverside City residents; that is, a sample drawn from the population in a way that every adult (with a telephone) living in the City had virtually the same chance to be included in the sample. The random sampling procedures used were designed to ensure that the resulting data would be unbiased and would approximate the demographic breakdown shown in the 2010 Census. In other words, the sample would reflect the profile of adults in the City of Riverside.

- A total of 518 residents were surveyed between March 15 and March 24, 2013 (with 6.6% of them conducted in Spanish), resulting in a 95 percent level of confidence and an accuracy of +/- 4.3%.
- The data were slightly skewed toward older people and non-Hispanics (people traditionally more likely to respond to a phone survey), thus in order to correct for this under-sampling and to better reflect the demographic profile of the City, a weighting factor was applied to the data.

2) An **online survey** was used to tap opinions of Riverside residents (both adults and youth) and those who work in the city. The online versions of the Riverside Community Quality of Life Survey were made active on the RiversideSurvey.com web page on April 1, 2013, with a special version of the survey designed for youth made available on April 15.

- A total of 2,253 "adult" surveys of City residents were completed online (10 of which were completed in Spanish) and 483 surveys were completed online by those who work in Riverside and live elsewhere. In addition, 152 "youth" (residents younger than 18) surveys were completed (either partially or in full) online in English.
- The online survey provided an opportunity for community engagement and wide participation, however it is not random and therefore must be interpreted with caution due

to possible biases in the data. If there is a discrepancy between online survey results and phone survey results, *the phone survey results are the statistically valid results which should be relied upon.*

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

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

FINDINGS

The research objectives of the study were to elicit information from City residents and workers regarding the Seizing Our Destiny vision, established in 2009: “Riverside, California is a city that honors and builds on its assets to become known as a location of choice that catalyzes innovation in all forms, enjoys a high quality of life and is unified in pursuing the common good.” A questionnaire was constructed which would provide data that is useful (as opposed to simply “interesting”) and *actionable*. In this executive summary, the questions are grouped based on the four pillars of the vision (and related topics), and **focus mainly on the telephone survey results** (the statistically valid results which reflect the profile of adults in the City as shown in the 2010 Census).

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

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

OVERVIEW: The vast majority of Riverside residents have a tremendous feeling of pride in their city and view the city as a good place to bring visitors. They see Riverside as a place that’s not crowded (although traffic is still an issue), has a small town atmosphere, and has good schools and universities. Residents feel a sense of belonging to their city. They are engaged in their community in the concrete – they donate to Riverside causes and volunteer in Riverside organizations. Smog and crime are on-going concerns.

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

- **87.8%** view Riverside as an attractive place
- Best things about Riverside include good area, location (**36.2%**); good climate, weather (**11.3%**), good schools/universities (**9.3%**); and small town atmosphere/feeling (**8.4%**)
- Things Riverside residents like least about living in Riverside include traffic (**17.8%**); smog, air pollution (**13.1%**); weather, fires, floods, earthquakes (**13.1%**); and crime/violence (**8.7%**)/ gang activity (**3.7%**)/ drugs (**1.1%**)
- **50.4%** are satisfied with the progress in addressing homelessness in the city
- **84.9%** feel a sense of belonging to their community
- Most people (**59.5%**) donate to Riverside causes or organizations, showing a strong tie to the community
- **35.2%** volunteer for Riverside causes, organizations, or schools. The average amount of time spent ranged from 1 to 120 hours per month, with a mean of **14.33** hours and a median of **10** hours.

Additional highlights from the online surveys:

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

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

OVERVIEW: Most Riverside residents feel that Riverside is a good place to be active and healthy, and rate the availability of places to exercise and healthy places to eat as excellent or good. Perceptions of the quality of Riverside’s tap water were lower than might be expected given that objective evaluations show the quality meets or exceeds standards. Most feel that Riverside is a good place to enjoy art and culture, although suggestions were made to improve the entertainment scene. Residents are relatively optimistic about their financial future. Riverside residents overwhelmingly feel that it is safe to walk in their neighborhood, and the majority are not fearful that they will be the victim of a serious crime.

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

- **72.1%** rate the availability of healthy places to eat and shop for groceries as excellent or good
- Only **59.9%** agree that Riverside’s tap water is safe to drink
- **88.4%** get the medical services they need in Riverside
- **84.1%** think that “Riverside is a good place to enjoy art and culture”
- **88.6%** view Riverside as a good place to raise children
- **80.5%** feel that “Riverside is a place where I can realize the goals I have for my future”
- **82.1%** feel it is safe to walk in their neighborhood, with crime and gang problems cited as the top reasons for feeling only “somewhat” or “not” safe
- **67.3%** are “not at all fearful” or “not too fearful” of being the victim of a serious crime

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

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

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

Additional highlights from the online surveys:

- 96.7% of online respondents living in Riverside think there are good colleges/universities in the City
- 75.4% of parents think their child’s school prepares them for a good job or career
- 78.8% of parents think their child’s school helps them prepare to be a successful college student
- 60.6% of those who both live and work in Riverside indicated in the online survey that the workforce is properly trained and educated

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

OVERVIEW: Objective data show that the job picture is improving in Riverside, but residents may not be feeling that improvement as evidenced by the fact that just over half of respondents think Riverside is a good place to find a good job. Riverside is perceived as an affordable place to live, a place where retail, restaurants, and parks and recreational spaces are all rated relatively well in terms of “meeting people’s needs.” Air quality is still a concern, although long-time Riverside residents acknowledge that air quality has improved. The car culture is alive and well in Riverside – a large portion of the residents and workers are unable to rate the ease of getting around by bike, bus or rail.

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

INTRODUCTION

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

There are various dimensions of “quality of life,” but most researchers would agree that any attempt to measure quality of life would need to include a person’s satisfaction (or lack thereof) with the cultural, financial, physical, environmental, intellectual, emotional, and social conditions of life. This year’s survey effort was designed to establish a sound baseline which will allow us in future years to measure progress toward the Seizing Our Destiny vision of enhancing Riverside’s quality of life. In addition, as noted on the Seizing Our Destiny website, the results can be used to “spark community-wide engagement that promotes and improves” the quality of life in Riverside.

More specifically, the research objectives of the study were to elicit information from City residents and workers regarding the Seizing Our Destiny vision, established in 2009: “Riverside, California is a city that honors and builds on its assets to become known as a location of choice that catalyzes innovation in all forms, enjoys a high quality of life and is unified in pursuing the common good.” City residents and workers were asked questions based on the four pillars of the vision (and related topics):

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

perceptions of job availability; sustainability of the environment and perceptions of recreational space; availability of affordable housing; perceptions of retail stores and restaurants; and perceptions of traffic and availability of public transportation.

The above topics, in combination, tell a story about Riverside...its successes and its challenges. Public and private sector leaders, residents and workers, youth and adults...all have a stake in the quality of life in Riverside, and all can use the information contained in this report both to celebrate the factors which make the City great and to create a “call to action” to make a difference in the community in those areas that need improvement.

SURVEY METHODS

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

First, a **phone survey** was used in order to tap the opinions of a statistically valid random sample of Riverside City residents; that is, a sample drawn from the population in a way that every adult (with a telephone) living in the City had virtually the same chance to be included in the sample.¹ The random sampling procedures used were designed to ensure that the resulting data would be unbiased and would approximate the demographic breakdown shown in the 2010 Census. In other words, the sample would reflect the profile of adults in the City of Riverside. In addition, an **online survey** was used to tap opinions of Riverside residents (both adults and youth) and those who work in the city. Although such a survey is not random (and therefore must be interpreted with caution due to possible biases in the data), it does provide an opportunity for community engagement and wider participation. Finally, **paper surveys** were made available at various events and public venues. Again, this type of effort does not result in a random sample, however it provides an opportunity for input for those residents and workers who do not have access to a computer, are not willing or able to complete an online survey, or had not otherwise been informed about the survey.

Questionnaire Construction

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

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

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

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

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

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

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

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

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

Telephone Survey Methods

In order to generate the initial sampling frame, IAR purchased a list of randomly selected phone numbers (both landline and cell phone) likely to belong to City of Riverside residents. The list was screened to eliminate business phones, fax machines, and non-working numbers. Finally, in order to ensure that some unlisted phone numbers were included in the sample, the original list was supplemented by using working numbers as seed numbers from which other numbers were generated by adding a constant. To the extent possible, therefore, each Riverside

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

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

The following table shows a partial demographic breakdown of the respondents who participated in the telephone survey. The reader will note that the data are slightly skewed toward older people (people traditionally more likely to respond to a phone survey). Further, only 36.4% of the respondents reported being of Hispanic, Latino, or Spanish origin, whereas the 2010 census reports 49.0% of Riverside's population falling into that category. In order to correct for this under-sampling and to better reflect the demographic profile of the City, a weighting factor has been applied to the data. The weighted data (cited in this report) are only slightly different from the unweighted results, however the weighting better allows us to generalize to the full population of residents. Since only 514 of the 518 respondents chose to respond to the question regarding Hispanic, Latino, or Spanish origin, the application of the weighting factor reduced the table totals in the data displays to 514.

AGE – RIVERSIDE ADULT POPULATION ONLY

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

HISPANIC, LATINO, OR SPANISH ORIGIN

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

RACE/ETHNICITY

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

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

Telephone interviews were conducted by the Institute of Applied Research at California State University, San Bernardino using Computer Assisted Telephone Interviewing (CATI) equipment and software. The surveys were conducted between March 15 and March 24, 2013 (Fridays from 3 – 9 PM, Saturdays from 10 AM- 6 PM, and Sundays from 1 PM to 7 PM) in order to maximize the chances of finding respondents available and willing to complete the survey.

Online Survey Methods

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

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

It is important to reiterate that online surveys are not random, thus results may be skewed and must be interpreted with caution. Typically online survey respondents are those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with “mid-range” attitudes. Further, people who have a vested interest in survey results are able to answer an online survey more than once, thus introducing bias into the results. Even if protocols had been put into place to block more than one survey completion per IP address, the problem would still exist since people often have access to several computers. Finally, it is well known in the literature that residents who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both online and phone surveys).

Bottom line: online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and additional validation of phone survey results if the overall trends of the two methodologies match. But if there is a discrepancy between online survey results and phone survey results, ***the phone survey results are the statistically valid results which should be relied upon.***

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

Paper Survey Methods (both adult and youth surveys)

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

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

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

AGE – RIVERSIDE ADULT POPULATION ONLY

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

HISPANIC, LATINO, OR SPANISH ORIGIN

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

RACE/ETHNICITY

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

FINDINGS

Following are the findings from the surveys of Riverside City residents and workers. The results are organized by the four pillars of the vision and related topics. Within each category the phone survey results are first presented (weighted where warranted), followed by the combined

online/paper results. **Telephone survey**

percentages are bolded in order to reinforce the fact that these statistics are the random and generalizable figures to focus on. Online/paper results are underlined to distinguish these from the statistically valid phone results.

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

The reader is encouraged to view the full data displays in Appendices VI - IX.

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

OVERVIEW: The vast majority of Riverside residents have a tremendous feeling of pride in their city and view the city as a good place to bring visitors. They see Riverside as a place that's not crowded (although traffic is still an issue), has a small town atmosphere, and has good schools and universities. Residents feel a sense of belonging to their city. They are engaged in their community in the concrete – they donate to Riverside causes and volunteer in Riverside organizations. Smog and crime are on-going concerns.

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

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

Pride and Overall Satisfaction

Overall, what do respondents think are the best things about life in Riverside, and what are Riverside’s biggest challenges? First, it must be noted that Riverside residents have a tremendous feeling of pride in their city. Nine out of 10 phone survey respondents (**90.2%**)

strongly agreed or agreed that they are “proud to live in Riverside,” as did over three quarters (80.9%) of online survey respondents. And 89.0% of people who work in Riverside but live elsewhere say they are proud to work in Riverside. Of course, this latter finding begs the question: why don’t they want to live here if they are proud to work here? The answer given most often (61.9% of respondents) is that they simply like where they are living now...in other words it’s not that they don’t like Riverside, they just don’t see a need to move since they like their current area of residence. Another 17.6% said they can’t afford to live in Riverside, and 17.4% said they can’t afford to move from where they are living now. The only negatives offered by these people is the perception that there is too much crime in the area (13.0%), schools seem better where they live now (12.8%), they prefer a less crowded area (8.2%), or they “just don’t like it” (7.3%).

Given the pride and positive feelings expressed above, it is not surprising that Riverside residents see the city as a good place to bring visitors (83.7% of phone survey and 73.8% of online respondents)...an attractive place (87.8% of phone survey and 79.7% of online survey respondents) which they enjoy. Best things about Riverside (an open-ended question to which respondents could offer more than one answer) include:

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

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

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

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

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

Social Environment, Neighborhood, and Belonging

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

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

Further, in 2010 the Pew Internet & American Life Project conducted a study that showed that nationwide, 43% know most or all of their neighbors. Based on phone survey results, that figure is virtually the same – **42.0%** – in the City of Riverside. Online survey results

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

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

Engagement and Awareness

As will be discussed later in this report in the section on “Arts, Culture, and Entertainment,” residents are often unaware of what’s happening in their own city, even though a herculean effort has been made by Riverside leaders to keep the community informed through traditional media outlets (newspaper, TV, radio) as well as mailings, meetings and social media. A question was placed on the online survey asking “what sources of information do you rely on to find out about events and resources in Riverside?” Respondents were able to select as many sources of information from a provided list as they wished. The results of that multiple response question are shown in the table below.

Since people could choose one, two, or all of the sources of information, a follow-up question asked: “Which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?” Those results are also in the table below.

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

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

Online survey respondents were also explicitly asked: Do you ever use the online community calendar on RiversideCA.gov or ExploreRiverside.com? Nearly a quarter of respondents (21.9%) said “yes” and another 23.9% said “sometimes.” These results, in concert

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

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

Volunteerism and Philanthropy

Why do people give? Studies show that individuals who engage in charitable giving actually derive great benefits from their acts, including internal satisfaction and enjoyment from knowing they have contributed, public recognition for their gifts, and at times a tax deduction. People in the lowest and highest income groups tend to give larger proportions of their incomes to charities than those in the middle income groups, and charitable giving tends to increase with age and income.

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

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

Another indicator of respondents' strong ties to the community was the fact that over a third (**35.2%**) said they volunteer for Riverside causes, organizations, or schools. The average amount of time spent ranged from 1 to 120 hours per month, with a **mean of 14.33 hours** and a **median of 10 hours**.

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

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

OVERVIEW: Most Riverside residents feel that Riverside is a good place to be active and healthy, and rate the availability of places to exercise and healthy places to eat as excellent or good. Perceptions of the quality of Riverside's tap water were lower than might be expected given that objective evaluations show the quality meets or exceeds standards. Most feel that Riverside is a good place to enjoy arts and culture, although suggestions were made to improve the entertainment scene. Residents are relatively optimistic

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

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

What makes a city “healthy?” Many factors contribute to making a healthy city, but it all starts with leaders who have a commitment to: create policies which help to create/maintain a clean environment, encourage the establishment of places to exercise and buy healthy food, and do everything in their power to ensure the availability of good medical care. And obviously individual residents must do their part to make good lifestyle choices.

The Riverside Community Quality of Life Survey did not attempt to elicit information regarding individual lifestyle choices, however there were a number of questions asking about the rating of Riverside as a “healthy city.” For example, when asked if Riverside is a “good place to be active and healthy,” the vast majority of respondents either strongly agreed or agreed (**90.4%** of phone survey respondents and **83.2%** of online survey respondents). About three quarters of phone survey respondents (**76.8%**) said the availability of places to exercise and be active in their neighborhood is excellent or good, and a similar amount (**72.1%**) said the same about the availability of healthy places to eat and shop for groceries. Those figures were somewhat lower for online survey respondents (**68.4%** rating of places to exercise and be active, and **56.2%** rating of availability of healthy places to eat). There were no significant differences in answers based on income (as some might have expected), however the data do show some differences based on zip code. In particular, phone survey respondents from the 92507, 92508 and 92509 zip codes gave higher ratings than other residents to the City of Riverside as a “place to be active and healthy.” And phone survey respondents from zip codes 92503 and 92504 gave the *lowest* ratings when asked about the availability of places to exercise and be active in the neighborhood.

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

The vast majority of phone survey respondents (**88.4%**) and online survey respondents (**81.7%**) strongly agree or agree that they get the medical services they need in Riverside. Higher

income individuals in the phone survey report slightly more agreement with that statement than lower income individuals, however those differences are not statistically significant.

Respondents from the 92504, 92508, and 92509 zip codes report the lowest level of agreement. The big news, however, is that overall, regardless of variables such as income, zip code, or age group, most people are able to access needed medical services.

Although this is an encouraging finding, it is still important to determine the reasons some people aren't getting the needed care. Out of the **58** phone survey respondents who said they couldn't get care, **28** said they can't afford it or don't have medical insurance. Access to specific types of care also appears to be a problem for **12** people who said they have to go outside of Riverside to get the services they need or the **3** who said their specialist couldn't be found in Riverside. In the larger online sample, about a quarter of those who can't get medical services said they don't have medical insurance or can't afford the services they need, and 39.2% said they have to go outside of Riverside to get the services they need. Another 26.5% said they have to wait too long to get an appointment in Riverside, and 19.5% said Riverside doesn't have enough doctors. Finally, about 18.4% apparently can't find a Riverside doctor who understands their concerns or condition. So overall, most Riversiders are pleased with access to medical facilities, however the numbers lend credence to the push for the new medical school at UCR which should lead to an increase in the number of doctors in the area.

Arts, Culture, and Entertainment

Riverside is known as the City of Arts and Innovation, a city which boasts about its historic background, architecture, museums, festivals, art galleries, parks, theaters, restaurants, and more. The good news is that the vast majority of phone respondents (**84.1%**) and most online survey respondents (66.6%) either strongly agreed or agreed that "Riverside is a good place to enjoy art and culture." One often hears in casual conversation (especially among young people) the phrase "there's nothing to do in Riverside," yet these survey results indicate that this persistent thought is not shared by the statistically valid random sample of respondents.

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

Do the following meet your needs?

| | | % meets needs | % somewhat meets needs | % doesn't meet needs | % don't use or didn't know it exists |
|--------------------------------|--------------------|---------------|------------------------|----------------------|--------------------------------------|
| Places to hear music and dance | Phone | 38.6 | 5.3 | 19.3 | 36.7 |
| | <u>Online live</u> | <u>18.0</u> | <u>30.0</u> | <u>29.8</u> | <u>22.2</u> |
| | <u>Online work</u> | <u>17.2</u> | <u>22.3</u> | <u>19.4</u> | <u>41.0</u> |
| Concerts and live theater | Phone | 54.1 | 4.5 | 14.7 | 26.7 |
| | <u>Online live</u> | <u>22.5</u> | <u>35.5</u> | <u>27.1</u> | <u>14.9</u> |
| | <u>Online work</u> | <u>21.7</u> | <u>23.1</u> | <u>20.6</u> | <u>34.6</u> |
| Festivals and special events | Phone | 65.2 | 5.3 | 10.0 | 19.6 |
| | <u>Online live</u> | <u>27.7</u> | <u>37.6</u> | <u>23.8</u> | <u>10.9</u> |
| | <u>Online work</u> | <u>32.0</u> | <u>24.7</u> | <u>16.4</u> | <u>26.9</u> |

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

Optimism and Opportunity

The final category under the heading “unified city” is measures of optimism and opportunity. That is, do people feel that Riverside is a good place to raise children? Is it a good place to realize one’s goals and dreams? Is it a good place for students in college, and retirees? The answer to these questions is “yes.”

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

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

Finally, the category of “optimism and opportunity” includes questions about respondents’ perceptions of their past and future financial stability. When phone survey respondents were asked “In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off”, most respondents (**56.8%**) said they were the same as last year, while an encouraging **23.7%** said they are now better off than before (and **19.4%** indicated that they are worse off). To place these figures in context, IAR’s 2011

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

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

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

An important follow-up question is: "Now looking ahead, do you think that a year from now you and your family will be better off, the same, or worse off than you are now?" After asking that question on 16 years of the Inland Empire Annual Survey, we still find it amazing that regardless of people's evaluations of their current financial condition, they still continue to be encouraged about their future financial prospects. In this phone survey, **50.8%** expect to be better off next year. Again, for comparison, the city of Ontario registered 45.9% expecting to be better off next year, and all other cities were less optimistic than that.

Perceptions of Safety

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

| Do you feel it is safe to walk in your neighborhood/near your work location? | | | | |
|---|-------------------------------------|---|---|--|
| | Phone survey Percent | <u>Online Resident Survey Percent</u> | <u>Online Worker survey Percent</u> | <u>Online Youth Survey Percent</u> |
| Yes | 82.1 | <u>63.9</u> | <u>44.5</u> | <u>47.1</u> |
| Somewhat | 8.4 | <u>29.3</u> | <u>39.3</u> | <u>38.4</u> |
| No | 9.5 | <u>6.1</u> | <u>16.2</u> | <u>12.8</u> |

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

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

Focusing on the phone survey respondents (since that represents the most representative sample of all techniques), there are clearly some differences in perceptions of safety based on zip code.

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

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

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

Top reasons for feeling somewhat or not safe

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

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

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

How fearful of being victim of serious crime

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

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

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

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

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

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

Over the past several years, Riverside leaders have put forth a great deal of effort into collaborations with the community to encourage business start-ups, new jobs, and new technologies. To cite a few examples, SmartRiverside has received accolades for providing city-wide Wi-Fi access to the internet and helping low-income residents by offering computer equipment and training resources. The City has collaborated with UCR and Innovation Economy Corporation to help launch and grow technology-based businesses. Riverside has recently been involved in a Riverside Startup Weekend during which “developers, coders, designer, marketers, product managers and startup enthusiasts come together to share ideas, form teams, build products and create startups.”¹⁰ Examples such as these have enabled Riverside to be ranked one of the “best-connected cities in the U.S.” (source: “State of the Internet” report by Akamai Technologies), and Intelligent Community of the Year 2013 (source: Intelligent Communities Forum). But do Riverside residents and workers perceive the city as a “catalyst for innovation?”

Discovery and Entrepreneurship

Survey respondents were asked if they think Riverside is a good place to own or operate a business or non-profit, and many respondents (**about a quarter**) had no idea how to answer that question (a finding not unexpected since it is difficult to answer this question if one has never owned or operated a business/nonprofit, or if one doesn’t have a close friend or family member who has). The results from those who *were* able to answer were different based on survey modality. For example, 3 out of 4 people who were able to respond to the question on the phone survey (**75.9%**) agreed that Riverside is, indeed, a good place to own or operate a business or non-profit, with no meaningful differences in results based on age, income, or educational attainment. That figure was 61.2% in the online survey of residents and 70.4% in the online survey of people who work in Riverside but live elsewhere. As was noted earlier, when there are

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

discrepancies in results, the phone survey must be taken as the most reliable and representative information.

But regardless of the survey modality, the bottom line is that most of the respondents felt that Riverside is a good place to own or operate a business or non-profit, however more can be done to enhance the perception that Riverside is a “business-friendly” place. The next section details some suggestions to accomplish that aim.

Education and Workforce Development

Education and training are clearly important to Riverside residents and workers. In fact, when respondents were asked to name “the best things about living in Riverside” (an open-ended – not prompted – question), “good schools/universities” came in **third** on the list (**9.3%** of phone survey respondents mentioned it, a figure only lower than the abstract factors of “good area/location” and “good climate/weather”).

Respondents to all versions of the Riverside Community Survey agree that it is important for young people to go to college or trade school.

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

| | Phone Survey Percent | <u>Online Resident Survey Percent</u> | <u>Online Worker survey Percent</u> | <u>Online Youth Survey Percent</u> |
|-------------------|-------------------------------------|---|---|--|
| Strongly Agree | 68.0 | <u>71.3</u> | <u>68.5</u> | <u>67.5</u> |
| Agree | 30.7 | <u>26.8</u> | <u>28.2</u> | <u>30.8</u> |
| Disagree | 1.3 | <u>1.4</u> | <u>2.6</u> | <u>1.8</u> |
| Strongly Disagree | 0.0 | <u>0.5</u> | <u>0.6</u> | <u>0.0</u> |

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

There are good schools in my neighborhood

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

There are good colleges/universities in Riverside

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

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

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

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

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

Obviously education does not stop after a person leaves the K-12 or college/university system. There are many public, non-profit, and private sector agencies which provide business training and support, all of which help to improve the city's standing as a "business-friendly" place. Although business training and support are not "city services," it might behoove the City to be more involved in heavily promoting the services since 15.8% of the online "work in Riverside but don't live here" survey respondents didn't even know that such services existed in Riverside and another 40.7% said they don't use them. Of those who *could* rate those services, nearly a quarter (24.5%) said the services don't meet their needs, 28.9% said the services meet needs, and 46.6% said that the services *partially* meet their needs. Results are similar for the online survey of residents.

A variety of suggestions for desired classes/training were mentioned by Riverside residents and workers who completed the online survey. But it is interesting to note that workforce development agencies at the local, county, and state level already *do* offer many of those training services to help employers, employees, and job seekers alike. This reinforces the need to promote services more effectively. And perhaps more/different services are needed, particularly in light of the fact that only 60.6% of those who both live and work in Riverside indicated in the online survey that the workforce is properly trained and educated (with no meaningful significant differences noted in the responses by age, income, or educational attainment subgroup). The results are a bit better in the online survey of those who work in Riverside but live elsewhere...nearly three-quarters of the respondents (73.2%) who were able to answer that question thought Riverside's workforce is properly trained and educated.

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

OVERVIEW: Objective data show that the job picture is improving in Riverside, but residents may not be feeling that improvement as evidenced by the fact that just over half of respondents think Riverside is a good place to find a good job. Riverside is perceived as an affordable place to live, a place where retail, restaurants, and parks and recreational spaces are all rated relatively well in terms of “meeting people’s needs.” Air quality is still a concern, although long-time Riverside residents acknowledge that air quality has improved. The car culture is alive and well in Riverside – a large portion of the residents and workers are unable to rate the ease of getting around by bike, bus or rail.

Economy and jobs

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

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

in April 2013, down from a revised 10.5 percent in March 2013, and below the year-ago estimate of 11.6 percent. This compares with an unadjusted unemployment rate of 8.5 percent for California and 7.1 percent for the nation during the same period.”¹² Things are improving, but the lack of jobs is still an issue in Riverside.

What do City residents think about Riverside as a place to find a good job? Just over half of phone survey respondents (**51.7%**) either strongly agreed or agreed that Riverside is a good place to find a job. Although these figures can be interpreted as the “glass half full” or the “glass half empty,” most objective observers would agree that there is a need for improvement in this area. One would have hoped that younger respondents (likely to be looking for their first career job) might be more positive about the job prospects in Riverside than other age groups, but that was not the case. Between **45%** and **50%** of the 18 – 29, 46 – 60, and 61 or older age groups think Riverside is a good place to find a job, and **62%** of the 30 – 45 year old age group felt that way. Analyzing the data based on educational attainment, it appears that those with a Bachelor’s degree or with some college but no degree agree most strongly that Riverside is a good place to find a good job.

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

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

But shifting the analysis from Riverside residents as potential workers to Riverside residents as *consumers*, the question is: Do the City’s businesses meet their needs? And if not, what could be done by the City to improve things? The following table shows responses from the phone survey and the online surveys of residents and workers relative to whether retail stores and restaurants meet their needs.

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

Do the following meet your needs?

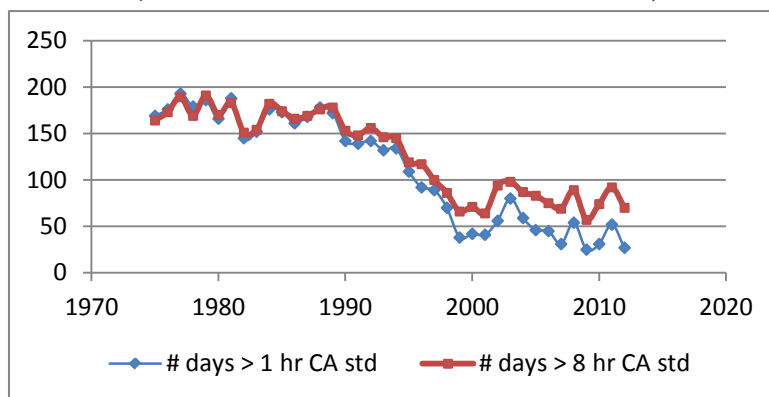
| | | % meets needs | % somewhat meets needs | % doesn't meet needs | % don't shop/go to restaurants |
|---------------|--------------|---------------|------------------------|----------------------|--------------------------------|
| Retail stores | Phone | 81.9 | 8.6 | 8.5 | 1.0 |
| | Online live |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

Respondents provided a “laundry list” of retail establishments and restaurants they would like to frequent in Riverside (the full list was provided to the City). It was interesting that many of the stores and restaurants mentioned by respondents already exist in Riverside! It would appear that people commented on the lack of particular stores/restaurants in their own immediate area/neighborhood rather than in the City as a whole. That said, respondents mentioned a desire for more electronics stores, high end retail establishments, and more “Mom and Pop” stores. In terms of restaurants, people appear to want more “healthy food places” and places where they can get ethnic food (e.g. Chinese, Vietnamese, Brazilian BBQ, Middle East, Thai, sushi) as well as more restaurants in the Mission Grove, Van Buren, and Orangecrest areas.

Environment and perceptions of recreational space

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

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



¹³ Source: Air Resources Board

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

Yes, air quality is still perceived as a large problem, but the question is: Do residents perceive that there has been an objective *improvement* over time? The answer, based on the phone survey results, is **yes**. Only **47.2%** of the people who have lived in Riverside between 6 and 10 years have noticed an improvement (probably since the main decrease in days exceeding the pollutant standard was between the 1970's and 2000, a period before they arrived in the City). In contrast, **53.9%** of people who have lived in Riverside between 11 and 20 years feel that way, and **61.5%** of the “long-time” residents (people who have been in Riverside more than 20 years – the people who are best in a position to make comparisons over time) feel that the air quality has improved since they’ve lived in Riverside.

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

| | | % meets needs | % somewhat meets needs | % doesn't meet needs | % don't go to parks/rec spaces |
|-------------------------------------|--------------------|---------------------|---------------------------------|-------------------------------|---|
| Parks and recreational spaces | Phone | 78.1 | 5.8 | 4.2 | 12.0 |
| | <u>Online live</u> | <u>55.7</u> | <u>31.3</u> | <u>6.8</u> | <u>6.3</u> |
| | <u>Online work</u> | <u>39.1</u> | <u>20.0</u> | <u>3.6</u> | <u>37.3</u> |

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

Housing

Riverside County is one of the fastest growing regions in the country, and the City of Riverside is the largest city within the County (and the 12th largest in the state). Part of the reason for that growth has historically been the availability of affordable housing. That fact is no surprise to the **85.1%** of phone survey respondents and 81.5% of online respondents who

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

Mobility and transportation

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

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

| How would you rate the availability of bike lanes in Riverside? | | |
|--|-------------------------------------|---|
| Rating | Phone Survey Percent | <u>Online Resident Survey Percent</u> |
| Excellent | 19.6 | <u>12.3</u> |
| Good | 34.5 | <u>29.9</u> |
| Fair | 17.9 | <u>23.2</u> |
| Poor | 19.1 | <u>17.9</u> |
| Don't know/Don't use | 9.1 | <u>16.7</u> |

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

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

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

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

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

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

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

Phone Survey

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

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

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

Phone Survey

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

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

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

CONCLUSION

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

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

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

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

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

APPENDIX I

Telephone Questionnaire

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

Note to reader about formatting:

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

SHELLO Hello, my name is _____ and I am calling with the Riverside Survey on behalf of Riverside leaders. Have I reached [READ PHONE # FROM SCREEN]?

1. CONTINUE
2. DISPOSITION SCREEN

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

SHELLO2 (USED ONLY TO COMPLETE A SURVEY ALREADY STARTED)

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

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

1. ENGLISH
2. SPANISH

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

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

SHEAD2 Can I speak to that person?

- Yes [SKIP TO CITY]
No [CONTINUE]

1. DON'T KNOW/NO RESPONSE
9. REFUSED

CALLBK Is there a better time I could call back to reach that person?

1. Yes [SKIP TO APPT]
2. No [ENDQUEST]

CITY First, I would like to confirm you currently live in the City of Riverside?

1. Yes
2. No [QSORRY2]

AGEQAL Next, I'd like to verify that you are at least 18 years of age.

1. Yes
2. No [SKIPTO QSORRY]

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

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

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

APPT Is it possible to make an appointment to ask you the survey questions at a more convenient time?

1. Yes (SPECIFY)_____
2. No [ENDQUEST]

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

[INTERVIEWERS: PRESS ANY KEY TO CONTINUE]

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

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

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

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

Q3a. In your opinion, what is the best thing about living in Riverside?

[INTERVIEWER: DON'T READ OPTIONS]

1. GOOD AREA, LOCATION
2. NICE PARKS/OUTDOOR SPACE/NATURAL SCENERY
3. AFFORDABLE HOUSING
4. GOOD CLIMATE, WEATHER
5. NOT CROWDED
6. GOOD SCHOOLS/UNIVERSITIES
7. LESS CRIME, FEEL SAFE
8. JOB AVAILABILITY
9. FRIENDLY PEOPLE
10. FAMILY AND FRIENDS LIVE HERE
11. CLOSE TO WORK
12. FAITH/RELIGIOUS COMMUNITY/CONGREGATION
13. GOOD ENTERTAINMENT/ARTS/CULTURE
14. ACTIVE COMMUNITY
15. I LIKE BEING INVOLVED
16. SMALL TOWN ATMOSPHERE FEELING
17. CONVENIENCE TO STORES, RETAIL, RESTAURANTS
18. OTHER (SPECIFY) _____
19. NOTHING **[SKIP TO Q4]**
98. DON'T KNOW **[SKIP TO Q4]**
99. REFUSED **[SKIP TO Q4]**

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

1. GOOD AREA, LOCATION
2. NICE PARKS/OUTDOOR SPACE/NATURAL SCENERY
3. AFFORDABLE HOUSING
4. GOOD CLIMATE, WEATHER
5. NOT CROWDED
6. GOOD SCHOOLS/UNIVERSITIES
7. LESS CRIME, FEEL SAFE
8. JOB AVAILABILITY

9. FRIENDLY PEOPLE
10. FAMILY AND FRIENDS LIVE HERE
11. CLOSE TO WORK
12. FAITH/RELIGIOUS COMMUNITY/CONGREGATION
13. GOOD ENTERTAINMENT/ARTS/CULTURE
14. ACTIVE COMMUNITY
15. I LIKE BEING INVOLVED
16. SMALL TOWN ATMOSPHERE FEELING
17. CONVENIENCE TO STORES, RETAIL, RESTAURANTS
18. OTHER (SPECIFY)_____
97. NOTHING ELSE
98. DON'T KNOW
99. REFUSED

Q4. In your opinion, what do you like least about living in Riverside?

[INTERVIEWER: DON'T READ OPTIONS]

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

Q4b. Anything else?

[INTERVIEWER: DON'T READ OPTIONS]

1. SMOG, AIR POLLUTION
2. TRAFFIC
3. POOR PUBLIC TRANSPORTATION
4. DRUGS
5. CRIME, VIOLENCE
6. GANG ACTIVITY
7. BAD LOCATION

8. LACK OF ENTERTAINMENT/ARTS/CULTURE
9. OVERPOPULATED
10. BAD SCHOOL SYSTEM
11. COST OF LIVING
12. LACK OF JOB OPPORTUNITY
13. WEATHER, FIRES, FLOODS, EARTHQUAKES
14. ATTITUDE OF LAW ENFORCEMENT OR IMMIGRATION OFFICERS
15. INTOLERANCE
16. ISOLATION...DON'T FEEL "CONNECTED"
17. HOMELESSNESS
18. NOT ENOUGH OPEN SPACE
19. OTHER (SPECIFY) _____
97. NOTHING ELSE
98. DON'T KNOW
99. REFUSED

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

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

- a. To bring visitors.
- b. To find a good job.
- c. To own or operate a business or nonprofit
- d. To be active and healthy.
- e. To raise children.
- f. To enjoy art and culture.
- g. To find an affordable place to live.
 1. STRONGLY AGREE
 2. AGREE
 3. DISAGREE
 4. STRONGLY DISAGREE
 8. DON'T KNOW
 9. REFUSED

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

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

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

1. EXCELLENT

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

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

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

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

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

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

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

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

- j. "My family and I get the medical services we need in Riverside"
1. STRONGLY AGREE
 2. AGREE
 3. DISAGREE
 4. STRONGLY DISAGREE
 8. DON'T KNOW
 9. REFUSED
- k. IF Q10J = 3 OR 4, ASK: Why can't you get those services?
1. DON'T HAVE MEDICAL INSURANCE
 2. CAN'T AFFORD MEDICAL SERVICES WE NEED
 3. HAVE TO GO OUTSIDE OF RIVERSIDE TO GET SERVICES WE NEED
 4. DON'T HAVE ENOUGH DOCTORS, WAIT IS TOO LONG FOR AN APPOINTMENT
 5. OTHER (SPECIFY) _____
 8. DON'T KNOW
 9. REFUSED

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

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

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

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

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

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

Q13. Do the restaurants in Riverside meet your needs?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Q18B: What makes you feel it is unsafe?

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

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

1. Not at all fearful
2. Not too fearful
3. Somewhat fearful, or
4. Very fearful
8. DON'T KNOW
9. REFUSED

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

1. BETTER OFF
2. SAME
3. WORSE OFF
8. DON'T KNOW
9. REFUSED

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

1. BETTER OFF

2. SAME
3. WORSE OFF
8. DON'T KNOW
9. REFUSED

Q22. Do you donate to Riverside causes or organizations?

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

Q22B. Do your donations go to religious institutions, to other nonprofit organizations, or to both?

1. RELIGIOUS INSTITUTIONS
2. OTHER NONPROFIT ORGANIZATIONS
3. BOTH
8. DON'T KNOW
9. REFUSED

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

1. YES
2. NO

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

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

D1. Do you rent or own your current residence?

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

D2. What is your zip code? _____

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

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

1. AIRPORT
2. ALESSANDRO HEIGHTS
3. ARLANZA
4. ARLINGTON

5. ARLINGTON HEIGHTS
6. ARLINGTON SOUTH
7. CANYON CREST
8. CASA BLANCA
9. DOWNTOWN
10. EASTSIDE
11. GRAND
12. HAWARDEN HILLS
13. HUNTER INDUSTRIAL PARK
14. LA SIERRA
15. LA SIERRA ACRES
16. LA SIERRA HILLS
17. LA SIERRA SOUTH
18. MAGNOLIA CENTER
19. MISSION GROVE
20. NORTHSIDE
21. ORANGECREST
22. PRESIDENTIAL PARK
23. RAMONA
24. UNIVERSITY
25. VICTORIA
26. WOODCREST
27. WOOD STREETS
28. OTHER (SPECIFY)_____
98. DON'T KNOW (**SKIP TO D4**)
99. REFUSED (**SKIP TO D4**)

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

1. YES
2. NO

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

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

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

1. Working full-time for pay [CONTINUE]
2. Working less than 30 hours a week for pay [CONTINUE]
3. Full-time student [SKIP TO D6]
4. Full-time homemaker, parent or caregiver [SKIP TO D6]
5. Unemployed and looking for work [SKIP TO D6]

6. Retired, or [SKIP TO D6]
7. Disabled and not able to work? [SKIP TO D6]
8. OTHER (SPECIFY) _____[SKIP TO D6]
9. REFUSED [SKIP TO D6]

D5B: Do you work in the City of Riverside?

1. YES
2. NO

D6. What is your age?

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

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

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

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

1. WHITE
2. BLACK, AFRICAN AMERICAN, OR NEGRO
3. HISPANIC/LATINO ONLY (INTERVIEWERS: PROBE WITH... Some Hispanics or Latinos also identify themselves as Caucasian or African American or some other race. Do you?)
4. AMERICAN INDIAN OR ALASKA NATIVE
5. ASIAN INDIAN
6. CHINESE
7. FILIPINO
8. JAPANESE
9. KOREAN
10. VIETNAMESE
11. OTHER ASIAN
12. NATIVE HAWAIIAN
13. GUAMANIAN OR CHAMORRO
14. SAMOAN
15. OTHER PACIFIC ISLANDER (SPECIFY)
16. SOME OTHER RACE (SPECIFY)
99. REFUSED

D10. Which of the following categories best describes your total household or family income before taxes, from all sources, for 2012? Stop me when I get to the correct category.

1. Less than \$25,000
2. \$25,000 to less than \$35,000
3. \$35,000 to less than \$50,000
4. \$50,000 to less than \$65,000
5. \$65,000 to less than \$80,000

6. \$80,000 to \$110,000
7. Over \$110,000
8. DON'T KNOW
9. REFUSED

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

1. YES (SPECIFY): _____
2. NO

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

END

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

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

INTERVIEWER QUESTIONS

GENDER The respondent was...

1. Male
2. Female
3. Couldn't tell

COOP How cooperative was the respondent?

1. Cooperative
2. Uncooperative
3. Very Uncooperative

UNDSTD How well did the respondent understand the questions?

1. Very easily
2. Easily
3. Some difficulty
4. Great deal of difficulty

LNG In what language was the interview conducted?

1. English
2. Spanish

NAME Interviewer name?

APPENDIX II

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

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

Q86



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

- ☐ Agree and Continue
- ☐ Disagree

If “Disagree” Is Selected, Then Skip To End of Survey

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

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

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

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

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

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

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

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

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

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

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

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

- ☐ Good area, location
- ☐ Nice parks / outdoor space / natural scenery
- ☐ Affordable housing
- ☐ Good climate, weather
- ☐ Not crowded
- ☐ Good schools and universities
- ☐ Less crime, it's safe
- ☐ Job availability
- ☐ Friendly people
- ☐ Family and friends live here
- ☐ It's close to work
- ☐ I like the faith / religious community / congregation
- ☐ Good entertainment / arts / culture
- ☐ It's an active community with lots going on, I like being involved
- ☐ It has a small town atmosphere / feeling
- ☐ Convenient access to stores, retail, restaurants

- ☐ There is nothing good about living in Riverside
- ☐ Other _____
- ☐ Don't Know

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

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

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

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

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

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

Q4Work In your opinion, what do you like LEAST about WORKING in Riverside? (No more

than 2 choices may be answered)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't know |
|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Riverside is an attractive place | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Riverside is a place where I can | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| realize the goals I have for my future | | | | | |
| There are good schools in my neighborhood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There are good colleges/ universities in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| It is important for young people to go to college or trade school | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I am proud to live in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I am satisfied with the progress made so far in addressing homelessness in the City of Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Riverside's tap water is safe to drink | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel a sense of belonging to my community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My family and I get the medical services we need in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My family and I get the dental services we need in Riverside | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I would be willing to live in downtown Riverside if there were good housing options. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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

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

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

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

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

- ☐ Don't have dental insurance

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

Answer If lived in Riverside 6 or more years

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

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

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

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

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

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

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

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

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

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

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

Answer If " College or university student" Is Selected

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

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

Answer If School3 is "yes" or "not yet, but I plan to"

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

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

Answer If " College or university student" Is Selected

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

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

Answer If " College or university student" Is Selected

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

- ☐ Yes
- ☐ No

Answer If " College or university student Is Selected" And Do NOT think Riverside is a good place to live for College students

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

Answer If "Adult age 65 or older" Is Selected

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

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

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

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

Q11 Do the following aspects of Riverside meet your needs?

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

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

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

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

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

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

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

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

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

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

Q15b What concerts or live theater would you like?

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

Q16b What improvements would you like to festivals and events?

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

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

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

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

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

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

Answer If selected more than one source of information

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

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

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

- ☐ Yes

- ☐ No
- ☐ Sometimes

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

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

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

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

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

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

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

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

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

Q18b What makes you feel it is unsafe?

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

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

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

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

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

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

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

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

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

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

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

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

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

Q22 Do you donate money to Riverside causes or organizations?

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

Answer If donate to Riverside causes or organizations

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

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

Answer If donate to Riverside causes or organizations

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

- ☐ Zero
- ☐ 1 - 25%
- ☐ 26-50%
- ☐ 51-75%
- ☐ 76-99%
- ☐ 100%

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

- ☐ Yes
- ☐ No
- ☐ Don't Know

Answer If volunteer for Riverside causes or organizations or schools

Q23b How many hours per month do you volunteer?

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

D1 The following questions about your background will be used for statistical purposes only. Do you rent or own your current residence?

- ☐ Rent or lease
- ☐ Own
- ☐ Live in student housing
- ☐ Live with family member (that is, a "senior" adult living with adult children, or adult living in parent's home, etc.)
- ☐ Other _____

D2 What is your home zip code?

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

- ☐ Airport
- ☐ Alessandro Heights
- ☐ Arlanza
- ☐ Arlington
- ☐ Arlington Heights

- ☐ Arlington South
- ☐ Canyon Crest
- ☐ Casa Blanca
- ☐ Downtown
- ☐ Eastside
- ☐ Grand
- ☐ Hawarden Hills
- ☐ Hunter Industrial Park
- ☐ La Sierra
- ☐ La Sierra Acres
- ☐ La Sierra Hills
- ☐ La Sierra South
- ☐ Magnolia Center
- ☐ Mission Grove
- ☐ Northside
- ☐ Orangecrest
- ☐ Presidential Park
- ☐ Ramona
- ☐ University
- ☐ Victoria
- ☐ Wood Streets
- ☐ Other (specify) _____
- ☐ Don't Know

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

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

D5 What is your age?

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

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

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

- ☐ Working full-time for pay
- ☐ Working less than 30 hours a week for pay
- ☐ Full-time student
- ☐ Full-time homemaker, parent or caregiver
- ☐ Unemployed and looking for work
- ☐ Retired

- ☐ Disabled and not able to work
- ☐ Other (specify) _____

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

D7b Do you work within the City of Riverside?

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

Answer If Don't work in the City of Riverside

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

Gender Are you a male or female?

- ☐ Male
- ☐ Female

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

- ☐ Yes
- ☐ No

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

- ☐ White
- ☐ Black, African American, or Negro
- ☐ American Indian or Alaska Native-Print name of enrolled or principal tribe in box provided

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

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

- ☐ Less than \$25,000
- ☐ \$25,000 to less than \$35,000
- ☐ \$35,000 to less than \$50,000
- ☐ \$50,000 to less than \$65,000

- ☐ \$65,000 to less than \$80,000
- ☐ \$80,000 to \$110,000
- ☐ Over \$110,000
- ☐ Don't know

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

- ☐ A local newspaper
- ☐ On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com
- ☐ Riverside quarterly newsletter
- ☐ Utility bill inserts
- ☐ Channel3, Government Access TV
- ☐ Community or neighborhood group
- ☐ Friends and family
- ☐ Local websites
- ☐ Social media such as Twitter or Facebook
- ☐ Email from the City or Councilmember
- ☐ Religious/Faith community
- ☐ Employer
- ☐ Radio
- ☐ Freeway sign
- ☐ Other (specify) _____

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

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



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

Sorry Thank you for your interest in the Riverside Survey. You might have reached this screen in error. Let us help you to the right page. You have started the version for those who LIVE within the City of Riverside. If you do LIVE in Riverside, click the back button (<<) on the lower right corner of this page and choose the first option: Live in the City of Riverside (including college/university students living in Riverside while going to school. If you LIVE and WORK in Riverside, you can also click the back button (<<) on the lower right corner of this page and choose the first option: Live in the City of Riverside (including college/ university students living in Riverside while going to school). In this version you will have an opportunity to answer questions for both residents and workers. If you do NOT live in Riverside and need the version for those who WORK or go to college here only, click the following link to start again. Please click here: Thank you! Your opinions matter!



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

We appreciate your interest in the Riverside Survey. You might have reached this screen in error. Let us help you to the right page. If you LIVE in Riverside, click the back button (<<) on the lower right corner of this page and choose the first option: Live in the City of Riverside (including college/ university students living in Riverside while going to school). In this version you will have an opportunity to answer questions for both residents and workers. If you are not a resident but you WORK or go to college in Riverside, click the following link to start again. Please click here: This survey is only for those who LIVE or WORK in Riverside. If you are

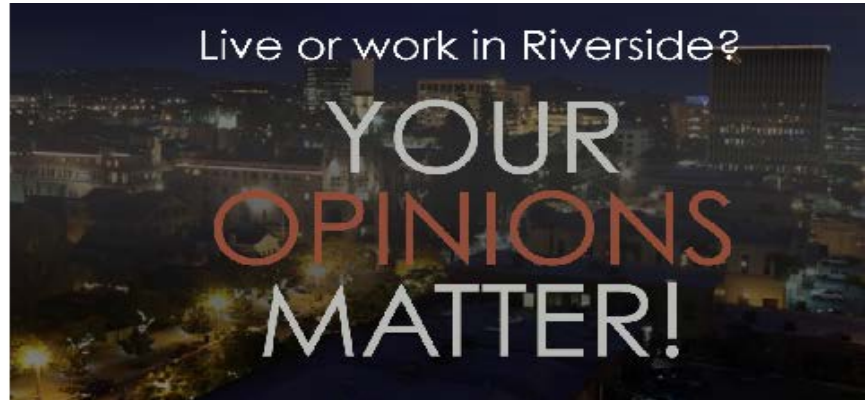
not a resident, worker, or college student in Riverside, we welcome you to learn more about Seizing Our Destiny at www.SeizingOurDestiny.com. If you are curious about the results of this survey, check www.RiversideSurvey.com this summer for updates. Thank you!

APPENDIX III

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

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

Q73



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

- ☐ Agree and Continue
- ☐ Disagree

If Disagree Is Selected, Then Skip To End of Survey

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

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

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

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

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

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

- ☐ Parent of a child 18 years old or younger
- ☐ Adult age 65 or older
- ☐ Adult age 18 - 64

- ☐ College or university student
- ☐ In the first 10 years of my working career (a "young professional")

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

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

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

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

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

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

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

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

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

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

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

Answer If "Disagree" or "Strongly Disagree" that Riverside is a good place to start or grow a business

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

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

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

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

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

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

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

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

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

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

Answer If " College or university student" Is Selected

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

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

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

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

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

Answer If “College or university student” Is Selected

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

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

Answer If “College or university student” Is Selected

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

- ☐ Yes
- ☐ No

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

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

Q11 Do the following aspects of Riverside meet your needs?

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

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

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

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

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

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

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

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

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

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

Q15b What concerts or live theater would you like?

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

Q16b What improvements would you like to festivals and events?

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

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

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

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

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

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

- ☐ A local newspaper
- ☐ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com
- ☐ Explore Riverside quarterly newsletter
- ☐ Utility bill inserts
- ☐ Channel 3, government access TV
- ☐ Community or neighborhood groups
- ☐ Friends and family
- ☐ Local websites
- ☐ Social media such as Twitter or Facebook
- ☐ Email from the City or Councilmember
- ☐ Religious/Faith community

- ☐ Employer
- ☐ Radio
- ☐ Never try to find out about things happening
- ☐ Other _____

Answer If more than one information source was selected

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

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

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

- ☐ Yes
- ☐ No
- ☐ Sometimes

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

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

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

Q18b What makes you feel it is unsafe?

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

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

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

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

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

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

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

Q22 Do you donate money to Riverside causes or organizations?

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

Answer If donate to Riverside causes or organizations

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

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

Answer If donate to Riverside causes or organizations

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

- ☐ Zero
- ☐ 1 - 25%
- ☐ 26-50%
- ☐ 51-75%
- ☐ 76-99%
- ☐ 100%

☐ Don't know

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

- ☐ Yes
- ☐ No
- ☐ Don't Know

Answer If volunteer for Riverside causes or organizations or schools

Q23b How many hours per month do you volunteer?

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

D2 What is your home zip code?

Q67 What is your work zip code?

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

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

D5 What is your age?

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

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

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

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

Gender Are you a male or female?

- ☐ Male
- ☐ Female

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

- ☐ Yes
- ☐ No

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

- ☐ White
- ☐ Black, African American, or Negro
- ☐ American Indian or Alaska Native-Print name of enrolled or principal tribe in box provided

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

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

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

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

- ☐ A local newspaper
- ☐ On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com
- ☐ Explore Riverside quarterly newsletter
- ☐ Utility bill inserts
- ☐ Channel 3, Government Access TV
- ☐ Community or neighborhood group
- ☐ Friends and family
- ☐ Local websites
- ☐ Social media such as Twitter or Facebook
- ☐ Email from the city or Councilmember
- ☐ Religious/Faith community
- ☐ Employer
- ☐ Radio
- ☐ Freeway sign
- ☐ Other _____

☐ Don't remember

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

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

Q56



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

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

Q55



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

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

APPENDIX IV

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

RIVERSIDE COMMUNITY QUALITY OF LIFE SURVEY

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



Two options to return completed surveys

Mail in (postage required):

Riverside Survey
3900 Main Street
Riverside, CA 92501

Drop off at City Hall:

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

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

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

1. To begin the survey, please check the one circle that best describes you:

- ☐ Live in the City of Riverside, including College/University students living in Riverside while going to school
- ☐ Work or go to College/University in the City of Riverside, but live elsewhere
- ☐ Both live AND work in the City of Riverside
- ☐ Do NOT live NOR work in the City of Riverside ***Sorry! This Survey is for Riversiders only!***

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

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

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

RIVERSIDE IS A GOOD PLACE...

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

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

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@RivSide_Destiny

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

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

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

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

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

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

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't Know |
|--|----------------|-------|----------|-------------------|------------|
| "Riverside is an attractive place" | | | | | |
| "I am proud to live/work in Riverside" | | | | | |
| "Riverside is a place where I can realize the goals I have for my future" | | | | | |
| "There are good colleges/universities in Riverside" | | | | | |
| "It is important for young people to go to college or trade school" | | | | | |
| "Riverside's workforce is properly trained and educated" | | | | | |
| "There are good schools in my neighborhood", or if you Work here only: "There are good K-12 schools in Riverside" | | | | | |
| "I am satisfied with the progress made so far in addressing homelessness in the City of Riverside" | | | | | |
| "Riverside's tap water is safe to drink" | | | | | |
| "The air quality in Riverside has improved since I've been in Riverside" | | | | | |

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

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

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

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

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

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

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

7c. In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside? (Choose 1.)

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

8a. In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

- ☐ Better off ☐ Same ☐ Worse off

8b. Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

- ☐ Better off ☐ Same ☐ Worse off

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

- ☐ Yes ☐ No ☐ Donate to causes, but not in Riverside

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

- ☐ Yes ☐ No

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

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

- ☐ Yes ☐ No ☐ Sometimes

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

RESIDENTS CONTINUE HERE:

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

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor

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

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

13b. Do you have at least one neighbor who would help you if you needed help?

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

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

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

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

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

You are almost done! Keep going!

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

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

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

B. What is your home zip code? _____

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

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

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

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

E. What is your age? _____

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

G. Are you male or female? ☐ Male ☐ Female

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

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

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

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

- ☐ Less than \$25,000 ☐ \$25,000 to less than \$35,000 ☐ \$35,000 to less than \$50,000 ☐ \$50,000 to less than \$65,000 ☐ \$65,000 to less than \$80,000 ☐ \$80,000 to \$110,000 ☐ Over \$110,000

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

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

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

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

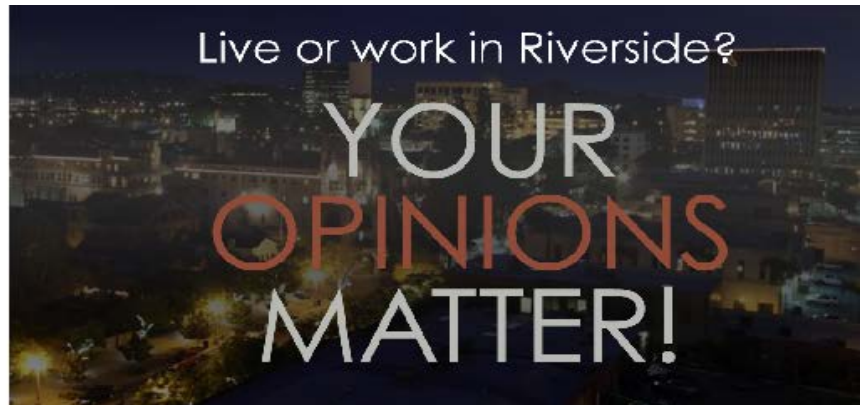


APPENDIX V

Online Questionnaire for Youth

City of Riverside Quality of Life Survey Online Questionnaire for Youth

Q25



Welcome

DEAR PARENT/GUARDIAN:

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

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

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

- ☐ Agree and Continue
- ☐ Disagree

If Disagree Is Selected, Then Skip To End of Survey

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

Youth

DEAR RIVERSIDE RESIDENT, AGE 17 YEARS OLD OR YOUNGER:

Welcome to the Riverside Community Quality of Life Survey. Riverside community leaders

want to know what you like and don't like about Riverside so that they can make better decisions about improving the community.

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

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

☐ Agree and Continue

☐ Disagree

If Disagree Is Selected, Then Skip To End of Survey

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

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

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

Q2 Do you plan to attend college or university?

☐ Yes

☐ No

☐ Don't know yet

Answer If plan to attend college or university

Q2a Would you like to go to college or university in Riverside? These are the places you could go: Riverside Community College, University of California, Riverside, La Sierra University, California Baptist University.

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

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

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

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

Q3a How could the parks be better?

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

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

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

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

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

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

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

Q4b What makes you feel it is unsafe?

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

Q5 What is your age?

Q6 Are you male or female?

- ☐ Male
- ☐ Female

Q7 What is the best thing about Riverside?

Q8 What do you like least about Riverside?

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

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

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

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

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

Q82



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

APPENDIX VI

Data Display, Telephone Survey

Riverside Community Quality of Life Survey

Data Display, Weighted Frequency Distributions, Phone Survey

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

- The reader should note that certain subgroups of the population are traditionally under-represented in survey research...that was the case in this survey in which only 36.4% of the respondents reported being of Hispanic, Latino, or Spanish origin, whereas the 2010 census reports 49.0% of Riverside's population falling into that category. In order to correct for this under-sampling and to better reflect the demographic profile of the City, a weighting factor has been applied to the data (which resulted in only slight changes in results). Since only 514 of the 518 respondents chose to respond to the question regarding Hispanic, Latino, or Spanish origin, the application of the weighting factor reduced the table totals to 514.
- The "simple" frequency tables below, produced by SPSS 19.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
 - **Frequency** – the weighted number of respondents providing a particular response
 - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 514 (that is, with "don't know" and "refused" included in the totals)
 - **Valid Percent** – the percentage of people providing a particular response, with "don't know" and "refused" *excluded* from the calculation
 - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn't have a meaningful interpretation. In others, such as number of years a person has lived in the City, it is meaningful to note that 5.1% have lived in the City less than 2 years, 18.6% 5 years or less, 34.7% 10 years or less, etc.
- For some questions, respondents had the opportunity to provide multiple answers (questions such as Q3, perceptions of the best things about living in the City). The tables for those multiple response questions show three columns of numbers:
 - **Responses, N** – The weighted number of respondents providing a particular response
 - **Responses, Percent** – the percentage of the total number of responses in a category, calculated as the N figure divided by the total number of responses to the question (the bottom of the "N" column).
 - **Percent of Cases** – the percentage of people who responded with a particular answer, calculated as the N figure divided by the total number of people who responded to the question with one or more answers

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Q5a: Riverside is a good place to bring visitors

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 23 | 4.4 | 5.0 | 5.0 |
| | Agree | 209 | 40.7 | 46.7 | 51.7 |
| | Disagree | 183 | 35.7 | 40.9 | 92.6 |
| | Strongly Disagree | 33 | 6.4 | 7.4 | 100.0 |
| | Total | 448 | 87.1 | 100.0 | |
| Missing | Don't know | 66 | 12.9 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 45 | 8.8 | 11.5 | 11.5 |
| | Agree | 254 | 49.4 | 64.4 | 75.9 |
| | Disagree | 88 | 17.1 | 22.2 | 98.1 |
| | Strongly Disagree | 8 | 1.5 | 1.9 | 100.0 |
| | Total | 394 | 76.7 | 100.0 | |
| Missing | Don't know | 119 | 23.1 | | |
| | Refused | 1 | .2 | | |
| | Total | 120 | 23.3 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 103 | 20.1 | 20.5 | 20.5 |
| | Agree | 352 | 68.4 | 69.8 | 90.4 |
| | Disagree | 41 | 8.0 | 8.2 | 98.6 |
| | Strongly Disagree | 7 | 1.4 | 1.4 | 100.0 |
| | Total | 503 | 97.9 | 100.0 | |
| Missing | Don't know | 10 | 1.9 | | |
| | Refused | 1 | .2 | | |
| | Total | 11 | 2.1 | | |
| Total | | 514 | 100.0 | | |

Q5e: Riverside is a good place to raise children

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

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 83 | 16.1 | 16.6 | 16.6 |
| | Agree | 342 | 66.5 | 68.5 | 85.1 |
| | Disagree | 68 | 13.2 | 13.5 | 98.6 |
| | Strongly Disagree | 7 | 1.4 | 1.4 | 100.0 |
| | Total | 499 | 97.1 | 100.0 | |
| Missing | Don't know | 14 | 2.7 | | |
| | Refused | 1 | .2 | | |
| | Total | 15 | 2.9 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 146 | 28.3 | 28.4 | 28.4 |
| | Good | 224 | 43.6 | 43.7 | 72.1 |
| | Fair | 111 | 21.7 | 21.7 | 93.8 |
| | Poor | 32 | 6.2 | 6.2 | 100.0 |
| | Total | 513 | 99.8 | 100.0 | |
| Missing | Don't know | 1 | .2 | | |
| | Total | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 180 | 35.1 | 35.3 | 35.3 |
| | Good | 211 | 41.1 | 41.4 | 76.8 |
| | Fair | 86 | 16.8 | 16.9 | 93.6 |
| | Poor | 25 | 4.8 | 4.8 | 98.5 |
| | don't exercise | 8 | 1.5 | 1.5 | 100.0 |
| | Total | 510 | 99.2 | 100.0 | |
| Missing | Don't know | 4 | .8 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Excellent | 101 | 19.6 | 20.1 | 20.1 |
| | Good | 177 | 34.5 | 35.4 | 55.5 |
| | Fair | 92 | 17.9 | 18.4 | 73.9 |
| | Poor | 98 | 19.1 | 19.6 | 93.5 |
| | Don't use bike lanes (I ALWAYS DRIVE, OR GET RIDES, WALK, ETC.) | 33 | 6.4 | 6.5 | 100.0 |
| | Total | 500 | 97.3 | 100.0 | |
| Missing | Don't know | 14 | 2.7 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Excellent | 84 | 16.3 | 17.1 | 17.1 |
| | Good | 137 | 26.6 | 28.0 | 45.2 |
| | Fair | 59 | 11.5 | 12.1 | 57.3 |
| | Poor | 71 | 13.9 | 14.6 | 71.9 |
| | Don't use (I ALWAYS DRIVE, WALK, RIDES FROM FRIENDS, ETC) | 138 | 26.8 | 28.1 | 100.0 |
| | Total | 489 | 95.1 | 100.0 | |
| Missing | Don't know | 25 | 4.9 | | |
| Total | | 514 | 100.0 | | |

10a: Riverside is an attractive place

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 109 | 21.2 | 21.7 | 21.7 |
| | Agree | 319 | 62.0 | 63.3 | 84.9 |
| | Disagree | 67 | 13.0 | 13.3 | 98.2 |
| | Strongly Disagree | 9 | 1.7 | 1.8 | 100.0 |
| | Total | 504 | 98.0 | 100.0 | |
| Missing | Don't know | 10 | 2.0 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 65 | 12.7 | 13.4 | 13.4 |
| | Agree | 327 | 63.6 | 67.1 | 80.5 |
| | Disagree | 83 | 16.2 | 17.1 | 97.5 |
| | Strongly Disagree | 12 | 2.4 | 2.5 | 100.0 |
| | Total | 487 | 94.8 | 100.0 | |
| Missing | Don't know | 25 | 4.9 | | |
| | Refused | 2 | .3 | | |
| | Total | 27 | 5.2 | | |
| Total | | 514 | 100.0 | | |

10d: There are good schools in my neighborhood

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 122 | 23.7 | 26.3 | 26.3 |
| | Agree | 267 | 51.9 | 57.5 | 83.8 |
| | Disagree | 62 | 12.1 | 13.4 | 97.2 |
| | Strongly Disagree | 13 | 2.6 | 2.8 | 100.0 |
| | Total | 464 | 90.3 | 100.0 | |
| Missing | Don't know | 49 | 9.5 | | |
| | Refused | 1 | .2 | | |
| | Total | 50 | 9.7 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 347 | 67.6 | 68.0 | 68.0 |
| | Agree | 157 | 30.5 | 30.7 | 98.7 |
| | Disagree | 7 | 1.3 | 1.3 | 100.0 |
| | Total | 511 | 99.4 | 100.0 | |
| Missing | Don't know | 3 | .6 | | |
| Total | | 514 | 100.0 | | |

10f: I am proud to live in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 161 | 31.3 | 32.0 | 32.0 |
| | Agree | 293 | 57.0 | 58.2 | 90.2 |
| | Disagree | 41 | 7.9 | 8.1 | 98.3 |
| | Strongly Disagree | 9 | 1.7 | 1.7 | 100.0 |
| | Total | 503 | 97.9 | 100.0 | |
| Missing | Don't know | 11 | 2.1 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 27 | 5.3 | 6.2 | 6.2 |
| | Agree | 195 | 38.0 | 44.3 | 50.4 |
| | Disagree | 144 | 28.1 | 32.7 | 83.1 |
| | Strongly Disagree | 74 | 14.5 | 16.9 | 100.0 |
| | Total | 441 | 85.8 | 100.0 | |
| Missing | Don't know | 72 | 14.0 | | |
| | Refused | 1 | .3 | | |
| | Total | 73 | 14.2 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 49 | 9.4 | 10.9 | 10.9 |
| | Agree | 219 | 42.6 | 49.0 | 59.9 |
| | Disagree | 136 | 26.4 | 30.4 | 90.3 |
| | Strongly Disagree | 43 | 8.5 | 9.7 | 100.0 |
| | Total | 447 | 87.0 | 100.0 | |
| Missing | Don't know | 66 | 12.9 | | |
| | Refused | 1 | .2 | | |
| | Total | 67 | 13.0 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 37 | 7.2 | 11.3 | 11.3 |
| | No | 290 | 56.4 | 88.7 | 100.0 |
| | Total | 327 | 63.6 | 100.0 | |
| Missing | Don't Know | 90 | 17.5 | | |
| | Refused | 1 | .3 | | |
| | System | 96 | 18.7 | | |
| Total | Total | 187 | 36.4 | | |
| | | 514 | 100.0 | | |

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Q13: Do the restaurants in Riverside meet your needs?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------------|-----------|---------|---------------|--------------------|
| Valid Yes | 397 | 77.2 | 77.5 | 77.5 |
| No | 63 | 12.3 | 12.3 | 89.8 |
| Somewhat | 38 | 7.4 | 7.4 | 97.2 |
| Don't go to restaurants | 14 | 2.8 | 2.8 | 100.0 |
| Total | 512 | 99.7 | 100.0 | |
| Missing Don't know | 2 | .3 | | |
| Total | 514 | 100.0 | | |

q14 Do the places in Riverside where you can hear music and dance meet your needs?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|-----------|---------|---------------|--------------------|
| Valid Yes | 192 | 37.4 | 38.6 | 38.6 |
| No | 96 | 18.7 | 19.3 | 58.0 |
| Somewhat | 27 | 5.2 | 5.3 | 63.3 |
| Don't go to places to hear music and dance | 176 | 34.3 | 35.4 | 98.7 |
| Didn't know there were such places in Riverside | 6 | 1.3 | 1.3 | 100.0 |
| Total | 498 | 96.9 | 100.0 | |
| Missing Don't know refused | 15 | 3.0 | | |
| | 1 | .2 | | |
| Total | 16 | 3.1 | | |
| Total | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 268 | 52.1 | 54.1 | 54.1 |
| | No | 73 | 14.2 | 14.7 | 68.8 |
| | Somewhat | 22 | 4.3 | 4.5 | 73.3 |
| | Don't go to concerts/live theater | 126 | 24.5 | 25.5 | 98.8 |
| | Didn't know there were concerts/live theater in Riverside | 6 | 1.2 | 1.2 | 100.0 |
| | Total | 495 | 96.4 | 100.0 | |
| Missing | Don't know | 18 | 3.4 | | |
| | refused | 1 | .2 | | |
| | Total | 19 | 3.6 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 323 | 62.8 | 65.2 | 65.2 |
| | No | 50 | 9.6 | 10.0 | 75.2 |
| | Somewhat | 26 | 5.1 | 5.3 | 80.4 |
| | Don't go to festivals or special events | 89 | 17.3 | 18.0 | 98.4 |
| | Didn't know there were festivals or special events in Riverside | 8 | 1.5 | 1.6 | 100.0 |
| | Total | 495 | 96.4 | 100.0 | |
| Missing | Don't know | 17 | 3.3 | | |
| | refused | 2 | .3 | | |
| | Total | 19 | 3.6 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | All of them | 67 | 12.9 | 12.9 | 12.9 |
| | Most of them | 150 | 29.1 | 29.1 | 42.0 |
| | Some of them | 220 | 42.9 | 42.9 | 84.9 |
| | No, don't know any | 77 | 14.9 | 14.9 | 99.8 |
| | Don't have any neighbors close by | 1 | .2 | .2 | 100.0 |
| | Total | 514 | 100.0 | 100.0 | |

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

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

q18b: What makes you feel it is unsafe?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Crime / people who might harm me | 48 | 9.3 | 53.4 | 53.4 |
| | Gang problem | 16 | 3.1 | 17.6 | 71.0 |
| | No sidewalks or bad sidewalks | 2 | .5 | 2.7 | 73.7 |
| | Dangerous intersections | 1 | .2 | .9 | 74.6 |
| | Something else (Specify) | 9 | 1.7 | 9.6 | 84.2 |
| | No lighting/poor lighting or too dark | 9 | 1.7 | 9.9 | 94.0 |
| | Dogs, wild animals | 3 | .6 | 3.6 | 97.6 |
| | Corrupted police department, cops, police with guns drawn | 2 | .4 | 2.4 | 100.0 |
| | Total | 90 | 17.5 | 100.0 | |
| | Don't know | 2 | .3 | | |
| Missing | System | 422 | 82.2 | | |
| | Total | 424 | 82.5 | | |
| Total | | 514 | 100.0 | | |

q19: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all fearful | 143 | 27.8 | 28.0 | 28.0 |
| | Not too fearful | 200 | 39.0 | 39.3 | 67.2 |
| | Somewhat fearful | 146 | 28.4 | 28.6 | 95.8 |
| | Very fearful | 21 | 4.1 | 4.2 | 100.0 |
| | Total | 510 | 99.3 | 100.0 | |
| Missing | Don't know | 4 | .7 | | |
| Total | | 514 | 100.0 | | |

q20: In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 120 | 23.4 | 23.7 | 23.7 |
| | Same | 288 | 56.0 | 56.8 | 80.6 |
| | Worse off | 98 | 19.2 | 19.4 | 100.0 |
| | Total | 506 | 98.5 | 100.0 | |
| Missing | Don't know | 6 | 1.1 | | |
| | Refused | 2 | .3 | | |
| | Total | 8 | 1.5 | | |
| Total | | 514 | 100.0 | | |

q21: Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 252 | 49.1 | 50.8 | 50.8 |
| | Same | 207 | 40.4 | 41.8 | 92.6 |
| | Worse off | 37 | 7.2 | 7.4 | 100.0 |
| | Total | 497 | 96.7 | 100.0 | |
| Missing | Don't know | 16 | 3.0 | | |
| | Refused | 2 | .3 | | |
| | Total | 17 | 3.3 | | |
| Total | | 514 | 100.0 | | |

q22: Do you donate to Riverside causes or organizations?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Yes | 305 | 59.3 | 59.5 | 59.5 |
| | No | 202 | 39.2 | 39.3 | 98.8 |
| | Donate to causes, but not in Riverside | 6 | 1.1 | 1.2 | 100.0 |
| | Total | 512 | 99.7 | 100.0 | |
| Missing | Don't know | 2 | .3 | | |
| Total | | 514 | 100.0 | | |

q22b: Do your donations go to religious institutions, to other nonprofit organizations, or both?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------|-----------|---------|---------------|--------------------|
| Valid | Religious institutions | 41 | 7.9 | 13.3 | 13.3 |
| | Other nonprofit organizations | 107 | 20.9 | 35.3 | 48.6 |
| | Both | 156 | 30.4 | 51.4 | 100.0 |
| | Total | 304 | 59.2 | 100.0 | |
| Missing | Refused | 1 | .2 | | |
| | System | 209 | 40.7 | | |
| | Total | 210 | 40.8 | | |
| Total | | 514 | 100.0 | | |

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

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

q23B: How many hours per month do you volunteer?

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

d1: Do you rent or own your current residence?

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

d2: What is your zip code?

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

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 114 | 22.1 | 27.6 | 27.6 |
| | No | 299 | 58.1 | 72.4 | 100.0 |
| | Total | 412 | 80.2 | 100.0 | |
| Missing | System | 102 | 19.8 | | |
| Total | | 514 | 100.0 | | |

d4: What was your last grade of school that you completed?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Some high school or less | 70 | 13.7 | 13.7 | 13.7 |
| | High school degree or equivalent | 120 | 23.3 | 23.3 | 37.1 |
| | Some college but no degree | 128 | 25.0 | 25.0 | 62.1 |
| | Associate degree or technical certificate | 53 | 10.2 | 10.2 | 72.3 |
| | Bachelor's degree | 74 | 14.5 | 14.5 | 86.9 |
| | Graduate or professional degree | 67 | 13.0 | 13.0 | 99.8 |
| | Immigrated here | 1 | .2 | .2 | 100.0 |
| | Total | 513 | 99.8 | 100.0 | |
| Missing | Refused | 1 | .2 | | |
| Total | | 514 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Working full-time for pay | 205 | 39.9 | 40.0 | 40.0 |
| | Working less than 30 hours a week for pay | 48 | 9.3 | 9.3 | 49.4 |
| | Full-time student | 32 | 6.3 | 6.3 | 55.7 |
| | Full-time homemaker, parent or caregiver | 53 | 10.4 | 10.4 | 66.0 |
| | Unemployed and looking for work | 41 | 7.9 | 7.9 | 73.9 |
| | Retired | 104 | 20.2 | 20.2 | 94.1 |
| | Disabled and not able to work | 30 | 5.8 | 5.9 | 100.0 |
| | Total | 513 | 99.7 | 100.0 | |
| Missing | Refused | 1 | .3 | | |
| Total | | 514 | 100.0 | | |

D5b: Do you work in the City of Riverside?

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

Statistics

d6: What is your age?

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

Age

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

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

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

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

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

D9: How would you describe your race?

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

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

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 212 | 41.2 | 41.4 | 41.4 |
| | No | 299 | 58.2 | 58.6 | 100.0 |
| | Total | 511 | 99.4 | 100.0 | |
| Missing | Don't Know | 1 | .3 | | |
| | Refused | 2 | .3 | | |
| | Total | 3 | .6 | | |
| Total | | 514 | 100.0 | | |

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

Gender

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

APPENDIX VII

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

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

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

- Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are NOT, however, random, thus results may be skewed and must be interpreted with caution. For example, online survey respondents tend to be those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with “mid-range” attitudes. Further, people who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both on-line and phone surveys). **The reader is encouraged to view the results of the statistically valid telephone survey in Appendix VI.**
- The “simple” frequency tables below, produced by SPSS 19.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
 - **Frequency** – the number of respondents providing a particular response
 - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 2,513 (that is, with “don’t know” and “refused” included in the totals)
 - **Valid Percent** – the percentage of people providing a particular response, with “don’t know” and “refused” *excluded* from the calculation
 - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn’t have a meaningful interpretation. In others, such as number of years a person has lived in the City, it is meaningful to note that 5.4% have lived in the City less than 2 years, 14.3% 5 years or less, 26.0% 10 years or less, etc.
- For some questions, respondents had the opportunity to provide multiple answers (questions such as Q3, perceptions of the best things about living in the City). The tables for those multiple response questions show three columns of numbers:
 - **Responses, N** – The weighted number of respondents providing a particular response
 - **Responses, Percent** – the percentage of the total number of responses in a category, calculated as the N figure divided by the total number of responses to the question (the bottom of the “N” column).
 - **Percent of Cases** – the percentage of people who responded with a particular answer, calculated as the N figure divided by the total number of people who responded to the question with one or more answers

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Live in the City of Riverside (including college / university students living in Riverside while going to school) | 1122 | 44.6 | 45.1 | 45.1 |
| | Both live AND work in Riverside | 1364 | 54.3 | 54.9 | 100.0 |
| | Total | 2486 | 98.9 | 100.0 | |
| Missing | System | 27 | 1.1 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Less than 2 years | 135 | 5.4 | 5.4 | 5.4 |
| | 2 to 5 years | 220 | 8.8 | 8.8 | 14.3 |
| | 6 to 10 years | 291 | 11.6 | 11.7 | 26.0 |
| | 11 to 20 years | 475 | 18.9 | 19.1 | 45.0 |
| | More than 20 years | 1368 | 54.4 | 55.0 | 100.0 |
| | Total | 2489 | 99.0 | 100.0 | |
| Missing | Don't know | 2 | .1 | | |
| | System | 22 | .9 | | |
| | Total | 24 | 1.0 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | I have a job here | 423 | 16.8 | 18.8 | 18.8 |
| | I live with my family here | 275 | 10.9 | 12.2 | 31.0 |
| | It's close to family | 221 | 8.8 | 9.8 | 40.9 |
| | It's affordable to live here | 218 | 8.7 | 9.7 | 50.6 |
| | I've lived here my whole life | 472 | 18.8 | 21.0 | 71.6 |
| | I can't afford to move | 76 | 3.0 | 3.4 | 75.0 |
| | I attend college here | 65 | 2.6 | 2.9 | 77.8 |
| | I like the schools for my kids | 29 | 1.2 | 1.3 | 79.1 |
| | I just like it | 235 | 9.4 | 10.5 | 89.6 |
| | Other (specify) | 27 | 1.1 | 1.2 | 90.8 |
| | Don't know | 3 | .1 | .1 | 90.9 |
| | Spouse got a job here | 23 | .9 | 1.0 | 91.9 |
| | Use to work in Riverside now retired | 29 | 1.2 | 1.3 | 93.2 |
| | Use to work in Riverside now work else where | 2 | .1 | .1 | 93.3 |
| | Attended school and never left | 18 | .7 | .8 | 94.1 |
| | Spouse attended school here and we never left | 2 | .1 | .1 | 94.2 |
| | Stationed at March AFB and never left | 5 | .2 | .2 | 94.4 |
| | Centrally located between our families and our jobs | 4 | .2 | .2 | 94.6 |
| | No response given | 3 | .1 | .1 | 94.8 |
| | Close to friends | 8 | .3 | .4 | 95.1 |
| | It was affordable back then, bought a home in the past, I own my home | 39 | 1.6 | 1.7 | 96.8 |
| | Partner lived here so I moved here | 33 | 1.3 | 1.5 | 98.3 |
| | Close to job but not in Riverside | 13 | .5 | .6 | 98.9 |
| | Faith Community/Church | 5 | .2 | .2 | 99.1 |
| | Weather, centrally located between mountains and ocean | 8 | .3 | .4 | 99.5 |
| | Own business here | 6 | .2 | .3 | 99.7 |
| | Rich cultural arts, history | 3 | .1 | .1 | 99.9 |
| | Open space | 1 | .0 | .0 | 99.9 |
| | Community feel | 2 | .1 | .1 | 100.0 |
| | Total | 2248 | 89.5 | 100.0 | |
| Missing | System | 265 | 10.5 | | |
| Total | | 2513 | 100.0 | | |

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

| | Responses | | Percent of Cases |
|--|-----------|---------|------------------|
| | N | Percent | |
| Good area, location | 515 | 12.2% | 23.2% |
| Nice parks / outdoor space / natural scenery | 229 | 5.4% | 10.3% |
| Affordable housing | 345 | 8.2% | 15.5% |
| Good climate, weather | 323 | 7.6% | 14.5% |
| Not crowded | 74 | 1.7% | 3.3% |
| Good schools and universities | 139 | 3.3% | 6.3% |
| Less crime, it's safe | 38 | .9% | 1.7% |
| Job availability | 31 | .7% | 1.4% |
| Friendly people | 77 | 1.8% | 3.5% |
| Family and friends live here | 810 | 19.1% | 36.4% |
| It's close to work | 497 | 11.7% | 22.3% |
| I like the faith / religious community / congregation | 155 | 3.7% | 7.0% |
| Good entertainment / arts / culture | 82 | 1.9% | 3.7% |
| It's an active community with lots going on, I like being involved | 219 | 5.2% | 9.8% |
| It has a small town atmosphere / feeling | 354 | 8.4% | 15.9% |
| Convenient access to stores, retail, restaurants | 184 | 4.3% | 8.3% |
| There is nothing good about living in Riverside | 81 | 1.9% | 3.6% |
| Other | 78 | 1.8% | 3.5% |
| Total | 4231 | 100.0% | 190.2% |

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

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

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

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

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

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

OTHER comments: Like LEAST about living in Riverside?

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

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

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

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

Q5_5: Riverside is a good place to bring visitors

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 106 | 4.2 | 5.0 | 5.0 |
| | Agree | 838 | 33.3 | 39.6 | 44.6 |
| | Disagree | 835 | 33.2 | 39.4 | 84.0 |
| | Strongly Disagree | 338 | 13.5 | 16.0 | 100.0 |
| | Total | 2117 | 84.2 | 100.0 | |
| Missing | Don't know | 338 | 13.5 | | |
| | System | 58 | 2.3 | | |
| | Total | 396 | 15.8 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 163 | 6.5 | 9.6 | 9.6 |
| | Agree | 875 | 34.8 | 51.6 | 61.2 |
| | Disagree | 461 | 18.3 | 27.2 | 88.3 |
| | Strongly Disagree | 198 | 7.9 | 11.7 | 100.0 |
| | Total | 1697 | 67.5 | 100.0 | |
| Missing | Don't know | 745 | 29.6 | | |
| | System | 71 | 2.8 | | |
| | Total | 816 | 32.5 | | |
| Total | | 2513 | 100.0 | | |

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

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

Q5_1: Riverside is a good place to raise children

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 307 | 12.2 | 13.1 | 13.1 |
| | Agree | 1251 | 49.8 | 53.5 | 66.6 |
| | Disagree | 570 | 22.7 | 24.4 | 91.0 |
| | Strongly Disagree | 211 | 8.4 | 9.0 | 100.0 |
| | Total | 2339 | 93.1 | 100.0 | |
| Missing | Don't know | 110 | 4.4 | | |
| | System | 64 | 2.5 | | |
| | Total | 174 | 6.9 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 410 | 16.3 | 17.3 | 17.3 |
| | Agree | 1520 | 60.5 | 64.2 | 81.5 |
| | Disagree | 335 | 13.3 | 14.1 | 95.7 |
| | Strongly Disagree | 103 | 4.1 | 4.3 | 100.0 |
| | Total | 2368 | 94.2 | 100.0 | |
| Missing | Don't know | 91 | 3.6 | | |
| | System | 54 | 2.1 | | |
| | Total | 145 | 5.8 | | |
| Total | | 2513 | 100.0 | | |

Q5_8: Riverside is a good place to make friends

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 123 | 4.9 | 8.3 | 8.3 |
| | Agree | 514 | 20.5 | 34.6 | 42.9 |
| | Disagree | 304 | 12.1 | 20.5 | 63.4 |
| | Strongly Disagree | 111 | 4.4 | 7.5 | 70.8 |
| | Don't know | 433 | 17.2 | 29.2 | 100.0 |
| | Total | 1485 | 59.1 | 100.0 | |
| Missing | System | 1028 | 40.9 | | |
| Total | | 2513 | 100.0 | | |

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

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| Taxes too high, lower taxes | 42 | 13.9% | 15.6% |
| Get rid of homelessness | 9 | 3.0% | 3.3% |
| No response given/don't know how | 14 | 4.6% | 5.2% |
| To many regulations | 17 | 5.6% | 6.3% |
| Economy, economy needs to improve | 5 | 1.7% | 1.9% |
| Higher Incomes, less unemployment, to help people have money to spend | 18 | 5.9% | 6.7% |
| Less red tape, ease the process to start a business | 24 | 7.9% | 8.9% |
| Lower the crime rate | 5 | 1.7% | 1.9% |
| Incentive programs | 16 | 5.3% | 5.9% |
| Riverside become business friendly and be supportive | 36 | 11.9% | 13.4% |
| Locals to be more supportive | 10 | 3.3% | 3.7% |
| Too many restrictions | 2 | .7% | .7% |
| Fees are too high to start a business or do businesses in Riverside | 13 | 4.3% | 4.8% |
| City employees to be more helpful... | 5 | 1.7% | 1.9% |
| City to encourage, seminars, assist in getting started | 4 | 1.3% | 1.5% |
| Get rid of corruption | 3 | 1.0% | 1.1% |
| Other | 65 | 21.5% | 24.2% |
| Affordable business space | 10 | 3.3% | 3.7% |
| Parking issues, what's the plan for parking, less meter parking | 5 | 1.7% | 1.9% |
| Total | 303 | 100.0% | 112.6% |

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 480 | 19.1 | 19.5 | 19.5 |
| | Good | 903 | 35.9 | 36.7 | 56.2 |
| | Fair | 728 | 29.0 | 29.6 | 85.8 |
| | Poor | 349 | 13.9 | 14.2 | 100.0 |
| | Total | 2460 | 97.9 | 100.0 | |
| Missing | Don't know | 4 | .2 | | |
| | System | 49 | 1.9 | | |
| | Total | 53 | 2.1 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Excellent | 641 | 25.5 | 26.3 | 26.3 |
| | Good | 1026 | 40.8 | 42.1 | 68.4 |
| | Fair | 532 | 21.2 | 21.8 | 90.2 |
| | Poor | 206 | 8.2 | 8.5 | 98.7 |
| | Can't rate...I don't exercise / I'm not active | 32 | 1.3 | 1.3 | 100.0 |
| | Total | 2437 | 97.0 | 100.0 | |
| Missing | Don't Know | 20 | .8 | | |
| | System | 56 | 2.2 | | |
| | Total | 76 | 3.0 | | |
| Total | | 2513 | 100.0 | | |

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 303 | 12.1 | 14.4 | 14.4 |
| | Good | 734 | 29.2 | 35.0 | 49.4 |
| | Fair | 570 | 22.7 | 27.2 | 76.6 |
| | Poor | 440 | 17.5 | 21.0 | 97.6 |
| | Don't know | 51 | 2.0 | 2.4 | 100.0 |
| | Total | 2098 | 83.5 | 100.0 | |
| Missing | Can't rate...I don't use bike lanes | 359 | 14.3 | | |
| | System | 56 | 2.2 | | |
| | Total | 415 | 16.5 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Excellent | 136 | 5.4 | 8.5 | 8.5 |
| | Good | 369 | 14.7 | 23.1 | 31.6 |
| | Fair | 423 | 16.8 | 26.5 | 58.0 |
| | Poor | 501 | 19.9 | 31.3 | 89.4 |
| | Don't know | 170 | 6.8 | 10.6 | 100.0 |
| | Total | 1599 | 63.6 | 100.0 | |
| Missing | Can't rate...I don't take the bus or rail | 860 | 34.2 | | |
| | System | 54 | 2.1 | | |
| | Total | 914 | 36.4 | | |
| Total | | 2513 | 100.0 | | |

Q10_6: Riverside is an attractive place

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 469 | 18.7 | 19.4 | 19.4 |
| | Agree | 1460 | 58.1 | 60.3 | 79.7 |
| | Disagree | 402 | 16.0 | 16.6 | 96.3 |
| | Strongly Disagree | 90 | 3.6 | 3.7 | 100.0 |
| | Total | 2421 | 96.3 | 100.0 | |
| Missing | Don't know | 25 | 1.0 | | |
| | System | 67 | 2.7 | | |
| | Total | 92 | 3.7 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 305 | 12.1 | 13.6 | 13.6 |
| | Agree | 1216 | 48.4 | 54.4 | 68.0 |
| | Disagree | 563 | 22.4 | 25.2 | 93.2 |
| | Strongly Disagree | 153 | 6.1 | 6.8 | 100.0 |
| | Total | 2237 | 89.0 | 100.0 | |
| Missing | Don't know | 202 | 8.0 | | |
| | System | 74 | 2.9 | | |
| | Total | 276 | 11.0 | | |
| Total | | 2513 | 100.0 | | |

Q10_4: There are good schools in my neighborhood

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

Q10_11: There are good colleges/ universities in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 996 | 39.6 | 42.0 | 42.0 |
| | Agree | 1297 | 51.6 | 54.7 | 96.8 |
| | Disagree | 51 | 2.0 | 2.2 | 98.9 |
| | Strongly Disagree | 26 | 1.0 | 1.1 | 100.0 |
| | Total | 2370 | 94.3 | 100.0 | |
| Missing | Don't know | 69 | 2.7 | | |
| | System | 74 | 2.9 | | |
| | Total | 143 | 5.7 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 1725 | 68.6 | 71.3 | 71.3 |
| | Agree | 650 | 25.9 | 26.8 | 98.1 |
| | Disagree | 34 | 1.4 | 1.4 | 99.5 |
| | Strongly Disagree | 12 | .5 | .5 | 100.0 |
| | Total | 2421 | 96.3 | 100.0 | |
| Missing | Don't know | 21 | .8 | | |
| | System | 71 | 2.8 | | |
| | Total | 92 | 3.7 | | |
| Total | | 2513 | 100.0 | | |

Q10_2: I am proud to live in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 746 | 29.7 | 31.9 | 31.9 |
| | Agree | 1148 | 45.7 | 49.0 | 80.9 |
| | Disagree | 350 | 13.9 | 14.9 | 95.8 |
| | Strongly Disagree | 98 | 3.9 | 4.2 | 100.0 |
| | Total | 2342 | 93.2 | 100.0 | |
| Missing | Don't know | 96 | 3.8 | | |
| | System | 75 | 3.0 | | |
| | Total | 171 | 6.8 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 125 | 5.0 | 6.5 | 6.5 |
| | Agree | 544 | 21.6 | 28.1 | 34.6 |
| | Disagree | 776 | 30.9 | 40.1 | 74.8 |
| | Strongly Disagree | 488 | 19.4 | 25.2 | 100.0 |
| | Total | 1933 | 76.9 | 100.0 | |
| Missing | Don't know | 505 | 20.1 | | |
| | System | 75 | 3.0 | | |
| | Total | 580 | 23.1 | | |
| Total | | 2513 | 100.0 | | |

Q10_7: Riverside's tap water is safe to drink

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

Q10_8: I feel a sense of belonging to my community

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 466 | 18.5 | 20.2 | 20.2 |
| | Agree | 1228 | 48.9 | 53.2 | 73.4 |
| | Disagree | 463 | 18.4 | 20.1 | 93.5 |
| | Strongly Disagree | 151 | 6.0 | 6.5 | 100.0 |
| | Total | 2308 | 91.8 | 100.0 | |
| Missing | Don't know | 77 | 3.1 | | |
| | System | 128 | 5.1 | | |
| | Total | 205 | 8.2 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 650 | 25.9 | 28.2 | 28.2 |
| | Agree | 1233 | 49.1 | 53.5 | 81.7 |
| | Disagree | 264 | 10.5 | 11.4 | 93.1 |
| | Strongly Disagree | 159 | 6.3 | 6.9 | 100.0 |
| | Total | 2306 | 91.8 | 100.0 | |
| Missing | Don't know | 73 | 2.9 | | |
| | System | 134 | 5.3 | | |
| | Total | 207 | 8.2 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 652 | 25.9 | 28.7 | 28.7 |
| | Agree | 1217 | 48.4 | 53.6 | 82.3 |
| | Disagree | 251 | 10.0 | 11.1 | 93.4 |
| | Strongly Disagree | 150 | 6.0 | 6.6 | 100.0 |
| | Total | 2270 | 90.3 | 100.0 | |
| Missing | Don't know | 114 | 4.5 | | |
| | System | 129 | 5.1 | | |
| | Total | 243 | 9.7 | | |
| Total | | 2513 | 100.0 | | |

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

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Strongly Agree | 622 | 24.8 | 28.0 | 28.0 |
| Agree | 678 | 27.0 | 30.5 | 58.5 |
| Disagree | 480 | 19.1 | 21.6 | 80.0 |
| Strongly Disagree | 444 | 17.7 | 20.0 | 100.0 |
| Total | 2224 | 88.5 | 100.0 | |
| Missing Don't know | 162 | 6.4 | | |
| System | 127 | 5.1 | | |
| Total | 289 | 11.5 | | |
| Total | 2513 | 100.0 | | |

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

| | Responses | | Percent of Cases |
|---|-----------|---------|------------------|
| | N | Percent | |
| Don't have medical insurance | 89 | 13.2% | 23.1% |
| Can't afford medical services we need | 84 | 12.5% | 21.8% |
| Have to go outside of Riverside to get services we need | 151 | 22.4% | 39.2% |
| Riverside doesn't have enough doctors | 75 | 11.1% | 19.5% |
| I have to wait too long for an appointment in Riverside | 102 | 15.1% | 26.5% |
| Can't find a doctor who understands my concerns or condition | 71 | 10.5% | 18.4% |
| Lack of good doctors in Riverside | 15 | 2.2% | 3.9% |
| Have a doctor already in other city (knows me and trust them) | 31 | 4.6% | 8.1% |
| Poor quality of health care especially hospitals | 12 | 1.8% | 3.1% |
| Poor health care | 9 | 1.3% | 2.3% |
| Other | 31 | 4.6% | 8.1% |
| Total | 674 | 100.0% | 175.1% |

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

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

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 452 | 18.0 | 24.5 | 24.5 |
| | Agree | 823 | 32.7 | 44.6 | 69.0 |
| | Disagree | 385 | 15.3 | 20.8 | 89.9 |
| | Strongly Disagree | 187 | 7.4 | 10.1 | 100.0 |
| | Total | 1847 | 73.5 | 100.0 | |
| Missing | Don't Know | 309 | 12.3 | | |
| | System | 357 | 14.2 | | |
| | Total | 666 | 26.5 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 125 | 5.0 | 22.6 | 22.6 |
| | Agree | 291 | 11.6 | 52.7 | 75.4 |
| | Disagree | 103 | 4.1 | 18.7 | 94.0 |
| | Strongly Disagree | 33 | 1.3 | 6.0 | 100.0 |
| | Total | 552 | 22.0 | 100.0 | |
| Missing | Don't Know | 105 | 4.2 | | |
| | System | 1856 | 73.9 | | |
| | Total | 1961 | 78.0 | | |
| Total | | 2513 | 100.0 | | |

Q85_2: My child(ren)'s school prepares her / him / them to be successful college students

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 142 | 5.7 | 25.7 | 25.7 |
| | Agree | 293 | 11.7 | 53.1 | 78.8 |
| | Disagree | 88 | 3.5 | 15.9 | 94.7 |
| | Strongly Disagree | 29 | 1.2 | 5.3 | 100.0 |
| | Total | 552 | 22.0 | 100.0 | |
| Missing | Don't Know | 106 | 4.2 | | |
| | System | 1855 | 73.8 | | |
| Total | | 1961 | 78.0 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 103 | 4.1 | 8.3 | 8.3 |
| | Agree | 647 | 25.7 | 52.3 | 60.6 |
| | Disagree | 367 | 14.6 | 29.6 | 90.2 |
| | Strongly Disagree | 121 | 4.8 | 9.8 | 100.0 |
| | Total | 1238 | 49.3 | 100.0 | |
| Missing | Don't know | 233 | 9.3 | | |
| | System | 1042 | 41.5 | | |
| Total | | 1275 | 50.7 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 271 | 10.8 | 18.6 | 18.6 |
| | Partially meet my needs | 326 | 13.0 | 22.3 | 40.9 |
| | Doesn't meet my needs | 132 | 5.3 | 9.0 | 50.0 |
| | Don't use them | 469 | 18.7 | 32.1 | 82.1 |
| | Didn't know Riverside had them | 261 | 10.4 | 17.9 | 100.0 |
| | Total | 1459 | 58.1 | 100.0 | |
| Missing | System | 1054 | 41.9 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 65 | 2.6 | 36.5 | 36.5 |
| | No | 47 | 1.9 | 26.4 | 62.9 |
| | I have no interest in internships | 27 | 1.1 | 15.2 | 78.1 |
| | Not yet, but I plan to | 39 | 1.6 | 21.9 | 100.0 |
| | Total | 178 | 7.1 | 100.0 | |
| Missing | System | 2335 | 92.9 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs | 22 | .9 | 21.4 | 21.4 |
| | No, there are not enough local opportunities | 57 | 2.3 | 55.3 | 76.7 |
| | I don't know yet | 24 | 1.0 | 23.3 | 100.0 |
| | Total | 103 | 4.1 | 100.0 | |
| Missing | System | 2410 | 95.9 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 69 | 2.7 | 39.9 | 39.9 |
| | No, the jobs I want aren't in Riverside | 76 | 3.0 | 43.9 | 83.8 |
| | I don't want to stay in Riverside | 28 | 1.1 | 16.2 | 100.0 |
| | Total | 173 | 6.9 | 100.0 | |
| Missing | System | 2340 | 93.1 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 138 | 5.5 | 78.9 | 78.9 |
| | No | 37 | 1.5 | 21.1 | 100.0 |
| | Total | 175 | 7.0 | 100.0 | |
| Missing | System | 2338 | 93.0 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Responses | | Percent of Cases |
|-------|---|-----------|---------|------------------|
| | | N | Percent | |
| | Make it safer, less crime. more police presence | 13 | 26.0% | 36.1% |
| | Better public transportation (so you don't need a car) | 3 | 6.0% | 8.3% |
| | Better night life entertainment, sport venue, better quality of restaurants | 19 | 38.0% | 52.8% |
| | Other | 9 | 18.0% | 25.0% |
| | Improve shopping near campuses | 2 | 4.0% | 5.6% |
| | Affordable housing, cost of living | 1 | 2.0% | 2.8% |
| | Better job opportunities | 3 | 6.0% | 8.3% |
| Total | | 50 | 100.0% | 138.9% |

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

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

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

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

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

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 673 | 26.8 | 27.7 | 27.7 |
| | Partially meet my needs | 914 | 36.4 | 37.6 | 65.4 |
| | Don't meet my needs | 577 | 23.0 | 23.8 | 89.1 |
| | Don't use them | 219 | 8.7 | 9.0 | 98.1 |
| | Didn't know Riverside had them | 45 | 1.8 | 1.9 | 100.0 |
| | Total | 2428 | 96.6 | 100.0 | |
| Missing | System | 85 | 3.4 | | |
| Total | | 2513 | 100.0 | | |

Q16b: What improvements would you like to festivals and events?

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

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

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

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

Q15b: What concerts or live theater would you like?

| | | Responses | | Percent of Cases |
|-------|---|-----------|---------|------------------|
| | | N | Percent | |
| | Any, all types, something | 26 | 2.2% | 2.5% |
| | Jazz | 49 | 4.2% | 4.8% |
| | Classical | 41 | 3.5% | 4.0% |
| | Larger location for big concerts and well-known names | 103 | 8.8% | 10.1% |
| | Larger venue with enough parking | 8 | .7% | .8% |
| | Could Fox Theater bring in...?variety, quality, top, etc. | 203 | 17.3% | 19.8% |
| | Outside large concerts, band performance | 67 | 5.7% | 6.5% |
| | Amphitheater | 5 | .4% | .5% |
| | Not interested/no response | 27 | 2.3% | 2.6% |
| | Broadway Shows | 53 | 4.5% | 5.2% |
| | Comedy | 22 | 1.9% | 2.1% |
| | Country | 26 | 2.2% | 2.5% |
| | Family friendly, kid shows, puppets, etc. | 39 | 3.3% | 3.8% |
| | Dinner Theater | 9 | .8% | .9% |
| | Hard Rock | 1 | .1% | .1% |
| | Rock and Roll | 48 | 4.1% | 4.7% |
| | Affordable | 59 | 5.0% | 5.8% |
| | Blue Grass | 9 | .8% | .9% |
| | Folk music | 13 | 1.1% | 1.3% |
| | Current, Top 40's | 58 | 4.9% | 5.7% |
| | More variety | 177 | 15.1% | 17.3% |
| | More variety of venues, options, choices | 46 | 3.9% | 4.5% |
| | Other | 84 | 7.2% | 8.2% |
| Total | | 1173 | 100.0% | 114.6% |

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Meet my needs | 436 | 17.3 | 18.0 | 18.0 |
| | Partially meet my needs | 728 | 29.0 | 30.0 | 47.9 |
| | Don't meet my needs | 724 | 28.8 | 29.8 | 77.8 |
| | Don't use them | 460 | 18.3 | 18.9 | 96.7 |
| | Didn't know Riverside had them | 80 | 3.2 | 3.3 | 100.0 |
| | Total | 2428 | 96.6 | 100.0 | |
| Missing | System | 85 | 3.4 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Responses | | Percent of Cases |
|-------|--|-----------|---------|------------------|
| | | N | Percent | |
| | Don't know where to go | 93 | 7.9% | 9.0% |
| | To hear Jazz, lounge style | 43 | 3.6% | 4.2% |
| | Cost too much | 38 | 3.2% | 3.7% |
| | Type of place or the music not to my liking | 136 | 11.5% | 13.1% |
| | No response/not interested | 40 | 3.4% | 3.9% |
| | Not enough of them | 254 | 21.5% | 24.5% |
| | Lack variety of style of places and options for my age group | 253 | 21.4% | 24.4% |
| | Don't feel safe | 57 | 4.8% | 5.5% |
| | No large venue for concerts and well name bands | 57 | 4.8% | 5.5% |
| | Advertise | 26 | 2.2% | 2.5% |
| | Fox Theater good but..... | 106 | 9.0% | 10.2% |
| | Parking issues | 12 | 1.0% | 1.2% |
| | Outdoor venues | 29 | 2.4% | 2.8% |
| | Other | 40 | 3.4% | 3.9% |
| Total | | 1184 | 100.0% | 114.3% |

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

Q11: Do restaurants in Riverside meet your needs?

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

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

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

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

Q11: Do retail stores in Riverside meet your needs?

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

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

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

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

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

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

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

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

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

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

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | A local newspaper | 571 | 22.7 | 31.2 | 31.2 |
| | On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com | 163 | 6.5 | 8.9 | 40.1 |
| | Explore Riverside quarterly newsletter | 190 | 7.6 | 10.4 | 50.5 |
| | Utility bill inserts | 20 | .8 | 1.1 | 51.6 |
| | Channel 3, government access TV | 13 | .5 | .7 | 52.3 |
| | Community or neighborhood groups | 61 | 2.4 | 3.3 | 55.6 |
| | Friends and family | 250 | 9.9 | 13.7 | 69.3 |
| | Local websites | 88 | 3.5 | 4.8 | 74.1 |
| | Social media such as Twitter or Facebook | 276 | 11.0 | 15.1 | 89.1 |
| | Email from the City or Councilmember | 69 | 2.7 | 3.8 | 92.9 |
| | Religious/Faith community | 22 | .9 | 1.2 | 94.1 |
| | Employer | 46 | 1.8 | 2.5 | 96.6 |
| | Radio | 39 | 1.6 | 2.1 | 98.7 |
| | Never try to find out about things happening | 2 | .1 | .1 | 98.9 |
| | Other | 14 | .6 | .8 | 99.6 |
| | UCR | 2 | .1 | .1 | 99.7 |
| | PE.com | 3 | .1 | .2 | 99.9 |
| | Chamber of Commerce | 2 | .1 | .1 | 100.0 |
| | Total | 1831 | 72.9 | 100.0 | |
| Missing | System | 682 | 27.1 | | |
| Total | | 2513 | 100.0 | | |

Info2: Do you ever use the on-line Community Calendar on RiversideCA.gov (City's website) or ExploreRiverside.com?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 522 | 20.8 | 21.9 | 21.9 |
| | No | 1292 | 51.4 | 54.2 | 76.1 |
| | Sometimes | 571 | 22.7 | 23.9 | 100.0 |
| | Total | 2385 | 94.9 | 100.0 | |
| Missing | System | 128 | 5.1 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | All of them | 319 | 12.7 | 13.4 | 13.4 |
| | Most of them | 760 | 30.2 | 31.9 | 45.2 |
| | Some of them | 1104 | 43.9 | 46.3 | 91.5 |
| | No, don't know any | 192 | 7.6 | 8.1 | 99.6 |
| | Don't have any neighbors close by | 10 | .4 | .4 | 100.0 |
| | Total | 2385 | 94.9 | 100.0 | |
| Missing | Don't Know | 10 | .4 | | |
| | System | 118 | 4.7 | | |
| | Total | 128 | 5.1 | | |
| Total | | 2513 | 100.0 | | |

Q17b: Do you have at least one neighbor who would help you if you needed help?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 1858 | 73.9 | 77.8 | 77.8 |
| | No | 153 | 6.1 | 6.4 | 84.2 |
| | I think so but I'm not sure | 378 | 15.0 | 15.8 | 100.0 |
| | Total | 2389 | 95.1 | 100.0 | |
| Missing | System | 124 | 4.9 | | |
| Total | | 2513 | 100.0 | | |

Q17c: In the past 12 months, which of the following ways have you used (if any) to communicate with your neighbors about community issues? Please choose all that apply.

| | | Responses | | Percent of Cases |
|-------|---|-----------|---------|------------------|
| | | N | Percent | |
| | I don't communicate with neighbors | 313 | 7.3% | 13.2% |
| | Talking face to face | 1944 | 45.6% | 82.2% |
| | Talking on the phone | 509 | 11.9% | 21.5% |
| | Exchanging text messages | 354 | 8.3% | 15.0% |
| | Joining a community group on a social networking site | 322 | 7.5% | 13.6% |
| | Using Twitter | 21 | .5% | .9% |
| | Reading a community blog | 97 | 2.3% | 4.1% |
| | Participating in a community meeting | 315 | 7.4% | 13.3% |
| | Exchanging e-mails | 392 | 9.2% | 16.6% |
| Total | | 4267 | 100.0% | 180.5% |

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

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

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

Q18b: What makes you feel your neighborhood is unsafe?

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

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

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

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

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

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all fearful | 336 | 13.4 | 14.1 | 14.1 |
| | Not too fearful | 1098 | 43.7 | 46.0 | 60.1 |
| | Somewhat fearful, or | 823 | 32.7 | 34.5 | 94.6 |
| | Very fearful | 130 | 5.2 | 5.4 | 100.0 |
| | Total | 2387 | 95.0 | 100.0 | |
| Missing | Don't Know | 17 | .7 | | |
| | System | 109 | 4.3 | | |
| | Total | 126 | 5.0 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 557 | 22.2 | 23.4 | 23.4 |
| | Same | 1212 | 48.2 | 50.8 | 74.2 |
| | Worse off | 615 | 24.5 | 25.8 | 100.0 |
| | Total | 2384 | 94.9 | 100.0 | |
| Missing | Don't Know | 16 | .6 | | |
| | System | 113 | 4.5 | | |
| | Total | 129 | 5.1 | | |
| Total | | 2513 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 854 | 34.0 | 38.7 | 38.7 |
| | Same | 1136 | 45.2 | 51.4 | 90.1 |
| | Worse off | 219 | 8.7 | 9.9 | 100.0 |
| | Total | 2209 | 87.9 | 100.0 | |
| Missing | Don't Know | 184 | 7.3 | | |
| | System | 120 | 4.8 | | |
| | Total | 304 | 12.1 | | |
| Total | | 2513 | 100.0 | | |

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

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

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

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

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

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

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

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

Q23b: How many hours per month do you volunteer?

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

Do you rent or own your current residence?

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

What was the last grade of school that you completed?

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

Age categories

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

Employment status

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

Do you work within the City of Riverside?

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

Are you a male or female?

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

Are you of Hispanic, Latino, or Spanish origin?

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

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

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

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

APPENDIX VIII

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

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

Following are frequency tables for the online and paper versions of the Riverside Community Quality of Life Survey for people who work or attend college/university in Riverside but live elsewhere. A few comments about this data display are in order:

- Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are NOT, however, random, thus results may be skewed and must be interpreted with caution. For example, online survey respondents tend to be those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with “mid-range” attitudes. Further, people who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both on-line and phone surveys). **The reader is encouraged to view the results of the statistically valid telephone survey in Appendix VI.**
- The “simple” frequency tables below, produced by SPSS 19.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
 - **Frequency** – the number of respondents providing a particular response
 - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 483 (that is, with “don’t know” and “refused” included in the totals)
 - **Valid Percent** – the percentage of people providing a particular response, with “don’t know” and “refused” *excluded* from the calculation
 - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn’t have a meaningful interpretation. In others, such as number of years a person has worked or attended college/university in the City, it is meaningful to note that 12.1% have lived in the City less than 2 years, 28.4% 5 years or less, 55.7% 10 years or less, etc.
- For some questions, respondents had the opportunity to provide multiple answers (questions such as Q3, perceptions of the best things about working in the City). The tables for those multiple response questions show three columns of numbers:
 - **Responses, N** – The weighted number of respondents providing a particular response
 - **Responses, Percent** – the percentage of the total number of responses in a category, calculated as the N figure divided by the total number of responses to the question (the bottom of the “N” column).
 - **Percent of Cases** – the percentage of people who responded with a particular answer, calculated as the N figure divided by the total number of people who responded to the question with one or more answers

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Less than 2 years | 58 | 12.0 | 12.1 | 12.1 |
| | 2 to 5 years | 78 | 16.1 | 16.3 | 28.4 |
| | 6 to 10 years | 131 | 27.1 | 27.3 | 55.7 |
| | 11 to 20 years | 120 | 24.8 | 25.1 | 80.8 |
| | More than 20 years | 92 | 19.0 | 19.2 | 100.0 |
| | Total | 479 | 99.2 | 100.0 | |
| Missing | Don't know | 2 | .4 | | |
| | System | 2 | .4 | | |
| | Total | 4 | .8 | | |
| Total | | 483 | 100.0 | | |

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

Q2Work: Since you work or attend college/university in Riverside, what are the reasons you don't choose to live here?

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

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

Q3Work: What are the BEST things about working/attending college in Riverside?
[CHOOSE UP TO 2]

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

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

Q4Work: What do you like LEAST about working/attending college in Riverside?
[CHOOSE UP TO 2]

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

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

Q5_1: Riverside is a good place to bring visitors

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 48 | 9.9 | 11.2 | 11.2 |
| | Agree | 277 | 57.3 | 64.7 | 75.9 |
| | Disagree | 84 | 17.4 | 19.6 | 95.6 |
| | Strongly Disagree | 19 | 3.9 | 4.4 | 100.0 |
| | Total | 428 | 88.6 | 100.0 | |
| Missing | Don't Know | 45 | 9.3 | | |
| | System | 10 | 2.1 | | |
| | Total | 55 | 11.4 | | |
| Total | | 483 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 33 | 6.8 | 11.3 | 11.3 |
| | Agree | 172 | 35.6 | 59.1 | 70.4 |
| | Disagree | 66 | 13.7 | 22.7 | 93.1 |
| | Strongly Disagree | 20 | 4.1 | 6.9 | 100.0 |
| | Total | 291 | 60.2 | 100.0 | |
| Missing | Don't Know | 181 | 37.5 | | |
| | System | 11 | 2.3 | | |
| | Total | 192 | 39.8 | | |
| Total | | 483 | 100.0 | | |

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

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

Q5_5: Riverside is a good place to raise children

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 62 | 12.8 | 14.3 | 14.3 |
| | Agree | 273 | 56.5 | 63.0 | 77.4 |
| | Disagree | 80 | 16.6 | 18.5 | 95.8 |
| | Strongly Disagree | 18 | 3.7 | 4.2 | 100.0 |
| | Total | 433 | 89.6 | 100.0 | |
| Missing | Don't Know | 40 | 8.3 | | |
| | System | 10 | 2.1 | | |
| | Total | 50 | 10.4 | | |
| Total | | 483 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 43 | 8.9 | 10.8 | 10.8 |
| | Agree | 220 | 45.5 | 55.1 | 65.9 |
| | Disagree | 104 | 21.5 | 26.1 | 92.0 |
| | Strongly Disagree | 32 | 6.6 | 8.0 | 100.0 |
| | Total | 399 | 82.6 | 100.0 | |
| Missing | Don't Know | 75 | 15.5 | | |
| | System | 9 | 1.9 | | |
| | Total | 84 | 17.4 | | |
| Total | | 483 | 100.0 | | |

Q5_8: Riverside is a good place to make friends

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

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 14 | 2.9 | 3.0 | 3.0 |
| | Good | 94 | 19.5 | 19.9 | 22.8 |
| | Fair | 91 | 18.8 | 19.2 | 42.1 |
| | Poor | 35 | 7.2 | 7.4 | 49.5 |
| | Can't rate...I don't use bike lanes | 198 | 41.0 | 41.9 | 91.3 |
| | Don't know | 41 | 8.5 | 8.7 | 100.0 |
| | Total | 473 | 97.9 | 100.0 | |
| Missing | System | 10 | 2.1 | | |
| Total | | 483 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Excellent | 22 | 4.6 | 4.7 | 4.7 |
| | Good | 65 | 13.5 | 13.7 | 18.4 |
| | Fair | 69 | 14.3 | 14.6 | 33.0 |
| | Poor | 58 | 12.0 | 12.3 | 45.2 |
| | Can't rate...I don't take the bus or rail | 205 | 42.4 | 43.3 | 88.6 |
| | Don't know | 54 | 11.2 | 11.4 | 100.0 |
| | Total | 473 | 97.9 | 100.0 | |
| Missing | System | 10 | 2.1 | | |
| Total | | 483 | 100.0 | | |

Q10_1: "Riverside is an attractive place"

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 69 | 14.3 | 14.9 | 14.9 |
| | Agree | 291 | 60.2 | 62.7 | 77.6 |
| | Disagree | 84 | 17.4 | 18.1 | 95.7 |
| | Strongly Disagree | 20 | 4.1 | 4.3 | 100.0 |
| | Total | 464 | 96.1 | 100.0 | |
| Missing | Don't know | 8 | 1.7 | | |
| | System | 11 | 2.3 | | |
| | Total | 19 | 3.9 | | |
| Total | | 483 | 100.0 | | |

Q10_2: "Riverside is a place where I can realize the goals I have for my future"

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 45 | 9.3 | 10.9 | 10.9 |
| | Agree | 249 | 51.6 | 60.3 | 71.2 |
| | Disagree | 98 | 20.3 | 23.7 | 94.9 |
| | Strongly Disagree | 21 | 4.3 | 5.1 | 100.0 |
| | Total | 413 | 85.5 | 100.0 | |
| Missing | Don't know | 57 | 11.8 | | |
| | System | 13 | 2.7 | | |
| | Total | 70 | 14.5 | | |
| Total | | 483 | 100.0 | | |

Q10_3: "There are good schools in Riverside"

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 156 | 32.3 | 35.2 | 35.2 |
| | Agree | 269 | 55.7 | 60.7 | 95.9 |
| | Disagree | 10 | 2.1 | 2.3 | 98.2 |
| | Strongly Disagree | 8 | 1.7 | 1.8 | 100.0 |
| | Total | 443 | 91.7 | 100.0 | |
| Missing | Don't know | 27 | 5.6 | | |
| | System | 13 | 2.7 | | |
| | Total | 40 | 8.3 | | |
| Total | | 483 | 100.0 | | |

Q10_5: "It is important for young people to go to college or trade school"

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 318 | 65.8 | 68.5 | 68.5 |
| | Agree | 131 | 27.1 | 28.2 | 96.8 |
| | Disagree | 12 | 2.5 | 2.6 | 99.4 |
| | Strongly Disagree | 3 | .6 | .6 | 100.0 |
| | Total | 464 | 96.1 | 100.0 | |
| Missing | Don't know | 8 | 1.7 | | |
| | System | 11 | 2.3 | | |
| | Total | 19 | 3.9 | | |
| Total | | 483 | 100.0 | | |

Q10_6: "I am proud to work in Riverside"

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 161 | 33.3 | 36.2 | 36.2 |
| | Agree | 235 | 48.7 | 52.8 | 89.0 |
| | Disagree | 39 | 8.1 | 8.8 | 97.8 |
| | Strongly Disagree | 10 | 2.1 | 2.2 | 100.0 |
| | Total | 445 | 92.1 | 100.0 | |
| Missing | Don't know | 26 | 5.4 | | |
| | System | 12 | 2.5 | | |
| | Total | 38 | 7.9 | | |
| Total | | 483 | 100.0 | | |

Q10_7: "I am satisfied with the progress made so far in addressing homelessness in the City of Riverside"

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 18 | 3.7 | 5.3 | 5.3 |
| | Agree | 104 | 21.5 | 30.7 | 36.0 |
| | Disagree | 130 | 26.9 | 38.3 | 74.3 |
| | Strongly Disagree | 87 | 18.0 | 25.7 | 100.0 |
| | Total | 339 | 70.2 | 100.0 | |
| Missing | Don't know | 133 | 27.5 | | |
| | System | 11 | 2.3 | | |
| | Total | 144 | 29.8 | | |
| Total | | 483 | 100.0 | | |

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

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

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 50 | 10.4 | 19.0 | 19.0 |
| | Agree | 129 | 26.7 | 49.0 | 68.1 |
| | Disagree | 73 | 15.1 | 27.8 | 95.8 |
| | Strongly Disagree | 11 | 2.3 | 4.2 | 100.0 |
| | Total | 263 | 54.5 | 100.0 | |
| Missing | Don't Know | 74 | 15.3 | | |
| | System | 146 | 30.2 | | |
| | Total | 220 | 45.5 | | |
| Total | | 483 | 100.0 | | |

Q62: Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position? [ANSWERED ONLY BY COLLEGE STUDENTS]

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 12 | 2.5 | 28.6 | 28.6 |
| | No | 15 | 3.1 | 35.7 | 64.3 |
| | I have no interest in internships | 4 | .8 | 9.5 | 73.8 |
| | Not yet, but I plan to | 11 | 2.3 | 26.2 | 100.0 |
| | Total | 42 | 8.7 | 100.0 | |
| Missing | System | 441 | 91.3 | | |
| | Total | 483 | 100.0 | | |

Q63: Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help prepare for a career position? [ANSWERED ONLY BY COLLEGE STUDENTS WHO HAVE EITHER SOUGHT AN INTERNSHIP/PART TIME JOB OR PLAN TO DO SO]

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs | 9 | 1.9 | 40.9 | 40.9 |
| | No, there are not enough local opportunities | 6 | 1.2 | 27.3 | 68.2 |
| | I don't know yet | 7 | 1.4 | 31.8 | 100.0 |
| | Total | 22 | 4.6 | 100.0 | |
| Missing | System | 461 | 95.4 | | |
| Total | | 483 | 100.0 | | |

Q64: Do you believe you will be able to find a good job in Riverside after you graduate? [ANSWERED ONLY BY COLLEGE STUDENTS]

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes | 27 | 5.6 | 64.3 | 64.3 |
| | No, the jobs I want aren't in Riverside | 9 | 1.9 | 21.4 | 85.7 |
| | I don't want to stay in Riverside | 6 | 1.2 | 14.3 | 100.0 |
| | Total | 42 | 8.7 | 100.0 | |
| Missing | System | 441 | 91.3 | | |
| Total | | 483 | 100.0 | | |

Q65: Do you think Riverside is a good place for college students? [ANSWERED ONLY BY COLLEGE STUDENTS]

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 35 | 7.2 | 83.3 | 83.3 |
| | No | 7 | 1.4 | 16.7 | 100.0 |
| | Total | 42 | 8.7 | 100.0 | |
| Missing | System | 441 | 91.3 | | |
| Total | | 483 | 100.0 | | |

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

| |
|--|
| <ul style="list-style-type: none"> • More activities • More local internships with a variety of internships ranging from the arts to science fields, art based internships are lacking in Riverside. Additionally more local job creations to help graduating students attain employment. • Riverside seems or appears old, dirty, and unsafe....I would focus more on cleaning up the city. • Safer environment |
|--|

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

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

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

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

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

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

Q11: Do restaurants in Riverside meet your needs?

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

Q11: Do retail stores in Riverside meet your needs?

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

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

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

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

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

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

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

Info1: What source(s) of information do you rely on to find out about events and resources in Riverside? [CHOOSE ALL THAT APPLY]

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

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

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------|--|------------|--------------|---------------|--------------------|
| Valid | A local newspaper | 86 | 17.8 | 23.0 | 23.0 |
| | On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com | 49 | 10.1 | 13.1 | 36.1 |
| | Explore Riverside quarterly newsletter | 10 | 2.1 | 2.7 | 38.8 |
| | Community or neighborhood groups | 2 | .4 | .5 | 39.3 |
| | Friends and family | 45 | 9.3 | 12.0 | 51.3 |
| | Local websites | 27 | 5.6 | 7.2 | 58.6 |
| | Social media such as Twitter or Facebook | 27 | 5.6 | 7.2 | 65.8 |
| | Email from the City or Councilmember | 26 | 5.4 | 7.0 | 72.7 |
| | Religious/Faith community | 1 | .2 | .3 | 73.0 |
| | Employer | 80 | 16.6 | 21.4 | 94.4 |
| | Radio | 14 | 2.9 | 3.7 | 98.1 |
| | Never try to find out about things happening | 1 | .2 | .3 | 98.4 |
| | Other | 6 | 1.2 | 1.6 | 100.0 |
| | Total | 374 | 77.4 | 100.0 | |
| Missing | System | 109 | 22.6 | | |
| Total | | 483 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Yes | 97 | 20.1 | 20.7 | 20.7 |
| | No | 254 | 52.6 | 54.3 | 75.0 |
| | Sometimes | 117 | 24.2 | 25.0 | 100.0 |
| | Total | 468 | 96.9 | 100.0 | |
| Missing | System | 15 | 3.1 | | |
| Total | | 483 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes, it is safe | 204 | 42.2 | 44.5 | 44.5 |
| | No, it is not safe | 74 | 15.3 | 16.2 | 60.7 |
| | It is somewhat safe | 180 | 37.3 | 39.3 | 100.0 |
| | Total | 458 | 94.8 | 100.0 | |
| Missing | Don't walk outside, but not because of safety | 11 | 2.3 | | |
| | System | 14 | 2.9 | | |
| | Total | 25 | 5.2 | | |
| Total | | 483 | 100.0 | | |

Q18b: What makes you feel it is unsafe?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------|-----------|---------|---------------|--------------------|
| Valid | Crime | 92 | 19.0 | 37.2 | 37.2 |
| | Gang problem | 16 | 3.3 | 6.5 | 43.7 |
| | No sidewalks or bad sidewalks | 10 | 2.1 | 4.0 | 47.8 |
| | Dangerous intersections | 10 | 2.1 | 4.0 | 51.8 |
| | No lighting or poor lighting | 11 | 2.3 | 4.5 | 56.3 |
| | Too much traffic | 19 | 3.9 | 7.7 | 64.0 |
| | Other (Specify) | 89 | 18.4 | 36.0 | 100.0 |
| | Total | 247 | 51.1 | 100.0 | |
| Missing | Don't know | 5 | 1.0 | | |
| | System | 231 | 47.8 | | |
| | Total | 236 | 48.9 | | |
| Total | | 483 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all fearful | 66 | 13.7 | 14.5 | 14.5 |
| | Not too fearful | 224 | 46.4 | 49.2 | 63.7 |
| | Somewhat fearful, or | 141 | 29.2 | 31.0 | 94.7 |
| | Very fearful | 24 | 5.0 | 5.3 | 100.0 |
| | Total | 455 | 94.2 | 100.0 | |
| Missing | Don't Know | 11 | 2.3 | | |
| | System | 17 | 3.5 | | |
| | Total | 28 | 5.8 | | |
| Total | | 483 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 123 | 25.5 | 27.0 | 27.0 |
| | Same | 243 | 50.3 | 53.3 | 80.3 |
| | Worse off | 90 | 18.6 | 19.7 | 100.0 |
| | Total | 456 | 94.4 | 100.0 | |
| Missing | Don't Know | 9 | 1.9 | | |
| | System | 18 | 3.7 | | |
| | Total | 27 | 5.6 | | |
| Total | | 483 | 100.0 | | |

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

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Better off | 189 | 39.1 | 44.5 | 44.5 |
| | Same | 205 | 42.4 | 48.2 | 92.7 |
| | Worse off | 31 | 6.4 | 7.3 | 100.0 |
| | Total | 425 | 88.0 | 100.0 | |
| Missing | Don't Know | 41 | 8.5 | | |
| | System | 17 | 3.5 | | |
| | Total | 58 | 12.0 | | |
| Total | | 483 | 100.0 | | |

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

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

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

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

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

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

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

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

Q23b: How many hours per month do you volunteer?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid | 0-8 hours | 112 | 23.2 | 77.2 | 77.2 |
| | 9-20 hours | 22 | 4.6 | 15.2 | 92.4 |
| | 21 or more hours | 7 | 1.4 | 4.8 | 97.2 |
| | Don't know | 4 | .8 | 2.8 | 100.0 |
| | Total | 145 | 30.0 | 100.0 | |
| Missing | System | 338 | 70.0 | | |
| Total | | 483 | 100.0 | | |

D4: What was the last grade of school that you completed?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | High school degree or equivalent | 16 | 3.3 | 3.4 | 3.4 |
| | Some college but no degree | 109 | 22.6 | 23.3 | 26.8 |
| | Associate degree or technical certificate | 85 | 17.6 | 18.2 | 45.0 |
| | Bachelor's degree | 148 | 30.6 | 31.7 | 76.7 |
| | Graduate or professional degree | 105 | 21.7 | 22.5 | 99.1 |
| | Other (specify) | 4 | .8 | .9 | 100.0 |
| | Total | 467 | 96.7 | 100.0 | |
| Missing | System | 16 | 3.3 | | |
| Total | | 483 | 100.0 | | |

D5: What is your age?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------|-----------|---------|---------------|--------------------|
| Valid | 18 to 19 | 5 | 1.0 | 1.2 | 1.2 |
| | 20 to 24 | 18 | 3.7 | 4.2 | 5.4 |
| | 25 to 34 | 83 | 17.2 | 19.5 | 24.9 |
| | 35 to 44 | 111 | 23.0 | 26.1 | 50.9 |
| | 45 to 54 | 138 | 28.6 | 32.4 | 83.3 |
| | 55 to 59 | 51 | 10.6 | 12.0 | 95.3 |
| | 60 to 64 | 16 | 3.3 | 3.8 | 99.1 |
| | 65 to 74 | 4 | .8 | .9 | 100.0 |
| | Total | 426 | 88.2 | 100.0 | |
| Missing | System | 57 | 11.8 | | |
| Total | | 483 | 100.0 | | |

D6: How many children ages 18 and under do you have living at home?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 0 | 241 | 49.9 | 53.9 | 53.9 |
| | 1 | 100 | 20.7 | 22.4 | 76.3 |
| | 2 | 67 | 13.9 | 15.0 | 91.3 |
| | 3 | 32 | 6.6 | 7.2 | 98.4 |
| | 4 | 5 | 1.0 | 1.1 | 99.6 |
| | 5 | 1 | .2 | .2 | 99.8 |
| | 6 | 1 | .2 | .2 | 100.0 |
| | Total | 447 | 92.5 | 100.0 | |
| Missing | System | 36 | 7.5 | | |
| Total | | 483 | 100.0 | | |

D7: Employment status

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Working full-time for pay | 411 | 85.1 | 88.2 | 88.2 |
| | Working less than 30 hours a week for pay | 28 | 5.8 | 6.0 | 94.2 |
| | Full-time student | 9 | 1.9 | 1.9 | 96.1 |
| | Other (specify) | 18 | 3.7 | 3.9 | 100.0 |
| | Total | 466 | 96.5 | 100.0 | |
| Missing | System | 17 | 3.5 | | |
| Total | | 483 | 100.0 | | |

Gender: Are you a male or female?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Male | 223 | 46.2 | 48.4 | 48.4 |
| | Female | 238 | 49.3 | 51.6 | 100.0 |
| | Total | 461 | 95.4 | 100.0 | |
| Missing | System | 22 | 4.6 | | |
| Total | | 483 | 100.0 | | |

D8b: Are you of Hispanic, Latino, or Spanish origin?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 109 | 22.6 | 24.1 | 24.1 |
| | No | 344 | 71.2 | 75.9 | 100.0 |
| | Total | 453 | 93.8 | 100.0 | |
| Missing | System | 30 | 6.2 | | |
| Total | | 483 | 100.0 | | |

How would you describe your race or ethnicity?

| | | Responses | | Percent of Cases |
|--|--|-----------|---------|------------------|
| | | N | Percent | |
| White | | 336 | 75.3% | 80.2% |
| Black, African American, or Negro | | 37 | 8.3% | 8.8% |
| American Indian or Alaska Native-Print name of enrolled or principal tribe in box provided | | 9 | 2.0% | 2.1% |
| Asian Indian | | 5 | 1.1% | 1.2% |
| Chinese | | 3 | .7% | .7% |
| Filipino | | 14 | 3.1% | 3.3% |
| Japanese | | 4 | .9% | 1.0% |
| Korean | | 1 | .2% | .2% |
| Vietnamese | | 2 | .4% | .5% |
| Other Asian | | 3 | .7% | .7% |
| Native Hawaiian | | 1 | .2% | .2% |
| Guamanian or Chamorro | | 1 | .2% | .2% |
| Other Pacific Islander | | 2 | .4% | .5% |
| Some other race | | 28 | 6.3% | 6.7% |
| Total | | 446 | 100.0% | 106.4% |

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Total household or family income before taxes for 2012

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Less than \$25,000 | 18 | 3.7 | 3.9 | 3.9 |
| | \$25,000 to less than \$35,000 | 11 | 2.3 | 2.4 | 6.4 |
| | \$35,000 to less than \$50,000 | 38 | 7.9 | 8.3 | 14.7 |
| | \$50,000 to less than \$65,000 | 55 | 11.4 | 12.1 | 26.8 |
| | \$65,000 to less than \$80,000 | 65 | 13.5 | 14.3 | 41.0 |
| | \$80,000 to \$110,000 | 106 | 21.9 | 23.2 | 64.3 |
| | Over \$110,000 | 149 | 30.8 | 32.7 | 96.9 |
| | Don't know | 14 | 2.9 | 3.1 | 100.0 |
| Total | | 456 | 94.4 | 100.0 | |
| Missing | System | 27 | 5.6 | | |
| Total | | 483 | 100.0 | | |

APPENDIX IX

Data Display, Online & Paper Surveys for Youth

Riverside Community Quality of Life Survey Data Display, Online and Paper Surveys for Youth

Following are frequency tables for the online and paper versions of the Riverside Community Quality of Life Survey for youth (designed for age 18 and below, although a 19 year old and a 20 year old also responded to the survey). A few comments about this data display are in order:

- Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are NOT, however, random, thus results may be skewed and must be interpreted with caution. For example, online survey respondents tend to be those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with “mid-range” attitudes. Further, people who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both on-line and phone surveys). **The reader is encouraged to view the results of the statistically valid telephone survey in Appendix VI.**
- The “simple” frequency tables below, produced by SPSS 19.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
 - **Frequency** – the number of respondents providing a particular response
 - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 196 (that is, with “don’t know” and “refused” included in the totals)
 - **Valid Percent** – the percentage of people providing a particular response, with “don’t know” and “refused” *excluded* from the calculation
 - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn’t have a meaningful interpretation. In others, such as number of years a person has lived in the City, it can be helpful to know that X% has lived in the city for a certain amount of years. **In this printout, the cumulative percentage column can be ignored.**

Riverside is a good place to be active and healthy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 41 | 20.9 | 24.6 | 24.6 |
| | Agree | 108 | 55.1 | 64.7 | 89.2 |
| | Disagree | 14 | 7.1 | 8.4 | 97.6 |
| | Strongly Disagree | 4 | 2.0 | 2.4 | 100.0 |
| | Total | 167 | 85.2 | 100.0 | |
| Missing | Don't know | 6 | 3.1 | | |
| | System | 23 | 11.7 | | |
| | Total | 29 | 14.8 | | |
| Total | | 196 | 100.0 | | |

Riverside is a good place to make friends

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 37 | 18.9 | 22.3 | 22.3 |
| | Agree | 116 | 59.2 | 69.9 | 92.2 |
| | Disagree | 13 | 6.6 | 7.8 | 100.0 |
| | Total | 166 | 84.7 | 100.0 | |
| Missing | Don't know | 7 | 3.6 | | |
| | System | 23 | 11.7 | | |
| | Total | 30 | 15.3 | | |
| Total | | 196 | 100.0 | | |

Riverside is an attractive place

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 24 | 12.2 | 15.1 | 15.1 |
| | Agree | 92 | 46.9 | 57.9 | 73.0 |
| | Disagree | 38 | 19.4 | 23.9 | 96.9 |
| | Strongly Disagree | 5 | 2.6 | 3.1 | 100.0 |
| | Total | 159 | 81.1 | 100.0 | |
| Missing | Don't know | 12 | 6.1 | | |
| | System | 25 | 12.8 | | |
| | Total | 37 | 18.9 | | |
| Total | | 196 | 100.0 | | |

Riverside is a place where I can realize the goals I have for my future

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 26 | 13.3 | 16.7 | 16.7 |
| | Agree | 82 | 41.8 | 52.6 | 69.2 |
| | Disagree | 44 | 22.4 | 28.2 | 97.4 |
| | Strongly Disagree | 4 | 2.0 | 2.6 | 100.0 |
| | Total | 156 | 79.6 | 100.0 | |
| Missing | Don't know | 16 | 8.2 | | |
| | System | 24 | 12.2 | | |
| | Total | 40 | 20.4 | | |
| Total | | 196 | 100.0 | | |

There are good schools in my neighborhood

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 43 | 21.9 | 25.7 | 25.7 |
| | Agree | 94 | 48.0 | 56.3 | 82.0 |
| | Disagree | 19 | 9.7 | 11.4 | 93.4 |
| | Strongly Disagree | 11 | 5.6 | 6.6 | 100.0 |
| | Total | 167 | 85.2 | 100.0 | |
| Missing | Don't know | 5 | 2.6 | | |
| | System | 24 | 12.2 | | |
| | Total | 29 | 14.8 | | |
| Total | | 196 | 100.0 | | |

It is important for young people to go to college or trade school

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 114 | 58.2 | 67.5 | 67.5 |
| | Agree | 52 | 26.5 | 30.8 | 98.2 |
| | Disagree | 3 | 1.5 | 1.8 | 100.0 |
| | Total | 169 | 86.2 | 100.0 | |
| Missing | Don't know | 4 | 2.0 | | |
| | System | 23 | 11.7 | | |
| | Total | 27 | 13.8 | | |
| Total | | 196 | 100.0 | | |

My school prepares me to get a good job when I am an adult

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 48 | 24.5 | 30.0 | 30.0 |
| | Agree | 90 | 45.9 | 56.3 | 86.3 |
| | Disagree | 16 | 8.2 | 10.0 | 96.3 |
| | Strongly Disagree | 6 | 3.1 | 3.8 | 100.0 |
| | Total | 160 | 81.6 | 100.0 | |
| Missing | Don't know | 13 | 6.6 | | |
| | System | 23 | 11.7 | | |
| | Total | 36 | 18.4 | | |
| Total | | 196 | 100.0 | | |

My school helps me prepare to be a successful college student

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 64 | 32.7 | 38.6 | 38.6 |
| | Agree | 91 | 46.4 | 54.8 | 93.4 |
| | Disagree | 8 | 4.1 | 4.8 | 98.2 |
| | Strongly Disagree | 3 | 1.5 | 1.8 | 100.0 |
| | Total | 166 | 84.7 | 100.0 | |
| Missing | Don't know | 5 | 2.6 | | |
| | System | 25 | 12.8 | | |
| | Total | 30 | 15.3 | | |
| Total | | 196 | 100.0 | | |

I am proud to live in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 59 | 30.1 | 37.6 | 37.6 |
| | Agree | 75 | 38.3 | 47.8 | 85.4 |
| | Disagree | 17 | 8.7 | 10.8 | 96.2 |
| | Strongly Disagree | 6 | 3.1 | 3.8 | 100.0 |
| | Total | 157 | 80.1 | 100.0 | |
| Missing | Don't know | 15 | 7.7 | | |
| | System | 24 | 12.2 | | |
| Total | | 196 | 100.0 | | |

Do you plan to attend college or university?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 158 | 80.6 | 91.3 | 91.3 |
| | No | 3 | 1.5 | 1.7 | 93.1 |
| | Don't know yet | 12 | 6.1 | 6.9 | 100.0 |
| | Total | 173 | 88.3 | 100.0 | |
| Missing | System | 23 | 11.7 | | |
| Total | | 196 | 100.0 | | |

Would you like to go to college or university in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 39 | 19.9 | 24.7 | 24.7 |
| | No | 69 | 35.2 | 43.7 | 68.4 |
| | Maybe...I don't know yet | 50 | 25.5 | 31.6 | 100.0 |
| | Total | 158 | 80.6 | 100.0 | |
| Missing | System | 38 | 19.4 | | |
| Total | | 196 | 100.0 | | |

What do you think about the restaurants in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | They are good | 106 | 54.1 | 62.4 | 62.4 |
| | They are OK but I'd like them to be better | 54 | 27.6 | 31.8 | 94.1 |
| | I don't like them at all | 6 | 3.1 | 3.5 | 97.6 |
| | Don't know | 4 | 2.0 | 2.4 | 100.0 |
| | Total | 170 | 86.7 | 100.0 | |
| Missing | System | 26 | 13.3 | | |
| Total | | 196 | 100.0 | | |

What do you think about the stores in Riverside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | They are good | 92 | 46.9 | 53.8 | 53.8 |
| | They are OK but I'd like them to be better | 68 | 34.7 | 39.8 | 93.6 |
| | I don't like them at all | 10 | 5.1 | 5.8 | 99.4 |
| | Don't know | 1 | .5 | .6 | 100.0 |
| | Total | 171 | 87.2 | 100.0 | |
| Missing | System | 25 | 12.8 | | |
| Total | | 196 | 100.0 | | |

What do you think about the parks and other places to play outside in Riverside

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | They are good | 81 | 41.3 | 47.4 | 47.4 |
| | They are OK but I'd like them to be better | 74 | 37.8 | 43.3 | 90.6 |
| | I don't like them at all | 11 | 5.6 | 6.4 | 97.1 |
| | Don't know | 5 | 2.6 | 2.9 | 100.0 |
| | Total | 171 | 87.2 | 100.0 | |
| Missing | System | 25 | 12.8 | | |
| Total | | 196 | 100.0 | | |

Do you feel it is safe to walk in your neighborhood?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Yes, it is safe | 81 | 41.3 | 47.1 | 47.1 |
| | Don't walk outside, but not because of safety | 3 | 1.5 | 1.7 | 48.8 |
| | No, it is not safe | 22 | 11.2 | 12.8 | 61.6 |
| | It is somewhat safe | 66 | 33.7 | 38.4 | 100.0 |
| | Total | 172 | 87.8 | 100.0 | |
| Missing | System | 24 | 12.2 | | |
| Total | | 196 | 100.0 | | |

What makes you feel it is unsafe?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------|-----------|---------|---------------|--------------------|
| Valid | Crime | 35 | 17.9 | 41.2 | 41.2 |
| | No sidewalks or bad sidewalks | 9 | 4.6 | 10.6 | 51.8 |
| | Dangerous intersections | 3 | 1.5 | 3.5 | 55.3 |
| | Homeless people | 3 | 1.5 | 3.5 | 58.8 |
| | Other (Specify) | 11 | 5.6 | 12.9 | 71.8 |
| | Don't know | 8 | 4.1 | 9.4 | 81.2 |
| | Gang problem | 8 | 4.1 | 9.4 | 90.6 |
| | No lighting or poor lighting | 5 | 2.6 | 5.9 | 96.5 |
| | Too much traffic | 3 | 1.5 | 3.5 | 100.0 |
| | Total | 85 | 43.4 | 100.0 | |
| Missing | System | 111 | 56.6 | | |
| Total | | 196 | 100.0 | | |

What is your age?

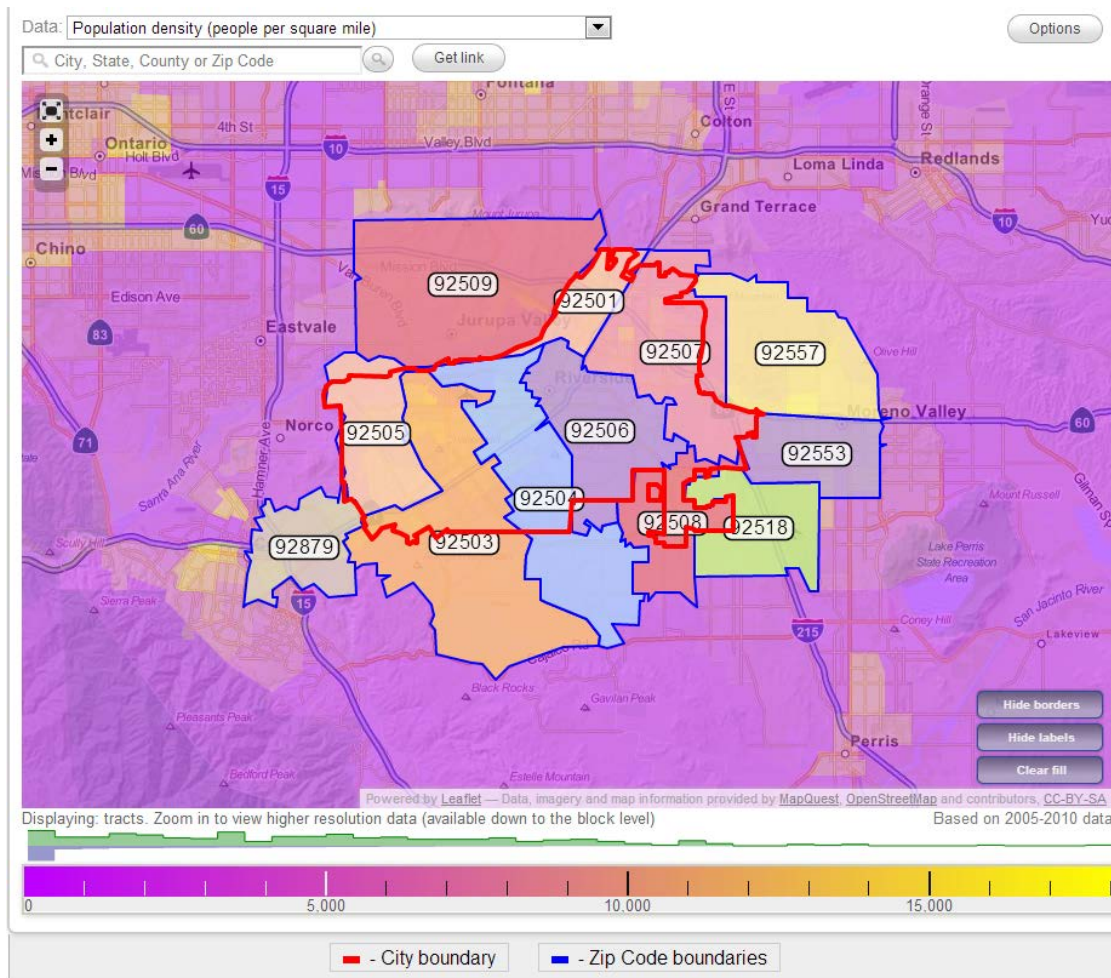
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 8 | 1 | .5 | .6 | .6 |
| | 9 | 1 | .5 | .6 | 1.2 |
| | 11 | 2 | 1.0 | 1.2 | 2.4 |
| | 12 | 2 | 1.0 | 1.2 | 3.6 |
| | 13 | 6 | 3.1 | 3.6 | 7.3 |
| | 14 | 19 | 9.7 | 11.5 | 18.8 |
| | 15 | 50 | 25.5 | 30.3 | 49.1 |
| | 16 | 49 | 25.0 | 29.7 | 78.8 |
| | 17 | 28 | 14.3 | 17.0 | 95.8 |
| | 18 | 3 | 1.5 | 1.8 | 97.6 |
| | 19 | 3 | 1.5 | 1.8 | 99.4 |
| | 20 | 1 | .5 | .6 | 100.0 |
| Total | | 165 | 84.2 | 100.0 | |
| Missing | System | 31 | 15.8 | | |
| Total | | 196 | 100.0 | | |

Are you male or female?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Male | 72 | 36.7 | 42.1 | 42.1 |
| | Female | 99 | 50.5 | 57.9 | 100.0 |
| | Total | 171 | 87.2 | 100.0 | |
| Missing | System | 25 | 12.8 | | |
| Total | | 196 | 100.0 | | |

APPENDIX X

Riverside City Zip Code Map



Source: www.city-data.com/zipmaps/Riverside-California.html